



2024

Civil Rights Program

Title VI, Limited English Proficiency Plan



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Introduction

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

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

Signed Policy Statement

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

Notification of Yamhill County Transit Area's Title VI obligations

Yamhill County Transit Area (YCTA) publicizes its Title VI program by posting information in English and Spanish, its commitment to providing services without regard to race, color, or national origin, age, disability, sex, income level, and Limited English Proficiency in all buses, at the Yamhill County Transit Center, in the Yamhill County Administrative Building, the driver breakroom, and the Yamhill County Transit Area's administrative office. Furthermore, Yamhill County Transit Area provides information regarding obligations on the YCTA website www.ycbus.org.

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

- A statement that Yamhill County operates programs without regard to race, color, or national origin, age disability, sex, income level, and Limited English Proficiency
- Contact information for questions or comments about Yamhill County Transit Area's non-discrimination policies or to file a complaint

A sample specific notification can be found in *Appendix B*.

Filing a Title VI Complaint

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

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

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

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

Mail:

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

ODOT Office of Civil Rights-MS 23
800 Airport Road SE
Salem, OR 97301

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

Record of Title VI investigations, complaints, or lawsuits

To date, Yamhill County Transit Area has had no Title VI complaints, investigations, or lawsuits filed in the past 7 years.

Yamhill County Transit Area's Limited English Proficiency Outreach Plan

A full copy of Yamhill County Transit Area's outreach plan for individuals with limited English proficiency can be found in *Appendix D*. 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 Yamhill County Transit Area available in Spanish
- Public meetings with translators available upon request

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

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

Summary of Public Participation Efforts

The Yamhill County Transit Area'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 Yamhill County Transit Advisory Committee meetings; Yamhill County Transit Advisory Committee (YCTAC) meetings held January, April, July, and October or the Yamhill County Board of Directors meetings held as needed or the Yamhill County Board of Commissioners meetings held every Thursday. These meetings are advertised in the local paper and are open public meetings. All three meetings are held in locations that are wheelchair accessible. Translators are available upon request.

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

- Yamhill County Transit Advisory Committee (YCTAC) meetings are public meetings. YCTAC serves as State Transportation Improvement Fund Advisory Committee. Public meetings are held quarterly, January, April, July, and October
- Yamhill County Transit Board of Directors meetings are public meetings and held weekly as needed.
- Yamhill County Board of Commissioners meetings are public meetings held weekly, any regarding transit related items are held as needed.
- Outreach efforts – employer, community, booths, or other activities
- Yamhill County Transit website updates including the Google Translator tool. This tool instantly translates pages on the website into more than 80 languages.
- Certified Languages International, a telephone interpretation service that allows individuals to speak and receive information from customer service staff in their native language (2023–2025)
- Passport to Languages for written translation of documents, brochures, etc. (2023–2025)
- Customer information such as bus schedules, Title VI documents, comment forms, etc. are provided in Spanish on the website.
- Printed bus schedules are available in English and Spanish and are distributed throughout Yamhill County at key locations, libraries, city hall, transit hubs, senior centers and available on all Yamhill County buses and at the Transit Center
- 2017/2018 Transit Development Plan (TDP) outreach efforts: Yamhill County Transit conducted surveys online and on-board buses in English and Spanish. Yamhill County Transit staff attended the local leadership group for the Latino community and presented the TDP and service proposals (*Appendix G Transit Development Plan Title VI summary*)

Overview of Yamhill County Transit Service Standards and Policies

The Yamhill County Board of Directors and Board of Commissioners adopted the Yamhill County Transit Development Plan (TDP) in October 2018. Service Standards and Policies are included in the TDP. It can be found in *Appendix F*

Appendix A

Signed Non-Discrimination Policy Statement



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, religion, sex, 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 and all its programs and activities.

Cynthia Thompson

Cynthia Thompson
Transit Manager

Appendix B

Title VI Notice to the Public of Non-Discrimination

YAMHILL COUNTY TRANSIT AREA (YCTA) RESPECTS CIVIL & ADA RIGHTS

Yamhill County Transit Area (YCTA) operates its programs without regard to race, color, religion, sex, national origin, marital status, age, disability, and Limited English Proficiency, in accordance with Title VI of the Civil Rights Act, ORS Chapter 659A, Title II of the ADA, or other applicable law. For more information contact Cynthia Thompson, Transit Manager by phone at 503.474.4910 or email at thompsonc@yamhillcounty.gov.

YAMHILL COUNTY TRANSIT AREA (YCTAC) 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, religion, sex 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.”

YCTA is committed to complying with the requirements of Title VI for all federally funded programs and activities.

MAKING A TITLE VI OR ADA COMPLAINT

Any person who believes he or she has been aggrieved by an unlawful discriminatory practice under Title VI or Title II may file a complaint with Yamhill County Transit Area within 180 days following the date of the alleged discriminatory occurrence.

REASONABLE MODIFICATIONS

Reasonable modifications in policies, practices, or procedures are available to avoid discrimination on the basis of disability. To request an accommodation please contact Yamhill County Transit Area's Transit Manager, Cynthia Thompson by phone 503.474.4910 or by email thompsonc@yamhillcounty.gov.

