

Updated May 2022

SonomaCountyTransit

Title VI Civil Rights Program Update

CONTACT INFORMATION

Sonoma County Transit

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Title VI Coordinator

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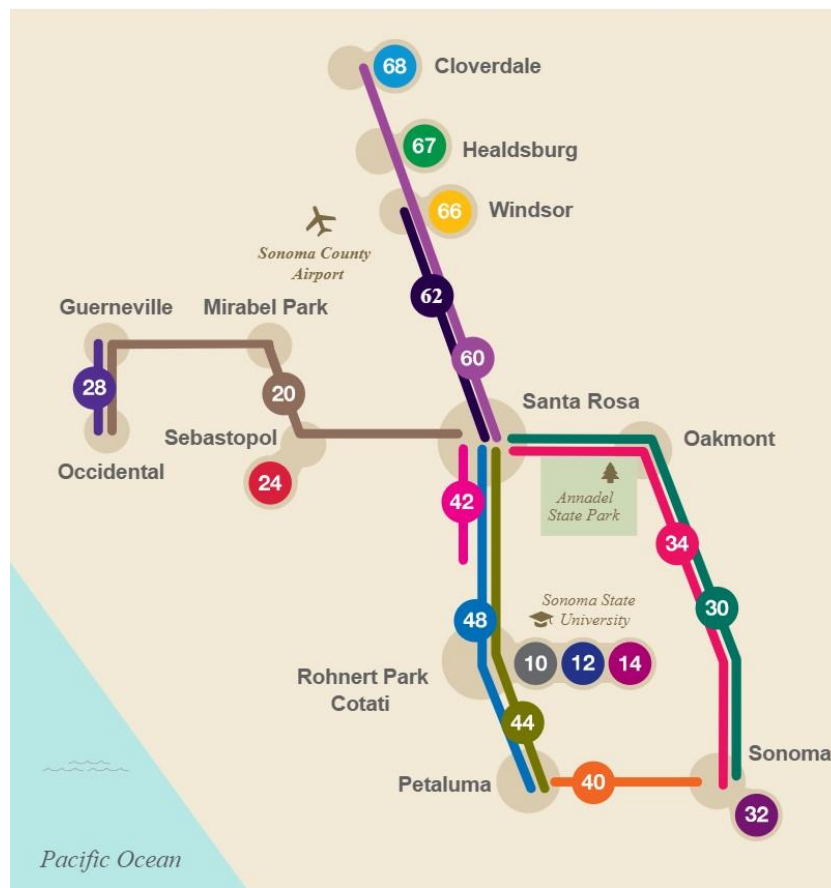
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Agency Information

Sonoma County Transit (SCT) began operation in 1980, established by a vote of the Sonoma County Supervisors. Utilizing a fleet of 49 fixed-route vehicles and 31 paratransit vehicles, Sonoma County Transit provides intercity fixed-route public transit service along major travel corridors linking all cities and most communities in Sonoma County, a 391 square mile service area. Sonoma County Transit also provides local fixed-route service within the incorporated cities of Cloverdale, Healdsburg, Windsor, Sebastopol, Rohnert Park, Cotati and Sonoma and within the Lower Russian River and Sonoma Springs unincorporated communities of Sonoma County. In 2020, the population of Sonoma County was estimated to be 472,319.

Sonoma County Transit contracts with the private companies Transdev for fixed-route service and the Center for Volunteer and Nonprofit Leadership for paratransit service. During fiscal year 2020-2021, Sonoma County Transit provided 345,683 fixed-route trips and 23,179 paratransit trips. These numbers reflect the ridership decline of approximately 60% from FY 2019 due to the pandemic.



I. General Reporting Requirements

As a condition of Sonoma County Transit's grant agreement with the Federal Transit Administration (FTA) and Sonoma County Transit's annual certifications and assurances made to the FTA, Sonoma County Transit is required to submit evidence to the FTA on a triennial basis documenting Sonoma County Transit's compliance with requirements set forth in FTA Circular 4702.1B on Title VI of the Civil Rights Act of 1964, which states, in Section 601:

No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

As a direct recipient of Federal financial assistance, Sonoma County Transit is required to submit and update its Title VI Program every three years to the FTA. This report is an update of the Title VI Civil Rights Program report that was submitted to FTA in April 2019. This 2022 Title VI Civil Rights Program report is submitted to the Federal Transit Administration on behalf of Sonoma County Transit, a division of the Sonoma County Transportation and Public Works Department. The report is organized in accordance with the Title VI requirements and with reference to FTA Circular 4702.1B.

Sonoma County Transit's Title VI Program is required to submit the following information to FTA as part of the Title VI Program.

- Title VI Notice to the Public
- Title VI Complaint Procedures
- Title VI Complaint Form
- List of Title VI investigations, complaints, and lawsuit
- Public Participation Plan
- Language Assistance Plan
- Minority Representation on Committees
- Monitoring of Subrecipients for Title VI Compliance
- Facility Equity Analysis
- Title VI Program Board Resolution

1. Public Notices

Recipients of federal transit assistance are required to provide information to the public regarding protections against discrimination afforded to them by Title VI. Sonoma County Transit's Title VI Public Notice in both English and Spanish.

Title VI Notice to the Public in English:



TITLE VI PROGRAM

Sonoma County Transit operates its fixed-route bus and paratransit services without regard to race, color, or national origin in accordance with the United States Department of Transportation Title VI of the Civil Rights Act of 1964.

If you believe they have received discriminatory treatment or practice under Title VI you may file a signed written complaint with Sonoma County Transit within 180 days of the date of alleged discrimination. If you wish to file a complaint, please use the Title VI Complaint Form available at www.sctransit.com and send it to:

**Sonoma County Transit
355 W. Robles Ave.
Santa Rosa, CA 95407
Attn: Title VI Coordinator**

Verbal complaints will be accepted and transcribed by the Title VI Coordinator, call 707-585-7516. A complaint may be filed directly with the Federal Transit Administration, at the Office of Civil Rights, Attention: Complaint Team, East Bldg., 5th Floor-TCR, 1200 New Jersey SE, Washington DC 20590.

If information is needed in another language, contact 707-585-7516. For further information, please visit our website www.sctransit.com.

Title VI Notice to the Public in Spanish:



PROGRAMA DE TÍTULO VI

Sonoma County Transit opera sus servicios de autobús y paratransito de ruta fija sin distinción de raza, color o origen nacional de acuerdo con el Título VI del Acta de Derechos Civiles de 1964 del Departamento de Transporte de los Estados Unidos.

Si cree que han recibido trato o prácticas discriminatorias bajo el Título VI, puede presentar una queja por escrito firmada ante Sonoma County Transit dentro de los 180 días después de la fecha de la supuesta discriminación. Si desea presentar una queja, utilicé el Formulario de quejas del Título VI disponible en www.sctransit.com y envíelo a:

**Sonoma County Transit
355 W. Robles Ave.
Santa Rosa, CA 95407
Attn: Coordinador Titulo VI**

Las quejas verbales serán aceptadas y transcritas por el Coordinador del Título VI, llame al 707-585-7516. Se puede presentar una queja directamente ante la Administración Federal de Tránsito, en la Oficina de Derechos Civiles, Atención: Equipo de quejas, East Bldg., 5th Floor-TCR, 1200 New Jersey SE, Washington DC 20590.

