

CITY OF ROSEVILLE
TITLE VI PLAN

Adopted: November xxxxxx, 2013

Prepared by:
City of Roseville
401 Vernon Street
Roseville, CA 95678
www.roseville.ca.us/transit

Please direct comments/questions to:
Eileen Bruggeman, Civil Rights Officer, at (916) 774-5293 or ebruggeman@roseville.ca.us

City of Roseville

Roseville Transit

The following information is being submitted as part of the City of Roseville, which operates Roseville Transit, compliance with the Title VI of the 1964 Civil Rights Act per FTA Circular 4702.1B, dated October 1, 2012.

General Reporting Requirements:

1. City of Roseville has electronically (via the TEAM program) attested to the required FTA certifications and assurances.
2. City of Roseville has developed Title VI Complaint Procedures and Complaint Form that is available at the City of Roseville Alternative Transportation office, located on all of the Roseville Transit buses and is posted on the City of Roseville website at www.roseville.ca.us/titlevi. Title VI Complaint Procedures can also be found in the Fixed Route and Commuter Services Guide.
3. City of Roseville maintains a Complaint log for Title VI Investigations, Complaints and Lawsuits. To date, there are no Title VI complaints that the City of Roseville is aware of.
4. City of Roseville has developed an LEP Plan which is available on the City of Roseville website at www.roseville.ca.us/LEP.
5. City of Roseville will continue to make information available regarding Title VI obligations and apprise members of the public of the protections afforded to them.
6. City of Roseville will provide any information that is requested by FTA.
7. City of Roseville has attached the required documents and is submitting the Title VI Program.
8. City of Roseville Public Participation Plan.

I. Overview

The Federal Transit Administration (FTA) is responsible for ensuring that its funding recipients fully comply with Title VI of the Civil Rights Act of 1964. The City of Roseville which operates Roseville Transit (hereafter referred to as Roseville Transit), is a recipient of federal funds. As a recipient of federal funds, Roseville Transit has prepared its 2013 Title VI Program in accordance with FTA Circular 4702.1B, dated October 1, 2012.

Section 601 of Title VI the Civil Rights Act of 1964 states the following:

“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.”

Roseville Transit grants all citizens equal access to its transportation services and 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. Furthermore, Roseville Transit shall continuously strive to ensure that equal opportunities are afforded to all individuals in its service area.

As of January 1, 2013, the City of Roseville population was 123,514. Roseville Transit operates three services, local fixed route, commuter service and dial-a-ride with a total fleet of 36 buses.

II. Notice to the Public

To ensure Roseville Transit riders are aware of its commitment to Title VI compliance, and of their right to file a civil rights complaint, Roseville Transit posts the following notification, in both English and Spanish, at the City of Roseville Alternative Transportation office, on the buses, in the Bus Service Guide and on the City's website: www.roseville.ca.us/titlevi. A sample of Title VI notice is in Appendix A.

III. Complaint Procedures

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Roseville Transit may file a Title VI complaint by completing and submitting Roseville Transit's Title VI Complaint Form with the Roseville Transit, Civil Rights Officer or with the Federal Transit Administration (FTA).

The Title VI complaint form is available in both English and Spanish and is available in the City of Roseville Alternative Transportation office, and on the City's website: www.roseville.ca.us/titlevi. The Title VI complaint procedures are also included in the Bus Services guide. A sample Title VI complaint form is in Appendix B.

Roseville Transit investigates complaints received no more than 180 days after the alleged incident. Roseville Transit will process complaints that are complete. Once the complaint is received, Roseville Transit Civil Rights Officer will review the complaint to determine if Roseville Transit has jurisdiction and will send the complainant an acknowledgment letter informing her/him whether the complaint will be investigated by Roseville Transit.

Roseville Transit has up to sixty (60) calendar days to investigate the complaint. If more information is needed to resolve the case, Roseville Transit may contact the complainant. The complainant has thirty (30) calendar 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 the thirty (30) calendar days from the date of the letter, Roseville Transit can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, Roseville Transit 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 ten (10) business days after the date of the letter or the LOF to file an appeal with the City of Roseville Public Works Director.

A person may also file a complaint directly with the Federal Transit Administration, at:

Federal Transit Administration
Office of Civil Rights
1200 New Jersey Avenue SE
Washington, DC 20590

The complaint form may be downloaded from FTA's website, go to: <http://www.fta.dot.gov/civilrights/12884.html> for more information.

IV. Investigations, Complaints or Inquires

Roseville Transit maintains a list of active investigations conducted by FTA and entities other than FTA, including lawsuits and complaints naming Roseville Transit that allege discrimination on the basis of race, color or national origin. This list includes the date that the transit-related Title VI investigation, lawsuit or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit or complaint; and actions taken by Roseville Transit in response, or final findings related to the investigation, lawsuit, or complaint. Below is a sample of the Title VI Investigations, Complaints, or Lawsuit Log.

File #	Incident Date	Summary of Complaint	Status	Action(s) Taken
None	NA	NA	NA	NA

As of the writing of this program, Roseville Transit has had no complaints, investigations, or lawsuits which allege discrimination on the grounds of race, color, national origin or any other form of discrimination in 2010, 2011, 2012 or thus far in 2013.

V. Public Participation Plan

As a recipient of federal transportation funding from the Federal Transit Administration (FTA), the City of Roseville (COR) is required to develop a Public Participation Plan (PPP) that implements the goals and objectives of Title VI of the Civil Rights Act of 1964. The PPP is intended to provide guidance for public involvement activities to be conducted by COR in the expenditure of FTA funds in compliance with Title VI of the Civil Rights Act of 1964 and FTA Circular 4702.1B ("Title VI Requirements and Guidelines for Federal Transit Administration Recipients"). The PPP is provided as Appendix C.

