

**UMPQUA PUBLIC TRANSPORTATION DISTRICT (UPTD)
TITLE VI PROGRAM NONDISCRIMINATION POLICY
AND LIMITED ENGLISH PROFICIENCY (LEP) PLAN**

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Adopted October 11/2021

UPTD Title VI Program and Nondiscrimination Policy including Limited English Proficiency Plan approved and adopted on October 11/2021.

Review and update scheduled for July, 2025.

UMPQUA PUBLIC TRANSPORTATION DISTRICT

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SECTION 1: Introduction

The Umpqua Public Transportation District (UPTD) Title VI Program and Nondiscrimination Policy is intended to demonstrate compliance with the transit provider reporting requirements outlined in FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," effective October 1, 2012 (Federal Register Docket Number FTA– 2011–0054). UPTD has developed a System-wide Title VI/Nondiscrimination Program in compliance with FTA's general reporting requirements for grantees. This UPTD Title VI Program and Nondiscrimination Policy will be updated every three (3) years. Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color or national origin in programs or activities receiving federal financial assistance. Presidential Executive Order 12898 addresses environmental justice in minority and low-income populations. Presidential Executive Order 13166 addresses services to those individuals with limited English proficiency. The rights of women, the elderly and the disabled are protected under related authorities. These Presidential Executive Orders and the related authorities fall under the umbrella of Title VI. UPTD Title VI/Nondiscrimination Program provides leadership, direction and policy to ensure compliance with Title VI of the Civil Rights Act of 1964 and related authorities. UPTD is proud of its policy to ensure that social impacts to communities and people are recognized early and continually throughout the transportation decision-making process.

Policy Statement

A 1994 Presidential Executive Order directed every Federal agency to make environmental justice part of its mission by identifying and addressing the effects of all programs, policies, and activities on "minority populations and low-income populations." The DOT's environmental justice initiatives accomplish this goal by involving the potentially affected public in developing transportation projects that fit harmoniously within their communities without sacrificing safety or mobility.

UPTD assures that no person shall on the grounds of race, color, national origin, sex, age, disability or income status, gender or sexual orientation as provided by Title VI of the Civil Rights Act of 1964, and the Civil Rights Restoration Act of 1987 (P.L. 100.259) be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any program or activity. UPTD further assures every effort will be made to ensure nondiscrimination in all of its programs and activities, whether those programs and activities are federally funded or not.

In the event that UPTD distributes federal aid funds to another entity, UPTD will include Title VI language in all written agreements and will monitor for compliance.

The UPTD General Manager is responsible for initiating and monitoring Title VI activities, preparing required reports and other responsibilities as required.

1.2: Authorities

Title VI of the Civil Rights Act of 1964 provides that no person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance. (Please refer to 23 CFR 200.9 and 49 CFR 21). Title VI of the Civil Rights Act of 1964, 42 United States Code 2000d to 2000-4; 42 United States Code 4601 to 4655; 23 United States Code 109(h); 23 United States Code 324; Department of Transportation Order 1050.2; Executive Order 12250; Executive Order 12898; 29 Code of Federal Regulations 50.3

Civil Rights Restoration Act of 1987 broadened the scope of Title VI coverage by expanding the definition of terms "programs or activities" to include all programs or activities of Federal Aid recipients, sub recipients, and consultants, whether such programs and activities are federally assisted or not (Public Law 100259 [2.557] March 22, 1988. FTA Circular 4702.1B, dated May 13, 2007 "Title VI and Title VI-Dependent Guidelines for Federal Transit Administration Recipients".

The National Environmental Policy Act of 1969 (NEPA) stressed the importance of providing for "all Americans safe, healthful, productive, and esthetically pleasing surroundings", and provided a requirement for taking a "systematic, interdisciplinary approach" to aid in considering environmental and community factors in decision making.

1.3: Federal Transit Administration Civil Rights Assurance

UPTD hereby certifies that as a condition of receiving Federal financial assistance under the Federal Transit Act of 1964, as amended, it will ensure that:

No person on the basis of race, color, national origin, age, gender or sexual orientation will be subjected to discrimination in the level and quality of transportation services and transit-related benefits.

UPTD will compile, maintain, and submit in a timely manner Title VI information required by FTA Circular 4702.1B and in compliance with the Department of Transportation's Title VI regulation, 49 CFR Part 21.9.

The UPTD Board of Directors will make it known to the public that those person or persons alleging discrimination on the basis of race, color, or national origin as it relates to the provision of transportation services and transit-related benefits may file a complaint with the Federal Transit Administration and/or the U.S. Department of Transportation.

UPTD is responsible for ensuring that all sub recipients of FTA funds comply with all applicable federal and state regulations and program requirements.

1.4: Environmental Justice

On February 11, 1994, President Clinton issued Executive Order 12898, "Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations". UPTD recognizes that the goal of Environmental Justice is to ensure that any adverse human health or environmental effects of any government activities do not disproportionately affect minority or low-income populations. We recognize that Environmental Justice does not intend to provide preferential treatment to these populations, but rather fair treatment to all populations.

Specific to transportation, Executive Order 12898 has been issued in order to ensure that all federally funded transportation-related programs, policies, and activities that have the potential to cause adverse effects, specifically consider the effects on minority and low-income populations.

UPTD is committed to the value of protecting individuals from discrimination on the bases primarily of race, color and national origin in transportation programs and activities as required under [Title VI of the 1964 Civil Rights Act](#).

Under the Federal environmental justice guidelines minority and low-income populations are defined as:

- Black - a person having origins in any of the black racial groups of Africa.
- Hispanic - a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race.
- Asian American - a person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands.
- American Indian and Alaskan Native - a person having origins in any of the original people of North America and who maintains cultural identification through tribal affiliation or recognition.
- Low-Income - a person whose household income (or, in the case a community or group, whose median household income) is at or below the U.S. Department of Health and Human Services poverty guidelines.

In order to integrate, into environmental analysis considerations expressed in the DOT Order on Environmental Justice, recipients conducting an analysis of construction projects should incorporate an environmental justice analysis into the National Environmental Policy Act (NEPA) documentation of construction projects.

FTA recommends that recipients preparing an environmental assessment (EA) or an environmental impact statement (EIS) integrate the following components into their documents.

- Description of the low-income and minority population within the study area and the methodology used to identify the population.
- All adverse effects of the project both during and after construction that affect the identified minority and low-income population.
- All positive effects that would affect the identified minority and low-income population.
- All mitigation and environmental enhancement actions incorporated into the project to address the adverse effects.
- The remaining effects, if any, and why further mitigation is not proposed.
- For projects that traverse predominantly minority and low-income and a predominantly non-minority and non-low-income areas, a comparison of mitigation and environmental enhancement actions that affect predominantly low-income and minority areas with mitigation implemented in predominantly non-minority or non-low-income areas.

An environmental justice analysis will be conducted in regards to all construction projects. At a minimum the following factors will be considered:

- A. Does the project area contain higher than average concentrations of traditionally under-served groups when compared to the area surrounding the project area or the city or UPTD as a whole?
- B. Does the project area have a history of other projects or actions that may have had disproportionately high or adverse impacts on the local residents?
- C. Are the areas in which these populations are located subject to disproportionate impacts?
- D. Will the proposed project increase traffic in low-income and minority neighborhoods? If so, will the increase be greater than in non-minority or non-low-income neighborhoods?
- E. Will minority owned businesses that serve a minority or low-income population be impacted by the project?
- F. Will access from minority or low-income neighborhoods to various services or cultural destinations (church, parks, community center) be affected by the proposed project?
- G. Will the project require displacement of any minority or low-income residences? If so, are they disproportionate?
- H. Will the project result in proportional change of minority or low-income household in the area that will have access to transit services reduced?
- I. Are the benefits associated with the project equitable for all segments of society?
- J. Have all groups within the project area been involved in the decision-making or project information process through an effective and thorough public participation effort?

All reasonably foreseeable adverse social, economic, and environmental effects on minority populations and low-income populations must be identified and addressed. Adverse effects include, but are not limited to:

- Bodily impairment, infirmity, illness, or death.
- Air, noise, and water pollution and soil contamination.
- Destruction or disruption of man-made or natural resources.
- Destruction or diminution of aesthetic values.

- Destruction or disruption of community cohesion or a community's economic vitality.
- Destruction or disruption of the availability of public and private facilities and services.
- Vibration.
- Adverse employment effects.
- Displacement of persons, businesses, farms, or nonprofit organizations.
- Increased traffic congestion, isolation, exclusion, or separation of minority or low-income individuals within a given community or from the broader community.
- The denial of, reduction in, or significant delay in the receipt of, benefits of DOT programs, policies, or activities.

In the event that a disproportionately high and adverse human health or environmental effect on minority populations or low-income populations is identified, mitigation including avoidance and minimization will be considered.

In addition, disproportionate impacts on low-income and minority populations will be avoided, if practicable, that is, unless avoiding such disproportionate impacts would result in significant adverse impacts on other important social, economic, or environmental resources.

1.5: Public Transportation Service – UTrans and Umpqua Rides

UPTD UTrans Fixed Route Service

Fixed route bus service known as UPTD is comprised of three fixed routes traveling through Roseburg and three commuter routes in the surrounding areas of Sutherlin, Winston, Myrtle Creek, Riddle and Canyonville.

UPTD Operating Characteristics:

- Three Fixed Routes provide service in Roseburg
- Three Commuter routes connect communities across the county including Sutherlin, Winston, Myrtle Creek, Riddle and Canyonville.
- Blue Line Commuter to Roseburg and Sutherlin
- Winston Greyline Commuter to Roseburg and Winston
- South County Commuter to Roseburg, Winston, Dillard, Myrtle Creek, Tri-City, Riddle and Canyonville.
- Complementary ParaTransit service is available within ¼ of an air mile of the Roseburg hourly fixed route service for people with disabilities that prevent them from using the regular fixed route bus service.

