

# **Alpine County Dial-A-Ride TITLE VI PROGRAM**

**Approved by the Alpine County Local  
Transportation Commission  
November 21, 2023**

**Alpine County Community Development 50  
Diamond Valley Road  
Markleeville, CA 96120**

**(530) 649-2140 ext. 432  
[www.alpynecountyca.gov](http://www.alpynecountyca.gov)**

## INTRODUCTION

This document was prepared by Alpine County 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 4702.1B, "Title VI Requirement and Guidelines for Federal Transit Administration Recipients."

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## Alpine County Title VI Notice to the Public

### Notifying the Public of Rights Under Title VI

## Alpine County

- Alpine 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 Alpine County.
- For more information on Alpine County civil rights program, and the procedures to file a complaint, contact (530) 694-2140 ext. 432, or visit our administrative office at 50 Diamond Valley Road, Markleeville, CA 96120. For more information, contact [sbooth@alpinecountyca.gov](mailto:sbooth@alpinecountyca.gov).
- 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
- If information is needed in another language, contact (530) 694-2140 ext. 432.

### Notificar al público de los derechos bajo el título VI

## Alpine County

- Alpine County opera sus programas y servicios sin respecto a raza, color y origen nacional con arreglo al título VI de la Civil Ley de derechos. Cualquier persona que cree que él o ella ha sido agraviado por cualquier práctica discriminatoria ilegal bajo el título VI puede presentar una queja con Alpine County.
- Para obtener más información sobre el programa derechos civiles capaz de industrias y los procedimientos para presentar una queja, llame al (530) 895-1109, o visite nuestra oficina administrativa en 50 Diamond Valley Road, Markleeville, CA 96120. Para más información, contacte [sbooth@alpinecountyca.gov](mailto:sbooth@alpinecountyca.gov).
- Un demandante puede presentar una queja directamente con el Federal Transit Administration por archivar una queja con la Office of Civil Rights, Atención: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590
- Si se necesita información en otro idioma, contacte al 530-895-1109.

## List of Locations Where Title VI Notice Is Posted

Alpine County's notice to the public is currently posted at the following locations:

Location Name	Address	City
Alpine County Community Development	50 Diamond Valley Road, Markleeville, CA 96120	County Office on notice board
Dial-A-Ride Transit Vehicles	50 Diamond Valley Road at the Road Maintenance Shop	County Office on notice board
Website	<a href="http://www.alpinecountyca.gov">www.alpinecountyca.gov</a>	Click on Dial-A-Ride
Regular Stations or Stops	N/A - No regular stations/stops – Paratransit Service Only	

The Title VI notice and program information is also provided on the Alpine County website at [www.alpinecountyca.gov](http://www.alpinecountyca.gov).

## **Title VI Complaint Procedures**

As a recipient of federal dollars, Alpine County is required to comply with Title VI of the Civil Rights Act of 1964 and ensure that services and benefits are provided on a non-discriminatory basis. Alpine County has in place a Title VI Complaint Procedure, which outlines a process for local disposition of Title VI complaints and is consistent with guidelines found in the Federal Transit Administration Circular 4702.1B, dated October 1, 2012.

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Alpine County may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Alpine County investigates complaints received no more than 180 days after the alleged incident. Alpine County will only process complaints that are complete.

Within 10 business days of receiving the complaint, Alpine County will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office. Alpine County has 30 days to investigate the complaint. The complainant will be notified in writing of the cause to any planned extension to the 30-day rule.

If more information is needed to resolve the case, Alpine County may contact the complainant. 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 Alpine County can administratively close the case.

A case can be administratively closed also 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 business 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.

## Alpine County Title VI Complaint Form

### COMPLAINT FORM

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

## Alpine County Title VI Complaint Form, Page 2

### COMPLAINT FORM

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

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

Signature and date are required below to complete form:

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

Please submit this form in person or mail this form to the address below:  
 Alpine County Community Development, Title VI Coordinator  
 50 Diamond Valley Road  
 Markleeville, CA 96120

## Título VI Procedimiento de Queja

Como un receptor de dólares federales, Alpine County tiene que cumplir con lo dispuesto en el Título VI de la ley de los derechos civiles de 1964 y asegúrese de que los servicios y los beneficios se proporcionen sobre una base no discriminatoria. Alpine County ha puesto en marcha un procedimiento de queja Título VI, que emboza un proceso de disposición local de quejas del Título VI y es consistente con las pautas de Administración Federal de Transito Circular 4702.1B, de octubre 1, 2012.

