

SANTA CRUZ METROPOLITAN TRANSIT
DISTRICT

TITLE VI PROGRAM

UPDATED IN 2022



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SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

ADMINISTRATIVE CODE

TITLE VI – TITLE VI PROGRAM REGULATION AND COMPLAINT PROCEDURE

CHAPTER 1

(This Chapter replaces AR-1029 pursuant to Resolution No. 16-03-05 and 19-02-03)

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Article 1

General Requirements

§6.1.101 Policy

The Santa Cruz Metropolitan Transit District (Santa Cruz METRO or METRO) 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, national origin, age, sex, sexual orientation or gender identity. All persons, regardless of their citizenship, are covered under this regulation. In addition, METRO prohibits discrimination on the basis of race, color, national origin, age, sex, sexual orientation or gender identity in its employment and business opportunities.

§6.1.102 METRO 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.

- §6.1.103 As a Federal Transit Administration (FTA) fund recipient, METRO 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.
- §6.1.104 METRO will ensure that the level and quality of its transportation service is provided without regard to race, color, national origin, age, sex, sexual orientation or gender identity. (METRO acknowledges that Title VI does not apply to age, sex, sexual orientation, gender identity, or socioeconomic status, however, discrimination on such bases is similarly prohibited under this regulation).
- §6.1.105 METRO will promote the full and fair participation of all affected populations in the transportation decision-making process.
- §6.1.106 METRO will prevent the denial, reduction or delay in benefits related to programs and activities that benefit minority populations or low-income populations.
- §6.1.107 METRO 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 within METRO’s service area.
- §6.1.108 METRO will ensure that Limited English Proficient (LEP) individuals have access to METRO’s programs, activities and services.
- §6.1.109 This Regulation shall be maintained in English and Spanish.

§ 6.1.110 Definitions

The following capitalized words and phrases whenever used in this Chapter shall be construed as defined below:

ADVERSE EFFECT means having a harmful or undesired effect.

BOARD shall mean the Board of Directors of the Santa Cruz Metropolitan Transit District (Santa Cruz METRO or METRO).

DISCRIMINATION refers to any act or inaction, whether intentional or unintentional, in any program or activity of a Federal aid recipient, sub recipient, or contractor that results in disparate treatment, disparate impact, or perpetuates the effect of prior discrimination based on race, color, national origin, age, sex, sexual orientation, or gender identity.

GENDER IDENTITY refers to an individual's gender, or lack thereof, a person self identifies with. It is not necessarily based on biological fact, either real or perceived, nor is it always based on sexual orientation. The gender identities one may choose from include male, female, or non-binary.

LIMITED ENGLISH PROFICIENT (LEP) PERSONS are individuals for whom English is not their primary language and who have a limited ability to speak, understand, read, or write English. It includes people who reported to the U.S. Census that they do not speak English well or do not speak English at all.

LOW INCOME POPULATION means any readily identifiable groups of low-income individuals 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 DOT program, policy or activity.

MINORITY INDIVIDUALS include the following:

- a) 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.
- b) Asian, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia or the Indian subcontinent.
- c) Black or African American, which refers to people having origins in any of the Black racial groups of Africa.
- d) Hispanic or Latino, which includes people of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.
- e) Native Hawaiian and Other Pacific Islanders, which refers to people having origins in any of the original people of Hawaii, Guam, Samoa or other Pacific Islands.

NATIONAL ORIGIN means the particular nation in which a person was born, or where the person's parents or ancestors were born.

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

RECIPIENT means one that has received or is receiving Federal financial assistance under the Acts. The term includes sub recipients of a recipient and sub recipients in FTA's State administered programs.

RETALIATION 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.

Santa Cruz METRO shall mean the Santa Cruz Metropolitan Transit District as established and operated under Part 10, Division 10 of the *California Public Utilities Code*.

SEX refers to the classification of an individual’s gender as either male, or female.

SEXUAL ORIENTATION refers to an individual’s preference in terms of sexual relationship with others, whether the individual is homosexual, heterosexual or bisexual.

VITAL DOCUMENTS are documents that convey information that critically affects the ability of the customer to make informed decisions about his/her participation in the program. (e.g., public notices, consent forms, complaint forms, eligibility rules, notices pertaining to the reduction, denial or termination of services or benefits, right to appeal, and notices informing customers of the availability of free language assistance).

Article II

Applicability of the Title VI Program

§ 6.1.201 This policy is applicable to all Santa Cruz METRO employees, members of the public and all contractors hired by Santa Cruz METRO.

§6.1.202 Failure of a Santa Cruz METRO employee to follow this policy and procedure shall subject such employee to disciplinary action up to and including employment termination.

Article III

Guidelines & Procedures

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

§6.1.302 METRO or any of its employees will not, on the grounds of race, color, national origin, age, sex, sexual orientation, or gender identity:

- 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 of METRO's programs, services, or activities;
- e) Treat individuals differently in terms of whether they satisfy admission or eligibility requirements; and
- f) Deny an individual the opportunity to participate as a member of a planning or advisory body.

§6.1.303 METRO is encouraged to 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 Proficient individuals. This applies to major service changes that affect more than 25% of service hours of a route.

§6.1.304 METRO holds at least one Board Meeting every month at a varying location throughout its geographic boundaries (e.g., Capitola, Scotts Valley, Watsonville and downtown Santa Cruz) to ensure that all individuals are afforded an opportunity to participate in METRO's transportation decisions.

- a) There will not be any Board Meetings conducted in the month of July.
- b) METRO's Board Chair or designee may cancel board Meetings for business reasons.

§6.1.305 In addition to all Title VI requirements, METRO provides a bilingual (Spanish-speaking) interpreter at the regularly scheduled Board Meeting every month, to ensure meaningful participation by persons with Limited English Proficiency. A Spanish-speaking interpreter can be obtained for any other Board Meetings by contacting METRO's Administrative Services Coordinator at (831) 426-6080.

§6.1.306 METRO's District Counsel or his/her designee will maintain a list (a minimum of four years in active status) of any Title VI investigations, complaints, or lawsuits filed which allege METRO discriminated against a person or group on the basis of race, color, national origin, age, sex, sexual orientation, or gender identity. 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 METRO in response to the investigation, complaint or lawsuit.

§6.1.307 METRO will keep the public informed of the protections against discrimination afforded to them by Title VI and METRO's obligations under Title VI by posting this policy, or a *Title VI Policy Statement* (Attachment A), on METRO's website at www.scmtd.com, on transit center bulletin boards and on the official METRO

bulletin board, located at METRO's Administrative offices. METRO's *Title VI Policy Statement* (Attachment A) will be posted in English and Spanish at all designated METRO facility locations.

- §6.1.308** METRO 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).
- §6.1.309** METRO will provide information, upon request from FTA, in order to investigate Complaints of discrimination, or to resolve concerns about possible noncompliance with Title VI.
- §6.1.310** METRO will submit its Title VI Program to the FTA once every three years to ensure compliance with Title VI Requirements.
- §6.1.311** METRO will ensure that minority and low-income individuals have meaningful access to METRO's programs, activities and services.

Article IV

Environmental Justice Requirements

- §6.1.401** METRO shall integrate an environmental justice analysis into its National Environmental Protection Act (NEPA) documentation of construction projects. METRO is not required to conduct environmental justice analyses of projects where NEPA documentation is not required. METRO will prepare and submit FTA's Categorical Exclusion (CE) checklist for those construction projects that do not require an environmental justice analyses. FTA's CE checklist includes a review of community disruption and environmental justice. METRO 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) A discussion of all positive effects of the project that would affect the identified minority and low-income populations, such as improvements in transit service, mobility, or accessibility;
 - d) A description of all mitigation and environmental enhancement actions incorporated into the project to address the adverse effects, including, but

not limited to, any special features of the relocation program that go beyond the requirements of the Uniform Relocation Act and address adverse community effects such as separation or cohesion issues; and the replacement of the community resources destroyed by the project;

- e) A discussion of the remaining effects, if any, and why further mitigation is not proposed; and
- f) For projects that traverse predominantly minority and low-income and predominantly non-minority and non-low-income areas, a comparison of mitigation and environmental enhancement actions that affect predominantly low-income and minority areas with mitigation implemented in predominantly non-minority or non-low-income areas.

Article V

Limited English Proficient (LEP) Individuals and Public Participation Requirements

§6.1.501 METRO will seek out and consider the viewpoints of minority, low-income and Limited English Proficient (LEP) populations in the course of conducting public outreach and involvement activities. METRO's public participation strategy will offer early and continuous opportunities for the public to be involved in the identification of social, economic and environmental impacts of proposed transportation decisions.

§6.1.502 METRO will ensure that individuals have access to its programs, activities and services by developing and carrying out the language plan herein. METRO will continually assess the language assistance needs of the population to be served.

§6.1.503 METRO will use the following four factors to determine what measures must be undertaken to provide reasonable and meaningful access to LEP individuals.

- a) Languages likely to be encountered and the number or proportion of LEP persons in the eligible service population likely to be affected by the program, activity, or service.
- b) Frequency with which LEP individuals come into contact with METRO's programs, activities and services.
- c) Importance of the program, activity or service provided by METRO to LEP individual's lives.
- d) Resources needed to provide effective language assistance and costs.

§6.1.504 **ORAL LANGUAGE ASSISTANCE**

- a) METRO maintains bilingual staff to provide Spanish-speaking interpretation at its Administrative offices and within its Customer Service facility for basic transit questions and trip planning assistance.

- b) METRO's paratransit service provides Spanish-speaking reservationists to assist paratransit customers when scheduling a trip.
- c) A bilingual (Spanish) interpreter is present for translation services at the regularly scheduled Board of Directors' Meeting every month.
- d) Upon notification 24-hours in advance, METRO will provide an interpreter at other Board Meetings, if requested.
- e) METRO's Ticket Vending Machines provide assistance with ticket purchases in English and Spanish.

§6.1.505 NOTIFY LEP CUSTOMERS OF AVAILABILITY OF LANGUAGE ASSISTANCE SERVICES

- a) METRO will post on its official bulletin board at its Administrative offices, at the Metro Center, Scotts Valley and at the Watsonville Transit Center, signs, which notify customers of the Language Assistance program and that free language assistance is available, if requested in a timely manner.
- b) METRO's fixed route buses and ParaCruz vans have language assistance cards informing passengers that language assistance is available in Spanish, if needed.

§6.1.506 TRANSLATION OF VITAL DOCUMENTS/WRITTEN LANGUAGE ASSISTANCE

- a) All public hearings that require notification to the public are posted in English and Spanish throughout METRO's service area and in local newspapers.
- b) METRO's Title VI Policy Statement (Attachment A) and Complaint Form (Attachment B) will be available in Spanish on METRO's website at www.scmttd.com, at Transit Centers, and on the official bulletin board at METRO's Administrative offices.
- c) METRO's fixed route buses have Bus Cards (English/Spanish) informing passengers of their rights under Title VI of the Civil Rights Act of 1964.
- d) METRO's Headways is provided in English and Spanish.
- e) METRO's ParaCruz Guide is provided on the website in Spanish.

§6.1.507 METRO will provide written translations of vital documents for each LEP group that constitutes a minimum of 5% of the service area population or consists of at least 1,000 people.

§6.1.508 METRO's Board Meetings are held at varying locations throughout Santa Cruz County to ensure that low-income, minority and LEP individuals have meaningful access to these meetings. These locations include Capitola, Santa Cruz, Scotts Valley and Watsonville.

Article VI

Complaints/Lawsuits and Appeals

§6.1.601 **How to File a Title VI Complaint with METRO:** 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 METRO's programs, activities, services, or other transit related benefits, may file a written Complaint with METRO. A Complaint may be filed by the individual or by a representative. Customers are encouraged to file a Complaint with METRO after the alleged discrimination, and complainants are encouraged to submit complaints as soon as possible. METRO will promptly investigate all Complaints filed under Title VI, pursuant to this Regulation.

§6.1.602 **Complaint must include the following information:**

- a) A Complaint must be in writing, 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.

§6.1.603 ***A Complaint Form*** (Attachment B) can be used to file a Title VI complaint with METRO. *A Complaint Form* will be made in an accessible format upon request. *A Complaint Form* can be obtained at the following locations:

- a) At the Santa Cruz METRO website, www.scmttd.com;
- b) By calling Santa Cruz METRO's Administrative Services Coordinator, or his/her designee at (831) 426-6080, (TDD 711 (TTY/voice)) a complaint form can be mailed.
- c) By picking up a Complaint Form at Customer Service, Pacific Station (formerly METRO Center), 920 Pacific Avenue, Santa Cruz, CA 95060 or Santa Cruz METRO Administrative offices, 110 Vernon Street, Santa Cruz, CA 95060.

§6.1.604 If the Complaint is received by anyone besides METRO's CEO/General Manager, the individual in receipt of the Complaint shall forward it to the CEO/General Manager or his/her designee as soon as practicable but no later than 2 working days of receipt. The CEO/General Manager shall immediately provide a copy of the Complaint to the Chair of the Board of Directors and the METRO Manager responsible for the program, activity or service that is identified as being out of compliance.

- §6.1.605** **METRO's Procedures For Investigating Complaints:** The METRO Manager responsible for the program, activity or service which is alleged to be out of compliance shall promptly investigate the alleged complaint and shall prepare a written response as soon as practicable, but no later than 10 working days of his/her receipt of the complaint. The Manager may consult with appropriate METRO Staff in the preparation of his/her response to the complaint. The Manager shall forward his/her written response to the CEO/General Manager or his/her designee within the designated time frame.
- §6.1.606** **Efforts to Contact Complainant:** The CEO/General Manager or his/her 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 CEO/General Manager or his/her designee shall review and consider the response prepared by the Manager identified in Section 6.05, all the information provided by the complainant, if any, and any other evidence available regarding the allegations of the complaint. The CEO/General Manager or his/her designee shall prepare a written report of his/her findings and if corrective action is required, a timetable for the completion of such action.
- §6.1.607** **Completion of Investigation:** As soon as is practicable, but no later than 20 working days following receipt of the initial complaint, the CEO/General Manager or his/her 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.
- §6.1.608** **Appeal to Chair:** If the complainant is not satisfied with the findings and/or action of METRO's CEO/General Manager or his/her designee, then the complainant may file his/her Complaint with the Chair of the Board of Directors (see Section 6.09 below), or with the FTA's Office of Civil Rights (see Section 6.11 below).
- §6.1.609** **Appeal Process:** If the complainant chooses to file his/her Complaint with the Chair of the Board of Directors, then the complaint and any supporting documentation should be submitted within 15 working days of his/her receipt of the results of the CEO/General Manager's investigation, with the Chair of the Board of Directors by providing it to the Executive Assistant, or his/her designee, 110 Vernon Street, Santa Cruz, CA 95060. If an accommodation is needed, additional time may be provided to submit the appeal. Upon review of the file, the Chair of the Board shall notify the complainant of what actions, if any, will be taken as a result of the review by the Chair within 10 working days of the Chair's notification that the complainant is not satisfied with the results of the CEO/General Manager's investigation. The decision of the Chair of METRO's Board of Directors shall be final.

§6.1.610 **Timeline Waiver:** Any timeline set forth herein may be extended by the CEO/General Manager as an accommodation (if needed), or upon a showing of good cause.

§6.1.611 **How to File a Title VI Complaint with the FTA:** 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 METRO'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. FTA will promptly investigate all Complaints filed under Title VI in accordance with DOT regulations 49 CFR §§21.11(b) and 21.11(c).

a) **A Complaint must include the following information:**

A Complaint may be filed by printing, completing and mailing the **FTA Complaint Form** found on FTA's website:

https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/Consolidated_Civil_Rights_Complaint_Form.pdf

The Complaint must be in writing, 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: Complaint Team
East Building, 5th Floor - TCR
1200 New Jersey Avenue, S.E.
Washington, DC 20590

b) Please provide a summary of your allegations, including the dates, times and location of the incident(s). Include any supporting documentation. The Complaint shall include a description of the program, activity or service on which the alleged discrimination occurred. Any related correspondence from the transit provider may be included.

- c) It is not required; however, FTA encourages individuals to first file a Complaint directly with the transit provider to give the provider the opportunity to resolve any situation that may be present.

§6.1.612 **Complaint Acceptance:** Once a Complaint has been accepted, FTA will notify METRO that it has been subject to a Title VI Complaint and ask METRO to respond in writing to the Complainant’s allegations. Once the Complainant agrees to release the Complaint to METRO, FTA will provide METRO with the Complaint. FTA may choose to close a Complaint if the Complainant does not agree to release the Complaint to METRO. FTA strives to promptly investigate all Title VI Complaints.

§6.1.613 **Investigations:** FTA will make a prompt investigation whenever a compliance review, report, Complaint or any other information indicates a possible failure to comply with Title VI Regulations. FTA’s investigation will include a review of the pertinent practices and policies of METRO, the circumstances under which the possible noncompliance occurred, and other factors relevant to a determination as to whether METRO has failed to comply with Title VI regulations.

§6.1.614 Following the investigation, FTA’s Office of Civil Rights will transmit to the Complainant and METRO one of the following three letters based on its findings:

- a) **Letter of Resolution:** which explains the steps that METRO has taken or promises to take to come into compliance with Title VI.
- b) **Letter of Finding (Compliance):** which explains that METRO is found to be in compliance with Title VI. This letter will include an explanation of why METRO was found to be in compliance, and provide notification of the Complainant’s appeal rights.
- c) **Letter of Finding (Noncompliance):** which explains that METRO is found to be in noncompliance. This letter will include each violation referenced, the applicable regulations, a brief description of proposed remedies, notice of the time limit on the conciliation process, the consequences for failure to achieve voluntary compliance, and an offer of assistance to METRO in devising a remedial plan for compliance.

§6.1.615 **Appeals Process:** The letters of finding and resolution will offer the Complainant and METRO the opportunity to provide additional information that would lead FTA to reconsider its conclusions. FTA requests that the parties in the Complaint provide this additional information within 60 days of the date of the FTA letter of finding. FTA’s Office of Civil Rights will respond to an appeal either by issuing a revised letter of resolution or finding to the appealing party, or by informing the appealing party that the original letter of resolution or finding remains in force.

Article VII

Deficiencies with Title VI Compliance

- §6.1.701** Compliance Reviews will be conducted periodically by FTA, as part of its ongoing responsibility pursuant to its authority under *49 CFR §21.11(a)*.
- §6.1.702** If FTA determines that METRO is in noncompliance with Title VI, it will transmit a *Letter of Finding* that describes FTA's determination and requests that METRO voluntarily take corrective action(s) which FTA deems necessary and appropriate.
- §6.1.703** METRO 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*.

Article VIII

Administration

- §6.1.801** METRO will integrate the provisions within its Title VI Program into all programs, activities and services provided by METRO's Fixed Route service, Paratransit service and METRO facilities.
- §6.1.802** METRO will integrate the Title VI Program into its Administrative Code.

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT



TITLE VI/NON-DISCRIMINATION POLICY STATEMENT

The Santa Cruz Metropolitan Transit District (METRO) is committed to providing public transportation in an environment that is free from discrimination on the basis of race, color, national origin, age, sex, sexual orientation or gender identity. METRO operates its programs, activities and services without regard to race, color, national origin, age, sex, sexual orientation or gender identity.

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

Any person who believes that he/she, has been subjected to discrimination on the basis of race, color, national origin, age, sex, sexual orientation, or gender identity, with respect to METRO's programs, activities, services, or other transit related benefits, may file a Title VI complaint. Complaints must be filed in writing and signed by the complainant, or a representative, and should include the complainants name, address, and telephone number or other means by which the complainant can be contacted. Complaint forms are available at Santa Cruz METRO Administration, 110 Vernon St., Santa Cruz, 831-426-6080; Customer Service, 920 Pacific Avenue (Pacific Station); and on the web at www.scmttd.com. Customers are encouraged to submit Complaints as soon as possible and can call the Executive Assistant at (831) 426-6080 for assistance.

To request additional information on METRO's non-discrimination obligations or to file a Title VI Complaint, please submit your request or complaint in writing to:

Santa Cruz Metropolitan Transit District
Attn: Chief Operations Officer
110 Vernon Street
Santa Cruz, CA 95060

Federal Transit Administration (FTA) Title VI Complaints may be filed directly to:

Federal Transit Administration
Office of Civil Rights
Attn: Complaint Team
East Building, 5th Floor - TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

ATTACHMENT B

Santa Cruz Metropolitan Transit District
TITLE VI DISCRIMINATION COMPLAINT FORM
110 Vernon Street, Santa Cruz, CA 95060

Complainant's Name or Authorized 3rd Party: _____

Street Address: _____

City/State/Zip: _____

Phone: _____ E-mail Address: _____

Date/Time of Violation: _____ Date of Complaint: _____

Place of Violation: _____

Bus Number: _____ Bus Route: _____

Please indicate discrimination in this complaint because of any of the following, which are prohibited by Title VI of the Civil Rights Act of 1964:

- Race Color National Origin

Please indicate discrimination in this complaint because of any of the following, which are strictly prohibited by Santa Cruz METRO:

- Age Sex Sexual Orientation Gender Identity

Please provide the name(s) of the METRO Directors, employees and/or agents who allegedly discriminated against you, including their job titles (if known):

Identify what METRO service, program or activity (e.g. fixed route service, ParaCruz, etc.) resulted in discrimination against you:

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

Explain as clearly as possible what happened, how you feel you were discriminated against and who was involved. Describe how you were treated differently:*

Signature of Complainant: _____ Date: _____

Title VI Investigations, Lawsuits, and Complaints 2019-2022

Date Complaint Filed: **4/3/22**
Basis of Complaint: Sexual Orientation, Race
Status: Closed

Action taken/Finding: Conducted investigation and determined no discrimination based on race.

Summary: On April 3, 2022, A passenger stated that she felt that a Santa Cruz Metro operator discriminated against her because of her sexual orientation and race. She said she is a North African queer woman who clearly appears as such. She said that when she boarded the bus with some friends, the operator told her that food was not allowed on the bus. She said her friends that boarded in front of her were carrying food as well, and they were permitted to board. She claims that some of the others had uncovered food and they were not met with the same treatment. Because no one else was treated the same way she was, she considered it an issue of discriminatory nature.

When the Operator was asked about the incident, she stated that she did recall speaking to this passenger regarding a bowl of ice cream she was carrying as she boarded the bus. The Operator let her know that she had time to eat her open bowl of ice cream before the bus departed. When asked if she remembered other passengers coming on board with food, and did she also speak to them, the Operator stated that there were other passengers who boarded with food, but all were contained and/or covered. There was no malice intended, but the Operator has been made aware of the perception when addressing policies with one passenger.

A Metro supervisor attempted to contact this passenger and was unsuccessful. A response was sent to the passenger via email to let her know that a Supervisor investigated this incident and spoke with the Operator. There was no malice intended and the Operator has been made aware of this passenger's perception when she was the only passenger that the Operator spoke with about her container of food. The Operations Manager apologized for the unfavorable experience and reassured the passenger that the Operator did not intend to be discriminatory in any way.

Date Complaint Filed: **5/28/22**
Basis of Complaint: National Origin
Status: Closed

Action taken/Finding: Conducted investigation and determined no discrimination based on national origin, race, and/or color.

Summary: On May 18, 2022, A customer said that she witnessed a security guard at Metro Center discriminating against an older woman who was clearly neurodivergent. The customer said that she witnessed the security guard standing in the doorway of the bus as he told the other passenger (*Passenger A*) that she was joy riding and it's now time to go elsewhere. When she asked the security guard what the issue was, she said he responded back in a raised tone to her question, and instructed her and her friends to get on the bus. *Passenger A* then tried to walk around the security guard and board the bus. She said the security guard then said, "Punch Me" four times to *Passenger A*.

