



**SOLANO COUNTY TRANSIT
TITLE VI PROGRAM**

EFFECTIVE MARCH 21, 2019



Solano County Transit

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

SolTrans Title VI Program

Effective March 21, 2019

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 as ***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***.

ATTACHMENT A

Title VI Policy Statement

Notice to the Public: Complaint Process

Complaint Procedure and English and Spanish Complaint Forms

List of Transit-Related 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
2/11/2013
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 435,000 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: _____

4/4/19

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 soltransride.com. 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.

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 <http://www.soltransride.com/about/policies/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.

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 www.soltransride.com 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.

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 the 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.

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 language groups in the SolTrans service area (Spanish and Tagalog), 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 in the course of 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 time-frame 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 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 · Main Tel. / Fax (707) 736-6990

SolTrans Title VI Civil Rights Complaint Form

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Home Tel. No: _____ Work Tel. No: _____

Were you discriminated against because of (please check one)?

- Race National Origin Color

Date of Alleged Incident: _____

In the space provided below, please explain as clearly as possible what happened and how you were discriminated against. Indicate who was involved. Be sure to include the names and contact information of any witnesses. If more space is needed please use the back of the form.

Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court? Yes No

If yes, check all that apply:

- Federal Agency Federal Court State Agency State Court
- Local Agency

Please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Tel. No: _____

Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.

Signature

Date

Please mail this form to:

SolTrans
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 y tagalog, 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 · Main Tel. / Fax (707) 736-6990

**Título VI de la Ley
de Derechos Civiles
Formulario de Queja**

Nombre: _____

Dirección: _____

Ciudad: _____ Estado: _____ Código Postal: _____

Teléfono de la casa: _____ Teléfono del trabajo: _____

¿Estaba usted discriminado debido a (marque uno):

Raza Origen Nacional Color

Fecha del incidente presunta: _____

En el espacio de abajo, por favor, explique lo más claramente posible lo que pasó y cómo se discriminó contra usted. Indican quien estuvo involucrado. Asegúrese de incluir los nombres e información de contacto de cualquier testigo. Si necesita más espacio, utilice el reverso del formulario.

¿Ha presentado esta queja ante cualquier otro federal, estatal, o local, o con cualquier corte federal o estatal? Sí No

En caso afirmativo, marque lo que corresponda:

Agencia Federal del Tribunal Federal Agencia Estatal de la Corte del Estado
 La Agencia Local de _____

Sírvase proporcionar información sobre una persona de contacto en la agencia / tribunal donde se presentó la queja.

Nombre: _____

Dirección: _____

Ciudad: _____ Estado: _____ Código Postal: _____

Teléfono del trabajo: _____

Por favor firme abajo. Usted puede agregar cualquier material escrito o cualquier otra información que considere relevante para su queja.

Firma

Fecha

Por favor, envíe este formulario a:

SolTrans
Civil Rights Officer
311 Sacramento Street
Vallejo, CA 94590

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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	8/16/17	A complaint on the Title VI Complaint Form was received from a mother of a disabled daughter that alleged discrimination on the basis of her daughter's disability.	Closed	No claim of discrimination on the basis of race, color, or national origin was made. This complaint was then handled as a non-Title VI issue.
	10/23/18	A complaint was received through our Customer Relations System alleging discrimination on the basis of sexual orientation. There were no allegations of discrimination of Title VI protected classes.	Closed	An investigation of the camera footage of the incident showed that there was no mistreatment of the individual. The complaint was dismissed, but the opportunity was taken to reiterate state civil rights protections governing sexual orientation.
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 www.soltransride.com/subscribe 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



TITLE VI COMPLAINT PROCEDURE PROCEDIMIENTO DE QUEJA TITULO VI PAMAMARAAN SA REKLAMO NG TITLE VI

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 Planning & Operations Manager by mail at 311 Sacramento St., Vallejo CA 94590, or by phone at (707) 648-4048.

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 Planificación y Operaciones de SolTrans por correo a 311 Sacramento St., Vallejo CA 94590 o por teléfono a (707) 648-4048.

Pinagbabawal ng Titulo 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 Titulo VI, maaari kang magsampa ng reklamo sa pamamagitan ng pagkontak sa SolTrans Planning & Operations Manager, sa pamamagitan ng koreo sa 311 Sacramento St., Vallejo CA 94590, o tumawag sa (707) 648-4048.

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ATTACHMENT B

Language Assistance Plan

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

March 21, 2019

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

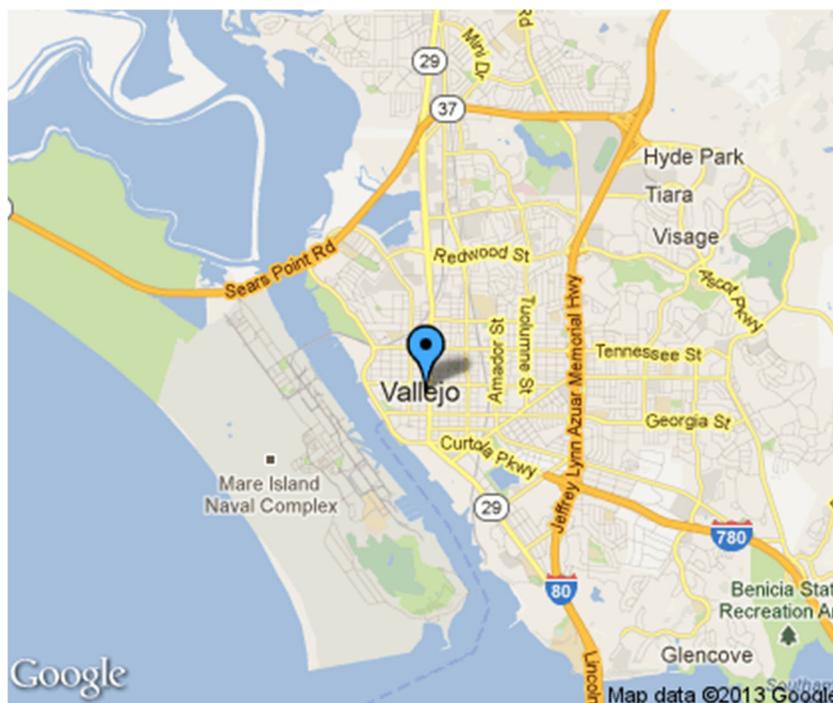
The analysis using each of the four factors is described in detail below.

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

SolTrans is a relatively new combined transit agency serving the cities of Vallejo and Benicia. On July 1st, 2011 SolTrans began operating with a consolidated service plan, restructured routes and a comprehensive fare structure. Prior to this time, the City of Vallejo and the City of Benicia were operating separate transit services for their communities. 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 4.3% in March 2018. About 15% of Vallejo's population lives in poverty, representing about 23,000 persons. The community is ethnically and racially



diverse — Hispanics comprise 25% of the local population; 39% are Caucasian; 21% are African American; 24% are Asian; and 17% are of mixed or other heritage. US Census data for 2017 (the latest available) identifies 38% of all Vallejo residents speak some language other than English at home. The median household income in Vallejo in 2015 was \$62,272, somewhat lower than the State average of \$67,169. The American Community Survey estimates that about 3,000 households don't have access to a car.

