

Tehama County Transportation Commission

Title VI Program



TCTC

TEHAMA COUNTY
TRANSPORTATION COMMISSION

Adopted October 23, 2023

Prepared by: *Jessica Riske-Gomez*

Jessica Riske-Gomez

Deputy Director

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The Tehama County Transportation Commission is committed to ensuring that no person is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any of its programs, activities, or services on the basis of race, color or national origin.

If you believe you have been subjected to discrimination under Title VI, you may file a written complaint at:

*Executive Director, Tehama County Transportation Commission
1509 Schwab Street
Red Bluff, CA 96080*

Board Resolution

**Tehama County Transportation Commission
Resolution No. 12-2023:**

**ADOPTION OF THE TEHAMA COUNTY
TRANSPORTATION COMMISSION
TITLE VI PROGRAM**

WHEREAS, the Tehama County Transportation Commission (TCTC) is a recipient of federal revenues and is required to meet federal regulatory requirements for Title VI of the Civil Rights Act of 1964, established by 49 CFR part 21.7, and

WHEREAS, the TCTC has or will provide all annual certifications and assurances to the Federal Transit Administration and Federal Highway Administration required for the Title VI Program, and

WHEREAS, the TCTC provides public transportation services to Tehama County residents and visitors, and

WHEREAS the TCTC assures that no person or groups of persons are subjected to discrimination on the basis of race, color, or national origin, including limited English proficient persons, in the level and quality of transportation services, programs and activities provided, whether federally funded or not, and

WHEREAS, the TCTC assures that all residents and visitors of Tehama County's service area are afforded meaningful access to our programs, activities, and services, **and**

WHEREAS, the TCTC updated the agency Title VI Program to meet current Federal Guidelines.

NOW, THEREFORE, BE IT RESOLVED that the TCTC does hereby approve and adopt the updated Tehama County Title VI Program.

The foregoing Resolution was offered by Nolen and seconded by Moule, on September 25, 2023, and adopted by the following vote:

AYES: Bacquet, Moule, Nolen, Hansen, Hurton

NOES:

ABSENT OR NOT VOTING: Demo

STATE OF CALIFORNIA)
) **ss**
COUNTY OF TEHAMA)

I, JENNIFER VISE, County Clerk and ex-officio Clerk of the Board of Supervisors of the County of Tehama, State of California, hereby certify the above and foregoing to be full,

**Tehama County Transportation Commission
Resolution No. 12-2023:**

**ADOPTION OF THE TEHAMA COUNTY
TRANSPORTATION COMMISSION
TITLE VI PROGRAM**

true, and correct copy of an order adopted by said Tehama County Transit Agency Board on this 25th day of September 2023.

JENNIFER VISE, County Clerk and Ex-Officio Clerk of the Board of Supervisors of the County of Tehama, State of California

BY: 
Deputy

Definitions

Adverse Effect means having a harmful or undesired effect.

Discrimination refers to any act or inaction, whether intentional or unintentional, in any program or activity of a federal aid recipient, sub-recipient, or contractor that results in disparate treatment, disparate impact, or perpetuates the effects of prior discrimination based on race, color, or national origin.

Limited English Proficient (LEP) Persons are individuals for whom English is not their primary language and who have a limited ability to speak, understand, read, or write English. It includes people who reported to the U.S. Census that they do not speak English well or do not speak English at all.

Low-Income Population means any readily identifiable groups of low-income individuals who live in geographic proximity, and if circumstances warrant, geographically dispersed transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed DOT program, policy, or activity.

Minority Individuals

- American Indian and Alaska Native, which refers to people having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
- Asian, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent.
- Black or African American, which refers to people having origins in any of the Black racial groups of Africa.
- Hispanic or Latino, which includes people of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.
- Native Hawaiian and other Pacific Islanders, which refers to people having origins in any of the original people of Hawaii, Guam, Samoa, or other Pacific Islands.

National Origin means the particular nation in which a person was born, or where the person's parents or ancestors were born.

Race means a group of people united or classified together on the basis of common history, nationality, or geographic distribution.

Recipient means one that has received or is receiving Federal financial assistance. The term includes sub-recipients of a recipient and sub-recipients in FHWA and FTA State administered programs.

Retaliation is any adverse action taken against another individual because of their participation in the complaint, investigation, or hearing relating to this policy or the provision of federal or state law.

Vital Documents are documents that convey information that critically affects the ability of the customer to make informed decisions about their participation in the program (e.g. public notices, consent forms, complaint forms, eligibility rules, notices pertaining to the reduction, denial or termination of services or benefits, right to appeal, and notices informing customers of the availability of free language assistance)

Non-Discrimination Policy Statement

It is the policy of the Tehama County Transportation Commission (TCTC) that no person shall on the grounds of race, color, national origin, sex, disability, or age, be excluded from participation in, be denied the benefits of, or be subjected to discrimination in any operation of TCTC as provided by Title VI of the Civil Rights Act of 1964 and related statutes.

