

APPROVED

Board of Supervisors

by Reso No 2024-0336
MAY 21 2024COUNTY OF SACRAMENTO
CALIFORNIA

By

Florence Evans

Clerk of the Board

For the Agenda of:
May 21, 2024

To: Board of Supervisors

Through: David Villanueva, County Executive
David Defanti, Deputy County Executive
Community Services Agency

From: Ron E. Vicari, Director, Department of Transportation

Subject: Approve The Sacramento County South County Transit Link
Title VI Civil Rights Program

District(s): Hume

RECOMMENDED ACTION

Adopt the Resolution approving the Sacramento County South County Transit (SCT) Link Title VI Civil Rights Program.

BACKGROUND

The SCT Link operates commuter, deviated fixed route, and Dial-a-Ride in the Galt, Delta, and south County areas. SCT Link is financed by Transit Development Act funds, contributions from the City of Galt, fare box revenues, and Federal Transit Administration (FTA) Section 5311 funds authorized under 49 United States Code (U.S.C) Section 5311.

As a condition of receiving FTA Section 5311 funds, the Department of Transportation (SacDOT) is required to have a Title VI Civil Rights Program to comply with Section 601 of Title VI of the Civil Rights Act of 1964 which states:

"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."

SacDOT has updated SCT Link's Title VI Program to comply with the requirement to update the Title VI Program every three years as described in FTA Circular 4702.1B. The Circular also requires that the governing board of the transit operation approve the program. The five elected members of the

Approve The Sacramento County South County Transit Link Title VI Civil Rights Program

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Sacramento County Board of Supervisors serve as the policy board for SacDOT transit programs including SCT Link. The attached program identifies each applicable requirement of FTA Circular 4702.1B and how SacDOT meets the requirement (Attachment 1).

The Board of Supervisors last approved the program on June 15, 2021, by Resolution 2021-0397. The program must be updated and approved by the Board of Supervisors and submitted to Caltrans by June 2024.

FINANCIAL ANALYSIS

No financial impact is anticipated.

Attachments:

RES – Resolution

ATT 1 – Title VI Civil Rights Program 2024

RESOLUTION NO. 2024-0336

**RESOLUTION TO APPROVE THE SACRAMENTO COUNTY SOUTH
COUNTY TRANSIT LINK TITLE VI CIVIL RIGHTS PROGRAM**

WHEREAS, The Sacramento County Department of Transportation (SacDOT) operates commuter, deviated fixed route, and Dial-a-Ride transit services known as South County Transit (SCT) Link in the Galt, Delta, and south County areas; and

WHEREAS, SacDOT as a condition to receiving Federal financial assistance to fund SCT Link transit services from the U.S. Department of Transportation (DOT) will comply with Title VI of the Civil Rights Act of 1964; and

WHEREAS, Section 601 of Title VI of the Civil Rights Act of 1964 states 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; and

WHEREAS, Federal Transit Administration (FTA) Circular 4702.1B provides recipients of FTA financial assistance with guidance and instructions necessary to carry out U.S. DOT Title VI regulations (49 CFR part 21); and

WHEREAS, SacDOT has developed the Sacramento County SCT Link Title VI Civil Rights Program in substantial compliance with the October 1, 2012, FTA Circular 4702.1B; and

WHEREAS, the five elected members of the Sacramento County Board of Supervisors serve as the policy board for SacDOT transit programs including SCT Link.

NOW, THEREFORE, BE IT RESOLVED by the Board of Supervisors hereby approves the Sacramento County SCT Link Title VI Civil Rights Program attached.

Approve The Sacramento County South County Transit Link Title VI Civil
Rights Program
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On a motion by Supervisor Serna, seconded by Supervisor Hume, the forgoing Resolution was passed and adopted by the Board of Supervisors of the County of Sacramento this 21st day of May 2024, by the following vote, to wit:

AYES: Supervisors Frost, Hume, Serna, Kennedy

NOES: None

ABSENT: Supervisor Desmond

ABSTAIN: None

RECUSAL: None
(PER POLITICAL REFORM ACT (§ 18702.5.))



Florence Evans
Clerk, Board of Supervisors

Pat O'Rourke
Chair of the Board of Supervisors
of Sacramento County, California

FILED
BOARD OF SUPERVISORS

MAY 21 2024

BY *Florence Evans*
Clerk of the Board

In accordance with Section 25103 of the Government Code
of the State of California a copy of the document has been
delivered to the Chair of the Board of Supervisors, County
of Sacramento on *May 21, 2024*

By: *James Cervini*
Deputy Clerk, Board of Supervisors

Sacramento County SCT Link Title VI Civil Rights Program

Purpose:

The Sacramento County Department of Transportation (SacDOT) as a condition to receiving Federal financial assistance from the U.S. Department of Transportation will comply with Title VI of the Civil Rights Act of 1964.

