
Arcata and Mad River Transit System
Title VI Program

Previously Adopted:
February 5, 2014

UPDATED:
August 2, 2017

Arcata and Mad River Transit System

Title VI Program

INTRODUCTION

Title VI of the Civil Rights Act of 1964, a federal statute, provides that no person shall, on the grounds 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. In addition, Presidential Executive Order 13166 requires recipients, sub-recipients of federal funds to take reasonable steps to address the needs of individuals who have limited-English proficiency in order to ensure no discrimination occurs based upon national origin.

On October 1, 2012, the Federal Transit Administration (FTA) released Circular 4702.1B to comply with the newly revised Department of Transportation (DOT) regulation issued to implement the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and Executive Order 13166. The Arcata and Mad River Transit System's Title VI Program has been updated to reflect the requirements of the new circular. As a part of the program implementation, Arcata and Mad River Transit is also required to submit a Title VI compliance report to the CalTrans Division of Mass Transportation every three years. This plan and report highlight the Arcata and Mad River Transit's efforts to support and comply with all aspects of Title VI.

Program Objectives

Arcata and Mad River Transit System's Title VI Program goals are;

- Ensuring that the level and quality of public transportation service is provided in a nondiscriminatory manner;
- Promoting full and fair participation in public transportation decision-making without regard to race, color, or national origin;
- Ensuring meaningful access to transit-related programs and activities by persons with limited-English proficiency.

Arcata and Mad River Transit System

Title VI & LEP Plan

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TITLE VI COMPLAINT PROCEDURES

Arcata and Mad River Transit System

What is Title VI?

Title VI is a section of the Civil Rights Act of 1964 requiring that “No person in the United States shall on the grounds 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 assistance.” Note that the Title VI does not address gender discrimination. It only covers race, color and national origin. Other Civil Rights laws prohibit gender discrimination.

Any person who feels that he or she, individually or as member of any class of persons, on the basis of race, color, or national origin has been excluded from or denied the benefits of, or subjected to discrimination caused by the Arcata and Mad River Transit System may file a written complaint with the Arcata and Mad River Transit System (A&MRTS), Title VI Administrator or the Federal Transit Administration (FTA).

Filing a Complaint with the Arcata and Mad River Transit System

The preferred method of filing a complaint is to file your complaint in writing with using the Title VI complaint form, and sending it to:

**Arcata and Mad River Transit System
Attention: Director of Transportation
925 E Street
Arcata, California 95521**

A complaint form is available in hard copy at the administrative office of Arcata and Mad River Transit System or may be downloaded and submitted online at www.arcatatransit.org. Such complaints must be filed within 180 calendar days after the date the discrimination occurred.

The Complaint Process

Upon receipt of the complaint, the Title VI Administrator will record the complaint in the Title VI Complaints, Investigations and Lawsuit Log. This Log included the date of investigation, lawsuit, or complaint; summary of the allegation (s); the status of the investigation, lawsuit or complaint; and actions taken by recipient or sub recipient in response to complaint.

TITLE VI COMPLAINT PROCEDURES

Should a complaint be filed with Arcata and Mad River Transit System and an external agency simultaneously, the external complaint shall supersede the Arcata and Mad River Transit System complaint and Arcata and Mad River Transit System's complaint procedures will be suspended pending the external agency's findings.

If filed with Arcata and Mad River Transit System, the Title VI Administrator will begin assessment or investigation of the complaint within fifteen (15) working days of receiving the complaint. Based upon all of the information received, the Title VI Administrator will prepare a draft written response subject to review by the Arcata City Council. If more time is required, the Administrator shall notify the complainant of the estimated time frame for completing the review, not to exceed (60) calendar days of the receipt of the formal complaint. If appropriate, Arcata and Mad River Transit System may administratively close the complaint.

If final written response is determined to be needed, the complaint will receive a letter stating the final decision of the Transportation Superintendent and the complaint will be advised of his/her right to file a complaint with the Federal Transit Administration (FTA), Office of Civil Rights should the complainant feel dissatisfied with the decision.

Filing a Complaint with the Federal Transit Administration

To file a complaint with the Federal Transit Administration, fill out a Title VI complaint form and mail it to:

Federal Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 20590

The complaint form may be downloaded from FTA's website.

Go to <http://www.fta.dot.gov/civilrights/title6/civilrights5104.html> for more information.

Upon request, assistance in the preparation of any necessary written material will be provided to a person or persons who are unable to read or write.

TITLE VI NON-DISCRIMINATION POLICY STATEMENT

The Arcata and Mad River Transit System is committed to ensuring that no person is excluded from participation in, or denied the benefits of, or be subject to discrimination in the receipt of its services or programs on the basis of race, color or national origin or other characteristics protected by law, including Title VI of the Civil Rights Act of 1964, as amended. Further, under the American with Disabilities Act (ADA) of 1990, no entity shall discriminate against an individual with a physical or mental disability in connection with the provision of transportation service.