A Public Involvement Plan was prepared for the review and adoption of the Title VI Plan, including the Public Participation Plan and the Language Assistance Plan. A copy of the Public Involvement Plan is provided as Exhibit F and a copy of comments received during the public outreach process is provided as Exhibit G.

VI. Language Assistance Plan

In order to ensure meaningful access to transit programs, services, information and activities for people with Limited English Proficiency (LEP), Roseville Transit uses the information obtained in a Four Factor Analysis to determine the specific language services that are appropriate. This analysis helps Roseville Transit to determine if it communicates effectively with LEP persons and informs language access planning.

The complete Four Factor Analysis used to develop the Language Assistance Plan (LAP) is provided in Appendix D. The LAP includes the results of the Four Factor Analysis which is a local assessment and consideration of the following:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by Roseville Transit;
2. The frequency with which LEP persons come into contact with Roseville Transit services and programs;
3. The nature and importance of Roseville Transit services and programs in people's lives;
4. The resources available to Roseville Transit for LEP outreach, as well as the costs associated with that outreach.

The results of conducting the Four Factor Analysis using 2010 Census Data relating to use of Roseville Transit services and programs indicate the highest percentage of speaking population which reports speaking English less than well is Spanish. While there are other languages spoken in the region by people who report speaking English less than well (for example Russian or Cantonese), they are currently significantly less than Spanish. Moreover, employees of the City of Roseville and MV Transportation who come into contact with the general public and passengers of Roseville Transit have not reported that English is a barrier to understanding the programs and services offered by Roseville Transit, other than Spanish speaking individuals.

To minimize language barriers and to better communicate information important to using Roseville Transit services and programs a number of steps were identified that Roseville Transit has implemented. Materials are provided in Spanish, and employees are trained in how to make use of tools provided to assist in communicating our services. Available resources provided by Roseville Transit include:

- Civil Rights Complaint Form – translated into Spanish and provided on board buses, on website, and in administrative office lobby
- ADA Eligibility Application – translated into Spanish

- Spanish Speaking Customer Service Representatives – provided both in the administrative office and in the operations office for Dispatch and Demand Response phone calls and emails
- ADA Service Information – translated into Spanish and provided in the Service Guide and on website
- Notices placed on-board buses – translated into Spanish
- Local Transit Service Information – translated into Spanish and provided in the Service Guide(s) and on website
- Language Card – Bus Drivers equipped with language card to assist passenger ability to indicate language needs
- Spanish phrase book – provided to all bus drivers to assist in providing on board information

VII. Decision Making Committees and Councils

The City of Roseville is committed to providing an open and visible decision-making process to which the public has equal access. The City Council makes the decisions regarding policy, service changes, fares, capital programming and facility locations for Roseville Transit. The City Council members are elected officials, and therefore, are not subject to Title VI requirement.

The City of Roseville has established 13 boards and commissions for the specific purpose of soliciting and involving public input as part of any decision-making process. Of these, the City of Roseville Transportation Commission reviews and makes recommendations to the City Council regarding transportation items that receive Federal funding. The Transportation Commission is composed of seven members who are residents of the City of Roseville. Appointments are made by the City Council for overlapping four year terms. No member of the Transportation Commission shall serve more than two consecutive terms. In addition, the City Council may annually appoint a high school student that is a resident of Roseville to serve as an 8th voting member of the Transportation Commission.

Our current Transportation Commission is comprised of the following members representing the following races.

Commission	Caucasian	Latino	African American	Asian American	Native American	Did not respond

Transportation	4	0	0	1	1	2
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VIII. Subrecipient Compliance

As a primary recipient of FTA funds with subrecipients Roseville Transit shall undertake the following activities:

- Document the process for ensuring that all subrecipients are complying with the general reporting requirement, as well as other requirements that apply to the subrecipient based on the type of entity and the number of fixed route vehicles it operates in peak service.
- Collect Title VI Programs from subrecipients and review programs for compliance.

The Sacramento Regional Transit (SacRT) and the City of Lincoln, Lincoln Transit are currently subrecipients of Roseville Transit. Lincoln Transit is a sub-recipient to the City of Roseville only for FTA Grant #CA 03-0772 (Lincoln Bus Barn), and SacRT is only a sub-recipient to the City of Roseville for FTA Grant #CA 90-Y492 (Louis Orlando Transfer Point).

SacRT operates approximately 67 bus routes and 38.6 miles of light rail covering a 418 square-mile service area. SacRT is a direct recipient of Federal Transportation Agency (FTA) funds. Compliance with Title VI and other federal requirements by SacRT is monitored by the FTA.

The City of Lincoln operates two (2) local fixed routes within its jurisdictional boundaries. The City of Lincoln and Roseville Transit are both members of the Placer County Transportation Planning Agency (PCTPA). As a member of the PCTPA Transit Operators Working Group (TOWG) The City of Lincoln along with other transit operators receives updates and participates in discussions of revised Title VI obligations. City of Roseville staff:

- Conducts periodic desk review of materials and Lincoln’s website,
- Receives updates of Lincoln program modifications through TOWG meetings, and
- Conducts a triennial site visit to discuss Title VI and other obligations required of sub-recipients of federal funding and to confirm and document the City of Lincoln’s compliance with applicable obligations.

