



2019

Civil Rights Program

Title VI, Limited English Proficiency Plan



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Introduction

This program reflects Yamhill County's commitment to ensuring that no person 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 provided by the County.

Yamhill County is committed to complying with the requirements of Title VI in all its programs and activities including the provision of transit services.

Signed Policy Statement

A policy statement signed by the Transit Manager assuring Yamhill County Transit's (YC Transit) compliance with Title VI of the Civil Rights Act of 1964 can be found as Appendix A.

Notification of YC Transit's Title VI obligations

YC Transit publicizes its Title VI program by posting information in English and Spanish by posting its commitment to providing services without regard to race, color, or national origin in all buses, at the YC Transit Center, in the County Administrative Building, the driver break room, and the YC Transit offices. Furthermore, YC Transit provides information regarding obligations on the website (www.ycbus.org) and in customer brochures.

The posters, website, and brochures provide information in English and Spanish that includes:

- A statement that the County operates programs without regard to race, color, and national origin.**
- Contact information for questions or comments about YC Transit's non-discrimination policies or to file a complaint.**

A sample specific notification can be found in Appendix B.

Filing a Title VI Complaint

Yamhill County has a standard process for investigating all complaints filed with YC Transit. Members of the public may file a signed, written complaint up to one hundred and eighty (180) days from the date of the alleged discrimination. Once a Title VI complaint has been filed it enters a formal Title VI Complaint process. The complaints can be found as Appendix C.

At a minimum, the complaint should include the following information:

- Name, mailing address, and how to contact complainant (i.e., telephone number, email address, etc.).
- How, when, where, and why complainant alleges s/he was discriminated against. Include the location, names and contact information of any witnesses.
- Other significant information.

The complaint may be filed in writing with Yamhill County at the following address:

Mail:

Yamhill County Transit
Transit Manager
535 NE 5th Street
McMinnville, OR 97128

Record of Title VI investigations, complaints, or lawsuits

To date, YC Transit has had no Title VI complaints, investigations, or lawsuits filed against it in the past three years.

YC Transit's Limited English Proficiency Outreach Plan

A full copy of YC Transit's outreach plan for individuals with limited English proficiency can be found in Appendix C. Key elements of the plan include:

- Spanish speaking translators available upon request.
- Rout and Schedule brochures available in both English and Spanish.
- Transit surveys conducted by YC Transit available in Spanish.
- Public meetings with translators available upon request.

Title VI – Compliance Officer & Limited English Proficiency Plan (LEP) Coordinator

The YC Transit Manager, who reports to the County Administrator, will serve as the overall Title VI Compliance Officer and YC Transit's Limited English Proficiency Plan Coordinator. The Compliance Officer is responsible for ensuring the YC Transit is meeting its obligations under Title VI of the Civil Rights Act of 1964. The LEP Plan Coordinator ensures YC Transit satisfies the intent of the LEP Plan by making information available to LEP individuals, offering ways for them to participate in YC Transit's public participation efforts and ensuring the process is in place for direct input and feedback.

Summary of Public Participation Efforts

The YC Transit's public involvement strategy offers continuous opportunities for the public to be involved in proposed transportation decisions, such as service design changes, new services, Fare changes, and changes of service policy.

The primary mechanisms for the public to participate is to attend the quarterly Transit Advisory Committee meetings; Yamhill County Transit Advisory Committee (YCTAC) meetings held January, April, July, and October or the Yamhill County Board of Directors meetings held as needed or the Yamhill County Board of Commissioners meetings held every Thursday. These meetings are advertised in the local paper and are open public meetings. All three meetings are held in locations that are wheelchair accessible.