Si necesita información en otro idioma comuníquese al 707-585-7516. Para mas información, Por favor visite nuestro sitio web www.sctransit.com

Sonoma County Transit currently has its Title VI Notice in the following locations:

- Printed fixed-route schedules
- On the interior of each fixed-route and paratransit vehicles
- On the Sonoma County Transit website (www.sctransit.com)
- In the reception area of its administrative offices, located at 355 W. Robles Ave, Santa Rosa, CA 95407

Notice placed in the printed fixed-route schedule

reminders:

**Face coverings are required.
Se requieren cubiertas faciales.*



Free-Fare Program Notice:		
All riders on the River Shuttle ride free under the Fare-Free Pilot-Program subsidized by the County of Sonoma at Sonoma County Transit's standard single-zone/local fare rates shown below:		
Adult:	Youth:	Senior/ Disabled:
\$1.50	\$1.25	\$0.75

SCT operates its fixed-route bus and paratransit services without regard to race, color, and national origin. Please contact us for more information on our civil rights program.

For Information /
Para Información en español:
707-576-RIDE • 576-7433 • 800-345-7433
Monday - Friday / De lunes a viernes
Telephone / Teléfono: 8:00am - 5:00pm
Hearing Impaired (TDD) /
Sordos / hipoacúsicos: 711

**SCHEDULES AVAILABLE IN ACCESSIBLE
FORMAT UPON REQUEST**

*HORARIOS EN FORMATO ACCESIBLE
A LA DISPOSICIÓN DEL PÚBLICO*

ALL INFORMATION SUBJECT TO CHANGE



355 W. Robles Avenue, Santa Rosa, CA 95407
sctransit.com

EFFECTIVE 8/8/21

Schedule



Ride Free!

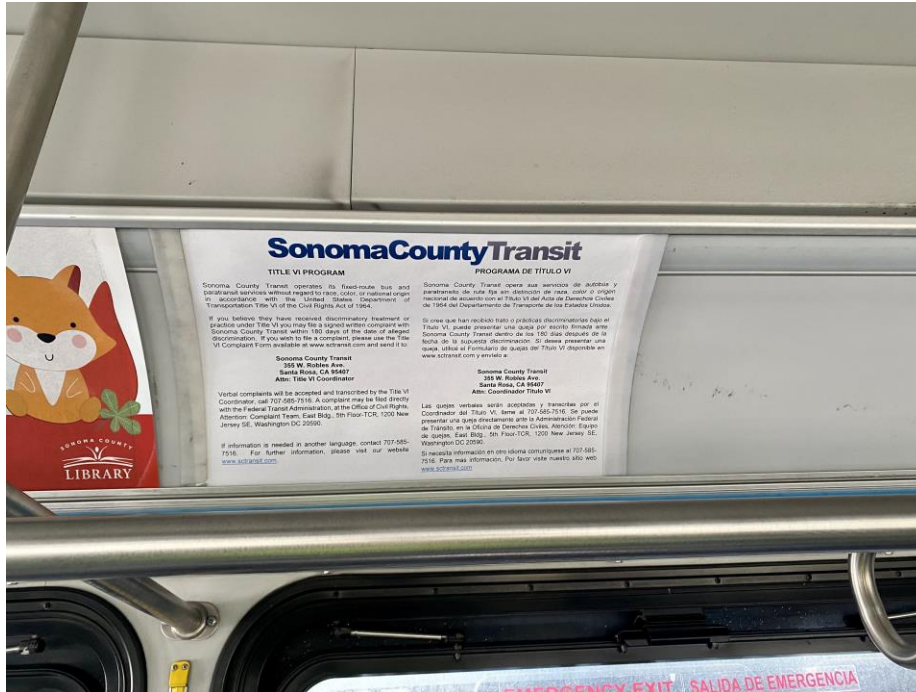
M-Sa	28	OCCIDENTAL CAMP MEEKER DUNCANS MILLS VILLA GRANDE MONTE RIO GUERNEVILLE
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**SonomaCounty
Transit**

sctransit.com

Title VI notice on fixed-route buses



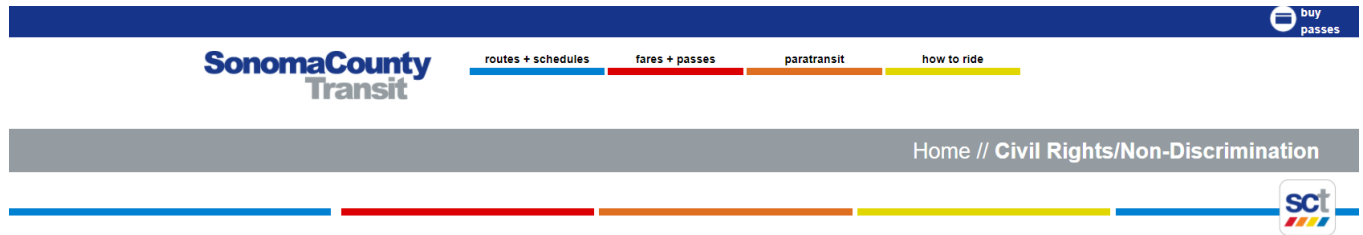
Title VI notice on paratransit vehicles



Title VI notice posted at SCT administrative office



Title VI notice posted on SCT website



Civil Rights/Non-Discrimination

In accordance with the United States Department of Transportation [Title VI Regulations](#) (49 CFR part 21), Sonoma County Transit operates its programs without regard to race, color, creed, national origin, sexual preference, marital status, age, medical condition, or disability in compliance with Title VI of the Civil Rights Act, California Civil Code section 51(b), or other applicable law.

Sonoma County Transit's Title VI Policy Statement

Title VI is a section of the Civil Rights Act of 1964 requiring that "No person in the United States shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." SCT grants all citizens equal access to all its transportation services under Title VI of the Civil Act and it is also the intent of SCT, that all citizens are aware of their rights to such access.

Complaint Process

Persons who believe they have received discriminatory treatment or practice under Title VI may file a complaint with Sonoma County Transit. For information on filing a complaint, contact SCT's Customer Service Department. Complaints must be in writing and must be filed no later than 180 calendar days of the alleged discriminatory incident. The preferred method is to file your complaint in writing using the [Title VI Complaint Form](#) ([Formulario de quejas Título VI Español](#)) and send it to:

Sonoma County Transit
Attn: Title VI Coordinator
355 W. Robles Ave.
Santa Rosa, CA 95407

Verbal complaints will be accepted and transcribed by the Title VI Coordinator. To make a verbal complaint, call 1-800-345-7433 and ask for the Title VI Coordinator. You also have the right to file your complaint with the United States Department of Transportation (USDOT), a federal or state agency, or a federal or state court. Should a complaint be filed with SCT and an external entity simultaneously, the external complaint may supersede the complaint to SCT and the internal complaint procedures will be suspended pending the external entity's findings.

2. Complaint Procedures

Recipients of federal transit assistance are required to develop and make available to the public the procedures and complaint form for investigating and tracking Title VI complaints.

SCT in accordance with the United States Department of Transportation Title VI Regulations (49 CFR part 21) operates its programs without regard to race, color, creed, national origin, sexual preference, marital status, age, medical condition, or disability in compliance with Title VI of the Civil Rights Act, California Civil Code section 51(b), or other applicable law.

SCT's Title VI Policy Statement:

Title VI is a section of the Civil Rights Act of 1964 requiring that "No person in the United States shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." SCT grants all citizens' equal access to all its transportation services under Title VI of the Civil Act and it is also the intent of SCT, that all citizens are aware of their rights to such access.

Complaint Process:

The following is the complaint process complainants may use to submit a Title VI complaint.

Persons who believe they have received discriminatory treatment or practice under Title VI may file a complaint with Sonoma County Transit. For information on filing a complaint, contact SCT's Customer Service Department. Complaints must be in writing and must be filed no later than 180 calendar days of the alleged discriminatory incident. The preferred method is to file your complaint in writing using the attached Title VI Complaint Form and send it to:

Sonoma County Transit
355 W. Robles Ave.
Santa Rosa, CA 95407
Attn: Title VI Coordinator

Verbal complaints will be accepted and transcribed by the Title VI Coordinator. To make a verbal complaint, call 1-800-345-7433 and ask for the Title VI Coordinator. Should a complaint be filed with Sonoma County Transit and an external entity simultaneously, the external complaint may supersede the complaint to SCT and the internal complaint procedures will be suspended pending the external entity's findings.