Material collected includes Lincoln Transit’s statement of their commitment to “ensuring no person is excluded from participation in, or denied the benefits of its transit services

or programs on the basis of race color or national origin as afforded under Title VI of the Civil Rights Act of 1964.” The statement of commitment is included as part of the Lincoln Transit service guide distributed to passengers on board buses and is also available online. Instructions are also included for any person(s) who feels they have been discriminated against may file a complaint with the City of Lincoln, Department of Public Services or with Federal Transportation Administration. Copies of both notifications are provided in Appendix E.

IX. Construction Equity Analysis

When Roseville Transit plans to construct or expand a facility, such as a vehicle storage facility, maintenance facility, transit hub or operation center, Roseville Transit will include a copy of the Title VI Equity Analysis conducted during the planning stage with regard to the location of the facility. The following principles will be applied in the analysis:

1. To avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low-income populations;
2. To ensure the full and fair participation by all potentially affected communities in the transportation decision- making process; and,
3. To prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations.

Roseville Transit will follow federal guidance provided in FTA Circular 4703.1 (August 2012)

During the past three years, Roseville Transit has not constructed a vehicle storage, operations center or maintenance facility.

Roseville Transit has received City Council Approval of engineering, environmental and right of way acquisition for the following improvement project:

Louis/Orlando Transfer Point

The Louis/Orlando Transfer Point is located on Louis Lane between Orlando Avenue and Whyte Avenue in Roseville. The facilities and amenities will serve an existing regional transit center where passengers transfer between Roseville Transit, Placer County Transit and Sacramento Regional Transit. Construction costs are estimated to be approximately \$3.8 million. The project includes:

- Larger passenger boarding areas to accommodate more buses
- New passenger shelters
- Improved ADA (Americans with Disabilities Act) access
- Bus arrival/departure signs
- Electronic fare ticketing machines
- Lights and security cameras
- Bicycle lockers
- New landscaped Park & Ride facility

The Louis/Orlando Transfer Point was approved with a categorical exclusion (CE) under NEPA. Following right of way acquisition, the City will pursue full funding for the construction of the project.

X. Service Standards and Policies

Roseville Transit has developed a set of quantifiable service standards and policies. These service standards were developed through a public participation process that included development of a Short Range Transit Plan accepted by the Placer County Transportation Planning Agency (PCTPA) and the Roseville City Council.

The City of Roseville Transportation Commission reviews the quarterly reports and an annual year-end report that documents how well Roseville Transit meets the standards. Service standards are only used as key performance indicators to help gauge different areas of performance for the entire Roseville Transit system. As such, these standards are used to identify trends and/or issues which should be addressed to improve overall system performance and to measurably identify successes. These service standards and policies include, but are not limited to those presented below.

A. VEHICLE LOADS AND PASSENGERS PER HOUR STANDARDS

Vehicle load is expressed as the ratio of passengers to the total number of seats on a vehicle at any moment. Vehicle load will also vary by route, time of day, and by season.

Vehicle Type	Seated Capacity	Standing Capacity	Total Capacity	Preferred Capacity	Average Load	Maximum Load
Orion V-30-ft.	28	14	42	1	.28	2
Gillig Phantom - 30-ft	28	14	42	1	.28	2
Gillig Phantom- 40-ft	45	15	60	1	.51	2
Gillig LF-30-ft	28	14	42	1	.28	2

Gillig BRT LF - 40-ft	40	15	55	1	.58	2
ARBOC LF	17	6	23	1	NA	NA
El Dorado Aerolite	11	4	15	1	NA	NA

For passenger safety and comfort, vehicles should be sized and the transit service operated to limit typical peak loads to the seating capacity. Local fixed route and commuter services should generally limit standing loads to a maximum of 20 percent of daily runs on a single route.

Passengers per revenue hour is also a useful measure of vehicle use over the course of each hour of service. Below are general standards which are used to help gauge the average use of each service.

Local Fixed Route Services – The average number of passengers per revenue hour should be greater than or equal to 8 passengers per vehicle revenue hour.

Commuter Services -- The average number of passengers per revenue hour should be greater than or equal to 14 passengers per vehicle revenue hour.

Dial-A-Ride Services – The average number of passengers per revenue hour should be greater than or equal to 3 passengers per vehicle revenue hour.

These standards are considered targets. In general, the number of passengers per revenue hours will exceed the average in peak travel periods and will be less than the average during the first and last hour of service. Also, mid-week days tend to show higher averages than other days. The average number of passengers per revenue hour tends to be below the system average during the first year of any new route, but generally improves to meet or exceed the system average within a few years.

B. VEHICLE HEADWAY (FREQUENCY) STANDARDS

Local Fixed Route Services -- Vehicle headway for local fixed route service is generally provided in 30 or 60 minute increments, and may vary depending upon demand.

Commuter Services – Vehicle headway for commuter services range from 0-40 minutes, depending upon demand and the specific routing of each commuter bus during peak hours.

C. SERVICE SPAN STANDARDS

Local Fixed Route and Dial-A-Ride Services – Generally, the span of service each weekday is 6 a.m. to 6 p.m. for all local routes, and reduced service levels continue until 10 p.m. The span of service on Saturdays is from 8 a.m. to 5 p.m., and no local route service exists on Sundays. General public Dial-A-Ride (DAR) services are also available by reservation during these times. General public DAR services are also generally available on Sundays from 8 a.m. to 5 p.m.

The hours and days of local and DAR services are continuously adjusted to reflect demands while striving to attain other performance standards.

Commuter Services – The general service span for commuter routes is weekdays during peak travel times.

