



Solano Transportation Authority

Title VI Update

June 2020



One Harbor Center, Suite 130

Suisun City, CA 94585

Civil Rights Compliance Officer: Brandon Thomson

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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 multi-modal County Transportation Agency and 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 that fall under the Solano Mobility Call Center including Safe Routes to School; and Solano Mobility Programs aimed at increasing mobility for commuters, older adults, people with disabilities, and low-income residents.

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 2020 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)
- Subrecipient monitoring
- Membership of decision-making bodies

2. Title VI Notice to Beneficiaries

STA provides the following notice adjacent to the lobby of the STA Board room and on the STA website in English, Spanish, Chinese and Tagalog, along with complaint forms in those languages:

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. This information is necessary to assist the STA in processing your complaint.

Spanish:

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.

Chinese:

第六章(Title VI) 投诉表格

根据 1964 年民权法案第六章修订版的规定，Solano 交通管理局 (Solano Transportation Authority) (简称 STA) 承诺确保，任何人均不会因种族、肤色或原国籍的理由被排除参与或 被拒绝获得服务福利。第六章投诉应在尽可能靠近歧视指控的日期提交，但是要在知悉投诉日期或知悉歧视指控日期的 180 天内提交。以下是协助 STA 处理您的投诉时所需的资讯。

Vietnamese:

Mẫu Khiếu nại về Tiêu đề VI

Sở Giao thông Vận chuyển Solano (Solano Transportation Authority (STA)) cam kết đảm bảo rằng sẽ không có người nào bị loại trừ khỏi sự tham gia hoặc bị từ chối dịch vụ trên cơ sở chủng tộc, màu da hay nguồn gốc quốc gia, theo quy định của Tiêu đề VI của Đạo Luật Dân Quyền năm 1964, như đã được sửa đổi. Các khiếu nại về Tiêu đề VI phải được nộp càng sớm càng tốt, nhưng không quá 180 ngày kể từ ngày người khiếu nại biết được về sự phân biệt đối xử. Thông tin sau đây là cần thiết để giúp STA giải quyết đơn khiếu nại của bạn.

Tagalog

Titulo VI Pormularyo ng Reklamo

Ang Pangasiwaan ng Transportasyon ng Solano [Solano Transportation Authority (STA)] ay nakatalaga na tiyaking walang tao ang tinatangal mula sa paglahok o tinatangihan ng mga benepisyo ng mga serbisyo nito batay sa lahi, kulay o bayang pinagmulan, alinsunod sa isinasaad sa Titulo VI ng Batas ng mga Karapatang Sibil ng 1964 (Civil Rights Act of 1964), na sinusugan. Ang Titulo VI na mga reklamo ay dapat ihain nang hangga't maaari ay malapit sa petsa ng paratang na diskriminasyon, ngunit hindi lalampas ng 180 araw mula sa petsa na ang Nagrereklamo ay malaman, o napag-alaman ang paratang na diskriminasyon. Ang sumusunod na impormasyon ay kinakailangan upang matulungan ang STA sa pagproseso ng inyong reklamo

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. Complaints received through the Solano Mobility telephone number will be referred to the website, the Clerk of the Board or the Title VI Compliance Office in order to submit a formal written complaint.
- c. A complaint form may be obtained from the STA website, through the Clerk of the Board or the Title VI Compliance Officer. A copy of any complaint that is directed to another individual or agency 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. For complaints related to the SolanoExpress bus service operations, complaints will be directed to the appropriate contractor (SolTrans or Fairfield and Suisun Transit) on which the complaint was based for determination of merit and/or potential investigation. 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, such as for complaints related to the previously mentioned contracted SolanoExpress bus service operations, the Compliance Officer shall 1) refer the complaint to the appropriate contractor having jurisdiction for investigation and disposition of complaint; and 2) will notify the complainant of the referral and to which agency the complaint was referred.

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 Forms

STA provides Title VI Complaint Forms in English, Spanish, Tagalog and Vietnamese, reflected below:

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? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, check all that apply: <input type="checkbox"/> Federal Agency: _____ <input type="checkbox"/> Federal Court _____ <input type="checkbox"/> State Agency _____ <input type="checkbox"/> State Court _____ <input type="checkbox"/> 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: Brandon Thomson]
 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.

Formulario de Queja Conforme al Título VI

Solano Transportation Authority (STA) tiene el compromiso de asegurar que ninguna persona sea excluida, con base a raza, color u origen nacional, de participar o se le nieguen los beneficios de sus servicios, según se disponga en el Título VI de la Ley de Derechos Civiles de 1964 y sus enmiendas. Las quejas conforme al Título VI se deben presentar tan cerca de la fecha de la supuesta discriminación como sea posible, pero no más de 180 días después de la fecha en que quien presenta la queja tuviera conocimiento, o debió haber tenido conocimiento de la supuesta discriminación. La siguiente información es necesaria para ayudar a la STA con el procesamiento de su queja.

Sección I: Información de contacto					
Nombre:					
Dirección:					
Teléfono (Casa):			Teléfono (Trabajo):		
Dirección de correo electrónico:					
¿Requiere formatos accesibles? Marque todas las que aplican:		Letra grande		Audiocasete	
		TDD		Otra	
Sección II: Presentación en nombre de otra persona					
¿Está presentando esta queja en su propio nombre?				Sí*	No
*Si contestó "Sí" a esta pregunta, vaya a la Sección III.					
Si no es así, escriba el nombre y la relación de la persona en cuyo nombre presenta la queja:					
Por favor, explique por qué usted está presentando para esta persona:					
Por favor, confirme que ha obtenido el permiso de la persona que se queja si usted está presentando en su nombre.				Sí	No
Sección III: Queja de discriminación					
Creo que la discriminación que yo sentí fue basada en (marque todos los que apliquen):		Raza	Color	[] Origen nacional	
Fecha de la presunta discriminación (Mes, Día, Año): _____					
Explique lo más claramente que pueda lo que pasó y por qué cree usted que le discriminaron. Describa todas las personas que estaban involucradas. Incluya el nombre y la información de contacto de la(s) persona(s) que le discriminaron (si se los sabe) así como los nombres y la información de contacto de los testigos que hubiera. Si necesita más espacio, utilice hojas adicionales.					
Sección IV: Quejas o demandas anteriores o existentes					

¿Ha presentado una queja conforme al Título VI anteriormente con esta agencia?		Sí	No
¿Ha presentado una queja con otra agencia federal, estatal o local, o ante alguna corte federal o estatal?		Sí	No
Si es así, marque todas las que apliquen:	<input type="checkbox"/> Agencia federal:	<input type="checkbox"/> Agencia estatal	
	<input type="checkbox"/> Corte federal	<input type="checkbox"/> Agencia local	
	<input type="checkbox"/> Corte estatal		
Por favor proporcione la información de contacto de una persona en la agencia o corte donde se presentó la queja.			
Nombre:			
Puesto:			
Agencia:			
Dirección:			
Teléfono:			
Sección V: Firma			
Por favor firme abajo para dar fe de la veracidad de lo anterior. Puede adjuntar cualquier material escrito u otra información que crea pertinente para su queja.			
_____		_____	
Firma		Fecha	

Tenga en cuenta – STA no puede aceptar una queja sin una firma.