YC Transit complies with grant-related public involvement requirements as defined by grant applications documents. The following is a summary of YC Transit's public participations efforts over the last reporting cycle:

- Yamhill County Transit Advisory Committee (YCTAC) meetings are public meetings. YCTAC serves as the Special Transportation Fund and State Transportation Improvement Fund Advisory Committees. (The STF Committee and YCTA committee were reorganized in 2018 in conjunction with the new STIF funding and YCTAC is the new committee serving the requirements of these former committees. Public meetings are held quarterly, January, April, July and October.
- Yamhill County Board of Directors Meetings are public meetings regarding transit related items and are held as needed.
- Yamhill County Board of Commissioners meeting are public meetings and held weekly.
- Outreach efforts – employer, community, booths or other activities. (Summer 2016-2019)
- YC Transit website updates including the Google Translator tools. This tool instantly translates pages on the website into more than 80 languages.
- Certified Languages International, a telephone interpretation service that allows individuals to speak and receive information from customer service staff in their native language. (2016-2019)

- Passport to Languages for written translation of documents/brochures, etc. (2016-2019)
- Customer information such as bus schedules, etc. **is provided in Spanish on the website through Google Translator** and printed bus schedules translated into Spanish are being updated July 2019 and will be available September 2019.
- 2017-2018 Transit Development Plan (TDP) Outreach efforts: YC Transit conducted surveys online and on board in English and Spanish. YC Transit staff attended the local leadership group for the Latino community and presented the TDP and service proposals. **(refer to Title VI summary for the TDP planning process attachment)**

Overview of YC Transit Service Standards and Policies

The Yamhill County Commission adopted the YC Transit Service Standards and Policies document on April 28, 2016. It can be found in Attachment F. YC Transit adopted its first long range plan October 2018. This long-range plan provides performance measures for the system and can be found at the following link: **(insert link)**

Appendix A: Signed Non-Discrimination Policy Statement

Appendix B: Title VI Notice to the Public of Non-Discrimination and Complaint Form (Posted in English & Spanish)

**Public Notice
Title VI Non-Discrimination Policy**

Yamhill County Transit respects civil rights
Yamhill County and Yamhill County Transit (YC Transit) operate equal opportunity programs without regard to race, color, religion, sex, sexual orientation, national origin, marital status, disability or age in accordance with Title VI of the Civil Rights Act, ORS Chapter 659A or other applicable law. For more information, contact the Transit Manager at 503.474.4910, Oregon Relay Service 800.735.2900 or email: ycta@co.yamhill.or.us.

Appendix C: Title VI Complaint Procedure

- 1. Title VI of the Civil Rights Act of 1964 states 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 financial assistance. Any person who believes that he or she, has been subjected to discrimination prohibited by Title VI of the Civil Rights Act of 1964, may file a complaint with Yamhill County/YC Transit. A complaint may also be filed by representative on behalf of such person. All complaints will be referred to the YC Transit Manager for review and action.**

2. In order to have the complaint considered under this procedure, the complainant must file the complaint no later than 60 days after:
 - a) The date of alleged act of discrimination; or
 - b) Where there has been a continuing course of conduct, the date on which that conduct was discontinued.

In either case YC Transit may extend the time for filing or waive the time limit in the interest of justice, as long as YC Transit specifies in writing the reason for so doing.

3. Complaints shall be in writing and shall be signed by the complainant and/or the complainant's representative. Complaints shall set forth as fully as possible the facts and circumstances surrounding the alleged discrimination. In the event that a person makes a verbal complaint of discrimination to an officer or employee of YC Transit, the person shall be interviewed by the YC Transit Manager. If necessary, the Transit Manager will assist the person in reducing the complaint to writing and submit the written version of the complaint to the person for signature. The complaint shall then be handled according to YC Transit's investigative procedures.
4. Within **30** days, the YC Transit Manager will acknowledge receipt of the allegation, inform the complainant of action taken or proposed action to process the allegation, and advise the complainant of other avenues of redress available, such as ODOT and USDOT.

