

# YOLO COUNTY TRANSPORTATION DISTRICT

## 2019 Title VI Program



September 2019

Yolo County Transportation District  
350 Industrial Way  
Woodland, CA 95776





# **YOLO COUNTY TRANSPORTATION DISTRICT**

## **2019 Title VI Program**

### **Developed September 2019**

Program Begin Date: December 1, 2019

Program End Date: November 30, 2022

Adopted by the Yolo County Transportation District Board:

October 14, 2019

Revised January 2, 2020

### *Prepared by*

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Woodland, CA 95776

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The Yolo County Transportation District (YCTD) is a California special transit district formed between the Cities of Davis, West Sacramento, Woodland, Winters and the County of Yolo. YCTD oversees public transit services to residents and visitors of Yolo County (Yolobus fixed-routes and Yolobus Special). Public transit services are provided to District member jurisdictions, as well as neighboring communities of Sacramento, CA, and Vacaville, CA.

This document was prepared by YCTD staff and has been approved by the YCTD Board to comply with Title VI of the Civil Rights Act of 1964, including recent provisions detailed in U.S. Department of Transportation's FTA Circular 4702.1B, "Title VI Requirement and Guidelines for Federal Transit Administration Recipients."

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## 1. Title VI Notice and Locations

### Exhibit 1.1 YCTD Title VI Notice(s) to the Public

**Yolo County Transportation District**  
**Title VI Notice to the Public**

As a recipient of federal funds, Yolo County Transportation District (YCTD) has certified and provided assurances that it will fully comply with Title VI of the Civil Rights Act of 1964. YCTD is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services, on the basis of race, color, or national origin.

No person or group of persons shall be discriminated against with regard to the routing, scheduling, or quality of transportation service that YCTD furnishes on the basis of race, color, or national origin. Frequency of service, age and quality of vehicles assigned to routes, quality of stations serving different routes, and location of routes may not be determined on the basis of race, color, or national origin, in full compliance with Title VI.

- Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI while using YCTD services may file a complaint with YCTD. All complaints will be fairly and objectively investigated.
- To file a complaint, you may contact the YCTD Title VI Program Administrator, at (530) 402-2826; or by email: [jperez@yctd.org](mailto:jperez@yctd.org); or visit the YCTD administrative offices at 350 Industrial Way, Woodland, CA 95776.
- For more information about YCTD's Title VI Program and complaint procedure, contact (530) 661-0816; or visit the YCTD website at: <http://www.yolobus.com>
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Title VI Program Coordinator, FTA Office of Civil Rights, East Building, 5th Floor – TCR, 1200 New Jersey Ave., S.E., Washington, D.C. 20590.
- If information is needed in another language, contact (530) 661-0816.
- Si se necesita información en otro idioma, llame al (530) 661-0816.



**Yolo County Transportation District**  
**Título VI Aviso al Público**

Como beneficiario de fondos federales, Yolo County Transportation District (YCTD) ha certificado y asegurado que va a cumplir en su totalidad con lo estipulado en el Título VI de la Ley de Derechos Civiles de 1964. YCTD se compromete a garantizar que ninguna persona sea excluida de participar en, o le sean negados los beneficios de sus servicios, en base a raza, color, o nacionalidad de origen.

Ninguna persona o grupo de personas, deberá ser objeto de discriminación en lo que respecta a las rutas, horarios, o la calidad del servicio de transporte que YCTD proporciona en base a raza, color, o nacionalidad de origen. La frecuencia del servicio, la edad y la calidad de los vehículos asignados a las rutas, la calidad de las estaciones de servicio de las diferentes rutas, y la ubicación de las rutas no puede determinarse en base a raza, color, o nacionalidad de origen, de plena conformidad con el Título VI.

- Cualquier persona que crea que él o ella ha sido agraviada por cualquier práctica discriminatoria ilegal según lo estipulado en el Título VI, durante el uso de los servicios de YCTD puede presentar una queja ante YCTD. Todas las quejas serán investigadas de manera justa y objetiva.
- Para presentar una queja, puede ponerse en contacto con el Administrador del Programa del Título VI de YCTD, al teléfono (530) 402-2826; o por correo electrónico: [jperez@yctd.org](mailto:jperez@yctd.org); o visita la oficina principal de YCTD ubicada en 350 Industrial Way, Woodland, CA 95776.
- Para obtener más información sobre el Programa del Título VI de YCTD y el procedimiento para presentar una queja, comuníquese por teléfono al (530) 661-0816; o visita el sitio web de YCTD en: <http://www.yolobus.com>
- Un denunciante puede presentar una queja directamente a la Administración Federal de Tránsito mediante la presentación de una queja ante el Coordinador del Programa del Título VI, FTA Oficina de Derechos Civiles, East Building, 5th floor- TCR, 1200 New Jersey Ave., S.E., Washington, DC 20590.
- Si se necesita información en otro idioma, llame al (805) 688-5452.



## 优洛县交通区 第六条之公众通知

作为联邦资金的接受者，优洛县交通区 (YCTD) 已经证明并保证其将充分遵守《1964 年民权法》第六条的规定。YCTD 致力于确保没有任何人因为种族、肤色或国籍而无法参与或不能享受其服务福利。

任何人或群体都不会基于种族、肤色或国籍在 YCTD 所提供的路线规划、调度或交通服务质量中受到歧视。在充分遵守第六条规定的情况下，服务频率、分配至各条路线的车辆之服务年数和质量、为不同路线服务之站点质量以及路线地点均非基于种族、肤色或国籍决定。

- 如果任何人认为其在使用 YCTD 服务的过程中基于第六条规定遭到了任何非法歧视行为之侵害，则可向 YCTD 提交投诉。所有投诉应得到公平客观的调查。
- 若要提交投诉，您可以联系 YCTD 第六条计划管理员：电话 (530) 402-2826)；或发送电子邮件至：jperez@yctd.org；或访问 YCTD 行政办公室，地址为 350 Industrial Way, Woodland, CA 95776。
- 若要获取更多关于 YCTD 第六条计划和投诉程序之信息，请致电：(530) 661-0816；或访问 YCTD 网站：<http://www.yolobus.com>。
- 投诉人可通过向第六条计划协调员提交投诉来直接向联邦运输管理局提交投诉，地址为：FTA 民权办公室，East Building, 5th Floor – TCR, 1200 New Jersey Ave., S.E., Washington, D.C. 20590。
- 如果需要另一种语言的信息，请致电：(530) 661-0816。



**Управление общественного транспорта округа Йоло**  
**Уведомление для общественности касательно Раздела VI**

Управление общественного транспорта округа Йоло (YCTD) получает средства из федерального бюджета и поэтому действует в соответствии с положениями Раздела VI Закона о гражданских правах 1964 года. YCTD обязуется следить за тем, чтобы ни один человек не мог быть исключен из участия в его программах или лишен благ, обеспечиваемых его услугами, на основании расы, цвета кожи или национальности.

Ни один человек или группа людей не будут подвергаться дискриминации в отношении маршрутов, расписания или качества услуг общественного транспорта, предоставляемых YCTD, на основании расы, цвета кожи или национальности. Частота предоставления услуг, срок эксплуатации и качество транспортных средств, закрепленных за маршрутами, качество станций, обслуживающих различные маршруты, и расположение маршрутов не могут определяться на основании расы, цвета кожи или национальности, что полностью соответствует положениям Раздела VI.

- Любому человеку, который считает, что при пользовании услугами YCTD его права были ущемлены вследствие проявления незаконной дискриминации в соответствии с Разделом VI, вправе подать претензию в YCTD. Все претензии будут рассмотрены справедливо и беспристрастно.
- Для того чтобы подать претензию, вы можете связаться с администратором программы YCTD по соблюдению Раздела VI по телефону (530) 402-28-26 или по электронной почте: [jperez@yctd.org](mailto:jperez@yctd.org), а также лично подать претензию в административном помещении YCTD по адресу 350 Industrial Way, Woodland, CA 95776.
- Дополнительную информацию о программе YCTD по соблюдению Раздела VI и порядке подачи претензии можно получить по телефону (530) 661-08-16 или на сайте YCTD по адресу <http://www.yolobus.com>
- Заявитель вправе подать претензию непосредственно в Федеральное управление общественного транспорта (FTA) через координатора программы по соблюдению Раздела VI по адресу FTA Office of Civil Rights, East Building, 5th Floor – TCR, 1200 New Jersey Ave., S.E., Washington, D.C. 20590.
- Если вам нужна информация на другом языке, позвоните по номеру (530) 661-08-16.





Title VI List of Locations Where Title VI Notice Is Posted

The YCTD Title VI Notice to the Public is currently posted at the following locations:

Exhibit 1.2 Locations Where Title VI Notice Is Posted

Location Name	Address	City/Community
YCTD Main Offices	350 Industrial Way	Woodland, CA
City of Davis City Hall	23 Russell Blvd.	Davis, CA
City of West Sacramento City Hall	1110 W. Capitol Ave.	West Sacramento, CA
City of Winters City Hall	318 1st St.	Winters, CA
City of Woodland City Hall	300 1st St.	Woodland, CA
County of Yolo Offices	625 Court St.	Woodland, CA
County Fair Mall (Transit Center)	1264 E. Gibson Rd.	Woodland, CA
UC Davis Memorial Union Terminal	300 Block, Howard Way	Davis, CA
West Sacramento Transit Center	1100 Block, W. Capitol Av	West Sacramento, CA
YCTD Revenue Vehicles	---	---
YCTD Website	<a href="http://www.yolobus.com">www.yolobus.com</a>	---

The YCTD Title VI Notice to the Public, Complaint Procedure/Form, and program information are also provided on the Yolobus website at [www.yolobus.com](http://www.yolobus.com). The documents have been translated into Spanish, Russian, and Chinese.

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## **2. Title VI Complaint and Investigation Procedures and Form**

### **Title VI Complaint and Investigation Procedures**

Any person who believes that he or she, individually or as a member of any specific class of persons, has been subjected to discrimination on the grounds of race, color, or national origin with regard to any Yolo County Transportation District (YCTD) transit service, program, or facility, may file a written complaint with YCTD.

A complaint must be filed within 180 days after the date of the alleged discrimination, unless the time for filing is extended by YCTD.

All complaints alleging discrimination should be submitted in writing directly to the YCTD Title VI Program Administrator at the address listed below. The YCTD Title VI Program Administrator or his/her designee shall be responsible for overseeing investigations and responses to complaints of discrimination.

Yolo County Transportation District  
Attn: YCTD Title VI Program Administrator/  
Deputy Director of Operations, Planning, and Special Projects by Title  
350 Industrial Way  
Woodland, CA 95776

All complaints should be completed and submitted on the YCTD Title VI Complaint Form available online at [www.yolobus.com](http://www.yolobus.com), by phone request at (530) 402-2826, or in person at the YCTD offices located at 350 Industrial Way, Woodland, CA 95776. Additional accessible formats of the form are also available.

At a minimum, all complaints filed must provide the following information:

1. Complainant's Name,
2. Complainant's Address,
3. Complainant's Phone Number,
4. Complainant's Email (if available),
5. Detailed description of complaint/incident,
6. Date of complaint/incident,
7. Time of complaint/incident,
8. Location of complaint/incident,
9. Route Number (if applicable),
10. Name(s) and contact information of witnesses (if applicable),
11. Any other information relevant to the complaint, and
12. Signature (with date) of person submitting complaint.

Complaints received with incomplete information may result in delayed investigations and responses. All complaints MUST be signed.

Within 10 business days of receiving the complaint, the YCTD Title VI Program Administrator (YCTD Deputy Director of Operations, Planning, and Special Projects) will review to determine if YCTD has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by YCTD.

If the complaint submitted is within YCTD's jurisdiction and is complete, a case will be opened and a case/reference number and investigator will be assigned.

If necessary, an investigation will be conducted and completed within 30 days of the receipt of the formal complaint (30-Day Rule).

- If a time extension to the 30-Day Rule is required, the complainant will be notified in writing of the reason for the extension.

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

A case may also be closed administratively if the complainant no longer wishes to pursue his/her case.

Following the investigation, the Title VI Program Administrator will issue one of two letters to the complainant:

1. Closure Letter; or
2. Letter of Finding (LOF).

A Closure Letter summarizes the complaint allegations and will state that there was no Title VI violation and that the case will be closed.

A LOF will summarize the complaint allegations and the investigation regarding the alleged incident. The LOF will also explain whether any disciplinary action, additional training of a staff member, or other action will occur.

If the complainant is unsatisfied with the decision, he/she has 30 days from the date of YCTD's Closure Letter or the LOF to appeal to the YCTD Executive Director or their 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 by submitting the complaint in writing to the following address:

Title VI Program Coordinator  
FTA Office of Civil Rights  
East Building, 5th Floor – TCR  
1200 New Jersey Ave., S.E.  
Washington, D.C. 20590.

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Exhibit 2.1 Title VI Complaint Forms

<b>Yolo County Transportation District (YCTD)</b> <b>Title VI Complaint Form Page 1 of 2</b>	
Please print clearly or type responses	
<b>Section 1</b>	
1. Name	
2. Address	
3. Phone Number: (     )	
4. Email	
5. Do you require information in an accessible format? <input type="checkbox"/> Large Print <input type="checkbox"/> Audio (Audio tape/disc) <input type="checkbox"/> TDD <input type="checkbox"/> Braille <input type="checkbox"/> Other specify:	
<b>Section 2</b>	
6. Are you filing this complaint on your own behalf? <input type="checkbox"/> Yes* <input type="checkbox"/> No <b>*If you answered Yes please skip to Section 3.</b>	
7. What is the name of the person for whom you are filing this complaint? Name:	
8. What is your relationship with this person? Relationship:	
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"/> I HAVE obtained permission to file this complaint on behalf of the person named in Question 7a. <input type="checkbox"/> I HAVE NOT obtained permission to file this complaint on behalf of the person named in Question 7a.	
<b>Section 3</b>	
11. I believe the discrimination I experienced was based on (check all which apply) <input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin	
12. Date of alleged discrimination (mm/dd/yyyy)      ____ / ____ / ____	
13. Please explain as clearly as possible what occurred and why you believe you were discriminated against. Describe all persons who were involved and provide contact information of the person(s) if available/known. Please also provide the names and contact information of any witnesses involved. If additional space is needed, please use the back of this form or attach pages as necessary.	

