



**SOLANO COUNTY TRANSIT
TITLE VI PROGRAM**

EFFECTIVE APRIL 1, 2022

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Solano County Transit

311 Sacramento Street, Vallejo, CA 94590 · Main Tel. / Fax (707) 736-6990

SolTrans Title VI Program

Effective April 1, 2022

I. INTRODUCTION

This program reflects SolTrans' commitment to ensuring that no person shall, on the grounds of race, color, national origin, religion, age, marital status, sexual orientation, or disability be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity provided by SolTrans.

Signed Policy Statement

A policy statement assuring SolTrans' compliance with Title VI of the Civil Rights Act of 1964 can be found in **Attachment A**.

II. TITLE VI COMPLAINT PROCEDURES

SolTrans has a standard process for investigating all complaints. Members of the public may file a signed, written complaint up to one hundred eighty (180) days from the date of alleged discrimination. Full procedures for filing a complaint and SolTrans' procedures (in English and Spanish) for investigating complaints can be found in **Attachment A**.

III. RECORD OF TITLE VI INVESTIGATIONS, COMPLAINTS, OR LAWSUITS

Solano County Transit has a file established for all Title VI complaints. This file is stored at SolTrans' administrative offices at 311 Sacramento Street, Vallejo CA 94590. The file is available for review by anyone making such a request.

A listing of all Title VI complaints, investigations or lawsuits filed against the Agency during the previous triennial period is presented in **Attachment A**.

IV. NOTIFICATION OF SOLTRANS' TITLE VI OBLIGATIONS

SolTrans publicizes its Title VI program by posting its commitment to providing services without regard to race, color or national origin in all SolTrans-owned facilities. Moreover, SolTrans provides information regarding its obligations on the website, and at its main transit center (the Vallejo Transit Center), Operations and Maintenance Facility, and Curtola Park and Ride Hub. The postings are included in **Attachment A**.

V. SOLTRANS' LIMITED ENGLISH PROFICIENCY (LEP) OUTREACH PLAN

A full copy of SolTrans' outreach plan for individuals with limited English proficiency can be found in ***Attachment B***.

VI. NON-ELECTED COMMITTEES AND COUNCILS

A table depicting the membership of non-elected committees and councils, the membership of which is selected by the recipient, broken down by race, and a description of the process the Agency uses to encourage the participation of minorities on such committees is included in ***Attachment B***.

VII. MONITORING OF SUBRECIPIENTS

SolTrans has no subrecipients, but it does disseminate the Program to its operations contractor and monitor them for compliance.

VIII. EQUITY ANALYSIS FOR FACILITY CONSTRUCTION

SolTrans has not completed a construction project requiring an environmental assessment (EA) or environmental impact statement (EIS). In the event of a future facility construction project, it will integrate the following components into its EA and EIS documents:

- a. A description of the low-income and minority population within the study area affected by the project, and a discussion of the method used to identify this population (e.g., analysis of Census data, minority business directories, direct observation, or a public involvement process).
- b. A discussion of all adverse effects of the project, both during and after construction that would affect the identified minority and low-income population.
- c. A discussion of all positive effects that would affect the identified minority and low-income population, such as an improvement in transit service, mobility, or accessibility.
- d. A description of all mitigation and environmental enhancement actions incorporated into the project to address the adverse effects, including, but not limited to, any special features of the relocation program that go beyond the requirements of the Uniform Relocation Act and address adverse community effects such as separation or cohesion issues, and the replacement of the community resources destroyed by the project.
- e. A discussion of the remaining effects, if any, and why further mitigation is not proposed.
- f. For projects that traverse predominantly minority and low-income and predominantly non-minority and non-low-income areas, a comparison of mitigation and environmental enhancement actions that affect predominantly low-income and minority areas with mitigation implemented in predominantly non-minority or non-low-income areas. Recipients and subrecipients that determine there is no basis for such a comparison should describe why that is so.

IX. PUBLIC PARTICIPATION PLAN

SolTrans' Public Participation Plan, a sample Public Outreach Flyer, and a Summary of Recent Public Outreach Efforts is included in ***Attachment C***.

X. SERVICE STANDARDS

Attachment D contains SolTrans' **Title VI Service Standards and Policies**, adopted in 2016, and a table showing the system's current vehicle headways by route.

XI. VERIFICATION OF BOARD APPROVAL OF TITLE VI PROGRAM

SolTrans' updated Title VI plan was submitted for approval at the SolTrans Board meeting on March 21, 2019. See ***Attachment E***.

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ATTACHMENT A

Title VI Policy Statement

Notice to the Public

Complaint Procedure and Forms

List of Title VI Investigations, Complaints, and Lawsuits

Community Outreach and Title VI Contact List

Title VI Complaint Process Poster

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Title VI Policy Statement
4/01/2022
SolTrans Title VI Organizational Commitment

Solano County, located between the San Francisco Bay Area and the wine countries of Sonoma and Napa, is home to one of the most diverse communities in the country. With a combined population of 447,643 people, more than one-third of the County's residents speak a language other than English at home, compared to 21% of the United States population in that same demographic. SolTrans' service area covers the Cities of Vallejo and Benicia, with over 149,000 people.

Because of its multicultural customer base, SolTrans recognizes its opportunities and obligations by working to ensure that its policies, services and programs are delivered by communications tools and processes that are inclusive and effective. By these actions, we can make certain that no person, because of their race, color or national origin is denied meaningful access to our transportation services, programs and information.

SolTrans supports the goal of Title VI and its Executive Orders on Limited English Proficiency (LEP) and Environmental Justice to provide meaningful access to its services, projects and activities by low-income, minority, and limited-English-proficient persons.

SolTrans is strongly committed to meeting its regulatory requirements under Title VI. The organization is structured so that oversight and management of policy development, training, regulatory compliance, reporting and monitoring of all anti-discrimination policies as it relates to Title VI and LEP are centralized in one department: The Office of Civil Rights. Employees from every division within the organization work cooperatively to contribute to the success of our Title VI program as well as the employees of SolTrans' third-party contractors.

With respect to Title VI, SolTrans will:

- Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin.
- Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations.
- Promote full and fair participation of all affected populations in transportation decision-making.
- Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations.
- Ensure meaningful access to programs and activities by persons with limited English proficiency.

Approved: _____
Beth Kranda, Executive Director

Date: _____

NOTICE TO THE PUBLIC

Solano County Transit (SolTrans) gives public notice of its policy to assure full compliance with Title VI of the Civil Rights Act of 1964 and all related statutes. Title VI requires that no person in the United States of America 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 SolTrans program or activity.

To request additional information on SolTrans' Title VI and other anti-discrimination obligations, or to inquire about SolTrans' transportation services, projects and studies, please call the SolTrans Administrative Office at (707) 736-6990 or via website at soltrans.org. Documents can be provided in languages other than English or in formats made accessible for persons with disabilities.

Any person who believes that he or she has been excluded from participation in, been denied the benefits of, or otherwise subjected to discrimination under any SolTrans service, program or activity, and believes the discrimination is based upon race, color, or national origin, may file a formal complaint. This anti-discrimination protection also extends to activities and programs of SolTrans' third-party contractors.

What is Title VI?

Title VI is a section of the Civil Rights Act of 1964 requiring 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 subjected to discrimination under any program or activity receiving federal financial assistance." Note that Title VI does not address gender discrimination. It only covers race, color and national origin. Other civil rights laws prohibit gender discrimination.

Who are limited English proficient persons?

Persons who do not speak English as their primary language and who have limited ability to read, speak, write, or understand English can be limited-English-proficient, or "LEP." These individuals may be entitled to language assistance with respect to a particular type of service, benefit or encounter.

Different treatment based on a person's inability to speak, read, write or understand English may be a type of national origin discrimination.

How do I file a complaint?

If you believe that you have received discriminatory treatment by SolTrans on the basis of your race, color or national origin, you have the right to file a complaint with the SolTrans Civil Rights Officer. The complaint must be filed no later than 180 calendar days of the alleged discriminatory incident. Instructions for filing a complaint are set forth below.

COMPLAINT PROCESS

Solano County Transit (SolTrans) offers all citizens equal access to all its transportation services. It is further the intent of SolTrans that all citizens be aware of their rights to such access. The website soltrans.org is designed to serve as an educational tool for citizens so that they may understand one of the civil rights laws that protect their access to SolTrans programs and services, specifically, as it relates to Title VI of the Civil Rights Act of 1964.

Complaints against SolTrans, or its third-party contractors, may be filed in writing using the Complaint Procedures and Forms (English and Spanish versions) on the Title VI page at <https://soltrans.org/resources/title-vi/>, or by calling (707) 736-6990. Completed and signed forms can be mailed to:

Civil Rights Officer
Solano County Transit
311 Sacramento Street
Vallejo, CA 94590

If you are unable to file a complaint in writing, your verbal complaint will be accepted and transcribed by the Civil Rights Officer. To make a verbal complaint, call (707) 736-6990. Complaints must be submitted within 180 days of the alleged discriminatory act (or latest occurrence).

Complaints may also be directly filed with the Equal Employment Opportunity Commission (EEOC), www.eeoc.gov; Federal Transit Administration (FTA), www.fta.gov; or California Department of Fair Employment and Housing (DFEH), www.dfeh.ca.gov. Please review information on the respective agency websites for details on filing Title VI complaints.

SolTrans Title VI Complaint Procedure

Solano County Transit (SolTrans) operates programs without regard to race, color, and national origin. SolTrans established this Title VI Complaint Procedure, which outlines a process for local disposition of Title VI complaints and is consistent with guidelines found in Chapter IX of the Federal Transit Administration Circular 4702.1B, effective October 1, 2012.

The following summary notice of this Title VI Complaint Procedure, translated into the prominent non-English language group in the SolTrans service area (Spanish), will be posted prominently on SolTrans Buses and at the SolTrans ticket office located at 311 Sacramento Street, Vallejo.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin. If you feel you have been subjected to discrimination under Title VI you may file a complaint by contacting the SolTrans Civil Rights Officer by mail at: 311 Sacramento St., Vallejo CA 94590 or by phone at (707) 736-6990.

