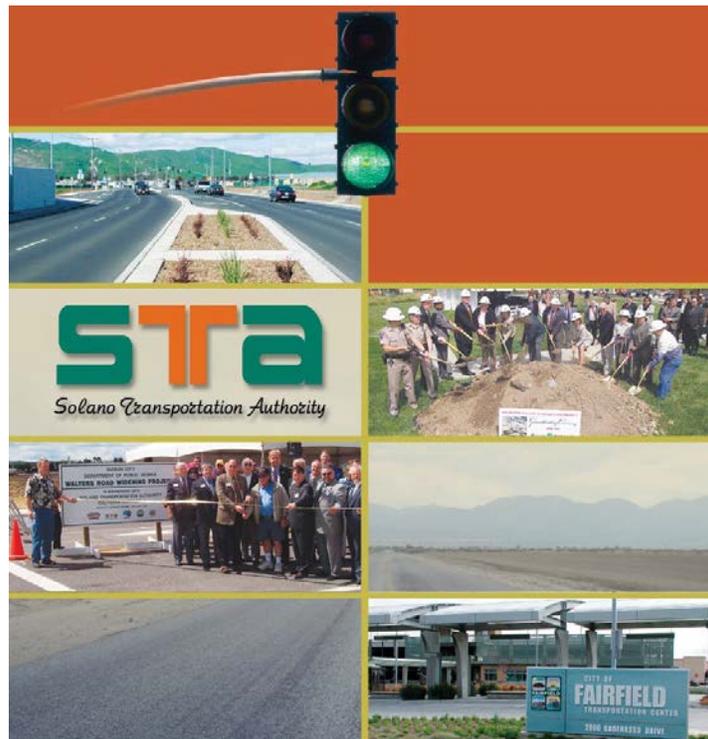


Solano Transportation Authority Title VI Update June 2014



One Harbor Center, Suite 130

Suisun City, CA 94585

Civil Rights Compliance Officer: Bernadette Curry, Legal Counsel

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1. Introduction:

The Solano Transportation Authority (STA) was created in 1990 through a Joint Powers Agreement between the cities of Benicia, Dixon, Fairfield, Rio Vista, Suisun City, Vacaville, Vallejo and the County of Solano to serve as the Congestion Management Agency for Solano County. As the Congestion Management Agency (CMA) for the Solano area, the STA partners with various transportation and planning agencies, such as the Metropolitan Transportation Commission (MTC) and Caltrans District 4.

The STA is responsible for countywide transportation planning, managing and providing transportation programs and services, assisting in the delivering of local jurisdictions transportation projects, and setting transportation priorities within the county. STA also provides direct services to residents through a number of programs including: the Solano Napa Commuter Information program; Safe Routes to School; and ADA Eligibility Assessment.

The STA uses an open and inclusive public involvement process through various committees made up of local elected officials, public works directors, transit operators, and interested citizens.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "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" (42 U.S.C. Section 2000d).

STA operates programs without regard to race, color, and national origin and is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.B.

The 2014 STA Title VI Program includes the following elements per Appendix A of FTA circular 4702.1B:

- Title VI Notice to Beneficiaries
- Title VI complaint procedures and complaint form
- List of transit-related Title VI investigations, complaints and lawsuits
- Public Participation Plan
- Language Assistance Plan for populations with Limited English Proficiency (LEP)
- Membership of decision making bodies

2. Title VI Notice to Beneficiaries

STA provides the following notice on the STA website in English and will be translated into Spanish:

Title VI Notice

Solano Transportation Authority 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, as amended. Title VI complaints should be filed as close to the date of the alleged discrimination as possible, but no later than 180 days.

Título VI Aviso

Solano Transportation Authority se compromete a garantizar que ninguna persona está excluida de la participación en o negada los beneficios de sus servicios sobre la base de raza, color u origen nacional, conforme a lo dispuesto por el título VI de la ley de derechos civiles de 1964, en su forma enmendada. Título VI debe ser quejas tan cerca de la fecha de la supuesta discriminación como sea posible, pero no más tarde de 180 días.

3. Title VI Complaint Procedures and Complaint Form

As a recipient of federal dollars, Solano Transportation Authority (STA) is required to comply with Title VI of the Civil Rights Act of 1964 and ensure that services and benefits are provided on a nondiscriminatory basis. Solano Transportation Authority has adopted a Title VI Complaint Procedure that outlines a process for the disposition of Title VI complaints and is consistent with guidelines found in the Federal Transit Administration Circular 4702.1B dated October 1, 2012.

1. Filing of Complaints

- a. Complaints must be submitted in writing directly to the Solano Transportation Authority's (STA) Compliance Officer, Attn: Bernadette Curry, Legal Counsel at One Harbor Center, Suite 130 Suisun City, CA 94585
- b. A complaint form may be obtained from the STA website, through the Clerk of the Board or the Title VI Compliance Officer.
- c. A copy of any complaint that is directed to another individual that may allege discrimination based on race, color, or national origin should be sent to the Compliance Officer.
- d. In cases where the complainant is unable or incapable of providing a written statement, but wishes STA to investigate alleged discrimination, a verbal complaint of discrimination may be made to STA. If necessary, staff will assist the person in converting verbal complaints to writing. However, a complaint form must be signed by the complainant or his/her representative in order for STA to proceed with an investigation.
- e. Complaints that are made to the Federal Transit Administration and forwarded to STA will be handled internally by the Compliance Officer.
- f. Complaints should be filed within 180 days of the date of the alleged discrimination. STA reserves the right to reject complaints that are not filed within 180 days.

2. Determination of Jurisdiction and Investigative Merit

- a. Based on the information in the complaint, the Compliance Officer will determine if the complaint has sufficient merit to warrant an investigation and if STA has jurisdiction over the action about which the complaint is being filed.
- b. A complaint shall be regarded as meriting investigation unless it does not allege exclusion from participation in services or related benefits or denial of benefits based on race, color, or national origin, or is outside of the jurisdiction of STA.
- c. Standard procedures for responding to complaints should continue unless the Compliance Officer indicates that a Title VI investigation is warranted.

3. Opportunity to request additional information from complainant

In the event that the complainant has not submitted sufficient information to make a determination of jurisdiction or investigative merit, STA may request additional information from the complainant. This request will require that the party submit the information within sixty (60) working days from the date of the original request. Failure of the complainant to submit additional information within the designated time frame may be considered good cause for a determination that the complaint does not have investigative merit.

4. Notification of Investigation

The Compliance Officer or his/her designee shall notify the complainant, the party charged, and any appropriate STA staff (Executive Director or Legal Counsel) of the results of the decision to begin an investigation.

- a. In the event the Compliance Officer decides no investigation is warranted, the appropriate STA department will issue a response to the complaint per standard procedures for responding to complaints.
- b. In the event the Compliance Officer in consultation with the Executive Director decides to investigate the complaint, the notification shall state the grounds of STA jurisdiction, inform the parties that an investigation will take place, and request any additional information needed to assist the investigator in preparing for the investigation.
- c. When STA lacks jurisdiction, the Compliance Officer shall refer the complaint to the appropriate authority having jurisdiction over the complaint.

5. Investigation of Complaint

- a. The Compliance Officer may elect to conduct his/her own investigation of the complaint or to have such an investigation done by his/her designee.
- b. If the complaint alleges discrimination by an individual employee or group of employees, the manager of said employee(s) shall be consulted in the investigation. If warranted, the employee(s) in question will be handled according to STA's standard disciplinary policy.

6. Parameters of Investigation

- a. The investigation shall be completed within sixty (60) working days after the assignment has been given to the investigator, contingent upon the investigator's workload and resources.
- b. A written Investigative report will be prepared by the responsible investigator at the conclusion of the investigation. This report will be reviewed by STA departments that have relevance to the complaint, as well as Legal Counsel.
- c. The investigative report will include the following:
 - i. Summary of the complaint, including a statement of the issues raised by the complainant and the respondent's reply to each of the allegations;
 - ii. Description of the investigation, including a list of the persons contacted by the investigator and a summary of the interviews conducted; and
 - iii. A statement of the investigator's findings and recommendations.

7. Disposition of Complaint

- a. The disposition of the complaint will be communicated to the complainant by letter. In addition, a rationale supporting the decision and any recommendations will be included in the letter.
- b. The complainant may request reconsideration of STA's findings within fifteen (15) days of the notice of disposition of the complaint. This request should include any additional information or analysis the complainant considers relevant. The Compliance Officer will inform the complainant of his/her decision to accept or reject the request within thirty (30) days after its receipt.
- c. In cases in which a request for reconsideration is approved, the responsible investigator will reopen the investigation and proceed to process the complaint in the same manner described above. In cases in which a request for reconsideration is not approved, the complainant can seek further recourse by registering his/her complaint with the Office of Civil Rights of the Federal Transit Administration, 1200 New Jersey Ave. SE, Washington, DC 20590.

Title VI Complaint Form

Solano Transportation Authority 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, as amended. Title VI complaints should be filed as close to the date of the alleged discrimination as possible, but no later than 180 days from the date Complainant becomes aware, or should have become aware of the alleged discrimination. The following information is necessary to assist us in processing your complaint.

Section I: Contact Information				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II: Filing for Another Person				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party: _____				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
Section III: Discrimination Complaint				
I believe the discrimination I experienced was based on (check all that apply):				
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin				
Date of Alleged Discrimination (Month, Day, Year): _____				
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, use additional sheets. _____				

Section IV: Previous or Existing Complaints or Lawsuits		
Have you previously filed a Title VI complaint with this agency?	Yes	No
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:		
Title:		
Agency:		
Address:		
Telephone:		
Section V: Signature		
Please sign below to attest to the truthfulness of the above. You may attach any written materials or other information that you think is relevant to your complaint.		

Signature	Date	

Please submit this form in person at the address below, or mail this form to:
 STA Title VI Compliance Officer [Attn: Bernadette Curry, Legal Counsel]
 One Harbor Center, Suite 130
 Suisun City, CA 94585

Note: A complaint also may be filed with: Federal Transit Administration, Office of Civil Rights,
 Attention: Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Ave., SE,
 Washington, DC 20590.

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

No Title VI investigations, complaints or lawsuits have been filed against STA. Complaints, if any, are tracked in the following format.

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations				
1.				
2.				
Lawsuits				
1.				
2.				
Complaints				
1.				
2.				

5. Public Participation Plan

Public Participation Plan



Prepared by Nancy Whelan Consulting
May 2014

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EXECUTIVE SUMMARY

In order to carry out its mission to its fullest potential, STA receives input from all of its stakeholders, regardless of race, language or socioeconomic status.

Outreach to the community recognizes the importance of the Solano County's cultural and economic diversity. From an income perspective, recent U.S. Census reports indicate that Solano County is performing better than many parts of the state¹. Average rates of poverty in Solano County are below state averages, and median income is higher than the state average. As in other parts of California, the ethnic composition of Solano County is diverse. While Caucasian is the plurality of population at 40%, the county is home to a significant Latino population, along with African American and Asian populations.

This Title VI Public Participation Plan (PPP) was created to identify ways of communicating and engaging communities that have been traditionally underserved and to determine the most effective methods of encouraging the participation of these communities. The PPP is designed to be a living document that will be updated yearly to incorporate new data, methods, and outcomes, as identified through local outreach activities and best practices in the field. STA will work with community partners to identify and implement strategies that remove barriers to access and participation for diverse community members.

¹ 2012 Census Quickfacts—Solano County

I. OVERVIEW:

STA serves as the congestion management agency for the jurisdictions within Solano County, one of the nine Bay Area counties within Metropolitan Transportation Commission (MTC) region. According to 2012 population estimates, approximately 425,000 people reside in Solano County and include a diverse population that includes a broad mix of Caucasian, Hispanic, Asian and African-American populations. Solano County is also home to businesses and employers, a strong percentage of which are Hispanic and Asian owned. As a result of the diversity in the county, services to this diverse group of stakeholders must consider efforts to address the needs of all the stakeholders by engaging inclusive and representative participation.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origins in programs and activities receiving federal financial assistance. Under federal regulations, transit operators must take reasonable steps to ensure persons have access to their activities and programs. Public participation opportunities, already provided to the public in English, should also be made accessible to persons who have a limited ability to speak, write, read, or understand English. Requirements to address language assistance are contained in the STA Language Assistance Plan for Limited English Proficient populations.