<b>Yolo County Transportation District (YCTD)</b> <b>Title VI Complaint Form Page 2 of 2</b>			
<b>Section 4</b>			
14.	Have you previously filed a Title VI complaint with YCTD?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
15.	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 No, please skip to Section 5.
15.a	If Yes, Please indicate where you have filed this complaint:		
	<input type="checkbox"/> Federal Agency      specify: _____		
	<input type="checkbox"/> State Agency      specify: _____		
	<input type="checkbox"/> Local Agency      specify: _____		
	<input type="checkbox"/> Federal Court      specify: _____		
	<input type="checkbox"/> State Court:      specify: _____		
15b.	Please provide contact information for the agency and/or court where this complaint was filed.		
	Name: _____		
	Title: _____		
	Agency: _____		
	Address: _____		
	Phone Number: (      ) _____		
	Email: _____		
<b>Section 5</b>			
Please indicate who you are filing this complaint against:			
<input type="checkbox"/> YCTD	<input type="checkbox"/> City of West Sacramento	<input type="checkbox"/> City of Winters	<input type="checkbox"/> Other agency and/or person
<input type="checkbox"/> City of Davis	<input type="checkbox"/> Woodland	<input type="checkbox"/> Yolo County	specify: _____
<p>You may attach any written materials or other information which you believe is relevant to your complaint.</p> <p>Signature and date are required below to complete the form.</p>     <p>Signature _____ Date _____ / _____ / _____</p> <p>Please submit this completed form in person or by mail to the address below:  Yolo County Transportation District Title VI Coordinator  350 Industrial Way  Woodland, CA 95776</p>			

<b>Yolo County Transportation District (YCTD)</b> <b>Formulario para Presentar Queja conforme al Título VI Página 1 de 2</b>	
<b>Favor escribir sus respuestas en letra imprenta clara o a máquina</b>	
<b>Sección 1</b>	
1.	Nombre
2.	Dirección
3.	Número de teléfono (                      )
4.	Correo Electrónico
5.	¿Necesita usted información en un formato accesible ? <input type="checkbox"/> Impresión Grande <input type="checkbox"/> Audio (Cinta / Disco de Audio) <input type="checkbox"/> TDD <input type="checkbox"/> Braille <input type="checkbox"/> Otro <i>especifique:</i>
<b>Sección 2</b>	
6.	¿Está usted presentando esta queja a nombre propio? <input type="checkbox"/> Sí* <input type="checkbox"/> No <b>*Si su respuesta es SI, por favor salte a la Sección 3.</b>
7.	¿Cómo se llama la persona para quien usted está presentando esta queja? Nombre:
8.	¿Cuál es su relación con esta persona? Parentesco /relación:
9.	Sírvase explicar por qué usted está presentado la queja a nombre de un tercero:
10.	Por favor confirme que usted ha obtenido permiso de la parte agraviada para presentar la queja a nombre de esa persona.  <input type="checkbox"/> <b>YO HE</b> obtenido permiso para presentar esta queja a nombre de la persona nombrada en la pregunta 7  <input type="checkbox"/> <b>YO NO HE</b> obtenido permiso para presentar esta queja a nombre de la persona nombrada en la pregunta 7.
<b>Sección 3</b>	
11.	Creo que la discriminación que he experimentado se basó en ( <i>señale todas las que apliquen</i> ) <input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Nacionalidad de origen
12.	Fecha de la presunta discriminación (dd / mm / aaaa)                      ____ / ____ / ____
13.	Por favor explique lo más claramente posible lo que ocurrió y por qué cree usted que fue discriminado. Describa todas las personas que estuvieron involucradas y proporcione información de contacto de la persona(s) si la conoce/está disponible. Sírvase también proporcionar los nombres y la información de contacto de cualquier testigo(s) que estuviere presente. Si necesita más espacio, por favor utilice el reverso de este formulario o adjunte las páginas que sean necesarias.

<b>Yolo County Transportation District (YCTD)</b> <b>Formulario para Presentar Queja conforme al Título VI Página 2 de 2</b>	
<b>Sección 4</b>	
14.	¿Ha presentando usted anteriormente una queja conforme al Título VI ante YCTD? <span style="float: right;"><input type="checkbox"/> Sí <input type="checkbox"/> No</span>
15.	¿Ha presentando usted anteriormente esta queja ante otra agencia Federal, Estatal o local, o ante alguna Corte Federal o Estatal? <div style="display: flex; justify-content: space-between; align-items: flex-start;"> <span><input type="checkbox"/> Sí</span> <span><input type="checkbox"/> No*</span> <span>*Si la respuesta es No, por favor salte a la Sección 5.</span> </div>
15a.	Si la respuesta es Sí, por favor indique cuándo presentó esa queja: <div style="margin-top: 5px;"> <input type="checkbox"/> Agencia Federal    Especifique: _____           </div> <div style="margin-top: 5px;"> <input type="checkbox"/> Agencia Estatal    Especifique: _____           </div> <div style="margin-top: 5px;"> <input type="checkbox"/> Agencia Local    Especifique: _____           </div> <div style="margin-top: 5px;"> <input type="checkbox"/> Corte Federal    Especifique: _____           </div> <div style="margin-top: 5px;"> <input type="checkbox"/> Corte Estatal:    Especifique: _____           </div>
15b.	Por favor suministre al información de contacto para la agencia y/o corte donde fue presentada la queja:  Nombre: _____ Cargo: _____ Agencia: _____ Dirección: _____ Número de teléfono (    ) _____ Correo electrónico: _____
<b>Sección 5</b>	
Sírvase indicar contra quién está usted presentando esta queja: <div style="display: flex; justify-content: space-between; align-items: flex-start;"> <span><input type="checkbox"/> YCTD</span> <span><input type="checkbox"/> Ciudad de West Sacramento</span> <span><input type="checkbox"/> Ciudad de Winters</span> <span><input type="checkbox"/> Otra agencia y/o persona</span> </div> <div style="display: flex; justify-content: space-between; align-items: flex-start;"> <span><input type="checkbox"/> Ciudad de Davis</span> <span><input type="checkbox"/> Ciudad de Woodland</span> <span><input type="checkbox"/> Condado de Yolo</span> <span><i>especifique:</i> _____</span> </div>	
<p><b>Puede adjuntar cualquier material escrito o cualquier otra información que usted considere relevante para su queja.</b></p> <p><b>Se requiere la firma y fecha a continuación para completar el formulario.</b></p>   <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <b>Firma</b> _____           </div> <div style="width: 45%;"> <b>Fecha</b> ____/____/____           </div> </div> <p>Por favor, entregue este formulario completo personalmente o envíelo por correo a la siguiente dirección:</p> <p>Yolo County Transportation District Title VI Coordinator            350 Industrial Way            Woodland, CA 95776</p>	

优洛县交通区 (YCTD) 第六条投诉表第 1 页/共 2 页	
请清楚打印或键入回复	
第 1 部分	
1. 姓名	
2. 地址	
3. 电话号码： (      )	
4. 电子邮箱	
5. 您是否需要采用可获取格式之信息？ <input type="checkbox"/> 大号字体 <input type="checkbox"/> 音频（音频磁带/光盘） <input type="checkbox"/> TDD <input type="checkbox"/> 盲文 <input type="checkbox"/> 其他 请指明：	
第 2 部分	
6. 您是否代表您自己填写此投诉表？ <input type="checkbox"/> 是* <input type="checkbox"/> 否 *如果您回答是，请跳至第 3 部分。	
7. 您为谁填写这份投诉表？ 姓名：	
8. 您与此人是什么关系？ 关系：	
9. 请说明您为第三方填写此表的原因：	
10. 请确认您已经获得受损害方的许可代表他们。 <input type="checkbox"/> 我已经获得许可代表问题 7a 中指明之人员提交此投诉表。 <input type="checkbox"/> 我尚未获得许可代表问题 7a 中指明之人员提交此投诉表。	
第 3 部分	
11. 我认为我所遭受的歧视是基于（勾选适用的所有项） <input type="checkbox"/> 种族 <input type="checkbox"/> 肤色 <input type="checkbox"/> 国籍	
12. 所指控的歧视日期（年/月/日）      ____/____/____	
13. 请尽可能清楚地说明曾发生的情况以及您为何认为您受到了歧视。描述涉及的所有人员并提供此类人员的联系信息（如有/如您知晓）。另请提供所涉及的任何证人的姓名和联系信息。如果需要更多空间，请使用此表格的背面或根据需要另附一页。	

<b>优洛县交通区 (YCTD)</b>	
<b>第六条投诉表第 2 页/共 2 页</b>	
<b>第 4 部分</b>	
14. 您之前是否向 YCTD 提交过第六条投诉？ <span style="float: right;"><input type="checkbox"/> 是    <input type="checkbox"/> 否</span>	
15. 您是否曾向任何其他联邦、州或当地机构或任何联邦或州法院提交此投诉表？	
<input type="checkbox"/> 是 <input type="checkbox"/> 否*    *如果您的答案为否，请跳至第 5 部分。	
15.a	如果是，请指明您提交此投诉表的机构：
	<input type="checkbox"/> 联邦机构            请指明：
	<input type="checkbox"/> 州机构                请指明：
	<input type="checkbox"/> 当地机构            请指明：
	<input type="checkbox"/> 联邦法院            请指明：
	<input type="checkbox"/> 州法院：            请指明：
15b.	请提供您提交此投诉表的机构和/或法院之联系人信息。
	姓名：
	职务：
	机构：
	地址：
	电话号码： (       )
	电子邮箱：
<b>第 5 部分</b>	
请指明您提交此投诉表的投诉对象：	
<div style="display: flex; justify-content: space-between;"><div><input type="checkbox"/> YCTD    <input type="checkbox"/> 西萨克拉门托市</div><div><input type="checkbox"/> 温特斯市    <input type="checkbox"/> 其他机构和/或人员</div></div>	
<div style="display: flex; justify-content: space-between;"><div><input type="checkbox"/> 戴维斯市    <input type="checkbox"/> 林地</div><div><input type="checkbox"/> 优洛县    请指明：</div></div>	
您可附上您认为与您的投诉有关的任何书面材料或其他信息。	
为完成此表，您需要在下方签名并注明日期。	
签名 _____	日期    ____/____/____
请亲自或通过邮寄将填写完毕的此表格提交至以下地址：	
优洛县交通区第六条协调员	
350 Industrial Way	
Woodland, CA 95776	



<b>Управление общественного транспорта округа Йоло (YCTD)</b> <b>Бланк претензии касательно нарушения Раздела VI. Стр. 1 из 2</b> Впишите ответы разборчиво печатными буквами или напечатайте	
<b>Раздел 1</b>	
1. Имя и фамилия _____	
2. Адрес _____	
3. Номер телефона: (     ) _____	
4. Электронная почта _____	
5. Вам необходима информация в формате для людей с нарушениями слуха/зрения?	
<input type="checkbox"/> Крупный шрифт <input type="checkbox"/> Аудиозапись (аудиопленка или диск) <input type="checkbox"/> Текстофон <input type="checkbox"/> Шрифт Брайля <input type="checkbox"/> Другое _____ укажите:	
<b>Раздел 2</b>	
6. Вы подаете эту претензию от своего имени? <span style="float: right;"><input type="checkbox"/> Да*    <input type="checkbox"/> Нет</span>	
*Если вы ответили <i>Да</i> , сразу переходите к разделу 3.	
7. Как зовут человека, от имени которого вы подаете эту претензию?	
Имя и фамилия: _____	
8. В каких отношениях вы находитесь с этим человеком?	
Отношение: _____	
9. Поясните, почему вы подаете претензию от имени третьего лица: _____	
10. Подтвердите, что вы получили разрешение ущемленного в правах лица на то, чтобы подать претензию от его имени.	
<input type="checkbox"/> МНЕ ПРЕДОСТАВИЛИ разрешение подать эту претензию от имени лица, указанного в ответе на вопрос 7а. <input type="checkbox"/> МНЕ НЕ ПРЕДОСТАВИЛИ разрешение подать эту претензию от имени лица, указанного в ответе на вопрос 7а.	
<b>Раздел 3</b>	
11. Я считаю, что в отношении меня была проявлена дискриминация на основании {отметьте все, что применимо}	
<input type="checkbox"/> Расы <input type="checkbox"/> Цвета кожи <input type="checkbox"/> Национальности	
12. Дата происхождения предполагаемого случая дискриминации (дд.мм.гггг) _____	
13. Объясните насколько возможно четко, что произошло и почему вы считаете, что вы подверглись дискриминации. Опишите всех, кто причастен к этому случаю, и укажите контактную информацию этих людей, если она известна. Также укажите имена и контактную информацию любых свидетелей этого случая. Если вам необходимо больше места, воспользуйтесь обратной стороной бланка или прикрепите дополнительные листы.	

<b>Управление общественного транспорта округа Йоло (YCTD)</b> <b>Бланк претензии касательно нарушения Раздела VI. Стр. 2 из 2</b>	
<b>Раздел 4</b>	
14. Вы уже подавали в YCTD претензии касательно нарушения Раздела VI?	<input type="checkbox"/> Да <input type="checkbox"/> Нет
15. Вы подали претензию в отношении данного случая в любое другое учреждение федерального уровня, уровня штата или местного уровня, или в любой федеральный суд или суд штата?	
<input type="checkbox"/> Да <input type="checkbox"/> Нет*	*Если <i>Нет</i> , сразу переходите к разделу 5.
15.a	Если Да, укажите, куда вы подали эту претензию:
	<input type="checkbox"/> Федеральное учреждение    укажите:
	<input type="checkbox"/> Учреждение штата    укажите:
	<input type="checkbox"/> Местное учреждение    укажите:
	<input type="checkbox"/> Федеральный суд    укажите:
	<input type="checkbox"/> Суд штата    укажите:
15b.	Укажите контактную информацию управления и (или) суда, куда была подана эта претензия.
	Имя и фамилия: _____
	Должность: _____
	Учреждение: _____
	Адрес: _____
	Номер телефона: (    ) _____
	Электронная почта: _____
<b>Раздел 5</b>	
Укажите, на кого вы подаете претензию:	
<input type="checkbox"/> YCTD <input type="checkbox"/> Администрация города Вест-Сакраменто <input type="checkbox"/> Администрация города Уинтерс <input type="checkbox"/> Другое учреждение и (или) лицо	<input type="checkbox"/> Администрация го <input type="checkbox"/> Администрация Вудленда <input type="checkbox"/> Администрация округа Йоло    укажите:
<p>Вы можете приложить к своей претензии любые письменные материалы или другую информацию, которая, как вы считаете, имеет к ней отношение.</p> <p>Чтобы завершить заполнение бланка, необходимо поставить подпись и дату ниже.</p>          <div style="display: flex; justify-content: space-between;"> <span>Подпись _____</span> <span>Дата    ____ . ____ . ____</span> </div> <p>Подайте заполненный бланк лично или отправьте почтой по адресу:  Yolo County Transportation District Title VI Coordinator  350 Industrial Way  Woodland, CA 95776</p>	

### 3. Summary of Complaints, Investigations, and Legal Actions

Per FTA Circular 4702.1B, “all recipients are required to prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin”:

- Active investigations conducted by FTA and entities other than FTA,
- Lawsuits, and
- Complaints naming the recipient (i.e., Yolo County Transportation District (YCTD), Yolo County, and/or member jurisdictions).

To date, neither YCTD, its member jurisdictions, nor the Yolo County program, has been subject to any Title VI investigations, Title VI complaints, or Title VI lawsuits.

YCTD staff will track all concerns and/or complaints received and will conduct an appropriate investigation based on the information received from the complainant (see Section 2 for further detail on investigation procedures). The following matrix will be utilized by YCTD staff to internally track and report any and all future incidents.