Por favor envíe su formulario llenado por correo, fax, correo electrónico, o en persona a:

Brandon Thomson
 STA Title VI Compliance Officer
 Solano Transportation
 Authority One Harbor Center,
 Suite 130 Suisun City, CA
 94585
 Fax (707) 424-6074
 Email BThomson@sta.ca.gov

Nota: La queja también se puede presentar ante: 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.

第六章(Title VI) 投诉表格

根据 1964 年民权法案第六章修订版的规定, Solano 交通运输局 (Solano Transportation Authority) (简称 STA) 承诺确保, 任何人均不会因种族、肤色或原国籍的理由被排除参与或被拒绝获得服务福利。第六章投诉应在尽可能靠近歧视指控的日期提交, 但是要在知悉投诉日期或知悉歧视指控日期的 180 天内提交。以下是协助 STA 处理您的投诉时所需的资讯。

第 I 部分: 联系方式			
姓名:			
地址:			
□□(家):		□□(工作):	
□子□件地址:			
无障碍格式要求? □所有适用□。		□大字体 □听障服□□□	□音磁□ 其他
第 II 部分: 其他人提交			
您是否代表自己提交□个的投□?		是*	否
*如□此□□回答"是", □跳至第 III 部分。			
如回答否, □填写您□其提交投□的□投□人的姓名及与您的关系:			
□解□您□□个人提交投□的原因:			
如果您代表他人提交投□, □确□您已□得□投□人的□可。		是	否
第 III 部分: 歧□投□			
我相信我所遭遇的歧□是因□(□所有适用□):		种族	肤色
			原国籍
歧□指控的日期(月, 日, 年): _____			
尽可能解□清楚□生的事情以及您□□被歧□的原因。描述所有□涉到的人, 包括歧□您的人(□)的姓名和□系方式(如果知道), 以及任何□人的姓名和□系方式。如需更多空□, □另加□□。			
第 IV 部分: 以前或□有的投□或□□			
您以前是否向□机构提交□第六章投□?		是	否
您是否曾□向任何其他的□邦□州或地方机构, 或向任何□邦或州法院提交□投□?		是	否
如回答是, □□所有适用□?		□邦机构	州政府机构
		□邦法院	地方机构

	州法院	
□填写提交投□的机构/法院□系人的□□。		
姓名:		
□位:		
机构:		
地址:		
□□:		
第 V 部分: □名		
□在下方□名以□明上述内容的真□性。您可以附上您□□与□投□相关的任何□面材料或其他□□。		
<hr/>		
□名		日期
		<hr/>

请注意- STA 不接受没有签名的投诉表格。

请邮寄、传真、电邮或亲自前往递交您填完的表格至以下地址:

Brandon Thomson
 STA Title VI Compliance Officer
 Solano Transportation Authority One Harbor Center, Suite 130 Suisun City, CA 94585
 传真(707) 424-6074
 电邮 BThomson@sta.ca.gov

请注意: 也可以提交投诉给: 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。

Titulo VI Pormularyo ng Reklamo

Ang Pangasiwaan ng Transportasyon ng Solano [Solano Transportation Authority (STA)] ay nakatalaga na tiyaking walang tao ang tinatanggal mula sa paglahok o tinatanggihan ng mga benepisyo ng mga serbisyo nito batay sa lahi, kulay o bayang pinagmulan, alinsunod sa isinasaad sa Titolo VI ng Batas ng mga Karapatang Sibil ng 1964 (Civil Rights Act of 1964), na sinusugan. Ang Titolo VI na mga reklamo ay dapat ihain nang hangga't maaari ay malapit sa petsa ng paratang na diskriminasyon, ngunit hindi lalampas ng 180 araw mula sa petsa na ang Nagrereklamo ay malaman, o napag-alaman ang paratang na diskriminasyon. Ang sumusunod na impormasyon ay kinakailangan upang matulungan ang STA sa pagproseso ng inyong reklamo.

Seksiyon I: Kontak na Impormasyon				
Pangalan:				
Tirahan:				
Telepono (Tahanan):			Telepono (Trabaho):	
Electronic Mail Address:				
Kailangan ng Magagamit na Pormat?		<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape	
Lagyan ng tsek ang lahat ng angkop.		<input type="checkbox"/> TDD	<input type="checkbox"/> Iba pa	
Seksiyon II: Paghahain para sa Isa pang Tao				
Kayo ba ay naghahain ng reklamong ito para sa inyong sarili?			<input type="checkbox"/> Oo*	<input type="checkbox"/> Hindi
*Kung sumagot kayo ng "oo" sa tanong na ito, pumunta sa Seksiyon III.				
Kung hindi, mangyaring ilagay ang pangalan at kaugnayan sa inyo ng tao na inyong ipinaghahain ng reklamong ito:				
Mangyaring ipaliwanag kung bakit kayo ang naghahain ng reklamo para sa taong ito:				
Mangyaring pagtibayin na inyong nakuha ang pahintulot ng nagrereklamong tao kung naghahain kayo sa ngalan nila.			<input type="checkbox"/> Oo	<input type="checkbox"/> Hindi
Seksiyon III: Reklamo ng Diskriminasyon				
Naniniwala ako na ang naranasan kong diskriminasyon ay batay sa (lagyan ng tsek ang lahat ng angkop):		<input type="checkbox"/> Lahi	<input type="checkbox"/> Kulay	<input type="checkbox"/> Bayang Pinagmulan
Petsa ng Paratang na Diskriminasyon (Buwang, Araw, Taon): _____ Ipaliwanag nang malinaw hangga't maaari kung ano ang nangyari at bakit kayo naniniwalang nagkaroon ng diskriminasyon. Ilarawan ang lahat ng taong kasangkot. Isama ang pangalan at kontak na impormasyon ng (mga) tao na gumawa ng diskriminasyon laban sa inyo (kung alam) gayon din ang mga pangalan at kontak na impormasyon ng sinumang mga saksi. Kung kailangan pa ng espasyo, gumamit ng dagdag na papel.				
Seksiyon IV: Nauna o Kasalukuyang mga Reklamo o Asunto				

Dati na ba kayong nakapaghain ng Titulo VI na reklamo sa ahensiyang ito?		Oo	Hindi
Nakapaghain na ba kayo ng reklamo sa anumang iba pang Pederal, Estado o lokal na ahensiya, o sa anumang Pederal o Estado na Hukuman?		Oo	Hindi
Kung oo, lagyan ng tsek ang lahat ng angkop?	<input type="checkbox"/>	Pederal na Ahensiya	Estado na Ahensiya
	<input type="checkbox"/>	Pederal na Hukuman	Lokal na Ahensiya
	<input type="checkbox"/>	Estado na Hukuman	
Mangyaring ibigay ang impormasyon tungkol sa kontak na tao sa ahensiya/hukuman kung saan inihain ang reklamo.			
Pangalan:			
Titulo:			
Ahensiya:			
Address:			
Telepono:			
Seksiyon V: Lagda			
Mangyaring lumagda sa ibaba upang patunayan ang katotohanan ng nasa itaas. Maaari kayong maglakip ng anumang nakasulat na materyales o iba pang impormasyon na sa tingin ninyo ay may kinalaman sa inyong reklamo.			
_____		_____	
Lagda		Petsa	

Palala – Ang STA ay hindi maaaring tumanggap ng isang reklamo nang walag lagda.

