



Operated by  
Calaveras Transit Agency

# Title VI Program and Language Assistance Plan

Prepared by the Calaveras Transit Agency and approved by the Board of Directors to comply with Title VI of the Civil Rights Act of 1964 and the provisions detailed in U.S. Department of Transportation's FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients."

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<b>Updated:</b>	<b>August 2, 2023</b>

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

*- Civil Rights Act of 1964*

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## **1. TITLE VI PUBLIC NOTICE**

The Calaveras Transit Agency, as operator of Calaveras Connect, operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act. The Calaveras Transit Agency is committed to complying with the Title VI requirements in all programs and services.

For more information on the Calaveras Transit Agency civil rights program, and the procedures to file a complaint, please contact:

**Calaveras Transit Agency  
P.O. Box 280  
444 East St. Charles Street/Highway 49  
San Andreas, CA 95249  
209-754-2094  
[www.calaverasconnect.org](http://www.calaverasconnect.org)**

Any person who believes he or she has been aggrieved by any unlawful discriminatory practice in the delivery of or access to public transportation services on the basis of race, color, or national origin, may file a complaint with Calaveras Transit Agency. For information on how to file a complaint, contact the Calaveras Transit Agency as listed above, or go to the Calaveras Connect website: [[www.calaverasconnect.org](http://www.calaverasconnect.org).]

A complainant may file a complaint directly with the office listed below:

**Federal Transit Administration  
Office of Civil Rights  
Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor – TCR  
1200 New Jersey Ave., SE  
Washington DC 20590.**

If information is needed in another language, contact 209-754-2094 for assistance.  
*Si necesita información en otro idioma, llame a 209-754-2094.*

**Notificación al Público**  
**Sobre los Derechos Segun Título VI, Acta de Derechos Civiles de 1964**

La Agencia de Tránsito de Calaveras (Calaveras Transit Agency) ofrece sus programas y servicios sin consideraciones de raza, color e origen nacional, de conformidad con el Título VI del Acta de Derechos Civiles de 1964. La Agencia de Tránsito de Calaveras está comprometido a cumplir con Titulo VI requisitos en todo los programas y servicios.

Para obtener más información sobre la Agencia de Tránsito de Calaveras y del procedimiento para presentar una queja, favor de contactar a:

**Calaveras Transit Agency**  
**P.O. Box 280**  
**444 East St. Charles Street/Highway 49**  
**San Andreas, CA 95249**  
**(209) 754-2094**

**[www.calaverasconnect.org](http://www.calaverasconnect.org)**

Cualquier persona que cree que ha sido perjudicada por una práctica discriminatoria por motivos de raza, color e origen nacional durante el uso de los servicios de tránsito de Calaveras Connect, puede presentar una queja con la Agencia de Tránsito de Calaveras. Para informacion sobre presentar una queja, puede ponerse en contacto con Calaveras Transit Agency como listado arriba o visite la Agencia de Tránsito de Calaveras en [www.calaverasconnect.org](http://www.calaverasconnect.org).

Un demandante puede presentar una queja directamente con:

Administración Federal de Tránsito  
Oficina de Derechos Civiles  
Atención: Coordinador del Programa del Título VI de la Oficina de Derechos Civiles  
East Building, 5th Floor – TCR  
1200 New Jersey Ave., S.E.  
Washington, D.C. 20590.

Si necesita información en otro idioma, contacte al (209) 754-2094 para obtener asistencia.

## **LIST OF LOCATIONS WHERE THE TITLE VI NOTICE IS POSTED**

- All Calaveras Connect buses and transit shelters
- Calaveras Transit Agency office bulletin board
- Calaveras Connect Customer Service Center, 750 Industrial Way, San Andreas, CA 95249

## 2. TITLE VI COMPLAINT PROCEDURES

This document outlines the Title VI complaint procedures related to providing programs, services, and benefits. It does not, however, deny the complainant the right to file formal complaints with the California Department of Transportation, the Secretary of the US Department of Transportation, Equal Employment Opportunity Commission (EEOC), Federal Highway Administration (FHWA), Federal Transit Administration (FTA), or to seek private counsel for complaints alleging discrimination, intimidation or retaliation of any kind that is prohibited by law.

Title VI of the Civil Rights Act of 1964 requires that no person in the United States, on the grounds of **race, color or national origin** be excluded from, be denied the benefits of, or be subjected to discrimination, under any program or activity receiving federal financial assistance.

### **Title VI Complaint Procedure:**

1. Any person who believes he or she has been discriminated against on the basis of race, color, or national origin by the Calaveras Transit Agency may file a Title VI complaint by completing and submitting the Agency's Complaint Form. The complaint procedure may be obtained from the Calaveras Transit Agency website at [www.calaverasconnect.org](http://www.calaverasconnect.org). The complaint procedure may be requested via e-mail at [ekelly@calacog.org](mailto:ekelly@calacog.org) or telephone at 209-754-2094. The complaint procedure can also be obtained by writing to Calaveras Transit Agency, P.O. Box 280, San Andreas, CA 95249.
2. A complaint form is available in hard copy at the Calaveras Transit Agency office or may be downloaded from [[www.calaverasconnect.org](http://www.calaverasconnect.org)]. If the complainant is unable to write a complaint, Calaveras Transit Agency staff will assist the complainant in doing so.

The complaint may be sent to the following address:

**Calaveras Transit Agency**  
**P.O. Box 280**  
**444 East St. Charles Street/Highway 49**  
**San Andreas, CA 95249**  
**209-754-2094**

3. Calaveras Transit Agency investigates complaints received no more than 180 calendar days of the last alleged incident. Once the complaint is received, the Calaveras Transit 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 our office.
4. The Calaveras Transit Agency has 60 days to investigate the complaint. If more information is needed to resolve the case, the Calaveras Transit Agency may contact the complainant. The complainant has 30 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 30 days, the Calaveras Transit Agency can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

5. Upon receipt of the complaint, Calaveras Transit Agency will record the complaint in a Title VI Complaints, Investigations, and Lawsuit Log. This log includes the date of investigation, lawsuit, or complaint; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by Calaveras Transit Agency in response to the investigation, lawsuit, or complaint.
6. 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.
7. If the complainant is dissatisfied with the written decision, he or she may file a written appeal with the Calaveras Transit Agency, P.O. Box 280, 444 East St. Charles Street/Highway 49, San Andreas, CA 95249 no later than 15 days of the date of the mailing of the decision. The appeal must be signed by the complainant or by someone authorized to do so on the complainant's behalf. If deemed necessary, the Executive Director of the Calaveras Transit Agency may seek assistance from the Agency legal counsel for further investigation.
8. In addition to the complaint process described above, a complainant may file a Title VI complaint with the office listed below:

Federal Transit Administration  
Office of Civil Rights  
Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor – TCR  
1200 New Jersey Ave., SE  
Washington DC 20590.



