

Plumas County

Transportation Commission

Title VI Plan

Adopted by the Plumas County Transportation Commission

March 30, 2023

- To obtain services or copies in an alternate format or language, please contact the Plumas County Transportation Commission staff at (530) 283-6268; email pctc@countyofplumas.com, or visit the website <http://www.countyofplumas.com>.
- (Spanish) Para recibir servicios o copias en otro formato o idioma, contacte Plumas County Transportation Commission staff al (530) 283-6268; email pctc@countyofplumas.com o visite el sitio web <http://www.countyofplumas.com>.

Table of Contents

Introduction.....	1
Public Notice.....	2
Complaint Procedure	2
Public Participation Plan (PPP)	2
Limited English Proficiency Plan.....	3
Safe Harbor Provision	5
Language Assistance Services	5
Monitoring, Evaluation and Updating of LEP Plan	6
Language Assistance Training	6
Racial Breakdown of Transit-Related Boards, Councils, and Committee	6

Appendices:

Appendix A – Title VI Notice to the Public

Appendix B – Title VI Complaint Procedure

Appendix C – Title VI Complaint Form

Appendix D – Transit Related Title VI Investigations, Complaints and Lawsuits

Appendix E – Public Participation Plan

Appendix F – Transit Service Standards & Policies

Appendix G – Resolution approving Title VI Plan

Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance" (42 U.S.C. Section 2000d).

The Plumas County Transportation Commission (PCTC) is committed to ensuring that no person is excluded from participation in, or denied the benefits of, its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.A.

This plan was developed to guide the PCTC in its administration and management of Title VI-related activities.

Title VI Coordinator contact information:

Title VI Coordinator, Plumas County Transportation Commission, 1834 E. Main Street, Quincy CA 95971

Phone Number: (530) 283-6268

Title VI Information Dissemination

Title VI information shall be disseminated as set forth in this plan.

Notice to Public

Plumas County's Title VI notice to the public is included in this Plan as Appendix A. This notice informs members of the public of the protections against discrimination afforded to them by Title VI.

This notice is not required to be translated into non-English languages as the number of individuals within the jurisdiction who speak English less than very well are below the Safe Harbor Provision.

Plumas County's Title VI notices are provided at the following locations:

- ✓ The Plumas County Transportation Commission Website
- ✓ Plumas Transit Systems Website
- ✓ The reception area of Plumas Rural Services
- ✓ On all transit vehicles of Plumas Transit Systems

Complaint Procedure

The procedure for filing a complaint regarding discrimination on the basis of race, color, or national origin is included in this plan as Appendix B. The Title VI Complaint Procedure will accompany the Title VI Complaint Form included in this plan as Appendix C. The complaint procedure and form are available at the following locations:

- ✓ The Plumas County Transportation Commission Website
- ✓ Plumas Transit Systems Website
- ✓ The reception area of Plumas Rural Services

There have been no investigations, complaints or lawsuits filed since the filing of the last Title VI compliance report. (Appendix D)

Public Participation Plan

The Plumas County Transportation Commission (PCTC) acknowledges the importance of a public participation process that reaches out to as many population demographics as possible, including Plumas County's Limited English Proficiency (LEP) populations. The Public Participation Plan (PPP) provides a set of goals and strategies designed to achieve that end. The PPP is included in this report as Appendix E.

The strategies set forth in the PPP will be incorporated into the Social Services Transportation Advisory Council's (SSTAC) Unmet Transit Needs process. A summary of recent outreach efforts includes the preparation of the 2023 Plumas County Short Range Transit Plan scheduled for adoption by the Plumas County Transportation Commission in April of 2023.

Limited English Proficiency (LEP) Plan

Four Factor Analysis

In order to ensure meaningful access to programs and activities, recipients shall use the information obtained in the Four Factor Analysis to determine the specific language services that are appropriate to provide. A careful analysis can help a recipient determine if it communicates effectively with LEP persons and will inform language access planning. The Four Factor Analysis is an individualized assessment that balances the following four factors:

- (1) The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.
- (2) The frequency with which LEP persons come into contact with the program.
- (3) The nature and importance of the program, activity, or service provided by the program to people's lives.
- (4) The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.

FACTOR #1 – Number or proportion of LEP persons eligible to be served or likely to be served by Plumas Transit Systems

The service area of Plumas Transit Systems is the geographical boundary of Plumas County. No services are provided to individuals located outside of Plumas County.

