



LASSEN TRANSIT SERVICE AGENCY

TITLE VI PROGRAM

Prepared by: Lassen Transit Service Agency

707 Nevada Street
Susanville, CA 96130
(530) 251-8288

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Title VI Program

Lassen Transit Service Agency

2019/2020 Agency Members

Jeff Hemphill, Chairman, Lassen County Board of Supervisors
David Teeter, Vice-Chairman, Lassen County Board of Supervisors
Tom Hammond, Lassen County Board of Supervisors
Thomas Herrera, City of Susanville City Council
Quincy McCourt, City of Susanville City Council
Mendy Schuster, City of Susanville City Council

Section I: Lassen Transit Service Agency Title VI Program

Policy and Complaint Procedures

The Lassen Transit Service Agency (LTSA) is committed to ensuring that no person is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any of its programs, activities, or services on the basis of race, color or national origin. All persons, regardless of their citizenship, are covered under this regulation. In addition, LTSA prohibits discrimination on the basis of race, color or national origin in its employment and business opportunities.

LTSA will not condone retaliation against an individual for his/her involvement in asserting his/her rights pursuant to Title VI or because he/she filed a complaint or participated in an investigation under Title VI, and/or this regulation.

As a Federal Transit Administration (FTA) fund recipient, LTSA will ensure that its programs, policies and activities comply with the Department of Transportation (DOT) Title VI Regulations of the Civil Rights Act of 1964.

LTSA will ensure that the level and quality of its transportation service is provided without regard to race, color or national origin.

LTSA will promote the full and fair participation of all affected populations in the transportation decision making process.

LTSA will make good faith efforts to achieve environmental justice as part of its mission by identifying and addressing, as appropriate, disproportionately high and adverse human health or environmental effects of its programs, activities, and services on minority populations and low income populations with LTSA’s service area as provided herein.

LTSA will ensure that Limited English Proficient (LEP) individuals have access to LTSA’s programs, activities and services.

The LTSA Title VI Policy will be posted on the LTSA’s website, within the Transportation offices and within transit vehicles.

Title VI Posting Locations

Location Name	Address	City
Transportation Offices	707 Nevada Street	Susanville
Lassen Rural Bus Offices	701-980 Johnstonville Road	Susanville

Title VI Policy will also be posted on the website at www.lassentransportation.com

Safe Harbor Provision

The group of persons eligible to be served or likely to be affected or encountered in the LTSA's service area is less than 5% of the total population. LTSA will make every effort to provide bilingual interpretation to Spanish speaking persons through the Health and Social Services Department of Lassen County, which employs bilingual Spanish speaking individuals and makes this service available to the LTSA. The LTSA also has access to Language Line service through Health and Social Services, which offers interpretation service in over 200 languages.

Applicability

This policy is applicable to all LTSA employees, members of the public and all contractors hired by LTSA.

Failure of an LTSA employee to follow this policy and procedure may subject such employee to disciplinary action up to and including employment termination.

Definitions

The following definitions are derived from Title VI Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients"

Discrimination refers to any action or inaction, whether intentional or unintentional, in any program or activity of a Federal aid recipient, subrecipient, or contractor that results in disparate treatment, disparate impact, or perpetuating the effects of prior discrimination based on race, color, or national origin.

Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.

Disproportionate burden refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable.

Disparate treatment refers to actions that result in circumstances where similarly situated persons are intentionally treated differently (i.e., less favorably) than others because of their race, color, or national origin.

Limited English Proficient (LEP) persons refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. It includes people who reported to the U.S. Census that they speak English less than very well, not well, or not at all.

Low-income person means a person whose median household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines. Recipients are encouraged

to use a locally developed threshold, such as the definition found in 49 U.S.C. 5302 as amended by MAP-21: “refers to an individual whose family income is at or below 150 percent of the poverty line (as that term is defined in Section 673(2) of the Community Services Block Grant Act (42 U.S.C 9902(2)), including any revision required by that section) for a family of the size involved” or another threshold, provided that the threshold is at least as inclusive as the HHS poverty guidelines.

Low-income population refers to any readily identifiable group of low-income persons who live in geographic proximity, and, if circumstances warrant, geographically dispersed/transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed FTA program, policy or activity.

Minority persons include the following:

1. American Indian and Alaska Native, which refers to people having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
2. Asian, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
3. Black or African American, which refers to people having origins in any of the Black racial groups of Africa.
4. Hispanic or Latino, which includes persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.
5. Native Hawaiian or Other Pacific Islander, which refers to people having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

Minority population means any readily identifiable group of minority persons who live in geographic proximity and, if circumstances warrant, geographically dispersed/transient populations (such as migrant workers or Native Americans) who will be similarly affected by a proposed DOT program, policy, or activity.

National origin means the particular nation in which a person was born, or where the person’s parents or ancestors were born.

Provider of fixed route public transportation (or “transit provider”) means any entity that operates public transportation service, and includes States, local and regional entities, and public and private entities. This term is used in place of “recipient” in chapter IV and is inclusive of direct recipients, primary recipients, designated recipients, and subrecipients that provide fixed route public transportation service.