While the hours of peak travel do not vary greatly, the frequency of commuter services from Roseville to Downtown Sacramento or other job centers will generally be determined by demand and an ability to meet other performance standards.

D. ON-TIME PERFORMANCE STANDARDS

The standard for average on-time performance for all services is greater than or equal to 95%.

E. FARE RECOVERY AND AVERAGE SUBSIDY PER TRIP STANDARDS

Fare Recovery -- The standard for average fare recovery for all services is greater than or equal to 15% of all transit operating expenses. The average subsidy per trip by type of service and by route is measured quarterly and/or annually to help evaluate the cost of services.

Fare Recovery for New Services -- These standards should not be strictly applied to new routes for the first two years of service, and a 60 percent fare recovery of standard could be considered successful after one year, but a favorable trend thereafter should be maintained. Conversely, Roseville Transit should not simply keep a service if revenues cannot support the continued operation of a route, or if a different and more successful route could replace the less successful route.

F. BUS STOPS AND PASSENGER AMENITY STANDARDS

Bus Stop Location and Spacing -- Bus stops are generally encouraged to be spaced a maximum of ½ mile apart along both arterial and collector streets in both directions, and/or at each leg of an intersection between arterial/arterial and arterial/collector

streets, depending upon road patterns, adjacent land uses and densities and other factors which may influence the accessibility and use of a stop.

Shelters and Seats -- Shelters should be provided at all bus stops expected to serve 15 or more passengers per day, and passenger seating should be provided at all bus stops expected to serve five or more passengers per day. Further refinement of stops, passenger amenities and timed stop designations will occur after a route has begun service.

Amenity Removal -- When the annual maintenance or repair cost of an amenity is excessive or greater than the value of the structure or amenity, or presents a safety risk, the Roseville Transit reserves the right to remove the amenity.

Route Travel Time -- Bus routes are generally design so that the travel time will not exceed 3 times the equivalent automobile trip during peak travel hours, and should be designed to function as efficiently as possible.

G. SERVICE AVAILABILITY AND CONNECTIVITY STANDARDS

Service Routes -- Generally, Roseville Transit provides general public Dial-A-Ride services within its entire corporate boundaries. Also, Roseville Transit attempts to provide fixed route services within ½ mile walking distance of 90% of the daytime population within City boundaries. As new development is added, new local fixed route and commuter services will be added based upon demand and as funding permits.

Connecting Adjacent Land Uses – Adjacent uses should provide direct pedestrian access to planned and existing bus stop locations to facilitate use of public transit. New projects that would generate DAR trips, such as medical office buildings, should also consider site designs that would accommodate the DAR bus picking up and dropping off ADA passengers at or near front door locations with ADA accessibility to the front door.

Reciprocal Transfer Agreements and Regional Fare Cards -- Reciprocal transfer arrangements should continue to be implemented between all connecting service providers. Regional fare cards, such as Connect Card, should continue to be implemented by Roseville Transit to improve regional connectivity and passenger mobility.

Regional Transfer Points -- Local service should be provided within one block of all regional transit transfer locations and intercity bus/rail stops. Also, passenger facilities at regional transit transfer locations should be improved to enhance regional public transportation connections.

H. SAFETY, MAINTENANCE AND REPLACEMENT STANDARDS

Accident Rates – The average preventable accident rate standard for all services is less than or equal to 1 preventable accident for every 50,000 service miles travelled. The

average accident rate standard for all accidents for all services is less than or equal to 1 accident (preventable and non-preventable) for 25,000 service miles travelled.

Road Calls – The average road call standard is less or equal to 1 road call for every 10,000 service miles travelled.

Programmed Vehicle Maintenance – The standard for vehicle maintenance is for 90% percent of all programmed maintenance to occur within scheduled parameters.

Vehicle Replacement – Vehicles should be replaced at the end of their useful lives according to FTA guidelines and industry accepted practices for public fleet operators. The average fleet age should not exceed six (6) years.

I. CUSTOMER SERVICE STANDARDS

Employee Training – All employees should be trained annually to provide courteous, safe and respectful employees, who are sensitive to the needs of passengers.

Local Fixed Route and Commuter Services – The standard for the average number of passenger complaints for local fixed route and commuter services is less than or equal to 1 validated complaint for every 5,000 passenger trips.

Dial-A-Ride (DAR) – The standard for the average number of passenger complaints for DAR services is less or equal to 1 validated complaint for every 3,000 passenger trips.

XI. Program Specific Requirements and Guidelines for Transit Providers Serving Urbanized Areas (of 200,000 or more people) and Operates 50 or more Fixed Route Vehicles

As of January 1, 2013, the City of Roseville population was 123,514 and Roseville Transit has a fleet of 36 buses. Therefore, Roseville Transit is not subject to the demographic and service profile maps and charts, ridership and travel patterns, results of monitoring programs, or other requirements of transit providers that operate 50 or more fixed route vehicles in peak service and are located in an urbanized area of 200,000 people or more.

Appendix A

Title VI Notice to the Public (English and Spanish)

***Notifying the Public of Rights Under Title VI of the
Civil Rights Act of 1964
Roseville Transit***

Roseville Transit operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Roseville Transit.

For more information on Roseville Transit's civil rights program, and the procedures to file a complaint with either Roseville Transit or the Federal Transit Administration, contact 916-774-5293, (TTY:916-774-5220), (Fax: 916-746-1333), email: transportation@roseville.ca.us, ask at the City of Roseville Alternative Transportation office, at 401 Vernon Street, Roseville CA 95628 or visit our website at: www.roseville.ca.us/titlevi

***Notificación pública sobre de Título VI del
Acta de Derechos Civiles de 1964
Tránsito de Roseville***

El Tránsito de Roseville opera sus programas y servicios sin considerar la raza, color, y origen nacional en conformidad con el Título VI del Acta de Derechos Civiles. Cualquier persona quien cree ella/él ha sido ofendido por cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja con el Tránsito de Roseville.

