SonomaCountyTransit

Title VI Civil Rights Program Update

Sonoma County Transit
Steven Schmitz
Title VI Coordinator
707-585-7516
Steven@sctransit.com

Updated May 2025

Table of Contents

Agency Information…..……2

I. General Reporting Requirements

1. Public Notices……3
2. Complaint Procedures……...…….……...10
3. Lists of Complaints or Lawsuits……...17
4. Public Participation Plan ….……17
5. Language Assistance Plan ……..17
6. Minority Representation on Committees……18
7. Subrecipient Monitoring……18
8. Equity Analysis of Facilities……..19
9. Governing Body Approval……..…….....19

II. Service Standards and Policies

1. Vehicle Load……20
2. Vehicle Headway……20
3. On-Time Performance……...……20
4. Service Availability……..…20
5. Distribution of Transit Amenities……..……20
6. Vehicle Assignment……20

Attachments

A. Public Participation Plan
B. LEP Analysis & Language Assistance Plan
C. Final Governing Body Resolution

Agency Information

Sonoma County Transit (SCT) began operation in 1980, established by a vote of the Sonoma County Board of Supervisors. Utilizing a fleet of 46 fixed-route and 30 paratransit revenue vehicles, Sonoma County Transit provides intercity fixed-route and paratransit service along major travel corridors linking all cities and most communities in Sonoma County, a 390 square mile service area. Sonoma County Transit also provides local fixed-route and paratransit 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 2024, the population of the County of Sonoma was estimated to be 478,152.

Sonoma County Transit contracts with Transdev to operate its fixed-route service and the Center for Volunteer and Nonprofit Leadership for its paratransit service. During fiscal year 2023-24, Sonoma County Transit provided 744,550 fixed-route trips and 42,594 paratransit trips.

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:

SonomaCountyTransit

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:

SonomaCountyTransit

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:

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

Title VI notice placed in printed fixed-route schedule

All buses are wheelchair accessible. **Todos los autobuses tienen acceso para personas en sillas de ruedas.**

ADA Paratransit Services Door-to-door services are available to those who qualify under the Americans with Disabilities Act (ADA). For information regarding Sonoma County Transit's ADA program, call 707-585-7516 or TDD 711.

Transfers are issued only at time of boarding and are good for one-way trips on Sonoma County Transit. Sonoma County Transit accepts transfers from regional operators for a discounted fare. TRANSFERS ARE GOOD FOR 180 MINUTES.

Service Animals are permitted to accompany passengers with visual, hearing, or mobility disabilities on all SCT buses.

Pets will be allowed provided they are secured, and remain secured, in a commercial, hand-carried container designed for pets which can be held on the passengers lap or stored under the seat. Carriers must not block the aisle and cannot be stored on the seat or in a wheelchair securement area.

Bus Stops Call 576-7433 for bus stop locations. Route numbers and direction of travel are posted on the signs. During non-daylight hours, it is a visable to carry a flashlight so the driver can see you flagging.

Notice Under CA Penal Code 243.3, it is a felony to commit battery upon a driver or passenger of a bus. This crime is punishable by a fine of up to $10,000 or imprisonment of up to a year—or both. Sonoma County Transit will prosecute to the fullest extent of the law.

Holidays NO service provided on the following holidays: New Years Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

Saturday service is provided on the following holidays: Martin Luther King Day, Presidents Day, the Friday after Thanksgiving, Christmas Eve and New Years Eve.

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.

Fares Use the Zone Chart below to determine the number of zones for your trip. Then use the Fare Chart to determine the fare for the number of zones and your fare category. **Please have exact change.**

Zone Chart - Route 20 / 26

Boarding From:	Number of Zones to Destination:			
	Santa Rosa	Forestville / Sebastopol	Rohnert Park	Russian River / Coast
Russian River / Coast	3	2	x	1
Santa Rosa	1	2	x	3
Forestville / Sebastopol	2	1	2	2
Rohnert Park	x	2	1	x

Fare Chart	1 Zone	2 Zones	3 Zones
Adult *Adulto*	$1.50	$2.10	$3.00
Youth (18 & Under) *Jóvenes (menores de 18 años)*	Free / Gratis		
Senior Citizen / Disabled / Medicare Card Holders *Mayores de 65/ Discapacitados / Afiliados a Medicare*	$0.75	$1.05	$1.50
Children (5 & Under) *limit 2 per adult *Niños (hasta 5 años) *limite 2 por adulto*	Free / Gratis		

Please pay your fare In order to continue current levels of service, it is important that all passengers pay the correct fare. Passengers who do not pay the correct fare will be refused service. Monthly passes must be shown each time upon boarding the bus.