Public transportation means regular, continuing shared-ride surface transportation services that are open to the general public or open to a segment of the general public defined by age, disability,

or low income; and does not include Amtrak, intercity bus service, charter bus service, school bus service, sightseeing service, courtesy shuttle service for patrons of one or more specific establishments, or intra-terminal or intrafacility shuttle services. Public transportation includes buses, subways, light rail, commuter rail, monorail, passenger ferry boats, trolleys, inclined railways, people movers, and vans. Public transportation can be either fixed route or demand response service.

Race means a group of people united or classified together on the basis of common history, nationality, or geographic distribution.

Retaliation means any adverse action taken against another individual because of his/her participation in the complaint, investigation or hearing relating to this policy or the provision of federal or state law.

Service area refers either to the geographic area in which a transit agency is authorized by its charter to provide service to the public, or to the planning area of a State Department of Transportation or Metropolitan Planning Organization.

Title VI Program refers to a document developed by an FTA recipient to demonstrate how the recipient is complying with Title VI requirements. Direct and primary recipients must submit their Title VI Programs to FTA every three years. The Title VI Program must be approved by the recipient's board of directors or appropriate governing entity or official(s) responsible for policy decisions prior to submission to FTA. For State DOTs, the appropriate governing entity is the State's Secretary of Transportation or equivalent.

General Requirements and Guidelines

LTSA will carry out its programs, activities and services in compliance with Title VI of the Civil Rights Act of 1964. LTSA or any of its employees will not exclude any person from participating in, deny the benefits of, or subject any person to discrimination under any LTSA programs, services or activities, on the grounds of race color, national origin, age, sex, sexual orientation or gender identity.

LTSA nor any of its employees will not, on the grounds of race, color or national origin:

- a) Provide any service, financial aid, or benefit that is different from that provided to others;
- b) Subject an individual to segregation or separate treatment;
- c) Restrict an individual in the enjoyment of any advantage or privilege enjoyed by others;
- d) Deny any individual service, financial aid, or benefits under any LTSA programs, services or activities;
- e) Treat individuals differently in terms of whether they satisfy admission or eligibility requirements;

- f) Deny an individual the opportunity to participate as a member of a planning or advisory body

LTSA shall evaluate significant system-wide service and fare changes and proposed improvements at the planning and programming stages to determine whether these changes have a discriminatory impact on low-income and Limited English Proficiency individuals. This applies to major service changes that affect 25% of service hours of a route.

LTSA meets bi-monthly to ensure that all individuals are afforded an opportunity to participate in transportation decisions.

LTSA's legal counsel will, for a minimum of four years, maintain a list of any Title VI investigations, complaints or lawsuits filed which allege LTSA discriminated against a person or group on the basis of race, color or national origin. This list will include:

- a) The date the investigation, complaint or lawsuit was filed;
- b) A summary of the allegation(s);
- c) The status of the investigation, complaint or lawsuit; and
- d) Any actions or corrective actions taken by LTSA in response to the investigation, complaint or lawsuit

LTSA will keep the public informed of the protections against discrimination afforded to them by Title VI and LTSA's obligations under Title VI by posting a Title VI Policy Statement (Attachment A) and associated Complaint Forms on the LTSA's website at www.lassentransportation.com and at the LTSA Transportation Offices.

LTSA will take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of its programs, activities and services for individuals who are Limited English Proficient (LEP).

LTSA will provide information, upon request from FTA, in order to investigate complaints of discrimination, or to resolve concerns about possible noncompliance with Title VI.

LTSA will submit its Title VI Program to the FTA's regional civil rights officer once every three years to ensure compliance with Title VI requirements.

LTSA will ensure that minority and low-income individuals have meaningful access to LTSA programs, activities and services.

Environmental Justice Requirements

LTSA shall integrate an environmental justice analysis into its National Environmental Protection Act (NEPA) documentation of construction projects. LTSA is not required to conduct environmental justice analyses of projects where NEPA documentation is not required. LTSA will consider preparing an environmental assessment (EA) or environmental impact statement (EIS) to integrate into its documents the following components:

- a) A description of the low income and minority population within the study area affected by the project, and a discussion of the method used to identify this population (e.g., analysis of Census data, direct observation or a public involvement process);
- b) A discussion of all adverse effects of the project both during and after construction that would affect the identified minority and low income populations;
- c) Importance of the program, activity or service provided by LTSA to LEP individual's lives.
- d) Resources needed to provide effective language assistance and costs.

Oral Language Assistance

LTSA currently instructs its transit operators to contact Google Translate when they encounter an LEP individual. LTSA makes every effort to provide bilingual interpretation to Spanish speaking persons through the Health and Social Services (HSS) Department of Lassen County, which employs bilingual Spanish speaking individuals and makes this service available to the LTSA.

The LTSA also has access to Language Line service through Health and Social Services, which offers interpretation service in over 200 languages. Language Line and Google Translate service is available during hours which the transit service is still in operations but after normal HSS business hours.