ACCESSIBLE FORMATS

Accessible formats are available upon request. To initiate a request, please contact Yamhill County Transit by phone 503.474.4900. Dial “711” for text-to-voice relay.

Have you filed this complaint with any other federal, state, or local agency or with any court?

Yes No

If yes, check and identify all that apply:

Federal Agency _____

Federal Court _____

State Agency _____

State Court _____

Local Agency _____

Local Court _____

Please provide information for a contact person at the Agency or Court where the complaint was filed:

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone: _____

Email: _____

Please sign below. You may attach any additional written materials or other information you believe is relevant to your complaint.

Signature

Date

Please send completed form to:

Mail:

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

Email:

info@ycbus.org

In person:

11260 Durham Lane
Building A
McMinnville, Oregon 97128

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, religion, sex, 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/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. A complaint may also be filed by a representative on behalf of such person. All complaints will be referred to the Yamhill County Transit Manager for review and action.
2. 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 Yamhill County Transit Area may extend the time for filing or waive the time limit in the interest of justice if Yamhill County Transit Area 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. If a person makes a verbal complaint of discrimination to an officer or employee of Yamhill County Transit Area, 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 the Yamhill County Transit Area’s investigative procedures.
4. Within 30 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. Yamhill County Transit Area will advise ODOT and/or USDOT within 10 days of receipt of the allegations. Generally, the following information will be included in every notification of ODOT and/or USDOT:
 - a. Name, address, and phone number of the complainant(s)
 - 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 complaint
 - g. Other agencies (state, local, or Federal) where the complaint has been filed
 - h. An explanation of the actions Yamhill County Transit Area has taken or proposed to resolve the issue in the complaint.
6. Within 60 days, the Yamhill County Transit Manager will investigate the allegation and based on the information obtained, will render a recommendation for action in a report of findings to the Yamhill County Legal Counsel and the Yamhill County Transit Area Board of Directors. The Board of Directors will vote on action based on the report finding. The Board’s final decision will be sent to the complainant. The complaint should be resolved by informal means

whenever possible. Such informal attempts and their results will be summarized in the report findings.

7. Within 90 days of receipt of the complaint, the Yamhill County Transit Manager will notify the complainant in writing of the final decision reached by Yamhill County Legal Counsel and Yamhill County Transit Area Board of Directors, including the proposed disposition of the matter. The notification will advise the complainant of his/her appeal rights with ODOT and/or USDOT, if they are dissatisfied with the final decision rendered by Yamhill County Transit Area. 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. Contact 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 Avenue, SE
Washington, DC 20590

Appendix D

Adopted Limited English Plan (LEP) 2024-2026

Limited English Proficiency (LEP) Plan

Adopted _____

Signed: _____

Title _____

Yamhill County Transit Area 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). Yamhill County Transit Area 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 Yamhill County Transit Area**
Yamhill County Transit Area provides important transit services to Yamhill County through its fixed route, general public Dial-A-Ride, and Paratransit service. Yamhill County Transit Area services the transit needs of Yamhill County and provides critical regional links to four (4) providers:
 - a. Cherriots in Salem at the Glen Creek Transit Center
 - b. TriMet in Tigard at the Max Station and in the City of Tigard at the Tigard Transit Center
 - c. Tillamook County Transportation District (TCTD) in Grand Ronde at Spirit Mt Casino
 - d. Grove Link in Forest Grove through Ride Connection & TriMet
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 less than very well and are therefore classified as limited English proficient of “LEP”

2020 Census Data

- Census Bureau’s 2017-2021 American Community Survey (ACS) 5-year Estimates

A review of the census data and the 2017-2021 American Community Survey 5-year estimates on the number of LEP persons revealed that in Yamhill County the highest percentage of total population 5 years and over that spoke a language other than English at home are Spanish speakers.

The number of Spanish speaking individuals is estimated to be approximately 12.6% of the total population and the number of identified LEP population among this group that speaks English less than “very well” is established at 5% of Total Population. Refer to table 1 below for details regarding LEP population’s ability to speak English in Yamhill County,

Table 1 Ability to Speak English in Yamhill County

Language Spoken at Home	Estimate	Margin of Error
Population 5 years and older	101,169	+/-96
Speak only English	88,421	+/-915
Speak a language other than English	12,748	+/-881
SPEAK A LANGUAGE OTHER THAN ENGLISH		
Spanish	10,320	+/-765
5 to 17 years	2,820	+/-441
Speak English "very well"	2,153	+/-379
Speak English less than "very well"	667	+/-313
18 to 64 years	6,909	+/-535
Speak English "very well"	3,567	+/-503
Speak English less than "very well"	3,342	+/-660
64 years and over	591	+/-170
Speak English "very well"	326	+/-173
Speak English less than "very well"	265	+/-133
Other Indo-European languages	1,055	+/-257
5 to 17 years	128	+/-83
Speak English "very well"	49	+/-60
Speak English less than "very well"	8	+/-12
18 to 64 years	918	+/-201
Speak English "very well"	589	+/-158
Speak English less than "very well"	1662	+/-118
64 years and over	78	+/-54
Speak English "very well"	189	+/-94
Speak English less than "very well"	58	+/-66
Other languages	249	+/-200
5 to 17 years	128	+/-83
Speak English "very well"	0	+/-30
Speak English less than "very well"	0	+/-30
18 to 64 years	918	+/-201
Speak English "very well"	426	+/-195
Speak English less than "very well"	7	+/-10
64 years and over	29	+/-27
Speak English "very well"	29	+/-27
Speak English less than "very well"	0	+/-30

