

Tahoe Truckee Area Regional Transit (TART)

Title VI Compliance Plan



Updated and adopted by Truckee Town Council September 27, 2022

Town of Truckee
10183 Truckee Airport Road
Truckee, CA 96161
(530) 582-7700

Title VI Compliance

The Town of Truckee is committed to ensuring that no person is excluded from participation in, or denied the benefits of, or be subject to discrimination in receipt of its services or programs on the basis of race, color, national origin, or any other characteristic protected by law, including Title VI of the Civil Rights Act of 1964, as amended. Further, under the Americans with Disabilities Act (ADA) of 1990, no entity shall discrimination against an individual with a physical or mental disability in connection with the provision of transportation services.

The Town's primary goal is to ensure all management, staff, contractors, local agencies, and service beneficiaries are aware of the provisions of, and responsibilities derived from Title VI of the Civil Rights Act of 1964 and the Federal Transit Administration (FTA) Circular 4702.1B of 2012. The Town's Title VI Plan serves to provide leadership, direction, and policy to ensure compliance with Title VI, Environmental Justice, and Limited English Proficiency principles. This policy also ensures that social impacts to communities and people are recognized and considered throughout the transportation planning, and decision-making process.

This document was prepared by Town of Truckee (Town) and approved by the Truckee Town Council to comply with Title VI of the Civil Rights Act of 1964, including new provisions detailed in U.S. Department of Transportation FTA Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients.

Town of Truckee is committed to ensuring that no person is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any of its Truckee Tahoe Area Regional Transit (TART) programs, activities, or services on the basis of race, color or national origin.

To obtain more information on the Town's nondiscrimination obligations or to file a Title VI complaint, contact the Public Works Director at (530) 582-7700 or visit the Town's Title VI webpage at <https://www.townoftruckee.com/government/engineering-and-public-works/public-transportation/title-vi-non-discrimination-documents>.

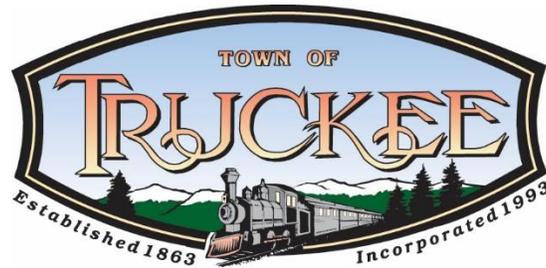
Sincerely,

Jennifer Callaway
Town Manager
Town of Truckee

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Section 1a. Title VI Notice to the Public (English)



PUBLIC NOTICE

Notifying the Public of Rights Under Title VI

Town of Truckee TART operates its programs, activities, and services without regard to race, color or national origin in accordance with Title VI of the Civil Rights Act of 1964.

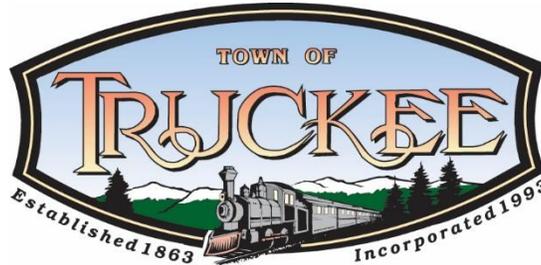
Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI while using Truckee TART services may file a complaint with the Town of Truckee.

For more information on Town of Truckee's civil rights program and the procedures to file a complaint, contact the Town Clerk's office at (530) 582-7700. Information is also on the Town of Truckee website www.townoftruckee.com, or visit the Town of Truckee administrative office at 10183 Truckee Airport Road, Truckee, CA 96161.

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE., Washington D.C. 20590.

If information is needed in another language, contact (530) 582-7700 for assistance.
Si require informacion en otro idioma, llame a (530) 582-7700.

Section 1b. Title VI Notice to the Public (Spanish)



AVISO PUBLICO

Notificación al público de los derechos bajo el título VI

El TART de Town of Truckee operara sus programas, actividades y servicios, sin distinción de raza, color u origen nacional, de conformidad con el Título VI del acta de derechos civiles de 1964.

Cualquier persona que crea que ha sido agraviada por cualquier práctica discriminatoria ilegal bajo el Título VI durante el uso de los servicios de TART de Truckee puede presentar una denuncia con Town of Truckee.

Para obtener más información sobre el programa de derechos civiles de Town of Truckee y los procedimientos para presentar una denuncia, comuníquese con la secretaria de la ciudad de Truckee al (530) 582-7700. La información también esta en el sitio web de Town of Truckee www.townoftruckee.com, o visite la oficina administrativa de Town of Truckee en 10183 Truckee Airport Road, Truckee, CA 96161.