Section 601 of Title VI of the Civil Rights Act of 1964 states the following:

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.

Governing Board:

The five elected members of the Sacramento County Board of Supervisors serve as the policy board for SacDOT transit programs.

Policy:

SacDOT promotes and affords equal treatment and service to people and affirms that no person on the basis of race, color, or national origin will be subjected to discrimination in the level and quality of transit services or related benefits provided by its employees, affiliates, and contractor's.

General Reporting Requirements:

Chapter III of Federal Transit Administration (FTA) Circular 4702.1B speaks to the general reporting requirements of recipients of FTA funding and its sub-recipients to ensure that their activities comply with the DOT Title VI regulations. Summaries of these requirements and SacDOT's efforts in meeting them are outlined below.

1. REQUIREMENT TO PROVIDE TITLE VI ASSURANCES. In accordance with 49 CFR Section 21.7(a), every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with DOT's Title VI regulations. This requirement shall be fulfilled when the applicant/recipient submits its annual certifications and assurances to FTA.

SacDOT annually submits its Certifications and Assurances to the California Department of Transportation (Caltrans), Division of Mass Transportation, as a sub-recipient of FTA funds.

2. REQUIREMENT TO PREPARE AND SUBMIT A TITLE VI PROGRAM. FTA requires that all direct and primary recipients document their compliance

with DOT's Title VI regulations by submitting a Title VI Program to their FTA regional civil rights officer once every three years or as otherwise directed by FTA. For all recipients (including sub-recipients), the Title VI Program must be approved by the recipient's board of directors or appropriate governing entity or official(s) responsible for policy decisions prior to submission to FTA. Sub-recipients shall submit Title VI Programs to the primary recipient from whom they receive funding in order to assist the primary recipient in its compliance efforts.

After the Sacramento County Board of Supervisors approves this Title VI Civil Rights Program (PROGRAM), SacDOT shall forward copies to its contract transit operator.

3. REQUIREMENT TO NOTIFY BENEFICIARIES OF PROTECTION UNDER TITLE VI

The PROGRAM shall include recipient's Title VI notice to the public that indicates the recipient complies with Title VI, and informs members of the public of the protections against discrimination afforded to them by Title VI.

SacDOT has developed a public notice following the guidelines of Circular FTA C 4702.1B, Appendix B. A copy is reproduced in appendix 1 of this PROGRAM. The notice is displayed on the front window of SCT Link reception/dispatch office next to the hours-of-service sign and on the following website: www.sctlink.com.

The following notice is printed on all system brochures in English and Spanish. System brochures are displayed in racks on every bus:

"No person on the basis of race, color, or national origin will be subjected to discrimination in the level and quality of transit services or related benefits. For additional information regarding our non-discrimination policy and procedures to follow in order to file a discrimination complaint visit the www.sctlink.com website or call (209) 745-3052."

The transit schedules are provided at locations listed below:

- SCT Link Office - 140 Enterprise Ct Ste B – Galt
- Galt City Hall - 380 Civic Dr – Galt
- Chabolla Center (Senior Center) - 600 Chabolla Ave – Galt
- Fairsite Elementary - 902 Caroline Ave – Galt
- Galt Public Library - 1000 Caroline Ave – Galt
- Lodi Transit Center - 24 S Sacramento St – Lodi
- Cosumnes River College - 8401 Center Pkwy – Sacramento
- Isleton City Hall – Isleton
- Galt Place Senior Apartments - 400 D St – Galt
- New Hope Senior Village - 890 Village Run - Galt

4. REQUIREMENT TO HAVE TITLE VI COMPLAINT PROCEDURES AND A COMPLAINT FORM

The PROGRAM shall include recipient's instructions to the public regarding how to file a Title VI discrimination complaint, including a copy of the complaint form.

SacDOT has developed a complaint procedure and form. Sample complaint procedures and complaint form are in Appendix 2 of this PROGRAM. The complaint procedures are available in English and Spanish on the www.sctlink.com website. If a member of the public wishes to file a complaint who does not have access to the internet the SCT Link receptionist will mail the procedures and form in both English and Spanish.