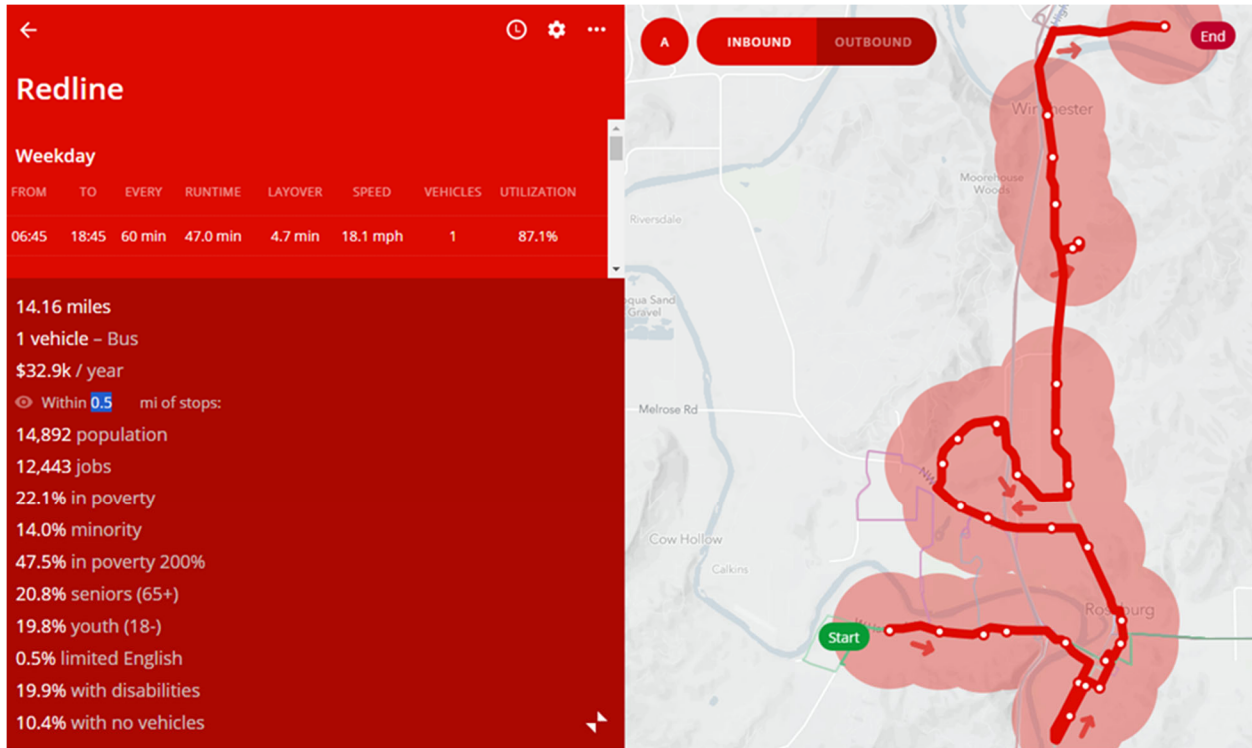
Service is not available on Sundays or on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day or Christmas Day.

Umpqua Rides Demand Response Service

Umpqua Rides Demand Response service may be scheduled on a space available basis for any destination within the County as well as scheduled trips to Coos Bay, Cottage Grove and Wolf Creek with seating priority given to seniors and people with disabilities.

1.6: Public Transportation Service Maps

Roseburg Redline Southbound Fixed Route Service



Schedule Revised 1/04/2021

Stop No.	Location	AM								PM								New Expanded Hours	
33	West Harvard Shopping Center			6:50 AM	7:50 AM	8:50 AM	9:50 AM	10:50 AM	11:50 AM	12:50 PM	1:50 PM	2:50 PM	3:50 PM	4:50 PM	5:50 PM	6:50 PM	7:50 PM		
34	Stewart Parkway & Harvard Ave			6:51 AM	7:51 AM	8:51 AM	9:51 AM	10:51 AM	11:51 AM	12:51 PM	1:51 PM	2:51 PM	3:51 PM	4:51 PM	5:51 PM	6:51 PM	7:51 PM		
35	Harvard Ave & Stewart Park Dr			6:52 AM	7:52 AM	8:52 AM	9:52 AM	10:52 AM	11:52 AM	12:52 PM	1:52 PM	2:52 PM	3:52 PM	4:52 PM	5:52 PM	6:52 PM	7:52 PM		
36	Harvard Ave & Harrison St			6:53 AM	7:53 AM	8:53 AM	9:53 AM	10:53 AM	11:53 AM	12:53 PM	1:53 PM	2:53 PM	3:53 PM	4:53 PM	5:53 PM	6:53 PM	7:53 PM		
37	Harvard Ave @ Roseburg Travelodge			6:54 AM	7:54 AM	8:55 AM	9:55 AM	10:55 AM	11:56 AM	12:56 PM	1:56 PM	2:56 PM	3:56 PM	4:56 PM	5:56 PM	6:56 PM	7:56 PM		
38	Pine St @ Employment Dept			6:56 AM	7:56 AM	8:57 AM	9:57 AM	10:58 AM	11:58 AM	12:58 PM	1:58 PM	2:58 PM	3:58 PM	4:58 PM	5:58 PM	6:58 PM	7:58 PM		
39	Stephens St @ City Center Apartments			6:58 AM	7:58 AM	8:59 AM	9:59 AM	10:59 AM	12:00 PM	1:00 PM	2:00 PM	3:00 PM	4:00 PM	5:00 PM	6:00 PM	7:00 PM	8:00 PM		
40	Stephens St @ Greyhound Bus Station			6:59 AM	7:59 AM	9:00 AM	10:00 AM	11:00 AM	12:01 PM	1:01 PM	2:01 PM	3:01 PM	4:01 PM	5:01 PM	6:01 PM	7:01 PM	8:01 PM		
41	Lane St @ Kohlman Apartments			7:00 AM	8:00 AM	9:01 AM	10:01 AM	11:01 AM	12:02 PM	1:02 PM	2:02 PM	3:02 PM	4:02 PM	5:02 PM	6:02 PM	7:02 PM	8:02 PM		
42	Washington & Rose	6:15 AM	7:09 AM	8:09 AM	9:09 AM	10:09 AM	11:09 AM	12:09 PM	1:09 PM	2:09 PM	3:09 PM	4:09 PM	5:09 PM	6:09 PM	7:09 PM	8:09 PM			
43	Library - Jackson St.	6:16 AM	7:10 AM	8:10 AM	9:10 AM	10:10 AM	11:10 AM	12:10 PM	1:10 PM	2:10 PM	3:10 PM	4:10 PM	5:10 PM	6:10 PM	7:10 PM				
44	Winchester St @ Dairy Queen - Across	6:17 AM	7:11 AM	8:11 AM	9:11 AM	10:11 AM	11:11 AM	12:11 PM	1:11 PM	2:11 PM	3:11 PM	4:11 PM	5:11 PM	6:11 PM	7:11 PM				
45	Stephens St @ Auto Zone	6:18 AM	7:12 AM	8:12 AM	9:12 AM	10:12 AM	11:12 AM	12:12 PM	1:12 PM	2:12 PM	3:12 PM	4:12 PM	5:12 PM	6:12 PM	7:12 PM				
46	Garden Valley Blvd & NE Airport @ Taco Bell	6:20 AM	7:14 AM	8:15 AM	9:15 AM	10:15 AM	11:15 AM	12:15 PM	1:15 PM	2:15 PM	3:15 PM	4:15 PM	5:15 PM	6:15 PM	7:15 PM				
47	Garden Valley Center	6:22 AM	7:16 AM	8:17 AM	9:17 AM	10:17 AM	11:17 AM	12:17 PM	1:17 PM	2:17 PM	3:17 PM	4:17 PM	5:17 PM	6:17 PM	7:17 PM				
48	Fred Meyer - Across	6:23 AM	7:17 AM	8:18 AM	9:18 AM	10:18 AM	11:18 AM	12:18 PM	1:18 PM	2:18 PM	3:18 PM	4:18 PM	5:18 PM	6:18 PM	7:18 PM				
49	Walmart - Stewart Parkway	6:25 AM	7:19 AM	8:20 AM	9:20 AM	10:20 AM	11:20 AM	12:20 PM	1:20 PM	2:20 PM	3:20 PM	4:20 PM	5:20 PM	6:20 PM	7:20 PM				
50	McDonald's - Stewart Parkway	6:26 AM	7:20 AM	8:21 AM	9:21 AM	10:21 AM	11:21 AM	12:21 PM	1:21 PM	2:21 PM	3:21 PM	4:21 PM	5:21 PM	6:21 PM	7:21 PM				
51	Albertson's	6:27 AM	7:21 AM	8:22 AM	9:22 AM	10:22 AM	11:22 AM	12:22 PM	1:22 PM	2:22 PM	3:22 PM	4:22 PM	5:22 PM	6:22 PM	7:22 PM				
52	Aviation Drive and Mulholland	6:28 AM	7:22 AM	8:23 AM	9:23 AM	10:23 AM	11:23 AM	12:23 PM	1:23 PM	2:23 PM	3:23 PM	4:23 PM	5:23 PM	6:23 PM	7:23 PM				
53	ESD - NE Stephens St *	6:30 AM	7:23 AM	8:25 AM	9:25 AM	10:25 AM	11:25 AM	12:25 PM	1:25 PM	2:25 PM	3:25 PM	4:25 PM	5:25 PM	6:25 PM	7:25 PM				
54	Cow Creek Tribal Office *	6:31 AM	7:24 AM	8:26 AM	9:26 AM	10:26 AM	11:26 AM	12:26 PM	1:26 PM	2:26 PM	3:26 PM	4:26 PM	5:26 PM	6:26 PM	7:26 PM				
55	Flury Supply - Stephens St *	6:32 AM	7:25 AM	8:27 AM	9:27 AM	10:27 AM	11:27 AM	12:27 PM	1:27 PM	2:27 PM	3:27 PM	4:27 PM	5:27 PM	6:27 PM	7:27 PM				
56	Costco/Health Clinic	6:34 AM	7:27 AM	8:30 AM	9:30 AM	10:30 AM	11:30 AM	12:30 PM	1:30 PM	2:30 PM	3:30 PM	4:30 PM	5:30 PM	6:30 PM	7:30 PM				
58	Log Cabin *	6:35 AM	7:29 AM	8:33 AM	9:33 AM	10:33 AM	11:33 AM	12:33 PM	1:33 PM	2:33 PM	3:33 PM	4:33 PM	5:33 PM	6:33 PM	7:33 PM				
59	Saddle Butte - Glenda St *	6:36 AM	7:30 AM	8:34 AM	9:34 AM	10:34 AM	11:34 AM	12:34 PM	1:34 PM	2:34 PM	3:34 PM	4:34 PM	5:34 PM	6:34 PM	7:34 PM				
60	Winchester Post Office *	6:37 AM	7:31 AM	8:35 AM	9:35 AM	10:35 AM	11:35 AM	12:35 PM	1:35 PM	2:35 PM	3:35 PM	4:35 PM	5:35 PM	6:35 PM	7:35 PM				
61	Umpqua Community College *	6:40 AM	7:35 AM	8:40 AM	9:40 AM	10:40 AM	11:40 AM	12:40 PM	1:40 PM	2:40 PM	3:40 PM	4:40 PM	5:40 PM	6:40 PM	7:40 PM				