Exhibit 3.1 Title VI Investigations, Lawsuits and Complaints Summary Table

Case / Reference Number	Date MM/DD/YYYY (Month/Day/Year)	Summary (Include basis of complaint: race, color, or national origin)	Current Status	Action(s) Taken
<b>Active Investigations</b>				
XXX				
XXX				
<b>Lawsuits</b>				
XXX				
XXX				
<b>Complaints</b>				
XXX				
XXX				

*This page intentionally blank.*

#### **4. Public Participation Plan**

The Yolo County Transportation District (YCTD) has developed this Public Participation plan as part of its Title VI Program. YCTD is committed to ensuring it provides equal and equitable access to its services throughout Yolo County, its communities, and neighboring Sacramento and Vacaville in the safest and most cost-effective manner possible. Through a combination of input and insight from community stakeholders, and YCTD and Yolobus staff, YCTD has enhanced its methodologies of reaching the public within its service area and will be able to further refine its strategies in the future.

##### **Approach to Public Participation**

The public participation process should be considered at the earliest stages of any YCTD project or service enhancement which may impact the surrounding communities, existing riders, and potential riders. As transit-related services and projects vary in scope and goals, the public participation process should be tailored to most effectively assist each. The following process outlines tools and strategies to ensure that public input is invited and all foreseeable impacts to the service area communities are considered.

YCTD has developed prioritized categories of projects which guided the development of minimum public participation requirements. During the initial planning phase of each transit-related project or major service revision, YCTD staff will identify into which level the project falls and develop a tailored participation plan accordingly. At any time during a project's development and/or implementation process, the project may be reclassified to a higher level if YCTD staff deems appropriate. The levels of public participation are presented below.

**Baseline** – Routine service, route, schedule, and system enhancements and revisions. Also includes short-term projects (less than one year in duration) where potential impacts to YCTD and its customers should be considered during planning phases.

Examples include minor revisions to fixed-route schedules and route alignments or stop closures due to construction and/or events. Also includes updates to service branding and fare media and collateral.

**Moderate** – Projects involving a year or longer of development and/or implementation where impacts to existing and future riders must be considered.

Examples include development and implementation of new/expanded services, development of Short Range Transit Plans, Bus Stop Infrastructure Plans, Marketing Plans, and facility/storage construction projects, etc. Any project within this level to be conducted by a third-party (i.e., consultant or contractor) will include public participation requirements and criteria as part of the RFP or RFQ process.

**High** – Projects involving multiple years of development and/or implementation where impacts to existing and future riders must be considered.

Examples include Comprehensive Operational Analyses, development and construction of transit center/facilities, transit system redesign (complete overhaul of existing system and operations), transition of administration of services, etc. Any project within this level to be conducted by a third-party (i.e., consultant or contractor) will include public participation requirements and criteria as part of the RFP or RFQ process.

#### **Outreach Requirements and Activities**

The following activities are intended to serve as guidelines for each level of outreach to ensure existing and future riders of YCTD services are provided with equal access and opportunity to participate in transit and transportation planning.

##### **Baseline Level – Minimum Outreach**

- Notice for public events may include car cards (bulkhead notices), posters, email blasts, media releases to local papers, and/or radio announcements as funding allows.
  - Any notice for a public event will be posted at least one week prior to said event.
- Notices may be posted at the YCTD Main Office headquarters, onboard service vehicles, at bus stops/shelters as deemed appropriate, and at key community centers with whom YCTD has a relationship.
- Whenever possible, information regarding public participation opportunities will also be posted on the YCTD website at least two weeks prior to a public event.
- Comments will be accepted via public outreach events and by email, mail, and phone to ensure that all populations have the opportunity to participate.

##### **Moderate Level – Minimum Outreach**

- All applicable Baseline Level elements are included within Moderate Level projects.
- Unique notices/fliers will be developed and posted a minimum of ten calendar days in advance for the following outreach activities (as deemed appropriate for each project):
  - Focus group participation,
  - Stakeholder discussions,
  - Community surveying efforts, and
  - Customer survey efforts.
- Where more than one workshop or meeting open to the public is planned, the workshops shall be scheduled throughout multiple day-parts (i.e., mornings, afternoons, and evenings) as funding and resources allow to maximize opportunity for participation.
- Public participation events shall be held in central locations within walking distance of fixed-routes stops whenever feasible.

- Materials may be developed specifically for public participation including FAQ sheets, presentation slides, newsletters, and media releases.

#### High Level – Minimum Outreach

- All applicable Moderate Level elements are included within High Level projects.
- YCTD shall conduct expanded outreach to community stakeholders and its member partners.
- YCTD shall involve its established transit-oriented committees (Technical Advisory Committee and Citizen’s Advisory Committees) to guide the development and implementation of the project and public participation.
- YCTD shall expand regional entity participation, including but not limited to Sacramento Area Council of Governments (SACOG), Unitrans, and the Transit Coordinating Committee (TCC), by seeking comments and participation in project meetings and relevant planning activities.

Currently, Spanish, Russian, Chinese, and “Other Indic” are the only quantifiable “Safe Harbor” languages within YCTD’s service area which identify residents as limited in English proficiency. As Spanish LEP persons account for nearly 64 percent of all LEP persons in Yolo County, efforts will be made to ensure Spanish-language notices are available to potential customers throughout the service area. Safe Harbor documents will be translated and available in all YCTD will continue assessing the language needs of citizens in its service area through its Language Assistance Plan. Should another population with limited English proficiency reach or surpass population levels as defined by the FTA Title VI Circular (currently five percent of the total service area population or 1,000 persons, whichever is less), YCTD will reassess this element of its Title VI program and the strategies presented below.

#### Outreach Methods for Engaging Minority and Limited English Proficient Populations

##### Baseline Level – Minimum Minority Outreach

- Notices will be translated into Spanish, or LEP-specific notices will be developed and posted alongside English notices.
- Spanish-language notices will be posted on all revenue vehicles and at bus shelters that have been identified as key destinations of Limited English Populations (LEP), if such information exists.
- Event information on the YCTD website will be posted in English and Spanish.
- YCTD will distribute event information to community groups and agencies that work with LEP populations, if such contacts exist.
- As identified in its Language Assistance Plan, YCTD has developed procedures for the use of interpretation/translation services by phone to provide language assistance for customers and callers that are non- or Limited-English speaking.
- Spanish interpretation or translation at any public meetings or workshop will be provided by YCTD staff as available.

- When it is deemed appropriate or necessary, YCTD will ensure non-English-language interpretation in additional languages is made available.

#### **Moderate Level – Minimum Minority Outreach**

- All applicable Baseline Level elements are included within Moderate Level projects.
- YCTD will continue cultivating relationships with community agencies that serve LEP populations.
- Public outreach events may include attending existing community meetings and gatherings, such as school meetings, farmers markets, faith-based events, and other community activities, in order to invite participation from LEP populations who are not likely to attend YCTD-hosted public events.

#### **High Level – Minimum Minority Outreach**

- All applicable Moderate Level elements are included within High Level projects.
- Translated notices will be sent to Spanish-language magazine, newspapers, and/or radio stations as they are identified.
- YCTD will ensure that non-English-language interpretation will be available at any public meeting or workshop associated with a High Level project as deemed appropriate and necessary.

### **4a. Summary of Completed Outreach Efforts**

There are currently two primary modes of outreach conducted by YCTD with respect to the YoloBus program, recurring and as needed. Recurring outreach efforts focus on the sustaining and developing long-term relationships built with local organizations and communities, while ad hoc outreach focuses on supporting and achieving near-term goals such as improving ridership, advising of route modifications/detours, and promoting enhancements to service provision (such as the recent introduction of free youth fares). In addition, extensive additional marketing and promotion has been developed and implemented in recent months with respect to the introduction of a pilot rural microtransit project.

#### **Recurring Outreach Efforts**

- Service information presentations – Presented to multilingual audiences throughout the service area, with primary focuses on providing information on how to access and utilize available services.
- Senior centers – Regular visits to local senior centers to deliver supplies of service brochures and large-format posters/notices.
- Hospitality-centered outreach – YCTD has worked with local vendors throughout its service area to supply local hotels and hospitality businesses with service information and brochures as requested.
- Educational institutions – YCTD works closely with regional partner Unitrans, Los Rios Community College, and Yuba Community College. These partnerships include regular site/field visits and



delivery of service brochures, promotional campaign notices, and promotional materials. Further, YCTD works with local elementary, secondary, and post-secondary education centers to distribute and promote service information.

- Local elementary/middle schools
- Local high schools
- Local Community Colleges (Los Rios Community College, Yuba Community College)
- Local Universities (UC Davis, Sacramento State)
- Unmet needs hearings – Annual hearings are facilitated by SACOG to identify unmet transit needs within the region. Any identified unmet transit needs deemed reasonable to meet within their service area are prioritized for implementation by YCTD.
- Media releases – Release regularly to local newspapers and media contacts. Releases are made more frequently if in conjunction with an event or promotional campaign.
- Social Media – YCTD maintains social media account to promote services, advise of service changes, and receive feedback from customers. Accounts include Facebook, Twitter, Yolobus Live and Yolobus Alert!
- Community event participation – YCTD participation ranges from direct involvement in the event and distribution of promotional items and materials to assistance in promoting and coordinating events.
- Info-post maintenance/updates – YCTD routinely inspects and assesses for repair/improvement, information available at bus stops. Notices regarding service disruptions and detours are also posted in advance to notify customers of upcoming changes.

#### Completed As-Needed Outreach Efforts

- System Changes – Occur as necessary after obtaining insight from YCTD staff, local stakeholders, and professional consultation.
  - Alignment Changes – YCTD has not recently updated route alignments, though when such modifications occur, the District distributes media release(s) informing residents throughout the service area. Service brochures are also revised and distributed throughout the service area and posted to the YCTD website.
  - Schedule Changes – YCTD has made various schedule adjustments throughout the past three years. During such adjustments, schedules are revised and updated, and distributed to local and regional partner organizations. A promotional campaign was developed and implemented which included a media release, onboard notices, notices posted at the YCTD main office, and updating of bus stop info-posts and kiosk displays. Examples include updating of the Davis Express routes and elimination of Major Event service the Y Shuttle in July 2019.
  - New Services – YCTD launched the Yolobus Urban-Rural (YOUR) Ride microtransit service in Knights Landing in August 2019. Extensive promotion of the service was conducted (and will continue throughout the pilot), including various media campaigns, social media integration,

and other promotional activities. Modifications to YOUR Ride are anticipated throughout the life of the pilot, and will be advertised accordingly. All service information is available in English/Spanish (the predominant LEP language in the YOUR Ride eligibility zone) and bilingual assistance is available through Yolobus customer service representatives.

- **Bus Stop Improvements** – YCTD regularly inspects and maintains existing bus stop amenities. This maintenance is done in conjunction with member jurisdictions and their respective public works and planning departments. Installation of new or expansion bus stops and amenities is done following a local review with the member jurisdiction where the new stop is to be located, to ensure installation is feasible and practical. A comprehensive bus stop assessment was completed in 2107 and is updated regularly. Future bus stop improvements will also consider the location of LEP and minority populations to ensure compliance with Title VI.
- **Surveys** – YCTD conducts regular and annual customer surveys to ensure the needs of not only existing customers, but potential customers are being reviewed and addressed. Survey data collected varies and includes information on customer fares, fare media, trip planning, and origin/destination information. In addition, YCTD completes monthly, and annual National Transit Database (NTD) reports, and is currently completing a triennial NTD sample collection to ensure accuracy in data being reported.
- **Travel Training** – Working with its operations contractor (currently Transdev) YCTD has provided travel training services throughout its service area. These efforts include tailored service information to the target audience (i.e., seniors) and may also include demonstrations of service vehicles and/or equipment. Translation of travel training information is provided as requested/necessary. Spanish translation is conducted primarily by YCTD staff, Russian and Chinese by volunteers from the travel training partner organization. YCTD also works closely with the Davis Community Transit program to coordinate training sessions and maximize value of available resources.

## **5. Language Assistance Plan (LAP)**

This Language Assistance Plan was developed concurrent with the Yolo County Transportation District (YCTD) Title VI Program Update to ensure YCTD services are accessible to Limited English Proficient (LEP) individuals. Title VI of the 1964 Civil Right Act is one of two federal mandates that guarantee the provision of meaningful access to federally-funded services for LEP individuals:

- Title VI of the 1964 Civil Right Act prohibits federally funded agencies from discriminating against individuals based on race, color, and national origin and includes meaningful access to LEP customers.
- President’s Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency” (August 11, 2000), instructs federal agencies to improve access to services by mandating that any federally conducted or assisted programs of activities (e.g. recipients of federal funding) must provide meaningful access to LEP customers.

The YCTD Title VI Program Update was prepared in September of 2019 in accordance with FTA Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients, October 1, 2012.

The YCTD Title VI Program Administrator is:

Jose Perez  
Deputy Director of Operations, Planning, and Special Projects  
Yolo County Transportation District  
350 Industrial Way  
Woodland, Ca 95776  
Email: [jperez@yctd.org](mailto:jperez@yctd.org)  
Phone: 530-402-2826  
Fax: 530-661-1732

Additional information regarding the YCTD Title VI Program is available at [www.yolobus.com](http://www.yolobus.com).

### **YCTD Service Area and Services**

The Yolo County Transportation District serves Yolo County (including unincorporated communities), the Cities of Davis, West Sacramento, Winters, and Woodland, as well as the neighboring Cities of Sacramento in Sacramento County, and Vacaville in Solano County. Further, YCTD is currently the only public transit operator which provides regular fixed-route service to and from the Sacramento International Airport. Located in northern California, the majority of the service area is home to agricultural/rural geographies. As the service area approached City cores and Sacramento, population densities increase and take on a more urban look and feel. The YCTD service area is accessible via Interstate 5 which connects it to Sacramento and communities further north and south. Interstate 80

connects the Cities of Sacramento, West Sacramento, and Davis, as well as communities further east and west. Interstate 505 connects I-5 to I-80 in western Yolo County. State Route 16 connects Woodland to county communities further west, including Capay, Esparto, Madison, and the Yocha Dehe Wintun Nation. State Route 113 provides connections between Woodland and Davis.

YCTD is administered by a five-member Board, comprised of the five member jurisdictions:

- County of Yolo
- City of Davis
- City of West Sacramento
- City of Winters
- City of Woodland

The Board also includes two Ex-Officio members (University of California Davis, and Caltrans).

YCTD operates YoloBus services which include 29 traditional fixed-routes and complementary paratransit service (YoloBus Special). Recent implementation of a rural Microtransit pilot project was launched in August of 2019. Service is provided seven days a week, nearly 24 hours a day (varies by route and route type). YCTD provides over 1.2 Million trips annually, and constantly works towards improving service efficiency and effectiveness. YCTD is headquartered at its Woodland office located at 350 Industrial Way, Woodland, CA 95776.