## **PROCEDIMIENTOS DE QUEJAS DEL TÍTULO VI**

Este documento indica el proceso de Título VI relacionado con programas, servicios y beneficios. Sin embargo, no niega que el demandante tenga el derecho hacer una queja formal con el Departamento de Transporte de California (California Department of Transportation), el secretario del Departamento de Transporte de los EE.UU. (Secretary of the US Department of Transportation), la Comisión de Igualdad de Oportunidad en el Empleo (Equal Employment Opportunity Commission [EEOC]), la Administración de Carreteras Federales (Federal Highway Administration [FHWA]), la Administración de Transporte Federal (Federal Transit Administration [FTA]), o para buscar un consejero privado por quejas alegando discriminación, intimidación o retaliación de cualquier tipo que es prohibido por ley.

Título VI de La Ley de Derechos Civiles de 1964 exige que ninguna persona en los Estados Unidos, por razón de raza, color u origen nacional sea excluida de, esté denegado beneficios de, o esté sujeto a discriminación, bajo cualquier programa o actividad que recibe asistencia de beneficios financieros.

### **Proceso de presentar una queja bajo Título VI**

1. Cualquier persona quien cree que él/ella ha sufrido discriminación en base de raza, color u origen nacional por causa e La Agencia de Tránsito de Calaveras (Calaveras Transit Agency) puede presentar una queja de Título VI por medio de llenar y someter el formulario de queja de la Agencia. El formulario puede estar descargado del sitio de Internet de la Agencia de Tránsito de Calaveras [www.CalaverasConnect.org](http://www.CalaverasConnect.org). El formulario de queja pueda estar pedido por medio de e-mail en [ekelly@calacog.org](mailto:ekelly@calacog.org) o por teléfono en 209-754-2094. También, el formulario puede estar obtenido por escribir a Calaveras Transit Agency, P.O. Box 280/444 St. Charles Street / Highway 49, San Andreas, CA 95249.
2. Un formulario de queja está disponible en copia dura en la oficina de la Agencia de Tránsito de Calaveras o se puede estar descargado de [www.CalaverasConnect.org](http://www.CalaverasConnect.org). Si el demandante no puede escribir una queja, un empleado de la Agencia de Tránsito de Calaveras puede dar asistencia al demandante para hacerlo.

Se debe mandar la queja a la dirección siguiente:

**Calaveras Transit Agency  
P.O. Box 280  
444 East St. Charles Street / Highway 49  
San Andreas, CA 95249**

3. La Agencia de Tránsito de Calaveras investigará las quejas recibidas no más de 180 días después del supuesto incidente. A una vez que la queja esté recibida, la Agencia de Tránsito de Calaveras la revisará para determinar si nuestra Agencia tenga jurisdicción. El demandante recibirá una carta de conocimiento que informa a el/la si la queja estará investigada por nuestra Agencia.
4. La Agencia de Tránsito de Calaveras tiene 60 días para investigar la queja. Si se necesita más información para resolver el caso, la Agencia de Tránsito de Calaveras puede ponerse

en contacto con el demandante. El demandante tiene 30 días desde la fecha de la carta pidiendo más información para enviar la información solicitada al investigador asignado al caso. Si el investigador no recibe una respuesta o la información solicitada dentro de los 30 días, la Agencia de Tránsito de Calaveras puede cerrar el caso administrativamente. Un caso puede ser cerrado administrativamente también si el autor ya no desea seguir su caso.

5. De recibir la queja, la Agencia de Tránsito de Calaveras entrará la queja en el registro de Title VI Complaints, Investigations, and Lawsuits. Este registro incluye la fecha de la investigación, demanda judicial, o queja y las acciones tomadas por la Agencia de Tránsito de Calaveras en respuesta a la investigación, demanda judicial, o queja.
6. Tras la investigación, el investigador mandará una de dos cartas a la demandante: 1) una carta de cierre, o 2) una carta de resolución (letter of finding [LOF]). En una carta de cierre se resume las alegaciones y afirma que no había una violación del Título VI, y que el caso se cerrará. En la carta de resolución se resume los hechos denunciados y de las entrevistas sobre el supuesto incidente. La carta también incluye una explicación si hay alguna acción disciplinaria, si se producirá la formación adicional del miembro del personal, o si hay otra acción.
7. Si el demandante está insatisfecho con la decisión, él/ella tiene 15 días después de la fecha de la carta de cierre de la Agencia de Tránsito de Calaveras o carta de resolución para apelar al Director Ejecutivo de Calaveras Transit, P.O. Box 280/ 444 East St. Charles Street / Highway 49, San Andreas, CA 95249. La apelación tenga que estar firmada por el demandante o alguien autorizado hacerlo por parte del demandante. Si se considera necesario, el Director Ejecutivo puede buscar asistencia del consejero legal de la Agencia de Tránsito de Calaveras para investigación adicional.
8. En adición al proceso de queja descrito arriba, el demandante también puede presentar una queja de Título VI directamente con la:

**Administración Federal de Tránsito**

**Coordinador del Título VI del Programa, FTA Oficina de Derechos Civiles, Edificio Este,  
5 ° piso - TCR, 1200 New Jersey Ave, SE, Washington, DC 20590.**

### 3. TITLE VI COMPLAINT FORM

<b>Section I:</b>				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
<b>Section II:</b>				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party: _____				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
<b>Section III:</b>				
I believe the discrimination I experienced was based on (check all that apply):				
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin				
Date of Alleged Discrimination (Month, Day, Year):_____				
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 additional sheets.				

<b>Section IV</b>		
Have you previously filed a Title VI complaint with this agency?	Yes	No
<b>Section V</b>		
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?		
<input type="checkbox"/> Yes <input type="checkbox"/> No		
If yes, check all that apply:		
<input type="checkbox"/> Federal Agency: _____		
<input type="checkbox"/> Federal Court _____	<input type="checkbox"/> State Agency _____	
<input type="checkbox"/> State Court _____	<input type="checkbox"/> Local Agency _____	
Please provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:		
Agency:		
Address:		
Telephone:		
<b>Section VI</b>		
Name of agency complaint is against:		
Contact person:		
Title:		
Telephone number:		

You may attach any written materials or other information that you think are relevant to your complaint.