This policy applies to all operations of TCTC including its contractors and anyone who acts on behalf of TCTC. This policy also applies to the operations of any department or agency to which TCTC extends federal financial assistance. Federal financial assistance includes grants, training, use of equipment, donations of surplus property, and other assistance.

Prohibited discrimination may be intentional or unintentional. Seemingly neutral acts that have disparate impacts on individuals of a protected group and lack a substantial legitimate justification are a form of prohibited discrimination. Harassment and retaliation are also prohibited forms of discrimination.

Examples of prohibited types of discrimination based on race, color, national origin, sex, disability, or age include: Denial to an individual any service, financial aid, or other benefit; Distinctions in the quality, quantity, or manner in which a benefit is provided; Segregation or separate treatment; Restriction in the enjoyment of any advantages, privileges, or other benefits provided; Discrimination in any activities related to highway and infrastructure or facility built or repaired; and Discrimination in employment.

Title VI compliance is a condition of receipt of federal funds. The Title VI Coordinator is authorized to ensure compliance with this policy, Title VI of the Civil Rights Act of 1964, 42 U.S.C § 2000d and related statutes, and the requirements of 23 Code of Federal Regulation (CFR) pt. 200 and 49 CFR pt. 21.

Executive Director

Date

Organization, Staffing, and Structure

The Executive Director is ultimately responsible for assuring full compliance with the provisions of Title VI of the Civil Rights Act of 1964 and related statutes and has directed that non-discrimination is required of all agency employees, contractors, and agents pursuant to 23 CFR Part 200 and 49 CFR Part 21.

TCTC has created the position of Deputy Director to perform the duties of the Title VI Coordinator and ensure implementation of agency's Title VI program. The position of Deputy Director is located within TCTC.

The Title VI Coordinator is responsible for:

- Submitting a Title VI plan and annual reports on the agency's behalf;
- Developing procedures for the prompt processing and disposition of complaints;
- Investigating complaints, compiling a complaint log, and reporting to CDOT.
- Developing procedures for the collection and analysis of statistical data.
- Developing a program to conduct Title VI reviews of program areas;
- Conducting annual Title VI assessments of pertinent program areas;
- Developing Title VI information for dissemination;
- Establishing procedures for resolving deficiency status and reducing to writing the remedial action agreed to be necessary.

Title VI Complaint Procedures

Discrimination Complaint Procedure for the Tehama County Transportation Commission

Federal law prohibits discrimination on the basis of race, color, national origin, age, sex, or disability in any TCTC program or activity. This prohibition applies to all branches of TCTC, its contractors, consultants, and anyone else who acts on behalf of TCTC.

Any person who believes they has been discriminated against based on race, color, or national origin by Caltrans or a sub-recipient may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. The Office of Civil Rights (OCR) processes complaints received no more than 180 days after the alleged incident. OCR will only process complaints that are complete, which include the complainant's contact information, details of the alleged discrimination, and the complainant's signature.

Once the Title VI complaint is received, OCR will determine which federal administering agency has jurisdiction to investigate/process the complaint.

Title VI Complaints Processed Under the Federal Highway Administration (FHWA):
Title VI complaints filed with Caltrans in which Caltrans is named as the Respondent will be forwarded to the FHWA Division Office. The Complainant will receive an acknowledgement letter informing them that the complaint has been received and forwarded to the FHWA.

Per the FHWA Guidance Memorandum, *Processing of Title VI Complaints*, dated June 13, 2018, all Title VI complaints received by a sub-recipient are to be forwarded to Caltrans to be submitted to FHWA Division Office. Complaints should be sent within one business day of receipt via email to Title.VI@dot.ca.gov. If Headquarters Office of Civil Rights (HCR) determines a Title VI complaint against a sub-recipient can be investigated by Caltrans, HCR may delegate the task of investigating the complaint to Caltrans.

Title VI Complaints Processed Under the Federal Transit Administration (FTA):
Title VI complaints filed with Caltrans in which Caltrans is named as the Respondent will be investigated by Caltrans. Per FTA, Title VI complaints are to be handled at the local level or elevated to FTA under egregious Title VI discriminatory circumstances. The Complainant will receive an acknowledgement letter informing them that the complaint has been received and whether the complaint will be investigated by Caltrans or forwarded to FTA.

Title VI complaints filed with Caltrans against a sub-recipient will be investigated by Caltrans. If the complaint is filed with the sub-recipient, the sub-recipient is responsible for investigating the complaint in accordance with FTA Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients.

FTA – Filing a Local Complaint

FTA recommends, but does not require, that individuals first file a complaint directly with their transit provider to give the provider an opportunity to resolve the situation. FTA grantees are required under the ADA, Title VI, and EEO to have local complaint procedures.