Roseburg Greenline Northbound

Greenline

Weekday

FROM	TO	EVERY	RUNTIME	LAYOVER	SPEED	VEHICLES	UTILIZATION
06:30	11:00	60 min	45.9 min	4.6 min	23.7 mph	1	85.6%
11:00	11:30	50 min	44.9 min	4.5 min	24.2 mph	1	98.0%

18.15 miles
2 vehicles – Bus
\$38.3k / year

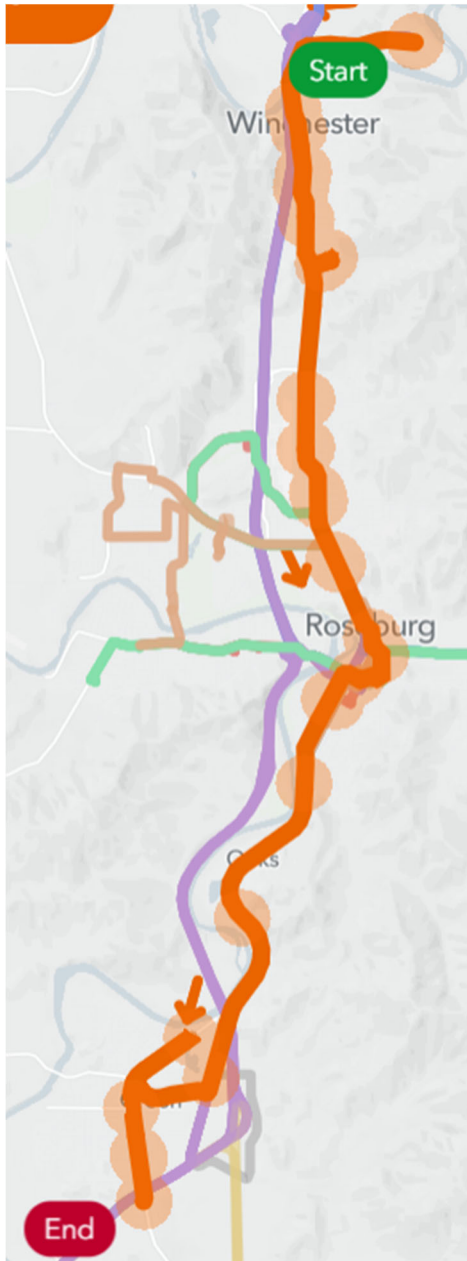
📍 Within 0.5 mi of stops:

- 14,952 population
- 12,714 jobs
- 20.6% in poverty
- 13.4% minority
- 45.7% in poverty 200%
- 20.9% seniors (65+)
- 19.5% youth (18-)
- 0.5% limited English
- 19.8% with disabilities
- 10.8% with no vehicles

Schedule Revised 1/04/2021

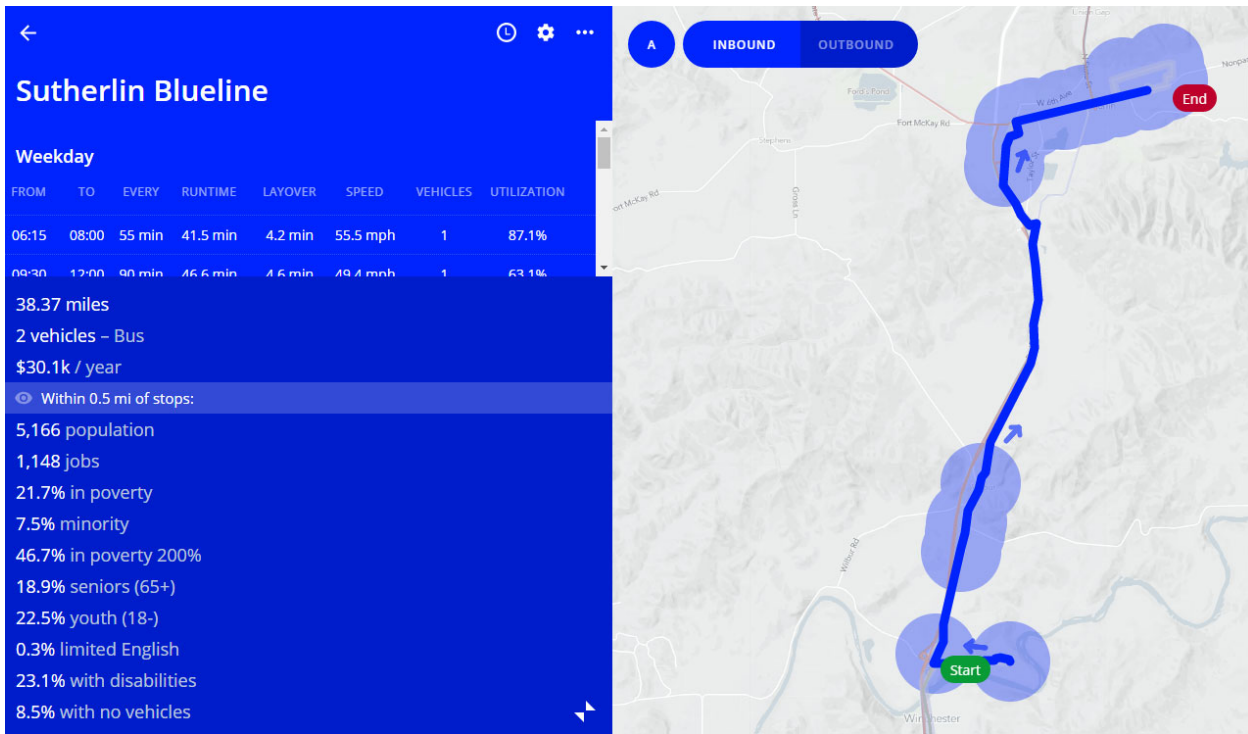
Stop No.	Location	AM								PM								New Expanded Hours	
1	Umpqua Community College *		6:55 AM	7:55 AM	8:55 AM	9:55 AM	10:55 AM	11:55 AM	12:55 PM	1:55 PM	2:55 PM	3:55 PM	4:55 PM	5:55 PM	6:55 PM	7:45 PM			
2	Winchester Beauty Salon		6:58 AM	7:58 AM	8:58 AM	9:58 AM	10:58 AM	11:58 AM	12:59 PM	1:59 PM	2:59 PM	3:59 PM	4:58 PM	5:58 PM	6:58 PM	7:48 PM			
3	Buckaroo Barn Turnout *		6:59 AM	7:59 AM	8:59 AM	9:59 AM	10:59 AM	11:59 AM	1:00 PM	2:00 PM	3:00 PM	4:00 PM	4:59 PM	5:59 PM	6:59 PM	7:49 PM			
4	Log Cabin - Across *		7:00 AM	8:00 AM	9:00 AM	10:00 AM	11:00 AM	12:00 PM	1:01 PM	2:01 PM	3:01 PM	4:01 PM	5:00 PM	6:00 PM	7:00 PM	7:50 PM			
5	Costco/Health Clinic		7:01 AM	8:01 AM	9:01 AM	10:01 AM	11:01 AM	12:01 PM	1:02 PM	2:03 PM	3:03 PM	4:03 PM	5:01 PM	6:01 PM	7:01 PM	7:51 PM			
7	Salvation Army *		7:05 AM	8:05 AM	9:05 AM	10:05 AM	11:05 AM	12:05 PM	1:06 PM	2:07 PM	3:07 PM	4:07 PM	5:05 PM	6:05 PM	7:05 PM	7:55 PM			
8	Cow Creek Tribal Offices - Across *		7:06 AM	8:06 AM	9:06 AM	10:06 AM	11:06 AM	12:06 PM	1:07 PM	2:08 PM	3:08 PM	4:08 PM	5:06 PM	6:06 PM	7:06 PM	7:56 PM			
9	Jeremy Auto Sales *		7:07 AM	8:07 AM	9:07 AM	10:07 AM	11:07 AM	12:07 PM	1:10 PM	2:09 PM	3:09 PM	4:09 PM	5:07 PM	6:07 PM	7:07 PM	7:57 PM			
10	Aviation Drive and Stewart Parkway		7:08 AM	8:08 AM	9:08 AM	10:08 AM	11:08 AM	12:09 PM	1:12 PM	2:10 PM	3:10 PM	4:10 PM	5:08 PM	6:08 PM	7:08 PM	7:58 PM			
11	Community Cancer Center		7:10 AM	8:10 AM	9:10 AM	10:10 AM	11:10 AM	12:11 PM	1:14 PM	2:12 PM	3:13 PM	4:13 PM	5:10 PM	6:09 PM	7:09 PM	7:59 PM			
12	Dutch Bros - Stewart Pkwy		7:11 AM	8:11 AM	9:11 AM	10:11 AM	11:11 AM	12:12 PM	1:15 PM	2:13 PM	3:14 PM	4:14 PM	5:11 PM	6:10 PM	7:10 PM	8:00 PM			
13	Roseburg Valley Mall		7:12 AM	8:12 AM	9:12 AM	10:12 AM	11:12 AM	12:13 PM	1:16 PM	2:14 PM	3:16 PM	4:16 PM	5:12 PM	6:11 PM	7:11 PM	8:01 PM			
14	Fred Meyer - Garden Valley Blvd		7:13 AM	8:13 AM	9:13 AM	10:13 AM	11:13 AM	12:15 PM	1:18 PM	2:15 PM	3:18 PM	4:18 PM	5:14 PM	6:12 PM	7:12 PM	8:02 PM			
15	BLM - Garden Valley Blvd		7:14 AM	8:14 AM	9:14 AM	10:14 AM	11:14 AM	12:16 PM	1:19 PM	2:17 PM	3:19 PM	4:19 PM	5:15 PM	6:13 PM	7:13 PM	8:03 PM			
16	Taco Bell - Across		7:15 AM	8:15 AM	9:15 AM	10:15 AM	11:15 AM	12:18 PM	1:20 PM	2:19 PM	3:21 PM	4:21 PM	5:16 PM	6:15 PM	7:15 PM	8:05 PM			
17	U-Haul - Stephens St. Park & Ride *		7:17 AM	8:17 AM	9:17 AM	10:17 AM	11:17 AM	12:20 PM	1:22 PM	2:20 PM	3:22 PM	4:22 PM	5:18 PM	6:16 PM	7:16 PM	8:06 PM			
18	Dairy Queen - Winchester St *		7:18 AM	8:18 AM	9:18 AM	10:18 AM	11:18 AM	12:22 PM	1:24 PM	2:22 PM	3:24 PM	4:24 PM	5:20 PM	6:18 PM	7:18 PM	8:08 PM			
19	ARCO Station - Diamond Lake Blvd		7:19 AM	8:19 AM	9:19 AM	10:19 AM	11:19 AM	12:23 PM	1:25 PM	2:23 PM	3:25 PM	4:25 PM	5:21 PM	6:19 PM	7:19 PM	8:09 PM			
20	Ten Down Bowling - Across		7:20 AM	8:20 AM	9:20 AM	10:20 AM	11:20 AM	12:24 PM	1:26 PM	2:24 PM	3:26 PM	4:26 PM	5:22 PM	6:20 PM	7:20 PM	8:10 PM			
21	Phoenix School		7:21 AM	8:21 AM	9:21 AM	10:21 AM	11:21 AM	12:25 PM	1:27 PM	2:25 PM	3:27 PM	4:27 PM	5:23 PM	6:21 PM	7:21 PM				
22	Kowlons Restaurant		7:23 AM	8:23 AM	9:23 AM	10:23 AM	11:23 AM	12:27 PM	1:30 PM	2:28 PM	3:30 PM	4:30 PM	5:25 PM	6:23 PM	7:23 PM				
23	Ten Down Bowling		7:24 AM	8:24 AM	9:24 AM	10:24 AM	11:24 AM	12:28 PM	1:31 PM	2:29 PM	3:31 PM	4:31 PM	5:26 PM	6:24 PM	7:24 PM				
24	Fulton St & Diamond Lake Blvd		7:25 AM	8:25 AM	9:25 AM	10:25 AM	11:25 AM	12:29 PM	1:32 PM	2:32 PM	3:32 PM	4:32 PM	5:27 PM	6:25 PM	7:25 PM				
25	Library - Fowler St *		7:26 AM	8:26 AM	9:26 AM	10:26 AM	11:26 AM	12:30 PM	1:33 PM	2:33 PM	3:33 PM	4:33 PM	5:28 PM	6:26 PM	7:26 PM				
26	Washington & Rose *	6:35 AM	7:30 AM	8:30 AM	9:30 AM	10:30 AM	11:30 AM	12:34 PM	1:35 PM	2:36 PM	3:36 PM	4:36 AM	5:32 PM	6:28 PM	7:28 PM				
27	Health Dept - Harvard	6:36 AM	7:31 AM	8:31 AM	9:31 AM	10:31 AM	11:31 AM	12:35 PM	1:36 PM	2:37 PM	3:37 PM	4:37 PM	5:33 PM	6:29 PM	7:29 PM				
	New DHS Building (Stop discontinued, construction)	6:27 AM	7:32 AM	8:32 AM	9:32 AM	10:32 AM	11:32 AM	12:36 PM	1:37 PM	2:38 PM	3:38 PM	4:38 PM	5:34 PM	6:30 PM	7:30 PM				
28	Subway - Harvard Ave	6:38 AM	7:33 AM	8:33 AM	9:33 AM	10:33 AM	11:33 AM	12:37 PM	1:38 PM	2:39 PM	3:39 PM	4:39 PM	5:35 PM	6:31 PM	7:31 PM				
29	Woolley Center - Harvard Ave	6:39 AM	7:34 AM	8:34 AM	9:34 AM	10:34 AM	11:34 AM	12:38 PM	1:39 PM	2:40 PM	3:40 PM	4:40 PM	5:36 PM	6:32 PM	7:32 PM				
30	First Community Credit Union	6:40 AM	7:35 AM	8:35 AM	9:35 AM	10:35 AM	11:35 AM	12:39 PM	1:40 PM	2:41 PM	3:41 PM	4:41 PM	5:37 PM	6:33 PM	7:33 PM				
31	Toby Ct and Lookingglass	6:42 AM	7:36 AM	8:37 AM	9:37 AM	10:36 AM	11:37 AM	12:41 PM	1:42 PM	2:43 PM	3:43 PM	4:43 PM	5:39 PM	6:35 PM	7:35 PM				
32	Lookingglass Apartments	6:43 AM	7:37 AM	8:38 AM	9:38 AM	10:38 AM	11:38 AM	12:42 PM	1:43 PM	2:44 PM	3:44 PM	4:44 PM	5:40 PM	6:36 PM	7:36 PM				
33	West Harvard Shopping Center	6:45 AM	7:40 AM	8:40 AM	9:40 AM	10:40 AM	11:40 AM	12:43 PM	1:44 PM	2:45 PM	3:45 PM	4:45 PM	5:41 PM	6:40 PM	7:40 PM				