Signature and date are required below to complete form:

Signature \_\_\_\_\_ Date \_\_\_\_\_

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

Calaveras Transit Agency  
P.O. Box 280, 444 East St. Charles Street/Highway 49  
San Andreas, CA 95249

## TÍTULO VI FORMULARIO DE QUEJA DE AGENCIA DE TRÁNSITO DE CALAVERAS

[illegible]

<b>Sección IV</b>		
¿Ha presentado anteriormente una queja del Título VI con esta agencia?	Si	No
<b>Sección V</b>		
¿Ha presentado esta queja ante cualquier otra agencia federal, estatal o local, o ante cualquier corte federal o estatal? <input type="checkbox"/> Si <input type="checkbox"/> No En caso afirmativo, marque cada casilla que corresponda: <input type="checkbox"/> Agencia Federal _____ <input type="checkbox"/> Corte Federal _____ <input type="checkbox"/> Agencia Estatal _____ <input type="checkbox"/> Corte Estatal _____ <input type="checkbox"/> Agencia Local _____		
Por favor proporcione información sobre una persona de contacto en la agencia o corte donde se presentó la queja.		
Nombre:		
Título:		
Agencia:		
Dirección:		
Teléfono:		
<b>Sección VI</b>		
Nombre de la agencia contra cual queja:		
Persona de Contacto:		
Título:		
Número de Teléfono:		

Puede adjuntar cualquier material escrito u otra información que considere relevante para su reclamo.

La firma y la fecha se requieren a continuación para completar el formulario:

Firma \_\_\_\_\_ Fecha \_\_\_\_\_

Envíe este formulario en persona o envíelo por correo a la siguiente dirección:

Calaveras Transit Agency  
 P.O. Box 280, 444 East St. Charles Street/Highway 49  
 San Andreas, CA 95249

#### 4. LIST OF TRANSIT RELATED TITLE VI COMPLAINTS, INVESTIGATIONS, OR LAWSUITS

Calaveras Transit Agency and Calaveras Connect do not have any past, current, or pending transit-related Title VI complaints. As such, this requirement is not applicable.

In the event that a complaint is received by Calaveras Transit Agency, a summary will be prepared and maintained documenting any alleged discrimination on the basis of race, color, or national origin:

- Active investigations conducted by FTA and entities other than FTA;
- Lawsuits; and
- Complaints naming the Calaveras Transit Agency or Calaveras Connect.

A list, in the format shown below, shall include the date that the transit-related Title VI 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.

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

## **5. PUBLIC PARTICIPATION PLAN**

Calaveras Transit Agency as operator of Calaveras Connect is committed to promoting inclusive public participation in the decisions that affect transportation. Calaveras Transit Agency works to ensure that Calaveras County is served, consistently and in the most cost-effective manner, within the available resources. Through conversation and collaboration with riders, the community, and those serving our most vulnerable populations, Calaveras Transit Agency seeks to assess the quality of its service, measure potential impacts to the community from Calaveras Transit Agency's transit-related decisions, and ensure that it is providing a valuable and accessible service.

### **Purpose**

The purpose of this Public Participation Plan (PPP) is to establish procedures that encourage the full participation of all citizens in the Calaveras Transit Agency service area, including but not limited to low income and minority individuals, and those with limited English proficiency.

The PPP aims to achieve the provisions of Title VI and the 1994 Presidential Executive Order which directed every Federal agency to make Environmental Justice part of its mission by identifying and addressing the efforts of all programs, policies and activities on "minority populations and low-income populations."

The goal of the PPP is to offer opportunities for the engagement of all citizens of Calaveras Connect's service area to participate in the development of short and long term plans.

In support of this goal, the objectives of the Calaveras Transit Agency are:

- To determine what non-English language and other cultural barriers exist to public participation within Calaveras Transit Agency's service area.
- To provide a general notification of meetings, particularly forums for public input, in a manner that is understandable to all populations in the area.
- To hold meetings in locations which are accessible and reasonably welcoming to all area residents, including but not limited to, low-income and minority members of the public.
- To provide avenues for a two-way flow of information and input from populations which are not likely to attend meetings.
- To provide a framework of actions appropriate to various types of plans and programs, as well as amendments or alterations to any such plan or program.
- To use various illustrative visualization techniques to convey the information, including charts, graphs, photographs, maps, and the internet.

### **Approach to Public Participation**

The Calaveras Transit Agency shall maintain an open and participative process, to be begun at the earliest stages of any transit project that may impact the surrounding community, its riders, and potential riders. As projects vary in time and size, the public participation process may vary for each, as well as the extent of public participation.



At the beginning of any project, staff will identify which strategies will be appropriate and effective for that given task and develop an approach. The following tools and strategies to ensure that public input is invited and that all foreseeable impacts to the community are considered may be utilized:

- Project information will be posted on the Calaveras Transit Agency website, including social media.
- Notices will be posted on buses or distributed by bus drivers.
- Notices will be distributed to community groups and agencies that serve transit-dependent populations.
- Notices or press releases will be sent to the local newspapers, news websites, social media sites, and radio stations if such outreach is within the project budget.
- Transit-related decisions are made at open and publicly noticed meetings held by the Calaveras Transit Agency Board of Directors and the Calaveras Council of Governments.
- Public outreach events may include attending already existing community meetings and gatherings, such as school meetings, public health fairs, farmers markets, fairs or festivals, faith-based events, and other community activities or public gatherings in order to invite participation from populations who may not attend Calaveras Transit Agency-hosted public events.

### **Recurring Outreach Efforts**

Coordination within Calaveras County exists with many agencies already working together to solve the mobility needs of County residents. The designated Regional Transportation Planning Agency, the Calaveras Council of Governments (CCOG), assists by facilitating the coordination of agencies that contribute to conversations about the mobility needs of the community and transit-dependent populations such as low-income, older adults, persons with disabilities, and minority populations. Standing sources and avenues for feedback and participation include:

- The Social Services Transportation Advisory Council (SSTAC) meetings (quarterly)
- Community meetings
- Healthcare & Emergency Preparedness Coalition Meetings
- Surveys (Annual Unmet Transit Needs and periodically through short and long range planning efforts)
- Steering committees
- Office of Emergency Services Coordination Meetings and Roundtable Exercises
- Public Events and Gatherings
- Local websites
- Major document reviews
- CCOG meetings, conducted in accordance with the Open Meeting Act
- Calaveras Transit Agency Board of Directors meetings, conducted in accordance with the Open Meeting Act
- Consultation with Tribal Government(s)

In addition, the local human service agencies contribute transit-related recommendations that

result from their significant collaboration. The Network of Care for Service Members, Veterans, and their Families organization and collaborative initiatives of the Area Agency on Aging, Common Ground Senior Services and Catholic Charities have a multi-county focus in terms of their coordination efforts.