Title VI Investigations, Lawsuits, and Complaints 2019-2022

Upon following up with the Security Company, we were informed that *Passenger A*, a female transient, was banned from riding the transit system earlier in the day by the Operations Dept. and she showed up later that evening to try and ride the bus again. The evening Operators denied her again and requested security assistance. The security guard was assaulted by *Passenger A* and the Santa Cruz Police Department had come to remove her from the premises.

Protocol for Reporting Protected Class Complaints of Discrimination/Harassment/Retaliation

(For Customer Service Representatives, Clerks and Dispatchers)

1. When a Customer/Member of the Public contacts Santa Cruz METRO to file a complaint, Santa Cruz METRO's Representative must listen to the complainant in order to determine whether the basis for the alleged violation is a protected class status.
2. The Customer Service Representative, Clerk, or Dispatcher who takes the complaint of an alleged Title VI violation shall immediately send an email to his/her Manager/Supervisor describing the complaint and include the Complainant's contact information. The Manager/Supervisor will determine if a Title VI violation has occurred and inform the employee to proceed with the Protocol below.
3. If the alleged violation is as a result of a protected class status, an email describing the complaint, its basis and identifying the Complainant's contact information must be immediately forwarded to the Chief Operations Officer (COO) and the affected Manager, with a copy to the General Counsel.
4. Protected Classes include the following: Race, Color, National Origin, Ancestry, Religion, Age, Disability, Sex, Genetic Information, Sexual Orientation, Gender and Marital Status. Additionally, if anyone alleges that Santa Cruz METRO violated his/her rights because he/she was engaging in protected activity (i.e. assisting an individual with the filing of a complaint of discrimination based on a protected class) that should also be reported as set forth above.
5. Upon receipt of the Complaint, the Chief Operations Officer (COO) or his/her Designee will follow the appropriate Complaint Procedure for Title VI investigations and resolution of the matter.

6. **Examples of Complaints that need to be reported pursuant to this protocol:**
 - a.) "My service dog was denied entry onto a bus." (Protected Class: Disability);
 - b.) "The bus passed me by because I am black." (Protected Class: Race/Color/National Origin);
 - c.) "The Bus Driver said I had to sit in the front of the bus because I am a Muslim and he wanted to keep an eye on me." (Protected Class: Religion); and/or
 - d.) "The Bus Driver said I was too slow to wait until I got to my seat so he took off and caused me to fall. I am 92 years old." (Protected Class: Disability).

DISTRITO DE TRANSPORTE METROPOLITANO DE SANTA CRUZ

CÓDIGO ADMINISTRATIVO

TÍTULO VI – TÍTULO VI REGLAMENTO DEL PROGRAMA Y PROCEDIMIENTO DE QUEJAS

CAPÍTULO 1

(Este Capítulo reemplaza el AR-1029 de conformidad con la Resolución No. 16-03-05 y 19-02-03)

Tabla de Contenidos:

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Artículo 1

Requisitos Generales

§6.1.101 Política

El Distrito de Transporte Metropolitano de Santa Cruz (Santa Cruz METRO o METRO) se compromete a garantizar que ninguna persona sea excluida de participar en, negársele los beneficios de, o sea sujeto a discriminación bajo cualquiera de sus programas, actividades o servicios por su raza, color, origen nacional, edad, sexo, orientación sexual o identidad de género. Todas las personas, independientemente de su nacionalidad, están protegidas por el presente Reglamento. Además, METRO prohíbe la discriminación por motivos de raza, color, origen nacional, edad, sexo, orientación sexual o identidad de género en su empleo y oportunidades de negocio.

§6.1.102

METRO no tolerará represalias contra un individuo por intentar hacer valer sus derechos conforme con el Título VI, o porque él / ella presentó una queja o participó en una investigación en virtud del Título VI, y / o el presente Reglamento.

- §6.1.103** Como destinatario de fondos de la Administración Federal de Tránsito (FTA), METRO asegurará que sus programas, políticas y actividades cumplan con los Reglamentos del Departamento de Transporte (DOT) del Título VI del Acta de Derechos Civiles de 1964.
- §6.1.104** METRO asegurará que el nivel y la calidad de su servicio de transporte se ofrezca sin distinción de raza, color, origen nacional, edad, sexo, orientación sexual o identidad de género. (METRO reconoce que el Título VI no se aplica a la edad, el sexo, la orientación sexual, la identidad de género o el estatus socioeconómico, sin embargo, la discriminación en tales bases está igualmente prohibida por esta regulación.)
- §6.1.105** METRO promoverá la participación plena y equitativa de todas las poblaciones afectadas en el proceso de toma de decisiones de transporte.
- §6.1.106** METRO impedirá la denegación, reducción o retraso en los beneficios relacionados con los programas y actividades que son de beneficio a las poblaciones minoritarias o de las poblaciones de bajos ingresos.
- §6.1.107** METRO hará esfuerzos de buena fe para lograr la justicia ambiental como parte de su misión identificando y abordando, según correspondan, efectos adversos desproporcionadamente altos a la salud humana o al ambiente resultando de sus programas, actividades y servicios en las poblaciones minoritarias y poblaciones de bajos ingresos dentro del área de servicio de METRO.
- §6.1.108** METRO se asegurará que individuos con dominio del inglés limitado (LEP por sus siglas en inglés) tengan acceso a los programas, actividades y servicios de METRO.
- §6.1.109** El presente Reglamento se mantendrá en inglés y español.
- § 6.1.110** **Definiciones**
- Las siguientes palabras y frases en letras mayúsculas siempre que se utilicen en este Capítulo se interpretarán como se define a continuación:
- EFFECTO ADVERSO** significa tener un efecto perjudicial o no deseado.
- JUTA DIRECTIVA** significará la Junta Directiva del Distrito de Transporte Metropolitano de Santa Cruz (Santa Cruz Metro o METRO).
- DISCRIMINACIÓN** se refiere a cualquier acto u omisión, ya sea intencional o no intencional, en cualquier programa o actividad de un beneficiado, sub-receptor, o contratista, de ayuda federal, que resulte en el trato desigual, impacto desigual, o

que perpetúa los efectos de previa discriminación basada en la raza, color, origen nacional, edad, sexo, orientación sexual o identidad de género.

IDENTIDAD DE GÉNERO se refiere al género de un individuo, o su ausencia, con el que una persona se identifica. No es basada necesariamente en hechos biológicos, ya sea real o percibido, ni tampoco es siempre basado en la orientación sexual. Las identidades de género que se puede elegir incluyen hombres, mujeres.

PERSONAS CON DOMINIO DEL INGLÉS LIMITADO (LEP por sus siglas en inglés) son aquellas personas para las que el inglés no es su lengua materna y que tienen una capacidad limitada para hablar, entender, leer o escribir en el idioma inglés. Incluye a las personas que reportaron en el Censo de EE.UU. que no hablan bien el idioma Inglés, o que no hablan inglés en lo absoluto.

POBLACIÓN DE BAJOS INGRESOS se refiere a cualquier grupo fácilmente identificable de personas de bajos ingresos que viven en la proximidad geográfica, y si las circunstancias lo justifican, personas transeúntes dispersas geográficamente (tales como los trabajadores emigrantes o Nativos Americanos) que serán igualmente afectados por una propuesta de programa, política, o actividad del DOT.

INDIVIDUOS DE LAS MINORÍAS incluye a los siguientes:

- a) Indios Americanos y Nativos de Alaska, que se refiere a las personas con orígenes en cualquiera de los pueblos originarios de América del Norte y América del Sur (incluyendo América Central), y que mantiene afiliación tribal o de comunidad. Indios Americanos y Nativos de Alaska, que se refiere a las personas con orígenes en cualquiera de los pueblos originarios de América del Norte y América del Sur (incluyendo América Central), y que mantiene afiliación tribal o lazos comunitarios
- b) Asiáticos, que se refiere a las personas con orígenes en cualquiera de los pueblos originales del lejano Oriente, el sudeste asiático o el subcontinente Indio.
- c) Afro-Americanos, que se refiere a las personas con orígenes en cualquiera de los grupos raciales negros de África.
- d) Hispanos o Latinos, que incluyen a personas cubanas, mexicanas, puertorriqueñas, sudamericanas o centroamericanas, o de cualquier otra cultura u origen español, independientemente de la raza.
- e) Nativos de Hawái y de otras islas del Pacífico, que se refiere a las personas con orígenes en cualquiera de las personas originarias de Hawái, Guam, Samoa u otras islas del Pacífico.

ORIGEN NACIONAL NATIONAL ORIGIN se refiere a la nación en particular en el que una persona nació o dónde nacieron los padres o antecesores de la persona.

RAZA es un grupo de personas unidas o clasificadas juntas en base de la historia común, la nacionalidad, o la distribución geográfica.

BENEFICIARIO es uno que ha recibido o está recibiendo asistencia financiera federal en virtud de las leyes. El término incluye a los sub-beneficiarios de un beneficiario y los sub-beneficiarios en los programas administrados del Estado de FTA

REPRESALIA Cualquier acción adversa en contra de otro individuo a causa de su participación en la denuncia, la investigación, o audiencia relacionada con esta política o la disposición de la ley federal o estatal.

Santa Cruz METRO significará Distrito de Transporte Metropolitano de Santa Cruz como se establece y se opera bajo el Inciso 10, División 10 del *Código de Utilidades Públicas de California*.

SEXO se refiere a la clasificación de género de un individuo ya sea masculino o femenino.

ORIENTACIÓN SEXUAL se refiere a la preferencia de un individuo en términos de relación sexual con otros, si la persona es homosexual, heterosexual o bisexual.

DOCUMENTOS VITALES son documentos que transmiten la información que afecta gravemente la capacidad de los clientes al tomar decisiones informadas sobre su participación en el programa. (por ejemplo, avisos públicos, formularios de consentimiento, formularios de quejas, normas de elegibilidad, los anuncios relativos a la reducción, la denegación o cancelación de servicios o beneficios, el derecho de apelación, y las comunicaciones informando a los clientes de la disponibilidad de la asistencia lingüística gratuita).

Artículo II

Aplicabilidad del Programa del Título VI

- § 6.1.201** Esta política es aplicable a todos los empleados de METRO, los miembros del público y de todos los contratistas empleados por METRO.
- §6.1.202** Falta de seguir esta política y procedimiento por parte de un empleado de METRO objetará a dicho empleado a acción disciplinaria hasta e incluyendo la terminación de empleo.

Artículo III

Directrices y Procedimientos

- §6.1.301** METRO llevará a cabo sus programas, actividades y servicios de conformidad con el Título VI del Acta de Derechos Civiles de 1964. METRO o cualquiera de sus empleados no excluirá a ninguna persona de participar en, negar los beneficios de,

ni sujetar a él / ella a discriminación en cualquiera de los programas, servicios o actividades de METRO por motivos de raza, color, origen nacional, edad, sexo, orientación sexual o identidad de género.

§6.1.302 METRO o cualquiera de sus empleados, no hará lo siguiente por motivos de raza, color, origen nacional, edad, sexo, orientación sexual o identidad de género:

- a) Proporcionar cualquier servicio, ayuda financiera, o beneficio de manera diferente de lo previsto para los demás;
- b) Someter a una persona a segregación o tratamiento separado;
- c) Limitar a un individuo a disfrutar de cualquier ventaja o privilegio disfrutado por los demás;
- d) Negar cualquier servicio individual, ayuda financiera, o beneficios en virtud de cualquiera de los programas, servicios o actividades de METRO
- e) Tratar a las personas de manera diferente en función de si cumplen los requisitos de admisión o de elegibilidad; y
- f) Negar a una persona la oportunidad de participar como miembro de un órgano de planificación o consultivo.

§6.1.303 METRO está motivado a evaluar el sistema de servicio a escala significativa y cambios en las tarifas y las mejoras propuestas en las etapas de planificación y programación para determinar si estos cambios tienen un efecto discriminatorio sobre las personas de bajos ingresos y las personas con dominio del inglés limitado. Esto se aplica a cambios en los servicios principales que afectan a 25% de las horas de servicio de una ruta.

§6.1.304 METRO celebra al menos una reunión de la Junta cada mes en lugares distintos a lo largo de sus fronteras geográficas (por ejemplo, Capitola, Scotts Valley, Watsonville y el centro de Santa Cruz) para garantizar que todas las personas tengan la oportunidad de participar en las decisiones de transporte de METRO.

- a) No habrá ninguna reunión de la Junta Directiva en el mes de julio
- b) Las reuniones de la Junta Directiva podrán ser canceladas por motivos de negocios por el Presidente de la Junta de METRO o la persona designada

§6.1.305 Además a todos los requisitos del Título VI, METRO proporciona un intérprete de español en la reunión de la Junta programada cada mes, para asegurar una participación significativa de las personas con dominio del inglés limitado. Puede obtener un intérprete de español para cualquiera de las reuniones de la Junta poniéndose en contacto con el Coordinador de Servicios Administrativos de METRO al (831) 426-6080.

§6.1.306 El/La Abogado del Distrito de METRO o su designado, mantendrá una lista (un mínimo de cuatro años en estado activo) de las investigaciones, quejas o demandas del Título VI presentadas que alegan que METRO discriminó en contra de una

persona o grupo sobre la base de raza, color, origen nacional, edad, sexo, orientación sexual o identidad de género. Esta lista incluye:

- a) La fecha que fue presentada la investigación, denuncia o querrela;
- b) Un resumen de la/las acusación/es;
- c) El estado de la investigación, denuncia o querrela; y
- d) Cualesquier medida o acciones correctivas adoptadas por METRO en respuesta a la investigación, queja o demanda.

§6.1.307 METRO mantendrá al público informado de las protecciones contra la discriminación que les ofrece el Título VI y las obligaciones de METRO en el Título VI mediante la publicación de esta política, o la *Declaración de Política del Título VI* (Anexo A), en la página web de METRO, www.scmtd.com, sobre los tableros de anuncios del Centro de Tránsito y en el tablón de anuncios oficial de METRO ubicado en las oficinas de Administración de METRO. La *Declaración de Política del Título VI* de METRO (Anexo A) será publicada en inglés y español en todos los lugares de instalación designados de METRO.

§6.1.308 METRO tomará las medidas responsables para garantizar un acceso significativo a los beneficios, servicios, información y otras partes importantes de sus programas, actividades y servicios para personas que son de dominio del inglés limitado (LEP por sus siglas en inglés).

§6.1.309 METRO proporcionará la información, a petición de la FTA, a fin de investigar las denuncias de discriminación, o para resolver las preocupaciones acerca de posibles incumplimientos con el Título VI.

§6.1.310 METRO presentará su Programa de Título VI a FTA, una vez cada tres años para garantizar el cumplimiento de los Requisitos de Título VI.

§6.1.311 METRO asegurará que las minorías y las personas de bajos ingresos tengan acceso significativo a los programas, actividades y servicios METRO.

Artículo IV

Requisitos de Justicia Ambiental

§6.1.401 METRO deberá integrar un análisis de justicia ambiental a su documentación de la Ley Nacional de Protección Ambiental (NEPA por sus siglas en inglés) de los proyectos de construcción. METRO no está obligado a realizar análisis de justicia ambiental en los proyectos donde la documentación de NEPA no es requerida. METRO preparará y presentará la lista de Exclusión Categórica (CE) de la FTA para los proyectos de construcción que no requieren un análisis de justicia ambiental. La lista CE de la FTA incluye una revisión de la interrupción de la comunidad y de justicia ambiental. METRO considerará la preparación de una evaluación ambiental

(EA) o la declaración de impacto ambiental (EIS) para integrar en sus documentos los siguientes componentes:

- a) Una descripción de la población minoritaria y de bajos ingresos dentro de las áreas de estudio afectadas por el proyecto, y una discusión sobre el método utilizado para identificar a esta población (por ejemplo, el análisis de los datos del Censo, la observación directa, o un proceso de participación pública);
- b) Una discusión de todos los efectos adversos del proyecto, tanto durante como después de la construcción que afectaría a las poblaciones identificadas tanto minoritarias como de bajos ingresos;
- c) Una discusión de todos los efectos positivos del proyecto que afectaría a las poblaciones identificadas tanto minoritarias como de bajos ingresos, tales como mejoras en el servicio de transporte, la movilidad o accesibilidad;
- d) Una descripción de todas las acciones de mitigación y mejoramiento ambiental incorporado en el proyecto para abordar los efectos adversos, incluyendo pero no limitado a, todas las características especiales del programa de reubicación que van más allá de los requisitos de la Ley Uniforme de Reubicación y abordar los efectos adversos de la comunidad tales como el tema de separación o de la cohesión, y la sustitución de los recursos de la comunidad destruidos por el proyecto;
- e) Una discusión de los efectos restantes, si los hubiese, y por qué no se propone más mitigación; y
- f) Para los proyectos que atraviesan zonas predominantemente de minorías y de bajos ingresos y proyectos en zonas de predominantemente no-minorías y no-bajos ingresos, una comparación de las acciones de mitigación y mejoramiento del medio ambiente que afectan a zonas predominantemente de bajos ingresos y de minorías con las mitigaciones aplicadas en zonas predominantemente de no-minorías y de no-bajos ingresos.

Artículo V

Requisitos para Participación del Público y de Individuos con Dominio del Inglés Limitado (LEP por sus siglas en inglés)

- §6.1.501** METRO buscará y examinará los puntos de vista de la población de minorías, de bajos ingresos y con dominio del inglés limitado (LEP) en el curso de la realización de actividades de divulgación y actividades de participación. La estrategia de participación pública de METRO ofrecerá oportunidades tempranas y continuas para que el público participe en la identificación de los impactos sociales, económicos y ambientales de las decisiones de transporte propuestas.
- §6.1.502** METRO se asegurará que las personas tengan acceso a sus programas, actividades y servicios mediante el desarrollo y ejecución del plan de idioma en el mismo. METRO

continuamente evaluará la necesidad de la asistencia lingüística de la población servida.

§6.1.503 METRO utilizará los siguientes cuatro factores para determinar qué medidas deben llevarse a cabo para proporcionar un acceso razonable y significativo para las personas con LEP.

- a) Idiomas verosímilmente de ser encontrados y el número o la proporción de personas con LEP en la población de servicios elegibles que podrían verse afectados por el programa, actividad o servicio.
- b) Frecuencia con la que los individuos con LEP entran en contacto con los programas, actividades y servicios de METRO.
- c) Importancia del programa, actividad o servicio prestado por METRO a las vidas individuales de las personas con LEP.
- d) Los recursos necesarios para prestar asistencia eficaz de las lenguas y los costos.

§6.1.504 ASISTENCIA DE LENGUAJE ORAL

- a) METRO mantiene personal bilingüe para proporcionar interpretación a español en sus oficinas administrativas y en sus instalaciones de Servicio al Cliente para las preguntas básicas de tránsito y asistencia para la planificación del viaje.
- b) El servicio de paratransito de METRO ofrece reservacionistas de habla hispana para ayudar a los clientes de paratransito para programar un viaje.
- c) Un intérprete bilingüe (español) está presente para servicios de traducción en la reunión de la Junta Directiva programada cada mes.
- d) Tras la notificación con 24 horas de anticipación, METRO proporcionará un intérprete en la reunión de la Junta, si así lo solicitan.
- e) Las Máquinas Expendedoras de Boletos de METRO proporcionan asistencia para la compra de boletos en inglés y español.

§6.1.505 NOTIFICACIÓN A CLIENTES CON LEP DE LA DISPONIBILIDAD DE SERVICIOS DE ASISTENCIA DE LENGUAJE

- a) METRO publicará en su tablón oficial de anuncios en sus oficinas administrativas, en el Centro de METRO, en Scotts Valley y en el Centro de Tránsito de Watsonville, carteles notificándole a los clientes sobre el programa de Asistencia Lingüística y que la asistencia lingüística gratuita está disponible, si se solicita de manera oportuna.
- b) Los autobuses de ruta fija de METRO y vehículos de ParaCruz cuentan con tarjetas de Asistencia Lingüística que informan a los pasajeros que hay ayuda disponible en el idioma español, si es necesario.

§6.1.506 TRADUCCIÓN DE DOCUMENTOS VITALES/ASISTENCIA DE LENGUAJE ESCRITO

- a) Todas las audiencias públicas que requieren notificación al público están publicadas en inglés y español a través de las áreas de servicio de METRO y en periódicos locales.
- b) *La Declaración de Política del Título VI* de METRO (Anexo A) y *Formulario de Quejas* (Anexo B) estarán disponibles en español en el sitio web de METRO, www.scmttd.com, en los Centros de Tránsito y el tablón oficial de anuncios de METRO.
- c) Los autobuses de ruta fija de METRO cuentan con Tarjetas de Autobús (inglés/español) informando a pasajeros sobre sus derechos en virtud del Título VI de la Ley de Derechos Civiles de 1964.
- d) La evolución de METRO se ofrecen en inglés y español.
)
- e) La Guía de Viajeros de ParaCruz se proporciona en el sitio web en español.

§6.1.507 METRO proporcionará traducciones escritas de documentos vitales para cada grupo de LEP que constituya un mínimo del 5% de la población del área de servicio o se componga de al menos 1,000 personas.

§6.1.508 Las reuniones de la Junta Directiva de METRO se llevan a cabo en diferentes lugares dentro del Condado de Santa Cruz para garantizar que personas de bajos recursos, minorías y con LEP tengan acceso sustancioso a estas juntas. Estos lugares incluyen Capitola, Santa Cruz, Scotts Valley y Watsonville.

Artículo VI

Quejas/Demandas y Apelaciones

§6.1.601 **Cómo presentar una queja de Título VI con METRO:** Cualquier persona que considere que él / ella, o como miembro de cualquier categoría específica de personas, ha sido objeto de discriminación por motivos de raza, color, origen nacional, edad, sexo, orientación sexual o identidad de género, con respecto a los programas, actividades, servicios u otros beneficios de METRO relacionados con el tránsito, puede presentar una Queja por escrito con METRO. Una Queja puede ser presentada por el individuo o por un representante. Se anima a los clientes presentar una Queja con METRO después de la supuesta discriminación, y se les anima a los denunciantes presentar las quejas tan pronto como sea posible. METRO investigará de inmediato todas las Quejas presentadas en virtud del Título VI, conforme con el presente Reglamento.

§6.1.602 **La Queja debe incluir la siguiente información:**

- a) Una Queja debe ser por escrito, firmada y fechada por el Demandante o su representante antes de que cualquier acción pueda ser tomada.

- b) Una Queja debe indicar, lo más plenamente posible, los hechos y circunstancias circundantes a la presunta discriminación, incluyendo el nombre y dirección del demandante, la fecha, hora y lugar del incidente. La Queja deberá incluir una descripción del programa, actividad o servicio en el que ocurrió la presunta discriminación.

§6.1.603 El **Formulario de Quejas** (Anexo B) puede ser utilizado para presentar una Queja de Título VI con METRO. El *Formulario de Quejas* elaborará en un formato accesible a petición. Un *Formulario de Quejas* se puede obtener en los siguientes lugares:

- a) En el sitio web de Santa Cruz METRO, www.scmttd.com;
- b) Llamando al Coordinador de Servicios Administrativos de Santa Cruz METRO o su designado al (831) 426-6080, (TDD 711 (TTY/voz)) un formulario de queja puede ser enviado por correo.
- c) Tomando un Formulario de Quejas en Servicio al Cliente, en la Estación Pacific (anteriormente Centro Metro), en el 920 Pacific Avenue, Santa Cruz, CA 95060 ó en las oficinas Administrativas de Santa Cruz Metro, en el 110 Vernon Street, Santa Cruz, CA 95060.

§6.1.604 Si la Queja es recibida por alguien más aparte del CEO/Gerente General de METRO, la persona quien recibió la Queja la remitirá al CEO/Gerente General o su designado tan pronto como sea posible pero a más tardar 2 días hábiles de su recepción. El CEO/ Gerente General proporcionará inmediatamente una copia de la Queja al Presidente de la Junta de Directores y al Gerente de METRO responsable por el programa, actividad o servicio que se identifica como fuera de cumplimiento.