3. The frequency with which LEP individuals encounter the service.

Yamhill County Transit Area serves LEP individuals daily via our buses, paratransit, demand response services, and community programs. Yamhill County Transit has a translator system in place for the customer phone service line. Yamhill County Transit receives an average of 15 calls per month that require translation. (These 15 calls required Spanish translation).

All Yamhill County Transit buses are stocked with Certified Language brochures and “Yamhill County Transit comment card in both English and Spanish. Passengers will be able to submit a comment, question, or complaint and request that someone contact them in English or Spanish so they may have full and effective access to Yamhill County Transit services and programs.

As you can see in the maps in *Appendix E*, Yamhill County Transit 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/performance measures 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.

Yamhill County Transit Area 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, Yamhill County Transit upon request has provided interpreters at public meetings.

To better gauge the LEP population served, Yamhill County Transit operators distribute Certified Language Brochures which offers 63 languages and provides a number for non-English speaking 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 daily when they submit their end of shift reports. Yamhill County Transit installed bus shelter graphics that include the Certified Languages translation service phone number at 20 shelter locations throughout Yamhill County.

5. Construction

Yamhill County Transit Area has not completed the construction of any facilities since the last Title VI was approved and does not anticipate the construction of any facilities (other than the placement of bus shelters or stops) over the next three (3) years. Yamhill County Transit has outlined its service standards for shelter placement in the Transit Development Plan. *Appendix H*

6. Minority representation on Planning or Advisory Boards

Yamhill County Transit Area’s main advisory board is the Yamhill County Transit Advisory Committee (YCTAC). 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 Yamhill County Board of Commissioners. Membership criteria is based on the requirements of the State Transportation Improvement Fund (STIF) rules for membership. YCTAC members meet these requirements. 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 YCTAC solicits interest, recommendations, and applications from various community organizations throughout Yamhill County. The applications are reviewed by the YCTAC Committee members and the Transit Manager. The final selection is made by the Yamhill County Board of Directors (Yamhill County Board of Commissioners) based on the recommendations of the YCTA Committee and Transit Manager. Currently the committee includes one minority member who represents the Grand Ronde tribe and one minority member representing the Latino community. Yamhill County Transit Area will continually seek minority representation when vacancies occur.

7. Implementation plan

Based on the four-factor analysis, Yamhill County Transit Area recognizes the need to continue providing language services in the region. A review of Yamhill County Transit's relevant programs, activities, and services that are being offered or will be offered by Yamhill County as of July 2024 include:

- Spanish speaking representatives are available on 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 Yamhill County Transit website, www.ycbus.org
- Transit surveys conducted by Yamhill County Transit will be made available in Spanish.
- Specific public meetings related to the service planning, capital planning, 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.
- Certified Languages International brochures with 26 languages and contact information for translation will be distributed on the bus to any LEP riders.
- All documents such as Americans with Disabilities Plan, Procurement Plan, Transit Development Plan, etc. are available in Spanish upon request and this is clearly stated on the Yamhill County Transit website.
- Yamhill County Transit service providers are encouraged to employ Spanish speaking dispatchers and operators.
- Yamhill County Transit staff recruit LEP members or representatives of LEP populations to serve on YCTAC.
- Yamhill County Transit prepared a 2024 survey in English and Spanish to be distributed to community partners to conduct outreach to the LEP populations. YCT's goal is to seek input on improving communication with limited English speaking populations and to offer to provide presentations to any community that is interested in learning more about YCT services.

Yamhill County Transit Area'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 most are frequently needed by the LEP population in Yamhill County.