Caltrans OCR Investigation Process

If OCR is delegated the responsibility of performing an investigation, OCR has 90 days to investigate the complaint. If additional time is needed, OCR will call the Complainant and inform them.

If more information is needed to resolve the case, the OCR investigator may contact the Complainant. The Complainant has ten business days from the date of the letter to send the 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 ten business days, OCR can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

OCR will consult with HCR regarding the disposition of the complaint. Disposition of Title VI complaint will be undertaken by HCR, through either (1) *informal resolution* or (2) *issuance of a Letter of Finding of compliance or noncompliance with Title VI*. A copy of the Letter of Finding will be sent to all parties via the Division Office.

A person may also file a complaint directly with: Federal

Transit Administration
Civil Rights Division
Attention: Complaint Team
East Building, 5th Floor –
TCR 1200 New Jersey
Avenue, SE Washington,
DC 20590

Federal Highway Administration
U.S. Department of Transportation
Office of Civil Rights
1200 New Jersey Avenue, SE
8th Floor E81-105
Washington, DC 20590

Title VI Investigations, Complaints and Lawsuits

There are no past or current Title VI investigations, complaints, or lawsuits involving the Tehama County Transportation Commission.

Type of Process	Date	Summary (Including Basis of Complaint)	Action(s) Taken
Investigations	n/a	n/a	n/a
Lawsuits	n/a	n/a	n/a
Complaints	n/a	n/a	n/a

Data Collection

Factor 1: Languages likely to be encountered and the number or proportion of LEP persons in the eligible population likely to be affected by the program, activity, or service.

While the total population of Tehama County is 63,373, all data in this section will be based on the population of 59,506 people age 5 years and over, as found at: <https://data.census.gov/>.

Limited English Proficiency (LEP) Population in Tehama County

Population 5 years and older	Number of LEP Individuals	Percentage of LEP Individuals	LEP Individuals who speak Spanish	PLEP Individuals who speak Indo-Euro Languages	LEP Individuals who speak Asian and Pacific Languages	LEP Individuals who speak Other Languages
59,506	4,265	7.2%	3,830	100	299	36
			6.40%	0.2%	0.5%	0.06%

Limited English Proficiency persons are those who speak English less than “very well”.

After analysis of the census data for Tehama County and using the “Safe Harbor Provision” as a guide, TCTC determined that Spanish is the only language group that exceeds the stated criteria for printed materials.

Community Areas With Significant Percentage of Spanish Speaking Individuals

Community	Total Population	Population Speaking English Less Than “Very Well”	Percentage
Corning (Zip Code 96021)	7,535	2,532	33.6%
Los Molinos (Zip Code 96055)	1,845	303	16.4%
Red Bluff (Zip Code 96080)	14,132	1,194	8.4%

Factor 2: Frequency with which LEP individuals come in contact with the transportation program.

TCTC staff reviewed the number of occurrences that TCTC staff have or could have had contact with LEP persons. During the last three (3) years since developing the Title VI program, TCTC has had no requests for interpreters and no requests for translated program documents.

Paratransit Services, contracted operator of TRAX, reported 780 instances that translation services were requested during the three (3) year period since implementation of the Title VI program. There is potential to encounter LEP individuals at the regional transit facility located in Red Bluff, as transit information is distributed, rides are dispatched, transit passes are sold, and public notices are posted.

While 7.2% of Tehama County's population speaks English "less than very well," this is a comparatively small percentage of the overall population. TCTC has had very little contact with LEP persons where language assistance was requested from an LEP group or individual.

Factor 3: Importance of the program, activity, or service provided by TCTC to LEP individuals lives.

The largest geographic concentration of LEP individuals in the transit service area are Spanish speaking. Transit services provided are most likely to encounter LEP individuals are the fixed route (TRAX) system which serves the general public or the demand-response (ParaTRAX) system serving seniors and persons with disabilities.

Factor 4: Resources needed and costs to provide effective language assistance.

TCTC assessed its available resources that could be used for providing LEP assistance, including determining the cost of a professional interpreter and translation service on an as-needed basis, which of its documents would be the most valuable to be translated if the need should arise, and taking an inventory of available organizations that TCTC could partner with for outreach and translation efforts.

Tehama County uses Linguistica as an over the phone translation service on an on-call basis.

Language Assistance Plan

Identifying LEP Populations and Needs

TCTC will take the following steps to identify and monitor the LEP population in Tehama County:

- Periodically review updated U.S. Census Bureau and California Department of Finance Demographic Data for changes in LEP populations to identify and anticipate future LEP population needs.
- Network with local human services agencies and community-based organizations providing services to LEP individuals.
- Annually survey bus drivers and other front-line staff on their experience with LEP individuals during the previous year.
- Annually examine records to see if requests for language assistance have been received in the past, either at public events and meetings or over the phone to determine whether language assistance might be required at future events or meetings.