Mangyaring isumite ang inyong kumpletong pormularyo sa pamamagitan ng koreo, fax, email, o personal sa:

Brandon Thomson
 STA Title VI Compliance Officer
 Solano Transportation Authority One Harbor Center, Suite 130 Suisun City, CA 94585
 Fax (707) 424-6074
 Email BThomson@sta.ca.gov

Paalala: Ang reklamo ay maaari ring ihain sa: 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.

Mẫu Khiếu nại về Tiêu đề VI

Sở Giao thông Vận chuyển Solano (Solano Transportation Authority (STA)) cam kết đảm bảo rằng sẽ không có người nào bị loại trừ khỏi sự tham gia hoặc bị từ chối dịch vụ trên cơ sở chủng tộc, màu da hay nguồn gốc quốc gia, theo quy định của Tiêu đề VI của Đạo Luật Dân Quyền năm 1964, như đã được sửa đổi. Các khiếu nại về Tiêu đề VI phải được nộp càng sớm càng tốt, nhưng không quá 180 ngày kể từ ngày người khiếu nại biết được về sự phân biệt đối xử. Thông tin sau đây là cần thiết để giúp STA giải quyết đơn khiếu nại của bạn.

Phần I: Thông tin Liên lạc			
Tên:			
Địa chỉ:			
Điện thoại (Nhà):		Điện thoại (Sở):	
Địa chỉ Điện thư:			
Yêu cầu Dạng thức Tiếp cận được?		Chữ in to	Bảng Nghe
Đánh dấu tất cả áp dụng.		TDD	Khác
Phần II: Nộp đơn hộ Người Khác			
Bạn nộp đơn khiếu nại này cho riêng bản thân bạn?		Đúng*	Không
*Nếu trả lời “đúng”, sang Phần III.			
Nếu không, xin vui lòng cung cấp tên và mối quan hệ của người mà bạn đang nộp hộ đơn khiếu nại này:			
Xin giải thích lý do tại sao bạn nộp hộ đơn cho người này:			
Hãy xác nhận rằng bạn đã có được sự cho phép của người khiếu nại nếu bạn nộp hộ đơn cho họ.		Có	Không
Phần III: Khiếu nại về Phân biệt Đối xử			
Tôi tin rằng sự phân biệt đối xử mà tôi trải nghiệm đã đặt cơ sở trên (đánh dấu tất cả áp dụng)		Chủng tộc	Màu da
			Nguồn gốc Quốc gia
Ngày bị Phân biệt Đối xử (Tháng, Ngày, Năm): _____			
Giải thích rõ ràng nhất có thể những gì đã xảy ra và tại sao bạn tin rằng bạn đã bị phân biệt đối xử. Mô tả tất cả những người đã tham gia. Bao gồm tên và thông tin liên lạc của người phân biệt đối xử chống lại bạn (nếu biết) cũng như tên và thông tin của các nhân chứng liên hệ. Nếu cần thêm chỗ để viết, xin dùng thêm giấy.			

Phần IV: Những Khiếu nại và Kiện tụng Trước đây hoặc Hiện tại			
Bạn đã nộp đơn khiếu nại về Tiêu đề VI với cơ quan này trước đây?		<input type="checkbox"/> Có	<input type="checkbox"/> Không
Bạn đã có nộp đơn khiếu nại với bất cứ cơ quan Liên bang, Tiểu bang hoặc địa phương nào khác, hoặc với bất cứ Tòa án Liên bang hoặc Tiểu bang nào khác?		<input type="checkbox"/> Có	<input type="checkbox"/> Không
Nếu có, đánh dấu tất cả những gì áp dụng.	<input type="checkbox"/>	Cơ quan Liên bang	<input type="checkbox"/> Cơ quan Tiểu bang
	<input type="checkbox"/>	Tòa án Liên bang	<input type="checkbox"/> Cơ quan Địa phương
	<input type="checkbox"/>	Tòa án Tiểu bang	
Vui lòng cung cấp thông tin về người liên lạc tại các cơ quan/tòa án nơi khiếu nại đã được nộp.			
Tên:			
Chức vụ:			
Cơ quan:			
Địa chỉ:			
Điện thoại:			
Phần V: Chữ ký			
Vui lòng ký tên dưới đây để chứng minh cho tính xác thực của các điều khai bên trên. Bạn có thể đính kèm bất cứ tài liệu hoặc thông tin nào khác mà bạn nghĩ là có liên quan đến khiếu nại của bạn.			
_____		_____	
chữ ký		ngày	

Lưu ý - STA không chấp nhận khiếu nại không có chữ ký.

Vui lòng nộp mẫu đã điền qua bưu điện, fax, điện thư hoặc mang đích thân đến:

Brandon Thomson
 STA Title VI Compliance Officer
 Solano Transportation Authority One Harbor Center, Suite 130 Suisun City, CA 94585
 Fax (707) 424-6074
 Email BThomson@sta.ca.gov

Lưu ý: Khiếu nại cũng có thể được nộp cho: 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 between July 1, 2017 and June 30, 2020. 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



June 2020

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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 53%, 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 2019 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 2019 population estimates, approximately 448,000 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	14.2%
American Indian and Alaska Native alone	0.5%
Asian alone	15.3%
Native Hawaiian and Other Pacific Islander alone	0.9%
Two or More Races	7.4%
Hispanic or Latino	25.8%
White alone, not Hispanic or Latino	52.7%

(Source: American Community Survey, Census 2013-2017 Estimates)

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.

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 \$25,000 for a family of four. Within Solano County, approximately 15% of the population would qualify as low income under this definition. However, even at that rate, incomes below \$25,000 are still significantly lower than the median income for households within Solano County, currently estimated at \$,72,950 annually. Table 2 presents income information for Solano County residents.

