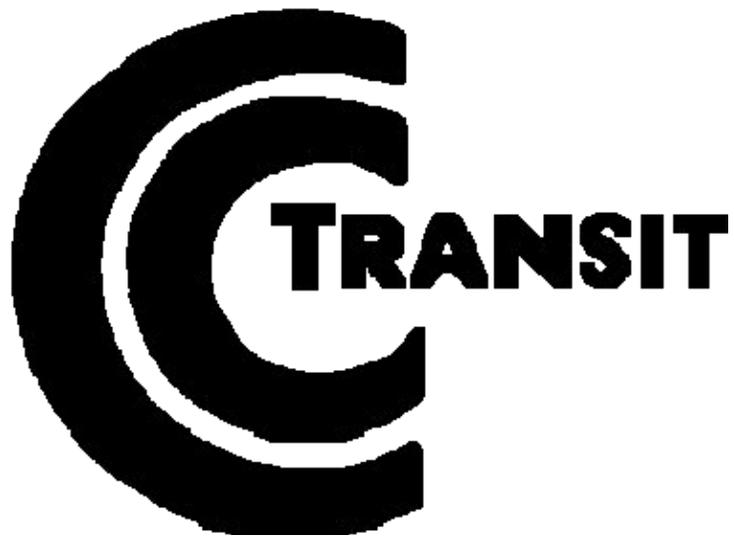


Colusa County Transit Agency's Title VI Program



**Approved: August 26, 2014
by Colusa County Transit Agency's
Transportation Commission**

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I. Colusa County Transit Agency's Title VI Notice to the Public

**Colusa County Transit Agency Dial-A-Ride
Title VI Notice & Complaint Process**

The Colusa County Transit Agency is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964. Any person who believes that he or she has been subjected to discrimination under Title VI on the basis of race, color or national origin may file a Title VI complaint with the CCTA within 60 calendar days from the date of the alleged discrimination.

Complaints may be filed with the CCTA in writing and may be addressed to:

Mr. Kent Boes
Title VI Compliance Coordinator
CCTA
715 D Street
Colusa, CA 93932

A copy of the Title VI Complaint Form (in English or Spanish) and additional information may be obtained from the County's web site at "www.countyofcolusa.org" (under "Departments – Transit") or by calling 530-458-0287. The County will provide appropriate assistance to complainants who are limited in their ability to communicate in English.

Colusa County Transit Agency Dial-A Ride
Título VI Anuncio & Proceso de Queja

El Colusa County Transit Agency se compromete a garantizar que ninguna persona es excluida de participación en o negar los beneficios de sus servicios sobre la base de raza, color u origen nacional, de conformidad con lo dispuesto en el Título VI de la Ley de Derechos Civiles de 1964. Cualquier persona que cree que él o ella ha sido víctima de discriminación en virtud del Título VI sobre la base de raza, color u origen nacional puede presentar una queja con título VI la CCTA en un plazo de 60 días naturales a partir de la fecha de la presunta discriminación.

Puede presentar una queja con la CCTA por escrito y podrá ser dirigida a:

El Sr. Kent Boes
Título VI Cumplimiento
CCTA Coordinador
715 D Street
Colusa, CA 95932

Una copia del formulario de queja Título VI (en español o en inglés) y la información adicional se puede obtener en el sitio web del Condado de "www.countyofcolusa.org" (bajo el título "departamentos - Tránsito") o llamando al 530-458-0287. El Condado brindará asistencia adecuada a los demandantes que son limitados en su capacidad de comunicarse en inglés.

II. List of Locations Where Title VI Notice Is Posted

Colusa County Transit Agency's Title VI notice to the public is currently posted at the following locations:

Location Name	Address
County Courthouse	547 Market Street, Colusa, CA 95932
Transit Agency Front Desk	715 D Street, Colusa, CA 95932
Department of Public Works	1215 Market Street, Colusa, CA 95932

The Title VI notice and program information is also posted on each transit vehicle and provided on Colusa County Transit Agency's website at: www.countyofcolusa.org

COLUSA COUNTY TRANSIT AGENCY'S DIAL A RIDE TITLE VI PROGRAM

Reference: FTA Circular 4702.1 B Title VI Requirements and Guidelines for Federal Transit Administration (FTA) Recipients (October 1, 2012).