The full complaint procedure will also be posted on the agency's website in English and Spanish. The Complaint Procedure has five steps, outlined below:

1. Submission of Complaint: Any person who feels that he or she, individually, or as a member of any class of persons, on the basis of race, color, national origin, age, sex, disability, religion, or low-income status has been excluded from or denied the benefits of, or subjected to discrimination under any program or activity receiving federal financial assistance through SolTrans, may file a written complaint with the SolTrans Civil Rights Officer, Solano County Transit, 311 Sacramento Street, Vallejo, CA 94590. Verbal complaints will be accepted and transcribed by the Civil Rights Officer; to make a verbal complaint, call (707)736-6990 and ask to speak with the Civil Rights Officer. Such complaint must be filed within 180 calendar days after the date the person believes the discrimination occurred.

Complaints may also be filed with external entities including the Federal Equal Employment Opportunity Commission (EEOC); Federal Transit Administration (FTA); or California Department of Fair Employment and Housing (DFEH). Please review information on the respective agency websites for details on filing Title VI complaints.

2. Referral to Review Officer: Within ten (10) working days of receipt of the complaint, The Civil Rights Officer will notify the complainant, and SolTrans shall appoint one or more staff review officers, as appropriate, to evaluate and investigate the complaint, in consultation with the SolTrans General Counsel and Employee Relations Department. The investigation may include discussion(s) of the complaint with all affected parties to determine the problem. The complainant may be represented by an attorney or other representative of his/her own choosing and may bring witnesses and present testimony and evidence during the investigation.

The staff review officer(s) shall complete their review no later than 60 calendar days after the date SolTrans received the complaint. If more time is required, SolTrans shall notify the complainant of the estimated timeframe for completing the review. Upon completion of the review, the staff review officer(s) shall make a written report and recommendation to the Planning and Operations Manager regarding the merits of the complaint and whether remedial actions are available to provide redress. Additionally, the staff review officer(s) may recommend improvements to the SolTrans' processes relative to Title VI and environmental justice, as appropriate. If the Planning and Operations Manager concurs, the Civil Rights Officer shall issue SolTrans' written response to the complainant, including notification of the right to reconsideration of the decision.

3. Request for Reconsideration: If the complainant disagrees with SolTrans' response, he or she may request reconsideration by submitting the request, in writing, to the Executive Director or Executive Director's designee, within 10 calendar days after receipt of the Operations Manager's response. The

request for reconsideration shall be sufficiently detailed to contain any items the complainant feels were not fully understood by the Planning and Operations Manager. The Executive Director or Executive Director's designee will notify the complainant of the decision either to accept or reject the request for reconsideration within 10 calendar days. In cases where the Executive Director or Executive Director's Designee agrees to reconsider, the matter shall be returned to the staff review officer(s) to re-evaluate, in accordance with Paragraph 2, above.

4. Appeal: If the request for reconsideration is denied, the complainant may also submit a complaint to the Department of Transportation for investigation, at FTA's Region IX headquarters:

Federal Transit Administration
Regional Civil Rights Officer
90 Seventh Street, Suite 15-300
San Francisco, CA 94103-6701
415-734-9490

In accordance with Chapter IX, Title VI Discrimination Complaints of FTA Circular 4702.1B, such a complaint must be submitted within 180 calendar days after the date of the alleged discrimination. Chapter IX of the FTA Circular 4702.1B, which outlines the complaint process to the Department of Transportation, may be obtained by requesting a copy from the SolTrans Office (707) 736-6990.

5. Record: The Clerk of the Board shall be responsible for preparing and maintaining a list of any active investigations conducted by entities other than FTA, lawsuits, or complaints naming the recipient and/or subrecipient that allege discrimination on the basis of race, color, or national origin. This list shall include the date of the investigation, lawsuit, or complaint that was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient or subrecipient in response to the investigation, lawsuit, or complaint.

6. For more information via the internet go to:

<http://www.fta.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>



Solano County Transit

311 Sacramento Street, Vallejo, CA 94590 | (707)736-6990

Discrimination Complaint Form

Your Name: _____ Your Phone: () _____
Address: _____ City, State, Zip _____
Email: _____ Incident Date: _____

On what basis were you allegedly discriminated against?

ADA	Title VI	Other
<input type="checkbox"/> Disability	<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin	<input type="checkbox"/> Gender/Gender Identity <input type="checkbox"/> Sexual Orientation <input type="checkbox"/> Religion

In the space provided below, please explain as clearly as possible what happened and how you were allegedly discriminated against. Indicate who was involved and who you believe was responsible. If more space is needed, you may continue on the back of this form or attach a letter.

Have you filed this complaint with another federal, state, or local agency? ☐ Yes ☐ No
If so, please provide the information for the agency contacted, below:

Agency: _____ Phone: () _____
Address: _____ City, State, Zip _____
Email: _____ Contact Name: _____

Please sign below. By signing this form you affirm that the complaint as described above is true to the best of your knowledge.

Signature:

Date:

Please mail this completed form to:

SolTrans
Attn: Civil Rights Officer
311 Sacramento Street
Vallejo, CA 94590

SolTrans Procedimiento De Quejas Título VI

Solano County Transit (SolTrans) opera programas sin distinción de raza, de color, ni tampoco de nacionalidad. SolTrans ha establecido este procedimiento de quejas Título VI, que describe el proceso para el manejo local de quejas del Título VI y que es coherente con los lineamientos incluidos en el Capítulo IX de la Circular 4702 de la Administración Federal de Transporte. 1B, con vigencia a partir del 1º de octubre de 2012.

Esta noticia corta del procedimiento de quejas, traducido al español, estará fijada en lugar prominente en los autobuses de SolTrans y en la oficina principal de billetes en 311 Sacramento Street, Vallejo.

Título VI del Acta de Derechos Civiles de 1964 prohíbe discriminación en función de raza, color, o nacionalidad. Si usted siente que haya sido objeto de discriminación, podrá presentar una queja por escrito al Civil Rights Officer de SolTrans por correo a 311 Sacramento St., Vallejo, CA 94590 o por teléfono al (707) 736-6990.

El procedimiento completo estará fijado en el sitio web de SolTrans en inglés y español. El procedimiento de quejas consta de cinco pasos, que se describen a continuación:

1. Presentación de la queja: Toda persona que cree que, en forma individual o como miembro de algún grupo de personas, por su raza, color, nacionalidad, edad, sexo, discapacidad, religión o condición de bajos ingresos, se la haya excluido o se le hayan negado los beneficios o haya sido objeto de discriminación dentro de algún programa o actividad que recibe fondos federales por SolTrans podrá presentar una queja escrita al funcionario de derechos civiles de SolTrans, en 311 Sacramento Street, Vallejo, CA 94590. Esta queja deberá presentarse dentro de los 180 días siguientes a partir de la fecha en que la persona crea que ha ocurrido la discriminación.

Se puede presentar quejas también con agencias públicas como Federal Equal Opportunity Commission (EEOC), Federal Transit Administration (FTA), y/o California Department of Fair Employment and Housing. Favor de leer información por sus sitios web por detalles cómo presentar una queja de Título VI.

2. Remisión a un encargado de evaluación: Al recibir la queja, el funcionario notificará al reclamante dentro de diez días siguientes que SolTrans ha recibido la queja. SolTrans designará a uno o más encargados de la evaluación para evaluar e investigar la queja, con el asesoramiento del abogado/a de SolTrans. Él o los encargados de la evaluación del personal concluirán su evaluación en un plazo que no supere los 60 días siguientes a partir de la fecha en que SolTrans recibió la queja. La investigación se puede incluir discutir con todas partes afectados para determinar el problema. El reclamante se puede ser representado por un abogado u otro representativo de su propia elección y puede traer testigos y presentar testimonio y pruebas durante la investigación.

El/los encargado(s) terminarán su evaluación dentro de 60 días a partir de la recepción de la queja. En el caso de requerirse más tiempo, el funcionario de derechos civiles notificará al reclamante del plazo estimado en el que se concluirá la evaluación. Al concluir, él o los encargados de la evaluación formularán una recomendación con respecto al mérito de la queja y si se necesitan adoptar medidas correctivas para la reparación. Asimismo, él o los encargados de la evaluación del personal podrán recomendar mejoras en los procesos de SolTrans en relación con el Título VI y a la justicia ambiental, según corresponda. Él o los encargados de la evaluación enviarán sus recomendaciones al gerente de planificación y operaciones, para su confirmación. Si el gerente da su confirmación, deberá redactar la respuesta escrita de SolTrans al reclamante incluye notificar sobre el derecho de reconsideración de la decisión.

3. Solicitud de reconsideración: Si el reclamante no está de acuerdo con la respuesta del SolTrans, podrá solicitar una reconsideración por la presentación de la solicitud, por escrito, a la directora

ejecutivo o a la persona designada por ella dentro de los 10 días siguientes a partir de la recepción de la respuesta del SolTrans. La solicitud de reconsideración deberá ser suficientemente detallada para contener todo elemento que el reclamante crea que el funcionario de derechos civiles o el gerente de planificación y operaciones no ha comprendido lo todo. La directora ejecutiva o la persona designada por ella notificará al reclamante sobre la decisión de aceptar o rechazar la solicitud de reconsideración dentro de los 10 días siguientes. En el caso de que la directora ejecutiva o la persona designada por ella acuerde la reconsideración, la cuestión deberá volverse al encargado o los encargados de la evaluación del personal para que la reevalúen de acuerdo con el párrafo 2 anterior.

4. Apelación: En el caso de denegación de la solicitud de reconsideración, el reclamante también podrá presentar una queja al Ministerio de Transporte para que se investigue en la oficina central de la Región IX de la Administración Federal de Transporte Colectivo:

Federal Transit Administration
Regional Civil Rights Officer
90 Seventh Street, Suite 15-300
San Francisco, CA 94103-6701
Teléfono: 415-734-9490

Según el Capítulo IX, Título VI Quejas por discriminación de la Circular 4702.1B de la Administración Federal de Transporte Colectivo, esta queja deberá presentarse dentro de los 180 días siguientes a partir de la fecha de la discriminación presunta. El Capítulo IX de la Circular 4702.1B de la Administración Federal de Transporte Colectivo, que describe el proceso de queja ante el Ministerio de Transporte, se puede obtener por la solicitud de una copia al funcionario de derechos civiles de SolTrans al (707) 736-6990.