Complaints/Lawsuits and Appeals

How to File a Title VI Complaint with LTSA:

Any person who believes that he/she, or as a member of any specific class of individuals, has been subjected to discrimination on the basis of race, color, national origin with respect to LTSA programs, activities, services or other transit related benefits, may file a written complaint with LTSA. A complaint may be filed by the individual or by a representative. A complaint must be filed within 180 days after the date of the alleged discrimination, but complainants are encouraged to submit complaints as soon as possible. LTSA will promptly investigate all complaints filed under Title VI, pursuant to this Regulation.

Complaint must include the following information:

- a) A complaint must be in writing and signed and dated by the complainant or his/her representative before any action can be taken.
- b) A complaint shall state, as fully as possible, the facts and circumstances surrounding the alleged discrimination, including the name and address of the complainant, the date, time and location of the incident. The complaint shall include a description of the program, activity or service on which the alleged discrimination occurred.

Complaint Form

A complaint form (Attachment B) can be used to file a Title VI complaint with LTSA. A complaint form will be made accessible format upon request. A complaint form can be obtained at:

- LTSA website www.lassentransportation.com;
- By calling the transit operator at (530) 252-7433 or the LTSA at (530) 251 - 8288 to have a complaint form mailed;
- By picking up a complaint form at the LTSA Transportation Office at 707 Nevada Street, Suite 4, Susanville, CA 96130
- By picking up a complaint form from the Transit Operator at 701-980 Johnstonville Road, Susanville, CA 96130

If the complaint is received by anyone besides LTSA’s General Manager of Operations (GM), the individual in receipt of the complaint shall forward it to the GM or his/her designee as soon as practicable but no later than two (2) business days of receipt.

Procedures for Investigating Complaints:

The GM or designee shall promptly investigate the alleged complaint and shall prepare a written response as soon as practicable, but no later than ten (10) business days of receipt of the complaint. The GM or designee may consult with appropriate staff in the preparation of his/her response to the complaint.

Efforts to Contact Complainant

The GM or designee shall make efforts to speak (meeting or telephone conversation) with the complainant, at which time the complainant may give written or oral evidence supporting the allegation that his/her rights under Title VI have been violated. The GM or designee shall review and consider the response prepared by the GM or designee, all the information provided by the complainant, if any, and any other evidence available regarding the allegations of the complaint. The GM or designee shall prepare a written report of his/her findings and if corrective action is required, a timetable for the completion of such action.

Completion of Investigation

As soon as it is practicable, but no later than twenty (20) business days following receipt of the initial complaint, the GM or designee shall inform the complainant of his/her findings and any corrective action to be taken as a result of the complaint together with the timetable for completion of such action.

Appeal Process

If the complainant chooses to file an appeal of the GM's findings, the complainant may file an appeal with the Executive Director of the LTSA. The complaint and any supporting documentation should be submitted within five (5) business days of his/her receipt of the results of the GM's investigation, with the Executive Director of the LTSA by providing it to the Executive Director at the LTSA Transportation offices. Upon review of the file, the Executive Director shall notify the complainant of what actions, if any, will be taken as a result of the review by the Executive Director within ten (10) business days of the Executive Director's receipt of the Appeal.

Appeal to LTSA Chairman

If the complainant is not satisfied with the findings and/or action of LTSA's Executive Director or designee, then the complainant may file his/her complaint with the Chairman of the LTSA.

Timeline Waiver

Any timeline set forth herein may be extended by the Executive Director upon a showing of good cause.

How to File a Title VI Complaint with the FTA Office of Civil Rights

Any person who believes that he/she or as a member of any specific class of individuals, has been subjected to discrimination on the basis of race, color, national origin, age, sex, sexual orientation, or gender identity, with respect to LTSA's programs, activities or services or other transit related benefits, may file a written complaint with FTA. A complaint may be filed by the individual or by a representative. A complaint must be filed within 180 days after the date of the alleged discrimination. FTA will promptly investigate all complaints filed under Title VI in accordance with DOT regulations *49 CFR 21.11(b) and 2.1.1 (c)*.

- a) A Complaint must include the following information: A complaint must be in writing and signed and dated by the complainant or his/her representative before any action can be taken. In cases where a complainant is unable or incapable of providing a written statement, but wishes FTA or DOT to investigate alleged discrimination, a verbal complaint of discrimination may be made to the FTA Director, Office of Civil Rights. If necessary, the Civil Rights Official will assist the person in converting the verbal complaint into writing. All complaints must, however, be signed by the complainant or his/her representative.

FTA Civil Rights Office Address:

Federal Transit Administration Office of Civil Rights
Attn: Title VI Program Coordinator
East Building, 5th Floor - TCR
1200 New Jersey Avenue, S.E.
Washington, DC 20590
TTY: 1-800-877-8339
Voice: 1-866-377-8642
FTA.ADAAssistance@dot.gov

- b) A complaint shall state, as fully as possible, the facts and circumstances surrounding the alleged discrimination, including the date, time and location of the incident. The complaint shall include a description of the program, activity or service on which the alleged discrimination occurred.