INTRODUCTION

This document was prepared by Colusa County Transit Agency and approved by its Transportation Commission to comply with Title VI of the Civil Rights Act of 1964, including new provisions detailed in U.S. Department of Transportation's FTA Circular 4702.1B, "Title VI Requirement and Guidelines for Federal Transit Administration Recipients."

The purpose of this Title VI Program is to establish guidelines to effectively monitor and ensure that Colusa County's transit service, Colusa County Transit Agency (CCTA) Dial-A-Ride, are in compliance with FTA Title VI requirements.

Title VI states 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." The FTA is required to ensure that federally-supported transit services and related benefits are provided consistent with Title VI. The Title VI Report requires an update every three years.

The CCTA will ensure that its programs, policies, and activities comply with Department of Transportation's (DOT) Title VI Regulations (49 CFR Part 21) and with Limited English Proficient (LEP) Persons requirements (70 FR 74087, December 14, 2005). The CCTA is committed to creating and maintaining a public transportation system that is free of all forms of discrimination. The CCTA will take necessary preventive corrective and disciplinary actions to stem behavior that violates this policy or the rights and privileges it is designed to protect. FTA requires recipients to document compliance with DOT Title VI regulations by submitting a Title VI Program to their FTA regional civil rights officer once every three years.

III. Title VI Complaint Process (English/Spanish)

The following items outline the Colusa County Transit Agency's (CCTA) Title VI Complaint Procedures

Submission of Complaint: If a customer believes he/she has received discriminatory treatment by the CCTA on the basis of race, color or national origin, the customer will have the right to file a complaint with the Transit Title VI Compliance Coordinator. The complaint must be filed no later than sixty (60) calendar days of the alleged discriminatory incident. Title VI complaint procedures are both in English and Spanish.

Investigation of Complaints: Upon receipt of the complaint, the Compliance Coordinator will begin an investigation. The investigation may include discussion(s) of the complaint with all affected parties to determine the problem. Based upon the information received, the Compliance Coordinator will prepare an investigation report. The complainant will receive a letter from the Compliance Coordinator stating the final decision within forty-five (45) calendar days of receipt of the complaint. If more time is needed to review the complaint, the Compliance Coordinator will notify the complainant of the estimated time-frame for completing the review. Upon completion of the review, the Compliance Coordinator shall make a recommendation regarding the merit of the complaint, whether remedial actions are available to provide redress, and whether improvements to the CCTA's Title VI process are needed.

Request for Reconsideration: The complainant shall be notified of his/her right to appeal the decision. If the complainant disagrees with the Compliance Coordinator's finding, the complainant may request reconsideration by submitting a written request to the Compliance Coordinator within ten (10) calendar days after receipt of the Compliance Coordinator's response. The complainant shall provide a detailed description of items not fully understood. The Compliance Coordinator will notify the complainant of his/her decision either to accept or reject the request for reconsideration within ten (10) calendar days. If the Compliance Coordinator agrees to reconsider the matter, the complaint shall be re-evaluated in accordance with the "Investigation of Complaints" procedures described above.

Appeal Process: If the request for reconsideration is denied, the complainant may appeal the Compliance Coordinator's response to the complaint by submitting a written request to the Compliance Coordinator. The appeal request will be forwarded to the CCTA attorney for final determination.

Submission of Complaint to the Department of Transportation: If the complainant is dissatisfied with the CCTA's resolution of the complaint, he or she may submit a complaint to the Department of Transportation for investigation. In accordance with Chapter 9, Complaints, of FTA Circular 4702.18, such a complaint must be filed within 180 calendar days after the date of the alleged discrimination. Chapter 9 of FTA Circular 4702.18, which outlines the complaint process to the Department of Transportation, may be obtained by requesting a copy from the CCTA's Compliance Coordinator at (530) 458-0287.

Proceso de Quejas del Título VI

Los siguientes artículos describen Procedimientos de Quejas del Título VI de la Agencia de Tránsito del Condado de Colusa (CCTA)

Presentación de la queja: Si un cliente cree que él / ella ha recibido un trato discriminatorio por parte de la CCTA, sobre la base de raza, color u origen nacional, el cliente tendrá derecho a presentar una queja ante el Coordinador de Tránsito Título VI Cumplimiento. La queja debe ser presentada a más tardar sesenta (60) días calendario del incidente discriminatorio alegado. Procedimientos de queja del Título VI son en Inglés y Español.