Vallejo's Hispanic Community

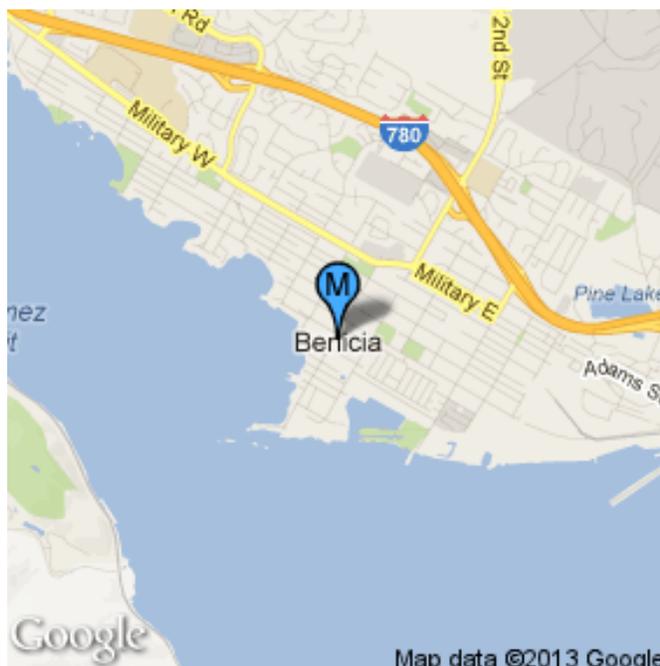
Vallejo's Latino population has significantly grown in the last two decades, in sharp contrast to the decline of its overall population. Latinos now number more than 30,000, making up more than 25% of Vallejo's population, according to the U.S. Census Bureau data. Some growth has occurred with the influx of Latino businesses into Vallejo, largely concentrated in the area around Broadway and Nebraska Streets.

Vallejo's Filipino Community

Vallejo is home to over 119,000 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 (2.6%) 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 Caucasian (72%) with a smaller percentage of African Americans (6%). The Hispanic population is (15%) with Asians making up (11%). The balance of the population is represented by Pacific Islanders and two or more races. About 15% of Benicia residents speak a language other than English at home, with 5% speaking Spanish as the predominant language, and other languages combined representing 10%. Mean household income in Benicia in 2017 was \$117,372, a significant 45% above the State average of \$67,169. About 7.2% of Benicia residents live below the poverty limit, representing about 2,000 persons. About 400 households in Benicia 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 5-year averages from 2010 to 2015, Data set B16001: LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER - Universe: Population 5 years and over. The respondents identified themselves as being able to speak English "Not Very Well" or "Not at All". The 2010-2015 data is the most recent that is available.

Out of the combined estimated population of 145,000 within the Vallejo and Benicia service area boundaries, The ACS estimates that 30% of those people, about 43,500 individuals, speak some language other than English as their native language. Of those, approximately 19,000

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	Benicia City		Vallejo City		SolTrans Combined	
	Est.	%	Est.	%	Est.	%
Total Population	26,184	100.0%	111,586	100.0%	137,770	100.0%
Speak only English	21,699	82.9%	69,679	62.4%	91,378	66.3%
Spanish or Spanish Creole	484	1.8%	8,423	7.5%	8,907	6.5%
Tagalog	340	1.3%	5,275	4.7%	5,615	4.1%
Chinese	292	1.1%	560	0.5%	852	0.6%
Other Indic languages	19	0.1%	249	0.2%	268	0.2%
Vietnamese	16	0.1%	375	0.3%	391	0.3%
Korean	15	0.1%	34	0.0%	49	0.0%
Other Pacific Island languages	22	0.1%	186	0.2%	208	0.2%
Russian	10	0.0%	147	0.1%	157	0.1%
Other Asian languages	19	0.1%	153	0.1%	172	0.1%
Arabic	0	0%	144	0.1%	144	0.1%

Source: 2011-2015 ACS Data, 2010 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:

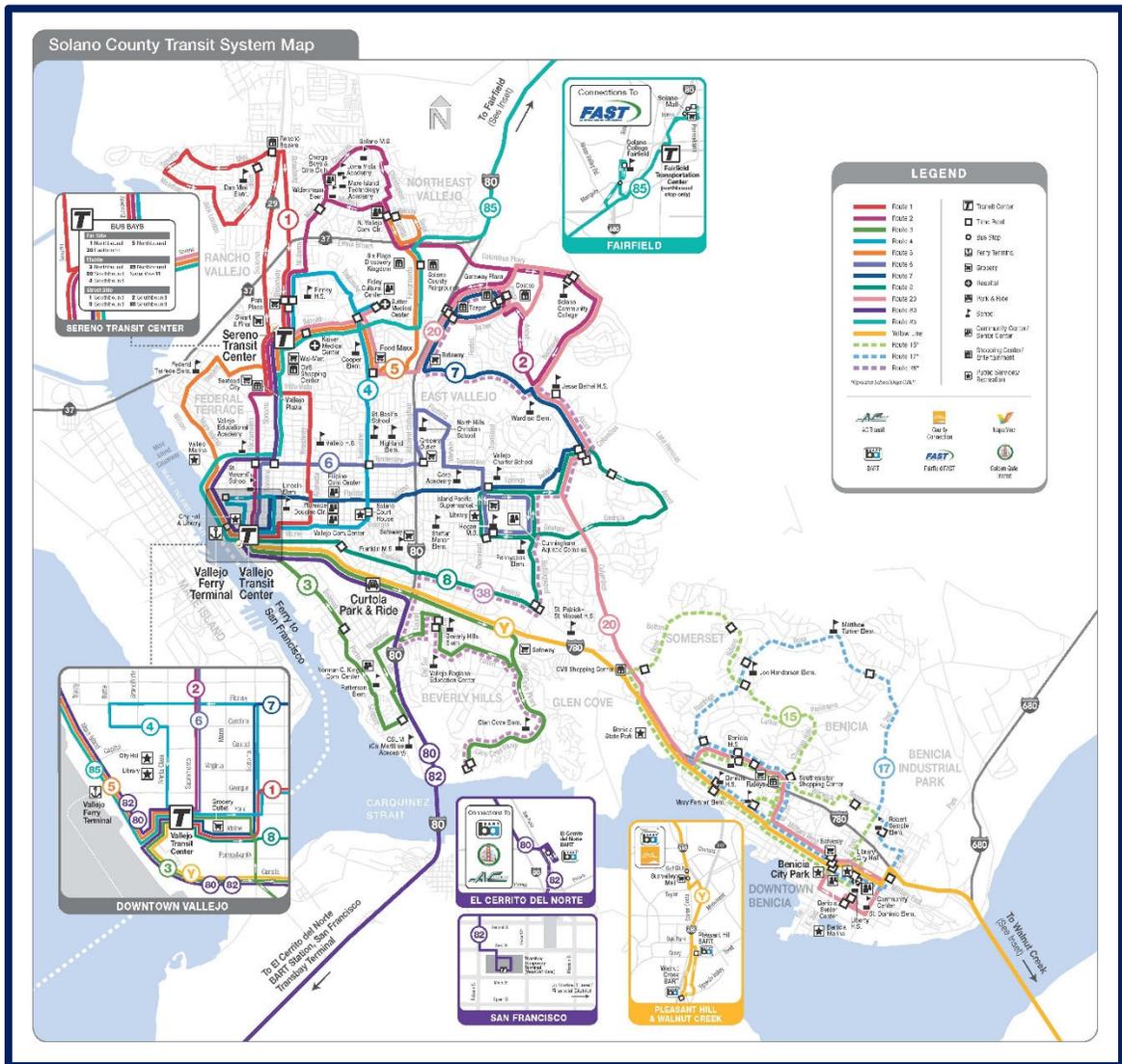
- Other Pacific Island Languages: This category includes 25 countries and dozens of languages and dialects.
- Other Indic Languages: Includes Gujarati, Hindi, Bengali, Urdu and Marathi and many others.