To obtain more information on The Arcata and Mad River Transit System's nondiscrimination obligations or to file a Title VI complaint, contact:

R. Charles Class, P.E., Director of Transportation
Arcata and Mad River Transit System
925 E Street
Arcata, California 95521

Main: (707) 825-2170
Fax: (707) 825-2023

You may file a written complaint no later than 180 calendar days after the date of the alleged discrimination.

TITLE VI COMPLAINT FORM

Before filling out this form, please read the Arcata and Mad River Transit System Title VI Complaint Procedures located on our website or by visiting our office.

The following information is necessary to assist us in processing your complaint. If you require assistance in completing this form, please call us at the phone number listed above. Complaints must be filed within 180 calendar days after the date alleged discrimination occurred.

Complaint's Name:		
Street Address:		
City:	State:	Zip Code:
Telephone Number Home:	Other:	

Where you discriminated against because of:

Race

National Origin

Color

Date of Alleged Incident_____

Time of Incident_____

Person discriminated against (if someone other than complaint):

Name:		
Address:		
City:	State:	Zip Code:

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 and provide name of agency and contact information:

	Federal Agency:	Contact:
Telephone # For Contact:		Email:
	Federal Court:	Contact:
Telephone # For Contact:		Email:
	State Agency:	Contact:
Telephone # For Contact:		Email:
	State Court:	Contact:
Telephone # For Contact:		Email:
	Local Agency:	Contact:
Telephone # For Contact:		Email:
	Other:	Contact:
Telephone # For Contact:		Email:

Have you filed a lawsuit regarding this complaint: Yes No

Note: If litigation is pending regarding the same issues, we defer to the decision of the court.

In your own words, describe the alleged discrimination. Explain what happened and whom you believe was responsible. You should include specific details such as names, dates, times, route numbers, witnesses, and any other information that would assist us in our investigation of the allegations. Please provide any other documentation that is relevant to this complaint.

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

Signature:	Date:
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**Mail or deliver this form to: Director of Transportation
Arcata and Mad River Transit System
925 E Street
Arcata, California 95521**

Date Received: **By Whom:**

AGENCY OVERVIEW

Arcata and Mad River Transit System

The Arcata and Mad River Transit System (A&MRTS) was established in 1975 and provides public transportation within the City of Arcata. There are two fixed routes that operate between the hours of 7:05 AM and 10:00 PM while Humboldt State University (HSU) is in session, Monday through Friday. During the summer (Mid May through Mid August) and Winter breaks (Mid December through Mid January) the buses run from 7:05 AM until 7:00 PM weekdays. The Gold Route services the downtown area, Northtown, HSU, Mad River Hospital and Valley West. The Red Route services the downtown area, Greenview Market, HSU, Uniontown and Sunny Brae. The Saturday Orange Route operates from 7:05 AM to 7:00 PM servicing nearly 75% of both the weekday Gold and Red Routes.

SERVICE STANDARDS AND POLICES

The Arcata and Mad River Transit System have adopted the following service standards and policies in compliance with FTA Circular 4702.1B:

Vehicle Load Standard

Peak

The average of all loads during the peak operating period is likely not exceed each bus's achievable capacity. Peak loads are:

<u>Bus Type</u>	<u>Passenger Capacity</u>
Standard 25'	20
Low Floor 35'	32
Standard 35'	32

On-Time Performance Standard

95% percent of vehicles will complete their established runs no more than 5 minutes late in comparison to the established schedule/published timetables.

Service Availability Standard

Transit routes are distributed so that 85 percent of all residents live within a quarter of a mile of a bus route.

Vehicle Assignment Policy

Buses will be assigned to routes so that each group of buses of the same age will be evenly distributed across the service area; low-floor buses are deployed on frequent service and other high-ridership lines. These buses carry a higher share of ridership than their numerical proportion of the overall bus fleet.

All buses are equipped with air conditioning, and drivers announce stops at least at transfer points with other fixed routes, other major intersections and destination points, and intervals along a route sufficient to permit individuals with visual impairments or other disabilities to be oriented to their location.

Bus assignments take into account the operating characteristics of buses of various lengths, which are matched to the operating characteristic of the route.

Transit Amenities Policy

Installation of Transit amenities along bus routes are based on the number of passengers boarding at bus stops along each route.