Investigación de Quejas: Tras la recepción de la queja, el Coordinador de Cumplimiento iniciará una investigación. La investigación puede incluir la discusión (s) de la queja con todas las partes afectadas para determinar el problema. En base a la información recibida, el Coordinador del Cumplimiento elaborará un informe de investigación. El demandante recibirá una carta del Coordinador de Conformidad indicando la decisión final dentro de los cuarenta y cinco (45) días calendario siguientes a la recepción de la queja. Si se necesita más tiempo para examinar la queja, el Coordinador de Cumplimiento notificará al denunciante el plazo estimado para completar la revisión. Al término de la revisión, el Coordinador de Cumplimiento hará una recomendación sobre el mérito de la queja, si las acciones correctivas se encuentran disponibles para proporcionar una reparación, y si es necesario hacer mejoras en proceso el título VI de la CCTA.

Solicitud de Reconsideración: El denunciante será notificado de su derecho de apelar la decisión. Si el demandante no está de acuerdo con la conclusión del coordinador de la conformidad, el demandante puede solicitar la reconsideración mediante la presentación de una solicitud por escrito al Coordinador de Cumplimiento dentro de los diez (10) días calendario siguientes a la recepción de la respuesta del coordinador de la conformidad. El demandante deberá presentar una descripción detallada de los artículos no se entiende. El Coordinador de Cumplimiento notificará al denunciante de su decisión de aceptar o rechazar la solicitud de reconsideración dentro de los diez (10) días calendario. Si el coordinador de la conformidad de acuerdo a reconsiderar el asunto, la denuncia deberá ser reevaluada de acuerdo con la "investigación de las denuncias" procedimientos descritos anteriormente.

Proceso de Apelación: Si se rechaza la solicitud de reconsideración, el demandante puede apelar la respuesta del coordinador de la conformidad con la denuncia mediante la presentación de una solicitud por escrito al Coordinador de Cumplimiento. La solicitud de apelación será enviada a la Fiscalía CCTA para la determinación final.

Presentación de Queja al Departamento de Transporte: Si el demandante no está satisfecho con la resolución de la CCTA de la queja, él o ella puede presentar una queja ante el Departamento de Transporte para su investigación. De acuerdo con el Capítulo 9, las reclamaciones, los FTA Circular 4702.18, tal queja se debe presentar dentro de

los 180 días naturales siguientes a la fecha de la supuesta discriminación. Capítulo 9 del FTA Circular 4,702.18, que describe el proceso de la queja ante el Departamento de Transporte, se puede obtener mediante la solicitud de una copia del Coordinador de Cumplimiento de la CCTA, al (530) 458-0287.

IV. Colusa County Transit Agency Title VI Complaint Form

Section I: Please write legibly		
1. Name:		
2. Address:		
3. Telephone:	3.a. Secondary Phone(<i>Optional</i>):	
4. Email Address:		
5. Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
Section II:		
6. Are you filing this complaint on your own behalf?	YES*	NO
*If you answered "yes" to #6, go to Section III.		
7. If you answered "no" to #6, what is the name of the person for whom you are filing this complaint? Name:		
8. What is your relationship with this individual:		
9. Please explain why you have filed for a third party:		
10. Please confirm that you have obtained permission of the aggrieved party to file on their behalf.	YES	NO
Section III:		
11. I believe the discrimination I experienced was based on (<i>check all that apply</i>):		
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin		
12. Date of alleged discrimination: (<i>mm/dd/yyyy</i>)		
13. Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known), as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.		

