



2025 Title VI Program

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Prepared by

Yolo County Transportation District

350 Industrial Way

Woodland, CA 95776

530-402-2826

The Yolo County Transportation District (YoloTD) is a California special transit district formed between the Cities of Davis, West Sacramento, Woodland, Winters and the County of Yolo. YoloTD oversees public transit services to residents and visitors of Yolo County (Yolobus fixed routes, BeeLine Microtransit and Yolobus Special Paratransit). Public transit services are provided to District member jurisdictions, as well as neighboring communities of Sacramento and Vacaville. Sacramento borders Yolo County and is a large metropolitan area that produces and receives trips into, out of, and through YoloTD's primary service area.

This document was prepared by YoloTD staff and has been approved by the YoloTD 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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TABLE OF CONTENTS

1. Title VI Notice to the Public and Locations Where Displayed.....	1-1
2. Title VI Complaint and Investigation Procedures and Form	2-1
3. List of Transit-Related Title VI Investigations, Complaints, and Lawsuits	3-1
4. Public Participation Plan.....	4-1
a. Summary of Outreach Efforts	4-4
5. Language Assistance Plan	5-1
a. Four Factor Analysis	5-2
6. Membership of Non-Elected Committees and Councils.....	6-1
7. Subrecipient Monitoring and Schedule of Subrecipient Title VI Program	
Submissions	7-1
8. Title VI Equity Analysis	8-1
9. Board Adoption of YoloTD Title VI Program.....	9-1

Appendix

1. Fixed-Route Transit Provider Title VI Requirements.....	A-1
2. Survey Instruments	A-2

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Table of Exhibits

Exhibit 1.1 YoloTD Title VI Notice(s) to the Public	1-1
Exhibit 1.2 List of Locations Where Title VI Notice Is Posted	1-5
Exhibit 2.1 Title VI Complaint Forms	2-5
Exhibit 3.1 Title VI Investigations, Lawsuits and Complaints Summary Table	3-1
Exhibit 5.1 YoloTD Fleet List.....	5-3
Exhibit 5.2 YoloTD Service Area Census Tracts.....	5-6
Exhibit 5.3 Racial Breakdown of Total Population of Service Area	5-7
Exhibit 5.4 Languages Spoken at Home	5-7
Exhibit 5.5 Languages Spoken at Home (Detailed).....	5-8
Exhibit 5.6 Total Population by Census Tract.....	5-9
Exhibit 5.7 Hispanic/Latino Population by Census Tract	5-10
Exhibit 5.8 Spanish LEP Population by Census Tract.....	5-11
Exhibit 5.9 Chinese LEP Population by Census Tract.....	5-12
Exhibit 5.10 Russian, Polish, and Other Slavic Languages LEP Population by Census Tract....	5-13
Exhibit 5.11 Other Asian and Pacific Island LEP Population by Census Tract.....	5-14
Exhibit 5.12 Other Indo-European LEP by Census Tract.....	5-15
Exhibit 5.13 Implementation Plan.....	5-24
Exhibit 6.1 Non-Elected Committee Membership Table	6-1
Exhibit 7.1 YoloTD Board Adopting Resolution	7-1

Appendix

Exhibit A.1.1 YoloTD Fixed-route Vehicle Headway Standards	A-2
Exhibit A.1.2 YoloTD Service Area Map.....	A-4
Exhibit A.2.1 2025 YoloTD Staff Survey.....	A-8
Exhibit A.2.2 2025 Stakeholder Survey	A-14

1. Title VI Notice and Locations

Exhibit 1.1 YoloTD 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 (YoloTD) has certified and provided assurances that it will fully comply with Title VI of the Civil Rights Act of 1964. YoloTD 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 YoloTD 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 YoloTD services may file a complaint with YoloTD. All complaints will be fairly and objectively investigated.
- To file a complaint, you may contact the YoloTD Title VI Program Administrator, at (530) 402-2864; or by email: dromero@yctd.org; or visit the YoloTD administrative offices at 350 Industrial Way, Woodland, CA 95776.
- For more information about YoloTD's Title VI Program and complaint procedure, contact (530) 661-0816; or visit the YoloTD 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 (YoloTD) 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. YoloTD 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 YoloTD 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 YoloTD puede presentar una queja ante YoloTD. 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 YoloTD, al teléfono (530) 402-2864; o por correo electrónico: dromero@yctd.org; o visita la oficina principal de YoloTD ubicada en 350 Industrial Way, Woodland, CA 95776.
- Para obtener más información sobre el Programa del Título VI de YoloTD y el procedimiento para presentar una queja, comuníquese por teléfono al (530) 661-0816; o visita el sitio web de YoloTD 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 (530) 661-0816.



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 (YoloTD) 已经证明并保证其将充分遵守《1964 年民权法》第六条的规定。YoloTD 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 YoloTD 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 YoloTD 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 YoloTD 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 YoloTD 第六条计划管理员：电话 (530) 402-2864；或发送电子邮件至：dromero@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 YoloTD 第六条计划和投诉程序之信息，请致电：(530) 661-0816；或访问 YoloTD 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 (YoloTD) получает средства из федерального бюджета и поэтому действует в соответствии с положениями Раздела VI Закона о гражданских правах 1964 года. YoloTD 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 YoloTD, 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 YoloTD его права были ущемлены вследствие проявления незаконной дискриминации в соответствии с Разделом VI, вправе подать претензию в YoloTD. Все претензии будут рассмотрены справедливо и беспристрастно.
- Для того чтобы подать претензию, вы можете связаться с администратором программы YoloTD по соблюдению Раздела VI по телефону (530) 402-2864 или по электронной почте: dromero@yctd.org, а также лично подать претензию в административном помещении YoloTD по адресу 350 Industrial Way, Woodland, CA 95776.
- Дополнительную информацию о программе YoloTD по соблюдению Раздела VI и порядке подачи претензии можно получить по телефону (530) 661-0816 или на сайте YoloTD 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) 661-0816.



Title VI Program

Yolo County Transportation District

December 2025

Title VI List of Locations Where Title VI Notice Is Posted

The YoloTD 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
YoloTD Main Offices	350 Industrial Way	Woodland, CA
County Fair Mall Transit Center	1264 E. Gibson Rd.	Woodland, CA
West Sacramento Transit Center	1100 Block West Capital Ave.	West Sacramento, CA
City of Davis City Hall	23 Russell Blvd.	Davis, CA
City of West Sacramento City Hall	1110 West 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
Yolo County Public Administration Office	625 Court St.	Woodland, CA
YoloTD Revenue Vehicles		
YoloTD and Yolobus Websites	yolotd.org; yolobus.com	

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

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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 (YoloTD) transit service, program, or facility, may file a written complaint with YoloTD.

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

All complaints alleging discrimination should be submitted in writing directly to the YoloTD Title VI Program Administrator at the address listed below. The YoloTD 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: YoloTD Title VI Program Administrator/ Daisy Romero
Director of Transit Operations
350 Industrial Way
Woodland, CA 95776

All complaints should be completed and submitted on the YoloTD Title VI Complaint Form available online at www.yolobus.com, by phone request at (530) 402-2864, or in person at the YoloTD 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 YoloTD Title VI Program Administrator (YoloTD Director of Transit Operations) will review to determine if YoloTD has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by YoloTD.

If the complaint submitted is within YoloTD'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, YoloTD 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, YoloTD 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 Letter of Finding 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.

Title VI Program

Yolo County Transportation District

December 2025

If the complainant is unsatisfied with the decision, he/she has 30 days from the date of YoloTD's Closure Letter or the LOF to appeal to the YoloTD 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

Yolo County Transportation District (YCTD) Title VI Complaint Form Page 1 of 2	
Please print clearly or type responses	
Section 1	
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:	
Section 2	
6. Are you filing this complaint on your own behalf? <input type="checkbox"/> Yes* <input type="checkbox"/> No	
*If you answered Yes please skip to Section 3.	
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.	
Section 3	
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.	

Yolo County Transportation District (YCTD) Title VI Complaint Form Page 2 of 2			
Section 4			
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: _____		
Section 5			
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: _____			
You may attach any written materials or other information which you believe is relevant to your complaint.			
Signature and date are required below to complete the form.			
Signature _____		Date ____ / ____ / ____	
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			

Yolo County Transportation District (YCTD)	
Formulario para Presentar Queja conforme al Título VI Página 1 de 2	
Favor escribir sus respuestas en letra impresa clara o a máquina	
Sección 1	
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	
especifique:	
Sección 2	
6. ¿Está usted presentando esta queja a nombre propio? <input type="checkbox"/> Si* <input type="checkbox"/> No	
*Si su respuesta es Si, por favor salte a la Sección 3.	
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"/> YO HE obtenido permiso para presentar esta queja a nombre de la persona nombrada en la pregunta 7	
<input type="checkbox"/> YO NO HE obtenido permiso para presentar esta queja a nombre de la persona nombrada en la pregunta 7.	
Sección 3	
11. Creo que la discriminación que he experimentado se basó en (señale todas las que apliquen)	
<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 estuviese presente. Si necesita más espacio, por favor utilice el reverso de este formulario o adjunte las páginas que sean necesarias.	