Reduced Fare Categories Documentation may be required to qualify for a reduced fare category:

Youth Fare: Passengers 18 years old and under qualify for the Youth fare. Proof of age may be requested by driver upon boarding.

College Student Free Fare Program: Students attending any Sonoma County college can use Sonoma County Transit at no charge by showing a current college student ID card when boarding.

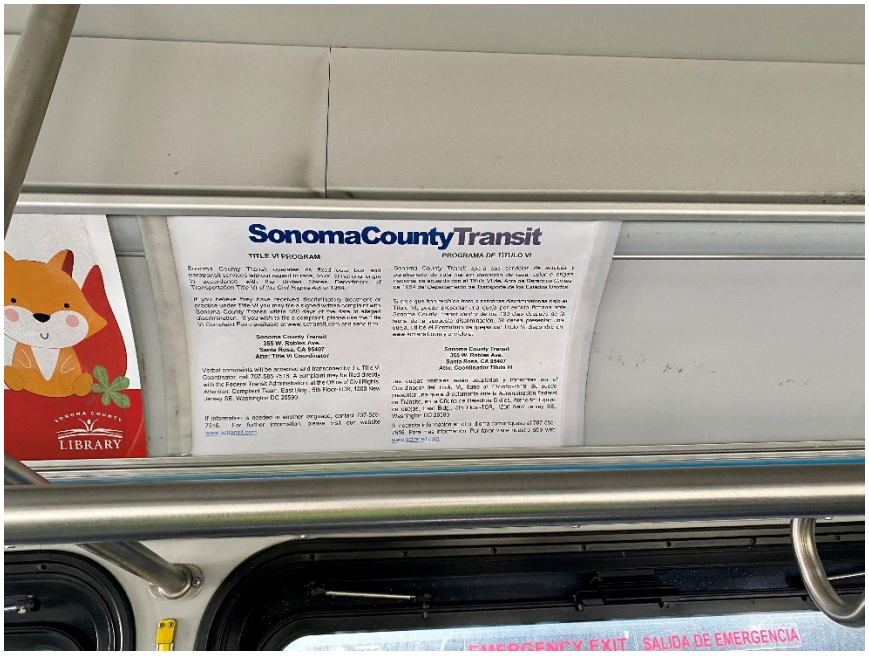
Senior Citizen: Persons 65 years or older. Any proof of age or Medicare Card is acceptable.

Disabled: Persons with disabilities. Passengers should have a current Regional Transit Connection Discount Card, Medicare Card or DMV placard documentation.