Roseburg Orangeline from UCC to Green



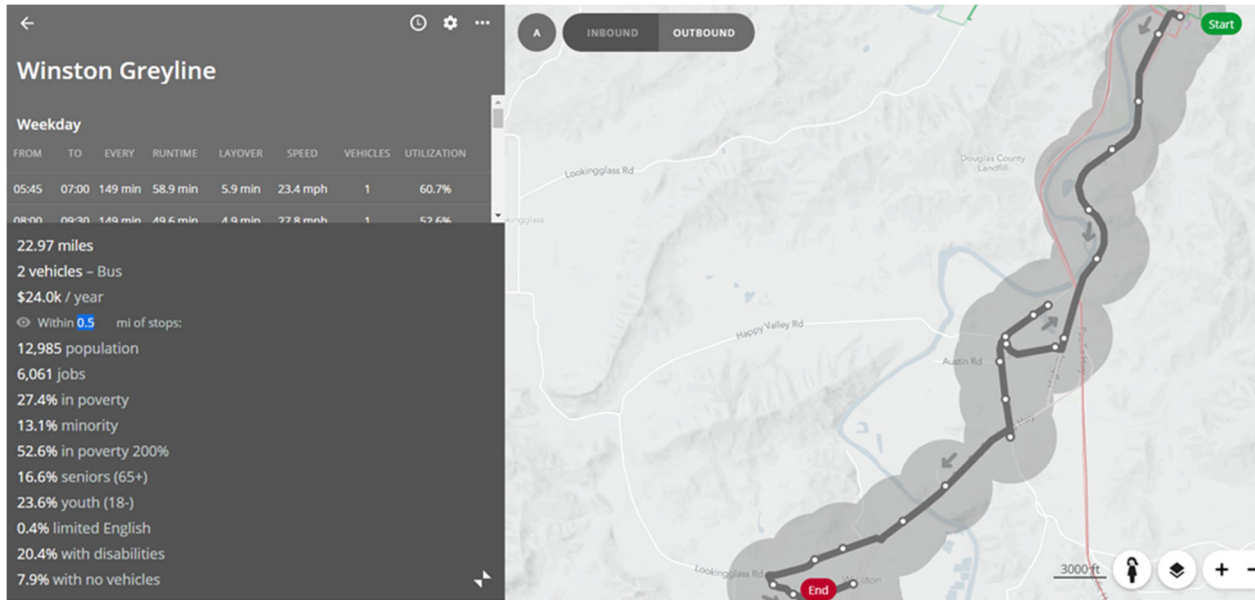
Umpqua Community College *
Hwy 99 @ Winchester Beauty Shop
Hwy 99 Buck-a-Roo Barn - Across
Hwy 99 @ Log Cabin - Across
Kenneth Ford Dr. @ Costco/Health Clinic
Stephens @ Salvation Army
Stephens @ Cow Creek Office - Across
Stephens @ Jeremy Auto Sales
Stephens @ U-Haul
Winchester @ Dairy Queen
Library - Fowler St
Washington & Rose
Pine St @ Employment Department
Hwy 99 @ Southgate
Hwy 99 @ Shady Point Mobile Home
Hwy 99 @ McGovern Sheet Metal
Carnes Rd @ Sunrise Enterprises
Carnes Rd @ Austin Road
Carnes Rd @ Del Mar - Griff's
Hwy 42 & Roberts Creek @
Kelly's Corner Chevron