Investigations:

Within 15 working days of receipt of the formal complaint, the Title VI Coordinator will notify the complainant and begin an investigation (unless the complaint is filed with an external entity first or simultaneously). The investigation will address complaints filed against transit service offered by SCT and will include discussion(s) of the complaint with all affected parties to determine the problem. The complainant may be represented by an attorney or other representative of his/her own choosing and may bring witnesses and present testimony and evidence in the course of the investigation.

The investigation will be conducted and completed within 60 days of the receipt of the formal complaint. The complainant will receive a letter stating the final decision of the Transit Systems Manager by the end of the 60-day time limit. The complainant shall be notified of his/her right to appeal the decision.

Internal Procedures:

The following is a summary of the internal procedures that SCT's Title VI Coordinator will follow to investigate Title VI complaints.

1. Maintain a log of Title VI complaints. These are complaints that a passenger or SCT's information staff have identified as discrimination based on information available when the passenger complaint was entered or reviewed. At this initial notification and review stage, some complaints are determined to not be Title VI, mostly by virtue of not being a Title VI discrimination protected class. Discrimination allegations based on age, sex or disability are not Title VI and can be eliminated from further Title VI procedures.
2. Direct the complainant to SCT's Title VI Complaint Form (if not previously provided). Forms are available from the website or as hard copies sent by mail or picked up by complainants at SCT's administrative office. If complainant is unable to complete a written form, agency staff can fill one out on their behalf.
3. Once a Title VI Complaint Form is received, it is to be entered into a log and given a log number. The complaint form must be received within 180 days of alleged incident. If no investigation is initiated, clearly document the reason.
4. Inform complainant that a formal investigation is being conducted or that their complaint is not covered by Title VI. This must be done within 10 working days of receipt of the completed and signed Title VI Complaint Form.
5. Inform SCT information staff that a complaint has become a formal Title VI investigation or is not Title VI eligible. Ensure that non-Title VI issues

associated with the complaint are still being responded to by the operations contractor.

6. Research existing information and work with the operations contractor to determine who the employee is that is the subject of the complaint. Determine who will be conducting the investigation and what is known already.
7. Inform the investigator that there is a formal Title VI complaint and what additional information, documentation, and investigation deadlines are involved. This should be done within 5 working days of receipt of the Title VI Complaint Form.
8. Investigator conducts investigation as informed by procedures and policies. This could include contacting and interviewing any witnesses. Actions could include counseling and discipline of employees by the operations contractor. Investigation Forms should be completed and returned within 10 working days of receipt of the Investigation Form.
9. Investigator completes a Draft Investigation Report. Review Draft Investigation Report with investigator and operations contractor. Discuss findings and/or recommendations for resolution.
10. Investigator completes a Final Investigation Report. If there is a finding of violation of Title VI discrimination, recommend appropriate corrective action. If there is no finding of Title VI discrimination, explain why.
11. Notify Complainant of finding (issue determination letter) and right to appeal and appeal process. Complainant should be notified of findings within 60 days of receipt of the Title VI complaint form.
12. Notify investigator and operations contractor of finding (including determination letter).
13. Send Investigation Report to the Transit Systems Manager. Complainant has 60 days after receipt of determination letter to appeal findings to the Transit Systems Manager.
14. Update Title VI complaint file and log.

Title VI Complaint Form in English:



Title VI Complaint Form

Title VI of the 1964 Civil Rights Act requires 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.”

Title VI complaints must be filed within 180 days from the date of the alleged discrimination. If you wish to submit a Title VI complaint to Sonoma County Transit, please complete this form and send it to:

Sonoma County Transit
355 W. Robles Ave.
Santa Rosa, CA 95407
Attn: Title VI Coordinator

The following information is necessary to assist us in processing your complaint. Should you have any questions about completing this form, please contact the Title VI Coordinator at 707-585-7516.

PLEASE PRINT CLEARLY

Complainant:

Name: _____

Address: _____

City, State, Zip Code: _____

Email address: _____

Telephone: (Home) _____ (Cell) _____

Person discriminated against (if someone other than the complainant):

Name: _____

Address: _____

City, State, Zip Code: _____

Email address: _____

Telephone: (Home) _____ (Cell) _____

Please check which of the following best describes the type of alleged discrimination experienced:

☐ Race

☐ Color

☐ National Origin

Please describe the alleged discrimination incident:

Date of incident: _____ Approximate time of day: _____

Location of incident: _____

Is the activity or incident still going on: ☐ Yes ☐ No ☐ Sometimes

In your own words, please describe the alleged incident, what happened, and who you believe is responsible. Please provide as much detail as possible. 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. Please include route number and direction of travel, and the bus number if applicable. Attach additional page if more space is required.

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

If yes, please provide contact information for the agency/court where the complaint was filed:

Name: _____

Address: _____

City, State, Zip Code: _____

Telephone: _____

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

Complainant's Signature: _____

_____ Date: _____

Title VI Complaint Form in Spanish:

SonomaCountyTransit

Formulario de Reclamo Titulo VI

Titulo VI de la ley de registro civiles require que “No persona en los Estados Unidos sea, en los términos de raza, color, origen nacional, sea excluida en participar, sea negado los beneficios o sea sujeto a discriminación bajo ningún programa o actividad recibiendo asistencia federal financiera.”

Reclamos de Titulo VI deben ser presentados dentro de 180 días de la fecha de la presunta discriminación. Si desea someter un reclamo Titulo VI a Sonoma County Transit Por favor completa esta forma y envíala a:

Sonoma County Transit
355 W. Robles Ave.
Santa Rosa, CA 95407
Attn: Coordinador Titulo VI

La siguiente información es necesaria para asistimos en el procesamiento de su reclamo. Si tienes preguntas sobre completando esta forma por favor contacta al Coordinador Titulo VI al 707-585-7516.

POR FAVOR ESCRIBA CLARO:

Demandante:

Nombre: _____

Dirección: _____

Ciudad, Estado, Código Postal: _____

Correo Electrónico: _____

Teléfono: (Casa) _____ (Cell) _____

Persona discriminada (si es alguien que no sea el demandante):

Nombre: _____

Dirección: _____

Ciudad, Estado, Código Postal: _____

Correo Electrónico: _____

Teléfono: (Casa) _____ (Cell) _____

Por favor elige cual de las siguientes mejor describe el tipo de discriminación de la presunta experiencia:

☐ Raza

☐ Color

☐ Origen Nacional

Por favor describe el presunto incidente de discriminación:

Fecha de incidente: _____ Tiempo Aproximado: _____

Ubicación del incidente: _____

¿Sigue continuando la actividad o incidente?: ☐ Si ☐ No ☐ A veces

En tus propias palabras por favor describe el presunto incidente, que paso, y quien crees es responsable. Por favor provee los tantos detalles que puedas. Incluye el nombre y información de contacto de cualquier testigo. Favor de incluir numero de ruta, dirección de viaje, y el numero de autobus si es aplicable.

Agrega Pagina adicional si mas espacio es requerido.

¿Haz presentado este reclamo con alguna otra agencia federal, estatal, o alguna corte estatal o federal? ☐ Si ☐ No

Si contestaste si por favor de proporcionar la información de contacto para la agencia o corte donde el reclamo fue presentado.

Nombre: _____

Ciudad, Estado, Código Postal: _____

Teléfono: _____

Por favor firma abajo. Puedes adjuntar cualquier material escrito o otra información que tu crees es relevante con tu reclamo.

Firma de Demandante: _____ Fecha: _____

3. List of Complaints or Lawsuits

Recipients of federal transit assistance are required to record and report any transit-related Title VI investigations, complaints and lawsuits to FTA. There are no Title VI complaints or lawsuits pending against Sonoma County Transit and there are no active Title VI investigations of Sonoma County Transit being conducted by the FTA or entities other than FTA.