² Census ACS 2013-2017 Quickfacts

Table 2: Solano County Household Incomes

Solano county Household Incomes	
Income	Percentages
Less than \$10,000	4.50%
\$10,000 to \$14,999	3.9%
\$15,000 to \$24,999	6.90%
\$25,000 to \$34,999	7.50%
\$35,000 to \$49,999	11.50%
\$50,000 to \$74,999	17.10%
\$75,000 to \$99,999	14.40%
\$100,000 to \$149,999	18.60%
\$150,000 to \$199,999	8.70%
\$200,000 or more	7.0%
Median income (dollars)	\$72,950
Mean income (dollars)	\$90,972

(Source: US Census American Community Survey S1901 2013-2017)

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:	27%
Computer, engineering, and science occupations:	4%
Education, legal, community service, arts, and media occupations:	7%
Healthcare practitioner and technical occupations:	5%
Service occupations:	17%
Sales and office occupations:	20%
Natural resources, construction, and maintenance occupations:	9%
Production, transportation, and material moving occupations:	10%

(Source: US Census American Community Survey 2013-2017)

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 studies and plans such as 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
- Electronic voting equipment at meetings to collect real-time data
- Online surveys to gather public input
- Monthly electronic newsletter emailed directly to individuals and groups
- 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
- Coordinating outreach with SolanoExpress contractors (SolTrans and FAST)
- 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, email, radio, video internet 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

Appendix 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. Some are staff-based committees that provide additional jurisdiction level feedback and information sharing. 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
- Equity Chapter Working Group
- Regional Transportation Impact Fee (RTIF) Stakeholders Committee
- Safe Routes to School Advisory Committee
- Consolidated Transportation Services Agency 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 have been undertaken. Publicizing these forums included outreach to community-based organizations throughout the 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 consists 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 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 continue to 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. RECENT OUTREACH

Since the last Title VI Submittal there have been a number of outreach efforts. Appendix B contains a summary and list of that work.

VI. 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
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
<u>Helping Hands Senior Resources</u>
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 Jim Frazier
Office of Senator Bill Dodd
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 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
Sullivan Middle School

Community Based Organization and Employer Contact List

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
Vanden High School

Community Based Organization and Employer Contact List

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
--

Youth and Family Services

Appendix B: Recent Outreach Efforts

1. 2018-20 Countywide Seniors and Individuals with Disabilities Summit: mailers, website, surveys, press releases, and social media.
2. City of Vallejo Seniors and individuals with Disabilities Summit: February 8, 2018; Mailers, website, press releases and social media
3. City of Vacaville Seniors and Individuals with Disabilities Summit: March 23, 2018 Mailers, website, press releases and social media
4. City of Fairfield Seniors and Individuals with Disabilities Summit: May 24, 2018 Mailers, website, press releases and social media
5. City of Dixon Seniors and Individuals with Disabilities Mobility Summits: October 12, 2018. Mailers, website, press releases and social media.
6. National Bike to School Day (2018, 2019 and 2020): fliers and posters (in English and Spanish) are sent to all K-12 Solano County Schools in March/April to advertise the event. The event is held the 2nd Wednesday in May.
- 7.
8. International Walk to School Day (2017, 2018, 2019): fliers and posters (in English and Spanish) are sent to all K-8 Solano County Schools in August/September to advertise the event. The event is held the 1st Wednesday in October.
9. Solano Express Phase 1 Service Changes: April 11, 2018. Public Hearings, press releases, social media.
10. Solano Express Phase 2 Service Changes: June 18, 2018. Public Hearings, press releases, social media, and community meetings
11. Solano Express Service Changes 2020, Public Hearings, press releases, social media, and community meetings.
12. Intercity Taxi Card Program (ITX) launched. October 2018. Social Media and Website
13. Community Based Transportation Plan July through October, 2019. Website, newsletter, direct mail, open houses, and online voting.
14. Pedestrian Safety Campaign, September 19, 2019. Social Media and Public Service Announcements.
15. GoGo Grandparent Campaign, Annual. Magazine Ads, flyers.

6. Language Assistance Plan

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



June 2020

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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 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

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.

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, travel training, planning, and commuter-based information services through the Solano Mobility Call Center 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 state funds to manage the in-person paratransit eligibility assessment program for the County's transit operators as part of their Solano Mobility Call Center, as well as other elements of the Mobility Management Program. 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 are not only limited to English speaking populations.

Plan Methodology

A variety of data for Solano County were reviewed 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.

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 2013-2017 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

The most recent census data at the county level data was used for the analysis. This included the American Community Survey (ACS) 5-year sample (2013-2017) within the county. Based on that data, the estimated percentage of the population that indicated they speak English "Less than Very Well" is approximately 10%. Table 1 presents the breakdown by language for those within the county that speak English "Very Well" and "Less Than Very Well." Based on the information, the most prevalent languages spoken in the county are Spanish, Tagalog, Chinese and Vietnamese. These are the same languages used in the 2014 and 2017 STA Language Assistance Plan.

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 1,760 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 County	Percentage
Source: US Census American Community Survey 2013-2017		
Total:	402,315	
Speak only English	282,850	70.31%
Spanish or Spanish Creole:	66,855	16.62%
Speak English "very well"	40,490	10.06%
Speak English less than "very well"	26,365	6.55%
Other Indic languages:	2,272	0.56%
Speak English "very well"	1,383	0.34%
Speak English less than "very well"	889	0.22%
Chinese:	3,660	0.91%
Speak English "very well"	1,895	0.47%
Speak English less than "very well"	1,760	0.44%
Vietnamese:	2,270	0.56%
Speak English "very well"	986	0.25%
Speak English less than "very well"	1,284	0.32%
Tagalog:	28,225	7.02%
Speak English "very well"	18,745	4.66%
Speak English less than "very well"	9,480	2.36%

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 4.5% of the households in Solano County would be considered linguistically isolated. The total percentage of Linguistically Isolated Households has decreased somewhat from the

⁵ FTA Circular 4702.1B

2017 Language Assistance Plan, which shows a slight decrease in Spanish speaking households in Solano County. Please note that averages may not add to 100% due to sampling variability.

Table 2: Linguistically Isolated Households in STA Service Area

US Census American Community Survey 2011-2015 and 2014-2018 Table S1602	Solano 2017 LEP Plan	Solano 2020 LEP Plan
All households Considered "Linguistically Isolated"	4.7%	4.5%
Households speaking --		
Spanish	17.6%	14.9%
Other Indo-European languages	10.8%	7.5%
Asian and Pacific Island languages	14.6%	15.3%
Other languages	2.1%	10.4%

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) 2019-2020 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 County that have greater than one speaker in the school year beginning in 2019.