Sutherlin Blueline Commuter to Roseburg



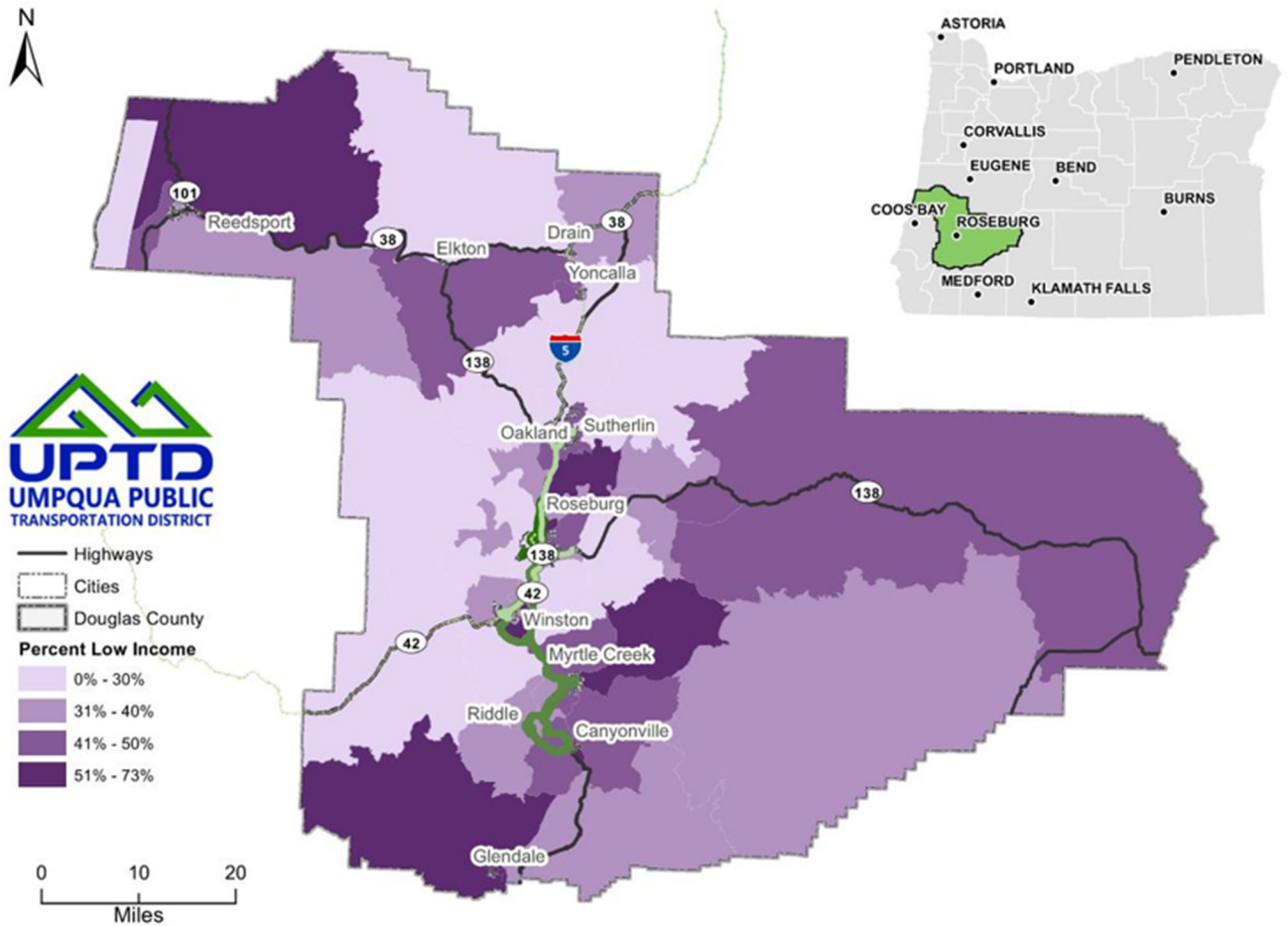
Central Ave @ Bi-Mart Sutherlin	6:20 AM	7:15 AM	9:50 AM	11:20 AM		4:10 PM	5:00 PM	6:35 PM
W Central Ave & Comstock Rd. Sutherlin Visitor's Center	6:31 AM	7:26 AM	10:01 AM	11:31 AM		4:21 PM	5:11 PM	6:46 PM
Hwy 99 - Wilbur - Across from Post Office	6:40 AM	7:35 AM	10:10 AM	11:40 AM		4:29 PM	5:19 PM	6:55 PM
Umpqua Community College *	6:47 AM	7:42 AM	10:17 AM	11:47 AM		4:36 PM	5:26 PM	7:01 PM

Winston Greyline Commuter to Roseburg



Washington & Rose	5:45 AM	8:09 AM	11:43 AM		2:30 PM	5:10 PM	5:53 PM
Carnes Rd @ Sunrise Enterprises		8:15 AM	11:51 AM		2:38 PM	5:18 PM	6:00 PM
Carnes Rd @ Del Mar - Griff's		8:20 AM	11:55 AM		2:43 PM	5:23 PM	6:03 PM
NW Douglas Blvd @ Abby's Winston	6:05 AM	8:35 AM	12:05 PM		3:00 PM	5:30 PM	6:10 PM

Umpqua Rides Demand Response Service can be scheduled on a space available basis for any destination within Douglas County as well as scheduled trips to Coos Bay in Coos County, Cottage Grove in Lane County and Wolf Creek in Josephine County. This service is primarily for seniors and people with disabilities, however, others may ride on a space available basis.



1.7: UPTD Title VI Responsibilities for Program Areas

UPTD is committed to a policy of non-discrimination in the conduct of its business, including its Title VI responsibilities - the delivery of equitable and accessible transportation services. UPTD recognizes its responsibilities to the communities in which it operates and to the society it serves. It is UPTD's policy to utilize its best efforts to assure that no person 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 its program of transit service delivery and related benefits.

Toward this end, it is UPTD's objective to:

- Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin;
- Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations;
- Promote the full and fair participation of all affected populations in transportation decision making;
- Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations;
- Ensure meaningful access to programs and activities by persons with limited English proficiency.

1.8: UPTD Organization and Staffing

The General Manager is responsible for ensuring the implementation of the UPTD Title VI Program. The General Manager is responsible for the overall management and day-to-day administration of the Title VI Program and shall serve as the Title VI Specialist.

Through this program UPTD will make every effort:

- Offer mobility for all citizens whether they own a vehicle or not.
- Provide a basis for equitable treatment of communities being affected by transportation projects.
- To avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations 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.

- Enhance the public-involvement process, strengthen community-based partnerships, and provide minority and low-income populations with opportunities to learn about and improve the quality and usefulness of transportation in their lives.
- Minimize and/ or mitigate unavoidable impacts by identifying concerns early in the planning phase and providing offsetting initiatives and enhancement measures to benefit affected communities and neighborhoods.
- Improve data collection, monitoring, and analysis tools that assess the needs of, and analyze the potential impacts on minority and low-income populations.

1.10: Planning and Consultant Services

UPTD has the responsibility to develop long- and short-range plans to provide efficient transportation services to the citizens of Douglas County.

The Umpqua Public Transportation District Master Plan (TMP) coordinates the future regional transportation plans and programs. A comprehensive transportation planning process is used which incorporates input from the public in coordination with the various jurisdictions affected. Planning includes the monitoring and collection of data. Title VI responsibilities include but are not limited to:

- Ensure that all aspects of the planning process comply with Title VI of the Civil Rights Act of 1964.
- Ensure that various social, economic, and ethnic interest groups are represented in the planning process by disseminating program information to minority media and ethnic/gender related organizations and participating in roundtable meetings in predominantly minority communities.
- Assist the Title VI Specialist in gathering and organizing the Planning section of the Annual Title VI Update Report.
- Review the division's work program and other directives to ensure compliance with Title VI and other nondiscrimination program requirements.
- Attend public meetings to verify the level of participation of Title VI protected group members when offered in predominantly ethnic minority communities.

SECTION 2: General Requirements

UPTD Title VI/Nondiscrimination Program addresses FTA's general requirements for programs, policies, and activities to document compliance with *Title VI of the Civil Rights Act of 1964*, the United States Department of Transportation (DOT) implementing regulations in 49 CFR 21 (*Nondiscrimination in Federally-Assisted Programs of the Department of Transportation-Effectuation of Title VI of the Civil Rights Act of 1964*) and FTA policies. This section briefly summarizes UPTD Title VI procedures for reference and to assist with training procedures for new UPTD transit personnel prior to initial operations. Reporting requirements for UPTD's transit system are described in further detail in Section 2.6 of this document.

2.2: UPTD Title VI/Nondiscrimination Program

Title VI/Nondiscrimination Program:

It is the policy of UPTD, under *Title VI of the Civil Rights Act of 1964; Section 504 of the Rehabilitation Act of 1973; Age Discrimination Act of 1975; Section 324 of the Federal-Aid Highway Act of 1973; Civil Rights Restoration Act of 1987;* and related statutes and regulations, that no person in the United States shall, on the basis of race, color, national origin, sex, age, disability/handicap, or income status, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any federally or non-federally funded program or activity administered by UPTD or its sub recipients.

UPTD's General Manager is delegated the authority to develop, maintain, implement, and monitor this policy as required by **23 Code of Federal Regulations (CFR) Part 200 and 49 CFR Part 21.**

2.3: UPTD Title VI Specialist Responsibilities

The Title VI Specialist is charged with the responsibility for implementing, monitoring, and ensuring UPTD's compliance with Title VI regulations. Title VI responsibilities are as follows:

- Process the disposition of Title VI complaints received by UPTD.
- Collect statistical data (race, color, sex, age, disability or national origin) of participants in and beneficiaries of state highway and transportation programs, e.g., affected citizens, and impacted communities.
- Conduct annual Title VI reviews of program areas to determine the effectiveness of program activities at all levels.
- Conduct Title VI reviews of operators, service providers, consultants and other recipients of federal transportation and federal-aid highway funded contracts administered through UPTD.
- Participate in training programs on Title VI and other related statutes for UPTD employees and recipients of federal transportation and federal-aid highway funds.
- Prepare a yearly report of Title VI accomplishments and goals, as required by 23 CFR 200.
- Develop Title VI information for dissemination to the general public and, where appropriate, in languages other than English as per the UPTD LEP Plan.
- Conduct post-grant approval reviews of UPTD programs and applicants (e.g., operators, consultants, design and relocation, and persons seeking contracts with UPTD), for compliance with Title VI requirements.
- Identify and eliminate discrimination.
- Establish procedures for promptly resolving deficiency status and reducing to writing the remedial action agreed to be necessary, all within a period not to exceed 90 days.

2.4: UPTD Complaint Procedure

Formal Complaints

It is the practice of Umpqua Public Transportation District to grant all citizens equal access to

its transportation services. Umpqua Public Transportation District is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color, national origin, religion, sex, disability or age as protected by Title VI of the Civil Rights Act of 1964 as amended and with the Americans with Disabilities Act of 1990. It is further the intent of Umpqua Public Transportation District that all citizens be aware of their rights to such access. These procedures are designed to serve as educational tools for citizens to understand the civil rights laws that protect their benefit of Umpqua Public Transportation District programs and services.

Title VI is a section of the Civil Rights Act of 1964 requiring 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.”

The Americans with Disabilities Act of 1990 (ADA) prohibits discrimination and ensures equal opportunity and access for persons with disabilities.

Any person who feels that he or she, individually or as a member of any class of persons, on the basis of race, color, national origin, religion, sex, disability or age has been excluded from or denied the benefits of, or subjected to discrimination caused by the Umpqua Public Transportation District may file a written complaint with UPTD’s Title VI / ADA Civil Rights Administrator, Cheryl Cheas: ccheas@umpquatransit.org or call 541-671-3691 for more information or visit our office at 516 SE Jackson Street, Roseburg, OR 97470.

Any person who believes himself, herself, or any specific class of persons to be subjected to discrimination on the basis of race, color, or national origin may by himself or by a representative file a written complaint with FTA. **A complaint must be filed no later than 180 days after the date of the alleged discrimination.**

UPTD’s Title VI Specialist will advise ODOT Program Manager within five (5) calendar days of receipt of a written or oral complaint. The following information will be included in every notification:

- a) Name, address, and phone number of the complainant.
- b) Name and address of the respondent.
- c) Basis of the complaint.
- d) Date of the alleged discriminatory act or acts.
- e) Date the complaint was received by UPTD.
- f) A statement of the complaint.
- g) Other agencies where the complaint has been made.
- h) An explanation of the actions taken or proposed by UPTD to resolve the allegation(s) raised in the complaint.