A. PURPOSE OF THE PUBLIC PARTICIPATION PLAN

This Public Participation Plan (“Plan”) attempts to identify existing outreach and public engagement methods that are used to solicit input and provide information about STA programs and services as well as identify additional ways that STA can engage traditionally underrepresented or underserved groups in order to develop more inclusive plans for the future.

B. SUMMARY OF PLAN DEVELOPMENT

The Plan considers input from agency staff to gain an understanding of how public engagement occurs within STA, including how it is incorporated in the planning or development process. This included methods that the STA board uses to conduct board meetings and advisory committee meetings, along with how those committees are comprised.

STA also considered the past engagement efforts with community forums and advisory groups to identify engagement methods that have been successful in the past. Community groups and employers that have been consulted in the past are contained in Appendix A.

This development of this Plan also included an attempt to integrate the needs of those who may not be proficient in English or for whom the ability to speak English may be a barrier to participation. The Language Assistance Plan for Limited English Populations is the document that determines the recommended methods of providing translation services to LEP populations.

C. SOLANO COUNTY PROFILE

Because STA serves all of Solano County, demographics and population characteristics were viewed to establish a context for the outreach and engagements techniques to be considered. However, demographic trends for the county may mask pockets of diverse stakeholders that should also be considered. As such, the needs of specialized markets and communities were also considered.

Race and Ethnicity

Solano County is a diverse county, with the plurality being White/Caucasian, followed by Hispanic or Latino, Asian and African American. Table 1 presents the recent ethnicity estimates for Solano County.

Table 1: Ethnicity of Solano County

Ethnicities	Percentage
Black or African American alone	15.0%
American Indian and Alaska Native alone	1.2%
Asian alone	15.5%
Native Hawaiian and Other Pacific Islander alone	1.0%
Two or More Races	6.6%
Hispanic or Latino	24.8%
White alone, not Hispanic or Latino	40.3%

(source: US Census 2012 Estimates Quickfacts)

Language

Within Solano County, about 70% of the population only speaks English. Of the remaining population, the four languages that make up the majority of those who speak English “less than very well” are²:

- Spanish
- Tagalog
- Chinese
- Vietnamese

The vast majority of those who do speak English “less than very well” speak Spanish. As such, it is recommended that translation of both vital documents as well as publicity and outreach materials include Spanish translations in order to increase the visibility of the STA programs and services for non-English speaking populations. However, for vital documents that may limit the ability for non-English speaking populations to participate in STA programs, all four languages will be provided translations.

² Census ACS 2008-2012 Quickfacts

Income and Economic Characteristics

Solano County as a whole has a fairly small population that is living below the federal poverty level. However, the household income that qualifies for federal poverty level is significantly lower than the income that qualifies as “poverty level” in California. As a result, the region has elected a definition of low income that equals 200% of the federal poverty rate, which translates into approximately \$24,000 for a family of four. Within Solano County, approximately 16% of the population would qualify as low income under this definition. However, even at that rate, incomes below \$24,000 are still significantly lower than the median income within Solano County, currently estimated at \$69,000 annually. Table 2 presents income information for Solano County residents.

Table 2: Solano County Household Incomes

Solano county Household Incomes	
Income	Percentages
Less than \$10,000	4.50%
\$10,000 to \$14,999	4.00%
\$15,000 to \$24,999	7.60%
\$25,000 to \$34,999	7.90%
\$35,000 to \$49,999	11.30%
\$50,000 to \$74,999	19.30%
\$75,000 to \$99,999	14.90%
\$100,000 to \$149,999	17.50%
\$150,000 to \$199,999	7.60%
\$200,000 or more	5.50%
Median income (dollars)	\$69,006
Mean income (dollars)	\$83,954

(source: US Census American Community Survey 2008-2012)

From an economic perspective, the county also represents a significant and diverse business environment that may be helpful in determining how best to engage the local workforce. While the majority of the labor in the county is “non-farm” related, there are pockets of agriculture workers that may have not historically been included in outreach techniques for which non-traditional methods may be a better fit. The following table 3 represents the occupation of civilian employment for residents of Solano County.

Table 3: Occupation of Civilian Employed Populations

Occupation of Civilian Employed Population	Percentage
Management, business, science, and arts occupations:	33%
Computer, engineering, and science occupations:	4%
Education, legal, community service, arts, and media occupations:	9%
Healthcare practitioner and technical occupations:	6%
Service occupations:	20%
Sales and office occupations:	26%
Natural resources, construction, and maintenance occupations:	10%
Production, transportation, and material moving occupations:	12%

source: US Census American Community Survey 2008-2012)

Traditionally underserved communities

While it is difficult to determine which specific communities may require careful consideration and alternative public engagement techniques, the data reviewed indicates that limited English proficiency (LEP) as well as the income status of some of the residents may represent a challenge in ensuring that these residents are aware of STA services and programs. For instance, agricultural workers within the non-urban area of the county may need to be viewed as a specific sub-set of the community when planning specific outreach in the area. These demographics may be especially critical when seeking public engagement for the Community Based Transportation Plans (CBTPs) which are aimed at identifying transportation gaps along with solutions to those gaps. For this reason, STA should consider specific and targeted engagement on outreach techniques to attract the most input from these underrepresented communities.

D. PUBLIC PARTICIPATION STRATEGIES

In order to ensure effective public participation and engagement within the county and reach the greatest number of people, STA continues to improve the public participation strategies that are used by constantly reviewing and improving upon existing techniques. Additionally, by matching the level and type of outreach to the program, STA can use their outreach dollars wisely. The following aspects help guide STA design outreach campaigns or public participation strategies:

- Type of plan, project or program
- Impact on the targeted community
- Existing outreach mechanisms

Existing STA Outreach and Public Participation Tools

STA currently has a number of outreach tools that are used to communicate to the public on existing programs and plans, as well as strategies that are used to engage the public during the planning and development phase of studies or projects. These include measures identified in the STA Language Assistance Plan measures:

- Translations of public notices and meeting notices
- Bilingual Customer Service staff to provide information
- Use of STA website to announce meetings and updated information
- Use of Social Media to provide updated information on meetings, programs and plans
- Distribution of marketing materials (included Spanish translations) and meeting notices through Community Based Organizations, Social Service and other public agencies, and on-board buses
- Participation in local community events and fairs with bilingual staff
- Hosting public meetings at various times and locations to solicit input
- Interactions with employers in the county
- Direct mail and home-based marketing
- Advertisements in newspapers and local free publications that are distributed to households
- Presentations to STA Board and advisory committees
- Presentations to Community Based Organizations, Social Service agencies and faith-based organizations

Attachment A presents the list of Community Based Organizations and other groups that are often used as the basis for outreach and public engagement.

Community Advisory Committees

STA has a number of Community Advisory Committees that advise the STA board on a variety of subjects and provide a catalyst for public engagement. The committees afford STA an opportunity to undertake multi-level marketing and public engagement by providing subject matter to the committees for distribution through their own channels. Some committees are formal committees of the STA Board that meet regularly and are dedicated to a specific issue. Other committees are convened to provide input on a particular study or subject area (such as the Community Based Transportation Plans). These committees include:

- Pedestrian Advisory Committee Paratransit Coordinating Council
- Senior and People with Disabilities Transportation Advisory Committee
- Bicycle Advisory Committee Lifeline Advisory Committee
- Priority Conservation Area Partnership Advisory Committee
- Regional Transportation Impact Fee (RTIF) Stakeholders Committee
- Safe Routes to School Advisory Committee

Community Meetings

STA convenes community meetings to solicit input on a variety of subjects, including Comprehensive Transportation Plans, Community Based Transportation Plans and other transportation plans and studies that are undertaken. Publicizing these forums includes outreach to community based organizations throughout county. Appendix A includes those groups that were actively engaged in these types of Community Forums.

Community Forums are typically scheduled in ADA accessible public locations that can be easily accessed by the public and at times that make sense for the community that is being consulted. Additionally, meetings that are held to solicit input on a particular subject matter are often held on multiple occasions at different times of day and days of the week in order to ensure that those who wish to participate will be able to do so.

The format for the Community Meetings varies by subject matter and can include Presentations followed by a question and answer period, open houses with small group break-out sessions, and priority-setting exercises for use in trade-off processes.

Public Hearings

When STA staff and Board determine that a formal public hearing is to be held, the public hearing will consist of the following:

1. STA Board setting public hearing date in which STA staff explains the reasoning behind the proposal to the public
2. Placement of advertisement of Public Hearing in local newspaper in English and in Spanish, and on the STA website
3. Setting up to 14 day public comment period to allow members of the general public an opportunity to express their views on the topic at the hearing
4. Allowing written comments regarding issues being discussed
5. Conducting public hearings at a meeting of the STA Board of Directors
6. Providing STA staff at all public hearings to record comments from members of the public
7. Ensuring that public hearings will be of public record and open to all members of the public

II. RECOMMENDED STRATEGIES

Pursuant to Title VI regulatory guidance, STA will continue to ensure that meaningful access to underserved populations identified within the county are engaged through efficient public outreach techniques and strategies. This includes ongoing efforts to improve access and opportunities for involvement for all the residents and employers in the county. All public participation activities that are provided in English will continue to be made available to low-income, minority and LEP populations, using the methods and strategies that are determined to be most effective. These include:

- Implementation of the 2014 STA Language Assistance Plan for LEP Populations including training for STA staff on key plan components
- Expanded use of local and regional bilingual radio, television and newspaper advertising
- Use of translators and translated materials as needed
- Target use and expansion of the CBO contact database and other community-focused organizations to assist in public engagement activities
- Increased posting of information on the STA website, and social media applications including providing language translation through Google Translate

- Continued focused participation with CBOs, churches, schools, libraries, cultural and community centers and service agency representatives so that scarce public outreach dollars can be stretched through multi-level information sharing
- Continued participation in community events, fairs or other community forums
- Continued hosting of public meetings at times that are appropriate for the subject matter, including accessible locations and at times that the public can provide input
- Expansion of targeted marketing materials so that resources are put to best use when soliciting public input on specific subject areas or topics
- Continued use of Advisory Committees to engage the public and help distribute to targeted populations

In addition to these general items, STA staff will also design and implement plan-specific public participation plans for any major processes or studies that are conducted by STA. These plans will take into account the targeted audience, or unique subject matter, upon which the participation plan is based, in addition to integrating the strategies that are listed above.

III. PERFORMANCE MONITORING

Given STA's limited staff and financial resources, public outreach and engagement must focus on obtaining high quality public participation rather than merely large efforts of public outreach. STA will work to provide the public and specific interested parties with the information and perspective necessary to provide thoughtful and considered comments that will assist STA in priority setting and plan development.

STA will measure and report on its efforts to provide opportunities to the public to participate in its decision-making processes, including:

- Maintain records of meetings and input when soliciting public comment, particularly in low income and non-English speaking communities, and on the content and amount of the public comment received
- Examine the results of the outreach efforts
- Compare efforts with best practices
- Adapt future efforts to enhance the ability of the public to participate in the STA engagement process

IV. CONCLUSION

STA is committed to a thorough and robust public participation process that incorporates existing public outreach techniques with creative targeted engagement activities, creates an environment of public participation and uses outreach resources effectively. With the integration of measures identified in the Language Assistance Plan, STA will expand its current outreach practices to meet the needs of the county's residents, employers and visitors.