Serving LEP Populations

TCTC will take the following steps to serve the LEP population in Tehama County:

- Public notices provided in English and Spanish and upon request, staff will arrange for a translator to be available at public hearings involving TCTC.
- Provide training to LEP persons with the assistance of bilingual staff.
- When an interpreter is needed staff will utilize Linguistica translator service.
- Encourage the recruitment of bilingual staffing to provide Spanish speaking interpretation at its administrative offices to assist with questions.
- Include language “Spanish a plus” on recruitment flyers and onboard recruitment posters.

Updating the Language Assistance Plan

A thorough review of this Language Assistance Plan will be undertaken every three (3) years concurrent with updating and submitting the Tehama County Transportation Commission Title VI Program. At that time, the LEP population will be reassessed, to ensure all significant LEP languages are included in TCTC’s language assistance efforts.

The following reoccurring reporting and evaluation measures will be used to update the Language Assistance Plan:

- Documenting the number of LEP persons contacted/encountered annually.
- Documenting how the needs of LEP persons have been addressed.
- Determination of the current LEP population in the service area.
- Determining whether the need for translation services has changed.
- Determining whether local language assistance programs have been effective and sufficient to meet the needs of LEP persons.
- Determine whether TCTC's financial resources are sufficient to fund language assistance resources needed.
- Determine whether TCTC has fully complied with the goals of this LEP Plan.
- Determine whether complaints have been received concerning TCTC's failure to meet the needs of LEP individuals.
- Staying current with demographic data (U.S. Census Bureau; American Community Survey; CA Dept. of Finance Demographics).

Environmental Justice Requirements

TCTC shall integrate an environmental justice analysis into its National Environmental Protection Act (NEPA) documentation of construction projects. TCTC is not required to conduct environmental justice analyses of projects where NEPA documentation is not required.

TCTC will consider preparing an environmental assessment (EA) or environmental impact statement (EIS) to integrate into its documents the following components:

- A description of the low-income and minority population within the study area affected by the project, and a discussion of the method used to identify this population (e.g., analysis of Census data, direct observation, or a public involvement process).
- A discussion of all adverse effects of the project both during and after construction that would affect the identified minority and low-income populations.
- A discussion of all positive effects of the project that would affect the identified minority and low-income populations, such as improvements in transit service, mobility, or accessibility.
- A description of all mitigation and environmental enhancement actions incorporated into the project to address the adverse effects, including, but not limited to, any special features of the relocation program that go beyond the requirements of the Uniform Relocation Act and address adverse community effects such as separation or cohesion issues; and the replacement of the community resources destroyed by the project.
- A discussion of the remaining effects, if any, and why further mitigation is not proposed.
- For projects that traverse predominantly minority and low-income and predominantly non-minority and non-low-income areas, a comparison of mitigation and environmental enhancement actions that affect predominantly low-income and minority areas with mitigation implemented in predominantly non-minority or non-low-income areas.

Minority Representation

Social Services Transportation Advisory Council (SSTAC)

Per section 99238 of the Transportation Development Act (TDA), each transportation planning agency shall provide for the establishment of a SSTAC for each county, or counties operating under a joint powers agreement, which is not subject to the apportionment restriction established in Section 99232.

TCTC staff encourages participation on this non-elected committee via requests for participation or nomination of persons involved with local human service agencies and other stakeholders. The recruitment process is open on a continual basis and is advertised in the local newspapers, on the Regional Transportation Planning Agency website, and at taketrax.com.

The Social Services Transportation Advisory Council shall consist of the following members:

- One representative of potential transit users who is 60 years of age or older.
- One representative of potential transit users who is handicapped.
- Two representatives of the local social service providers for seniors, including one representative of a social service transportation provider if one exists.
- Two representatives of local social service providers for the handicapped, including one representative of a social service transportation provider if one exists.
- One representative of a local social service provider for persons of limited means.
- Two representatives from the local consolidated transportation service agency, designated pursuant to subdivision (a) of Section 15975 of the Government Code, if one exists, including one representative from an operator, if one exists.
- The transportation-planning agency may appoint additional members in accordance with the procedure prescribed in subdivision (b).

Committee/ Body	African American	Native American	Asian	Caucasian	Native Hawaiian or Pacific Islander	Latino	Other Race
Tehama County Population	.6%	1.6%	2.2%	73.1%	0.1%	20.8%	0.1%
SSTAC Members	0%	0%	0%	90%	0%	10%	0%

*Population percentages do not total 100% due to “Two or More Races” response to Census surveys and statistical margin of error in estimates.

Equity Analysis

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 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.”