Deficiencies with Title VI Compliance

Compliance Reviews will be conducted periodically by FTA as part of its ongoing responsibility pursuant to its authority under 49 CFR 21.11(a).

If FTA determines that LTSA is in noncompliance with Title VI, it will transmit a *Letter of Finding* that describes FTA's determination and requests that LTSA voluntarily take corrective action(s) which FTA deems necessary and appropriate.

LTSA will submit a remedial action plan including a list of planned corrective actions and, if necessary, sufficient reasons and justification for FTA to reconsider any of its findings or recommendations within 30 days of receipt of FTA's *Letter of Finding*.

Administration of Regulation

LTSA will integrate the provisions within its Title VI Program into all programs, activities and services provided by LTSA.

LTSA will integrate the Title VI Program into its policies and procedures.

Section 2: Limited English Proficiency (LEP) Plan

Introduction

This Limited English Proficiency (LEP) Plan has been prepared to address the LTSA responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, Federal Transit Administration Circular 4702.1B dated May 13, 2007, which states that no person shall be subjected to discrimination on the basis of race, color or national origin.

Executive Order 13166, 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 federal 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.

Plan Summary

LTSA is the public transit operator for Lassen County and has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided by LTSA. As defined in 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 a person 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, LTSA undertook the U.S. Department of Transportation four factor LEP analysis which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter a LTSA program, activity or service.
2. The frequency with which LEP persons come in contact with LTSA programs, activities or services.
3. The nature and importance of programs, activities or services provided by LTSA to the LEP population.
4. The resources available to LTSA and overall costs to provide LEP assistance.

A summary of the results of the LTSA four factor analysis is in the following section.

Four Factor Analysis

1. The number or proportion of LEP persons in the service area who may be served or are

likely to encounter a LTSA program, activity or service.

LTSA staff reviewed the 2017 U.S. Census Bureau's American Fact Finder section B06007 - "Place of Birth by Language Spoken at Home and Ability to Speak English in the United States" (Appendix A) and determined that 1,613 or 5.37% of Lassen County population speak English less than "very well". It should be noted that the 2017 U.S. Census Bureau's American Fact Finder section B06007 also includes the population living in group quarters, which totals in Lassen County an estimated 7,811 persons in 2017. (See [State of California, Department of Finance, E-5 Population and Housing Estimates for Cities, Counties and the State — January 1, 2011- 2019. Sacramento, California, May 2019.](#))

2. The frequency with which LEP persons come in contact with LTSA programs, activities or services.

LTSA assessed the frequency with which staff and drivers have, or could have, contact with LEP persons. This includes documenting phone inquiries and surveying vehicle operators for requests for interpreters and translated documents. To date, there has not been frequent contact between LEP persons and vehicle operators. The vehicle operators cannot recall any recent instances where an LEP individual needed assistance from a translator. Although, the need for interpretation services has not changed from the previous Title VI Plan, the LTSA will continue to ensure that Limited English Proficient (LEP) individuals have access to LTSA's programs, activities and services.

3. The nature and importance of programs, activities or services provided by LTSA to the LEP population.

Services provided by LTSA that are most likely to encounter LEP individuals are the fixed route system which serves the general public and the demand-response (Dial-A-Ride) system which serves primarily senior and disabled persons.

4. The resources available to LTSA and overall costs to provide LEP assistance.

LTSA assessed its available resources that could be used for providing LEP assistance. As mentioned above, LTSA will make every effort to provide bilingual interpretation to Spanish speaking persons through the Health and Social Services Department of Lassen County, which employs bilingual Spanish speaking individuals and makes this service available to the LTSA. The LTSA also has access to Language Line service through Health and Social Services, which offers interpretation service in over 200 languages and Google Translate.

The LTSA has also added the Google Translate feature to its website. This will allow the user to translate the information on the webpage to whichever language they choose.

The transit operator has interpretation help for Spanish in the form of a special basic Spanish dictionary for transit employees. LTSA also uses language identification flashcards used in the United States census 2010.

All training of new employees includes an overview of Title VI laws, related statutes and regulations using the training video “Understanding and Abiding by Title VI of the Civil Rights Act of 1964” from the U.S department of justice. Staff also has at least one annual training on how to handle situations with communication barriers and what resources they have available.

Monitoring and Updating the LEP Plan

LTSA will update the LEP plan as required by US DOT. At a minimum, the plan will be reviewed and updated every three (3) years in conjunction with the Title VI submission, or when data from the 2020 US Census is available, or when it is clear that higher concentrations of LEP individuals are present in the LTSA service area. Updates will include the following:

- How the needs of LEP persons have been addressed
- Determination of the current LEP population in the service area
- Determination as to whether the need for translation services has changed
- Determine whether local language assistance programs have been effective and sufficient to meet the need
- Determine whether LTSA’s financial resources are sufficient to fund language assistance resources needed
- Determine whether LTSA has fully complied with the goals of this LEP plan
- Determine whether complaints have been received concerning LTSA’s failure to meet the needs of LEP individuals

NOTICE

Notifying the Public of Rights under Title VI

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

For more information on LTSA's civil rights program, and the procedures to file a complaint, contact (530) 252-7433, visit our website at www.lassentransportation.com, or visit our Transit offices at 701-980 Johnstonville Road, Susanville CA 96130

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington DC 20590.