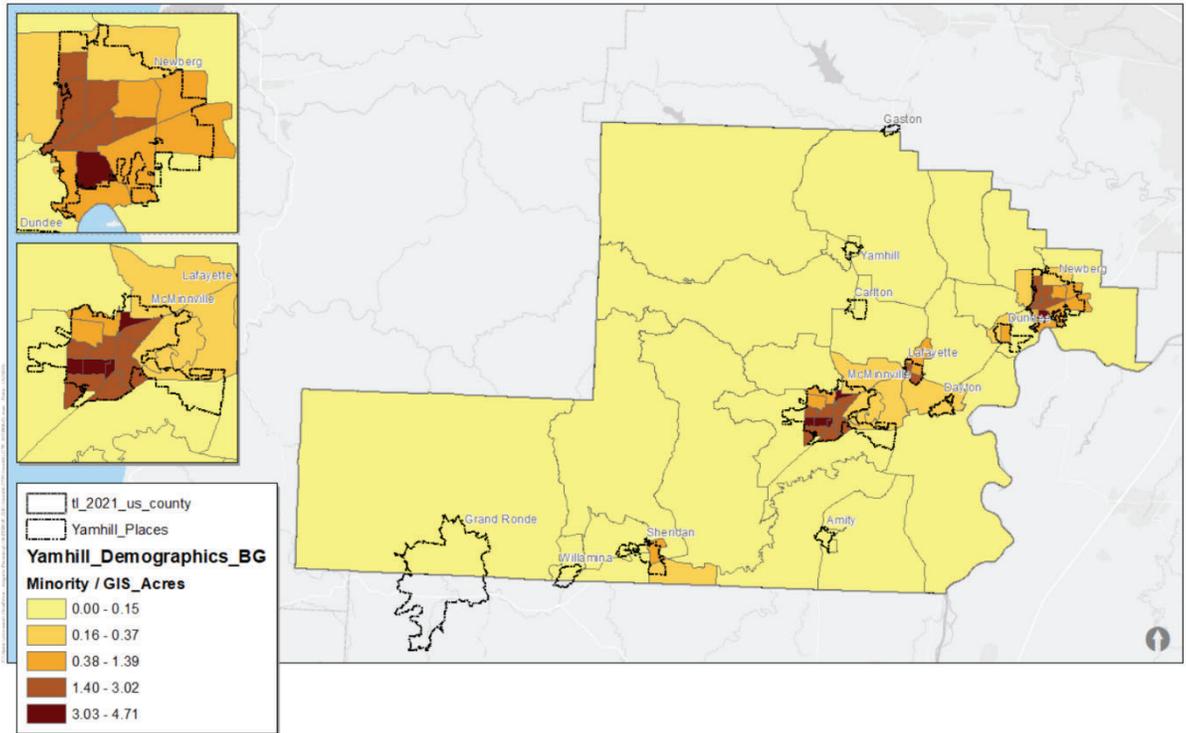
Organization	Contact	Title	Phone	Email
McMinnville Public Library	Jenny Berg	Director	503.435.5562	jenny.berg@mcminnvilleregon.gov
Newberg Public Library	Bobbye Hernandez	Latino Services	503.538.7323	bobbye.hernandez@newbergoregon.gov
YC Family & Youth Services	Jason Henness	Program Manager	503.434.7462	hennessj@co.yamhill.or.us
Virginia Garcia Health Center	Kasi Woidyla	Public Relations	503.352.8612	Kwoidyla@vgmhc.org
Lutheran Community Services	Jordan Robinson	Director	503.472.4020	jordanrobinson@lcsnw.org
YC Public Health	Traci Dawson	Operations Manager	503.434.7523	dawsont@co.yamhill.or.us
Unidos	Alejandra Cortes	Outreach & Enrollment	503.583.6126	info@unidosyamhillcounty.org
Latino Advocacy Coalition	Miriam Corona	Director	503.687.1488	info@unidosyamhillcounty.org
YCAP	Amber Hansen-Moore	Deputy Director	503.883.4172	amberh@yamhillcap.org
YCCO	Miriam Corona	Community Engagement Coordinator	503.376.4720	info@yamhillcco.org
YCCO	Emily Johnson	Community Health	503.376.7428	ejohnson@yamhillcco.org
Head Start	Suey Linzmeier	Director	503.472.2000	slinzmeier@yamhillheadstart.org
Media				
El Hispanic News	Melanie Davis	Owner	503.228.3139	nekabue@elhispanicnews.com
El Hispanic News	Miguel Cobian	Advertising	503.512.9065	sales@brilliantmedia.companay
Univision	Alejandra Santamaria	General Manager	503.963.2622	news@kunptv.com
Schools				
Linfield University	Kelly Williams Brown	Public Relations Manager	503.883.2364	kbrown6@linfield.edu
Chemeketa Community College	Marie Hulett	Executive Director	503.399.2530	
McMinnville School District	Kristian Frack	Coordinator EL/Migrant Programs	503.565.4010	kfrack@msd.k12.or.us
Newberg School District	Jillian Felizarta	ELL Tosa	503.554.5037	felizartaj@newberg.k12.or.us
Newberg School District	Stephen Phillips	Superintendent	503.554.5000	phillipss@newberg.k12.or.us
Dayton School District	Steven Sugg	Superintendent	503.864.2215	stephen.sugg@dayton.k12.or.us
Amity School District	Jeff Clark	Superintendent	503.835.2171	jeff.clark@amity.d12.or.us
Sheridan School District	Dorie Vickery	Superintendent	971.261.6959	dorie.vickery@sheridan.k12.or.us
Willamina School District	Carrie Zimbrick	Superintendent	503.876.1500	carrie.zimbrick@willamina.k12.or.us
Yamhill/Carlton School District	Clint Raever	Superintendent	503.852.6980	raeverc@ycschools.org
Churches				
Baker Creek Community Church	Israel Valdez	Pastor	503.434.5541	
Centro Cristiano Penecostes de McMinnville			503.472.6264	
McMinnville Spanish SDA Church	Juan Miguel	Pastor	503.472.1559	
St Michael-San Miguel's Episcopal	Roberto Arciniega	Reverend	503.538.3080	
St Peter Catholic Church-Iglesia Catolica de San Pedro	Don Gutmann	Padre	503.538.4312	