Title 49 CFR Part 21, Appendix C, Section (3)(iv) provides, “The location of projects requiring land acquisition and the displacement of persons from their residences and businesses may not be determined on the basis of race, color, or national origin.” For purposes of this requirement, “facilities” does not include bus shelters, which are considered transit amenities. Nor does it cover transit stations, power substations, or other such facilities as those are evaluated during project development and the NEPA process. Facilities included in this provision include, but are not limited to:

- Operations Centers
- Maintenance Facilities
- Storage Facilities

Tehama County has not constructed or determined sites of new facilities and has not undergone a Title VI Equity Analysis.

Tehama County Transportation Commission has not used FHWA or FTA funding for new construction of its transportation facilities.

Tehama County would, in accordance with FHWA/FTA guidelines and the adopted Tehama County Title VI Program, initiate an equity analysis study if developing future operation, maintenance or storage facilities in the future.

Data Collection

In accordance with Executive Order 12898, "Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations", the LOCAL AGENCY will develop strategies to address disproportionately high and adverse health or environmental effects on minority and low-income populations to promote nondiscrimination in Federal-aid programs substantially affecting human health and the environment, and to provide minority and low-income communities access to public information and an opportunity for public participation in matters relating to human health or the environment.

Staff Training

Staff received the following training related to LEP populations and the Title VI program:

- Information on the TCTC Title VI Procedures and LEP responsibilities.
- Description of language assistance services offered to the public.
- Documentation of language assistance requests.
- Use of professional interpreter services on an as-needed basis.
- How to handle a potential Title VI/LEP complaint.

Public Participation

Purpose

This plan provides guidelines for involving the public in TCTC planning efforts to ensure that all groups are represented, and their needs considered.

TCTC is committed to ensuring it serves Tehama County fairly, consistently, and in the most cost-efficient and appropriate manner given available resources. Through conversation and collaboration with riders, prospective riders, and the citizens and stakeholders of Tehama County, TCTC will be able to assess the quality of its service, measure potential impacts to the community from TCTC initiatives or proposed initiatives, and ensure that it is providing valuable services to the residents and visitors of Tehama County.

Public Participation Process

A public participation process will be considered for projects that may impact the public and/or potential riders. TCTC utilizes the SSTAC for the purpose of identifying and serving the LEP population of the county. The bullets below provide information regarding the SSTAC:

- Meetings are open to the public.
- Meeting dates, times and locations are published on the Tehama Regional Transportation Planning Agency (RTPA) website: tehamartpa.org and Tehama County IQM2 portal: <http://tehamacountyca.iqm2.com/Citizens/Default.aspx>
- Meetings are held at the County Administration building located at 727 Oak St., Red Bluff.
- Meetings are held in an ADA accessible location.
- Meetings are held at 3:00 PM
- TCTC and SSTAC do not rely on any city or county agency for funding.
- TCTC staff conduct the following outreach efforts: surveys distributed on buses, online, and outside agencies, soliciting comments for service changes, and the comments from the unmet transit needs public hearing and surveys are compiled into a matrix and brought before the council to review and recommend action to TCTC.

Approach to Public Participation

- TCTC will engage the public and appropriate agencies and organizations in the transportation planning process according to the principles contained in the Tehama County Transportation Planning Agency Public Participation Plan, and in accordance with state procedures and federal law.
- TCTC will keep the public informed of transportation activities.
- TCTC will utilize visual communication techniques (maps, charts) to effectively communicate the important transportation documents. These include such documents as rider's guides and transportation notices.
- TCTC will encourage the involvement of all citizens within its jurisdiction, especially including those identified by Federal Highway Administration as traditionally underserved, in the transportation process. Furthermore, TCTC will work towards ensuring the full and fair participation in the transportation decision-making process by all potentially affected communities.
- TCTC will provide feedback on public comments.

Outreach Requirements and Activities

- TCTC staff are responsible for evaluating and monitoring compliance with Title VI requirements in all aspects of the agency's public involvement process.
- Ensure all communications and public involvement efforts comply with Title VI.
- Develop and distribute information on Title VI and agency programs to the public.
- Provide information in languages other than English, on an on-call basis.
- Include the Title VI Notice to the Public in all media releases, public meeting notices, and on the agency website.
- Notify affected, protected groups of public meetings regarding proposed actions, and make the hearings accessible to all residents. This includes the use of interpreters when requested, or when a strong need for their use has been identified and anticipated.
- Collect statistical information on attendees of public meetings, to track how well different segments of the population are represented.
- Encourage that any TCTC created public advisory committee has representation from Title VI-identified populations.

Strategies to Engage Minority and LEP Populations in Public Participation Process

Tehama County has strategies to consider the needs of traditionally under-served populations, including those identified in Title VI of the Civil Rights Act of 1964 and those identified in the Limited English Proficient (LEP) Assistance Plan. This process allows for engagement and participation by traditionally underserved populations who may face challenges accessing employment and other services through existing transportation systems. Below are objectives in the outreach process:

- Utilize input from the county's transportation disadvantaged community, including transportation providers and citizens, to identify opportunities to improve mobility for elderly, low-income, and minority households, and mentally or physically disabled persons.
- Conduct the annual Unmet Transit Needs process. This process is specifically intended to identify unmet transit needs.
- Invite public comment at regularly scheduled TCTC and SSTAC meetings to discuss challenges encountered by the traditionally underserved population of Tehama County.