Exhibit 5.1 YCTD Fleet List

Vehicle Number	Type	Year	Make	Model	Seating Capacity	Usage	Status
1617	Bus	2011	Chevy	Duramax 4500	12	Paratransit	Revenue
1621	Bus	2016	El Dorado	Aero	16	Paratransit	Revenue
1622	Bus	2016	El Dorado	Aero	16	Paratransit	Revenue
1623	Bus	2016	El Dorado	Aero	16	Paratransit	Revenue
1624	Bus	2016	El Dorado	Aero	16	Paratransit	Revenue
1625	Bus	2016	El Dorado	Aero	16	Paratransit	Revenue
1626	Bus	2016	El Dorado	Aero	16	Paratransit	Revenue
1627	Bus	2016	El Dorado	Aero	16	Paratransit	Revenue
1628	Bus	2016	El Dorado	Aero	16	Paratransit	Revenue
1629	Bus	2016	El Dorado	Aero	16	Paratransit	Revenue
5701	Bus	2010	MCI	MCI	57	Fixed Route	Revenue
5702	Bus	2010	MCI	MCI	57	Fixed Route	Revenue
5703	Bus	2010	MCI	MCI	57	Fixed Route	Revenue
5704	Bus	2010	MCI	MCI	57	Fixed Route	Revenue
5705	Bus	2010	MCI	MCI	57	Fixed Route	Revenue
5706	Bus	2010	MCI	MCI	57	Fixed Route	Revenue
714	Bus	1999	ORION	V	43	Fixed Route	Revenue
715	Bus	1999	ORION	V	43	Fixed Route	Revenue
716	Bus	1999	ORION	V	43	Fixed Route	Revenue
717	Bus	1999	ORION	V	43	Fixed Route	Revenue
718	Bus	1999	ORION	V	43	Fixed Route	Revenue
719	Bus	1999	ORION	V	43	Fixed Route	Revenue
720	Bus	1999	ORION	V	43	Fixed Route	Revenue
729	Bus	2002	Orion	VII	37	Fixed Route	Revenue
730	Bus	2002	Orion	VII	37	Fixed Route	Revenue

Exhibit 5.1 YCTD Fleet List (continued)

Vehicle Number	Type	Year	Make	Model	Seating Capacity	Usage	Status
731	Bus	2002	Orion	VII	37	Fixed Route	Revenue
732	Bus	2002	Orion	VII	37	Fixed Route	Revenue
734	Bus	2002	Orion	VII	37	Fixed Route	Revenue
735	Bus	2003	Orion	VII	37	Fixed Route	Revenue
736	Bus	2002	Orion	VII	37	Fixed Route	Revenue
739	Bus	2008	Orion	VII	34	Fixed Route	Revenue
740	Bus	2008	Orion	VII	34	Fixed Route	Revenue
741	Bus	2008	Orion	VII	34	Fixed Route	Revenue
742	Bus	2008	Orion	VII	34	Fixed Route	Revenue
743	Bus	2008	Orion	VII	34	Fixed Route	Revenue
744	Bus	2008	Orion	VII	34	Fixed Route	Revenue
745	Bus	2008	Orion	VII	34	Fixed Route	Revenue
746	Bus	2008	Orion	VII	34	Fixed Route	Revenue
747	Bus	2008	Orion	VII	34	Fixed Route	Revenue
748	Bus	2008	Orion	VII	34	Fixed Route	Revenue
749	Bus	2008	Orion	VII	34	Fixed Route	Revenue
750	Bus	2008	Orion	VII	34	Fixed Route	Revenue
751	Bus	2008	Orion	VII	34	Fixed Route	Revenue
1701	Bus	2016	Gillig	G27D102N4	34	Fixed Route	Revenue
1702	Bus	2016	Gillig	G27D102N4	34	Fixed Route	Revenue
1703	Bus	2016	Gillig	G27D102N4	34	Fixed Route	Revenue
1704	Bus	2016	Gillig	G27D102N4	34	Fixed Route	Revenue
1705	Bus	2017	Gillig	G27D102N4	34	Fixed Route	Revenue
1706	Bus	2017	Gillig	G27D102N4	34	Fixed Route	Revenue
1707	Bus	2016	Gillig	G27D102N4	34	Fixed Route	Revenue
1708	Bus	2016	Gillig	G27D102N4	34	Fixed Route	Revenue
1709	Bus	2017	Gillig	G27D102N4	34	Fixed Route	Revenue
1801	Bus	2018	Gillig	Low Floor	34	Fixed Route	Revenue
1802	Bus	2018	Gillig	Low Floor	34	Fixed Route	Revenue
1803	Bus	2018	Gillig	Low Floor	34	Fixed Route	Revenue
1804	Bus	2018	Gillig	Low Floor	34	Fixed Route	Revenue
1805	Bus	2018	Gillig	Low Floor	34	Fixed Route	Revenue
1806	Bus	2018	Gillig	Low Floor	34	Fixed Route	Revenue
1807	Bus	2018	Gillig	Low Floor	34	Fixed Route	Revenue
1808	Bus	2018	Gillig	Low Floor	34	Fixed Route	Revenue

#### Language Assistance Goals

One of the overarching goals of YCTD's Title VI Program is to provide meaningful access for LEP customers to YCTD services, information, and materials by developing a Language Assistance Plan and by regular evaluation of the developed methods and strategies.

#### Service Area Demographics

The service area demographic analysis describes Title VI-protected populations residing within YCTD's service area, including their approximate size and geographic distribution. Title VI-protected populations within the YCTD service area include racial minorities and LEP persons. Specific groups considered include:

1. Latino Residents
2. LEP Populations
  - Chinese
  - Russian
  - Spanish
  - Other Indic

The American Community Survey (ACS) provides information at various levels on multiple topics. For the purposes of this Title VI program, our assessment utilized the population estimates provided in Yolo County and applicable census tracts (i.e., those tracts with YCTD service) located within the Cities of Sacramento and Vacaville. A listing of applicable Census Tracts is presented in Exhibit 5.2. Data from ACS 2014 5-year estimates was used so as to remain consistent with available demographic information at the census tract level with respect to languages spoken at home. It should be noted in Exhibit 5.3 that the Hispanic / Latino population is exclusive from the other races.



Exhibit 5.2 YCTD Service Area Census Tracts

Census Tract Numbers			
Yolo County (All)		Sacramento County (City of Sacramento)	Solano County (Vacaville)
101.01	106.08	3	2529.04
101.02	107.01	4	2529.11
102.01	107.03	5	2529.12
102.03	107.04	6	2531.05
102.04	108	7	
103.02	109.01	8	
103.10	109.02	11.01	
103.12	110.01	12	
104.01	110.02	13	
104.02	111.01	14	
105.01	111.02	15	
105.05	111.03	17	
105.08	112.03	18	
105.09	112.04	19	
105.10	112.05	20	
105.11	112.06	21	
105.12	113	22	
105.13	114	23	
106.02	115	26	
106.05		27	
106.06		53.01	
106.07		71.01	
106.08			
107.01			
107.03			
107.04			
108			
109.01			
109.02			
110.01			
110.02			
111.01			
111.02			
111.03			
112.03			
112.04			
112.05			
112.06			
113			
114			
115			



Exhibit 5.3 Racial Breakdown of Total Population of Service Area

Race or Ethnicity	Yolo County		Sacramento, CA		Vacaville, Ca		YCTD Service Area	
White (Non-Hispanic)	101,045	47.50%	37,115	57.60%	13,236	57.6%	151,396	50.5%
Black or African American	4,705	2.20%	6,018	9.33%	1,719	7.5%	12,442	4.1%
American Indian/Alaskan Native	548	0.30%	328	0.01%	145	0.6%	1,021	0.3%
Asian	28,880	13.60%	6,274	9.73%	1,975	8.6%	37,129	12.4%
Native Hawaiian/ Pacific Islander	848	0.40%	132	0.20%	40	0.2%	1,020	0.3%
Some Other Race	412	0.20%	278	0.40%	3	0.0%	693	0.2%
Two or More Races	9,380	4.40%	2,591	4.02%	1,024	4.5%	12,995	4.3%
Hispanic / Latino	66,787	31.40%	11,751	18.20%	4,823	21.0%	83,361	27.8%
Total Population	212,605	---	64,487	---	22,965	---	300,057	---

Source: American Community Survey 2017 (5-Year Estimate)

As the American Community Survey data in Exhibit 5.4 presents, over 64 percent of YCTD service area residents speak only English at home (a slight decrease from the data available in 2016). The limited English population within the YCTD service area comprises 11.5 percent of the total population (again, a slight decrease from the data available in 2016). With respect to those indicating speaking English “less than very well,” approximately 6.2 percent spoke Spanish, making it the most commonly spoken language for those with Limited-English in the service area. The next most cited languages with Limited-English speakers at home was Chinese, followed by Other Indic Languages and Russian (1.6, 1.2 and 0.7 percent respectively).

Exhibit 5.4 Languages Spoken at Home

	YCTD Service Area	
	Population	Percent of Total
Total Service Area Population	300,057	---
Total Speak Only English	193,052	64.3%
Total Speak Languages Other Than English	90,636	30.2%
Total Speak English Less Than "Very Well"	34,365	11.5%
<b>Speaks English Less Than Well - Detail</b>		
Chinese	4,829	1.6%
Russian, Polish, or Other Slavic Languages	2,207	0.7%
Spanish	18,643	6.2%
Other Indic Languages	3,515	1.2%

Source: American Community Survey 2017

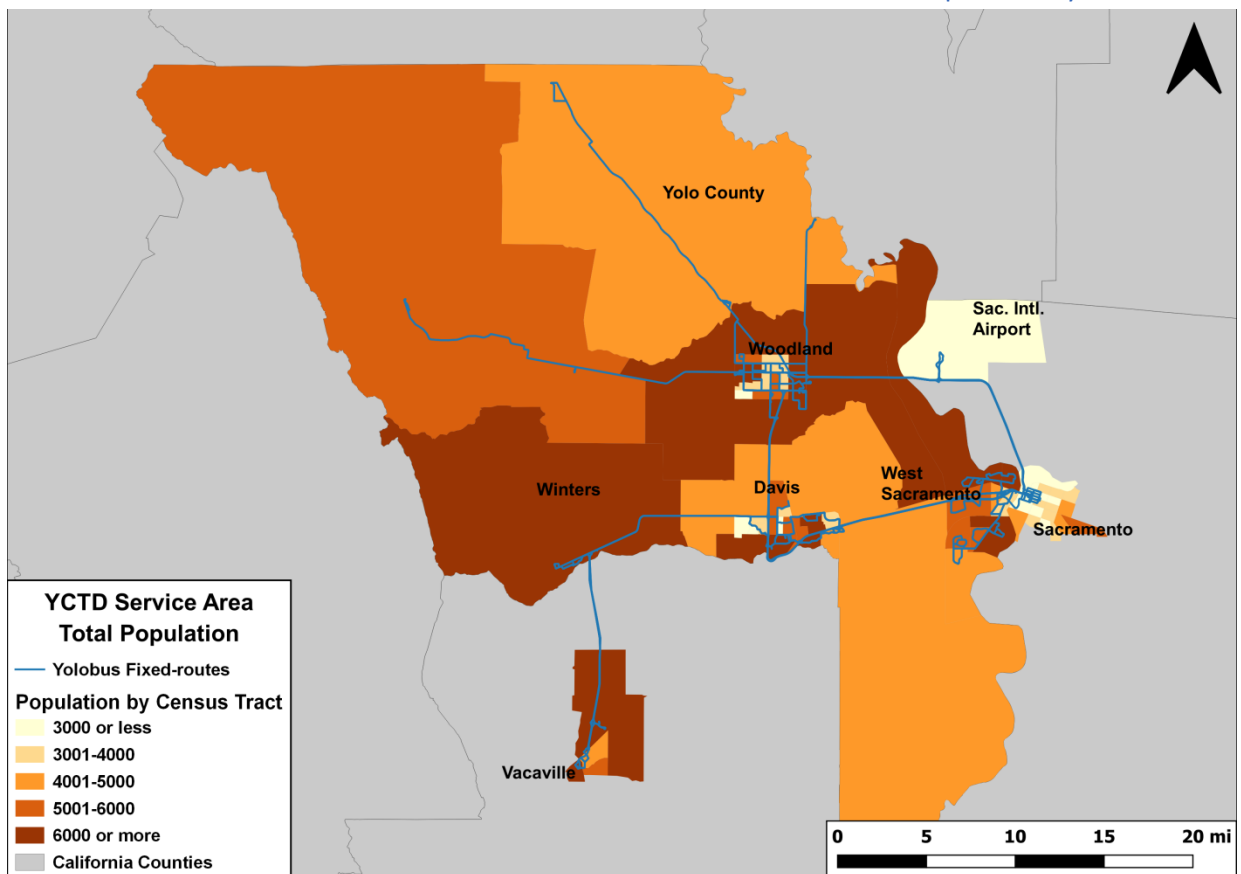
### Demographics by Census Tract

This section takes a closer look at the overall demographic characteristics discussed in the previous section, using tract-level American Community Survey data to show the geographic distribution of various populations. Larger versions of each map are available in the Appendix.

### Total Population

The bulk of the approximately 300,057 people in the YCTD service area are located within community centers. Not surprisingly, the greatest concentrations of residents live within incorporated communities. The geographic boundaries of Yolo County Census Tracts are also misleading, while the population may be larger numerically within certain tracts, it is significantly more spread throughout the tract area. The City of Davis has a denser population, as does the City of West Sacramento, when compared to the service area as a whole. An overlay of all Yolobus fixed-routes also indicates that YCTD is serving the majority of its service area population, and there are no areas of high population density without Yolobus service.