- 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. Three regional service routes connect residents to Pleasant Hill, Walnut Creek and El Cerrito Del Norte BART stations (Routes Yellow and 80), and Solano Community College and Solano Mall in neighboring Fairfield (Route 85).

Map 1: SolTrans Service Area



Map Effective: September 1, 2018

See: www.SolTransride.com 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 34 responses, 18 respondents indicated that they encountered someone with limited English proficiency 0 to 5 times per week. Of that group, 12 said that the language they encountered most often was Spanish, one said Filipino (Tagalog), and another said Chinese. Four respondents said that they encountered LEP individuals either 6 to 20 times per week; two indicated 20 to 40 times per week and six respondents indicated more than 40 times per week. Of the six respondents who encountered LEP individuals more than 40 times per week, four indicated that they most often encountered Spanish only speakers in their contact with individuals who encounter language barriers.

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
- 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

A. Oral Language Services

Assessment of Current Services

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

Currently, when an LEP SolTrans user attempts to access the system, the SolTrans representative follows procedures outlined below in **LIMITED ENGLISH PROFICIENCY (LEP) PROCEDURES**.

Policy Directives to Meet LEP Requirements

Attachment B – Limited English Proficiency (LEP) Policy is provided to address the gap in oral services. It provides for a safeguard of utilizing AT&T's language services 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.

B. Written Language Services

Efforts Made by SolTrans to Encourage Communication and Meaningful Understanding by the Limited English Proficient Community:

February 8, 2013: Handouts with key information were created and translated into Spanish. These informational pieces include:

- “How to Ride the Bus” brochure
- “Senior Disabled Medicare Flyer”

2016:

- “Pocket Bus Schedule” include Spanish language information

2018:

“Title VI Complaint Procedure” Spanish version added

2019:

Comprehensive Operational Analysis of Local Routes recommended changes translated into Spanish.

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 Guide
- Standard Rider Policies and Procedures
- System Map
- Route Maps, Fare Structures, and Safety Sensitive information
- Title VI Complaint Procedures

SolTrans will review this list on a biannual basis to determine its adequacy. Translated documents will be displayed along with the English versions if they are not combined in the same document.

LIMITED ENGLISH PROFICIENCY (LEP) PROCEDURES

1.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.

2.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.

3.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.

C. Use of Interpreters

1.SolTrans is committed to providing trained and competent interpreters at each stage of representation where oral communication is needed, through the connection with AT&T USADirect, and will continue to seek improvements to this system by identifying and utilizing other better technologies as they become available.

2.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.

3.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.

4.When an interpreter is needed for a telephone communication with an LEP individual, SolTrans will use AT&T USADirect In-Language services, refer the customer to the Solano Mobility Center, or incorporate other language technologies as they are identified and become available.

D. Staff Training

1.All customer service staff will be trained in the use of interpreters, translators and AT&T USADirect In-Language services.

2.Newly hired customer service staff and drivers will be trained in the use of interpreters, translators, Solano Mobility CallCenter, and AT&T USADirect In-Language services during orientation.

3.Refreshers training will be periodically conducted.

4.All staff will receive the LEP Plan and will be trained in the policies of SolTrans concerning assisting SolTrans customers.

5.All staff will be trained in the program resources available to serve LEP populations.

6.Additional information about interpreting may be provided to staff throughout the year.

E. Oversight

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

2.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.

3.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.

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

**2011-2015 American Community Survey 5-Year Estimates showing
LEP Groups in Vallejo and Benicia (All Languages)**



**B16001 LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR
THE POPULATION 5 YEARS AND OVER**

Universe: Population 5 years and over
2011-2015 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.

Tell us what you think. Provide feedback to help make American Community Survey data more useful for you.

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities and towns and estimates of housing units for states and counties.

	Benicia city, California		Vallejo city, California	
	Estimate	Margin of	Estimate	Margin of
Total:	26,184	+/-263	111,586	+/-518
Speak only English	21,699	+/-607	69,679	+/-1,630
Spanish or Spanish Creole:	1,757	+/-385	20,510	+/-1,363
Speak English "very well"	1,273	+/-293	12,087	+/-1,065
Speak English less than "very well"	484	+/-182	8,423	+/-898
French (incl. Patois, Cajun):	200	+/-126	227	+/-88
Speak English "very well"	116	+/-59	210	+/-88
Speak English less than "very well"	84	+/-105	17	+/-24
French Creole:	0	+/-22	43	+/-67
Speak English "very well"	0	+/-22	8	+/-12
Speak English less than "very well"	0	+/-22	35	+/-55
Italian:	30	+/-37	55	+/-39
Speak English "very well"	30	+/-37	55	+/-39
Speak English less than "very well"	0	+/-22	0	+/-28
Portuguese or Portuguese Creole:	75	+/-76	105	+/-65
Speak English "very well"	49	+/-63	79	+/-54
Speak English less than "very well"	26	+/-41	26	+/-25
German:	59	+/-42	285	+/-96
Speak English "very well"	59	+/-42	229	+/-80
Speak English less than "very well"	0	+/-22	56	+/-50
Yiddish:	0	+/-22	4	+/-9
Speak English "very well"	0	+/-22	4	+/-9
Speak English less than "very well"	0	+/-22	0	+/-28
Other West Germanic languages:	45	+/-65	11	+/-15
Speak English "very well"	45	+/-65	2	+/-6
Speak English less than "very well"	0	+/-22	9	+/-14