AVISO
Notice in Spanish

Notificación al público de sus derechos según el Título VI

La Agencia de Servicios de Transporte de Lassen (LTSA) opera sus programas y servicios sin tener en cuenta raza, color u origen nacional, de conformidad con el Título VI de la Ley de Derechos Civiles. Cualquier persona que crea que ha sido agraviada por cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja ante la LTSA.

Para obtener más información sobre el programa de derechos civiles de la LTSA, y los procedimientos para presentar una queja, llame al (530) 252-7433, visite nuestra página de internet www.lassentransportation.com, o visite las oficinas de Transporte ubicadas en el 701-980 Johnstonville Road, Susanville CA 96130.

El reclamante puede presentar una queja directamente con la Administración Federal de Transporte mediante la presentación de una queja ante la Oficina de Derechos Civiles, Atención: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., NW, Washington DC 20590.

Attachment A

Policy Statement

The Lassen Transit Service Agency (LTSA) is committed to ensuring that no person is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any of its programs, activities, or services on the basis of race, color or national origin. All persons, regardless of their citizenship, are covered under this regulation. In addition, LTSA prohibits discrimination on the basis of race, color or national origin in its employment and business opportunities.

LTSA will not condone retaliation against an individual for his/her involvement in asserting his/her rights pursuant to Title VI or because he/she filed a complaint or participated in an investigation under Title VI, and/or this regulation.

As a Federal Transit Administration (FTA) fund recipient, LTSA will ensure that its programs, policies and activities comply with the Department of Transportation (DOT) Title VI Regulations of the Civil Rights Act of 1964.

LTSA will ensure that the level and quality of its transportation service is provided without regard to race, color or national origin.

LTSA will promote the full and fair participation of all affected populations in the transportation decision making process.

LTSA will make good faith efforts to achieve environmental justice as part of its mission by identifying and addressing, as appropriate, disproportionately high and adverse human health or environmental effects of its programs, activities, and services on minority populations and low income populations with LTSA's service area as provided herein.

LTSA will ensure that Limited English Proficient (LEP) individuals have access to LTSA's programs, activities and services.

The LTSA Title VI Policy will be posted on the LTSA's website, within the Transportation offices and within transit vehicles.

Attachment B

Lassen Transit Service Agency (Agency)
TITLE VI DISCRIMINATION COMPLAINT FORM
707 Nevada Street, Suite 4, Susanville, CA 96130

Complainant's Name: _____
Street Address: _____
City/State/Zip _____
Phone: _____ E-Mail Address: _____
Date of Violation: _____ Time of Violation: _____
Date of Complaint: _____ Place of Violation: _____
Bus Number: _____ Bus Route: _____

Discrimination because of: Race Color National Origin

Please provide the name(s) of the Agency employee(s) who allegedly discriminated against you, including their job titles (if known):

Identify what Agency service, program or activity did not comply with Title VI of the Civil Rights Act of 1964

Identify individuals by name, address and phone number that has information relating to the violation:

Explain as clearly as possible what happened, how you feel you were discriminated against and who was involved. Please include how other individuals were treated differently from you.

Signature of complainant: _____ *Date:* _____

Attachment B

Lassen Transit Service Agency
Agencia de Servicios de Transporte de Lassen (Agencia)
FORMA PARA REPORTAR QUEJAS DE DISCRIMINACION BAJO EL TITULO VI
707 Nevada Street, Suite 4, Susanville, CA 96130

Nombre del Reclamante: _____

Dirección: _____

Ciudad/Estado/Código Postal _____

Teléfono: _____ Correo Electrónico: _____

Fecha de la Discriminación: _____ La Hora de la Discriminación: _____

Fecha del Reclamo: _____ Lugar de la Discriminación: _____

Numero de Autobús: _____ Ruta del Autobús: _____

Razón de la Discriminación: Raza Color de Piel País de Origen

Edad Sexo Orientación Sexual Genero

Por favor proporcione el/los nombre(s) del/de los presunto(s) empleado(s) de la Agencia que lo discriminó a usted, incluyendo el título del puesto (si usted lo sabe):

Identifique cual servicio, programa, o actividad de la Agencia no cumplió con el Titulo VI de la Ley de Derechos Civiles de 1964:

Proporcione el nombres, dirección, y numero telefónico de la(s) persona(s) que tienen información relacionado con esta discriminación:

Explique lo más claramente lo que pasó, de qué forma siente usted que lo discriminaron y quien estuvo involucrado. Por favor incluya cómo otras personas fueron tratadas diferentes que usted:

Firma del Reclamante: _____ Fecha: _____

Attachment C

List of Transit-Related Title VI Investigations, Complaints and Lawsuits (General Requirement)

The Lassen Transit Service Agency (LTSA) does not have any past, current or pending Title VI complaints or lawsuits.