Un demandante puede presentar una denuncia directamente con la Administración Federal de Tránsito (FTA) al presentar la denuncia ante la Oficina de Derechos Civiles, Atención:.. Coordinador del Programa del Título VI, East Building, 5th Floor-TCR, 1200 New Jersey Ave., NW, Washington DC 20590 .

Si se necesita información en otro idioma, llame a (530) 582-7700 para obtener ayuda.

Section 2. List of Locations Where Title VI Notice Is Posted

Town of Truckee TART Title VI Notice to the Public (both English and Spanish) is posted at the following locations:

Town of Truckee Administrative Office
10183 Truckee Airport Road
Truckee, CA 96161

Paratransit Services (Transit Contractor)
10969 Stevens Lane
Truckee, CA 96161

Truckee Transit Shelters
Hennes Flat Apartments
Martis Roundabout
Regional Park
Gateway Center
Grocery Outlet
Crossroads Center
Mousehole
West End Donner Lake
Soaring Ranch
Estates Drive
Coldstream

Truckee TART Vehicle Fleet

Truckee TART Schedules

Town of Truckee Website: www.townoftruckee.com

Section 3a. Title VI Complaint Procedures (English)

Any person who believes that he or she has been subjected to discrimination on the basis of race, color or national origin with respect to Truckee TART programs, activities, services, or other transit related benefits, may file a written complaint with Town of Truckee. A complaint may be filed by the individual or by a representative. A complaint must be filed within 180 days after the date of the alleged discrimination, but complainants are encouraged to submit complaints as soon as possible. Town of Truckee will promptly investigate all complaints filed under Title VI pursuant to this Regulation.

Complaint must include the following information:

- a) A complaint must be in writing and signed and dated by the complainant or his/her representative before any action can be taken.
- b) A complaint shall state, as fully as possible, the facts and circumstances surrounding the alleged discrimination, including the name and address of the complainant, the date, time and location of the incident. The complaint shall include a description of the program, activity or service on which the alleged discrimination occurred.

A Complaint Form can be used to file a Title VI complaint with Town of Truckee. A Complaint Form will be made in an accessible format upon request. A Complaint Form can be obtained at:

- a) Town of Truckee website www.townoftruckee.com.
- b) By calling Town of Truckee Clerk's office at (530) 582-7700 a Complaint Form can be mailed.
- c) By picking up a Complaint Form from the Clerk's office at Town of Truckee administrative office located at 10183 Truckee Airport Road, Truckee, CA 96161.

If the complaint is received by anyone at Town of Truckee other than the Clerk's office, the individual in receipt of the complaint shall forward it to the Clerk's office or designee as soon as practicable but no later than two (2) business days from the date of receipt. The Clerk's office shall immediately provide a copy of the complaint to the Town Attorney and the Public Works Director regarding the Truckee TART program, activity or service that is identified as being out of compliance.

The Public Works Director or designee shall promptly investigate the alleged complaint and shall prepare a written response as soon as practicable, but no later than ten (10) business days of receipt of the complaint. The Public Works Director or designee may consult with appropriate staff in the preparation of a response to the complaint.

The Public Works Director or designee shall make efforts to speak (meeting or telephone conversation) with the complainant, at which time the complainant may give written or oral evidence supporting the allegation that his/her rights under Title VI have been violated. The Town Attorney shall review and consider the response prepared by the Public Works Director or

designee, all the information provided by the complainant, if any, and any other evidence available regarding the allegations of the complaint. The Town Attorney shall prepare a written report of the findings, and if corrective action is required, a timetable for the completion of such action.

As soon as it is practicable, but no later than twenty (20) business days following receipt of the initial complaint, the Public Works Director or designee shall inform the complainant of the findings and any corrective action to be taken as a result of the complaint together with the timetable for completion of such action.

Any timeline set forth herein may be extended by the Public Works Director upon a showing of good cause.

Appeal Process and Filing a Complaint with the FTA

If the complainant is not satisfied with the findings and/or action of Town of Truckee then the complainant may file his/her complaint with the Federal Transit Administration (FTA) Office of Civil Rights.

Any person who believes that he/she or as a member of any specific class of individuals, has been subjected to discrimination on the basis of race, color, or national origin with respect to Truckee TART programs, activities, or services, or other transit related benefits, may file a written complaint with the FTA. A complaint may be filed by the individual or by a representative. A complaint must be filed within 180 days after the date of the alleged discrimination. FTA will promptly investigate all complaints filed under Title VI in accordance with Department of Transportation (DOT) regulations 49 CFR 21.11(b) and 21.11 (c).