- Enhance access to the transportation planning process by encouraging submittal of comments electronically or verbally, and consider meeting sites for public workshops or community forums that are more easily accessible to traditionally underserved communities.
- Monitor U.S. Census and Title VI information to identify these populations and document their growth patterns in the region.

Summary of Outreach Efforts

Public outreach efforts are conducted to engage disadvantaged populations. This includes the translation of public notices, and translators at public meetings to provide LEP persons with engagement opportunities.

TCTC and participated in the following community events:

- Annual LIFT (Living Inspired for Tomorrow) Event for low income and homeless individuals through Tehama County Community Action Agency.
- Corning and Red Bluff Health and Resource Fairs.
- Red Bluff Roundup
- Annual Unmet Needs meetings
- Tehama County District Fair
- Red Bluff Bull and Gelding Sale
- Downtown Red Bluff Business Association is hosting Treat Street

Unmet Transit Needs Process

TCTC conducts the annual Unmet Transit Needs process in accordance with the Transportation Development Act. The hearing is posted in two locations and published in the local newspaper a minimum of two times. The public is also offered transportation to the hearing with advanced reservations.

Outreach for Coordinated Plan Updates

Significant outreach was conducted to generate the Tehama County Coordinated Public Transit-Human Services Transportation Plan. Public outreach was conducted through public meetings at locations spread throughout the county with stakeholders. Representatives from social service agencies, transit providers, medical facilities, civic organizations and others were interviewed as well, as they associate with transit users on a daily basis. Conducting public outreach and targeting key groups and individuals provided the information/unmet transit needs that the Coordinated Plan addresses.

Notice of Rights

When staff prepares a document or schedules a meeting for which the target audience is expected to include LEP individuals, then documents, meeting notices, flyers, and agendas will be printed and posted in an alternative language based on the known LEP population. These notices will be posted in the following locations:

Location Name	Address	City/Community
Public Works Office	9380 San Benito Avenue	Gerber, CA
Historic County Courthouse	633 Washington Street	Red Bluff, CA
Paratransit Services, Inc.	1509 Schwab Street	Red Bluff, CA
Red Bluff Transportation Center	Rio Street & Walnut Street	Red Bluff, CA
Corning Transportation Center	3rd Street & Solano Street	Corning, CA

Information may also be posted with local stakeholders, community centers and key bus stops. New locations may be added as may be needed. Interpreters will be available on an on call basis.

Your Rights Against Discrimination under Title VI of the Civil Rights Act of 1964

TCTC operates its programs and services without regard to race, color, national origin, sex, age, and disability. Anyone who believes they have been excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any transportation program or activity because of their race, color, national origin, age, sex, or disability may file a discrimination complaint with TCTC or the California Department of Transportation.

To file a Title VI discrimination complaint, contact:

Deputy Director
 1509 Schwab Street
 Red Bluff, CA 96080

Limited English Proficiency Program

Introduction

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

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

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, the Tehama County Transit Agency Board (TCTC) undertook the U.S. Department of Transportation (U.S. DOT) Four-Factor LEP Analysis which considers the following factors:

1. Languages likely to be encountered and the number or proportion of LEP persons in the eligible service population likely to be affected by the program, activity, or service.
2. Frequency with which LEP individuals come into contact with TCTC programs, activities, and services.
3. Importance of the program, activity, or service provided by TCTC to LEP individuals lives.
4. Resources needed and costs to provide effective language assistance.

Limited English Proficient (LEP) Individuals and Public Participation Requirements

TCTC will seek out and consider the viewpoints of minority, low-income and LEP populations in the course of conducting public outreach and involvement activities.

TCTC's public participation strategy will offer early and continuous opportunities for the public to be involved in the identification of social, economic, and environmental impacts of proposed

transportation decisions.

TCTC will ensure that individuals have access to its programs, activities, and services by developing and carrying out the language plan herein. TCTC will continually assess the language assistance needs of the population to be served.

TCTC will use the U.S. Department of Transportation (U.S. DOT) Four-Factor LEP Analysis to determine appropriate measures to provide reasonable and meaningful access to LEP individuals.

Meaningful Access and “Safe Harbor” Provision

DOT has adopted DOJ’s Safe Harbor Provision, which outlines circumstances that can provide a “safe harbor” for recipients regarding translation of written materials for LEP populations. The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient’s written translation obligations. Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.