Exhibit 5.5 Total Population by Census Tract



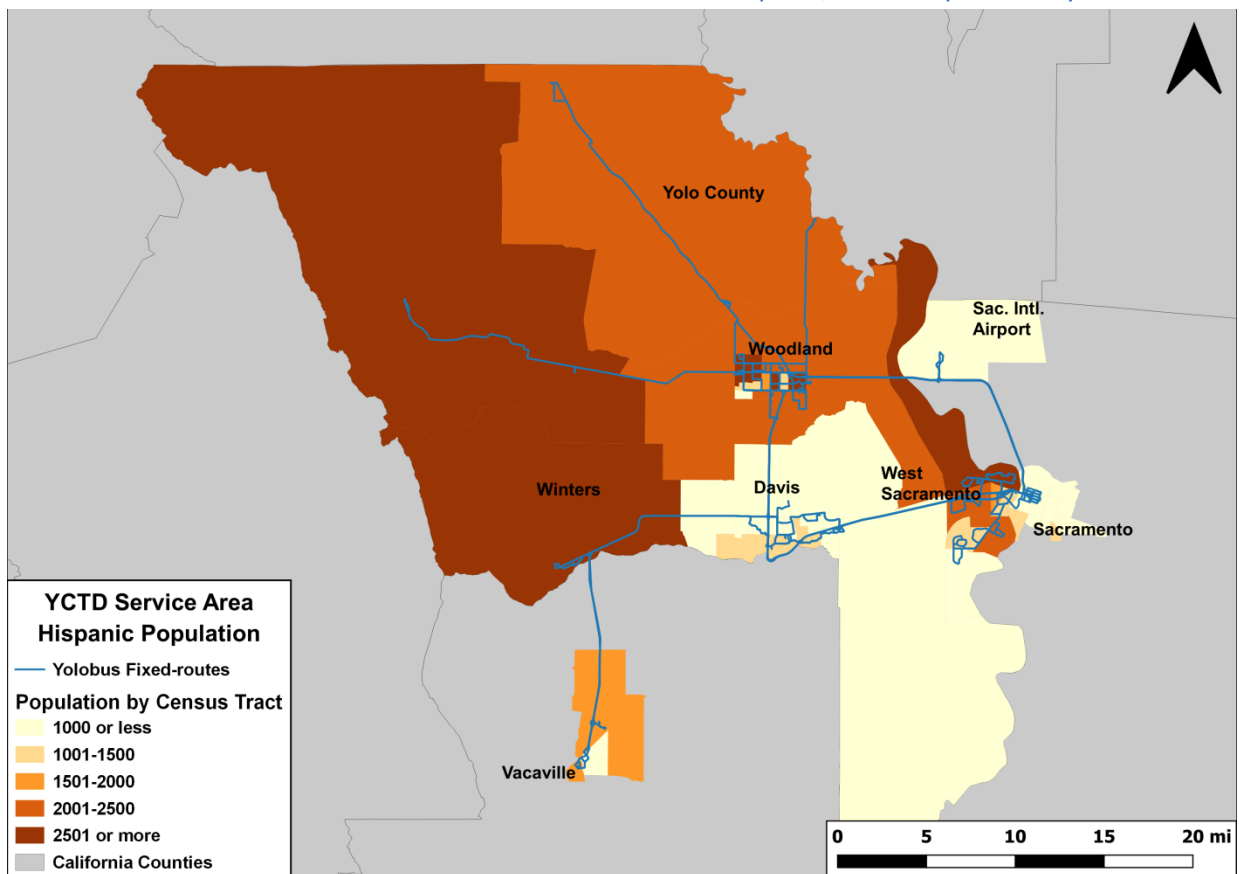
Source: American Community Survey 2017 (5-Year Estimate)

### Ethnicity

The 2017 American Community Survey reveals that persons identified as White (not Hispanic) make up the largest group at 50.5 percent (decrease of 0.7 percent) , followed by Hispanic/Latino at 27.8 percent (increase of 0.3 percent), and Asian at 12.4 percent (increase of 0.5 percent). All other Census race categories were below 5 percent.

The exhibit below illustrates the population of Spanish-speaking individuals residing in each census tract within the YCTD service area. The proportion of each geographic area that is Hispanic/Latino follows the proportions of the general population, with the majority of Hispanics/Latinos residing near community centers. It is interesting to note the relatively less dense population of Hispanic persons in the Davis area. This may be attributable to the continued relatively higher cost of housing and living in Davis when compared to other regions in YCTD’s service area. YCTD will continue to monitor the availability of services as it relates to the location of Hispanic/Latino populations so as to avoid under-serving those areas.

Exhibit 5.6 Hispanic/Latino Population by Census Tract



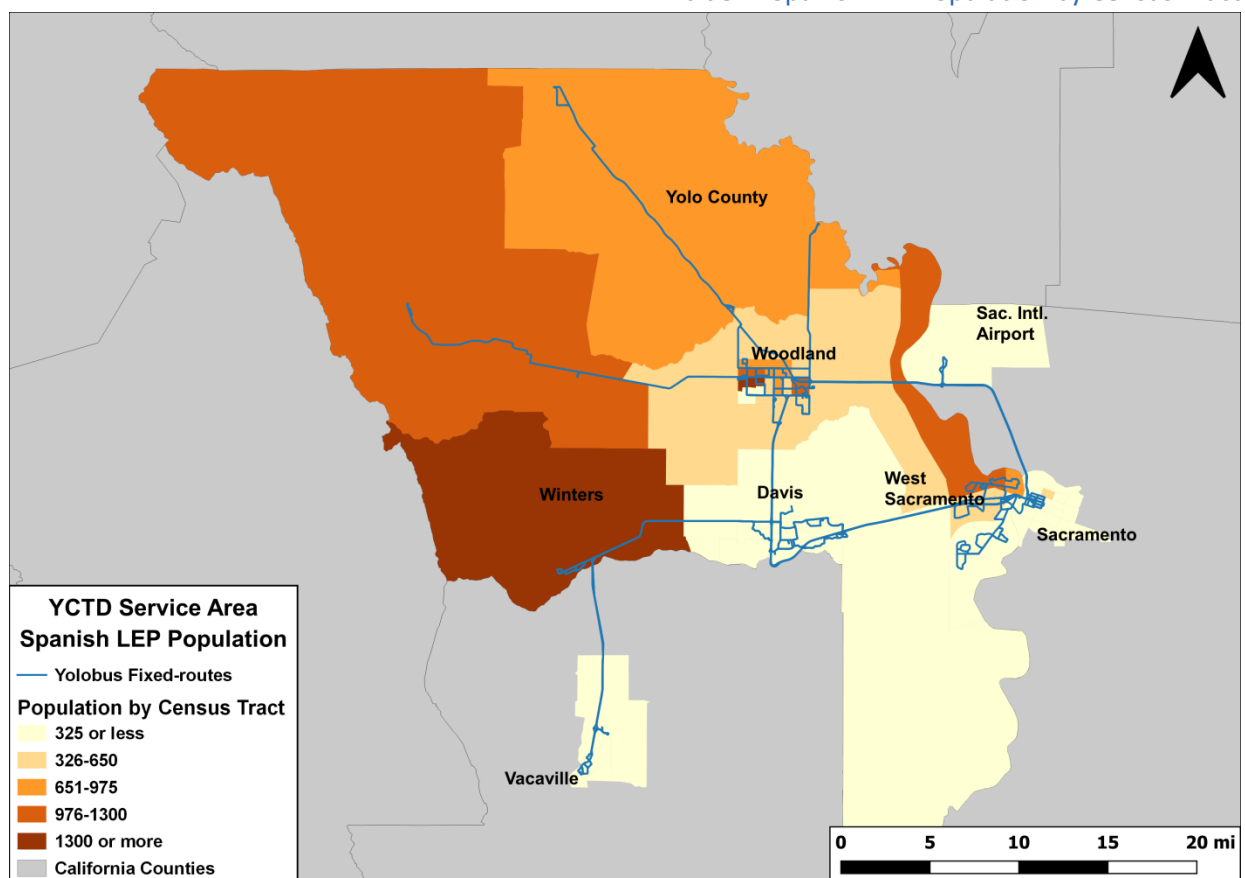
Source: American Community Survey 2017 (5-Year Estimate)

## LEP Populations

### *Spanish-Speaking*

Exhibit 5.7 presents the distribution of people who identify as Spanish speakers who speak English less than very well in the YCTD service area. Given there are over 48,000 Spanish speakers in the service area, of which more than 18,000 speak English less than “very well,” it is important for YCTD to continue its efforts to ensure Spanish-speaking residents have sufficient resources to effectively use available services. Such measures, as will be described in our Implementation Plan, include producing written rider information in Spanish as well as providing Spanish translators for public meetings regarding YCTD services.

**Exhibit 5.7 Spanish LEP Population by Census Tract**

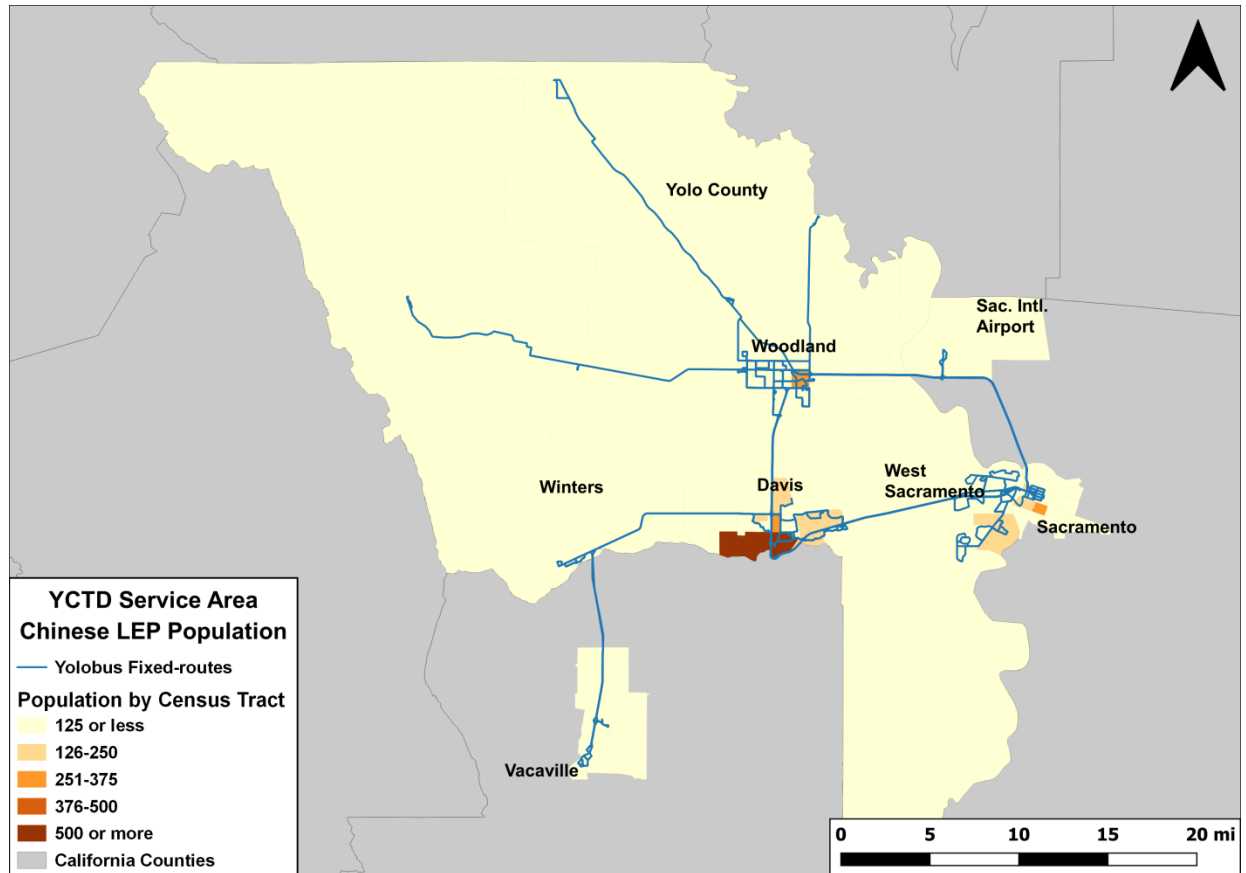


Source: American Community Survey 2017 (5-Year Estimate)

*Chinese-Speaking*

Exhibit 5.8 presents the Chinese-speaking LEP population by Census tract. The greatest concentration of this population is located in the Davis area and is served by YoloBus and Unitrans.

Exhibit 5.8 Chinese LEP Population by Census Tract

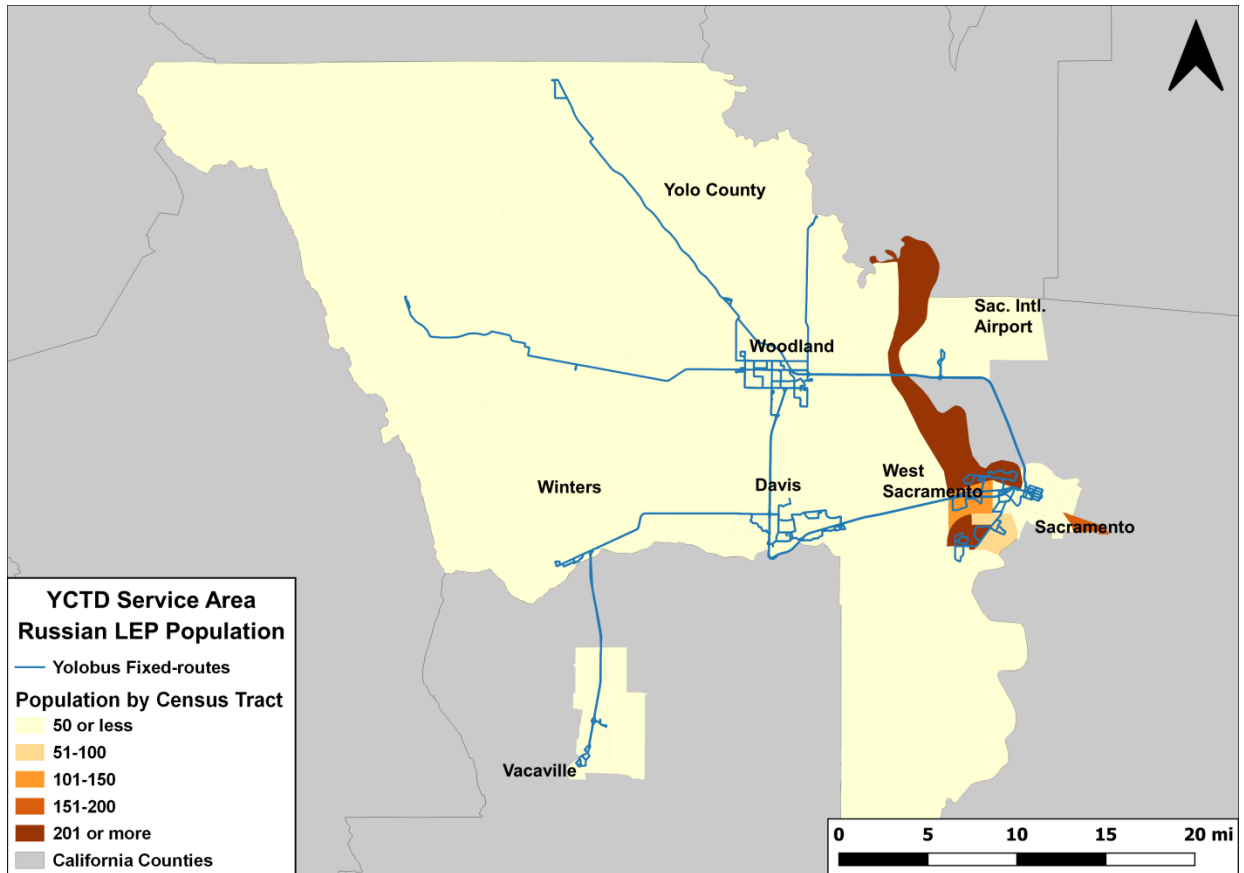


Source: American Community Survey 2017 (5-year estimate)

*Russian-Speaking*

The City of West Sacramento is home to the highest concentration of Russian-speaking LEP persons, and is served by Yolobus.