Calaveras Transit Agency annually applies for transit funding from the California Department of Transportation. Applications to request state and federal capital and operating assistance are approved by the Agency Board of Directors at noticed public meetings at which public participation is welcome and considered.

### **Recent Project-Related Outreach**

In addition to the ongoing outreach activities listed above, the following projects and studies have had a component of outreach:

#### Short Range Transit Plan Update, 2021

The Short Range Transit Plan (SRTP) is being updated to guide the development of Calaveras Connect services to provide improved mobility for Calaveras County residents and visitors over the next five years. The SRTP update was conducted in parallel with the Coordinated Public Transit-Human Services Transportation Plan and employed several outreach methods to gather input from key stakeholders, current passengers, and members of the community, including:

- Demographic Analysis
- Stakeholder Interviews
- Agency Workshops
- Communitywide E-Survey
- Onboard Passenger Survey
- Focused outreach and intercept surveys in high transit-dependency communities including West Point and Copperopolis

#### Calaveras County 2020 Coordinated Public Transportation – Human Services Transportation Plan

The 2020 Coordinated Plan was adopted on August 5, 2020 and was conducted in parallel to the Short Range Transit Plan update. The Plan focuses on transportation needs of individuals with disabilities, older adults, and persons of limited income. The outreach process involved 18 meetings that included approximately 35 individuals. Agencies or organizations whose personnel were interviewed included the following stakeholders:

- Arc of Amador and Calaveras
- Area 12 Agency on Aging
- Blue Mountain Coalition for Youth and Families – West Point
- Calaveras County Health & Human Services, Employment
- Calaveras Unified School District
- Calaveras Connect management
- Calaveras Council of Governments Social Services Transportation Advisory Comm.
- Calaveras County Office of Education/Youth Development & Mentoring
- Calaveras County Health & Human Services, Public Health
- Calaveras County Health & Human Services, Behavioral Health
- Columbia College
- Common Ground/Silver Streak
- Copperopolis – Calaveras County Supervisor, Dennis Mills
- LogistiCare

- Mother Lode Calaveras Job Center
- West Point – Calaveras County Supervisor, Jack Garamendi
- Valley Mountain Regional Center

An online survey was developed to garner feedback and insights on what service gaps exist and various means to address them from both area agencies and the general public. 19 agency responses and 14 public responses were gathered and summarized in the plan. Additional agency workshops were held to develop and review recommended goals, strategies, and transportation programs.

#### Unmet Transit Needs

The Unmet Transit Needs is an annual process to provide a forum and opportunity for feedback and input on transit needs in Calaveras County. Each year, at least one public hearing is conducted to solicit feedback from the community. This public hearing is noticed in local newspapers and online news sources, CCOG website and social media, flyers at transit facilities and buses, and notices to partner agencies. Unmet Transit Needs forms are available on the CCOG website and on transit buses that allow those who may not be able to attend the hearing an opportunity to provide feedback throughout the year. This input and findings are reviewed annually by the Social Services Transportation Advisory Council (SSTAC) and adopted by the CCOG at a publicly noticed meeting.

#### Stuff the Bus

A series of food drives in November and December is sponsored by the Resource Connection Food Bank. Calaveras Connect drivers volunteer at these events which take place at various grocery store parking lots in the County. The events provided an opportunity for shoppers to take notice of the Calaveras Connect staff and buses. Bus schedules and other information are available to the public at the food drives.

#### Calaveras County Fair

Annually, Calaveras Transit Agency staff hosts a booth at the County Fair to provide public information on current transit services and receive feedback through unmet needs forms. At the most recent county fair in 2023 the transit agency parked a vehicle to introduce new Electric Van to the community and enhance accessibility to information on available services.

#### High School Career Day

Transit agency staff coordinate closely with the local school districts and has participated in the High School Career Day. This is important for graduating seniors to know what transportation services are available for access to employment or higher education. Staff has received very positive feedback from participants at this event and distributed brochures and other transit-related materials.

#### Mark Twain Medical Center Fall Health Fair

Transit agency staff coordinates with the local County Public Health Department and local Medical Center and Health Care District on transportation services and needs. The Mark Twain Medical Center hosts a health fair annually and a booth for transit information is provided.

#### Columbia College Student Welcome Week

In 2019 the Calaveras Transit Agency initiated a free-fare pilot program for Columbia College students. The Student Welcome Week is a good opportunity to reach incoming students and provide information on current transit services and feedback on unmet needs.

## **6. ACCESS FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY (LEP)**

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. The Order applies to all state and local agencies which receive Federal funds.

The Calaveras Transit Agency has taken reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of our programs and activities for persons with limited English proficiency. Consideration is given to identifying a person who may need language assistance, providing assistance, and conducting staff training.

### **Four Factor Analysis**

A Four Factor Analysis was conducted to determine the specific language services that are appropriate to provide.

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

Census data was used to identify LEP populations within Calaveras County. Table 6-1 provides data on the various populations residing in Calaveras County that speak English “less than very well.”

Table 6-1 shows that 1.36 percent of the population over five years old are identified as Spanish speakers who speak English less than “very well.” This is below the threshold set by U.S. Department of Transportation Limited English Proficiency (LEP) guidance. That document identifies 5% percent of the population eligible to be served falling within a specific LEP language group as the threshold above which vital documents should be provided in translation. There are no groups that meet the Safe Harbor threshold. The other populations represent smaller populations within Calaveras Transit’s (now Calaveras Connect) service area.

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

An onboard survey was conducted in September of 2019 on Calaveras Connect buses, in preparation of the Short-Range Transit Plan. The questionnaire was available in both English and Spanish and was completed by 71 riders. Trained survey staff were onboard the buses and were available for questions or assistance. No questionnaires were completed in Spanish.

Dispatch personnel at Paratransit Services, the operations contractor for Calaveras Connect, report no instances within the last three years in which a person called to request information in a language other than English. In a previous instance, staff used Google Translate to help communicate with a non-English speaker.

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

Calaveras Transit Agency understands that its transit services are used for life-sustaining activities, such as transportation to work, grocery shopping, non-emergency medical appointments, as well as life-enriching activities, such as school, and social events. For transit-dependent individuals,

Calaveras Connect services are gravely important. Whenever feasible within the constraints of time and economy, Calaveras Transit Agency will provide translations of vital documents relating to its services based on the target audience.