A complaint filed with the FTA must include the following information:

- A complaint must be in writing and signed and dated by the complainant or his/her representative before any action can be taken. In cases where a complainant is unable or incapable of providing a written statement, but wishes FTA or DOT to investigate alleged discrimination, a verbal complaint of discrimination may be made to the FTA Director, Office of Civil Rights. If necessary, the Civil Rights Official will assist the person in converting the verbal complaint into writing. All complaints must, however, be signed by the complainant or his/her representative.
- A complaint shall state, as fully as possible, the facts and circumstances surrounding the alleged discrimination, including the date, time and location of the incident. The complaint shall include a description of the program, activity or service on which the alleged discrimination occurred.

- FTA Civil Rights Office Address: Federal Transit Administration Office of Civil Rights
Attn: Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Avenue, S.E. Washington, DC 20590
TTY: 1-800-877-8339; Voice: 1-866-377-8642

Once a complaint has been accepted, FTA will notify Town of Truckee that it has been subject to a Title VI complaint and ask Town of Truckee to respond in writing to the complainant's allegations. Once the complainant agrees to release the complaint to Town of Truckee, FTA will provide Town of Truckee with the complaint. FTA may choose to close a complaint if the complainant does not agree to release the complaint to Town of Truckee. FTA strives to complete a Title VI complaint investigation within 180 days of the acceptance date of a complaint.

FTA will make a prompt investigation whenever a compliance review, report, complaint or any other information indicates a possible failure to comply with Title VI Regulations. FTA's investigation will include a review of the pertinent practices and policies of Town of Truckee, the circumstances under which the possible noncompliance occurred, and other factors relevant to a determination as to whether Town of Truckee has failed to comply with Title VI regulations.

Following the investigation, FTA Office of Civil Rights will transmit to the complainant and Town of Truckee one of the following three letters based on its finding:

- Letter of Resolution - Explains the steps that Town of Truckee has taken or promises to take to come into compliance with Title VI.
- Letter of Finding (Compliance) - Explains that Town of Truckee is found to be in compliance with Title VI. This letter will include an explanation of why Town of Truckee was found to be in compliance, and provide notification of the complainant's appeal rights.
- Letter of Finding (Noncompliance) - Explains that Town of Truckee is found to be in noncompliance. This letter will include each violation referenced, the applicable regulations, a brief description of proposed remedies, notice of the time limit on the conciliation process, the consequences for failure to achieve voluntary compliance, and an offer of assistance to Town of Truckee in devising a remedial plan for compliance.

The letters of finding and resolution will offer the complainant and Town of Truckee the opportunity to provide additional information that would lead FTA to reconsider its conclusions. FTA requests that the parties in the complaint provide this additional information within 60 days of the date of the FTA letter of finding. FTA Office of Civil Rights will respond to an appeal either by issuing a revised letter of resolution or finding to the appealing party, or by informing the appealing party that the original letter of resolution or finding remains in force.

Town of Truckee – Truckee TART
Title VI Complaint Form
10183 Truckee Airport Road, Truckee, CA 96161; (530) 582-7700

Complainant's Name: _____

Street Address: _____

City/State/Zip: _____

Telephone: _____

Alternate Phone: _____

E-Mail Address: _____

Date of Violation: _____ Time of Violation: _____

Place of Violation: _____

Bus Number: _____ Bus Service (Fixed Route or Dial-A-Ride): _____

I feel the discrimination I experienced was based on: Race Color National Origin

Please provide the name(s) of the Truckee TART employee(s) who allegedly discriminated against you, if known. _____

Identify what Truckee TART program, activity, or service you were using at the time you were allegedly discriminated against. _____

Identify individuals by name, address and phone number that has information relating to the alleged violation. _____

Explain what happened and why you feel you were discriminated against. Please include how other individuals were treated differently from you. Use the back of this form if you need more space. _____

Signature of Complainant: _____ Date: _____

Section 3b. Title VI Complaint Procedures (Spanish)

Sección 3b. Procedimientos de denuncias del Título VI

Cualquier persona que cree que él o ella ha sido víctima de discriminación por motivos de raza, color u origen nacional en lo que respecta a los programas TART de Truckee, actividades, servicios, u otros beneficios relacionados con tránsito, puede presentar una denuncia por escrito a Town of Truckee. Una denuncia puede ser presentada por el individuo o por un representante. Una denuncia se debe presentar dentro de los 180 días después de la fecha de la supuesta discriminación, pero se anima a los denunciantes a presentar denuncias a la posible brevedad. Town of Truckee investigará inmediatamente todas las denuncias presentadas en virtud del Título VI de conformidad con el presente reglamento.