1. Within ten (10) business days, UPTD’s Title VI Specialist will acknowledge receipt of the allegation(s), inform the complainant of the Title VI process, any action taken and/or propose

to resolve the allegation(s), and advise complainant of other avenues of redress available.

2. Within sixty (60) calendar days from the receipt of the complaint, UPTD's Title VI Specialist will investigate and provide any follow up information. The General Manager will also provide appropriate assistance to complainants, including those persons with disabilities, or to those who are limited in their ability to communicate in English.

In instances where additional information is needed for assessment or investigation of the complaint, the Title VI Specialist will contact the complainant in writing to request additional information. Failure to provide the requested information within 14 business days may result in the administrative closure of the complaint. All complaints will be tracked and logged.

3. Upon completion of the complaint investigation, the Title VI Specialist will prepare a draft written response subject to review by UPTD Attorney. If appropriate, the Title VI Specialist will provide the complainant a written response and may administratively close the complaint.

The Title VI Specialist will advise the complainant of his or her right to file Title VI complaint externally with the United States Department of Transportation (Federal Transit Administration) or the Oregon Department of Transportation through:

Title VI / EJ / ADA Programs Manager ODOT.TITLEVI@odot.state.or.us Phone:
(503) 986-3870
TTY Line: 711
Internet Relay: <http://sprintip.com> Fax: (503) 986-6382

U.S. Department of Transportation Federal Transit Administration Office of Civil
Rights
1200 New Jersey Avenue, 5th Floor
Washington, DC 20590

UPTD's Title VI Specialist will maintain a log of all oral complaints received by UPTD.

The Log will include the following information:

- i) Name, address, and phone number of the complainant.
- j) Names and address of the respondent.
- k) Basis of the complaint.
- l) Date of the alleged discriminatory act(s).
- m) Date the complaint was received by UPTD
- n) A statement of the complaint.
- o) Other agencies where the complaint has been made.

- p) An explanation of the actions the taken or proposed by UPTD to resolve the allegation(s) raised in the complaint.

2.5: Filing a Title VI Complaint with the FTA

Individuals or organizations who believe they have been denied the benefits of, excluded from participation in, or subject to discrimination on the grounds of race, color, or national origin by a recipient of Federal Transit Administration funding can file an administrative complaint with the Federal Transit Administration's Office of Civil Rights under Title VI of the Civil Rights Act of 1964.

FTA investigates complaints on the basis of intentional discrimination or on the basis of disparate impact discrimination, where a neutral policy or practice has the effect of disproportionately excluding or adversely affecting minority beneficiaries or other protected individuals and the recipient's practice lacks a substantial legitimate justification.

Under the Executive Order on Environmental Justice and the U.S. Department of Transportation's Order to Address Environmental Justice in Minority Populations and Low- Income Populations, a member of the public, a group of people, or their representatives can file an administrative complaint against a recipient of financial assistance from FTA, a transportation provider, a transportation-related entity, or FTA itself alleging discrimination and/or adverse environmental effects, including social and economic effects, against a specific minority or low income community or population group, due to a project or activity funded or carried out by DOT.

Individuals and organizations may file a complaint by completing the FTA Title VI complaint form attached as Exhibit B. Complaints should be signed and include contact information and should be sent to:

**Federal Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor - TCR1200 New Jersey Ave., SE Washington, DC
20590**

FTA strives to promptly investigate the complaints received. At the conclusion of their investigation FTA will transmit a letter of finding to the complainant and the recipient. If FTA investigation determines that the recipient is not in violation of Title VI, FTA letters will explain why the recipient was found in compliance. If FTA determines that a recipient is in violation of Title VI, FTA letters will document the violation and instruct the recipient to take action to come into compliance.

No one may intimidate, threaten, coerce, or engage in other discriminatory conduct against anyone because he or she has either filed a complaint to secure rights protected by the nondiscrimination statutes we enforce. Any individual alleging such harassment or intimidation may file a complaint with the Federal Transit Administration. We would investigate such a complaint.

Any person who believes himself, herself, or any specific class of persons to be subjected to discrimination on the basis of race, color, or national origin may by himself or by a representative file a written complaint with FTA. A complaint must be filed no later than 180 days after the date of the alleged discrimination.

2.6: UPTD Title VI Complaint Form

Individuals or organizations who believe they have been denied the benefits of, excluded from participation in, or subject to discrimination on the grounds of race, color, or national origin may file a complaint with UPTD. A copy of the UPTD Title VI/Nondiscrimination Policy Complaint of Discrimination is posted on UPTD website, <http://www.umpquatransit.org/> and at the UPTD office located at 516 SE Jackson Street, Roseburg, OR 97470. The complaint form is currently available in English. The complaint forms must be signed and submitted to the UPTD General Manager/Title VI Specialist by contacting:

Umpqua Public Transportation District

3076 NE Diamond Lake Blvd.
Roseburg, OR 97470
General Manager/Title VI Specialist
Cheryl Cheas, CCTM (541) 671-3691

If website access is unavailable, or you are unable to get to the UPTD office, complaint forms may also be obtained by contacting the UPTD Title VI Specialist, Cheryl Cheas at ccheas@umpquatransit.org. The UPTD Title VI Complaint form is included in **Appendix A** of this document.

2.7: Public Participation

The Title VI Specialist will disseminate Title VI Program information to UPTD employees, operators, sub recipients, consultants, and beneficiaries as well as the general public.

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq., provides that no person shall be subjected to discrimination on the basis of race, color, national origin, age, gender, or sexual orientation under any program or activity that receives Federal financial assistance.

Title VI and its implementing regulations require that FTA recipients take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP).

It is the policy of UPTD to ensure that no person is denied access to transportation services, plans and programs as the result of the inability or limited ability to communicate in the English language.

In an effort to reach minority groups UPTD will work with faith-based groups and organizations within the various communities as a means to consider the viewpoints of low-income, minority, and LEP populations in the course of conducting public outreach.

All members of the public have a right to be heard regarding all projects where federal funds are being used. Individuals have a right to be integrated into every transportation decision - from the first thought about a transportation plan to post-construction operations and maintenance. The U.S. DOT Order applies to all policies, programs, and other activities that are undertaken, funded, or approved by the Federal Highway Administration (FHWA), the Federal Transit Administration (FTA), or other U.S. DOT components:

- Policy Decisions.
- Service and Fare Changes
- Systems Planning.
- Metropolitan and Statewide Planning.
- Project Development and Environmental Review under NEPA.
- Preliminary Design.
- Final Design Engineering.
- Right-of-Way.
- Construction.
- Operations and Maintenance.

Citizens may obtain information by contacting the following office:

Umpqua Public Transportation District (UPTD)

3076 NE Diamond Lake Blvd.
Roseburg, OR 97470
General Manager/Title VI Specialist
Cheryl Cheas, CCTM (541) 671-3691

When deemed appropriate and reasonable, UPTD may also elect to conduct other activities to solicit public comment, including but not limited to:

- Hold public workshops in communities affected by the fare increases.
- Make presentations to local jurisdictions;
- Make presentations to business and community groups; and
- Publicize the fare increase via promotions on radio, television, and newspapers.
- Post information on the Internet.

2.8 Public Notices

When formal public notice is warranted for public hearings, UPTD shall publish a notice at least fourteen (14), days prior to proposed action. The notice shall include at a minimum:

- Proposed of public hearing;
- The date, time, and location of the public hearing;
- Address and business hours whereby information regarding the action can be available for public review;
- Contact address and period of time in which written public comment will be received;

- Contact telephone number for public to gain additional information.
- UPTD maps, schedules, and Rider's Guide will be made available in audio in order to reach persons who have a limited English proficiency.
- A statement informing persons with disabilities or those who are economically disadvantaged that may need assistance to participate in the public hearing with a number that they may call 48 hours in advance so they can be properly accommodated.
- A statement that the agency operates programs without regard to race, color, and national origin, age, gender or sexual orientation.
- A description of the procedures that members of the public should follow in order to request additional information on the recipient's or sub recipient's nondiscrimination obligations.
- A description of the procedures that members of the public should follow in order to file a discrimination complaint against the recipient or sub recipient.

Annual public hearings conducted by UPTD shall be at regularly scheduled monthly meetings at the UPTD Board meetings.

All public comments received through any of the means listed above will be summarized in a log and made available to the public upon request.

In compliance with Title 49 CFR part 21, UPTD shall provide the public with information about their protections against discrimination afforded to them by Title VI. Options for notifying the public include posting Title VI information on the agency's website, using posters, sending out comment cards, and placing flyers in transit vehicles.

2.9: Records Management

The UPTD Title VI Specialist will maintain a spreadsheet log of all informal or formal Title VI investigations, lawsuits or complaints received by UPTD. The log will include the name of the complainant; the name of the respondent, contact information for both parties, the basis of the complaint, the date the complaint(s) were received by UPTD, the date UPTD notified the ODOT Program Manager of the issue and an explanation of the actions the respective UPTD management has taken or proposed to resolve the concerns.

2.10: Title VI Training Program

Title VI training will be made available at least annually to UPTD employees, operators, consultants, sub recipients, and program area specialist. The training will provide comprehensive information on Title VI provisions, application to program operations, and identification of Title VI issues and resolution of complaints.

2.11: Title VI Program Reviews

The UPTD Title VI Program reviews will be performed by the UPTD Title VI Specialist to assess UPTD administrative procedures, staffing, and resources available for Title VI compliance.

All programs will be reviewed annually to assure their effectiveness in compliance with Title VI provisions. This is in addition to the day to day monitoring. The UPTD Title VI Specialist will coordinate efforts to ensure their equal participation in all programs and activities at all levels.

2.12 : Title VI Remedial Action

UPTD will actively pursue the prevention of Title VI deficiencies and violations and will take the necessary steps to ensure compliance with all program administrative requirements. When irregularities occur in the administration of the program's operation, corrective action will be taken to resolve Title VI issues, and reducing to writing a remedial action agreed upon to be necessary, all within a period not to exceed 90 days.