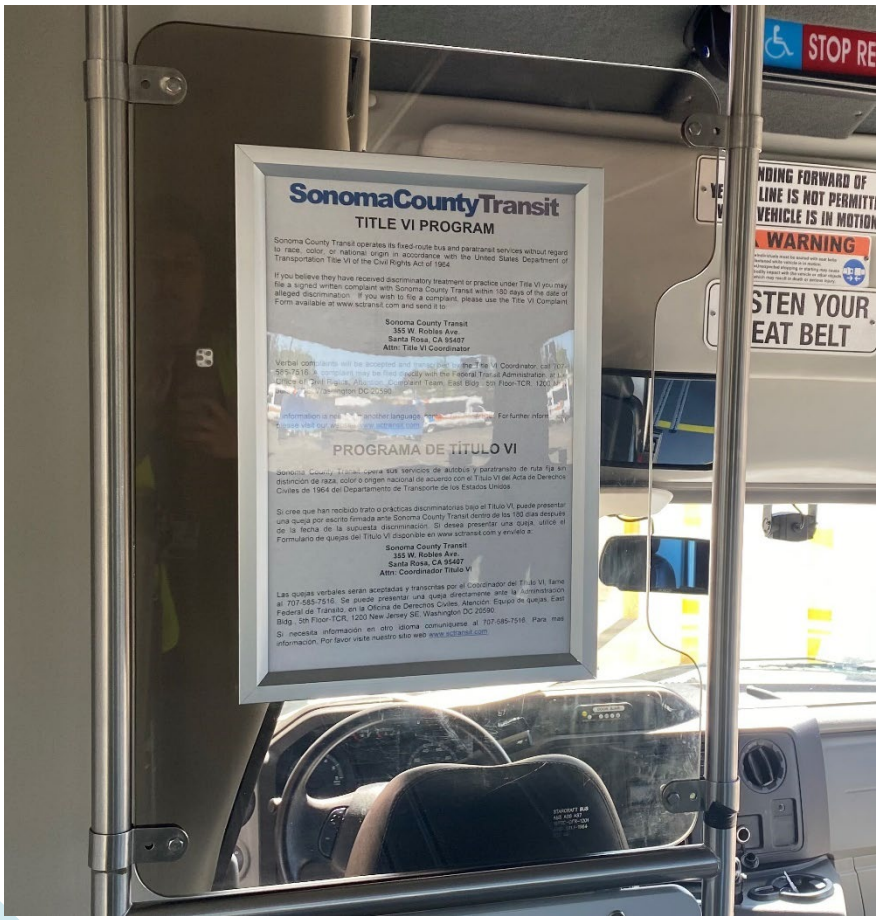
Medicare Card Holders: Valid Medicare Card.

Veterans Free Fare Program: Veterans can use Sonoma County Transit at no charge by showing either a Veterans Administration ID card or a Sonoma County Veterans ID card when boarding.

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's website

SonomaCounty Transit

routes + schedules | fares + passes | paratransit | how to ride

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.

A copy of Sonoma County Transit's Title VI plan can be found here: http://sctransit.com/wp-content/uploads/2023/03/Title-VI-Final-May-2022-.pdf

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 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 Manager by the end of the 60-day time limit. The complainant shall be notified of his/her right to appeal the decision. Appeals may be made to the Department of Transportation.

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:
Within15 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 Compliant 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:

SonomaCountyTransit

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 asistirnos 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 ☐ Aveces

En tus propias palabras por favor describe el presunto incidente, que paso, y quien crees es responsible. 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 2022, outreach has been relatively limited due to restrictions involving the COVID 19 pandemic. Digital tools and on-board signage were used to alert passengers of service changes 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 fiscal year 2026-27 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 program, allowing lower-income adults aged 19-64 to receive a fare discount of 50% off SCT's adult 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 draft resolution for Sonoma County Transit's Title VI Program Update scheduled for the Sonoma County Board of Supervisors during their meeting on May 13, 2025 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 fiscal year 2024-25 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 fiscal year 2024-25.

SonomaCountyTransit

Route	Type	Weekday Hours of Service	Weekend Hours of Service
10	Local	6:15 am – 7:05 pm	7:55 am - 6:02 pm (Saturday)
12/14	Local	6:15 am - 6:52 pm	7:33 am - 6:11pm (Saturday)
20	Intercity	6:05 am – 9:03 pm	6:05 am - 9:03pm
24	Local	7:23 am - 5:45 pm	7:23 am - 5:45 pm (Saturday)
26	Intercity	7:22 am - 4:34 pm	no weekend service
28	Local	7:45 am - 5:04 pm	7:45 am - 5:04 pm (Saturday)
30	Intercity	6:05 am - 9:01 pm	6:05 am - 9:01 pm
32	Local	7:42 am - 5:07 pm	8:00 am - 4:22 pm (Saturday)
34	Intercity	6:45 am - 6:25pm	limited weekday commute trips
40	Intercity	6:10 am - 9:55 pm	no weekend service
42	Local	7:30 am - 6:15 pm	no weekend service
44/48	Intercity	6:07 am - 11:17 pm	7:00 am - 10:32 pm
60	Intercity	6:25 am - 9:38 pm	6:45 am - 9:38 pm
62	Intercity	7:00 am - 7:54 pm	no weekend service
66	Local	7:43 am - 5:28 pm	7:43 am - 5:28 pm (Saturday)
67	Local	8:40 am - 4:10 pm	8:40 am - 4:10 pm (Saturday)
68	Local	7:25 am - 4:05 pm	7:25 am - 4:05 pm (Saturday)