§6.1.605 **Procedimientos de METRO Para Investigar las Quejas:** El Gerente de METRO responsable por el programa, actividad o servicio que se supone que esta fuera de cumplimiento investigará sin demora la supuesta queja y preparará una respuesta por escrito tan pronto como sea posible pero a más tardar 10 días hábiles de la recepción de la reclamación. El Gerente podrá consultar con el personal de METRO adecuado para la preparación de su respuesta a la queja. El Gerente remitirá su respuesta por escrito al CEO/Gerente General o su designado dentro del marco de tiempo designado.

§6.1.606 **Esfuerzos para Contactar al Demandante:** El CEO/ Gerente General o su designado deberá hacer esfuerzos para hablar (en persona o conversación telefónica) con el demandante, en cuyo momento el demandante podrá dar testimonio oral o por escrito en apoyo a la alegación de que sus derechos en virtud del Título VI han sido violados. El CEO/ Gerente General o su designado deberá revisar y considerar la respuesta preparada por el Gerente identificado en la Sección 67.05, toda la información proporcionada por el demandante, si los hubiese, y cualquier otra evidencia disponible sobre los alegatos de la queja. El CEO/Gerente General o su designado deberá elaborar un informe escrito de sus conclusiones y si se requieren medidas correctivas, un calendario para la realización de dicha acción.

- §6.1.607** **Conclusión de la Investigación:** Tan pronto como sea posible, pero a más tardar, 20 días hábiles siguientes a la recepción de la denuncia inicial, el CEO/Gerente General o su designado deberá informar al demandante de sus conclusiones y las medidas correctivas que deben adoptarse como consecuencia de la denuncia junto con el calendario para la realización de dicha acción.
- §6.1.608** **Apelación al Presidente de la Junta:** Si el demandante no está satisfecho con las conclusiones y/o acciones del CEO/Gerente General de METRO o su designado, entonces el demandante podrá presentar su Queja con el Presidente de la Junta de Directores (referirse a la Sección 67.09 a continuación), o con Oficina de Derecho Civiles de la FTA (refiérase a la Sección 67.11 a continuación).
- §6.1.609** **Proceso de Apelación:** Si el demandante opta por presentar su Queja con el Presidente de la Junta de Directores, entonces la denuncia y la documentación de respaldo debe presentarse dentro de los 15 días hábiles de la recepción de los resultados de la investigación del CEO/Gerente General, con el Presidente de la Junta de Directores, proporcionándosela al Asistente Ejecutivo, o su designado, en el 110 Vernon Street, Santa Cruz, CA 95060. Si se requiere de un acomodo, un tiempo adicional puede ser proporcionado para presentar la apelación. Tras examinar el expediente, el Presidente de la Junta notificará al denunciante de las acciones que, de haberlas, se tomarán como resultado de la revisión por el Presidente dentro de 10 días hábiles de la notificación del Presidente de que el denunciante no está satisfecho con los resultados de la investigación del CEO/Gerente General. La decisión del Presidente de la Junta Directiva de METRO será definitiva.
- §6.1.610** **Extensión de Plazo:** Cualquier plazo establecido en el presente documento podrá ser prorrogado por el CEO/Gerente General como una acomodación (si es necesario), o en una muestra de una buena causa.
- §6.1.611** **Cómo Presentar una Queja de Título VI con el FTA:** Cualquier persona que considere que él/ella, o como miembro de cualquier categoría específica de personas, ha sido objeto de discriminación por motivos de raza, color, origen nacional, edad, sexo, orientación sexual o identidad de género, con respecto a los programas, actividades o servicios de METRO, o de otros beneficios conexos de tránsito, puede presentar una Queja por escrito al FTA. Una Queja puede ser presentada por el individuo o por un representante. La FTA investigará de inmediato todas las denuncias presentadas en virtud del Título VI, de conformidad con las regulaciones del DOT 49 CFR §§ 21.11 (b) y 21.11 (c).

a) **La Queja debe incluir la siguiente información:**

Una queja podrá ser presentada mediante la impresión, llenado y envío por correo del **Formulario de Quejas de la FTA** que se puede encontrar en el sitio web de la FTA:

https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/Consolidated_Civil_Rights_Complaint_Form.pdf

La Queja debe ser por escrito, firmada y fechada por el demandante o su representante antes de que cualquier acción pueda ser tomada. En casos donde un demandante no puede o sea incapaz de proporcionar una declaración por escrito, pero desea que la FTA o el DOT investigue la supuesta discriminación, una Queja verbal de la discriminación puede ser presentada al Director de la FTA, Oficina de Derechos Civiles. De ser necesario, el Oficial de Derechos Civiles ayudará a la persona a convertir la queja verbal en escrito. Todas las quejas, sin embargo, tienen que ser firmadas por el demandante o su representante.

Dirección de la Oficina de Derechos Civiles de la FTA:

Oficina de Derechos Civiles de la Administración Federal de Tránsito
En Atención: Equipo de Quejas
East Building, 5th Floor - TCR
1200 New Jersey Avenue, S.E.
Washington, DC 20590

- b) Favor de proporcionar un resumen de sus acusaciones, incluyendo las fechas, horas y lugares del/los incidente/s. Incluya toda la documentación de respaldo. La Queja deberá incluir una descripción del programa, actividad o servicio en donde el supuesto acto de discriminación ocurrió. Cualquier otra correspondencia del proveedor de transporte podrá ser incluida.
- c) No lo es requerido; no obstante, la FTA alienta a las personas a que primero presenten la Queja directamente con el proveedor de transporte para darle al proveedor una oportunidad para que resuelva cualquier situación que pueda presentarse.

§6.1.612 **Aceptación de Quejas:** Una vez que una Queja haya sido aceptada, la FTA notificará a METRO que ha sido objeto de una Queja de Título VI y le pedirá a METRO que responda por escrito a las acusaciones del demandante. Una vez que el demandante este de acuerdo en liberar la Queja a METRO, la FTA le turnará la Queja a METRO. LA FTA podrá optar por cerrar una Queja si el demandante no está de acuerdo en liberar la demanda a METRO. La FTA se esfuerza por investigar con prontitud todas las Quejas de Título VI.

§6.1.613 **Investigaciones:** La FTA realizará una investigación puntual cada vez que una revisión de cumplimiento, reporte, queja o cualquier otra información que indique una posible falla en el cumplimiento con los Reglamentos del Título VI. La investigación de la FTA incluirá una revisión de las prácticas y políticas pertinentes

de METRO, las circunstancias en que ocurrió el posible incumplimiento y otros factores relevantes para una determinación en cuanto a si METRO ha dejado de cumplir con las regulaciones del Título VI.

§6.1.614 Tras la investigación, la Oficina de Derechos Civiles de la FTA remitirá al demandante y a METRO una de las siguientes tres cartas basadas en sus conclusiones:

- a) **Carta de Resolución:** la cual explica los pasos que ha tomado METRO o las que se compromete a tomar para cumplir con el Título VI.
- b) **Carta de Conclusión (Cumplimiento):** la cual explica que se ha encontrado que METRO está en cumplimiento con el Título VI. Esta carta incluirá una explicación del por qué se encontró que METRO está en cumplimiento, y proporcionará notificación al demandante sobre sus derechos de apelación.
- c) **Carta de Conclusión (Incumplimiento):** la cual explica que se ha encontrado que METRO está en incumplimiento. Esta carta incluirá cada violación referenciada, la normativa aplicable, una breve descripción de las soluciones propuestas, notificación del límite de tiempo en el proceso de conciliación, las consecuencias por el fracaso para lograr el cumplimiento voluntario y una oferta de asistencia para METRO para la elaboración de un plan correctivo para el cumplimiento.

§6.1.615 **Proceso de Apelación:** Las cartas de conclusión y resolución ofrecerán al demandante y a METRO la oportunidad de proporcionar información adicional que llevaría a la FTA a reconsiderar sus conclusiones. La FTA solicita que las partes involucradas en la Queja proporcionen esta información adicional dentro de 60 días de la fecha de la carta de conclusión. La Oficina de Derechos Civiles de la FTA responderá a una apelación, ya sea mediante la emisión de una carta de revisión de la resolución o conclusión a la parte apelante, o informando a la parte apelante de que la carta original de la resolución o conclusión sigue en vigor.

Artículo VII

Deficiencias con el Cumplimiento del Título VI

§6.1.701 Revisiones de Cumplimiento serán llevadas a cabo periódicamente por la FTA, como parte de su responsabilidad continua en virtud a su autoridad bajo el estatuto 49 CFR §21.11(a).

§6.1.702 Si la FTA determina que METRO está incumpliendo con el Título VI, le enviará una *Carta de Conclusión* que describa las determinaciones de la FTA y solicitando que METRO tome voluntariamente la/s acción/acciones correctiva/s, las cuales la FTA considere necesarias y apropiadas.

§6.1.703 METRO presentará un plan de medidas correctivas que incluya una lista de acciones correctivas planeadas y, de ser necesario, las razones suficientes y justificadas para

que la FTA reconsidere cualquiera de sus conclusiones o recomendaciones en un plazo de 30 días de recibida la *Carta de Conclusión* de la FTA.

Artículo VIII

Administración

- §6.1.801** METRO integrará las disposiciones dentro de su Programa de Título VI en todos sus programas, actividades y servicios brindados por el servicio de Ruta Fija y de Paratransporte de METRO y las instalaciones de METRO.
- §6.1.802** METRO integrará el Programa del Título VI a su Código Administrativo.

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT



DECLARACIÓN DE POLÍTICA DEL TÍTULO VI/ NO DISCRIMINACION

El Distrito de Transporte Metropolitano de Santa Cruz (METRO) está comprometido con proporcionar transporte público en un ambiente libre de discriminación con base en la raza, color, origen nacional, edad, sexo, orientación sexual o identidad de género. METRO opera sus programas, actividades y servicios sin consideración alguna de la raza, color, origen nacional, edad, sexo, orientación sexual o identidad de género.

Como beneficiario de fondos de la Administración Federal de Tránsito, METRO se asegurará de que sus programas, políticas y actividades cumplan con el Título VI de la Ley de Derechos Civiles de 1964, en su versión enmendada, y con las regulaciones del Departamento de Transporte.

Cualquier persona que considere que él/ella, ha sido objeto de discriminación por motivos de raza, color, origen nacional, edad, sexo, orientación sexual o identidad de género, con respecto a los programas, actividades, servicios u otros beneficios relacionados con el transporte de METRO, puede presentar una queja del Título VI. Las quejas deben ser presentadas por escrito y firmadas por el demandante, o su representante, y debe incluir el nombre, la dirección y número telefónico del demandante u otro medio por el cual pueda ser contactado el demandante. Los formularios de quejas están disponibles en la Administración de Santa Cruz METRO en, 110 Vernon St., Santa Cruz, 831-426-6080; Servicio al Cliente, 920 Pacific Avenue (Estación Pacific); y en línea en www.scmttd.com. Se les anima a los clientes a que presenten las Quejas tan pronto como sea posible y llamen al Asistente Ejecutivo al (831) 426-6080 para recibir asistencia.

Para solicitar información adicional sobre las obligaciones de no discriminación de METRO o para presentar una Queja del Título VI, por favor envíe su solicitud o queja por escrito al:

Distrito de Transporte Metropolitano de Santa Cruz

Atención: Ejecutivo Principal de Operaciones

110 Vernon Street

Santa Cruz, CA 95060

Las Quejas del Título VI de la Administración Federal de Tránsito pueden ser presentadas directamente al:

Oficina de Derechos Civiles de la Administración Federal de Tránsito

Atención: Equipo de Quejas East Building, 5th Floor - TCR

1200 New Jersey Avenue, SE

Washington, DC 20590

Distrito de Transporte Metropolitano de Santa Cruz

FORMULARIO DE QUEJA DE DISCRIMINACIÓN DEL TÍTULO VI
110 Vernon Street, Santa Cruz, CA 95060

Nombre del Demandante o Representante Autorizado _____

Dirección: _____

Ciudad/Estado/C.P.: _____

Teléfono: _____ correo electrónico: _____

Fecha/Hora de Violación: _____ Fecha de la Queja: _____

Lugar de Violación: _____

Número de Autobús: _____ Ruta del Autobús: _____

Favor de indicar la discriminación de esta queja por cualquiera de los siguientes motivos, los cuales están prohibidos por el Título VI de la Ley de Derechos Civiles de 1964:

- Raza Color Origen Nacional

Favor de indicar la discriminación de esta queja por cualquiera de los siguientes motivos, los cuales están prohibidos por Santa Cruz METRO:

- Edad Sexo Orientación Sexual Identidad de Género

Favor de proporcionar el/los nombre/s de los Directores, empleados y/o agentes de METRO quienes presuntamente discriminaron contra usted, incluyendo su puesto laboral (si lo sabe):

Identifique que servicio, programa o actividad de METRO (por ejemplo: servicio de ruta fija ParaCruz, etc.) dio lugar a la discriminación en su contra:

Identifique a las personas que cuenten con información relevante a la violación con nombre, dirección y teléfono:

Explique tan claro como sea posible qué sucedió, cómo siente que fue discriminado y quién estuvo involucrado. Describa cómo fue tratado de manera diferente:*

Firma del Demandante: _____ Fecha: _____

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Regulation Number: AR-1033

Computer Title: System Standards

Effective Date: January 25, 2013

Pages: 7

TITLE: SYSTEM-WIDE SERVICE STANDARDS AND POLICIES

Procedure History

NEW POLICY

SUMMARY OF POLICY

APPROVED

January 25, 2013

New Regulation



I. POLICY

- 1.01 It is the policy of the Santa Cruz METRO, as a recipient of Federal Transit Administration (FTA) funds, that it shall comply with Title VI of the Civil Rights Act of 1964 which provides that, "No person in the United States shall on the ground of race, color or national origin be excluded from participation or be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."
- 1.02 Santa Cruz METRO ensures that the level and quality of its public transportation service are provided in a nondiscriminatory manner. Santa Cruz METRO promotes full and fair participation in public transportation decision-making without regard to race, color or national origin. Additionally, Santa Cruz METRO ensures meaningful access to transit-related programs and activities by persons with limited English proficiency (LEP).
- 1.03 Santa Cruz METRO shall not utilize criteria or methods of administration which have the effect of subjecting persons to discrimination because of their race, color or national origin. Santa Cruz METRO will implement these System-Wide Service Standards and Policies to ensure that service design and operation does not result in discrimination on the basis of race, color or national origin.
- 1.04 Santa Cruz METRO's service standards and policies address how service and amenities are distributed throughout the transit system. Santa Cruz METRO created these service standards and policies to prevent discrimination in the routing, scheduling and quality of transportation service provided throughout its service area. Santa Cruz METRO ensures that the manner of distribution of its transit services affords all users equal access to these assets.
- 1.05 It is the policy of Santa Cruz METRO that the location of routes, level of service, quality and age of its vehicles and quality of transit amenities serving different area may not be determined on the basis of race, color or national origin.

II. APPLICABILITY

- 2.01 This policy and the system-wide service standards and service policies set forth herein apply to Santa Cruz METRO's employees in the creation of its transit service according to standards for the location of routes, headway between buses, passenger loads and on-time performance, and policies for assigning buses and installing transit amenities.

III. DEFINITIONS

- 3.01 **CNG:** Compressed natural gas.
- 3.02 **Highway 17 Express:** A regional route which provides service between Santa Cruz County and Santa Clara County along SR-17.
- 3.03 **Intercity:** The primary trunk lines with better than hourly service on arterial roads linking transit centers or significant activity centers (Santa Cruz, Watsonville, Scotts Valley). An intercity route tends to have high frequency and a long span of service
- 3.04 **Local:** An urban route which connects residential areas or major trip generators with transit centers
- 3.05 **National Origin:** The particular nation in which a person was born, or where the person's parents or ancestors were born.
- 3.06 **Non-peak:** The times of a given day with lower travel demand.
- 3.07 **On-Time Performance:** A measure of transit runs completed as scheduled.
- 3.08 **Peak:** The highest level of daily travel demand generally between the hours of 7am – 9am and between the hours of 2pm – 7pm.
- 3.09 **Program or Activity:** A facet of service provided by Santa Cruz METRO.
- 3.10 **Race:** A group of people united or classified together on the basis of common history, nationality or geographic distribution.
- 3.11 **Recipient:** A transit agency or transportation agency that receives federal financial assistance from the Federal Transit Administration. The term includes subrecipients of a designated recipient.
- 3.12 **Rural:** A transit route that provides service to rural areas beyond the urbanized area boundaries within Santa Cruz County. A rural route which provides the only transportation available to the transit dependent is lifeline service. A rural route tends to have low frequency and a short span of service
- 3.13 **Service Area:** The geographic area in which Santa Cruz METRO operates public transit services.
- 3.14 **Service Availability:** A general measure of a person's access to public transit within Santa Cruz County.

- 3.15 **Service Standard/Policy:** An established service performance measure or policy used by Santa Cruz METRO to plan or distribute services and amenities within its service area.
- 3.16 **Transit Amenities:** Items of comfort, convenience and safety that are available to the general riding public. Examples include bus stop signs, benches, shelters, trashcans and lighting.
- 3.17 **UCSC Routes:** A route serving the University of California Santa Cruz campus. Some UCSC routes operate only during the UCSC school term and are not in service during the summer months. The UCSC routes tend to have the greatest frequency and the longest span of service in Santa Cruz METRO’s route categories.
- 3.18 **Vehicle Headway Standard:** The amount of time scheduled between two transit vehicles traveling in the same direction along the same street. A shorter headway corresponds to a higher level of service. Vehicle headway is one component of the amount of travel time expended by a passenger to reach his/her destination. Headway standards can impact vehicle load.
- 3.19 **Vehicle Load Standard:** Expressed as the ratio of passengers to the total number of seats on a vehicle. For example, on a 40-seat bus a vehicle load of 1.5 means all seats are filled and there are 20 standees. The intent of monitoring vehicle load standard is to provide commensurate safety, comfort and service levels throughout the system.

IV. SERVICE STANDARDS

FTA requires all fixed route transit providers to develop quantitative standards for the following indicators: Vehicle Load, Vehicle Headway, On-Time Performance and Service Availability.

- 4.01 **Vehicle Load Standard.** Santa Cruz METRO’s Vehicle Load Standard is based upon the factors listed below. The average of all loads on a route should not exceed the load factors shown below.

Load Factors

Vehicle Type	Seated	Standing	Total	Load Factor
25’ Mini Bus	19	9	28	1.5
40’ Low Floor Bus	39	19	58	1.5
35’ Bus	30	15	45	1.5
40’ Highway 17 Bus*	36-43	12	48-55	1.2-1.3

Note: The last trip of the night on any given route may have a higher load factor in the effort not to leave passengers stranded.

* Santa Cruz METRO operates a number of different 40’ Highway 17 coaches which have different seating capacities

If a route exceeds these standards, it will be monitored. In the event that an overload is documented on fifteen (15) days, over a six-month period, corrective action shall be considered to achieve a balanced vehicle load within the acceptable limits of these standards but dependent on the financial capability of Santa Cruz METRO.

4.02 **Vehicle Headway Standard:** Santa Cruz METRO strives to strike a balance between headways and span of service. Santa Cruz METRO uses the following five route categories to delineate different service characteristics and establishes different vehicle headway standards as shown in the table below to meet the trip characteristics in each category.

- a. **Rural:** Routes that serve sparsely populated unincorporated areas, although the routes may start within an incorporated city.
- b. **Intercity:** Routes that travel between incorporated cities and may travel through rural areas and/or unincorporated areas.
- c. **Local:** Routes that travel within and/or around an incorporated city.
- d. **UCSC:** Routes which enter the University of California Santa Cruz campus during the school term.
- e. **Highway 17 Express:** A single, intercounty commuter express route with limited stops between Santa Cruz and San Jose.

Headway Standard

Routes	Weekday Peak	Weekday Base	Weekday Night	Weekend
Rural	30	60	90	30
Intercity	15	30	60	60
Local	60	60	60	60
UCSC	10	30	30	30
Highway 17 Express	20	60	60	60

Note: Peak hours are 7:00am - 9:00am and 2:00pm - 7:00pm.
Night service hours are 8:00pm - 12:00am. Not all routes in a route group will operate at all times of a day

Monitoring will be done prior to the beginning of each bid. Vehicle headways will be improved first on routes that exceed the load factor standard.

4.03 **On-Time Performance Standard:** The Santa Cruz METRO has a 72% on-time performance standard.

- a. Santa Cruz METRO buses are considered on time if the actual departure is no earlier than zero seconds before and no later than five minutes after the scheduled departure time.
- b. Santa Cruz METRO buses are considered on time if the actual arrival is within five minutes of the scheduled arrival time.

Currently, Santa Cruz METRO does not have the technology or staffing to regularly track on-time performance. Santa Cruz METRO will collect on-time performance data twice a year using a point check with surveyors stationed at the three major transit centers (Santa Cruz, Capitola Mall and Watsonville) to record arrivals and departures. This policy is in place until Santa Cruz METRO is able to implement an Automatic Vehicle Locator system.

- 4.04 **Service Availability.** The Santa Cruz METRO Service Availability Standard considers the range of geographic variability within the service area.

Santa Cruz METRO serves the County of Santa Cruz, which encompasses 445.2 square miles with an average density of 589 persons per square mile and a total population of 262,382. Urban development in the county lies primarily within the incorporated cities of Capitola, Santa Cruz, Scotts Valley and Watsonville which serve as the predominant employment and residential centers in the service area. Numerous unincorporated places within the County separated by extensive rural areas lend for a generally low-density service area with medium densities within the incorporated cities. In addition, Santa Cruz METRO serves a non-urban university campus of approximately 20,000 students and staff which require a high level of transit service due to travel restrictions, even though the vast campus does not approach urban densities.

In consideration of the varied service area geography, Santa Cruz METRO will implement a service availability standard such that:

- a. Ninety percent (90%) of all residents living within the incorporated cities of Capitola, Santa Cruz, Scotts Valley and Watsonville are within a ½ mile of a bus stop.
- b. Ninety percent (90%) of all residents of Santa Cruz County are within 1 mile of a bus stop.

V. SERVICE POLICIES

FTA requires all fixed route transit providers to develop policies to ensure that the assignment of buses and distribution of transit amenities do not result in discrimination. Service policies do not have a quantitative threshold; rather, they govern how service is implemented.

- 5.01 **Vehicle Assignment.** Vehicle assignment refers to the process by which transit vehicles are placed into service on routes throughout Santa Cruz METRO's service area.

- a. Santa Cruz METRO assigns buses to vehicle tasks and blocks based on the following criteria:

1. Ridership/vehicle capacity;
 2. Whether the bus is being operated during peak periods;
 3. Whether there are topographical or geographical limitations that would prohibit a specific bus from being operated in that area;
 4. Availability.
- b. Santa Cruz METRO assigns suburban style buses with overhead bins to the Highway 17 Express.
- 5.02 **Transit Amenities**. Implementation of the following transit amenities will occur at bus stops and transit centers based on the objective criteria cited below:
- a. **Signs:** Bus stop information signs shall be installed at all Santa Cruz METRO bus stops. To promote accessibility and readability, the signs shall be located at a minimum of two (2) feet from the curb face; with the top of the information sign positioned no more than seven (7) feet from ground level.
 - b. **Benches/Shelters:**
 1. Proximity to hospitals, schools, senior centers, shopping centers, medical centers, transit transfer centers, and transit centers;
 2. Frequency of service (shorter headways, no bench; longer headways, benches);
 3. Adjacent land use compatibility (e.g. apartment complexes, senior and/or disabled communities/housing);
 4. Availability of space to construct shelters and waiting areas is required. The location must accommodate a concrete pad and is required to set back two feet from the roadway. The bench/shelter must not block the view of vehicular traffic and site must comply with all federal, state and local legal requirements;
 5. Passenger/Public requests;
 6. Existing bench or shelter locations will be considered for equity in distribution within the service area.
 - c. **Bike racks:** Bike racks will be installed at all transit center locations. Bike racks will be installed in bus stops located in major shopping centers.
 - d. **Trash Cans:** Santa Cruz METRO provides trash cans at all urban and inner city bus stops and upon request in interconnecting and rural routes.
 - e. **Lighting:** All new sheltered bus stops will receive solar lighting.
- 5.03 **Replacement of Existing Amenities**. Existing bus stops with vandalized, defective or damaged bus shelters or benches will receive priority for a new and/or repaired to a state of good repair bus shelter or bench.