2.13 : Proposed Service Changes

PUBLIC PARTICIPATION POLICY UPTD will hold at least one public meeting for all proposed major service changes and all fare adjustments, advertised for a period of 30 days, in order to receive public comments.

Other languages will be available upon request. This will ensure that all Limited English Proficient (LEP) populations within the service area are informed of the proposed service and/or fare changes. The public will have at least 30 days from the date of publication to make comments.

The following is the public meeting procedures for major service changes and all fare adjustments:

1. All public meetings shall be held during a regular meeting of the UPTD Board meetings.
2. UPTD shall advertise notice of public meetings approximately 30 days prior to the public meeting and on the UPTD website.
3. A summary of all input received from the public will be provided to all UPTD Directors for consideration in the evaluation of proposed service changes.

PROPOSED MAJOR SERVICE CHANGE & SERVICE/FARE EQUITY POLICY & PROCEDURE

The UPTD Board will vote on the proposed changes. UPTD will publicize the Board's decision to the public prior to implementing the major service and fare changes.

Fare increases are increases to the base full adult fare. When the full adult fare is increased, discount fares and fare media may also be increased at the same time. Fare increases are adopted by UPTD and implemented as follows:

- Prepare notices in the form of press releases, notices on-board buses, and post on the UPTD website;
- Schedule public hearings;
- Notice public hearings by advertising in local newspaper, and posting on aforementioned websites;
- Hold public hearings to gain public input.

Major service change is defined as when the change impacts more than 10% of an individual route's total service hours or 10% of an individual route's current ridership.

SECTION 3: Systemwide Service Standards and Policies

Title 49 CFR Section 21.5 states the general prohibition of discrimination on the grounds of race, color, or national origin. Section 21.5(b) (2) specifies that a recipient shall not *“utilize criteria or methods of administration which have the effect of subjecting persons to discrimination because of their race, color, or national origin, or have the effect of defeating or substantially impairing accomplishment of the objectives of the program with respect to individuals of a particular race, color, or national origin.”* Section 21.5(b) (7) requires recipientsto *“take affirmative action to assure that no person is excluded from participation in or denied the benefits of the program or activity on the grounds of race, color, or national origin.”* Finally, Appendix C to 49 CFR part 21 provides in section (3)(iii) that *“[no person or group of persons shall be discriminated against with regard to the routing, scheduling, or quality of service of transportation service furnished as a part of the project on the basis of race, color, or national origin. Frequency of service, age and quality of vehicles assigned to routes, quality of stations serving different routes, and location of routes may not be determined on the basis of race, color, or national origin].”*

The service standards and policies for the UPTD service will be available on the website.

3.3: Service Availability:

UPTD service availability for demand response service is determined by federal regulations for ADA complementary service standards; that is, ¼ mile radius of the-fixed route service.

3.4: Vehicle Assignment:

As a small provider, the UPTD fleet consists of a relatively small number of vehicles. Replacement vehicles are brought into service when the useful lifespan of fleet vehicles is reached (based on available funding). Vehicle load service levels are all below standards and currently do not affect vehicle assignment.

UPTD does not assign vehicles to routes or type of service based upon vehicle age or other factors. The assignment is made based upon ridership demands, spare ratio, and population densities. Demand response vehicles are assigned by the size of the vehicle for the services needed.

SECTION 4: Language Assistance Plan & Limited English Proficiency Plan

Language Assistance Plan

To provide meaningful access to UPTD's transit programs and services the UPTD Limited English Proficiency (LEP) Plan is utilized to achieve this objective. It serves as a training tool and guide for staff on how to recognize a person who may need language assistance and how to provide that assistance.

Title VI requires that FTA recipients provide Limited English Proficient (LEP) individuals with meaningful access to benefits, services, information, and other important portions of their programs and activities. Steps to ensure meaningful access include developing a Language Implementation Plan and translating Title VI obligations and complaint procedures into languages other than English.

UPTD will translate any documents into other languages other than English upon requests. At such point that populations other than English speaking populations reach 25% of the total population served, and funding permits, UPTD will print all media in English and the alternate language.

UPTD is committed to ensuring that persons with Limited English Proficiency be given a right to participate in decisions regarding public transit services.

Title VI and its implementing regulations require that FTA recipients take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP).

It is the policy of UPTD to ensure that no person is denied access to transportation services, plans and programs as the result of the inability or limited ability to communicate in the English language.

In an effort to reach minority groups UPTD will work with faith-based groups and organizations within the various communities as a means to consider the viewpoints of low-income, minority, and LEP populations in the course of conducting public outreach.

All members of the public have a right to be heard regarding all projects where federal funds are being used. Individuals have a right to be integrated into every transportation decision from the first thought about a transportation plan to post-construction operations and maintenance.

The U.S. DOT Order applies to all policies, programs, and other activities that are undertaken, funded, or approved by the Federal Highway Administration (FHWA), the Federal Transit Administration (FTA), or other U.S. DOT components:

- Policy Decisions
- Systems Planning
- Service and Fare Changes
- Metropolitan and Statewide Planning
- Project Development and Environmental Review under NEPA
- Preliminary Design
- Final Design Engineering
- Right-of-Way
- Construction
- Operations and Maintenance

SECTION 5: Assessment of Compliance

UPTD has reviewed the objectives of the Title VI Program and has concluded that its Title VI Program, through this report and subsequent monitoring, meets and exceeds the objectives of providing equal access to transit service and decision-making.

Further, UPTD has established a program that will evaluate system wide service changes, improvements, and expansions based on the following to ensure that benefits are distributed equally and are not discriminatory:

- Service changes will meet UPTD overall mobility goals for the entire community;
- Service additions are market driven based on the type of service appropriate for a market segment and travel demand;
- Improvements to existing routes will include alignments to improve connectivity, improve travel time, night and weekend service; and increase frequencies; and
- Capital equipment and facilities will be equitably distributed throughout the service area.

Appendix A Title VI Complaint Form

UPTD Title VI / ADA Complaint Form

Note: The following information is needed to assist in processing your complaint.

Complainant's Information:

Name: _____

Address: _____

City/State/Zip: _____

Telephone Number (Home): _____

Telephone Number (Work): _____

Person Discriminated Against (If someone other than complainant):

Name: _____

Address: _____

City/State/Zip: _____

Telephone Number (Home): _____

Telephone Number (Work): _____

Which of the following best describes the reason you believe the discrimination took place:

Race/Color (Specify): _____ National Origin (Specify): _____ Age: _____

Religion _____ Sex _____ Disability: _____

On what date(s) did the alleged discrimination take place? _____

Describe the alleged discrimination. Explain what happened and who you believe was responsible (if additional space is needed, please add a sheet of paper):

List names and contact information of persons who may have knowledge of the alleged discrimination:

Have you filed this complaint with any other federal, state, or local agency, or with a federal or state court? Check all that apply.

Federal Agency _____ Federal Court _____ State Agency _____
State Court _____ Local Agency _____

Please provide information about contact person at the agency/court where the complaint was filed.

Name: _____

Address: _____

City/State/Zip: _____

Telephone Number (Work): _____

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

Complainant Signature _____ Date _____

Attachments: Yes _____ No _____

Submit form and any additional information to:

Umpqua Public Transportation District
Title VI / ADA Compliance Manager
3076 NE Diamond Lake Blvd.
Roseburg, Oregon 97470
Phone: (541) 671-3691
Fax: (541) 229-0036

UPTD

Limited English Proficiency Plan

Title VI of the Civil Rights Act of 1964, as amended, protects any person in the United States on the ground of race, color, or national origin from being excluded from participation, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal financial assistance from the Department of Transportation.

This document was prepared by UPTD staff in compliance with and to meet the requirements of Title VI of Civil Rights Act of 1964 (42 USC 2000d); 49 USC Section 5332; 49 CFR Part 21; DOT Order 1000.12; DOT Order 1050.2; DOT Order 5610.2; FTA Circular 4702.1B; Executive Order 12898; Executive Order 13166; and DOT LEP Policy Guidance.

Involving our citizens in the transit planning process including the utilization of funds, communicating the program of projects, and more importantly communicating our level of service standards to the community are all vital processes that UPTD undertakes as part of ensuring that services are provided in accordance with Title VI.

Reaching all parts of our population and providing language assistance to persons with limited English proficiency in a competent and effective manner will help ensure that our services are safe, reliable, convenient, and accessible to everyone in our community including Limited English Proficiency (LEP) persons.

The LEP Plan plays an integral role in this process. This document will detail the LEP Plan, developed in conjunction with best practice standards for public involvement.

Language for LEP individuals can be a barrier to accessing important benefits or services, understanding and exercising important rights, complying with applicable responsibilities, or understanding other information provided by federally funded programs and activities.

Background Information

Limited English Proficient are individuals who have a limited ability to read, write, speak, or understand English, who speaks a language at home other than English as his/her primary language, and who speaks or understands English 'not well' or 'not at all'.

According to the 2015 U.S. Census, more than 12% of LEP persons aged 16 years and over reported that they do not speak English very well or not at all. The number of persons reporting that they do not speak English at all or do not speak English well grew by 5% from 2010 to 2015. Among limited English speakers, Spanish is the language most frequently spoken, followed by Chinese (Cantonese or Mandarin), Vietnamese, Korean and French.

Public transit is a key means of achieving mobility for many LEP persons. According to the 2015 Census, more than 3% of LEP persons aged 16 years and over reported use of public transit as their primary means of transportation to work, compared with about 5.1% of English speakers. Catering to LEP persons will help increase and retain ridership among the agency's broader immigrant communities in two important ways:

- 1) Agencies that reach out to recent immigrant populations in order to conduct a needs assessment and prepare a language implementation plan (pursuant to the DOT LEP Guidance) will send a positive message to these persons that their business is valued.
- 2) Community outreach designed to identify appropriate language assistance measures can also assist the agency in identifying the transportation needs of immigrant populations and ensuring that an agency's transit routes, hours and days of service, and other service parameters are responsive to the needs of these populations.

In order to increase public involvement from those who are limited in English proficiency and those who are low income through public service announcements in buses, transfer locations, local outreach organizations, libraries and certain businesses. All public announcements are to be provided at least two weeks prior to any changes/updates to public transportation services to ensure LEP, low income and general public awareness.

Introduction

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq., and its implementing regulations provide that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives Federal financial assistance. The Supreme Court, in *Lau v. Nichols*, 414 U.S. 563 (1974), interpreted Title VI regulations promulgated by the former Department of Health, Education, and Welfare to hold that Title VI prohibits conduct that has a disproportionate effect on LEP persons because such conduct constitutes national origin discrimination.