Exhibit 5.9 Russian LEP Population by Census Tract

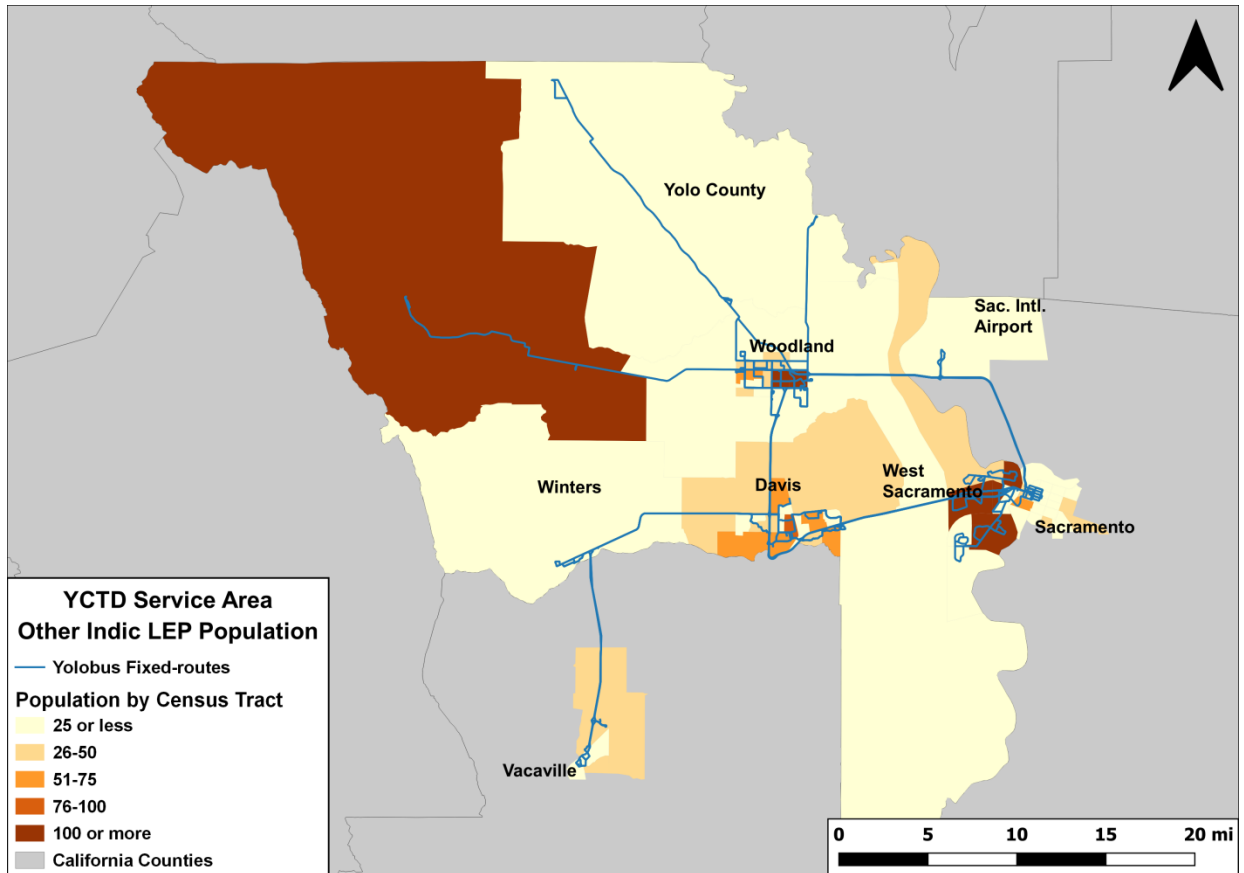


Source: American Community Survey 2017 (5-year estimate)

*Other Indic-Speaking*

The population indicating Other Indic language and LEP status are spread throughout the YCTD service area, though greater concentrations are found in West Sacramento.

Exhibit 5.10 Other Indic LEP Population by Census Tract



Source: American Community Survey 2017 (5-year estimate)

## Language Service Provision

### Interpretation Services

1. YCTD utilizes live phone interpretation/translation services through a contracted service (Telelanguage) for simultaneous interpretation for callers and for customers in service centers with whom staff cannot communicate.
2. When a customer calls YCTD directly and a staff member cannot communicate with them, staff will connect with live phone interpretation/translation services to translate. This step will be followed for customers at the YCTD Main Office. If there is no staff member available who can translate, live phone interpretation/translation services will be used.
3. 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 an YCTD staff member to interpret, or
  - The availability of a staff member of a host organization to interpret.

For small outreach events, such as Baseline Level activities, proactive outreach, or smaller transit awareness events, bilingual staff members will assist with translation where appropriate and feasible. For Moderate and High Level public outreach events, where it is appropriate and necessary to do so, YCTD will arrange for an interpreter through a local or regional service.



### Translation of Vital Documents

Based on the results of the Four Factor Analysis, the following vital documents have been, or will be, translated into Chinese, Russian, and Spanish, the identified LEP languages within the YCTD service area.

#### Vital Documents – Near-term

1. Title VI Program
  - Title VI Notice to the Public
  - Complaint Form
  - Complaint Procedures
2. YCTD Rider Information
  - Dial-A-Ride Service Brochure
3. ADA Application
4. YoloBus ADA Paratransit Policies: ADA Certification Process

#### Vital Documents – Mid-term

1. Signage advertising the YCTD language assistance program, particularly live phone interpretation/translation service number
2. Information available on the YCTD website

#### YCTD Website ([www.yolobus.com](http://www.yolobus.com))

1. All translated vital documents will be posted and/or made available for download on the YCTD website.
2. YCTD will pursue the most appropriate and feasible option for translating its website. Elements included in the Four Factor Analysis will be used in recommending a best course of action.

Options include:

- Installing a website translator widget (such as one available/powered by Google Translate) or similar widgets on the YCTD website [no to low cost].
- Translating only vital documents and appropriate instructions to access said materials and making them available online.
- Professional translation of entire YCTD website and associated pages.

An update to the YCTD website is being planned for completion in the 2019/2020 fiscal year. This update will include consideration of User-Interface enhancements, translation services, and other accessibility components. In the future, YCTD shall translate written documents on a case-by-case basis, after assessing all elements presented in the Four Factor Analysis. If deemed a vital document under the Safe Harbor Provision, it will be translated into all applicable languages.

#### Monitoring, Evaluating, and Updating the Language Assistance Plan (LAP)

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

YCTD will regularly assess the effectiveness of how it communicates with LEP individuals by:

- Including questions about language assistance and information needs on any community surveys;
- Conversations with stakeholders, organizations, and entities which work with LEPs; and
- As-needed outreach with LEP groups.

YCTD will monitor its language assistance efforts, including:

- Recording and reporting on customer service interactions with LEP individuals,
- Reviewing live phone interpretation/translation service reports,
- Incorporating discussion of Title VI into regular contractor operations meetings, and
- Updating the Language Assistance Plan based on feedback received.

#### Staff Training

The YCTD Title VI Program Administrator has developed and/or updated training guidelines for YCTD staff with training being conducted through 2019 or until all pertinent staff has completed the training. This training will be incorporated into existing operations contractor training and will include the following:

- How to respond to LEP callers,
- How to respond to correspondence from LEPs,
- How to respond to LEPs in person,
- How to document LEP needs, and
- How to respond to civil rights complaints.

#### Yolo County Transportation District English Learner (EL) Data

In order to better identify the LEP populations within the YCTD service area, and to begin monitoring/tracking changes in those groups, YCTD reviewed EL statistics for students within the YCTD service area. Public schools within the California Department of Education (CDE) must report on their students who are English Learners – students whose native tongue is a language other than English – as well as which language is their mother tongue. This data is available online via CDE's DataQuest website, [dq.cde.ca.gov/dataquest/](http://dq.cde.ca.gov/dataquest/).

YCTD accessed the available EL data for the 2018/19 school year to complete its comprehensive assessment of the communities it provides service to, including what LEP populations exists and where

these groups may be concentrated. Periodically reviewing this data will enable YCTD to monitor which non-English languages (other than Spanish, Russian, Chinese, and “Other Indic”) are growing in order to provide appropriate language assistance services.

Consistent with data from the 2017 American Community Survey, the vast majority of EL students in the YCTD service area speak Spanish. The next largest non-English speaking group cited is Hmong, though only within the Sacramento City Unified School District located in Sacramento County. As these populations represent English Learners within the YCTD service area, they do not yet invoke Safe Harbor Provision requirements, since their familiarity/ability to speak English is not quantified. YCTD will continue to periodically monitor EL populations so as to ensure compliance with Title VI regulations. A summary of service area EL students is presented in Exhibit 5.11.

Exhibit 5.11 School English Learner (EL) Population

Language Code	Language Name	Total	Percent of Total
1	Spanish	10,426	66.8%
2	Vietnamese	287	1.8%
3	Cantonese	527	3.4%
4	Korean	7	0.0%
5	Filipino (Pilipino or Tagalog)	119	0.8%
6	Portuguese	24	0.2%
7	Mandarin (Putonghua)	291	1.9%
8	Japanese	55	0.4%
9	Khmer (Cambodian)	25	0.2%
10	Lao	56	0.4%
11	Arabic	100	0.6%
12	Armenian	24	0.2%
13	Burmese	12	0.1%
15	Dutch	3	0.0%
16	Farsi (Persian)	139	0.9%
17	French	17	0.1%
18	German	22	0.1%
19	Greek	2	0.0%
20	Chamorro (Guamanian)	1	0.0%
21	Hebrew	18	0.1%
22	Hindi	128	0.8%
23	Hmong	1,205	7.7%
24	Hungarian	3	0.0%
25	Ilocano	10	0.1%
26	Indonesian	7	0.0%
27	Italian	5	0.0%
28	Punjabi	276	1.8%
29	Russian	646	4.1%
30	Samoan	7	0.0%
32	Thai	9	0.1%
33	Turkish	17	0.1%
34	Tongan	26	0.2%
35	Urdu	135	0.9%
36	Cebuano (Visayan)	4	0.0%
38	Ukrainian	37	0.2%
40	Pashto	197	1.3%
41	Polish	3	0.0%
42	Assyrian	2	0.0%
43	Gujarati	10	0.1%
44	Mien (Yao)	88	0.6%
45	Rumanian	8	0.1%
46	Taiwanese	2	0.0%
48	Marshallese	230	1.5%
51	Kurdish (Kurdî, Kurmanjî)	1	0.0%
52	Serbo-Croatian (Bosnian, Croatian, Serbian)	1	0.0%
53	Toishanese	11	0.1%
56	Albanian	2	0.0%
57	Tigrinya	2	0.0%
60	Somali	2	0.0%
61	Bengali	5	0.0%
62	Telugu	1	0.0%
63	Tamil	2	0.0%
65	Kannada	1	0.0%
66	Amharic	9	0.1%
99	Other non-English languages	353	2.3%
Totals		15,600	---

### **5a. Four-Factor Analysis**

The U. S. Department of Transportation (USDOT) requires transit funding recipients to take reasonable steps to ensure meaningful access to programs by Limited English Proficient (LEP) persons. As a recipient, Yolo County Transportation District must perform a Four Factor Analysis to assess language needs and determine what steps it will take to ensure LEP persons can effectively access and utilize YCTD services. The four factors analyzed are described below.

**Factor 1: The number or proportion of Limited English Proficiency (LEP) persons eligible to be served or likely to be encountered by YCTD services.**

Estimating the number or proportion of LEP individuals that may be encountered by YCTD will help identify the populations covered by the USDOT's Safe Harbor Provision. This provision stipulates that if an LEP group speaking a given non-English language constitutes five percent or 1,000 persons, whichever is less, of the total population of persons likely to be encountered by transit services, then the service provider must make the following materials and services available to speakers of that language:

Documents critical for accessing recipient's services or benefits,

- Letters requiring response from customer,
- Informing customers of free language assistance,
- Complaint forms, and
- Notification of rights.

As discussed in the Service Area Demographics section, the largest LEP populations in the YCTD service area are Spanish, Chinese, Russian, and "Other Indic" speakers. As of the 2017 American Community Survey (ACS) Limited-English populations within the YCTD service area included 18,643 Spanish speakers, 4,829 Chinese, 2,207 Russian, and 3,515 "Other Indic" speakers, comprising 9.7 percent (decrease of 0.4 percent) of the total service area population. These languages reported speaking English "less than very well." As each language has over 1,000 persons identifying as speaking English less than very well, YCTD is required to provide the materials listed above translated into the languages. It should be noted that "Other Indic" is an aggregate category, and no single language is available to provide written translations. This population will be monitored, and the availability of live phone interpretation/translation services will help YCTD facilitate access to services for this population.

While the YCTD service area encompasses numerous diverse and unique languages many fall well below the minimum Safe Harbor Provision threshold of five percent of the total population or 1,000 persons (whichever is less) of speakers reporting speaking English "less than very well." Therefore, YCTD is not obligated to provide them with translated written materials or translation services at this time. It remains important for YCTD to remain aware of increases in these populations. Should the population of LEP persons rise above 1,000, YCTD will need to provide translation services and written documents translated into those languages.

**Factor 2: The frequency with which LEP persons come into contact with YCTD's transit services.**

In order to estimate how often LEP populations come into contact with YCTD services, we relied on staff and driver interview and survey data. As drivers are typically on the "front lines" and most frequently come into contact with transit patrons, their observations and insights provide an informative picture of how many LEP persons use YCTD.

Findings from the 45 completed staff and driver surveys generally corroborate the findings described in the Service Area Demographics section, indicating Spanish speakers to be the largest LEP population, followed by Chinese, and Russian speakers. Specific response highlights, including change in response frequencies from the 2016 survey, include:

- 28.3 percent (decrease of 0.1 percent) of staff speak Spanish as part of their daily work.
- 91.4 percent of staff (decrease of 0.1 percent) indicated Spanish as the most common language other than English they encounter during their work, while 24.4 percent (increase of 4.6 percent) cited Chinese, 15.5 percent (decrease of 1.8 percent) reported Russian, 13.3 percent (increase of 4.7 percent) Japanese, 4.4 percent (decrease of 0.5 percent) Tagalog/Filipino, 2.2 percent (decrease of 1.5 percent) Vietnamese, and 6.7 percent (decrease of 0.7 percent) some other unidentified language.
- 53.9 percent (increase of 6.9 percent) stated that they encountered 5 or more patrons each week who did not speak English very well or at all.
- 71.1 percent of staff identify "basic directions/instructions" as the most common area of communication barrier, followed by "how to use Yolobus," and "how to pay" for the service (35.6 and 26.7 percent respectively).

A copy of the YCTD staff survey instrument is presented in the Appendix.