4. Public Participation Plan

Recipients of federal transit assistance are required to establish a public participation process that includes measures to involve minority and Limited English Proficiency (LEP) populations in the recipient's decision making activities. Attachment 'A' includes a copy of Sonoma County Transit's Public Participation Plan. These internal guidelines provide a framework of outreach tools to guide SCT's strategic approach to public participation. In addition, the plan ensures that all public notices adequately inform Spanish-speaking LEP persons about the public participation process and include provisions for the availability of Spanish-language translators at public hearings, upon request.

Since the previous Title VI program submission in 2019, outreach has been limited due to the restriction of the COVID 19 pandemic and subsequent stay-at-home orders. Digital tools and on-board signage were used to alert passengers of service reductions due to the pandemic. These notices were provided in both English and Spanish.

- **Short Range Transit Plan** – Sonoma County Transit conducts a public hearing before the Sonoma County Board of Supervisors for the adoption of its Short Range Transit Plan. In preparation for the hearing, Sonoma County Transit posts public notices in both English and Spanish soliciting comments on the plan and invites public participation. The next update to Sonoma County Transit's Short Range Transit Plan will be brought before the Board of Supervisor during 2022 at which time tools from the Public Participation Plan will be used for outreach efforts.
- **Clipper START**– Sonoma County Transit has been accepting the regional electronic fare payment card known as Clipper since 2016. In 2020 SCT began participating in the Clipper START pilot program, allowing lower-income adults aged 19-64 to receive a fare discount of 20% off of SCT fares. Promotion of the Clipper START program has included advertising in digital and print media in both English and Spanish.

5. Language Assistance Plan

Title VI of the Civil Rights Act of 1964 and its implementing regulations provide that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives Federal financial assistance. Title VI also prohibits conduct that has a disproportionate effect on limited English Proficiency (LEP) persons because such conduct constitutes national origin discrimination.

Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency,” directs each Federal agency, including the Federal Transit Administration (FTA), to examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services. Federal agencies were instructed to publish guidance for their respective recipients to assist them with their obligations to LEP persons under Title VI. The Executive Order states that recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.

In compliance with Circular 4702.1B guidance, attachment B includes a copy of SCT’s Language Assistance Plan and four-factor analysis to determine the specific language services that are appropriate to provide persons within its service area.

6. Minority Representation on Committees

Recipients of federal transit assistance may not, on the grounds of race, color, or national origin, deny a person the opportunity to participate as a member of a planning, advisory, or similar body which is an integral part of the program. Sonoma County Transit does not currently have a transit-related, non-elected planning board or advisory committee, the membership of which is selected by Sonoma County Transit.

The Sonoma County Transportation Authority’s (SCTA) Transit Paratransit Coordinating Committee (TPCC), however, serves as the forum to promote cooperation and coordination among the various transit operators in Sonoma County. The TPCC is a non-elected advisory committee to the SCTA and is comprised of citizen representatives and transit planning staff.

According to the SCTA’s Transit Paratransit Coordinating Committee’s by-laws, the committee should be broadly representative of social service and transit providers representing the elderly, persons with disabilities, and persons of limited means, and should strive for geographic and minority representation. A representative of the Hispanic/Latino community in Sonoma County is invited to serve as a member on the TPCC.

7. Subrecipient Monitoring

Recipients of federal transit assistance are required to assist any subrecipients of federal transit assistance in complying with Title VI regulations and to monitor their compliance. Sonoma County Transit does not currently extend federal transit assistance to any subrecipients.

8. Equity Analysis of Facilities

Recipients of federal transit assistance are required to complete a Title VI Equity Analysis during the planning stage in determining the site or location of certain types of facilities (i.e. new vehicle storage facilities, maintenance facilities, operations centers, etc.). For the purposes of this requirement, bus shelters and other bus stop amenities, transit stations, and power substations, etc. should not be considered “facilities.” Sonoma County Transit does not currently have plans to develop any new vehicle storage facilities, maintenance facilities or operations centers.

9. Governing Body Approval

Recipients of federal transit assistance are required to provide a resolution showing that the appropriate governing body responsible for policy decisions reviewed and approved the Title VI Program. Sonoma County Transit is a division of the Sonoma County Transportation and Public Works Department. As such, the Sonoma County Board of Supervisors is the governing body that establishes and approves policy for Sonoma County Transit. A copy of the resolution that was adopted by the Sonoma County Board of Supervisors during their meeting on May 17, 2022 for Sonoma County Transit’s Title VI Program is provided in Attachment “C.”

II. Service Standards and Policies

Recipients of federal transit assistance are required to set systemwide service standards and policies to ensure that no person or group of persons shall be discriminated against with regard to the routing, scheduling, or quality of the transportation service provided on the basis of race, color, or national origin. Fixed-route transit providers are required to develop quantitative standards for vehicle load, vehicle headway, on-time performance, and service availability. Also, fixed-route transit providers are required to develop a policy for distribution of transit amenities and vehicle assignment.

The following service standards and policies related to Title VI compliance were established by Sonoma County Transit and adopted in its most recent Short Range Transit Plan (SRTP). Sonoma County Transit’s performance against these

service standards and policies is included in each update of the Short Range Transit Plan and are subject to revision, as appropriate.

Vehicle Load: The average number of available seats per passenger on each route in Sonoma County Transit's fixed-route system shall not fall below one (1.0) seat per passenger. (SRTP Standard MB-2-M)

Vehicle Headway: Weekday and weekend headways on what are considered "minority and low-income bus routes" shall be similar to weekday and weekend headways for all other routes in Sonoma County Transit's fixed-route system. (SRTP Standard MB-2-N)

On-Time Performance: All revenue vehicles providing service on routes on Sonoma County Transit's fixed-route system shall depart from designated timepoints on Sonoma County Transit schedules no more than eight (8) minutes late at least 90% of the time on a quarterly basis, and shall never depart early (i.e. HOT), from a scheduled timepoint. (SRTP Standard MB-2-A)

Service Availability: Average travel time and passenger fares on Sonoma County Transit's fixed-route system shall be similar when comparing passenger trips taken in minority and/or low income areas versus non-minority and/or higher income areas. (SRTP Standard MB-2-O)

Distribution of Transit Amenities: Bus stops and, if feasible, passenger waiting shelters and/or benches and other amenities shall be provided and properly maintained at major activity centers within each city or community in the County that is served by Sonoma County Transit's fixed-route system. (SRTP Standard MB-2-K)

Vehicle Assignment: Revenue vehicles in Sonoma County Transit's fixed-route fleet shall be assigned to all local and intercity routes based on vehicle capacity only. (SRTP Standard MB-1-J)

Sonoma County Transit provides a mix of intercity and local fixed-route public transit service linking all cities and most communities in Sonoma County. Provided on the next page is a listing of the intercity and local routes currently operated by Sonoma County Transit during FY 2022 including the days and hours that service is provided.

Also, provided on pages 22 and 23 are inventories of Sonoma County Transit's fixed-route and paratransit revenue vehicle fleets during FY 2022.