The 2018 Census estimates Plumas County's population to be 19,915. The population of individuals who speak English less than "very well" is 288. The break-down by language of these individuals is as follows:

Language	Population	% of Plumas County Population
Spanish	236	1.19%
Asian and Pacific Islander languages	49	0.25%
Other Indo-European languages	23	0.02%

FACTOR #2 - The frequency with which LEP persons come into contact with Plumas Transit Systems or the Plumas County Transportation Commission.

Plumas County's limited LEP population has not engaged in interactions with the Plumas County Transportation Commission to any significant degree.

There are no LEP communities in Plumas County. The limited LEP population is not centralized within any of Plumas County's communities.

The literacy skills of the various LEP populations are unknown, so it is uncertain whether translation of transit information or Title VI procedure and complaint forms would be effective.

Based on interview surveys of the transit system employees, including drivers and receptionists, information regarding usage of the transit system has been able to be effectively communicated to the Spanish speaking LEP population. There have been no encounters with any of the other LEP populations.

Plumas Transit Systems reports the following contact frequency of Limited English Proficiency passengers:

Route	Passenger Trips/Year	% of Route Ridership
Chester	2	< 0.1%
Portola	0	N/A
Quincy	60	< 1.6%

The percentage of total yearly LEP passenger ridership constitutes less than 1% of the total system ridership. Contact with the LEP population at the main transit office is approximately 2-5 customers per year.

Information regarding the transit system was able to be effectively conveyed during all of these encounters.

The Plumas County Transportation Commission conducted several outreach meetings and surveys as part of the 2023 Short Range Transit Plan. These outreach efforts were designed to determine if there were any unmet transit needs within the service area of the transit system. There was no participation by any LEP population at any of these meetings.

In addition to the community outreach meetings, on-board and web-based surveys were performed. The on-board survey taker did not report any encounters with any LEP populations that had difficulty with utilization of the transit system.

FACTOR #3 - The nature and importance of Plumas Transit Systems' transportation services to people's lives

The transportation services offered by Plumas Transit Systems are extremely important in providing access to education, employment, health care, and social services. For the transit-dependent population, Plumas Transit Systems is the only means of access to these services.

FACTOR #4 - The resources available for LEP outreach, as well as the costs associated with that outreach

Plumas Transit Systems has Spanish speaking employees who are available to assist individuals with utilizing the transportation system. As employees of the Plumas Transit Systems, the cost of having this resource is built into the organization's operating budget. No other resources are currently available to assist the LEP populations within the County.

Safe Harbor Provision

The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations.

These safe harbor provisions apply to the translation of written documents only. They do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable.

Plumas County's LEP population does not approach the thresholds established in the "Safe Harbor Provision".

Language Assistance Services

Plumas Transit Systems, Plumas County's transit operator, employs a Spanish Speaking employee who is available to assist individuals with transit-related questions or complaints. A phone number will be provided that will provide access to this service. Notice of this language assistance service will be posted at the following locations:

- ✓ The Plumas County Transportation Commission Website
- ✓ Plumas Transit Systems Website
- ✓ The reception area of Plumas Rural Services
- ✓ On all transit vehicles of Plumas Transit Systems

Monitoring, Evaluation, and Updating of the LEP Plan

The LEP plan will be evaluated bi-yearly or as feedback or complaints are received. The LEP plan will be updated as needed, but at a minimum every three (3) years.

Agency Training of Employees Providing Language Assistance

The Spanish speaking translator will be advised to respond to language assistance requests as soon as possible. In addition to providing the requested information, the translator will request feedback from the customer as to how the transit system can provide better service and transit system information to the LEP population. Information collected during this feedback will be evaluated yearly to improve this service.

Racial Breakdown of transit-related, non-elected planning boards, advisory councils or committees.

Plumas County Minority Representation of Transit Related Committees, Councils or Boards				
Body	Caucasian	Latino	Native American	African American
Plumas County Population	90.4%	10.3%	3.2%	1.2%
Plumas County Transportation Commission	100%	0%	6%	0%
Plumas County Social Services Transportation Advisory Council	TBD	TBD	TBD	TBD

The Plumas County Transportation Commission is comprised of three (3) members of the Plumas County Board of Supervisors and three (3) members of the Portola City Council. These membership requirements make it difficult to recruit members regarding race. The Social Services Transportation Advisory Council has representation requirements. These membership requirements make it difficult to recruit any members regardless of race.

Transit Facilities

Plumas County strives to provide transit amenities where needed. Amenities may include covered bus stop shelters, park-n-ride facilities, printed signs, route maps and schedules. Selection of stops to receive amenities is based on reports from drivers, calls from riders, and review of the transit system by Plumas County Transportation Commission staff. Stops that have highest ridership tend to be given priority when it comes to adding amenities.