Scandinavian languages:	7	+/-11	42	+/-59
Speak English "very well"	0	+/-22	42	+/-59
Speak English less than "very well"	7	+/-11	0	+/-28
Greek:	0	+/-22	31	+/-45
Speak English "very well"	0	+/-22	31	+/-45
Speak English less than "very well"	0	+/-22	0	+/-28
	Benicia city, California		Vallejo city, California	
	Estimate	Margin of	Estimate	Margin of
Russian:	29	+/-33	215	+/-128
Speak English "very well"	19	+/-21	68	+/-64
Speak English less than "very well"	10	+/-15	147	+/-106
Polish:	30	+/-46	0	+/-28
Speak English "very well"	30	+/-46	0	+/-28
Speak English less than "very well"	0	+/-22	0	+/-28
Serbo-Croatian:	0	+/-22	15	+/-22
Speak English "very well"	0	+/-22	7	+/-10
Speak English less than "very well"	0	+/-22	8	+/-13
Other Slavic languages:	0	+/-22	23	+/-32
Speak English "very well"	0	+/-22	23	+/-32
Speak English less than "very well"	0	+/-22	0	+/-28
Armenian:	0	+/-22	62	+/-86
Speak English "very well"	0	+/-22	55	+/-85
Speak English less than "very well"	0	+/-22	7	+/-12
Persian:	66	+/-63	15	+/-16
Speak English "very well"	58	+/-58	15	+/-16
Speak English less than "very well"	8	+/-13	0	+/-28
Gujarati:	0	+/-22	68	+/-95
Speak English "very well"	0	+/-22	30	+/-40
Speak English less than "very well"	0	+/-22	38	+/-55
Hindi:	44	+/-50	609	+/-270
Speak English "very well"	44	+/-50	555	+/-254
Speak English less than "very well"	0	+/-22	54	+/-46
Urdu:	0	+/-22	211	+/-217
Speak English "very well"	0	+/-22	211	+/-217
Speak English less than "very well"	0	+/-22	0	+/-28
Other Indic languages:	218	+/-159	430	+/-230
Speak English "very well"	199	+/-153	181	+/-144
Speak English less than "very well"	19	+/-21	249	+/-160
Other Indo-European languages:	47	+/-59	41	+/-34
Speak English "very well"	36	+/-46	41	+/-34
Speak English less than "very well"	11	+/-18	0	+/-28
Chinese:	515	+/-185	1,059	+/-370
Speak English "very well"	223	+/-102	499	+/-227
Speak English less than "very well"	292	+/-126	560	+/-220
Japanese:	21	+/-32	194	+/-87
Speak English "very well"	9	+/-14	145	+/-79
Speak English less than "very well"	12	+/-19	49	+/-40
Korean:	66	+/-67	76	+/-52
Speak English "very well"	51	+/-52	42	+/-38
Speak English less than "very well"	15	+/-24	34	+/-27
Mon-Khmer, Cambodian:	0	+/-22	19	+/-22
Speak English "very well"	0	+/-22	19	+/-22
Speak English less than "very well"	0	+/-22	0	+/-28

Hmong:	0	+/-22	26	+/-45
Speak English "very well"	0	+/-22	26	+/-45
Speak English less than "very well"	0	+/-22	0	+/-28
Thai:	0	+/-22	31	+/-27
Speak English "very well"	0	+/-22	6	+/-9
Speak English less than "very well"	0	+/-22	25	+/-22
Laotian:	0	+/-22	167	+/-181
Speak English "very well"	0	+/-22	61	+/-64
Speak English less than "very well"	0	+/-22	106	+/-134
Vietnamese:	24	+/-23	583	+/-311
Speak English "very well"	8	+/-12	208	+/-134
Speak English less than "very well"	16	+/-20	375	+/-236
Other Asian languages:	105	+/-95	256	+/-149
Speak English "very well"	86	+/-70	103	+/-74

	Benicia city, California		Vallejo city, California	
	Estimate	Margin of	Estimate	Margin of
Speak English less than "very well"	19	+/-31	153	+/-112
Tagalog:	992	+/-227	15,245	+/-1,005
Speak English "very well"	652	+/-201	9,970	+/-830
Speak English less than "very well"	340	+/-134	5,275	+/-646
Other Pacific Island languages:	73	+/-44	560	+/-207
Speak English "very well"	51	+/-35	374	+/-144
Speak English less than "very well"	22	+/-25	186	+/-104
Navajo:	0	+/-22	0	+/-28
Speak English "very well"	0	+/-22	0	+/-28
Speak English less than "very well"	0	+/-22	0	+/-28
Other Native North American languages:	0	+/-22	20	+/-23
Speak English "very well"	0	+/-22	20	+/-23
Speak English less than "very well"	0	+/-22	0	+/-28
Hungarian:	0	+/-22	0	+/-28
Speak English "very well"	0	+/-22	0	+/-28
Speak English less than "very well"	0	+/-22	0	+/-28
Arabic:	27	+/-34	274	+/-122
Speak English "very well"	27	+/-34	130	+/-63
Speak English less than "very well"	0	+/-22	144	+/-83
Hebrew:	0	+/-22	11	+/-18
Speak English "very well"	0	+/-22	11	+/-18
Speak English less than "very well"	0	+/-22	0	+/-28
African languages:	35	+/-53	371	+/-323
Speak English "very well"	35	+/-53	302	+/-314
Speak English less than "very well"	0	+/-22	69	+/-63
Other and unspecified languages:	20	+/-21	13	+/-17
Speak English "very well"	20	+/-21	13	+/-17
Speak English less than "very well"	0	+/-22	0	+/-28

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.

Methodological changes to data collection in 2013 may have affected language data for 2013. Users should be aware of these changes when using multi-year data containing data from 2013. For more information, see: Language User Note.

While the 2011-2015 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, 2011-2015 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

March 21, 2019

Board of Directors		
Name	Representing	Race/Ethnicity
Rupert “Bob” Sampayan	Mayor, City of Vallejo, Chair	Asian– Filipino
Steve Young	Councilmember, City of Benicia, Vice Chair	White
Robert McConnell	Councilmember, City of Vallejo	White
Jim Spring	Metropolitan Transportation Commission	White
Elizabeth Patterson	Mayor, City of Benicia	White
Lori Wilson	Solano Transportation Authority	African American
Pippin Dew-Costa	Councilmember, City of Vallejo <i>alternate</i>	White
Lionel Largaespada	Councilmember, City of Benicia, <i>alternate</i>	Latino

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
Drew Skau	City of Vallejo	White

Summary of Board of Directors and Committee Membership

Includes alternates where filled

Body	White	African American – Black	American Indian or Alaska Native	Asian	Hawaiian / Other Pacific Islander	Other Race	Multiple Race	Latino (All Races)
Population	45%	18%	0%	21%	1%	7%	7%	23%
Board	61%	13%	0%	13%	0%	0%	0%	13%
Public Advisory Committee	83%	0%	0%	0%	0%	0%	0%	17%

Public Advisory Committee distribution is for filled seats only.

