This document was prepared by Fairfield and Suisun Transit (FAST) and approved by the City of Fairfield City Council to comply with Title VI of the Civil Rights Act of 1964, including new provisions detailed in U.S. Department of Transportation’s FTA Circular 4702.1B, “Title VI Requirement and Guidelines for Federal Transit Administration Recipients.”
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Introduction

Fairfield and Suisun Transit (FAST) is the local public transit service governed by the City of Fairfield on behalf of both the cities of Fairfield and Suisun City since 1975. The combined population of Fairfield and Suisun City is approximately 139,064 residents. Additional cooperative efforts with other public agencies and cities in Solano County resulted in the creation of SolanoExpress service, which provides transit links to the cities of Dixon, Davis, Sacramento, Benicia, El Cerrito, Vacaville, Pleasant Hill, and Walnut Creek.

FAST provides about 1 million unlinked trips annually. From 2014 to 2018, FAST had nine (9) local routes and four (4) commuter routes. Once service expanded to the Fairfield-Vacaville Train Station in January 2018, FAST service was reconfigured and reduced to eight (8) local fixed routes, four (4) express commuter routes (i.e. SolanoExpress), and local Dial-A-Ride paratransit services (i.e. DART). FAST’s fixed route fleet is 48 vehicles, with 32 vehicles operating during peak hours. FAST paratransit provides an ADA complementary curbside service for the entire service area. FAST also has extensive taxi scrip programs that provide subsidized local trips within Fairfield and Suisun City and to/from the Adult Recreation Center for local senior and Americans with Disabilities Act (ADA) qualified residents. FAST also participates in a regional taxi scrip program offering subsidized trips throughout Solano County; this program is in partnership with the regional Consolidated Transportation Services Agency managed by the Solano Transportation Authority (STA).

The City of Fairfield’s Transportation Division is part of the Public Works Department, which reports to the City Manager, Mayor, and City Council. The Transportation Manager is responsible for transit and transportation planning. The fixed route and ADA complementary paratransit service is operated through a contract with MV Transportation.

Fairfield and Suisun Transit

Fairfield and Suisun Transit (FAST) provides general public fixed route service through nine (9) local and four (4) intercity/commuter routes. All FAST buses are wheelchair accessible and most are equipped with bike racks. The local routes operate from approximately 6:00 a.m. to 8:30 p.m. Monday through Friday, and from approximately 9:00am to 6:30pm on Saturday. FAST does not operate services on Sundays.

The SolanoExpress intercity/commuter routes consist of Routes 20, 30, 40, and 90. Routes 20, 30, and 90 run Monday through Saturday and Route 40 is specifically a commuter route which runs Monday through Friday only.

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FAST’s Title VI Notice to the Public - English

Your Rights Under Title VI of the Civil Rights Act of 1964

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

What is Title VI?

Title VI of the Civil Rights Act of 1964 is the Federal law that protects individuals from discrimination on the basis of their race, color, or national origin in programs that receive Federal financial assistance.

“No person or group of persons shall be discriminated against with regard to the routing, scheduling, or quality of transportation service furnished by Fairfield and Suisun Transit 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.”

How can I file a discrimination complaint?

Any person who believes that they have, individually, or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color, or national origin may file a complaint with the Fairfield and Suisun Transit (FAST) Title VI Program Administrator at (707) 434-3800.

For more information on Fairfield and Suisun Transit’s civil rights programs and the procedures to file a complaint, please contact us at (707) 434-3800 or visit www.fasttransit.org. You may also obtain complaint forms and instructions at the Fairfield Transportation Center located at 2000 Cadenasso Drive, Fairfield, CA 94533.
Sus Derechos Conforme al Título VI del Decreto de Derechos Civiles de 1964

“Ninguna persona en los Estados Unidos podrá ser excluida por motivos de raza, color u origen nacional, de participar en, ser negado los beneficios de, o ser objeto de discriminación conforme a cualquier programa o actividad que está recibiendo asistencia financiera del gobierno federal.”

¿Qué es le Título IV?

El Título IV del Decreto de Derechos Civiles de 1964 es la ley federal que protege a los individuos de ser discriminados en base a su raza, color, u origen nacional de los programas que reciben asistencia financiera del gobierno federal.

“Ninguna persona o grupo de personas serán objeto de discriminación respecto a las rutas, horarios, o calidad de servicios de transporte brindados por los servicios de tránsito de Fairfield y Suisun en base a su raza, color u origen nacional. La frecuencia con el que se proporciona los servicios, la edad, y calidad de los vehículos asignados a las rutas, la calidad de las estaciones que prestan sus servicios a las diferentes rutas, y la ubicación de las rutas no podrán ser determinadas basándose en la raza, color u origen nacional.”

¿Cómo puedo presentar una queja de discriminación?

Toda persona que cree que, como individuo o miembro de una clase específica de personas, ha sido objeto de discriminación en base a su raza, color, u origen nacional, puede presentar una queja ante el Gerente del Programa de Title VI de Fairfield y Suisun (FAST) llamando al (707) 434-3800.

Para obtener más información sobre los programas de derechos civiles de Fairfield y Suisun Transit y los procedimientos para presentar una queja, comuníquese con nosotros al (707) 434-3800 o visite www.fasttransit.org. También puede obtener formularios de quejas e instrucciones en el Centro de Transporte de Fairfield ubicado en 2000 Cadenasso Drive, Fairfield, CA 94533.
Ang Inyong Mga Karapatan sa Ilalim ng Title VI ng Batas ng Karapatang Sibil ng 1964.

“Walang tao sa Estados Unidos, sa batayan ng lahi, kulay, o bansang pinagmulan, ang hindi dapat isama sa, tanggihan ng mga benepisyo, o sumailalim sa diskriminasyon sa ilalim ng anumang programa o aktibidad ng pagtanggap ng tulong pinansyal ng Pamahalaan.”

Ano ang Title VI?

Ang Title VI ng Batas ng Karapatang Sibil ng 1964 ay batas ng Pamahalaan na nagpoprotekta sa mga indibiduwal mula sa diskriminasyon batay sa kanilang lahi, kulay, o bansang pinagmulan sa mga programang tumatanggap ng tulong pinansyal ng Pamahalaan.

“Walang tao o grupo ng mga tao ang dapat diskriminahin hinggil sa pagruruta, pag-iiskedyul, o kalidad ng serbisyo ng transportasyon na ibibigay ng Fairfield and Suisun Transit batay sa lahi, kulay, o bansang pinagmulan. Ang dalas ng paglilingkod, edad at kalidad ng mga sasakyan na itinalaga sa mga ruta, kalidad ng mga istasyon na naglilingkod sa iba't-ibang mga ruta, at lokasyon ng mga ruta ay hindi maaaring tukuyin batay sa lahi, kulay, o bansang pinagmulan.”

Paano ako magsasampa ng isang reklamo ng diskriminasyon?

Ang sinumang tao na naniniwalang siya ay sumailalim sa diskriminasyon bilang indibiduwal, o bilang isang miyembro ng anumang partikular na uri ng mga tao, batay sa lahi, kulay, o bansang pinagmulan ay maaaring magsampa ng reklamo sa Tagapangasiwa ng Programa ng Title VI ng Fairfield and Suisun Transit (FAST) sa (707) 434-3800.

Para sa higit pang impormasyon tungkol sa mga programa sa mga karapatang sibil ng Fairfield at Suisun Transit at ang mga pamamaraan upang magsampa ng reklamo, mangyaring makipag-ugnay sa amin sa (707) 434-3800 o bisitahin ang www.fasttransit.org. Maaari ka ring makakuha ng mga pormularyo at tagubilin sa reklamo sa Fairfield Transportation Center na matatagpuan sa 2000 Cadenasso Drive, Fairfield, CA 94533.
1964 年民權法案第六章賦予您的權利

“禁止基于種族、膚色或國籍血統，在聯邦財政補助之任何計劃或活動中拒絕美國境內的任何人參與該活動、享受相關福利、或使其遭受歧視。”

什麼是民權第六章？

1964 年民權法案第六章是聯邦法律，以保護個人在聯邦財政補助之任何計劃或活動中不會因其種族、膚色或國籍血統而遭受歧視。

“在有關 Fairfield and Suisun Transit 提供的運輸服務的路線、調度或質量問題上，禁止基於種族、膚色或國籍血統歧視任何個人或團體。服務的頻度、分配給各路線的車輛的年齡和質量、服務於不同路線的車站的質量、以及路線定位，均不能基於種族、膚色或國籍血統來確定。”

我怎樣才能提交歧視投訴？

任何人如果相信他們作為個體或任何特定類別人士中的一員，受到了基於種族、膚色或國籍血統的歧視，均可以致電 (707) 434-3800，向 Fairfield and Suisun Transit (FAST) 民權第六章項目管理員提起投訴。

有關 Fairfield 和 Suisun Transit 民權計劃以及提交投訴程序的更多信息，請致電 (707) 434-3800 或訪問 www.fasttransit.org。您也可以在位於加利福尼亞州費爾菲爾德市的 Cadenasso Drive 2000 號的 Fairfield 運輸中心獲取投訴表格和說明。
List of Locations Where Title VI Notice Is Posted

FAST’s Title VI notice to the public and program information are currently posted at the following locations:

**FAIRFIELD**
Fairfield City Hall  
1000 Webster St.  
Fairfield, CA 95616

Fairfield Senior Center  
1200 Civic Center Dr.  
Fairfield, CA 94533

Fairfield Community Center  
1000 Kentucky Dr.  
Fairfield, CA 94533

Fairfield Transportation Center (FTC)  
2000 Cadenasso Dr.  
Fairfield, CA 94533

Fairfield Transportation Center Transit Store  
2000 Cadenasso Dr.  
Fairfield, CA 94533

**UC DAVIS**
Transportation & Parking Services  
1 Shields Ave.  
Davis, CA 95616

**DIXON**
Dixon City Hall  
600 East A St.  
Dixon, CA 95620

**SUISUN CITY**
Suisun City Hall  
701 Civic Center Blvd.  
Suisun City, CA 94585

Suisun City Senior Center  
318 Merganser Dr.  
Suisun City, CA 94585

**VACAVILLE**
Ulatis Community Center  
1000 Ulatis Dr.  
Vacaville, CA 95687

McBride Senior Center  
91 Town Square Place  
Vacaville, CA 95688

Vacaville City Hall  
650 Merchant St.  
Vacaville, CA 95688

Fairfield and Suisun Transit (FAST) Website  
http://fasttransit.org/title-vi-information-forms/

Revenue Service Vehicles  
Title VI Notices are posted on ALL FAST Fleet Vehicles
Fairfield and Suisun Transit shall take any Title VI violation complaint seriously and act quickly to identify, resolve, or remediate any identified issue.