Cualquier persona que cree que ha sido objeto de discriminación por motivos de raza, color, u origen nacional por Alpine County puede presentar al Título VI su denuncia. Alpine County investiga las quejas no más de 180 días después del incidente. Alpine County solo tramitara las quejas que están completas.

En un periodo de 10 días de haber recibido la demanda, Alpine County la revisara para determinar si nuestra oficina tiene la jurisdicción. El autor de la queja, recibirá un acuse de recibo informándole al denunciante que será notificado por escrito si el caso de él/ella el será investigado por nuestra oficina. Alpine County tiene 30 días para investigar la queja.

Si necesita más información para resolver el caso, Alpine County puede contactar al autor de la queja. El autor de la queja tiene 10 días de la fecha que recibió la carta para solicitar un investigador que sea asignado al caso.

El caso se puede cerrar también si el autor de la queja no desea proseguir con el caso. Después de que el investigador analice la queja, el / ella emitirá una de las dos cartas a la denunciante.

### FORMA DE QUEJA

<b>Sección I: Escribir en forma legible</b>		
1. Nombre:		
2. Dirección:		
3. Teléfono:		3.a. Teléfono secundario( <i>opcional</i> ):
4. Dirección de correo electrónico:		
5. Reuistos de forma accesible?	<input type="checkbox"/> Impresión grande	<input type="checkbox"/> Cinta de audio
	<input type="checkbox"/> TDD	<input type="checkbox"/> Otros
<b>Sección II:</b>		
6. Está presentando esta queja en su propio nombre?	Si	No
*Si usted contesto "Si" para #6, vaya a la Sección III.		
7. Si usted contesto "no" para #6, cual es el nombre de la persona para quien está completando esta queja? Nombre:		
8. Cual es su relación con este individuo:		
9. Por favor, explique por qué han presentado para una tercera parte:		
10. Por favor, confirme que ha obtenido el permiso de la parte agraviada en el archivo en su nombre.	Si	No
<b>Sección III:</b>		
11. Creo que la discriminación que he experimentado fue basado en ( <i>marque todas las que correspondan</i> ):		
<input type="checkbox"/> Raza	<input type="checkbox"/> Color	<input type="checkbox"/> Origen nacional
12. Fecha de supuesta discriminación: ( <i>mm/dd/aaaa</i> )		
13. Explica lo más claramente posible lo que ocurrió y por qué usted cree que son objeto discriminación. Describir todas las personas que han participado. Incluir el nombre y la información de contacto de la(s) persona(s) que discrimina contra usted (si se conoce), así como los nombres y la información de contacto de los testigos. Si se necesita más espacio, por favor adjunte hojas adicionales de papel.		

Sección IV:		
14. 14. Anteriormente ha presentado un Título VI denuncia con la Alpine County.	Si	No
Sección V:		
15. ¿Ha presentado esta queja con cualquier otro local, estado o federal, o con cualquier Federal o Estado?		
<input type="checkbox"/> Si* <input type="checkbox"/> No si la respuesta es si		
Marque todo lo que aplique		
<input type="checkbox"/> Agencia Federal _____ <input type="checkbox"/> Agencia Estatal _____		
<input type="checkbox"/> Federal Tribunal _____ <input type="checkbox"/> Agencia Local _____		
<input type="checkbox"/> Tribunal Estatal _____		
16. Si usted contesto "si" a la posición #15, proporcionan información acerca de una persona de contacto en la agencia/tribunal donde se presentó la denuncia.		
Nombre:		
Título:		
Agencia:		
Dirección:		
Teléfono:		Correo electrónico:
Sección VI:		
Nombre de organismo Transito denuncia es contra:		
Persona de contacto:		
Teléfono:		

## List of Transit-Related Title VI Investigations, Complaints, and Lawsuits

Alpine County has not been involved in any transportation-related Title VI investigations, lawsuits or complaints.

### Alpine County's List of Investigations, Lawsuits and Complaints

Type of Process	Date	Summary (including basis of complaint)	Status	Action(s) Taken
Investigations				
1. <i>None</i>				
2.				
Lawsuits				
1. <i>None</i>				
2.				
Complaints				
1. <i>None</i>				
2.				

## Public Participation Plan

### ***About Alpine County***

#### Purpose of This Plan

The Public Participation Plan provides guidelines for involving the public in Alpine County planning efforts to ensure that all groups are represented, and their needs considered.