ATTACHMENT C

Public Participation Plan

Sample Public Outreach Flyer

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 are 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

federally-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' 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 and Technical Advisory Committees, 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 (SRTP) 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
Seat drops on buses (targeting specific routes)
Rider alerts posted on buses
Ticket office at 311 Sacramento Street in Vallejo
Vallejo and Benicia City Halls

Community Based Organizations contacted in person are listed in **Attachment A** in the Appendix. 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.

PUBLIC OUTREACH FLYER FOR SERVICE CHANGES 2019 – ENGLISH



COA Revised Local Improvement Proposals

REVISED ROUTE 1

- Bus every 30 minutes
- Northern portion of Route 1 moving from Broadway St. to Sonoma Blvd.
- Provide bus every 15 minutes on new northern Sonoma Blvd. (in coordination with the Revised Route 2)

REVISED ROUTE 2

- Bus every 30 minutes
- North-west portion of Route 2 moving onto Sonoma Blvd
- Provide bus every 15 minutes on new portion of Sonoma Blvd. (in coordination with the Revised Route 1)
- Streamlined to remove poorly-designed one-way segment in Northeast Vallejo (to shorten inbound trip timeframe from 56 min to 30 min)
- Connections to Gateway Plaza via Revised Route 7

REVISED ROUTE 3

- Bus every 30 minutes
- Streamlined by moving Glen Cove Parkway portion to the Revised Route 8

REVISED ROUTE 6

- Bus every 60 minutes
- Extended service area to include Ascot Parkway and the eastern portion of Georgia St.

REVISED ROUTE 7

- Bus every 30 minutes in both the clockwise and counter-clockwise directions (bidirectional)
- Provides new east-west connection in northern Vallejo
- Allows for connections to all other local routes in several areas (downtown, Sereno Transit Center, Kaiser, Gateway Plaza, Solano Community College and Springs Road)

REVISED ROUTE 8

- Bus every 60 minutes
- Revised poor route-design by removing Ascot Parkway/Georgia and adding Glen Cove Parkway

REVISED ROUTE 20/GENERAL PUBLIC DIAL-A-RIDE

- Discontinue poorly performing and extremely unproductive Route 20 and General Public Dial-A-Ride*
 - Replace Route 20 with subsidized-Lyft/Taxi Service within Benicia
 - Replace General Public Dial-A-Ride with subsidized-Lyft/Taxi Service within Benicia
- * See Memorandum: Initial COA Recommendations for additional options and supporting data for Route 20/General Public Dial-A-Ride discontinuation.

ADDITIONAL PROPOSED SERVICE CHANGES

- Extend all weekday service hours to 9 PM on all local routes (school-trippers excluded)

- Provide consistent hourly service on Route 2 and Route 7 on Saturdays
- Provide consistent hourly service on Route 1 and 7 on Sundays

COMMENTS CAN BE SUBMITTED:



- **Web:** bit.ly/2RACKMO
- **Email:** info@soltransride.com
- **Phone:** (707) 648-4666

PUBLIC OUTREACH FLYER FOR SERVICE CHANGES 2019 - SPANISH



Propuestas Modificadas Locales de Mejoras del COA*

RUTA 1 MODIFICADA

- Autobús cada 30 minutos
- La parte norteña de Ruta 1 se mueve de Broadway St. a Sonoma Blvd.
- Autobús cada 15 minutos disponible por nuevo sector norteño de Sonoma Blvd. (Coordinado con Ruta 2)

RUTA 2 MODIFICADA

- Autobús cada 30 minutos
- El parte noroeste de Ruta 2 se mueve a Sonoma Blvd
- Autobús cada 15 minutos disponible por nuevo parte norteño de Sonoma Blvd. (Coordinado con Ruta 1)
- Racionalizado para sacar un sector de único sentido diseñado mal en Vallejo noroeste (para reducir el tiempo del viaje hacia el centro de 56 min a 30 min)
- Conexiones a Gateway Plaza por Ruta 7 modificado

RUTA 3 MODIFICADA

- Autobús cada 30 minutos
- Racionalizado por mover el sector de Glen Cove Parkway a la Ruta 8 modificada

RUTA 6 MODIFICADA

- Autobús cada 60 minutos
- Servicio se ha extendido a los barrios de Ascot Parkway y del sector este de Georgia St.

RUTA 7 MODIFICADA

- Autobús cada 30 minutos en el sentido de las agujas del reloj y en el sentido contrario a las agujas del reloj (bidireccional)
- Provee nueva conexión este-oeste en Vallejo del norte
- Se permiten conexiones a todas las rutas locales en varios barrios (el centro, Sereno Transit Center, Kaiser, Gateway Plaza, Solano Community College y Springs Road)

RUTA 8 MODIFICADA

- Autobús cada 60 minutos
- Modificación de diseño mal de ruta por sacar Ascot Parkway/Georgia y añadir Glen Cove Parkway

RUTA 20 MODIFICADA/DIAL-A-RIDE DEL PÚBLICO GENERAL

- Se suspenden Ruta 20 y Dial-A-Ride del Público General* improductivas de malos resultados
 - Se substituye Ruta 20 por servicio Lyft/Taxi dentro de Benicia
 - Se substituye Dial-A-Ride del Público General por servicio Lyft/Taxi dentro de Benicia
- *Mira el Memorándum: Initial COA Recommendations (inglés) para alternativas adicionales y datos para la suspensión de Ruta 20/ Dial-A-Ride de Publico General.

CAMBIOS DE SERVICIO PROPUESTOS ADICIONALES

- Prolongación de horas de servicio hasta las 9 por la noche en todas rutas locales (con la excepción de 15 y 17)
- Proveer servicio constante por hora el sábado por Rutas 2 y 7
- Proveer servicio constante por hora el domingo por Rutas 1 y 7



SE PUEDE PRESENTAR COMENTARIOS:

- **web:** bit.ly/2RACKMO
- **email:** info@soltransride.com
- **teléfono:** (707) 648-4666

***Análisis Exhaustivo de Operaciones Locales**

SolTrans Outreach Events in 2018

Month	Activity	Event Type	Ethnicity, Low Income, LEP
January	Senior Financial Elder Abuse Class	Bus Service Promotion	Seniors, Low Income
	Leadership Vallejo Tours	Bus Service Promotion	General Public
February	Jessie Bethel Family Night	Outreach	General Public, Low Income
March	Vallejo Senior and People with Disabilities Summit	Outreach	Seniors, Low Income
	Small Bus Roadeo	Outreach	General Public
April	April Service Changes	Outreach	General Public
	Earth Day 2018 (2 locations), Benicia Mini-Makers Faire	Outreach	Youth, Low Income
May	Bike to Work Day	Outreach	General Public
	Carquinez Village Group Presentation	Bus Service Promotion	Seniors, Low Income
	Benicia Open Studios	Bus Service Promotion	General Public
	Solano Middle School Family Night	Outreach	Youth, General Public
	Benicia and Vallejo Farmers Market	Outreach	General Public
June	Pista Sa Nayon	Outreach	Filipino, LEP, General Public
	Juneteenth	Outreach	African American, General Public