Para más información del programa de derechos civiles del Tránsito de Roseville, y los procedimientos de presentar una queja con ya sea el Tránsito de Roseville o la Administración de Tránsito Federal, pregúntenos en nuestro mostrador de enfrente, llame al 774-5293, (TTY: 916-774-5220), (Fax: 916-746-1333), mande un e-mail a transportation@roseville.ca.us, o visite www.roseville.ca.us/titlevi.

Appendix B

Title VI Sample Complaint Form – 2 sided (English and Spanish)

What is a Title VI complaint?
Roseville Transit operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Roseville Transit.

Federal law requires Title VI complaints be filed within 180 calendar days of the last alleged incident.

How do I file a complaint?
1. Complete the form on the reverse side and return it to the City of Roseville Alternative Transportation office.
or
2. File a complaint with the Federal Transit Administration (FTA). Visit www.fta.dot.gov for more information.

Submit a signed written statement to the FTA that contains the following information:
a. Complainant's name, address, and telephone number.
b. If you are filing on behalf of another person, include their name, address, telephone number, your relationship to the person, and if you have their permission to file the complaint.
c. Name of the public transit provider the complaint is against.
d. Describe the complaint. Include specific details such as names, dates, times, route numbers/letters, witnesses, and any other information that would assist in the investigation of your allegation.

Where do I submit a complaint?
City of Roseville
Alternative Transportation
Civil Rights Officer
401 Vernon Street
Roseville, CA 95678
Phone: (916) 774-5293
Fax: (916) 745-1333
TDD: (916) 774-5220

Federal Transit Administration
Office of Civil Rights
Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, D.C. 20590
Phone: 1-866-377-8642
TTY: 1-800-877-8339
VCO: 1-877-877-6280

Federal Transit Administration Region IX
Civil Rights Officer
201 Mission Street, Suite 1650
San Francisco, CA 94105-1839
Phone: (415) 744-3133
Fax: (415) 744-2726

Visit www.fta.dot.gov for additional information regarding Title VI obligations of public transit providers.

Title VI of the Civil Rights Act of 1964 Notification & Complaint Form

Roseville Transit operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Roseville Transit.

"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)

CITY OF ROSEVILLE CALIFORNIA

Roseville Transit
Public Works - Alternative Transportation
401 Vernon Street
Roseville, CA 95678
(916) 774-5293
www.roseville.ca.us/transit

Roseville Transit Title VI Complaint Form 

Please complete this form and mail, fax, e-mail, or deliver in person to the Roseville Transit Civil Rights Officer, Alternative Transportation office at 401 Vernon Street, Roseville, CA 95678.

Section 1
Name (Complainant): Mr Mrs Ms Miss
Mailing Address: _____
City: _____ State: _____ Zip: _____
Phone: _____ E-mail: _____

Section 2
Are you filing out this form on your own behalf? Yes No
If you answered "No" please supply your name and relationship to the person listed in Section 1. Name: _____ Relationship: _____
Please explain why you are filing an incident form on their behalf: _____
Have you obtained permission to file this form on their behalf? Yes No

Section 3
Basis of alleged discrimination: race Color National Origin

Section 4
Type of service:
Commuter Dial-A-Ride Local Phone Other
Date of alleged discrimination (month/day/year): _____ Time: _____
Start: _____ Route: _____ Bus # _____
Boarding location: _____ Destination location: _____
Describe the situation you would like to report. Use additional paper if necessary.

Please list any person(s) we may contact for additional information:
Name: _____ Address: _____ Phone: _____

Section 5
Have you previously filed a Title VI complaint with Roseville Transit? Yes No
Did you file this complaint with another federal, state or local agency; or with a federal or state court? Yes No
Which agency: _____ Date filed: _____

Section 6
I declare under penalty of perjury under the laws of the State of California that the information I have provided is true and correct to the best of my knowledge.
Signature: _____ Date of filing: _____

Rev. 9/2013

**Prepared by:
City of Roseville
401 Vernon Street
Roseville, CA 95678
www.roseville.ca.us/transit**

*Please direct comments/questions to:
Eileen Bruggeman, Civil Rights Officer, at (916) 774-5293 or ebruggeman@roseville.ca.us*

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I. Purpose & Goals

Purpose

As a recipient of federal transportation funding from the Federal Transit Administration (FTA), the City of Roseville (COR) is required to develop a Public Participation Plan (PPP) that implements the goals and objectives of Title VI of the Civil Rights Act of 1964, which states:

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.

This PPP is intended to provide guidance for public involvement activities to be conducted by COR in the expenditure of FTA funds in compliance with Title VI of the Civil Rights Act of 1964 and FTA Circular 4702.1B (“Title VI Requirements and Guidelines for Federal Transit Administration Recipients”).

Goals

The procedures, strategies and techniques contained in this PPP support the purpose stated above and the following goals:

- Provide an open and visible decision-making process to which all members of the public have equal access
- Seek out and consider the viewpoints of minorities, low income persons, persons with limited English proficiency, and other community groups
- Offer early and continuous opportunities for the public to be involved in the identification of social, economic, physical and environmental impacts of proposed decisions
- Raise the level of community participation by citizens for the purpose of improving and maintaining the quality of life within the City of Roseville

II. Background

The City of Roseville has a long-standing commitment to providing open and visible decision-making processes that provide equal access to all. Two of the primary methods we have used to generate public involvement are:

1. **Boards and Commissions** – The City of Roseville has established 13 boards and commissions for the specific purpose of soliciting and involving public input as part of any decision-making process. Of these, the Transportation Commission typically has responsibility for oversight of FTA-funded transportation projects, plans and services.