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

### ***Public Participation Process***

#### Approach to Public Participation

Public participation is the process through which stakeholders can partake directly in agency decision-making, and express their concerns, desires, and values. It is the mission of this agency to "improve the lives of people with disabilities by creating opportunities to maximize their independence." At every opportunity through prescribed methods the agency will solicit input from stakeholders to best support persons served without creating disproportionately high and adverse human health or environmental effects on minority and/or low-income populations.

The public participation process should be considered at the earliest stages of any Alpine County project that may impact the surrounding community, its riders, and potential riders. As projects vary in time and size, the public participation process may vary for each, as well as the extent of public participation. The following outlines tools and strategies to ensure that public input is invited and all foreseeable impacts to the community are considered.

Alpine County has developed two levels of projects to establish minimum public participation requirements. At the beginning of any project, staff will identify into which category that project falls and develop a participation plan accordingly. At any time during its process, the project may be reclassified to a higher level, if Alpine County staff deems appropriate.

The levels are as follows:

**Level One:** Routine service, route, and any short-term projects whose impact on Alpine County riders and potential riders needs to be identified during planning stage. Examples of projects include minor route and service changes; routine rider surveys; changes to fare media; etc.

**Level Two:** Longer term or larger scale projects are those that impact potential riders needs to be identified during planning stages. These may include fare changes or modifications, Short and Long-Range Transportation Plans, Comprehensive Operational Analysis, marketing plans, coordination plans, alternative analyses, studies to implement new services, or facility or yard construction projects, etc.

As many of these projects are conducted by contractors, part of the request for proposals (RFP) requirements and criteria for scoring proposals will include developing the project's public participation process.

**Outreach Requirements and Activities**

The following activities are intended to serve as guidelines for minimum levels of outreach to ensure that all riders and potential riders in Alpine County have equal access and opportunity to participate in transportation planning and decision-making. These also provide strategies for soliciting input and engaging various communities.

Level One

Level One projects include routine service, route, fare changes and any short-term projects whose impact on Alpine County's riders and potential riders needs to be identified during planning stages. Examples of projects include route, fare, and service changes; etc.

**Minimum Outreach Requirements**

- Notice for public events may include public notices, email blasts, or media releases.
- Any notices will be posted at least two weeks prior to the public event.
- Notices may be posted at Alpine County Administration and Community Development Department, on transit vehicles, or at key community centers with which Alpine County normally posts public notices.

Information about public participation opportunities may also be posted on Alpine County's website at least two weeks prior to the event.

- Comments will be accepted at public outreach events, via email, by mail, and by phone to ensure that all populations can participate.

### **Outreach Methods to Engage Minority and Limited English Proficient Populations**

- There are no quantifiable population within the Alpine County's service area that are Limited English Proficient.
- Alpine County will continue assessing the language needs of citizens in its service area.
- At such time, as a group with limited English proficiency reaches significant mass, Alpine County will review this plan and its strategies to engaging with non-English speaking populations.

### Level Two

These are longer term projects whose impact on Alpine County's riders and potential riders needs to be identified during planning stages. These may include Short and Long-Range Transportation Plans, Comprehensive Operational Analysis, marketing plans, coordination plans, alternative analyses, studies to implement new services; etc. As many of these projects are conducted by contractors, part of the RFP requirements and criteria for scoring proposals will include developing the project's public participation process.

### **Minimum Outreach Requirements**

Level two projects may often require a specific public participation plan that will be developed in the planning stages of the project. This plan will outline specific outreach activities, goals, and objectives of the public involvement, as well as specific techniques to be used for outreach activities. The project-based public participation plan will also identify any populations requiring special outreach to ensure they have access to information and the opportunity to make comments regardless of race, religion, age income, color, national origin, or disability.

The public participation process for level two projects will include the involvement requirements for level one projects and will be augmented with specific outreach activities appropriate for the specific projects, such as additional public workshops, focus groups and surveys. Where more than one public workshop or forum will be held, and as funding allows, one workshop will be held in the morning and a second in the evening to accommodate varying schedules. These projects may also require the development such as

fact sheets, newsletters, a project webpage, and additional media releases.

Outreach methods to engage minority and limited English proficient populations.

Level Two projects will use the previously identified strategies for engage minority and limited English proficient populations but may require additional activities depending on the scale and nature of the project.