Table 3: 2019-2020 Department of Education English Learners for Solano County

Language Name	Solano Total	Percent of Total
Spanish	6,480	85.12%
Filipino (Pilipino or Tagalog)	385	5.06%
Punjabi	129	1.69%
Vietnamese	103	1.35%
Arabic	102	1.34%
Other non-English languages	68	0.89%
Portuguese	26	0.34%
Hindi	25	0.33%
French	20	0.26%
Urdu	19	0.25%
Farsi (Persian)	22	0.29%
Russian	18	0.24%
Japanese	15	0.20%
Mandarin (Putonghua)	15	0.20%
Tamil	19	0.25%
Cantonese	10	0.13%
Pashto	13	0.17%
Lao	16	0.21%
Hmong	15	0.20%
Ilocano	12	0.16%
Thai	12	0.16%
Mixteco	12	0.16%
Korean	7	0.09%
German	5	0.07%
Cebuano (Visayan)	8	0.11%
Khmer (Cambodian)	7	0.09%
Mien (Yao)	8	0.11%
Italian	6	0.08%
Turkish	5	0.07%
Samoan	5	0.07%
Rumanian	5	0.07%
Tongan	3	0.04%
Polish	1	0.01%
Armenian	2	0.03%
Burmese	1	0.01%
Indonesian	1	0.01%
Gujarati	2	0.03%
Serbo-Croatian	2	0.03%
Somali	2	0.03%
Marathi	1	0.01%
Amharic	2	0.03%
Chamorro (Guamanian)	1	0.01%
Tigrinya	1	0.01%
Telugu	1	0.01%
Bulgarian	1	0.01%

Language Line Data

Solano Mobility Call Center provides Language Line assistance for those needing translation services when in-house staff is not available. Typically, translation services in Spanish are provided by in-house bilingual staff. Additionally, STA has access to language line services for general information requests.

However, consultation with the Solano Mobility Call Center staff has revealed that the Solano Mobility Call Center program had only received 18 calls in the last year that required translation assistance, and about 44 in person clients that also required translation 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 Mobility Call Center customer service department. By consulting a number of data sources, the findings reveal the following about languages spoken in Solano County that will inform the Language Assistance Plan:

- 4 Discrete languages qualify under the “Safe Harbor Provision” for written materials for the Solano Mobility Programs
- 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: Predominant Languages within Solano County

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	12
<i>Vietnamese</i>	4	4

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 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, both directly and through an employee survey. 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 Mobility Programs	1	Call-in transit trip-planning assistance for traveling around Solano County 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 the Solano Programs’ services in English with marketing materials in English and Spanish
Mobility Management Programs for Older Adults and People with Disabilities		<ul style="list-style-type: none"> • Solano Mobility Call Center Provides “one-stop” mobility information about services for Older Adults and Disabled populations • Manages brokers who performs the In-person Assessment for ADA Paratransit Eligibility within Solano County and Travel Training • Point of Contact can be via STA website or through distributed brochures • Intercity Taxi Card program • Medical Trip Concierge Program • The Solano Mobility’s website provides references to other associated services in other languages • Older Adult Safety Program

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

	<ul style="list-style-type: none"> • 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 Mobility Programs**

As referenced in Table 5, Solano Mobility Programs offer free services and information for alternative transportation in Solano County 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, the Solano Mobility Call Center 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.

The Solano Mobility Call Center 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 the Solano Mobility Call Center 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. However, language assistance is offered at request.

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, or for other languages using the Language Line assistance.

- **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.

- **Solano Mobility Programs**

Since July 2012, STA has been working to develop a Mobility Management Plan for Solano County. The development of a Mobility Management Plan was identified in the 2011 Solano Transportation Study for Seniors and People with Disabilities, as a priority strategy to assist seniors, people with disabilities, and low income and transit dependent individuals with their transportation needs. The STA Board approved the final Mobility Management Plan on April 10, 2014. The Solano Mobility Management Plan identifies existing services and programs, explores potential partnerships, and analyzes how to address mobility needs in Solano County in a cost-effective manner.

Solano Mobility Management Plan addresses four key elements to assist seniors, people with disabilities, and low income and transit dependent individuals with their transportation needs. These four elements are:

- One Stop Transportation Call Center/Complementary Website
- Travel Training Program
- Countywide In-Person ADA Eligibility and Certification Process
- Older Driver Safety Information
- Solano Intercity Taxi Card Program
- Medical Trip Concierge Program

The One-Stop Solano Mobility Call Center provides information in Spanish, Chinese and Tagalog, if needed or requested. Additionally, the contractor that provides ADA Eligibility and Certification through the Solano Mobility Program has employees that speak Spanish. For those individuals needing additional language assistance, the Language Line is used. 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.

An important part of the Solano Mobility Program is the comprehensive website that provides translations of key documents, in addition to having simultaneous translations through Google Translate. (www.solanomobility.org). Future refinements to the website will include a landing page that features a Language Assistance box to guide customers to instructions on how to access language assistance through a language line service:

español Pilipino 中国的 Việt

Currently, Spanish language translations are provided for a variety of other materials, including surveys intended to gain input on customers' transportation needs. However, some items on the Solano Mobility website will need additional translations to ensure that continued access to information is available for non-English speaking populations.

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. In order to gather this information, staff was requested to complete surveys regarding their contact with LEP individuals.

- 68% indicate that they encounter members of the public that do not speak or read English well or appear to have "Limited English Proficiency."
- The average employee interacts with about 7 members of the public in a typical day, but only 1 in 7 does not communicate well in English.
- 30% indicate that they encounter LEP customers between a few times a month and a few times a day
- 41% indicate that they rarely or never encounter LEP customers.
- 41% of LEP customers encountered by staff are typically seeking bus and scheduling information, followed by 12% requesting ticket purchasing information, 6% seeking ADA assistance, and 10% seeking fare information.
- Spanish is the language most often recognized by staff of the LEP customers, followed by Tagalog, Chinese and Vietnamese.
- Employees indicated that language assistance services could be improved for Spanish speakers (59%) followed by Tagalog (16%), Chinese (8%) and Vietnamese (5%).

Several of the employees provided suggestions about how to improve language assistance measures, including:

1. "Provide brochures and signs in their language around the office/depot and on buses"
2. "Staff should be better trained on use of language line."
3. "It would be helpful if we had more Spanish speaking employees."
4. "Contract with local community colleges to offer (staff) courses that use a curriculum tailored to the needs of the community."
5. "Post timetables and service announcements in common languages."
6. "Have bilingual person at meetings when you are likely to have Spanish speakers attend."

Staff from the STA sponsored programs were also consulted to provide input on the individual programs, as referenced below.

Solano Mobility Call Center

Staff indicated that they receive a request for translation into Spanish about 2 times a month via their 1-800 telephone number and about 1-2 requests through walk-ins. 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 2019, The Solano Mobility Call Center received calls broken into the following percentages.

Solano Mobility Programs	% of total
Vanpool/Carpool/Ridematching	<1%
Transit Requests/Questions	31%
Trip Planning	7%
Bikes/Bike routes	<1%
Incentives (Bicycle, ERH, VP Starts)	<1%
Senior/People w/ Disabilities Requests	54%
Other	7%

- **Solano Mobility --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. 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.

Website Views:

Free language assistance is advertised on the STA and Solano Mobility website landing page, which directs site visitors to a page specifically for Title VI and Language Assistance. In the last year, there were only 66 unique views to this page and Spanish Language translated documents were the most viewed. This indicates that there are very few individuals that visit the site to obtain free language assistance for the STA services.

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. In 2018, Summits for Older Adults and People with Disabilities were held in all seven Cities, within Solano County, for the purpose of updating the components outlined in the Community Based Transportation Plan from 2009.