Yolo County Transportation District (YCTD)	
Formulario para Presentar Queja conforme al Título VI Página 2 de 2	
Sección 4	
14. ¿Ha presentando usted anteriormente una queja conforme al Título VI ante YCTD?	<input type="checkbox"/> Sí <input type="checkbox"/> No
15. ¿Ha presentando usted anteriormente esta queja ante otra agencia Federal, Estatal o local, o ante alguna Corte Federal o Estatal?	<input type="checkbox"/> Sí <input type="checkbox"/> No* *Si la respuesta es No, por favor salte a la Sección 5.
15a.	Si la respuesta es Sí, por favor indique cuándo presentó esa queja:
<input type="checkbox"/> Agencia Federal	Especifique:
<input type="checkbox"/> Agencia Estatal	Especifique:
<input type="checkbox"/> Agencia Local	Especifique:
<input type="checkbox"/> Corte Federal	Especifique:
<input type="checkbox"/> Corte Estatal:	Especifique:
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:
Sección 5	
Sírvase indicar contra quién está usted presentando esta queja:	
<input type="checkbox"/> YCTD <input type="checkbox"/> Ciudad de West Sacramento <input type="checkbox"/> Ciudad de Winters	<input type="checkbox"/> Otra agencia y/o persona
<input type="checkbox"/> Ciudad de Davis <input type="checkbox"/> Ciudad de Woodland <input type="checkbox"/> Condado de Yolo	<i>especifique:</i>
 Puede adjuntar cualquier material escrito o cualquier otra información que usted considere relevante para su queja.	
 Se requiere la firma y fecha a continuación para completar el formulario.	
Firma _____	Fecha ____ / ____ / ____
Por favor, entregue este formulario completo personalmente o envíelo por correo a la siguiente dirección:	
Yolo County Transportation District Title VI Coordinator 350 Industrial Way Woodland, CA 95776	

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。	

优洛县交通区 (YCTD)	
第六条投诉表第 2 页/共 2 页	
第 4 部分	
14. 您之前是否向 YCTD 提交过第六条投诉？ <input type="checkbox"/> 是 <input type="checkbox"/> 否	
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：
第 5 部分	
请指明您提交此投诉表的投诉对象： <input type="checkbox"/> YCTD <input type="checkbox"/> 西萨克拉门托市 <input type="checkbox"/> 温特斯市 <input type="checkbox"/> 其他机构和/或人员 <input type="checkbox"/> 戴维斯市 <input type="checkbox"/> 林地 <input type="checkbox"/> 优洛县 请指明：	
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	

Title VI Program

Yolo County Transportation District

December 2025

<p align="center">Управление общественного транспорта округа Йоло (UCTD) Бланк претензии касательно нарушения Раздела VI. Стр. 1 из 2</p>	
<p>Впишите ответы разборчиво печатными буквами или напечатайте</p>	
Раздел 1	
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"/> Другое	<input type="checkbox"/> Текстофон <input type="checkbox"/> Шрифт Брайля
укажите:	
Раздел 2	
6. Вы подаете эту претензию от своего имени? <input type="checkbox"/> Да* <input type="checkbox"/> Нет	
*Если вы ответили Да , 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.	
Раздел 3	
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 (dd.mm.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.	

Управление общественного транспорта округа Йоло (YCTD)	
Бланк претензии касательно нарушения Раздела VI. Стр. 2 из 2	
Раздел 4	
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 Нет, сразу переходите к разделу 5.	
15a.	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:
Раздел 5	
Укажите, на кого вы подаете претензию:	
<input type="checkbox"/> YCTD	<input type="checkbox"/> Администрация города Вест-Сакраменто
<input type="checkbox"/> Администрация го	<input type="checkbox"/> Администрация Вудленда
<input type="checkbox"/> Администрация города Уинтерс	<input type="checkbox"/> Администрация округа Йоло
<input type="checkbox"/> Другое учреждение и (или) лицо	укажите:
Вы можете приложить к своей претензии любые письменные материалы или другую информацию, которая, как вы считаете, имеет к ней отношение.	
Чтобы завершить заполнение бланка, необходимо поставить подпись и дату ниже.	
Подпись _____	Дата _____
Подайте заполненный бланк лично или отправьте почтой по адресу: Yolo County Transportation District Title VI Coordinator 350 Industrial Way Woodland, CA 95776	

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 (YoloTD), Yolobus, and/or member jurisdictions).

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

YoloTD 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 YoloTD 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
Active Investigations				
XXX				
XXX				
Lawsuits				
XXX				
XXX				
Complaints				
XXX				
XXX				

This page intentionally blank.

4. Public Participation Plan

The Yolo County Transportation District (YoloTD) has developed this Public Participation plan as part of its Title VI Program. YoloTD 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 YoloTD and YoloBus staff, YoloTD 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 YoloTD 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.

YoloTD 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, YoloTD 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 YoloTD 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 YoloTD 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 YoloTD 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 alerts, media releases to local papers, social media posts, including paid social media posts 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 YoloTD Main Office headquarters, onboard service vehicles, at bus stops/shelters as deemed appropriate, and at key community centers with whom YoloTD has a relationship.
- Whenever possible, information regarding public participation opportunities will also be posted on the YoloTD website and social media at least two weeks prior to a public event.
- Comments will be accepted at public outreach events, both in-person and via remote participation (eg zoom), 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. Remote participation options (eg Zoom) will be available.

- 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.
- YoloTD shall conduct expanded outreach to community stakeholders and its member partners.
- YoloTD 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.
- YoloTD 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 (Mandarin), Other Indo-European, and Other Asian and Pacific Island are the only quantifiable “Safe Harbor” languages within YoloTD’s service area which identify residents as limited in English proficiency. As Spanish LEP persons account for nearly 54 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 YoloTD 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), YoloTD 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 YoloTD website will be posted in English and Spanish.
- YoloTD 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, YoloTD 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 YoloTD staff as available.

- When it is deemed appropriate or necessary, YoloTD 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.
- YoloTD 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 YoloTD-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.
- YoloTD 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 YoloTD 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 – YoloTD 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 – YoloTD 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, YoloTD

works with local elementary, secondary, and post-secondary education centers to distribute and promote service information.

- o Local elementary/middle schools
- o Local high schools
- o Local Community Colleges (Los Rios Community College, Yuba Community College)
- o 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 YoloTD.
- 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 – YoloTD maintains social media accounts to promote services, advise of service changes, and receive feedback from customers. Social media sites we use include Facebook, Twitter, and Instagram.
- Real time information: We use our own YoloBus Alert system to inform subscribers via text message or email about outreach/engagement opportunities as well as real-time bus information such as service disruptions.
- Community event participation – YoloTD 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 – YoloTD 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 YoloTD staff, local stakeholders, and professional consultation.
 - o Alignment Changes – YoloTD has not recently updated route alignments, though when such modifications occur, the District distributes media release(s) informing residents throughout the service area. YoloTD is currently in the process of finishing a new Short Range Transit Plan that will result in several significant route realignments. These proposed realignments are the result of significant public outreach efforts including surveys made available in English, Spanish, and Russian. Service brochures are revised and distributed throughout the service area and posted to the YoloTD website in the event of realignments.
 - o Schedule Changes – YoloTD has made various schedule adjustments throughout the past three years, including service restorations for express routes and local West Sacramento routes that had reduced service from the COVID-19 pandemic. During such adjustments, schedules are revised, 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 YoloTD main office, and updating bus stop info-posts and kiosk displays.
- New Services – YoloTD launched the Yolobus Urban-Rural (YOUR) Ride microtransit service in Knights Landing in August 2019. The service was expanded to Winters in 2020. In 2023, the program was expanded to Woodland and relaunched as BeeLine. Extensive promotion of the service was conducted including various media campaigns, social media integration, and other promotional activities. All service information is available in English/Spanish (the predominant LEP language in the BeeLine eligibility zones) and bilingual assistance is available through Yolobus customer service representatives.
 - Bus Stop Improvements – YoloTD 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 2023 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 – YoloTD 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, YoloTD 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) YoloTD 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 YoloTD staff, Russian and Chinese (Mandarin) by volunteers from the travel training partner organization. YoloTD 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 (YoloTD) Title VI Program Update to ensure YoloTD 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 Program

Yolo County Transportation District

December 2025

- 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 YoloTD Title VI Program Update was prepared in November 2025 in accordance with FTA Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients, October 1, 2012.

The YoloTD Title VI Program Administrator is:

Daisy Romero
Director of Transit Operations
Yolo County Transportation District
350 Industrial Way
Woodland, CA 95776
Email: dromero@YoloTD.org
Phone: (530) 402-2864

Additional information regarding the YoloTD Title VI Program is available at www.yolobus.com.

Limited English Proficiency (LEP) Populations

LEP populations are defined in FTA’s Circular 4702.1B as “persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English.” For the purposes of this program, LEP populations are defined as individuals who speak a language other than English and speak English less than “very well” as reported in table C16001 of the American Community Survey (ACS). Estimating the number and proportion of LEP individuals that may be encountered by YoloTD 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 vital written materials available to speakers of that language.

YoloTD 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, YoloTD is currently the only public transit operator which provides regular fixed-route service to and from Sacramento International Airport. Located in northern California, the majority of the service area is home to agricultural/rural geographies. As the service area approaches City cores and Sacramento, population densities increase and take on a more urban look and feel. The YoloTD 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.

YoloTD 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).

YoloTD operates YoloBus services which include 17 traditional fixed-routes and complementary paratransit services (YoloBus Special). Fixed route service is provided nearly 18 hours a day, seven days a week, 365 days a year and consists of a mix of intercity, local, and express routes. After the recent launch of YoloTD's expanded Microtransit service BeeLine in September 2023, the demand response service now serves local trips in Woodland and Winters as well as trips to and from Woodland for the rural towns of Yolo and Knights Landing. YoloTD provides over 600,000 trips annually across more than 100,000 revenue hours, constantly working towards improving service efficiency and effectiveness. YoloTD is headquartered at its Woodland office located at 350 Industrial Way, Woodland, CA 95776.