Attachment D

Table Depicting the Racial Breakdown of the LTSA
Social Services Transportation Advisory Council

Caucasian	Latino	African American	Asian American	Native American	Other	Decline to Comment
3				1		6

Attachment E

Public Participation Plan

The LTSA does not currently have an adopted Public Participation Plan. However, the LTSA's goal is to provide all interested parties and agencies reasonable opportunities for involvement in the transportation planning process, increase public awareness and understanding of the planning process in Lassen County, ensure accessibility to the transportation planning process and information for all members of the community, maintain contact with interested individuals and agencies throughout the process of developing plans and projects, increase opportunities for those traditionally under-served, including the elderly, low income, disabled, and minority households, to participate in the planning process, consider public and agency input and comments as an integral part of LTSA's decision making process and consult with tribal governments within Lassen County and provide opportunities for tribal government input into the planning process.

Public Outreach: Some of the activities the Agency has participated in are:

June 12, 2017: Staff attended meeting with the Activity Directors at Eskaton Lassen Manor to inform residents about the services from Lassen Rural Bus and receive feedback from the public.

July 6, 2017: Staff attended meeting with Jessie Diermier, the Education Coordinator for Lassen Land & Trails Trust about using a bus for Nature Camp this summer.

July 22, 2017: LRB entered a bus into the Fair Parade.

August 17, 2017: LTSA staff attended community outreach meeting for Regional Transportation Plan update to discuss service and future projects with the public

October 7 & 8, 2017: LRB provided shuttle service for the Lassen Rails to Trails marathon.

October 21, 2017: LRB, along with the BLM, provided transportation for passengers and bikes for the annual Bike the Bizz Fall Colors bike ride.

November 11, 2017: LRB operated a special route for veterans in the south and east county areas to bring veterans and their families into Susanville for the Veterans Day activities. LRB also operated a bus in the Veterans Day Parade and allowed any vet to ride on the bus during the parade.

December 2, 2017: LRB decorated and entered a bus in the County Christmas parade.

December 14, 2017: LRB provided transportation for the annual Senior Light Tour.

December 31, 2017: LRB operated two special route for the 7th Annual Safe Ride Home event to prevent people from driving under the influence.

February 27, 2018: LRB Staff attended an outreach meeting at the Lassen Senior Center to inform residents about the services from Lassen Rural Bus and receive feedback from the public.

March 6, 2018: LRB Staff attended an outreach meeting with the Activity Directors at Eskaton Lassen Manor to inform residents about the services from Lassen Rural Bus.

April 6, 2018: Public hearing about Unmet Transportation needs through the Lassen Transportation Commission at the city hall of the city of Susanville.

May 9, 2018: LTSA staff attended a town hall meeting and US 395 workshop in Herlong to discuss the US 395 project and receive feedback from residents about transit services to the communities of Herlong, Doyle and Milford

May 15, 2018: LTSA staff attended meeting about Non-Emergency Medical Transportation (NEMT) in North Eastern California in Adin

May 22, 2018: LTSA staff attended a US 395 workshop in Standish to discuss the US 395 project and receive feedback from residents about transit services to the communities of Standish and Litchfield

July 21, 2018: LRB entered a bus into the Fair Parade.

August 21 - 24, 2018: LTSA and LRB staff participated in the Lassen Community College base camp by staffing a booth on the campus to provide information about transit services in Lassen County, promote outdoor activities and receive feedback from riders.

October 2, 2018: LRB Staff attended an outreach meeting with the Activity Directors at Eskaton Lassen Manor to inform residents about the services from Lassen Rural Bus.

October 6 - 7, 2018: LRB provided shuttle bus service for the Bizz Johnson marathon.

October 11, 2018: LRB, along with the BLM, provided transportation for passengers and bikes for the annual Bike the Bizz Fall Colors bike ride.

October 23, 2018: LRB Staff attended an outreach meeting at Eagle Lake Village to inform residents about the services from Lassen Rural Bus.

October 29, 2018: LTSA and LRB staff held a community meeting in Janesville on proposed service changes for the East and South County routes.

November 1, 2018: LTSA and LRB staff held a community meeting in Susanville on proposed service changes for the East and South County routes.

November 5, 2018: LTSA and LRB staff held a community meeting in Leavitt Lake on proposed service changes for the East and South County routes.

November 7, 2018: LTSA staff held a community meeting in Herlong on proposed service changes for the East and South County routes.

November 11, 2018: LRB had a bus in the Veterans Day parade and let any Veterans who wanted to ride along.

December 1, 2018: LRB entered a bus into the Christmas parade.

December 13, 2018: LRB provided the transportation for the annual Senior Light Tour.

December 31, 2018: LRB operated two special route for the 8th Annual Safe Ride Home event to prevent people from driving under the influence.

March 22, 2019: Public hearing about Unmet Transportation needs through the Lassen Transportation Commission at the city hall of the city of Susanville.