La denuncia debe incluir la siguiente información:

- a) Una denuncia debe ser por escrito y firmado y fechado por el autor o su representante antes de tomar cualquier acción.
- b) Una denuncia deberá declarar información completa de los hechos y las circunstancias que rodearon la supuesta discriminación, incluyendo el nombre y la dirección del demandante, la fecha, hora y lugar del incidente. La denuncia deberá incluir una descripción del programa, actividad o servicio en el que ocurrió la supuesta discriminación.

Un formulario de denuncias puede ser utilizado para presentar una denuncia del Título VI con Town of Truckee. El formulario se hará disponible en un formato accesible a petición. Un formulario de denuncias se puede obtener en:

- a) Sitio web de Town of Truckee www.townoftruckee.com.
- b) Al llamar a la oficina del secretario de Truckee (530) 582-7700 un formulario de denuncias puede ser enviado por correo.
- c) Al recoger un formulario de reclamación en la oficina administrativa de Town of Truckee ubicada en Truckee 10183 Truckee Airport Road, Truckee, CA 96161.

Si la denuncia es admitida por una persona de Town of Truckee que no pertenece a la oficina del secretario, esta misma reenviara el documento a la oficina del secretario o la persona designada, lo antes posible pero no más tarde de dos (2) días desde la fecha de recibo. La oficina del secretario proporcionara inmediatamente una copia de la denuncia ante el abogado de la ciudad de Truckee y el director de Public Works , con respecto al programa TART de Truckee, actividad o servicio que se identificaron ser fuera de cumplimiento.

El director de Public Works, o la persona designada, investigaran rápidamente la supuesta denuncia y preparará una respuesta por escrito tan pronto como sea posible, pero no más tarde de diez (10) días siguiendo el recibo de la denuncia. Si es necesario el director de Public Works ,

o la persona designada, consultara con la persona apropiada en la preparación de una respuesta a la denuncia.

El director de Public Works , o la persona designada, harán esfuerzos para hablar (reunión o conversación telefónica) con el demandante, en cual momento el demandante puede dar testimonio escrito u oral para apoyar la afirmación de que sus derechos en virtud del Título VI han sido violados. El abogado de la ciudad de Truckee deberá revisar y considerar la respuesta preparada por el director de Public Works, o la persona designada, toda la información proporcionada por el demandante, si lo hubiere, y cualquier otra evidencia disponible con respecto a las alegaciones de la demanda. El abogado de la ciudad Truckee elaborará un informe escrito de los resultados, y si se requiere una acción correctiva, con un calendario de fechas para la realización de dicha acción.

Tan pronto como sea posible, pero no más tarde de veinte (20) días siguiendo la fecha de recibo de la denuncia inicial, el director de Public Works , o la persona designada, deberán informar al denunciante de los resultados y las medidas correctivas que deben adoptarse como consecuencia de la denuncia junto con el calendario para la realización de dicha acción.

Cualquier línea de tiempo establecida en este documento podrá ser prolongada por el director de Public Works subdirector con causa justificada.

Apelar proceso y presentación de denuncias ante el FTA

Si el demandante no está satisfecho con los resultados y/o acciones de Town of Truckee entonces el demandante puede presentar su reclamación ante la Administración Federal de Tránsito (FTA) Oficina de Derechos Civiles.

Cualquier persona que cree que él/ella o como miembro de una clase específica de personas, ha sido objeto de discriminación por motivos de raza, color u origen nacional en lo que respecta a los programas TART de Truckee, actividades o servicios, u otros beneficios relacionados de tránsito, puede presentar una denuncia por escrito ante el FTA. Una denuncia puede ser presentada por el individuo o por un representante. Una denuncia se debe presentar dentro de los 180 días después de la fecha de la supuesta discriminación. FTA investigará inmediatamente todas las denuncias presentadas en virtud del Título VI de acuerdo con el Departamento de Transporte (DOT) de los reglamentos 49 CFR 21.11 (b) y 21.11 (c).

Una denuncia presentada ante el FTA debe incluir la siguiente información:

- La denuncia debe ser por escrito y firmado y fechado por el autor o su representante antes de tomar cualquier acción. En los casos en que un demandante no puede o es incapaz de proporcionar una declaración por escrito, pero desea que FTA o DOT investigue la supuesta discriminación, una denuncia verbal de la discriminación puede ser hecha al director de FTA, Oficina de Derechos Civiles. Si es necesario, el oficial de Derechos Civiles puede asistir a la persona a convertir la denuncia verbal a escritura. Todas las denuncias deben, sin embargo, ser firmadas por el demandante o su representante.