Appendix A: Community Based Organization and Employer List

Community Based Organization and Employer Contact List
City Coach
Airman & Family Readiness Center
Airman & Family Readiness Center
AK Bean Foundation
Alpha Pregnancy Resource Center
Alta Planning
Amen Clinic
America Best Value Inn
America Red Cross
Apostolic Assembly
Area Agency on Aging
Armijo High School
Basic Needs Transportation
Boys and Girls Club
California Department of Rehabilitation
California State Prison - Solano
Cal-Works Program
CAP Solano
Catholic Social Services of Solano County
Center Elementary
Child Haven
Children's Network
Children's Nurturing Project
Church of Christ
Church of Jesus Christ of Latter-Day Saints
City of Fairfield
City of Vacaville
City of Vacaville
Commission on Aging
Community United Methodist
Connections for Life
Costco - Vacaville
Country Club Apartments

Community Based Organization and Employer Contact List

Country Club Estates
County of Solano Health and Social Services
County of Solano, Engineering
County of Solano, Health & Social Services
County of Solano, Maternal & Child Health Bureau
County of Solano, Supervisor Dist. 3
County of Solano, Supervisor Dist. 4
CSAA - Vacaville
CSI Career College
David Grant Medical Center
David Weir Elementary School
DaVita Creekside Dialysis Center
Dover Mobile Home Park
Dover Park Apartments
Dream Catchers Empowerment Network
Eclipse Medical Imaging
Fairfield Adult School
Fairfield and Suisun Transit
Fairfield Community Seventh-day Adventist
Fairfield High School
Fairfield PAL, Executive Director
Fairfield Police Dept
Fairfield Presbyterian Church
Fairfield Suisun Adult School
Fairfield Suisun Chamber of Commerce
Fairfield Suisun Community Action Council
Faith in Action
Faith Tabernacle Church of God
Families First
Family Resource Center
FIRST
First 5 - Children and Families Commission
First 5 of Solano
First Assembly of God
First Place for Youth

Community Based Organization and Employer Contact List

First United Pentecostal Church
Food Bank of Contra Costa & Solano
Gateway Realty
Gateway Village
Genentech, Inc
Golden West Middle School
Good Neighbor Care
Goodwill Industries
Gordon Elementary School
Gordon Elementary School/Healthy Start FRC Coord.
Grange Middle School
Green Team
Harvest Family Life
Head Start
Healthy Partnerships
Healthy Start Family Resource
Helping Hands Senior Resources
HHS – CalWORKS
Holy Spirit Catholic Church
Home Depot - Vacaville
HSS – Elderly and Disabled Adult Services
Independent Living Resource
Independent Living Resource
Interfaith Council of Solano County
Jean Callison School
Jehovah's Witness
Kaiser Permanente
Kaiser Permanente Medical Offices - Vacaville
Kyle Elementary School
Latino Family Service Center
Laurel Gardens
Lighthouse Christian School
Lucky Distribution Center
Mariani Packing Company, Inc.
Matt Garcia Learning Center

Community Based Organization and Employer Contact List

McBride Senior Center
Merchant and Main
Mission Solano
MTC
MV Transportation/FAST
Narcotics Anonymous
NorthBay Adult Day Center
Northbay Cancer Center
Northbay Caregiver's Support Group
Northbay Healthcare
Novartis
Office of Assemblymember Mariko Yamado
Office of Senator Lois Wolk
Opportunity House
PACE Solano, Transportation Coordinator
Pacific Cycle
Pacific Estates Mobile Home Park
Paratransit Coordinating Council Member
Parkway Community Church
Parkway Plaza Senior Apartments
Partnership Health Plan
Partnership Health Plan of California
Pearl Izumi
Precision Bicycles
Pride Industries
Public Authority, IHSS
Rainbow Children's Center
Ray's Cycle - Vacaville
Rebuilding Together Solano
Rochelle Sherlock Consulting
Safe Quest Solano
Salvation Army
Sam Yeto Continuation High School
Sam's Club - Vacaville
Senator, Fifth District

Community Based Organization and Employer Contact List

Senior Advocate Committee
Senior Coalition
Simpson Dura-Vent
Solano Affordable Housing Foundation
Solano Area Agency on Aging
Solano Coalition for Better Health
Solano College, Student Development
Solano Community College
Solano Community College - Fairfield
Solano Community College - Vacaville
Solano Community College - Vallejo
Solano County Adult Blind Organization
Solano County Children's Medical Services
Solano County Health & Social Services
Solano County Library
Solano County Mental Health
Solano County Office of Education
Solano County Public Works
Solano County Regional Occupational Program
Solano County Substance Abuse Services
Solano Diversified Services
Solano Diversified Services
Solano EDC
Solano Employment Connection Career Center
Solano Family & Children's Services
Solano Food Bank
Solano Massage & Day Spa
Solano Works/Fairfield Ready Center
Solano WORKs-READY Center
South PACE/Signature of Fairfield
St. Mark's Luthern
St. Stephen Christian Methodist Episcopal
State Compensation Insurance Fund (SCIF)
State Council on Developmental Disabilities
State of CA, Dept of Dev. Services, Area 4

Community Based Organization and Employer Contact List

Sullivan Middle School
Summit Properties
Super 8
Superior Court of California, County of Solano
Temple Baptist
The Father's House
The Groves
The Leaven
The Reporter
Three Oaks Community Center
Tolenas Elementary School
Travis Air Force Chapel
Travis Credit Union
Travis Military Ministry
U.S. Postal Service - Vacaville
Ulatis Community Center
Ulatis Library
United Way
Vaca FISH
Vaca Housing Counseling Center
Vaca Pena Middle School
Vacavalley Hospital
Vacaville Chamber of Commerce
Vacaville Commons Shopping Center
Vacaville Family Resource Center
Vacaville Housing Authority
Vacaville -McBride Senior Center
Vacaville Neighborhood Boys and Girls Club
Vacaville Police Department
Vacaville Premium Outlets
Vacaville Public Library
Vacaville Senior Roundtable
Vacaville Storehouse
Vacaville Unified School District
Vallejo Transitions

Community Based Organization and Employer Contact List

Vanden High School

Visiting Angels

Women, Infants and Children

Word of Faith Christian Center

Workforce Investment Board (PIC)

Yellow Cab of Vacaville

Youth & Family Services, Solano Re-Entry Council
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Youth and Family Services

6. Language Assistance Plan

Limited English Proficiency (LEP) Language Assistance Plan (LAP)



Prepared by Nancy Whelan Consulting
May 2014

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Executive Summary

Title VI prohibits discrimination by recipients of Federal financial assistance on the basis of race, color, and national origin, including the denial of meaningful access for limited English proficient (LEP) people. As a sub-recipient of Federal funds, Solano Transportation Authority (STA) must “take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.”³

On August 11, 2000, President William Jefferson Clinton signed Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" that requires Federal agencies and recipients of Federal funds to examine the services they provide, identify any need for services to those with limited English proficiency (LEP), and develop and implement a system to provide those needed services so that LEP persons can have meaningful access to them. Further guidance was provided in 2012 with the release of the Federal Transit Administration's circular--FTA C 4702.1B--that further codified the FTA's objective to “promote full and fair participation in public transportation decision-making without regard to race, color, or national origin; and ensure meaningful access to transit-related programs and activities by persons with limited English proficiency.”⁴

As a means of ensuring this access, the Federal Transit Administration Office of Civil Rights has created a handbook for public transportation agencies that provides step-by-step instructions for conducting the required LEP needs assessment and developing a Language Assistance Plan. The Language Assistance Plan becomes a blueprint for ensuring that language does not present a barrier to access to the agency's programs and activities.

To develop the Language Assistance Plan necessary to comply with the guidance, an individualized agency assessment is required that balances the following four factors:

1. The number or proportion of LEP persons eligible to be served or likely to encounter a program, activity, or service of the recipient or grantee;
2. The frequency with which LEP individuals come in contact with the program;
3. The nature and importance of the program, activity, or service provided by the recipient to people's lives; and
4. The resources available to the recipient and costs for translation services.

To ensure compliance with federal guidance, STA undertook an assessment with the goal that all reasonable efforts should be made to ensure that members of their customer base are not denied access to their services due to a limited ability to speak, read, write and understand English. Solano Transportation Authority believes in the rights of all residents within its community, and furthermore supports the overriding goal of providing meaningful access to its services by LEP persons. Given the diverse nature of Solano County, which serves as the STA service area, eliminating the barrier to persons of limited-English-speaking abilities will have a

³ Federal Register Volume 70, Number 239 (Wednesday, December 14, 2005)

⁴ FTA Circular 4702.1B- TITLE VI REQUIREMENTS AND GUIDELINES FOR FEDERAL TRANSIT ADMINISTRATION RECIPIENTS, October 1, 2012.

positive impact not only on LEP individuals themselves, but also on the impact that STA services have on the community.

Agency Background:

The STA was created in 1990 through a Joint Powers Agreement between the cities of Benicia, Dixon, Fairfield, Rio Vista, Suisun City, Vacaville, Vallejo and the County of Solano to serve as the Congestion Management Agency for Solano County. As the Congestion Management Agency (CMA) for the Solano area, the STA partners with various transportation and planning agencies, such as the Metropolitan Transportation Commission (MTC) and Caltrans District 4.

STA receives federal funds to provide a variety of services, including general administration and planning, commuter-based information services through Solano Napa Commuter Information (SNCI) that offers transit trip planning, carpool and vanpool ride-matching services, incentive programs for bikes and vanpools, and the county's Emergency Ride Home program. Additionally, STA uses federal funds to manage the in-person paratransit eligibility assessment program for the county's transit operators as part of their Mobility Management Program. Other elements of the Mobility Management Program will be up and running in the summer of 2014. The Safe Routes to School program (SR2S) is also funded through federal funds.

The STA also serves as the "implementing agency" for a number of project development activities related to improvements on the State Highway System. However, those projects are sponsored by Caltrans and/or the local jurisdiction who assume dominion over the improvements once built. Consequently, responsibility for providing language assistance associated with those projects falls under Caltrans' obligation or that of the local jurisdiction, depending on the project.

The STA uses an open and inclusive public involvement process through various committees made up of local elected officials, public works directors, transit operators, and interested citizens. While this is the first formal LEP assessment, STA has been committed to ensuring that access to their services is not only limited to English speaking populations.

Plan Methodology

A variety of data for Solano and Napa Counties was combined to form the basis of the STA LEP plan development. The plan consulted census data as well as information from the Department of Education Language Learner data set to assist the agency in determining the languages that may need language assistance. The plan was also informed by the translation services being provided through existing STA services, as well as by employees who provide front line interaction with the community.

General Plan Findings

By consulting the data sources identified above, the findings reveal the top 4 languages in the STA service area that will inform the Language Assistance Plan:

- Spanish (or Spanish Creole)
- Tagalog
- Chinese (Mandarin & Cantonese)
- Vietnamese

By a large margin, Spanish remains the most predominantly spoken language within the service area and within those using STA services and programs. As a result, while other languages may be considered for translation assistance, as reflected in the Language Assistance Plan, continued care should be taken to translate information into Spanish to ensure that Spanish language speakers are not presented with barriers to access STA's services and programs based on their English language ability. Other languages, including those falling under the "Safe Harbor" provision, should be provided translation services upon request.

Limited English Proficiency: Four Factor Framework Analysis

Factor 1: Determining the number or proportion of LEP persons in the service area who may be served or are likely to encounter a STA program, activity or service.

The first step in the Language Assistance Plan development process is to quantify the number of persons in the service area who do not speak English fluently and would benefit from language assistance. This process includes examining the agency's prior experience with LEP populations, and using census and Department of Education data to identify concentrations of LEP persons in the county.

Even though STA was established to serve Solano County residents, the Solano Napa Commuter Information (SNCI) operates under agreement to provide services within both Solano and Napa counties. As such, the "service area" for this plan includes both Solano and Napa Counties, and data was reviewed for the two counties as a whole and not by individual jurisdiction.

Data Sources

A variety of data were consulted to determine the most prevalent languages spoken in the service area, as well as those that may benefit from language assistance. This included:

- American Community Survey 2008-2012 five-year sample languages of people that speak English less than "Very Well"
- California Department of Education (English Language Learners)
- STA Customer Service Information

Data Analysis

Using data from the American Community Survey (ACS) 5-year sample (2008-2012) within the two counties (Napa and Solano), the estimated percentage of the population that indicated they speak English "Less than Very Well" is approximately 12%. Table 1 presents the breakdown by language for those within the two counties that speak English "Very Well" and "Less Than Very Well." Based on the information, the most prevalent languages spoken in the two counties are Spanish, Tagalog, Chinese and Vietnamese.

Because the Department of Transportation (DOT) guidelines regarding "Safe Harbor Provision" for translation of written materials requires the identification of "Safe Harbor Languages", careful attention must be paid to the absolute numbers as well as the percentage of the population that do not speak English in the development of the LEP Plan. FTA Circular 4702.1B states the following with respect to the Safe Harbor Provision:

The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations. Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital written materials but should

provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.

