



Tuolumne County Transit Agency

TITLE VI PROGRAM

August 2026-2029

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Approved and Adopted by the Tuolumne County Transit
Agency Board of Directors
Resolution 139-26 August 12, 2026

975 Morning Star Drive, Suite A
Sonora, CA 95370

Table of Contents

Contents

Table of Contents.....	2
1. Introduction.....	4
Purpose of the Title VI Program.....	4
Purpose of this Document.....	4
2. Agency Overview	5
About the Tuolumne County Transit Agency.....	5
Agency Commitment	5
3. Title VI Notice to the Public	6
Aviso al Público Conforme al Título VI	6
Locations and Availability of Title VI Information.....	7
4. Title VI Complaint Procedures	7
Filing a Title VI Complaint	7
Complaint Investigation Procedures.....	8
Step 1 – Acknowledge Receipt.....	8
Step 2 – Review Jurisdiction	8
Step 3 – Investigation	8
Step 4 – Written Determination.....	9
Step 5 – Appeal	9
Filing with the Federal Transit Administration.....	9
5. Title VI Complaint Form	9
Complaint Form	9
Formulario de Queja	13
6. Investigations, Complaints, and Lawsuits	15
7. Public Participation Plan	16
About the Tuolumne County Transit Agency.....	16
Public Participation Goals.....	16
Methods of Public Participation	16
Consideration of Public Input.....	17
Availability of Information.....	18
8. Summary of Outreach Activities	18
Board Meetings and Public Hearings	18

Social Services Transportation Advisory Council (SSTAC)	19
Annual Unmet Transit Needs Process	19
Transit Planning and Service Outreach	19
Community Outreach and Special Projects.....	20
Commitment to Continued Public Involvement	20
9. Limited English Proficiency (LEP) Plan	20
TCTA Plan	21
Factor 1 - Number and Proportion of LEP Persons Served	22
Factor 2 - Frequency of Contact	26
Factor 3 - Nature and Importance of the Service	26
Factor 4 - Resources Available and Costs	26
LEP Assistance Measures	27
Translation Requests	27
Staff Training	28
Safe Harbor Provision	28
Monitoring and Updating.....	29
10. Applicability of Large Transit Provider Requirements.....	30
11. Service Standards and Policies	30
Vehicle Capacity	30
Vehicle Headway Standards	30
On-Time Performance Standards	31
Service Availability Standards	31
12. Equity Analysis	31
Service Area Demographics	32
Service Equity Considerations	32
Minority, Low-Income, Senior, and Disabled Populations	32
13. Board Memberships	33
TCTA Board Membership	33
Minority Representation on Committees	33
Subrecipient Monitoring	34
14. Appendices	34

1. Introduction

Purpose of the Title VI Program

The Tuolumne County Transit Agency (TCTA) has prepared this Title VI Program in accordance with Title VI of the Civil Rights Act of 1964 and the Federal Transit Administration (FTA) Circular 4702.1B, *Title VI Requirements and Guidelines for Federal Transit Administration Recipients*.

Title VI of the Civil Rights Act of 1964 provides that:

"No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any program or activity receiving Federal financial assistance."

As a recipient of federal financial assistance through the Federal Transit Administration, TCTA is committed to ensuring that no person is excluded from participation in, denied the benefits of, or subjected to discrimination in the provision of public transportation services on the basis of race, color, or national origin.

This Title VI Program documents TCTA's policies and procedures for complying with federal civil rights requirements and demonstrates the agency's ongoing commitment to providing equitable and accessible transportation services to all members of the community.

Purpose of this Document

The purpose of this Title VI Program is to:

1. Demonstrate TCTA's compliance with federal Title VI requirements;
2. Document policies and procedures that ensure nondiscrimination in transit services;
3. Describe public participation and Limited English Proficiency (LEP) efforts;
4. Present demographic information regarding populations served by TCTA; and
5. Establish a framework for monitoring and evaluating the equitable delivery of public transportation services.

This document also serves as a resource for TCTA staff, Board members, partner agencies, and members of the public seeking information regarding TCTA's civil rights obligations and equity initiatives.

2. Agency Overview

About the Tuolumne County Transit Agency

The Tuolumne County Transit Agency (TCTA) is a Joint Powers Authority formed by the County of Tuolumne and the City of Sonora to provide public transportation services throughout Tuolumne County.

TCTA operates a variety of public transportation services designed to meet the mobility needs of residents and visitors, including:

- Fixed-route transit services;
- Demand-response and Dial-A-Ride services;
- Americans with Disabilities Act (ADA) complementary paratransit services;
- seasonal services, special event transportation services, and regional transit connections.

Public transportation services provided by TCTA support access to employment, education, healthcare, shopping, social services, recreation, and other essential community destinations throughout the region.

Agency Commitment

TCTA is committed to:

- Providing transit services in a manner that promotes fairness and equal access;
- Ensuring meaningful public participation in transportation decision-making processes;
- Providing meaningful access to persons with Limited English Proficiency (LEP);
- Evaluating service and facility decisions to identify and avoid disproportionately high and adverse impacts on minority and low-income populations; and
- Continuously improving outreach and communication efforts to better serve the diverse needs of Tuolumne County residents and visitors.

TCTA strives to ensure that transportation services remain accessible to all persons regardless of race, color, national origin, age, disability, income level, or English proficiency.

3. Title VI Notice to the Public

The Tuolumne County Transit Agency (TCTA) operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964.