5. Archivo: La secretaria de la junta directiva de SolTrans será responsable de preparar y mantener una lista de las investigaciones activas llevadas a cabo por entidades aparte de la Administración Federal de Transporte, las demandas judiciales o las quejas, indicando el receptor y/o receptor secundario que alega la discriminación por raza, color o nacionalidad. Esta lista incluirá la fecha en que se abrió la investigación, la demanda judicial o la queja; un resumen del/los alegato(s); el estado de la investigación, la demanda judicial o la queja; y las medidas que ha adoptado el receptor o receptor secundario en respuesta a la investigación, la demanda judicial o la queja.

6. Para obtener más información a través de Internet, visite (inglés):

<http://www.fta.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>



Solano County Transit

311 Sacramento Street, Vallejo, CA 94590 | (707)736-6990

Documento de Reclamación de Discriminación

Nombre: _____ Su teléfono: () _____
Dirección: _____ Ciudad, Estado, Zip: _____
Correo Electrónico: _____ Fecha del incidente: _____

¿Cómo usted fue presuntamente discriminado?

ADA	Title VI	Other
<input type="checkbox"/> La Discapacidad	<input type="checkbox"/> La Raza <input type="checkbox"/> El Color <input type="checkbox"/> El Origen Nacional	<input type="checkbox"/> Género/Identidad de Género <input type="checkbox"/> Orientación Sexual <input type="checkbox"/> Religión

En el espacio que se proporciona a continuación, explique lo más claramente posible lo que ha sucedido y cómo se le habría discriminado. Indique quién estaba involucrado y quién cree que era responsable. Si necesita más espacio, puede continuar en el reverso de este formulario o adjuntar una carta.

¿Ha presentado esta queja ante otra agencia federal, estatal o local? ☐ Sí ☐ No
Si es así, proporcione la información de la agencia contactada, a continuación:

Agencia: _____ Teléfono: () _____
Dirección: _____ Ciudad, Estado, Zip: _____
Correo electrónico: _____ Nombre de contacto: _____

Por favor, firme a continuación. Al firmar este formulario usted afirma que la queja como se describe arriba es verdadera a su mejor conocimiento

Firma:

Fecha:

Envíe este formulario completo a:

SolTrans
Attn: Civil Rights Officer
311 Sacramento Street
Vallejo, CA 94590

List of Transit-Related Title VI Investigations, Complaints, and Lawsuits

Category	Date	Summary <i>Include basis of complaint: race, color, or national origin</i>	Status	Actions(s) Taken
Investigations	None	X	X	X
Lawsuits	None	X	X	X
Complaints	None	X	X	X

Community Outreach and Title VI Contact List

To comply with Title VI of the Civil Rights Act of 1964, SolTrans provides all persons non-discriminatory and equitable access to all its transportation services and information. SolTrans maintains a subscription list, which is used to notify individuals or organizations that provide services to disabled, minority, low-income or limited English proficient persons, of proposed programs or changes to transportation services. SolTrans encourages organizations or individuals to voluntarily enter their contact information on the subscription list. Please visit <https://soltrans.org/news> and complete the form to be added to the subscription list. If you have any questions, please contact SolTrans at (707) 736-6990.

SolTrans' Title VI Complaint Procedure Posted on Buses and at Transit Facilities



Solano County Transit

311 Sacramento Street | Vallejo, CA 94590

Ph. (707) 736-6990

SolTrans.org

TITLE VI COMPLAINT PROCEDURE

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin. If you feel you have been subjected to discrimination under Title VI you may file a complaint by contacting the SolTrans Civil Rights Officer by mail at: 311 Sacramento St., Vallejo CA 94590, or by phone at (707) 736-6990.

PROCEDIMIENTO DE QUEJA TITULO VI

Titulo VI del Acta de Derechos Civiles de 1964 prohíbe discriminación en función de raza, color, o nacionalidad. Si usted siente que haya sido objeto de discriminación, podrá presentar una queja por escrito al Gerente de Oficial de Derechos Civiles de SolTrans por correo a: 311 Sacramento St., Vallejo CA 94590 o por teléfono a (707) 736-6990.

PAMAMARAAN SA REKLAMO NG TITLE VI

Pinagbabawal ng Titolo VI ng Batas Sibil ng Pagkilos ng 1964 ang diskriminasyon batay sa lahi, kulay, at bansang pinagmulan. Kung sa palagay mo na ikaw ay napailalim sa diskriminasyon batay sa nasabing Titolo VI, maaari kang magsampa ng reklamo sa pamamagitan ng pagkontak sa SolTrans Civil Rights Officer, sa pamamagitan ng koreo sa: 311 Sacramento St., Vallejo CA 94590, o tumawag sa (707) 736-6990.



311 Sacramento Street, Vallejo, CA 94590 | Ph. (707) 736-6990 | SolTrans.org

Solano County Transit

ATTACHMENT B

Language Assistance Plan and Four-Factor Analysis

LEP Program

Census Table of Language Spoken at Home (All Languages)

Minority Representation on Planning and Advisory Bodies

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Language Assistance Plan

April 1, 2022

Purpose of This Plan

Under FTA program requirements, recipients of Section 5307 monies are expected to have a written locally developed process of conducting outreach to persons who speak English less than very well. Section 601 of Title VI of the Civil Rights Act of 1964 states the following:

"No person in the United States shall, on the ground 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."

SolTrans must ensure that federally supported transit services, programs and related benefits are distributed in an equitable manner. SolTrans Title VI Policy and Complaint Procedures are posted on the SolTrans website and included in **Attachment A** of this document.

Requirement to Provide Meaningful Access to LEP Persons

Consistent with Title VI of the Civil Rights Act of 1964, DOT's implementing regulations, and Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (65 FR 50121, Aug. 11, 2000), recipients shall take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for individuals who are limited-English-proficient (LEP).

Analysis Using the Four-Factor Framework

SolTrans has conducted the following analysis using the four-factor analysis identified in the DOT LEP Guidance. The four factors are:

Factor 1: The Number and Proportion of LEP Persons Served or Encountered in the Eligible Service Population.

Factor 2: The Frequency with Which LEP Individuals Come into Contact with Your Programs, Activities, and Services

Factor 3: The Importance to LEP Persons of Your Program, Activities and Services

Factor 4: The Resources Available to the Recipient and Costs

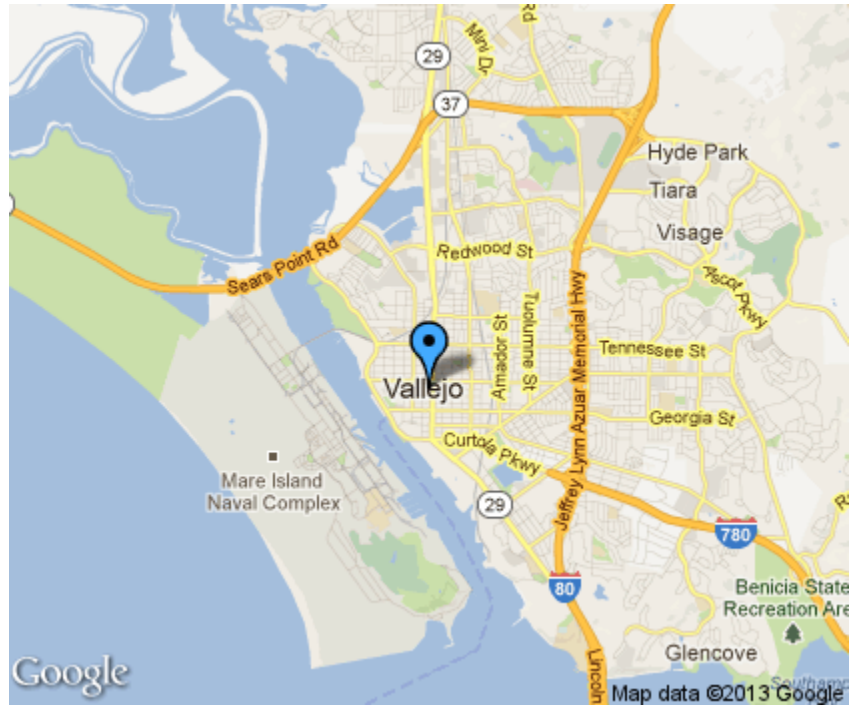
The analysis using each of the four factors is described in detail below.

Factor 1: The Number and Proportion of LEP Persons Served or Encountered in the Eligible Service Population.

Vallejo and Benicia, despite being neighboring cities, have very different demographic and socio-economic conditions.

The City of Vallejo

Vallejo's economy has faced challenges since the 1996 closing of the Mare Island Navy ship building facility, representing a loss of 6,000 jobs since the end of WWII. Since 2005 the unemployment rate in Vallejo has ranged from 5.4% in October 2006 to 15.3% in January 2010. The current unemployment rate for Vallejo is 7.5% in April 2021, however this number may be impacted by the coronavirus pandemic.



About 12% of Vallejo's population lives in poverty, representing about 15,000 persons. The community is ethnically and racially diverse — Hispanics comprise 26% of the local population; 24 % are White; 20% are African American; 25% are Asian or Pacific Islander; and 8% are of mixed or other heritage. US Census data for 2019 (the latest available) identifies 37% of all Vallejo residents speak some language other than English at home. The median household income in Vallejo in 2015 was \$69,405, somewhat lower than the State average of \$75,235. The American Community Survey estimates that about 3,000 households (about seven percent) don't have access to a car

Vallejo's Hispanic Community

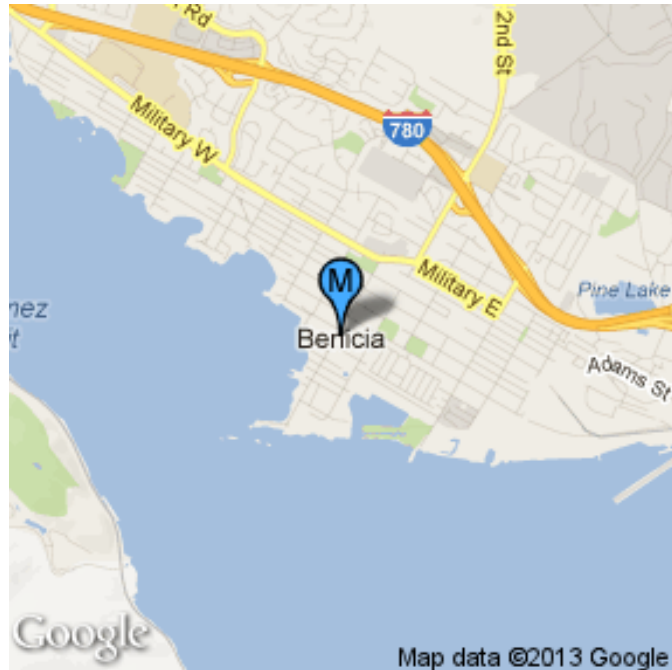
Vallejo's Latino population has significantly grown in the last two decades, in sharp contrast to the decline of its overall population. Latinos now number more than 30,000, making up more than 26% of Vallejo's population, according to the U.S. Census Bureau data. Some growth has occurred with the influx of Latino businesses into Vallejo, largely concentrated in the area around Broadway and Nebraska Streets.