2. **Roseville Coalition of Neighborhood Associations** - The City of Roseville established the Roseville Coalition of Neighborhoods Association (RCONA) in 1993. RCONA is a not-for-profit, non-partisan umbrella organization comprised of representatives of Roseville's individual "Neighborhood Associations". There are currently 39 Neighborhood Associations, each of which geographically represents a defined area of the City's entire corporate boundaries, as shown at the RCONA web site: <http://www.rcona.org>. Two clearly stated purposes of the mission of the RCONA are:

- To raise the level of community participation by citizens for the purpose of improving and maintaining the quality of life within the City of Roseville.
- To work with neighborhood associations in resolving social, physical and economic problems within neighborhood, and deal with other important neighborhood issues

PLACEHOLDER FOR SACOG PPP EFFORTS REGARDING THE MTIP AND MTP

The City of Roseville will incorporate the use of these existing community outreach and public involvement resources into this PPP. This PPP will also consider other measures to solicit the involvement of citizens in the public decision-making process.

III. Public Involvement Plan

The primary means of implementing the goals of the PPP shall be the development and execution of a Public Involvement Plan (PIP) for applicable transit plans, projects or activities. The PIP shall be developed at the outset of the project planning process and shall be modified as needed during the planning process. The PIP shall be designed in accordance with the following principles:

1. The PIP shall be tailored to the scope of the proposed plan, project or activity, the population of the planning or project impact area, and the resources available for outreach.
2. The PIP will be designed to eliminate barriers to active participation and shall seek out the viewpoints of minority, low-income, LEP and other populations consistent with Title VI Program Executive Order 13166 and U.S. Department of Transportation (DOT) LEP Guidance.
3. The PIP will be developed at the beginning of each planning process to provide early opportunities for public involvement in the identification of project, plan and activity goals and community needs, benefits and impacts.
4. Public notification will be provided throughout the planning process, including at key decision points and for public meetings.

The PIP for each transit plan, project and activity shall including public involvement strategies tailored to the scope of the proposed plan, project or activity and methods of public notification appropriate to the particular plan, project or activity. The PIP for City-initiated transit projects will be reviewed and approved by the City Manager or his/her

designee (often the responsible department head, division manager or project manager) prior to implementation, and shall be maintained in a project file for public review at all times.

A. Applicability of Public Involvement Plans

A PIP shall be prepared for the following activities undertaken by the COR:

1. Adoption or substantial modification of transit plans
2. Approval of FTA-funded capital improvement projects
3. Fare changes
4. Major service changes as defined below:
 - The elimination or addition of a transit line or service
 - A route change that impacts 25% or more of a route's miles or bus stops
 - A reduction or increase of service or frequency of service that affects 25% or more of the total transit system revenue miles
 - Proposed changes that are reasonably anticipated to be controversial with or substantially affect an identified stakeholder, neighborhood or community group or population

Service changes not falling under the definition of a major service change are considered minor changes that may be approved by the Alternative Transportation Manager without the implementation of a PIP.

B. Public Involvement Strategies

During development of the PIP, the following **public involvement strategies** may be used as appropriate to the activity being undertaken to identify public needs, concerns and comments:

- Project Newsletters
- Informal Meetings with community groups
- Formal presentations to community groups
- Interactive Public Workshops (Visioning, Scenario Planning, etc.)
- Project Open Houses
- Special Advisory Committees
- Focus Groups
- Media Strategies
- Public Surveys
- Public Hearings

The above list is considered a menu of strategies to obtain public input. The PIP for each particular activity subject to this PPP will be tailored to use the most appropriate strategies for achieving public involvement for the given activity. The PIP for a particular activity may incorporate some or all of the above strategies.

As appropriate to the particular activity, the PIP may incorporate **supplemental outreach strategies** to seek out the viewpoints of minority, low-income, and Limited English Proficient (LEP) populations;

- Partner with community organizations to engage members of the public who are less likely to attend traditional public meetings (including LEP populations) through means such as surveys and focus groups.
- Attend community events
- Attend meetings and activities organized by faith-based organizations, advocacy groups, or other community partners that will help solicit feedback from diverse members of the public.
- Develop and maintain a “Community Partner List”, which identifies community partners and organizations that may be targeted for public outreach based upon the scope of the particular project, plan or activity. The community partner list may include the following types of groups and organizations:
 - Lower Income Individuals/Households
 - Minorities
 - Limited English Proficient Individuals/Groups
 - Persons with Disabilities and Limited Mobility
 - Native American Organizations and Tribal Councils
 - Senior Citizens
 - RCONA and Neighborhood Associations
 - Community Service Organizations
 - Faith-based Organizations
 - Affordable Housing Advocates
 - Environmental Advocates
 - Home Builder Organizations
 - Business Organizations
 - Commercial Property Interests
 - Landowners
 - Other Public Agencies

C. Public Hearings

A minimum of one (1) public hearing shall be required for fare changes and major service changes and may be required for other plans, projects and activities as required by local, state and federal law, such as the California Environmental Quality Act.