ARCATA AND MAD RIVER TRANSIT SYSTEM'S LANGUAGE ASSISTANCE PLAN

Adopted:

August 2, 2017

LANGUAGE ASSISTANCE PLAN

Consistent with Title VI, DOT's implementing regulations, and Executive Order 13166, Arcata and Mad River Transit System takes reasonable steps to ensure meaningful access to benefits, services, information and other important transit activities for individuals who are limited-English proficient (LEP).

To provide meaningful access to Arcata and Mad River Transit System programs and services for persons who have limited English proficiency, a LEP plan was adopted. This plan is a training tool and guide for transit members on how to recognize a person who may need language assistance on how to provide that assistance.

Local demographic data revealed no need to provide additional language assistance at this time however, Arcata and Mad River Transit will continue to analyze the need though local input and community surveys.

INTRODUCTION

The limited English Proficiency Plan has been prepared to address the Arcata and Mad River Transit System responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English proficiency language skills. The plan has been prepared in accordance with the Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq, and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color or nation origin.

Executive Order 13166, titled **Improving Access to Services for Persons with Limited English Proficiency**, indicates that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination. It directs each agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal funds, including all Arcata and Mad River Transit System departments receiving federal grant funds.

Plan Summary

The Arcata and Mad River Transit System has developed this Limited English Proficiency Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency (LEP) who wish to access services provided. As defined Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English. This plan outlines how to identify who may need language assistance, the ways in which assistance may be provided, staff personal who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

In order to prepare this plan, the Arcata and Mad River Transit System used the four-factor LEP analysis which considers the following factors:

1. The number of proportion of LEP persons in the service area who may be served by the Arcata and Mad River Transit System.
2. The frequency with LEP persons come in contact with Arcata and Mad River Transit System services.
3. The nature and importance of services provided by the Arcata and Mad River Transit System to the LEP population.
4. The interpretation services available to the Arcata and Mad River Transit System and overall cost to provide LEP assistance. A summary of the results of the four-factor is in the following section.

1. The number of proportion of LEP persons in the service area who may be served or are likely to require Arcata and Mad River Transit System services.

The Arcata and Mad River Transit System staff previously reviewed the 2010 U.S. Census Report and determined 2,090 persons (12% of total City pop.) in Arcata speak a language other than English. Of these 2,090 residents, 669 people (32% of 2,090) have Limited English Proficiency; that is, they speak English "not well" or "not at all". This is only 4% of the overall population in the AMRTS service area. In the service area, of those persons with Limited English proficiency, 403 speak Spanish, 113 speak Indo-European, 145 speak Asian or Pacific Islander Languages, and 8 speak other foreign languages.

2. The frequency with which LEP persons come in contact with Arcata and Mad River Transit System services.

The Arcata and Mad River Transit System staff reviewed the frequency with which the Arcata and Mad River Transit System employees have, or could have, contact with LEP persons. This includes documenting phone inquiries, bus rides or office visits. Within the last few year, the Arcata and Mad River Transit System has received less than 20 requests for interpreters and translated program documents. Most LEP requests are related to the non-FTA Greyhound Operations at the Citys intermodal transit facility and we supply necessary information and contact to our Greyhound clients.

3. The nature and importance of services provided by the Arcata and Mad River Transit System to the LEP population.

The Arcata and Mad River Transit System provides important transit services to the public through its fixed route service. The Arcata and Mad River Transit System is the primary resource for transit dependent individuals for daily life tasks such as medical appointments, shopping, commuting to school, and work.

Office staff and bus drivers are most likely to encounter LEP individuals through bus rides, office visits, and phone conversations.

4. The resources available to the Arcata and Mad River Transit System and overall cost to provide LEP assistance.

Currently, The Arcata and Mad River Transit System website provides the capability of being translated into over 30 languages using a tool called Google Translate. By clicking on a particular language, the web page is refreshed into the selected language. Arcata and Mad River Transit System also contracts with Language Line Personal Interpreter Services. For those who have limitations seeing, hearing, speaking, remembering, moving, specially-trained Communications Assistants (CA) can relay telephone conversations by dialing 711.

LANGUAGE ASSISTANCE

A person who does not speak English as their primary language and who has a limited ability to read, write, speak, or understand English may be a Limited English Proficient person and may be entitled to language assistance with respect to Arcata and Mad River Transit System services. Language assistance can include interpretation, which means oral or spoken transfer of a message from one language into another language and/or translation, which means the written transfer of a message from one language into another language.

Arcata and Mad River Transit System employees will identify an LEP person who needs language assistance:

- All Arcata and Mad River Transit System employees are provided with "I Speak" cards to assist in identifying the language interpretation needed if the occasion arises.
- All Arcata and Mad River Transit System employees are surveyed periodically on their experience concerning any contacts with LEP persons during the previous year.
- Post notice of Title VI Policy Statement and the availability of interpretation or translation services free of charge in languages LEP persons would understand.