Executive Order 13166: Improving Access to Service for Persons with Limited English Proficiency was signed in year 2000 to clarify Title VI of the Civil Rights Act of 1964. Its purpose was to ensure accessibility to programs and services to eligible persons who are not proficient in the English language.

This executive order stated that individuals who do not speak English well and who have a limited ability to read, write, speak, or understand English are entitled to language assistance under Title VI of the Civil Rights Act of 1964 with respect to a particular type of service, benefit, or encounter. It reads in part,

“Each Federal agency shall prepare a plan to improve access to its federally conducted programs and activities by eligible LEP persons. Each plan shall be consistent with the standards set forth in the LEP Guidance, and shall include the steps the agency will take to ensure that eligible LEP persons can meaningfully access the agency's programs and activities.”

Not only do all federal agencies have to develop LEP Plans, as a condition of receiving federal financial assistance, but also state and local recipients are required to comply with Title VI and LEP guidelines of the federal agency from which they receive funds.

Federal financial assistance includes grants, training, and use of equipment, donations of surplus property and other assistance. Recipients of federal funds range from state and local agencies to nonprofits and other organizations. Title VI covers a recipient's entire program or activity. This means all components of a recipient's operations are covered. Simply put, any organization that receives federal financial assistance is required to follow this Executive Order. The US Department of Transportation (DOT) published “Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient Person” in the December 14, 2005 Federal Register. The guidance explicitly identifies local transit operators as organizations that must follow this guidance:

*The guidance applies to all DOT funding recipients, which include state departments of transportation, state motor vehicle administrations, airport operators, metropolitan planning organizations, and regional, state, and **local transit operators**, among many others. Coverage extends to a recipient’s entire program or activity, i.e., to all parts of a recipient’s operations. This is true even if only one part of the recipient receives the Federal assistance. For example, if DOT provides assistance to a state department of transportation to rehabilitate a particular highway on the National Highway System, all of the operations of the entire state department of transportation—not just the particular highway program or project—are covered by the DOT guidance.*

The intent of this Limited English Proficiency Plan is to ensure access to the planning process and information published by UPTD where it is determined that a substantial number of residents in Lake UPTD do not speak or read English proficiently. The production of multilingual publications and documents and/or interpretation at meetings or events will be provided to the degree that funding permits based on current laws and regulations.

Laws and Policies Guiding Limited English Proficiency Plans

The FTA references the DOT LEP guidance in its Circular 4702.1B, “Title VI and Title VI- Dependent Guidelines for FTA Recipients,” which was published on April 13, 2007. Chapter IV part 4 of this Circular reiterates the requirement to take responsible steps to ensure meaningful

access to benefits, services, and information for LEP persons and suggests that Federal Transit Administration (FTA) recipients and sub recipients develop a language implementation plan consistent with the provisions of Section VII of the DOT LEP guidance.

As part of the DOT and FTA requirements, the *LEP Plan* will be assessed and evaluated. The following matrix illustrates these laws, policies and considerations:

Title VI of the Civil Rights Act of 1964	Limited English Proficiency Executive Order 13166
Federal Law	Federal Policy
Enacted in 1964	Enacted in August 2000
Considers all persons	Considers eligible population
Contains monitoring and oversight compliance review requirements	Contains monitoring and oversight compliance review requirements
Factor criteria is required, no numerical or percentage thresholds	Factor criteria is required, no numerical or percentage thresholds
Provides protection on the basis of race, color, and national origin	Provides protection on the basis of National origin
Focuses on eliminating discrimination in federally funded programs	Focuses on providing LEP persons with meaningful access to services using four factor criteria
Annual Accomplishment and Upcoming Goals Report to FHWA	Annual Accomplishment and Upcoming Goals Report to FHWA

Determining the need

As a recipient of federal funding, UPTD must take reasonable steps to ensure meaningful access to the information and services it provides. As noticed in the Federal Register/ Volume 70, Number 239/ Wednesday, December 14, 2005/ Notices, there are **four factors** to consider in determining “reasonable steps”.

Factor 1 - The number and proportion of LEP persons served or encountered in the eligible service population.

Factor 2 - The frequency in which LEP persons encounter Transit Programs, Activities and Services.

Factor 3 - The nature and importance of the program, activity, or service provided by the recipient to people’s lives.

Factor 4 - The resources available to the recipient and cost.

The DOT Policy Guidance gives recipients of federal funds substantial flexibility in determining what language assistance is appropriate based on a local assessment of the four factors listed above. The following is an assessment of need in UPTD in relation to the four factors and the transit planning process.

Title VI Language Assistance Plan

A prior 'Needs Assessment' for LEP using the U.S. Department of Transportation (DOT)'s Four Factor Analysis was undertaken to determine the presence of LEP individuals.

Four Factor Analysis:

Factor 1. Demography or the number or proportion of LEP persons

According to the 2019 Census projection data, 6.06 % of the population of Douglas County are Hispanic or Latino. It is unknown what proportion of this population is LEP.

U.S. Census's 2016 ACS 5-Year Estimate - Table S1601 data was used to determine the percentages of LEP people. Because children under 5 years of age cannot, under any circumstances, ride alone, this data does not include them in the figures.

Douglas County Population estimate, 5 years and older: 101,850

	%	Individuals
Speak only English	96.2%	98,025
Speak language other than English	3.8%	3,825
Speak English less than "very well"	1.2%	1226
Spanish	2.19%	2,229
Other Indo-European	0.8%	811
Asian and Pacific Islander	0.6%	610

Factor 2. Frequency of contact with LEP persons

To this date no individuals have requested translation or language assistance.

Factor 3. Importance of the program or services affecting people's lives

UPTD is a vital, affordable link to essential services such as medical services, hospitals and clinics, shopping, entertainment and connection to other transportation services that leave the area.

Factor 4. Resources and Costs

Should the need arise to provide LEP services, it will be factored at that time and budgeted accordingly.

The low density of LEP individuals in Douglas County at this time makes it unnecessary to make any dramatic changes to the existing program. Minimal costs will be incurred for our informational brochure that is in the process of being translated into Spanish.

Analysis Conclusion: Title VI and its implementing regulations require that FTA recipients take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are LEP. Douglas County does not have a sufficient number of LEP persons to provide special services. However, a brochure in Spanish may be requested once it is complete.

We have one bilingual dispatcher and each driver and dispatcher have available to them, Google Translate as option. If other language groups are identified in the future, UPTD will respond by providing instructions on how to use the public transit system.

Required to Provide Additional Information Upon Request. At the discretion of the FTA, information other than that required by the referenced circular may be requested, in writing, from a recipient in order to investigate complaints of discrimination or to resolve concerns about possible non-compliance with Title VI requirements. The UPTD Title VI specialist is available to provide additional information as needed and to respond to any inquiry.

Required to Prepare and Submit a Title VI Program. FTA requires recipients to report certain general information to determine their compliance with Title VI. The collection and reporting of this program constitute the recipients' Title VI program. To ensure compliance with 49 CFR Section 21.9(b), FTA requires that all recipients document their compliance with this chapter by submitting a Title VI program to FTA's Regional Civil Rights Officer once every three years.

Minority Representation

UPTD STF Committee members are 100% Caucasian and Englishspeaking. If demographics in Douglas County shift greatly in the future, UPTD will make an effort to increase minority representation to reflect the community.

Facility Location Equity Analysis

There are no current planned facilities or construction projects that require a Title VI equity analysis.

Providing Notice to LEP Persons

US DOT guidance indicates that once an agency has decided, based on the four factors, to provide language services, it is important that the recipient notify LEP persons of services available free of charge in a language the LEP persons would understand. Example methods for notification include:

1. Signage that indicates when free language assistance is available with advance notice;
2. Stating in outreach documents that language services are available;

3. Working with community-based organizations and other stakeholders to inform LEP individuals of UPTD Transit services and the availability of language assistance;
4. Including notices in local newspapers in languages other than English;
5. Providing presentations and/or notices at schools and community-based organizations (CBO).

As covered under Title VI requirements for nondiscrimination, UPTD will include Title VI language in all Public Notice material as applicable.

Language Assistance

A goal of UPTD is to provide user-friendly materials that will be appealing and easy to understand. UPTD will continue to provide materials to the LEP population in alternative formats, such as schedules, flyers, users guide, depending on the work product.

UPTD Staff Training

What the Guidance Says:

“Staff members should know their obligations to provide meaningful access to information and services for LEP persons, and all employees in public contact positions should be properly trained. An effective LEP plan would likely include training to ensure that:

- *Staff knows about LEP policies and procedures.*
- *Staff having contact with the public (or those in a recipient’s custody) is trained to work effectively with in-person and telephone interpreters.*

UPTD has incorporated the LEP Plan into the UPTD Title VI Program.

In order to establish meaningful access to information and services for LEP individuals, UPTD will train its employees and those of its operators (if any) about the LEP Plan as part of the new employee orientation.

Appendix B Resolution

RESOLUTION NO. 21-4

RESOLUTION APPROVING THE UPTD TITLE VI PROGRAM NON-DISCRIMINATION POLICY AND LIMITED ENGLISH PROFICIENCY PLAN

WHEREAS, pursuant to Title VI of the Civil Rights Act of 1964, 42 U.S.C. (“the Act”) and 49 CFR Part 21, the U.S. Department of Transportation and the Federal Transit Administration (FTA) prohibit discrimination on the basis of race, color or national origin; and

WHEREAS, as a recipient of federal funds, UPTD is required to comply with the requirements of the Act and the applicable implementing regulations; and

WHEREAS, pursuant to FTA Circular 4702.1B, UPTD is required to submit its Title VI program to its governing entity for approval; and

WHEREAS, UPTD has considered the Limited English Proficiency (LEP) which is a part of the UPTD 2021 Title VI Program and Non Discrimination Policy, to ensure that individuals who do not speak English well and who have limited ability to read, write, speak, or understand English are entitled to language assistance under Title VI of the Civil Rights Act of 1964 with respect to a particular type of service, benefit, or encounter and are not excluded from participating in, denied benefits of or assistance on the basis of race, color, sex, age, disability or national origin:

NOW, THEREFORE, BE IT RESOLVED, that the UPTD Board of Directors approve and adopt the 2021 Title VI Program and Non-Discrimination Policy which includes the Limited English Proficiency Plan.

Umpqua Public Transportation District

Chair