Exhibit 5.1 YoloTD Fleet List

Title VI Program

Yolo County Transportation District

December 2025

Vehicle Count	Veh. No.	Make	Model	Year	Fuel	Size	Status	Location
1	729	Orion	VII	2008	CNG	40'	00S	WOLD
2	730	Orion	VII	2008	CNG	40'	Active	WOLD
3	731	Orion	VII	2008	CNG	40'	Active	WOLD
4	732	Orion	VII	2008	CNG	40'	00S	WOLD
5	734	Orion	VII	2008	CNG	40'	00S	WOLD
6	735	Orion	VII	2008	CNG	40'	00S	WOLD
7	736	Orion	VII	2008	CNG	40'	Active	WOLD
8	739	Orion	VII	2008	CNG	40'	Active	WOLD
9	741	Orion	VII	2008	CNG	40'	Active	WOLD
10	743	Orion	VII	2008	CNG	40'	Active	WOLD
11	744	Orion	VII	2008	CNG	40'	Active	WOLD
12	745	Orion	VII	2008	CNG	40'	Active	WOLD
13	746	Orion	VII	2008	CNG	40'	Active	WOLD
14	748	Orion	VII	2008	CNG	40'	Active	WOLD
15	750	Orion	VII	2008	CNG	40'	Active	WOLD
16	751	Orion	VII	2008	CNG	40'	Active	WOLD
17	5701	MCI		2010	Diesel	45'	Active	WOLD
18	5702	MCI		2010	Diesel	45'	Active	WOLD
19	5703	MCI		2010	Diesel	45'	00S	WOLD
20	5705	MCI		2010	Diesel	45'	Active	WOLD
21	5706	MCI		2010	Diesel	45'	Active	WOLD
22	1701	Gillig	G27D102N4	2017	CNG	40'	Active	WOLD
23	1702	Gillig	G27D102N4	2017	CNG	40'	Active	WOLD
24	1703	Gillig	G27D102N4	2017	CNG	40'	Active	WOLD
25	1704	Gillig	G27D102N4	2017	CNG	40'	Active	WOLD
26	1705	Gillig	G27D102N4	2017	CNG	40'	Active	WOLD
27	1706	Gillig	G27D102N4	2017	CNG	40'	Active	WOLD
28	1707	Gillig	G27D102N4	2017	CNG	40'	Active	WOLD
29	1708	Gillig	G27D102N4	2017	CNG	40'	Active	WOLD
30	1709	Gillig	G27D102N4	2017	CNG	40'	Active	WOLD
31	1801	Gillig	G27D102N5	2018	CNG	40'	Active	WOLD
32	1802	Gillig	G27D102N6	2018	CNG	40'	Active	WOLD
33	1803	Gillig	G27D102N7	2018	CNG	40'	00S	WOLD
34	1804	Gillig	G27D102N8	2018	CNG	40'	00S	WOLD
35	1805	Gillig	G27D102N9	2018	CNG	40'	Active	WOLD
36	1806	Gillig	G27D102N10	2018	CNG	40'	Active	WOLD
37	1807	Gillig	G27D102N11	2018	CNG	40'	Active	WOLD
38	1808	Gillig	G27D102N12	2018	CNG	40'	Active	WOLD
39	1901	Gillig	G27D102N13	2019	CNG	40'	Active	WOLD
40	1902	Gillig	G27D102N14	2019	CNG	40'	00S	WOLD
41	1903	Gillig	G27D102N15	2019	CNG	40'	Active	WOLD
42	1904	Gillig	G27D102N16	2019	CNG	40'	Active	WOLD
43	1905	Gillig	G27D102N17	2019	CNG	40'	Active	WOLD
44	1906	Gillig	G27D102N18	2019	CNG	40'	Active	WOLD
45	1907	Gillig	G27D102N19	2019	CNG	40'	Active	WOLD
46	1908	Gillig	G27D102N20	2019	CNG	40'	Active	WOLD
47	1916	Proterra		2019	BE	40'	00S	WOLD
48	1917	Proterra		2019	BE	40'	00S	WOLD
49	1918	Proterra		2019	BE	40'	00S	WOLD
50	1919	Proterra		2019	BE	40'	00S	WOLD
51	1920	Proterra		2019	BE	40'	00S	WOLD
52	1921	Proterra		2019	BE	40'	00S	WOLD
53	2501	Gillig		2025	CNG	40'	00S	WOLD
54	2502	Gillig		2025	CNG	40'	00S	WOLD
55	2503	Gillig		2025	CNG	40'	00S	WOLD

Exhibit 5.1 YoloTD Fleet List (continued)

Title VI Program

Yolo County Transportation District

December 2025

	Veh. No.	Make	Model	Year	Fuel
56	1621	El Dorado	Aero	2016	Diesel
57	1622	El Dorado	Aero	2016	Diesel
58	1623	El Dorado	Aero	2016	Diesel
59	1624	El Dorado	Aero	2016	Diesel
60	1625	El Dorado	Aero	2016	Diesel
61	1626	El Dorado	Aero	2016	Diesel
62	1627	El Dorado	Aero	2016	Diesel
63	1628	El Dorado	Aero	2016	Diesel
64	1629	El Dorado	Aero	2016	Diesel
65	1630	Glaval		2020	Diesel
66	1631	Glaval		2020	Diesel
67	1632	Glaval		2020	Diesel
68	1633	Ford	Transit	2023	Gas
69	1634	Ford	Transit	2023	Gas
70	1635	Ford	Transit	2023	Gas
71	1636	Ford	Transit	2023	Gas
72	1637	Dodge	ProMaster	2023	Gas
73	1638	Dodge	ProMaster	2023	Gas
74	1639	Dodge	ProMaster	2023	Gas
75	1640	Dodge	ProMaster	2023	Gas

Language Assistance Goals

One of the overarching goals of YoloTD's Title VI Program is to provide meaningful access for LEP customers to YoloTD 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 YoloTD's service area, including their approximate size and geographic distribution. Title VI-protected populations within the YoloTD service area include racial minorities and LEP persons. Specific groups considered include:

1. Latino Residents
2. LEP Populations
 - Chinese
 - Russian
 - Spanish
 - Other Indo-European
 - Other Asian and Pacific Island

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 YoloTD service) located within the Cities of Sacramento and Vacaville. A listing of applicable Census Tracts is presented in Exhibit 5.2. Data from ACS 2023 5-year estimates was used as it is the most recent available 5-year estimate data at the census tract level for the metrics being assessed. For population and Race/Ethnicity data displayed in Exhibits 5.3, 5.6,

Title VI Program

Yolo County Transportation District

December 2025

and 5.7, data from table DP05 was acquired via data.census.gov. For data on LEP populations displayed in Exhibits 5.4, 5.5, 5.8, 5.9, 5.10, and 5.11, data from tables C16001 was acquired via data.census.gov. It should be noted in Exhibit 5.3 that the Hispanic/Latino population is exclusive from the other races. LEP population data totals represent the population over the age of 5, while race/ethnicity population data totals represent all residents.

Exhibit 5.2 YoloTD Service Area Census Tracts

Service Area Census Tracts			
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	
103.1	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	
105.1	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	

Title VI Program

Yolo County Transportation District

December 2025

Exhibit 5.3 shows a breakdown of race and ethnicity in the YoloTD service area. Every geographic area in the service area has a plurality of white residents except for Woodland, where Hispanic/Latino residents make up the largest ethnic group. Hispanic/Latino residents are the largest non-white ethnic group in every geographic area of the service area except Davis, making up close to 30% of the overall service area. Davis has the largest Asian population in the service area, with almost a quarter of residents in the city identifying this way. The portions of Sacramento and Solano County served by YoloTD have the highest Black or African American populations within the service area, with 6.4 and 6.6 percent of residents in these areas identifying as Black or African American.

Exhibit 5.3 Racial Breakdown of Total Population of Service Area

Race or Ethnicity	Davis		West Sacramento		Winters		Woodland		Yolo County Unincorporated		Sacramento County Service Area		Solano County Service Area		Percent of Full Service Area	Full Service Area
Hispanic or Latino	10,180	15.2%	18,507	34.0%	3,557	47.7%	30,466	49.7%	9,637	34.7%	14,849	20.8%	6,459	22.4%	29.4%	93,657
White	33,991	50.9%	22,396	41.1%	3,628	48.7%	21,339	34.8%	12,367	44.5%	39,811	55.6%	14,615	50.7%	46.6%	148,150
Black or African American	1,574	2.4%	2,070	3.8%	34	0.5%	1,064	1.7%	622	2.2%	4,554	6.4%	1,917	6.6%	3.7%	11,835
American Indian/Alaskan Native	209	0.3%	245	0.4%	0	0.0%	314	0.5%	124	0.4%	143	0.2%	54	0.2%	0.3%	1,089
Asian	15,964	23.9%	6,867	12.6%	28	0.4%	4,866	7.9%	3,843	13.8%	6,539	9.1%	3,741	13.0%	13.2%	41,849
Native Hawaiian/Pacific Islander	268	0.4%	202	0.4%	11	0.1%	361	0.6%	0	0.0%	901	1.3%	89	0.3%	0.6%	1,832
Some Other Race	408	0.6%	506	0.9%	9	0.1%	178	0.3%	87	0.3%	645	0.9%	135	0.5%	0.6%	1,968
Two or More Races	4,207	6.3%	3,703	6.8%	186	2.5%	2,668	4.4%	1,096	3.9%	4,098	5.7%	1,833	6.4%	5.6%	17,791
Total Population	66,801		54,496		7,453		61,256		27,776		71,540		28,843			318,165

Source: American Community Survey 2023 (5-Year Estimate)

As the American Community Survey data in Exhibit 5.4 presents, over 69 percent of YoloTD service area residents speak only English at home, a 4% increase from 2021. The limited English population within the YoloTD service area comprises 10.6 percent of the total population, which has remained relatively consistent through the past decade. With respect to those indicating speaking English “less than very well,” 17,387 spoke Spanish, representing the largest LEP population in the service area by far at 54 percent of the total LEP population and 5.7 percent of the total population in the service area. The other LEP populations with populations above 1000 individuals or 5 percent of YoloTD’s service area are Chinese (Incl. Mandarin, Cantonese), followed by Other Indo-European languages, Russian, and Other Asian/Pacific Island languages. “Other Indo-European” and “Other Asian/Pacific Island” are aggregate language categories that include several languages and cannot be disaggregated at the county or census tract level for data collected after 2015.

Exhibit 5.4 Languages Spoken at Home

	Total Service Area	
	Population	Percent of total
Total Service Area	303,373	---
Total Speaking Only English	209,532	69.1%
Total Speak Language Other Than English	93,841	30.9%
Total Speak English Less Than "Very Well"	32,088	10.6%

Speak English Less Than "Very Well" - Detail	Population	Percent of total
Spanish	17,387	5.7%
Russian/Slavic	2,176	0.7%
Chinese (Incl. Mandarin, Cantonese)	4,971	1.6%
Other Asian/Pacific Islander	1,803	0.6%
Other Indo-European	2,966	1.0%

Source: American Community Survey 2023 (5-Year Estimate)

Exhibit 5.5 shows a detailed geographic breakdown of the LEP populations in YoloTD's service area that meet the Safe Harbor provision threshold. All portions of the service area besides the city of Davis have the Spanish speaking LEP population as the highest share of their LEP residents. West Sacramento, Woodland, Winters, and unincorporated Yolo County have the highest share of Spanish speaking LEP individuals, at 8.7 percent, 14.1 Percent, 12.1 percent, and 8.1 percent respectively. West Sacramento has the vast majority of Russian/Slavic language speaking LEP individuals, with 1,794 of the 2,176 in the service area residing in the city. The city of Davis and the portion of Sacramento County served by YoloTD have the majority of Chinese speaking LEP individuals, with the two jurisdictions combined housing 3,768 of the service area's total Chinese LEP population of 4971. LEP individuals speaking other Indo-European languages are fairly evenly distributed in the service area, with the largest share in West Sacramento. LEP individuals speaking other Asian and Pacific Island languages are also fairly evenly distributed, with the highest number in the portion of Sacramento County served by YoloTD.