Language Assistance Measures

The Arcata and Mad River Transit System has committed to making its services and programs available to LEP persons and we will continue with the following practices:

- 1.** Arcata and Mad River Transit System employees are taking reasonable steps to provide the opportunity for meaningful access to LEP clients who have difficulty communicating in English.
- 2.** The following resources will be available to accommodate LEP persons:
 - a.** When the Arcata and Mad River Transit System sponsors an informational meeting or event, an advanced public notice of the event should be published including special needs related to offering a translator (LEP) or interpreter with advance notice.
 - b.** Post the Arcata and Mad River Transit System Title VI Policy Statement and Complaint Procedures on the agency website, www.arcatatransit.org. 925 E Street Arcata, California 95521

STAFF TRAINING

The following training has been provided to all staff:

- Information on the Title VI Policy and LEP responsibilities.
- Description of language assistance services offered to the public.

For Example; The most common questions asked by limited English proficient individuals are:

Which bus should I take to [specific location]?

What time does the bus come?

How much is the fare?

How do I make my connection/transfer?

***Suggestions offered by AMRTS staff for language assistance measures include:
(please refer to your Title VI Packets)***

"I" Speak Cards - to identify language for an LEP individual

Language Line Solutions - access an interpreter

Spanish Schedules

AMRTS website - translates into over 30 languages using the tool google translate

- Documentation and logging of language assistance requests.
- How to handle a potential Title VI/LEP complaint.

TRANSLATION OF DOCUMENTS

The Arcata and Mad River Transit System weighed the cost and benefits of translating documents for potential LEP groups. At this time, there is no burden to have any documents translated. Arcata and Mad River Transit System has a contract with Langue Line Solutions as well as the website which provides the capability of being translated into over 30 languages to assist persons with limited English Proficiency.

Due to a very small local LEP population, the Arcata and Mad River Transit System does not have a formal outreach procedure in place, as of 2017. However, when and if the need arises for LEP outreach, the Arcata and Mad River Transit System will consider the following options.

- When staff prepares a document, or schedules a meeting for which the target audience is expected to include LEP individuals, then documents, meeting notices, flyers, and agendas will be printed in an alternative language based on the known LEP population.

The Arcata & Mad River Transit (AMRTS) Public Participation Program

Introduction and Policy Statement

The Arcata & Mad River Transit (AMRTS) is committed to providing an open and visible decision-making process to which Humboldt County residents will have equal access. The Arcata & Mad River Transit actively solicits the involvement of citizens in the public decision-making process, through public notification, media exposure, neighborhood meetings, and public hearings.

Further, the Arcata & Mad River Transit offers early and continuous opportunities for the public to be involved in the identification of social, economic, and environmental impacts of proposed transportation decisions. This includes seeking out and considering the viewpoints of minority, low-income, and limited English proficiency (LEP) populations (as well as older adults and people with limited mobility) in the course of conducting public outreach activities, consistent with Federal Transit Administration (FTA) Circular 4702.1B (“Title VI Requirements and Guidelines for Federal Transit Administration Recipients”).

Public Involvement Plan

When a project, program, or an issue may have identifiable impacts on a neighborhood or citizen group, a Public Involvement Plan shall be submitted to the Arcata & Mad River Transit City Council at the beginning of the project or program. The Plan shall be designed to:

1. Ensure responsiveness to the level of interest and concern expressed by the public;
2. Ensure visibility and understanding by the agencies, groups and individuals who may participate; and
3. Ensure that public involvement is carefully and systematically included as part of the decision-making process.

Public Involvement Plans for initiated projects will be reviewed and approved by the Arcata & Mad River Transit and Arcata City Council prior to implementation.

The Public Involvement Plan will be included as part of staff reports for the Arcata & Mad River Transit reports to the Arcata City Council.

Citizens Input

The Arcata & Mad River Transit will continue to solicit public input on an ongoing basis thru a multifaceted social media strategy including, but not necessarily limited to the City's website and other tools. This approach will provide opportunities for proactive, early, and continuing public participation for AMRTS projects, programs and decision making. This multi-pronged strategy will allow staff wide latitude to adapt to take advantage of changing communications technologies and to interact with individuals, group, businesses and strategic partners to ensure citizen access and participation. Mailings and other outreach efforts may be made to solicit input from a forum of organizations serving minorities, low- and moderate-income persons, as well as persons with disabilities and limited English proficient populations. More structured meetings may be held on specific proposals and projects when desirable to expand support and encourage broad based public participation in the development and review of programs and projects. The Arcata & Mad River Transit will aggressively promote opportunities for the inclusion of minority, low- and moderate-income and limited English populations in this forum. Public input may be drawn from, but not necessarily limited to, entities such as:

1. Transit users
2. The general public
3. Non-profit organizations that provide services to the homeless, LEP populations

Monitoring and Evaluation

The Arcata & Mad River Transit continuously monitors, evaluates and improves its public participation process. Regular review will be accomplished by tracking website usage and activity including the number of individuals on the AMRTS's contact list that receive meeting notices and agendas, and other related materials. Furthermore, the public will be encouraged to provide comments and suggestions through various channels and open dialogue will be maintained with advisory groups throughout the community on transportation and planning issues. A record of public comments and those of institutional representatives will be kept, as well as responses to such comments, where pertinent.