A. Communication with Claimant
It is FAST’s intent to communicate with the claimant throughout the Title VI complaint review process, regardless of the outcome of the investigation.

B. Posting of Title VI Complaint Notification
FAST has placed a public Title VI notice on all on-board buses and in public ticket offices in English, Spanish, and Chinese, with free language assistance offered in all safe harbor languages. Additionally, the notice is available on the FAST website, including the complaint form that is available in all safe harbor languages.

C. Receipt of Complaint
There are several ways that Title VI complaints are received:
- Mail – On-board buses and FAST’s website currently list instruction on filing a title VI complaint and provides an address for submitting a Title VI claim. The complaint form is available in all safe harbor languages.
- Online – Individuals can register a Title VI complaint through the FAST customer feedback webpage, which forwards the item to the Title VI Program Administrator for Title VI review.
- Phone – Individuals may also make a complaint by phone by calling the Title VI Program Administrator at (707) 434-3800.

D. Review of Complaint
A complaint must be filed within 180 calendar days of the date the claimant believes the discrimination occurred. Upon receipt of a complaint, the Title VI Program Administrator reviews the issue to determine if it raises a Title VI concern (i.e. relates to the exclusion from participation in, or denial of benefits of, services on the basis of race, color, national origin, or low-income status). All title VI Complaint files are kept for a minimum of 10 years.

If the claim is not related to Title VI, but to other issues, the Title VI Program Administrator forwards the complaint to the appropriate department for resolution and sends a letter to the
claimant explaining the process. Departments that are responsible for the resolution of the claim are responsible to investigate the issue and respond to the claimant.

Upon determining that the claim raises a Title VI issue, a Title VI investigation will be undertaken. The Title VI Program Administrator will send a letter to the individual to notify the claimant that FAST will conduct an investigation of the claim.

E. Investigating Title VI Claims
Staff shall review the complaint to determine if it raises any Title VI issues, using Federal Transit Administration guidance. Staff shall complete their review no later than 60 calendar days after the date FAST received the complaint. If more time is required, the Title VI Program Administrator shall notify the claimant of the estimated time-frame for completing the review.

If it is found that there is or has been a violation of Title VI, staff will identify immediate remediation for consideration by the Transit Manager and/or Board of Directors. FAST will send a letter to the claimant stating the outcome of the investigation. If a violation exists the claimant will be advised of any remediation action that is being proposed or undertaken. Additionally, staff may recommend improvements to FAST’s processes relative to the Title VI. Conversely, if the claim is invalid, erroneous, or does not represent a Title VI violation, the Title VI Program Administrator will send a letter to the claimant with their findings.

F. Request for Reconsideration
If the claimant disagrees with the response, they may request reconsideration by submitting the request in writing to the Transit Manager within 10 calendar days after receipt of the response. The request for reconsideration shall be sufficiently detailed to contain any items the claimant feels were not fully understood by the Title VI Program Administrator and/or other staff reviewing the claim. The Transit Manager will notify the claimant of their decision either to accept or reject the request for reconsideration within 10 calendar days. In cases where the Transit Manager agrees to reconsider, the matter shall be returned to the Title VI Program Administrator to re-evaluate.

G. Submission of Complaint to the Federal Transit Administration
Claimant may also file a complaint directly with the Federal Transit Administration at FTA Office of Civil Rights within 180 days of the alleged discrimination at:

Federal Transit Administration
Attention: Title VI Program Coordinator
1200 New Jersey Ave, SE
Washington, DC 20590
Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Fairfield and Suisun Transit (hereinafter referred to as “FAST”) may file a Title VI complaint by completing and submitting the FAST Title VI Complaint Form. The FAST Title VI Complaint Procedures and Complaint Form may also be found on the FAST website at www.fasttransit.org. FAST investigates complaints received no more than 180 days after the alleged incident. FAST will process complaints that are complete.

Complaints shall be in writing and shall be signed by the complainant and/or the complainant’s representative. Complaints shall set forth as fully as possible the facts and circumstances surrounding the alleged discrimination. In the event that a person makes a verbal complaint of discrimination to an officer or employee of FAST, the person shall be interviewed by the Title VI Program Administrator. If necessary, the Title VI Program Administrator 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 FAST’s investigative procedures.

Once the complaint is received, FAST will review it to determine if its office has jurisdiction. Within 10 days, the Title VI Program Administrator will acknowledge, in writing, 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 STATEDOT and USDOT. FAST will advise STATEDOT and/or USDOT within 10 days of receipt of the allegations. Generally, the following information will be included in every notification to STATEDOT and/or USDOT:

a) Name, address, and phone number of the complainant.
b) Name(s) and address(es) of alleged discriminating official(s).
c) Basis of complaint (i.e., race, color, national origin).
d) Date of alleged discriminatory act(s).
e) Date complaint received by the recipient.
f) A statement of the complaint.
g) Other agencies (state, local, or federal) where the complaint has been filed.
h) An explanation of the actions FAST has taken or proposed to resolve the issue in the complaint.

Within 60 days, the Title VI Program Administrator will conduct an investigation of the allegation and based on the information obtained, will render a recommendation for action in a report of findings to the City of Fairfield’s Public Works Director. The complaint should be resolved by informal means whenever possible. Such informal attempts and their results will be summarized in the report of findings.

Within 90 days of receipt of the complaint, the Public Works Director will notify the complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the complainant of his/her appeal rights with STATEDOT and/or USDOT, if they are dissatisfied with the final decision rendered by FAST. The Title VI Program Administrator will also provide STATEDOT and/or USDOT with a copy of this decision and summary of findings upon completion of the investigation.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

Contacts for the different Title VI administrative jurisdictions are as follows:

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

U.S. Department of Transportation Headquarters
Departmental Director of Civil Rights
Office of the Secretary
U.S. Department of Transportation
External Civil Rights Programs Division (S-33)
1200 New Jersey Ave., S.E.
Washington, D.C. 20590

Federal Transit Administration-Region 9
Office of Civil Rights
201 Mission Street, Suite 1650
San Francisco, CA 94105
Phone: 415-744-3133, Fax: 415-744-2726

If information regarding these Title VI Complaint Procedures is needed in another language, contact: FAST Title VI Program Administrator at 707-434-3800.
FAST 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, or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. Title VI complaints must be filed within 180 days from the date of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, please contact the FAST Title VI Program Administrator by calling 707-434-3800. The completed form must be returned to: FAST Title VI Program Administrator, Fairfield Transportation Center, 2000 Cadenasso Drive, Fairfield, CA 94533.

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<td><strong>Telephone (Home):</strong></td>
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<td>Are you filing this complaint on your own behalf?</td>
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<tr>
<td>*If you answered &quot;yes&quot; to this question, go to Section III.</td>
</tr>
<tr>
<td>If not, please supply the name and relationship of the person for whom you are complaining:</td>
</tr>
<tr>
<td>Please explain why you have filed for a third party:</td>
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<tr>
<td>Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.</td>
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<th>Section III</th>
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<tr>
<td>I believe the discrimination I experienced was based on (check all that apply):</td>
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<tr>
<td>[ ] Race</td>
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</table>
Date of Alleged Discrimination (Month, Day, Year): ________________________________

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.

____________________________________________________________________________________
____________________________________________________________________________________

Section IV

Have you previously filed a Title VI complaint with this agency? [ ] Yes [ ] No

Section V

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?
[ ] Yes [ ] No

If yes, check all that apply:
[ ] Federal Agency __________________________
[ ] Federal Court ____________________________ [ ] State Agency ____________________________
[ ] State Court ____________________________ [ ] Local Agency ____________________________

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

Name:
Title:
Agency:
Address:
Telephone:

Section VI

Name of agency complaint is against:
Contact person:
Title:
Telephone:

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

Signature and date required below:

_________________________________________  ______________________________
Signature                                      Date
Questions Regarding this Form/FAST Title VI Process:

Fairfield and Suisun Transit
Title VI Program Administrator
Phone: 707-434-3800
Fax: 707-426-3298
Address: 2000 Cadenasso Drive, Fairfield, CA 94533
FAST se compromete en asegurar a sus empleados la participación y el goce de sus beneficios independientemente de su raza, color u origen nacional en conformidad a la Ley de Derechos Civiles de 1964 y su correspondiente enmienda. Las quejas o demandas referentes en el Título VI de dicha ley deben presentarse en un plazo máximo de 180 días a partir de la fecha de la discriminación alegada.

Necesitamos la información solicitada a continuación a fin de poder ayudarle a procesar su queja o demanda. Si requiere cualquier tipo de ayuda para completar este formulario, póngase en contacto con el Administrador del Programa Título VI llamando al 707-434-3800. El formulario debe entregarse al Administrador del Programa Título VI de FAST, Centro de Transportes de Fairfield, 2000 Cadenasso Drive, Fairfield, CA 94533.

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<td><strong>Nombre:</strong></td>
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<td><strong>Dirección:</strong></td>
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<td><strong>Teléfono (Domicilio):</strong></td>
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<td><strong>Correo electrónico:</strong></td>
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<td>Necesita un formato especial?</td>
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<th>Sección II</th>
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<tbody>
<tr>
<td>¿Está presentando esta reclamación en su nombre?</td>
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*Si su respuesta es afirmativa, diríjase a la Sección III.

En caso de ser negativa, facilite el nombre y parentesco con la persona por la cual presenta esta reclamación:

Explique brevemente las razones por las que se ha utilizado una tercera persona:

Confirme haber obtenido la autorización de la parte agravada si está presentando esta reclamación por una tercera persona. | Sí | No |
### Sección III

Considero que he sido víctima de una discriminación en base a (selecciones una de las casillas):

- [ ] Raza
- [ ] Color
- [ ] Origen nacional

Fecha de la discriminación alegada (mes, día, año): ______________________________________

Explique con la mayor claridad posible los hechos acaecidos y el porqué cree que ha sido discriminado. Cite y describa a todas las personas que estaban implicadas. Si fuese posible, indique el nombre y la información de contacto de la(s) persona(s) que lo han discriminado así como los nombres e información de contacto de cualquier testigo. Si necesita más espacio, escriba en el dorso de esta forma.