Yamhill County Transit Area will continue to contact the community organizations that serve LEP persons, as well as LEP individuals themselves, and perform four-factor analysis every three years to identify what, if any, additional information, or activities might better improve Yamhill County Transit services to assure non-discriminatory service to LEP persons. Yamhill County Transit 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

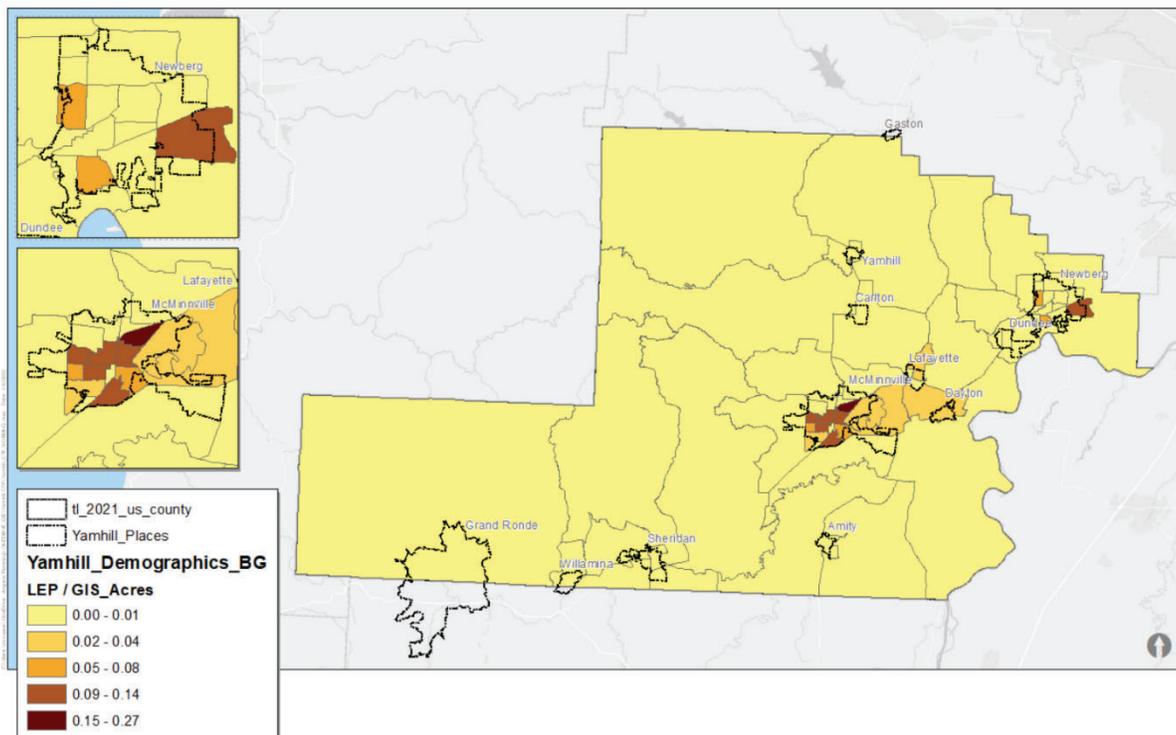
Non-white & Non-Hispanic Population



Appendix E

Environmental Equity Service Maps

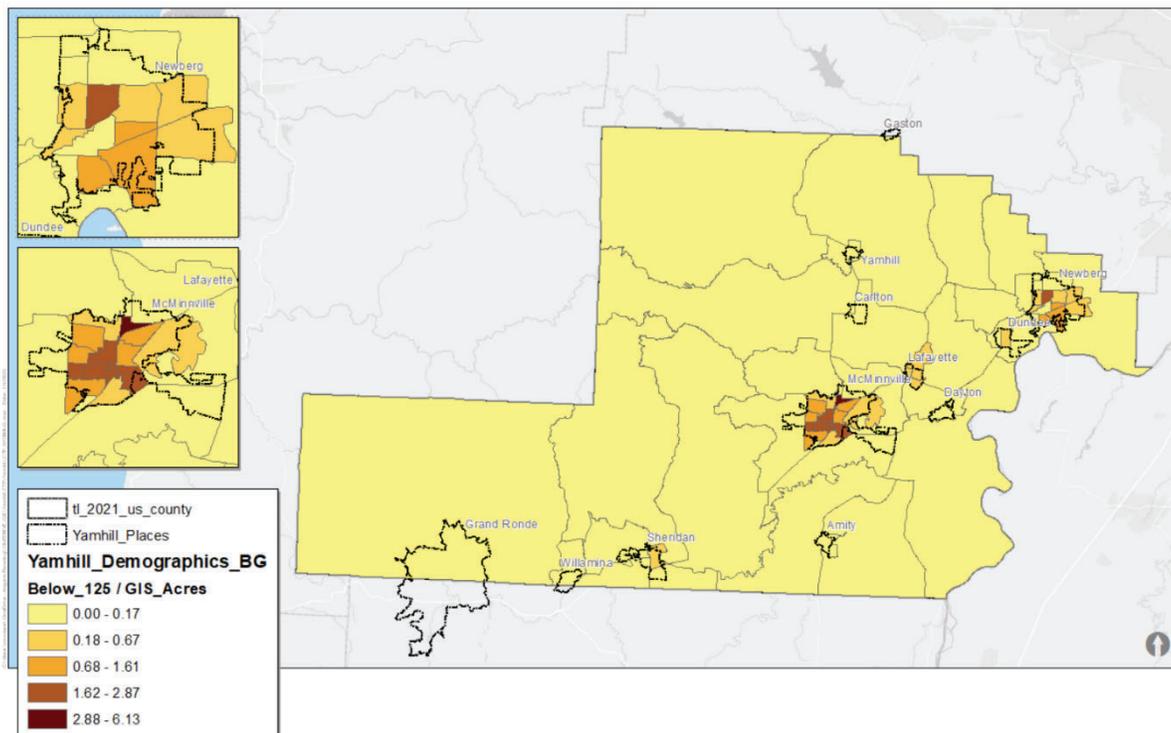
Households with Limited English Spoken



Appendix E

Environmental Equity Services Maps

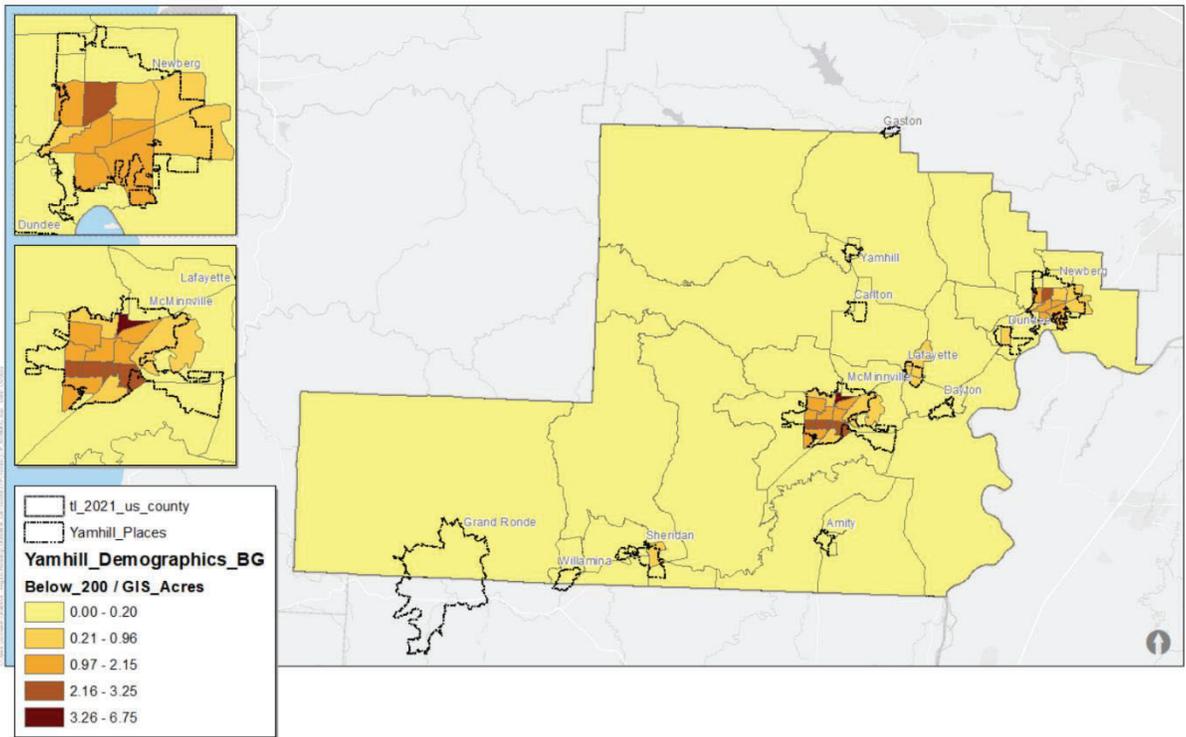
People below 125% Poverty



Appendix E

Environmental Equity Service Maps

People below 200% Poverty



Appendix F

Yamhill County Transit Title VI Standards & Policies

Yamhill County Transit – Title VI Standards and Policies

Adopted _____

Signature _____

Title _____

Pursuant to requirements set forth in The Federal Transit Administration’s (FTA) Circular 4702.1B Yamhill County Transit Area 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 2024 Service Standards and Policies document is the third (3rd) formal service standard document for Yamhill County Transit Area.

FTA Title VI Standards and 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 service the community.

Standard:

Yamhill County Transit’s standard for all routes for Maximum Load Factor is 1.3. However, Yamhill County Transit does provide exceptions to this rule as in the case of freeway express buses traveling more than 55mph or where bus size doesn’t allow for passengers to stand safely. Passenger and driver safety are 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, and 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 directions on the same route at a given time. Yamhill County Transit provides both residential and commuter service.