**Factor 3: The nature and importance of YCTD's transit services to affected LEP populations.**

To better understand YCTD's role among LEP populations, we contacted 17 local stakeholders comprised of social service agencies, senior centers, educational institutions, and a local Native American organization (Yocha Dehe Wintun Nation). These stakeholders act as representatives for, or come into frequent contact with, LEP populations. The stakeholder survey instrument is provided in the Appendix. YCTD will continue to contact and gather data from stakeholders as an ongoing process and to continue monitoring the success of Title VI related efforts. Together, these stakeholders provided important insight into the YCTD service area's key LEP groups, including Spanish, Chinese, and Russian speakers. As representatives who serve as leaders for these communities, they are attuned to the needs and potential language barriers members of these communities may face when using YCTD.

All responding stakeholders reported having clients or members who were Spanish speakers. Other common languages cited were Chinese and Japanese. Responding organizations also indicate up to 75

percent of their clients utilize Yolobus services in one form or another, and that language does present a barrier to their use of Yolobus services (65 percent).

Overall, our stakeholder survey responses indicate that while there may be multiple non-English languages commonly spoken in the YCTD service area, Spanish speakers are most likely to depend on YCTD and face language-related barriers to using the District's public transit services. Therefore, in terms of outreach, it is important YCTD continue its efforts to address language-related barriers faced by the Spanish-speaking population, such as ensuring key written materials such as rider information are translated, and that bilingual staff members are available as needed.

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

As the section covering demographics demonstrates, the Spanish-speaking LEP population is sufficiently large that YCTD must take measures to minimize language barriers faced by these groups. To address these barriers and fulfill the LEP requirements required under the Safe Harbor Provision, YCTD provides staff, written materials, and online and phone services in Spanish. YCTD has adopted and is implementing a Marketing Plan which will assist in ensuring accessibility to transit services to LEP customers. A marketing consultant has also been retained and is assisting YCTD in implementation.

**Spanish-Speaking Staff**

According to the responding staff survey, there are 13 employees across all departments/positions (28.3 percent) who speak Spanish. In addition, some staff are fluent in Russian, Chinese, Tagalog, and Punjabi/Hindi. As part of their customer service responsibilities, each of these employees utilizes their language skills to assist LEP persons whenever possible.

*Cost: No additional cost anticipated.*

**Written Materials Translated into Safe Harbor Provision Languages**

Supplementing the District's bilingual personnel are translations of all essential rider information and service notice documents. Such documents include all notices related to service changes or updates, as well onboard notices in Safe Harbor Languages informing riders of their rights under Title VI. In addition, all Safe Harbor Provision materials have been or will be translated into Spanish, Chinese, and Russian.

*Cost: No additional cost anticipated. Future translation costs for written documents estimated at an average of \$0.15 per word.*

**Phone Services**

As a part of this program and in partnership with its contract operator Transdev, YCTD has established the use of a live phone interpretation/translation service which will be available to all transit customers (Telelanguage). The phone interpretation/translation service allows for real-time language assistance to customers at the YCTD main office or those who call into the YCTD main phone number. Initial contact is made with a YCTD staffer who then determines if language assistance is required. The YCTD employee

dials into the phone service, enters the appropriate access code, and can reach a live translator for over 240 languages.

*Cost: Estimated annual cost of \$1,422. Assumes \$3.95 per minute for live phone interpretation/translation and an average of 30 minutes of translation per month.*

#### **Web Services in Safe Harbor Provision Languages**

YCTD currently provides translation of its website content to all Safe Harbor Provision languages via Google Translator. YCTD routinely reviews and seeks to improve the accessibility and availability of service information. Any future enhancements to the YCTD website will include consideration of the availability of translated service information for Safe Harbor Provision languages.

*Cost: No additional cost anticipated. Future translation costs for written website text estimated at an average of \$0.15 per word.*

#### **Event Translation for Safe Harbor Provision Languages**

When provided sufficient notice (minimum of one week prior) YCTD will schedule and arrange for live translation at vital events/workshops/meetings. The primary source for this translation will be current YCTD staff (as available) and professional translation services as necessary.

*Cost: Variable, will be based primarily on employee salary hourly rate and the number of events where translation services are required/requested. All California labor laws will be adhered to.*

#### **Services in Other Languages**

As the demographics section describes, there are small populations (aside from those identified as “Safe Harbor” languages) which speak languages other than English within the YCTD service area. However, at this time the number of people who speak these languages who also speak English “less than very well” is well below the Safe Harbor threshold of 1,000 speakers. In addition, stakeholder and driver surveys did not reveal any significant language-related barriers to using transit for these speakers. Therefore, YCTD is not required to provide translations of written documents nor is it required to advertise free translation services for these languages.

#### **Implementation Plan**

The matrix below presents an implementation Plan for ensuring the Language Assistance Plan is quickly and efficiently implemented.



Exhibit 5.12 Implementation Plan

Goal	Task	Anticipated Completion
Assess LEP Population in the YCTD Service Area	Title VI Four-Factor Analysis	September 2019
	Stakeholder Survey	September 2019
	YCTD Staff Survey	September 2019
	Demographic Analysis	September 2019
Develop Language Assistance Procedures	Review and update (as needed) Customer Service Procedures for Title VI complaints and concerns	October 2019
	Review and update (as needed) YCTD Policy regarding competency of Title VI translations and interpreters	October 2019
Staff Training	Identify YCTD staff with likely contact with LEP individuals	September 2019
	Review and update (as needed) curriculum for training of YCTD staff	October 2019
	Train YCTD staff in Title VI customer service procedures	Ongoing
	Review and update (as needed) refresher training schedule for tenured employees	Quarter 2 FY 2020
	Review and update (as needed) driver "Language Phrase Card"	October 2019
Notification to LEP persons of title VI Rights and Materials	Inventory existing notification methodologies and/or locations	October 2019
	Post Title VI Notice in public locations	October 2019
	Translate vital documents into identified Safe Harbor Provision Languages	Ongoing
	Provide ability to translate YCTD website into multiple languages	In Place
	Review and update (as needed), translate, and post notice of Language Assistance options	October 2019
	Undertake targeted outreach to LEP populations	Ongoing
Monitor and Update Language Assistance Plan	Review and update (as needed) process for obtaining feedback on language assistance measures	Ongoing
	Regularly review ACS and Census demographic data	FY 2020; Ongoing
	Incorporate discussion of Title VI into regular contractor operations meetings	FY 2020; Ongoing
	Update language Assistance Plan based on feedback received	FY 2020; Ongoing

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## **6. Summary of Non-Elected Committee Membership**

The Yolo County Transportation District (YCTD) has established the following non-elected committees to assist with the transit program:

- Technical Advisory Committee (TAC)
  - Seven members (Participation rotates across staff for each jurisdiction)
- Citizen's Advisory Committee (CAC)
  - Four members (Not including one vacancy)

A summary of the committee members broken down by race is presented below. YCTD encourages participation from non-elected members of each partner jurisdiction. The YCTD Title VI Program Administrator oversees that the member selection process is not biased against race, color, or nation of origin.

Exhibit 6.1 Non-Elected Committee Membership Table

Race / Ethnicity	YCTD Service Area Population Percentage	CAC Percentage	TAC Percentage
Caucasian	51.2%	100.0%	57.1%
African American	4.2%	0.0%	0.0%
American Indian / Alaska Native	0.5%	0.0%	0.0%
Asian	11.9%	0.0%	0.0%
Native Hawaiian / Other Pacific Islander	0.4%	0.0%	0.0%
Some Other Race	0.3%	0.0%	14.3%
Two or More Races	4.1%	0.0%	0.0%
Hispanic / Latino	27.5%	0.0%	28.6%

Member participation and selection will continue to be monitored by the YCTD Title VI Program Administrator.

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**7. Subrecipient Monitoring and Schedule of Subrecipient Title VI Program Submissions**

The YCTD program does not have any subrecipients of Federal funding at this time and does not anticipate expanding to include subrecipients.

If in the future YCTD elects to expand services provided, and begins contracting with subrecipients, YCTD will ensure compliance with Title VI regulations by updating this element of its Title VI Program to include the monitoring methodology and reporting schedules for all subrecipients.

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## **8. Title VI Equity Analysis**

Title VI regulations require the completion of an Equity Analysis whenever a recipient or subrecipient begins planning the location and construction of a new transit facility (not including bus shelters, transit stations, power substations, or other facilities already evaluated through NEPA).

Yolo County Transportation District (YCTD) has not undertaken any construction projects for facilities at a new location within the past several years. Therefore, no Equity Analysis is required at this time.

If in the future YCTD begins planning for the development and construction of a new transit facility, YCTD will conduct an equity analysis prior to the selection of a construction site inclusive of the Title VI requirements below:

- a. YCTD shall complete a Title VI equity analysis during the planning stage with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin. YCTD shall engage in outreach to persons potentially impacted by the siting of facilities. The Title VI equity analysis shall compare the equity impacts of various siting alternatives, and the analysis shall occur before the selection of the preferred site.
- b. When evaluating locations of facilities, YCTD shall give attention to other facilities with similar impacts in the area to determine if any cumulative adverse impacts might result. Analysis shall be done at the Census tract or block group where appropriate to ensure that proper perspective is given to localized impacts.
- c. If YCTD determines that the location of the project will result in a disparate impact on the basis of race, color, or national origin, YCTD may only locate the project in that location if there is a substantial legitimate justification for locating the project there, and where there are no alternative locations that would have a less disparate impact on the basis of race, color, or national origin. YCTD shall show how both tests are met; it is important to understand that in order to make this showing, YCTD must consider and analyze alternatives to determine whether those alternatives would have less of a disparate impact on the basis of race, color, or national origin, and then implement the least discriminatory alternative.

The equity analysis shall be completed and submitted as part of YCTD's next Title VI Program update.

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**9. Board Adoption of YCTD Title VI Program**

**Exhibit 9.1 YCTD Board Adopting Resolution**

**RESOLUTION NO. R 2019-10**

(Resolution Adopting the Revised 2019 Title VI Program for the Yolo County Transportation District)

**WHEREAS**, the Yolo County Transportation District desires to comply with the Title VI of the Civil Rights Act of 1964, including new provisions detailed in U.S. Department of Transportation's FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients."; and

**WHEREAS**, the Board of Yolo County Transportation District wishes to authorize approval of the Title VI Program developed by staff for the Yolobus system to comply with necessary provisions of the Civil Rights Act and may be amended with revisions as applicable from Caltrans, and future revisions to Title VI requirements and guidelines by the FTA; and

**WHEREAS**, the Title VI Program establishes the role of Title VI Program Administrator to be fulfilled by the Deputy Director of Operations, Planning, and Special Projects, or other designee as determined by the Board of Directors; and

**NOW, THEREFORE, IT IS HEREBY RESOLVED, ORDERED, AND FOUND** by the Board of Directors of the Yolo County Transportation District, State of California, as follows:

1. The foregoing recitals, and each of them, are true and correct.
2. The fund recipient agrees to comply with all conditions and requirements set forth in the Certification and Assurances document and applicable statutes, regulations and guidelines for all SGR funded transit projects.
3. The YCTD Executive Director, or his/her designee, the Deputy Director of Operations, Planning, and Special Projects, or the Deputy Director of Finance, Grants, and Procurement be authorized to execute all required documents of the Title VI program and any Amendments thereto with the Federal Transit Administration and with the advice of District Counsel.

**PASSED AND ADOPTED** by the Board of Directors of the Yolo County Transportation District, County of Yolo, State of California, this 14<sup>th</sup> day of October 2019, as follows:

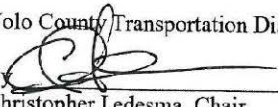
AYES: Anderson, Fernandez, Frerichs, Ledesma, Saylor

NOES: None


ABSTAIN: None

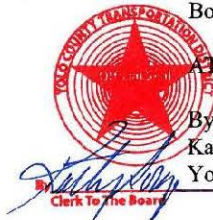
ABSENT: None

Yolo County Transportation District

By   
Christopher Ledesma, Chair  
Board of Directors

ATTEST:

By   
Kathy Souza, Clerk to the Board  
Yolo County Transportation District



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## Appendix

### 1. Fixed-route Transit Provider Title VI Requirements

Recipients of Federal transit funding which operate less than 50 fixed-route vehicles during peak revenue service and are not located in an Urbanized Area (UZA) with a population of 200,000 or more are required to provide additional information with respect to *service standards* and *service policy* to ensure Title VI compliance.

#### Effective Practices to Fulfill Service Standard Requirement

Service Standards are divided into four primary categories, Vehicle Load Standards, Vehicle Headway Standards, On-time Performance Standards, and Service Availability Standards. YCTD ensures Title VI compliance by adhering to the following:

##### Vehicle Load Standards

YCTD calculates vehicle load as the total number of ambulatory passenger seats available on a revenue vehicle divided by number of passengers.

The average passenger load for YCTD services during all operating periods (peak and off-peak) should not exceed the following load factors (by service mode):

Fixed-route: Vehicle Load not to exceed 1.25 passengers per available seat.

Demand-response (Yolobus Special): Vehicle Load not to exceed 1.0 passengers per available seat.

##### Vehicle Headway Standards

Vehicle headways are defined as the total amount of time between revenue vehicles on a fixed-route traveling in the same direction. This standard is further refined by type of service, by day-part, and by peak/off-peak service.

YCTD offers 29 fixed-routes which operate throughout the service area. These routes are further segregated into multiple types: Local, Commute/Express, and Intercity. Headway standards by type and day-part are presented below. All units in minutes.

Exhibit A.1.1 YCTD Fixed-route Vehicle Headway Standards

Weekday		
Route/Type	Peak	Off Peak
Commute/Express	30	N/A
Intercity	60	60
Local	60	60
Rural/Microtransit	Variable	
Lifeline	Twice Weekly	

Saturday		
Route/Type	Peak	Off Peak
Commute/Express	N/A	N/A
Intercity	60	60
Local	60	60
Rural/Microtransit	Variable	
Lifeline	Twice Weekly	

Sunday		
Route/Type	Peak	Off Peak
Commute/Express	N/a	N/A
Intercity	60	60
Local	60	60
Rural/Microtransit	Variable	
Lifeline	Twice Weekly	

**On-time Performance Standards**

YCTD fixed-route on-time performance is defined as follows:

- On-time: Departing a published time-point between one minute prior to and not more than five minutes after the published departure time.
- Early: Departing a published time-point more than one minute before the published time.
- Late: Departing a published time-point six or more minutes later than the scheduled time.

**Fixed-Route Standards:**

1. YCTD fixed routes shall operate with no early departures from published time-points.
2. YCTD fixed routes shall strive to achieve an average of no less than 85 percent on-time departures across all published time points.

**Demand-Response (Yolobus Special) Standards:**

1. Yolobus Special shall operate with a 30-minute service window (up to fifteen minutes before or after the agreed upon reservation time) and will wait up to five minutes from the time of vehicle arrival.
2. Yolobus Special shall operate with no early departures.
3. Yolobus Special shall strive to operate with 85 percent on-time performance, defined as arriving within the provided service window.