The Solicitation of Public Comment

It is AMRTS's policy to disseminate information and to solicit and respond to public comment regarding transportation projects in a manner which is reasonable and practical. Specific elements of this policy are as follows:

1. Except when impossible because of an emergency condition, advance notice of not less than fifteen (15) days will be provided to neighborhood and communities affected by transportation projects. The methods of providing such notice include, but are not limited to, distribution of revised timetables, handouts, posted notices and/or media releases. Moreover, notices will be published in a newspaper of general circulation and also, if applicable, in newspapers oriented to the specific groups or communities affected. Such published notices will include information as to the date, time and location of any public hearings. Not sooner than fifteen (15) days after the notices are published will at least one public hearing be held.

Additional Information on Process for Soliciting Public Comment

Informational materials will be placed on the buses and used as handouts at public informational meetings and hearings. Flyers and posters that direct interested individuals to these materials will be posted on the buses, transit offices, transfer centers, and facilities (libraries, senior communities, human service organizations, schools, etc.) which may likely be impacted by the service changes.

Any interested individual is invited to make comments. Comments may be submitted in person at the public informational meetings and public hearings. They may also be submitted by mail and by Comment Card. In addition, comments may be submitted over the phone to AMRTS representatives, via email, and online via the website.

Information about scheduled public meetings is available via:

1. Bus posters
2. Arcata City Council agenda
3. Posters in Transit Division offices and transfer stations
4. AMRTS website
5. Appropriate venues, such as senior communities, human service organizations, and schools
6. Email notification and social media

All comments received are reviewed by AMRTS staff and considered in the final decisions. The goal of the AMRTS is to always provide the best possible service to the most current riders or potential riders.

Complaints

Any and all AMRTS complaints may be directed to the Arcata & Mad River Transit Title VI Coordinator:

Arcata & Mad River Transit
Charles Class, P.E., Director of Transportation
925 E Street
Arcata, CA 95521

Phone: 707-822-3775
Fax: 707-825-2023

MONITORING

Monitoring and Updating the LEP Plan - The Arcata and Mad River Transit System will update the LEP Plan as required. At minimum, the plan will be reviewed and updated when data from the Census is available, or when it is clear that higher concentrations of LEP individuals are present in the Arcata and Mad River Transit System (AMRTS) service area. This update includes the following update from questions posed in the previous document :

- Q: How have the needs of LEP persons been addressed?
A: There have been no specific LEP issues during the previous 3 years
- Q: Determine the current LEP population in the service area.
A: The current LEP population served has not noticeably changed in the previous 3 years
- Q: Determine whether the need for translation services has changed.
A: A translation service (711) is still necessary for access of staff and the public.
- Q: Determine whether the Arcata and Mad River Transit System language assistance programs (LAP) have been effective and sufficient to meet the need.
A: Based on the staff and public's needs and requests the AMRTS LAP has been sufficient.
- Q: Determine if A&MRTS's financial resources are sufficient to fund language assistance resources if needed.
A: If/when necessary the City would need to find funding for a more advanced program.
- Q: has the City maintained a Title VI complaint log, including LEP to determine issues and basis of complaints.
A: The City has a log format but no complaints have been logged regarding title VI.

DISSEMINATION OF THE ARCATA AND MAD RIVER TRANSIT SYSTEM LEP PLAN

A link to the **Arcata and Mad River Transit System LEP Plan** and the **Title VI Procedures** is included on the **A&MRTS website, www.arcatatransit.org and 925 E Street, Arcata, California 95521**

Any person or agency with internet access will be able to access and download the plan from the A&MRTS website. Alternatively, any person or agency may request a copy of the plan via email, telephone, fax, mail, or in person and shall be provided a copy of the plan at no cost.