Title VI Program

Yolo County Transportation District
December 2025

Exhibit 5.5 Languages Spoken at Home (Detailed)

Language Population	Davis		West Sacramento		Winters		Woodland		Yolo County Unincorporated		Sacramento County Service Area		Solano County Service Area		Percent of Full Service Area	Total LEP In Service Area
Spanish LEP	895	1.4%	4,421	8.7%	978	14.1%	6,979	12.1%	2,130	8.1%	1,428	2.1%	556	2.0%	5.7%	17,387
Russian/Slavic LEP	68	0.1%	1,794	3.5%	0	0.0%	0	0.0%	6	0.0%	308	0.4%	0	0.0%	0.7%	2,176
Other Indo-European LEP	586	0.9%	1,063	2.1%	0	0.0%	789	1.4%	47	0.2%	297	0.4%	184	0.7%	1.0%	2,966
Chinese (Incl. Mandarin, Cantonese) LEP	2,613	4.0%	289	0.6%	9	0.1%	231	0.4%	516	2.0%	1,155	1.7%	158	0.6%	1.6%	4,971
Other Asian and Pacific Islander LEP	429	0.7%	425	0.8%	4	0.1%	195	0.3%	254	1.0%	443	0.6%	53	0.2%	0.6%	1,803
Combined LEP Population	4,591	7.1%	7,992	15.6%	991	14.2%	8,194	14.2%	2,953	11.2%	3,631	5.3%	951	3.5%	9.7%	29,303
Total Population Age 5 or Older	64,998		51,077		6,955		57,614		26,357		69,072		27,300			303,373

Source: American Community Survey 2023 (5-Year Estimate)

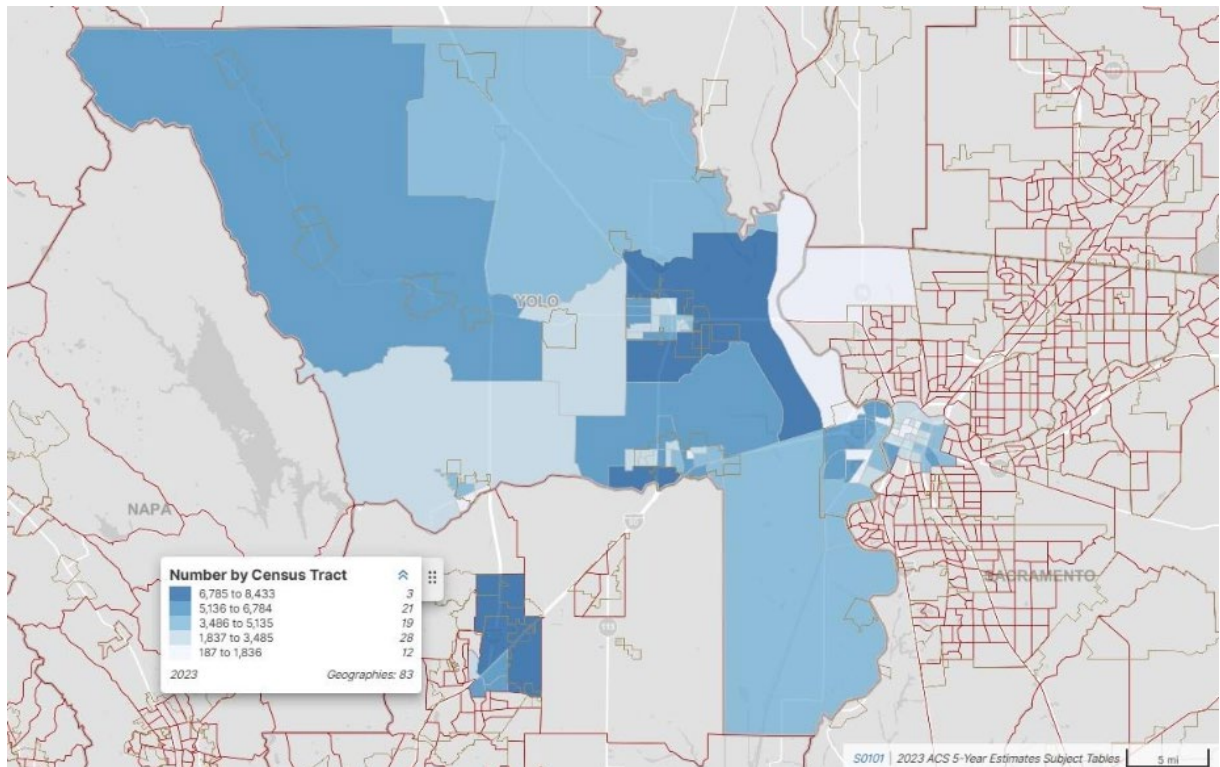
Demographics by Census Tract

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 318,000 people in the YoloTD service area are located within urban incorporated areas. The combined population of the four incorporated cities in Yolo County of Davis, Woodland, West Sacramento, and Winters as well as the portions of Sacramento and Vacaville served by YoloTD accounts for more than 90 percent of the total population served.

Exhibit 5.6 Total Population by Census Tract



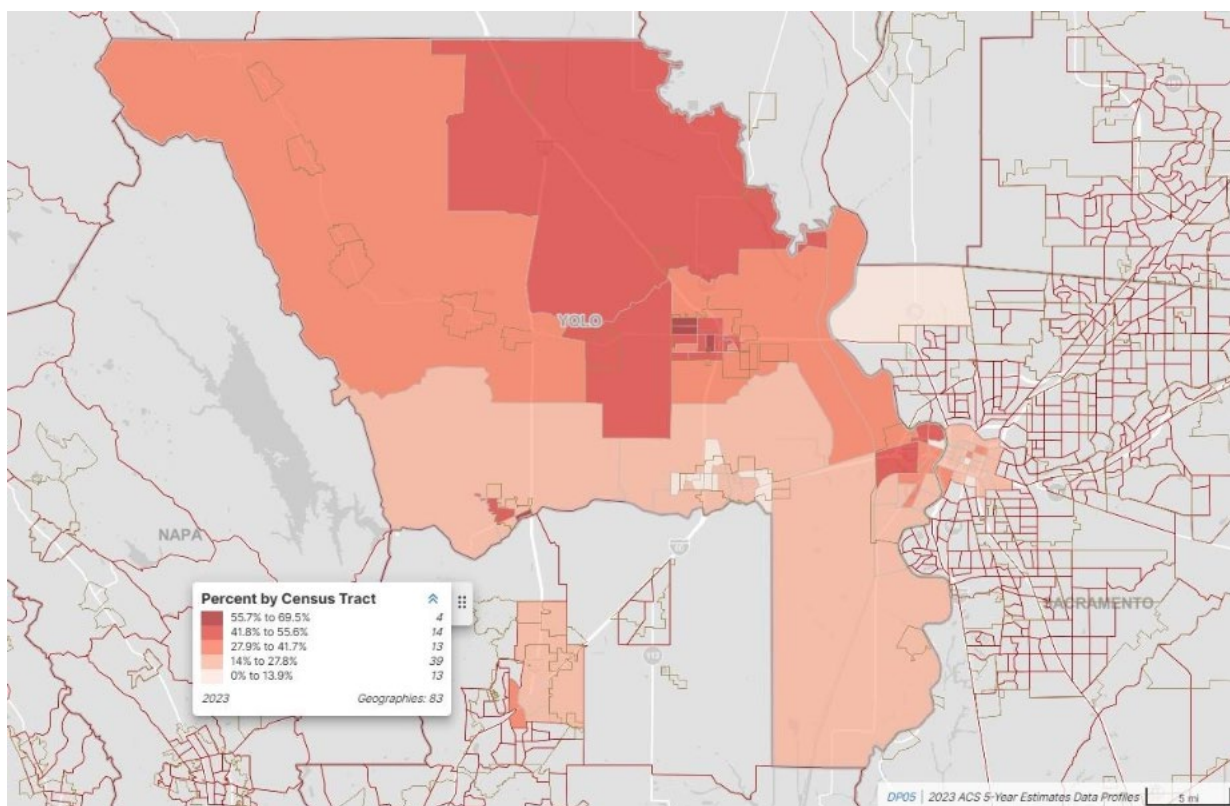
Source: American Community Survey 2023 (5-Year Estimate)

Ethnicity

The 2023 American Community Survey reveals that persons identified as White (not Hispanic) make up the largest group at 46.6 percent, a slight decrease from 48.3 percent in 2021. 29.4% of individuals in the service area identified as Hispanic/Latino, and 13.2 percent identified as Asian. 5.6 percent of individuals identified as two or more races. All other Census race categories were below 5 percent.

The exhibit below illustrates the population of Hispanic/Latino residents in each census tract within the YoloTD service area. The Hispanic/Latino population in the YoloTD service area is concentrated in Woodland, Winters, West Sacramento, and Northern Yolo County, with 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 YoloTD's service area. YoloTD will continue to monitor the availability of services as it relates to the location of Hispanic/Latino populations to avoid under-serving those areas.

Exhibit 5.7 Hispanic/Latino Population by Census Tract

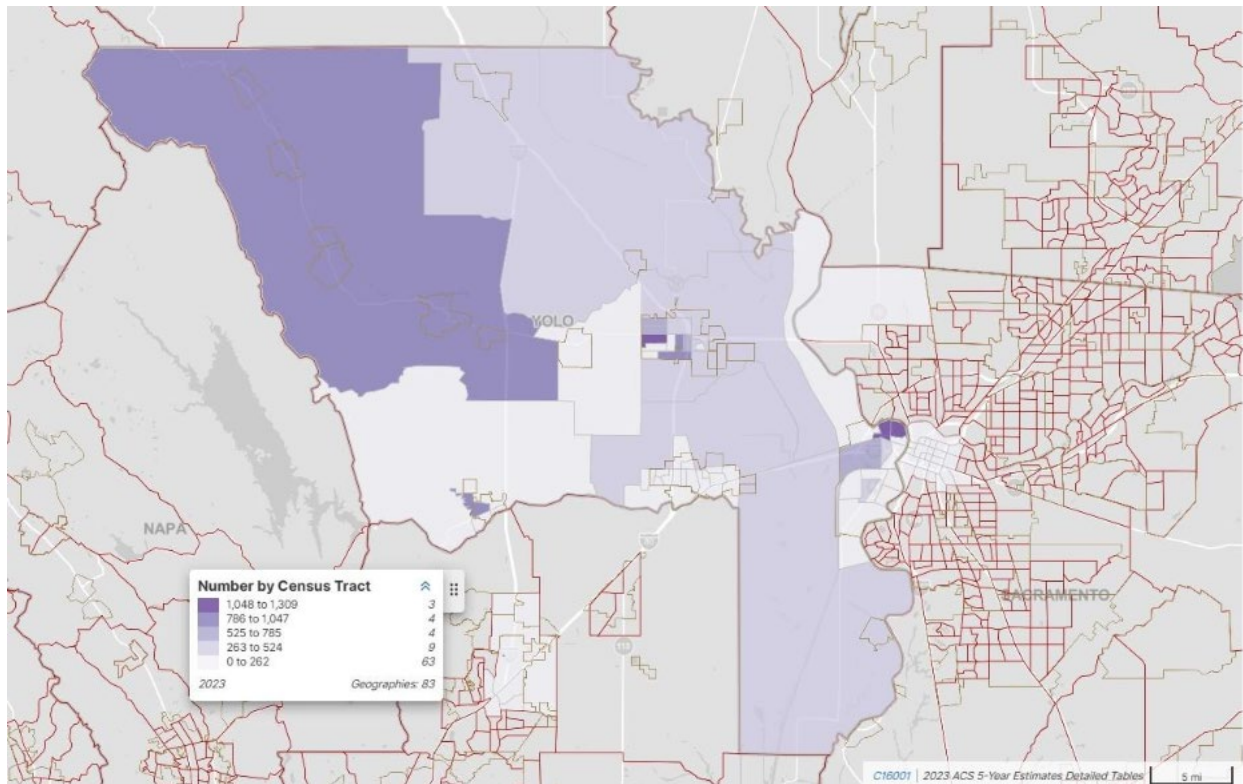


Source: American Community Survey 2023 (5-Year Estimate)

Spanish

Exhibit 5.8 presents the distribution of people who identify as Spanish speakers who speak English less than very well in the YoloTD service area. There are over 53,000 Spanish speakers in the service area, of which more than 17,000 speak English less than “very well.” This group represents by far the largest LEP population in the service area, representing more than half of all LEP service area residents. Spanish speaking LEP populations in the service area generally align with areas of high Hispanic/Latino populations. One exception is census tract 112.07 representing the unincorporated area just west of Woodland, which has a high proportion of Hispanic/Latino residents but a low number of Spanish speaking LEP individuals. This is likely the result of the low overall population in the tract.