For the outreach, surveys presented for distribution to the CBOs and other organizations 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 slated to be produced in Spanish during the next year.

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 Solano Mobility Call Center, 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 Mobility Management Program and associated ADA In-Person Assessment program and travel training provides direct contact with applicants seeking paratransit eligibility, assistance with understanding how to ride the bus or senior ride services. As such, potential paratransit or bus users may be denied access to the benefits of the bus or 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 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

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

- Consent or participation materials that could limit the ability for those who don't speak English to participate
- Website access with information on obtaining translation services for those who do not speak English

It is assumed that STA will need to continue 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, along with written translations for specific materials. If needed both Chinese and Tagalog are also immediately available. For other languages, and when staff is not available, STA provides Language Line services that provide real-time translation services.

STA's operating budget provides a specific line item for translation services in order to monitor costs. 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.

Annual expenses include:

- Written Materials Translation (such as eligibility forms)
- Language Line assistance (telephone number)
- Public meetings/hearings (brochures and "Take Ones")
- On-going staff training

STA has expended a little under \$3,000 per year for the last three years on translated materials and Spanish Language translations from their Language Line usage. However, they have budgeted approximately \$25,000 for these activities. This represents a little less than 0.5% of their operating budget. This does not include translations related to project-specific materials which are included in grant and/or project budgets.

Factor 4 Findings

It is recommended that STA continue to 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 [continue to](#) 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 is a best practice that allows the agency to monitor the usefulness of the translation expenses.

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
- Providing more translated "How-to" materials that provide information on how to use STA's services and programs
- Continue to conduct 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 a continuing approach to providing language assistance. While some language assistance measures are in place, other methods of providing language assistance are being implemented over time to ensure continued compliance with federal requirements. This plan includes Over the last three years, there has been significant progress to ensuring that English proficiency is not a barrier to accessing STA programs and services.

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 2013-2017), and the Department of Education English Learners data. Approximately 10% 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 Title VI Notice to Beneficiaries and Title VI complaint in all “Safe Harbor” languages

- Providing translated material on the STA, SR2S and the Solano Mobility Call Center websites
- Providing notification of available translation services on website and printed materials in safe harbor languages, such as Board meeting notices
- Having “Google Translate” bar on the STA, the Solano Mobility Call Center and SR2S websites
- 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
- Conducting Customer Surveys in Spanish, and other languages as requested
- Posting STA public hearing notices, news releases and advertisements to newspapers in other languages
- Telephone 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:

- Use of Social Media in other languages
- Increase translation services for meetings through advertisements and flyers
- 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
- “Safe Harbor” Languages for vital document translation include 4 languages: Spanish, Tagalog, Chinese, (Mandarin and Cantonese) and Vietnamese.

⁸ FTA Circular 4702.1B

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 Safe Harbor 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

The following represents the current documents that are translated into the four “Safe Harbor” languages per the Vital Document table, above:

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

As budgets allow, other documents such as marketing materials will be translated into Spanish, with written indications in the other safe harbor languages that translation services are available upon request.

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, customer-facing 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) associated with their Solano Mobility Programs. A number of these contracted workers speak Spanish to help those who may need language assistance. Additionally, staff has been trained to use the Language Line for other languages as needed. 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 and STA-related websites
- Provide Language Assistance Notification on public hearing notices
- Post availability of Telephone Language Line Assistance and other translation services on the STA and Solano Mobility website under the "Title VI and Language Assistance" page
- Provide Google Translate on the STA related websites to promote language inclusion
- 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.

Solano Mobility Call Center Brochure 2017:

800-535-6883 | solanomobility.org

Solano Mobility Call Center



Let us help you find your ride



Friendly Staff to take your call
800-535-6883 10/17

Let us help you!

The Solano Mobility Call Center

- FREE service
- Personalized assistance
- Information about Transportation Options for everyone to get around Solano County and beyond

Commuters

- Carpool and Vanpool
- Park and Ride Lots
- Transit Options
- Walk & Bike

Employers

Services to support employees traveling to work.

Seniors and People with Disabilities

- Countywide In-person ADA Eligibility
- Discount Transit Information
- Local and Regional Transportation Options
- Senior Safe Driving Information
- Taxi Scrip Programs
- Travel Training




800-535-6883 | solanomobility.org

Centro de Llamadas de Movilidad de Solano



Permítanos encontrarle un paseo



Personal amable para atender su llamada
800-535-6883 10/17

Permítanos ayudarle!

El Centro de Llamadas de Movilidad de Solano

- Servicio GRATUITO
- Ayuda personalizada
- Información sobre las opciones de transporte público para que todos puedan desplazarse por el condado de Solano y más allá

Viajeros habituales

- Viajes compartidos en auto/camioneta
- Estacionamientos Park and Ride
- Opciones de transporte público
- Caminar y andar en bici

Empleadores

Servicios para apoyar a los empleados que viajan al trabajo.

Personas mayores y con incapacidades

- Ayuda personalizada con la elegibilidad ADA en todo el condado
- Información sobre el transporte con descuento
- Opciones de transporte local y regional
- Información sobre conducir de forma segura para adultos mayores
- Programas de vales de taxi
- Capacitación de viajes




Contact the Solano Mobility Call Center

Weekdays 7 am - 5 pm
800-535-6883
solanomobility.org

In Person Assistance:

Weekdays 7 am - 3 pm
Suisun City Train Depot
177 Main Street
Suisun City, CA 94585

Weekdays 3 pm - 5 pm
One Harbor Center, Suite 140
Suisun City, CA 94585



For document translation please call:
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Đổi với tài liệu gọi dịch:
Para sa mga dokumento tawag sa pagsasalin:
707-399-3239

Why call us?

The Solano Mobility Call Center provides FREE personalized assistance to successfully travel around Solano County and beyond.

"The Mobility Call center is such a great resource. Anytime I need to travel, I give them a call, and they map out an entire transit trip plan for me so I know exactly what bus to take and what time I should take it." Mary G.



Services

- ADA Eligibility Assessment Services
- BikeLink Locker Card Sales
- Clipper Card Sales
- FasTrak Toll Tag Applications
- FREE Live Transit Trip Planning
- Mobility options for Seniors and People with Disabilities
- Personalized Car and Vanpool Matchlists
- Regional Transit
- Connection (RTC) Discount Card Applications
- Travel Training Services



Programs and Information



- Bicycle Facilities and Maps
- Commuter Emergency Ride Home Program
- Commute Incentive Programs
- Discount Transit Tickets
- Local and Regional Bus Systems
- Local and Intercity Taxi Scrip Programs
- Park and Ride Lots
- Senior Safe Driving Information
- Transit Schedules
- Transportation Options
- Volunteer Driver Program

SolanoMobility

800-535-6883 | solanomobility.org

Para comunicarse con el Centro de Llamadas de Movilidad de Solano

Días laborables 7 am - 5 pm
800-535-6883
solanomobility.org

In Person Assistance:

Días laborables 7 am - 3 pm
Suisun City Train Depot
177 Main Street
Suisun City, CA 94585

Días laborables 3 pm - 5 pm
One Harbor Center, Suite 140
Suisun City, CA 94585



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Đổi với tài liệu gọi dịch:
Para sa mga dokumento tawag sa pagsasalin:
707-399-3239

¿Por qué llamarnos?