In addition to high ridership stops, some amenities may be installed based on physical factors. For example, the North County tends to receive more snow, therefore, shelters in the north County would be given a greater priority. While budgetary constraints may limit the full extent to which we would like to improve our system, a focused and ongoing effort is made. In any case, should any facilities be constructed, a Title VI equity analysis will be completed.

Notifying the Public of Rights under Title VI

Plumas County California

- Plumas County operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Plumas County.
- For more information on Plumas County's civil rights program pertaining to transit issues, and the procedures to file a complaint, contact the Plumas County Transportation Commission Staff at 530-283-6268; email pctc@countyofplumas.com; or visit the Public Works Headquarters at 1834 East Main Street, Quincy, CA 95971. For more information visit the Transportation Commission Webpage at <http://www.countyofplumas.com>
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590
- To obtain services or copies in an alternate format or language, please contact the Plumas County Transportation Commission staff at (530) 283-6268; email pctc@countyofplumas.com, or visit the website <http://www.countyofplumas.com>.
- (Spanish) Para recibir servicios o copias en otro formato o idioma, contacte Plumas County Transportation Commission staff al (530) 283-6268; email pctc@countyofplumas.com o visite el sitio web <http://www.countyofplumas.com>.

Plumas County Transportation Commission

Title VI Complaint Procedure

Any person who believes she or he has been discriminated against by the Plumas County Transportation Commission on the basis of race, color, or national origin may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form to the Executive Director of the Plumas County Transportation Commission at the following address:

Executive Director, Plumas County Transportation Commission
1834 East Main Street
Quincy, CA 95971

The Executive Director of the Plumas County Transportation Commission will investigate complaints received no more than 180 days after the alleged incident. The Commission will process complaints that are complete.

Once the complaint is received, it will be reviewed to determine if it is within the Plumas County Transportation Commission's jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated.

The Executive Director of the Plumas County Transportation Commission has 30 days to investigate the complaint. If more information is needed to resolve the case, the complainant will be contacted by letter. The complainant has 10 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, the case may be administratively closed. A case may also be administratively closed if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has 10 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

Plumas County Transportation Commission

Title VI Complaint Form

Section I

Name: _____

Address: _____

Telephone Numbers: (Home) _____ (Work) _____

Electronic Mail Address: _____

Accessible Format Requirements: Large Print _____ Audio tape _____ TDD _____

Other _____

Section II

Are you filing this complaint on your own behalf? Yes _____ No _____

[If you answered "yes" to this question, go to Section III.]

If not, please supply the name and relationship of the person for whom you are complaining:

Please explain why you have filed for a third party.

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.

Yes _____ No _____

Section III

I believe the discrimination I experienced was based on (check all that apply):

☐ Race ☐ Color ☐ National Origin

Date of Alleged Discrimination (Month, Day, Year): _____

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.

Section IV

Have you previously filed a Title VI complaint with any other Federal, State or local agency, or with any Federal or State Court? Yes____ No____

If yes, check all that apply:

☐ Federal Agency:_____

☐ Federal Court:_____ ☐ State Agency:_____

☐ State Court:_____ ☐ Local Agency:_____

Please provide information about the contact person at the agency/court where the complaint was filed.

Name: _____

Title: _____ Agency: _____

Address: _____

Telephone Number: _____

Section V

Name of Agency complaint is against: _____

Contact Person: _____ Title: _____

Telephone Number: _____

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

Signature and date required below:

Signature

Date

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

Plumas County Transportation Commission – Title VI Coordinator
1834 E. Main Street
Quincy, CA 95971

Plumas County Transportation Commission

List of Transit-Related Title VI

Investigations, Complaints and Lawsuits

	Date (Month, Day, Year)	Summary (Include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations				
1.	None received			
Lawsuits				
1.	None received			
Complaints				
1.	None received			
2.				

Plumas County Transportation Commission Public Participation Plan

The Plumas County Transportation Commission (PCTC) acknowledges the importance of a public participation process that reaches out to as many population demographics as possible. This plan provides a set of goals and strategies designed to achieve that end.

PUBLIC PARTICIPATION GOALS & STRATEGIES

Goal 1: Provide all interested parties and agencies reasonable opportunities for involvement in the transportation planning process

Strategy 1.1

Provide adequate public notice of public participation opportunities and activities and time for public review of regionally significant plans and documents.

Strategy 1.2

Evaluate plans, programs, and projects to determine the most appropriate and effective tools and strategies for public and agency involvement and outreach.

Strategy 1.3

Provide the opportunity to comment on draft transportation planning documents to affected federal, state, and local agencies.

Strategy 1.4

Make information available for viewing on the Plumas County Transportation Commission website. Regionally significant documents shall also be made available at key locations throughout the county, such as libraries and other public gathering places.

Strategy 1.5

In developing draft transportation planning documents, the PCTC will consult with federal, state, local agencies, and officials that may be affected by proposed transportation plans or projects.

Strategy 1.6

Prior to adoption, provide opportunity for public and agency review and comment, as appropriate.

Strategy 1.7

During the transportation planning process, PCTC and its advisory bodies shall conduct open public meetings in accordance with the Brown Act (CGC Sec. 54950 et seq).

Goal 2: Increase public awareness and understanding of the transportation planning process in Plumas County.

Strategy 2.1

Provide information on regionally significant plans and projects to the local media for inclusion in their publications.

Strategy 2.2

Maintain the PCTC website with current transportation planning activities, including reports and plans, as well as agendas and minutes for stakeholder and community meetings.

Strategy 2.3

When appropriate, present information about specific plans and projects at public forums, such as City Council and Board of Supervisors meetings for increased public and governmental awareness.

Goal 3: Ensure accessibility to the transportation planning process and information for all members of the community.

Strategy 3.1

Hold public meetings at locations that are convenient and accessible to the public.

Strategy 3.2

Select meeting locations for community outreach activities with priority to locations that are accessible by means of public transportation.

Strategy 3.3

Make transportation planning documents available for viewing on the PCTC website. Regionally significant documents shall also be made available at key locations throughout the County.

Strategy 3.4

Make every effort to accommodate requests for accessibility opportunities, including physical accessibility to public meetings as well as accessibility to information.

Goal 4: Maintain contact with interested individuals and agencies throughout the process of developing plans and projects.

Strategy 4.1

Encourage early involvement in the transportation planning process by providing timely notification and access to information regarding the development of plans and projects.

Strategy 4.2

Utilize citizen and agency advisory groups as a means of providing input to the transportation planning process.

Strategy 4.3

Maintain a contact list of agencies and individuals that may be interested in a specific project or plan.

Strategy 4.4

Identify key individuals and organizations, including small community organizations that may be interested in or affected by a plan or program.

Goal 5: Increase opportunities for those traditionally under-served, including the elderly, students, low income, disabled, and minority households, to participate in the planning process.

Strategy 5.1

Offer key information, as appropriate, such as notices and announcements, in alternative languages when appropriate or requested.

Strategy 5.2

Provide the opportunity for alternative forms of public input (website, email, etc.) for individuals who are unable to be physically present at public meetings or workshops.

Strategy 5.3

Advertise the availability of an interpreter when appropriate or requested.

Goal 6: Consider public and agency input and comments as an integral part of PCTC's decision making process.

Strategy 6.1

Utilize citizen and agency advisory groups as a means of providing input to the transportation planning process.

Strategy 6.2

Conduct public opinion surveys to help identify the needs, interests, and concerns of the population when appropriate.

Strategy 6.3

Consider the input of federal, state, and local agencies during the decision making process.

Strategy 6.4

As appropriate, incorporate concerns, issues, and suggestions of the public and agencies when developing plans and projects.

Goal 7: Consult with tribal governments within Plumas County and provide opportunities for tribal government input into the transportation planning process.

Strategy 7.1

Provide early notice of the development of transportation plans and programs to all tribal governments within Plumas County.

Strategy 7.2

Provide the opportunity for direct consultation with tribal councils and/or administrators as part of the planning process.

PUBLIC PARTICIPATION TOOLS

Contact Lists/Direct mailing: PCTC staff will maintain a mailing list of interested persons who desire to be kept informed about the progress of various transportation planning documents

Public Notices: When posting notices for public meetings, a notice is posted at the County Courthouse, Public Works office and local newspaper. All notices of public meetings or hearings will include date, time, and place of public meeting/hearing, and a general description of the matter to be considered.

Public Hearings: Public hearings will be held, as appropriate, prior to the adoption of transportation planning documents. Public hearings will be held prior to a decision point as a formal means to gather citizen comments and positions from all interested parties for public record and input into the decision making process. PCTC hearings are required for the adoption of major plans, programming of money and for the annual Unmet Transit Needs analysis.

News Releases: If requested, the PCTC will provide news releases in the effort to provide public information and insight about PCTC plans, programs, or projects.

Posters and Flyers: When feasible, flyers and/or posters will be used to encourage involvement of the under-served and transit-dependent citizens.