Questions or comments regarding the LEP Plan may be submitted to;

Director of Transportation
Arcata and Mad River Transit System
925 E Street
Arcata, California 95521

Phone: 707-825-2170
Fax: 707-825-2023
Email: dclass@cityofarcata.org

RESOLUTION 178-10

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF ARCATA RESCINDING
RESOLUTION NO. 167-57 AND AUTHORIZING AND APPROVING THE ARCATA AND
MAD RIVER TRANSIT TITLE VI PLAN PURSUANT TO THE CIVIL RIGHTS ACT OF 1964**

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

WHEREAS, Section 601 of the Title VI of the Civil Rights Act of 1964 states that no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance; and

WHEREAS, the City of Arcata ensures that the level and quality of public transportation service is provided in a nondiscriminatory manner; and

WHEREAS, the City of Arcata promotes full and fair participation in public transportation decision-making without regard to race, color, or national origin; and

WHEREAS, the City of Arcata ensures meaningful access to all transit-related programs and activities by persons with limited English proficiency; and

WHEREAS, the City of Arcata wishes to authorize approval of the Title VI Plan developed by the Arcata and Mad River Transit System staff to comply with necessary provisions; and

WHEREAS, the City of Arcata assures that all of its transit programs and activities will be free from discrimination, whether those programs are federally funded or not; and

WHEREAS, each Title VI Plan must be submitted every three years; and

WHEREAS, the 2017 Title VI Plan has been reviewed and approved through the Arcata City Council; and

WHEREAS, the City Council rescinds Resolution No. 167-57 approved June 21, 2017.

NOW, THEREFORE, BE IT RESOLVED that the City of Arcata Certifies compliance with the policies, procedures and plans with regard to Title VI of the Civil Rights Act of 1964 as required and hereby adopts the updated 2017 Title VI Plan.

BE IT FURTHER RESOLVED that the City Manager is authorized to implement components of the plan in order to meet federal requirements and update policies that may be necessary to comply with subsequent revisions or interpretations to the Civil Rights Act.

This resolution shall be effective upon its adoption.

DATED: August 2, 2017

ATTEST:

Bridget Dory
City Clerk, City of Arcata

APPROVED:

Susan Ornelas
Mayor, City of Arcata

CLERK'S CERTIFICATE

I hereby certify that the foregoing is a true and correct copy of **Resolution No. 178-10**, passed and adopted at a regular meeting of the City Council of the City of Arcata, County of Humboldt, State of California, held on the 2nd day of August, 2017, by the following vote:

AYES: **ORNELAS, PEREIRA, PITINO, WATSON, WINKLER**

NOES: **NONE**

ABSENT: **NONE**

ABSTENTIONS: **NONE**

Bridget Dory
City Clerk, City of Arcata

ARCATA & MAD RIVER TRANSIT PUBLIC OUTREACH

2014 - 2016

Location	Date	Other Information
Humboldt Senior Resource Center Arcata Senior Lunch Site 321 Community Park Way Arcata, CA 95521	2014-2016 (once per month)	Reaching out to the senior community promoting public transportation options.
Humboldt Transit Authority Public Relations Focus Group 133 V Street Eureka, California	September 2015 (Informal group, typically meeting monthly)	In 2015 HTA established a small informal group of individuals (social service agencies, senior center, members of the public) in order to improve the experience of using our local public transit system for the general public and the disabled community. The group reviews service aspects of the local public transportation system and provides advice on best methods for meeting customer needs.

SOCIAL SERVICES TECHNICAL ADVISORY COMMITTEE

The SSTAC is established to advise HCAOG on public transportation needs in the region. The SSTAC is required to have a minimum of nine members representing the transit community, including persons with disabilities, senior transit users, social service provider representatives, low-income representatives, and representatives of the Consolidated Transportation Service Agency (CTSA). The HCAOG Board has appointed additional members to the SSTAC in accordance with PUC 99238(b).

When seats become available on the SSTAC a solicitation process takes place. HCAOG advertises in the local newspapers throughout the region and a member is selected through HCAOG Board approval. Meetings are held quarterly.