SonomaCountyTransit

Fixed-Route Vehicle Inventory

FY 2024-25

Standard Transit Coaches

Bus #	Model Year	Length	Vehicle Make	Seats	Fuel Type	Wheelchair Accessible	Status	Vehicle Age
204	2010	40'	Orion VII	36	CNG	Yes	Active	15
205	2010	40'	Orion VII	36	CNG	Yes	Active	15
206	2010	40'	Orion VII	36	CNG	Yes	Active	15
208	2010	40'	Orion VII	36	CNG	Yes	Active	15
209	2010	40'	Orion VII	36	CNG	Yes	Active	15
211	2010	40'	Orion VII	36	CNG	Yes	Active	15
212	2010	40'	Orion VII	36	CNG	Yes	Active	15
213	2010	40'	Orion VII	36	CNG	Yes	Active	15
214	2012	40'	Orion VII	36	CNG	Yes	Active	13
215	2012	40'	Orion VII	36	CNG	Yes	Active	13
216	2012	40'	Orion VII	36	CNG	Yes	Active	13
217	2012	40'	Orion VII	36	CNG	Yes	Active	13
218	2013	40'	Eldorado	35	CNG	Yes	Active	12
219	2013	40'	Eldorado	35	CNG	Yes	Active	12
220	2013	40'	Eldorado	35	CNG	Yes	Active	12
222	2013	40'	Eldorado	35	CNG	Yes	Active	12
223	2013	40'	Eldorado	35	CNG	Yes	Active	12
224	2013	40'	Eldorado	35	CNG	Yes	Active	12
225	2013	40'	Eldorado	35	CNG	Yes	Active	12
226	2013	40'	Eldorado	35	CNG	Yes	Active	12
227	2015	40'	Eldorado	35	CNG	Yes	Active	10
228	2015	40'	Eldorado	35	CNG	Yes	Active	10
229	2015	40'	Eldorado	35	CNG	Yes	Active	10
230	2017	40'	Eldorado	35	CNG	Yes	Active	8
231	2017	40'	Eldorado	35	CNG	Yes	Active	8
232	2019	40'	Eldorado	35	CNG	Yes	Active	6
233	2019	40'	Eldorado	35	CNG	Yes	Active	6
234	2019	40'	Eldorado	35	CNG	Yes	Active	6

Small Transit Coaches

Bus #	Model Year	Length	Vehicle Make	Seats	Fuel Type	Wheelchair Accessible	Status	Vehicle Age
126	2016	25'	Glaval	18	Gasoline	Yes	Active	9
127	2016	25'	Glaval	18	Gasoline	Yes	Active	9
128	2016	28'	Glaval	18	Gasoline	Yes	Active	9
247	2015	32'	Eldorado	25	CNG	Yes	Active	10
249	2015	32'	Eldorado	25	CNG	Yes	Active	10
250	2015	32'	Eldorado	25	CNG	Yes	Active	10
251	2017	32'	Eldorado	25	CNG	Yes	Active	8
252	2017	32'	Eldorado	25	CNG	Yes	Active	8
253	2019	32'	Eldorado	25	CNG	Yes	Active	6
501	2018	30'	BYD	22	Electric	Yes	Active	7
502	2020	30'	BYD	22	Electric	Yes	Active	5
503	2020	30'	BYD	22	Electric	Yes	Active	5
504	2022	30'	BYD	22	Electric	Yes	Active	3
505	2022	30'	BYD	22	Electric	Yes	Active	3
506	2022	30'	BYD	22	Electric	Yes	Active	3
507	2023	35'	BYD	32	Electric	Yes	Active	2
508	2023	35'	BYD	32	Electric	Yes	Active	2
509	2023	35'	BYD	32	Electric	Yes	Active	2
950	2011	26'	ARBOC	18	Gasoline	Yes	Active	14