Exhibit 5.8 Spanish LEP Population by Census Tract

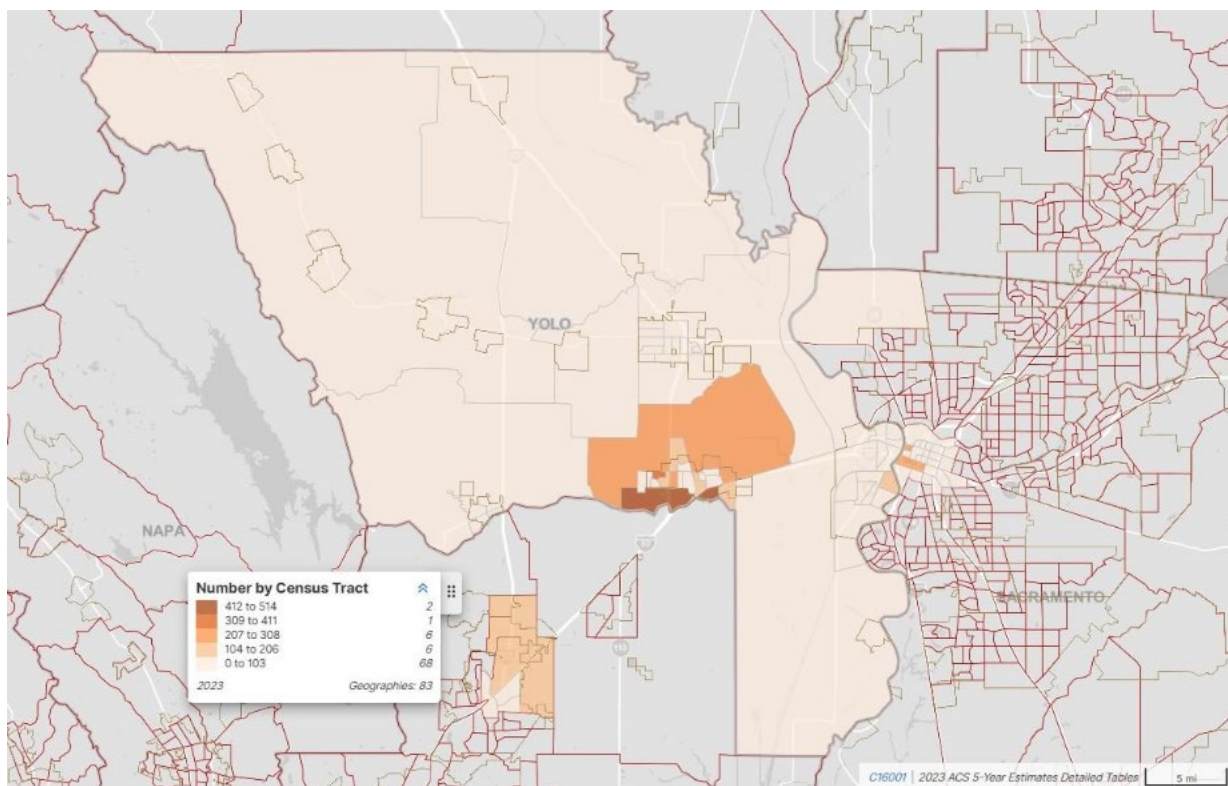


Source: American Community Survey 2023 (5-Year Estimate)

Chinese (Incl. Mandarin, Cantonese)

Exhibit 5.9 presents the Chinese speaking LEP population by Census tract. The majority of this population is in the Davis area and is served by both YoloBus and Unitrans. 2613 Chinese LEP residents live inside the city of Davis, with several hundred more in the immediate surrounding area. Almost 10 percent of the service area's Chinese LEP population lives in census tract 105.01, which covers the campus of UC Davis. According to 2024 fall enrollment data, more than 3600 undergraduates at UC Davis are from China, which represents the highest number of any UC.

Exhibit 5.9 Chinese LEP Population by Census Tract



Source: American Community Survey 2023 (5-year estimate)

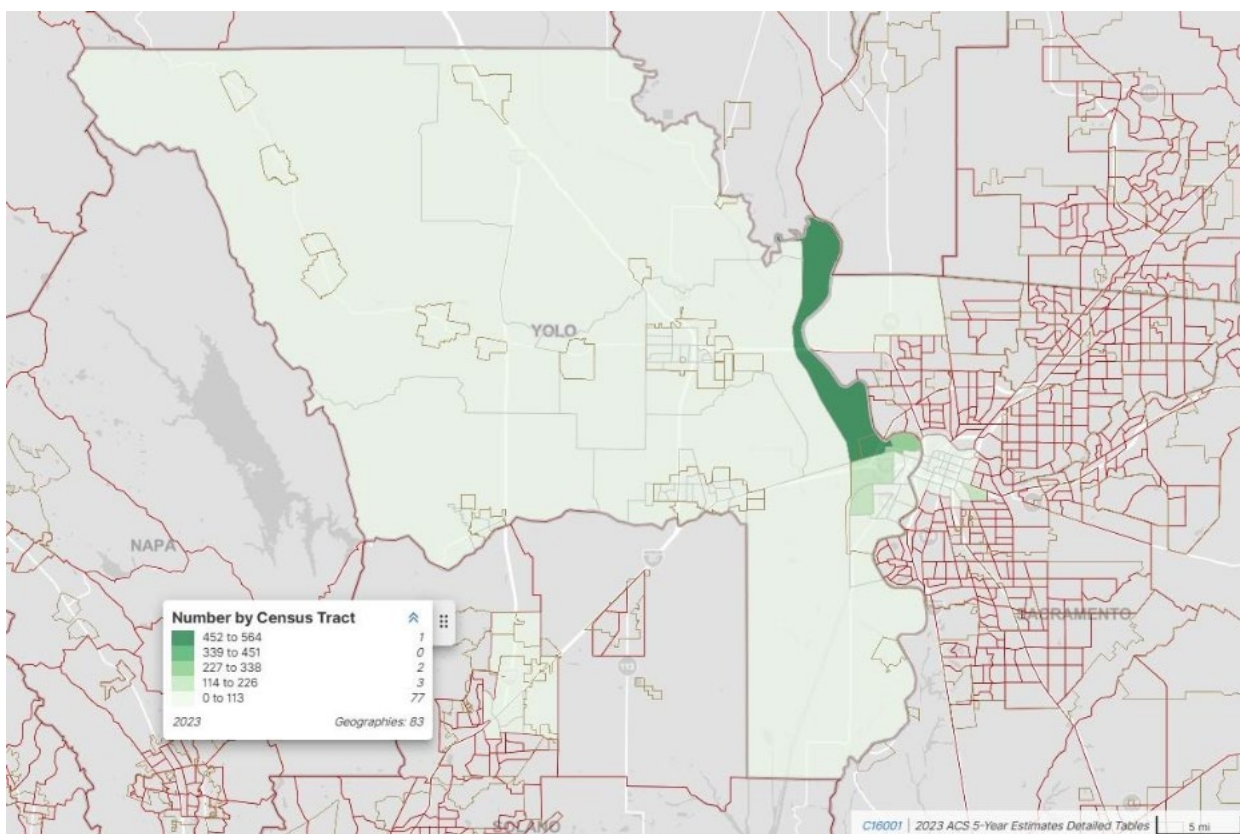
Russian, Polish, and Other Slavic Languages

Title VI Program

Yolo County Transportation District
December 2025

The City of West Sacramento is home to the highest concentration of Russian-speaking LEP persons by far, with almost the entire Russian speaking LEP population in the service area residing in the city. West Sacramento is served by YoloBus as well as the city's Via microtransit service. Within West Sacramento, the highest number of Russian speaking LEP residents live in the long and narrow census tract 101.02, the very southernmost area of which houses most of its population.