Board Members	Category	Telephone
Susan Harincar-Driscoll – HCAR, Chair Sharincar@hcar.us	Consolidation Transportation Service Agency	443-7077
Richard Johnson- Vice-Chair rfjohnson@huges.net	Public Representative	677-3173
Maren Rose Area 1 Agency on Aging	Social Service Agency w/Countywide Jurisdiction	442-3763
Joyce Hayes (interim) Senior Resource Center ADHC jhayes@humsenior.org	Social Service Provider for Seniors	444-8254
Cindy Calderon Tri-County Independent Living cynthis@tilinet.org	Social Service Provider for the Disabled	445-8404
Jaison Chand, City Ambulance Jchand@cityambulance.com	Social Service Provider for the Disabled	
Greg Pratt, HTA greg@hat.org	Social Service Agency w/Countywide Jurisdiction	443-0826
Charlie Bean (Transit User) charles.bean@yahoo.com	Advocate for Persons w/ Disabilities	496-0761 cell 441-1974 hm
Donnice Hildreth (Transit User) d.d.hildreth@att.net	Advocate for Persons w/ Disabilities	476-0718
Ross Jantz, Exec Dir, HCAR rjantz@hcar.us	Consolidation Transportation Service Agency	443-7077
Christy Snyder, Headstart csnyder@ncsheadstart.org	Advocate for Persons of Limited Means (Transit User)	822-7206
James Forbes, Council for the Blind mycrutch@sbcglobal.net	Advocate for (Transit User) Persons w/Disabilities	444-3548
Paul Pitino ppitino@cityofarcata.org	Arcata City Council member	822-5953
Ali Lee LightHouse of the North Coast alee@lighthouse-swf.org	Advocate for Persons w/Disabilities	268-5646
Sharon Batini sbatini@aol.com	Public Representative	768-3100
(Transit User)	Public Representative	
(Transit User)	Advocate for Elderly	
(Service Agency)	Advocate for Elderly	
(Service Agency)	Advocate for Persons of Limited Means	
(Transit User)	Social Service Provider for Seniors	

SERVICE COORDINATION COMMITTEE

The Service Coordination Committee consists of representatives from local, public, and private transit operators, local colleges, and Caltrans. The SCC advises the HCAOG Board on all matters general of relevant to regional transit issues. The SCC regularly reviews transit performance and productivity issues, recommends annual transit claims to the HCAOG Board, and provides input on the annual unmet transit needs process. The SCC members are selected from each entity to represent their individual agency. The HCAOG Board approves membership requests productivity issues, recommends annual transit claims to the HCAOG Board, and provides input on the annual unmet transit needs process. The SCC members are selected from each entity to represent their individual agency. The HCAOG Board approves membership requests and meetings are held bi- monthly.

Committee Members (11)	Telephone
R. Charles (Doby) Class, PE – Director of Arcata & Mad River Transit System City of Arcata, 736 F St, Arcata 95521	825-2170
Greg Pratt - CHAIR Humboldt Transit Authority 133 V Street, Eureka, CA 95501	443-0826
Jaison Chand City Ambulance of Eureka 135 W. 7th St, Eureka, CA 95501	445-4907
Dave Carstensen Caltrans District 1 P.O. Box 3700, Eureka 95502-3700	445-6409
Christina Boone, Public Transportation #5 Park Street Fortuna, CA 95540	725-7620
Traci Ferdolage, Administration Parking/Transit Public Safety Humboldt State University, Arcata 95521	826-4658
Russell Shorey City of Eureka 531 K Street, Eureka, CA 95501	441-4114
Susan Harincar-Driscoll HCAR 1707 E St., Suite 2, Eureka, CA 95501	443-7077
Dusty Napier P.O. Box 1147, Willow Creek, CA 95573 KT/Net ktnet@earthlink.net	530-629-1192
Cheryl Tucker, Director of special programs College of the Redwoods Transportation 7351 Thomkins Hill Rd, Eureka 95501	476-4293
Nick Angeloff (Alternate), Blue Lake Rancheria P.O. Box 428, Blue Lake, CA 95525 nangeloff@bluelakerancheria-nsn.gov nangeloff.ceo@gmail.com	407-6205

TECHNICAL ADVISORY COMMITTEE

HCAOG's TAC advises the Board on technical matters, funding allocations, and transportation programs. This committee consists of representatives of public works or transportation staff of each of the Joint Powers entities, as well as Native American tribes, Rancherias, transit managers, Caltrans, and the California Highway Patrol. The members of the TAC are selected or hired by each individual entity to represent their individual city or tribe or agency. The HCAOG Board approves membership requests and meetings are held monthly.