- Una denuncia deberá constar, en todo lo posible, los hechos y las circunstancias que rodearon la supuesta discriminación, incluyendo la fecha, hora y lugar del incidente. La denuncia deberá incluir una descripción del programa, actividad o servicio en el que ocurrió la supuesta discriminación.
- FTA Civil Rights Office Address: Federal Transit Administration Office of Civil Rights
Attn: Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Avenue, S.E. Washington, DC 20590
TTY: 1-800-877-8339; Voice: 1-866-377-8642

Una vez que una denuncia ha sido aceptada, FTA notificará Town of Truckee que ha sido objeto de una denuncia del Título VI y preguntara que Town of Truckee responda por escrito a las alegaciones del demandante. Una vez que el demandante esté de acuerdo para liberar la denuncia a Town of Truckee, FTA proporcionará a Town of Truckee con la denuncia. FTA puede optar por cerrar una denuncia si el demandante no está de acuerdo para liberar la denuncia a Town of Truckee. FTA se esfuerza por completar una investigación de denuncia del Título VI dentro de los 180 días de la fecha de aceptación de una denuncia.

FTA hará una investigación inmediata siempre que una revisión de cumplimiento, informe, denuncia o cualquier otra información indica un posible incumplimiento de las regulaciones del Título VI. La investigación de FTA incluirá una revisión de las prácticas y las políticas pertinentes de Town of Truckee, las circunstancias en que se produjo la posible falta de cumplimiento, y otros factores pertinentes a una determinación en cuanto a si Town of Truckee no ha cumplido con las normas del Título VI.

Tras la investigación, FTA Oficina de Derechos Civiles transmitirá al demandante y a Town of Truckee, basado en su descubrimiento, una de las tres cartas siguientes:

- Carta de resolución - Explica los pasos que Town of Truckee haya adoptado o se comprometen a tomar para entrar en cumplimiento con el Título VI
- Carta de descubrimiento (Cumplimiento) - Explica que Town of Truckee se encuentra estar en cumplimiento con el Título VI. Esta carta incluirá una explicación de por qué Town of Truckee se encontró estar en cumplimiento, e informara de todos los derechos de apelación del demandante.
- Carta de descubrimiento (Incumplimiento) - Explica que Town of Truckee se encuentra estar en incumplimiento. Esta carta incluirá cada violación que se hace referencia, la normativa aplicable, una breve descripción de las propuestas soluciones, conocimiento del límite de tiempo en el proceso de conciliación, las consecuencias en caso de no lograr el cumplimiento voluntario, y asistencia a Town of Truckee con la preparación de un plan correctivo para el cumplimiento.

Las cartas de descubrimiento y resolución ofrecerán al demandante y a Town of Truckee la oportunidad de someter información adicional que llevaría FTA a reconsiderar sus conclusiones. FTA requiere que las personas en la demanda proporcionen información adicional dentro de sesenta (60) días de la fecha de la carta de descubrimiento escrita por FTA. FTA Oficina de Derechos Civiles responderá a una apelación, por manera de una carta revisada de la resolución o descubrimiento de la parte apelante, o una carta informando a la parte apelante que la carta original de la resolución o descubrimiento sigue vigente.

Town of Truckee – Truckee TART
Formulario de denuncias del título VI
10183 Truckee Airport Road, Truckee, CA 96161; (530) 582-7700

Nombre del demandante: _____

Dirección: _____

Ciudad/Estado/Código Postal: _____

Número de Teléfono: _____ Teléfono alternativo: _____

Correo electrónico: _____

Fecha de violación: _____ Tiempo de violación: _____

Lugar de violación: _____

Número del autobús: _____ Servicio de autobús (Ruta fija o Dial-A-Ride): _____

Siento que la discriminación que pase fue basada en: Raza Color Origen Nacional

Por favor, indique el nombre(s) del empleado(s) de Truckee TART, que supuestamente discrimino contra usted, si se conoce(n). _____

Identifique que programa, de Truckee TART, la actividad, o el servicio que estaba utilizando en el momento que estaba supuestamente fue discriminado. _____

Identifique los individuales por nombre, dirección y número de teléfono que tienen información sobre la presunta violación. _____

Explique lo que paso y por qué cree que fue discriminado. Por favor incluya la forma en que otros individuos fueron tratados diferente que usted. Use el reverso de este formulario si necesita más espacio. _____

Firma del demandante: _____ Fecha: _____

Section 4: Title VI Investigations, Complaints or Lawsuits

Truckee TART does not have any past, current or pending Title VI investigations, complaints or lawsuits.