VI. REQUESTS FOR NEW SERVICE

- 6.01 Requests for new bus service received from a resident when the request is supported by community organizations, a majority of the residents, and/or political representatives of the community will be considered and evaluated.

VII. USE OF SERVICE STANDARDS

- 7.01 These system-wide service standards will be used by Santa Cruz METRO's Planning Department and Operations Department to ensure that service is distributed across the system in a nondiscriminatory manner which affords users equal access to public transit assets.
- 7.02 Santa Cruz METRO's Planning Department and Operations Department are responsible for monitoring Santa Cruz METRO's service standards and notifying the Board of Directors if changes are necessary.

VIII. ADMINISTRATION OF REGULATION

- 8.01 The Operations Manager is responsible to administer and enforce this policy within the respective department.
- 8.02 This policy will be updated as needed as determined by the Operations Manager or the General Manager.
- 8.03 Santa Cruz METRO will integrate these System-Wide Service Standards and Policies into its Administrative Regulations and procedures.

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Número de Reglamento: AR-1033
Título de Computadora Normas del Sistema
Fecha Efectiva: 25 de enero de 2013
Páginas: 8

TÍTULO: NORMAS Y POLÍTICAS DE SERVICIO DE TODO EL SISTEMA

Historia de Procedimiento

NUEVA POLÍTICA	RESUMEN DE LA POLÍTICA	APROBADO
25 de enero, 2013	Nuevo Reglamento	

I. POLÍTICA

- 1.01 Es la política del Santa Cruz METRO, como recipiente de fondos de la Administración Federal de Tránsito (FTA), que deberá cumplir con el Título VI de la Acta de Derechos Civiles de 1964, que establece que: "Ninguna persona en los Estados Unidos será, por motivos de raza, color u origen nacional, excluida de participar o ser negado los beneficios de, o ser sujeto a discriminación bajo cualquier programa o actividad que reciba asistencia financiera Federal. "
- 1.02 Santa Cruz METRO asegura que el nivel y la calidad de su servicio de transporte público se proporciona de manera no discriminatoria. Santa Cruz METRO promueve la participación plena y justa en el transporte público de tomar de decisiones, sin distinción de raza, color u origen nacional. Además, Santa Cruz METRO asegura acceso significativo a los programas relacionados con el tránsito y las actividades de las personas con Dominio Limitado del Inglés (LEP).
- 1.03 Santa Cruz METRO no utilizará los criterios o métodos de administración que tienen el efecto de someter a las personas a la discriminación por motivos de raza, color u origen nacional. Santa Cruz METRO aplicará estas Normas y Políticas de Servicio de Todo el Sistema para asegurar que el diseño de servicios y la operación no dé lugar a la discriminación por motivos de raza, color u origen nacional.
- 1.04 Normas y políticas de servicio del Santa Cruz METRO dirigen como el servicio y las instalaciones están distribuidas en todo el sistema de tránsito. Santa Cruz METRO creó estas normas y políticas de servicio para evitar la discriminación en el enrutamiento, la programación y la calidad del servicio de transporte proporcionado a través de su área de servicio. Santa Cruz METRO asegura que la forma de distribución de sus servicios de transporte brinda a todos los usuarios el mismo acceso a estos bienes.

- 1.05 Es la política del Santa Cruz METRO que la ubicación de las rutas, nivel de servicio, calidad y edad de sus vehículos y la calidad de los servicios de tránsito que sirven áreas diferentes no puede determinarse sobre la base de raza, color u origen nacional.

II. APLICABILIDAD

- 2.01 Esta política y las normas de servicio de todo el sistema y las políticas de servicios establecidas en este documento se aplican a los empleados del Santa Cruz METRO en la creación de su servicio de transporte de acuerdo con las normas para la ubicación de las rutas, progreso entre los autobuses, cargas de pasajeros y el rendimiento a tiempo, y las políticas para la asignación de los autobuses y la instalación de los servicios de tránsito.

III. DEFINICIONES

- 3.01 **CNG:** Gas Natural Comprimido
- 3.02 **Highway 17 Express:** Una ruta regional que da servicio entre el Condado de Santa Cruz y el Condado de Santa Clara a lo largo de la ruta estatal SR-17.
- 3.03 **Interurbanos:** Las líneas troncales primarias con mejor servicio cada hora en las carreteras principales que unen los centros de tránsito o los centros importantes de actividad (Santa Cruz, Watsonville, Scotts Valley). Una ruta interurbana tiende a tener alta frecuencia y un largo período de servicio
- 3.04 **Local:** Una ruta urbana que conecta las zonas residenciales o generadores de viaje principales con los centros de tránsito
- 3.05 **Origen Nacional:** La nación particular en que nació una persona, o donde nacieron los padres o antepasados de la persona.
- 3.06 **No Pico:** Las horas de cualquier día con la demanda de viajes más baja.
- 3.07 **Rendimiento de Puntualidad:** Una medida de corridas de tránsito que se completan como programadas.
- 3.08 **Pico:** El nivel más alto de la demanda de viajes al día generalmente entre las horas de 7am-9a.m. y entre las horas de 2pm - 7pm.
- 3.09 **Programa o Actividad:** Una faceta del servicio proporcionado por Santa Cruz METRO.
- 3.10 **Raza:** Un grupo de personas unidas o clasificadas juntas sobre la base de la historia común, la nacionalidad o la distribución geográfica.
- 3.11 **Recipiente:** Una agencia de transporte o agencia de transporte que recibe asistencia financiera federal de la Administración Federal de Tránsito. El término incluye a los beneficiarios secundarios de un beneficiario designado.
- 3.12 **Rural:** Una ruta de tránsito que da servicio a las zonas rurales más allá de los límites de las áreas urbanizadas dentro del Condado de Santa Cruz. Una ruta rural que ofrece el único medio de transporte disponible para los dependientes de tránsito es un servicio de línea de vida. Una ruta rural tiende a tener baja frecuencia y un corto periodo de servicio

- 3.13 **Área de servicio:** El área geográfica en la que Santa Cruz METRO opera servicios de transporte público.
- 3.14 **Disponibilidad del servicio:** Una medida general de acceso de las personas al transporte público en el Condado de Santa Cruz.
- 3.15 **Política/Norma de Servicio:** Una medida de rendimiento del servicio establecido o la política utilizada por el Santa Cruz METRO para planear o distribuir servicios y amenidades dentro de su área de servicio.
- 3.16 **Servicios de Tránsito:** Los artículos de comodidad, conveniencia y seguridad que están disponibles para el público viajero en general. Los ejemplos incluyen las señales de paradas de autobús, bancas, marquesinas, basureros e iluminación.
- 3.17 **Rutas UCSC:** Una ruta sirviendo al campus de la Universidad de California Santa Cruz. Algunas rutas UCSC operan solamente durante el período escolar UCSC y no están en servicio durante los meses de verano. Las rutas UCSC tienden a tener la mayor frecuencia y la distancia más larga de servicio en categorías de rutas del Santa Cruz METRO.
- 3.18 **Norma de Avance de Vehículo:** La cantidad de tiempo programado entre dos vehículos de tránsito que viajan en la misma dirección a lo largo de la misma calle. Un avance más corto corresponde a un nivel más alto de servicio. Avanzar vehículo es un componente de la cantidad de tiempo de viaje gastado por un pasajero para llegar a su destino. Normas de Avance pueden afectar la carga del vehículo.
- 3.19 **Norma de Carga de Vehículo:** Expresada como la relación de los pasajeros y el número total de asientos en el vehículo. Por ejemplo, en un autobús de 40-asientos, la carga de un vehículo de 1.5 significa que todos los asientos están ocupados y hay 20 pasajeros de pie. La intención de la norma de carga de vehículo es para proporcionar niveles de seguridad adecuados, confort y servicio en todo el sistema.

IV. NORMAS DE SERVICIO

FTA requiere que todos los proveedores de transporte de ruta fija desarrollen normas cuantitativas para los siguientes indicadores: carga del vehículo, avances del vehículo, rendimiento de puntualidad y disponibilidad de servicios.

- 4.01 **Norma de Carga de Vehículo.** La Norma de Carga de Vehículos del Santa Cruz METRO se basa en los factores que se enumeran a continuación. El promedio de todas las cargas en una ruta no debe superar los factores de carga que se muestra a continuación.

Factores de Carga

Tipo de Vehículo	Sentado	Parado	Total	Factor de Carga
25' Mini Autobús	19	9	28	1.5
40' Autobús de Piso Bajo	39	19	58	1.5

35' Autobus	30	15	45	1.5
40' Autobús Highway 17*	36-43	12	48-55	1.2-1.3

Nota: El último viaje de la noche en cualquier ruta puede tener un factor de carga mayor en el esfuerzo de no dejar a los pasajeros varados.

* Santa Cruz METRO cuenta con un número de diferentes autobuses del Highway 17 de 40' que tienen diferentes capacidades de asientos

Si una ruta excede las normas mencionadas, será objeto de seguimiento. En el caso de que una sobrecarga está documentada en quince (15) días, durante un período de seis meses, la acción correctiva se considerará para lograr una carga de vehículo equilibrada dentro de los límites aceptables de estas normas, pero depende de la capacidad financiera de Santa Cruz METRO .

4.02 **Normas de Avance de Vehículo:** Santa Cruz METRO se esfuerza por lograr un equilibrio entre avances y palmos de servicio. Santa Cruz METRO utiliza las siguientes cinco categorías de ruta para delinear las diferentes características de servicio y establece las diferentes normas de avance de vehículo como se muestra en la tabla siguiente para cumplir con las características de actuación de cada categoría.

- a. **Rural:** Rutas que sirven áreas poco pobladas y no incorporadas, aunque las rutas pueden empezar dentro de una ciudad incorporada.
- b. **Interurbano:** Las rutas que viajan entre ciudades incorporadas y pueden viajar a través de zonas rurales y / o áreas no incorporadas.
- c. **Local:** Las rutas que viajan dentro y / o alrededor de una ciudad incorporada.
- d. **UCSC:** Las rutas que entran en la Universidad de California en Santa Cruz durante el término escolar.
- e. **Highway 17 Express:** Una sola ruta expresa entre condados con paradas limitadas entre Santa Cruz y San José.

Norma de Avance

Rutas	Pico Día entre Semana	Base Día entre Semana	Noche Fin de Semana	Fin de Semana
Rural	30	60	90	30
Interurbano	15	30	60	60
Local	60	60	60	60
UCSC	10	30	30	30
Highway 17 Express	20	60	60	60

Nota: Las horas pico son 7a.m.-9 a.m. y 2:00 pm - 7:00 pm. Horas de servicio nocturno son de 8:00 pm - 12:00 am. No todas las rutas en un grupo de ruta se operan durante todo el día.

El seguimiento se realizará antes del comienzo de cada oferta. Avances de vehículos serán mejorados primero en las rutas que exceden el factor de normas de carga.

4.03 **Norma de Rendimiento de Puntualidad:** El Santa Cruz METRO tiene un estándar de 72% de rendimiento de puntualidad.

- a. Autobuses del Santa Cruz METRO se consideran a tiempo si la salida real es no antes de cero segundos y no más tarde de cinco minutos después de la hora de salida programada.
- b. Autobuses del Santa Cruz METRO se consideran a tiempo si la llegada real está durante cinco minutos de la hora de llegada prevista.

Actualmente, Santa Cruz METRO no tiene la tecnología ni el personal para hacer un seguimiento con regularidad de rendimientos de puntualidad. Santa Cruz METRO recogerá los datos de rendimiento de puntualidad dos veces al año usando un punto de control con inspectores destacados en los tres principales centros de tránsito (Santa Cruz, Capitola Mall y Watsonville) para registrar las entradas y salidas. Esta política está en su lugar hasta que Santa Cruz METRO sea capaz de implementar un Sistema Automático de Localizador de Vehículos.

4.04 **Disponibilidad del servicio.** La Norma de Disponibilidad de Servicio del Santa Cruz METRO considera el alcance de variabilidad geográfica dentro del área de servicio.

Santa Cruz METRO sirve el condado de Santa Cruz, que abarca 445.2 millas cuadradas con una densidad media de 589 habitantes por milla cuadrada y una población total de 262,382. El desarrollo urbano en el condado se encuentra principalmente dentro de las ciudades incorporadas de Capitola, Santa Cruz, Scotts Valley y Watsonville que sirven como las áreas de empleo y centros residenciales predominantes en el área de servicio. Numerosos lugares no incorporados dentro del Condado son separados por amplias zonas rurales para prestar un área de servicio en general de baja densidad con densidades medias dentro de las ciudades incorporadas. Además, Santa Cruz METRO sirve un campus universitario no urbano de aproximadamente 20,000 estudiantes y personal que requieren un alto nivel de servicio de tránsito debido a las restricciones de viaje, a pesar de que el enorme campus no se acerca a la densidad urbana.

En consideración de la geografía de área de servicio variado, Santa Cruz METRO implementará una norma de disponibilidad de servicio de tal manera que:

- a. El noventa por ciento (90%) de todos los residentes que viven dentro de las ciudades incorporadas de Santa Cruz, Santa Cruz, Scotts Valley y Watsonville se encuentran a media milla de una parada de autobús.
- b. El noventa por ciento (90%) de todos los residentes del Condado de Santa Cruz están a 1 milla de una parada de autobús.

V. SERVICE POLICIES

FTA requiere que todos los proveedores de transporte de ruta fija desarrollen políticas para asegurar que la asignación de buses y la distribución de los servicios de tránsito no den lugar a la discriminación. Políticas de servicio no tienen un umbral cuantitativo, sino que gobiernan cómo el servicio del Santa Cruz METRO se lleva a cabo.

5.01 **Asignación de vehículos.** Asignación de vehículos se refiere al proceso por el cual los vehículos de transporte se ponen en servicio en las rutas a través del área de servicio

a. Santa Cruz METRO asigna autobuses para tareas de vehículos y bloques basado en los siguientes criterios:

1. El número de pasajeros / capacidad de vehículo;
2. Si el autobús está en funcionamiento durante las horas pico;
3. Si existen limitaciones topográficas o geográficas que prohíben a un autobús específico de ser operado en esa zona;
4. Disponibilidad

b. Santa Cruz METRO asigna autobuses estilo suburbano con compartimentos superiores al Highway 17 Express.

5.02 **Servicios de Tránsito.** Implementación de los servicios de tránsito siguientes ocurrirán en las paradas de autobuses y centros de tránsito en base a los criterios objetivos citados a continuación:

a. **Signos:** Los signos informativos de paradas se instalarán en todas las paradas de autobuses del Santa Cruz METRO. Para promover la accesibilidad y legibilidad, los signos, se colocarán en un mínimo de dos (2) pies del bordillo, con la parte superior del cartel informativo colocado no más de siete (7) metros desde el nivel del suelo.

b. **Bancas / Marquesinas:**

1. Proximidad a hospitales, escuelas, centros de ancianos, centros comerciales, centros médicos, centros de transferencia de tránsito y centros de tránsito;
2. Frecuencia del servicio (avances cortos, no hay bancas, avances largos, bancas);
3. Compatibilidad de uso de tierra adyacente (por ejemplo, complejos de apartamentos, viviendas de comunidades mayores y / o discapacitados);
4. Disponibilidad de espacio para construcción de marquesinas y áreas de espera es necesario. La localidad debe acomodar una base de concreto y es necesario retrasarla dos pies de la carretera. La banca / marquesina no deben bloquear la vista del tráfico vehicular y el sitio debe cumplir con todos los requisitos federales, estatales y locales legales;
5. Pasajeros / solicitudes públicas;

6. Los actuales ubicaciones de bancas o marquesinas serán consideradas para la equidad en la distribución dentro del área de servicio.
 - c. **Bastidores de bicicletas:** Los portabicicletas se instalarán en todas las ubicaciones de los centros de tránsito. Bastidores de bicicletas se instalarán en las paradas de autobús ubicadas en centros comerciales importantes.
 - d. **Basureros:** Santa Cruz METRO ofrece basureros en todas las paradas de autobuses urbanos e interior de la ciudad y bajo petición en las rutas rurales interconexiónadas.
 - e. **Iluminación:** Todas las nuevas paradas de autobús protegidas recibirán iluminación solar.
- 5.03 **Sustitución de Servicios Existentes.** Paradas de autobús existentes con vandalismo, marquesinas o bancas defectuosas o dañadas tendrán prioridad para un nuevo y / o reparado a un estado de buen reparo de marquesinas de autobús y bancas.

VI. SOLICITUDES DE NUEVO SERVICIO

- 6.01 Las solicitudes de nuevo servicio de autobús recibido de un residente, cuando la solicitud esté apoyada por organizaciones de la comunidad, la mayoría de los residentes, y / o representantes políticos de la comunidad serán considerados y evaluados.

VII. UTILIZACIÓN DE LAS NORMAS DE SERVICIO

- 7.01 Estas normas de servicio de todo el sistema serán utilizados por el Departamento de Planificación y de Operaciones del Santa Cruz METRO para garantizar que el servicio se distribuya a través del sistema de una manera no discriminatoria, que ofrezca a los usuarios acceso igual a los bienes de transporte público.
- 7.02 El Departamento de Planificación y Operaciones del Santa Cruz METRO es responsable de supervisar las normas de servicio del Santa Cruz METRO e informar a la Junta Directiva si los cambios son necesarios.

VIII. ADMINISTRACIÓN DEL REGLAMENTO

- 8.01 El Gerente de Operaciones es responsable de administrar y aplicar dicha política en el departamento respectivo
- 8.02 Esta política se actualizará cuando sea necesario según lo determine el Gerente de Operaciones o el Gerente General.
- 8.03 Santa Cruz METRO integrará estas normas y políticas de servicio de todo el sistema en su Reglamento y Procedimientos Administrativos.



Public Participation Plan

The Santa Cruz Metropolitan Transit District (METRO) has identified multiple ways to solicit input from riders, including minority and limited English proficient (LEP) populations as well as other underserved communities, when considering a major transportation decision such as a significant change in service or fares. In May 2015, the METRO Board of Directors adopted "Notice Requirements and Procedures for Public Hearings and Public Comments on Ordinances and Resolutions by the Board of Directors" (Public Hearing Requirements), which outlines when a public hearing will be conducted and what methods may be utilized to inform the public of the public hearing and comment period.

Staff will utilize the rules identified in the Public Hearing Requirements to notice the public comment period, hold public meetings in locations that are accessible to transit riders and people with disabilities, schedule meetings at times that are convenient for bus riders and members of the public, advertise meetings and hearings in English and Spanish, and provide notice of the availability of language assistance. Depending on the magnitude of the decision, e.g., route changes and the areas affected by the route changes, staff will also translate public meeting and hearing materials into Spanish. All comments received during the public comment period and at the public hearing will be considered in developing the final recommendations, such as for service changes or fare increases.

Engaging Minority Populations

METRO engages with minority and LEP populations when soliciting feedback on service changes and fare increases, using its Language Assistance Plan to do so, and as set forth in METRO's "*Language Assistance Plan for Limited English Proficient (LEP) Persons – Four Factor Analysis*". At a minimum, METRO translates all public hearing information and notices into Spanish, and provides copies in the *Headways Magazine*, on METRO's website, and at the two Transit Centers in downtown Santa Cruz and in Watsonville. Notices are posted in English and Spanish onboard all METRO buses. These notices are also available throughout METRO's service area and in local newspapers.

Following our recent assessment to identify concentrations of LEP persons in our service area, Santa Cruz METRO now has a second language, which is within the Safe Harbor threshold. According to the 2016-2020 American Community Survey (ACS), there are 1,257 Chinese-



speakers (including Mandarin and Cantonese) who speak English “*less than very well*”. Santa Cruz METRO is required to provide written translation of its vital documents into all of its Safe Harbor languages. According to FTA Circular 4702.1B Chp. III-9, Vital written documents include, but are not limited to: (1) Title VI Notice of Rights and Complaint Forms and procedures; (2) Notices of proposed and approved fare and service changes; (3) Notices advising LEP individuals of free language assistance services. Santa Cruz METRO plans to implement these written language changes, as noted in the Updated *Language Assistance Plan for Limited English Proficient (LEP) Persons*.