Standard:

The following chart shows the targeted headways for each route.

YAMHILL COUNTY TRANSIT ROUTE SUMMARIES TABLE					
Route #	Route Name	Local/Intercity	Service Days	Headways	Span of Service
1	McMinnville South Loop	Local	Weekdays	60 Minutes	8:30 am-5:55 pm
2	McMinnville East Loop	Local	Weekdays	60 Minutes	7:01 am-5:30 pm
3	McMinnville North Route	Local	Weekdays	60 Minutes	8:04 am-5:30 pm
4	McMinnville West Loop	Local	Weekdays	60 Minutes	7:30 am-5:57 pm
11	McMinnville to West Salem	Intercity	Weekdays	Approximately 40 minutes McMinnville to Salem departure times: 6:00 am, 7:35 am, 12:00 pm, 4:00 pm, 5:40pm. Salem to McMinnville departure times: 6:45 am, 8:20 am, 12:52 pm, 4:50 pm, 6:30 pm.	6:00 am-7:10 pm
22	McMinnville to Grand Ronde	Intercity	Weekdays & Saturdays	Approximately 2 hours Mon-Fri: McMinnville to Grand Ronde departure times: 4:25 am, 6:25 am, 8:14 am, 10:40 am, 12:30 pm, 2:25 pm, 4:45 pm, 6:40 pm Grand Ronde to McMinnville departure times: 5:25 am, 7:20 am, 9:38 am, 11:35 am, 1:25 pm, 3:20 pm, 5:40 pm, 7:40 pm Sat: McMinnville to Grand Ronde departure times: 8:18 am, 10:48 am, 1:18 pm, 3:48 pm Grand Ronde to McMinnville departure times: 9:26 am, 11:56 am, 2:26 pm, 4:45 pm	Weekdays: 4:25 am-8:30 pm Saturdays: 8:18 am-5:48 pm
33	McMinnville to Hillsboro	Intercity	Weekdays	Approximately 50 minutes McMinnville to Hillsboro departure times: 5:45 am, 10:32 am, 1:02 pm, 3:32 pm, 6:02 pm. Hillsboro to McMinnville departure times: 6:54 am, 11:50 am, 2:20 pm, 4:35 pm, 7:05 pm	5:45 am-8:09 pm

	McMinnville to Tigar Transit Center	Intercity	Weekdays & Saturdays	Approximately 90 minutes Mon-Fri: McMinnville to Tigar departure times: 5:10 am, 6:25 am, 7:25 am, 10:35 am, 12:15 pm, 1:28 pm, 3:20 pm, 5:40 pm, 6:12 pm Tigar to McMinnville departure times: 7:52 am, 8:44 am, 12:02 pm, 1:38 pm, 2:56 pm, 4:50 pm, 6:24 pm, 7:04 pm, 7:39 pm Sat: McMinnville to Tigar departure times: 7:48 am, 10:28 am, 2:03 pm, 4:43 pm Tigar to McMinnville departure times: 9:23 am, 12:03 pm, 3:38 pm, 6:18 pm	Weekdays: 5:10 am-8:49 pm Saturdays: 7:48 am-7:43 pm
45x	McMinnville to Tigar Transit Center	Intercity	Weekdays	Approximately 60 minutes McMinnville to Tigar departure time: 5:05 am Tigar to McMinnville departure time: 6:42 am	5:05 am-7:59 am

Measure:

Ensure that schedule changes of 25% or more will go through a Title VI review process. This will ensure that Yamhill County Transit 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:

Transit has set a standard that at least 90% of trips will run on time. Yamhill County Transit measures on-time performance through Yamhill County us schedule adherence. A bus is considered on time if it is no more than 1 minute early or 5 minutes late at any time point.

Measure:

Yamhill County Transit purchased scheduling software and real time fixed route software in 2019. These tools provide on-time performance data for each route and for the demand response services.

SERVICE AVAILABILITY – Service availability (a.k.a. service access) is a general measure of the distribution of routes within the Yamhill County service area.

Standard:

Yamhill County Transit’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 a 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 relationships.

VEHICLE ASSIGNMENT POLICY – Vehicle assignment refers to the process by which transit vehicles are placed into service on routes throughout the Yamhill County Transit system.

Standard:

Vehicles are rotated throughout the Yamhill County 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, with 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/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: Yamhill County Transit operates with flag stops in McMinnville and Newberg for the local service route. The commuter routes have specified stops but currently there are only a few bus stop sign locations. Yamhill County Transit has completed an updated comprehensive map with all bus stop locations. A bus stop installation plan is being developed during this 2024–2027 Title VI planning period. Once this project is complete, it will ensure that bus stops are easily identifiable, safe, and accessible places to wait for the bus.

Shelters: Currently, Yamhill County Transit shelters have been placed at major stops with either 10 or more boardings per day or at locations where there is a need for shelter for customers with special needs. In addition, the 10 local jurisdictions within Yamhill County identified locations where they approved shelter placement. The Transit Development Plan was adopted in October 2018, and it provides recommendations regarding bus stop amenities and types of bus stops based on location, demographics, and activity centers. Yamhill County Transit will use ridership, customer need, and the local jurisdictions 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 boardings per weekday. A seat bench is included with all shelters.