5. The recipient will advise ODOT and/or USDOT within 10 days of receipt of the allegations. Generally, the following information will be included in every notification of ODOT and/or USDOT:

- a) Name, address, and phone number of the complainant.
- b) Name(s) and address(es) of alleged discriminating official(s).
- c) Basis of complaint (i.e., race, color, or national origin).
- d) Date of alleged discriminatory act(s).
- e) Date of complaint received by the recipient.
- f) A statement of the complaint.
- g) Other agencies (state, local or Federal) where the complaint has been filed.
- h) An explanation of the actions the YC Transit has taken or proposed to resolve the issue in the complaint.

6. Within 60 days, the YC Transit Manager will conduct an investigation of the allegation and based on the information obtained, will render a recommendation for action in a report of findings to the Yamhill County Attorney. The complaint should be resolved by informal means whenever possible. Such informal attempts and their results will be summarized in the report of findings.

7. Within 90 days of receipt of the complaint, the YC Transit Manager will notify the complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the complainant of his/her appeal rights with ODOT or USDOT, if they are dissatisfied with the final decision rendered by YC Transit. The YC Transit Manager will also provide ODOT and/ or USDOT with a copy of this decision and summary of findings upon completion of the investigation.

8. Contract for the different Title VI administrative jurisdictions are as follows:

**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**

LIMITED ENGLISH PROFICIENT (LEP) PLAN

Adopted: _____

Signed: _____

Title: _____

Yamhill County Transit (YC Transit) is required to take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of our programs and activities of individuals who are Limited English Proficient (LEP). YC Transit consulted the USDOT's LEP Guidance and performed a four-factor analysis of contact with the public to determine the appropriate mix of LEP services to offer.

Four Factor Analysis:

- 1) The nature and importance of service provided by YC Transit
YC Transit provides important transit services the Yamhill County through its fixed route, general public dial-a-ride, and paratransit service. YC Transit services the transit needs of Yamhill County and provides critical regional links to two providers; The TriMet System in Hillsboro at the MAX station and in the City of Tigard at the Tigard Transit Center and to the Salem Cherriots System at the Glen Creek Transit Center.
- 2) The number or proportion of LEP persons in the service area
Data was gathered from the following sources to identify information on persons who speak languages other than English at home, who speak English less than very well and are therefore classified as limited English proficient of "LEP":

2010 Census Data

- Census Bureau's 2013-2017 American Community Survey 5-Year Estimates
- Department of Labor LEP Special Tabulation website

A review of the census data and 2013-2017 American Community Survey Estimates on the number of LEP persons revealed that in Yamhill County the highest percentage of total population 5 years and over that spoke a language other than English at home are Spanish speakers.

The number of Spanish speaking individuals is estimated to be approximately 16% of the total population and the number of identified LEP population among this group that speaks English less than "very well" is also estimated to have stayed about the same with about just over 4% of the Spanish speaking population having some difficulty or about 6.4% of the total Yamhill County population.