Public Outreach and Involvement Activities: 2019-2022

Date of Activity	Activity	Low-Income/ Minority / LEP Population
<p>MAC Meetings shall be held not more than once each calendar quarter (March, July, Sept. & Dec). on the third Wednesday of the assigned month. Meetings are held at 110 Vernon Street, Santa Cruz CA 95060</p>	<p><u>METRO Advisory Committee Meetings:</u> The METRO Advisory Committee (MAC) provides recommendations to Santa Cruz METRO’s Board of Directors on matters of Santa Cruz METRO policy and operations referred to the Committee by the Board or Secretary/General Manager and to perform such additional duties as assigned by the Board. The Committee may also address issues which members or the public raise with respect to the quantity and quality of services provided by Santa Cruz METRO.</p> <p>*Due to the COVID-19 Pandemic, beginning in June 2020, these meetings have gone from in-person meetings to virtual. These meetings are open to the public and the meeting Notices & Agendas are posted on METRO’s website: https://www.scmted.com/en/agency-info/mac/mac-meeting</p>	
<p>E&D TAC Meetings are generally held at 1:30pm on the 2nd Tuesday of even numbered months (i.e., Feb, April, June, Aug, Oct, Dec.).</p>	<p><u>Elderly and Disabled Transportation Advisory Committee (E&D TAC):</u> A Santa Cruz METRO staff member represents the agency on E&D TAC, which advises the Regional Transportation Commission (RTC) and other transportation agencies on the network of specialized transportation services for seniors and people with disabilities in Santa Cruz County as well as about the transportation needs of these members of our community.</p> <p>In addition, the E&D TAC serves as the local Social Services Transportation Advisory Council (SSTAC), a state-required entity that seeks input - from transit-dependent and transit disadvantaged persons, including seniors, people with disabilities, low income persons, and youth -regarding transit needs in Santa Cruz County. These meetings are open to the public and the meeting Notices & Agendas are posted on the RTC website: https://sccrtc.org/meetings/elderly-disabled/agendas/</p>	
<p>Meetings are held once a month with the exception of July, when there are no meetings.</p>	<p><u>METRO’s Board of Directors’ Meetings:</u> Prior to the COVID-19 Pandemic & California’s Shelter-in-Place Order, the Board meeting location changed on a monthly basis. The meetings were held at varying locations throughout METRO’s service area (i.e., Capitola, Scotts Valley, Santa Cruz and Watsonville).</p>	<p>Low income, Minority and LEP</p>

Public Outreach and Involvement Activities: 2019-2022

	<p>Effective in March of 2020, the Board Meetings are now held virtually on Zoom. Customers can access the monthly public meetings from their smartphones, laptops or computers by clicking on the link on the front page of the Board Agenda. *Customers can also sign-up to receive email notification when the Agenda is posted each month. http://scmted.com/en/agency-info/board/board-of-directors</p> <p>At this time, we expect to return to in-person meetings by March 2023.</p>	
8/4/20	<p>COVID-19 Prevention Measures Press Event- Metro held a press event to inform the public of the disinfecting measures that we are taking on our buses & paratransit vehicles to help protect our passengers & employees. Social media, gov delivery, press releases and Bus Ads were used to notify the public of METRO’s enhanced safety measures taken due to the Pandemic.</p>	
10/29/20	<p>Watsonville Transit Center Mural Unveiling Event (Watsonville). Santa Cruz METRO & the Arts Council of Santa Cruz County unveiled the restored Mural at the Watsonville Transit Center, located at 475 Rodriguez Street.</p> <p>The public was invited to this event. Public input revealed that the majority of the public supported restoring the existing mural and adding a new section of mural. The mural tells a historical story of the culture & tradition in our local community and it will be there for generations to enjoy. The public was invited to attend this event. Flyers were posted in English & Spanish on METRO’s website, at transit centers and in local newspapers. Spanish-speaking translators were at the event. In addition, some speakers at the event spoke Spanish.</p>	Low income, Minority and LEP
November 2020	<p><u>Splash Pass App Launch:</u> Metro launched the “Splash Pass” contactless mobile ticketing app (available on Android and iOS) to make it easier & faster for our customers to get their tickets! It’s cash-free and COVID-19 safe. This mobile ticketing solution allows customers to purchase fares & display tickets on their smartphone devices anytime, anywhere. Riders can purchase local & Hwy17 tickets including full price and discounted pass options (1-Ride, 15-Ride, Day, 3 Day, 7-Day and 31-Day passes) using a debit, credit card, or digital payment service. Visit www.scmted.com/apps (Spanish & English)</p> <p>Riders can also access bus schedules and routes on the app, as well as check the arrival time at a specific bus stop.</p>	LEP

Public Outreach and Involvement Activities: 2019-2022

	Flyers were posted in English & Spanish on METRO’s website and at transit centers. Additional information was published in the <i>Headways Magazine</i> . Brochure was placed on fixed route buses in English & Spanish. Notices were posted on social media (English). Web banners were posted on METRO’s homepage in English & Spanish.	
7/4/21	Scotts Valley 4th of July Parade (Scotts Valley) – A bus was decorated by Staff and driven in the parade. Several Metro employees and their children participated in the parade to promote public transit use.	
7/4/21	Watsonville Fourth of July Parade (Watsonville) - A bus was decorated by Staff and driven in the parade. Several Metro employees and their children participated in the parade to promote public transit use. The parade was held in Watsonville, which has a high LEP population of Spanish-speakers.	Low income, Minority and LEP
8/17 – 8/19/21	Hartnell College (Salinas, CA) – Classroom presentation given to the Automotive Program and the Accounting Program by Metro Staff. This event was targeted to reach students currently enrolled in the automotive and accounting programs who might be looking for jobs within Santa Cruz County following their graduation. The student body was culturally diverse.	Low income, Minority
9/15 – 9/19/21	Santa Cruz County Fair (Watsonville) – A Santa Cruz Metro Bus and several employees attended the fair to help promote public transit use, answer transit-related questions and to inform members of the public of the current job openings at Santa Cruz Metro. Bilingual employees (Spanish-speakers) were available at the Booth each day. Flyers were posted in English & Spanish on METRO’s website and at transit centers. Brochures (English & Spanish) were also created regarding the Free Fares available to the Fair.	Low income, Minority and LEP
9/16/21	Watsonville Circulator Route - Ribbon Cutting Ceremony (Watsonville Transit Center) - On Sept. 16, 2021, Santa Cruz Metro deployed two all-electric Zero Emission buses on a new circulator route in downtown Watsonville. This service includes a FREE FARE Pilot Program to all riders for one year from its opening.	Low income, Minority and LEP

Public Outreach and Involvement Activities: 2019-2022

	Flyers were posted in English & Spanish on METRO’s website and at transit centers. Direct Mailer was sent to Watsonville residents in English & Spanish. Press Release was posted on METRO’s website in English & Spanish.	
9/24/21	UCSC Downtown Day – On Pacific Ave. in downtown Santa Cruz. This was the first ever Downtown Day. The event was held to help welcome UCSC students back as they return to campus & downtown Santa Cruz after a period of distance learning due to the COVID-19 Pandemic.	
10/6/21	California Clean Air Day – FREE FARES on all Fixed Route Service throughout Santa Cruz County.	Low income, Minority and LEP
10/28/21	Hartnell College (Salinas, CA) – Classroom presentation given to the Automotive Program and the Accounting Program by Metro Staff. This event was targeted to reach students currently enrolled in the automotive and accounting programs who might be looking for jobs within Santa Cruz County. Recruitment opportunity for open positions.	Low income, Minority
10/29/21	Downtown Farmers’ Market (Santa Cruz) – HR Staff set up a booth at the farmers’ market to inform residents of the open job opportunities available at Metro. This was also an opportunity to receive feedback from the community. A Spanish-speaking employee attended the event.	Low income, Minority and LEP
12/11/21	Holiday “Stuff the Bus” Donation Program – Santa Cruz METRO partnered with Toys for Tots (local non-profit) to collect new, unwrapped toys for disadvantaged and low-income children Ages 0-14 years of age. The donations were collected through December 11th by Santa Cruz Metro, Toys for Tots and the Watsonville Fire Dept.	Low income, Minority and LEP
During February 2022	Direct Mailer (English/Spanish) was sent to residents in Watsonville to inform them of the NEW Watsonville Circulator Route. This new route operates a clockwise loop and a counter-clockwise loop from the Watsonville Transit Center, serving Main St., Green Valley Road, Freedom Centre, Freedom Blvd., and Lincoln Street, connecting commuters with existing local & intercity bus lines 69A, 69W, 71, 72/72W, 74S, 75, 79 and 91X.	Low income, Minority and LEP
4/7/22	Pajaro Valley Chamber of Commerce Business Expo & Job Fair at Santa Cruz County Fairgrounds (Watsonville) – HR Staff	Low income, Minority and LEP

Public Outreach and Involvement Activities: 2019-2022

	attended this event to recruit candidates for Metro’s open positions. Spanish-speaking staff attended the event.	
4/22/22	Earth Day – FREE FARES ! In support of Earth Day, Metro offered FREE FARES countywide on all fixed route, Paracruz, and Highway 17 Express services on Friday, April 22, 2022.	Low income, Minority and LEP
Throughout May 2022	Splash Pass / Dump the Pump Direct Mailer – A direct mailer (English/Spanish) was sent to residents in Santa Cruz and Watsonville.	Low income, Minority and LEP
5/16/22	Hartnell College (Salinas, CA) – Classroom presentation given to the Automotive Program and the Accounting Program by Metro Staff. This event was targeted to reach students currently enrolled in the automotive and accounting programs who might be looking for jobs within Santa Cruz County. Recruitment opportunity for open positions.	Low income, Minority
6/16/22	Dump the Pump Day – FREE FARES ! – In support of the 17 th annual national Dump the Pump Day, Metro offered free fares countywide. Residents are encouraged to park their car and ride public transit to help reduce greenhouse gas emissions and traffic congestion on our roadways.	Low income, Minority and LEP
7/3/22	Fourth of July Parade (Scotts Valley) - A bus was decorated by Staff and driven in the parade. Several Metro employees and their children participated in the parade to promote public transit use.	
7/4/22	Fourth of July Parade (Watsonville) - A bus was decorated by Staff and driven in the parade. Several Metro employees and their children participated in the parade to promote public transit use.	Low income, Minority and LEP
9/14 – 9/18/22	Santa Cruz County Fair (Watsonville) - A Santa Cruz Metro Bus was taken to the fairgrounds and several employees were at the Metro Booth to help encourage public transit use, as well as to inform members of the public of the current job openings at Santa Cruz Metro. Bilingual employees (Spanish-speakers) were present at the booth on all days.	Low income, Minority and LEP
9/14 – 9/18/22	METRO Announces FREE FARES to the Santa Cruz County Fair (Watsonville).	Low income, Minority and LEP

Public Outreach and Involvement Activities: 2019-2022

9/15 – 9/29/22	<p>FREE FARES the First 2 weeks of Fall Service!</p> <p>Metro offered free fares countywide on all fixed route, Paracruz and Highway 17 Express services from Sept. 15th – Sept. 29th to kick-off the start of the Fall Semester! This 2 week promotional event was held to encourage ridership & allow riders to get acquainted with the New Fall Service changes.</p>	Low income, Minority and LEP
10/5/22	<p>California Clean Air Day – FREE FARES on all Fixed Route Service throughout Santa Cruz County.</p> <p>To address community health concerns related to air quality, Metro offered free fares countywide on all fixed route, Paracruz and Highway 17 Express services on October 5th. The free fares were offered to the community to help encourage the use of public transit as a way of reducing air pollution.</p>	Low income, Minority and LEP
10/7/22	<p>UCSC Downtown Day – On Pacific Ave. in downtown Santa Cruz. This was the 2nd annual Downtown Day. The event was held to help welcome UCSC students back as they return to campus & downtown following summer break.</p>	
10/28/22	<p>Trunk-or-Treat Event (Watsonville) Santa Cruz County Fairgrounds from 3pm – 7pm.</p> <p>This is a FREE event of fun-filled Trunk-or-Treating, games, candy, decorated trunks, costumes, food vendors and more!</p>	Low income, Minority
10/28/22	<p>Trunk-or-Treat Event (Soquel) 5pm – 8pm.</p> <p>This is a FREE event of fun-filled Trunk-or-Treating, games, candy, decorated trunks, costumes, food vendors and more!</p>	Low income, Minority
2019 to Date	<p>Metro has promoted its open job opportunities with the following Organizations within the community:</p> <ul style="list-style-type: none"> • Center for Employment Training (CET) – San Jose • Center for Employment Training (CET) – Soledad • EDD Office – Capitola • Community Bridges – Watsonville • Disabledperson.com • Hartnell College • Cabrillo College • Adult School in Watsonville • Various laundromats in Santa Cruz County • Veterans’ Transition Center (Monterey County) 	Low income, Minority

SANTA CRUZ METROPOLITAN
TRANSIT DISTRICT

LANGUAGE ASSISTANCE PLAN

UPDATED IN 2022





Language Assistance Plan (LAP) for Improving Access for People with Limited English Proficiency (LEP)

Introduction

The Santa Cruz Metropolitan Transit District (Santa Cruz METRO) is a public transit agency that provides fixed route and paratransit services throughout the County of Santa Cruz (County) and its regional area, including Capitola, Scotts Valley and Watsonville. In addition, Santa Cruz METRO runs Highway 17 Express Service from Santa Cruz Metro Center to Diridon Station in downtown San Jose. Customers arriving at Diridon Station can connect to Valley Transportation Authority (VTA) buses and light rail trains, as well as Amtrak, Caltrain and Greyhound services. The Highway 17 inter-county express service is a joint effort among VTA, Santa Cruz METRO, Capitol Corridor Joint Powers Authority (CCJPA), San Joaquin Joint Powers Authority (SJJPA) and Amtrak.

Santa Cruz METRO receives funding from the federal government, and therefore must comply with requirements under Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, or national origin by any recipient of federal financial assistance. National origin discrimination can occur when individuals with limited English proficiency (LEP) are not provided meaningful access to the information and services provided by funding recipients.

Issued in 2000, *Executive Order 13166* “Improving Access to Services for Persons with Limited English Proficiency” requires each federal agency that provides financial assistance to develop guidance for its recipients on the Title VI obligation to provide meaningful access to LEP individuals. Accordingly, in 2005, the Department of Transportation (DOT) issued its *Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons* (“DOT LEP Guidance”). Further, in 2012, the DOT’s Federal Transit Administration (FTA) released Circular 4702.1B to provide specific guidance on how recipients can comply with Title VI requirements, including the requirement to provide meaningful access to LEP persons.

In response to these requirements, Santa Cruz METRO prepared, and periodically updates, its Language Assistance Plan (LAP), with an emphasis on meeting its requirements under Title VI of the Civil Rights Act of 1964, to comply with the DOT LEP Guidance, and to ensure that no person is excluded from participation in, is denied the benefits of, or is subjected to

discrimination under any Santa Cruz METRO program or activity on the basis of limited English proficiency.

With each update of its Language Assistance Plan, Santa Cruz METRO is better able to determine the appropriate mix of language assistance measures to allow its customers and potential customers to access public transportation services.

Four-Factor Analysis

The DOT LEP Guidance directs federal recipients to conduct a four-factor analysis, which provides information to be used to ensure LEP populations have equal access to all of the recipient's programs and activities. This analysis requires recipients to examine the needs of LEP populations, and to determine whether it is necessary to provide additional language services to improve their level of access. Santa Cruz METRO's analysis is based on the DOT LEP Guidance, utilizes several data sources, and analyzes the needs and concerns of individuals who are LEP and use, or could use, Santa Cruz METRO.

Analysis Using Four-Factor Framework:

Santa Cruz METRO conducted the following analysis using the four factors identified in the DOT's LEP Guidance.

I. Factor 1: The number or proportion of LEP persons served or likely to be encountered in the eligible service population.

For the first step of the four factor needs assessment, the individuals who would be considered LEP are defined as those persons who reported to the U.S. Census Bureau that they "*Speak English less than very well.*"

In sum, Factor 1 analysis, research and field work reveal that:

- Whites and Latinos who combine to make up nearly 89% of the County's total population of 259,509 dominate the ethnic make-up of the County of Santa Cruz (Santa Cruz METRO's service area).
- Within the County, approximately 32.4% of the population speaks a language other than English, and 12% or 30,965 are individuals with LEP.¹ Of the LEP population, 87% speak Spanish or Spanish-Creole, and 4.0% speak Chinese (including Mandarin and Cantonese).²
- A large proportion of the Spanish-speaking LEP persons, approximately 16,724 people, reside within the City of Watsonville.³ Refer to Exhibit 2 for further details for each city.

¹ American Community Survey of the U.S. Census Bureau (2016-2020) 5-year Estimates.

² American Community Survey of the U.S. Census Bureau (2016-2020) 5-year Estimates.

³ American Community Survey of the U.S. Census Bureau (2016-2020) 5-year Estimates.

- Information collected from the United Transportation Union (UTU) Committee of Adjustments, the Union that represents Santa Cruz METRO’s fixed-route coach operators, and paratransit drivers, reservationists and dispatchers, indicates that Santa Cruz METRO serves a multilingual community in which staff comes into contact with LEP Spanish-speaking persons on a daily basis. Santa Cruz METRO’s customer service and administration staff has also indicated that they have contact with LEP persons speaking Spanish on a daily basis.

To put this data into context, the 2019 On-Board Transit Ridership Survey and Ride Check conducted by Moore & Associates showed that:

- The typical Santa Cruz METRO passenger: is between the ages of 18 and 44 years of age, is employed, has access to the internet, lives with at least one other person and has access to a vehicle.
- The largest percentage of Santa Cruz METRO’s passengers are those in the 18 to 24 age group (38.7%) and the second largest group of passengers are in the 25 to 44 age group (32.3%). This means that 74.2 percent of Santa Cruz METRO’s passengers are younger than 45 years of age.
- The average passenger has a household income below \$24,000. In addition, 44 percent of passengers reported making under \$15,000 annually, and 20.7 percent reported making \$15-24,000.
- The most frequently cited reasons for riding public transit were “work” (30.8%) and “school” (30.8%).

Factor 1, Step 1: Examine prior experiences with individuals who are LEP to determine how LEP persons interact with Santa Cruz METRO

This step involves reviewing the relevant benefits, services and information provided by Santa Cruz METRO and determining the extent to which individuals who are LEP have come into contact with these functions.

Of the 259,509 residents living within Santa Cruz County, approximately 32.4% (age 5 years and over) speak a language other than English at home.⁴

Santa Cruz County’s ethnic makeup continues to be dominated by whites and Latinos, who combine to make up 89 percent of the population.⁵ The Latino population in the County has grown over the last two decades. The City of Watsonville experienced minimal growth from 2010 to 2020, increasing from 51,199 people to 52,590.⁶ The Hispanic and Latino communities account for 82.3% of the population within Watsonville according to the 2020 U.S. Census. In

⁴ U.S. Census Bureau 2016-20 American Community Survey 5-year Estimates.

⁵ 2020 U.S. Census.

⁶ 2020 U.S. Census.

addition, approximately 76.6% of Watsonville residents reported that they speak a language other than English at home. Within Watsonville, 72.9 percent of the residents (age 5 years and over) speak Spanish at home, and of those Spanish-speakers, 47.6 percent stated they have Limited English proficiency.⁷

Santa Cruz County is home to the University of California at Santa Cruz (UCSC), which has a total student enrollment of 19,161 undergraduate and graduate students. UCSC attracts primarily students from the Central Valley, Southern California and the East Coast. According to the UCSC Institutional Research Office, the ethnic makeup of the undergraduate and graduate population is predominantly White, Asian and Latino. When polled during the 2020-21 academic year, 30.8% of the students identified themselves as White, 27.1% Asian, 24.7% Latino, 4.5% African American and 0.7% Native American. Less than 10% of the student population identified as international students from countries other than the U.S.⁸ In addition, Cabrillo College in nearby Aptos has an enrollment of 11,321 students. The majority of the student population at Cabrillo is Latino and White. 46% of the students identified as Latino/Hispanic, 43% identified as White, 3% Asian, and 5% as two or more Races.⁹

Concentrations of LEP Spanish-speaking riders use Santa Cruz METRO fixed routes 71, 75 and 69W. In addition, routes 72, 74, 79 and 69A, which either begin or end in Watsonville, have high concentrations of Spanish-speaking riders. Santa Cruz METRO's fixed-route transit operators report daily interactions with LEP persons, who are primarily Spanish-speakers. In addition to interacting with the LEP community via the transit service (fixed route and Paratransit), Santa Cruz METRO staff report they have interactions with LEP persons who call into the Customer Service Call Center and go to the Customer Service Booths with questions. Throughout 2021, Santa Cruz METRO conducted 732 paratransit eligibility assessments and, of those, 25 individuals required a Spanish/English translator.

Factor 1, Step 2: Become familiar with data from the U.S. Census to identify LEP communities and assess the number or proportion of LEP persons from each language group to determine the appropriate language services for each language group

This step involves collecting the most recent U.S. Census data for Santa Cruz County, including the cities of Capitola, Watsonville and Scotts Valley, which are included in Santa Cruz METRO's service area. The Census data used throughout this document is 2016–2020 American Community Survey (ACS). This data is available online at <http://www.census.gov/>.

⁷ American Community Survey of the U.S. Census Bureau (2016-2020) 5-year Estimates (Table S1601).

⁸ UCSC Institutional Research, Assessment and Policy Studies (IRAPS Dashboard) website.

⁹ <https://www.usnews.com/education/community-colleges/cabrillo-college-CC00887>

According to the ACS data, 12% of Santa Cruz METRO’s service population is LEP. In other words, of the 259,509 people that live in Santa Cruz County, approximately 30,965 individuals speak English *less than very well* and are therefore considered LEP.

The top non-English languages spoken in households in Santa Cruz County are shown in Table 1 below.

TABLE 1: Top Languages Spoken in Santa Cruz County

Language Spoken	Estimate	Percent
Total population (5 years of age and over)	259,509	***
English only	175,436	68%
Spanish	66,868	26%
Chinese (incl. Mandarin, Cantonese)	3,324	1.3%
Other Indo-European languages	4,546	1.8%
Other Asian/Pacific Island languages	1,818	0.70%
Tagalog	1,142	0.44%

Source: ACS 2016-2020 5-year estimates.

The top non-English language spoken in the County is Spanish (26%). The highest concentration of Spanish-speakers is in Watsonville, which is located in the south part of the County and is also the home of a high rate of foreign-born residents. Thirty-six percent of Watsonville residents are foreign-born, which is higher than the foreign-born population in California as a whole, which is 26.6%.¹⁰

The second most popular non-English language spoken in the County is Chinese (1.3%). Although the ACS data does not break this group down by language spoken, data from the Santa Cruz County Strategic Plan: 2020 Census found that 807 individuals in the County speak Chinese, with 387 speaking Mandarin, and 202 speaking Cantonese. (See Exhibit 3.)

Factor 1, Step 2A: Identify the geographic boundaries of the area that your agency serves

Santa Cruz METRO’s service area is defined by the County of Santa Cruz boundaries, plus a regional commuter route (Highway 17) which extends into Santa Clara County. Exhibit 1 on the next page shows the boundary of Santa Cruz METRO’s service area.

¹⁰ American Community Survey of the U.S. Census Bureau (2016-2020) 5-year Estimates.

Factor 1, Step 2B: Obtain Census data on the LEP population in your service area

This step involves using the Census website to obtain ACS information showing the LEP population in Santa Cruz METRO's service area. As stated above, individuals who are considered LEP are those who reported that they "*Speak English less than very well.*"

Exhibit 2 contains ACS data on English proficiency in Santa Cruz County, listing population by language spoken at home and the number of people who speak English "*very well*" and "*less than very well.*"

Factor 1, Step 2C: Analyze the data you have collected

ACS data has been used to determine the languages most frequently spoken by individuals who are LEP in Santa Cruz County.

Non-proficiency is determined by counting those who speak English in any category other than *very well*. According to the 2016 – 2020 ACS data, 84,073 people (age 5 years and over) in Santa Cruz Metro's service area speak a language other than English at home. Of those individuals who speak a language other than English, 30,965 people (5 years and over) speak English "*less than very well.*" This means that almost 12% of the service population is LEP and additional language assistance measures may be needed to ensure equal access to this portion of the population.

DOT's Title VI Guidance includes a Safe Harbor Provision, which states that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations. According to the ACS data, 1,257 persons or 1.3% of the total population of persons eligible to be served or likely to be affected or encountered speak Chinese (including Mandarin and Cantonese), which make up 4.0% of the LEP population.¹¹ The number of Chinese-speaking LEP persons is just over the safe harbor threshold. Based on this data, Santa Cruz METRO will make efforts to translate vital documents into Cantonese and/or Mandarin. This information is considered in further detail at the end of this document, where language assistance measures are analyzed.

Factor 1, Step 2D: Identify any concentrations of LEP persons within your service area

The chart below shows the language spoken at home by the population (age 5 years and over) in each of the four cities that Santa Cruz METRO serves. In the City of Watsonville, approximately 76.6% of the population speaks Spanish/ Spanish-Creole at home. In contrast, only 6% of the population in Scotts Valley speak Spanish/Spanish-Creole at home.¹²

¹¹ American Community Survey of the U.S. Census Bureau (2016-2020) 5-year Estimates.

¹² American Community Survey of the U.S. Census Bureau (2016-2020) 5-year Estimates.

TABLE 2: Language Spoken at Home for the Population 5 Years and Over (Cities within the County)

Language Spoken at home for the population 5 yrs. old and over¹³	<u>City of Santa Cruz</u>	<u>City of Scotts Valley</u>	<u>City of Capitola</u>	<u>City of Watsonville</u>
Total Population	62,966	11,442	9,719	48,165
People who speak <u>only English at home</u>	46,143	9,890	7,750	11,257
Spanish/Spanish-Creole	9,008	686	1,621	35,130
Chinese (incl. Mandarin, Cantonese)	2,297	317	52	125
Other Indo-European languages	1,710	332	102	707
Asian/Pacific Island languages	886	19	115	241
Total population who speak a language other than English at home	16,823	1,552	1,969	36,908
Percent of population who speak Spanish/ Spanish-Creole at home	14.3%	6.0%	16.7%	76.6%

Source: ACS 2016-2020 5-year estimates for each city.

The data from the ACS confirms that the majority of people who are Spanish speakers live in the City of Watsonville. The number of Spanish-speaking residents is significantly less in the City of Santa Cruz (14.3%). Within the City of Santa Cruz, there is a small percentage of individuals who speak Chinese (including Mandarin and Cantonese) and Indo-European languages at home.