Month	Activity	Event Type	Ethnicity, Low Income, LEP
	Summer Slice Reduced Youth Passes, through August 2015	Reduced Fare Promotion	Youth, Low Income
July	Benicia Torchlight Parade and Vallejo 4 th of July Parade	Outreach/Pro promotional Service	Seniors, Low Income
July (cont.)	Dump the Pump	Reduced Fare Promotion	General Public
	SolTrans Anniversary of Assuming Transit Operations	Reduced Fare Promotion	Low Income
August	Benicia Senior and People with Disabilities Summit	Outreach	Seniors, General Public
	Benicia Back to School Transit Fairs	Outreach	Youth, Low Income
	Vallejo Outreach Back to School Transit Fair (August 8th)	Outreach	General Public, Low Income
September	Vallejo Admirals Employee Appreciation Day	Outreach	General Public
	Benicia and Vallejo Farmers Markets	Outreach	General Public
	Unity Day Vallejo	Outreach	LEP, General Public
	SoFit City Event	Bus Service Promotion	General Public
	Florence Douglas Senior Center 10 th Anniversary	Outreach	Seniors
October	Jessie Bethel Family Night	Outreach	General Public, Youth
	Filipino-American Chamber Mixer	Outreach	Filipino, LEP
	Senior Health Fair & Tech fare	Outreach	Senior, Low Income
	Vallejo Waterfront Weekend	Bus Service Promotion	General Public
November	Senior Luncheon Thanksgiving Shuttle	Bus Service Promotion	Seniors
	"Ride & Buy Local" Thanksgiving Weekend	Reduced Fare Promotion	Low Income

Month	Activity	Event Type	Ethnicity, Low Income, LEP
November (cont.)	North Bay Stand Down	Bus Service Promotion	Low Income
	Shopping Saturdays Thanksgiving to Christmas	Reduced Fare Promotion	Low Income
	Benicia Tree Lighting	Bus Service Promotion	General Public
December	Senior Luncheon Christmas Shuttle	Bus Service Promotion	Senior, Low Income
	December Ride Local for \$0.25/\$1.00 day-pass and Weekend FREE	Reduced Fare Promotion	Low Income, General Public
	Outreach Events:	21	
	Bus Service Promotions:	10	
	Reduced Fare Promotions:	8	
	TOTAL OUTREACH EVENTS:	39	

- In addition, a large number of outreach events were held in 2018 and 2019 to date in Vallejo and Benicia for:
 - A proposed major realignment of local routes and services
 - The first and second phases of a rebranding of express services
 - A proposed local fare increase

ATTACHMENT D

**Title VI 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)

Scheduled Fixed-route service headways shall not exceed 30 minutes during peak times and 60 minutes during off-peak time.

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 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 benefit 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: July 1, 2018

Vehicle Headways by Route

Route	Description	Headway	Times	Days
1	North West Vallejo/Vallejo Transit Center	30 mins	5:30am - 7:32pm	M-F
1	North West Vallejo/Vallejo Transit Center	60 mins	6:45am - 7:09pm	Saturday
1	North West Vallejo/Vallejo Transit Center	60 mins	8:30am - 7:26pm	Sunday
2	NE Vallejo /Vallejo Transit Center	30 mins	5:59am - 8:17pm	M-F
2	NE Vallejo /Vallejo Transit Center	90 mins	6:30am - 12:30pm and 2:00pm - 6:45pm	Saturday
3	Glen Cove/South Vallejo/Beverly Hills/Vallejo Transit Center	30 mins	6:15am - 8:22am and 4:00pm - 7:22pm	M-F
3	Glen Cove/South Vallejo/Beverly Hills/Vallejo Transit Center	60 mins	8:00am - 4:00pm	M-F
3	Glen Cove/South Vallejo/Beverly Hills/Vallejo Transit Center	30 mins	6:45am - 6:22pm	Saturday
4	Tuolumne Street/Vallejo Transit Center	30 mins	6:53am - 8:25am and 4:00pm - 6:25pm	M-F
4	Tuolumne Street/Vallejo Transit Center	60 mins	9:00am - 4:55m	M-F
4	Tuolumne Street/Vallejo Transit Center	60 mins	7:56am - 6:53pm	Saturday
5	Discovery Kingdom/Vallejo Transit Center	30 mins	6:30am - 8:00am and 4:00pm - 7:25pm	M-F
5	Discovery Kingdom/Vallejo Transit Center	60 mins	9:00am-3:55pm	M-F
5	Discovery Kingdom/Vallejo Transit Center	60 mins	6:45am -6:25pm	Saturday
6	Tennessee Street/Springs Road/Hogan Middle School	60 mins	6:25am - 7:23pm	M-F
6	Tennessee Street/Springs Road/Hogan Middle School	60 mins	7:01am-6:17pm	Saturday
8	Benicia Road/Hogan Middle School/Springs Road/Ascot Parkway	60 mins	6:31am - 7:21pm	M-F
8	Benicia Road/Hogan Middle School/Springs Road/Ascot Parkway	60 mins	7:57am-6:19pm	Saturday
7	Gateway Plaza Shopping Center/Springs Road/Vallejo Transit Center	20 mins	6:20am-8:43am	M-F
7	Gateway Plaza Shopping Center/Springs Road/Vallejo Transit Center	30 mins	8:00am-8:43pm and 9:00	M-F
7	Gateway Plaza Shopping Center/Springs Road/Vallejo Transit Center	60 mins	6:30am - 8:43am; 4:00pm	Saturday
7	Gateway Plaza Shopping Center/Springs Road/Vallejo Transit Center	90 mins		
7	Gateway Plaza Shopping Center/Springs Road/Vallejo Transit Center	90 mins	8:30am-2:13pm and 5:00	Sunday
20	Benicia/Gateway Plaza/Solano Community College Vallejo	120 mins	8:30am - 6:50pm	M-F
20	Benicia/Gateway Plaza/Solano Community College Vallejo	120 mins	5:05am - 10:55pm	Saturday
15,17	Benicia Middle School/Benicia High School/Mary Farmer	3 buses/day	School Charter Service	School Days Only
		20, 25,30,40 & 60		
78	Vallejo/Benicia/Walnut Creek BART	mins	5:50am - 9:51pm	M-F
78	Vallejo/Benicia/Walnut Creek BART	100 & 120 mins	5:50am - 10:10pm	Saturday
78	Vallejo/Benicia/Walnut Creek BART	100 & 120 mins	8:20am - 10:10pm	Sunday
80	Vallejo/El Cerrito/Del Norte BART	15 mins	6:00am - 9:25am and 2:00pm - 7:55pm	M-F
80	Vallejo/El Cerrito/Del Norte BART	30 mins	4:15am - 5:56am and 7:35pm - 10:38pm	M-F
80	Vallejo/El Cerrito/Del Norte BART	70 mins	9:35pm - 11:50pm	
80	Vallejo/El Cerrito/Del Norte BART	30 mins	6:05am-10:25pm	M-F
80	Vallejo/El Cerrito/Del Norte BART	30 mins	5:55am - 10:25pm	Saturday
80	Vallejo/El Cerrito/Del Norte BART	55 mins	10:30pm - 11:26pm	Saturday
80	Vallejo/El Cerrito/Del Norte BART	30 mins	7:55am - 8:37pm	Sunday
85	Vallejo Transit Center/Fairfield	60 mins	5:05am-10:55pm	M-F
85	Vallejo Transit Center/Fairfield	120 mins	6:05am-9:55pm	Saturday

ATTACHMENT E

Copy of Board Minutes Showing Board Approval of Title VI
Program



**Solano County Transit
Board Minutes for
Meeting of March 21,
2019**

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Solano County Transit

**DRAFT Board Minutes for Meeting of
March 21, 2019**

1. CLOSED SESSION

The special meeting was called to order at 4:30 p.m., which recessed into closed session to discuss personnel matters. There were no matters to report.