____________________________________________________________________________________
____________________________________________________________________________________

### Sección IV

¿Ha presentado con anterioridad una queja o demanda con esta agencia conforme al Título VI?  
- [ ] Sí
- [ ] No

### Sección V

¿Ha presentado esta queja o demanda en otras agencias federales, estatales o locales, o en un tribunal federal o estatal?

- [ ] Sí
- [ ] No

Si es afirmativo, marque todas las casillas que correspondan:

- [ ] Agencia federal
- [ ] Tribunal federal
- [ ] Agencia estatal
- [ ] Tribunal estatal
- [ ] Agencia local

Favor de facilitar a continuación los datos de una persona de contacto en la agencia/tribunal dónde se presentó la queja o demanda.

**Nombre:**

**Título:**

**Agencia:**

**Dirección:**

**Teléfono:**

### Sección VI

Nombre de la agencia contra quién se presenta la queja o demanda:

**Persona de contacto:**

**Título o puesto:**

**Teléfono:**
Puede adjuntar material escrito o cualquier otra información que considere ser relevante a su queja o demanda.

Firme y escriba la fecha a continuación:

_________________________  ________________________
Firma                      Fecha

Preguntas relacionadas al formulario o proceso de FAST
Título VI:
Fairfield and Suisun Transit
Administrador del Programa Título VI
Teléfono: 707-434-3800
Fax: 707-426-3298
Dirección: 2000 Cadenasso Drive, Fairfield, CA 94533

OFFICE USE ONLY
DATE RECEIVED:

RECEIVED BY:
FORM NG REKLAMO NG TITLE VI

Ang FAST ay nangangako sa pagtiyak na walang taong hindi isasama sa paglahok o tatanggihan ng mga benepisyo ng mga serbisyo nito batay sa lahi, kulay, o bansang pinagmulan, ayon sa isinasaad sa Title VI ng Batas ng Mga Karapatang Sibil ng 1964, bilang inamyendahan. Ang mga reklamo ayon sa Title VI ay dapat isampa sa loob ng 180 araw mula sa petsa ng pinaghihinaang diskriminasyon.

Ang mga sumusunod na impormasyon ay kinakailangan para tulungan kami sa pagproseso ng iyong reklamo. Kung kailangan ninyo ng anumang tulong sa pagkumpleto ng form na ito, mangyaring makipag-ugnayan sa Tagapangasiwa ng Programa ng Title VI sa FAST sa pamamagitan ng pagtawag sa 707-434-3800. Ang nakumpletong form ay dapat ibalik sa: Tagapangasiwa ng Programa ng Title VI sa FAST, Fairfield Transportation Center, 2000 Cadenasso Drive, Fairfield, CA 94533.

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<tr>
<th>Seksyon I</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Pangalan:</td>
<td></td>
</tr>
<tr>
<td>Address:</td>
<td></td>
</tr>
<tr>
<td>Telepono (Bahay):</td>
<td>Telepono (Trabaho):</td>
</tr>
<tr>
<td>Email:</td>
<td></td>
</tr>
<tr>
<td>Kinakailangan ng mga Maaaring Ma-access na Ayos?</td>
<td>Malaking Letra</td>
</tr>
<tr>
<td></td>
<td>TDD</td>
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<table>
<thead>
<tr>
<th>Seksyon II</th>
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</thead>
<tbody>
<tr>
<td>Isinasampa ba ninyo ang reklamong ito sa ngalan ninyo?</td>
<td>Oo*</td>
</tr>
<tr>
<td>*Kung sumagot ng &quot;oo&quot; sa tanong na ito, pumunta sa Seksyon III.</td>
<td></td>
</tr>
<tr>
<td>Kung hindi, mangyaring ibigay ang pangalan at kaugnayan ng tao kung para kanino kayo nagrereklamo:</td>
<td></td>
</tr>
<tr>
<td>Mangyaring ipaliwanag kung bakit kayo nagsampa para sa ikatlong partido:</td>
<td></td>
</tr>
</tbody>
</table>
Mangyaring kumpirmahin na nakakuha kayo ng pahintulot ng agrabyadong partido kung kayo ay nagsasampa sa ngalan ng ikatlong partido. | Oo | Hindi |
---|---|---|

**Sekション III**

Naniniwala ako na ang naranasan kong diskriminasyon ay batay sa (lagyan ng check ang lahat ng naaangkop):

[ ] Lahi [ ] Kulay [ ] Bansang Pinagmulan

Petsa ng Pinaghihinaang Diskriminasyon (Buwan, Araw, Taon):

___________________________________

Malinaw na ipaliwanag hangga't maaari kung ano ang nangyari at kung bakit kayo naniniwala na kayo ay diniskrimina. Ilarawan ang lahat ng nanging sangkot na tao. Isama ang pangalan at impormasyon sa pakikipag-ugnayan ng (mga) taong nandiskrimina sa inyo (kung alam) pati rin ang mga pangalan at impormasyon sa pakikipag-ugnayan ng sinumang mga saksi. Kung kailangan pa ng karagdagang espasyo, mangyaring gamitin ang likuran ng form na ito.

____________________________________________________________________________________
____________________________________________________________________________________

**Sekション IV**

Nagsampa ka na ba dati sa ahensiyang ito ng isang reklamo ayon sa Title VI? | Oo | Hindi |
---|---|---|

**Sekション V**

Isinampa ba ninyo ang reklamong ito sa anumang ibang ahensya ng Pamahalaan, Estado, o lokal, o sa anumang hukuman ng Pamahalaan o Estado?

[ ] Oo [ ] Hindi

Kung oo, lagyan ng check ang lahat ng naaangkop:

[ ] Ahensiya ng Pamahalaan ________________

[ ] Hukuman ng Pamahalaan _____________ [ ] Ahensiya ng Estado ________________

[ ] Hukuman ng Estado ________________ [ ] Lokal na Ahensiya ________________

Mangyaring magbigay ng impormasyon tungkol sa isang tao na maaaring kontakin sa ahensya o hukuman kung saan isinampa ang reklamo.

Pangalan:

Posisyon:

Ahensiya:

Address:

Telepono:
Seksyon VI

Pangalan ng ahensiyang inirereklamo:

Taong maaaring kontakin:

Posisyon:

Telepono:

Maaari kayong maglakip ng anumang mga nakasulat na materyales o ibang impormasyon na sa palagay ninyong may kaugnayan sa inyong reklamo.

Kailangan ng pirma at petsa sa ibaba:

__________________________________________________________________________  ______________________________________________________________________
Pirma                                                                                       Petsa

Mga Tanong Hinggil sa Form na ito o Proseso ng FAST para sa Title VI:
Fairfield and Suisun Transit
Tagapangasiwa ng Programa ng Title VI
Telepono: 707-434-3800
Fax: 707-426-3298
Address: 2000 Cadenasso Drive, Fairfield, CA 94533

GAGAMITIN LANG NG OPISINA

PETSA NANG MATANGGAP:

TINANGGAP NI/NG:
民權第六章
投訴表

FAST 致力於遵守 1964 年民權法第六章及其修訂案的規定，確保任何人都不會因其種族、膚色或國籍血統而被拒絕參與或享受 FAST 的服務。民權第六章投訴必須在從所指控歧視發生那天算起 180 天之內提交。

下面是協助我們處理您的投訴的必要信息。如果您在填表時需要任何幫助，請致電 707-434-3800 聯絡 FAST 民權第六章項目管理員。填妥的表格必須郵寄到：FAST Title VI Program Administrator, Fairfield Transportation Center, 2000 Cadenasso Drive, Fairfield, CA 94533.

<table>
<thead>
<tr>
<th>部分</th>
<th>信息</th>
</tr>
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<tbody>
<tr>
<td>第一部分</td>
<td></td>
</tr>
<tr>
<td>姓名：</td>
<td></td>
</tr>
<tr>
<td>地址：</td>
<td></td>
</tr>
<tr>
<td>電話（家庭）：</td>
<td>電話（工作）：</td>
</tr>
<tr>
<td>電子郵件地址：</td>
<td></td>
</tr>
<tr>
<td>需要殘疾人專用格式嗎？</td>
<td>大字體</td>
</tr>
<tr>
<td></td>
<td>TDD (聽語障專用設備)</td>
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<tr>
<td>第二部分</td>
<td></td>
</tr>
<tr>
<td>您是否代表您自己提交投訴？</td>
<td>是*</td>
</tr>
<tr>
<td>*如果對這個問題您回答“是”，請直接去第三部分。</td>
<td></td>
</tr>
<tr>
<td>如果不是，請提供您代表投訴的那個人的姓名和與您的關係：</td>
<td></td>
</tr>
<tr>
<td>請解釋為什麼您為第三方投訴：</td>
<td></td>
</tr>
<tr>
<td>如果您代表第三方投訴，請確認您是否已取得受害方的許可。</td>
<td>是</td>
</tr>
<tr>
<td>第三部分</td>
<td></td>
</tr>
<tr>
<td>我相信我遭受的歧視是基於（選擇所有適用的原因）：</td>
<td></td>
</tr>
<tr>
<td>□ 種族 □ 膚色 □ 國籍血統</td>
<td></td>
</tr>
<tr>
<td>所指控歧視發生的日期（月，日，年）：</td>
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</tbody>
</table>
盡可能清晰地說明當時發生的事件，以及為什麼您認為自己受到了歧視。描述參與該事件的所有人員。提供歧視您的各個人員的姓名和聯繫信息（如果知道的話），以及任何證人的姓名和聯繫信息。如果需要更多空間填寫，請使用此表的背面。

<table>
<thead>
<tr>
<th>第四部分</th>
</tr>
</thead>
<tbody>
<tr>
<td>您之前是否曾經向本機構提交過一個民權第六章投訴？</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>第五部分</th>
</tr>
</thead>
<tbody>
<tr>
<td>您是否向其他任何聯邦、州或地方機構，或向任何聯邦或州法院提交過該投訴？</td>
</tr>
<tr>
<td>如果是，請選擇下列所有適用的：</td>
</tr>
<tr>
<td>[ ] 聯邦機構</td>
</tr>
<tr>
<td>[ ] 聯邦法院</td>
</tr>
<tr>
<td>[ ] 州法院</td>
</tr>
<tr>
<td>請提供在投訴遞交之機構/法院的聯繫人信息。</td>
</tr>
<tr>
<td>姓名：</td>
</tr>
<tr>
<td>職位：</td>
</tr>
<tr>
<td>機構名稱：</td>
</tr>
<tr>
<td>地址：</td>
</tr>
<tr>
<td>電話：</td>
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</tbody>
</table>

<table>
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<tr>
<th>第六部分</th>
</tr>
</thead>
<tbody>
<tr>
<td>被投訴的機構的名稱：</td>
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<tr>
<td>聯繫人：</td>
</tr>
<tr>
<td>職位：</td>
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<td>電話：</td>
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</table>

您可以隨表附上您認為與您的投訴相關的任何書面材料或其他信息。下面必須的簽名和日期：

________________________    _____________________________

簽名                  日期
關於本表格/ FAST 民權第六章投訴過程的問題，請聯絡：
Fairfield and Suisun Transit
Title VI Program Administrator（民權第六章項目管理）
電話：707-434-3800
傳真：707-426-3298
地址：2000 Cadenasso Drive, Fairfield, CA 94533
Title VI Complaint Procedures on FAST Website

Customers may access Title VI forms and instructions to file a Title VI discrimination complaint on the FAST website, www.fasttransit.org, under Contacts > Title VI Information & Forms.