In the City of Santa Cruz, there is a concentration of low- to moderate-income residents in the Beach Flats area which is close to the Santa Cruz Beach Boardwalk. This area also has the highest concentration of minority households in the City of Santa Cruz.¹⁴

Factor 1, Step 3: Consult State and local sources of data.

This step involves locating data sources from local government entities, comparing it to Census data, and noting similarities and differences.

¹³ American Community Survey of the U.S. Census Bureau (2016-2020) 5-year Estimates.

¹⁴ City of Santa Cruz (2007 -2014) Draft Housing Element.

According to the Santa Cruz County Office of Education, there are over 18,000 students whose families speak a language other than, or in addition to, English. This represents 45 percent of the student population, slightly more than the state average.

Information received from the California Department of Education (CDE) supports the conclusion that larger concentrations of Spanish speaking people live in the south portion of the County. During the 2021-22 school year, the CDE reported a total of 9,304 English Learners (EL) for grades K-12 countywide. Of those EL students, 8,554 (91%) were Spanish speakers (See Exhibit 4). The second highest concentration of non-English speakers (426 students) for grades K-12 speak Mixteco (an indigenous language of the Aztecs). Pajaro Valley Unified School District, which is in Watsonville, reported a total of 7,207 EL students for grades K-12 for the 2021-22 school year. Of those EL students, 6,697 children are Spanish speakers (See Exhibit 5).¹⁵

Table 3: English Learner Students by Language for Grades K-12 in Santa Cruz County

Language	Number of Students	Percent
Spanish	8,554	91.94%
Mixteco	426	4.58%
Arabic	63	0.68%
Russian	51	0.55%
Other non-English languages	46	0.49%
Zapoteco	17	0.18%
Mandarin	15	0.16%

Source: California Department of Education (2021-22 school year).

To view all languages spoken by EL students, see Exhibit 4. Pajaro Valley Unified School District had 118 bilingual teachers providing English Language Development (ELD) instruction to EL students in grades K-12 during the 2021-22 school year in Watsonville.

¹⁵ California Dept. of Education, (2021-22 school year).

Factor 1, Step 4: Contact Community Organizations that serve LEP persons to understand the LEP populations that may be served by or likely to be encountered by Santa Cruz METRO

This step involves conducting community outreach with organizations in Santa Cruz METRO's service area that work with LEP populations.

Factor 1, Step 4A: Identify community organizations

This step involves identifying resources to help identify community organizations that serve individuals who are LEP.

LEP persons are served by many organizations in the Santa Cruz County community. Santa Cruz METRO identified community organizations and churches that provide services to LEP individuals within Santa Cruz County (See Exhibit 6), including organizations that Santa Cruz METRO has associations with, such as La Manzana Community Resource Center in Watsonville, and Live Oak Community Resources. La Manzana is a neighborhood and community-based center where families can receive a broad range of services, as well as information and referrals to other programs that may be of assistance to their specific needs. La Manzana provides translation services for persons speaking limited English, as well as English classes for Spanish speakers. In recent years, Santa Cruz METRO has held focus groups at La Manzana to reach out to the minority, LEP community, and traditionally transit-dependent groups within the Watsonville community.

The Live Oak Community Resources provides health services, parenting classes and paraprofessional counseling to low-income and LEP persons.

Factor 1, Step 4B: Contact relevant community organizations

This step involves contacting community organizations that serve individuals who are LEP to ask if their clients are willing to provide feedback on Santa Cruz METRO's public transit services.

The organizations listed on Exhibit 6 are involved in providing assistance and translation services to minority, low-income and LEP persons within the community.

In October 2011, a letter and survey were sent to each of these organizations requesting information to assist Santa Cruz METRO on improving its LEP services. For a sample of the survey questions, see Exhibit 7 on the next page. Santa Cruz METRO

While making the recent updates to this LAP, Santa Cruz METRO was not able to thoroughly assess our LEP community's needs via surveys, public outreach and pop-up events throughout the County due to the COVID-19 pandemic and California's Shelter-in-Place Order. However, Santa Cruz METRO hopes to build upon prior outreach to community organizations in the next

year and continues to provide language assistance services, including translated documents to facilitate vital communications with our LEP community. Our goal is to conduct passenger surveys in 2023, the results of which Santa Cruz METRO will incorporate into the next Language Assistance Plan update in 2025.

Factor 1, Step 4C: Obtain Information

This step involves communicating with representatives of the agencies who participated in Santa Cruz METRO's outreach efforts, and gathering general information on the clients they serve. Following is a summary of the 2011 survey results.

Survey Results

Live Oak Community Resources provides health services, parenting classes and paraprofessional counseling to low-income and LEP persons. Most individuals in this group are high school graduates who speak English and/or Spanish. The most frequently traveled destinations are downtown Santa Cruz, Capitola Mall and local routes within the Live Oak area. The group stated that the prices to ride the bus are expensive. The group also expressed a need for transit service to Portola and East Cliff Drive.

Valley Churches United is a coalition of community and church volunteers that provide humanitarian aid to San Lorenzo and Scotts Valley residents. The agency also provides Santa Cruz METRO bus passes to those who are in need, as the bus stops within one block of their Mission. Most individuals who receive assistance speak English. The most frequently traveled destinations are San Lorenzo Valley, Scotts Valley and the adjacent unincorporated areas. Mountain Community Resources provides translation services when needed.

Mountain Community Resources is a family resource center serving San Lorenzo and Scotts Valley residents. This organization assists individuals with housing, employment, counseling, domestic violence prevention and child care services. They also provide bilingual services to LEP persons. The most frequently traveled destinations are the Health Clinic on Emeline Street, the Santa Cruz County Courthouse, and the Watsonville Courthouse. The group expressed concern about the timing of bus service. According to their Community Advocate, the best means of communicating with this group would be a community survey or a community forum to receive public input.

Community Action Board (Santa Cruz County Immigration Project) is a resource center that provides free general information regarding immigration topics. They provide assistance with replacement green cards and citizenship papers, as well as offering workshops on immigrant topics. Most individuals in this group speak Spanish or one of the indigenous languages of Mexico. The educational level of this group is low and most of their clients have less than six years of formal education. Public transit is used by this group to attend medical appointments,

access local schools, and travel to the county court house. In addition, this group relies on public transit to get to/from work, school, shopping and appointments.

Although current data on the native language literacy skills of LEP populations within Santa Cruz METRO's service area is not available at this time, Santa Cruz METRO will consider implementing language assistance measures designed to minimize literacy issues, such as visual aids, in-person or telephone-based interpreter services, and community meetings.

II. Factor 2: The frequency with which LEP individuals come into contact with your programs, activities, and services.

Factor 2, Step 1: Review the relevant program, activities and services you provide

This step involves listing Santa Cruz METRO's programs, activities, and services which LEP individuals come into contact with most frequently. Please refer to the Introduction and Factor 1 analysis for an overview of Santa Cruz METRO's transit services.

As identified in Factor 1, LEP individuals inquire about, use, and are affected by the services that Santa Cruz METRO provides on a daily basis, and a cross-section of Santa Cruz METRO Staff and Management are likely to come into contact with LEP persons. These include bus operators, ParaCruz ADA paratransit operators, paratransit reservationists and customer service personnel at the Customer Service call, dispatchers, transit supervisors, customer service personnel working at the Customer Service Call Center and customer service booths at Pacific Station and in Watsonville, and administrative staff. Some LEP individuals in the community also use Santa Cruz METRO's website www.scmttd.com.

Santa Cruz METRO subscribes to a Language Line (telephonic interpreting service) for staff to use to assist LEP persons in accessing Santa Cruz METRO's public transit system. Currently, Santa Cruz METRO is preparing to provide certain staff with additional training on how to most effectively use the Language Line to assist LEP persons. When a Santa Cruz METRO employee encounters a customer needing language assistance in a language other than English, the employee should follow one of the two options below:

Option 1: If you are on-board a Bus or Paratransit van on-duty (but not authorized to use/view a mobile device) and/or do not have access to a phone:

- ⇒ Provide customer with the "I Speak" card.
- ⇒ Help determine the customer's desired language.
- ⇒ Have customer point to the specific language on the "I Speak" card or say the language.
- ⇒ Direct customer to call **METRO Customer Service at (831) 425-8600**.

- ⇒ Outside of Language Line Call Center office hours, employee may choose to seek voluntary language assistance from others.
- ⇒ Engage in additional assistance as needed.
- ⇒ Reminder: *Be patient and kind to all LEP customers.*

Option 2: If you have access to a phone, are authorized to use a mobile device while on duty, and have additional time to help a customer (i.e. while at a Transit Center or in the Admin office):

- ⇒ Provide customer with the "I Speak" card.
- ⇒ Help determine the customer's desired language.
- ⇒ Have customer point to the specific language on "I Speak" card or say the language.
- ⇒ Call the **METRO Customer Service at (831) 425-8600**.
- ⇒ Talk to the Customer Service Representative and inform him/her of which language is needed for interpreting. Once you confirm that a qualified bilingual/multilingual Customer Service Representative or Language Line Interpreter has been reached, give the phone to the customer for assistance in the applicable language.
- ⇒ Engage in additional assistance as needed.
- ⇒ Reminder: *Be patient and kind to all LEP customers.*

Santa Cruz METRO will monitor how the Language Line is used as employees gain more experience with this resource. This information will be used to collect and study data on how often front-line employees are interacting with LEP persons and how Santa Cruz METRO can expand on the formats and techniques used to reach the LEP community more effectively in the future.

Factor 2, Step 2 and Step 3: Review information obtained from community organizations and consult directly with LEP persons to determine the frequency with which LEP persons come into contact with the Santa Cruz METRO's services, programs, and activities

This step involves reviewing the feedback obtained from the individuals and community groups contacted as part of prior Santa Cruz METRO LAP updates. When Santa Cruz METRO staff previously met with and surveyed the local community organizations in 2011 and 2016, the survey in Exhibit 7 was used to get feedback about Santa Cruz METRO's services. From these outreach activities, Santa Cruz METRO learned:

- Individuals served by the Live Oak Community Resources stated that their most frequently traveled destinations are downtown Santa Cruz, Capitola Mall and local routes

within the Live Oak area. The group stated that the prices to ride the bus are expensive. The group also expressed a need for service to Portola and East Cliff Drive.

- Frequently traveled destinations for individuals served by LaManzana Community Resource Center are Watsonville and the Palo Alto Medical Clinic in downtown Watsonville. The group expressed a need for transit service to the Santa Cruz City Schools Office on Old San Jose Road in Soquel.

Santa Cruz METRO held focus groups from July 2010 through August 2011 in an effort to actively engage the Watsonville community in the transit planning process and receive public input on Santa Cruz METRO's current services. The focus groups targeted seniors, low-income residents, LEP residents, youth, and recently-released prison inmates. Moore and Associates staff assisted Santa Cruz METRO in facilitating these meetings and translation services were available through the social service agency, if needed. In general, the issues raised by focus group attendees fell into four broad categories: (1) new areas to be served; (2) enhancements; (3) Capital/Technology projects; and (4) policy.

Focus group attendees indicated that the west side of Watsonville is growing faster than the rest of Watsonville. They also expressed a need for more frequent service on existing routes, and stated that Route 69 needs more capacity, as the bus is always full. Attendees suggested that there be more bike racks on buses and that all crosswalks near bus stops should be improved.

Residents expressed a need for benches at the bus stops on Lincoln Street, and the bus stop in front of the Social Security office (Westgate Drive), which has no sidewalk, shelter, or bench. The focus groups indicated that the bus stops along Green Valley Road, Lincoln Street, Pennsylvania Drive, Freedom, Clifford, and at Pajaro Valley High School need many improvements.

Many LEP persons ride buses throughout Watsonville and requested that the bus stop announcements be in Spanish all the time. Some focus groups suggested that information packets be provided to schools and teachers to make sure students have information about Santa Cruz METRO's services. The most requested recommendation was for new service to Sunset Beach, the fairgrounds, and the labor camps. As predicted, lower fares were a universal request made by this low-income area.¹⁶

In the past 3 years, many of the bus stops on Green Valley Road, Freedom, Clifford and Pennsylvania Drive have been improved by adding bus benches or shelters with a bench. In addition, the Watsonville Circulator Route, which started in Fall of 2021, included a free fare

¹⁶ Santa Cruz Metro – Preliminary Results from Watsonville Transit Study conducted by Moore & Associates, Inc.

pilot program for the first year that the service was running, so that the residents could become familiar with the service and determine if it would be beneficial to them. According to Santa Cruz METRO's planning department, the Circulator Route has become the second most-frequently traveled route in the local Watsonville area. In addition, the free-fare program has been extended through December 2022, made possible with external grant funding.

Overall, the data shows that Santa Cruz METRO staff most often come in contact with and assist Spanish-speaking LEP persons. On occasion, Customer Service Representatives have encountered LEP persons who speak Chinese and Tagalog.

In addition to its current efforts to reach the LEP community, Santa Cruz METRO plans to meet with some of the organizations listed in Exhibit 6 in 2023 to gather and study the following information:

- Determine which Santa Cruz METRO routes, services and programs are used most frequently by LEP populations, and which destinations are the most popular among LEP persons.
- Better understand whether the existing language assistance measures are effectively serving LEP populations and which, if any, additional language assistance measures would be beneficial to LEP persons in the community.
- Which forms of communication, and method of providing feedback to Santa Cruz METRO, are most helpful and convenient to LEP populations.
- Which Santa Cruz METRO outreach programs are the most beneficial to LEP persons.
- Fare media most commonly used by LEP persons.

III. Factor 3: The importance of your program, activities, and services to LEP persons.

Factor 3, Step 1: Identify your agency's most critical services

This step involves identifying which Santa Cruz METRO services are most critical to LEP persons, and the consequences that would result if language barriers prevented a person from accessing these services.

Using public transportation is very important to LEP persons as indicated from survey results. Santa Cruz METRO's most critical services are:

- Fixed Route transit services.
- Paratransit services.
- UCSC service.
- Highway 17 Express service.

If limited English is a barrier to using these services then the consequences for the individual are serious, including limited access to obtain health care, education, or employment. Critical information from Santa Cruz METRO, which can affect access, includes:

- Route and schedule information
- Fare and payment information
- Information about how to ride and purchase tickets & passes
- Public hearing announcements
- Safety and security announcements
- Information about Santa Cruz METRO's ParaCruz service & eligibility
- Information needed to correctly book daily paratransit rides
- Complaint Forms

Factor 3, Step 2: Review input from community organizations and LEP persons

This step involves documenting the importance of different services provided by Santa Cruz METRO to individuals who are LEP, as well as suggestions and requests these individuals have made. Please refer to Factor 1, Step 4C and [Factor 2, Step 2 and Step 3](#) for such information.

IV. Factor 4: The resources available to Santa Cruz METRO for LEP outreach, and costs associated with that outreach.

Factor 4, Step 1: Inventory language assistance measures currently being provided, along with associated costs

This step involves consulting Santa Cruz METRO staff on the different language assistance measures provided to LEP individuals in order to help them access services and information.

Santa Cruz METRO provides the following language assistance measures:

- Santa Cruz METRO maintains bilingual staff to provide Spanish-speaking interpretation throughout its employment ranks. Bus operators, ParaCruz operators, Administrative staff, and Customer Service representatives are fluent in English and Spanish to provide assistance to Santa Cruz METRO's LEP population on an as-needed basis with transit questions, route and scheduling information and trip planning assistance. Santa Cruz METRO provides bilingual pay to those employees who qualify as able to speak/read and write in Spanish.
- Santa Cruz METRO's Paratransit service provides Spanish-speaking reservationists to assist Paratransit customers when scheduling their rides.
- In March of 2020, due to the pandemic, Santa Cruz METRO started holding its Board meetings virtually through Zoom instead of in-person. A bilingual Spanish-speaking interpreter had participated in Board meetings prior to the pandemic. Once the Board

returns to in-person meetings, Santa Cruz METRO plans to bring back a bilingual Spanish-speaking interpreter to participate in such meetings .

- Santa Cruz METRO’s fixed-route buses have Bus Cards (English/Spanish) informing passengers of their rights under Title VI of the Civil Rights Act, and informing passengers that Language assistance is available.
- Santa Cruz METRO’s Ticket Vending Machines provide assistance with ticket purchases in English and Spanish.
- Santa Cruz METRO’s ParaCruz Guide is provided in English and Spanish and is available on Santa Cruz METRO’s website in both languages.
- Santa Cruz METRO has a sign provided in English, Spanish and Chinese on its bulletin board at the Administrative office and at the two (2) transit centers: Pacific Station (920 Pacific Avenue, Santa Cruz) and Watsonville Transit Center (475 Rodriguez Street, Watsonville), which states that *free language assistance is available if requested in a timely manner*.
- Information on all public hearings that require notification to the public is posted in English and Spanish throughout Santa Cruz METRO’s service area and published in local newspapers in both English and Spanish.
- Santa Cruz METRO’s *Headways Magazine* is provided in English and Spanish. The *Headways Magazine* contains all transit-related information on transit routes and schedules.
- Bilingual services are available at the Customer Service Booth at the two (2) transit centers: Pacific Station (920 Pacific Avenue, Santa Cruz) and Watsonville Transit Center (475 Rodriguez Street, Watsonville).
- Security Officers at the Santa Cruz Metro Center (Pacific Station) and the Watsonville Transit Center are bilingual Spanish-speakers.
- Station Manager at the Watsonville Transit Center provides bilingual (English/Spanish) transit information.
- Signage in Santa Cruz METRO’s bus shelters is in English and Spanish.
- Most signage at Santa Cruz METRO’s transit centers is in English and Spanish.
- Vital information, as well as those vital documents (*see list below*) are on Santa Cruz METRO’s website, and available in English and Spanish.
- The following vital documents are provided in English and Spanish:
 - Title VI notice of rights and complaint forms and procedures;
 - Notices of proposed and approved fare and service changes;
 - Notices advising LEP individuals of free language assistance services.

The cost of providing these services – not including bilingual pay – has historically been less than \$30,000 annually depending on the number of public hearings that are held each year.

Factor 4, Step 2: Determine what, if any additional services are needed to provide meaningful access

This step involves reviewing the top languages spoken in Santa Cruz METRO’s service area and ensuring that an appropriate amount of language assistance services are being provided to individuals who are LEP and use Santa Cruz METRO.

Due to the small size of the agency, limited resources and consideration of the language assistance services already provided, Santa Cruz METRO should focus its language measures on areas that have not already been covered. The following measures will be implemented on an on-going basis as funds become available:

- “I Speak” cards for each reception area.
- Training for Reception Staff and Customer Service Representatives to contact telephone translation services when needed.
- Santa Cruz METRO Staff will continue to encourage advertisers with Santa Cruz METRO to provide their advertisements in both English and Spanish.

Santa Cruz METRO will continue to analyze the effectiveness of its language assistance services by conducting community outreach and obtaining community feedback through in-person surveys, pop-up events, monitoring staff interactions with LEP persons, and soliciting public input from the LEP population. Based on the responses received, the Agency will determine if additional funds are needed to obtain more comprehensive services for those individuals who are LEP.

Factor 4, Step 3: Analyze your budget

This step involves determining what amount of Santa Cruz METRO’s budget is being devoted to language assistance measures for individuals who use Santa Cruz METRO services and are LEP.

Santa Cruz METRO spent \$121,944.56 in fiscal year 2022 (FY22) on bilingual pay for all bilingual staff (Spanish-speakers).

Table 4: Santa Cruz METRO Bilingual Pay Differential FY20 – FY22

	FY20	FY21	FY22
Total Bilingual Pay	\$129,316.18	\$130,702.20	\$121,944.56
Fixed Route Operators	\$78,864.00	\$82,132.00	\$76,612.00
Paratransit Dept.	\$23,020.00	\$22,144.00	\$19,976.00
Customer Service Dept.	\$9,938.22	\$9,604.04	\$9,316.73
Operations (Supervisors & Administration)	\$16,245.41	\$15,016.75	\$14,338.81
HR Department	\$379.53	---	---
Planning Dept.	\$869.02	\$1,805.41	\$1,701.02

Source: SC Metro Budget from FY20-FY22.

The current subscription to the Language Line service is less than \$1,500 annually.

Like most public agencies, Santa Cruz METRO is constrained by several factors, including limited staff and funding resources. Santa Cruz METRO’s Planning & Grants Program Manager will be directed to seek additional funds for electronic translators that would assist with translation in any language. Santa Cruz METRO is evaluating additional locations to place electronic translators and “I Speak” cards.

Factor 4, Step 4: Consider cost-effective practices for providing language services

This step involves determining what cost-effective practices Santa Cruz METRO is utilizing to provide language assistance measures to individuals who are LEP.

Santa Cruz METRO’s employees who receive bilingual pay must go through a formal, established process for certifying employees who are proficient in Spanish.

Santa Cruz METRO may wish to collaborate with the community organizations identified in Factor 1 to provide cost-effective practices. Santa Cruz METRO may wish to partner with these organizations to provide:

- Distribution channels for printed information.
- Translation assistance for LEP persons.
- Educational and outreach opportunities to help improve access to public transit for LEP persons.

In addition, Santa Cruz METRO may research and pursue language assistance products and translation services developed and paid for by local, regional, or state government agencies.

Conclusion:

Based on this analysis, we conclude that:

I. **Language assistance measures.**

Santa Cruz METRO currently has in place numerous language assistance measures that are set forth in the Four-Factor Analysis for the Spanish-speaking LEP population. Santa Cruz METRO's intentions are to continue to utilize these measures. In addition, Santa Cruz METRO staff needs to be prepared to communicate orally and in writing with LEP persons who speak Spanish and other languages. It is critical that Santa Cruz METRO connect in a clear, consistent and positive way with the LEP population to ensure that Santa Cruz METRO transit services are readily accessible to them.

Written Language:

Santa Cruz METRO staff receives written communications in different ways from LEP persons. Individuals write to Santa Cruz METRO's Board of Directors about a concern, an interest, or to request additional transit services. They may also file a tort claim seeking compensation for injuries sustained while utilizing Santa Cruz METRO's transit services, or file complaints regarding the transit service, and transit amenities (e.g., bus shelters and benches) provided or what transit service was not provided.

- When a written communication in a language other than English is received at Santa Cruz METRO's Administration Offices, it is forwarded to the Executive Assistant, who will ensure that the document is provided to Metro's Chief Operations Officer (COO), and a copy is provided to METRO's contracted translator for translation into English and translation of Santa Cruz METRO's response into the native language.
- When a written communication in a language other than English is received at the Santa Cruz METRO's ParaCruz Offices, if the communication is written in Spanish, it is forwarded to a bilingual Customer Service Representative for translation into English and translation of the response into Spanish language. Santa Cruz METRO ParaCruz uses a translation service to translate eligibility letters from English to Spanish. Vital documents such as the ParaCruz Customer Guide and the Quick Guide have been translated and are available in Spanish. If the document is written in a language other than English or Spanish, it will be forwarded to the Executive Assistant.
- When a written communication in a language other than English is received at the Santa Cruz METRO's Operations Department, it is forwarded to the Executive

Assistant for translation into English (via Metro's contracted translator) and translation of the response into the native language.

- When a written communication in a language other than English is received at the Santa Cruz METRO Customer Service Office, it is forwarded to the Customer Service Supervisor for translation into English and translation of the response into the native language. All legal documents and any documents written in a language other than English or Spanish will be forwarded to the Executive Assistant for translation services.