- Alpine County will continue cultivating relationships with community agencies that serve minority populations.
- Public outreach events may include attending already existing community meetings and gatherings, such as school meetings, farmers markets, faith-based events, and other community activities to invite participation from minority/LEP populations who may not attend Alpine County hosted public events.

### Summary of Outreach Efforts

Reoccurring outreach locations often include:

- **Alpine County Board of Supervisors Meetings** – the Alpine County Board of Supervisors meeting regularly on the first and third Tuesday of each month excluding holidays. The Board of Supervisors meetings are open to the public and are announced on the Alpine County website and noticed at regular posting locations.
- **Alpine County Local Transportation Commission Meetings** – the Alpine County Local Transportation Commission meets on as-needed basis with their meetings usually held during the Board of Supervisor’s meetings. The Local Transportation Commission meetings are open to the public and are announced on the Alpine County website and noticed at regular posting locations.
- **Hung-A-Lel-Ti Community Council (Washoe Tribe)** – Once per year or as invited, Alpine County staff should attend a Hung-A-Lel Ti Community Council meetings to discuss transit and other transportation issues. The Hung-A-Le-Ti Community Council participated and provide input on the Short-Range Transit Plan – Improving Connectivity plan in 2015.

- **Senior Centers** – There are currently no Senior Centers in Alpine County.
- **Alpine County Health and Human Services** – Alpine County staff will continue to work closely with the County’s Health and Human Services agency on reaching out to minorities, low income or other populations that need assistance.
- **Alpine County Website** – Currently, Alpine County posts notices and announcements on the agency's website. Additional public input can be obtained by the Title VI Complaint Form, which is available in English and Spanish.

Outreach conducted between 2020 and 2023 includes:

- **Annual Unmet Transit Needs Outreach** – This annual process occurs between March and August and provides a regular opportunity for Alpine County residents to provide feedback on the Dial-A-Ride transit service.
- **2021 Short Range Transit Plan (S RTP) Outreach** – Outreach was conducted during the 2021 S RTP process to document feedback on the Dial-A-Ride service.
- **Opportunities mentioned above.**

Service Changes:

- **Fare changes** – There have not been any recent changes.
- **Route changes** – There have not been any route changes. Dial-A-Ride does not operate on a specific route but as a Demand Response from curb to curb.
- **Service Area changes** – There have been service area changes that Dial-A-Ride serves, approved by the Board of Supervisors, however, these service area changes have been minor since the Dial-A-Ride program began in 2009.

## Language Assistance Plan

### ***Overview***

The first section in this document describes the purpose of the Language Assistance Plan (LAP). The second section in this document provides the four-factor Limited English Proficient (LEP) analysis (as outlined by the Department of Transportation (DOT) used to identify LEP needs and assistance measures. The four-factor LEP analysis includes:

- **Factor 1:** The number or proportion of LEP persons in the service area who may be served or are likely to encounter the Life Skills Learning Center program, activity, or service.
- **Factor 2:** The frequency with which LEP persons encounter the Life Skills Learning Center program, activity, or service.
- **Factor 3:** The nature and importance of programs, activities or services provided by Life Skills Learning Center to the LEP population.
- **Factor 4:** The resources available to Alpine County and overall cost to provide LEP assistance.

The third and final section discusses the implementation of the Language Assistance Plan, which includes methodologies for identifying LEP individuals, providing services, establishing policies, monitoring the LEP, and recommendations for future LEP implementations.

## ***Purpose of the Language Assistance Plan***

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. One critical concern addressed by Title VI is the language barrier that Limited English Proficiency (LEP) persons face with respect to accessing information about and using transit service. Transit operators must ensure that this group has adequate access to the agency's programs and activities, including public participation opportunities.

Executive Order 13166, titled "Improving Access to Services for Persons with Limited English Proficiency," forbids funding recipients from "restricting an individual in any way in the enjoyment of any advantage or privilege enjoyed by others receiving any service, financial aid, or other benefit under the program," or from "utilize[ing] criteria or methods of administration which have the effect of subjecting individuals to discrimination because of their race, color, or national origin, or have the effect of defeating or substantially impairing accomplishment of the objectives of the program as respects to individuals of a particular race, color, or national origin."

FTA Circular 4702.1B was developed by the Federal Transit Administration (FTA) and details the administrative and reporting requirements for recipients of FTA financial assistance to comply with Title VI and related executive orders including on LEP.

The United States Department of Transportation (DOT) published guidance that directed its recipients to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for LEP customers. Alpine County's language assistance plan (LAP) includes a four factor analysis and implementation plan that complies with the requirements of DOT LEP guidance.