Based on these guidelines, four discrete languages have more than 1,000 persons who speak English less than “Very Well” and would qualify as “Safe Harbor” languages, requiring the translation of vital documents. Safe Harbor languages are indicated in bold on Table 1. According to federal guidance, vital written documents include, but are not limited to, consent and complaint forms; intake and application forms with the potential for important consequences; written notices of rights; notices of denials, losses, or decreases in benefits or services; and notices advising LEP individuals of free language assistance services.⁵ This does not include one group of languages (“Other Indic Languages”) that also have more than 1,000 individuals represented because the languages cannot be disaggregated to determine if each individual language is above the threshold. It is important to note that due to the size of the service area, the 1,000 person Safe Harbor threshold can sometimes represent a very small percentage of the overall population. For instance, while 1,978 Chinese speakers indicate that they speak English “Less Than Very Well”, this equates to about .04% of the total population in the service area. Regardless, this language constitutes more than 1,000 individuals and would qualify for “Safe Harbor Provisions” along with several other languages that represent less than 1% of the service area population.

Table 1: LEP Populations by Language

County residents that speak English "Very Well" and "Less than Very Well"	Solano	Napa	Solano and Napa	Percentage
Total:	387,403	128,558	515,961	
Speak only English	271,541	82,737	354,278	68.7%
Spanish or Spanish Creole:	63,692	35,921	99,613	28.1%
Speak English "very well"	35,179	17,491	52,670	10.2%
Speak English less than "very well"	28,513	18,430	46,943	9.1%
Other Indic languages:	2,538	309	2,847	0.6%
Speak English "very well"	1,500	187	1,687	0.3%
Speak English less than "very well"	1,038	122	1,160	0.2%
Chinese:	3,260	619	3,879	0.8%
Speak English "very well"	1,527	374	1,901	0.4%
Speak English less than "very well"	1,733	245	1,978	0.4%
Vietnamese:	1,925	405	2,330	0.5%
Speak English "very well"	858	150	1,008	0.2%
Speak English less than "very well"	1,067	255	1,322	0.3%
Tagalog:	27,104	3,588	30,692	5.9%
Speak English "very well"	18,209	2,309	20,518	4.0%
Speak English less than "very well"	8,895	1,279	10,174	2.0%

⁵ FTA Circular 4702.1B

Additional data points were also analyzed using the American Community Survey (ACS) 5-year sample to help understand the percentage of the community that may be affected by language barriers. The Census defines a “linguistically isolated” household as one in which no member over the age of 14 years old speaks English only or the household members speak a non-English language and don’t speak English “very well.” Individuals in these households may face significant language barriers because they may not be able to rely on an adult relative who speaks English well to provide translation assistance. Table 2 shows that approximately 8% of the households in Napa County and 6% of the households in Solano County would be considered linguistically isolated. Please note that averages may not add to 100% due to sampling variability.

Table 2: Linguistically Isolated Households in STA Service Area

	Napa	Solano
All households Considered "Linguistically Isolated"	8.3%	6.0%
Households speaking --		
Spanish	35.1%	27.4%
Other Indo-European languages	12.5%	9.6%
Asian and Pacific Island languages	8.1%	13.4%
Other languages	7.4%	16.3%

Source: US Census American Community Survey 2007-2011 Table S1602

According to the guidelines set forward by the FTA, the LEP analysis should also review alternate and local sources of data. For this analysis, the California Department of Education (DOE) 2012-13 Census of English Learners provides an overview of the primary languages of the English Learners in the service area. The English Learner survey does not provide the most useful data for the LEP analysis, as it is collected among students and not the population as a whole. However, it provides another means of cross-checking census data analyses. It will be noted that all of the most common languages reported spoken are within the languages identified as “Safe Harbor” languages by the census data analysis.

Table 3 provides a breakdown of the languages of the Department of Education English Learners reported for the school districts in Solano and Napa Counties that have greater than one speaker.

Table 3: Department of Education English Learners for Solano and Napa County

Language Code	Language Name	Solano Total	Napa Total	Combined Total	Percent of Total
1	Spanish	6,496	4,197	10,693	88.44%
5	Filipino (Pilipino or Tagalog)	519	56	575	4.76%
28	Punjabi	135	18	153	1.27%
2	Vietnamese	98	14	112	0.93%
11	Arabic	83	21	104	0.86%
99	Other non-English languages	45	14	59	0.49%
22	Hindi	33	5	38	0.31%
3	Cantonese	28	7	35	0.29%
7	Mandarin (Putonghua)	30	3	33	0.27%
4	Korean	19	4	23	0.19%
29	Russian	14	8	22	0.18%
16	Farsi (Persian)	20	1	21	0.17%
8	Japanese	15	6	21	0.17%
35	Urdu	16	5	21	0.17%
10	Lao	18	1	19	0.16%
23	Hmong	17	0	17	0.14%
30	Samoan	13	0	13	0.11%
32	Thai	12	1	13	0.11%
17	French	6	6	12	0.10%
34	Tongan	9	2	11	0.09%
9	Khmer (Cambodian)	9	0	9	0.07%
6	Portuguese	5	4	9	0.07%
25	Ilocano	6	2	8	0.07%
44	Mien (Yao)	8	0	8	0.07%
36	Cebuano (Visayan)	2	5	7	0.06%
18	German	5	2	7	0.06%
49	Mixteco	7	0	7	0.06%
40	Pashto	5	1	6	0.05%
19	Greek	0	5	5	0.04%
33	Turkish	5	0	5	0.04%
27	Italian	3	1	4	0.03%
13	Burmese	3	0	3	0.02%
52	Serbo-Croatian (Bosnian, Croatian, Serbian)	3	0	3	0.02%
24	Hungarian	2	0	2	0.02%
63	Tamil	1	1	2	0.02%
57	Tigrinya	2	0	2	0.02%

Language Line Data

Solano Napa Commuter Information provides AT&T Language Line assistance for those needing translation services when in-house staff is not available. However, in the last year, there have been no requests for information in other languages. Typically, translation services in Spanish are provided by in-house bilingual staff. Additionally, STA has access to language line services for general information requests, but has also never received a request for language services.

However, consultation with the SNCI staff has revealed that the SNCI program receives approximately 4 requests per month for translation services for which they provide on-site bilingual services.

Factor 1 Findings:

Factor 1 of the LEP Plan was undertaken to assess the proportion of LEP individuals that may encounter or use the STA service area. A number of data sources were used as a way to inform the conclusions, including the American Community Survey (census), the California Department of Education English Learners, and information from existing translation services provided through the Solano Napa Commuter Information customer service department. By consulting a number of data sources, the findings reveal the following about languages spoken in Solano and Napa counties that will inform the Language Assistance Plan:

- 4 Discrete languages qualify under the “Safe Harbor Provision” for written materials for the SNCI program
- 1 Language (Spanish) represents the predominant non-English language spoken in the STA service area

Table 4, below, combines the outputs of the data considered, and presents a ranking of the languages by the data considered. Using this to determine the prevalence of the Safe Harbor languages, the four languages are identified as those that should be considered for written or verbal translation service. However, only Spanish could be considered a predominant language using all data sets, as it is almost four times as prevalent as other languages in all of the data sets.

Table 4: Top 4 Predominant Languages within Solano and Napa Counties

Safe Harbor Language	American Community Survey	Department of Education English Learners
<i>Spanish (or Spanish Creole)</i>	1	1
<i>Tagalog</i>	2	2
<i>Chinese (Mandarin & Cantonese)</i>	3	4
<i>Vietnamese</i>	4	3

Factor 2: The frequency with which LEP Populations come in contact with STA’s programs activities and services.

Assessing the frequency with which LEP populations come in contact with STA’s programs, activities and service helps the agency determine which languages need to be considered for language services. Generally, “the more frequent the contact, the more likely enhanced language services will be needed.”⁶ Strategies that help serve an LEP person on a one-time basis will be very different than those that may that serve LEP persons on a daily basis. For purposes of estimating the frequency of contact with LEP individuals, STA reviewed their programs and services in addition to consulting front-line employees that have direct connection with LEP populations.

Table 5 presents a general description of STA’s federally funded services and existing LEP components.

Table 5: STA Services and Programs

Program	Description of Activities or Services	
General Administration and Planning		<ul style="list-style-type: none"> • Countywide Transportation Planning, including studies that solicit public input • Determining county transportation priorities
Solano Napa Commuter Information (SNCI)	1	Call-in transit trip-planning assistance for traveling around Solano/Napa Counties and neighboring cities provided in English and Spanish
	2	Ride-matching services for carpool and vanpool provided in English and Spanish
	3	Vanpool program that provides vanpool formation and support assistance provided verbally in English and Spanish; written material in English
	4	Bike Incentive program that provides cash incentives to bike riders has written information in English only
	5	Vanpool Incentive Program that provides cash-value incentives to registered vanpool participants has written information in English only
	6	Emergency Ride Home Program that distributes vouchers for taxis or rental cars includes written information in English only; but, direct callers can receive translation in Spanish for program initiation.
	7	Employer Programs that provide marketing of SNCI services in English with marketing materials in English and Spanish

⁶ Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons--A Handbook for Public Transportation Providers, 2007

ADA Eligibility In-Person Assessment	<ul style="list-style-type: none"> • Manages broker who performs the In-person Assessment for ADA Paratransit eligibility within Solano County • Point of Contact can be via STA website or through distributed brochures • Local transit agencies also provide directions for use on their websites in Spanish
Safe Routes to School	<ul style="list-style-type: none"> • Manages program that encourages children to bike or walk to work • Works with local jurisdictions to identify and implement safety programs and address deficiencies in the built environment around school grounds • Outreaches to school districts, schools, PTA programs and teaching staff to help educate prospective bike riders • Provides incentives and programs • Works with schools to survey students to determine bike/ped use to school • Provides Information brochure translated into Spanish

- **General Administration and Planning**

As the Congestion Management Agency and county transportation planning agency, STA completes studies that engage local jurisdictions as well as residents in a number of planning activities. For example, as recipients of CMAQ and STP funds for identifying barriers to mobility and working to overcome them, STA has completed a number of Community Based Transportation Plans that solicit direct engagement from the community. These studies as well as other similar transportation studies help the agency set priorities for recommendations that are forwarded to the region for future funding.

When soliciting information from the public, flyers in English and in Spanish are provided on the STA website or may involve other notification methods based on the type of studies being undertaken.

- **Solano Napa Commuter Network**

As referenced in Table 5, Solano Napa Commuter Information (SNCI) program offers free services and information for alternative transportation in Solano and Napa counties and surrounding regions. Information and services for carpool, vanpool, bus, ferry, rail, bicycling, encourages the use of non-drive alone travel modes to maximize roadway efficiencies, improve air quality, present mobility options and help address climate change goals. Services are delivered to the general public and through employers.

For personalized transit trip-planning and carpool/vanpool ride-matching, SNCI currently has customer service employees that provide direct translation services in Spanish for those that call their 1-800 telephone number. Language Line services are also available for languages other than Spanish. Additionally, because the transit trip planning and ride-matching services are provided through 511.org, individuals that may need translation services can by-pass the call-in service and directly access 511.org, which has web translations in Spanish and Chinese.

SNCI is also the manager of the Emergency Ride Home (ERH) Program that is designed to encourage the use of commute alternatives such as carpooling, vanpooling, public transit,

walking or bicycling, by providing a free ride home to program participants in cases of emergency. Those wishing to participate can either work with their employers or call SNCI, whose staff provides translations services in Spanish. The ERH is provided through participating employers who may have ways of communicating the benefits of the program to their non-English employees. Currently, written information materials are not provided in languages other than English.

Other programs include:

- 1) Providing cash-value incentives for a variety of vanpool programs (driver, back up driver, etc.)
- 2) Providing cash-value for participants committed to bike riding
- 3) Employer-based services that promote the use of alternative travel modes

Currently, no translations exist in other languages for written materials. However, as with the other services, Spanish translation is provided for those calling in for personalized assistance.