Standard and Small Fleet Average Age in Years (Active):	**9.72**
Total Standard and Small Revenue Vehicle Fleet	**46**
Compressed Natural Gas Powered Fleet	**34**
Battery-Electric Powered Fleet	**9**
Gasoline Powered Fleet	**4**

SonomaCountyParatransit

Paratransit Vehicle Inventory* **FY 2024-25**

Paratransit Vehicles

Veh. #	Model Year	Length	Vehicle Make	Seats	Fuel Type	Wheelchair Accessible	Status	Vehicle Age
808	2018	17'	Dodge Caravan	6	Gasoline	Yes	Active	3
807	2018	17'	Dodge Caravan	6	Gasoline	Yes	Active	3
806	2018	17'	Dodge Caravan	6	Gasoline	Yes	Active	3
805	2018	17'	Dodge Caravan	6	Gasoline	Yes	Active	3
850	2017	18'	Ford Transit	6	Gasoline	Yes	Active	4
753	2021	25'	Glaval	7	Gasoline	Yes	Active	0
752	2021	25'	Glaval	7	Gasoline	Yes	Active	0
751	2020	25'	Glaval	7	Gasoline	Yes	Active	1
750	2020	25'	Glaval	7	Gasoline	Yes	Active	1
749	2020	25'	Glaval	7	Gasoline	Yes	Active	1
748	2020	25'	Glaval	7	Gasoline	Yes	Active	1
747	2020	25'	Glaval	7	Gasoline	Yes	Active	1
746	2020	25'	Glaval	7	Gasoline	Yes	Active	1
745	2018	23'	Glaval	7	Gasoline	Yes	Active	3
744	2018	23'	Glaval	7	Gasoline	Yes	Active	3
743	2018	23'	Glaval	7	Gasoline	Yes	Active	3
742	2018	23'	Glaval	7	Gasoline	Yes	Active	3
741	2016	25'	Glaval (LF)	7	Gasoline	Yes	Active	5
740	2016	25'	Glaval (LF)	7	Gasoline	Yes	Active	5
739	2013	22'	Glaval	7	Gasoline	Yes	Active	8
738	2013	22'	Glaval	7	Gasoline	Yes	Active	8
737	2013	22'	Glaval	7	Gasoline	Yes	Active	8
736	2013	22'	Glaval	7	Gasoline	Yes	Active	8
735	2012	22'	Glaval	7	Gasoline	Yes	Active	9
734	2012	22'	Glaval	7	Gasoline	Yes	Active	9
733	2012	22'	Glaval	7	Gasoline	Yes	Active	9
628	2013	---	Ford Fusion	5	Gasoline	No	Active	8
626	2013	---	Ford Fusion	5	Gasoline	No	Active	8
625	2012	---	Ford Fusion	5	Gasoline	No	Active	9
624	2012	---	Ford Fusion	5	Gasoline	No	Active	9

Paratransit Vehicle Fleet Average Age in Years (Active):	**4.57**

LF - Low-Floor

Attachment A

SonomaCountyTransit

LEP Analysis & Language Assistance Plan

April 2025

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.

This LEP Analysis was conducted by Sonoma County Transit (SCT) to ensure compliance with Title VI and to provide the background information necessary to develop an appropriate language assistance plan. 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.

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient. Sonoma County Transit's information staff was interviewed for information regarding their interactions with LEP persons. Through this process, it was learned that all LEP individuals who contact SCT's telephone information line speak Spanish. Nearly all are requesting information on SCT's fixed-route bus schedules or the on-time status of buses. On average, Spanish-speaking LEP persons call the transit information line an estimated 10 times per week. This represents an increase in frequency since this plan was last updated in 2019, which was an estimated to

be between 3 and 5 times per week. This increase in frequency is due, in part, to the establishment within the past three years of a Language Line on-demand interpretation service that is available to SCT's fixed-route information staff. The Language Line connects the information staff to a network of on-demand telephone interpreters providing instant language support services in a myriad of languages including Spanish.