Google Translate is also incorporated onto the FAST website to translate all pages and documents into additional languages including the three primary community languages; Spanish, Tagalog, and Chinese (traditional) as well as the supplemental languages of Vietnamese, Hindi, and Korean. This feature is also available on mobile devices.
List of Transit-Related Title VI Investigations, Complaints, and Lawsuits

FAST has not been involved in any transit-related Title VI investigations or lawsuits. One Title VI complaint was filed in 2015. FAST staff conducted an investigation of the complaint and found that it is not a violation of Title VI of the Civil Rights Act of 1964 based on the finding that no discrimination was made against the complainant on the basis of race, color, or national origin. As of the adoption and filing of this report, FAST has not received any further Title VI complaints.

<table>
<thead>
<tr>
<th>Case #</th>
<th>Complainant Name / Address</th>
<th>Date Filed</th>
<th>Basis</th>
<th>Status</th>
<th>Disposition</th>
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</thead>
<tbody>
<tr>
<td>2015-1</td>
<td>Kimberly Roberts</td>
<td>10/21/2015</td>
<td>Race, ADA</td>
<td>Closed</td>
<td>No finding of a violation of Title VI</td>
</tr>
<tr>
<td></td>
<td>P.O. Box 191774 San Francisco, CA 94119</td>
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</tbody>
</table>
Fairfield and Suisun Transit
Public Participation Plan
2018 Update

Developed: May 2011
Revised: February 2018

Tina Do Tran
Transportation Planner
Fairfield and Suisun Transit
2000 Cadenasso Drive
Fairfield, CA 94533
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   - Approach to Public Participation 30  
   - Outreach Requirements and Activities 30
1. Introduction

Purpose of This Plan

As part of the Title VI Program update, Fairfield and Suisun Transit (FAST) is bolstering the public participation process by enhancing its strategies for engaging minority and Limited English Proficient (LEP) individuals and communities. This plan provides guidelines for FAST staff to involve the public in FAST planning efforts to ensure that all groups are represented and that their needs are considered.

FAST is committed to ensuring it provides transportation service fairly, consistently and in the most cost-efficient and appropriate manner with available resources. FAST staff will conduct community outreach and an annual FAST Customer Satisfaction Survey and use results to monitor performance goals and evaluate service quality.²

2. Public Participation Process

Approach to Public Participation

The public participation process should be considered at the earliest stages of any FAST project that may be of major impact to the surrounding community, its riders, and potential riders. As projects vary in time and scope, the public participation process may also vary accordingly, including the extent of public participation.

This plan provides two levels of public participation requirements based on the relative size and influence of the project. At the beginning of any project, staff will confer with the Public Works Director to identify which category level best fits the project and staff will develop a participation plan. The levels are as follows:

---

² Fairfield and Suisun Transit Fiscal Year 2018 Strategic Plan
Level One:
Any routine or minor service adjustments (resulting in a change of less than 25% of route revenue miles, route revenue hours, or ridership on any given route) and short-term capital projects as well as their impact on FAST riders and potential riders should be considered during Level One planning stages. Examples of Level One projects include minor route and service changes; routine rider surveys; changes to fare media; etc.

Level Two:
Fare changes, major service changes, or larger scale projects are those whose impact on FAST riders and potential riders needs to be clearly assessed during the Level Two developmental or planning stages.

The FAST Fare and Service Change Policy outlines the thresholds for what the City considers a “major” service change, which is identified as any change in service (FAST, DART, or SolanoExpress) that would add or eliminate more than:

1. Twenty-five percent (25%) or more of the route revenue miles on any individual route; or
2. Twenty-five percent (25%) or more of the route revenue hours on any individual route; or
3. Twenty-five percent (25%) or more of the ridership on any individual route (based on the most recent route survey or sample).

Level Two projects may include fare changes, short range and long range transportation plans, Comprehensive Operational Analysis, marketing plans, coordination plans, alternative analyses, and studies implementing new services; or public facility construction projects. As many of these projects are conducted by third-party contractors, part of the RFP requirements and criteria for scoring proposals will include developing the project’s public participation process.

Outreach Requirements and Activities

This section outlines the outreach requirements for both project levels (Level One and Level Two), to ensure residents have equal access and opportunity to participate in transportation planning and decision-making. These include varying strategies for soliciting input and engaging various communities.

Currently, Spanish and Tagalog are the only quantifiable populations within FAST’s service area that are limited English proficient (primary community languages). FAST has also identified three additional supplemental languages on the Interstate 80 corridor served by SolanoExpress:
Vietnamese, Hindi, and Korean. These languages have surpassed the Safe Harbor Provision and FAST staff will develop and post notices in these languages for SolanoExpress service postings upon request.

FAST will continue assessing the language needs of citizens in its service area through its Language Assistance Plan. As another group with limited English proficiency reaches the threshold defined by the Safe Harbor Provision, of 5% or 1,000 persons in any LEP language group, FAST will review and update the LEP and its strategies to engage with non-English speaking populations. Though Chinese (traditional) has not surpassed the Safe Harbor Provision in Solano County, FAST has translated all vital documents into Chinese as instructed by the Federal Transit Administration.

**Level One:**

**Minimum Outreach Requirements**

“Level One” projects shall present information to the public, and accept comments from the public, in the following ways:

- Public Notices will be prepared for public events. “Notices” may include: posters, email blasts, media releases to local papers, or radio announcements.
- Notices will be posted at least two weeks prior to the public event.
- Notices may be posted at FAST offices, on buses and at bus shelters as appropriate, and at key community centers.
- Notices will be posted on FAST’s website at least two weeks prior to the event.
- Public Comments will be accepted via the FAST website, at public outreach events, via email, by mail, and by phone to ensure that all populations have the opportunity to participate.

**Additional Outreach Methods to Engage Minority and Limited English Proficient Populations**

- Provide Spanish, Tagalog, and Chinese (traditional) language notices with English notices (primary community languages).
  - FAST has identified three additional supplemental languages for commuter services along SolanoExpress routes; Vietnamese, Hindi, and Korean. These languages have surpassed the Safe Harbor Provision and FAST staff will develop and post notices in these languages for SolanoExpress service postings.
- Post Spanish, Tagalog, and/or Chinese language notices on vehicles that have been identified as key routes used by an LEP population and at bus shelters that have been identified as key destinations of LEP populations, if such information exists.
• Develop all public documents in Vietnamese, Hindi, and Korean if directly requested by a customer.
• In accordance with Appendix B of the FTA Title VI Circular, FAST will include Notification to the Public with the following statement, “If information is needed in another language, then contact (707) 434-3800”. FAST staff will then provide any translated documents to the customer.
• Post FAST Events on FAST’s website in English, Spanish, Tagalog, and Chinese and post in Vietnamese, Korean, and Hindi upon customer request.
• Distribute event information to community groups and agencies that work with LEP populations as identified by FAST staff.
• Contract with a third-party language assistance service (i.e. Keylingo) to provide language assistance for customers and callers that are non-English speaking.
• For level one projects, Spanish and Tagalog interpretation or translation at any public meetings or workshop will be considered but not required. If staff identify that an interpretive service may be appropriate or necessary, FAST will ensure non-English language interpretation in additional languages is available.

Level Two:
Minimum Outreach Requirements
“Level Two” projects shall require an individual Public Participation Plan outlining the specific staff effort to provide information to the public during the planning stages of the project. This plan will include a brief outline of specific outreach activities, identify goals and objectives of the public involvement process, and identify specific strategies for outreach activities as appropriate for the type of project. The project-based Public Participation Plan will identify any communities or populations requiring special outreach to ensure residents have the opportunity to access information and make comments regardless of race, religion, age, income, color, national origin, or disability.

The Public Participation Process for “Level Two” projects will, at a minimum, include the requirements of “Level One” projects and then include specific outreach activities appropriate for the particular project, including: public workshops, focus groups, and community and ridership surveys. In the event a public workshop or forum will be held, at least one workshop will be held in the morning and a second in the evening to accommodate varying resident schedules. And as available, public workshop events will be held at central locations close to a bus stop.
Outreach methods to engage minority and limited English proficient populations

“Level Two” projects will use the previously identified strategies to engage minority and LEP populations, but may require additional activities depending on the scale and nature of the project. These projects may include:

- Cultivating relationships with community agencies that serve LEP populations.
- Sending notices to Spanish and/or Tagalog language magazines, newspapers, and/or radio stations.
- Attending existing community meetings and gatherings, such as school meetings, farmers markets, faith-based events, and other community activities in order to invite participation from LEP populations who may not attend FAST hosted public events.
Summary of Outreach Efforts Made Since 2011 Title VI Submission

Reoccurring outreach locations often include:

- **Paratransit Coordinating Council** – This is a bimonthly meeting to discuss the ADA paratransit services offered by Fairfield and Suisun Transit (FAST). Other non-paratransit ADA topics related to the Fairfield and Suisun Transit program may be discussed at the meetings. The Paratransit Coordinating Council meetings are open forum and open to the public.