Any person who believes they have been subjected to discrimination under Title VI may file a complaint with TCTA.

To obtain additional information regarding TCTA's Title VI obligations or to file a complaint, please contact:

Tuolumne County Transit Agency

Attn: Executive Director
975 Morning Star Drive, Suite A
Sonora, CA 95370

Phone: (209) 533-5603

Email: tcta@co.tuolumne.ca.us

Website: www.tuolumnecountytransit.com

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

Federal Transit Administration Office of Civil Rights

Attention: Title VI Program Coordinator
East Building, 5th Floor-TCR
1200 New Jersey Avenue SE
Washington, DC 20590

Aviso al Público Conforme al Título VI

La Agencia de Transporte del Condado de Tuolumne (TCTA) opera sus programas y servicios sin distinción de raza, color u origen nacional, de conformidad con el Título VI de la Ley de Derechos Civiles de 1964.

Cualquier persona que crea haber sido objeto de discriminación bajo el Título VI puede presentar una queja ante TCTA.

Para obtener más información sobre las obligaciones de TCTA conforme al Título VI o para presentar una queja, comuníquese con:

Tuolumne County Transit Agency

Attn: Executive Director

975 Morning Star Drive, Suite A
Sonora, CA 95370

Phone: (209) 533-5603

Email: tcta@co.tuolumne.ca.us

Website: www.tuolumnecountytransit.com

También puede presentar una queja directamente ante la Administración Federal de Tránsito (FTA):

Federal Transit Administration Office of Civil Rights

Attention: Title VI Program Coordinator

East Building, 5th Floor-TCR

1200 New Jersey Avenue SE

Washington, DC 20590

Locations and Availability of Title VI Information

TCTA makes Title VI information available to the public through the following locations:

- TCTA Administrative Office breakroom, meeting room, front office
 - 975 Morning Star Drive Suite A, Sonora, CA 95370
- Sonora Transit Center bulletin board
 - 12879 Justice Center Drive, Sonora, CA 95370
- Transit vehicles, breakroom, and as appropriate
 - 13033 Sanguinetti Road, Sonora, CA 95370
- TCTA website
- Public information materials and outreach documents
- Upon request in alternative formats

4. Title VI Complaint Procedures

Filing a Title VI Complaint

The Tuolumne County Transit Agency (TCTA) has established a procedure for investigating and resolving complaints alleging discrimination based on race, color, or national origin in programs or activities receiving federal financial assistance.

Any person who believes they have been subjected to discrimination under Title VI may file a complaint with TCTA within 180 days of the alleged incident.

Complaints may be submitted in writing and should include, to the extent possible:

- The complainant's name, address, and telephone number;

- A description of the alleged discriminatory act(s);
- The date, location, and circumstances of the alleged incident;
- The names and contact information of any witnesses; and
- Any other information deemed relevant to the complaint.

Complaints may be submitted to:

Executive Director

Tuolumne County Transit Agency
975 Morning Star Drive, Suite A
Sonora, CA 95370

Phone: (209) 533-5603

Email: tcta@co.tuolumne.ca.us

Complaint Investigation Procedures

Upon receipt of a Title VI complaint, TCTA will:

Step 1 – Acknowledge Receipt

Within ten (10) business days, TCTA will acknowledge receipt of the complaint and determine whether sufficient information has been provided to proceed with an investigation.

Step 2 – Review Jurisdiction

TCTA will determine whether:

- The complaint was filed within the required timeframe;
- The alleged discrimination falls under Title VI jurisdiction; and
- TCTA has the authority to investigate the complaint.

If additional information is required, TCTA may contact the complainant.

Step 3 – Investigation

If the complaint is accepted, TCTA will conduct an investigation of the allegations. The investigation may include:

- Interviews with the complainant and witnesses;
- Review of relevant records and documents;
- Consultation with legal counsel or other agencies, as appropriate.

Investigations will generally be completed within sixty (60) calendar days of receipt of a complete complaint.

Step 4 – Written Determination

Upon completion of the investigation, TCTA will provide the complainant with a written determination describing:

- Findings of fact;
- Conclusions regarding compliance with Title VI; and
- Any corrective actions, if applicable.

Step 5 – Appeal

If the complainant disagrees with the determination, an appeal may be submitted in writing within thirty (30) calendar days of receipt of the determination.

The appeal shall be reviewed by the Executive Director or designee, and a final determination will be issued.

Filing with the Federal Transit Administration

A complainant may also file a complaint directly with:

Federal Transit Administration Office of Civil Rights

Attention: Title VI Program Coordinator

East Building, 5th Floor-TCR

1200 New Jersey Avenue SE

Washington, DC 20590

TCTA will make reasonable efforts to assist individuals with disabilities or limited English proficiency in filing complaints upon request.

5. Title VI Complaint Form

Complaint Form

Section I: <i>Please write legibly</i>	
1. Name:	
2. Address:	
3. Telephone:	3.a. Secondary Phone (<i>Optional</i>):
4. Email Address:	

5. Accessible Format Requirements?	☐ Large Print	☐ Audio Tape
	☐ TDD	☐ Other
Section II:		
6. Are you filing this complaint on your own behalf?	YES*	NO
*If you answered "yes" to #6, go to Section III.		
7. If you answered "no" to #6, what is the name of the person for whom you are filing this complaint? Name:		
8. What is your relationship with this individual:		
9. Please explain why you have filed for a third party:		
10. Please confirm that you have obtained permission of the aggrieved party to file on their behalf.	YES	NO
Section III:		
11. I believe the discrimination I experienced was based on <i>(check all that apply)</i> :		
☐ Race Origin	☐ Color	☐ National
12. Date of alleged discrimination: <i>(mm/dd/yyyy)</i>		
13. Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known), as well as names and contact information of any witnesses. If more space is needed, please attach additional sheets of paper.		

Section IV:		
14. Have you previously filed a Title VI complaint with the Tuolumne County Transit Agency?	YES	NO
Section V:		
15. Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? [] YES* [] NO If yes, check all that apply: [] Federal Agency _____ [] State Agency _____ [] Federal Court _____ [] Local Agency _____ [] State Court _____		
16. If you answered "yes" to #15, provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:		
Agency:		
Address:		
Telephone:		Email:

Section VI:
Name of Transit Agency the complaint is against:
Contact Person:
Telephone:

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

Signature and date are required below to complete form:

Signature_____

Date_____

Please submit this form in person or mail this form to the address below:

Tuolumne County Transit Agency, Title VI Coordinator
975 Morning Star Drive Suite A,
Sonora, CA 95370

Formulario de Queja

Sección I: Por favor, escriba legiblemente		
1. Nombre:		
2. Dirección:		
3. Numero de Teléfono:	3.a. Numero de teléfono secundario (<i>opcional</i>):	
4. Dirección de correo electrónico:		
5. ¿Requisitos de formato accesible?	☐ Impresión grande	☐ Cinta de audio
	☐ TDD	☐ Otros
Sección II:		
6. ¿Está presentando esta queja en su propio nombre?	Sí*	No
*Si respondió "sí" al #6, vaya a la Sección III.		
7. Si respondió "no" al #6, ¿cuál es el nombre de la persona por la cual está presentando esta queja? Nombre:		
8. ¿Cuál es su relación con este individuo:		
9. Por favor explique por qué ha presentado una pregunta para un tercero:		
10. Confirme que ha obtenido el permiso de la parte agraviada para presentar su nombre.	Sí	No
Sección III:		
11. Creo que la discriminación que experimenté se basó en (<i>marque todas las que correspondan</i>): ☐ Raza ☐ Tono de piel ☐ Origen nacional		
12. Fecha de la presunta discriminación: (<i>mm/dd/aaaa</i>)		

13. Explique lo más claramente posible lo que sucedió y por qué cree que fue discriminado. Describa a todas las personas involucradas. Incluya el nombre y la información de contacto de la(s) persona(s) que lo discriminó (si se conoce), así como los nombres y la información de contacto de cualquier testigo. Si se necesita más espacio, adjunte hojas de papel adicionales.

Sección IV:

14. ¿Ha presentado previamente una queja del Título VI ante la Agencia de Tránsito del Condado de Tuolumne?

Sí

No

Sección V:

15. ¿Ha presentado esta queja ante cualquier otra agencia federal, estatal o local, o ante cualquier tribunal federal o estatal?

☐ Sí* ☐ NO

Si la respuesta es si, marque todas las que correspondan:

☐ Agencia Federal _____ ☐ Agencia Estatal _____

☐ Tribunal Federal _____ ☐ Agencia Local _____

☐ Tribunal de Estado _____

16. Si respondió "sí" a #15, proporcione información sobre una persona de contacto en la agencia/tribunal donde se presentó la queja.

Nombre:

Título:

Agencia:

Dirección:

Numero de teléfono:

Correo electrónico:

Sección VI:
El nombre de la Agencia de Tránsito de la cual se está quejando:
Persona de contacto:
Numero de teléfono:

Puede adjuntar cualquier material escrito u otra información que crea que es relevante para su queja.

Para completar el formulario, la firma y la fecha se requieren a continuación:

Signature_____ Date_____

Por favor entregue este formulario en persona o envíe este formulario a la siguiente dirección:

Agencia de Tránsito del Condado de Tuolumne, Coordinador del Título VI
975 Morning Star Drive Suite A,
Sonora CA, 95370

6. Investigations, Complaints, and Lawsuits

TCTA has not received any Title VI complaints, investigations, or lawsuits from August 2023 through July 2026.

Type of Process	Date	Summary (including basis of complaint)	Status	Action(s) Taken
Investigations				
1. <i>None</i>				
2.				
Lawsuits				
1. <i>None</i>				
2.				
Complaints				

1. <i>None</i>				
2.				

7. Public Participation Plan

About the Tuolumne County Transit Agency

The Tuolumne County Transit Agency (TCTA) is committed to encouraging meaningful public participation in transportation planning and decision-making processes. TCTA recognizes that public involvement leads to better transportation decisions and helps ensure that transit services respond to the needs of the communities they serve.

TCTA seeks to provide opportunities for all persons, including minority populations, low-income populations, seniors, persons with disabilities, and individuals with limited English proficiency, to participate in the development and evaluation of transit programs, services, and projects.

All meetings of the TCTA and its advisory committees are open to the public. Meeting information and agendas are available to the public on the website, www.tuolumnecountytransportationcouncil.org. Agendas are posted at various County Administration buildings and are also available by request at the TCTA office (975 Morning Star Dr. Suite A., Sonoma, CA) or by email tcta@co.tuolumne.ca.us.

Public Participation Goals

The goals of TCTA's Public Participation Plan are to:

- Promote early and continuous public involvement;
- Provide meaningful opportunities for public input;
- Ensure equitable access to participation opportunities;
- Encourage participation by traditionally underserved populations; and
- Consider public comments in transportation planning and decision-making.

Methods of Public Participation

TCTA utilizes a variety of methods to inform and engage the public, including:

Public Meetings and Hearings

- TCTA Board meetings
- Public hearings

- Workshops and open houses

Outreach and Communication

- Agency websites
- Social media platforms
- Press releases and public notices
- Email distribution lists
- Printed informational materials

Stakeholder Coordination

- Social Services Transportation Advisory Council (SSTAC)
- Local agencies and community organizations
- Senior and disability advocacy groups
- Educational institutions
- Tribal governments
- Local jurisdictions and partner agencies

Outreach to Traditionally Underserved Populations

TCTA makes reasonable efforts to ensure that minority populations, low-income populations, seniors, persons with disabilities, and individuals with limited English proficiency have opportunities to participate in transportation decision-making processes.

Such efforts may include:

- Providing information in alternative formats upon request;
- Holding meetings in accessible locations;
- Utilizing multiple communication methods to reach diverse audiences;
- Providing translation or interpretation services when appropriate; and
- Coordinating with community organizations that serve traditionally underserved populations.

Consideration of Public Input

Public comments and input received through outreach activities are considered by TCTA staff and the Board of Directors during the development of transit plans, service modifications, capital projects, and policy decisions.

Examples of public outreach activities may include:

- Unmet Transit Needs hearings;

- Short Range Transit Plan updates;
- Service and fare changes;
- Active transportation planning efforts;
- Transit studies and special projects; and
- Community events and informational outreach activities.

Availability of Information

Information regarding TCTA projects, programs, meetings, and opportunities for public participation is made available through:

- TCTA Board meeting agendas and packets;
- Agency websites;
- Social media platforms;
- Public notices and press releases; and
- Direct outreach to stakeholders and interested parties.

8. Summary of Outreach Activities

The Tuolumne County Transit Agency (TCTA) regularly conducts outreach activities to inform the public about transit services, solicit feedback regarding transportation needs, and encourage participation in transportation planning and decision-making processes.

Many of these activities are conducted in coordination with local agencies, community organizations, advisory committees, and stakeholder groups. These outreach efforts help ensure that the perspectives of minority populations, low-income populations, seniors, individuals with disabilities, and persons with limited English proficiency are considered in transit planning and service delivery decisions.

The following examples summarize major outreach activities conducted since the adoption of the previous Title VI Program in August 2023.

Board Meetings and Public Hearings

All meetings of the TCTA Board of Directors and its advisory committees are open to the public and provide opportunities for public comment and participation. Meeting agendas and supporting materials are available on agency websites and posted in accordance with applicable public meeting laws. Information regarding meetings may also be obtained by contacting TCTA staff directly.

Public hearings are conducted as necessary to receive input regarding transit service changes, fare modifications, planning studies, and annual Transportation Development Act requirements.

Social Services Transportation Advisory Council (SSTAC)

TCTA and the Tuolumne County Transportation Council (TCTC) regularly coordinate with the Social Services Transportation Advisory Council (SSTAC), which represents the interests of transit-dependent populations, including seniors, persons with disabilities, low-income individuals, and social service providers.

SSTAC members provide valuable input regarding unmet transportation needs, service gaps, and opportunities for improving mobility throughout Tuolumne County. SSTAC participation plays an important role in annual Unmet Transit Needs evaluations and other transportation planning efforts.

Annual Unmet Transit Needs Process

TCTC conducts an annual Unmet Transit Needs (UTN) process in accordance with the Transportation Development Act (TDA). This process includes public hearings, coordination with SSTAC, public notices, surveys, and other outreach activities designed to identify transportation needs that are not currently being met.

Recent outreach efforts have included notices published in local newspapers, announcements through agency websites and social media platforms, informational postings on transit vehicles, and direct coordination with stakeholders and advisory groups. Supplemental outreach efforts, including rider and community surveys conducted through the Short Range Transit Plan process, have also provided valuable information regarding community transportation needs and priorities.

Transit Planning and Service Outreach

TCTA regularly conducts outreach activities associated with transit planning efforts, service evaluations, and transit studies.

Examples of recent outreach activities include:

- Short Range Transit Plan (SRTP) surveys and public engagement efforts;
- Transit fare and service change outreach;
- Transit rider surveys;
- Community meetings and informational events;
- Website and social media outreach campaigns; and
- Coordination with partner agencies and community organizations.

These efforts have helped identify community priorities related to service coverage, service frequency, Dial-A-Ride services, weekend service, workforce transportation, and access to recreation and regional destinations.

Community Outreach and Special Projects

TCTA also participates in various community outreach activities and special planning efforts that provide opportunities for public involvement and transportation education.

Examples since 2023 include:

- Outreach related to the Tuolumne Heritage Trail project;
- Participation in community events and informational fairs;
- Coordination with emergency preparedness and evacuation planning efforts;
- Public engagement regarding special event transportation services; and
- Collaboration with local jurisdictions, educational institutions, social service providers, and tribal governments.

These activities provide additional opportunities for TCTA to engage with residents who may not regularly participate in formal public meetings and help ensure that transportation planning reflects the needs and priorities of the broader community. The agency has also increasingly utilized social media, electronic communications, and online engagement tools to expand participation opportunities and improve access to information.

Commitment to Continued Public Involvement

TCTA recognizes that meaningful public participation is an ongoing process. The agency will continue to evaluate and improve its outreach methods to ensure that all community members have opportunities to participate in transportation decision-making processes.

Special efforts will continue to engage traditionally underserved populations, including seniors, persons with disabilities, minority populations, low-income individuals, and persons with limited English proficiency.

9. Limited English Proficiency (LEP) Plan

The Tuolumne County Transit Agency (TCTA) recognizes the importance of providing meaningful access to transit services for individuals with Limited English Proficiency (LEP). In accordance with Executive Order 13166 and FTA Circular 4702.1B, TCTA has conducted a Four-Factor Analysis to evaluate language

assistance needs within its service area and to identify appropriate measures for ensuring meaningful access to transit information and services.

TCTA Plan

TCTA will seek out and consider the viewpoints of minority, low-income, and Limited English Proficient (LEP) populations in conducting public outreach and involvement activities. TCTA's public participation strategies are intended to provide early and continuous opportunities for all members of the community to participate in transportation planning and decision-making processes.

TCTA recognizes that language barriers can limit access to public transportation services and information. Accordingly, TCTA will take reasonable steps to ensure meaningful access to its programs, activities, and services by implementing the language assistance measures identified in this LEP Plan.

TCTA will periodically review demographic information, requests for language assistance, and public feedback to evaluate the effectiveness of its language assistance efforts and determine whether modifications to this plan are warranted.

Since the previous Title VI submission, TCTA has not received any formal requests for language assistance and has experienced limited direct interaction requiring interpretation services. Staff continue to monitor community demographics and will provide language assistance services as necessary.

The following Four-Factor Analysis has been conducted to identify the language assistance measures appropriate for TCTA's service area and available resources.

1. 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.
2. Frequency with which LEP individuals come into contact with TCTA's programs, activities, and services.
3. The nature and importance of the program, activity or service provided by TCTA to LEP individuals' lives.
4. Resources needed to provide effective language assistance and costs.

Factor 1 - Number and Proportion of LEP Persons Served

Based on American Community Survey data, approximately 7.2% of Tuolumne County residents over the age of five speak a language other than English at home. Approximately 1.5% of the population speaks English less than "very well" and may be considered Limited English Proficient.

Spanish is the most spoken non-English language in Tuolumne County, representing approximately 4.6% of the population and approximately 1.0% of residents who speak English less than "very well." Other language groups are present in considerably smaller numbers.

Based on this information, TCTA has determined that Spanish-speaking individuals constitute the primary LEP population in the service area and should continue to be included in outreach and communication efforts.

Minority populations within Tuolumne County primarily consist of Hispanic/Latino residents, followed by individuals identifying as two or more races and American Indian populations.

Tuolumne County, California, USA	DP02: SELECTED SOCIAL CHARACTERISTICS IN THE UNITED STATES – 2024 ACS 5-Year Estimates			
	Estimate	Margin of Error	Percent	Percent Margin of Error
HOUSEHOLDS BY TYPE				
Total households	22,690	±468	22,690	(X)
Married-couple household	10,350	±465	45.60%	±2.2
With children of the householder under 18 years	2,821	±320	12.40%	±1.4
Cohabiting couple household	1,395	±271	6.10%	±1.2
With children of the householder under 18 years	579	±195	2.60%	±0.9
Male householder, no spouse/partner present	4,618	±504	20.40%	±2.1
With children of the householder under 18 years	347	±189	1.50%	±0.8
Householder living alone	3,366	±491	14.80%	±2.1
65 years and over	1,497	±262	6.60%	±1.1
Female householder, no spouse/partner present	6,327	±491	27.90%	±2.0

Tuolumne County Transit Agency
Title VI Program

With children of the householder under 18 years	575	±175	2.50%	±0.8
Householder living alone	4,348	±445	19.20%	±1.9
65 years and over	2,823	±342	12.40%	±1.5
Households with one or more people under 18 years	4,883	±408	21.50%	±1.7
Households with one or more people 65 years and over	10,928	±360	48.20%	±1.5
Average household size	2.25	±0.05	(X)	(X)
Average family size	2.85	±0.08	(X)	(X)
LANGUAGE SPOKEN AT HOME				
Population 5 years and over	52,268	±63	52,268	(X)
English only	48,501	±509	92.80%	±1.0
Language other than English	3,767	±502	7.20%	±1.0
Speak English less than "very well"	804	±266	1.50%	±0.5
Spanish	2,405	±478	4.60%	±0.9
Speak English less than "very well"	525	±246	1.00%	±0.5
Other Indo-European languages	623	±218	1.20%	±0.4
Speak English less than "very well"	72	±52	0.10%	±0.1
Asian and Pacific Islander languages	664	±201	1.30%	±0.4
Speak English less than "very well"	207	±120	0.40%	±0.2
Other languages	75	±79	0.10%	±0.2
Speak English less than "very well"	0	±32	0.00%	±0.1
RACE				
Total population	54,498	*****	54,498	(X)
One race	48,877	±440	89.7%	±0.8
Two or More Races	5,621	±440	10.3%	±0.8
One race	48,877	±440	89.7%	±0.8
White	43,875	±454	80.5%	±0.8
Egyptian	0	±32	0.0%	±0.1
English	4,575	±690	8.4%	±1.3
German	3,461	±603	6.4%	±1.1
Irish	3,141	±697	5.8%	±1.3
Italian	1,840	±490	3.4%	±0.9
Lebanese	0	±32	0.0%	±0.1
Other White	30,858	±1,198	56.6%	±2.2
Black or African American	1,082	±187	2.0%	±0.3
African American	563	±135	1.0%	±0.2
Ethiopian	0	±32	0.0%	±0.1

Tuolumne County Transit Agency
Title VI Program

Haitian	0	±32	0.0%	±0.1
Jamaican	17	±24	0.0%	±0.1
Nigerian	0	±32	0.0%	±0.1
Somali	0	±32	0.0%	±0.1
Other Black or African American	502	±136	0.9%	±0.2
American Indian and Alaska Native	867	±415	1.6%	±0.8
Aztec	81	±78	0.1%	±0.1
Blackfeet Tribe of the Blackfeet Indian Reservation of Montana	11	±18	0.0%	±0.1
Maya	0	±32	0.0%	±0.1
Native Village of Barrow Inupiat Traditional Government	0	±32	0.0%	±0.1
Navajo Nation	6	±11	0.0%	±0.1
Nome Eskimo Community	0	±32	0.0%	±0.1
Other American Indian and Alaska Native	769	±358	1.4%	±0.7
Asian	844	±178	1.5%	±0.3
Asian Indian	94	±69	0.2%	±0.1
Chinese	148	±120	0.3%	±0.2
Filipino	186	±84	0.3%	±0.2
Japanese	83	±67	0.2%	±0.1
Korean	89	±147	0.2%	±0.3
Vietnamese	48	±39	0.1%	±0.1
Other Asian	196	±161	0.4%	±0.3
Native Hawaiian and Other Pacific Islander	367	±282	0.7%	±0.5
Chamorro	7	±13	0.0%	±0.1
Native Hawaiian	252	±282	0.5%	±0.5
Samoaan	22	±27	0.0%	±0.1
Other Native Hawaiian and Other Pacific Islander	86	±49	0.2%	±0.1
Some Other Race	1,842	±312	3.4%	±0.6
Two or More Races	5,621	±440	10.3%	±0.8
White and Black or African American	191	±116	0.4%	±0.2
White and American Indian and Alaska Native	1,251	±160	2.3%	±0.3
White and Asian	408	±184	0.7%	±0.3
White and Some Other Race	2,810	±403	5.2%	±0.7

Tuolumne County Transit Agency
Title VI Program

Black or African American and American Indian and Alaska Native	149	±187	0.3%	±0.3
Black or African American and Some Other Race	13	±17	0.0%	±0.1
Race alone or in combination with one or more other races				
Total population	54,498	*****	54,498	(X)
White	49,142	±554	90.2%	±1.0
Black or African American	1,533	±235	2.8%	±0.4
American Indian and Alaska Native	2,639	±410	4.8%	±0.8
Asian	1,726	±290	3.2%	±0.5
Native Hawaiian and Other Pacific Islander	734	±392	1.3%	±0.7
Some Other Race	5,029	±496	9.2%	±0.9
HISPANIC OR LATINO AND RACE				
Total population	54,498	*****	54,498	(X)
Hispanic or Latino (of any race)	7,398	*****	13.6%	*****
Mexican	4,368	±580	8.0%	±1.1
Puerto Rican	814	±387	1.5%	±0.7
Cuban	33	±45	0.1%	±0.1
Other Hispanic or Latino	2,183	±459	4.0%	±0.8
Not Hispanic or Latino	47,100	*****	86.4%	*****
White alone	42,487	±162	78.0%	±0.3
Black or African American alone	971	±142	1.8%	±0.3
American Indian and Alaska Native alone	332	±98	0.6%	±0.2
Asian alone	803	±171	1.5%	±0.3
Native Hawaiian and Other Pacific Islander alone	161	±30	0.3%	±0.1
Some Other Race alone	271	±116	0.5%	±0.2
Two or More Races	2,075	±264	3.8%	±0.5
Two races including Some Other Race	259	±120	0.5%	±0.2
Two races excluding Some Other Race, and three or more races	1,816	±228	3.3%	±0.4

Source: U.S. Census Bureau, 2024 American Community Survey 5-Year Estimates

Factor 2 - Frequency of Contact

TCTA has historically experienced infrequent requests for language assistance services. Most interactions with LEP individuals have involved Spanish-speaking residents, and requests for translation or interpretation assistance have been limited.

Transit operators and administrative staff occasionally assist individuals with limited English proficiency through simplified communication techniques, assistance from family members, bilingual staff when available, and coordination with partner agencies.

At this time, TCTA has not identified a significant unmet need for additional language assistance services; however, the agency will continue to monitor interactions with LEP individuals and evaluate future needs.

Factor 3 - Nature and Importance of the Service

Public transportation services provided by TCTA are important to residents and visitors throughout Tuolumne County, particularly for individuals who rely on transit for access to employment, education, medical services, shopping, social services, and other essential destinations. Because public transportation is an important community service, ensuring meaningful access to information is a significant consideration.

Public transportation may be the only available means of travel for some individuals, including seniors, persons with disabilities, low-income populations, and those without access to private vehicles. As a result, ensuring meaningful access to transit information and services is particularly important.

Factor 4 - Resources Available and Costs

As a small rural transit agency, TCTA has limited financial and staffing resources to provide extensive language assistance services. Nevertheless, TCTA seeks to implement cost-effective measures that improve accessibility while balancing available resources and operational needs.

Because the number of LEP individuals encountered has historically been low, TCTA has determined that a combination of translated vital documents, bilingual assistance when available, electronic translation tools, and coordination with community partners represents an appropriate and reasonable approach to language assistance.

LEP Assistance Measures

Oral Assistance

- Bilingual staff, when available
- Telephone interpretation assistance
- Coordination with partner agencies

Written Materials

- Complaint forms
- Title VI notices
- Major public notices upon request

Electronic Information

- Website translation capabilities
- Social media communications
- Electronic outreach materials

Translation Requests

TCTA has historically received few, if any, formal requests for translation or interpretation services. Nevertheless, the agency recognizes that demographic trends may change over time and remains committed to evaluating future requests and adjusting language assistance measures as appropriate. TCTA will make reasonable efforts to provide meaningful access to information and services for individuals with Limited English Proficiency (LEP).

Translation or interpretation assistance may be requested by contacting TCTA's administrative office.

Examples of language assistance measures may include:

- Providing oral interpretation assistance when feasible;
- Coordinating with bilingual staff or partner agencies;
- Utilizing translation services or electronic translation tools;
- Translating vital documents when appropriate; and
- Providing translated public notices or outreach materials upon request.

TCTA will evaluate requests for translation services on a case-by-case basis and will periodically review demographic information and requests received to determine whether additional language assistance measures are warranted.

Staff Training

TCTA employees and transit contractors who interact with the public will receive information regarding the agency's Title VI responsibilities and procedures for assisting individuals with Limited English Proficiency. Training may also include procedures for documenting requests for language assistance and identifying circumstances in which translated materials or interpretation services may be appropriate.

Training topics may include:

- Understanding Title VI and LEP requirements;
- Recognizing requests for language assistance;
- Procedures for obtaining interpretation or translation assistance;
- Availability of translated materials; and
- Procedures for responding to Title VI complaints.

Because TCTA is a small rural transit agency, staff training is generally incorporated into employee orientation, periodic staff meetings, contractor coordination meetings, and updates to agency policies and procedures.

Safe Harbor Provision

FTA guidance provides a "Safe Harbor" for recipients who translate vital documents when a language group constitutes either:

1. Five percent (5%) of the population eligible to be served or encountered, or
2. One thousand (1,000) individuals, whichever is less.

Based on currently available demographic information, Spanish-speaking populations represent the largest LEP group within Tuolumne County. TCTA periodically evaluates demographic information and requests for language assistance to determine whether additional translation of vital documents is warranted under FTA's Safe Harbor provisions.

At a minimum, TCTA will continue to provide translated Title VI notices and complaint forms and will evaluate additional translation needs as appropriate.

Safe Harbor Provision

The Federal Transit Authority Circular 4702.1B states:

"DOT has adopted DOJ's Safe Harbor Provision, which outlines circumstances that can provide a "safe harbor" for recipients regarding translation of written materials

for LEP populations. The Safe Harbor Provision stipulates 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. Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.

These safe harbor provisions apply to the translation of written documents only. They do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable. A recipient may determine, based on the Four Factor Analysis, that even though a language group meets the threshold specified by the Safe Harbor Provision, written translation may not be an effective means to provide language assistance measures. For example, a recipient may determine that a large number of persons in that language group have low literacy skills in their native language and therefore require oral interpretation. In such cases, background documentation regarding the determination shall be provided to FTA in the Title VI Program."

Monitoring and Updating

TCTA will continue to monitor demographic trends, requests for language assistance, public feedback, and changes in transit services to determine whether modifications to this LEP Plan are necessary.

This LEP Plan may be updated based upon:

- Changes in demographic conditions;
- Increases in requests for language assistance;
- Changes in service delivery methods;
- New outreach activities;
- Updated federal guidance; or
- Future Title VI Program updates.

The LEP Plan will be reviewed periodically and updated as necessary to ensure continued compliance with federal requirements and to provide meaningful access to transit services for all members of the community.

10. Applicability of Large Transit Provider Requirements

The Federal Transit Administration establishes additional Title VI requirements for large transit providers operating 50 or more fixed-route vehicles in peak service and serving an urbanized area population of 200,000 or greater.

Tuolumne County Transit Agency does not meet either threshold. TCTA operates a rural public transportation system with fewer than 50 peak fixed-route vehicles and does not serve an urbanized area with a population exceeding 200,000.

Accordingly, TCTA is considered a small transit provider and is exempt from additional Title VI requirements applicable to large transit providers, including rider demographic surveys and certain service and fare equity analyses.

11. Service Standards and Policies

The Tuolumne County Transit Agency (TCTA) has established service standards and policies to promote the fair and equitable delivery of public transportation services throughout Tuolumne County. These standards assist the agency in evaluating service performance, identifying opportunities for improvement, and ensuring that transit resources are allocated in a consistent and nondiscriminatory manner.

Service standards and policies are periodically reviewed and may be modified based on changes in service demand, available funding, community needs, and Board direction.

Vehicle Capacity

TCTA seeks to maintain passenger loads at levels that provide a safe and comfortable rider experience and generally avoid standee conditions except during special events or unusual demand periods.

Vehicle Assignment Policy: Bus assignments take into account the operating characteristics of the buses in the Tuolumne County Transit fixed-route fleet. Buses are matched to the route's operating characteristics. For example, smaller vehicles are used on less-traveled routes, such as the upcoming Tuolumne route, and larger buses on busier routes, such as the downtown Sonora route.

Vehicle Headway Standards

Because TCTA operates a rural transit system with scheduled fixed-route service, headways vary by route, available resources, and community demand. Service frequencies are established through periodic planning efforts and Board direction.

On-Time Performance Standards

TCTA strives to maintain an on-time performance goal of 90 percent, with buses considered on time when departing no more than one minute early and no more than five minutes late from designated timepoints.

Service Availability Standards

TCTA seeks to provide transit services that improve access to:

- Employment centers
- Medical facilities
- Educational institutions
- Shopping areas
- Government services
- Recreational opportunities

Transit Amenities Target: System-wide, bus stops should be provided at locations serving 5 or more passengers per day, and shelters provided at locations serving 10 or more passengers per day. The installation of surveillance cameras and improved lighting has been completed at various bus stops as needed.

Systemwide, most Tuolumne County stops have some type of improvement. Typically, this entails a bus stop pole with a sign at the top and a rotating kiosk displaying routes and pickup times. In high-use areas, TCTA has installed a bus stop shelter that provides protection from the sun and inclement weather, along with a bench.

The long-term goal for Tuolumne County Transit's bus stop program is to have information and amenities at every stop where pickups are made. This will make accessing the system viable for a larger number of users and is consistent with making public transportation an attractive and affordable complement to automobile ownership.

12. Equity Analysis

The Tuolumne County Transit Agency (TCTA) is committed to ensuring that public transportation services are provided in an equitable and nondiscriminatory manner. Demographic information, public outreach, and service performance are considered when evaluating transit services, facilities, and investments to ensure that minority and low-income populations are not subjected to disproportionately high and adverse impacts.

TCTA recognizes that public transportation is particularly important for seniors, persons with disabilities, low-income individuals, minority populations, and persons without access to private vehicles.

Service Area Demographics

Tuolumne County is characterized by dispersed rural communities, an aging population, and varying levels of income and transportation access. These demographic characteristics influence transportation needs and contribute to demand for public transit services.

Based upon available demographic information, service characteristics, public outreach efforts, and current transit service patterns, TCTA has not identified any evidence that its transit services, facilities, or outreach activities result in disproportionately high and adverse effects on minority or low-income populations.

TCTA will continue to monitor demographic trends, service performance, public feedback, and community needs to ensure that transportation services remain equitable, accessible, and responsive to the needs of all members of the community.

Service Equity Considerations

TCTA's transit services are intended to provide equitable access to employment centers, educational institutions, medical facilities, government services, shopping destinations, and recreational opportunities throughout the county.

The agency considers demographic information, public feedback, ridership trends, and operational considerations when evaluating potential service modifications and future investments.

Examples of services that support equitable access include:

- Countywide Dial-A-Ride services;
- ADA complementary paratransit services;
- Service to major medical facilities;
- Transit connections to educational institutions;
- Affordable fare programs and reduced fare options;
- Special event transportation services; and
- Ongoing community outreach efforts.

Minority, Low-Income, Senior, and Disabled Populations

Tuolumne County has a higher proportion of older adults than many areas of California and contains dispersed rural communities that may experience

transportation barriers. Minority and low-income populations, seniors, and persons with disabilities are important transit-dependent populations that are considered during transportation planning efforts and service evaluations.

13. Board Memberships

The Federal Transit Administration requires recipients to provide information regarding the racial composition and gender makeup of the non-elected governing body or board of directors and to identify the method by which members are selected.

The Tuolumne County Transit Agency Board of Directors consists of representatives appointed by the Tuolumne County Board of Supervisors and the Sonora City Council.

Board members are appointed in accordance with the Joint Powers Agreement establishing the Tuolumne County Transit Agency.

TCTA Board Membership

Board Member	Appointing Agency	Race/Ethnicity	Gender
Andy Merrill	City of Sonora	(to be collected)	Male
Mark Plummer	City of Sonora	(to be collected)	Male
Mike Holland	Tuolumne County	(to be collected)	Male
Steve Grier	Tuolumne County	(to be collected)	Male
Ryan Hahn	At Large Member	(to be collected)	Male

Members of the TCTA Board of Directors are appointed by their respective governing bodies and serve in accordance with the provisions of the Joint Powers Agreement.

Appointments are made through publicly noticed meetings and are subject to applicable state and local laws governing public agencies.

Minority Representation on Committees

The Tuolumne County Transportation Council maintains a Social Services Transportation Advisory Council (SSTAC) pursuant to California Public Utilities Code Section 99238.

Membership requirements and representation categories are prescribed by State law, and appointments are made through publicly noticed actions of the Tuolumne County Transportation Council.

The SSTAC serves in an advisory capacity regarding unmet transit needs and transportation planning activities.

Because membership categories are established by State statute and are not selected by TCTA based upon demographic characteristics, TCTA does not maintain any transit-related non-elected committees for which additional minority representation reporting requirements apply under FTA Circular 4702.1B.

Subrecipient Monitoring

The Tuolumne County Transit Agency (TCTA) does not currently pass Federal Transit Administration (FTA) financial assistance directly to any subrecipients.

Accordingly, TCTA does not currently maintain any subrecipient agreements requiring Title VI monitoring activities, reporting requirements, or compliance reviews.

Should TCTA provide FTA funding to a subrecipient in the future, the agency will implement appropriate monitoring procedures to ensure compliance with Title VI requirements, including:

- Collection and review of Title VI programs and assurances;
- Periodic compliance monitoring;
- Documentation of complaint procedures and records retention practices; and
- Submission schedules and reporting requirements consistent with applicable Federal Transit Administration guidance.

14. Appendices