Committee Members (17)	Email	Telephone
R. Charles(Doby) Class,PE Director of A&MRTS, City of Arcata, 736 F St, Arcata 95521	dclass@cityofarcata.org	707-825-2170
Tom Mattson; County Public Works, 1106 Second St, Eureka 95501	tmattson@co.humboldt.ca.us	445-7491
Greg Pratt, HTA 133 V St, Eureka 95521	greg@hta.org	443-0826
Tatiana Alhstrand, Caltrans District 1 P.O. Box 3700, Eureka 95502-3700	Tatiana_Alhstrand@dot.ca.gov	441-4540
Netra Kahatri, PE City of Arcata PW Engineering 736 F St., Arcata, 95521	Nkahtri@cityofArcata.org	825-2173
		499-8402
Michael Foget, Blue Lake, Engineer 812 W. Wabash Ave, Eureka	mfoget@shn-engr.com	269-1027 441-8855
Josh Wolf, City of Trinidad, Engineer (GHD) 1783 Third Street, Eureka, CA 95501	joshwolf@w-and-k.com	443-8326
Mike Johnson, City of Fortuna, Public Works P.O. Box 545, Fortuna, CA 95540	mjohnson@ci.fortuna.ca.us	725-1478
Merritt Perry, City of Fortuna City Engineer P.O. Box 545, Fortuna, CA 95540	mperry@ci.fortuna.ca.us	725-1478
Mike Hostler, Interim Trans. Planner, Hoopa Tribe PO Box 789, Hoopa, CA 95546	http1@gmail.com	530-625-4017 c 310-2501
Sandy Tripp, Trans. Program Manager V-Chair PO Box 1016, Happy Camp, CA 96039	stripp@karuk.us	530-627-3063 c 643-1468
Joe James, Yurok Tribe PO Box 1027, Klamath, CA 95548	jkinney@yuroktribe.nsn.us	482-1350
Jacque Hostler, Trinidad Rancheria	Cherae.roads@gmail.com	677-0211
Praj White, City of Ferndale (Manhard) 427 F St., Ste 236 Eureka, CA 95501	engineer@asis.com	444-3800
Martin Abshire, Admin. Sargent CHP Caltrans Rm 166 255 East Samoa Blvd, Arcata, CA 95521		822-5981 wk
Nick Angeloff (Alt.) , Blue Lake Rancheria P.O. Box 428, Blue Lake, CA 95525	nangeloff@bluelakerancheria-nsn.gov nangeloff.ceo@gmail.com	407-6205

LIST OF LOCATION WHERE TITLE VI NOTICE IS POSTED

Arcata and Mad River Transit System Title VI notice to the public is currently posted at the following locations:

Location Name	Address	City
www.arcatatransit.org		
Arcata and Mad River Transit System	925 E Street	Arcata, Ca
Bus Shelters	Various locations citywide	
Lobby Area	925 E Street	Arcata, Ca
Eating Areas	925 E Street	Arcata, Ca
Interior of Buses		
Meeting Rooms	925 E Street	Arcata, Ca

ARCATA & MAD RIVER TRANSIT SYSTEM

LIST OF TRANSIT-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS

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



Deaf and Disabled Telecommunications Program

Use the California Relay Service (CRS)

If you have limitations seeing, hearing, speaking, remembering, or moving, specially-trained Communications Assistant (CA) can relay telephone conversations for all of your calls.



Dial 711 to reach the California Relay Service (CRS). Dialing 711 is for everyone, not just those who have difficulty hearing on a standard telephone. Friends, family, and business contacts can dial 711 for relay calls, too.

If you prefer having your calls immediately answered in your mode of communication but don't have a preferred provider, dial one of the toll free modality and language-specific numbers below. The call will be routed to one of the CRS providers.

Type of Call	Language	Toll-free 800 Number
TTY/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to-Speech	English & Spanish	1-800-854-7784

CRS provides a variety of modalities: Modalities are the type of service used based on the communication needs of the call parties.

Federal regulations specify very strict confidentiality requirements for CAs of all relay services. No part of the conversation that takes place between callers is revealed or recorded in written, verbal, or any other form. CRS CAs do not participate in the conversation and acquire no benefit from information relayed.

Language Service Provision

Interpretation Services

1. Arcata and Mad River Transit System (AMRTS) has a contract with Language Line Personal Interpreter to provide simultaneous interpretation for callers and for customers in service centers with whom staff can't communicate.

Language Line Instructions:

- To connect to an interpreter, dial toll free number: **1-866-874-3972**
- At the prompt, enter your 6-digit PIN number: **598214**
- Speak the name of the desired language (e.g. Spanish)
- If the language you requested is correct press 1.
- You'll be asked if you need us dial a third party for you (either international or domestic). If you do, you'll be connected to an attendant who will ask for the phone number, and will dial it for you. If not, you'll be directly connected to an interpreter.
- Once the interpreter is connected. Tell him/her what you want to accomplish and give them any special instructions.

2. When a customer directly calls the Language Line phone number, Language Line will connect with AMRTS and translate the callers AMRTS conversation.

3. When a customer calls AMRTS directly and with whom a staff member can't communicate, staff will connect with Language Line to translate. This step will be followed for customers at AMRTS headquarters and other service centers. If there isn't a staff member available who can translate, Language Line services will be used.

4. Simultaneous interpretation at public events will be determined on a case-by-case basis by examining several factors, such as:

- the type of event;
- the availability of AMRTS staff member to interpret;
- the availability of a staff member of a host organization to interpret, etc.

For small outreach events, such as level one type activities, proactive outreach, smaller travel training and transit awareness events, bilingual staff members will assist with translation where appropriate feasible.