Section 5: Public Participation Plan

Town of Truckee carries out its Truckee TART programs, activities, and services in compliance with Title VI of the Civil Rights Act of 1964. Town of Truckee, nor any of its employees, does not, on the grounds of race, color or national origin, exclude any person from participating in, deny the benefits of, or subject him/her to discrimination under any Truckee TART program, service, or activity.

Town of Truckee evaluates significant Truckee TART system-wide service and fare changes, and proposed improvements at the planning and programming stages to determine whether these changes have a discriminatory impact on the transit-dependent population and Limited English Proficiency (LEP) individuals.

Town of Truckee promotes the full and fair participation of all affected populations in the transportation decision-making process, and seeks out and considers the viewpoints of these population groups in the course of conducting public outreach and involvement activities. Town of Truckee's public participation strategy offers early and continuous opportunities for the public to be involved in the identification of social, economic and environmental impacts of proposed transportation decisions.

Town of Truckee ensures that all individuals are afforded an opportunity to participate in the public process when making significant changes to Truckee TART services through stakeholder working groups, public workshops, public hearings, in writing, and one-one-one meetings.

Town of Truckee collaborates with other local agencies and organizations when conducting outreach efforts on transit-related projects. Public outreach information is provided to the local newspaper and radio station, through email blasts by local employers and the Chamber of Commerce, through social media outlets, posted at locations frequented by the community (library, post office, hospital, etc.), posted in buses, transit shelters, and at the transit center, on the Town of Truckee website (www.townoftruckee.com), and at the Town of Truckee administrative office located at 10183 Truckee Airport Road, Truckee, CA 96161.

The Town of Truckee partners with the Nevada County Transportation Commission on the annual unmet transit needs process, and when preparing transit planning documents such as the Nevada County Coordinated Public-Transit Human Services Transportation Plan and the Eastern Nevada County Transit Development Plan updates. Public outreach information is provided in Spanish and the Town works with organizations that provide services to LEP individuals along with conducting other outreach efforts as described above.

Section 6: Limited English Proficiency Plan

Introduction

This Limited English Proficiency (LEP) Plan has been prepared to address Town of Truckee responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. This Plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, and with the Federal Transit Administration Circular 4702.1B dated October 1, 2012, which states that no person shall be subjected to discrimination on the basis of race, color or national origin.

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

Plan Summary

Town of Truckee is the public transit operator in Truckee, California on the Eastern Slope of Nevada County and has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided by Truckee TART. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write, or understand English.

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

To prepare this Plan, Town of Truckee applied the U.S. Department of Transportation (DOT) Four-Factor Analysis. Below is a summary of the results.

Four-Factor Analysis

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the Truckee TART program.

Town of Truckee staff reviewed the U.S. Census Bureau 2015-2019 American Community Survey 5-Year Estimates Report and determined that 2,276 persons in Truckee (14.5% of the population) speak a language other than English. In Truckee, 716 persons (4.6%) indicate having limited English proficiency, that is, they speak English "not very well."

In Truckee, of those persons with limited English proficiency, 608 (3.9% of the total population) speak Spanish; the remaining 108 respondents speak approximately 6 different languages, each

accounting for less than 0.7% of the population. The table below identifies the number of Spanish speaking LEP individuals by Census Tract in Truckee.

Source: <https://data.census.gov/cedsci/table?g=1600000US0680588&tid=ACSDP5Y2020.DP02>; accessed on 9/19/2022

Spanish Speaking LEP Individuals by Census Tract			
Census Tract	Truckee Neighborhoods	LEP Persons	% of Tract Population
12.03	Tahoe Donner Eastern	0	0.0%
12.04	Tahoe Donner Western/Donner Lake	18	0.8%
12.05	Glenshire	25	0.5%
12.06	Gateway, Prosser Lakeview, Ponderosa Palisades, Downtown	372	5.9%
		415	7.2%

Truckee TART provides fixed route (1 route) and demand response (dial-a-ride) services. The fixed route provides service within Census Tracts 12.04 and 12.06. The dial-a-ride provides door to door service in all four Census Tract areas.

LEP individuals generally make contact with Truckee TART services by telephone, direct contact with the bus drivers, or in-person at the Town of Truckee administrative office. During these points of contact, efforts are made to determine the literacy skills of the LEP individual in their own language when a request is made to provide information in a language other than English. Town of Truckee collaborates with organizations that serve LEP clients to determine if LEP individuals are underserved by Truckee TART programs due to language barriers.

2. The frequency with which LEP persons come in contact with Truckee TART programs.

Town of Truckee surveyed the Truckee TART contractor dispatch and driver staff (a total of 6 persons). The following table reflects the questions that were asked along with the collective responses. As shown, dispatchers and drivers were able to successfully communicate with and provide information to LEP individuals.