5. REQUIREMENT TO RECORD AND REPORT TRANSIT-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS. In order to comply with the reporting requirements of 49 CFR Section 21.9(b), FTA requires all recipients to prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin: active investigations conducted by entities other than FTA; lawsuits; and complaints naming the recipient. This list shall include the date that the investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response, or final findings related to, the investigation, lawsuit, or complaint.

SacDOT has developed a format for maintaining a list of all investigations, lawsuits and complaints naming SacDOT according to the guidelines of Circular FTA C 4702.1B, Appendix E. A copy of the SacDOT list format is reproduced in Appendix 5 of this PROGRAM.

6. REQUIREMENT TO PROMOTE INCLUSIVE PUBLIC PARTICIPATION AND PROVIDE MEANINGFUL ACCESS TO LEP PERSONS. Consistent with Title VI of the Civil Rights Act of 1964, DOT's implementing regulations, and Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (65 FR 50121, Aug. 11, 2000), recipients shall take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for individuals who are limited-English proficient (LEP). The content and considerations of Title VI, the Executive Order on LEP, and the DOT LEP Guidance shall be integrated into each recipient's established public participation plan or process (i.e., the document that explicitly describes the proactive strategies, procedures, and desired outcomes that underpin the recipient's public participation activities).

SacDOT's public participation policy is reproduced in Appendix 3. SacDOT

Limited English Proficiency Plan is reproduced in Appendix 4.

7. MINORITY REPRESENTATION ON PLANNING AND ADVISORY BODIES. Title 49 CFR Section 21.5(b)(1)(vii) states that a recipient 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." Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.

SacDOT does not have a non-elected transit board or advisory council.

8. PROVIDING ASSISTANCE TO SUBRECIPIENTS/ MONITORING SUBRECIPIENTS

SacDOT does not have any FTA sub-recipients.

9. DETERMINATION OF SITE OR LOCATION OF FACILITIES. Title 49 CFR Section 21.9(b)(3) states, "In determining the site or location of facilities, a recipient or applicant may not make selections with the purpose or effect of excluding persons from, denying them the benefits of, or subjecting them to discrimination under any program to which this regulation applies, on the grounds of race, color, or national origin; or with the purpose or effect of defeating or substantially impairing the accomplishment of the objectives of the Act or this part."

At this time, SacDOT does not have any facility projects. Should SacDOT engage in such a project in the future, SacDOT will ensure that CEQA and NEPA environmental analysis, as well as Title VI environmental justice requirements are incorporated into the scope of work for the project.

10. REQUIREMENT TO PROVIDE ADDITIONAL INFORMATION UPON REQUEST. FTA may request, at its discretion, information other than that required by this Circular from a recipient in order for FTA to investigate complaints of discrimination or to resolve concerns about possible noncompliance with DOT's Title VI regulations.

SacDOT will fully cooperate with any FTA investigation of complaints of discrimination to the extent required by Title VI regulations.

Requirements And Guidelines For Fixed Route Transit Providers:

Chapter IV of FTA Circular 4702.1B speaks to the additional reporting requirements of recipients of FTA funding and its sub-recipients that operate fixed route transit service to ensure that their activities comply with the DOT Title VI regulations. Providers of public transportation that operate fixed route and demand response service, or only fixed route service, are responsible for the reporting requirements in this chapter, but these requirements only apply to fixed route service. Circular 4702.1B defines fixed route as "Fixed route refers to public transportation service provided in vehicles operated along pre-determined routes according to a fixed schedule." SacDOT operates three fixed routes by this definition, all of which are commuter routes. The Highway 99 Express (Hwy 99) serves Lodi/Galt/Elk Grove and South Sacramento. The Galt-Sacramento Commuter Express (GSCE) serves Galt and downtown Sacramento. The Delta route serves the City of Isleton and other Delta communities to Galt.

SacDOT qualifies for a reduced level of Chapter IV reporting. If a fixed route transit provider does not operate 50 or more fixed route vehicles in peak service and is not located in a UZA of 200,000 or more in population, then the transit provider is only required to set system-wide standards and policies, as further described below.