May 4, 2019: LRB and LTSA staff participated in the annual Lassen County Children's Fair by staffing a booth to provide information about transit services in Lassen County, promote the public transit services to children and their families, and promote outdoor activities and receive feedback from riders.

June 26, 2019: LRB Staff did a fire and emergency evacuation training with Lassen Life Skills

July 20, 2019: LRB entered a bus into the Fair Parade.

August 18, 2019: LRB Staff attended the new student orientation and BBQ at the Honey Lake Valley Community pool informing students about the public transit system and receiving feedback about services from them.

August 19 - 23, 2019: LRB staff participated in the Lassen Community College base camp by staffing a booth on the campus to provide information about transit services in Lassen County, promote outdoor activities and receive feedback from riders.

October 12 & 13, 2019: LRB provided shuttle service for the Lassen Rails to Trails marathon.

October 21, 2019: LRB, along with the BLM, provided transportation for passengers and bikes for the annual Bike the Bizz Fall Colors bike ride.

November 11, 2019: LRB had a bus in the Veterans Day parade and let any Veterans who wanted to ride along.

December 4, 2019: LTSA and LRB staff attended a meeting of the Social Services Technical Advisory Committee (SSTAC) at the city hall of the city of Susanville to inform and discuss the SSTAC about plans for route changes and an updates on the bus stop improvement project and to receive feedback from committee and paratransit service providers

December 7, 2019: LRB decorated and entered a bus in the County Christmas parade.

December 12, 2019: LRB provided transportation for the annual Senior Light Tour.

December 31, 2019: LRB operated two special route for the 9th Annual Safe Ride Home event to prevent people from driving under the influence.

January 13 - 17, 2020: LRB staff participated in the Lassen Community College orientation week by staffing a booth on the campus to provide information about transit services in Lassen County, promote outdoor activities and receive feedback from riders.

February 26, 2020: Public hearing about Unmet Transportation needs through the Lassen Transportation Commission at the city hall of the city of Susanville.

March 4, 2020: LRB staff attended a meeting of the Lassen County Foster Youth Services at the Lassen High School to provide information about the public transit system in Lassen County and receive feedback on services.

Misc: Have made numerous postings on Facebook about LRB activities, routes and schedules.

Misc.: There have been many local newspaper articles about LRB activities, routes and schedules.

Misc.: Lassen Rural Bus provides comment cards on all busses and the office to allow riders to give feedback about the service.

Public Notices: The LTSA does make every effort to promote its programs, activities and services to the public. When posting notices for public meetings, a notice is posted in the buses, in highly trafficked areas of the service area, at the County Public Works office, the County Administration building, the LTSA website, the LTSA's public transit app, public service announcements on the radio, the LTSA's Facebook page and in the local newspaper. All notices of public meetings or hearings include date, time, and place of public meeting/hearing, and a general description of the matter to be considered.

Future Outreach: The LTSA will continue every effort to increase public participation in the transportation planning process to increase public awareness and understanding of the processes and to incorporate proposals and ideas from the community and community-based organizations by holding community meetings in its service area and reaching out to community-based organizations similar to the outreach efforts described above.

Appendix A

U.S. Census Bureau, American Fact Finder

B06007 Language spoken at home by ability to speak English for the population 5 years and over



AMERICAN
FactFinder



B06007

PLACE OF BIRTH BY LANGUAGE SPOKEN AT HOME AND ABILITY TO SPEAK ENGLISH IN THE UNITED STATES
Universe: Population 5 years and over in the United States
2013-2017 American Community Survey 5-Year Estimates

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Technical Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities, and towns and estimates of housing units for states and counties.

	Lassen County, California	
	Estimate	Margin of Error
Total:	30,054	+/-38
Speak only English	24,789	+/-261
Speak Spanish:	4,345	+/-212
Speak English "very well"	2,732	+/-229
Speak English less than "very well"	1,613	+/-241
Speak other languages:	920	+/-139
Speak English "very well"	612	+/-130
Speak English less than "very well"	308	+/-86
Born in state of residence:	21,222	+/-447
Speak only English	18,052	+/-453
Speak Spanish:	2,950	+/-222
Speak English "very well"	2,169	+/-218
Speak English less than "very well"	781	+/-186
Speak other languages:	220	+/-62
Speak English "very well"	202	+/-58
Speak English less than "very well"	18	+/-23
Born in other state in the United States:	6,647	+/-431
Speak only English	6,343	+/-429
Speak Spanish:	240	+/-103
Speak English "very well"	213	+/-93
Speak English less than "very well"	27	+/-40
Speak other languages:	64	+/-39
Speak English "very well"	51	+/-36
Speak English less than "very well"	13	+/-15
Native, born outside the United States:	344	+/-114
Speak only English	111	+/-52
Speak Spanish:	105	+/-36
Speak English "very well"	73	+/-28
Speak English less than "very well"	32	+/-28
Speak other languages:	128	+/-94
Speak English "very well"	105	+/-90
Speak English less than "very well"	23	+/-36
Foreign born:	1,841	+/-208

	Lassen County, California	
	Estimate	Margin of Error
Speak only English	283	+/-112
Speak Spanish:	1,050	+/-152
Speak English "very well"	277	+/-79
Speak English less than "very well"	773	+/-144
Speak other languages:	508	+/-105
Speak English "very well"	254	+/-79
Speak English less than "very well"	254	+/-80

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see Accuracy of the Data). The effect of nonsampling error is not represented in these tables.