El Centro de Llamadas de Movilidad de Solano ofrece ayuda personalizada GRATUITA para viajar con éxito por el condado de Solano y más allá.

"El Centro de Llamadas de Movilidad es un recurso fabuloso. Cada vez que necesito viajar, les llamo y me hacen un plan completo de transporte, así que sé exactamente cuál autobús tomar y a qué hora debo tomarlo." Mary G.



Servicios

- Servicios de evaluación de elegibilidad ADA
- Venta de tarjetas de casilleros para bicicletas BikeLink
- Venta de tarjetas Clipper
- Solicitudes de toll tag de FasTrak
- Planeación de viaje GRATIS en vivo
- Opciones de movilidad para personas mayores y con incapacidades
- Listas personalizadas de viajes compartidos en auto/camioneta
- Solicitudes de tarjeta de descuento de Regional Transit Connection (RTC)
- Servicios de capacitación de viajes



Programas e información



- Mapas e instalaciones para bicicletas
- Programa de transporte de emergencia a casa para viajeros habituales
- Programas de incentivos para viajeros habituales
- Boleto de transporte con descuento
- Sistemas de autobuses locales y regionales
- Programas de vales de taxi locales e interurbanos
- Estacionamientos Park and Ride
- Información sobre conducir de forma segura para adultos mayores
- Horarios de transporte público
- Opciones de transporte
- Programa de conductores voluntarios

SolanoMobility

800-535-6883 | solanomobility.org

Bike To Work Day 2018 Flyer:



DÍA DE IR EN BICI AL TRABAJO **10 de MAYO, 2018**

SOLANO COUNTY ENERGIZER STATIONS

BENICIA 6:00 - 8:30 AM Benicia Bridge Bike Path (Park Rd)	SUISUN CITY 6:00 - 8:30 AM Arenak Station, Main & Lot
DIXON 8:00 - 6:00 PM Pik's Cycles	VACAVILLE 10:00 - 7:00 PM Vero Winch 7:00 - 9:00 AM Vaca Valley Parkway 8:00 - 6:00 PM Ray's Cycle
FAIRFIELD 7:00 - 9:00 AM Solano County Center Plaza 9:00 - 6:00 PM Ray's Cycle	VALLEJO 6:00 - 10:00 AM Vallejo Transit Center 4:15 - 8:00 AM Vallejo Ferry Terminal 3:00 - 7:00 PM Leonardi Cycle

Enter to win local prizes!
commuterinfo.net
800-535-6883
Join the Team Bike Challenge!
May 1 - 31

BAY AREA BIKE TO WORK DAY **MAY 10, 2018**

SOLANO COUNTY ENERGIZER STATIONS

BENICIA 6:00 - 8:30 AM Benicia Bridge Bike Path (Park Rd)	SUISUN CITY 6:00 - 8:30 AM Arenak Station, Main & Lot
DIXON 8:00 - 6:00 PM Pik's Cycles	VACAVILLE 7:00 - 9:00 AM Vaca Valley Parkway 10:00 - 7:00 PM Vero Winch 8:00 - 6:00 PM Ray's Cycle
FAIRFIELD 7:00 - 9:00 AM Solano County Center Plaza 9:00 - 6:00 PM Ray's Cycle	VALLEJO 6:00 - 10:00 AM Vallejo Transit Center 4:15 - 8:00 AM Vallejo Ferry Terminal 3:00 - 7:00 PM Leonardi Cycle

Enter to win local prizes!
commuterinfo.net
800-535-6883
Join the Team Bike Challenge!
May 1 - 31

V-Commute-Log-2018:

2018 V-Commute Challenge Monthly Commute Log

Please check the appropriate box to indicate the way you commute to and from work on each day. At the end of each month, please return this form to: Solano Mobility, One Harbor Center, Suite 130, Suisun City, CA 94585 or fax to 707-424-6074.

For the Month of: **2018**

Date	Drive Alone	Carpool	Vanpool	Transit	Bike	Walk	Telecommute	Did Not Work
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								
16								
17								
18								
19								
20								
21								
22								
23								
24								
25								
26								
27								
28								
29								
30								
31								

Daily Roundtrip Commute Mileage: _____ miles
I certify that this statement is true, correct and complete to the best of my knowledge and belief.

Name (printed) & Signature required _____ Telephone: _____ Date _____

Employer Name _____ Employer Address _____

2018 V-Commute Challenge Monthly Commute Log

Per favor marque la cajita apropiada para indicar su forma de conmutar diario. Al fin de mes complete y envíe esta forma a: Solano Mobility, One Harbor Center, Suite 130, Suisun City, CA 94585 or fax a 707-424-6074.

Para El Mes De: **2018**

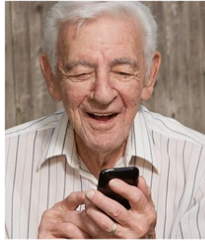
Fecha	Maejo solo	Auto compartido	Vanpool	Transporte publico	Bicicleta	Voy a pie	No trabajando
1							
2							
3							
4							
5							
6							
7							
8							
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11							
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30							
31							

Viaje de ida y vuelta diario de Kilometraje: _____ millas
Certifico que esta afirmacion es cierta, correcta y completa a lo mejor de mi conocimiento y creencia.

Nombre impreso y la firma _____ Telefono _____ Fecha _____

Nombre del Empleado _____ Direccion del Empleado _____

GoGo Grandparent Flyer 2019



**Solano Older Adults
Medical Trip Concierge
Service provided through
GoGo Grandparent
utilizing Lyft & Uber**



Medical trips within Solano County are subsidized by 60% for residents who are age 60 and older**

* Subsidized by 80% for low income individuals



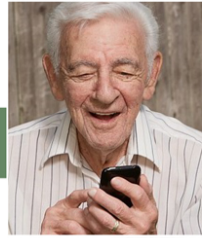
Service is available 24 hours/7 days a week



**** Must be able to enter and exit vehicle without any assistance**



Register at Solano Mobility:
800-535-6883
Monday - Friday / 7am - 5pm



**Servicio de conserjería médica
de para adultos mayores de
Solano brindado a través de
GoGo Grandparent
utilizando Lyft & Uber**



Los viajes médicos dentro del condado de Solano están subsidiados en un 60% para los residentes mayores de 60 años**

*O en 80% para personas de bajos ingresos



El servicio está disponible las 24 horas del día, los 7 días de la semana



****Debe poder entrar y salir de un vehículo sin ayuda**



Regístrese en Solano Mobility:
800-535-6883
de lunes a viernes de 7 am - 5 pm



For more information call Solano Mobility at 800-535-6883 or visit solanomobility.org

Para obtener mas informacion, llame a Solano Mobility at 800-535-6883 or visit solanomobility.org

CBTP July 2019 Flyer:

Transportation Forum for Neighborhoods and Communities in Vallejo



Tuesday, July 30, 2019
4:00 P.M. - 7:00 P.M.
Check In: 3:30 P.M.