LEP persons rarely directly contact SCT staff over the telephone requesting paratransit information. Such information regarding SCT's paratransit service is often requested by English-speaking caseworkers, relatives or friends on behalf of an LEP individual. SCT's paratransit eligibility process, per the American with Disabilities Act (ADA), is handled in-house by SCT. Eligibility applications are also translated in Spanish. In addition, LEP individuals are referred to paratransit information on SCT's website that may be viewed in Spanish.

Sonoma County Transit also requested information from its fixed-route bus operators regarding their interactions with LEP individuals. Like the feedback provided from SCT's information staff, bus operators revealed that nearly all LEP passengers on SCT's fixed-route buses speak Spanish. 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 Lower Russian River, Forestville, Graton, and the cities of Sebastopol and Santa Rosa.

The Sonoma County Transit routes on which bus operators rarely encounter LEP individuals include local routes 10, 12 and 14, which serve the cities of Rohnert Park and Cotati, local route 24, which serves the City of Sebastopol, local route 28, which serves the Lower Russian River area, and intercity routes 44/48, which provides service between the cities of Santa Rosa, Rohnert Park, Cotati and Petaluma.

Approximately 20% of Sonoma County Transit's fixed-route bus operators are bi-lingual in Spanish. While this is a decrease from the approximately 30% of SCT's bus operators who were estimated to speak Spanish in 2019, it is very close to the percentage when this analysis was completed in 2013. All SCT's bus operators are taught basic words in Spanish to communicate minimally with Spanish-speaking LEP passengers. It was also learned that the most common question asked of SCT's fixed-route bus operators by LEP passengers is related to whether the correct passenger fare is being paid. Such fare-related questions are often handled by the LEP passenger inserting cash into the farebox until the bus operator indicates it is the sufficient fare.

For more complicated questions, bus operators will provide LEP passengers with a copy of Sonoma County Transit's Spanish-Language Rider Guide (see page 7) that contains general information about the fixed-route system's fares and rider policies entirely in Spanish. Also, a relative or friend of an LEP passenger or another passenger on-board the bus who is bi-lingual in Spanish will sometimes translate questions and answers to and from the bus operator.

The Metropolitan Transportation Commission (MTC) conducted a snapshot passenger survey for Sonoma County Transit during Fall 2023 and Spring 2024. The survey found that, of the surveys completed by SCT passengers, 31% said that Spanish was the language primarily spoken at home. Information gathered by Sonoma County Transit from the U.S. Census 2023 American Community Survey found that 30% of the population of Sonoma County identified themselves as Hispanic or Latino. Among people at least 5 years of age living in Sonoma County in 2023, 21% speak Spanish at home. Of households in Sonoma County in 2023 that speak Spanish at home, 10% are considered limited English-speaking. This was a reduction in the percentage of limited English-speaking households (17%) found from the 2017 American Community Survey.

Next, the drivers and schedulers for Sonoma County Transit's paratransit service were interviewed for information on their experiences in interacting with LEP individuals. Currently, none of the paratransit schedulers on staff speak Spanish. However, there are other workers in the office who speak conversational Spanish and can assist the schedulers when necessary. A Language Line on-demand interpretation service is also available to paratransit schedulers. Of the twenty paratransit drivers on staff, there are currently thirteen bi-lingual in Spanish. On a weekly basis, on average, there is currently only one LEP individual who speaks Spanish and contacts the paratransit schedulers to arrange trips. There is only one paratransit trip provided per week, on average, involving a Spanish-speaking LEP individual. Of the very few LEP individuals who use SCT's paratransit service, they often do so with companions who speak English.

Findings from the U.S. Census 2023 American Community Survey data and 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 U.S. Census data, it was determined that 30% of the Sonoma County's population identified themselves as Hispanic or Latino, which far exceeded the percentages for any other minority group. 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 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 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.

Factor 2: The frequency with which LEP persons come into contact with the program. As mentioned previously, the Metropolitan Transportation Commission (MTC) conducted a snapshot passenger survey for Sonoma County Transit during Fall 2023 and Spring 2024. A question in the survey asked passengers how many days per week they use SCT's fixed-route bus service. Of the respondents, 60% said that they use SCT 5 or more days per week, 33% said that they use SCT 1 to 4 days per week and another 4% said they use SCT only 1 to 3 times per month. The remaining 3% use SCT less than one time per month. Therefore, like the previous passenger survey results from 2018, it can be assumed that approximately half of the LEP passengers who use SCT's fixed-route bus service do so 5 or more days per week.