- **Social Media** – FAST regularly posts information and solicits comments regarding the service through Facebook and Twitter. These services have become a significant source of communication with our community.

Ad hoc outreach conducted since 2011 includes:

- **2012 FAST Route Restructuring**. FAST sought out public participation during the planning phase of its recent service changes. Consistent with FAST’s public participation plan, staff used the following forms of communication:
  
  o Newspaper Press Release  
  o Posting of Notices  
  o Direct flyers distribution to riders  
  o Seat Drops  
  o Website  
  o Facebook  
  o Twitter  
  o Channel 26 (local public access cable channel)  
  o Public Outreach Meetings (translation services were available)  
  o Individual face to face meetings  
  o Briefing of all customer service representatives  
  o Meetings with community representatives (e.g. school districts, senior centers, the Paratransit Coordinating Council, community centers)  
  o Notices in community’s Spanish language magazine

- **2012 East Fairfield Community Based Transportation Plan (CBTP)**. The CBTP was developed as a way to better understand the transit needs of the communities that reside in eastern Fairfield. The outreach process included community surveys, stakeholder interviews, stakeholder meetings, community meetings, and focus groups.
• **2014 FAST Fare Restructuring.** FAST sought out public participation during the planning phase of its recent service changes. Consistent with FAST’s public participation plan, staff used the following forms of communication:
  
  o Public meetings (meetings were held at the Fairfield Community Center, the Fairfield Transportation Center and at the Solano Transportation authority, which is located in Suisun City). Translation services were available at the meetings.
  o Posting of notices
  o Direct flyer distribution to riders
  o Individual face to face meetings
  o Seat drops
  o Facebook
  o Twitter
  o Website
  o Newspaper Press releases
  o Notices in community’s Spanish language magazine

• **2018 FAST Fare Restructuring and Route Changes.** FAST sought out public participation during the planning phase of its recent service changes. Consistent with FAST’s public participation plan, staff used the following forms of communication:
  
  o Public meetings (meetings were held at the Fairfield Community Center, the Fairfield Transportation Center and at the Solano Transportation authority, which is located in Suisun City). Translation services were available at the meetings.
  o Posting of notices
  o Direct flyer distribution to riders
  o Individual face to face meetings
  o Seat drops
  o Facebook
  o Twitter
  o Website
  o Newspaper Press releases
Fairfield and Suisun Transit Language Assistance Plan 2018 Update

Developed: May 2011
Revised: February 2018

Tina Do Tran
Transportation Planner
Fairfield and Suisun Transit
2000 Cadenasso Drive
Fairfield, Ca 94533
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1. Introduction

The FAST Language Assistance Plan 2018 Update was developed during the process of preparing Fairfield and Suisun Transit’s (FAST) Title VI Program to ensure that FAST services are accessible to Limited English Proficient (LEP) individuals. Title VI of the 1964 Civil Right Act is one of two federal mandates that guarantee the provision of meaningful access to federally-funded services for LEP individuals:

- Title VI of the 1964 Civil Right Act prohibits federally-funded agencies from discriminating against individuals based on race, color, and national origin and includes meaningful access to LEP customers.

- President’s Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency” (August 11, 2000): Instructs federal agencies to improve access to services by mandating that any federally conducted or assisted programs of activities (e.g. recipients of federal funding) must provide meaningful access to LEP customers.

FAST’s Title VI Program was initially prepared in 2014 in accordance with FTA Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients, October 1, 2012. This document serves as the 4-year update to the Title VI Plan (2018).

FAST’s Title VI Program Administrator is:
Tina Do Tran
Transportation Planner
Fairfield and Suisun Transit
2000 Cadenasso Drive
Fairfield, CA 94533
(707) 434-3800
Email: ttran@fairfield.ca.gov

More information about FAST’s Title VI Program is available at: http://www.fasttransit.org
2. Overview of FAST’s Service Area and Services

Fairfield and Suisun Transit (FAST) is the local public transit service governed by the City of Fairfield on behalf of both the cities of Fairfield and Suisun City since 1975. The combined population of Fairfield and Suisun City is approximately 139,064 residents\(^3\). Additional cooperative efforts with other public agencies and cities in Solano County resulted in the creation of Solano Express service, which provides transit links to the cities of Dixon, Davis, Sacramento, Benicia, El Cerrito, Vacaville, Pleasant Hill, and Walnut Creek. The entire FAST service population (including SolanoExpress areas) totals 960,554 (2012-2016 American Community Survey 5-Year Estimates).

FAST operates a fleet of 48 vehicles for fixed-route service. Local FAST routes use 27 Gillig buses of varying length (29, 35, and 40 feet). In addition, eleven (11) demand response vehicles offer origin to destination service for persons with disabilities (ADA Dial-a-ride). All vehicles are equipped with wheelchair lifts or ramps and are ADA compliant. All vehicles are operated out of the City of Fairfield’s Vehicle Maintenance Corporation Yard located at 420 Gregory Street, Fairfield CA 94533.

The FAST fixed route transit system is comprised of nine (9) local routes and four (4) commuter routes. Local routes operate from approximately 6:00am to 8:30pm Monday through Friday and from approximately 9:00am to 6:30pm on Saturday. SolanoExpress routes operate at various commute times during the day depending on the route, Monday through Friday with limited Saturday service. FAST also operates local Dial-A-Ride paratransit services (DART), providing as ADA complementary curbside services. FAST operates approximately 1,978,000 miles and carries 1,020,000 passengers annually (FAST fixed routes and Paratransit services).

FAST administrative offices are located at 2000 Cadenasso Drive, Fairfield, CA 94533.

3. Language Assistance Goals

The goal of this plan is to ensure FAST staff provide meaningful access to services, information, and materials for LEP customers, evaluate the effectiveness of current outreach methods and strategies, and identify new strategies to meet the needs of changing LEP populations in our service area.

4. Results of the Four Factor Analysis

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.

FAST analyzed available census data to determine the geographic boundaries of its service area and identify LEP populations within that area. The larger portion of racial groups in the FAST service area are White, Hispanic or Latino, Asian, and Black.

<table>
<thead>
<tr>
<th>Races</th>
<th>Population</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>960,554</td>
<td>100%</td>
</tr>
<tr>
<td>Black or African American alone</td>
<td>101,315</td>
<td>10.5%</td>
</tr>
<tr>
<td>Asian alone</td>
<td>157,112</td>
<td>16.4%</td>
</tr>
<tr>
<td>Native Hawaiian and Other Pacific Islander alone</td>
<td>9,844</td>
<td>1.0%</td>
</tr>
<tr>
<td>Two or More Races</td>
<td>47,092</td>
<td>4.9%</td>
</tr>
<tr>
<td>Hispanic or Latino</td>
<td>233,560</td>
<td>24.3%</td>
</tr>
<tr>
<td>White alone, not Hispanic or Latino</td>
<td>405,384</td>
<td>42.2%</td>
</tr>
<tr>
<td>American Indian and Alaska Native alone</td>
<td>2,617</td>
<td>0.3%</td>
</tr>
<tr>
<td>Some Other Race alone</td>
<td>3,330</td>
<td>0.3%</td>
</tr>
</tbody>
</table>

Table 4-1 Races within FAST Service Area

Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

Source: U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates, Code B16001: Language spoken at home by ability to speak English for the population 5 years and over
As demonstrated in Table 4-1 below, Spanish and Tagalog are the only languages within Fairfield and Suisun City that fall outside of the Safe Harbor Provision of over 5% or 1,000 individuals (whichever is less).

Table 4-1 (Language spoken at home by ability to speak English: Fairfield and Suisun City):

<table>
<thead>
<tr>
<th>Ability to Speak English</th>
<th>Fairfield, CA</th>
<th>Suisun City, CA</th>
<th>Total (Fairfield and Suisun City)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Population</td>
<td>110,953</td>
<td>100%</td>
<td>28,111</td>
</tr>
<tr>
<td>English</td>
<td>66,539</td>
<td>60.0%</td>
<td>18,587</td>
</tr>
<tr>
<td>Spanish</td>
<td>20,411</td>
<td>18.4%</td>
<td>3,754</td>
</tr>
<tr>
<td>Tagalog</td>
<td>6,389</td>
<td>5.8%</td>
<td>2,300</td>
</tr>
<tr>
<td>Language other than English</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Speaks English less than “Very Well” in Spanish</td>
<td>8,398</td>
<td>7.6%</td>
<td>1,184</td>
</tr>
<tr>
<td>Speaks English less than “Very Well” in Tagalog</td>
<td>2,321</td>
<td>2.1%</td>
<td>627</td>
</tr>
</tbody>
</table>

To compare languages spoken at home by ability to speak English throughout the FAST service area population, FAST applied the U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates, Code B16001 to the following cities: Fairfield, Suisun City, Vacaville, Dixon, Davis, Benicia, Sacramento, El Cerrito, Pleasant Hill, and Walnut Creek.