Colusa County Transit Agency Title VI Complaint Form, Page 2

Section IV:		
14. Have you previously filed a Title VI complaint with Colusa County Transit Agency?	YES	NO
Section V:		
15. Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? <input type="checkbox"/> YES* <input type="checkbox"/> NO If yes, check all that apply: <input type="checkbox"/> Federal Agency _____ <input type="checkbox"/> State Agency _____ <input type="checkbox"/> Federal Court _____ <input type="checkbox"/> Local Agency _____ <input type="checkbox"/> State Court _____		
16. If you answered "yes" to #15, provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:		
Agency:		
Address:		
Telephone:		Email:
Section VI:		
Name of Transit Agency complaint is against:		
Contact Person:		
Telephone:		

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

Signature and date are required below to complete form:

Signature _____ Date _____

Please submit this form in person or mail this form to the address below:

Kent Boes, Title VI Compliance Coordinator
 715 D Street
 Colusa, CA 95932

Colusa County Transit Agency Title VI Complaint Form (Spanish)

Sección I: Por favor, escriba de manera legible		
1. Nombre:		
2. Dirección:		
3. Teléfono:		3.a. Teléfono secundario (Opcional):
4. Dirección de correo electrónico:		
5. ¿Requisitos en formato accesible?	<input type="checkbox"/> Letra Grande	<input type="checkbox"/> Cinta de Audio
	<input type="checkbox"/> Dispositivos de Telecomunicaciones para Sordos	<input type="checkbox"/> Otro
Sección II:		
6. ¿Estás presentando esta queja en su propio nombre?	Sí*	NO
* Si usted contestó "sí" a #6, vaya a la sección III		
7. Si su respuesta es "no" a la #6, ¿cuál es el nombre de la persona para la cual usted está presentando esta queja? Nombre:		
8.Cuál es su relación con esta persona:		
9. Por favor, explique por qué usted ha presentado para una esta persona:		
10. Por favor, confirme que ha obtenido el permiso de la parte agraviada para presentar en su nombre.	Sí	NO
Sección III:		
11. Creo que la discriminación que experimenté fue basada en (marque todo lo que corresponda): <input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Nacionalidad		
12. Fecha de la supuesta discriminación: (mm/dd/aaaa):		
13. Explique lo más claramente posible lo que pasó y por qué cree que fue discriminado. Describir todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la persona(s) que lo discriminó (si se conoce), así como los nombres y la información de los testigos en contacto. Si se necesita más espacio, por favor use el reverso de este formulario.		

Colusa County Transit Agency Title VI Complaint Form (Spanish), Page 2

Sección IV:		
14. ¿Ha presentado anteriormente una queja del Título VI con Colusa County Transit Agency?	SÍ	NO
Sección V:		
15. ¿Ha presentado esta queja con cualquier otro federal, estatal o local, o ante cualquier tribunal federal o estatal? <input type="checkbox"/> SÍ* <input type="checkbox"/> NO En caso afirmativo, marque todas las que correspondan : <input type="checkbox"/> Agencia Federal _____ <input type="checkbox"/> Agencia Estatal _____ <input type="checkbox"/> Tribunal Federal _____ <input type="checkbox"/> Agencia local _____ <input type="checkbox"/> Tribunal Estatal _____		
16. Si usted contestó "sí" a la #15, proporcionar información acerca de una persona de contacto en la agencia / tribunal donde se presentó la queja.		
Nombre:		
Título:		
Agencia:		
Dirección:		
Teléfono:		Dirección de correo electrónico:
Sección VI:		
Nombre de la queja es contra la Agencia de Tránsito:		
Persona de contacto:		
Teléfono:		

Puede adjuntar cualquier material escrito o cualquier otra información que usted considere relevante para su queja.

Firma y fecha están obligados a continuación para completar el formulario:

Firma _____ Fecha _____

Por favor envíe este formulario en persona o por correo este formulario a la siguiente dirección:

Kent Boes, Title VI Compliance Coordinator
 715 D Street
 Colusa, CA 95932

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

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

Note: This table is empty as there is nothing to report at the present time.

VI. Public Participation Plan

Public Outreach Activities: Colusa County Transit provides literature in both English and Spanish on its revenue vehicles, as well as its offices. While all are not bilingual, operation and administration staff members are trained in everyday phrases that would apply to riding transit. Fully bilingual services are available if they are needed.

Public Meetings: Meetings of the Colusa County Transit Agency are held monthly and are open to the public. Colusa County Transit also participates in a Social Services Transportation Advisory Committee which is held annually to discuss any unmet needs regarding the transit system. The LEP community is encouraged to attend these meetings, and should translation services be needed, they are available.

Participation in Community Activities: Colusa County Transit coordinates with community agencies whenever feasible to promote its transit services. This includes community events and local news publications where promotional materials are distributed and where staff is available to interact with residents.