**Microtransit\* (YOUR Ride) Standards:**

1. YOUR Ride, as an on-demand service, there is no expectation or requirement to adhere to a specific “window” for on-time performance.
2. YOUR Ride Customers will be made aware at time of trip request of the approximate arrival time of the vehicle and will be provided an opportunity to accept or decline the trip.
3. YOUR Ride trips with anticipated arrival time significantly increased (i.e., more than 15-minutes than originally anticipated), may be considered late.
4. YOUR Ride shall strive to operate with 85 percent on-time performance, defined as arriving within the originally provided pick-up time.

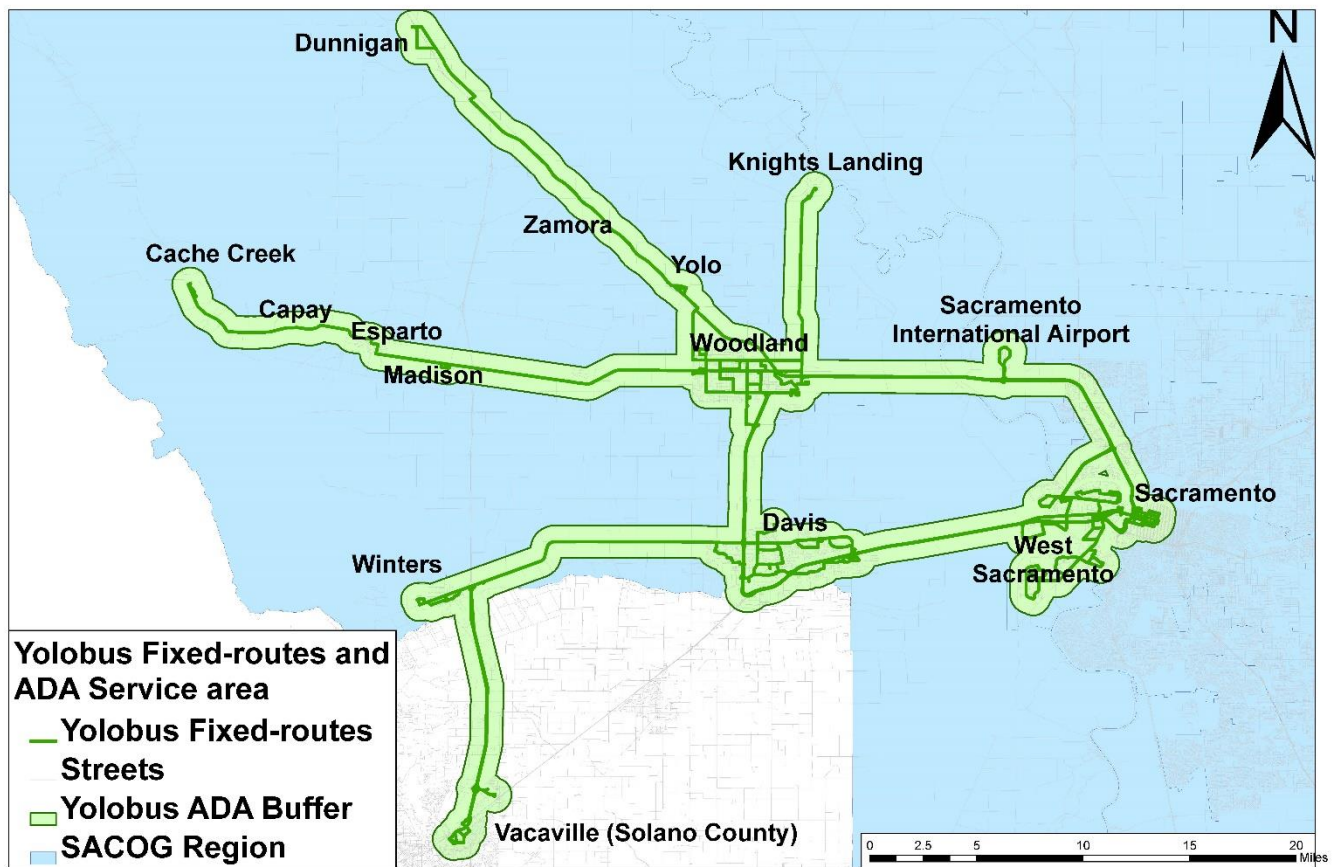
\*YCTD Microtransit is currently a pilot project scheduled to be in service through August 2020 but there are no assurances it will continue beyond that time.

**Service Availability Standards**

YCTD’s service area includes a total of approximately 300,057 individuals (2017 American Community Survey). Data from the American Community Survey was collected, and is presented, at the “Census Tract” level. Census tracts are small, relatively permanent statistical subdivisions of a county or equivalent entity that are updated by local participants prior to each decennial census as part of the Census Bureau's Participant Statistical Areas Program. The Census Bureau delineates census tracts in situations where no local participant existed or where state, local, or tribal governments declined to participate. The primary purpose of census tracts is to provide a stable set of geographic units for the presentation of statistical data. Census tracts generally have a population size between 1,200 and 8,000 people, with an optimum size of 4,000 people. A census tract usually covers a contiguous area; however, the spatial size of census tracts varies widely depending on the density of settlement. Census tract boundaries are delineated with the intention of being maintained over a long time so that statistical comparisons can be made from census to census. Census tracts occasionally are split due to population growth or merged as a result of substantial population decline. In addition, current Census data does not provide information on how close together the populations reside within specific tracts.

The map in Exhibit A.1.2 presents the YCTD service area and identifies existing fixed-routes and a ¾-mile distance from the routes (Yolobus ADA Buffer/Yolobus Special Service Area).

Exhibit A.1.2 YCTD Service Area Map



#### Fixed-Route Service

YCTD shall strive to achieve an average stop distance of 0.75 miles as part of its bus stop improvement program. As a significant portion of the fixed routes are along low-density regions of the service area, this average is somewhat misleading. Within the more densely populated areas (Cities of Davis, West Sacramento, Winters, Woodland, etc.), the average distance between stops is reduced to an average of less than 0.5 miles between stops. As such, despite a significant rural geography YCTD provides service to approximately 90 percent of the greater Yolo County population.

#### Demand-Response Service (Yolobus Special)

YCTD's Yolobus Special serves as the required ADA complementary paratransit service. Yolobus Special service availability standard is as follows:

- 100 percent of trips requested by ADA-certified customers within the YCTD service area shall be accommodated.

### Effective Practices to Fulfill Service Policy Requirement

Service Policy requirements are divided into two primary areas, *Vehicle Assignment Policy* and *Transit Amenities Policy*. YCTD ensures Title VI compliance by adhering to the following policies.

#### Vehicle Assignment Policy

##### Fixed-Route Service

YCTD fixed-route vehicle assignments factor in the operating characteristics of the various vehicles within the YCTD fixed-route fleet, which are paired to the operating characteristics of the route and route type. In the absence of specific operating requirements, vehicle assignments will be done so as to ensure a random rotation of fleet vehicle assignments on the YCTD fixed routes.

##### Demand-Response Service (Yolobus Special)

Except for unique situations requiring the assignment of a specific vehicle for reasons such as lift capacity, interior clearance, or other operating characteristics within the service area, demand-response vehicles will be randomly assigned.

##### Microtransit Service (YOUR Ride)

Except for unique situations requiring the assignment of a specific vehicle for reasons such as lift capacity, interior clearance, or other operating characteristics within the service area, demand-response vehicles will be randomly assigned.

#### Transit Amenities Policy

The following policies will be applied as funding allows:

- Installation of a shelter and waste receptacle should be considered at bus stops with a high level of daily activity based on available YCTD ride check information.
- Seating/benches should be considered at bus stops with a moderate level of daily activity based on available YCTD ride check information.
- Service information (e.g., display kiosks, schedule holders, digital signage etc.) should be considered at bus stops with a moderate to high level of daily activity based on available YCTD ride check information.
- All fixed-route bus stop locations should have permanent signage identifying the location as a bus stop.
- Whenever feasible, priority for benches and shelters should be given to bus stops serving senior housing or activity centers, or facilities which serve clients with mobility impairments.



## 2. Survey Instruments

### Exhibit A.2.1 2019 Stakeholder Survey

YOLO COUNTY TRANSPORTATION DISTRICT FTA Title VI Compliance Stakeholder Survey	
<b>1</b>	Organization Name:
<b>2</b>	Type of Organization (Example: Healthcare, Social Services, Faith-based, etc.):
<b>3</b>	Your Name/Title:
<b>4</b>	Contact information (Email/Phone):
<b>5</b>	Approximate number of members/clients in, or represented by, your organization: <input type="checkbox"/> 1-10 <input type="checkbox"/> 11-20 <input type="checkbox"/> 21-50 <input type="checkbox"/> 51-100 <input type="checkbox"/> 100 +
<b>6</b>	Please indicate all applicable languages/ethnicities represented within your organization (check all that apply): <div style="display: flex; flex-wrap: wrap;"> <div style="width: 50%;"> <input type="checkbox"/> English  <input type="checkbox"/> Spanish  <input type="checkbox"/> Laotian/Hmong  <input type="checkbox"/> Tagalog/Filipino             </div> <div style="width: 50%;"> <input type="checkbox"/> Russian  <input type="checkbox"/> Chinese  <input type="checkbox"/> Japanese  <input type="checkbox"/> Other: _____             </div> </div>
<b>7</b>	With respect to non-native English speakers, how would you characterize their ability to... <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <i>Speak English</i>  <input type="checkbox"/> Not well  <input type="checkbox"/> Somewhat well  <input type="checkbox"/> Very well  <input type="checkbox"/> I don't know             </div> <div style="width: 45%;"> <i>Read English</i>  <input type="checkbox"/> Not well  <input type="checkbox"/> Somewhat well  <input type="checkbox"/> Very well  <input type="checkbox"/> I don't know             </div> </div>
<b>8</b>	Do members/clients of your organization utilize YoloBus services? <input type="checkbox"/> Yes ( <i>please answer Question 8a</i> ) <input type="checkbox"/> No ( <i>skip to Question 9</i> ) <input type="checkbox"/> I don't know ( <i>skip to Question 9</i> )
<b>8a</b>	If yes, approximately what percent of your clients which are current YoloBus riders are non-native speakers? <input type="checkbox"/> Less than 25 percent <input type="checkbox"/> 25 to 50 percent <input type="checkbox"/> 51 to 75 percent <input type="checkbox"/> More than 75 percent
<b>9</b>	With respect to non-native English speakers, does language present a barrier to their use of YoloBus services? <input type="checkbox"/> Yes ( <i>please answer Question 9a</i> ) <input type="checkbox"/> No <input type="checkbox"/> I don't know
<b>9a</b>	If yes, which language other than English do these members/clients speak? (check all that apply) <div style="display: flex; flex-wrap: wrap;"> <div style="width: 50%;"> <input type="checkbox"/> English  <input type="checkbox"/> Spanish  <input type="checkbox"/> Laotian/Hmong  <input type="checkbox"/> Tagalog/Filipino             </div> <div style="width: 50%;"> <input type="checkbox"/> Russian  <input type="checkbox"/> Chinese  <input type="checkbox"/> Japanese  <input type="checkbox"/> Other: _____             </div> </div>

Thank you for your participation. Please return your completed survey by faxing it to 530-661-1732 no later than October 8, 2019. Or if you prefer, you may email your scanned survey to [jperez@yctd.org](mailto:jperez@yctd.org) at your earliest convenience.



Exhibit A.2.2 2019 YCTD Staff Survey

**Yolo County Transportation District FTA Title VI Compliance Staff Survey**

Please select your department/position with Transdev or YCTD (select all that apply):

- |  |                                       |
|--|---------------------------------------|
| <input type="checkbox"/> Administration                  | <input type="checkbox"/> Finance      |
| <input type="checkbox"/> Customer Service Representative | <input type="checkbox"/> Management   |
| <input type="checkbox"/> Dispatch                        | <input type="checkbox"/> Planning     |
| <input type="checkbox"/> Driver                          | <input type="checkbox"/> Other: _____ |

1. For All Staff: Please indicate the languages you speak as part of your daily work at Transdev or YCTD (select all that apply):

- |   |                                       |
|---|---------------------------------------|
| <input type="checkbox"/> English          | <input type="checkbox"/> Russian      |
| <input type="checkbox"/> Spanish          | <input type="checkbox"/> Chinese      |
| <input type="checkbox"/> Vietnamese       | <input type="checkbox"/> Japanese     |
| <input type="checkbox"/> Tagalog/Filipino | <input type="checkbox"/> Other: _____ |

2. **For Drivers:** In a typical week, how many unique riders get on your Yolobus vehicle who either do not speak English or do not speak English very well? *Please count "unique riders" only.*

- ☐ None/never      ☐ Less than 5      ☐ 5 to 10      ☐ More than 10

3. **For Drivers:** Are these riders getting on and/or getting off specific routes, locations, or communities throughout the service area? If so, please indicate below.

- a. Origin routes/locations/communities: \_\_\_\_\_
- b. Destination routes/locations/communities: \_\_\_\_\_

4. For All Staff: With respect to Yolobus riders, please indicate the most common languages you encounter other than English. (select all that apply)

- |   |   |
|---|---|
| <input type="checkbox"/> Spanish          | <input type="checkbox"/> Chinese                      |
| <input type="checkbox"/> Russian          | <input type="checkbox"/> Japanese                     |
| <input type="checkbox"/> Vietnamese       | <input type="checkbox"/> I don't know/cannot identify |
| <input type="checkbox"/> Tagalog/Filipino | <input type="checkbox"/> Other: _____                 |

5. For All Staff: How would you rate your ability to effectively communicate with individuals who do not speak English or do not speak English very well?

- ☐ No issues or problems      ☐ Occasional problems      ☐ Frequent problems

6. For All Staff: How do your personal language capabilities impact your ability to interact with Yolobus riders?

- ☐ They improve my ability to communicate.
- ☐ They hinder my ability to communicate.
- ☐ Not applicable/no impact.

7. For All Staff: In your opinion, what type of materials/services are, or would be, of most benefit to riders who do not speak English or do not speak English very well?

- ☐ Translated service brochure
- ☐ Onboard notices in other languages
- ☐ Translation services through call center/dispatch
- ☐ Translated online materials
- ☐ Other: \_\_\_\_\_

8. For All Staff: In terms of language/communication barriers, please identify the most common areas or topics (specific to Yolobus riders). Is it...

- ☐ How to use Yolobus?
- ☐ How to pay for Yolobus?
- ☐ Basic directions/instructions?
- ☐ Other: \_\_\_\_\_

**OPTIONAL:** For random drawing only please include your name or ID number and position below.

- a. Name or ID number: \_\_\_\_\_

Thank you for your participation. All completed surveys will be entered into a random drawing for **one of five (5) \$5 Starbucks Gift Cards!** Please only complete one survey, and return it by placing it in a survey collection box/envelope, by faxing it to 530-661-173, or via email to [jperez@yctd.org](mailto:jperez@yctd.org) no later than **September 13, 2019**. Thank you!

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3. Maps – Large Format