2. CALL TO ORDER

Chairperson Sampayan called the regular meeting of the SolTrans Board to order at 4:38 p.m.

A quorum was confirmed by the Clerk of the Board, Suzanne Fredriksen. There was no Statement of Conflict declared at this time.

MEMBERS

PRESENT:	Bob Sampayan, Mayor	City of Vallejo, Chairperson
	Steve Young, Councilmember	City of Benicia, Vice Chairperson
	Robert McConnell, Councilmember	City of Vallejo
	Elizabeth Patterson, Mayor	City of Benicia
	Jim Spering, Supervisor, County of Solano	MTC Representative
	Lori Wilson, Mayor, Suisun City	Ex-Officio – STA Representative

MEMBERS

ABSENT: None

STAFF

PRESENT:	<i>In Alphabetical Order by Last Name:</i>	
	Angel Anderson	SolTrans Program Assistant
	Kristina Botsford	SolTrans Finance & Administration Manager
	Patricia Carr	SolTrans General Services Manager
	Bernadette Curry	SolTrans Legal Counsel
	Suzanne Fredriksen	SolTrans Board Clerk
	Bisi Ibrahim	SolTrans Program Analyst II
	Angela Jackson	SolTrans Program Analyst I
	Beth Kranda	SolTrans Executive Director
	Mandi Renshaw	SolTrans Program Analyst II
	John Sanderson	SolTrans Operations & Planning Manager
	Dennis Ybarra	SolTrans Program Analyst II

OTHERS

PRESENT:	<i>In Alphabetical Order by Last Name:</i>	
	Anthony Alves	National Express Transit

Betty Anderson	National Express Transit
Linda Beauchaine	BB&B Group
Robert Briseno	SolTrans Public Advisory Committee
Richard Burnett	National Express Transit
Cathaline Campos	Solano Transportation Authority
Ron Grassi	
S. Kenyon	
Christopher Jones	National Express Transit
Ralph Loggins	
Stephanie Maher	National Express Transit
Drew Skau	SolTrans Public Advisory Committee
Brandon Thomson	Solano Transportation Authority
Barrett Vogel	

4. APPROVAL OF AGENDA

On a motion by Director Patterson and a second by Director Spring, the SolTrans JPA Board unanimously approved the agenda. (5 Ayes)

5. OPPORTUNITY FOR PUBLIC COMMENT

Bus driver, Linda Beauchaine, expressed concerns regarding deteriorating roadways along Sonoma Boulevard, particularly at the Hwy 29 and Redwood Street intersection. She also expressed concern that the new highway buses do not have arm rests to help prevent drivers' arms from hanging at their sides while sitting in traffic.

Mayor Sampayan cited that a resurfacing of the potholes at Sonoma Boulevard and Redwood Street is slated to be completed in the next two months. He also stated that there is a paving project scheduled for all of Sonoma Blvd, starting at the Carquinez Bridge and continuing all the way to the city line of American Canyon in fiscal year 2022-23. He also requested that the management team explore installing arm rests, where feasible.

6. EXECUTIVE DIRECTOR'S REPORT

Beth Kranda introduced Anthony Alves, the new Maintenance Manager for National Express Transit. She also noted that Staff will be joining in the Beautify Vallejo Day clean-up event on March 22nd.

7. PROCLAMATIONS AND PRESENTATIONS

7A. Swearing in of New Board Member

Councilmember Robert McConnell was sworn in as a new Board Member representing the City of Vallejo.

CONSENT CALENDAR

On a motion by Director Patterson and a second by Vice Chair Young, the SolTrans JPA Board unanimously approved Consent Calendar Item 8A, while Consent Calendar item 8B was pulled for discussion. (5 Ayes)

8A. Meeting Minutes of February 21, 2019

Recommendation:

Approve the meeting minutes of February 21, 2019.

8B. Approve SolTrans' Application for Low Carbon Transit Operations Program (LCTOP) Funds for Fiscal Year (FY) 2018-19

Recommendation:

Approve the Board Resolution in Attachment A that authorizes the execution of the LCTOP Projects and the Certifications and Assurances, one set for each project, in Attachment B.

Public Comments:

None presented.

Board Comments:

It was noted that West Sacramento utilized some funds from their air district to instate an extended transportation network company (TNC) pilot program that is said to have been very successful thus far.

On a motion by Director Patterson and a second by Vice Chair Young, the SolTrans JPA Board unanimously approved the recommendation. (5 Ayes)

REGULAR CALENDAR

9. PUBLIC HEARING

9A. Comprehensive Operational Analysis (COA) Public Hearing

Bisi Ibrahim provided a presentation of the COA, including a summary of the analysis that was performed, a review of completed tasks, highlights of the proposed service changes, as well as an overview of the public comment period and input received.

Public Comments:

Barry Vogel expressed concern regarding the elimination of the Route 20 in Benicia, stating he is unclear how much the proposed alternative Lyft ride would cost the rider. He noted that there is no covering or place to sit to protect riders from the rain as they are waiting for their ride at key locations, such as Target and Costco.

Betty Anderson also expressed concern regarding the elimination of Route 20, noting that it is her only means of travel to and from Kaiser and the grocery store each week. She stated that there are riders on fixed incomes that cannot afford Uber or Lyft rides. She requested that the Board consider retaining some service on Route 20 during the week as well as half a day service on Saturday.

Board Comments:

Members of the Board provided the following comments and concerns:

- Support was expressed for a proposed Uber/Lyft alternative in Benicia that is both affordable to SolTrans and to low income riders. Staff was asked to bring a recommended safety net or life line policy back to the Board regarding fares for low income riders, to ensure they have a way to travel, particularly to and from medical appointments.
- Staff was encouraged to consider ways to improve waiting areas for riders with bus stop shelters and benches.
- Staff was requested to return to the Board with proposed strategies for assisting riders who do not have credit cards and smart phones as it pertains to utilizing Uber/Lyft rides.
- Support was expressed for the staff recommendation if Staff will include a future presentation to the Board from West Sacramento on their local TNC program, negotiate the peak rate with Lyft to ensure SolTrans stays competitive, and ensure the program is agile enough that it can be easily changed to keep pace with the rapidly changing landscape of transportation.