Vallejo's Filipino Community

Vallejo is home to over 121,000 people, including 24,000 Filipino Americans. Vallejo's ties to the Philippines date back to 1898, when naval ships that saw action during the Spanish American War returned to Mare Island after their long journey across the Pacific from Manila Bay. Since then, Filipinos have come to Vallejo to work, buy homes, raise families and start businesses. Filipinos are a vital economic force in Vallejo with one of the highest household incomes among ethnic groups and a high rate of home ownership.

The City of Benicia

By comparison, Benicia enjoys a lower unemployment rate of 5.5% largely a result of being located next to a regional oil refinery with steady employment opportunities. By comparison, the City of Benicia is more predominantly White (65%) with a smaller percentage of African Americans (3%). The Hispanic population is 12% with Asians making up 11%. The balance of the population is represented by Pacific Islanders and two or more races. About 16% of Benicia residents speak a language other than English at home, with 6% speaking Spanish as the predominant language, and other languages combined representing 10%. Median household income in Benicia in 2019



was \$105,413, a significant 28% above the State average of \$75,235. About 7% of Benicia residents live below the poverty limit, representing about 2,000 persons. About 400 households in Benicia (about four percent) are estimated to have no access to a car.

US Census Data for Vallejo and Benicia

The following data table was compiled using the American Community Survey data from 2019, Data set ACSDT5Y2019, Table ID C16001: LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER - Population 5 years and over. The respondents identified themselves as being able to speak English "Not Very Well" or "Not at All". The 2019 data is the most recent that is available.

Out of the combined estimated population of 149,000 within the Vallejo and Benicia service area boundaries, the ACS estimates that 33% of those people, about 47,000 individuals, speak some language other than English as their native language. Of those, approximately 18,000 individuals claim they speak English "not very well" or "not at all". These people are SolTrans' LEP population. The largest subgroup language is Spanish, followed closely by Tagalog. The following groups that need language assistance are: Chinese, Other Indic languages, Vietnamese, Korean, Other Pacific Island languages, Russian, Other Asian

languages, and Arabic. The language subgroups of Pacific Island, Indic and Asian languages have many hundreds of members but also include many unidentified languages within those groups.

Table 1: Language Spoken at Home, Less than Very Well

Number and Percent by Language for Persons Over Age 5 Who Speak English Less Than Very Well	Vallejo city, California		Benicia city, California		SolTrans Combined	
	Estimate	%	Estimate	%	Estimate	%
Total Population:	113,803	100.0%	26,929	100.0%	140,732	100.0%
Speak only English:	71,294	62.6%	22,480	83.5%	93,774	66.6%
Spanish:	8,226	7.2%	328	1.2%	8,554	6.1%
Tagalog (incl. Filipino):	5,600	4.9%	279	1.0%	5,879	4.2%
Other Asian and Pacific Island languages:	798	0.7%	33	0.1%	831	0.6%
Other Indo-European languages:	655	0.6%	173	0.6%	828	0.6%
Chinese (incl. Mandarin, Cantonese):	546	0.5%	227	0.8%	773	0.5%
Vietnamese:	527	0.5%	81	0.3%	608	0.4%
Korean:	188	0.2%	17	0.1%	205	0.1%
French, Haitian, or Cajun:	133	0.1%	39	0.1%	172	0.1%
Arabic:	130	0.1%	37	0.1%	167	0.1%
Russian, Polish, or other Slavic languages:	102	0.1%	0	0.0%	102	0.1%
Other and unspecified languages:	33	0.0%	0	0.0%	33	0.0%
German or other West Germanic languages:	18	0.0%	0	0.0%	18	0.0%

Source: 2019 ACS Data, 2020 US Census

For the SolTrans combined service area of Vallejo and Benicia, Spanish and Tagalog meet the FTA "Safe Harbor" threshold. The other groups listed in the table above, (those which contained a total of at least 100 or more LEP persons), do not meet the FTA Safe Harbor threshold of "1,000 persons or 5 percent of the population whichever is less." A complete table showing all LEP groups in the survey is shown at the end of this **Attachment B**.

Notes:

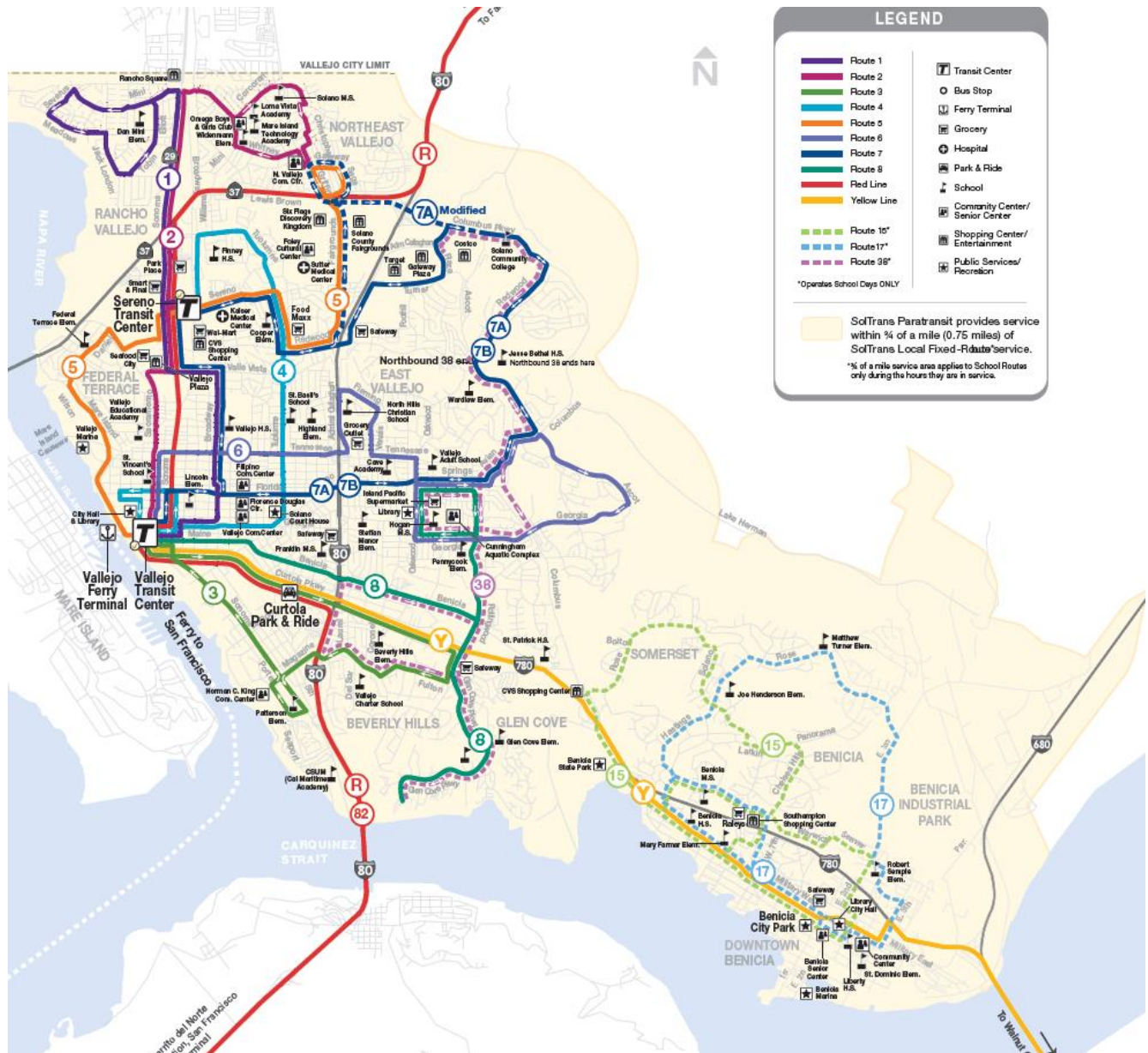
- Other Pacific Island Languages: This category includes 25 countries and dozens of languages and dialects.

- Other Indic Languages: Includes Gujarati, Hindi, Bengali, Urdu and Marathi and many others.
- Other Asian Languages: Includes 13 language groups with dozens of languages falling within those groupings.

Geographic Boundaries of the SolTrans Service Area

The SolTrans service area is a total of 65.3 square miles within the cities of Vallejo and Benicia. Two regional service routes connect residents to the Walnut Creek BART station (Yellow Line), and Solano Community College and Solano Mall in neighboring Fairfield down to the El Cerrito Del Norte BART station (Red Line).

Map 1: SolTrans Service Area



Map Effective: December, 2019

See: soltrans.org for updates on service changes and routes.

Factor 2: The Frequency with Which LEP Individuals Come in Contact with the Program, Activity, or Service

In a data from a survey of transit staff, of the 23 responses, 14 respondents indicated that they encountered someone with limited English proficiency 0 to 5 times per week, 7 said 6-10 times a week, 1 said 20 or more times a week, and 1 responded 40 or more times a week. The language most encountered was Spanish, then Tagalog. Of those who indicated

the prevalence of Tagalog, more than half are Tagalog speakers themselves and that this is likely a factor of why they are addressed in that language.