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

Since the Calaveras Connect service area does not meet the threshold to trigger an LEP Implementation Plan, no outreach will be undertaken that specifically targets LEP persons. However, those conducting the outreach associated with the many planning activities and community events will continue to be alert to any requests for language assistance.

### **Developing a Language Assistance Plan**

The Four Factor Analysis shows that an LEP Implementation Plan is not currently warranted. As such, the Calaveras Transit Agency has determined that the most cost-effective means of delivering competent and accurate language services is to address the need on a case- by-case basis.

A Language Assistance Plan (LAP), included as Section 10, outlines Calaveras Transit Agency's commitment to providing meaningful access for LEP individuals to Calaveras Connect services, resources, and information.

Various resources are available to assist Calaveras Transit Agency staff in communicating with LEP transit passengers. The Federal Agency Working Group on Limited English Proficiency ([www.lep.gov](http://www.lep.gov)) acts as a clearinghouse, providing and linking to information, tools, and technical assistance regarding limited English proficiency and language services for recipients of Federal funds.

**TABLE 6-1. PERCENTAGES OF LEP POPULATION**

Table B16001: LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER: 2011-2015 ACS 5-Year Estimates	Calaveras County, California	
	Estimate	Percentage of population
Total:	42,964	100.00%
Speak only English	39,969	93.03%
Spanish or Spanish Creole:	1,820	
Speak English less than "very well"	584	1.36%
German:	215	
Speak English less than "very well"	71	0.17%
Other West Germanic languages:	42	
Speak English less than "very well":	25	0.06%
Scandinavian languages:	25	
Speak English less than "very well"	14	0.03%
Other Slavic languages:	42	
Speak English less than "very well"	25	0.06%
Armenian	12	
Speak English less than "very well"	7	0.02%
Hindi	25	
Speak English less than "very well"	15	0.03%
Chinese:	38	
Speak English less than "very well"	15	0.03%
Japanese	73	
Speak English less than "very well"	19	0.04%
Hmong	31	
Speak English less than "very well"	31	0.07%
Other Asian languages	17	
Speak English less than "very well"	8	0.02%
Tagalog:	98	
Speak English less than "very well"	52	0.12%
Arabic:	20	
Speak English less than "very well"	20	0.05%
Other and unspecified languages:	36	
Speak English less than "very well"	36	0.08%

Source: U.S. Census Bureau, 2011-2015 American Community Survey

## **7. MINORITY REPRESENTATION ON ADVISORY BODIES**

The Calaveras Council of Governments, as the designated Regional Transportation Planning Agency, convenes quarterly meetings of the Social Services Transportation Advisory Council (SSTAC) to assist in the assessment and coordination of various transportation services within Calaveras County. The SSTAC is comprised of members representing social services and transit providers and represent older adults, persons with disabilities, and individuals with limited means. CCOG advertises for open positions on the SSTAC to the public and encourages participation from minority representatives.

The requirement to include a table depicting the minority representation on advisory bodies is not applicable because the members of SSTAC are not selected by Calaveras Transit Agency.

## **8. TITLE VI EQUITY ANALYSIS**

The Calaveras Transit Agency has not undertaken any construction projects and therefore have not conducted an equity analysis.



## 9. SYSTEM WIDE SERVICE STANDARDS AND POLICIES

Calaveras Transit Agency operates Monday through Friday with one deviated fixed route, generally between 5 a.m. and 8 p.m. and county-wide dial-a-ride services, between 8 a.m. and 5 p.m. through the brand name, Calaveras Connect. Calaveras Connect provides coordinated transfers with Amador Regional Transit in Jackson, which provides a link for residents to Sacramento, and with Tuolumne County Transit at Columbia College. Saturday service is run seasonally from March through November and serves the major weekend destinations along the Highway 4 corridor. While this service serves primarily tourists, it does provide weekend transportation for service workers or others who rely on transit for employment or other needs.

### Service Standards

**Vehicle Load Standards** – The average of all loads during peak operating period should not exceed 1.25 passengers per seat.

**Vehicle Headway Standards** – Headways vary within each route schedule, as shown in Table 9.1.

**TABLE 9.1. SUMMARY OF CALAVERAS CONNECT FIXED ROUTES**

Route		Daily Round Trips	Headways (hours:minutes)	Span of Service (M-F Except Saturday Hopper)
Red	Vista del Lago – Valley Springs – San Andreas – Angels Camp - Murphys – Arnold	12	60 minutes	6:10 a.m. to 6:35 p.m.
Columbia	Columbia - Angels Camp	5	1:05	8:15 a.m. to 8:20 p.m.
Saturday Hopper	San Andreas – Angels Camp - Murphys (– Arnold)	7	60 minutes	10:00 a.m. to 6:25 p.m.

Direct-Connect dial-a-ride is a curb-to-curb service connecting all Calaveras communities. Service is by reservation only. The bus will pick you up and drop you off, anywhere within the defined service area; Deviations within 3/4 Mile of main roads available.

Direct Connect Service to out of County destinations are by Reservation Only and available on specific days.

- San Andreas to Jackson and Sutter Creek - Monday through Friday.
- West Point and Wilseyville to Jackson - Wednesdays only
- Angels Camp to Sonora - Fridays only

### ***On-time Performance Standards:***

- Calaveras Connect endeavors to operate with no early departures before the time shown in the schedule brochure.
- Ninety percent of all runs are on time (defined as from on time to 5 minutes late). Target standard is 95 percent of all runs on time.

### ***Service Availability Standards:***

The population of Calaveras County is spread throughout the service area. It is the goal to provide transit service to the denser residential areas, major medical, shopping, government, employment centers and activity centers that can support those route services. Dial-a-ride services were instituted as outlined in the SRTP and cover the entire County as well as making out of county trips and connections.

The Calaveras Connect Route Maps, included as Appendix 1, show the availability of the service throughout the County.

### ***Emergency Services:***

Calaveras Connect provides important services to the community, even more so in times of crisis or emergency. It is the goal of Calaveras Connect to maintain services as considered appropriate and feasible while ensuring safety for its riders and employees. Calaveras Transit Agency will work with its Transit Operator to make the most proactive decision in terms of services in response to changing conditions and work to keep the public informed of changes in service.

Calaveras Transit Agency regularly participates in County Office of Emergency Services and Public Health Emergency Coalition meetings and planning efforts.