Town of Truckee ensures that LEP individuals have access to Truckee TART programs, activities, and services, and promotes the full and fair participation of LEP individuals in the transportation decision-making process. Town of Truckee works with key organizations that serve LEP individuals when conducting outreach efforts related to Truckee TART programs, activities and services.

Survey of Transit Dispatchers and Drivers Related to Contact with LEP Individuals	
Questions	Collective Responses
While performing work functions, have you ever come into contact with individuals who are non-English speaking or Limited English Proficient?	Yes
How frequently do you come into contact with Limited English Proficient individuals?	Dispatchers: once per day Drivers: several times per week
Can you identify which language(s) these individuals speak?	Spanish
What questions about Truckee Transit did they ask?	Dispatchers: schedule/confirm their ride Drivers: fixed route schedule and cost to ride
Were you able to successfully communicate with individuals who are Limited English Proficient?	Yes

3. The nature and importance of program, activity or service provided by the Truckee TART program to people’s lives.

Transportation services that are provided by Truckee TART play a key role in the lives of our community members who are mobility limited by providing them lifeline access to social and medical facilities, employment opportunities, educational resources, social events, shopping opportunities and other basic necessities. These transit services enhance their quality of life, allow them to maintain their independence, and stay engaged and connected to their community. Truckee TART services are particularly essential to the transit-dependent population during the winter months when snow and icy conditions make travel challenging.

Town of Truckee efficiently and effectively coordinates transportation services with various social service agencies and other organizations that have LEP clients. The Nevada County Coordinated Public Transit-Human Services Transportation Plan identifies the transportation needs of mobility limited persons, which includes LEP individuals. Town of Truckee continuously assesses its programs, activities and services to ensure Truckee TART is providing meaningful access to LEP individuals.

4. The resources available to the recipient for LEP outreach as well as the costs associated with that outreach.

Town of Truckee assessed its available resources used to provide LEP assistance, including determining the cost (\$50 - \$100 per hour) of professional translation services, which of its

documents would be the most valuable to be translated, and taking an inventory of available organizations that Town of Truckee could partner with for outreach and translation efforts. For LEP individuals needing an oral interpreter, Town of Truckee has multilingual staff to assist with such requests. Additionally, the Town recently established and hired a Diversity, Equity, and Inclusion Program Manager. This position is intended to enhance and further communication channels with vulnerable, underserved, underrepresented populations and will be a new and additional resource in implementing the Title VI Plan and procedures and policies.

Safe Harbor Provision

The Safe Harbor Provision outlines the threshold at which point written and oral translation of Truckee TART service information is required as reflected below:

- 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 by Truckee TART programs, activities or services the written translation of vital documents is required.
- Oral Interpreter for Non-Vital Documents: 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 then Town of Truckee 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.

As identified through the Four-Factor Analysis, Spanish is the LEP language group within the Truckee TART service area that meets the written translation guideline. The following documents are available in Spanish:

- Title VI Notice to the Public
- Title VI Complaint Procedures
- Title VI Complaint Form
- Truckee TART Schedule
- Truckee TART ADA Application
- Public Notices and other pertinent information related to transit service changes and projects

The Title VI Public Notice is posted at locations outlined in Section 2 of this Compliance Plan. The remaining documents listed are on the Town of Truckee website (www.townoftruckee.com), are available at the Town of Truckee administrative office located at 10183 Truckee Airport Road, Truckee, CA 96161, or by calling the Town of Truckee Clerk's office at (530) 582-7700.

Translation of any other documents requested in a language other than English or Spanish is determined on a case-by-case basis.

Providing Language Assistance Services by Language

There are several ways that Town of Truckee provides language assistance services as outlined below:

- Oral and written format
- By telephone, in person or email
- Town of Truckee website Social media
- Google Translate
- Organizations with LEP clients

Additionally, Town of Truckee can make available at meetings and on the buses the Census Bureau Language Identification Flashcards, which assists Town of Truckee in identifying language assistance needs.

Providing Notice to LEP Persons About the Availability of Language Assistance

In order to ensure that LEP individuals are aware of Town of Truckee language assistance measures, Town of Truckee staff works with organizations that provide services to LEP individuals to spread awareness of language assistance for Truckee TART services, programs, and activities, and meetings related to transit service changes or projects. Language assistance information is posted on the Town of Truckee website, in transit shelters and on buses. Meeting notices, flyers, and agendas include information about language assistance and are posted or announced with local stakeholders, radio and news media, and at locations where members of the community frequent (library, post office, etc.).