- **ADA Eligibility In-Person Assessment**

STA, in partnership with the Solano County transit operators, launched a new Countywide In-Person Americans with Disabilities Act (ADA) Eligibility Program in July 2013. The old paper-based application process was replaced with a more personalized in-person process where a qualified professional interviews applicants and, if needed, assesses the applicant's physical and functional ability to use fixed route transit. The program is managed by STA but provided through a third-party contract (CARE). ADA evaluators speak a variety of languages, including Spanish and Tagalog. While it is recommended that if a client does not speak English that they bring someone with them to the appointment to translate, the evaluators are trained to understand when language assistance is needed. If a client comes to an appointment and does not speak English, they attempt to translate case-by-case, and suggest rescheduling the appointment if they lack the ability to translate. Additionally, information cards are provided in English and in Spanish, which instructs potential clients about the assessment process.

- **Safe Routes to School (SR2S)**

Safe Routes to School in Solano County is a program that encourages children to walk or bike to school. SR2S promotes the program with educational events, student prizes and safety projects in collaboration with school staff and volunteers, police departments, public health staff and city traffic managers. Since 2007, the Solano County SR2S program has focused on educating students at special events, enforcing traffic laws in school zones, installing safety improvements, and encouraging families to sidestep traffic in favor of “walking & rolling” to school. SR2S also created bike/pedestrian access maps for 85 schools throughout the county both in print and in online map formats. There is also a website dedicated to SR2S for those who want to access information directly (www.solanosr2s.ca.gov).

The program works directly with school staff, students and parent volunteers. All outreach and materials are provided in English. Most materials are also available in Spanish and a bilingual staff member is available to provide outreach in Spanish when needed.

Frontline Staff Consultation

In order to assess the frequency of contact, staff provided input regarding both the frequency of contact as well as the languages included in requests for language assistance.

- **SNCI**

Staff indicated that they receive a request for translation into Spanish about 2 times a month via their 1-800 telephone number. In the last year, they have not received requests for translation services in languages other than Spanish that needed to be transferred to their Language Line service. In 2012, SNCI received 3,004 calls broken into the following percentages.

SNCI Programs	% of total
Vanpool	9%
Carpool/ ridematching	10%
BART, Capitol Corridor, Greyhound, Ferry	9%
Trip Planning	34%
Bikes/Bike routes	6%
Incentives (Bicycle, ERH, VP starts)	4%
Senior/People w/ Disabilities Requests	3%
Airporter	3%
Solano Express	22%

- **ADA Eligibility In-Person Assessment**

STA manages a contractor that provides the In-Person ADA Eligibility Assessment (CARE) who employs bilingual staff to support efforts to provide language assistance. Currently, of their 12 employees, 4 speak Spanish and 2 speak Tagalog. They have reported that they are asked frequently for translation assistance into Spanish, which is consistent with the Factor One findings.

- **Safe Routes to School (SR2S)**

Because SR2S staff works directly with the school staff, public health officials, police and cities, requests for language assistance typically do not come directly from the beneficiaries of the programs. However, due to input from the school staff and other participants, information about the programs is now provided in Spanish as well as English.

Community Based Organization (CBO) and LEP Outreach

Consultation with Community Based Organization has been an important aspect of obtaining input and communicating vital information about the programs and services that STA provides. STA maintains a list of CBO contacts that includes organizations that serve populations that do

not speak English. These include faith-based organizations whose membership is largely non English speaking, as well as community groups that serve a number of ethnic and social groups.

CBOs are also consulted during the planning stages of new programs, such as the Mobility Management Program. Additionally, the Community Based Transportation Plans brought together stakeholders from a wide range of organizations to assist in the plan development. Approximately 130 organizations such as employers, social service agencies, community organizations, service providers, and participants at the Senior Summits in 2009 created a starting point for generating invitations to participate in the Stakeholder Committees for these plans.

For the outreach, surveys presented for distribution to the CBO were in English and Spanish. In addition, Spanish translators were available at the outreach meetings. A product from the Senior Summit is the Solano Mobility Guide, which is currently being produced in Spanish.

Factor 3: The nature and importance of the program, activity, or service provided by the recipient to people's lives.

“The more important the activity, information, service, or program, or the greater the possible consequences of the contact to the LEP individuals, the more likely language services are needed.”⁷

STA Critical Services

STA provides several important services to the community and ensuring access to LEP populations is a priority. However, due to the nature of some of the programs, the unavailability of language services may provide a barrier to access to the benefits that may be available. Examples of translated materials are presented in Appendix A.

Planning for transportation improvements such as those included in studies that are conducted by STA, provide the ability for the public to influence transportation decisions in their county. While STA may not directly provide transportation services associated with many of these studies, access to decision making and to the planning process, in general, will affect residents in the long-term and not in an immediate manner.

Through the SNCI program, services range from providing verbal information associated with transit trip planning, to providing cash-value incentives for qualifying vanpoolers and bike riders. Consequently, the inability to participate in some of these activities may represent a financial loss if individuals are not able to access the benefits of these programs due to language proficiency.

Additionally, the ADA In-Person Assessment program provides direct contact with applicants seeking paratransit eligibility. As such, potential paratransit users may be denied access to the benefits of paratransit service if they are unaware that this program exists or are unable to communicate with the assessment staff due to language proficiency.

While SR2S provides important services to the community, the program is intended to work directly with the schools and other related jurisdictions (police, public health and cities) to promote the use of walking or bicycling to school. As such, schools help determine how best to communicate information to their students, which includes a ‘How to’ booklet that is translated into Spanish. Consequently, while important to the community, access to the benefits of this program is not always directly provided by STA.

Factor 3 Findings

Insofar as it is practical, ensuring that critical information is available in languages most commonly spoken within the STA service area is important to providing access to STA services

⁷ Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons--A Handbook for Public Transportation Providers, 2007

and programs for LEP populations. By evaluating the services that STA provides, the following represent the most important general areas that STA should ensure that language is not a barrier to access:

- Customer Service Call-in Center that provides personalized assistance
- Written information that provides directions on how to access services provided
- Consent or participation materials that could limit the ability for those who don't speak English to participate
- Website access for those who do not speak English

It is assumed that STA will need to continue to assess and identify program components that may require language assistance to LEP customers. This includes information on services, programs and benefits of their programs that may be limited to those who are proficient in English. By identifying the most critical elements to ensure LEP access, STA's programs and activities can be routinely assessed to avoid language barriers that could have serious consequences to LEP customers. STA should continue to seek input on the importance of its programs, activities and services to LEP customers to help identify how to best meet their needs. Working with the community directly in addition to Community Based Organizations will benefit both STA and their stakeholders.

Factor 4: The resources available to STA and costs associated with translation services

STA currently provides translation services in Spanish to callers that use their personalized commuter services. However, STA's operating budget does not have a specific line item for translation services. STA has assessed its available resources that could be used for providing LEP assistance, including determining the cost of a professional interpreter and translation service on an as-needed basis, along with which of its documents would be the most valuable to be translated if the need should arise. The amount of staff training that might be needed was also considered to ensure that STA staff understands how to access language assistance for their customers. Based on the four-factor analysis, STA developed its Language Assistance Plan as outlined in the following section.

Typical annual expenses will include:

- Written Materials Translation (such as eligibility form)
- Public meetings/hearings
- Document production (brochures and "Take Ones")
- AT&T Language Line
- On-going staff training

Because this is the first year that the Language Assistance Plan will be in effect, STA will monitor the costs of providing language assistance in order to develop future budgets.

Factor 4 Findings

This is the first assessment of LEP needs within the STA purview. As such, it is recommended that STA budget for additional services to provide more meaningful access to LEP groups, especially when concerning information related to access to services and direct benefits to customers. It is also recommended that STA budget translations expenses under one line item for the agency so that they can monitor the use of these services for future updates of this plan. This will also help establish practices that get the greatest result in the most cost-effective manner.

The following are recommendations that can be implemented within the next several years:

- Providing Title VI complaint forms in all "Safe Harbor" languages
- Translating all eligibility forms or forms that are necessary to participate in STA programs
- Creating a "Google Translate" bar on the STA and SNCI website
- Providing more translated "How-to" materials that provide information on how to use STA's services and programs
- Conducting Customer Satisfaction Surveys in multiple languages

Limited English Proficiency: Language Assistance Plan

Language Assistance Plan Overview

The DOT LEP Guidance recommends that recipients develop an implementation plan to address the needs of the LEP populations they serve. The DOT LEP Guidance notes that effective implementation plans typically include the following five elements: 1) identifying LEP individuals who need language assistance; 2) providing language assistance measures; 3) training staff; 4) providing notice to LEP persons; and 5) monitoring and updating the plan.

This plan represents the first Language Assistance Plan prepared by STA to comply with new federal guidance. As such, while some measures are in place, other methods of providing language assistance will need to be implemented over time to ensure full compliance with federal requirements.

1. Identifying LEP Individuals Who Need Language Assistance

The Four Factor analysis considered a number of data sets to determine the languages that would require “Safe Harbor” consideration, in addition to languages predominantly used by STA customers. These data included Census data (American Community Survey 5-year sample 2008-2012), and the Department of Education English Learners data. Approximately 12% of the population in the service area speak English less than “Very Well” and would be considered the LEP population.

The following represent the top language groups within the STA service area:

- Spanish
- Tagalog
- Chinese (Mandarin & Cantonese)
- Vietnamese

All four of these languages also qualify for “Safe Harbor” provisions, indicating that more than 1,000 individuals within these language groups speak English less than “Very Well” and would require translations of vital documents.

Because Spanish remains the predominant language of LEP households, STA will continue to focus language assistance to Spanish speaking populations. However, based on the Four Factor Finding, there is a need for more language translations beyond Spanish.

2. Providing Language Assistance Measures

STA is committed to providing meaningful access to information and services to its LEP customers. STA uses various methods to accomplish this goal but is planning on enhancing those methods to include all necessary languages. Specific methods pertaining to outreach will

be discussed in STA's Public Participation Plan unless they are related to the benefits or services that STA provides.

Currently, STA's primary language assistance tools include:

- Providing bilingual customer service staff to provide Spanish speaking translations
- Spanish translations on some informational brochures and meeting notices
- Translators (by request) for public hearings
- Posting STA public hearing notices, news releases and advertisements to newspapers in other languages
- AT&T Language line services
- CBO assistance in outreach to LEP populations and translations

The following are recommendations that would improve the level of service that STA provides to its LEP customers and that can be implemented within the next several years:

- Providing Title VI Notice to Beneficiaries and Title VI complaint in all "Safe Harbor" languages
- Providing more translated material on the website
- Providing notification of available translation services on website and printed materials in safe harbor languages
- Adding "Google Translate" bar to the STA, SNCI and SR2S websites and add national flags to delineate "Google Translate" languages
- Use of Social Media in other languages
- Increase translation services for meetings
- Conducting Customer Surveys in multiple languages
- Train public-facing employees in identifying and aiding LEP individuals
- Conducting more language-specific outreach to assess STA's efforts to engage non-English speaking populations
- Continue to work with CBOs to serve multilingual communities
- Continue partnering with regional and other agencies to produce shared multilingual customer information materials (511.org and Clipper, when available)

Vital Documents Guidelines

STA is committed to full compliance with Title VI and Executive Order 13166 to provide meaningful access and reduce barriers to services and benefits for persons with limited English proficiency. In accordance with the U.S. DOT guidelines, STA should determine which "Vital Documents" should be translated into the languages that meet the safe harbor translation threshold or whether written translations are the best method to communicate critical information. To assist staff in determining the essential information and documents for translation, STA has developed "Vital Documents Guidelines." Classification of a document as "Vital" depends upon the importance of the program, information, service, or encounter involved, and the consequence to the LEP person if the information in question is not provided accurately or in a timely manner.

According to federal guidance, vital written documents include, but are not limited to, consent and complaint forms; intake and application forms with the potential for important consequences; written notices of rights; notices of denials, losses, or decreases in benefits or services; and notices advising LEP individuals of free language assistance services.⁸

Based on the Four Factor analyses, the most frequently encountered languages are:

- Primary Language: Spanish
- Secondary Languages: Tagalog, Chinese (Mandarin & Cantonese) and Vietnamese.
- “Safe Harbor” Languages for vital document translation include 4 languages: Spanish, Tagalog, Chinese (Mandarin and Cantonese), and Vietnamese.