SYSTEM-WIDE SERVICE STANDARDS AND POLICIES

1. Vehicle load for each mode. Vehicle load can be expressed as the ratio of passengers to the total number of seats on a vehicle.
 - a. Hwy 99 both peak and off peak vehicle load = 1.0
 - b. GCSE both peak and off peak vehicle load = 1.0
 - c. Delta both peak and off peak vehicle load = 1.0
2. Vehicle headway for each mode. Vehicle headway is the amount of time between two vehicles traveling in the same direction on a given line or combination of lines.
 - a. Hwy 99 both peak and off peak vehicle headway = 1.0 hour.
 - b. GCSE vehicle headway does not apply. Operates 5 times a day – 2 morning commute, midday, and 2 evening commute.
 - c. Delta vehicle headway does not apply. Operates 4 times a day – 2 morning commute and 2 evening commute.
3. On-time performance for each mode. On-time performance is a measure of runs completed as scheduled.
 - a. System-wide fixed route on-time performance is 95 percent of all runs completed with no early or late trips.
 - i. A late trip is a bus trip that is more than ten minutes late departing its initial time point in revenue service for commuter route service, due to mechanical or staffing problems such as

late reporting drivers; or for Dial-a-Ride service, any trip on which the vehicle arrives for the pick up more than 15 minutes after the scheduled time. An early trip is a bus departing from any designated time point earlier than its scheduled departure and/or from any time point within its published schedule. The County allows a one-minute grace period, hence two minutes early departing any time point constitutes an early trip.

4. Service availability for each mode. Service availability is a general measure of the distribution of routes within a transit provider's service area.
 - a. Hwy 99 – Minimum of one stop in each city from Lodi to South Sacramento that connects to the cities' transit system.
 - b. GSCE – In Galt service area maximum 5 mile drive to park-n-ride. In downtown Sacramento ½ mile walk to major employment centers, Amtrak, and RT light rail.
 - c. Delta – Two stops in Galt; one stop each in Walnut Grove, Ryde (by request), and Isleton.

5. Distribution of transit amenities for each mode. Transit amenities refer to items of comfort, convenience, and safety that are available to the general riding public. Fixed route transit providers must set a policy to ensure equitable distribution of transit amenities across the system. This policy does not apply to transit providers that do not have decision-making authority over the siting of transit amenities.

SacDOT does not have siting authority of transit amenities in any of the jurisdictions it provides commuter service. However, route maps and schedules are provided on every bus SacDOT operates.

6. Vehicle assignment for each mode. Vehicle assignment refers to the process by which transit vehicles are placed into service in depots and on routes throughout the transit provider's system.
 - a. Cutaways should be SacDOT and City owned vehicles with a useful life benchmark of 10 years.
 - b. Buses should be SacDOT and City owned vehicles with a useful life benchmark of 14 years.

APPENDIX 1**Notifying the Public of Rights Under Title VI****THE COUNTY OF SACRAMENTO**

The County of Sacramento operates its SCT Link Transit services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been subjected to discrimination prohibited by Title VI may file a complaint with the County of Sacramento.

For more information on the County's civil rights program, and the procedures to file a complaint please visit the SCT Link Title VI webpage at www.sctlinc.com, or visit the SCT Link administrative office at 140 Enterprise Court, Suite B, Galt, CA 95632, or call (209) 745-3052.

A complainant may choose to file a complaint directly with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

Si necesita información en Español por favor llame al (209) 745-3052.

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Title VI Civil Rights Program

Notificación al Público sobre sus Derechos bajo Título VI
El Condado de Sacramento

El Condado de Sacramento opera sus servicios de Transito SCT Link (por sus siglas en ingles) sin distinción de raza, color y origen nacional, de conformidad con el Título VI del Acta de Derechos Civiles. Cualquier persona que cree que él o ella ha sido victima de una discriminación prohibida por el Título VI, puede presentar una queja con el Condado de Sacramento.

Para más información sobre el programa del Condado sobre los derechos civiles, y el procedimiento para presentar una queja por favor visitar la oficina de administración de SCT Link (por sus siglas en ingles) al 140 Enterprise Court, Suite B, Galt, CA 95632, o llamar al (209)745-3052.

Un demandante puede escoger y presentar una queja directamente con la Oficina de Derechos Civiles, Atención al: Coordinador del programa Título VI, East Building, 5th Floor-TCR, y 1200 New Jersey Ave., SE, Washington, DC 20590.

Si necesita información en Español por favor llame al (209) 745-3052.