Oral language:

- Santa Cruz METRO Customer Service Staff are available to provide Spanish translation and interpreting services at (831-425-8600) or in person to customers at Pacific Station and the Watsonville Transit Center. 64 percent of METRO's Customer Service Representatives are bilingual Spanish-speakers.
- Currently, 56% of the Fixed Route Operators are receiving bilingual pay to assist Spanish-speaking passengers. 60% of the ParaCruz Operators are receiving bilingual pay and able to provide assistance to Spanish-speaking passengers. In addition, 64% of Santa Cruz METRO's transit supervisors receive bilingual pay and are ready to assist Spanish speakers. In addition, there are other employees that do not receive bilingual pay, but are bilingual and may be able to assist LEP persons as needed.
- When a phone call from a Spanish-speaking LEP customer or a Spanish-speaking LEP visitor is received, bilingual staff will be contacted to assist the caller or visitor.
- When an LEP customer speaking a language other than Spanish contacts Santa Cruz METRO by phone, or seeks assistance from a Santa Cruz METRO representative in person, employees should utilize the Language Line (as discussed in [Factor 2, Step 1 of the four factor analysis](#)).

Bilingual Staff: Santa Cruz METRO maintains bilingual staff to provide Spanish-speaking interpretation on its buses, at its Administrative offices, at its paratransit facility and within its Customer Service facility for basic transit questions, paratransit assessment appointments and trip planning assistance. It is important for Santa Cruz METRO to ensure the competency of its oral and written translation services. For an employee to qualify for bilingual pay, he/she must take a test with an outside testing facility that tests

for oral and written language skills in Spanish. Upon the successful completion of the test, employees are paid bilingual pay in accordance with their labor agreement.

It may be difficult for a non-bilingual bus operator to provide assistance to an LEP person who boards the vehicle and requests information. In such circumstances, the bus operator has been instructed to ask if another passenger on the bus could serve as an interpreter, or the driver could provide the phone number to Santa Cruz METRO's Customer Service Dept. for interpreting assistance. If available, the bus operator could also direct the passenger to translated transit information in the Santa Cruz METRO *Headways Magazine*, such as printed schedules and routes. In the case of a non-bilingual paratransit operator, the operator may open one-on-one communication with a bilingual dispatcher utilizing the operator's hand-held radio.

Santa Cruz METRO Staff and Management are likely to come into contact with LEP persons. These include bus operators, paratransit personnel, dispatchers, transit supervisors, customer service personnel, and administrative staff. Please refer to Factor 2, Step 1 for additional information on the training of Santa Cruz METRO staff in their interaction with LEP persons.

II. Monitoring and Updating the LAP

Ongoing outreach efforts will include a process to obtain feedback on Santa Cruz METRO's language assistance measures. Santa Cruz METRO will monitor its LAP and provide updates as needed. Specific tasks will include triennial contact with the organizations to measure results and discuss needs of LEP persons. These efforts will reveal any changes to the implementation plan that may be necessary, including any noticeable changes in demographics of the LEP population or the availability of new resources.

Santa Cruz METRO needs to determine whether any additional language assistance measures would be beneficial to LEP persons in the community. In the Spring of 2023, Santa Cruz METRO will be making outreach efforts to the community organizations identified in Exhibit 6.

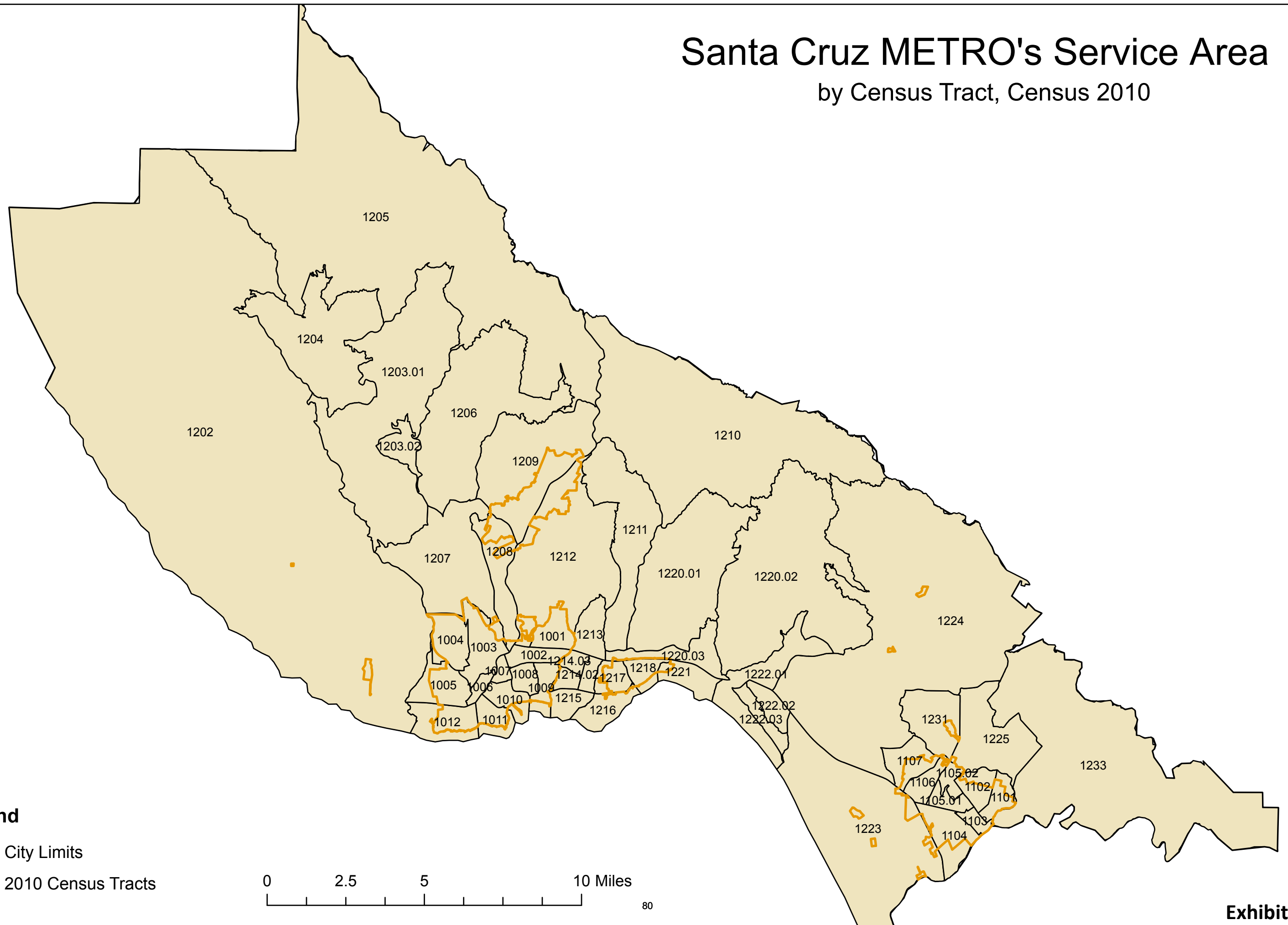
Ride checks are conducted annually, and a minimum of 104 checks are conducted each year by Santa Cruz METRO staff. These ride checks are a randomized sampling of Santa Cruz METRO's routes.

Based on the feedback received, Santa Cruz METRO may make incremental changes to the type of written and oral language assistance provided. Evaluation may result in expansion of language assistance measures that are effective, or the modification or

elimination of measures that are proven to be ineffective for the LEP population. If Santa Cruz METRO expands service into areas with high concentrations of LEP persons, the agency will need to consider modifying the Language Assistance Plan, as needed, in order to ensure meaningful access by previously un-served LEP persons.

Santa Cruz METRO's Service Area

by Census Tract, Census 2010



- Legend**
- City Limits
 - 2010 Census Tracts



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Exhibit 1



LANGUAGE SPOKEN AT HOME FOR THE POPULATION 5 YEARS AND OVER		United States[®] Census Bureau
Note: The table shown may have been modified by user selections. Some information may be missing.		
DATA NOTES		
TABLE ID:	C16001	
SURVEY/PROGRAM:	American Community Survey	
VINTAGE:	2020	
DATASET:	ACSDT5Y2020	
PRODUCT:	ACS 5-Year Estimates Detailed Tables	
UNIVERSE:	Population 5 years and over	
FTP URL:	None	
API URL:	https://api.census.gov/data/2020/acs/acs5	
USER SELECTIONS		
GEOS	Santa Cruz County, California	
TOPICS	Language Spoken at Home	
EXCLUDED COLUMNS		
	None	
APPLIED FILTERS		
	None	
APPLIED SORTS		
	None	
PIVOT & GROUPING		
	None	
WEB ADDRESS		
	https://data.census.gov/cedsci/table?q=Santa%20Cruz%20County,%20California&t=Language%20Spoken%20at%20Home&tid=ACSDT5Y2020.C16001	

Table: ACSDT5Y2020.C16001

TABLE NOTES	<p>Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, for 2020, the 2020 Census provides the official counts of the population and housing units for the nation, states, counties, cities, and towns. For 2016 to 2019, the Population Estimates Program provides estimates of the population for the nation, states, counties, cities, and towns and intercensal housing unit estimates for the nation, states, and counties.</p>
	<p>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.</p> <p>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.</p>
	<p>Source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates</p>
	<p>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 ACS Technical Documentation). The effect of nonsampling error is not represented in these tables.</p>
	<p>In 2016, changes were made to the languages and language categories presented in tables B16001, C16001, and B16002. For more information, see: 2016 Language Data User note.</p>
	<p>The 2016-2020 American Community Survey (ACS) data generally reflect the September 2018 Office of Management and Budget (OMB) delineations 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 delineation lists due to differences in the effective dates of the geographic entities.</p>
	<p>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.</p>

Table: ACSDT5Y2020.C16001

	<p>Explanation of Symbols:- The estimate could not be computed because there were an insufficient number of sample observations. For a ratio of medians estimate, one or both of the median estimates falls in the lowest interval or highest interval of an open-ended distribution. N The estimate or margin of error cannot be displayed because there were an insufficient number of sample cases in the selected geographic area. (X) The estimate or margin of error is not applicable or not available. median- The median falls in the lowest interval of an open-ended distribution (for example "2,500-") median+ The median falls in the highest interval of an open-ended distribution (for example "250,000+"). ** The margin of error could not be computed because there were an insufficient number of sample observations. *** The margin of error could not be computed because the median falls in the lowest interval or highest interval of an open-ended distribution. **** A margin of error is not appropriate because the corresponding estimate is controlled to an independent population or housing estimate. Effectively, the corresponding estimate has no sampling error and the margin of error may be treated as zero.</p>
COLUMN NOTES	None

Language Spoken at Home for the Population 5 Years and over

	Santa Cruz County, California		Watsonville city, California		Santa Cruz city, California	
Label	# of People	Margin of Error	# of People	Margin of Error	# of People	Margin of Error
Total:	259,509	±133	48,165	±516	62,966	±415
Speak only English	175,436	±1,969	11,257	±1,316	46,143	±1,233
Spanish:	66,868	±1,727	35,130	±1,246	9,008	±1,106
Speak English "very well"	39,957	±1,713	18,406	±1,270	7,124	±890
Speak English less than "very well"	26,911	±1,636	16,724	±1,294	1,884	±544
French, Haitian, or Cajun:	870	±266	46	±71	405	±147
Speak English "very well"	854	±265	46	±71	401	±146
Speak English less than "very well"	16	±21	0	±31	4	±7
German or other West Germanic languages:	1,920	±684	22	±26	430	±209
Speak English "very well"	1,690	±544	22	±26	430	±209
Speak English less than "very well"	230	±197	0	±31	0	±31
Russian, Polish, or other Slavic languages:	990	±264	11	±19	531	±216
Speak English "very well"	933	±252	11	±19	506	±203
Speak English less than "very well"	57	±43	0	±31	25	±40
Other Indo-European languages:	4,546	±727	707	±448	1,710	±391
Speak English "very well"	3,721	±669	574	±433	1,562	±367
Speak English less than "very well"	825	±267	133	±78	148	±89
Korean:	662	±233	34	±43	370	±138
Speak English "very well"	349	±133	7	±12	242	±106
Speak English less than "very well"	313	±141	27	±41	128	±62

Language Spoken at Home for the Population 5 Years and over

	Capitola city, California		Scotts Valley city, California		LEP Totals
Label	# of People	Margin of Error	# of People	Margin of Error	
Total:	9,719	±156	11,442	±191	
Speak only English	7,750	±549	9,890	±361	
Spanish:	1,621	±577	686	±274	
Speak English "very well"	983	±385	651	±249	
Speak English less than "very well"	638	±306	35	±64	
French, Haitian, or Cajun:	0	±21	0	±21	
Speak English "very well"	0	±21	0	±21	
Speak English less than "very well"	0	±21	0	±21	
German or other West Germanic languages:	47	±64	43	±68	
Speak English "very well"	47	±64	43	±68	
Speak English less than "very well"	0	±21	0	±21	
Russian, Polish, or other Slavic languages:	0	±21	44	±51	
Speak English "very well"	0	±21	44	±51	
Speak English less than "very well"	0	±21	0	±21	
Other Indo-European languages:	55	±68	245	±163	
Speak English "very well"	55	±68	245	±163	
Speak English less than "very well"	0	±21	0	±21	
Korean:	0	±21	144	±171	
Speak English "very well"	0	±21	73	±80	
Speak English less than "very well"	0	±21	71	±99	

Language Spoken at Home for the Population 5 Years and over

	Santa Cruz County, California		Watsonville city, California		Santa Cruz city, California	
Label	# of People	Margin of Error	# of People	Margin of Error	# of People	Margin of Error
Chinese (incl. Mandarin, Cantonese):	3,324	±365	125	±108	2,297	±311
Speak English "very well"	2,067	±291	68	±72	1,475	±227
Speak English less than "very well"	1,257	±258	57	±45	822	±253
Vietnamese:	541	±143	40	±60	346	±123
Speak English "very well"	390	±119	40	±60	271	±107
Speak English less than "very well"	151	±85	0	±31	75	±52
Tagalog (incl. Filipino):	1,142	±327	372	±211	344	±152
Speak English "very well"	823	±266	253	±177	256	±115
Speak English less than "very well"	319	±155	119	±88	88	±76
Other Asian and Pacific Island languages:	1,818	±394	241	±166	886	±287
Speak English "very well"	1,226	±291	164	±133	670	±200
Speak English less than "very well"	592	±186	77	±67	216	±138
Arabic:	625	±373	76	±115	131	±105
Speak English "very well"	408	±247	76	±115	131	±105
Speak English less than "very well"	217	±271	0	±31	0	±31
Other and unspecified languages:	767	±251	104	±90	365	±203
Speak English "very well"	690	±232	35	±60	365	±203
Speak English less than "very well"	77	±73	69	±72	0	±31

Language Spoken at Home for the Population 5 Years and over

	Capitola city, California		Scotts Valley city, California		LEP Totals
Label	# of People	Margin of Error	# of People	Margin of Error	
Chinese (incl. Mandarin, Cantonese):	52	±50	317	±197	
Speak English "very well"	0	±21	229	±143	
Speak English less than "very well"	52	±50	88	±95	
Vietnamese:	0	±21	14	±26	
Speak English "very well"	0	±21	0	±21	
Speak English less than "very well"	0	±21	14	±26	
Tagalog (incl. Filipino):	79	±98	40	±51	
Speak English "very well"	50	±78	40	±51	
Speak English less than "very well"	29	±54	0	±21	
Other Asian and Pacific Island languages:	115	±104	19	±28	
Speak English "very well"	84	±82	0	±21	
Speak English less than "very well"	31	±48	19	±28	
Arabic:	0	±21	0	±21	
Speak English "very well"	0	±21	0	±21	
Speak English less than "very well"	0	±21	0	±21	
Other and unspecified languages:	0	±21	0	±21	
Speak English "very well"	0	±21	0	±21	
Speak English less than "very well"	0	±21	0	±21	

1.6 LANGUAGE ACCESS PLAN

According to 2013-2017 statistics from the U.S. Census Bureau, 31.9% of the population in Santa Cruz County speaks a language other than English at home. In south county, 72% of residents speak Spanish and of those 88.2% have limited English proficiency. The primary languages spoken in Santa Cruz County are English and Spanish; however, there is a sizable population of indigenous Latin American communities that speak in native languages including: Mixteco, Zapoteco, and Triqui. To improve communication efforts with our multilingual residents, the LCCC will partner with social service agencies that have staff readily available to offer translation services in the various dialects of our community. A very important lesson learned from 2010 Census efforts is the need to address the specific needs of the indigenous native populations early in the Census planning process.

The table on the following page (26) provides an overview of the languages spoken in Santa Cruz County with population estimates that speak these languages, percent of these populations with limited English proficiency (LEP), and whether they require specific support in the 2020 Census.

Strategies and methods of outreach to Limited English Proficiency (LEP) populations include recruiting individuals who are linguistically and culturally fluent in the pertinent languages to serve as “promotoras.” Our decades of work to confront and alleviate the effects of poverty in our communities have yielded strong collaborative bonds with others - faith communities, local school districts, parent groups, local community colleges and universities, DREAM clubs and parent groups - who help us reach the LLTR/HTC populations.

Furthermore, the County and CAB will work directly with the “benefits collaborative” in Santa Cruz County. The benefits collaborative includes department heads of County departments; it has articulated a “Language Plan,” which identifies services and strategies to address the LEP populations. Additionally, the County and CAB are working with the County Office of Education and school districts to help identify LEP languages and populations, and where they are most concentrated. Finally, the County and CAB have strong collaborative bonds with grassroots organizations such as faith-based community organizations, and community and student leaders from the LLTR/HTC communities who know the communities intimately. Other physical places that will provide in-language assistance are libraries, schools, community centers, church/parish centers and Head Start/Migrant and Seasonal Head Start centers.

In partnership with our local U.S. Census Bureau Partnership Specialists, the County and CAB are working to develop informational material, presentations, and outreach packets in Spanish. The language access plan is building on the work developed by City of Watsonville and NALEO Educational Fund and will expand on ideas generated at the LCCC and subcommittee meetings.

Languages Spoken in Santa Cruz County

Language	Population Estimate	Percent of LEP	Support Required
Spanish	30,559	88.2	Yes
Chinese	807	2.3	no
Mandarin	397	1.1	no
Japanese	316	0.9	no
Tagalog	275	0.8	no
Portuguese	210	0.6	no
Cantonese	202	0.6	no
Other Central and South American languages	190	0.5	no
Arabic	171	0.5	no
Korean	147	0.4	no
Vietnamese	145	0.4	no
German	131	0.4	no
Farsi	121	0.3	no
Dutch	119	0.3	no
French	93	0.3	no
Italian	81	0.2	no
Thai	78	0.2	no
Russian	64	0.2	no
Uto-Aztecan languages	60	0.2	no
Hindi	53	0.2	no
Iloca	51	0.1	no
Hmong	48	0.1	no
Filipi	48	0.1	no
Turkish	46	0.1	no
Punjabi	43	0.1	no
Greek	34	0.1	no
Amharic	23	0.1	no
Burmese	22	0.1	no
Tibetan	21	0.1	no
Min Nan Chinese	19	0.1	no



California Department of Education

Select a Report: English Learners by Language and Grade
 Select a Year: 2021-22
 Select a District:
 Select Subgroup: All Students
 Select Gender: All

English Learner Students by Language by Grade

44 Santa Cruz County

2021-22

Subgroup: All Students, Gender: All

Language Code	Language Name	Kindergarten	Grade 1	Grade 2	Grade 3	Grade 4	Grade 5	Grade 6	Grade 7	Grade 8	Grade 9	Grade 10	Grade 11	Grade 12	Ungraded	Total	Percent of Total
01	Spanish	900	831	873	847	881	822	734	565	490	460	428	335	388	0	8,554	91.94%
49	Mixteco	26	37	53	60	33	41	35	28	23	33	26	17	14	0	426	4.58%
11	Arabic	4	3	7	6	6	7	5	4	1	6	3	5	6	0	63	0.68%
29	Russian	10	14	9	6	3	1	1	2	1	1	1	1	1	0	51	0.55%
99	Other non-English languages	11	2	4	4	3	5	3	6	3	3	0	2	0	0	46	0.49%
71	Zapoteco	0	2	2	9	0	1	0	2	0	0	0	1	0	0	17	0.18%
07	Mandarin (Putonghua)	2	3	3	0	2	0	1	2	0	0	0	1	1	0	15	0.16%
17	French	2	0	5	2	2	0	1	0	1	0	1	0	0	0	14	0.15%
05	Filipino (Pilipino or Tagalog)	0	0	2	1	3	0	2	0	2	0	1	1	0	0	12	0.13%
06	Portuguese	0	0	1	1	1	1	0	2	1	0	1	0	2	0	10	0.11%
02	Vietnamese	0	1	2	0	1	1	2	0	0	0	1	0	1	0	9	0.10%
18	German	1	1	2	2	2	0	1	0	0	0	0	0	0	0	9	0.10%

09	Khmer (Cambodian)	3	3	0	0	1	0	0	1	0	0	1	0	0	0	9	0.10%
08	Japanese	3	0	1	0	3	1	0	0	0	0	0	0	0	0	8	0.09%
03	Cantonese	2	1	0	0	2	0	0	1	1	0	0	0	0	0	7	0.08%
43	Gujarati	0	0	1	1	2	0	0	0	1	0	0	0	0	0	5	0.05%
40	Pashto	0	1	0	0	1	1	0	1	1	0	0	0	0	0	5	0.05%
22	Hindi	0	1	1	0	0	0	0	1	1	1	0	0	0	0	5	0.05%
04	Korean	1	1	0	1	0	0	0	1	0	0	1	0	0	0	5	0.05%
38	Ukrainian	1	0	0	0	0	0	0	1	2	1	0	0	0	0	5	0.05%
28	Punjabi	0	1	0	1	2	0	0	0	1	0	0	0	0	0	5	0.05%
27	Italian	0	0	1	0	1	0	0	0	0	1	0	1	0	0	4	0.04%
16	Farsi (Persian)	0	0	1	0	0	0	1	0	0	1	0	0	0	0	3	0.03%
32	Thai	0	0	1	0	0	0	0	0	0	0	1	0	0	0	2	0.02%
52	Serbo-Croatian (Bosnian, Croatian, Serbian)	0	0	1	0	0	1	0	0	0	0	0	0	0	0	2	0.02%
70	Swedish	1	1	0	0	0	0	0	0	0	0	0	0	0	0	2	0.02%
62	Telugu	1	1	0	0	0	0	0	0	0	0	0	0	0	0	2	0.02%
61	Bengali	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0.01%
13	Burmese	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0.01%
33	Turkish	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.01%
66	Amharic	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0.01%
35	Urdu	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0.01%
64	Marathi	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.01%
24	Hungarian	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0.01%
41	Polish	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0.01%
56	Albanian	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0.01%

Agency	Language Name	Kindergarten	Grade 1	Grade 2	Grade 3	Grade 4	Grade 5	Grade 6	Grade 7	Grade 8	Grade 9	Grade 10	Grade 11	Grade 12	Ungraded	Total
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Countywide Total	All Languages	970	905	973	941	950	882	786	618	529	507	466	364	413	0	9,304
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Agency	Language Name	Kindergarten	Grade 1	Grade 2	Grade 3	Grade 4	Grade 5	Grade 6	Grade 7	Grade 8	Grade 9	Grade 10	Grade 11	Grade 12	Ungraded	Total
Statewide Total	All Languages	122,087	108,034	112,088	109,409	110,699	97,865	83,019	78,252	70,556	67,291	62,491	54,417	51,440	0	1,127,648

Web Policy



California Department of Education

Select a Report: English Learners by Language and Grade
 Select a Year: 2021-22
 Select a School:
 Select Subgroup: All Students
 Select Gender: All