Table 4-2 shows that, between Spanish and Tagalog, the only language that surpasses the Safe Harbor Provision within the entire FAST service area is Spanish, making up 5.3% of the FAST service population. Though individuals who speak English less than “very well” in Tagalog make up less than 5% of the FAST service area population, the LEP population in Tagalog is over 1,000 persons, triggering the Safe Harbor Provision.
### Table 4-2 (Language spoken at home by ability to speak English: FAST Service Area)

**[English, Spanish, Tagalog]**

<table>
<thead>
<tr>
<th>Ability to Speak English</th>
<th>FAST Service Area Population</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Population</strong></td>
<td>960554</td>
<td>100%</td>
</tr>
<tr>
<td>English</td>
<td>610043</td>
<td>63.5%</td>
</tr>
<tr>
<td>Spanish</td>
<td>135324</td>
<td>14.1%</td>
</tr>
<tr>
<td>Tagalog</td>
<td>21271</td>
<td>2.2%</td>
</tr>
<tr>
<td><strong>Language other than English</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Speaks English less than &quot;Very Well&quot; in Spanish</td>
<td>51024</td>
<td>5.3%</td>
</tr>
<tr>
<td>Speaks English less than &quot;Very Well&quot; in Tagalog</td>
<td>7332</td>
<td>0.8%</td>
</tr>
</tbody>
</table>

*Source: U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates, Code B16001: Language spoken at home by ability to speak English for the population 5 years and over*

As demonstrated in Table 4-3, “Vietnamese” is the largest population of individuals (0.6%) who speak English less than “very well” within Fairfield and Suisun City. However, as demonstrated in Table 4-4, “Chinese” is the next highest LEP language, following “Spanish” comprising 1.7% of the FAST service area with 16,373 individuals identifying as speaking English less than “very well.” FAST provided translation of all relevant Title VI documents into Chinese (traditional), as instructed by the Federal Transit Administration and in accordance with the Safe Harbor Provision. FAST is also providing translations in the Vietnamese, Hindi, and Korean languages for SolanoExpress service materials.
### Table 4-3 (Language spoken at home by ability to speak English: Fairfield and Suisun City) [Chinese, Korean, Vietnamese, Hindi, Other Indic Languages]

<table>
<thead>
<tr>
<th>Ability to Speak English</th>
<th>Fairfield, CA</th>
<th>Suisun City, CA</th>
<th>Total (Fairfield and Suisun City)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Population</strong></td>
<td>110,953 100%</td>
<td></td>
<td>28,111 100%</td>
</tr>
<tr>
<td>Chinese</td>
<td>775 0.7%</td>
<td></td>
<td>152 0.5%</td>
</tr>
<tr>
<td>Korean</td>
<td>644 0.6%</td>
<td></td>
<td>48 0.2%</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>731 0.7%</td>
<td></td>
<td>676 2.4%</td>
</tr>
<tr>
<td>Hindi</td>
<td>887 0.8%</td>
<td></td>
<td>227 0.8%</td>
</tr>
<tr>
<td>Other Indic Languages</td>
<td>953 0.9%</td>
<td></td>
<td>267 0.9%</td>
</tr>
<tr>
<td><strong>Language other than English</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Speaks English less than “Very Well” in Chinese</td>
<td>286 0.3%</td>
<td></td>
<td>92 0.3%</td>
</tr>
<tr>
<td>Speaks English less than “Very Well” in Korean</td>
<td>306 0.3%</td>
<td></td>
<td>0 0%</td>
</tr>
<tr>
<td>Speaks English less than “Very Well” in Vietnamese</td>
<td>317 0.3%</td>
<td></td>
<td>464 1.6%</td>
</tr>
<tr>
<td>Speaks English less than “Very Well” in Hindi</td>
<td>183 0.2%</td>
<td></td>
<td>88 0.3%</td>
</tr>
<tr>
<td>Speaks English less than “Very Well” in Other Indic Languages</td>
<td>374 0.3%</td>
<td></td>
<td>104 0.4%</td>
</tr>
</tbody>
</table>

As demonstrated in table 4-4 “Vietnamese” is the next highest LEP language, following “Chinese,” comprising 0.6% of the FAST service area population. In all, the Chinese, Vietnamese, Hindi, and Korean languages all have more than 1,000 individuals throughout the FAST service area (including SolanoExpress areas) who identify as speaking English less than “very well,” surpassing the Safe Harbor Provision.
### Table 4-4 (Language spoken at home by ability to speak English: FAST Service Area)

**[Chinese, Korean, Vietnamese, Hindi, Other Indic Languages]**

<table>
<thead>
<tr>
<th>Ability to Speak English</th>
<th>FAST Service Area Population</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Population</strong></td>
<td>960,554</td>
<td>100%</td>
</tr>
<tr>
<td>Chinese</td>
<td>27,409</td>
<td>2.9%</td>
</tr>
<tr>
<td>Korean</td>
<td>5,245</td>
<td>0.5%</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>9,683</td>
<td>1.0%</td>
</tr>
<tr>
<td>Hindi</td>
<td>9,142</td>
<td>1.0%</td>
</tr>
<tr>
<td><strong>Other Indic Languages</strong></td>
<td>9,510</td>
<td>1.0%</td>
</tr>
</tbody>
</table>

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Speaks English less than &quot;Very Well&quot; in</strong>:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chinese</td>
<td>16,373</td>
<td>1.7%</td>
</tr>
<tr>
<td>Korean</td>
<td>2,654</td>
<td>0.3%</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>5,423</td>
<td>0.6%</td>
</tr>
<tr>
<td>Hindi</td>
<td>2,795</td>
<td>0.3%</td>
</tr>
<tr>
<td><strong>Other Indic Languages</strong></td>
<td>4,047</td>
<td>0.4%</td>
</tr>
</tbody>
</table>

“Hindi” and “Korean” follow “Vietnamese,” each comprising 0.3% of the entire FAST service area population that speaks English less than “very well.” FAST will continue to track the trends of these languages as well as produce public outreach activities to more accurately define “Other Indic Languages.”
Factor 2: The frequency with which LEP persons come into contact with the program.

FAST used several strategies to complete Factor 2 and Factor 3 analyses, including proactive outreach and surveying FAST staff, which included FAST operators, dispatch, front office staff, and administrative staff.

**FAST Staff Survey**

Of the 33 responses to a staff questionnaire regarding past experience with LEP’s, 0 (0%) reported that they never come into contact with individuals who are non-English speaking or Limited English Proficient.

Nine respondents (27%) indicated that they come into contact with LEP’s rarely or infrequently. The remaining 24 (73%) responses were able to identify how often they interact with LEPs

- 2 responses – 1-4 times a day
- 10 response – Daily
- 3 responses – 1-2 times a week
- 5 responses – 1-2 times a month
- 1 response – 3-4 times a month
- 3 response – 3-4 times a year

The full results of this survey are available in Appendix A.
LEP Outreach


FAST staff conducted its first annual customer satisfaction survey over a five-day period in June 2016 on all bus routes (local and intercity), at the Fairfield Transportation Center (FTC), Solano Town Center, on the FAST website, and directly to DART passengers. FAST received 598 surveys for this report. The surveys provide a statistically significant response rate with a 95% confidence level and a 4% margin of error. The same annual customer satisfaction survey was conducted in June 2017 (following the 2016 results).

The following represents the individual results of the 2016 Customer Satisfaction Survey:

1) What service(s) are you using?
Customers were asked which of the three services (FAST, SolanoExpress, and DART) they use that FAST provides. Of the 598 surveys received, 478 answered this question with 89% using only one of the three services while the other 11% used a combination of at least two of the services.

Figure 1 Customer Usage by Service Type

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>FAST Only</td>
<td>267</td>
</tr>
<tr>
<td>Solano Express Only</td>
<td>126</td>
</tr>
<tr>
<td>FAST &amp; Solano Express</td>
<td>47</td>
</tr>
<tr>
<td>DART</td>
<td>31</td>
</tr>
<tr>
<td>FAST &amp; DART</td>
<td>6</td>
</tr>
<tr>
<td>FAST, Solano Express, &amp; DART</td>
<td>1</td>
</tr>
</tbody>
</table>

The chart above shows the distribution of customer usage by service type.
2) Is FAST/DART information easy to understand?
The vast majority (92%) of Fixed-Route and DART customers found information easy to understand.

<table>
<thead>
<tr>
<th>Service</th>
<th>Yes</th>
<th>No</th>
<th>No Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>FAST Only</td>
<td>249</td>
<td>14</td>
<td>4</td>
</tr>
<tr>
<td>Solano Express Only</td>
<td>99</td>
<td>26</td>
<td>14</td>
</tr>
<tr>
<td>FAST &amp; Solano Express</td>
<td>43</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>DART</td>
<td>29</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>FAST &amp; DART</td>
<td>4</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>FAST, Solano Express, &amp; DART</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Total</td>
<td>424</td>
<td>46</td>
<td>20</td>
</tr>
</tbody>
</table>

3) Is English your primary language?
The vast majority of customers selected English as their primary language.

<table>
<thead>
<tr>
<th>Service</th>
<th>Yes</th>
<th>No</th>
<th>No Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>FAST Only</td>
<td>248</td>
<td>15</td>
<td>4</td>
</tr>
<tr>
<td>Solano Express Only</td>
<td>116</td>
<td>10</td>
<td>5</td>
</tr>
<tr>
<td>FAST &amp; Solano Express</td>
<td>42</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>DART</td>
<td>30</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>FAST &amp; DART</td>
<td>6</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>FAST, Solano Express, &amp; DART</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Total</td>
<td>443</td>
<td>29</td>
<td>10</td>
</tr>
</tbody>
</table>

FAST staff conducted a second annual customer satisfaction survey over a five-day period in June 2017 on all bus routes (local and intercity), at the Fairfield Transportation Center (FTC), Solano Town Center, on the FAST website, and directly to DART passengers. FAST received 657 responses for the 2017 FAST Customer Satisfaction Survey compared to 598 survey received for the 2016 survey. The surveys provide a statistically significant response rate with a 95% confidence level and a 4% margin of error.
The following represents the individual results of the 2017 Customer Satisfaction Survey:

1) What service(s) are you using?
Customers were asked which of the three services (FAST, SolanoExpress, and DART) they use that FAST provides. Of the 657 surveys received, 531 answered this question with 91% using only one of the three services while the other 9% used a combination of at least two of the services.

Figure 3 Customer Usage by Service Type

<table>
<thead>
<tr>
<th>Service</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>FAST Only</td>
<td>386</td>
</tr>
<tr>
<td>Solano Express Only</td>
<td>76</td>
</tr>
<tr>
<td>FAST &amp; Solano Express</td>
<td>39</td>
</tr>
<tr>
<td>DART</td>
<td>22</td>
</tr>
<tr>
<td>FAST &amp; DART</td>
<td>5</td>
</tr>
<tr>
<td>FAST, Solano Express, &amp; DART</td>
<td>3</td>
</tr>
</tbody>
</table>

2) Is FAST/DART information easy to understand?
The vast majority (94%) of Fixed-Route and (93%) DART customers found information easy to understand.
3) Is English your primary language?
The vast majority of customers (93%) selected English as their primary language.

<table>
<thead>
<tr>
<th>Service</th>
<th>Yes</th>
<th>No</th>
<th>No Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>FAST Only</td>
<td>347</td>
<td>29</td>
<td>9</td>
</tr>
<tr>
<td>Solano Express Only</td>
<td>69</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>FAST &amp; Solano Express</td>
<td>37</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>DART</td>
<td>22</td>
<td>22</td>
<td>0</td>
</tr>
<tr>
<td>FAST &amp; DART</td>
<td>4</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>FAST, Solano Express, &amp; DART</td>
<td>2</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Total</td>
<td>481</td>
<td>56</td>
<td>16</td>
</tr>
</tbody>
</table>

In conclusion, the majority of FAST riders (an average of 92.5%) selected English as their primary language while (84%) listed FAST Information as “Easy to Understand.” To supplement this data, FAST hired Red Hill Group to collect demographic data to support compliance with Title VI and facilitate equity analysis.