TDP/STIF Plan Progress Report Updated 7-19-19			STIF/TDP Project Progress Update 7-17-19				
Project ID	Rank	Project Name	Service Area(s)	Service Type	Description	Next Steps	Date Completed
CN1	1	Bus Local Match	System Wide		Replace end of life vehicles with low floor vehicles branded for and matched to each service type; acquire new vehicles to support SN1.3, SN1.4, and SN6.1	ongoing - will be applied as YCTA receives grant agreements for buses	
SN1		McMinnville Local Service Capacity, Coverage, and Service Hours	McMinnville	Fixed Route	Renumber McMinnville local routes: Route 3 south to Route 1, renumber Route 2 west to Route 4, No changes to Route 2 east of Route 3 north.	completed April 1, 2019	4/1/2019
SN1	2.1	McMinnville Local Service Capacity, Coverage, and Service Hours	McMinnville	Fixed Route	Modify Route 3 to provide more service to WinCo/Walmart area. Requires additional half bus.	completed April 1, 2019	4/1/2019
SN1	2.11	McMinnville Local Service Capacity, Coverage, and Service Hours	McMinnville	Fixed Route	Modify Route 3 to provide two way service on Evans and 27th St., and service on McDaniel Ln. (Senior Center). Requires additional half bus.	Need another bus before this service can be implemented expect to implement next summer	
SN1	2.2	McMinnville Local Service Capacity, Coverage, and Service Hours	McMinnville	Fixed Route	Modify Route 4 to extend along 2nd St. west of Hill Rd, Providing service for additional residents, and south to Booth Bend Rd to provide direct access to Roth's, Bi-Mart, and Albertsons. Accomplished using the remaining half bus from the Route 3 modification.	Partially completed - extended route on 2nd st and Booth Bend Road -	
SN1	2.3	McMinnville Local Service Capacity, Coverage, and Service Hours	McMinnville	Fixed Route	Morning Service: 1 additional hour for Route 2 & 4 (start at 7:00 am)	Need another bus before this service can be implemented expect to implement next summer	
SN1	2.4	McMinnville Local Service Capacity, Coverage, and Service Hours	McMinnville	Fixed Route	Modify Route 1 to provide bidirectional service on Ford St south of downtown. This would provide a faster connection between the Transit Center and Linfield College. Route 1 would no longer serve 2nd St or Adams St, which would still be served by Route 4.	Next round of Service Changes	
CN2	3.1	Bus Stop Improvements	System Wide		Sign and Mark Bus Stops; communicates where vehicles stop and the presence of transit in the community. Stop improvement program (benches, shelters, pads, and other amenities) provides comfortable, dignified places for passengers to catch the bus. Planning.	Bus Stop Map Completed Requires meetings and approvals by numerous agencies, Staff Resources needed- Made some edits for the improved Saturday Service and map updated 7-18-19	Bus Stop Map Completed 6-1-19 Updated map with Saturday stops 7-18-19
CN2	3.2	Bus Stop Improvements	System Wide		Sign and Mark Bus Stops; communicates where vehicles stop and the presence of transit in the community. Stop improvement program (benches, shelters, pads, and other amenities) provides comfortable, dignified places for passengers to catch the bus. Signing/Marking.	Request for Bids is complete - Staff resources needed Working on plan to meet with appropriate city, state, and County staff responsible for sign and shelter installation	
CN2	3.3	Bus Stop Improvements	System Wide		Sign and Mark Bus Stops; communicates where vehicles stop and the presence of transit in the community. Stop improvement program (benches, shelters, pads, and other amenities) provides comfortable, dignified places for passengers to catch the bus. Shelters and other stop improvements.	Additional Staff resources are necessary-	
CN3	4	Technology Enhancements	System Wide		Technology Enhancements; (1) Mobile surveillance solution for reliable, real time tracking for 33 buses to increase efficiency and camera coverage inside & out to promote passenger safety. (2) Automated Stop Announcements.	Camera System approved by Board and Service Agreement is drafted and waiting for approval by County Counsel. Implementation expected August, September. Training for Real Time Bus Info was completed July 18, 2019. Still working on tablet issues and ongoing driver training of the new scheduling and real time bus info systems. Plan to get bids on Auto announcements and remaining SMART bus technology	
SN3	5	McMinnville-Newberg Connector	McMinnville-Tigard	Fixed Route	Phase 1 of project to add trips on Route 44 to provide more frequent, consistent service between McMinnville and Newberg. Added trips would not continue to Sherwood/Tigard. Uses existing buses serving Routes 44/45x.	Need another bus before this service can be implemented expect to implement next summer	
SN6	6	Implement Shopper Shuttles/Local Flex Routes	McMinnville, Newberg, Small Cities	Flex Route	Implement shopper shuttle pilot projects in McMinnville, Newberg/Dundee, Yamhill/Carlton, Amity/Sheridan/Willamina, Dayton/Lafayette (4 hours per day, 1 day per service area; 5 days per week, with up to two additional days in Yamhill/Carlton and Sheridan/Willamina to support medical trip needs such as dialysis where patients may have three appointments per week. Total of 9 days).	Added Demand Response vehicle in Newberg	
SM1	7	McMinnville Saturday Service	McMinnville	Fixed Route	Add local service on Saturdays. Assumes 2 fixed route vehicles for 10 hours, e.g., 8 am-6pm.	Adding stops and modifying Grand Ronde 24s and 46s to better serve Hwy 99 in McMinnville with more stops on Saturday. Implementation planned for Sept 1, 2019	Service design complete changes being included in next round of bus schedules and maps.
SM1	8	McMinnville Saturday Service	McMinnville	Demand Response	Add local service on Saturdays. Assumes 1 Demand-Response vehicle for 10 hours, e.g., 8 am-6 pm.	Adding McMinnville Saturday Dial-A-Ride Sept 1, 2019	
CN4	9	CCC Access Gate	McMinnville		Gate access and roadway improvements at Chemeketa Community College in McMinnville. Enables service to Virginia Garcia clinic and other housing east of Norton Lane.	On YCTA Staff to do list	
CN5	10	Marketing	System Wide		Support vehicle and other branding and marketing.	Completed bus graphics project - working on bus schedules, Shelter Graphics etc. and expect updated branding and marketing materials to be completed in conjunction with Sept 1 service changes	6/1/2019
SS7	11	Additional Grand Ronde evening trip	McMinnville-Grand Ronde	Fixed Route	Add an additional evening trip, timed to serve work shifts at the Spirit Mountain Casino and improve connections to/from TCID 60x Coastal Connector route serving Lincoln City (at Spirit Mountain Casino or Grand Ronde Community Center). Timing should be determined in consultation with TCID and Spirit Mountain. Improves regional coordination and job access.	Possibly Next Summer- additional buses needed	