On the other hand, a 2017 passenger survey conducted by the Metropolitan Transportation Commission found that 39% of riders who speak a language other than English at home responded that Tagalog is that language. Of the Tagalog speakers, 77% reported they speak English “Very Well,” while the entire remainder, 23% said “Well.” No responses were received below “Well.” This indicates that all the Tagalog speaking riders surveyed speak English at the “well” level or above.

These results indicate that a language barrier is most commonly experienced in the population by Spanish speakers, and to a lesser extent, Tagalog speakers.

Factor 3: The Nature and Importance of the Program, Activity, or Service Provided by the Program

SolTrans provides transportation to and from work, school, and entertainment activities for the entire Vallejo Urbanized Area. For many, especially those who don’t have the means to purchase a car or other forms of transportation, without this service they would not be able to live where they live and support a family. This is especially true in a commute-to-work situation.

Another important aspect of public transportation is how it can react in emergency situations, especially in providing the ability to move mass numbers of people efficiently and effectively.

Factor 4: The Resources Available to the Recipient and Costs

SolTrans’ approach to providing LEP access will always look, first of all, to need, and then to the resources available and cost. In consideration of the three previous factors outlined above, SolTrans has determined that there is a reasonable need to provide Spanish translations of vital documents to fulfill the Title VI LEP requirements.

The only other language that was considered for translation of documents was Tagalog. Several factors weighed into the prior decisions not to provide vital documents translated into Tagalog. The following two factors were key:

1. Section 7 of the 1987 Constitution of the Philippines recognizes Tagalog and English as official languages of the country.
2. Our own informal survey of customer contacts does not indicate any substantial LEP population within the Urbanized Area Filipino population.

The first factor indicates that English is a widely utilized language in the country of origin for the last 20 years. The second factor indicates that the Filipino population in the Urbanized Area has integrated into the culture to such an extent that the LEP individuals present in the population is so small that the LEP populations of many other LEP language groups (such as Chinese) probably approach the same relative number of people.

At a time of increasing costs pressures and searches for additional revenue streams, SolTrans must consider the resources available and make a determination of the benefits of meeting the needs of Tagalog-speaking riders versus the costs of doing so.

Resources available to SolTrans include:

- Bi-lingual staff and line personnel (especially Spanish and Tagalog)
- Spanish- and Tagalog-speaking staff at the Solano Mobility Call Center operated by SolTrans' Congestion Management Agency to whom any staff member at SolTrans may refer riders in need of language assistance
- Customer Service staff with access to International Effectiveness Centers (IEC) language services provided by the Solano Transportation Authority (STA)
- Access to federal, state, and regional funding and support
- Redesign of route maps and schedules
- Relatively inexpensive translation services available through telephone and internet services

In particular, the telephone and internet translation services provide a broad base of languages available at a reasonable price.

In recognition of the resources available and the cost involved, SolTrans proposes the following plan for implementation.

PLAN FOR IMPLEMENTING ORAL AND WRITTEN LEP SERVICES

SolTrans is committed to delivering high quality customer services to clients, regardless of language or cultural background. Language barriers prevent meaningful communication, thereby inhibiting the quality-of-service delivery to such clients.

SolTrans recognizes that many persons who seek its services are not proficient in the English language. Many are "limited English proficient" (LEP) in that they are unable to speak, read, write or understand the English language at a level that permits them to interact effectively with SolTrans staff, drivers and other consumers, as well as individuals who are hearing or visually impaired.

SolTrans is committed to ensuring that all SolTrans customers who are hearing and/or visually impaired are provided free access to competent employee communications with SolTrans.

A. Oral Language Services

Interpretation is the act of listening to something in one language (source language) and orally translating it into another language (target language).

Policy Directives to Meet LEP Requirements

Limited English Proficiency (LEP) Policy is provided to address the gap in oral services. It provides for a safeguard of utilizing International Effectiveness Centers (IEC) language services provided by the Solano Transportation Authority (STA) as well as other internet-based service, including Google Translate, and providing training and oversight to the customer service staff regarding the use of the services.

The availability of mobile telephone technology makes this strategy for providing service attractive from a usability and cost effectiveness standpoint.

Use of Interpreters

SolTrans is committed to providing trained and competent interpreters at each stage of representation where oral communication is needed, through STA provided IEC Language Services 24-hour phone line and will continue to seek improvements to this system by identifying and utilizing other better technologies as they become available.

It is the general procedure of SolTrans not to rely on family members or friends to interpret for clients for several reasons: (a) this undermines the confidentiality and privacy required of all representations; (b) they generally are not trained in interpreting; (c) they may not understand technical or legal terms; (d) there is a risk of bias in the interpretation process through intentional or inadvertent selective filtering; and (e) the presence of a family member or a friend may inhibit the open flow of information between the customer and SolTrans staff, due to discomfort or embarrassment on the part of the customer.

SolTrans' procedures are to use its bi-lingual staff whenever possible. Bi-lingual staff members understand the confidentiality requirements of interpreting matters and other ethical considerations.

B. Written Language Services

Policy Directives to Meet LEP Requirements

Staff has identified the following documents as "vital" and will provide bi-lingual or equivalent documents as they are made available to the public:

- Rider's Guides and Schedules
- Standard Rider Policies and Procedures
- System Map
- Route Maps, Fare Structures, and Safety Sensitive information
- Title VI Complaint Procedures
- Comprehensive Operational Analyses
- Surveys and Notices Regarding Service Changes

Documents will be displayed along with the English versions if they are not combined in the same document.

C. Staff Training

- All customer service staff will be trained in the use of interpreters, translators and IEC Language Services.
- Newly hired customer service staff and drivers will be trained in the use of interpreters, translators, Solano Mobility Call Center, and IEC Language Services during orientation.
- Refresher training will be periodically conducted during regular safety training events for contracted staff.
- All SolTrans staff will receive the LEP Plan and will be trained in the policies of SolTrans concerning assisting SolTrans customers.

- All staff will be trained in the program resources available to serve LEP populations.
- Additional information about interpreting may be provided to staff throughout the year.

D. Oversight

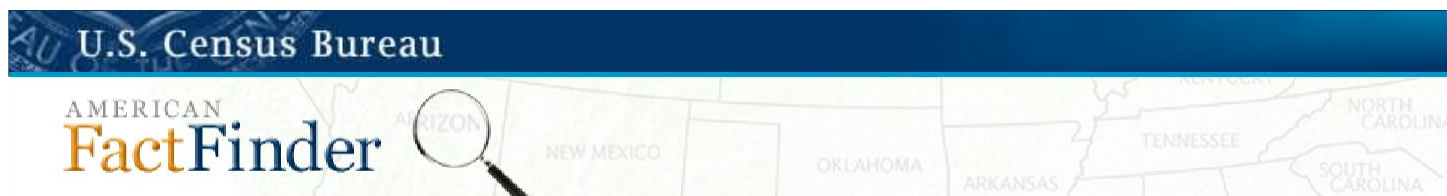
The Executive Director will oversee the LEP Plan. Questions concerning the need for or use of interpreters should be directed to the Executive Director.

Any changes or updates to the LEP Plan will be sent to all staff. Any recommendations for changes in the LEP Plan should be directed to the Civil Rights Officer.

If a staff member discovers that an interpreter or a translator is not fluent in English or the second language, that the interpreter is not interpreting accurately, or believes that an interpreter is having side conversations with the customer, such person should be reported immediately to the Civil Rights Officer for follow-up.

Periodic assessments of the LEP Plan and procedures will be conducted as needed.

**2015-2019 American Community Survey 5-Year Estimates showing
LEP Groups in Vallejo and Benicia (All Languages)**



**C16001: LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE
POPULATION 5 YEARS AND OVER**

Universe: Population 5 years and over

2015-2019 American Community Survey 5-Year Estimates

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Data and Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

	Benicia city, California		Vallejo city, California	
Label	Estimate	Margin of Error	Estimate	Margin of Error
Total:	26,496	±230	112,798	±571
Speak only English	22,439	±575	71,230	±1,738
Spanish:	1,397	±262	20,279	±1,319
Speak English "very well"	1,028	±201	12,207	±976
Speak English less than "very well"	369	±157	8,072	±790
French, Haitian, or Cajun:	152	±100	271	±190
Speak English "very well"	99	±67	204	±114
Speak English less than "very well"	53	±73	67	±100
German or other West Germanic languages:	131	±80	222	±88
Speak English "very well"	131	±80	201	±84
Speak English less than "very well"	0	±23	21	±22
Russian, Polish, or other Slavic languages:	38	±33	218	±122
Speak English "very well"	30	±26	96	±83
Speak English less than "very well"	8	±12	122	±79
Other Indo-European languages:	440	±172	1,154	±351
Speak English "very well"	319	±137	710	±245

Speak English less than "very well"	121	±77	444	±213
Korean:	62	±49	200	±102
Speak English "very well"	43	±33	92	±60
Speak English less than "very well"	19	±23	108	±63
Chinese (incl. Mandarin, Cantonese):	554	±182	876	±286
Speak English "very well"	276	±111	427	±199
Speak English less than "very well"	278	±136	449	±160
Vietnamese:	25	±26	725	±294
Speak English "very well"	8	±14	262	±139
Speak English less than "very well"	17	±22	463	±224
Tagalog (incl. Filipino):	792	±208	15,173	±897
Speak English "very well"	634	±177	9,897	±757
Speak English less than "very well"	158	±83	5,276	±575
Other Asian and Pacific Island languages:	269	±128	1,752	±444
Speak English "very well"	212	±108	1,045	±293
Speak English less than "very well"	57	±43	707	±218
Arabic:	159	±188	293	±156
Speak English "very well"	124	±148	127	±66
Speak English less than "very well"	35	±41	166	±111
Other and unspecified languages:	38	±58	405	±332
Speak English "very well"	38	±58	350	±331
Speak English less than "very well"	0	±23	55	±43

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see Accuracy of the Data). The effect of nonsampling error is not represented in these tables.

While the 2015-2019 American Community Survey (ACS) data generally reflect the February 2013 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas; in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities.

Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Source: U.S. Census Bureau, 2015-2019 American Community Survey

5-Year Estimates Explanation of Symbols:

1. An '***' entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.
2. An '-' entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution.
3. An '-' following a median estimate means the median falls in the lowest interval of an open-ended distribution.
4. An '+' following a median estimate means the median falls in the upper interval of an open-ended distribution.
5. An '****' entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate.
6. An '*****' entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.
7. An 'N' entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.
8. An '(X)' means that the estimate is not applicable or not available.

MINORITY REPRESENTATION ON PLANNING AND ADVISORY BODIES

The FTA October 2012 Circular 4702.1B states (page III-9) “Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees or councils.”

SolTrans Board members are appointed according to the member agency’s process (City Councils of both cities and the Solano Transportation Authority).

SolTrans has one advisory body, the Public Advisory Committee (PAC). The seats on the PAC are filled through a public application and interview process. Representatives appointed to these committees are chosen because of their contributions and interest in improving transit for the citizens of Vallejo and Benicia by the two cities and the Solano Transportation Authority. Minorities and women are encouraged to apply. However, SolTrans has no control over the appointment of PAC members.

SolTrans Board and Committee Appointees

July 1, 2021

Board of Directors		
Name	Representing	Race/Ethnicity
Robert McConnell	Mayor, City of Vallejo, Chair	White
Lionel Largaespada	Councilmember, City of Benicia, Vice	Latino
Cristina Arriola	Councilmember, City of Vallejo	Latina
Jim Spering	Metropolitan Transportation	White
Steve Young	Mayor, City of Benicia	White
Lori Wilson	Solano Transportation Authority	African American
Pippin Dew-Costa	Councilmember, City of Vallejo	White
Tom Campbell	Vice Mayor, City of Benicia <i>alternate</i>	White

Public Advisory Committee		
Name	Representing	Race/Ethnicity
Daniel Smith	City of Benicia	White
<i>Vacant</i>	City of Benicia	--
<i>Vacant</i>	City of Benicia	--
Tom Bartee	Solano Transportation Authority	White
Cori LaBrado	Solano Transportation Authority	Latina
<i>Vacant</i>	Solano Transportation Authority	--
Richard Burnett	City of Vallejo	White
Michael Milan	City of Vallejo	White
<i>Vacant</i>	City of Vallejo	--

Summary of Board of Directors and Committee Membership <i>Includes alternates where filled</i>							
Body	White	Black or African American	American Indian or Alaska Native	Asian	Hawaiian or Pacific Islander	Multiple Races	Latino
Population	32%	17%	0%	22%	1%	7%	24%
Board	63%	14%	0%	0%	0%	0%	29%
Public Advisory Committee	80%	0%	0%	0%	0%	0%	20%

Public Advisory Committee distribution is for filled seats only.

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ATTACHMENT C

Public Participation Plan

Public Outreach Efforts Summary

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Public Participation Plan

Revised and Approved by the Board September 21, 2017

I. Introduction

The purpose of this Public Participation Plan (PPP) is to establish policies and procedures that allow for and encourage and monitor the participation of all citizens in the SolTrans service area, (including but not limited to), low-income and minority individuals, and those with Limited English Proficiency. This agency acknowledges that traditional methods of outreach are often not adequate to reach these populations and might not allow for meaningful input to planning and service-related decisions. The intent of this document is to outline and then take reasonable actions throughout the planning process to provide opportunities for historically under-served populations to participate.

Goals and Objectives for the Public Participation Plan

Goal: The goal of the PPP is to offer real opportunities for the engagement of all citizens of the SolTrans service area to participate in the development of a Transit Development Plan (TDP).

Objectives:

- To determine what non-English languages and other cultural barriers exist to public participation within the SolTrans service area.
- To provide timely notification of meetings, particularly forums for public input, in a manner that is understandable to all populations in the area.
- To hold meetings in locations and times which are accessible and reasonably welcoming to all area residents, including, but not limited to, low-income and minority members of the public.
- To provide avenues for two-way flow of information and input from populations which are not likely to attend meetings.
- To provide a framework of actions appropriate to various types of plans and programs, as well as amendments or alterations to any such plan or program.
- To use various illustrative visualization techniques to convey the information, including but not limited to, the use of symbols or graphics, charts, photos, maps, and PowerPoint presentations.
- To incorporate various social media interactive communication techniques into outreach efforts for broader audiences, including the SolTrans website, Twitter feeds, Facebook, transit user blogs, YouTube, etc.

II. Identification of Key Stakeholders

Stakeholders in the combined SolTrans service area are defined as those who are either directly or indirectly affected by a plan or the recommendations of that plan. Those who may be adversely affected, or who may be denied the benefits of a plan's recommendations, are of

particular interest in the identification of specific stakeholders. For the purposes of this Plan, stakeholders are broken into the following five groups: general public, minorities and low-income persons, public agencies, and private organizations and businesses. The identification of persons who speak English “not well” or “not at all” will be addressed in a separate Language Assistance Plan for the Limited English Proficient (LEP) population.

General Public

The General Public is defined as the 145,000 people living in the SolTrans service area. Outreach techniques suitable for the general public audience include advertised public meetings and hearings, newspaper articles and press releases, website postings and flyers distributed on the buses and posted at bus stops. This level of outreach represents the basic or minimum level of public information dissemination.

Minorities and Low Income

Addressing the communication needs of minority and low-income individuals can be more challenging than those of the general public. These populations often have limited resources to attend meetings during regular business hours and they may have limited English language abilities. And often, no transit service is operating, or only limited service operates during nights and weekends when they may be able to attend. Low-income persons also include seniors and the disabled with limited mobility and financial resources. Every effort will be made to engage these persons in the planning process.

Outreach techniques suitable for these groups include attending existing meetings at Community Based Organizations (CBO's), in low-income neighborhoods and housing projects. Holding focus group meetings with the organizing support and language translation abilities of the CBO staff is often a very effective and low-cost option for transit agencies. Additional outreach opportunities exist with culturally based newspapers and radio stations. Flyers and posters distributed on the buses and on CBO locations should be made available in the language(s) of the clients they serve. More details on outreach strategies to Limited English Persons can be found in the Language Access Plan.

Reasonable efforts will be made to engage minority populations using techniques such as including notations in public notices in appropriate non-English languages that will provide a contact where individuals can be informed of the process/project and will have opportunity to give input. Focus groups may also be established for the purpose of gaining input from a particular defined portion of the community. Also, advocacy groups can be a good resource for contacts and dissemination of information to minority and low-English-proficient populations. Such advocacy groups or agencies can provide insight into the needs of the under-represented populations, as well as providing valuable contacts or avenues for input.

Title VI of the Civil Rights Act requires public notice and outreach to be conducted in the event of anticipated transit fare changes, route and schedule changes, and the location of new transit facility construction. Effective outreach practices recommended by the FTA include:

- a. Scheduling meetings at times and locations that are convenient and accessible for minority and LEP communities.
- b. Employing different meeting sizes and formats.
- c. Coordinating with community and faith-based organizations, educational institutions, and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities.
- d. Considering radio, television, or newspaper ads on stations and in publications that serve LEP populations.
- e. Providing opportunities for public participation through means other than written communication, such as personal interviews or the use of audio programming available on podcasts.

Public Agencies

For the purpose of the Public Participation Plan, SolTrans is defining public agencies as the Community Based Organizations (CBO's) that specifically provide services and outreach to minority, low-income and limited-English-proficient populations.

Private Organizations and Businesses

A number of private organizations and businesses provide valuable services to low-income and minority populations. Among these are translation and interpretation services, local Chambers of Commerce, media outlets consulting public outreach firms and individuals. In addition, many private employers recognize the importance of good public transportation service to their employment sites and are willing to help disseminate information. A list of private organizations and businesses who can assist SolTrans with public outreach are included in **Attachment A**.

III. SolTrans Public Involvement Policy

Under FTA program requirements, recipients of Section 5307 monies are expected to have a written locally developed process for soliciting and considering public comments before raising a fare or carrying out a major transportation service reduction. Section 601 of Title VI of the Civil Rights Act of 1964 states the following:

"No person in the United States shall, on the ground 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."

SolTrans must ensure that federally supported transit services, programs and related benefits are distributed in an equitable manner. This Public Participation Policy adopted as part of

SolTrans' Title VI Program serves in combination with its separately adopted Public Involvement Policy to define the specific ways in which public involvement and participation is achieved at SolTrans.

SolTrans will conduct public outreach meetings in anticipation of proposed fare and service changes beginning at least 60 days prior to the planned implementation date. A public hearing will be held at least 30 days prior to a qualifying service or fare change to allow ample time for public comments and responses.

For SolTrans, public hearings are required for:

- The addition or elimination of any bus service not under “demonstration project” status.
- A major service change which causes a systemwide 10% or greater increase or decrease in the number of daily service hours or miles provided on a given day of the week.
- Implementation of a change in fares, transfer policy or media policy.

SolTrans Service Change Process

The potential need for service changes is identified when ridership drops below 12 passengers per revenue hour of service for local fixed routes, 14 passengers per revenue hour of service for intercity fixed routes; and when farebox recovery ratios fall below the state mandated 20% of operating revenue. Over time, older neighborhoods lose population and new development takes place in areas that are underserved by transit. Requests for new service are also submitted by the public, elected officials, employers and route operators. Once a service challenge is identified, Staff will ride the bus route being analyzed and collect data by: field surveying, counting passengers, assessing the bus's travel time, measuring distance, timing traffic delays, speaking with passengers and bus operators.

At this point, the refinement period begins, and the initial proposal is adjusted and solidified. If the needed changes are significant, staff will seek official public comments regarding the proposed changes. SolTrans will document their outreach efforts to include Title VI populations, including low-income, minority and limited-English-proficient persons. Input from the public is vital to staff in determining how best to structure the route, and how each proposed change will affect passengers. Each public comment received during the official comment period, will be recorded and reviewed by SolTrans' Planning staff. Although all requests may not be accommodated, all requests will be considered and are appreciated.

While public comments are being submitted, staff may seek input from the SolTrans Public Advisory Committee and the SolTrans Board of Directors. If a proposed change requires a considerably different routing or running time, a test trip will be conducted in order to assess how the changes will work in the actual bus that is driven on the route.