Route	Type	Weekday Hours of Service	Weekend Hours of Service
10	Local	6:15am - 6:19pm	7:50am - 4:45pm (Saturday)
12/14	Local	6:15am - 6:22pm	7:27am - 5:45pm (Saturday)
20	Intercity	6:35am - 9:15pm	6:35am - 9:15pm
24	Local	7:45am - 6:36pm	7:45am - 5:33pm (Saturday)
26	Intercity	7:48am - 4:34pm	no weekend service
28	Local	7:45am - 5:08pm	7:45am - 5:08pm (Saturday)
30	Intercity	7:25am - 9:01pm	7:25am - 9:01pm
32	Local	7:30am - 4:09pm	8:05am - 4:09pm (Saturday)
34	Intercity	6:45am - 5:00pm	limited weekday commute trips
40	Intercity	6:10am - 9:55pm	no weekend service
42	Local	7:05am - 5:35pm	no weekend service
44/48	Intercity	6:15am - 10:47pm	7:00am - 10:12pm
60	Intercity	6:45am - 9:38pm	6:45am - 9:38pm
62	Intercity	7:00am - 7:44pm	no weekend service
66	Local	7:15am - 5:08pm	7:15am - 5:08pm (Saturday)
67	Local	8:40am - 4:10pm	8:40am - 4:10pm (Saturday)
68	Local	7:25am - 4:05pm	7:25am - 4:05pm (Saturday)

SonomaCountyParatransit

Paratransit Vehicle Inventory

FY 2021-22

Veh. No.	Model Year	Length	Vehicle Make	Seats	Fuel Type	Wheelchair Accessible	Status	Vehicle Age
808	2018	17'	Dodge Braun	6	Gasoline	Yes	Active	4
807	2018	17'	Dodge Braun	6	Gasoline	Yes	Active	4
806	2018	17'	Dodge Braun	6	Gasoline	Yes	Active	4
805	2018	17'	Dodge Braun	6	Gasoline	Yes	Active	4
850	2017	18'	Ford Transit	6	Gasoline	Yes	Active	5
753	2021	25'	Glaval	7	Gasoline	Yes	Active	1
752	2021	25'	Glaval	7	Gasoline	Yes	Active	1
751	2020	25'	Glaval	7	Gasoline	Yes	Active	2
750	2020	25'	Glaval	7	Gasoline	Yes	Active	2
749	2020	25'	Glaval	7	Gasoline	Yes	Active	2
748	2020	23'	Glaval	7	Gasoline	Yes	Active	2
747	2020	23'	Glaval	7	Gasoline	Yes	Active	2
746	2020	23'	Glaval	7	Gasoline	Yes	Active	2
745	2018	23'	Glaval	7	Gasoline	Yes	Active	4
744	2018	23'	Glaval	7	Gasoline	Yes	Active	4
743	2018	23'	Glaval	7	Gasoline	Yes	Active	4
742	2018	23'	Glaval	7	Gasoline	Yes	Active	4
741	2016	25'	Glaval (LF)	7	Gasoline	Yes	Active	6
740	2016	25'	Glaval (LF)	7	Gasoline	Yes	Active	6
739	2013	22'	Glaval	7	Gasoline	Yes	Active	9
738	2013	22'	Glaval	7	Gasoline	Yes	Active	9
737	2013	22'	Glaval	7	Gasoline	Yes	Active	9
736	2013	22'	Glaval	7	Gasoline	Yes	Active	9
735	2012	22'	Glaval	7	Gasoline	Yes	Active	10
734	2012	22'	Glaval	7	Gasoline	Yes	Active	10
733	2012	22'	Glaval	7	Gasoline	Yes	Active	10
628	2013	---	Ford Fusion	5	Gasoline	No	Active	9
627	2013	---	Ford Fusion	5	Gasoline	No	Active	9
626	2013	---	Ford Fusion	5	Gasoline	No	Active	9
625	2012	---	Ford Fusion	5	Gasoline	No	Active	10
624	2012	---	Ford Fusion	5	Gasoline	No	Active	10

Paratransit Vehicle Fleet Average Age in Years (Active): 5.68

Total Paratransit Fleet 31

SonomaCountyTransit

Fixed-Route Vehicle Inventory

FY 2021-22

Bus No.	Model Year	Length	Vehicle Make	Seats	Fuel Type	Wheelchair Accessible	Status	Vehicle Age
204	2010	40'	Orion VII	36	CNG	Yes	Active	12
205	2010	40'	Orion VII	36	CNG	Yes	Active	12
206	2010	40'	Orion VII	36	CNG	Yes	Active	12
208	2010	40'	Orion VII	36	CNG	Yes	Active	12
209	2010	40'	Orion VII	36	CNG	Yes	Active	12
210	2010	40'	Orion VII	36	CNG	Yes	Active	12
211	2010	40'	Orion VII	36	CNG	Yes	Active	12
212	2010	40'	Orion VII	36	CNG	Yes	Active	12
213	2010	40'	Orion VII	36	CNG	Yes	Active	12
214	2012	40'	Orion VII	36	CNG	Yes	Active	10
215	2012	40'	Orion VII	36	CNG	Yes	Active	10
216	2012	40'	Orion VII	36	CNG	Yes	Active	10
217	2012	40'	Orion VII	36	CNG	Yes	Active	10
218	2013	40'	Eldorado	35	CNG	Yes	Active	9
219	2013	40'	Eldorado	35	CNG	Yes	Active	9
220	2013	40'	Eldorado	35	CNG	Yes	Active	9
222	2013	40'	Eldorado	35	CNG	Yes	Active	9
223	2013	40'	Eldorado	35	CNG	Yes	Active	9
224	2013	40'	Eldorado	35	CNG	Yes	Active	9
225	2013	40'	Eldorado	35	CNG	Yes	Active	9
226	2013	40'	Eldorado	35	CNG	Yes	Active	9
227	2015	40'	Eldorado	35	CNG	Yes	Active	7
228	2015	40'	Eldorado	35	CNG	Yes	Active	7
229	2015	40'	Eldorado	35	CNG	Yes	Active	7
230	2017	40'	Eldorado	35	CNG	Yes	Active	5
231	2017	40'	Eldorado	35	CNG	Yes	Active	5
232	2019	40'	Eldorado	35	CNG	Yes	Active	3
233	2019	40'	Eldorado	35	CNG	Yes	Active	3
234	2019	40'	Eldorado	35	CNG	Yes	Active	3
337	2009	40'	Orion (OTR)	39	CNG	Yes	Active	13
338	2009	40'	Orion (OTR)	39	CNG	Yes	Active	13
339	2009	40'	Orion (OTR)	39	CNG	Yes	Active	13
340	2009	40'	Orion (OTR)	39	CNG	Yes	Active	13
341	2009	40'	Orion (OTR)	39	CNG	Yes	Active	13
124	2011	28'	ARBOC	18	Gasoline	Yes	Active	11
126	2016	25'	Glaval	18	Gasoline	Yes	Active	6
127	2016	25'	Glaval	18	Gasoline	Yes	Active	6
128	2016	28'	Glaval	18	Gasoline	Yes	Active	6
247	2015	32'	Eldorado	25	CNG	Yes	Active	7
248	2015	32'	Eldorado	25	CNG	Yes	Active	7
249	2015	32'	Eldorado	25	CNG	Yes	Active	7
250	2015	32'	Eldorado	25	CNG	Yes	Active	7
251	2017	32'	Eldorado	25	CNG	Yes	Active	5
252	2017	32'	Eldorado	25	CNG	Yes	Active	5
253	2019	32'	Eldorado	25	CNG	Yes	Active	3
501	2018	30'	BYD	22	Electric	Yes	Active	4
502	2020	30'	BYD	22	Electric	Yes	Active	2
503	2020	30'	BYD	22	Electric	Yes	Active	2
950	2011	28'	ARBOC	18	Gasoline	Yes	Active	11

Fixed-Route Bus Fleet Average Age in Years:	8.45
Compressed Natural Gas (CNG) Powered Fleet	41
Gasoline Powered Fleet	5
Battery-Electric Powered Fleet	3
Total Fixed-Route Fleet Inventory	49

ATTACHMENT A

SonomaCountyTransit

Public Participation Plan

Purpose:

Public participation is the process through which stakeholders can participate directly in the decision making process and express their concerns, desires, and values. Sonoma County Transit's Public Participation Plan provides guidance to help ensure the public has sufficient access to information and can provide meaningful input into decisions made regarding the future of its transit services. The Public Participation Plan outlines the strategies that can be used to solicit feedback from the public. This plan should be used when Sonoma County Transit (SCT) embarks upon service planning activities or other projects for which public participation would play a critical role in a successful outcome.

Compliance with Title VI:

Title VI is a section of the Civil Rights Act of 1964 requiring that "No person in the United States shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." A critical concern that must be addressed through a Title VI program is the language barrier that Limited English Proficiency (LEP) persons face with respect to accessing information about and using transit services. Transit operators must ensure this group has adequate access to the agency's programs and activities, meaning that public participation opportunities should also be accessible to those who have a limited understanding of English (spoken and/or written).

SCT's Public Participation Plan has been designed to be inclusive of all populations within its service area and includes a variety of public participation strategies and a detailed public hearing process to provide information and invite the public to give input during decision-making processes.

Public Participation Strategies:

The following section includes strategies for ensuring the public has access to information necessary to participate in SCT's service planning and policy development efforts.

1. Newspapers - SCT publicizes its public participation opportunities and outreach information through various newspapers that serve both English-language and Spanish-language audiences.

2. Web Resources - Public notices and announcements are posted on SCT's website www.sctransit.com. SCT may also send information via email and text to passengers on an opt-in basis. Passengers may also submit comments, questions, or suggestions in regards via the website.

3. On-Board Information - Printed information in both English and Spanish is provided on-board SCT's buses as an efficient way to convey messages about potential service or fare changes, or other planning efforts. SCT also utilizes electronic message signs inside its buses and at several highly utilized bus stops. Messages can also be sent to the public via SCT's real-time arrival information mobile app.

4. Information Staff - The public may contact SCT's information staff via phone or e-mail to submit comments and provide input. SCT's customer service phone number and e-mail address is provided on its printed schedules and other materials. Translation services are available to SCT's information staff either through its operations contractor or the Sonoma County Transportation and Public Works Department.

5. Print Materials - In addition to information on-board its buses, SCT may publicize its public participation opportunities and outreach information via print materials such as newsletters and flyers. This method of outreach can be expensive but effective. Such printed information is translated into the languages identified as spoken and/or written by the target populations.

6. Surveys - Through the Metropolitan Transportation Commission (which is the regional transportation planning agency in the San Francisco Bay Area), SCT conducts a statistically-valid on-board survey of passengers approximately once every five years. On-board surveys are typically conducted in person and/or over the telephone and/or by online means. Such surveys include adequate and appropriate language translations.

7. Public Meetings - Public meetings are a very effective way for SCT to distribute information to relatively broad segments of the public and to receive feedback on its planning efforts. Such meetings are broadly advertised and open to all stakeholder groups and interested individuals. SCT staff conducts public meetings primarily to solicit feedback on its proposed service planning changes. Spanish-language translation services are provided, upon request, at all public meetings.

8. Fares and Service Changes – The following internal guidelines ensure that all of SCT's public hearing notices adequately inform Spanish-speaking LEP persons about the public participation process and include provisions for the availability of Spanish-language translation services at public hearings, upon request.

9. Community Based Organizations – Community Based Organizations (CBSs) play an important role in public participation. SCT works with a variety of CBOs such as neighborhood and community groups, senior organizations, business organizations, and education facilities. SCT staff works with the CBOs to conduct outreach.

I. Fare Changes. As part of the annual budget process, SCT evaluates the relationship of passenger fare revenues to operating expenses. If it is determined that a fare increase is necessary to maintain existing services during the upcoming year, the following process is followed to ensure that adequate opportunity for public review and comment is provided:

A. Set Public Hearing Date: The Clerk of the Sonoma County Board of Supervisors sets a public hearing date for which a fare increase for SCT will be considered.

B. Public Hearing Notification: Once a hearing date is set, SCT publishes required legal notices in Sonoma County's largest daily newspaper of general circulation. Concurrently,

SCT provides an additional notice, in both English and Spanish, in the form of a display advertisement printed in a prominent location in the same newspaper. This ensures adequate notification to those persons who do not regularly review the public/legal notice section of the newspaper.

C. Bus Advertisements: Three weeks prior to the public hearing, SCT installs interior advertisements (in both English and Spanish) notifying passengers of the upcoming fare increase public hearing. These advertisements are prominently displayed in advertising rack on each of bus.

D. Public Hearing: At the public hearing, public comments are received and all correspondence regarding the proposed action is read and forwarded to the Clerk of the Sonoma County Board of Supervisors for the record. Upon request prior to the meeting, Spanish-language interpreters are provided at the public hearing.

II. Service Changes. SCT revises its schedules at least once on an annual basis. Minor changes are made in an effort to improve schedule adherence and transfer/ coordination between connecting SCT routes and other local and regional transit operators. Schedule changes are categorized into the following two groups depending on the type of change:

A. Minor: This category includes changes to improve such things as schedule adherence and transfer/coordination with connecting routes and other operators. Minor schedule adjustments typically range from between 1 and 15 minutes. Occasionally, trips are cancelled and/or moved to another time of day when it is determined that such a change will not adversely affect current patrons and/or minority populations and will ultimately result in improving route productivity and passenger service.

B. Major: Major changes include those in which more than two consecutive trips are cancelled or more than 50% of a route's total mileage (one-way trip) is cancelled or re-routed.

Most major service additions are taken to the Board of Supervisors as part of SCT's Short Range Transit Plan adoption, for which a public hearing is held. Occasionally minor additions of one to two trips are added to assist with schedule adherence and vehicle capacity constraints during peak travel periods. Minor additions do not go through a formal public hearing process as they are considered normal operational adjustments. When a public hearing is held for major changes, a process identical to that described above for fare increases is followed.

SCT goes to significant effort to notify its passengers of upcoming schedule changes, within two weeks of implementation, through on-board public notices (in both English and Spanish). Environmental and civil rights assessments of major service changes are conducted per California environmental regulations and in compliance with federal Title VI requirements.

ATTACHMENT B

SonomaCountyTransit

Language Assistance Plan & Analysis Title VI - March 2022

Title VI of the Civil Rights Act of 1964 and its implementing regulations provide that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives Federal financial assistance. Title VI also prohibits conduct that has a disproportionate effect on limited English Proficiency (LEP) persons because such conduct constitutes national origin discrimination.

Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," directs each Federal agency, including the Federal Transit Administration (FTA), to examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services. Federal agencies were instructed to publish guidance for their respective recipients to assist them with their obligations to LEP persons under Title VI. The Executive Order states that recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.

The FTA references the Department of Transportation's LEP guidance in its Circular 4702.1B. Chapter III-6 of this Circular reiterates the requirement to take responsible steps to ensure meaningful access to benefits, services, and information for LEP persons and requires that FTA recipients develop a language assistance plan consistent with the DOT LEP guidance.

In compliance with Circular 4702.1B guidance, Sonoma County Transit (SCT) conducted a four-factor analysis to determine the specific language services that are appropriate to provide persons within its service area. This analysis is an update of the LEP Analysis that was completed by SCT in March 2019. The following four-factor analysis will help SCT to implement a cost-effective mix of language assistance measures for LEP individuals:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.
2. The frequency with which LEP persons come into contact with the program.
3. The nature and importance of the program, activity, or service provided by the program to people's lives.
4. The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.

To determine the number of LEP persons eligible to be served, or likely to be encountered by SCT, SCT used the American Community Survey, provided by the United States 2020 Census Bureau¹. Taking data about the census tracts located in Sonoma County, SCT was able to determine that the estimated total population within its service area was 472,319. Following the Census' classification, and the formal definition of LEP persons as established by FTA, SCT then focused on the number of persons who, speaking any language other than English, spoke English "less than well" within its service area. This total came to be 8,398.

SCT then examined the language groups themselves in order to better ascertain the extent of language assistance that might be needed. Spanish LEP speakers accounted for 24% of LEP population (2,076 persons) and less than 1% of total population. The census tracts examined fall within SCT's service area and it was assumed that all of these LEP persons would be eligible to be served or likely to encounter SCT's fixed-route or paratransit service.

The Metropolitan Transportation Commission (MTC) conducted a system wide on-board passenger survey for Sonoma County Transit during the months of March, April, and May 2018. This survey is conducted by MTC approximately every 5 years. Findings from the passenger survey conducted by MTC for SCT, U.S. Census data, as well as the Community-Based Transportation Plans completed by the Sonoma County Transportation Authority helped to identify concentrations of LEP populations within SCT's service area. Through the passenger survey, it was determined that 33% of passengers identified themselves as Hispanic or Latino, which far exceeded the percentages for any other minority group. Also, the Community-Based Transportation Plans were completed based on the percentage of low-income residents who live in those areas. In the Roseland, Healdsburg and Sonoma-Springs areas, it was determined that the majority of the lower-income residents were Hispanic or Latino persons and seniors.

Therefore, from the 2018 passenger survey findings, U.S. Census data and the Community-Based Transportation Plans, it is reasonable to assume that concentrations of LEP individuals in Sonoma County Transit's service area mirror where the highest percentages of minorities are located. The largest minority population in Sonoma County is Hispanic or Latino among whom, by far, Spanish is the most common language spoken. The highest concentrations of LEP persons in SCT's service area likely reside in the Healdsburg, Sonoma-Springs and Roseland areas of Sonoma County.

¹ U.S. Census table C16001, "Language Spoken at Home for the Population 5 years and over"

Factor 2: The frequency with which LEP persons come into contact with the program.

To determine the frequency these LEP populations come into contact with our services, SCT used the most recent fixed-route on-board ridership survey. The survey found that 33% of SCT passengers identified themselves as Hispanic or Latino. This was an increase from the 24% who responded to a similar question during the passenger survey conducted by MTC in 2012. Of all survey respondents, 13% said that Spanish was the language primarily spoken at home. And of the respondents who primarily speak a language other than English at home, 22% said that they do not speak English well.

Utilizing information from Sonoma County Transit's fixed-route operations contractor, the routes with the highest proportion of LEP passengers include intercity route 60, which serves the cities of Cloverdale, Healdsburg, Windsor and Santa Rosa, local route 32, which serves the City of Sonoma and the greater Sonoma-Springs area, intercity route 30, which serves the City of Santa Rosa, the greater Sonoma-Springs area and City of Sonoma, and intercity route 20, which provides service between the cities of Monte Rio, Guerneville, Rio Nido, Forestville, Graton, Sebastopol, and Santa Rosa. These three routes primarily serve the three areas in Sonoma County previously identified as having the largest populations of low-income and LEP individuals; Healdsburg, Sonoma-Springs and Roseland area of Santa Rosa

In regards to paratransit service, applicants are offered the option to indicate primary language if other than English, on the application. While this does not mean that the applicant is an LEP individual, it is assumed that an LEP person would indicate their primary language on the eligibility application as other than English. SCT receives approximately three eligibility applications a year that note Spanish as the preferred language spoken. When interviewing the operations contractor who provides paratransit service they noted that they currently serve approximately 30 bilingual passengers who speak both English and Spanish, 14 of which regularly ride. At this time, only one passenger prefers to speak in Spanish only.

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

Transit services provided by SCT play a vital role in the lives of Sonoma County residents. In many cases the service SCT provides is a life-line to activities such as work, school, grocery shopping, medical appointments, and social events. For transit-dependent individuals SCT services are particularly important. It is for that reason, SCT is committed to translating vital documents relating to its service in Spanish.

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

The four-factor analysis performed by SCT identified Spanish as our primary LEP language group. Sonoma County Transit currently provides resources to this Spanish speaking LEP group while maintaining cost efficiency.

Resources may include, but are not limited to:

- Bilingual or multi-lingual staff members.
- On-demand translations services through a LanguageLine, which can be implemented quickly.
- Vital documents translated into Spanish such as Rider's Guide, detours, and Service alerts.
- Spanish translations of Title VI Notice, Title VI Complaint Form and paratransit applications.
- Sonoma County Transit's website www.sctransit.com can be viewed in Spanish.
- Information of how to access Spanish language service printed on all fixed-route schedules.
- Pictographs provided whenever possible to instruct and depict necessary information and procedures.
- Informational displays in Spanish at community events where it is likely that significant numbers of LEP persons will attend.
- Spanish speaking staff in attendance at community events where it is likely that a significant number of LEP persons will attend.
- Any other translation request, provided it does not create an undue financial or administrative burden.

The expenses associated with providing these existing language assistance measures by Sonoma County Transit are minimal. On-line translation programs make the translation of basic public notices from English into Spanish relatively easy and very inexpensive. Because bilingual staff members are currently employed for SCT's fixed-route bus and paratransit services, Spanish-language translations are rarely, if ever, needed. And the costs associated with updating and distributing the Spanish-Language Rider Guide is relatively low.

Staff may identify an LEP person who needs language assistance through the following activities:

- If a customer speaks a language other than English, language assistance is provided in-person or over the phone.
- If a customer requests a paratransit application in Spanish or another language the Paratransit Eligibility Specialist will provide an application in the language requested.

- If bus operators or other front-line staff identify language assistance is needed, they will provide the Spanish Language Rider's Guide or information phone number where translations assistance is available.

Employee Training:

SCT staff and operations contracted staff know they are obligated to provide meaningful access to information and services to LEP persons. All applicable staff are trained to ensure they are informed about the LEP policies and procedures. SCT currently trains all newly hired employees in Title VI regulations and their responsibility to assist LEP customers in obtaining language assistance. Tailored training modules have been created for staff identified who are most likely to come into contact with LEP persons: bus drivers, Customer Service Representatives, and reception staff at SCT administrative offices.

Monitoring and Updating the Language Assistance Plan:

SCT will monitor its implementation of this Title VI Language Assistance Plan as follows:

- SCT staff will track the number of times the translation service LanguageLine is utilized.
- SCT will survey front-line staff and operations contractors triennially regarding staff interaction with LEP individuals.
- SCT will monitor the number of Spanish language paratransit applications received.
- SCT staff will monitor customer complaints for possible Title VI issues, including those relating to language assistance.
- The Spanish Language Rider's Guide will be updated as needed.
- On a triennial basis, SCT will review and update census and other LEP data, as well as on-board surveys and update its plan accordingly.

The costs associated with these recommended language assistance measures will be relatively minimal for Sonoma County Transit. There will be staff time and expense involved in regular updates of the Spanish-Language Rider Guide and use of the LanguageLine. Such expenses, however, can easily be absorbed into SCT's marketing budget. Translating some of SCT's vital written documents into Spanish could be expensive, but these costs can also be absorbed into SCT's general budget.

Spanish-Language Rider Guide:

Paradas

Llame al 576-7433 para la ubicación de las paradas de autobús. Números de la ruta y el sentido de la marcha se publican en los carteles. Durante las horas oscuras, es recomendable llevar una linterna para que el conductor pueda ver que está haciendo señas.



Venta con tarjetas de crédito:

Aceptamos pagos con tarjetas de crédito en todas las compras de pase de autobús. Los pedidos pueden ser hechos por Internet, por teléfono o en persona en los horarios de oficina de SCT.

Bicicletas en los Autobuses

Sonoma County Transit permite bicicletas en todas las rutas en orden de llegada. Todos los autobuses de nuestra flota están equipados con bastidores rápidos y fáciles de carga frontal para bicicletas con capacidad para dos o tres bicicletas. No hay garantía de que su bicicleta siempre pueda acceder con usted en el autobús. Los ciclistas deben estar preparados para asegurar sus bicicletas en la parada del autobús o tomar el siguiente autobús si no hay espacio disponible en el portabicicletas. Sonoma County Transit no se hace responsable por los daños sufridos o causados a una bicicleta durante el recorrido o en una parada del autobús. Para más información contacte a nuestro empleado o visite nuestro sitio web en sctransit.com.