Methodological changes to data collection in 2013 may have affected language data for 2013. Users should be aware of these changes when using 2013 data or multi-year data containing data from 2013. For more information, see: Language User Note.

While the 2013-2017 American Community Survey (ACS) data generally reflect the February 2013 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas; in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities.

Estimates of urban and rural populations, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Source: U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates

Explanation of Symbols:

1. An '***' entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.
2. An '!' entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution.
3. An '!' following a median estimate means the median falls in the lowest interval of an open-ended distribution.
4. An '+' following a median estimate means the median falls in the upper interval of an open-ended distribution.
5. An '****' entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate.
6. An '*****' entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.
7. An 'N' entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.
8. An '(X)' means that the estimate is not applicable or not available.

Appendix B

Transit Service Standards & Policies

Lassen Transit Service Agency – System-wide service standards

I. Vehicle load for each mode

Lassen Rural Bus utilizes eleven buses to provide service within Lassen County.

Bus #	Make	Year	Passenger Capacity	Wheelchair Capacity	Passenger Capacity with Wheelchair occupied	Bicycle Capacity
17	GMC	2009	28	2	24	2
18	GMC	2009	28	2	24	2
19	GMC	2014	19+Driver	3	13	2
20	GMC	2014	19+Driver	3	13	2
21	GMC	2014	19+Driver	3	13	2
22	Freightliner	2016	20	2	20	3
23	Freightliner	2016	20	2	20	3
24	Freightliner	2020	22	2	22	3
101	Gillig	2010	39	2	33	2
102	Gillig	2012	39	2	33	2
103	Gillig	2020	39	2	33	2

There are five primary routes that comprise the Lassen Rural Bus system and one on-demand route and one on/demand service:

- 1) Susanville City Route (Fixed Route)
- 2) East County Route
- 3) South County Route
- 4) South County Commuter Route
- 5) West County Route
- 6) Eagle Lake Route (Seasonal on-demand Route)
- 7) Dial-A- Ride (On-demand service within the City of Susanville)

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

- Susanville City Route: 0.71
- East County Route: 0.08
- South County Route: 0.14
- South County Commuter Route: 0.37

- West County Route: 0.39

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

II. Vehicle headways for each mode:

Lassen Transit Service Agency operates five primary routes: Susanville City Route, East County Route, South County Route, South County Commuter Route and West County Route.

Vehicle Headway Standard: The City of Susanville Route shall operate at a minimum in a 60-minute loop along the fixed route on Monday through Fridays between 7am and 6:52 pm and on Saturdays between 8am and 3:52pm.

East County route shall operate at a minimum once a week on Friday. The route shall operate at a minimum an early run from Susanville to Herlong over Janesville and back to Susanville over Litchfield and Standish and an additional midday run with a similar route. South County route shall operate at a minimum twice a day Monday through Friday. One run shall be in the morning from Herlong to Susanville and one run in the afternoon from Susanville to Herlong. Both routes also service the communities of Doyle, Milford, Standish, Litchfield, Levitt Lake and Janesville.

South County Commuter Route shall provide service between Susanville and the Sierra Army Depot (SIAD) Monday through Friday with stops along the way in Johnstonville, Janesville and Milford. One run shall be in the morning from Susanville to SIAD and a return run shall operate in the afternoon from SIAD to Susanville.

West County Route shall operate at a minimum three times per day during the week and twice on Saturdays. The route shall provide round trip service between Susanville, Westwood, Lake Almanor and Chester (Plumas County).

III. On-time analysis for each mode

The Lassen Rural Bus system shall maintain a daily 90 percent “On-time performance standard” on all fixed and commuter routes except when travel is impeded by traffic or weather conditions. “On-time” is defined as not early and not more than five minutes late.

IV. Service availability standard

Lassen Rural Bus will strive to serve 70% of all residents within their service area that are located within ¼ of their service routes and stops.

Lassen Transit Service Agency – Service Policies

I. Vehicle Assignment Policy

Transit buses will be assigned to the City Route, East County Route, South County Route and West County Route in such a manner that mileage between transit buses is relatively uniform while also assuring proper intervals between scheduled preventive maintenance checks are maintained. The assignment of the buses to a particular route also considers the characteristics of the route including Maximum Load Factor.

II. Transit Amenities Policy

Transit amenities in the service area of the LTSA include benches, shelters, bus stop signs, system maps, route maps and schedules and waste receptacles. Installation of transit amenities along transit routes are based on identified need and the number of passengers that the amenity would benefit in accordance with the Lassen Transit Design Manual.