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APPENDIX 2**SACRAMENTO COUNTY
DEPARTMENT OF TRANSPORTATION****Civil Rights Title VI Complaint Procedure**

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Sacramento County's SCT Link Transit Services (hereinafter referred to as "the Agency") may file a Title VI complaint by completing and submitting the Agency's Title VI Complaint Form. The Agency investigates complaints received no more than 90 days after the alleged incident. The Agency will only process complaints that are complete. All Title VI and related statute complaints are considered formal as there is no informal process. Complaints **must** be in writing and **signed** by the complainant on the form provided. Complaints must include the complainant's name, address and phone number and be detailed to specify all issues and circumstances of the alleged discrimination. Allegations must be based on issues involving race, color, or national origin. Title VI complaints of discrimination may be filed with:

- ♦ TRANSIT CIVIL RIGHTS COORDINATOR
SACRAMENTO COUNTY DEPARTMENT OF TRANSPORTATION
4111 BRANCH CENTER ROAD, SACRAMENTO, CA 95827

Once the complaint is received, the Agency will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by the Agency.

The Agency has 30 days to investigate the complaint. If more information is needed to resolve the case, the Agency may contact the complainant. The complainant has 15 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 15 business days, the Agency can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the

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complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

Si necesita información en Español por favor llame al (209) 745-3052.

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CONDADO DE SACRAMENTO
 DEPARTAMENTO DE TRANSPORTACIÓN
El Título VI Procedimiento de Reclamo

Cualquier persona que cree que él o ella ha sido discriminado por motivos de raza, color u origen nacional por parte del Condado de Sacramento SCT Link Transit Services (aquí en adelante referido como, "la Agencia") puede presentar un reclamo de Título VI, completando y sometiendo el Formulario de Reclamo Título VI de la Agencia. La Agencia investigara las quejas recibidas no más de 90 días después del supuesto incidente. La Agencia sólo procesará los reclamos que estén completos. Todos los reclamos Titulados VI o estatutos afines serán considerados formales, ya que no hay un proceso informal. Los reclamos **deben** ser por escrito y **firmados** por el demandante en la forma prevista. Los reclamos deben incluir el nombre del autor, dirección y número de teléfono y debe incluir toda la información pertinente posible sobre los supuestos actos de discriminación. Las denuncias deben basarse en motivo de raza, color, u origen nacional. Reclamo por Discriminación Título VI pueden ser presentadas en:

- ♦ TRANSIT CIVIL RIGHTS COORDINATOR
 SACRAMENTO COUNTY DEPARTMENT OF TRANSPORTATION
 4111 BRANCH CENTER ROAD, SACRAMENTO, CA 95827

Una vez que el reclamo es recibido, la Agencia lo revisara para determinar si nuestra oficina tiene jurisdicción. El demandante recibirá un recibo informándole a él/ella si la queja será investigada por la Agencia.

La Agencia tiene 30 días para investigar la denuncia. Si mas información es necesaria para resolver el caso, la Agencia se pondrá en contacto con el demandante. El demandante tiene 15 días hábiles de la fecha de la carta para enviar la información solicitada por el investigador asignado al caso. Si el investigador no es contactado por el demandante o la información no es recibida dentro de los 15 días hábiles, la Agencia administrativa puede cerrar el caso. Un caso también puede ser cerrado administrativamente si el demandante ya no desea seguir con su caso.

Después de que el investigador analiza la denuncia, él / ella emitirá una de dos cartas al demandante: una carta de cierre o una carta de resultados (LOF). Una carta de cierre contiene un resume de las alegaciones y afirma que no hubo una violación del Título VI, y que el caso será cerrado. Un LOF contiene un resume sobre los hechos y las entrevistas sobre el supuesto incidente, y explicara si va haber una acción disciplinaria, o si se le otorgara entrenamiento adicional al miembro u empleado, o si otra acción será tomada. Si el demandante desea apelar

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la decisión, él/ella tiene 30 días después de la fecha de la carta o el LOF para hacerlo.

Una persona también puede presentar un reclamo directamente con el Federal Transit Administration, at FTA Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

Si necesita información en Español por favor llame al (209) 745-3052.

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County of Sacramento

Department of Transportation

TITLE VI COMPLAINT OF DISCRIMINATION FORM

TO: TRANSIT CIVIL RIGHTS COORDINATOR
 SACRAMENTO COUNTY DEPARTMENT OF TRANSPORTATION
 4111 BRANCH CENTER ROAD, SACRAMENTO, CA 95827

I _____ hereby file this
 complaint of discriminatory

(Please print your name)

treatment and request that an investigation be conducted.