## Four Factor Analysis

**Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by Alpine County Dial-A-Ride services.**

The County's current population is approximately 1,184, according to the Department of Finance report of 2023. According to the U.S. Census County QuickFacts reports, the County's population is 68.9% White, 0.5% African American, 23.7% Native American, 1.8% Asian, 0.1% Pacific Islander, and 5.0% from two or more races. Hispanic or Latino of any race comprised 13.2% of the County's population.

U.S. Census QuickFacts shows 17.1% of the population of age 5 and up from 2017-2021 speaks a language other than English. The Alpine County Behavioral Health Services Cultural and Linguistic Competence Plan Annual Update 2020 indicates that the only threshold language in Alpine County is English. Further, the Alpine County Behavioral Health Services Mental Health Services Act (MHSA) Annual Update FY 2021-22 confirms that the California Mental Health Services Oversight and Accountability Commission (MHSOAC) considers Alpine County as a 'Very Small County' with a population less than 100,000, with no threshold languages other than English. Additionally, according to the Alpine County Office of Education, there are no English Learners in the school district and have not been any English Learners for the last 20 years. Per survey results for the 2021 Alpine County Short Range Transit Plan, 4% of the County population speaks English less than very well. There are no known populations greater than 5% that speak English "less than very well."

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

County staff reviewed the frequency with which transit administrative staff, dispatchers, and bus drivers could have contact with LEP persons. To date, the County has had no requests for interpreters and no requests for translated transit program documents.

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

Ridership survey data from 2015 shows that 76.2% of County's transit riders are primarily from the Woodfords area. The data shows that the White population is the largest group of riders with Native American comprising the next largest group of riders. The most recent on-board ridership survey data show that a majority or 54.5% of respondents were between the ages of 25 to 61 and 45.4% of respondents were 12 years or younger.

The majority or 63.3% of passengers surveyed indicated that they could not have made their trip by another means showing a high dependence on public transportation. Further, according to Alpine County Transit Financial Transaction Reports, Dial-A-Ride ridership has increased from 601 passengers in 2018 to 790 in 2021. This emphasizes the importance of the County's Dial-A-Ride services, particularly amongst a growing elderly population.

Alpine County does not currently offer any LEP program for the local citizens. There have been no requests or any known LEP person that needs assistance. Should there be a need for a program to assist a LEP person or persons, the Alpine County Community Development department will work with the Health and Human Services department in providing the assistance needed.

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

The Alpine County operating budget does not have a specific line item for providing language access and outreach. Outreach expenses as they relate to LEP populations are part of the overall transit budget. County staff has access to a variety of services and resources that could help in outreaching and providing LEP assistance at low or no cost. Community and regionally-based resources include:

- Alpine County Official Website – Dial-A-Ride
- Alpine County Social Services Agencies – Health and Human Services Department
- Alpine County Social Services Transportation Advisory Council (SSTAC)
- Alpine County Local Transportation Commission Unmet Transit Needs Process

The above resources will be used on a regular basis or as needed to assist in identifying needs of the County's LEP population. They will also serve as a means to notify the LEP population of any planned workshops and outreach efforts.

**SUMMARY**

The results of the Four Factor Analysis can be summarized with the following points:

- No "true" LEP persons have been served by the program in the last 20 years.
- No consumers were underserved due to language barriers.
- Surveyed staff reported **never** receiving LEP phone calls.
- Alpine County does not have an LEP specific budget line.
- Alpine County spends less than \$1000 per year on all outreach efforts.

## ***Language Assistance Implementation Plan***

### **Methodologies**

#### **Identifying LEP Individuals**

As evidenced by the Four Factor Analysis, there were no "true" LEP individuals that used the Alpine County Dial-A-Ride program. A minority language in the region may be Spanish. The consumers that are primarily served by the Alpine County Dial-A-Ride program have no disabilities or disabilities that affect language proficiency rather than a language barrier alone. In the 20-year history of the transit program there were no consumers served who were LEP due strictly to a language barrier. The agency does, however, have systems in place to provide access to minority populations.

#### **Providing Services**

While the agency does not currently have an on-going need for professional translation services, any on-site agency staff who are fluent in Spanish could provide translation services as needed. Documents that are offered in Spanish include:

- Title VI Notice to the Public
- Title VI Complaint Form
- Title VI Complaint Procedures

#### **Communicating Availability of Language Assistance**

Individuals who are referred to Alpine County programs for services are assigned a Case Service Counselor at Health and Human Services who provides one-on-one guidance and program planning. Case Service Counselors can offer Spanish translation services as needed. Agency reception staff can also offer translation services to guests and consumers' family members as appropriate.