Other Relevant Public Involvement Measures: The PCTC will continue to comply with all State and Federal requirements regarding public participation, including those not explicitly provided for in this document. The PCTC will periodically review the public involvement procedures and implementation measures relative to their effectiveness in assuring that the process provides full and open access to all citizens of Plumas County. When needed, the public involvement procedures will be updated or revised.

Plumas Transit Systems – System-wide service standards

I. Vehicle load for each mode

Plumas Transit Systems utilizes ten (10) buses to provide transit service within Plumas County.

Vehicle #	Route	Model Year	Make	Passenger Capacity	Wheelchair Capacity	Bicycle Capacity
337	Quincy/Backup	2008	Chevy	30	4	2
340	All Routes/Backup	2011	Ford	24	4	2
342	All Routes/Backup	2016	Ford	28	4	2
343	All Routes	2018	Ford	16	2	2
344	All Routes	2018	Ford	28	4	2
345	All Routes	2021	Ford	20	2	2
346	All Routes	2022	Freightliner	24	2	2
347	All Routes	2022	Freightliner	24	2	2
348	All Routes	2022	Freightliner	24	2	2
70	Quincy	2020	Ford	12	1	0

There are three primary routes that comprise Plumas Transit Systems service:

- 1) North County - Greenville & Chester
- 2) Quincy Local
- 3) East County – Graeagle & Portola

The Maximum Load Factor for each of the three routes is provided below:

North County – .35

Quincy Local – .46

East County – .48

Vehicle Load Standard: The average load per route shall not exceed the capacity of the vehicle that is servicing the route.

II. Vehicle headways for each mode

Plumas Transit Service operates three routes: North County, Quincy Local and East County. The headway for these routes is as follows:

North County

Southbound from Chester - 382

Southbound from Greenville – 252

Northbound to Chester – 267

Northbound to Greenville –200

Quincy Local

Daytime - 88

Evening - 39

East County

Westbound from Portola - 267

Eastbound to Portola – 262

Vehicle Headway Standard: North and East County Routes shall operate at a minimum an early morning run to Quincy and a return run to either Chester or Portola. Additional mid-day and evening runs shall be included based on identified needs and regional connectivity.

The Quincy local route shall operate at a minimum of once every two hours. Additional runs shall be added as transit needs dictate.

III. On-time analysis for each mode

Plumas Transit Systems on-time performance objective is 90%. A vehicle is considered to be on time if it does not leave early and departs no more than 5 minutes late.

IV. Service availability standard

Plumas Transit Systems will strive to serve 70% of all residents within their service area that are located within $\frac{3}{4}$ of a mile of their service routes and stops.

Plumas Transit Systems – Service Policies

I. Vehicle Assignment Policy

Transit buses will be assigned to the North County, East County, and Quincy Local Routes such that mileage between transit buses is relatively uniform. The assignment of buses to a particular route considers the characteristics of the route including Maximum Load Factor. Vehicle assignment strives to prolong the life until such time as the bus can be replaced with available funding opportunities.

I. Transit Amenities Policy

Installation of transit amenities along transit routes are based on identified need and the number of passengers that the amenity would benefit.

RESOLUTION 23-08

**PLUMAS COUNTY TRANSPORTATION COMMISSION
RESOLUTION APPROVING
THE PLUMAS COUNTY TRANSPORTATION COMMISSION TITLE VI PLAN**

WHEREAS, the Plumas County Local Transportation Commission in its official capacity as the designated Regional Transportation Planning Agency, hereafter referred to as the RTPA, is responsible to comply with Title VI of the Civil Rights Act of 1964, including new provisions detailed in U.S. Department of Transportation's FTA Circular 4702. IB, "Title VI Requirement and Guidelines for Federal Transit Administration Recipients;"

NOW, THEREFORE, BE IT RESOLVED, by the Plumas County Transportation Commission, that the Title VI Plan, dated March 30, 2023, is hereby approved.

BE IT FURTHER RESOLVED, that the Executive Director of the Plumas County Transportation Commission is authorized to implement the components and policies identified in the Title VI Plan as necessary to comply with federal requirements and subsequent revisions.

PASSED AND ADOPTED by the Plumas County Transportation Commission for Plumas County, State of California, at a regular meeting of said Commission on March 30, 2023, by the following vote:

AYES: Commissioner: *Hagwood, Powers, Goss, McGowan*

NOES: Commissioner:

ABSENT: Commissioner:


Chair, Plumas County Transportation

Commission

ATTEST:


Jim Graham, Executive Director

3/30/2023
Date