**FAST Title VI Rider Questionnaire**

In spring 2017, FAST hired Redhill Group to conduct an origin-destination study for FAST and SolanoExpress routes. This was a voluntary survey included in a Metropolitan Transit Commission (MTC) initiative to compile travel behavior and demographic data of transit passengers in the San Francisco Bay Area to improve transit region-wide.

FAST Transportation Planner, Shaun Vigil, coordinated with Redhill set project goals which included obtaining data regarding:

- Driver’s license status,
- Number of drivable vehicles available to the household,
- Self-identification as Hispanic, Latino, or of Spanish origin,
- Self-identification of race (White, African American, Asian, American Indian / Alaska Native, Native Hawaiian / Pacific Islander, Multiracial or other), and
- Language other than English spoken at home and English language proficiency.
Future LEP outreach efforts will include identifying key organizations or contacts in the community that serve LEPs and interviewing those individuals and their consumers. These contacts will be critical as FAST works to improve the efficacy of its language assistance efforts. Additional LEP outreach will be conducted in partnership with the School District. FAST has identified every public school in the Fairfield and Suisun Unified School District with the highest concentrations of students that are English Learners and will work with the school administration to plan an event where FAST can talk with parents. English Learner data is available in Appendix B.

**Results of LEP Outreach Rider Activity (as it relates to frequency of use)**

During a 19-day intercept survey activity, from Monday, May 1st to Friday, May 19, 2017, a total of 252 FAST riders responded to questions regarding languages other than English spoken at home. These responses reflect what FAST staff understands about the LEP individuals in its service area and their use, or lack of, of FAST services.

![Figure 4 Do You Personally Speak a Language Other Than English at Home? n = 252](image)

As shown, the majority of FAST riders (80%) do not speak another language other than English at home, while 20% do speak another language at home. Data also showed the same proportion of riders who speak another language other than English at home between *weekday* and *weekend* riders.

Of the 252 FAST riders who provided responses to the aforementioned questions, 53 riders also provided the language other than English they speak at home.
Of the 20 percent of FAST riders who speak another language at home, the predominant languages spoken are Spanish (43%), and Tagalog (36%), followed by Cantonese (2%), Vietnamese (2%), and French (2%). “Other” languages include Amharic, Czech, Italian, Portuguese, Farsi, Japanese, Laotian, and Punjabi.

**Language Proficiency**

Of the 20 percent of FAST riders who responded as speaking a language other than English at home, the majority (93%) speak English either “Well” or “Very Well.” The remaining 7% labeled themselves as speaking English “Not Well” or “Not Well At All.”

Based on the data currently available, LEPs are not accessing FAST’s services daily very often. As FAST now has some information about which routes LEP individuals are using, it can begin targeting Spanish-language and Tagalog-language information to assist these individuals in better and more frequently using this service and reach individuals in their communities who may not yet be riders.
Factor 3: The nature and importance of the program, activity, or service provided by the program to people’s lives

FAST understands that its services are used for life-sustaining activities, such as transportation to work, school, grocery shopping, non-emergency medical appointments, as well as life-enriching activities, such as social events. For transit-dependent individuals, FAST services are gravely important. For this reason, FAST is committed to translating vital documents relating to its service. Vital documents are those that demonstrate where and how to use FAST services, how to access services and additional information, and information about FAST’s ADA services and Title VI program. FAST currently translates all vital documents into Spanish, Tagalog, and Chinese (traditional).

Results of LEP Outreach Activity (as it relates to importance of services)

To help gauge how important FAST services are to the LEP individuals it serves, survey respondents were asked about their driving habits.

Out of 252 responses, 19 percent of FAST riders do not have access to a vehicle. On the other hand, the majority of FAST riders (81%) have access to at least one functioning vehicle in their household.

Figure 7 Drivable Vehicles Available to Household  
$n = 252$
Of the local riders, 21% of responders have no access to a functional vehicle while the remaining 79% have access to at least one vehicle. This demonstrates that at least 19% of the respondents depend on public transit or could benefit from public transit often.

Respondents were also asked where they are traveling when they ride FAST buses. The following destinations were reported:

FAST rider destinations are most often “Work” (30%) and “Home” (29%). For express riders the top three destinations are “Work” (43%), “Home” (23%) and “Social/Recreational” (11%). Local riders’ most common destinations are “Home” (32%), “Work” (23%), “Shopping “(14%), “College” (10%), “Personal [Business]” (7%), and “Social/Recreational” (6%) trips. The collected information is telling; riders are using FAST services for life-sustaining purposes.
Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.

As the geographic area in which FAST serves is vast, outreach will need to be varied and, at times, event specific.

A large proportion of outreach will be possible through cultivating relationships with key contacts within the LEP populations. It will be important to keep these contacts informed of FAST activities, services and events. Working with them to connect with the LEP populations will be an important outreach activity with little or no associated costs.

Table 4-5, below, identifies several potential outreach strategies that may be utilized as is appropriate and their associated costs.

Some of these strategies, such as Spanish and Tagalog language advertisements on radio stations and in magazines will be utilized if such outlets are identified and as funding is available.
### Table 4-5: Listing of Vital Documents for LEP Translation

<table>
<thead>
<tr>
<th>Translation of Written Documents</th>
<th>Comment</th>
<th>English</th>
<th>Spanish</th>
<th>Tagalog</th>
<th>Chinese</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Specific Elements</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Vital Documents:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Title VI Notice to the Public</td>
<td>Complete</td>
<td>Complete</td>
<td>Complete</td>
<td>Complete</td>
<td>Complete</td>
</tr>
<tr>
<td>Title VI Complaint Form</td>
<td>Complete</td>
<td>Complete</td>
<td>Complete</td>
<td>Complete</td>
<td>Complete</td>
</tr>
<tr>
<td>Title VI Complaint Procedures</td>
<td>Complete</td>
<td>Complete</td>
<td>Complete</td>
<td>Complete</td>
<td>Complete</td>
</tr>
<tr>
<td>ADA Complaint Form</td>
<td>Complete</td>
<td>Complete</td>
<td>Complete</td>
<td>Complete</td>
<td>Complete</td>
</tr>
<tr>
<td>ADA Complaint Procedures</td>
<td>Complete</td>
<td>Complete</td>
<td>Complete</td>
<td>Complete</td>
<td>Complete</td>
</tr>
<tr>
<td>Rider Guide</td>
<td>Complete</td>
<td>Complete</td>
<td>Complete</td>
<td>Complete</td>
<td>Complete</td>
</tr>
<tr>
<td>ADA Rider Guide</td>
<td>Complete</td>
<td>Complete</td>
<td>Complete</td>
<td>Complete</td>
<td>Complete</td>
</tr>
<tr>
<td>Signage advertising FAST’s language assistance program</td>
<td>Complete</td>
<td>Complete</td>
<td>Complete</td>
<td>Complete</td>
<td>Complete</td>
</tr>
<tr>
<td>System Map</td>
<td>Complete</td>
<td>Complete</td>
<td>Complete</td>
<td>Complete</td>
<td>Complete</td>
</tr>
<tr>
<td>Individual route schedules where practical</td>
<td>Complete</td>
<td>Complete</td>
<td>Complete</td>
<td>Complete</td>
<td>Complete</td>
</tr>
<tr>
<td><strong>Ad-hoc Documents:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fliers/advertisements for level one public events</td>
<td>Complete</td>
<td>Complete</td>
<td>Complete</td>
<td>Complete</td>
<td>Complete</td>
</tr>
<tr>
<td>Fliers/advertisements for level one public events</td>
<td>Complete</td>
<td>To be determined on a case by case basis and as funding allows.</td>
<td>To be determined on a case by case basis and as funding allows.</td>
<td>To be determined on a case by case basis and as funding allows.</td>
<td>To be determined on a case by case basis and as funding allows.</td>
</tr>
<tr>
<td><strong>FAST Website</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interpretation &amp; Translation Services</td>
<td>Comment</td>
<td>English</td>
<td>Spanish</td>
<td>Tagalog</td>
<td>Chinese</td>
</tr>
<tr>
<td><strong>Specific elements</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Professional Translation Service</td>
<td>Complete</td>
<td>Available</td>
<td>Available</td>
<td>As needed</td>
<td>As needed</td>
</tr>
<tr>
<td>Telephone Translation Service</td>
<td>Complete</td>
<td>Available</td>
<td>Available</td>
<td>Available</td>
<td>Available</td>
</tr>
<tr>
<td>Simultaneous interpreter for level two public events</td>
<td>Complete</td>
<td>As needed</td>
<td>As needed</td>
<td>As needed</td>
<td>As needed</td>
</tr>
<tr>
<td><strong>Advertisements &amp; Outreach</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Specific elements</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Availability of language assistance Notice</td>
<td>Complete</td>
<td>Complete</td>
<td>Complete</td>
<td>Complete</td>
<td>Complete</td>
</tr>
<tr>
<td>Spanish/Tagalog/Chinese language radio spots (optional)</td>
<td>Complete</td>
<td>N/A</td>
<td>To be determined on a case by case basis and as funding allows.</td>
<td>To be determined on a case by case basis and as funding allows.</td>
<td>To be determined on a case by case basis and as funding allows.</td>
</tr>
<tr>
<td>Adverts in Spanish/Tagalog/Chinese language publications (optional)</td>
<td>Complete</td>
<td>N/A</td>
<td>To be determined on a case by case basis and as funding allows.</td>
<td>To be determined on a case by case basis and as funding allows.</td>
<td>To be determined on a case by case basis and as funding allows.</td>
</tr>
</tbody>
</table>
5. Implementation Plan

Timeline / Major Milestones

Table 5-1 below lists the major activities associated with this Plan and identifies when staff will start the activity. Activities that have been labeled with the “NOW” category are those that are currently in progress or completed within this plan.