## **Service Policies**

### ***Vehicle Assignment Policy:***

Bus assignments consider the operating characteristics of the various buses within the Calaveras Connect fixed route fleet, which are matched to the operating characteristics of the route. For example, smaller vehicles are used for the route to West Point because it is safer on the narrow and mountainous roads in that area. Likewise, the run to Jackson is best accomplished by a smaller vehicle that can access a destination frequently requested as a deviation. The larger buses are used on core routes with the highest ridership, such as the Red Line.

To the extent possible, vehicle assignments are rotated to ensure equal usage of qualified vehicles for a particular route on a monthly basis based on the route need except for non-availability due to mechanical breakdown.

### ***Transit Amenities Policy:***

Systemwide, bus stops should be provided at locations serving 5 or more passengers per day, and shelters should be provided at locations serving 10 or more passengers per day.

## **10. LANGUAGE ASSISTANCE PLAN**

### **A. INTRODUCTION**

This Language Assistance Plan was developed as part of the Title VI Program and has been adopted by Calaveras Transit Agency. The purpose of the plan is to detail Calaveras Transit Agency's responsibilities to deliver public transportation without discrimination on the basis of race, color, or national origin. Different treatment based upon a person's inability to speak, read, write, or understand English may be a type of national origin discrimination. Through this Language Assistance Plan (LAP) and the Public Participation Plan, the Title VI Program ensures that Calaveras Transit Agency provides Limited English Proficient (LEP) individuals with meaningful access to Calaveras Connect services, resources and participation processes.

This plan complies with regulations established by FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," October 1, 2012. The Title VI guidelines apply to all federal agencies and all programs and operations of entities that receive funding from the federal government, including state agencies, local agencies and governments (such as Calaveras Transit Agency, a California Joint Powers Authority), private and non-profit entities, and sub-recipients.

Calaveras Transit Agency is the operator of Calaveras Connect. Day-to-day operations, including the management of drivers and dispatchers, are provided by Paratransit Services under contract with the Calaveras Transit Agency. Throughout this document, Calaveras Connect includes both the Calaveras Transit Agency and Paratransit Services.

#### ***Language Assistance Goals***

Calaveras Transit Agency is committed to making its services and programs available to LEP persons as part of its compliance to Title VI of the Civil Rights Act of 1964.

Calaveras Transit Agency is committed to providing meaningful access for LEP individuals to Calaveras Connect services, resources, and information by developing a Language Assistance Plan and by regular evaluation of the developed methods and strategies. This LAP is developed to help identify reasonable steps to provide language assistance for LEP persons. The plan details procedures for identifying a person who may need language assistance, the ways in which assistance may be provided, staff training, how to notify LEP persons that assistance is available and potential future updates to the plan.

#### ***Calaveras Connect Service Overview***

Calaveras Connect is a public transit service provided by Calaveras Transit Agency for the residents and visitors of Calaveras County. Calaveras Transit Agency operates Monday through Friday with one deviated fixed route, generally between 5 a.m. and 8 p.m. and county-wide dial-a-ride services, between 8 a.m. and 5 p.m. through the brand name, Calaveras Connect. Calaveras Connect provides coordinated transfers with Amador Regional Transit in Jackson, which provides a link for residents

to Sacramento, and with Tuolumne County Transit at Columbia College. Calaveras Connect seasonally operates the Saturday Hopper, a weekend route between Murphys and Angels Camp with Arnold as a on-demand extension.

#### Four Factor Analysis and LEP Populations Served

There are four factors for agencies to consider when assessing language needs and determining what steps they should take to ensure access for LEP persons. In developing the plan, Calaveras Transit Agency undertook the required Four Factor Analysis. This considers the following factors:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the Calaveras Connect.
2. The frequency with which LEP persons come into contact with Calaveras Connect programs, activities, or services.
3. The nature and importance of the programs, activities or services provided by Calaveras Connect to the population; and
4. The resources available to Calaveras Connect for LEP outreach, as well as the costs associated with that outreach.

#### *Factor 1: Numbers of LEPs eligible to be served*

##### Safe Harbor Provision

Data from the American Community Survey identifies several LEP populations within Calaveras County, Calaveras Connects service area. As demonstrated by Table 6-1, there are fourteen populations reported in the 20011-2015 ACS that speak English less than “very well.” All of these are very small populations, however, and fall within the Safe Harbor Provision of less than 1,000 persons or 5 percent. The largest LEP population is the Spanish-speaking population, but this group is also well below the Safe Harbor Provision, at 1.36 percent of Calaveras County’s population.

Consistent with Safe Harbor Provision Guidance provided in FTA C 4702.1B, Chapter III-9 Calaveras Connect will not translate all vital materials at this time. Calaveras Connect has developed a language assistance program to ensure meaningful access to LEP individuals, which is detailed in Section 3 of this plan. As a courtesy to LEP Spanish-speakers, Calaveras Connect has translated the Title VI Notice to the Public, Complaint Form, and Complaint Procedures into Spanish.

Calaveras Connect used informal inquiries at various County agencies that work with LEP individuals and surveyed staff members’ experience with LEPs to develop an understanding of the LEP communities it serves and to complete the four-factor analysis. Of note, the following information about LEPs was identified:

##### How LEPs interact with Calaveras Connect

Vehicle operators reported rare interactions with LEP individuals on the fixed routes. Dispatch staff reported one interaction in the last five years with an LEP individual. This points to the possibility of LEPs riding Calaveras Connect buses, but not calling or visiting Calaveras Connect dispatch.

## Literacy of LEP communities

Based on surveys and interviews with community agencies, the LEP communities in Calaveras County, particularly the Spanish-speaking community, are literate and would be served by translated materials.

## Are LEPs underserved due to language barriers

No passengers responding to the two-week onboard survey completed the form in a language other than English. This does not confirm that LEPs are underserved due to language barriers. Calaveras Connect will be alert to changes in the LEP population over time and be prepared make adjustments to language accommodation meet the needs of the people who would want to use Calaveras Connect services.

### ***Factor 2: Frequency with which LEPs come into contact with our program***

Outreach data suggests that although some LEPs do use Calaveras Connect services, they do not ride the bus frequently. Evidence supporting this includes:

- LEP Spanish speakers make up 1.36 percent of the service area population, with other LEP groups at smaller percentages.
- As noted above, staff members reported infrequent previous interaction with LEPs.

### ***Factor 3: The nature and importance of program to LEPs lives***

While the available data is not thorough or conclusive, Calaveras Transit Agency understands that its services are used by all groups for life-sustaining activities, such as transportation to work, grocery shopping, non-emergency medical appointments, as well as life-enriching activities, such as school and social events. For transit-dependent individuals, Calaveras Connect services are extremely important. For this reason and to maintain full compliance with FTA C 4702.1B, Calaveras Transit Agency is committed to providing meaningful access to its services.