Summary of Outreach Efforts:

- Updates to the “Public Participation Plan” are made as needed through the annual Unmet Needs Advisory Committee meeting, in which members of the public and major stakeholders are invited to attend.
- Community Events – Colusa County Transit participates in community or civic events, as appropriate, to raise awareness of its services.

- Local News Publications – Colusa County Transit utilizes local news publications to distribute information and to promote its services.

VII. Limited English Proficiency (LEP) Plan

The CCTA Limited English Proficiency (LEP) Program is attached as appendix A.

VIII. Table Depicting the Membership of Non-Elected Committees and Councils

Committee / Body	African American	Asian American	Caucasian	Latino	Native American	Other
Colusa County Transit Agency	0%	0%	100%	0%	0%	0%

The Colusa County Transit Agency is the governing board of Colusa County Transit. It is comprised of six commissioners, three of which are appointed by the Colusa County Board of Supervisors and three of which come from the Colusa City Council and Williams City Council. On alternate years, one of the city councils appoints two commissioners, and the other appoints one. Its commissioners currently consist of:

- Kimberly Vann, Chair (County Board of Supervisors)
- Thomas Reische, Vice Chair (Colusa City Council)
- Thomas Indrieri, Commissioner (County Board of Supervisors)
- Gary Evans, Commissioner (County Board of Supervisors)
- Angela Plachek-Fulcher, Commissioner (Williams City Council)
- Patricia Ash, Commissioner (Williams City Council)

IX. Title VI Equity Analysis

**Note: No facilities have been constructed; therefore there is no Title VI Equity Analysis to report.*

X. Board of Directors Approval of Colusa County Transit Agency’s Title VI Program

A minute order of the Colusa County Transportation Commission detailing the approval of this plan is attached as Appendix B.

XI. Title VI Program Requirements for Fixed Route Transit Providers

**These requirements are not applicable to the Colusa County Transit Agency as it operates demand-response services only.*

Appendix A

Introduction

This Limited English Proficiency (LEP) Plan was prepared to address Colusa County Transit Agency's (CCTA) responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The plan was prepared in accordance with Title VI of the Civil Rights Act of 1964, Federal Transit Administration Circular 4702.1A dated May 13, 2007, which state that no person shall be subjected to discrimination on the basis of race, color or national origin.

Executive Order 13166, titled Improving Access to Services for Persons with Limited English Proficiency, indicates that differing treatment based upon a person's inability to speak, read, write, or understand English is a type of national origin discrimination. It directs each federal agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal funds.

Plan Summary

CCTA is the owner and operator for Colusa County Transit (CCT) and developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided by CCT. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English.

This plan outlines how CCT may identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

In order to prepare this plan, CCT undertook the U.S. Department of Transportation (U.S. DOT) four-factor LEP analysis which considers the following factors:

- 1) The number or proportion of LEP persons in the service area who may be served, or are likely to encounter a CCT program, activity or service
- 2) The frequency with which LEP persons come in contact with CCT programs, activities or services.
- 3) The nature and importance of programs, activities or services provided by CCT to the LEP population.
- 4) The resources available to CCT and overall cost to provide LEP assistance. A summary of the results of the CCT four-factor analysis is in the following section.

The following provides background discussion for each of the four factors, the analysis conducted by CCT and the relevant outcomes of each factor determination.

1. *The number or proportion of LEP persons in the service area who may be served or are likely to encounter a CCT program, activity or service:* CCT staff reviewed the 2010 U.S. Census Report and determined that approximately 46.2% (9,007) of all persons in Colusa County older than 5 years of age speak a language other than English. Further, approximately 44.9% (8,744) speak Spanish or Spanish Creole, 0.4% (75) speak other Indo-European languages, 0.8% (163) speak Asian and Pacific Island languages and the balance of 0.1% (28) speak other languages.

2. *The frequency with which LEP persons come in contact with CCT programs, activities, or services:* CCT assessed the frequency with which staff and drivers have, or could have, contact with LEP persons. This includes documenting phone inquiries and surveying vehicle operators for requests for interpreters and translated documents. To date, the most frequent contact between LEP persons is with bus drivers and dispatching personnel, which occurs daily. Translated documents have included postings on the buses relating to fares and transit rules written in Spanish.