Table 6 below lists both vital and non-vital documents and categories of documents (such as promotional materials) and identifies the language category into which they should be translated. STA may provide a summary of a vital document and/or notice of free language assistance in the “Safe Harbor” languages, rather than a word-for-word translation of the vital document. STA may reserve the right to translate documents into more languages as circumstances dictate and resources allow. For example, community outreach may provide translated notices in languages other than Spanish, depending on the area and particular concentrations of LEP individuals.

Table 6: Vital Documents Guidance

Document	Languages	Vital Document?
Title VI Public Notice	All Safe Harbor Languages	Yes
Title VI Complaint Form and Procedures	All Safe Harbor Languages	Yes
Notice of Free Language Assistance	All Safe Harbor Languages	Yes
General Promotional Materials (such as FAQs or other materials that provide direction on how to access services and public meeting notices)	Spanish and Secondary Languages as funding permits	No
Public Hearing Notices	Spanish, with written notice that other languages will be translated upon request	Yes
“Participation” or “Intake” forms (such as ADA determination letter and appeal forms, Vanpool and Bike incentive forms)	Spanish, with written notice that other languages will be translated upon request	Yes

⁸ FTA Circular 4702.1B

The following represents the current documents that will be translated within 180 days after adoption of the Title VI Plan using the Vital Document table, above:

- Title VI Public Notice
- Title VI Complaint Form and Procedures
- Notice of Free Language Assistance
- Public Hearing Notices

Over the two years, the other vital documents will be translated into Spanish, with written indications in the other safe harbor languages that translation services are available upon request as budget allows.

3. Training Staff

Currently, frontline STA staff members are trained in a number of areas to ensure that they consider the needs of LEP individuals. When hired, employees are trained to concentrate on understanding and interacting with a diverse customer clientele. They are also given specific skills for giving service to customers with a variety of challenges that may require extra attention. In all cases, employees practice appropriate responses to sensitive cases such as those involving non-English speaking customers.

STA will continue to promote the principles of good customer service to all STA clientele while understanding the special needs of its LEP customers.

STA also uses bilingual staff within their organization to provide translations services for events, hearings and in their Customer Service Call Center. When recruiting for customer service personnel, bilingualism is a desired qualification to ensure that the best customer service can be provided. STA's continued use of the diverse employee base helps to ensure that the needs of LEP groups can be accommodated efficiently and effectively.

It is STA's goal to continue to recruit and train staff that is bilingual in order to provide an effective and cost-efficient method of addressing the needs of LEP populations.

Additionally, STA uses contracted workers for their in-person ADA assessment program (CARE). A number of these contracted workers speak languages other than English to assist in their assessment duties. STA will continue to encourage hiring CARE workers that are bilingual to further the effectiveness of transmitting essential information provided to non-English customers.

4. Providing Notice to LEP Persons of Language Assistance Measures

The methods that STA will use to notify LEP customers of language assistance services include the following:

- Post Language Assistance Notification on STA website
- Provide Language Assistance Notification for use on public hearing notices
- Post availability of AT&T Language Line Assistance and other translation services on the STA website under “Contact Us” page
- Use of ethnic media for posting STA news, notices, and information to newspapers in other languages
- Work with CBOs to inform LEP customers about the Language Assistance services

5. Monitoring and Updating the Plan

On an on-going basis, STA will monitor activities and information that require LEP accessibility, including data collection and continued LEP plan assessment, to ensure that the Language Assistance Plan meets the changing needs of LEP populations. At a minimum, monitoring will be conducted to coincide with the submittal of the Title VI Program update as required by FTA Circular 4702.1B. It is the goal of STA to show continued improvement to Language Assistance Services and LEP Plan monitoring.

Monitoring methods include:

- Review both **existing** and **new** customer outreach materials prior to production to determine whether the document can be considered “vital” and what translation is needed.
- Evaluate and analyze outreach efforts pertaining to LEP populations.
- Review translation and language assistance efforts to determine whether they are adequate and/or effective.
- Analyze demographic data from the U.S. Census, the ACS, and any future Customer Surveys.
- Gather information from CBOs and regional agencies and partners through on-going coordination
- Gather feedback from LEP customers (public outreach, CBO meetings, etc.)

Compliance will be monitored by the STA Title VI Administrator in coordination STA staff.

LEP Appendix A: Translated Materials for STA programs and projects



FOR IMMEDIATE RELEASE

September 7, 2012

Contact: Jayne Bauer

Marketing & Legislative Program Manager

jbauer@sta-snci.com, 707-424-6075

***** MEDIA ADVISORY *** MEDIA ADVISORY *****

Public Input Meeting for OBAG Projects and Priorities for Solano County

SUISUN CITY, CA – The Solano Transportation Authority (STA) is seeking input from the public on how to allocate \$7.6 million in federal transportation funds over the next 4 years.

A special public input meeting of the STA Board will be held on **Wednesday, September 12, at 3:00 pm** in the Solano County Events Center, 601 Texas Street, Fairfield.

The transportation funds are from the federal CMAQ (Congestion Mitigation and Air Quality) program, and will be allocated by STA as part of the Metropolitan Transportation Commission's (MTC) OneBayArea Grant (OBAG) program. "CMAQ funds can be used for many projects and programs that reduce the number of vehicles on the road or improve air quality. Examples of eligible CMAQ projects are bus stations, bike lanes and rideshare programs, but there are many other possibilities" said STA Planning Director Robert Macaulay.

At the public input meeting on Wednesday, September 12, various advisory committees and members of the general public will have the opportunity to present their priorities regarding what transportation projects or programs that can be funded with CMAQ dollars are important to them.

Background on OBAG

The Regional Transportation Plan (RTP) is the long-range transportation plan for the 9-county Bay Area. It is prepared every 4 years by the Metropolitan Transportation Commission (MTC). The RTP sets out a 25-year vision for the region's transportation system, establishes goals and milestones for achieving that vision, and lists projects that are designed to help meet those goals.

Senate Bill (SB) 375 was legislation enacted with the intent to help implement the state's goals for reduction of Greenhouse Gas (GHG) emissions from cars and light trucks, and coordinate regional land use and transportation planning. SB 375 requires the development of Sustainable Community Strategies (SCS) that act as the land use element of the RTP. The SCS and RTP must result in projected reductions of GHG emissions to levels set by the state, and accommodate all of the projected growth in housing for the time period of the RTP/SCS. The Bay Area SCS is being developed by the Association of Bay Area Governments (ABAG) and MTC, with input from other regional agencies.

In late December 2011, MTC released guidelines for the OneBayArea Grant (OBAG) program. OBAG is a new program developed by MTC and ABAG for the allocation of the region's federal Surface Transportation Program (STP) and CMAQ funds. The OBAG proposal will combine funds for local streets and roads maintenance, Transportation for Livable Communities (TLC), regional bicycle network and Congestion Management Agency (CMA) Planning activities.

On July 12, the STA Board issued a Call for Projects for CMAQ-eligible projects and programs. A total of \$7.6 million in CMAQ funds is currently available for Solano County.

For more information, contact Robert Macaulay, STA Director of Planning at 707-399-3204, rmacaulay@sta-snci.com, or go to the STA's website: <http://www.sta.ca.gov>.

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PARA PUBLICACION INMEDIATA

07 de septiembre 2012

Contacto: Jayne Bauer

Marketing y Gerente del Programa Legislativo
jbauer@sta-snci.com, 707-424-6075

Reunión de entrada Pública para Proyectos OBAG y prioridades para el Condado de Solano

SUISUN CITY, CA - El Solano Transportation Authority (STA) está buscando la opinión del público sobre la forma de asignar \$ 7.6 millones en fondos federales de transporte en los próximos 4 años.

Una reunión especial de la opinión pública de la Junta de STA se llevará a cabo **el miércoles, 12 de septiembre a las 3:00 pm** en el Centro de Eventos del Condado de Solano, 601 Texas Street, Fairfield.

Los fondos de transporte son del CMAQ federal (Congestion Mitigación y Calidad del Aire) del programa, y se asignarán por STA, como parte de la Metropolitan Transportation Commission (MTC) OneBayArea Grant (OBAG) del programa. "Los fondos de CMAQ puede ser utilizado para muchos proyectos y programas que reduzcan el número de vehículos en la carretera o mejorar la calidad del aire. Ejemplos de proyectos elegibles CMAQ son las estaciones de autobuses, carriles para bicicletas y programas para compartir el viaje, pero hay muchas otras posibilidades ", dijo el director de Planeación STA Robert Macaulay.

En la reunión de la opinión pública el miércoles, 12 de septiembre de diversos comités asesores y miembros del público en general tendrá la oportunidad de presentar sus prioridades con respecto a lo que los proyectos de transporte o programas que pueden ser financiados con el dinero de CMAQ son importantes para ellos.

Antecedentes sobre OBAG

El Plan de Transporte Regional (RTP) es el plan de transporte de largo alcance para el Área 9-condado Bay. Se prepara cada 4 años por la Comisión Metropolitana de Transporte (MTC). El RTP define una visión de 25 años para el sistema de transporte de la región, establece objetivos y metas para el logro de esa visión, y enumera los proyectos que se han diseñado para ayudar a cumplir estas metas.

Proyecto de Ley Senatorial (SB) 375 fue promulgado legislación con la intención de ayudar a implementar las metas del estado para la reducción de gases de efecto invernadero (GEI) de los automóviles y camiones ligeros, y coordinar el uso del suelo y la planificación del transporte regional. SB 375 requiere el desarrollo de estrategias comunitarias Sostenibles (SCS) que actúan como elemento de uso de la tierra de la RTP. El SCS y RTP debe dar lugar a reducciones proyectadas de las emisiones de GEI a los niveles establecidos por el estado, y dar cabida a la totalidad del crecimiento previsto de la vivienda para el período de tiempo del RTP / SCS. El Área de la Bahía SCS está siendo desarrollado por la Asociación de Gobiernos del Área de la Bahía (ABAG) y MTC, con el aporte de otros organismos regionales.

A finales de diciembre de 2011, MTC publicado directrices para la OneBayArea Grant (OBAG) del programa. OBAG es un nuevo programa desarrollado por el MTC y ABAG para la asignación del Programa federal de superficie de la región Transporte (STP) y los fondos de CMAQ. La propuesta OBAG combinará fondos para calles locales y el mantenimiento de carreteras, Transporte para las Comunidades Habitables (TLC), la red de bicicleta regional y la Agencia de Gestión de congestión (CMA) Las actividades de planificación.

El 12 de julio, el Consejo STA emitió una convocatoria de proyectos para CMAQ elegibles para proyectos y programas. Un total de \$ 7.6 millones en fondos CMAQ está actualmente disponible para el Condado de Solano.

Para obtener más información, comuníquese con Robert Macaulay, Director de Planificación de STA en 707-399-3204, rmacaulay@sta-snci.com, o visite el sitio web de la STA: <http://www.sta.ca.gov>.

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***** MEDIA ADVISORY *** MEDIA ADVISORY *****

Pampublikong Input Meeting para sa mga Proyekto ng OBAG at prayoridad para sa Solano County

SUISUN CITY, CA - Ang Solano Transportasyon Authority (STA) ay naghahanap ng input mula sa pampublikong sa kung paano magtalaga ng \$ 7,6 milyon sa mga pederal na pondo ng transportasyon sa susunod na 4 na taon.

Isang espesyal na pampublikong input pulong ng STA Board ay gaganapin sa **Miyerkules, Setyembre 12, sa ganap na 3:00 pm** sa ang Solano County Kaganapan Center, 601 Texas Street, Fairfield.

Ang mga pondo sa transportasyon ay mula sa pederal CMAQ (kasikipan pagpapagaan at naka Marka ng programa, at ay inilalaan ng STA bilang bahagi ng Metropolitan Transportasyon Commission (MTC) OneBayArea Grant (OBAG) programa. "CMAQ pondo ay maaaring gamitin para sa maraming mga proyekto at mga programa na bawasan ang bilang ng mga sasakyan sa kalsada o mapagbuti ang kalidad ng air. Mga halimbawa ng mga karapat-dapat na mga proyekto ng CMAQ istasyon ng bus, bike lane at rideshare programa, ngunit may mga maraming iba pang mga posibilidad "sinabi STA Pagpapalano Director Robert Macaulay.