### ***Factor 4: Resources available for LEP Outreach and Costs of Outreach***

As Calaveras Connect serves a small community, LEP outreach can be done through many cost-effective measures. Resources that have been identified, as well as available costs, are detailed below in Table 10-1.

<i>Table 10-1 – Resources for LEP Outreach and Associated Costs</i>	
<b>Resource for LEP Outreach</b>	<b>Associated Costs</b>
Posted Notice to the Public with language assistance information around the community, on buses, and at bus shelters	Free to very low cost
Posting updates, event notices, language assistance information, etc. around the community and on buses	Free to very low cost
Distributing information to community agencies, such as human service agencies, high schools and community colleges, and neighboring transit agencies	Free to very low cost
Posting information on Calaveras Connect website and social media outlets	Very low cost
Contract with Language Line for simultaneous oral interpretation	\$3.95 per minute as needed
Translation, as needed, for written material	Determined on a case-by case basis.

Two Calaveras Connect drivers are Spanish-English bilingual and may be available to assist by phone or radio with communication with a transit passenger. Calaveras Connect drivers and dispatch staff are equipped with Spanish to English guides that includes requests and commands that bus operators use every day in English and in Spanish and written phonetically in English.

## **B. IMPLEMENTATION PLAN**

### **Responsibility for Implementation**

Calaveras Transit Agency's overall Title VI Program and Language Assistance Program will be implemented by the Calaveras Transit Agency Executive Director.

Calaveras Transit Agency  
P.O. Box 280  
444 East St. Charles Street/Highway 29  
San Andreas, CA 95249  
209-754-2094

The operations contractor for Calaveras Transit Agency is Paratransit Services. Provisions of the Professional Services Agreement with this firm include the requirement to implement all Title VI requirements in the delivery of transit service. This includes training and providing language assistance tools to drivers and dispatchers.

### **Language Service Provision**

This implementation plan details how Calaveras Connect ensures meaningful access to LEP individuals through language assistance. Though Calaveras Connect is not required to translate vital materials under the Safe Harbor Provision, it has developed the following measures to provide language assistance.

### **Identifying LEP individuals who needs language assistance:**

- Examine records of requests for language assistance from past meetings and events to determine the possible need for assistance at future events. When a Calaveras Transit Agency -sponsored workshop is held, set up a sign-in sheet table, have a staff member greet and speak to each attendee to informally gauge their ability to speak and understand English. Although staff may not be able to assist at the meeting, they will be able to use the information gathered to identify language needs for future meetings.
- Survey drivers and other front-line staff, such as dispatchers, on an annual basis regarding their experience with direct or indirect contact with LEP individuals.

### **Responding to LEP individuals:**

- LEP individuals are invited to call the Calaveras Transit Agency with any questions or concerns or visit either office. The customer service office operated for Calaveras Connect by Paratransit Services can contact one of the drivers who is Spanish-English bilingual for assistance.
- When a translator is not available or if the LEP person speaks a language other than Spanish, Calaveras Connect will contact Language Line Solutions to provide simultaneous interpretation as needed, or utilize Google Translate online.

### **Oral interpretation:**

Simultaneous interpretation at public events will be determined on a case-by-case basis by examining several factors, such as:

- The type and size of event
- The availability of a staff member or a host organization to interpret, etc.
- Requests received at least 72 hours before an event

### **Translation of Vital Documents:**

1. Calaveras Transit Agency is not required to translate vital documents according to the Safe Harbor Provision. However, the Title VI Notice to the Public, Complaint Procedures, and Complaint Form have been translated into Spanish as a courtesy to riders.
2. The extent of Calaveras Transit Agency's ability and obligation to continue translating written documents will be determined on a case-by-case basis by looking at elements presented in the Four Factor Analysis and the nature of the written material.
3. When future materials are to be translated the following guidelines will be used: Vital documents include, but are not limited to, Title VI materials and forms, ADA complementary paratransit eligibility applications and rider information, materials that provide access to essential services, information about public participation and input opportunities.



4. As Spanish speakers are the largest LEP group reported by the US census and by LEP outreach, Spanish translation will be considered first. Calaveras Transit Agency staff will continue to monitor the change in LEP populations, as detailed in Section D.

### **Calaveras Connect's Website**

It is not currently appropriate or feasible for Calaveras Connect to translate all portions of its website; however, the following provisions apply:

- The following materials are available in Spanish on the Calaveras Connect website: Title VI Notice to the Public, Title VI Complaint Procedures, and Title VI Complaint Form.
- As any future materials are deemed appropriate for translation, they will be posted on the website.

### **Outreach/Notice of Availability of Language Assistance**

1. To ensure that LEP individuals are aware of language assistance measures, Calaveras Connect has included information about language assistance in its Title VI Notice to the Public.
2. Title VI information is available on the website in English and Spanish.
3. Staff will inform residents about the Language Assistance Program during any outreach and transit-orientation activities.
4. Staff will continue developing relationships with organizations that serve LEP individuals and developing strategies to spread awareness of Calaveras Connects Language Assistance Program and transit services.

## **C. MONITORING, EVALUATING AND UPDATING THE LAP**

A thorough review of this Language Assistance Plan (LAP) will be undertaken every three years concurrent with updating and submitting the Title VI Program. At that time, the LEP population will be reassessed to ensure all significant LEP languages are included in Calaveras Transit Agency's language assistance efforts. The following reoccurring reporting and evaluation measures will be used to update the Language Assistance Plan:

- Calaveras Transit Agency will regularly assess the effectiveness of how staff and contracted staff members communicate with LEP individuals by:
  - Including questions about language assistance and information needs on all transit surveys
  - Conversations with community agencies that work with LEPs
  - Rider surveys or other input opportunities may be available in LEP languages as appropriate



- Staff will track its language assistance efforts, including:
  - Reporting front-line staff's interactions with LEP individuals
  - Reports and updates from Language Line. Language Line provides statistical data about Language Line interpretation use, enabling Calaveras Connect to document the number of calls, the language, and minutes of use.

#### **D. STAFF TRAINING**

Calaveras Transit Agency requires Title VI compliance and languages assistance training of its operations contractor, Paratransit Services, including maintaining a program to train employees to provide timely and reasonable language assistance to LEP populations. This training program is detailed below.

##### **Paratransit Services Employee LEP Training Program**

Participants. All Calaveras Transit Agency administrative staff and all Paratransit Services staff, including drivers and dispatchers, will be provided with the LAP and will be educated on the following procedures. This information will also be part of the staff orientation for new hires.