I believe I was discriminated against because of my:

<input type="checkbox"/>	RACE	<input type="checkbox"/>	COLOR	<input type="checkbox"/>	NATIONAL ORIGIN
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DATE AND PLACE OF

OCCURRENCE: _____

**NAME (S) AND TITLE (S) OF THE PERSON (S) WHO I BELIEVE
 DISCRIMINATED AGAINST ME:**

**THE ACTION OR DECISION WHICH CAUSED ME TO BELIEVE I WAS
 DISCRIMINATED AGAINST IS AS FOLLOWS:**

**(Please include a description of what happened and how your benefits
 were denied, delayed or affected)**

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I WISH TO HAVE THE FOLLOWING CORRECTIVE ACTION TAKEN:

I BELIEVE THE ABOVE INFORMATION IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF.

ADDRESS: _____

TELEPHONE: _____

(COMPLAINANT'S SIGNATURE) (DATE)

**Original: Transit Civil Rights Coordinator Copy: Complainant
Condado de Sacramento**

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EL TÍTULO VI FORMULARIO DE RECLAMO POR DISCRIMINACIÓN

PARA: TRANSIT CIVIL RIGHTS COORDINATOR
 SACRAMENTO COUNTY DEPARTMENT OF TRANSPORTATION
 4111 BRANCH CENTER ROAD, SACRAMENTO, CA 95827

Yo _____ por este medio
 presento esta reclamo de trato

(Por favor escriba su nombre)

discriminatorio y solicito que se realice una investigación.

Yo creo que fui discriminado por causa de:

<input type="checkbox"/>	RAZA	<input type="checkbox"/>	COLOR	<input type="checkbox"/>	ORIGIN
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FECHA Y LUGAR AND LUGAR DE OCURRENCIA:

**NOMBRE (S) Y TITULO (S) DE LA PERSONA (S) QUE EN SU OPINION
 COMETIO EL ACTO DE DISCRIMINACION CONTRA USTED:**

**LA ACCIÓN O DECISIÓN QUE ME HIZO CREER QUE FUI DESCRIMINADO ES
 LA SIGUIENTE:**

**(En sus propias palabras, describa como, y por que sus beneficios fueros
 negados, retrasados o afectados)**

YO DESEO QUE LA SIGUIENTE ACCIÓN CORRECTIVA SEA TOMADA:

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CREO QUE LA INFORMACIÓN ANTERIOR ES VERDADERA Y CORRECTA A MI MEJOR CONOCIMIENTO Y CREENCIA.

DIRECCIÓN: _____

TELÉFONO: _____

(FIRMA DEL DEMANDANTE) (FECHA)

Original: Copia del Coordinador de Transportación de Derechos Civiles
Coordinador Copia: El autor

APPENDIX 3

PUBLIC PARTICIPATION POLICY

(Updated December 2016)

Guidelines for Changes to Transit Services and Increases in Fares

DEFINITIONS

A major change in service includes:

- Reduction in total system vehicle service hours of 10% or more.
- Elimination of service in an area with population of 2,000 or more.
- Elimination of service on one or more days of the week.
- Changing the type of transit service in an area with population of 2,000 or more.

A fare increase includes:

- Increase in single ride fare for any transit service including other fare categories.
- Decrease in the discounts offered for fare categories

PROCESS

For any major service change or any fare increase as defined above, the Sacramento County Department of Transportation will schedule a public hearing to present the proposed change(s) and obtain public comments. The primary source of service and fare changes will be the Short Range Transit Plan and its approval will fulfill these requirements. The public hearing will be scheduled at a time and place accessible and convenient for the general public to attend. Legal notice of the public hearing will be published in a local newspaper of general distribution at least 30 calendar days prior to the public hearing. Additional notice will be placed on transit vehicles and on a web site that provides information for the transit service (e.g. SCT Link). Notices will be provided in English and Spanish. Interpretation services will be available for the public hearing.

A staff person will record and prepare formal minutes of the public hearing. In addition, written or verbal comments will be accepted for at least one week following the public hearing.

Comments will be evaluated and incorporated into the recommendation and decision regarding the fare increase or service change.

Legal notice and press releases and/or advertising of the pending changes will be published in a local newspaper of general distribution at least 30 calendar days prior to implementation of the fare increase or service change.

APPENDIX 4

Limited English Proficiency (LEP) Plan

Sacramento County SCT Link

Introduction

This *Limited English Proficiency Plan* has been prepared to address Sacramento County Department of Transportation's (SacDOT) responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills utilizing its transit services under the name SCT Link. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et se, and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color or national origin.

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

Plan Summary

The SacDOT has developed this Limited English Proficiency Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency (LEP) who wish to access services provided by the SCT Link. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English.