Exhibit 5.10 Russian, Polish, and other Slavic LEP Population by Census Tract

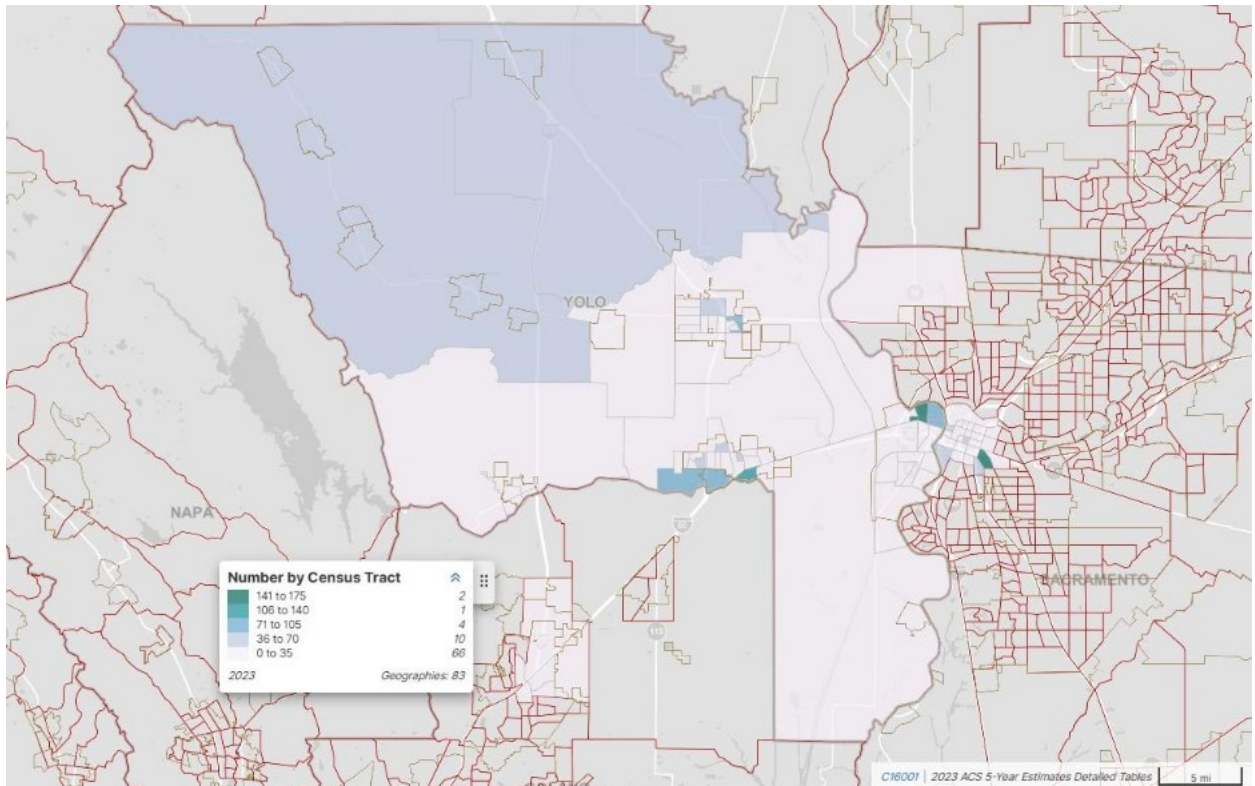


Source: American Community Survey 2023 (5-year estimate)

Other Asian and Pacific Island Languages

The aggregate of “Other Asian and Pacific Island” languages represents a diverse set of languages not included as separate categories in the census data. LEP populations speaking these languages are primarily distributed across Sacramento, West Sacramento, and Davis, with smaller populations in Woodland, and northern Yolo County.

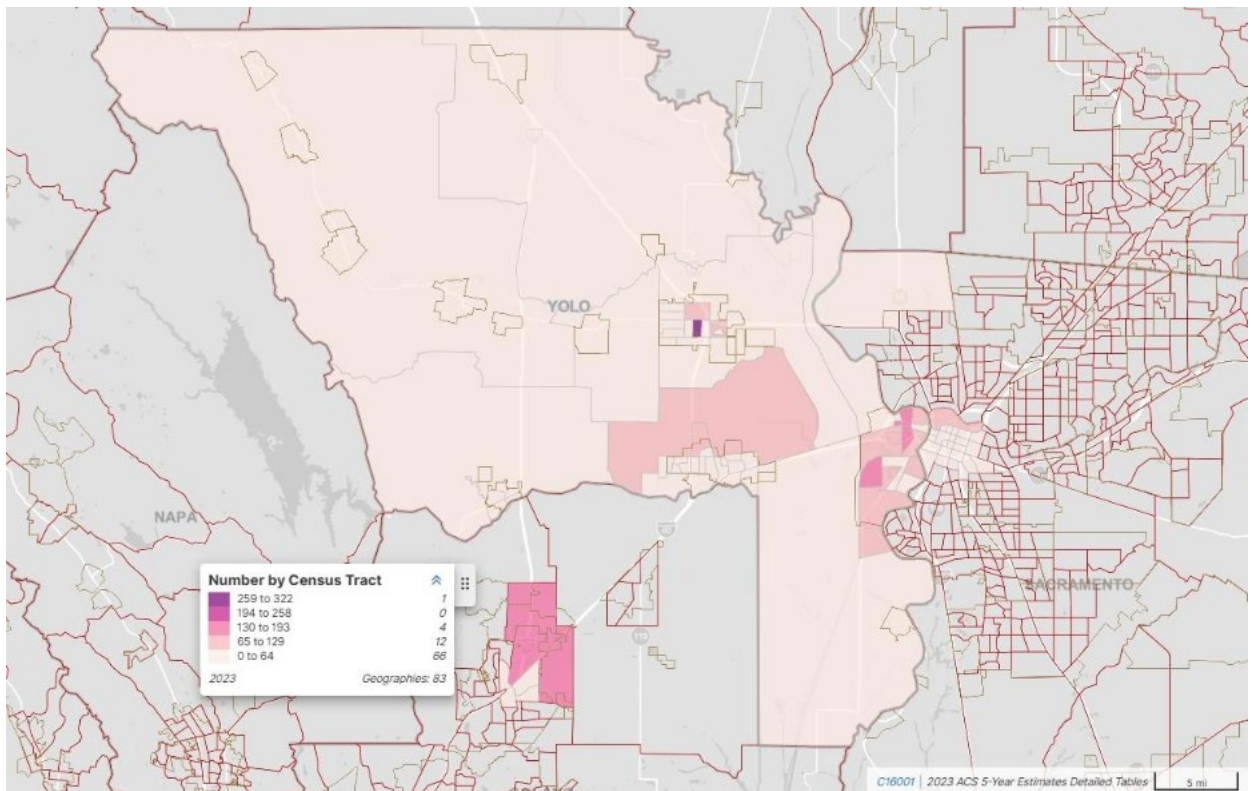
Exhibit 5.11 Other Asian and Pacific Island LEP by Census Tract



Source: American Community Survey 2023 (5-year estimate)

Similarly to other Asian and Pacific Island languages, “Other Indo-European Languages” represents a diverse list of languages including Hindi, Urdu, Farsi, Punjabi and more. LEP populations speaking these languages are primarily distributed across Woodland, West Sacramento, and Vacaville.

Exhibit 5.12 Other Indo-European LEP by Census Tract



Source: American Community Survey 2023 (5-year estimate)

Language Service Provision

Interpretation Services

1. YoloTD utilizes live phone interpretation/translation services through a contracted service (Propio) for simultaneous interpretation for callers and for customers in service centers with whom staff cannot communicate.
2. When a customer calls YoloTD 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 YoloTD Main Office.
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 YoloTD 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, YoloTD 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 (Mandarin), Russian, and Spanish, the identified LEP languages within the YoloTD service area.

Vital Documents – Near-term

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

Vital Documents – Mid-term

Title VI Program

Yolo County Transportation District

December 2025

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

YoloTD Website (www.yolobus.com)

1. All translated vital documents will be posted and/or made available for download on the YoloTD website.
2. The YoloTD and Yolobus websites have a translator widget that can translate any text on the websites into over 100 languages instantaneously.
3. The Title VI notice of rights, complaint form, and procedures are available on the YoloTD website in English, Spanish, Russian, and Mandarin
4. In the future, YoloTD 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 YoloTD Title VI Program. At that time, the LEP population will be reassessed, to ensure all significant LEP languages are included in YoloTD language assistance efforts. The following recurring reporting and evaluation measures will be used to update the LAP.

YoloTD 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.

YoloTD 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 YoloTD Title VI Program Administrator has developed and/or updated training guidelines for YoloTD staff with training being conducted through 2025 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.

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 YoloTD 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 YoloTD services.

Estimating the number or proportion of LEP individuals that may be encountered by YoloTD 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
- Notification of rights

As discussed in the Service Area Demographics section, the largest LEP populations in the YoloTD service area are Spanish, Chinese (Mandarin), Russian, "Other Asian/Pacific Island" and "Other Indo-European" speakers. As of the 2023 ACS, Limited-English populations within the YoloTD service area included 17,387 Spanish speakers, 4,971 Chinese (incl. Mandarin, Cantonese), 2,176 Russian or other Slavic, 2,966 "Other Indo-European" speakers, and 1,803 "Other Asian/Pacific Island" speakers, comprising 9.6 percent of the total service area population. As each language has over 1,000 persons identifying as speaking English less than very well, YoloTD is required to provide the materials listed above translated into the languages. It should be noted that "Other Indo-European" and "Other Asian/Pacific Island" are aggregate categories, and no single language is available to provide written translations. Currently available census data does not allow for the disaggregation of these categories at the county or census tract level for the YoloTD service area. This makes it impossible to determine if there is a single language in these categories that

exceeds the Safe Harbor threshold of 1000 individuals, and if so, what language. These populations will be monitored, and the availability of live phone interpretation/translation services will help YoloTD facilitate access to services for these populations.

While the YoloTD 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, YoloTD is not obligated to provide them with translated written materials or translation services at this time. It remains important for YoloTD to remain aware of increases in these populations. Should the population of LEP persons rise above 1,000, YoloTD 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 YoloTD’s transit services.

In order to estimate how often LEP populations come into contact with YoloTD services, we relied on staff and driver and survey data. As drivers and customer service representatives 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 YoloTD.

Findings from the 26 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 (Mandarin), and Russian speakers. Specific response highlights include:

- 60% of staff who work customer service at least once a week encounter at least 5 individuals who either do not speak English or do not speak English very well in a typical week, with 30% encountering more than 15.
- Customer service staff and drivers reported Spanish as the most commonly encountered language across most served locations, with the most in Woodland. Two outliers are Davis and Vacaville, where drivers and customer service representatives reported fewer interactions with Spanish speaking LEP populations. They encounter speakers of Other Indo-European languages primarily coming from Woodland and Downtown Sacramento, Russian and Other Slavic speakers from West Sacramento, Downtown Sacramento and Woodland, and they encounter Chinese speakers in Woodland, Davis, and downtown Sacramento.
- 77.8% of drivers reported encountering at least 5 individuals who either do not speak English or do not speak English very well in a typical week, with 33.3% encountering more than 15.
- The highest number of drivers reported LEP individuals take the 42A/B, followed by BeeLine microtransit in all three zones and the 215. West Sacramento local routes are ranked next, and all other routes had either 1 or no responses.
- Spanish was by far the most encountered language by respondents, with 92% reporting encountering it in, followed by Russian and Chinese at 35% each and Other Indo-European at 23%.

- 80% of respondents reported having either occasional or frequent problems communicating with individuals who do not speak English or do not speak English very well?
- 50% of respondents reported having at least moderate proficiency with Spanish
- Understanding routes and schedules was the most common challenge identified by respondents for LEP populations, with 52% choosing this option.
- Translated schedules were the most common suggestion for additional services that would help LEP riders.

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

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

To better understand YoloTD's role among LEP populations, we contacted 23 local stakeholders comprised of social service agencies, senior centers, libraries, 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. YoloTD 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 YoloTD service area's key LEP groups, including Spanish, Chinese (Mandarin), 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 YoloTD.