3. *The nature and importance of programs, activities or services provided by CCT to the LEP population.* The largest geographic concentration of LEP individuals in the CCT service area is Spanish. Two concentrated areas have been identified in Colusa County. The City of Colusa has 43% of residents older than age 5 who speak a language other than English, or speak English less than very well. The City of Williams has 63% of residents over 5 years of age who speak a language other than English, or speak English less than very well. Services provided by CCT that are most likely to encounter LEP individuals are the demand-response (Dial-A-Ride) system which serves primarily senior and disabled persons. The majority of the LEP passengers are seniors and/or disabled. CCT provides a vital service for these passengers, as for most of them, it is their only means of transportation. Additionally, for many of our LEP passengers in general, this is their only means of transportation.

4. *The resources available to CCT and overall costs to provide LEP assistance.* Document translation services are available through the Colusa County Behavioral Health Department. These services are provided at no cost. Driver training includes basic Spanish phrases as pertaining to the services that CCT provides. Translators working for the County are available for public meetings when needed. These services are also provided at no cost.

Limited English Proficiency (LEP) Plan Outline

The following provides an outline summary of actions and tasks CCT uses to develop, maintain, and implement the CCT LEP Program.

Safe Harbor Provision

CCTA will use the Department of Justice's Safe Harbor provisions for determining circumstances for "safe harbor" for translations of written materials for LEP populations. LEP populations that constitute 5% or 1,000 persons whichever is less of the total population of persons eligible to be serviced or likely to be affected or encountered, then such action will be considered strong evidence to warrant LEP specific translation services. Translation of non-vital documents, if needed will be provided orally. If there are fewer than 50 persons in the language

group that does not reach the 5% trigger, CCTA will provide translation services as needed. Primary language notices will be available free of cost to LEP persons in the 5% or greater group.

Safe Harbor Provision, written translation applies to written documents. This provision does not affect the provision of meaningful access to LEP individuals through oral interpreters when language services are needed and are reasonable. If it is determined that the language group has other barriers to reading written interpreted documents, oral interpretation will be considered as an effective alternative in this instance.

How CCT and staff may identify an LEP person who needs language assistance:

- 1) Examine records to see if requests for language assistance have been received in the past, either at meetings or over the phone, to determine whether language assistance might be needed at future events or meetings.
- 2) Have a staff person greet participants as they arrive to CCT sponsored events. By informally engaging participants in conversation it is possible to gauge each attendee's ability to speak and understand English.
- 3) While not being required to be bilingual CCT staff, including drivers, will have training in developing alternative language skills to converse well enough about key matters with riders on all transit vehicles, as well as to assist vehicle operators in identifying specific language assistance needs of passengers. If such individuals are encountered, vehicle operators will be instructed to try to obtain contact information to give to CCT's management for follow-up.
- 4) Vehicle operators and other front-line staff, like dispatchers, dial-a-ride schedulers, and service development planners, will be surveyed on their experience concerning any contacts with LEP persons during the previous year.

Language Assistance Measures:

There are numerous language assistance measures available to LEP persons, including both oral and written language services. There are also various ways in which CCT staff respond to LEP persons, whether in person, by telephone or in writing.

- 1) CCT Hispanic Education and Outreach Programs will continue to provide vital information to LEP groups on CCT programs and services;
- 2) Network with local human service organizations that provide services to LEP individuals and seek opportunities to provide information on CCT programs and services;
- 3) Provide a bilingual Community Outreach Coordinator at community events, public hearings and Transit Agency meetings;

- 4) Placement of statements in notices and publications that interpreter services are available for these meetings, with seven day advance notice;
- 5) Survey bus drivers and other front-line staff, like dispatchers, dial-a-ride schedulers, and service development planners, annually on their experience concerning any contacts with LEP persons during the previous year;
- 6) Post the CCT Title VI Policy and LEP Plan on the agency website, www.countyofcolusa.org;
- 7) Provide group travel training to LEP persons with the assistance of bilingual staff;
- 8) Include language “Spanish a plus” on bus driver recruitment flyers and onboard recruitment posters;
- 9) When an interpreter is needed, for a language other than Spanish, in person or on the telephone, staff will attempt to access language assistance services from a professional translation service or qualified community volunteers. A list of volunteers will need to be developed.