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

In order to prepare this plan, SacDOT undertook the U.S. DOT four-factor LEP analysis.

Four-Factor Analysis

1. *The number or proportion of LEP persons in the service area who may be served or are likely to encounter a SCT Link program, activity or service.*

Table 1: C16001, provided below, is from the U.S. Census Bureau, 2018-2022 American Community Survey Language Spoken at Home for the Population 5 Years and Over. This table lists the languages spoken at home and the speakers' ability to speak English less than "very well" for the population within Galt five years and older. Individuals who speak English less than "very well" are considered to have limited English proficiency (LEP).

Spanish speakers with LEP comprise around 12% of the estimated population (2,962 estimated speakers with a +- 759 margin of error) and are the primary LEP persons likely to be involved with SCT Link programs and transit services. All other LEP groups are 200 or less individuals, or less than 1% of the Galt population, and fall well below the "safe harbor" numbers of 5% or 1,000 individuals, whichever is lowest.

2. *The frequency with which LEP persons come in contact with SCT Link Transit Services programs, activities or services.*

SacDOT has assessed the frequency at which staff have or could possibly have contact with LEP persons. This includes examining census data, phone inquiries, requests for translated documents, and staff feedback. As shown above, census data indicate that around 12% percent of the population within Galt, and 4% of the population within Sacramento County (including Galt), are primarily Spanish-speaking persons with LEP. No other language group that speaks English less than "very well" exceeds 0.8% of the population within Galt, or 2.1% in Sacramento County (including Galt). Phone inquiries and staff feedback indicate that SCT Link transit dispatchers and drivers interact relatively little with people with limited English-speaking skills other than Spanish.

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Table 1 - Language Spoken At Home For The Population 5 Years And Over

Source: U.S. Census Bureau, 2018-2022 American Community Survey 5-Year Estimates, Table C16001

Label	Sacramento County, California		City of Galt, California	
	Estimate	Margin of Error	Estimate	Margin of Error
Total:	1,483,252	*****	23,970	±377
Speak only English	998,321	±6,106	15,634	±1,068
Spanish:	194,842	±3,837	7,301	±1,009
Speak English "very well"	129,181	±3,374	4,339	±563
Speak English less than "very well"	65,661	±2,330	2,962	±759
French, Haitian, or Cajun:	2,732	±437	0	±25
Speak English "very well"	2,418	±408	0	±25
Speak English less than "very well"	314	±116	0	±25
German or other West Germanic languages:	3,955	±678	18	±25
Speak English "very well"	3,278	±603	18	±25
Speak English less than "very well"	677	±228	0	±25
Russian, Polish, or other Slavic languages:	43,095	±3,338	38	±48
Speak English "very well"	20,369	±1,793	27	±33
Speak English less than "very well"	22,726	±2,292	11	±22
Other Indo-European languages:	76,113	±3,524	602	±390
Speak English "very well"	44,477	±2,491	418	±304
Speak English less than "very well"	31,636	±2,064	184	±160
Korean:	4,638	±803	39	±53
Speak English "very well"	2,123	±490	11	±19
Speak English less than "very well"	2,515	±469	28	±35
Chinese (incl. Mandarin, Cantonese):	33,758	±2,086	95	±86
Speak English "very well"	13,226	±1,114	26	±30
Speak English less than "very well"	20,532	±1,483	69	±64
Vietnamese:	26,587	±2,039	0	±25
Speak English "very well"	10,476	±1,131	0	±25
Speak English less than "very well"	16,111	±1,484	0	±25
Tagalog (incl. Filipino):	29,048	±2,321	50	±47
Speak English "very well"	19,573	±1,821	41	±39
Speak English less than "very well"	9,475	±1,086	9	±15
Other Asian and Pacific Island languages:	52,834	±3,171	170	±102
Speak English "very well"	31,288	±2,275	107	±85
Speak English less than "very well"	21,546	±1,839	63	±48
Arabic:	9,660	±1,716	0	±25
Speak English "very well"	5,647	±1,059	0	±25
Speak English less than "very well"	4,013	±1,051	0	±25
Other and unspecified languages:	7,669	±1,141	23	±33
Speak English "very well"	5,803	±1,002	0	±25
Speak English less than "very well"	1,866	±502	23	±33

3. The nature and importance of programs, activities or services provided by SCT Link to the LEP population.

The provision of public transportation is a vital service, especially for people without access to personal vehicles. Transit ridership is composed mainly of various groups who make up what is often identified as the "transit dependent" population. This category includes elderly persons, youth, persons with disabilities, persons below the poverty level, and households without a private vehicle. Many individuals will fall into more than one group. The SCT Link Short Range Transit Plan 2017-2021 on Chapter 1, page 5, table 2, shows Galt "transit dependent" populations vary between 6 and 18% of the population served.