Sa pampublikong pulong ng input sa Miyerkules, Setyembre 12, ang mga iba't-ibang advisory komite at mga miyembro ng publiko sa pangkalahatan ay magkakaroon ng pagkakataon upang ipakita ang kanilang mga priyoridad tungkol sa kung ano ang transportasyon proyekto o programa na maaaring pinondohan sa CMAQ dolyar ay mahalaga sa kanila.

Background sa OBAG

Ang Regional Plan Transportasyon (RTP) ay ang pang-hanay na plano sa transportasyon para sa 9-county Bay Area. Ito ay handa tuwing ika-4 na taon sa pamamagitan ng ang Metropolitan Transportasyon Commission (MTC). Ang RTP nagtatakda ang isang 25-taon paningin para sa sistema ng transportasyon sa rehiyon, nagtatatag ng mga layunin at milestones para sa pagkamit na pangitain, at naglilista ng mga proyekto na idinisenyo upang makatulong na makamit ang mga layuning ito.

Senado Bill (SB) 375 batas na pagsasabatas na may ang layunin upang makatulong na ipatupad ang mga layunin ng estado para sa pagbabawas ng Greenhouse Gas (GHG) emissions mula sa mga kotse at mga trak ng liwanag, at coordinate rehiyonal na paggamit ng lupa at pagpapalano ng transportasyon. SB 375 ay nangangailangan ng pagbuo ng Sustainable Komunidad Istratehiya (SCS) na gumaganap bilang elemento ng paggamit ng lupa ng RTP. Ang SCS at RTP ay dapat magresulta sa inaasahang reductions ng GHG emissions sa mga antas ng na itinakda ng estado, at tumanggap ang lahat ng inaasahang paglago sa pabahay para sa tagal ng panahon ng RTP / SCS. Ang Bay Area SCS ay binuo sa pamamagitan ng ang Association ng Bay Area Pamahalaan (ABAG) at MTC, na may input mula sa iba pang mga rehiyonal na mga ahensya.

Sa huli ng Disyembre 2011, MTC inilabas ng mga alituntunin para sa ang OneBayArea programa Grant (OBAG). Ang OBAG ay isang bagong programa na binuo ng MTC at ABAG para sa paglalaan ng pederal Program sa rehiyon Surface Transportasyon (STP) at CMAQ pondo. Ang OBAG panukala ay pagsamahin ang mga pondo para sa mga lokal na kalye at kalsada maintenance, Transportasyon para sa mga matitirahan Komunidad (TLC), rehiyonal na network ng bisikleta at Pamamahala ng Ahensya kasikipan (CMA) Pagpapalano gawain.

Sa Hulyo 12, ang STA Board nagbigay ng Tawag para sa mga Proyekto para sa CMAQ-karapat-dapat na mga proyekto at mga programa. Isang kabuuan ng \$ 7,6 milyon sa CMAQ pondo ay kasalukuyang magagamit para sa Solano County.

Para sa karagdagang impormasyon, makipag-ugnay sa Robert Macaulay, STA Direktor ng Pagpapalano sa 707-399-3204, rmacaulay@sta-snci.com, o pumunta sa website ang STA: <http://www.sta.ca.gov>.

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OneBayArea (OBAG) Grant



Public Input Meeting

**3:00 p.m., Wednesday, September 12, 2012
Solano County Events Center
601 Texas Street, Fairfield**

- I. CALL TO ORDER** Jack Batchelor, Jr., STA Chair

- II. ONEBAYAREA GRANT (OBAG) OVERVIEW** Robert Macaulay, STA
(3:00 – 3:10 p.m.)

- III. PRESENTATIONS FROM STA ADVISORY COMMITTEES**
(3:10 – 3:50 p.m.)
 - Bicycle Advisory Committee
 - Lifeline Committee
 - Paratransit Coordinating Committee
 - Pedestrian Advisory Committee
 - Safe Routes to Schools Committee
 - Seniors and Persons with Disabilities Transportation Advisory Committee
 - Solano Express Intercity Transit Consortium
 - Technical Advisory Committee

- IV. COMMENTS FROM MEMBERS OF THE PUBLIC**
(3:50 – 4:20 p.m.)

- V. COMMENTS FROM MEMBERS OF THE STA BOARD**
(4:20 – 4:30 p.m.)

- VI. SCHEDULE FOR OBAG IMPLEMENTATION** Robert Macaulay, STA
(4:30 – 4:00 p.m.)

- VII. ADJOURNMENT**



OneBayArea (OBAG) Grant



Public Input Meeting

3:00 p.m., Wednesday, September 12, 2012
Solano County Events Center
601 Texas Street, Fairfield

I. ORDEN

Jack Batchelor, Jr., Presidente STA

II. ONEBAYAREA GRANT (OBAG) RESUMEN (3:00-3:10 p.m.)

Robert Macaulay, STA

III. PRESENTACIONES DE STA COMISIONES DE ASESORAMIENTO (3:10-3:50 p.m.)

- ♣ Comité Asesor de Ciclismo
- ♣ Lifeline Comité
- ♣ Paratransit Comité Coordinador
- ♣ peatonal Comité Asesor
- ♣ Safe Routes to Schools Comité
- ♣ Personas Mayores y Personas con Discapacidades del Comité Asesor del Transporte
- ♣ Solano Intercity Express Tránsito Consorcio
- ♣ Comité Técnico Asesor

IV. COMENTARIOS DE LOS MIEMBROS DEL PÚBLICO (3:50-4:20 p.m.)

V. COMENTARIOS DE LOS MIEMBROS DE LA JUNTA DE STA (4:20-4:30 p.m.)

VI. CALENDARIO DE IMPLANTACIÓN OBAG (4:30-4:00 p.m.)

Robert Macaulay, STA

VII. APLAZAMIENTO



OneBayArea (OBAG) Grant



Public Input Meeting

3:00 p.m., Wednesday, September 12, 2012
Solano County Events Center
601 Texas Street, Fairfield

Tawagan ang I. sa order

Jack Batchelor, Jr, STA upuan

II. ONEBAYAREA Grant (OBAG) PANGKALAHATANG-IDEYA
(3:00-3:10)

Robert Macaulay, STA

III. Presentasyon MULA STA Advisory komite
(3:10-3:50)

- ♣ Bisikleta Advisory Committee
- ♣ Lifeline Committee
- ♣ Paratransit Coordinating Committee
- ♣ Pedestrian Advisory Committee
- ♣ Mga Ligtas na Ruta sa Paaralan Committee
- ♣ Seniors at mga Tao na may Kapansanan Transportasyon Advisory Committee
- ♣ Solano Express Intercity Transit Consortium
- ♣ Teknikal Advisory Committee

IV. KOMENTARYO MULA SA MGA KASAPI NG MGA
(3:50-4:20)

V. KOMENTARYO MULA SA MGA KASAPI NG Sta BOARD
(4:20-4:30)

VI. Iskedyul para sa OBAG pagpapatupad
(4:30-4:00)

Robert Macaulay, STA

VII. pagpapaliban



Walking School Bus (WSB) Frequently Asked Questions



- **How do I know my child is safe with the Walking School Bus?**
The Solano Transportation Authority Safe Routes to School (SR2S) program and Solano County Public Health recruits and trains volunteers to become WSB “Drivers”. These leaders supervise the children during their walk to school. Training includes road safety information, familiarity with WSB Program Policies and ideas for making the walk to school fun for the kids.
- **How can I motivate my child to continue walking every day?**
It is important to talk about the health benefits of walking to school and that is a big step to contribute in the efforts of creating a better environment. Plus the more children the more fun for everyone.
- **What is the cancellation policy for my WSB?**
The WSB cancels only for the following reasons:
The Temperature is below 32 degrees at 7am
It is raining at 7am or forecast to rain heavily between 8am and 9am
Parents can expect a phone call around 7:30am if the “bus” is cancelled.
- **Who do I contact if my child will not be walking today?**
If your child will not be walking, please contact the WSB leader for your route.
- **What do I do if the WSB leader is not at the “Stop” today?**
If there is no walk leader at a stop, please wait a few minutes in case the leader is delayed. After waiting 5 minutes or so, please take your child on to school. If there is a continuing problem please contact your Walking School Bus Program Coordinator.
- **On days when there is no Walking School Bus, would it be okay if all of the children walked on the route to school?**
We encourage everyone to continue walking on the identify routes, however check with your WSB leader to find out if an alternative driver volunteer will be leading the route. If there is no alternative volunteer available, at your discretion, you may decide to let your child walk to school unsupervised.
- **Where can I find up-to-date information about the Walking School Bus at my school?**
Visit the Safe Routes to School page at www.solanosr2s.ca.gov or call the Walking School Bus Program Coordinators with your questions.

Karin Bloesch, *WSB Program Coordinator*
Phone: (707) 399-3222
Email: kbloesch@sta-snci.com

Karla K. Valdez, *WSB Program Coordinator*
Phone: (707) 399-3222
Email: kvaldez@sta-snci.com





Autobús Escolar Ambulante (WSB) Frecuentes Preguntas



- **¿Cómo saber que mi hijo/a esta seguro en el WSB?**
La agencia de Solano Transportation Authority y el programa de Safe Routes to School (SR2S) al igual que el Departamento de Salud Publica de Solano reclutan y capacitan a los “choferes” voluntarios. Estos líderes supervisan a los niños durante su camino a la escuela. El entrenamiento incluye información de seguridad en las calles, pólizas del programa de WSB e ideas para crear un ambiente divertido durante el viaje para los niños.
- **¿Como puedo motivar a mi hijo/a a que continúe caminado todo los días?**
El WSB tiene programas de caminadores frecuentes que ofrecen premios por las veces que caminen. También es importante hablar del beneficio de caminar para nuestra salud y que es un gran paso para contribuir en la mejora del medio ambiente. Además, entre más niños en la ruta, más divertido para todos.
- **¿En los días que no hay Autobús Escolar Ambulante, está bien dejar que los niños continúen caminado en las ruta a la escuela?**
Animamos a todos a seguir caminado, hablen con el líder asignado de su ruta para informarse si hay voluntarios alternativos que puedan llevar el Autobús, si no lo hay voluntario alternativo disponible esta bajo su discreción si quiere dejar a su hijo/a caminar solo a la escuela.
- **¿Cuál es la póliza de cancelación de mi WSB?**
El WSB solo se cancela por las siguientes razones:
La temperatura esta menos de 32 grados a las 7am
Esta lloviendo a las 7am o está anunciado lluvia muy fuerte entre 8am y 9am
Los padres pueden esperar una llamada alrededor de las 7:30am si el “Autobús” fue cancelado.
- **¿A quién contacto si mi hijo/a no estará caminando ese día?**
Si su hijo/a no va caminar ese día, por favor de contactar al líder de esa ruta.
- **¿Qué hago si el líder de WSB no está en la “parada” ese día?**
Si no hay líder en la “parada”, por favor de esperar unos minutos en caso que estén un poco atrasados de tiempo, después de esperar 5 minutos, por favor de llevar a su hijo/a a la escuela usted mismo. Si esto es un problema continuo por favor de contactar a su Coordinadora de Walking School Bus.
- **¿Dónde puedo encontrar información al día del Autobús Escolar Ambulante en mi escuela?**
Visita la pagina web Safe Routes to School en www.solanosr2s.ca.gov o llama a la Coordinadora de Programa Walking School Bus con tus preguntas.

Karin Bloesch, *WSB Program Coordinator*
Phone: (707) 399-3222
Email: kbloesch@sta-snci.com

Karla K Valdez, *WSB Program Coordinator*
Phone: (707) 424-6075 ext. 333
Email: kvaldez@sta-snci.com





Walking School Bus Parent Permission Form



My son/daughter, _____ (please print), has my permission to participate in the Walking School Bus program for the _____ school year.