The agency website will also contain summary information in Spanish with instructions on how to obtain more information.

#### **Monitoring**

The Alpine County Short Range Transit Plan, updated every 5 years, analyzes trends and patterns that indicate a need for additional services. This report includes ethnicity and can be used as a guide to determine the need for additional translation services. To date, translation services have not been requested.

*The Title VI Plan will also be evaluated and updated every three years.*

#### **Employee Training**

Alpine County conducts In-Service training for staff that can include Customer Service and Language Assistance training. This training includes the following:

- How to respond to LEP callers

- How to respond to correspondence from LEPs
- How to document LEP needs
- How to respond to civil rights complaints

The Program Administrator will also develop a schedule for reoccurring training and a process for training new hires, as well as training opportunities for Dial-A-Ride ambassadors.

### **Safe Harbor Provision**

The Federal Transit Authority Circular 4702.1B states:

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

*These safe harbor provisions apply to the translation of written documents only. They do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable. A recipient may determine, based on the Four Factor Analysis, that even though a language group meets the threshold specified by the Safe Harbor Provision, written translation may not be an effective means to provide language assistance measures. For example, a recipient may determine that a large number of persons in that language group have low literacy skills in their native language and therefore require oral interpretation. In such cases, background documentation regarding the determination shall be provided to FTA in the Title VI Program."*

## Membership of Non-Elected Committees and Councils

Alpine County created the Social Service Transportation Advisory Council, which is a requirement of the California Transportation Development Act, and is a non-elected transit related advisory council that is appointed by the Alpine County Local Transportation Commission. When advertising open seats for SSTAC Councilmembers, Alpine County performs widespread outreach to encourage minority participation. As the least populous county within the State, there are fewer avenues to publicly advertise for this position through targeted approaches, as there is no college, no bus stops or other amenities that provide connections to certain minority populations. However, outreach to advertise the position openings includes posting notices to various community pages, Facebook advertising, direct outreach to the Hung a Lel Ti Community of Woodfords, and email outreach to stakeholders.

TABLE OF 2020 SSTAC MEMBERS

<b>SSTAC Representative Representing</b>	<b>Term</b>	<b>Name</b>	<b>Racial Breakdown</b>
Representative of potential transit users who is 60 years of age or older	07-01-2019 to 06-30-2022	Tink Miller	White
Representative of local service providers for handicapped		VACANT	
Representative of the local social service provider for seniors, including being a representative of a social service provider		VACANT	
Representative of local social service provider for seniors		VACANT	
Representative of local social service provider for persons of limited means		VACANT	
Representative of potential transit users for handicapped, including being a representative of a social service transportation provider	07-01-2022 - 06-30-2025	Ron Dobyms	Unknown
Representative of potential user from Washoe Tribe		VACANT	
Representative of potential transit user 18 years or younger		VACANT	

There is no other non-elected transit related advisory boards in Alpine County.

## Title VI Equity Analysis

Alpine County does not have any transit related facilities that affect Title VI equity analysis.

**RESOLUTION NO. LTC2023-XX - DRAFT**

**RESOLUTION OF THE LOCAL TRANSPORTATION COMMISSION, COUNTY OF ALPINE,  
STATE OF CALIFORNIA  
RESOLUTION AUTHORIZING THE TITLE VI COMPLIANCE PLAN FOR ALPINE COUNTY**

**WHEREAS**, Alpine County desires 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 4702.1B, "Title VI Requirement and Guidelines for Federal Transit Administration Recipients," and

**WHEREAS**, the Local Transportation Commission wishes to authorize approval of the compliance plan developed by staff to comply with necessary provisions of the Civil Rights Act.

**NOW, THEREFORE, BE IT RESOLVED**, by the Local Transportation Commission of Alpine County as follows:

1. The Executive Secretary is authorized to implement the components of the plan in order to meet Federal requirements.
2. The Executive Secretary is authorized to implement policies that may be necessary to comply with subsequent revisions or interpretations to the Civil Rights Act.

**PASSED AND ADOPTED** by the Alpine County Local Transportation Commission of Alpine County, State of California, at a regular meeting of said Commission Meeting held on the 21st day of November, 2023 by the following vote: