

IN THE BOARD OF COMMISSIONERS OF THE STATE OF OREGON

FOR THE COUNTY OF YAMHILL

SITTING FOR THE TRANSACTION OF COUNTY BUSINESS

In the Matter of Adopting the Yamhill County            )  
Transit Area Civil Rights Title VI and Limited        )       BOARD ORDER 16- 158  
English Proficiency Plan; and Declaring an            )  
Emergency.                                                        )

THE BOARD OF COMMISSIONERS OF YAMHILL COUNTY, OREGON ("the Board") sat for the transaction of county business in formal session on April 28, 2016, Commissioners Mary Starrett, Stan Primozech, and Allen Springer, being present.

THE BOARD MAKES THE FOLLOWING FINDINGS:

WHEREAS the Yamhill County Transit Area (YCTA) is required per FTA Circular 4207.1b to adopt a Civil Rights Title VI and English Proficiency Plan; and

WHEREAS YCTA is committed to nondiscrimination on the basis of race, color, sex, or national origin and the protection of civil rights; and

WHEREAS in furtherance of this commitment YCTA and Yamhill County wish to adopt the following attached Civil Rights Title VI and Limited English Proficiency Plan with Appendixes A through F, including but not limited to the Non-Discrimination Policy (Appendix A), the Limited English Proficiency Plan (Appendix D) and the Title VI Service Standards and Policies (Appendix F); and

NOW, THEREFORE,

IT IS HEREBY ORDERED BY THE BOARD that it hereby adopts the Civil Rights Title VI and Limited English Proficiency Plan with Appendixes A through F, attached hereto as Exhibit A and incorporated herein by this reference, including but not limited to the Non-Discrimination Policy (Appendix A), the Limited English Proficiency Plan (Appendix D) and the Title VI Service Standards and Policies (Appendix F).

*(Signature Page to Follow)*

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DONE at McMinnville, Oregon on April 28, 2016.

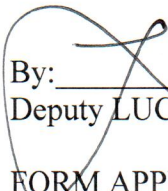
ATTEST

YAMHILL COUNTY BOARD OF COMMISSIONERS

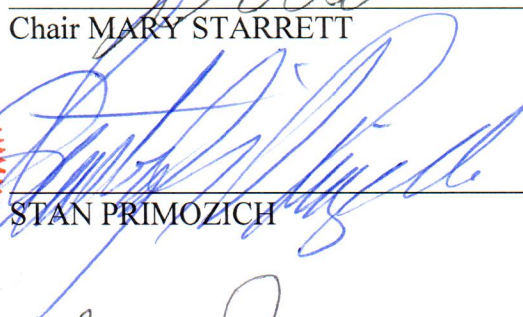
BRIAN VAN BERGEN

County Clerk

Chair MARY STARRETT

By: 

Deputy LUCY FLORES MENDEZ

  
STAN PRIMOZICH

FORM APPROVED BY:



CHRISTIAN BOENISCH

County Legal Counsel

  
ALLEN SPRINGER

Exhibit A  
(see attached)

# 2016 Civil Rights Program

Title VI, Limited English Proficiency Plan



Cynthia Thompson  
Transit Manager  
535 NE 5<sup>th</sup> St  
McMinnville, OR 97128  
Phone: 503-474-4910  
Email: [thompsonc@co.yamhill.or.us](mailto:thompsonc@co.yamhill.or.us)



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## Appendices

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## Introduction

This program reflects Yamhill County's commitment to ensuring that no person shall, on the ground of race, color, or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity provided by the County.

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

## Signed Policy Statement

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

## Notification of YCTA's Title VI obligations

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

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

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

A sample specific notifications can be found in Appendix B.

## Filing a Title VI Complaint

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

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

- Name, mailing address, and how to contact complainant (i.e., telephone number, email address, etc.)

- How, when, where and why complainant alleges s/he was discriminated against. Include the location, names and contact information of any witnesses.
- Other significant information.

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

Mail:

Yamhill County Transit Area (YCTA)  
Transit Manager  
535 NE 5<sup>th</sup> St  
McMinnville, OR 97128

## **Record of Title VI investigations, complaints, or lawsuits**

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

## **YCTA's Limited English Proficiency Outreach Plan**

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

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

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

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



## **Summary of Public Participation Efforts**

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

The primary mechanisms for the public to participate is to attend the quarterly Transit Advisory Committee meetings; the quarterly Special Transportation Fund Advisory Committee STFAC meetings or the Yamhill County Board of Commissioners meetings. These meetings are advertised in the local paper and are open public meetings. All three meetings are held in locations that are wheelchair accessible.

YCTA complies with grant-related public involvement requirements as defined by grant application documents. The following is a summary of YCTA's public participation efforts over the last reporting cycle.

- Special Transportation Advisory Committee Meetings (Quarterly 2012-2015)
- Yamhill County Commission Public meetings regarding transit service changes and related fare issues (June 2012)
- Outreach efforts – employer, community, booths or other activities (summer 2012-2015)
- YCTA website updates including the Google Translator tool. This tool instantly
- Translates all pages on the website into more than 80 languages. (Winter 2014)
- Implemented contract with Certified Languages International, a telephone interpretation service that allows individuals to speak and receive information from customer service staff in their native language. (March, 2016). Implemented contract with Passport to Languages for written translation of documents/brochures etc. (February 2016).

## **Overview of YCTA Service Standards and Policies**

The Yamhill County Commission adopted the YCTA Service Standards and Policies document on April 28, 2016 it can be found in Attachment F.



## **Appendix A: Signed Non-Discrimination Policy Statement**



535 NE 5<sup>th</sup> Street  
McMinnville, Oregon 97128  
503-474-4900 or 503-538-7433  
[www.yctransitarea.org](http://www.yctransitarea.org)

### **Yamhill County Yamhill County Transit Area Non-Discrimination Policy Statement**

Title VI of the Civil Rights Act of 1964 states:

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

Yamhill County – Yamhill County Transit Area is committed to complying with the requirements of Title VI in all of its programs and activities.

A handwritten signature in cursive script, appearing to read "Cynthia Thompson", written in dark ink.

Cynthia Thompson  
Transit Manager

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

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

### **PUBLIC NOTICE Title VI Non-Discrimination Policy**

#### **Yamhill County Transit Area respects civil rights**

Yamhill County and Yamhill County Transit Area (YCTA) operate equal opportunity programs without regard to race, color, religion, sex, sexual orientation, national origin, marital status, disability or age in accordance with Title VI of the Civil Rights Act, ORS Chapter 659A or other applicable law. For more information, contact the Transit Manager at 503-474-4910, Oregon Relay Service 800-735-2900 or email: [ycta@co.yamhill.or.us](mailto:ycta@co.yamhill.or.us)

#### **Yamhill County Transit Area's Title VI Policy Statement**

Title VI of the Civil Rights Act of 1964 states:

"No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." Yamhill County Transit Area is committed to complying with the requirements of Title VI in all of its programs and activities.

#### **Making a Title VI Complaint**

Any person who believes that they have been aggrieved by an unlawful discrimination practice under Title VI may file a complaint with Yamhill County Transit Area a county service district of Yamhill County. Such complaints must be made in writing and filed with Yamhill County within 180 days following the date of the alleged discrimination occurrence. For information on how to file a complaint, contact YCTA by any of the methods provided below: Complaint forms may be downloaded from our website at [www.yctransitarea.org](http://www.yctransitarea.org)

#### **Mail:**

Yamhill County Transit Area (YCTA)  
Transit Manager  
535 NE 5<sup>th</sup> St  
McMinnville, OR 97128

#### **Phone** 503-474-4910

Oregon Relay Service 800 735-2900

#### **FAX: 503-434-7553**

**Email:** [ycta@co.yamhill.or.us](mailto:ycta@co.yamhill.or.us)

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

If information is needed in another language, please call 503-474-4900 and the YCTA dispatcher will connect you with Certified Languages International interpretation service for information in customer's native language.



## Appendix C: Title VI Complaint Procedure

1. Title VI of the Civil Rights Act of 1964 states that no person in the United States shall, on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. Any person who believes that he or she, has been subjected to discrimination prohibited by Title VI of the Civil Rights Act of 1964, may file a complaint with Yamhill County/Yamhill County Transit Area (YCTA). A complaint may also be filed by a representative on behalf of such a person. All complaints will be referred to the Yamhill County Transit Manager for review and action.
2. In order to have the complaint considered under this procedure, the complainant must file the complaint no later than 180 days after:
  - a) The date of alleged act of discrimination; or
  - b) Where there has been a continuing course of conduct, the date on which that conduct was discontinued.

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

3. Complaints shall be in writing and shall be signed by the complainant and/or the complainant's representative. Complaints shall set forth as fully as possible the facts and circumstances surrounding the alleged discrimination. In the event that a person makes a verbal complaint of discrimination to an officer or employee of YCTA, the person shall be interviewed by the Yamhill County Transit Manager. If necessary, the Transit Manager will assist the person in reducing the complaint to writing and submit the written version of the complaint to the person for signature. The complaint shall then be handled according to YCTA's investigative procedures.
4. Within 10 days, the Yamhill County Transit Manager will acknowledge receipt of the allegation, inform the complainant of action taken or proposed action to process the allegation, and advise the complainant of other avenues of redress available, such as ODOT and USDOT.
5. The recipient will advise ODOT and/or USDOT within 10 days of receipt of the allegations. Generally, the following information will be included in every notification to ODOT and/or USDOT:
  - a) Name, address, and phone number of the complainant.
  - b) Name(s) and address(es) of alleged discriminating official(s).
  - c) Basis of complaint (i.e., race, color, or national origin)
  - d) Date of alleged discriminatory act(s).
  - e) Date of complaint received by the recipient.
  - f) A statement of the complaint.
  - g) Other agencies (state, local or Federal) where the complaint has been filed.

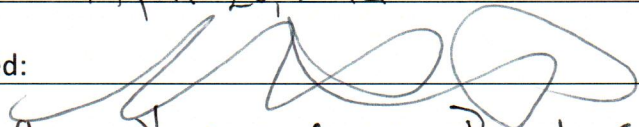


- h) An explanation of the actions the YCTA has taken or proposed to resolve the issue in the complaint.
6. Within 60 days, the Yamhill County Transit Manager will conduct an investigation of the allegation and based on the information obtained, will render a recommendation for action in a report of findings to the Yamhill County Attorney. The complaint should be resolved by informal means whenever possible. Such informal attempts and their results will be summarized in the report of findings.
  7. Within 90 days of receipt of the complaint, the Yamhill County Manager will notify the complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the complainant of his/her appeal rights with ODOT, or USDOT, if they are dissatisfied with the final decision rendered by YCTA. The Yamhill County Transit Manager will also provide ODOT and/or USDOT with a copy of this decision and summary of findings upon completion of the investigation.
  8. Contacts for the different Title VI administrative jurisdictions are as follows:

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

## Appendix D: Adopted Limited English Plan 2016-19

### LIMITED ENGLISH PROFICIENT (LEP) PLAN

Adopted: April 28, 2016  
Signed:   
Title: Chair, Yamhill County Board of Commissioners

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

#### Four Factor Analysis:

##### **1) The nature and importance of service provided by YCTA**

YCTA provides important transit services to Yamhill County through its fixed route, general public dial-a-ride, and paratransit service. YCTA serves the transit needs of Yamhill County and provides critical regional links to two providers: The TriMet System in Hillsboro at the MAX station and in the City of Tigard at the Tigard Transit Center and to the Salem Cherriots System at the Glen Creek Transit Center.

##### **2) The number or proportion of LEP persons in the service area.**

Data was gathered from the following sources to identify information on persons who speak languages other than English at home, who speak English less than very well and are therefore classified as limited English proficient or "LEP":

##### **2010 Census Data**

- Census Bureau's 2008-2012 American Community Survey 5-Year Estimates
- Department of Labor LEP Special Tabulation website

A review of the census data and 2008-12 American Community Survey Estimates on the numbers of LEP persons revealed that in Yamhill County the highest percentage of total population 5 years and over that spoke a language other than English at home are Spanish speakers.

The number of Spanish speaking individuals is estimated to have remained about the same (just over 11%) since the 2000 Census and the number of identified LEP population among this group that speaks English less than "very well" is also estimated to have stayed about the same with about just over half of the Spanish speaking population having some difficulty or about 5.6% of the total Yamhill County population.



The second largest LEP populations in Yamhill County are Indo-European (likely Russian) and Asian (likely Vietnamese) which equals less than 3% of the total population. The most recent American Community Service (2014) information on limited English Speakers can be found below:

U.S. Census Bureau

AMERICAN  
FactFinder



S1601

LANGUAGE SPOKEN AT HOME

2010-2014 American Community Survey 5-Year Estimates

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

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

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

| Subject                             | Yamhill County, Oregon |                 |                                        |                 |                                     |
|-------------------------------------|------------------------|-----------------|----------------------------------------|-----------------|-------------------------------------|
|                                     | Total                  |                 | Percent of specified language speakers |                 |                                     |
|                                     |                        |                 | Speak English "very well"              |                 | Speak English less than "very well" |
|                                     | Estimate               | Margin of Error | Estimate                               | Margin of Error | Estimate                            |
| Population 5 years and over         | 94,440                 | +/-90           | 93.6%                                  | +/-0.7          | 6.2%                                |
| Speak only English                  | 85.6%                  | +/-0.8          | (X)                                    | (X)             | (X)                                 |
| Speak a language other than English | 14.4%                  | +/-0.8          | 56.9%                                  | +/-4.5          | 43.1%                               |
| Spanish or Spanish Creole           | 11.5%                  | +/-0.7          | 51.3%                                  | +/-5.0          | 48.7%                               |
| Other Indo-European languages       | 1.5%                   | +/-0.4          | 90.1%                                  | +/-6.4          | 9.9%                                |
| Asian and Pacific Island languages  | 1.2%                   | +/-0.3          | 65.1%                                  | +/-10.7         | 34.9%                               |
| Other languages                     | 0.2%                   | +/-0.2          | 83.6%                                  | +/-16.3         | 16.4%                               |
| SPEAK A LANGUAGE OTHER THAN ENGLISH |                        |                 |                                        |                 |                                     |
| Spanish or Spanish Creole           | 10,897                 | +/-644          | 51.3%                                  | +/-5.0          | 48.7%                               |
| 5-17 years                          | 3,034                  | +/-326          | 75.1%                                  | +/-10.7         | 24.9%                               |
| 18-64 years                         | 7,289                  | +/-419          | 43.5%                                  | +/-5.3          | 56.5%                               |
| 65 years and over                   | 574                    | +/-103          | 24.9%                                  | +/-11.4         | 75.1%                               |
| Other Indo-European languages       | 1,398                  | +/-387          | 90.1%                                  | +/-6.4          | 9.9%                                |
| 5-17 years                          | 211                    | +/-150          | 96.7%                                  | +/-5.7          | 3.3%                                |
| 18-64 years                         | 871                    | +/-247          | 91.0%                                  | +/-9.0          | 9.0%                                |
| 65 years and over                   | 316                    | +/-129          | 83.2%                                  | +/-13.4         | 16.8%                               |
| Asian and Pacific Island languages  | 1,139                  | +/-291          | 65.1%                                  | +/-10.7         | 34.9%                               |
| 5-17 years                          | 253                    | +/-141          | 80.2%                                  | +/-17.9         | 19.8%                               |
| 18-64 years                         | 775                    | +/-201          | 57.9%                                  | +/-13.4         | 42.1%                               |
| 65 years and over                   | 111                    | +/-66           | 80.2%                                  | +/-28.1         | 19.8%                               |
| Other languages                     | 171                    | +/-159          | 83.6%                                  | +/-16.3         | 16.4%                               |
| 5-17 years                          | 62                     | +/-86           | 87.1%                                  | +/-36.7         | 12.9%                               |
| 18-64 years                         | 108                    | +/-107          | 82.4%                                  | +/-30.7         | 17.6%                               |
| 65 years and over                   | 1                      | +/-2            | 0.0%                                   | +/-100.0        | 100.0%                              |
| CITIZENS 18 YEARS AND OVER          |                        |                 |                                        |                 |                                     |
| All citizens 18 years and over      | 70,586                 | +/-535          | 96.1%                                  | +/-0.5          | 1.9%                                |
| Speak only English                  | 93.0%                  | +/-0.9          | (X)                                    | (X)             | (X)                                 |
| Speak a language other than English | 7.0%                   | +/-0.9          | 72.8%                                  | +/-5.4          | 27.2%                               |
| Spanish or Spanish Creole           | 4.8%                   | +/-0.7          | 68.2%                                  | +/-7.3          | 31.8%                               |
| Other languages                     | 2.2%                   | +/-0.5          | 83.1%                                  | +/-8.0          | 16.9%                               |



### **3) The frequency with which LEP individuals come into contact with the service**

YCTA serves LEP individuals daily via our buses, paratransit, demand response services, and community programs. YCTA has a translator system in place for the customer phone service line. YCTA receives an average of 4 call(s) per month that requires translation and has had 2 requests for languages other than Spanish.

All YCTA buses are being stocked with “I Speak/ Yo Hablo” cards and “YCTA Comment” cards in both Spanish and English. Passengers will be able to submit a comment, question, or complaint and request that someone contact them in Spanish or English so they may have full and effective access to YCTA services and programs.

As can be seen in the maps in Appendix E, YCTA provides meaningful transit coverage throughout Yamhill County. Areas with high low-income or minority populations are served consistently throughout the service day, and access from those areas to stops is readily available. A full overview of our service standards as they relate to service provision can be found in Appendix F.

### **4) The resources available to the recipient of the federal funds to assure meaningful access to the service by LEP persons**

YCTA has been providing information in Spanish such as surveys, bus routes, schedules and fares, public service announcements and general information on the website. In addition, YCTA upon request has provided interpreters at public meetings. Prior to 2016, an employee of First Transit (YCTA’s service provider) provided translation services over the phone. In March, 2016 YCTA entered into a contract with Certified Languages International a translation service to provide translation for the customer service information line.

To better gauge the LEP population served, YCTA operators are now encouraged to hand out a Spanish/English “Yo Hablo/I Speak” card to passengers who need a translator to have full and effective access to services and programs. The bus operator records and reports how many of these cards were distributed on a daily basis when they submit their end of shift reports.

### **5) Construction**

YCTA has not completed the construction of any facilities since the last Title VI program was approved – and does not anticipate the construction of any facilities (other than the placement of bus shelters or stops) over the next three years. YCTA has outlined its service standards for shelter placement in Appendix F.

### **6) Minority Representation on Planning or Advisory Boards**

YCTA’s main advisory board is the Yamhill Transit Advisory Committee. This committee is made up of 11 community members representing the ten municipalities in Yamhill County and the Confederated Tribes of Grand Ronde and a liaison from the Special Transportation Fund Advisory Committee. Members serve a three-year term. Member terms are staggered to ensure some consistency on the board.

As a vacancy on the committee becomes available the YCTA solicits interest, recommendations and applications from various community organizations throughout the County. The applications are reviewed by the YCTA committee members and Transit Manager. The final selection is made

by the YCTA Board (Board of Commissioners) based on the recommendations of the YCTA Committee and Manager. Currently the committee includes one minority member who represents the Grand Ronde tribe.

**Implementation Plan:**

Based on the four factor analysis, YCTA recognizes the need to continue providing language services in the region. A review of YCTA's relevant programs, activities and services that are being offered or will be offered by the County as of March 2016 include:

- Spanish speaking representatives are available upon request.
- Route and Schedule brochures available in English and Spanish.
- Route and schedule information are available for Google translation into Spanish or a variety of other languages on the YCTA website.
- Transit surveys conducted by YCTA will be made available in Spanish.
- Specific public meetings related to the service planning, capital planning or major fare or service change efforts will be held with the Spanish speaking community in Yamhill County. Information will be provided in Spanish and translators will be available on site to help with questions or concerns.



YCTA's outreach and marketing initiatives have yielded a list of community organizations that provide service to populations with limited English proficiency. The following list of community organizations and school systems in the area will be contacted to assist in gathering information and to see what transit services are most frequently needed by the LEP population in Yamhill County.

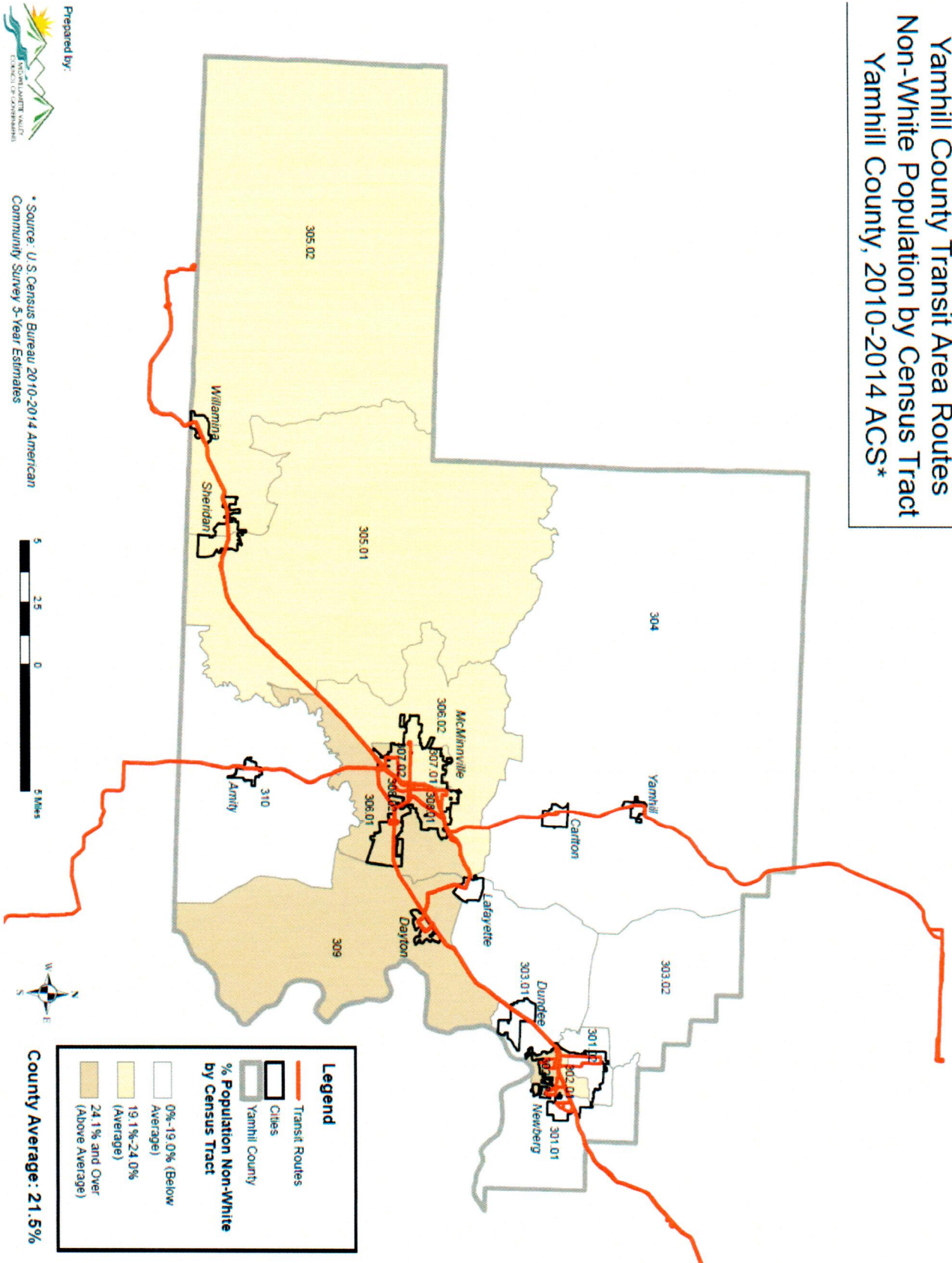
| Organization/Location                                     | Contact Person      | Title                                   | Phone         | Address                                            |
|-----------------------------------------------------------|---------------------|-----------------------------------------|---------------|----------------------------------------------------|
| McMinnville Public Library                                |                     |                                         | 503-435-5562  | 225 NW Adams St., McMinnville, OR 97128            |
| Newberg Public Library                                    |                     |                                         | 503-538-7323  | 503 E Hancock St, Newberg, OR 97132                |
| Yamhill County Family & Youth Services                    |                     |                                         | 503-434-7462  | 420 NE 5th St, McMinnville, OR 97128               |
| Virginia Garcia Memorial Health Center-Newberg            |                     |                                         | 971- 281-3000 | 2251 E. Hancock St., Suite 103 Newberg, OR 97132   |
| Virginia Garcia Memorial Health Center-McMinnville        |                     |                                         | 503- 472-1338 | 115 N.E. May Lane, McMinnville, OR 97128           |
| Lutheran Community Services                               | Jordan Robinson     | Area Director                           | 503-472-4020  | 617 NE Davis St McMinnville, OR 97128              |
| Yamhill Co Public Health Dept.                            |                     |                                         | 503- 434-7525 | 412 NE Ford Street McMinnville, OR 97128           |
| Unidos Yamhill County                                     | Sally Godard        | Executive Director                      |               |                                                    |
| Latino Advocacy Coalition                                 | Julie               |                                         | 503-687-1488  |                                                    |
| Yamhill County Action Partnership                         | Jeff Sargent        | Executive Director                      | 503-883-4172  | 1317 Northeast Dustin Court, McMinnville, OR 97128 |
| Yamhill Community Care Organization                       | Miriam Corona       | Community Engagement Coordinator        | 503-455-8047  | 807 NE Third Street McMinnville, OR 97128          |
| Yamhill Community Care Organization                       | Emily Johnson       | Community Health Improvement Specialist | 503-376-7428  | 807 NE Third Street McMinnville, OR 97128          |
| Head Start of Yamhill County                              |                     |                                         | 503-472-2000  | 2045 SW Hwy 18, McMinnville OR 97128               |
| <b>Media</b>                                              |                     |                                         |               |                                                    |
| El Hispanic News                                          | Melanie Davis       | Owner/Publisher                         | 503-228-3139  | 1405 Jantzen Beach Center, Portland, OR 97217      |
| El Hispanic News                                          | Larry Lewis         | Advertising                             | 503-512-9065  | 1405 Jantzen Beach Center, Portland, OR 97217      |
| Univision Portland                                        |                     |                                         |               | 2153 NE Sandy Blvd, Portland, OR 97232             |
| <b>Schools</b>                                            |                     |                                         |               |                                                    |
| Linfield Center (Linfield College)                        | Jeff Peterson       | NW Director-Professor                   |               | 900 SE Baker St, McMinnville, OR 97128             |
| Chemeketa Community College                               | Betsy Earls         | Board Chairperson                       | 503-472-9482  | 288 NE Norton Ln, McMinnville, OR 97128            |
| McMinnville School District, The EL/Migrant Program Dept. | Kristine Frack      | Coordinator                             | 503-565-4010  | 1500 NE Baker Street, McMinnville, OR 97128        |
| Newberg School District, ELL and Migrant Program Services | Kym LeBlanc-Esparza | Superintendent                          | 503-554-5019  | 714 E. Sixth, Newberg, OR 97132                    |
| Dayton School District                                    | Janelle Beers       | Superintendent                          | 503-864-2215  | 780 Ferry Street * PO Box 219, Dayton, OR 97114    |
| Amity School District                                     | Jeff Clark          | Superintendent                          | 503-835-2171  | 807 Trade Street, Amity, OR 97101                  |
| Sheridan School District                                  | Steven Sugg         | Superintendent                          | 971-261-6959  | 435 South Bridge St., Sheridan, OR 97378           |
| Yamhill/Carlton School District                           | Charan Cline        | Superintendent                          | 503-852-6980  | 120 N Larch Place, Yamhill, OR 97148               |
| <b>Churches</b>                                           |                     |                                         |               |                                                    |
| Baker Creek Community Church                              | Israel Valdez       | Pastor                                  | 503-434-5541  | 325 NW Baker Creek, McMinnville, OR 97128          |
| Centro Cristiano Penecostes de McMinnville                |                     |                                         | 503-472-6264  | 903 SW Cedarwood Ave, McMinnville, OR 97128        |
| McMinnville Spanish SDA Church                            | Juan Miguel         | Pastor                                  | 503-472-1559  | 2020 NW Birch St., McMinnville, OR 97128           |
| St Michael-San Miguel's Episcopal                         | Roberto Arciniega   | Reverend                                | 503-538-3080  | 110 S Everest Rd, Newberg, OR 97132                |
| St. Peter Catholic Church/Iglesia Catolica De San Pedro   | Don Gutmann         | Padre                                   | 503-538-4312  | 2315 N Main St., Newberg, OR 97132                 |

YCTA will continue to contact the community organizations that serve LEP persons, as well LEP individuals themselves, and perform a four factor analysis every three years to identify what, if any, additional information or activities might better improve YCTA services to assure non-discriminatory service to LEP persons. YCTA will then evaluate the projected financial and personnel needed to provide the requested services and assess which of these can be provided cost-effectively.



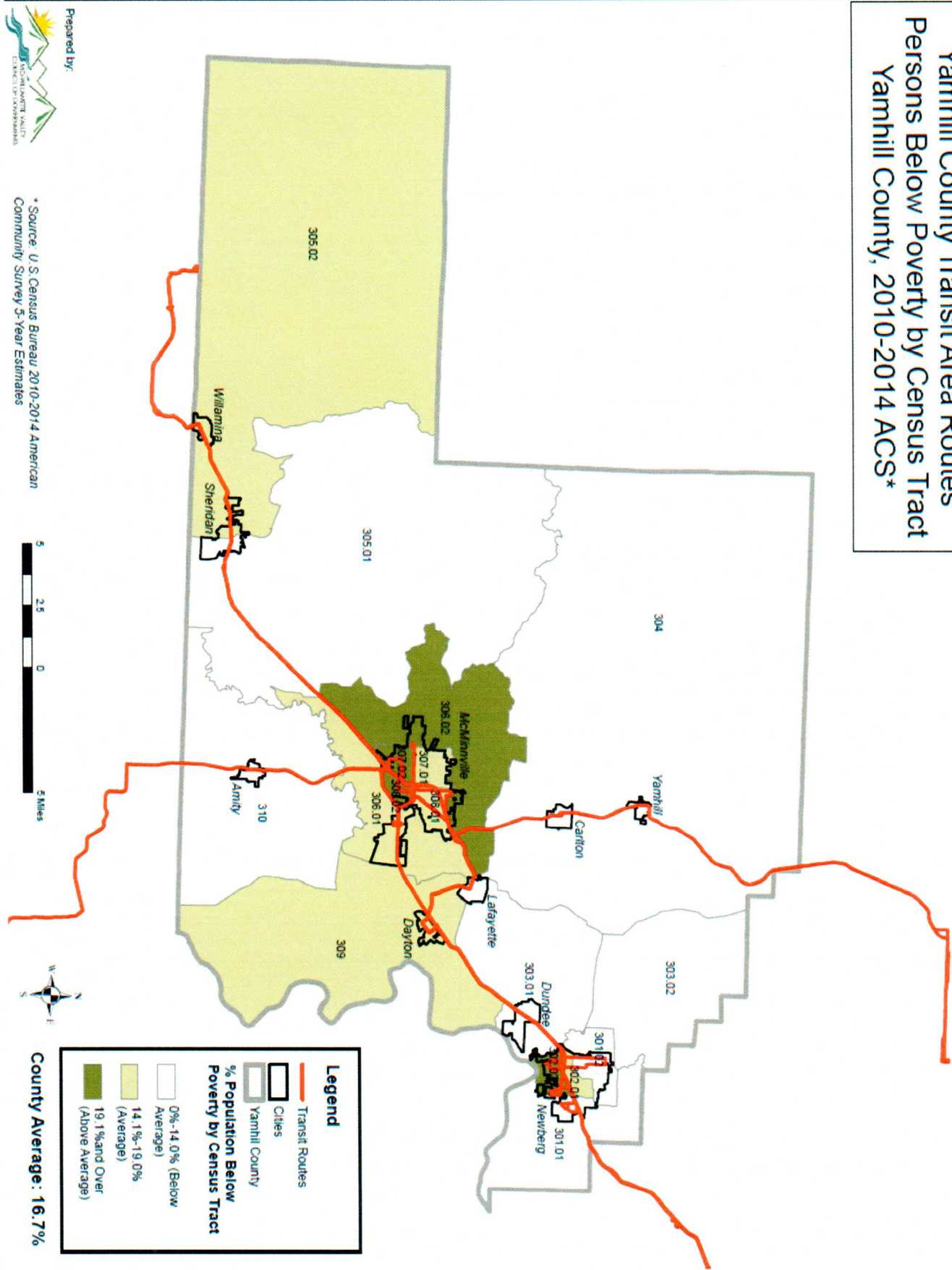
# Appendix E: Environmental Equity Service Maps

## Yamhill County Transit Area Routes Non-White Population by Census Tract Yamhill County, 2010-2014 ACS\*



Appendix E: Environmental Equity Service Maps

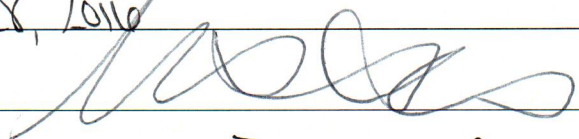
Yamhill County Transit Area Routes  
Persons Below Poverty by Census Tract  
Yamhill County, 2010-2014 ACS\*





## Appendix F: YCTA Title VI Standards & Policies

### YCTA - TITLE VI STANDARDS AND POLICIES

Adopted: April 28, 2016  
Signed:   
Title: Chair, Yamhill County Board of Commissioners

Pursuant to requirements set forth in The Federal Transit Administration's (FTA) Circular 4702.1B, Yamhill County Transit Area (YCTA) must establish and monitor its performance under quantitative Service Standards and qualitative Service Policies. The service standards contained herein are used to develop and maintain efficient and effective fixed-route transit service.

This Title VI 2016 Service Standards and Policies document is the first formal service standard document for YCTA.

#### FTA Title VI Standards & Policies

The FTA requires all fixed-route transit providers of public transportation to develop quantitative standards and qualitative policies for the indicators below:

- A. Vehicle Load Standard
- B. Vehicle Headway Standard
- C. On-time Performance Standard
- D. Service Availability Standard
- E. Vehicle Assignment Policy
- F. Transit Amenities Policy

**(VEHICLE) PASSENGER LOAD FACTOR** - Standards for passenger capacity are used to determine if a bus is overcrowded. Yamhill County has a wide variety of buses of different sizes and types that serve the community.

**Standard:** YCTA's standard for all routes for Maximum Load Factor is 1.3. However, YCTA does provide exceptions to this rule as in the case of freeway express buses traveling more than 55 mph or where bus size doesn't allow for passengers to stand safely. Passenger and driver safety is the primary driver behind this standard. Currently none of our vehicles exceed the maximum load factor on any of the routes we serve.

**Measure:** Vehicle load issues will be measured through customer complaints, driver feedback & supervisor on-board reviews.

**VEHICLE HEADWAY** - Vehicle headway (a.k.a service frequency) is the measurement of the frequency of service and is the scheduled time between two trips traveling in the same direction on the same route at a given location. YCTA provides both residential and commuter service.

**Standard:** The chart below shows the targeted headways for each route.

| <u>Route</u>                                   | <u>Commute Period</u>               | <u>Base Period</u> | <u>Type of Service</u>          |
|------------------------------------------------|-------------------------------------|--------------------|---------------------------------|
| Route 11<br>McMinnville -<br>Salem             | 90 min                              |                    | Out of town commuter<br>express |
| Route 22 –<br>McMinnville –<br>Grand Ronde     | 120 min                             |                    | Out of town commuter            |
| Route 44 –<br>McMinnville –<br>Tigard via 99W  | 60 – 120 min<br>With one express    |                    | Out of town commuter            |
| Route 33 –<br>McMinnville -<br>Hillsboro       | 2 hour – 3 hour<br>With one express |                    | Out of town commuter            |
| Route 3 –<br>McMinnville City<br>Loop          | 60 min                              | 60 min             | Local Route                     |
| Route 2 –<br>McMinnville East-<br>West Express | 60 min                              | 60 min             | Local Route                     |
| Route 5-<br>Newberg Local                      | 60 min                              | 60 min             | Local Route                     |
| Route 7-<br>Newberg                            | 60 min                              | 60 min             | Local Route                     |



**Measure:** Ensure that schedule changes of 25% or more will go through a Title VI review process. This will ensure that YCTA meets the expectation of Title VI that the minority/disadvantaged population will be provided no less service than the non-minority/non disadvantaged populations.

**ON-TIME PERFORMANCE** – On-time performance is a measure of trips completed as scheduled.

**Standard:** YCTA has set a standard that at least 90% of all trips will run on time. YCTA measures on-time performance through bus schedule adherence. A bus is considered on time if it is within a window of +/- 20 minutes of the schedule at any time point, late is defined as more than 20 minutes after the scheduled departure time, and early is defined as anything before the scheduled departure time.

**Measure:** Schedule adherence will be measured through ride checks, field checks, and trip reports. As such, on-time performance data for each route will represent a sampling of all trips. Note: We plan to update our information collection system once a new transit technology system has been implemented (likely 2017).

**SERVICE AVAILABILITY** - Service availability (a.k.a. service access) is a general measure of the distribution of routes within the YCT service area.

**Standard:** YCTA's goal is to ensure that major population centers within the County are served with some transit service.

**Measure:** Service access is determined by mapping population concentrations within the County and then ensuring that a minimum of 75% of the population within those areas are within ¼ mile of a route. This information is then compared to the County's low-income and minority populations to ensure equity. The Environmental Equity Maps in Appendix E show the existing relationship.

**VEHICLE ASSIGNMENT POLICY** - Vehicle assignment refers to the process by which transit vehicles are placed into service in on routes throughout the YCTA's system

**Standard:** Vehicles are rotated throughout the YCTA system, with newer vehicles serving all areas of the system. Specific vehicles are assigned to routes only when required by operating conditions (e.g., in cases where a smaller bus is required to provide service on narrower streets).

**Measure:** Daily assignments are reviewed to ensure that the most equitable distribution is made. Generally, within the County, the same buses serve both the minority/disadvantaged neighborhoods and the non-minority/non-disadvantaged neighborhoods. As such, there is no pattern of providing poorer quality vehicles in minority or disadvantaged neighborhoods.

**DISTRIBUTION OF TRANSIT AMENITIES** - Distribution of Transit Amenities is a general measure of the distribution of transit amenities (items of comfort, convenience and safety) available to the general riding public

**Standard:**     Bus stop signs: YCTA operates with flag stops in McMinnville and Newberg for the local route service. The commuter routes have specified stops but currently there are only a few bus stop signs. YCTA is currently working with County staff and local jurisdictions to develop a comprehensive map with all bus stop locations identified. Once this project is complete, YCTA will ensure that bus stops are easily identifiable, safe, and accessible places to wait for the bus.

Shelters: Currently, YCTA shelters have been placed at major stops with either 10 or more boarding's per day or at locations where there is a need for shelter for customers with special needs. In addition, the ten local jurisdictions within Yamhill County identified locations where they approved shelter placement. The Transit Development Plan is underway and through this planning process criteria will be established for future shelter placement. YCTA will use ridership, customer need, and the local jurisdiction's priority locations as the primary criterion for determining shelter placement when public funds are used. Minimum threshold for shelter consideration is an average of 10 or more boarding's per weekday. A seat bench is included with all shelters.

Trash can placements: Trash cans are provided at all shelters. They are located so as to not block ADA pads or pedestrian walkways. At other stops, trash cans are provided on an as needed basis.

**Measure:**     The distribution of transit amenities is determined by demand and special needs. Annually, YCTA reviews ridership levels to make decisions on how limited federal resources should be spent. Currently, passenger amenities are spread equitably throughout the YCTA service area.