Monitoring, Evaluating and Updating the Language Assistance Plan

Town of Truckee updates the LEP Plan and language assistance program as required by Title VI. At a minimum, the Plan is reviewed and updated every four years in conjunction with the update and submission of the Title VI Compliance Plan. Census data is reviewed to ensure all LEP language groups are included utilizing the Four-Factor Analysis. At a minimum, the following evaluation measures are used to update the Plan:

- Determine if local language assistance measures have been effective and sufficient to meet the needs of the LEP language group.
- Any complaints concerning Town of Truckee failure to meet the needs of the LEP language group.
- The number of documented LEP person contacts encountered annually by Truckee TART.
- Determine if Town of Truckee's financial resources are sufficient to fund language assistance resources needed.

Town of Truckee ensures that individuals have access to its Truckee TART programs, activities and services by carrying out this Plan.

Staff Training to Provide Timely and Reasonable Language Assistance to LEP Populations

The following training has been provided to Truckee TART employees and its transit contractor staff:

- How to respond to LEP callers
- How to respond to LEPs in person
- How to document LEP needs
- How to respond to correspondence from LEPs
- How to respond to civil rights complaints

Truckee TART employees and the transit contractor staff have been provided a copy of this Title VI Compliance Plan for review and reference. New employees associated with Truckee TART are provided the training outlined above.

Section 7. Racial Breakdown of Transit-Related Non-Elected Planning Boards, Advisory Councils or Committees.

There are no such non-elected advisory boards or committees associated with the Truckee TART program. The Town of Truckee is a municipal corporation of the State of California. Transit-related decisions are made by the Town of Truckee Town Council who are elected officials.

Section 8. Title VI Equity Analysis of Constructed Facilities

There are no construction projects associated with Truckee TART at the time this Title VI Compliance Plan document was prepared. Town of Truckee complies with equity analysis requirements at the time that Truckee TART construction projects occur.

Section 9. Board Resolution or Similar Approving the Title VI Plan

Town of Truckee Resolution No. 2022-60 adopting this document is included as Attachment 1 and incorporated herein by reference.

Section 10. Title VI Program Requirements for Fixed Route Transit Providers

Truckee TART operates less than 50 fixed route vehicles in peak service and is not located in an urbanized area of 200,000. In compliance with Title VI requirements, the following outlines effective practices to fulfill the service standard and policy guidelines.

Requirement to Set Systemwide Service Standard

1. Vehicle load for each mode: Truckee TART operates one fixed route service with a 32 passenger bus. Vehicle load should not exceed 1.25 passengers per seat.

2. Vehicle headway for each mode: The Truckee TART fixed route operates on hourly headways. Fixed route service alternatives, including reducing or increasing hourly headways, are developed and considered through the Eastern Nevada County Transit Development Plan study, which was updated in January 2018. This plan is scheduled to be updated as part of the Nevada County Transportation Commission's FY 2022/23 Overall Work Program and complete in FY 2023/24
3. On-time performance for each mode: Truckee TART fixed route drivers are instructed to adhere to the published schedule and make all efforts to remain on time. Drivers are not to leave earlier than the posted time from a bus stop 100% of the time. Drivers are not to depart scheduled stops more than five minutes late 90% of the time. Late trip occurrences are included as part of the monthly performance reports submitted to Town of Truckee.
4. Service availability for each mode: The Truckee TART fixed route provides service along the primary corridor of the transit-dependent and LEP populations identified by Census data in the Four-Factor Analysis section of this document (Section 6). The fixed route service links these groups to government, social and medical facilities, employment centers, educational resources, activity centers, and grocery shopping. General public demand response service is provided to the outlying neighborhoods (Census Tracts 12.05 and 12.03) not served by the fixed route and other neighborhoods not within 3/4 of a mile of the fixed route, with priority service given to ADA eligible passengers.

Requirement to Set Service Policies

1. Distribution of transit amenities for each mode: Truckee TART has a myriad of existing transit amenities along the fixed route including transit shelters, benches, signage and waste receptacles. Shelters are located near major activity centers (retail, medical, educational), low income housing and recreational facilities. Similarly, benches are currently placed at high boarding locations. As funding allows, additional shelters and benches may be placed at locations where boardings number six or more persons (shelters) and three or more persons (benches).
2. Vehicle assignment for each mode: Bus assignments for the fixed route and demand response services are based on the operating condition of the vehicle fleet (7 buses total) matched with the route characteristics and passenger requirements. The fixed route generally operates with a 33-foot bus; in the non-peak seasons a smaller 27-foot bus is utilized. The demand response service utilizes 22-foot buses. All Truckee TART vehicles are ADA accessible.