Public hearings will be scheduled as part of a regular Transportation Commission or City Council meeting. Notification of public hearings shall, at a minimum, be as required by the applicable local, state or federal law. In addition, public hearings should be more broadly through other means as identified in the PIP.

D. Logistics for Public Meetings

The following should be considered when planning public workshops and meetings:

- Public meetings, workshops and hearings should be held at convenient and accessible locations, with consideration of access to transit and ease of access for target audience. When local transit does not provide service due to the meeting location or time, the City of Roseville advertises the availability of free Dial-A-Ride service to the meeting.
- Meeting rooms should be large enough for the anticipated audience
- Meeting locations should be accessible to persons with disabilities
- Meeting times should consider the work schedules, school schedules, rush hours, meal hours, religious worship hours and other characteristics of target audience
- If needed, a specific employee shall be designated to accommodate the needs of persons who are linguistically or culturally isolated, as well as persons with disabilities

E. Documentation of Public Comments

Public comments received during the public outreach and involvement process will be compiled in writing in either meeting notes, minutes or as otherwise appropriate. The comments will be forwarded to the applicable advisory committee, commission or City Council for review and consideration in the decision-making process. A summary of the public comments received will be provided as part of a staff report submitted to the Transportation Commission and/or City Council. Per FTA Circular 4702.1B (IV-10); the staff report to the Transportation Commission and/or City Council shall include an evaluation of whether or not the proposed fare change or major service change will have a discriminatory impact based on race, color, or national origin.

VI. Public Notification

The PIP shall identify the appropriate methods of public notification for transit plans, projects and activities covered by this PPP. In all instances, information materials shall be made available and distributed in English and Spanish.

For all projects, notifications methods may include as appropriate to the project:

- COR Website
- Emails to Specific Groups or Individuals
- E-notify Email
- Social Media
- Press release and tip sheet

- Advertisement(s) in local media (Roseville Press Tribune, Sacramento Bee and/or ethnic media as appropriate)
- Legal Notice(s) as required by local, state and federal
- Direct Mail
- Post Meeting Agendas for Advisory Committee(s), Transportation Commission, City Council
- Post flyers and notices at community facilities (libraries, senior centers, human service organizations, schools, etc.) and transit facilities (e.g. transit transfer points, bus shelters, buses and Roseville Transit offices)

All flyers, handouts and other public notification materials shall specify that any interested individual is invited to make comments. The flyers, handouts and other public notification shall also specify the methods for submittal of comments, with appropriate contact information included. Typically, public comments may be submitted in the following manners:

- Email
- Direct mail
- In person at locations specified in the notice/flyer
- At public hearings, informational meetings, open houses and workshops
- By telephone to City representatives

VII. Periodic Review

Every 3 years or more frequently as determined necessary by the COR, the COR will review the effectiveness of the public engagement process and the procedures and strategies contained in this PPP. The goal of this review will be to ensure a full and open participation process. The PPP will be revised as appropriate based upon this periodic review.

Appendix D

Roseville Transit Limited English Proficiency Language Plan (LEP)

August 2013

Background

This Limited English Proficiency (LEP) Plan provided to address the City of Roseville Alternative Transportation Division's obligation as a recipient of Federal funds to meet the needs of individuals that have been identified as LEP within the City of Roseville's boundaries. This plan includes responsibilities of the Alternative Transportation staff and Roseville Transit staff. The City of Roseville contracts with MV Transportation (MV) to oversee the operation of Roseville Transit.

Limited English Proficiency Defined

A Limited English Proficiency (LEP) is defined as a person for whom English is not their primary language and who have a limited ability to speak, understand, read, or write English. It includes people who reported to the U.S. Census that they do not speak English well or do not speak English at all.

Four Factor Analyses

Factor 1: The number or proportion of LEP persons in the service area who may be served or are likely to encounter an Alternative Transportation or Roseville Transit program, activity or service.

Alternative Transportation staff reviewed the 2010 U.S. Census report, to identify LEP language groups that constitute 5% of the population or 1,000 (whichever is less) of the person eligible to be served or likely to be affected or encountered in the Roseville Transit service area. Data shows that Spanish speaking persons constitute the only language group that numbers 5% of the population or 1,000 (whichever is less) of the person eligible to be served or likely to be affected or encountered in the Roseville Transit service area.

Language services that are needed by current programs and services primarily involve Spanish speaking individuals.

Factor 2: The frequency with which LEP person come in contact with an Alternative Transportation or Roseville Transit program, activity or service.

In August of 2010, Alternative Transportation staff conducted an informal survey showing the following figures:

Alternative Transportation staff comes into contact with approximately 2 individuals per month that requires an interpreter.

Roseville Transit reservationist/dispatchers come into contact with approximately 40 callers per month that require an interpreter.

Roseville Transit drivers come into contact with approximately 50 customers per month that require an interpreter.

Factor 3: The nature and importance of transit programs, activities or services provided by Alternative Transportation and Roseville Transit to the LEP populations.

Alternative Transportation front counter staff may assist LEP customers with trip planning, pass sales, discount photo identification cards, ADA inquires, and general information about Roseville Transit.

Roseville Transit dispatchers may assist LEP customers with Dial-A-Ride reservations and trip planning.

Roseville Transit drivers may assist LEP passengers with fare questions and trip planning.

Factor 4: The resources available to Alternative Transportation and Roseville Transit and overall costs to provided LEP assistance.

The Alternative Transportation staff has access to City employees that are approved translators in Spanish, American Sign Language and Punjabi. Translators are available in various departments throughout the City.

The City of Roseville employees also have access to an AT & T Language Line. The language line allows employees and customers to speak to each other through an interpreter by speaker phone. The Language Line offers translation in many languages. Alternative Transportation staff uses this service as necessary.