Utilizing information from Sonoma County Transit's bus operators, 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 Lower Russian River, Forestville, Graton, and the cities of Sebastopol and Santa Rosa. These four 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 (Santa Rosa).

Again, using information provided from Sonoma County Transit's information staff, bus operators and paratransit staff, LEP persons interact most frequently daily with SCT's fixed-route bus operators. The most common interactions with bus operators are fare-related questions. The passenger survey conducted in 2023 and 2024 found that 69% of LEP passengers paid with a cash fare while only 14% of LEP passengers indicated they use either Clipper or a discounted bus pass. Most schedule-related interactions with LEP individuals are either over the phone with SCT's information staff or through an English-speaking relative or friend on-board the bus. LEP individuals come into contact the least with SCT's paratransit staff, schedulers and drivers.

Factor 3: The nature and importance of the program, activity, or service provided by the program to people's lives. Through the information collected from Sonoma County Transit's information staff, bus operators, paratransit drivers and schedulers, passenger survey findings and U.S. Census data gathered in Factors 1 and 2 of this assessment, SCT has determined which programs, activities and services are most important to LEP individuals. SCT's fixed-route bus service is much more heavily utilized by LEP persons than its

paratransit service. Therefore, an ability to speak minimal Spanish among the fixed-route bus operators is more important to LEP individuals than among paratransit drivers. Likewise, the availability of a Language Line on-demand interpretation service that includes Spanish for SCT's fixed-route information staff is more important to LEP individuals than for paratransit schedulers and staff.

The most critical service to LEP individuals on Sonoma County Transit's fixed-route bus services and programs is schedule and fare information. Schedule and fare information is already translated into Spanish-language on all SCT route schedules. In addition, a Spanish-Language Rider Guide provides general information for LEP individuals regarding such things as transfer policies and discounted bus passes. General information and schedules on SCT's website can also be viewed in Spanish. Information regarding SCT's money saving programs such as transfers, discounted bus passes, and fare-free routes are more critical to LEP individuals because many have limited incomes.

Schedule information is also critically important to LEP passengers, who often have employment that requires them to arrive at work promptly. Information translated into Spanish on Sonoma County Transit's bus route schedules that serve concentrations of LEP individuals, including routes 20, 30, 32 and 60, is more critically important. Additionally, the availability of SCT's Spanish-Language Rider Guide on these bus routes, and the posting of public notices and schedule information in Spanish at various bus stops along these routes is also very important to LEP individuals.

Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach. Sonoma County Transit provides language assistance to LEP individuals through several different measures. All SCT fixed-route bus schedules have minimal Spanish-language translations related to bus schedules and fares. Also, a Spanish-Language Rider Guide provides general information to LEP individuals regarding such things as transfer policies, discounted bus passes and fare-free routes. In addition, pictograms are posted inside all SCT revenue vehicles indicating information on basic policies.

Approximately 20% of SCT bus operators are currently either fluent in Spanish or can speak conversational Spanish. And of the twenty paratransit drivers on staff, there are currently thirteen bi-lingual in Spanish. All SCT bus operators and paratransit drivers are also provided with basic words in Spanish to communicate minimally with Spanish-speaking LEP passengers. In addition, within the past three years a Language Line on-demand interpretation service was established that is available to SCT's fixed-route information staff and paratransit schedulers. The Language Line connects the information staff to a network of on-demand telephone interpreters providing instant language support services in a myriad of languages including Spanish.

Sonoma County Transit's website www.sctransit.com can be viewed in Spanish-language. The website contains all general policy information for SCT's fixed-route bus operations and paratransit service, as well as cash fare, discounted bus pass, and fare-free information. All SCT's on-board public notices are also presented in Spanish, including its non-discrimination obligations under Title VI and general safety and security information. In addition, public notices at bus stops are posted in Spanish where concentrations of LEP individuals are located in SCT's service area.