4. The resources available to the SCT Link and overall cost to provide LEP assistance.

SacDOT assessed its available resources that are currently being used, and those that could be used, to provide language assistance. Notwithstanding the significant cuts in funding for public transportation service, SCT Link provides a high degree of services for limited English-speaking persons.

Safe Harbor Provision

Spanish speakers with LEP comprise 12% of the estimated population in Galt and are the primary LEP persons likely to be involved with SCT Link programs and transit services. All other LEP groups fall well below the "safe harbor" numbers of 5% or 1,000 individuals, whichever is lowest.

Limited English Proficiency (LEP) Plan Outline

There are five areas that comprise the SCT Link LEP Plan:

1. Identifying LEP individuals who need language assistance
2. Language assistance measures
3. Training Staff
4. Providing Notice to LEP persons
5. Monitoring and updating the LEP Plan

1. Identifying LEP individuals who need language assistance

How the SCT Link may identify an LEP person who needs language assistance:

- ☐ Examine Customer Service Agent (CSA) and Transit Administration records for language assistance requests that have been received in the past, either at meetings or over the phone, to determine whether language assistance might be needed at future events.
- ☐ Examine U.S. Census Bureau American Community Survey that lists the languages spoken at home and their ability to "speak English very well" for the population within Galt five years and older.

2. Language Assistance Measures

There are numerous language assistance measures available to LEP persons, including both oral and written language services.

- All systems brochures with maps, timetables, and Title VI notifications are available in English and Spanish from literature racks on all vehicles and at the dispatch office.
- A Spanish interpreter is provided at our annual unmet transit needs meeting. The meeting is advertised in Spanish and English on all buses and the local newspapers.
- Trained and qualified telephone information personnel, at least one of whom is English/Spanish bilingual, are present to provide service information and demand response trip reservations during all hours and days of operation.
- For languages less than 5% or 1000 individuals we rely on a family member to translate.

3. Staff Training

SCT Link staff are trained annually on its role and responsibilities in providing meaningful access to services for LEP persons by the following:

- Provide staff with a description of language assistance services offered by the SCT Link.
- Provide staff with specific procedures to be followed when encountering an LEP person, including how to handle a potential Title VI LEP complaint.

4. Providing Notice to LEP Persons

How SCT Link will provide Notice to LEP Persons, both oral and written communications:

- Offer general information, such as operation hours of the system, etc., on the SCT Link customer service line (209-745-3052)
- Professionally translate vital documents (vital documents are defined as those documents without which a person would be unable to access services) to ensure accuracy of information.
- The following written communications will be printed in both English and Spanish:
 - All systems brochures with maps, timetables, and Title VI notifications from literature racks on all vehicles and at the dispatch office.
 - Onboard "take one" flyers containing information about route changes, rider alerts, fare increases and public hearings.
 - Onboard surveys.
 - Non-discrimination policies and information on the local/federal complaint process on the transit website and printed copies available at dispatch office.

5. Monitoring and updating the LEP plan

SacDOT will update the LEP as required by U.S. DOT. At a minimum, the plan will be reviewed and updated when new data becomes available, or when it is clear that higher concentrations of LEP individuals are present in the SCT Link Transit service area.

How SCT Link will examine and update the LEP Plan:

- Record and report on the number of LEP persons encountered annually.
- Determine the current LEP population in the service area and whether the need for translation services has changed.
- Determine whether local language assistance programs have been effective and sufficient to meet the need.
- Determine whether the SCT Link' financial resources are sufficient to fund language assistance resources needed.
- Determine whether the SCT Link and its contractor have fully complied with the goals of this LEP Plan.

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- Determine whether complaints have been received concerning the agency's failure to meet the needs of LEP individuals.
- Obtain input from customers via onboard surveys.

Dissemination of the SCT Link LEP Plan

How the SCT Link' LEP Plan will be disseminated to customers and the community:

A link to the LEP Plan and the Title VI Plan will be included on the SCT Link website, www.sctlink.com

Alternatively, any person or agency may request a copy of the plan via telephone, fax, mail, or in person, and shall be provided a copy of the plan at no cost.

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APPENDIX 5**LIST OF TRANSIT-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS,
AND LAWSUITS**

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