MV Transit employs Spanish speaking dispatchers and drivers.

Spanish Materials and Services Currently Offered

Alternative Transportation offers many of its materials in Spanish (initial year provided in Spanish):

- Roseville Transit Local, Dial-A-Ride, and Commuter Bus Services Guides (2000)
- On-board information notifying passengers of promotions and service notices (2008)
- Bus stop closures notices (2009)
- ADA application and letters (2002)
- Roseville Transit E-Notify – notifies passengers via e-mail of the latest Roseville Transit information that may affect a passenger’s trip (2008)
- Civil Rights and Compliant Procedure (2010)

Alternative Transportation staff will continue to produce transit materials in Spanish as the need arises.

The City of Roseville web site offers a translator provide by Google. By a push of a button any website page is translated into the desired language. (2008)

Alternative Transportation front counter staff and Roseville Transit dispatchers and drivers received the training booklet “*Basic Spanish for Transit Employees*”. This booklet contains basic Spanish words and phrases. (2005)

The Roseville Transit customer service line (916-745-7560) offers callers the option to hear menus in Spanish.

Spanish speaking dispatchers are available Monday – Friday in the morning and Thursday – Sunday in the afternoon. If an interpreter is not available, callers are instructed to call back during the above listed times. Regular customers are aware of the days and hours a translator is available. A majority of Spanish speaking callers make their Dial-A-Ride reservations during this time.

Roseville Transit contracts driver/operator services; some contracted employees (i.e. drivers) are fluent in Spanish. The City's contractor makes efforts to assign these drivers to routes that predominantly encounter the Spanish speaking population. If a driver is not Spanish speaking and the passenger requires an interpreter, the driver will either contact dispatch or another Spanish speaking driver for assistance.

Alternative Transportation Training

- Staff has been trained of the formalized LEP plan
- Staff are reminded of the available translator services
- Staff are instructed to document language assistance requests

Roseville Transit Training

- MV Management staff are informed of the LEP plan
- MV Management staff are instructed to document language assistance requests
- Alternative Transportation staff provides MV Transit with the form(s) to track requests

Monitoring and Updating the LEP Plan

Staff will continue to monitor usage of services and use of translated documents to review the data and update the plan as necessary.

Alternative Transportation staff will periodically perform an informal survey of Roseville transit drivers and dispatchers to see if additional language services are necessary.

It will also review the language assistance requests provide by Alternative Transportation and Roseville Transit staff.

Appendix E

Subrecipient Title VI Program – City of Lincoln Materials

[Home](#) > [Department & Services](#) > [Department of Public Services](#) > [Lincoln Transit System](#)

Title VI of the Civil Rights Act of 1964

Non-Discrimination Policy

The City of Lincoln, Lincoln Transit System is committed to ensuring no person is excluded from participation in, or denied the benefits of its transit services or programs on the basis of race, color or national origin as afforded under Title VI of the Civil Rights Act of 1964.

The City of Lincoln Department of Public Services is responsible for providing leadership, direction, and policy to ensure compliance with Title VI of the Civil Rights Act of 1964 in respect to its transit services. Any person(s) who feels they have been discriminated against is encouraged to report such violations in writing to:

City of Lincoln

C/O Dept of Public Services
600 Sixth Street
Lincoln, CA 95648

or

You may file a written complaint within 180 days from the alleged incident to:

Federal Transit Administration

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

Go [here](#) for more information about Title VI of the Civil Rights Act of 1964.

Exhibit F

Public Involvement Plan for the City of Roseville Program for Title VI of the Civil Rights Act of 1964, Public Participation Plan, and Limited English Proficient Language Plan

Project Description: As a recipient of federal transportation funding from the Federal Transit Administration (FTA), the City of Roseville (COR) is required to develop a Program for implementation of Title VI of the Civil Rights Act of 1964, including a Public Participation Plan (PPP) and a Limited English Proficient Language Plan (LEPLP). The Title VI Program documents the City of Roseville's efforts to grant all citizens equal access to transit service, and also confirms that the City of Roseville 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. The PPP is intended to provide guidance for public involvement activities to be conducted by COR in the expenditure of FTA funds. The PPP requires that all FTA-funded programs, plans or undertakings prepare a Public Involvement Plan that plans for and documents public outreach efforts. The LEPLP demonstrates that the City of Roseville, as a recipient of FTA funds, takes responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP).

Public Involvement Plan Purpose: This PIP is being developed at the outset of the Title VI project to seek out the viewpoint of the general public as well as minority, low income, and LEP populations as it relates to the above-described project.

Public Involvement Strategies: The following public involvement strategies will be used to engage the public in the review of the above-described project:

- Transportation Commission Public hearing
- City Council Meeting

Public Notification: The following public notification methods will be used to engage the public in the review of the above-described project:

- COR Website (translations available for multiple languages)
- Email to: RCONA Representatives, Latino Leadership Council, HEAR, Food Closet Collaborative, Placer Collaborative Network
- Roseville Transit E-notify
- Notice of Public Hearing
- Post Meeting Agendas for Transportation Commission and City Council
- Post flyers and notices at:
 - Main, Maidu and Martha Riley Libraries
 - Roseville Alternative Transportation office
 - Civic Center Transfer Station

Prepared by: Michael Dour on September 30, 2013

Exhibit G

Public Comments Received during Public Review of the City of Roseville Program for Title VI of the Civil Rights Act of 1964, Public Participation Plan, and Limited English Proficient Language Plan

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