These safe harbor provisions apply to the translation of written documents only. They do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable. A recipient may determine, based on the Four Factor Analysis, that even though a language group meets the threshold specified by the Safe Harbor Provision, written translation may not be an effective means to provide language assistance measures.

For example, a recipient may determine that a large number of persons in that language group have low literacy skills in their native language and therefore require oral interpretation. In such cases, background documentation regarding the determination shall be provided to FTA in the Title VI Program TCTC adheres to the general County policy to be inclusive and allow participation in the planning process by anyone who expresses an interest. This is set forth in the Tehama County Transportation Planning Public Participation Plan.

The demographic information used in this section was compiled from the United States (US) census website using 2019: <https://data.census.gov/>

Title VI Complaint Procedures and Forms



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Title VI Complaint Procedures

Any person who believes he or she has been discriminated against on the basis of race, color, or national origin by the Tehama County Transit Agency Board (TCTC) or TRAX may file a Title VI complaint by completing and submitting TCTC's Title VI Complaint Form. TCTC investigates complaints received no more than 180 days after the alleged incident. The Authority will only process complaints that are complete. The following procedures will be followed to investigate formal Title VI complaints:

Within 10 business days of receiving the complaint, the TCTC Title VI Program Administrator 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 our office.

The investigation will be conducted and completed within 30 days of the receipt of the formal complaint.

If more information is needed to resolve the case, TCTC may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the Title VI Administrator investigator. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, TCTC can administratively close the case.

The complainant will be notified in writing of the cause to any planned extension to the 30-day rule.

A case can be administratively closed also if the complainant no longer wishes to pursue their case. Following the investigation, the Title VI Administrator will issue one of two letters to the complainant: 1) a closure letter or 2) 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. A letter of finding 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 complainant is unsatisfied with the decision, he/she has 30 days after the date of TCTC's closure letter or the LOF to appeal to the TCTC Board of Directors or its designee. The complainant is entitled to review the denial, to present additional information and arguments, and to separation of functions (i.e. a decision by a person not involved with the initial decision to deny eligibility). The complainant is entitled to receive written notification of the decision of the appeal and the reasons for it.

The complainant may also file a complaint directly with the Federal Transit Administration, as follows: Title VI Program Coordinator, FTA Office of Civil Rights, East Building, 5th Floor – TCR, 1200 New Jersey Ave., S.E., Washington, D.C. 20590

Title VI Complaint Form

Section I		
1. Name:		
2. Address:		
3. Telephone Number(s):		
4. Email Address:		
5. Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
Section II		
6. Are you filing this complaint on your own behalf? *	<input type="checkbox"/> Yes	<input type="checkbox"/> No
* If you answered 'Yes' to Question 6, skip to Section III.		
7. If you answered 'No' to Question 6, what is the name of the person for whom you are filing this complaint? Name:		
8. What is your relationship to this individual?		
9. Please explain why you have filed for a third party:		
10. Please confirm that you have obtained permission of the aggrieved party to file on their behalf.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Section III		
11. I believe the discrimination I experienced was based on (<i>check all that apply</i>):		
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin		
12. Date of alleged discrimination (mm/dd/yyyy)		
13. Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known), as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.		

Section IV		
6. Have you previously filed a Title VI complaint with the Tehama County Transit Agency?	[] Yes	[] No
Section V		
15. Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? [] YES* [] NO If yes, check all that apply: [] Federal Agency _____ [] State Agency _____ [] Federal Court _____ [] Local Agency _____ [] State Court _____		
16. If you answered 'Yes' to question 15, provide information about a contact person at the agency/court where the complaint was filed.		
Name: _____		
Title: _____		
Agency: _____		
Address: _____		
Telephone: _____		
Section VI		
Name of Transit Agency complaint is against: _____		
Contact Person: _____		
Telephone: _____		

You may attach any written materials or other information that you think is relevant to your complaint. Signature and date are required below to complete this form.

Signature: _____ Date: _____

Please submit this form in person or mail to the address below:

**Tehama County Transit Agency
Attention: Title VI Administrator
1509 Schwab Street
Red Bluff, CA 96080**

Title VI Complaint Procedures (Spanish)

Cualquier persona que cree que él o ella ha sido víctima de discriminación en base a raza, color, u origen nacional por el Consejo del Condado de Tehama Transit Agency (TCTC) o TRAX, puede presentar una queja del Título VI, completando y enviando el Formulario de Queja Título VI de TCTC. TCTC investiga las quejas recibidas no más de 180 días después del supuesto incidente. La Autoridad sólo procesará las denuncias que se han completado. Se seguirán los siguientes procedimientos para investigar las quejas formales Título VI:

Dentro de los 10 días hábiles de haber recibido la queja, el Administrador del Programa VI TCTC Título lo revisará para determinar si nuestra oficina tiene jurisdicción. El demandante recibirá una carta de reconocimiento a él/ella informar si la denuncia será investigada por nuestra oficina.