All responding stakeholders reported having clients or members who were Spanish speakers. Other common languages cited were Chinese (Inc. Mandarin, Cantonese) and Russian or Other Slavic. 80% of respondents reported that their clients use Yolobus services. Responding organizations also indicated that their clients who use Yolobus use it daily or weekly and describe Yolobus's services as "extremely important" to these populations. Descriptions of the importance of Yolobus service provided by respondents are included below:

- "Our clients use Yolobus to access our food distributions throughout Yolo County, so the services are very important."
- "Many of our clients cannot access services without the Yolobus service."
- "Client said she can use this transportation to get to work go to appointments."

Overall, our stakeholder survey responses indicate that while there may be multiple non-English languages commonly spoken in the YoloTD service area, Spanish speakers are most likely to depend on YoloTD and face language-related barriers to using the District's public transit services. Therefore, in terms of outreach, it is important YoloTD 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 YoloTD 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, YoloTD provides staff, written materials, and online and phone services in Spanish. YoloTD 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 YoloTD in implementation.

Spanish-Speaking Staff

According to the responding staff survey, there are at least 13 employees across all departments/positions (50% of respondents) who speak Spanish. In addition, some staff have language capabilities in Tagalog and German. 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 as 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 (Mandarin), 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, YoloTD has established the use of a live phone interpretation/translation service which will be available to all transit customers (Propio). The phone interpretation/translation service allows for real-time language assistance to customers at the YoloTD main office or those who call into the YoloTD main phone number. Initial contact is made with a YoloTD staffer who then determines if language assistance is required. The YoloTD 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

YoloTD currently provides translation of its website content to over 100 languages including all Safe Harbor Provision languages via an easily accessible translation dropdown menu. YoloTD routinely reviews

and seeks to improve the accessibility and availability of service information. Any future enhancements to the YoloTD 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) YoloTD will schedule and arrange for live translation at vital events/workshops/meetings. The primary source for this translation will be current YoloTD 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 YoloTD 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, YoloTD 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.

Title VI Program

Yolo County Transportation District

December 2025

Goal	Task	Completed
Assess LEP Population in the YoloTD Service Area	Title VI Four-Factor Analysis	November 2025
	Stakeholder Survey	November 2025
	YoloTD staff survey	November 2025
	Demographic Analysis	November 2025
Develop Language Assistance Procedures	Review and update (as needed) Customer Service Procedures for Title VI complaints and concerns	November 2025
	Review and update (as needed) YoloTD Policy regarding competency of Title VI translations and interpreters	November 2025
Staff Training	Identify YoloTD staff with likely contact with LEP individuals	November 2025
	Review and update (as needed) curriculum for training of YoloTD staff	November 2025
	Train YoloTD staff in Title VI customer service procedures	Ongoing
	Review and update (as needed) refresher training schedule for tenured employees	Ongoing
Notification to LEP Persons of Title VI Rights and Materials	Inventory existing notification methodologies and/or locations	November 2025
	Post Title VI Notice in public locations	November/December 2025
	Translate vital documents into identified Safe Harbor Provision Languages	Ongoing
	Provide ability to translate YoloTD website into multiple languages	In Place
	Review and update (as needed), translate, and post notice of Language Assistance options	November 2025
	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 2025; Ongoing
	Incorporate discussion of Title VI into regular contractor operations meetings	FY 2025; Ongoing
	Update Language Assistance Plan based on feedback received	FY 2025; Ongoing

6. Summary of Non-Elected Committee Membership

Title VI Program

Yolo County Transportation District

December 2025

The Yolo County Transportation District (YoloTD) 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)
 - Nine members (including four vacancy)

A summary of the committee members broken down by race is presented below. YoloTD encourages participation from non-elected members of each partner jurisdiction. The YoloTD 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	YTD Service Area Population Percentage	CAC Percentage	TAC Percentage
Caucasian	46.6%	60%	72%
African American	3.7%	0%	0%
American Indian / Alaska Native	0.3%	0%	0%
Asian	13.2%	20%	14%
Native Hawaiian/ Pacific Islander	0.6%	0%	0%
Some Other Races	0.6 %	0%	14%
Hispanic / Latino	29.4%	20%	0%
Two or more Races	5.6%	0%	0%

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

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

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

If in the future YoloTD elects to expand services provided, and begins contracting with subrecipients, YoloTD 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.

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

- a. YoloTD 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. YoloTD 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, YoloTD 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 YoloTD determines that the location of the project will result in a disparate impact on the basis of race, color, or national origin, YoloTD 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. YoloTD shall show how both tests are met; it is important to understand that in order to make this showing, YoloTD 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 YoloTD's next Title VI Program update.

9. Board Adoption of YoloTD Title VI Program

Exhibit 9.1 YoloTD Board Adopting Resolution

RESOLUTION NO. 2025-11

Approving the Revised 2025 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 Directors 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 Daisy Romero, Director of Transit Operations and/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, the adoption of the Revised 2025 Title VI program.

PASSED AND ADOPTED by the Board of Directors of the Yolo County Transportation District, County of Yolo, State of California, this 8th day of December 2025, by the following vote:

AYES: Early, Loren, Frerichs, Chapman, Moreno

NOES: 0

ABSTAIN: 0

ABSENT: 0

Jesse Loren, Vice-Chair
Board of Directors

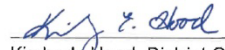
ATTEST:

Janeene Marte, Clerk
Board of Directors

Title VI Program

Yolo County Transportation District
December 2025

Approved as to Form:



Kimberly Hood, District Counsel

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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. YoloTD ensures Title VI compliance by adhering to the following:

Vehicle Load Standards

YoloTD 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 YoloTD 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.

YoloTD offers 17 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.

Title VI Program

Yolo County Transportation District

December 2025

Exhibit A.1.1 YoloTD Fixed-route Vehicle Headway Standards

Weekday			Saturday		
Route Type	Peak	Off Peak	Route Type	Peak	Off Peak
Express	N/A	N/A	Express	N/A	N/A
Intercity	30	60	Intercity	30	60
Local	60	60	Local	60	60
Rural/Microtransit	Variable		Rural/Microtransit	Variable	

Sunday			Holidays		
Route Type	Peak	Off Peak	Route Type	Peak	Off Peak
Express	N/A	N/A	Express	N/A	N/A
Intercity	30	60	Intercity	30	60
Local	60	60	Local	60	60
Rural/Microtransit	Variable		Rural/Microtransit	Variable	

On-time Performance Standards

YoloTD 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. YoloTD fixed routes shall operate with no early departures from published time-points.
2. YoloTD 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 (BeeLine) Standards:

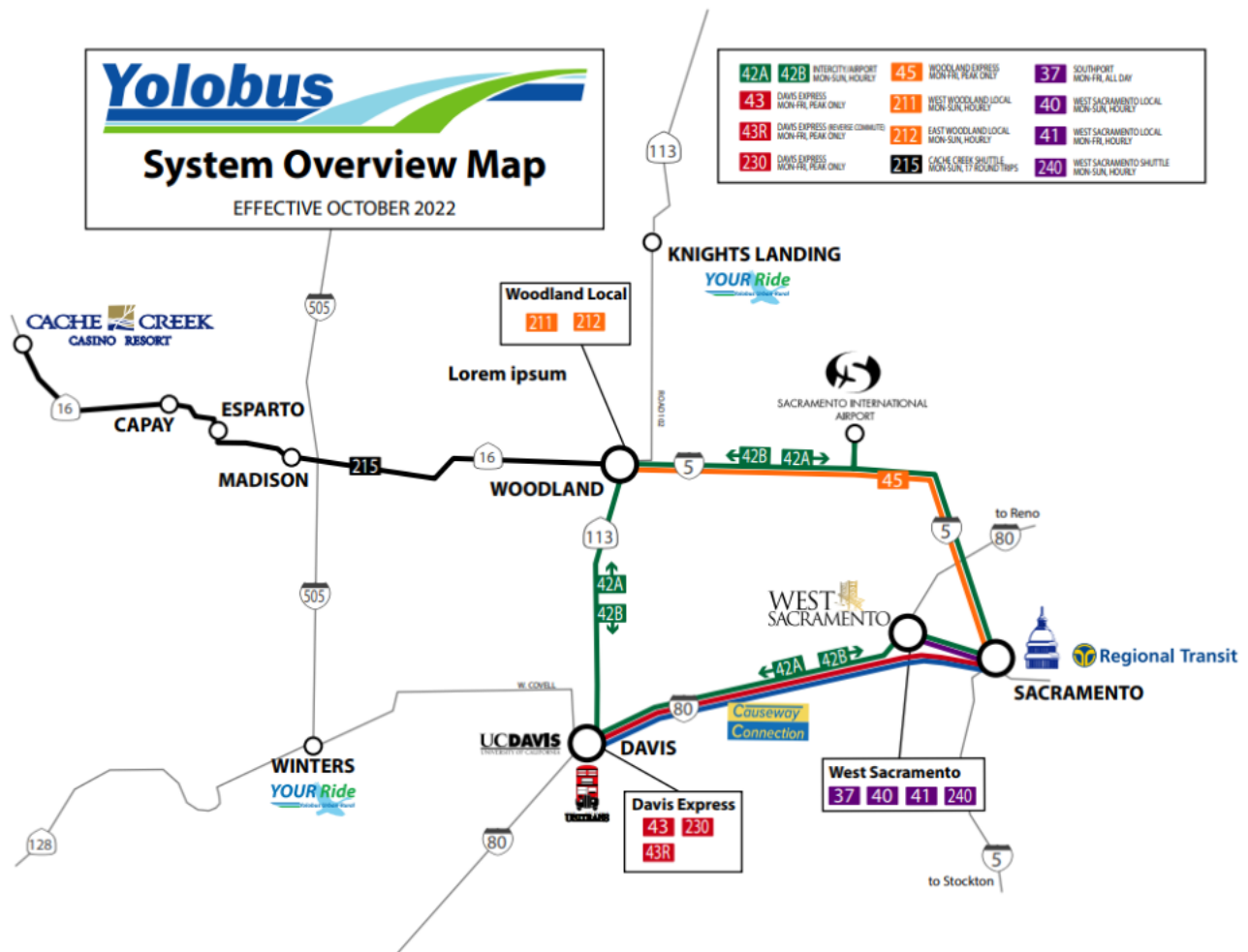
1. BeeLine, as an on-demand service, there is no expectation or requirement to adhere to a specific “window” for on-time performance.
2. BeeLine Customers will be made aware at time of trip request of the approximate arrival time of the vehicle and will be provided an opportunity to accept or decline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

Service Availability Standards

YoloTD’s service area includes a total of approximately 300,057 individuals (2023 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 YoloTD 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 YoloTD Service Area Map



Fixed-Route Service

YoloTD 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 YoloTD provides service to approximately 90 percent of the greater Yolo County population.