Training Description. Employee training covering the LEP program includes but shall not be limited to:

- Management to participate in FTA offered LEP training when practical
- Assure understanding of Calaveras Transit Agency's requirement under DOT to have an LEP Plan in terms of policy and responsibilities
- Provide staff with the number and proportion of LEP persons in the service area
- Describe the language assistance currently provided by the agency and how staff can access these services
- Communicate the agency's cultural sensitivity policies and practices
- Managers, supervisors, and staff trained on the Title VI LEP program
  - To help effectively assist passengers, drivers, and the community with information
  - To assist with responding to any LEP related complaints or issues
  - To minimize unacceptable behavior in managing the Title VI LEP program
  - How to handle and document a language assistance request or Title VI complaint
- Communicate program description, purpose, and initiatives to current bus operators
  - To equip bus operators to effectively assist passengers and community
  - Encourage bus operators to report ridership trends and LEP related issues to management
  - To minimize unacceptable behavior from bus operators concerning Title VI and LEP passengers and individuals in the community
  - How to handle and document a language assistance request or Title VI complaint
- Include Title VI LEP training in new hire orientation and annual refresher training
- Any time changes are made by the FTA the Manager will update staff and drivers at regularly scheduled meetings or special meetings such as staff meetings, safety meetings, etc.

- Provide all staff with a flip guide which includes requests and commands that bus operators use every day in English and in Spanish and written phonetically in English.

### **Frequency**

Initial. Title VI LEP training will be included in employment orientation to ensure the plan is communicated to all Calaveras Connect (Paratransit Services) employees. Current employees will receive initial training at staff and or safety meetings until all material in the plan is covered. At the Manager's discretion, a special meeting may be held to administer training to current employees.

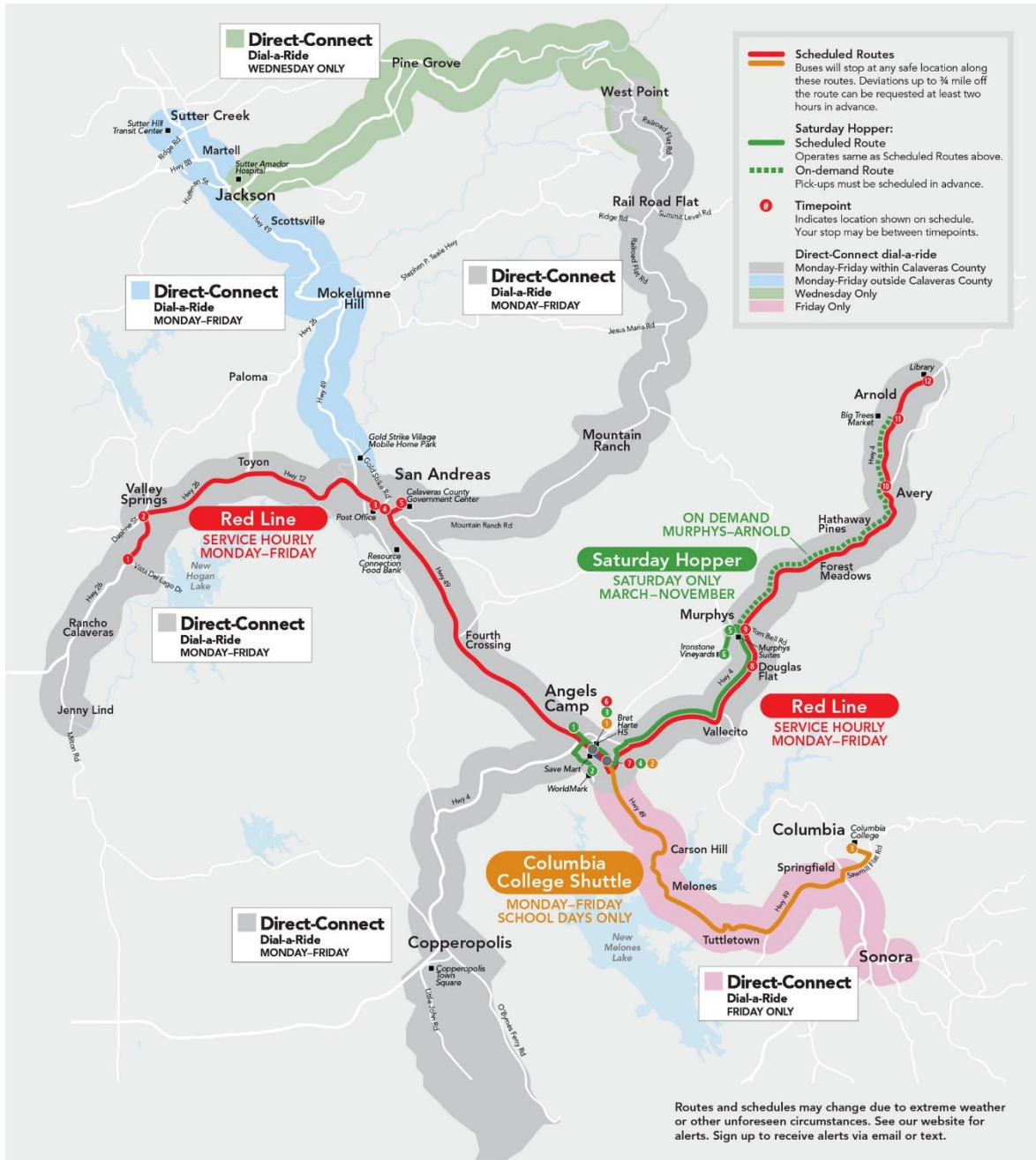
Refresher. Title VI LEP refresher training will be held annually during driver refresher training for all staff working in safety sensitive positions. Administrative and other personnel will receive refresher training at a scheduled staff meeting.

Updates. Any time the FTA makes changes to 49 CFR Part 21, Title VI LEP program requirements the Manager will update staff and drivers at regularly scheduled meetings such as staff or safety meetings. If an FTA required change is needed in a short time frame a special meeting(s) will be held to inform and update all Calaveras Transit Agency staff.

### **Responsibility**

While the Calaveras Transit Agency Executive Director or designee is responsible for oversight and assurance that Title VI LEP training is provided to all staff, the Paratransit Services Operations Manager is responsible for delivering that training to drivers and dispatchers.

## Appendix 1. Calaveras Connect Route Map



*Appendix 2. Calaveras Transit Agency Resolution Adopting Title VI Program*