After staff has honed their proposal, a decision will be made as to whether a new official public comment period is needed. If so, the refinement period begins again. If not, final approval from relevant agencies is obtained, and the proposal is communicated to the public, before being implemented. Once a schedule or routing change has taken place, staff continues to observe the route in order to determine whether or not the process has been successful, or if further changes are needed.

SolTrans Fare Change Process

According to SolTrans policy, notices will be posted to established distribution points and public meetings will be conducted at least 60 days before and a public hearing will be held at least 30 days prior to a proposed fare change, transfer policy change or media change. SolTrans will document their efforts to include Title VI populations, including low-income, minority and limited-English-proficient persons.

Fare changes are implemented based on a number of considerations. SolTrans implemented a simpler fare structure during the spring of 2013 when the Vallejo and Benicia transit systems were merged. Future fare changes or increases will be evaluated as part of the Short Range Transit Planning (S RTP) process when SolTrans fares are compared to other transit agency fares in the area, in an effort to keep up with ever-increasing costs in fuel and labor.

Distribution of Public Notices

Notices of anticipated and proposed route and fare changes are distributed through the following methods and locations:

Vallejo Times Herald – public notices posting
Benicia Herald – public notices posting
Vallejo JFK Library
Benicia Library
Senior Centers in both cities
SolTrans website
Twitter feeds and Facebook page
Rider alerts posted on buses
Ticket office at 311 Sacramento Street in Vallejo
Vallejo and Benicia City Halls
Curtola Park & Ride

In-person public outreach to target audiences (low-income, minority, and limited-English-proficient) will be conducted as appropriate, depending on the message and the significance of the proposed change. Not all changes are considered significant enough to warrant the expense of an extensive public outreach campaign, but all changes require public involvement in some manner.

SolTrans Outreach Events in 2021

Month	Activity	Event Type	Ethnicity, Low Income, LEP, etc.
February/ March	Benicia Vaccine Clinic (Feb & March two events)	Bus Service Promotion	Seniors and Persons w/ Disabilities
April/May	2nd Fridays Art Walk (March- August) *	Reduced Fare Promotion	General Public
	Earth Day 2021*	Outreach	Youth, Low Income
May	Earth Day by Solano Community College*	Outreach	General Public
	Bike to Work Day May 13, 2021*	Outreach	General Public
	Benicia Open Studios (1st weekend of May) *	Bus Service Promotion	General Public
	Benicia and Vallejo Farmers Market September 23rd	Outreach	General Public
June/ July	Pista Sa Nasyon; 1st Saturday of June*	Outreach	Filipino, General Public
	Juneteenth; *	Outreach	African American, General Public
	Benicia Torchlight Parade (4th of July Parade) July 3rd*	Outreach	General Public
	Vallejo 4th of July Parade July 4th*	Outreach	General Public
	Benicia Back to School Transit Fairs (August 14th)	Outreach	Youth, Low Income
	Vallejo Outreach Back to School Transit Fair *	Outreach	General Public, Low Income
	Jessie Bethel Family Night*	Outreach	Low Income
	Unity Day Vallejo*	Outreach	LEP, General Public

SolTrans Outreach Events in 2021 (continued)

Month	Activity	Event Type	Ethnicity, Low Income, LEP, etc.
September/ October/ November/ December	Vallejo Waterfront Weekend (assisted in planning, could not provide service due to driver shortage.)	Bus Service Promotion	General Public
	Benicia Wine Walk, 1st Mile Last Mile partnership	Outreach	General Public
	California Maritime Career and Community Expo*	Outreach	Youth, General Public
	"Ride & Buy Local" Thanksgiving Weekend*	Reduced Fare Promotion	Low Income
	Senior Luncheon Thanksgiving Shuttle*	Bus Service Promotion	Senior, Low Income
	Benicia Tree Lighting	Bus Service Promotion	General Public
	December Ride Local for 50% off on Token Transit	Reduced Fare Promotion	Low Income, General Public
	Senior Luncheon Christmas Shuttle*	Bus Service Promotion	Senior, Low Income
Outreach Events:	4		
Bus Service Promotions:	2		
Reduced Fare Promotions:	0		
Total Outreach Events:	6		

*Annual events supported by SolTrans cancelled due to State, County, or City mandates in regard to pandemic related restrictions.

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ATTACHMENT D

Service Standards and Policies

Vehicle Headways by Route

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SolTrans Service Standards and Policies

Introduction

The SolTrans Board of Directors has adopted a mission statement that emphasizes the agency's commitment to delivering "safe, reliable, and efficient transportation services that link people, jobs, and communities." In support of this mission statement, SolTrans' 2013 Approved and 2016 Draft Short Range Transit Plans (SRTP) put forth goals to guide agency actions. In the Draft 2016 SRTP, two of the four goals place a strong emphasis on ensuring the agency provides services in a safe, reliable, and effective manner by satisfying the needs of the customers and the community. The Board, moreover, has placed emphasis on building the system's core ridership.

In addition, Federal Title VI regulations require the establishment of specific standards and policies across SolTrans' services to ensure access to services throughout the service area, and to ensure that the design and operational practices do not result in discrimination on the basis of race, color, or national origin. Service standards are quantitative statements while service policies address areas that may not allow for quantitative statements.

These Service Standards and Policies are divided into three sections:

- The ***Service Design Guidelines*** section further develops the Goals Statements currently adopted by the Board and provides a high-level overview of the agency's philosophies where near- and long-term service planning are concerned, including coverage standards and service-type based schedule standards.
- The ***Service Standards*** section details specific design standards for transit service, including route spacing, headway and span-of-service requirements, stop spacing, and stop placement.
- The ***Service Policies*** section details the additional service-related elements required by Title VI such as stop design guidelines in relation to the community, stop amenities, and vehicle assignments. This section also addresses related items that are not necessarily required by Title VI but reflect the equitable allocation of other resources such as public information.

Service Design Guidelines

Guideline A: Match Service Levels to Demand

Given SolTrans' limited financial resources, it is not possible to serve every requested transit trip. Services should operate in areas that correspond to actual demand. High-frequency express services will operate in intercity freeway corridors. Local-fixed routes will focus on connecting denser residential areas with commercial and institutional hubs, employment centers, and other major destinations. Areas where local fixed-route demand is inadequate to support existing service levels will be considered for alternative service models such as flex-route or dial-a-ride.

Guideline B: Maximize Operating Efficiency without negatively impacting service quality

Service design, in particular scheduling, can have a large impact on the efficiency of transit operations. At the same time, an increase in efficiency can come at the expense of service quality, especially reliability. In the extreme, the most efficient schedule provides no time at the end of a trip beyond that required by operator contracts; however, such schedule is likely to result in very unreliable service as there is no ability of the system to recover from service delays. SolTrans will balance efficiency and quality by developing schedules that are efficient but also only rarely encounter such overlapping delays.

Guideline C: Utilize a Diversity of Service Models

In a service area as diverse in physical and human geography as Vallejo and Benicia, no one service provision method can meet all needs or even a desirable subset of needs. While the largest number of SolTrans' customers will be served by fixed-route local and commuter routes, SolTrans will meet the needs of unique populations and/or subareas with alternative service models.

SolTrans is and will continue to be the provider of Federally mandated ADA Complementary Paratransit service. In addition, SolTrans provides "ADA Plus" service on a limited basis to provide trips to the ADA-certified community that exceed the Federal requirements, principally by crossing into the service area of neighboring transit agencies to allow connecting trips.

For customers in areas without the minimum demand to support fixed-route local services, SolTrans may offer General Public Dial-a-Ride and/or Flexible Route services. These services allow for increased coverage of the community by putting bus service only where and when it is actually requested. For situations where even these service models cannot be used efficiently, SolTrans will also participate in subsidized programs for taxi and rideshare services, such as local and intercity taxi scrip programs.

In addition, SolTrans will continually seek out new service models and implement those that can complement, enhance, or more effectively replace existing services. In doing so, SolTrans will also need to ensure that technology, disability, or economic status does not become a greater barrier to transit system use.

Guideline D: Continuously monitor and evaluate service planning and delivery

Matching of service levels to demand and balancing efficiency with reliability require monitoring and evaluation of service designs, schedules, and operational delivery. SolTrans will use a full range of tools including traditional street observations as well as technology-aided data collection to continuously record and review service performance. Among the elements to be regularly reviewed include trip-level ridership, on-time performance (measured on the vehicle trip level for fixed-route and passenger trip level for demand response), overall ridership patterns by day of week and time of day and use of special vehicle equipment such as accessibility elements and bicycle racks.

Guideline E: Leverage Technology Enhancements to Maximize Customer Experience

The customer experience stretches from the initial research into service availability to the final delivery of a customer's individual trip. At every stage, technology will be used to enhance the experience. Specific to service design and performance, customers will be provided the opportunity to receive route and schedule information in real time through a variety of electronic devices. In addition, SolTrans operations and customer service personnel will use technology enhancements to provide this information to customers unable to access it themselves.

Guideline F: Coordinate with Land Use and Development Processes throughout the area

Processes outside of SolTrans' control can greatly influence the design and performance of SolTrans' services. In particular the long-term planning processes for Vallejo and Benicia can help determine the success or failure of transit services. SolTrans Staff will keep abreast of development processes in its communities. In addition, Staff will serve as a resource to the communities in the evaluation of land use and development projects and plans.

Service Standards

Standards A-1 through A-4 are the minimum practices required for Federal compliance. Standards B-1 through B-5 are additional standards developed through the 2016 SRTP process and other best practices.

Standard A-1: Maximum Vehicle Load

Service Type	Maximum Average Trip Boardings (as a percent of seated load), Peak Period	Maximum Average Trip Boardings (as a percent of seated load), Off-Peak
Fixed-Route Local	125%	100%
Fixed-Route Express	100%	75%
Service Type	Maximum Actual Load on all trips as a percent of seated load	
General Public Dial-a-Ride	100%	
ADA Complementary Paratransit (Local)	100%	
ADA-Plus Paratransit (Regional)	100%	

Seated loads are defined on a vehicle-type basis: Commuter coach: 57; 40-foot transit bus: 36; Paratransit and dial-a-ride: varies.