Tiendas de venta de pase

Para su comodidad, los pases de 31 días están disponibles en los siguientes lugares:



Santa Rosa	2210 Mendocino Avenue 100 Calistoga Road
Petaluma	389 S. McDowell Blvd.
Sebastopol	406 N. Main Street
Guerneville	Main Street @ Mill Street

Cloverdale City Hall	124 N. Cloverdale Blvd.
Sonoma Valley Visitors Bureau	453 First Street East, Sonoma
Windsor Chamber of Commerce	9001 Windsor Road
Healdsburg Senior Center*	133 Matheson Street

*Ventas de Senior Fastpass sólo en esta ubicación

Sonoma County Transit opera su autobús de ruta fija y servicios de paratransit sin tener en cuenta la raza, el color y el origen nacional. Póngase en contacto con nosotros para obtener más información sobre nuestro programa de derechos civiles.

SonomaCountyTransit

355 West Robles Avenue, Santa Rosa CA 95407
sctransit.com

Para Información en español:
707-576-RIDE • 576-7433 • 800-345-7433
Teléfono: 8:00am to 5:00pm // Lunes a viernes
Personas con Deficiencias Auditivas: 711

LA INFORMACIÓN ESTA SUJETA A CAMBIOS

Información General en Español



SonomaCountyTransit

Diciembre 2019 | sctransit.com

Información General

La información está disponible en línea en español en el sitio web del SCT: sctransit.com.

Servicio ADA

Todos los autobuses tienen equipo especial para personas en sillas de ruedas.

Servicio puerta a puerta están disponibles para aquellos que califican bajo la Ley para Americanos con Discapacidad (ADA por sus siglas en Inglés). Para obtener información sobre el programa de Tránsito del Condado de Sonoma de la ADA, llame al 707-585-7516.

Transferencias

Sonoma County Transit ofrece transferencias gratuitas para los viajes de ida. Cuando usted paga su pasaje, diga su destino y pida al conductor por una transferencia. Cuando se transfiere entre rutas en Sonoma County Transit, por favor, pague por su viaje completo en el autobús de origen. Sonoma County Transit acepta transferencias de operadores regionales por una tarifa con descuento. Las transferencias son válidas por 180 minutos.

Información de la Tarifa

El sistema de Sonoma County Transit está dividido en zonas de pasaje y tarifas varían según la duración del viaje. Las tarifas están sujetas a cambios en cualquier momento. Cada vez que sube el autobús, al pagar, es necesario comprobar la edad o la discapacidad para tarifas reducidas. Incluye juventud y personas de tercera edad. Para obtener más información, vea las Categorías de Tarifas Reducidas y utilice la Tabla de Zonas para determinar el número de zonas para su viaje. A continuación, utilice la Tabla de Tarifas para determinar la tarifa por el número de zonas y la categoría de su tarifa. Por favor tenga el cambio exacto.

Zonas para determinar el número de zonas para su viaje. A continuación, utilice la Tabla de Tarifas para determinar la tarifa por el número de zonas y la categoría de su tarifa. Por favor tenga el cambio exacto.

Tabla De Zonas

Abordando Desde:	Número de Zonas al Destino		
	S. Rosa	Seb.	R.P.
Santa Rosa	1	2	2
Sebastopol	2	1	2
Rohnert Park	2	2	1

Cuadro De Tarifas

No. de Zonas	Tarifa Reg.	Tarifa de Jov.	Tarifa S/D
1	\$1.50	\$1.25	\$0.75
2	\$2.10	\$1.85	\$1.05
3	\$3.00	\$2.75	\$1.50

Reg	Regular
S/D	Persona de Tercera Edad / Persona Incapacitada
Jov	Juventud (18 años o menos)
Niños	(5 años o menos) Límite de 2 por cada adulto-Gratis

Categorías de Tarifas Reducidas

Para acogerse a alguna de las categorías de tarifa reducida, a continuación se describe la identificación que debe ser presentada.

Juventud: 18 años o menos. El conductor de autobús la pedirá una prueba de edad.

Personas de Tercera Edad: Personas de 65 años o más. Es aceptable cualquier prueba de la edad o la tarjeta de Medicare.

Discapacitados: Personas con discapacidad: tarjeta actual de Descuento de Conexión de Tránsito Regional, tarjeta de Medicare, o la documentación de placa del DMV.

Los titulares de tarjeta de Medicare: Tarjeta de Medicare válida.

Estudiantes de Colegio Programa Gratuito: Estudiantes atendiendo cualquier colegio en el Condado de Sonoma puede utilizar sct libre de costo. Tiene que mostrar Id escolar.

Veteranos programa gratuito: Veteranos pueden utilizar sct libre de costo mostrando identificación de Veteranos del Condado de Sonoma ó identificación de administración de Veteranos.

Por favor, pague su tarifa

Con el fin de continuar con los niveles de servicio, es importante que todos los pasajeros paguen la tarifa correcta. Los pasajeros que no pagan la tarifa correcta serán negados del servicio. Los pases mensuales se deben mostrar cada vez que se sube al autobús.

Aviso

De acuerdo al Código Penal de CA 243.3, es un delito grave la agresión a un conductor o un pasajero de un autobús. Este delito se castiga con una multa de hasta \$10,000 o prisión de hasta un año-o ambos. Sonoma County Transit emprenderá acciones judiciales al grado máximo permitido por la ley.

Animales de Servicio

Están permitidos para acompañar a los pasajeros con discapacidades visuales, auditivas o de movilidad en todos los autobuses.

Mascotas y otros animales pequeños

Se permitirán siempre y cuando estén y permanezcan asegurados, en cargadores de mano que puedan ser llevados en el regazo del pasajero o almacenarse debajo del asiento. Las cargadoras no deben bloquear el pasillo otro asiento o el área de seguridad para sillas de ruedas.

Vacaciones

Ningún servicio es brindado en los siguientes días festivos: Día del Año Nuevo, Domingo de Pascua, Día de los Calidos, Día de la Independencia, Día del Trabajo, Día de Acción de Gracias y Navidad.

El servicio del sábado se ofrece en los siguientes días festivos: Día de Martin Luther King, Día de los Presidentes, Viernes después del Día de Acción de Gracias, Nochebuena y Nochevieja.



ATTACHMENT C



County of Sonoma

State of California

Noelle Francis

Date: May 17, 2022

Item Number: 19

Resolution Number: 22-0213

☐ 4/5 Vote Required

Resolution Of The Board Of Supervisors Of The County Of Sonoma, State Of California, Approving the 2022 Title VI Civil Rights Program Update for Sonoma County Transit.

Whereas, Title VI of the Civil Rights Act of 1964 and its implementing regulations provide that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receive federal financial assistance; and

Whereas, the Federal Transit Administration (FTA) requires that recipients of federal transit assistance document their compliance with Title VI regulations by submitting a Title VI Program Update to their FTA regional civil rights officer once every three years; and

Whereas, Sonoma County Transit is a recipient of federal transit assistance and has prepared a 2022 update to its Title VI Civil Rights Program in accordance with the requirements in FTA Circular 4702.1B.

Now, Therefore, Be It Resolved by the Board of Supervisors, County of Sonoma approves the 2022 Title VI Civil Rights Program Update for Sonoma County Transit.

Supervisors:

Gorin: Aye

Rabbitt: Aye

Coursey: Aye

Hopkins: Aye

Gore: Absent

Ayes: 4

Noes: 0

Absent: 1

Abstain: 0

So Ordered.