Trash can placement: Trash cans are provided at major transit centers with over 25 daily boardings and not at all shelter locations. If there is a trash can it is located to not block ADA pads of 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, Yamhill County Transit reviews ridership levels to make decisions on how limited federal resources should be spent. Currently, passenger amenities are spread equitable throughout the Yamhill County Transit service area.

Current Demographics and Trends

Transportation is often a primary barrier cited by individuals who are unable to access employment, medical services, and educational opportunities (among other key public services). In relatively rural areas like Yamhill County, transit service often carries a large share of persons who are “transit dependent.” Transit provides people who do not have access to a vehicle or are unable to drive with a crucial lifeline to jobs, services, family and friends, and medical providers.

Presidential Executive Order 12898, issued in 1994, directed federal agencies to “make achieving environmental justice part of (their) mission by identifying and addressing, as appropriate, disproportionately high and adverse human health or environmental effects of its programs, policies and activities on minority and low-income populations.” The order builds on Title VI of the Civil Rights Act of 1964 which prohibits discrimination on the basis of race, color, or national origin.

There are three fundamental principles of environmental justice:

- To avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority and low-income populations.
- To ensure the full and fair participation by all potentially affected communities in the transportation decision making process.
- To prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations.

While not specifically identified by Title VI or the Executive Order, the analysis presented in this section also considers persons aged 65 and older, persons with disabilities, and persons with limited English proficiency. Understanding where these demographic groups are located helps YCTA identify where potential transit customers live and better serve population groups that have unique transportation needs.

Figure 2-3 summarizes transit-dependent populations by city. Several key takeaways include:

- The greatest densities of older adults (age 65 or older) are concentrated in and near McMinnville, Newberg, and Sheridan. Unincorporated areas, where it may be more difficult to access public transportation, have a high share of older adults – 21% of residents, compared to 15% countywide. Population forecasts indicate that the share of older adults in Yamhill County is projected to continue to increase, from approximately 15% of the population currently to 20% by 2035. This demographic trend creates additional demand for public transportation.
- Willamina has a high percentage of both low-income households and people with disabilities compared to the rest of the county. Some types of disabilities may prevent people from driving. Access to transportation is an important factor in allowing persons with disabilities to access services and live independently.
- McMinnville, Newberg, Dayton, and Willamina have the highest percentages of people with low incomes, defined here as earning an annual income less than the federal poverty level (\$12,060 in 2017 for an individual), which is the income-eligibility criteria for various social service programs in Oregon and around the country.

- Lafayette and Dayton have the highest percentage of people who report limited-English speaking proficiency, defined here as people who identify as speaking English “less than well.”
- Dayton, Sheridan, and Amity have the highest share of population that identifies as non-white. Understanding where different racial or ethnic groups are located in the County can help YCTA reach out to and involve different communities in its decision-making.

TDP Volume II, Section 2: TM #2, Chapter 2 provides additional detail on transit-dependent populations.

Appendix H

Shelter Placement

Yamhill County Transit Development Plan | Volume I – FINAL

- **Consider establishing a transit hub at Spirit Mountain Casino**, which is served by YCTA Route 22 as well as TCTD services. The Grand Ronde Tribe, which is completing its own transit plan in 2018, may be a potential funding partner.



Transit Centers

Transit centers are the primary locations where bus routes converge and buses can layover between trips. The McMinnville Transit Center provides facilities for customers and operations staff (e.g., TransDev). Key actions include:

- **Plan for expansion of the downtown McMinnville transit center** by acquiring land as opportunities arise.
- **Establish a downtown transit center in Newberg** with coordinated schedules between Route 44 and local service. While it is appropriate for YCTA and Newberg to take initial steps to plan for a transit center now, the recommended mid-term implementation time frame is intended to allow existing routes to demonstrate increased ridership from proposed near-term service changes and modest stop improvements (including signage/markings at all stops), before making a significant capital investment. The City of Newberg has also proposed providing public right-of-way for an on-street transit center, which could be implemented at lower cost and in an earlier plan time frame.



Park & Ride Lots

Park-and-ride lots are public parking lots that allow people to park their cars and access transit or ridesharing. There are currently no official park-and-ride lots in Yamhill County.¹⁸ YCTA can secure park-and-ride locations through partnership agreements with institutions such as churches that do not utilize their available parking on weekdays. Transit riders would be allowed to park at certain times. Small context-appropriate park & ride lots and drop-off spaces for taxis and ride-hailing services (e.g., Lyft and Uber; see Chapter 9) could also be incorporated into future transit centers, if land is available.

Top: YCTA owns and maintains the McMinnville Transit Center, built in 2013 and funded through the Oregon Department of Transportation's ConnectOregon IV program supplemented with FTA, Yamhill County, and other ODOT funds.

2nd from Top: Tillamook Transit Center includes bus stops along Second Street near City Hall.

Approved by the Yamhill County Board of
Commissioners on 07/18/2024
via Board Order 24-209

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