Standard A-2: Policy Headways (Minimum Route Frequency)

SolTrans' goal for scheduled fixed-route service headways is to not exceed 30 minutes during peak times and 60 minutes during off-peak time. However, staffing shortages and other economic factors may, at times, impede the agency's ability to meet this goal.

Standard A-3: On-time Performance

Service Type	Minimum Percent of Trips Operated on Time	On-Time Window Definition
Fixed Route Local	90%	0 minutes early to 5 minutes late
Fixed Route Express	94%	Up to 5 minutes late (Can arrive at final destination early)
General Public Dial-a-Ride	90%	0 minutes early to 15 minutes late
ADA Complementary Paratransit (Local)	90%	0 minutes early to 15 minutes late
ADA-Plus Paratransit (Regional)	90%	0 minutes early to 15 minutes late

Fixed-route on-time to be measured at the final destination of trip using CAD/AVL data.
Paratransit on-time to be measured relative to scheduled pickup time for each passenger.

Standard A-4: Spatial Availability of Services

In areas where General Public Dial-a-Ride service is not provided, at least 80% of residents should be within ½ mile of a bus stop on the local fixed-route bus system.

Standard B-1: Service Effectiveness (Boardings per Unit of Service)

Service Type	Boardings per Vehicle Revenue Mile	Boardings per Vehicle Revenue Hour
Fixed Route Local	1.0	12.0
Fixed Route Express	1.0	25.0
General Public Dial-a-Ride	1.0	2.0
ADA Complementary Paratransit (Local)	1.0	2.0
ADA-Plus Paratransit (Regional)	0.5	2.0

Standard B-2: Missed Trips

Service Type	Maximum Percent of Trips Missed	Missed Trip Definition
Fixed-Route Local	1%	Trip is missed if started later than 15 minutes late or not operated at all.
Fixed-Route Express	1%	Trip is missed if started later than 15 minutes or more than 1 scheduled headway late, or not operated at all.
General Public Dial-a-Ride	1%	Trip is missed if passenger is picked up later than 30 minutes late, or not at all.
ADA Complementary Paratransit (Local)	1%	Trip is missed if passenger is picked up later than 30 minutes late, or not at all.
ADA-Plus Paratransit (Regional)	1%	Trip is missed if passenger is picked up later than 30 minutes late, or not at all.

Standard B-3: Demand-Response Trip Reservations Achieved

Service Type	Percent of Reservations Booked within 60 Minutes of Requested Time
General Public Dial-a-Ride	100%
ADA Complementary Paratransit	100%
ADA Plus (Regional)	N/A (Times are defined by schedule)

Standard B-4: Demand-Response Trip Denials

Service Type	Maximum Percent of Trip Requests Denied by Capacity Constraints	Maximum Percent of Trip Requests Refused by Customer But Within 60 Minute Window

General Public Dial-a-Ride	2%	5%
ADA Complementary Paratransit	0%	3%
ADA Plus (Regional)	0%	3%

Standard B-5: Internal Service Connectivity

Fixed-route transfer times at major connection points shall be scheduled to not exceed 5 minutes under normal operating conditions.

Service Policies

Policy A: Distribution of Vehicle Assignments

There shall be an even distribution from day to day and week to week of vehicle subtypes within each vehicle type across all routes and blocks, such that a particular model or age of bus does not appear consistently more than any other. “Vehicle type” shall mean commuter coach, transit bus, or small bus (used primarily for Paratransit and Dial-a-Ride). “Vehicle subtype” shall refer to vehicles belonging to the same original vehicle order and separated in age by two years or less. Exception shall be made where a vehicle subtype has unusual restrictions on deployment (e.g., electric-battery buses).

Policy B: Distribution of Bus Shelters

A continuous list of potential bus shelter locations shall be maintained, and potential locations added upon the request of a single customer. Staff shall periodically review the list and rank the requests in descending order of ridership. Locations will be reviewed for practical considerations and those locations with major restrictions (such as right-of-way/property ownership) removed. Of the remaining locations, Staff shall refine the list of shelter locations benefiting the largest number of people within the available funds for purchase and installation.

Policy C: Distribution of Dynamic Information Displays

Dynamic Information Displays such as electronic signage, and especially electronic signage providing real-time information, shall be installed at SolTrans facilities based on these priorities from highest to lowest:

1. Off-street transit centers, currently including Sereno Transit Center, Vallejo Transit Center, and Curtola Park & Ride Hub.
2. On-street stops served by multiple bus routes. The more routes stop at a stop, the higher the priority for providing this information.

In addition, SolTrans will provide information to regional partners for displays at major facilities used by SolTrans routes (including Fairfield Transportation Center; Solano Mall; Pleasant Hill, Walnut Creek, and El Cerrito del Norte BART stations, and Diablo Valley College). Installation of SolTrans electronic signage at these non-SolTrans facilities is not within SolTrans’ current authority or responsibility.

Policy D: Distribution of Static Information Displays

Static Information, including bus stop signs and printed bus schedule displays, shall be provided according to the following priorities:

1. Off-street transit centers within SolTrans' service territory (Vallejo and Benicia), currently including Sereno Transit Center, Vallejo Transit Center, and Curtola Park & Ride Hub.
2. On-street stops served by multiple bus routes. The more routes stop at a stop, the higher the priority for providing static information.
3. On-street bus stops serving a single route.

Policy E: Requests for New Service

Consistent with the Customer Focus and Community/Environment measures in the SRTP, maintain awareness of demographics of ridership and note impact on demographics of any new service designs.

Policy F: Coordination with Other Services

Consistent with the Coordination measures in the SRTP, work within the larger community of Bay Area transit operators to maximize travel opportunities through coordination of service designs and schedules at regional transit centers. Regularly review schedules of other operators to identify key "near misses" in schedules that might be addressed. Participate with other operators to identify missing transit links and develop solutions for bridging gaps.

SolTrans Vehicle Headways by Route

Schedule Effective: August 1, 2021

Vehicle Headways by Route

Route	Description	Headway	Times	Days
1	North West Vallejo/Vallejo Transit Center	60 mins	6:42am - 9:11pm	M-F
1	North West Vallejo/Vallejo Transit Center	60 mins	8:30am - 7:26pm	Saturday
1	North West Vallejo/Vallejo Transit Center	60 mins	8:30am - 7:26pm	Sunday
2	NE Vallejo /Vallejo Transit Center	60 mins	7:00am - 9:15pm	M-F
2	NE Vallejo /Vallejo Transit Center	60 mins	9:00pm - 6:56pm	Saturday
3	Glen Cove/South Vallejo/Beverly Hills/Vallejo Transit Center	30 mins	7:27am - 8:00pm	M-F
3	Glen Cove/South Vallejo/Beverly Hills/Vallejo Transit Center	30 mins	8:45am - 6:10pm	Saturday
4	Tuolumne Street/Vallejo Transit Center	60 mins	6:50am - 8:53pm	M-F
4	Tuolumne Street/Vallejo Transit Center	60 mins	8:25am - 6:48pm	Saturday
5	Discovery Kingdom/Vallejo Transit Center	60 mins	6:44 pm - 8:24pm	M-F
5	Discovery Kingdom/Vallejo Transit Center	60 mins	8:30am - 6:24pm	Saturday
6	Tennessee Street/Springs Road/Hogan Middle School	60 mins	7:01am - 8:23pm	M-F
6	Tennessee Street/Springs Road/Hogan Middle School	60 mins	8:30am-6:23pm	Saturday
8	Benicia Road/Hogan Middle School/Springs Road/Ascot Parkway	60 mins	6:43am - 8:41pm	M-F
8	Benicia Road/Hogan Middle School/Springs Road/Ascot Parkway	60 mins	9:00am- 6:44pm	Saturday
7A	Clockwise Gateway Plaza Shopping Center/Springs Road/Vallejo Transit Center	60 mins	6:45am- 9:45am	M-F
7A	Clockwise Gateway Plaza Shopping Center/Springs Road/Vallejo Transit	60 mins	8:45am- 7:17pm	Saturday
7A	Clockwise Gateway Plaza Shopping Center/Springs Road/Vallejo Transit	60 mins	8:45am- 7:17pm	Sunday
7B	Counter- Clockwise Gateway Plaza Shopping Center/Springs Road/Vallejo Transit	60 mins	6:44am- 9:13pm	M- F
7B	Counter- Clockwise Gateway Plaza Shopping Center/Springs Road/Vallejo Transit	60 mins	8:44am- 6:44pm	Saturday
7B	Counter- Clockwise Gateway Plaza Shopping Center/Springs Road/Vallejo Transit	60 mins	8:44am- 6:44pm	Sunday
15,17	Benicia Middle School/Benicia High School/Mary Farmer	3	School Charter Service	School Days
38	South Vallejo to Jesse Bethel/ Hogan Middle	1	School Charter Service	School Days
Yellow	Vallejo/Benicia/Walnut Creek BART	60 mins	4:30am - 11:48pm	M-F
Yellow	Vallejo/Benicia/Walnut Creek BART	100 & 120	6:20am - 9:50pm	Saturday
Yellow	Vallejo/Benicia/Walnut Creek BART	100 & 120	8:00am - 9:58pm	Sunday
			4:30am - 10:00am and	
Red	Vallejo/EI Cerrito/Del Norte BART	30 mins	4:00pm - 9:00pm	M-F
			4:15am - 5:56am and	
Red	Vallejo/EI Cerrito/Del Norte BART	60 mins	10:00pm - 3:25pm	M-F
Red	Vallejo/EI Cerrito/Del Norte BART/ Fairfield	60 mins	5:00am-10:23pm	M-F
Red	Vallejo/EI Cerrito/Del Norte BART/ Fairfield	120 mins	8:00am-9:53pm	Saturday
Red	Vallejo/EI Cerrito/Del Norte BART	60 mins	7:00am - 10:00pm	Saturday
Red	Vallejo/EI Cerrito/Del Norte BART	60 mins	9:00am - 10:00pm	Sunday
82	Vallejo Transit Center/EI Cerrito/ San Francisco	135 mins	5:15am-9:30pm	M-F

ATTACHMENT E

Copy of Board Minutes Showing Board Approval of Title
VI Program



**Solano County
Transit
Board Minutes for
Meeting of January
20, 2022.**

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