Staff Training

The following training is provided to CCT staff:

- 1) Information on the CCT Title VI Procedures and LEP responsibilities;
- 2) Description of language assistance services offered to the public;
- 3) Use of Language Identification Flashcards;
- 4) Documentation of language assistance requests;
- 5) Use of language line service; and
- 6) How to handle a potential Title VI/LEP complaint.

Outreach Techniques

When staff prepares a document or schedules a meeting, for which the target audience is expected to include LEP individuals, then documents, meeting notices, flyers, and agendas will be printed in an alternative language based on the known LEP population. Interpreters will be available as needed.

Common outreach locations include the County Courthouse, Transit Agency front desk, and the Department of Public works, as well as the transit vehicles themselves. Outreach activities in these locations occur daily. In addition to these daily outreach locations, The Colusa County Transportation Commission (the governing board of the CCTA) holds monthly meetings in the

County Supervisors' Chambers in the Colusa County Courthouse. The Unmet Needs Advisory Committee meets annually.

Monitoring and Updating the LEP Plan

CCT will update the LEP as required by U.S. DOT. At minimum, the plan will be reviewed every three years along with the Colusa County Transit Agency's Title VI Plan. Updates will include the following:

- 1) The number of documented LEP person contacts encountered annually;
- 2) How the needs of LEP persons have been addressed;
- 3) Determination of the current LEP population in the service area;
- 4) Determination as to whether the need for translation services has changed;
- 5) Determine whether local language assistance programs have been effective and sufficient to meet the need;
- 6) Determine whether CCT's financial resources are sufficient to fund language assistance resources needed;
- 7) Determine whether CCT has fully complied with the goals of this LEP Plan; and
- 8) Determine whether complaints have been received concerning CCT's failure to meet the needs of LEP individuals.

Dissemination of the CCT LEP Plan

A link to the CCT LEP Plan and the Title VI Procedures is included on the CCT website at www.countyofcolusa.org, selecting "Transit" from the drop down department heading, and clicking on the "Title VI Policies" and Procedures link. This plan will be available in English and Spanish.

Any person or agency with internet access will be able to access and download the plan from the CCT website. Alternatively, any person or agency may request a copy of the plan via telephone, fax, mail, or in person and shall be provided a copy of the plan at no cost. LEP individuals may request copies of the plan in translation which CCT will provide, if feasible.

Questions or comments regarding the LEP Plan may be submitted to the Colusa County Transit Agency's Title VI Compliance Coordinator:

Colusa County Transit
715 D Street

Colusa, CA 95932
Phone: (530) 458-0287
Email: kboes@countyofcolusa.org

Appendix B

COMMISSIONERS
KIM DOLBOW VANN, CHAIR
TOM REISCHE, VICE-CHAIR
DENISE CARTER
GARY EVANS
ANGELA PLACHEK-FULCHER
PAT ASH



COUNTY OF COLUSA
TRANSPORTATION COMMISSION
1215 MARKET ST., COLUSA, CALIFORNIA 95932
TELEPHONE (930) 458-0468 FAX (930) 458-2035
Scott Lanphier, PE, Executive Director

**MINUTE ORDER OF THE
COLUSA COUNTY TRANSPORTATION COMMISSION**

REGULAR MEETING OF: **August 26, 2014**

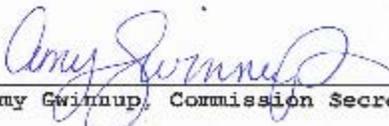
COMMISSIONERS PRESENT: Commissioner Kim Vann.
Commissioner Gary Evans.
Commissioner Denise Carter.
Commissioner Tom Reische.
Commissioner Angela Plachek-Fulcher.
Commissioner Pat Ash.

COMMISSIONERS ABSENT: None.

MOTION: It is moved by Commissioner Reische,
seconded by Commissioner Ash to approve updated Colusa County
Transit Agency Title VI Program. Motion carried: all yes.

I, Amy Gwinnup, hereby certify that the foregoing is a full, true and correct copy of AN ORDER made by the Colusa County Transportation Commission as the same appears upon their Minutes.

Dated: September 12, 2014


Amy Gwinnup, Commission Secretary