English Learner Students by Language by Grade

4469799 Pajaro Valley Unified

2021-22

Subgroup: All Students, Gender: All

Language Code	Language Name	Kindergarten	Grade 1	Grade 2	Grade 3	Grade 4	Grade 5	Grade 6	Grade 7	Grade 8	Grade 9	Grade 10	Grade 11	Grade 12	Ungraded	Total	Percent of Total
01	Spanish	692	657	684	680	686	670	571	471	397	385	343	218	243	0	6,697	92.92%
49	Mixteco	26	37	53	60	33	41	35	28	23	33	26	16	11	0	422	5.86%
11	Arabic	4	3	3	4	4	4	4	1	1	5	2	4	4	0	43	0.60%
71	Zapoteco	0	2	2	9	0	1	0	2	0	0	0	1	0	0	17	0.24%
99	Other non-English languages	5	0	1	0	0	1	1	0	0	2	0	1	0	0	11	0.15%
28	Punjabi	0	1	0	1	2	0	0	0	1	0	0	0	0	0	5	0.07%
05	Filipino (Pilipino or Tagalog)	0	0	2	0	1	0	0	0	0	0	0	0	0	0	3	0.04%
17	French	0	0	0	1	0	0	1	0	0	0	0	0	0	0	2	0.03%
06	Portuguese	0	0	0	0	1	0	0	0	0	0	0	0	1	0	2	0.03%
16	Farsi (Persian)	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0.01%
08	Japanese	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.01%
09	Khmer (Cambodian)	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.01%

07	Mandarin (Putonghua)	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0.01%
29	Russian	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0.01%

Agency	Language Name	Kindergarten	Grade 1	Grade 2	Grade 3	Grade 4	Grade 5	Grade 6	Grade 7	Grade 8	Grade 9	Grade 10	Grade 11	Grade 12	Ungraded	Total
Pajaro Valley Unified Total	All Languages	729	701	745	756	727	717	612	502	422	426	371	240	259	0	7,207

Agency	Language Name	Kindergarten	Grade 1	Grade 2	Grade 3	Grade 4	Grade 5	Grade 6	Grade 7	Grade 8	Grade 9	Grade 10	Grade 11	Grade 12	Ungraded	Total
Countywide Total	All Languages	970	905	973	941	950	882	786	618	529	507	466	364	413	0	9,304

Agency	Language Name	Kindergarten	Grade 1	Grade 2	Grade 3	Grade 4	Grade 5	Grade 6	Grade 7	Grade 8	Grade 9	Grade 10	Grade 11	Grade 12	Ungraded	Total
Statewide Total	All Languages	122,087	108,034	112,088	109,409	110,699	97,865	83,019	78,252	70,556	67,291	62,491	54,417	51,440	0	1,127,648

Web Policy

**Community Organizations serving Minority,
Low-Income and LEP Individuals**

Organization	Address	Phone	Email Contact
American Red Cross	2960 Soquel Ave., Santa Cruz, 95062	(831) 462-2881 (800) 733-2767	
California Grey Bears	2710 Chanticleer Ave., Santa Cruz, 95065	(831) 479-1055	info@greybears.org
Central California Alliance for Health	1600 Green Hills Road, Suite 101, Scotts Valley, 95066	(800) 700-3874 (831) 430-5500	
Child & Adult Food Care Program	18 W. Lake Avenue, Suite R, Watsonville, 95076	(831) 204-9520 (831) 688-8840	
Community Action Board of Santa Cruz County	406 Main Street #207, Watsonville, 95076	(831) 763-2147	info@cabinc.org
Community Bridges	519 Main Street, Watsonville, 95076	(831) 688-8840	info@cbridges.org
Davenport Resource Center	150 Church Street, Davenport, 95017	(831) 425-8115	info@cabinc.org
First 5 Santa Cruz County	4450 Capitola Road, Suite 106, Capitola, 95010	(831) 465-2217	Christine Sieburg, Program & Communications Manager csieburg@first5scc.org
LaManzana Community Resource Center	521 Main Street, Suite Y, Watsonville, 95076	(831) 724-2997	
Lift Line Transportation Services	236 Santa Cruz Ave., Aptos, 95003	(831) 688-9663	Catherine Patterson, Division Director LiftLine@cbridges.org

**Community Organizations serving Minority,
Low-Income and LEP Individuals**

Organization	Address	Phone	Email Contact
Live Oak Community Resources	1740 17 th Avenue, Santa Cruz, 95062	(831) 476-7284	
Meals on Wheels for Santa Cruz County: Live Oak Meal Site	Elana Baskin Live Oak Senior Center, 1777 Capitola Road, Santa Cruz, 95062	(831) 475-7177	MOWINFO@cbridges.org
Mountain Community Resources	6134 Highway 9, Felton, 95018	(831) 335-6600	
Nueva Vista Community Resources	711 East Cliff Drive, Santa Cruz, 95060	(831) 423-5747	
Our Lady Help of Christians Parish	2401 East Lake Avenue, Watsonville, 95076	(831) 722-2665	
Pajaro Valley Prevention & Student Assistance, Inc.	335 East Lake Avenue, Watsonville, 95076	(831) 728-6445	admin@pvpsa.org
Santa Cruz County Housing Authority	2160 41 st Avenue, Capitola, 95010	(831) 454-9455	
Santa Cruz Zen Center	113 School Street, Santa Cruz, 95060	(831) 457-0206	
Saint Patrick's Parish	721 Main Street, Watsonville, 95076	(831) 724-1317	
Scotts Valley Senior Center	370 Kings Village Road, Scotts Valley, 95066	(831) 438-8666	Darshana Croskrey, Center Coordinator
Valley Churches United	9400 Hwy. 9, Ben Lomond, 95065	(831) 458-9766	info@vistacenter.org
Volunteer Center of Santa Cruz County	1740 17 th Avenue, Santa Cruz, 95062	(831) 427-5070	Karen Delaney, Executive Director info@volunteercenter.org
Watsonville Family YMCA	27 Sudden Street, Watsonville, 95076	(831) 728-9622	Robin Schnekenburger, Executive Director

Survey of Community Organizations serving LEP Persons

1. What are the languages spoken by the population you serve?
2. What needs for public transit services has your population expressed?
3. Has the population inquired about how to access public transit or expressed a need for public transit services?
4. What are the most frequently traveled destinations by the population that you serve?
5. Are there locations that the population has expressed difficulty accessing through the public transit system?
6. What is the best way to obtain input from the population?
7. Who would the population trust most in delivering language appropriate messages?
8. What is the education and literacy level of the population you serve?

Organization: _____

Telephone: _____

Address: _____

Your Name: _____

Title: _____

Bilingual Employees by Department (September 2022)

Department	Number of Employees	Bilingual Employees
Administration	4	1
Finance	9	0
Customer Service	11	7
Human Resources	6	0
Information Technology	5	1
Grants Planning	5	1
Safety, Security & Risk	2	0
Purchasing	6	0
Facilities Maintenance	17	0
ParaCruz Non Drivers	7	1
ParaCruz Management / Supervisors	4	1
ParaCruz Van Drivers	25	15
Operations Non-Drivers	16	9
Operations Drivers	132	74
Fleet Maintenance	34	0
Total of Employees	283	110

**These numbers are based on employees who receive Bilingual Pay Differential. Additional staff speak Spanish and are also available.*

Percent of Bilingual Employees who speak Spanish: 39%

Percent of Fixed Route Operators who are bilingual: 56%

Percent of Paratransit Operators who are bilingual: 60%

Percent of Customer Service Representatives who are bilingual: 64%

Oral Language Assistance Measures Currently Provided

	<u>Language Assistance Measures Currently Provided</u>	<u>Steps taken to ensure compliance and Date completed</u>
	ORAL LANGUAGE ASSISTANCE MEASURES	
1.	METRO maintains bilingual staff to provide Spanish-speaking interpretation at its Administrative offices and within its two Customer Service booths for basic transit questions and trip planning assistance.	Job descriptions for Customer Service Supervisor and Customer Service Representative contain the following statement: <i>“Fluency in Spanish is desirable.”</i>
2.	<p>More than 38% of METRO’s employees receive Bilingual Pay Differential. These employees are available to assist Spanish-speaking customers.</p> <p>56% of our fixed route operators are bilingual (<i>Spanish-speakers</i>).</p> <p>60% of our ParaCruz operators are bilingual (<i>Spanish-speakers</i>).</p>	See attached Table entitled <i>“Bilingual employee’s by Department”</i> .
3.	METRO’s Ticket Vending Machines provide assistance with ticket purchases in English and Spanish. The visual (on screen) assistance and audio assistance are available in Spanish.	
	NOTIFY LEP CUSTOMERS OF AVAILABILITY OF LANGUAGE ASSISTANCE SERVICES	
1.	METRO has posted on its official bulletin board at its Administrative offices and at the following transit centers: Pacific Station, Cavallaro, Watsonville and the Capitola Mall, a sign which indicates that free language assistance is available, if requested in a timely manner.	2/8/19: NEW copies posted at all transit centers and on Admin bulletin board.
2.	METRO’s fixed route buses and Paratransit vehicles have language assistance cards informing passengers that language assistance is available in Spanish, if needed.	1/31/19: Fleet is currently conducting an audit of all fixed route and Paratransit vehicles.

Oral Language Assistance Measures Currently Provided

	<u>Language Assistance Measures Currently Provided</u>	<u>Steps taken to ensure compliance and Date completed</u>
	TRANSLATION OF VITAL DOCUMENTS / WRITTEN LANGUAGE ASSISTANCE MEASURES	
1.	All public hearings that require notification to the public are posted in English and Spanish throughout METRO's service area and in local newspapers.	METRO's Executive Assistant takes care of ensuring this happens.
2.	METRO's <i>Title VI Policy Statement</i> and <i>Complaint Form</i> is available in Spanish on METRO's website at www.scmtd.com .	2022 Update: METRO staff will have the Title VI Policy Statement & Complaint Form translated into Chinese by a certified translation service.
3.	METRO's <i>Title VI Policy Statement</i> (English & Spanish) is posted at the transit centers. The <i>Title VI Policy Statement</i> is also posted on the official METRO bulletin board at METRO's Admin. Office.	Currently posted. 2/11/19: NEW Policy Statement updated at all transit centers and on Admin bulletin board.
4.	METRO's fixed route buses have Bus Cards (English/Spanish/Chinese) informing passengers of their rights under <u>Title VI of the Civil Rights Act of 1964</u> .	1/31/19: Fleet is currently conducting an audit of all fixed route and Paratransit vehicles.
5.	METRO's Headways is provided in English and Spanish. Hard copies are available at the Administrative office and the two Customer Service Booths.	**
6.	The Board of Directors' Agenda has a statement on the first page, which reads: <i>"Spanish language interpretation and Spanish language copies of the agenda packet are available on an as-needed basis. Please make advance arrangements with the Executive Assistant at 831-426-6080."</i> <i>(provided in English & Spanish on Agenda)</i>	**
7.	METRO's ParaCruz Guide is provided on the website in Spanish.	**

Oral Language Assistance Measures Currently Provided

	<u>Language Assistance Measures Currently Provided</u>	<u>Steps taken to ensure compliance and Date completed</u>
8.	<p>METRO’s Splash Pass App (available on Android and iOS). Metro launched the “Splash Pass” contactless mobile ticketing app in November 2020 to make it easier & faster for our customers to get their tickets. This mobile ticketing solution allows customers to purchase fares & display tickets on their smartphone devices anytime, anywhere. Riders can purchase local & Hwy17 tickets including full price and discounted pass options (1-Ride, 15-Ride, Day, 3 Day, 7-Day and 31-Day passes) using a debit, credit card, or digital payment service. Visit www.scmtd.com/apps</p> <p>Riders can also access bus schedules and routes on the app, as well as check the arrival time at a specific bus stop.</p>	**
9.	<p>METRO will provide written translations of vital documents for each LEP group that constitutes a minimum of 5% of the service area population or consists of at least 1,000 people.</p>	<p>METRO currently provides all vital documents in English and Spanish. METRO staff will have the Title VI Policy Statement & Complaint Form translated into Chinese by a certified translation service. METRO will also provide all future Notices of proposed and approved Fare & Service Changes translated into Chinese by a certified translator.</p>
9.	<p>In March 2023, METRO will go back to in-person Board Meetings. These meetings will be held at varying locations throughout Santa Cruz county to ensure that low-income, minority and LEP individuals have meaningful access to these meetings. These locations include Capitola, Santa Cruz, Scotts Valley and Watsonville.</p>	**
	<p>ADDITIONAL LANGUAGE ASSISTANCE MEASURES – METRO’S IMPLEMENTATION PLAN</p>	
1.	<p>Signage in Santa Cruz METRO’s bus shelters is in English and Spanish.</p>	
2.	<p>Most signage at Santa Cruz METRO’s transit centers is in English and Spanish.</p>	

Oral Language Assistance Measures Currently Provided

	<u>Language Assistance Measures Currently Provided</u>	<u>Steps taken to ensure compliance and Date completed</u>
3.	Training of Santa Cruz METRO staff, including bus operators and ParaCruz Operators for interactions with LEP speakers.	
4.	"I Speak" cards for each reception area at the Administration office & Customer Service Booths.	
5.	2022 Update: Availability for front-line Staff to telephone translation services when necessary. Training for METRO staff on how to use the Language Line Service for those customers who speak a language other than English and are LEP persons.	
6.	Companies who advertise on the outside of Metro buses are encouraged to provide their advertisements in English & Spanish.	**

***Task performed on an ongoing basis.*



MINORITY REPRESENTATION ON COMMITTEES AND COUNCILS SELECTED BY SANTA CRUZ METRO

Santa Cruz METRO (METRO) is a transit district formed pursuant to Public Utilities Code section 98100 et seq. The METRO Board of Directors is appointed by other bodies (cities and county in Metro's jurisdiction). METRO receives advisory information from two committees, the METRO Advisory Committee (MAC) and the Elderly and Disabled Transportation Advisory Committee (E&D TAC).

Membership on MAC

The MAC shall be composed of no greater than 7 members appointed by the Board of Directors (BOD). All MAC members shall serve for a term of four (4) years and will serve at the pleasure of the Board of Directors. Members wishing to resign from an appointment may submit such resignation to the CEO/General Manager.

The METRO Board of Directors shall nominate individuals to be considered for appointment as members of the MAC. Additionally, Santa Cruz County residents who have submitted an application directly to METRO shall be considered. Annually, the METRO Board Chair shall appoint an Ad Hoc Committee composed of four members of the Board who shall meet as needed to review the list of Board nominees and other citizen applications and make appointment recommendations to the full Board. Appointments to the MAC shall be made by the METRO Board of Directors.

In this process, the Board strives to balance the membership to reflect the ethnic, gender, and geographic diversity of the County. To the extent it is practical, representation on MAC will be regular riders of the system and will include representatives of the following consumer groups:

- i. At least one member from the Disability community.
- ii. At least one member from University of California, Santa Cruz, who is either a student or employee of the same.
- iii. At least one member who is a commuter using the Highway 17 service.
- iv. At least one member of the Disadvantaged Business Community.
- v. At least one member from Cabrillo College, who is either a student or an employee of the same.
- vi. At least one member who is a rider of Paratransit.



MINORITY REPRESENTATION ON COMMITTEES AND COUNCILS SELECTED BY SANTA CRUZ METRO

Vacancies on MAC

When a vacancy is created or a MAC member’s term expires, the METRO Board shall be solicited for nominations. The METRO Board nomination period shall be open for thirty (30) days following the notification to METRO Board Members of the vacancy(s). The METRO Board shall be notified of the open nomination period via email correspondence. Following the conclusion of the thirty-day nomination period, the Ad Hoc Committee shall convene and review current MAC application on file and current Board Member nominations. The Ad Hoc Committee shall then make new appointee recommendation(s) to the full METRO Board for consideration and approval to fill the expired seat, or the remainder of the vacated MAC member’s term.

Membership on E&D TAC

The Santa Cruz County Regional Transportation Commission (SCCRTC) selects members for the E&D TAC. Santa Cruz METRO has no authority over or influence on the selection process. The racial composition of the E&D TAC members is not known at this time.

Table Depicting Membership of Committees, Councils, Broken Down by Race

Body	Caucasian	Hispanic/Latino	African American	Asian	Native American
Service Area Population	53.7%	34.8%	1.0%	4.5%	0.30%
METRO Advisory Committee	6 members (86%)	1 member (14%)	0 members (0%)	0 members (0%)	0 members (0%)

Title VI Program 2022 Update

Subrecipients

METRO has no subrecipients



DATE: November 18, 2022
TO: Board of Directors
FROM: Julie Sherman, General Counsel
SUBJECT: CONSIDERATION OF ACCEPTING METRO'S UPDATED TITLE VI PROGRAM REPORT AND AUTHORIZING ITS SUBMISSION TO THE FEDERAL TRANSIT ADMINISTRATION

I. RECOMMENDED ACTION

That the Board of Directors Accept the Updated Title VI Program Report and Approve the Resolution Authorizing its Submittal to FTA

II. SUMMARY

- As a recipient of Federal Transit Administration (FTA) funds, the Santa Cruz Metropolitan Transit District (METRO) is required to comply with Title VI of the Civil Rights Act of 1964, and its implementing regulations, which provide 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 otherwise subjected to discrimination under any program, activity or service that receives federal financial assistance.
- METRO's Title VI Policy was updated on Nov. 30, 2012 to comply with the changes in the FTA Circular 4702.1B, which was issued on October 2012.
- METRO is required to submit a Title VI Program Report update to FTA every three (3) years for compliance monitoring.
- METRO staff and General Counsel prepared the updated Title VI Program Report and are requesting Board approval of same.

III. DISCUSSION/BACKGROUND

Section 601 of Title VI of the Civil Rights Act of 1964 prohibits discrimination against any individual or group on the basis of race, color or national origin under any program, activity or service that received federal financial assistance. The FTA regulates implementation of Title VI by all recipients of FTA financial assistance through the *Code of Federal Regulations (CFR 49, Section 21)* and provides guidance to recipients of FTA financial assistance through the FTA Circular, *Title VI Requirements and Guidelines for Federal Transit Administration Recipients*, which it updates from time to time. METRO last updated its Title VI Program in February 2019.

METRO is required to submit a Title VI Program Submittal to FTA every three (3) years for compliance monitoring. The Title VI Program Submittal includes METRO's Title VI Program and Complaint Procedures, any Title VI complaints, investigations and lawsuits, METRO's public participation plan, METRO's public outreach efforts to engage minority and low-income populations, and system-wide service standards and service policies. METRO's Title VI Program Submittal is due to FTA on December 1, 2022.

METRO staff and General Counsel have reviewed the existing Title VI Program documents and have provided updates in a number of sections. Staff now recommends that the Board adopt the updated Title VI Program Report (*Attachment A*).

IV. STRATEGIC PLAN PRIORITIES ALIGNMENT

The actions taken in this report tie to METRO's Service Quality and Delivery, as well as Strategic Alliances and Community Outreach.

V. FINANCIAL CONSIDERATIONS/IMPACT

Costs associated with circulating the draft Title VI Program are minor and limited to costs for reproduction of the draft Title VI Program Update.

VI. CHANGES FROM COMMITTEE

N/A

VII. ALTERNATIVES CONSIDERED

There are no alternatives as this is a legal requirement under federal law (*CFR 49, Section 21*). Failure on the part of METRO to maintain an active, approved Title VI Program will result in grant denials and suspension of federal funds from FTA.

VIII. ATTACHMENTS

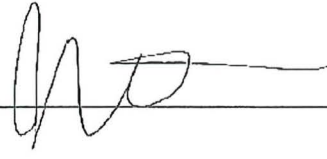
Attachment A: Resolution Adopting the Updated Title VI Program Report and Authorizing its Submission to FTA.

Exhibit A: METRO's Updated Title VI Program Report

Prepared by: Rickie-Ann Kegley, Paralegal II

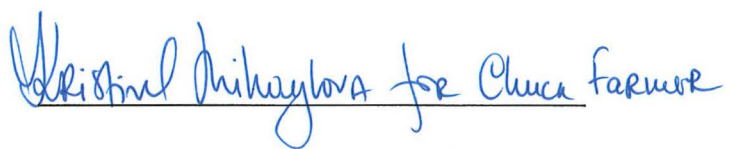
IX. APPROVALS

Approved as to form:
Julie Sherman



A handwritten signature in black ink, appearing to be 'Julie Sherman', written over a horizontal line.

Approved as to fiscal impact:
Chuck Farmer, CFO



A handwritten signature in blue ink, reading 'Kristina Mihaylova for Chuck Farmer', written over a horizontal line.

Michael Tree
CEO/General Manager



A handwritten signature in black ink, appearing to be 'Michael Tree', written over a horizontal line.



**BEFORE THE BOARD OF DIRECTORS OF THE
SANTA CRUZ METROPOLITAN TRANSIT DISTRICT**

Resolution No. 22-11-06
On the Motion of Director: Rotkin
Duly Seconded by Director: Kalantari-
Johnson
The Following Resolution is Adopted:

**RESOLUTION ADOPTING THE UPDATED TITLE VI PROGRAM REPORT AND
AUTHORIZING ITS SUBMISSION TO THE FEDERAL TRANSIT
ADMINISTRATION PURSUANT TO TITLE 49 OF THE CODE OF FEDERAL
REGULATIONS, PART 21 (49CFR 21)**

WHEREAS, 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 otherwise subjected to discrimination under any program, activity or service that receives federal financial assistance”; and

WHEREAS, the FTA prescribes the method and delivers guidance to public transit operators to comply with Title VI in accordance with the regulations in *Title 49 Code of Federal Regulations, part 21 (49CFR 21)*; and

WHEREAS, the FTA issued circular FTA C4702.1B, effective October 2012, setting forth requirements and guidelines for Title VI compliance for grantees; and

WHEREAS, the Santa Cruz Metropolitan Transit District (METRO), as a recipient of federal financial assistance from the FTA, must submit an updated Title VI Program to the FTA by December 1, 2022; and

WHEREAS, METRO’s Title VI Program must include numerous elements, including but not limited to:

- 1) System-wide service standards and policies; and
- 2) Title VI Notice to the Public, Complaint Process and Forms; and
- 3) A Public Participation Plan; and
- 4) A Language Implementation Plan; and
- 5) A plan for engaging persons with Limited English Proficiency; and
- 6) Summary of Public Outreach efforts undertaken.

WHEREAS, METRO staff and General Counsel have developed and provided the proposed Title VI Program update for Board consideration and approval, including the above-referenced items, evidencing METRO's compliance with Title VI.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF THE SANTA CRUZ METROPOLITAN TRANSIT DISTRICT, that it hereby determines and orders as follows:

1. The Title VI Program Regulation and Complaint Procedure adopted on February 22, 2019, as attached, is hereby adopted.
2. The Title VI Program Regulation and Complaint Procedure attached and labeled "Exhibit A" is hereby adopted, including appendices labeled:
 - a. "Attachment A", Title VI Policy Statement; and
 - b. "Attachment B", Title VI Discrimination Complaint Form.
3. The System-Wide Service Standards and Policies adopted on January 25, 2013, as attached, is hereby adopted.
4. The Title VI Program update "Exhibit A", as attached, shall be submitted to FTA prior to the December 1, 2022 deadline.

PASSED AND ADOPTED by the Board of Directors of the Santa Cruz Metropolitan Transit District on November 18, 2022, by the following vote:

AYES: DIRECTORS – Brown, Downing, Dutra, Kalantari-Johnson, Koenig, McPherson, Meyers, Pageler, and Rotkin

NOES: DIRECTORS – None

ABSENT: DIRECTORS – None

ABSTAIN: DIRECTORS – Lind and Parker

APPROVED:



LARRY PAGELER
Board Chair


ATTEST:



MICHAEL TREE
CEO/General Manager



APPROVED AS TO FORM:



JULIE A. SHERMAN
General Counsel