SS2	12.1	McMinnville Evening Service	McMinnville	Fixed Route	Early Evening Service: Add 1 additional hour of service in the evening (last trip leaves at 6:00 or 6:30 pm). Assumes 3 buses (all routes).	Possibly next round of changes	
SS2	12.2	McMinnville Evening Service	McMinnville	Demand Response	Early Evening Service: Add 1 additional hour of service in the evening (last trip leaves at 6:00 or 6:30 pm). Assumes 3 buses (all routes).	Possibly next round of changes	
SS5	13	McMinnville-Newberg Connector	McMinnville-Tigard	Fixed Route	Phase 2 of near-term project to add trips on Route 44 to provide more frequent, consistent service between McMinnville and Newberg. Added trips would not continue to Sherwood/Tigard. Uses existing buses serving Routes 44/45x.	Possibly next round of changes	
SS3	14.1	Newberg Early Evening Service	Newberg	Fixed Route	Add 1/2 hour of service in the evening (last trip leaves at 6:00 or 6:30 pm). Assumes 2 buses (all routes).	Possibly next round of changes	
SS3	14.2	Newberg Early Evening Service	Newberg	Demand Response	Add 1/2 hour of demand-response service in the evening; this includes complementary ADA Paratransit. Assumes 1 vehicle.	Next round of Service Changes	
SS8	15	Implement Shopper Shuttles/Local Flex Routes	Yamhill/Carlton	Flex Route	Expand shopper shuttle pilot to three days per week, 8 to 10 hour per day operation. Either Yamhill/Carlton or Sheridan/Willamina/Amity are recommended for the short term. One area could be implemented in the first year of the short term and the second could be implemented in the second or third year based on available resources in Year 1.	TBD	
SS8	16	Implement Shopper Shuttles/Local Flex Routes	Sheridan/Willamina	Flex Route	Expand shopper shuttle pilot to three days per week, 8 to 10 hour per day operation. Either Yamhill/Carlton or Sheridan/Willamina/Amity are recommended for the short term. One area could be implemented in the first year of the short term and the second could be implemented in the second or third year based on available resources in Year 1.	TBD	
SS6	17	Extension to Downtown Salem	McMinnville-Salem	Fixed Route	Extend Route 11 to Downtown Salem Transit Center. Route 11 would still stop along Wallace Rd in West Salem. In conjunction with this change, rename Route 11 (e.g., to 80x) to avoid confusion with Chemots Route 11.		2021