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 easy and very inexpensive. The Language Line interpretation service is on-demand and becomes an expense only when used. And the costs associated with updating and distributing SCT's Spanish-Language Rider Guide is relatively low.

Language Assistance Plan. Based on the census data, passenger survey, and staff information gathered through the "four factor analysis," Sonoma County Transit has determined that Spanish is the only language that needs to be provided for LEP individuals. To provide LEP individuals who speak Spanish more meaningful access to its services and programs, SCT should implement the following language assistance measures:

1. Sonoma County Transit's Spanish-Language Rider Guide (next page), which provides information on fares and policies, should be updated regularly.

2. Sonoma County Transit's public notices related to its vital written documents, such as the Short Range Transit Plan, should include the option to have such documents translated in other languages, upon request.

3. Sonoma County Transit's fixed-route information staff and paratransit staff should receive periodic training on the identification of potential Title VI passenger complaints.

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. Such expenses, however, can easily be absorbed into SCT's marketing budget. Translating SCT's vital written documents into Spanish could become expensive, but these costs can also easily be absorbed into SCT's general budget.

This LEP analysis has determined that, for the relatively low number of Spanish speaking LEP persons utilizing Sonoma County Transit's services and programs, a reasonable effort is being made by SCT toward providing several language assistance measures. SCT should expand upon these existing efforts by making regular updates to SCT's Spanish-Language Rider Guide and, upon request,

translate other vital documents such as the Short Range Transit Plan in Spanish. SCT's fixed-route and paratransit staff should also be trained on identifying potential Title VI complaints. The implementation of such additional language assistance measures can be absorbed into SCT's existing budget.

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.

VISA

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:

SAFEWAY

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 paratránsito 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
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 validas por 180 minutos.

Información de la Tarifa

El sistema de Sonoma County Transit está dividido en zonas de pasaje y tarifas varían según la duracion del viaje. Las tarifas están sujetas a cambios en cualquier momento. Cada vez que sube el autobús, al pagar, es necesario comprabar 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 las 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	Joventud (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.

Joventud: 18 años o menos. El conducor de autobus 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 ultilizar sct libre de costo. Tiene que mortrar Id escolar.

Veteranos programa gratuito: Veteranos pueden ultilizar sct libre de costo mostrando identification de Veteranos del Condado de Sonoma ó identificacion de administracion 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 Caídos, 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 B

SonomaCountyTransit

Public Participation Plan

April 2025

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 to passengers on an opt-in basis.

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 many highly utilized bus stops throughout its service area. Messages can also be sent to the public via SCT's real-time arrival information mobile apps.

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 are provided on its printed schedules and other materials. Translation services are also available to SCT's information staff either through its transit operations contractor or the Sonoma County Public Infrastructure Department. In addition, a Language Line interpretation service is available to SCT's fixed-route information staff that connects to a network of on-demand telephone interpreters providing instant language support services in a myriad of languages.

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 periodically conducts on-board surveys of passengers. Issue-specific questions may be used in certain circumstances. On-board surveys are typically conducted in person and/or over the telephone and/or online. 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 translation services are provided, upon request, at all public meetings.

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

I. Fare Changes. As part of the annual budget process, SCT evaluates passenger fare revenues versus 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 it 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 passengers 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 Sonoma County Board of Supervisors as part of the 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 relatively 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 C

County of Sonoma
State of California

THE WITHIN INSTRUMENT IS A CORRECT COPY OF THE ORIGINAL ON FILE IN THIS OFFICE

ATTEST: May 13, 2025
M. CHRISTINA RIVERA, Clerk/Secretary
BY Noelle Francis

Date: May 13, 2025

Item Number: 20
Resolution Number: 25-0247

☐ 4/5 Vote Required

Resolution Of The Board Of Supervisors Of The County Of Sonoma, State Of California, Approving the 2025 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 2025 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 2025 Title VI Civil Rights Program Update for Sonoma County Transit.

Supervisors:

Hermosillo: Aye Rabbitt: Aye Coursey: Aye Gore: Aye Hopkins: Aye

Ayes: 5 Noes: 0 Absent: 0 Abstain: 0

So Ordered.