Norman King Community Center
545 Magazine St
Vallejo 94590



<https://tinyurl.com/y5pc2kka>

Registration is required:
Call **Solano Mobility** at
(800) 535-6883
by **July 23, 2019**

- FREE Transportation is available to the event. Call for details.
- FREE Refreshments.

Help us improve mobility by...

- ❖ Identifying transportation challenges and gaps in underserved areas of Vallejo
- ❖ Developing feasible solutions
- ❖ Prioritizing funding

Learn About...

- ❖ New SolTrans bus routes
- ❖ Recent transportation improvements
- ❖ Solano Mobility Programs and Services

Complete a survey on-line at
www.solanomobility.org

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Para sa mga dokumento tawag sa pagsasalin:
(707) 399-3239



Foro de Transportacion para la Comunidad (y Barrios) de Vallejo



Martes, 30 Julio, 2019.
4:00 P.M. - 7:00 P.M.
Registracion empieza a las: 3:30 P.M.

Norman King Community Center
545 Magazine St
Vallejo 94590



<https://tinyurl.com/y5pc2kka>

Registracion es necesario:
Llame **Solano Mobility** al
(800) 535-6883
Antes del **23 Julio, 2019**

- Transportacion GRATIS esta disponible para el evento. Llama para detalles
- Refrescos GRATIS

Ayudanos mejorar movilidad para...

- ❖ Identificar desafios y disparidades en areas desatendidas de Vallejo
- ❖ Desarrollar soluciones viables
- ❖ Priorizar fondos

Aprenda acerca de...

- ❖ Nuevas Rutas de SolTrans
- ❖ Recientes mejoramientos de transportacion
- ❖ Programas y Servicios de Solano Mobility

Completa nuestra encuesta on-line a
www.solanomobility.org

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Para la llamada de traducción de documentos:
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Dóí vóit tòi léú góí dích:
Para sa mga dokumento tawag sa pagsasalin:
(707) 399-3239



CBTP October 2019 Flyer:

Vallejo Community Transportation Interactive Expo



Thursday, October 24, 2019
4:00 P.M. - 5:00 P.M. (PRESENTATIONS & VOTING)
5:00 P.M. - 6:00 P.M. (VOTING)
Check In: 3:30 P.M.
North Vallejo Community Center
 1121 Whitney Ave. (at Fairgrounds Dr)
 Vallejo 94589



<https://tinyurl.com/y4k8h5q>

Registration is requested:
 Call **Solano Mobility** at
 (800) 535-6883
 by **October 17, 2019**

- FREE Transportation is available to the event. Call for details.
- FREE Refreshments.

Help us improve mobility by...

- ❖ Hearing the results of the community outreach
- ❖ Reviewing projects
- ❖ Voting to prioritize projects to be funded
- ❖ Visit www.solanomobility.org to learn more and vote on projects

Learn About...

- ❖ Upcoming SolTrans services and projects
- ❖ Upcoming transportation improvements

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 Đối với tài liệu gọi dịch:
 Para sa mga dokumento tawag sa pagsasalin:
(707) 399-3239



Foro de Transportacion Interactivo para la Comunidad de Vallejo



Jueves, 24 de Octubre, 2019
4:00 P.M. - 5:00 P.M. (PRESENTACIÓN Y VOTACIÓN)
5:00 P.M. - 6:00 P.M. (VOTACIÓN)
Registracion empieza a las: 3:30 P.M.
North Vallejo Community Center
 1121 Whitney Ave. (en Fairgrounds Dr)
 Vallejo 94589



<https://tinyurl.com/y4k8h5q>

Registracion es necesario:
 Llame **Solano Mobility** al
 (800) 535-6883
 Antes del **17 de Octubre, 2019**

- Transportacion GRATIS esta disponible para el evento. Llama para detalles
- Refrescos GRATIS

Ayúdanos a mejorar movilidad...

- ❖ Escuchar los resultados de la comunidad
- ❖ Revisar proyectos
- ❖ Votacion para priorizar proyectos a ser financiados
- ❖ Visita www.solanomobility.org para obtener mas informacion y votar sobre proyectos

Aprenda acerca de...

- ❖ Próximos servicios y proyectos de SolTrans
- ❖ Próximas mejoras de transporte

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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.

Members of several non-elected advisory committees are composed of both staff and members of the public that are selected by the mayor or city managers of the local jurisdictions within the county. When soliciting members of the public, STA staff urges the cities to encourage minority participation so that the committees reflect the diversity within the county.

The table below presents the gender and ethnic composition of these non-elected individuals on these committees as of March 1, 2020.

Committee Name	Female	Male	White/ Caucasian- Not of Hispanic Origin	Black / African Amer.	Asian / Pacific Islander	Declined to State
Bicycle Advisory Committee	3	5	6		1	1
Paratransit Coordinating Council	2	3	3	2		
Pedestrian Advisory Committee	3	5	8			

8. Subrecipient Monitoring

STA does not have sub-recipients of Federal Transit Administrative funds (5310). However, STA is a party to a pass-through agreement with Solano County Public Health Department, Health Promotion and Education Bureau that lays out reporting responsibilities of accepting STA funding. Because this agreement was originally drafted prior to considering allocating federal funds for these services, the Sub-recipient agreement does not contain language regarding compliance with Title VI. However, this contract is anticipated to be revised in Fiscal Year 17/18, and language requiring compliance with Title VI and other federal guidance will be included should STA wish to pass-through Congestion Mitigation and Air Quality Improvement (CMAQ) or other future federal funds.

Additionally, Solano County is a current recipient of other federal transportation funding, and has an adopted "Title VI Non-Discrimination Policy" that requires the county to assure that no person shall on the basis of race, color or national origin be excluded from participation or be denied the benefits of, or be otherwise subjected to discrimination under any Solano County program or activity, which demonstrates their effort to ensure Title VI compliance.

Should FTA funds be allocated to this program, STA will integrate the following elements into their subrecipient monitoring program.

1. Place statements in contracts, inter-agency agreements or other legal funding documents that require subrecipients to comply with all applicable federal requirements, including those associated with Title VI (47 U.S.C §2000(d) *et seq.*) and the regulations of the Department of Transportation issued thereunder (49 CFR Part 21) within 90 days of agreement adoption.
2. Preliminary compliance check to assure that subrecipient understands the Title VI requirements in order to determine if help or guidance will be needed to assist subrecipient complete their Title VI program.
3. Annual compliance checks to verify that subrecipients have a valid Title VI program coincidental with the original agreement date.

8. Board Adoption of Title VI Program