La investigación se llevará a cabo y completado dentro de los 30 días siguientes a la recepción de la queja formal.

Si se necesita más información para resolver el caso, TCTC puede comunicarse con la denunciante. El demandante tiene 10 días hábiles desde la fecha de la carta a enviar la información solicitada para el investigador Administrador Título VI. Si el investigador no está en contacto con el reclamante o no recibe la información adicional dentro de los 10 días hábiles, TCTC puede cerrar administrativamente el caso.

El denunciante será notificado por escrito de la causa a cualquier ampliación prevista de la norma de los 30 días.

Un caso puede ser administrativamente cerrado también si el autor ya no desea seguir su caso. Tras la investigación, el Administrador Título VI emitirá una de las dos cartas al demandante: 1) una carta de cierre o 2) una carta de encontrar. Una carta cierre resume las acusaciones y afirma que no hubo una violación del Título VI y que el caso se cerrará. Una carta de encontrar resume los hechos denunciados y las entrevistas sobre el supuesto incidente, y explica si alguna acción disciplinaria, la formación adicional del miembro del personal, u otra acción ocurrirá.

Si el demandante no está satisfecho con la decisión, él/ella tiene 30 días después de la fecha de la carta de cierre de TCTC o la carta de encontrar de apelar a la Junta TCTC de Administración o su representante. El denunciante tiene derecho a revisar la negación, para presentar información y argumentos adicionales, y para la separación de funciones (es decir, una decisión de una persona no involucrada con la decisión inicial de negar la elegibilidad). El demandante tiene derecho a recibir una notificación por escrito de la decisión de la apelación y las razones para ello.

El demandante también puede presentar una queja directamente con la Administración Federal de Tránsito, de la siguiente manera: Coordinador de Programa del Título VI, FTA Oficina de Derechos Civiles, East Building, 5th Floor - TCR , 1200 New Jersey Ave. , SE, Washington, DC 20590

Title VI Compliant Form (Spanish)

FORMULARIO DE QUEJA Título VI

Sección I		
1. Nombre:		
2. Dirección:		
3. Teléfono		
4. Dirección de correo electrónico:		
5. ¿Hay requisitos de formato accesible?	<input type="checkbox"/> Letra Grande	<input type="checkbox"/> Cinta de audio
	<input type="checkbox"/> TDD	<input type="checkbox"/> Otro
Sección II		
6. ¿Se presenta esta queja para si mismo?	<input type="checkbox"/> Sí*	<input type="checkbox"/> NO
* Si usted contestó "sí" a #6, vaya a la Sección III.		
7. Si usted contestó "no" a #6, ¿cuál es el nombre de la persona para la cual usted está presentando esta queja? nombre:		
8. ¿Cuál es su relación con esta persona?:		
9. Por favor, explique por qué usted ha presentado para un tercero:		
10. Por favor, confirme que ha obtenido el permiso de la parte agraviada para presentar en su nombre.	<input type="checkbox"/> Sí	<input type="checkbox"/> NO
Sección III		
11. Creo que la discriminación que experimenté fue basado en (<i>marque todo lo que corresponda</i>): <input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Origen Nacional		
12. Date of alleged discrimination (mm/dd/yyyy)		
13. Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known), as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.		
Sección IV		
6. ¿Ha presentado anteriormente una queja del Título VI contra la Agencia de Transporte del Condado de Tehama?	<input type="checkbox"/> Sí	<input type="checkbox"/> NO

Sección V

15. ¿Ha presentado esta queja con otro tribunal o agencia local o federal?

YES* NO

En caso afirmativo, marque todo lo que corresponda:

Agencia Federal _____

Agencia Estatal _____

Tribunal Federal _____

Agencia Local _____

Tribunal Estatal _____

16. Si usted contestó "sí" a la #15, proporcione información de una persona de contacto en la agencia/tribunal donde se presentó la queja.

Nombre:

Título:

Agencia:

Dirección:

Teléfono:

Sección VI:

Nombre de la Agencia de Tránsito contra la cual se presenta la queja:

Persona de Contacto:

Teléfono:

Se puede adjuntar cualquier material escrito o cualquiera otra información que usted cree que puede ser relevante para su queja.

Para completar el formulario es necesario firmar y poner la fecha abajo:

Firma: _____ Fecha: _____

Por favor entregue este formulario en persona o enviar por correo este formulario a la dirección indicada a continuación:

**Tehama County Transit Agency
1509 Schwab Street
Red Bluff, CA 96080**

Staff LEP Survey

The following results are the product of a survey conducted in August 2020.
TCTC staff are currently in the process of conducting the 2023 survey.
Those results will be appended to this document upon conclusion.

Outside Organization LEP Survey

The following results are the product of a survey conducted in August 2020.
TCTC staff are currently in the process of conducting the 2023 survey.
Those results will be appended to this document upon conclusion.