- Concern was expressed regarding riders who do not have a mobile device and the burden upon the rider to organize trips with other riders on Lyft to lower costs. Staff was encouraged to negotiate with Lyft some type of routine schedule, so that people know that there is a ride that they can rely upon at a given date and time. Staff was also encouraged to explore possible economies of scale with Lyft on behalf of the riders.

Staff provided the following points of clarification:

- Staff can bring a proposed fare structure for low income individuals back to the Board, and work with the STA to explore free medical trips through their program.
- Staff is working on a bus stop improvement policy to assess bus stop improvements which can be made with limited public funds. Staff is exploring the option of moving the bus stop by Target and McDonald's to Turner Parkway, and to include amenities and way fair signage.

After discussion and further consideration, the SolTrans JPA Board voted to amend the recommendation as follows:

Recommendation:

- 1) Open the public hearing;
- 2) Close the public hearing and the public comment period for the COA;
- 3) Approve the local fixed route proposals, as outlined in Attachment A, and to include the three Staff additions laid out in this staff report; and
- 4) Direct Staff to return to the Board in May for approval of the phased-implementation schedule, ***taking into account the comments from the Board and the public, including competitive transportation costs, a subsidized rate policy for low income individuals, and shelter for key destination points.***

After providing an opportunity for public comment, Chairperson Sampayan closed the public hearing.

On a motion by Director Patterson and a second by Vice Chair Young, the SolTrans JPA Board unanimously approved the recommendation, as amended shown above in ***bold italics.*** (5 Ayes)

ACTION ITEMS

10A. Promotional Clipper Fare on Local Routes

Kristina Botsford provided background information regarding the promotional Clipper Fare.

Public Comments:

None presented.

Board Comments:

Staff was encouraged to consider offering a discounted Clipper card to make it easier for riders to purchase.

Recommendation:

Approve the Clipper promotional fare on local routes for the period July 1 to December 31, 2019, as shown in Attachment A.

On a motion by Vice Chair Young and a second by Director Patterson, the SolTrans JPA Board unanimously approved the recommendation. (5 Ayes)

10B. SolTrans Emergency Operations Plan

Patricia Carr provided an overview of SolTrans Emergency Operations Plan (EOP), including the EOP development process, items to be aware of prior to an emergency, roles and responsibilities, as well as operational considerations during and after an emergency occurs.

Public Comments:

None presented.

Board Comments:

Members of the Board provided the following comments and concerns:

- Staff was asked to examine whether the agency’s buses are equipped with air conditioning systems such that the bus drivers and riders aren’t being exposed to air quality issues during wild fire season. Staff was asked to include verbiage within the plan that speaks to SolTrans’ ability and readiness to transport people to clean air facilities.
- Staff was asked to examine a procedure for evacuating people along with their household pets, since the transport of individuals can be expedited if people know they can bring their animals.
- Staff was requested to include industrial incidents within the EOP, with a focus on coordinated transportation to reduce the exposure to the industrial incident, as well as to reduce traffic congestion caused by the incident.
- Staff was asked to include verbiage within the EOP that identifies SolTrans buses as places where the public can take refuge from the heat and get to a safe location, in instances of extreme climate change.
- Staff was requested to include an additional bullet point under the purpose on page 3, that states “SolTrans helps support and facilitate public health and safety procedures”.

Staff provided the following points of clarification:

- In the event of a disaster such as a wild fire, the City or the County would take charge and SolTrans would serve in a support capacity to their process.
- Staff will explore whether the air filters on the buses are able to support clean air quality in the event of a wild fire.

After discussion and further consideration, the SolTrans JPA Board voted to amend the recommendation as follows:

Recommendation:

Receive the report and adopt the SolTrans Emergency Operations Plan, as shown in Attachment B, **to include addenda addressing air quality issues, climate change, and industrial incidents; and to further include coordination with the school districts, and a purpose statement regarding public health and safety.**

On a motion by Director Patterson and a second by Vice Chair Young, the SolTrans JPA Board unanimously approved the recommendation, as amended shown above in **bold italics.** (5 Ayes)

10C. Approval of SolTrans’ Federal Title VI Program

Dennis Ybarra provided an overview of SolTrans’ Federal Title VI Program, including elements required to be included by the Federal Transit Administration, as well as highlights of the proposed updates to the program.

Public Comments:

None presented.

Board Comments:

Staff was encouraged to translate its vital documents into Tagalog.

Recommendation:

Approve SolTrans Title VI Program, dated March 21, 2019, as reflected in Attachment A.

On a motion by Director Patterson and a second by Vice Chair Young, the SolTrans JPA Board unanimously approved the recommendation. (5 Ayes)

NON-ACTION/ INFORMATIONAL ITEMS

11. DISCUSSION ITEMS

12. NON-DISCUSSION ITEMS

12A. Federal and State Legislative Update

Recommendation:

Informational.

Board Member Comments:

A discussion with the Board regarding federal lobbying services was requested when the contract comes up for renewal at the end of the year.

13. STAFF BRIEFINGS

Kristina Botsford provided an informational briefing to the Board regarding transit finance.

14. BOARD OF DIRECTORS COMMENTS

15. ADJOURNMENT

The meeting was adjourned at 6:34 p.m. The next regular meeting of the SolTrans Board is scheduled for **Thursday, April 18, 2019, at 4:00 p.m.**, in the **Benicia Council Chamber** located at **250 East L Street, Benicia.**

Attested by:

	<u>03/22/2019</u>
Suzanne Fredriksen	Date
Clerk of the Board	



BOARD OF DIRECTORS

SolTrans JPA Board

Extract of the Meeting
March 21, 2019

Bob Sampayan
Chair
City of Vallejo

**Agenda Item No. 10C
Approval of SolTrans' Federal Title VI Program**

Steve Young
Vice Chair
City of Benicia

Recommendation:

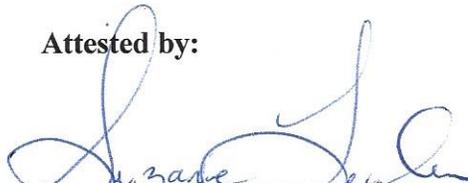
Approve SolTrans Title VI Program, dated March 21, 2019, as reflected in Attachment A.

On a motion by Director Patterson and a second by Vice Chair Young, the SolTrans JPA Board unanimously approved the recommendation. (5 Ayes)

Robert McConnell
City of Vallejo

Attested by:

Elizabeth Patterson
City of Benicia


SUZANNE FREDRIKSEN 03/22/2019
Clerk of the Board Date

Jim Sperring
MTC Representative

Lori Wilson
STA, Ex-Officio

Beth Kranda
Executive
Director

Suzanne Fredriksen
Board Clerk