Demand-Response Service (Yolobus Special)

YoloTD'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 YoloTD 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*. YoloTD ensures Title VI compliance by adhering to the following policies.

Vehicle Assignment Policy

Fixed-Route Service

YoloTD fixed-route vehicle assignments factor in the operating characteristics of the various vehicles within the YoloTD 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 YoloTD 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 (Beeline, Formerly YourRide)

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 YoloTD ride check information.
- Seating/benches should be considered at bus stops with a moderate level of daily activity based on available YoloTD 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 YoloTD ride check information.
- All fixed-route bus stop locations should have permanent signage identifying the location as a bus stop.

Title VI Program

Yolo County Transportation District

December 2025

- 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.

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2. Survey Instruments

Exhibit A.2.1 2025 YoloTD Staff Survey

YoloTD/TransDev Staff Survey on Limited English Proficiency (LEP) Populations

This survey is being given as part of YoloTD's Title VI program update, whereby recipients of federal funds must detail their processes for ensuring services do not discriminate based on race, ethnicity, or national origin. As part of the program update, data on the limited English proficiency (LEP) populations that YoloTD serves must be gathered to inform translation and outreach services offered. This survey is an important tool for gathering data from YoloTD and TransDev staff about the frequency with which LEP populations come into contact with YoloTD's services.

1. Please select your department/position with Transdev or YoloTD

- ☐ Customer Service
- ☐ Driver
- ☐ Dispatch
- ☐ Maintenance
- ☐ Finance (YoloTD)
- ☐ Planning (YoloTD)
- ☐ Operations (YoloTD)
- ☐ Management/Administration (YoloTD)
- ☐ Management/Administration (TransDev)
- ☐ Other (please specify)

2. Do you interact with customers or work at the YoloTD or TransDev customer service desk at least once a week?

- ☐ Yes
- ☐ No

If you answered "Yes" to Question 2, please answer Questions 3 and 4

If you are a Driver, please skip to Question 5

If you are not a Driver and answered "No" to Question 2, please skip to Question 8.

3. FOR CUSTOMER SERVICE ONLY: In a typical week, how many unique customers do you encounter (in person, on the phone, or by email) who do not speak English or do not speak English very well? Please count "unique customers" only.

- ☐ None
☐ Less than 5
☐ 5 to 10
☐ 11 to 15
☐ More than 15

4. FOR CUSTOMER SERVICE ONLY: Please indicate in the table below what languages you hear spoken by customers from different locations served by YoloTD.

	West				Knights				Downtown		I'm not sure where they live
	Woodland	Sacramento	Davis	Winters	Landing	Yolo	Vacaville	Sacramento			
Spanish	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
French	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
German	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Russian or Other Slavic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Chinese (Incl. Mandarin, Cantonese)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Korean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other Indo- European (Hindi, Urdu, Punjabi, Farsi, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Vietnamese	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Tagalog	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other Asian or Pacific Island	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Arabic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

5. FOR DRIVERS ONLY: In a typical week, how many unique riders get on your vehicle who either do not speak English or do not speak English very well? Please count "unique riders" only

- ☐ None
☐ Less than 5
☐ 5 to 10
☐ 11 to 15
☐ More than 15

6. FOR DRIVERS ONLY: Are these riders taking specific routes? If so, please indicate below.

- ☐ 42A/B
- ☐ 215
- ☐ 138
- ☐ 37
- ☐ 40
- ☐ 41
- ☐ 240
- ☐ 43
- ☐ 43R
- ☐ 44
- ☐ 230
- ☐ 45
- ☐ BeeLine - Woodland
- ☐ BeeLine - Knights Landing/Yolo
- ☐ BeeLine - Winters/Davis/Vacaville
- ☐ YoloBus Special (Paratransit)

Title VI Program

Yolo County Transportation District

December 2025

7. FOR DRIVERS ONLY: Please indicate in the table below what languages you hear spoken by riders at different locations served by YoloTD.

[illegible]

YoloTD/TransDev Staff Survey on Limited English Proficiency (LEP) Populations

Yolobus services include Yolobus fixed routes, BeeLine, and Yolobus Special (Paratransit). Please answer the following questions with regard to any/all of these modes of service.

8. With respect to riders, please indicate the most common languages you encounter other than English. (select all that apply)

- ☐ Spanish
- ☐ French
- ☐ German
- ☐ Russian or other Slavic
- ☐ Chinese (inc. Mandarin, Cantonese)
- ☐ Korean
- ☐ Other Indo-European (Hindi, Urdu, Punjabi, Farsi, etc.)
- ☐ Vietnamese
- ☐ Tagalog
- ☐ Other Asian or Pacific Island
- ☐ Arabic
- ☐ I don't know/cannot identify
- ☐ Other (please specify)

9. 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

10. Please indicate any languages you speak other than English with at least moderate proficiency (select all that apply):

- ☐ Spanish
- ☐ French
- ☐ German
- ☐ Russian
- ☐ Chinese (incl. Mandarin, Cantonese)
- ☐ Korean
- ☐ Other Indo-European (Hindi, Urdu, Punjabi, Farsi, etc.)
- ☐ Vietnamese
- ☐ Tagalog
- ☐ Other Asian and Pacific Island
- ☐ Arabic
- ☐ I do not speak any language other than English

If you answered "I do not speak any language other than English," please skip Question 10 and move on to Question 11.

11. How do your personal language capabilities impact your ability to interact with YoloBus riders?

- ☐ They improve my ability to communicate greatly
- ☐ They improve my ability to communicate moderately
- ☐ They improve my ability communicate slightly
- ☐ They do not improve my ability to communicate with riders
- ☐ I do not communicate with riders/not applicable

12. In terms of language/communication barriers, please identify the most common areas or topics (specific to YoloBus riders). Is it...

- ☐ Understanding routes and schedules
- ☐ How to pay for YoloBus
- ☐ How to report a complaint or issue
- ☐ Service impacts (delays, detours, etc.)
- ☐ All of the above
- ☐ Other (please specify)

13. In your opinion, what type of materials/services not currently offered by YoloTD would most benefit riders who have limited English proficiency

Thank you for taking our survey!

Exhibit A.2.2 2025 Stakeholder Survey

YoloTD Stakeholder Survey on Limited English Proficiency (LEP) Populations

This survey is being given as part of YoloTD's Title VI program update, whereby recipients of federal funds must detail their processes for ensuring services do not discriminate based on race, ethnicity, or national origin. As part of the program update, data on the limited English proficiency (LEP) populations that YoloTD serves must be gathered to inform translation and outreach services offered. This survey is an important tool for gathering data from local stakeholders who can provide insight into the importance of YoloBus services to LEP populations.

1. Organization Name:

2. Type of Organization (Example: Healthcare, Social Services, Faith-based, etc.):

3. Your Name/Title:

4. Contact Information (Email or Phone):

5. Approximate number of members/clients in, or represented by, your organization

- ☐ 1-20
- ☐ 21-40
- ☐ 41-60
- ☐ 61-80
- ☐ 81-100
- ☐ Over 100

6. Please indicate all applicable non-English languages represented within the clientele of your organization to the best of your knowledge (check all that apply)

- ☐ Spanish
- ☐ French
- ☐ German
- ☐ Russian or other Slavic
- ☐ Chinese (incl. Mandarin, Cantonese)
- ☐ Korean
- ☐ Vietnamese
- ☐ Tagalog
- ☐ Other Asian and Pacific Island
- ☐ Other Indo-European (Hindi, Urdu, Punjabi, Farsi, etc.)
- ☐ Arabic
- ☐ Other (please specify)

With respect to clients of your organization who are non-native English speakers, how would you characterize their ability to...

7. Speak English

- ☐ Not well
- ☐ Somewhat well
- ☐ Very well
- ☐ I don't know

8. Read English

- ☐ Not well
- ☐ Somewhat well
- ☐ Very Well
- ☐ I don't know

YoloTD Stakeholder Survey on Limited English Proficiency (LEP) Populations

Yolobus services include Yolobus fixed routes, BeeLine, and Yolobus Special (Paratransit). Please answer the following questions with regard to any/all of these modes of service.

9. Do members/clients of your organization utilize YoloBus services?

- ☐ Yes
- ☐ No
- ☐ I don't know

YoloTD Stakeholder Survey on Limited English Proficiency (LEP) Populations

Please answer the following questions to the best of your ability based on your interactions with and knowledge of your clients/members.

10. Approximately what percent of your clients who are current YoloBus riders are non-native speakers?

- ☐ Less than 25 percent
- ☐ 26 to 50 percent
- ☐ 51 to 75 percent
- ☐ 76 to 100 percent
- ☐ I don't know

11. With respect to specific populations of non-native English speakers who are clients of/members in your organization, does language present a barrier to any population's use of YoloBus services?

- ☐ Yes
- ☐ No
- ☐ I don't know

YoloTD Stakeholder Survey on Limited English Proficiency (LEP) Populations

12. Which language other than English do these members/clients speak? (check all that apply)

- ☐ Spanish
- ☐ French
- ☐ German
- ☐ Russian or other Slavic
- ☐ Chinese (Incl. Mandarin, Cantonese)
- ☐ Korean
- ☐ Vietnamese
- ☐ Tagalog
- ☐ Other Asian and Pacific Island
- ☐ Other Indo-European (Hindi, Urdu, Punjabi, Farsi, etc.)
- ☐ Arabic
- ☐ Other (please specify)

13. In your opinion, what type of materials/services not currently offered by YoloTD would most benefit riders who have limited English proficiency?

YoloTD Stakeholder Survey on Limited English Proficiency (LEP) Populations

14. What share of your members/clients with limited English proficiency would you estimate use Yolobus?

- ☐ 0 to 5 percent
- ☐ 6 to 10 percent
- ☐ 11 to 15 percent
- ☐ 16 to 20 percent
- ☐ 21 to 25 percent
- ☐ Over 25 percent
- ☐ Unable to provide an estimate

15. What types of destinations do your members travel to using YoloBus?

- ☐ Work
- ☐ Health Care
- ☐ School
- ☐ Leisure
- ☐ Social Services
- ☐ Home

16. How often do your members travel to those destinations via YoloBus ?

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Less than Once a Month

17. How do your members describe the importance of using YoloBus services?

- ☐ Extremely important
- ☐ Very important
- ☐ Somewhat important
- ☐ Not so important
- ☐ Not at all important

18. *Optional- Describe the ways in which YoloBus services are important to your riders.

YoloTD Stakeholder Survey on Limited English Proficiency (LEP) Populations

Thank you for taking our survey!