I understand that my child will leave from one of the following locations at the following times:

_____ Home address _____ TIME: _____
_____ Walking School Bus/Bike Train stop _____ TIME: _____

School Name: _____ Teacher: _____ Grade: _____
Home Address: _____ City: _____ Zip: _____
Phone Number: _____ Email: _____

- I understand that in the case of a missed "bus time" I am responsible for my child's transportation to/from school.
- I understand that participation is completely voluntary and that participation is at "my own risk". I understand that measures will be taken to provide for my child's safety; however, I will not hold the members of _____ *Elementary*, the district, its board members, its employees, Solano Transportation employees, Solano Public Health employees and any volunteer for this program liable should any incident occur.
- I understand that if my son/daughter becomes ill or is injured during their participation, someone will attempt to contact me or an emergency contact at the numbers below:

Signed: _____ Date: _____

_____ (Phone Number) _____
Name (please print)

_____ (Phone Number) _____
Emergency contact name (please print)

If I cannot be reached, I understand and agree that my son/daughter may be taken for medical assistance, and I agree that I will be solely responsible for any and all costs incurred as a result. I further agree to indemnify and hold harmless _____ School, the school district, its board members, its employees, employees of the Solano Transportation Authority and Solano Public Health, and any volunteer for this program for any injury that occurs to my child which is not a result of inaction by the district or its representatives.

I give permission for my child to be photographed as part of the Solano Safe Routes to School program.

Signed: _____ (parent/guardian) Print name: _____ (parent/guardian)

I **DO NOT** give permission for my child to be photographed.

My child will be participating in the Walking School Bus for the following days and times:
(Please mark with an x)

	Monday	Tuesday	Wednesday	Thursday	Friday
Morning	<input type="checkbox"/>				
Afternoon	<input type="checkbox"/>				

If you have any questions please contact:
Karin Bloesch, *Walking School Bus Coordinator*
Phone: (707)399-3222 Fax: (707)424-6074
Email: kbloesch@sta-snci.com

Karla Valdez, *Walking School Bus Coordinator*
Phone: (707)399-3222 Fax: (707)424-6074
Email: kvaldez@sta-snci.com

Autobús Escolar Ambulante Formulario de Consentimiento de Padres



Mi hija/o, _____ (letra de molde), tiene mi permiso para participar en el programa del Autobús Escolar Ambulante durante el año escolar _____.

Es mi entendimiento que mi hijo/a partirá de algunas de las siguientes locaciones a las horas mencionadas:
 _____ Dirección de Casa _____ Horario: _____
 _____ Autobús Escolar Ambulante/Parada de Bicicleta _____ Horario: _____

Nombre de la Escuela: _____ Maestro/a: _____ Grado: _____
 Dirección de Casa: _____ Ciudad: _____ Código Postal: _____
 Número de Teléfono: _____ CorreoElectronico: _____

- Es mi entendimiento que en caso de no llegue a la “parada de autobús” a la hora acordada, Es mi responsabilidad la transportación de mi hijo/a hacia y desde la escuela.
- Es mi entendimiento que la participación es completamente voluntaria y la participación es a “mi propio riesgo”. Es mi entendimiento qué medidas se tomaran para proveer seguridad para mi hijo/a; sin embargo, no voy a sostener a ningún miembro de la escuela _____, del distrito, miembros de la junta, los empleados de Solano Transportation Authority, Solano Public Health y cualquier voluntario responsable en caso de un accidente.
- Es mi entendimiento que si mi hijo/a se enferma o se lastima durante su participación, alguien tratara de comunicarse con migo o con el contacto de emergencia en los números mencionados abajo:

Firma: _____ Fecha: _____

_____ Numero de Telefono: _____
Nombre del Padre (letra de molde)

_____ Numero de Teléfono: _____
Nombre del Contacto de Emergencia (letra de molde)

Si no puedo ser contactado, entiendo y estoy de acuerdo que mi hijo/a pueda ser llevado a recibir asistencia médica y estoy de acuerdo que yo únicamente soy responsable por cualquier o todos los gastos que puedan incurrir como resultado. Tambien estoy de acuerdo en indemnizar y mantener indemne a la escuela _____, el distrito escolar, sus miembros de junta, los empleados de Solano Transportation Authority, Solano Public Health y cualquier voluntario del programa de cualquier lesión que le suceda a mi hijo/a y que no sea resultado de la inacción por el distrito o sus representantes.

Yo doy permiso que mi hijo/a sea fotografiado como parte del Programa de Solano Safe Routes to School.

Firma: _____ Letra de Molde: _____
 (Padres/Guardianes) (Padres/Guardianes)

No doy permiso que mi hijo/a sea fotografiado.

Mi hijo/a estará participando en el Autobús Escolar Ambulante los siguientes días y horarios:
 (Por favor marqué con una X)

	Lunes	Martes	Miércoles	Jueves	Viernes
Mañana	<input type="checkbox"/>				
Tarde	<input type="checkbox"/>				

Si tienes alguna pregunta por favor de comunicarse con:
 Karin Bloesch, *Walking School Bus Coordinator*
 Phone: (707)399-3222 Fax: (707)424-6074
 Email: kbloesch@sta-snci.com

Karla Valdez, *Walking School Bus Coordinator*
 Phone: (707)399-3222 Fax: (707)424-6074
 Email: kvaldez@sta-snci.com



Walking School Bus Volunteer Application

For office use only:	
ID Check	<input type="checkbox"/>
Date: / /	<input type="checkbox"/>
Megan's Law	<input type="checkbox"/>
Date: / /	<input type="checkbox"/>

Legal Name: _____

Address: _____
Street City State Zip

Telephone: _____
Cell Home Work

E-mail: _____

Group Affiliation (e.g. PTO/PTA): _____

School (if student): _____ Student ID#: _____

Gender/Identity: _____ Date of Birth: _____
(Please note MINORS need parent permission and can only volunteer with pre-K through 5th grade students.)

In case of emergency, please notify:

Name: _____ Telephone: _____

References:

(Please list two people who can verify your work/volunteer/education experience or provide a personal reference-NOT family)

Name	Position/Relationship to you	E-mail/Phone Number

Have you ever been convicted of a felony? Yes No

If yes, give details: _____

I, _____, certify that the information provided on my volunteer application is true and correct to the best of my knowledge.
I agree to allow Safe Routes to School Walking School Bus Coordinators to contact the references listed above to check on my volunteer or job experiences. I understand this information will be treated as confidential.

Signed: _____ Date: _____

Karin Bloesch, *WSB Program Coordinator*
Phone: (707) 399-3222 fax: (707) 424-6074
One Harbor Center, Ste. 130
Suisun City, Ca 94585

Email: kbloesch@sta-snci.com
Website: www.solanosr2s.ca.gov



Karla Valdez, *WSB Program Coordinator*
Phone: (707) 399-3222 Fax: (707) 424-6074
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Suisun City, Ca 94585

Email: kvaldez@sta-snci.com
Website: www.solanosr2s.ca.gov



Autobús Escolar Ambulante Solicitud de Voluntario

For office use only:

ID Check	<input type="checkbox"/>
Date: / /	
Megan's Law	<input type="checkbox"/>
Date: / /	

Nombre Legal: _____

Dirección: _____
Calle Ciudad Estado Código Postal

Teléfono: _____
Celular Casa Trabajo

Correo Electronico: _____

Grupo afiliado (ejemplo PTO/PTA): _____

Escuela (Si es estudiante): _____ **# de Estudiante:** _____

Genero/Identidad: _____ **Fecha de Nacimiento:** _____
(Los MENORES de Edad requieren un permiso de su padres para ser voluntarios y solo pueden trabajar con estudiantes de Pre Kinder al 5qto grado.)

En case de Emergencia, por favor de notificar a:

Nombre: _____ **Teléfono:** _____

Referencias:

(Por favor nombrar dos personas que puedan verificar su trabajo, educación o servicio voluntario o dos referencias que no sean familiares)

Nombre	Posición/Relación con Usted	Correo Electrónico/Teléfono
_____	_____	_____
_____	_____	_____

¿Alguna vez has sido condenado por un delito grave? _____ Si _____ No

Si es si, dar más detalles: _____

Yo _____, certifico que la información proporcionada en mi solicitud de voluntario es verdadera y correcta a lo mejor de mi conocimiento.

Estoy de acuerdo en permitir Rutas Seguras a la Escuela Walking School Bus Coordinadores ponerse en contacto con las referencias indicadas arriba para verificar mi servicio voluntario o experiencia laboral. Entiendo que esta información será tratada de manera confidencial.

Firma: _____ Fecha: _____

Karin Bloesch, WSB Program Coordinator
Phone: (707) 399-3222 Fax: (707) 424-6074
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**SOLANO COUNTY HEALTH & SOCIAL SERVICES
and SOLANO TRANSPORTATION AUTHORITY**

Solano Transportation Authority

Safe Routes to School (SR2S)
One Harbor Center, Suite 130
Suisun City, CA 94585
(707) 424-6075 FAX (707) 424-6074

10/3/13

MEDIA RELEASE

I grant authority to Solano County and/or Solano Transportation Authority (STA) to photograph or videotape me and grant full permission to use any photographic likeness or video of me for promotional and educational purposes relating to the STA's Safe Routes to School programs and services, without receiving any financial return. I also agree to allow the County of Solano and/or STA to maintain possession of written, audio and/or visual materials to be used for the purposes listed above.

I agree to hold Solano County and Solano Transportation Authority harmless from claims or damages brought by or on behalf of the undersigned.

Name of Participant: _____ *(Please print)*

Signature of Participant: _____ Date: _____

If under 18:

Signature of Parent/Guardian _____ Date: _____

Parent/Guardian Name (print): _____

Address: _____

City/State/Zip: _____

Phone: _____





SOLANO COUNTY HEALTH & SOCIAL SERVICES and
SOLANO TRANSPORTATION AUTHORITY

Solano Transportation Authority

Safe Routes to School (SR2S)
One Harbor Center, Suite 130
Suisun City, CA 94585
(707) 424-6075 FAX (707) 424-6074

10/3/13

Consentimiento de Medios de Comunicación

Doy autorización a Solano County y / o Solano Transportation Authority (STA) para fotografiar o grabar en video y doy permiso para que se usen en cualquier semejanza fotográfica o video de mí para fines promocionales y educativos relacionados con las rutas seguras a la escuela de la STA y programas y servicios, sin recibir ningún beneficio financiero. También estoy de acuerdo que el Condado de Solano y / o STA mantenga posesión de materiales escritos, audio y / o visual que se utilizarán para los fines mencionados de arriba.

Estoy de acuerdo en mantener indemne al Condado de Solano y Solano Transportation Authority de daños y reclamaciones, presentadas por o en nombre del firmante.

Nombre de Participante: _____ (*letra de molde*)

Firma del Participante: _____ Fecha: _____

Menor de 18 años:

Firma del padre/guardian: _____ Fecha: _____

Nombre del Padre/Guardián (*letra de molde*): _____

Dirección: _____

Ciudad, Estado y C/P _____

Teléfono: _____





Solano ADA Paratransit Eligibility

For Information & Appointments, please call:
(707) 541-7184



Monday-Friday, 8am-5pm



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Monday-Friday, 8am-5pm



What is Americans with Disabilities Act (ADA) paratransit service?

ADA Paratransit is a shared ride, advanced reservation, origin-to-destination service for people with disabilities who are unable to use fixed route public transit service because of their disability.

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Solano ADA Paratransit Elegibilidad

Para información y citas, llame al

Lunes a Viernes, de 8 am-5 pm:



(707) 541-7184



**¿Qué es Americans with Disabilities Act
servicio paratransit (ADA)?**

**ADA Paratransit es un viaje compartido,
reservaciones con anticipo, servicio de origen
a destino para las personas con discapacidad
que no pueden utilizar el servicio de transporte
público de ruta fija debido a su discapacidad.**

7. Membership of Decision-Making Bodies

The STA Board of Directors is entirely composed of elected officials from each city, with one county supervisor. The city council from each city and the county board of supervisors appoints an elected representative from their city to sit on the STA Board of Directors to represent the municipalities' interest in transportation.

There are several non-elected advisory bodies. The table below presents the gender and ethnic composition of these non-elected advisory boards.

Committee Name	Female	Male	White/ Caucasian- Not of Hispanic Origin	Hispanic /Latino	Other Not Listed	Alaska Native / Native American	Declined to State	Did Not Submit
Bicycle Advisory Committee	2	3	5					3
Paratransit Coordinating Council	2	4	3	1	1	1	1	
Pedestrian Advisory Committee	1	1	2					7

8. Board Adoption of Title VI Program