### Table 5-1

**Task 1: Identifying LEP Individuals Who Need Language Assistance**

<table>
<thead>
<tr>
<th>ITEM</th>
<th>NOW</th>
<th>NEXT YEAR, Beginning 7/1</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1 Assess the LEP population in FAST’s service area</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>• Four Factor Framework Analysis</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Outreach to community groups serving LEP persons &amp; focus groups/interviews with LEP individuals.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Interview/survey FAST staff about previous experience with LEP individuals</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.1 Identify areas within the service district and routes serving areas with high concentrations of LEP individuals.</td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

**Task 2: Language Assistance Measures**

**Developing Assistance Procedures**

<table>
<thead>
<tr>
<th>ITEM</th>
<th>NOW</th>
<th>NEXT YEAR, Beginning 7/1</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1 Develop a list of language assistance products and methods and how FAST can access these.</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>2.2 Develop procedures for <strong>customer service staff</strong> regarding:</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>• how to respond to LEP callers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• how to respond to correspondence from LEPs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• how to respond to LEPs in person</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• how to document LEP needs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• how to respond to civil rights complaints.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.3 Develop procedures for <strong>vehicle operators, station managers, and others</strong> who regularly interact with the public on how to respond to an LEP individual.</td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>
## Task 2: Language Assistance Measures
### Translating documents

<table>
<thead>
<tr>
<th>ITEM</th>
<th>NOW</th>
<th>NEXT YEAR, Beginning 7/1</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.4</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.5</td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

### Task 2: Language Assistance Measures
### Live Interpretation or Translation

<table>
<thead>
<tr>
<th>ITEM</th>
<th>NOW</th>
<th>NEXT YEAR, Beginning 7/1</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.6</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.7</td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

### Additional Notes
- **2.4** Develop a process for determining:
  - if a particular document needs to be translated
  - into which languages it should be translated.
- **2.5** Translate vital documents, including:
  - FAST brochures
  - FAST policies
  - Service changes
- **2.6** Develop a list of language assistance products and methods and how FAST can access these.
- **2.7** Establish competency standards for interpreters and translators; including:
  - FAST will determine the interpreter or translator’s competency in English and the other language;
  - FAST will train the interpreter in specialized terms;
  - FAST will instruct the interpreter or translator that he or she should not deviate into a role as counselor, legal advisor, or any other role aside from interpreting;
  - FAST will ask the interpreter to attest that s/he does not have a conflict of interest on the issues that they would be providing interpretation services.
- **2.8** Develop a FAST policy that states that all interpretation and written translation must be performed by approved vendors/individuals whose competency has been established.
**Task 3: Training Staff**

<table>
<thead>
<tr>
<th>ITEM</th>
<th>NOW</th>
<th>NEXT YEAR, Beginning 7/1</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Identify which FAST staff are likely to come into contact with LEP individuals</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.2</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Develop procedure/schedule for LEP training for identified FAST staff, for new-hires, and continued training</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.3</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Develop curriculum for and train frontline, customer service, and staff likely to interact (operators, etc) with LEPs in language assistance procedures identified in 2.1 and 2.2 and 2.3</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Task 4: Providing Notice to LEP Persons**

<table>
<thead>
<tr>
<th>ITEM</th>
<th>NOW</th>
<th>NEXT YEAR, Beginning 7/1</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Inventory the existing public service announcements and community outreach FAST currently performs.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.2</td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>
| Incorporate notice of the availability of language assistance into existing outreach methods  
  • Develop language regarding language assistance in multiple languages for posters/signage/notices  
  • Develop non-English outreach materials: Place foreign-language ads in publications serving second language populations to share current significant, service-related announcements  
  • Place a notice of right to language assistance, at no cost, on important outreach documents and on FAST’s website. |
| 4.3  | X   |  |  
| Provide key transit information and online Trip Planner in Spanish and Tagalog on FAST’s website |
| 4.4  | X   |  |  
| Create signs in multiple languages informing LEP clients about available language services and post |
| 4.5  |  | X |  
| Undertake targeted community outreach to LEP populations.  
  • Identify and develop relationships with community leaders & LEP populations  
  • Develop policy for when (what type of service changes/announcements) to conduct targeted community meetings for LEP populations |
Table 5-1, Continued

**Task 5: Monitor and Update the Language Assistance Plan**

<table>
<thead>
<tr>
<th>ITEM</th>
<th>NOW</th>
<th>NEXT YEAR, Beginning 7/1</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.1</td>
<td>Assign Day-to-day administration of LEP program, ensuring compliance and correct implementation.</td>
<td>X</td>
</tr>
</tbody>
</table>
| 5.2  | Develop a process for receiving feedback on language assistance measures  
- Add a question to any surveys to assess respondents’ English proficiency and primary spoken language.  
- On-going dialogue with groups serving LEP populations  
- Review demographics changes reported by ACS and Census data | X |
| 5.3  | Conduct internal monitoring regarding language assistance measures  
- Routinely survey/interview FAST staff about interaction with LEPs and their ability to successfully interact | X |
| 5.4  | Make changes to the language assistance plan based on feedback received | X |
| 5.5  | Consider new language assistance needs when expanding service  
- Identify service changes affecting areas with high concentrations of LEP individuals and develop mitigation strategies | X |

**Responsibility for Implementing the Language Assistance Plan**

The Title VI Program Administrator will be responsible for overseeing the implementation of this plan and assigning tasks as appropriate.

FAST’s Title VI Program Administrator is:  
Tina Do Tran  
Fairfield and Suisun Transit  
2000 Cadenasso Drive  
Fairfield, CA 94533  
(707) 434-3800  
Email: ttran@fairfield.ca.gov
Language Service Provision

Interpretation Services

1. FAST has a contract with Keylingo Translations to provide simultaneous interpretation for callers and for customers in service centers when staff is unable to communicate.

Language Line Instructions:

- To connect to an interpreter, dial **1-877-626-0674**.
- Provide the Call Center Service Representative with:
  1. The account number **#17870**
  2. Your Name
  3. The language pair needed (i.e. English <-> Spanish)

You will then be immediately connected to an interpreter.

2. When a customer calls FAST directly and a staff member can’t communicate, staff will connect with Keylingo Translations to translate.

3. Simultaneous interpretation at public events will be determined on a case-by-case basis by examining several factors, such as:
   - the type and size of event;
   - the availability of a FAST staff member to interpret;
   - the availability of a staff member of a host organization to interpret, etc.

For small outreach events, such as “Level One” activities, proactive outreach, smaller travel training and transit awareness events, bilingual staff members will assist with translation where feasible. For “Level Two” public outreach events, where appropriate and necessary to do so, FAST will hire an interpreter service.

Translation of Vital Documents

Based on the results of the four factor analysis, the following vital documents will be translated into Spanish and Tagalog, the LEP languages within FAST’s local service area. Vital documents will be translated in accordance with the timeline established in the previous pages:
Vital Documents – Stage 1
1) Title VI Program
   • Title VI Notice to the Public
   • Complaint Form
   • Complaint Procedures
2) FAST Rider Information
   • Route and Map Schedules
3) ADA Paratransit Information
   • Rider Guide
   • Application Process

Vital Documents – Stage 2
1) Signage advertising FAST’s language assistance program, particularly Language Line number and translated information on its website
2) System Map, where practical
3) Individual route schedules, where practical

2. Going forward, the extent of FAST’s ability and obligation to translate written documents will be determined on a case-by-case basis, by looking at all elements presented in the Four Factor Analysis.

FAST’s Website

1. All translated vital documents are posted on FAST’s website on their respective pages.

2. FAST’s website is available in both Spanish, Tagalog, and Chinese (traditional) through the website translator gadget.

Outreach

1. To ensure that LEP individuals are aware of FAST’s language assistance measures FAST will develop simple signage that advertises:
   • FAST’s Language Line number offering free-of-charge interpretation services
   • Information is available in other languages on the website.
2. Language assistance signage is posted at the following locations:
   - Fairfield Transportation Center
   - FAST lobby
   - FAST vehicles
   - Community centers and/or popular destinations identified during the Four Factor Analysis and ongoing outreach

3. FAST staff will work towards educating customers about FAST’s language assistance programs during their outreach and transit orientation activities.

4. FAST staff will continue developing relationships with organizations that serve LEP individuals and developing strategies to spread awareness of FAST’s language assistance services.

6. Monitoring, Evaluating, and Updating the LAP
   A thorough review of this Language Assistance Plan will be undertaken every three years concurrent with updating and submitting the FAST Title VI Program. At that time, the LEP population will be reassessed, to ensure all significant LEP languages are included in FAST’s language assistance efforts. The following reoccurring reporting and evaluation measures will be used to update the Language Assistance Plan:

   FAST will regularly assess the effectiveness of how FAST communicates with LEP individuals by:
   - Including questions about language assistance and information needs on any community surveys
   - Conversations with key contacts that work with LEPs
   - Ad-hoc outreach with LEP groups

   FAST will track its language assistance efforts, including:
   - Reporting front-line staff’s interactions with LEP
   - Language Line reports
7. Staff Training

FAST’s Title VI Program Administrator will develop training guidelines for FAST staff with training being conducted through 2018. This training will include:

- How to respond to LEP callers
- How to respond to correspondence from LEPs
- How to respond to LEPs in person
- How to document LEP needs
- How to respond to civil rights complaints.

The Program Administrator will also schedule reoccurring training and train new hires, as well as identify training opportunities for FAST’s ambassadors.
8. Appendices

Appendix A: Four Factor Analysis—Step 1: FAST Staff Survey

To begin qualifying FAST’s previous experience with LEP individuals, all FAST administrative and front office staff as well as MV Transportation operators and dispatch employees were asked to fill out a questionnaire relating to their interactions with limited English speaking individuals. Thirty-three (33) staff members completed the questionnaire.

The questionnaire included the following questions:

1. While performing work functions, have you ever come into contact with individuals who are non-English speaking or Limited English Proficient?

2. How frequently do you come into contact with Limited English Proficient individuals?

3. Can you identify which language(s) these individuals speak?

4. What questions about FAST did they ask?

5. Were you able to successfully communicate with individuals who are Limited English Proficient?

Interaction with LEPs:

Of the 33 responses, 0 reported that they never come into contact into individuals who are non-English speaking or Limited English Proficient.

9 responses indicated that they come into contact with LEP’s rarely or infrequently.

The remaining 24 responses were able to identify how often they interact with LEPs

- 2 responses – 1-4 times a day
- 10 response – Daily
- 3 responses – 1-2 times a week
- 5 responses – 1-2 times a month
- 1 response – 3-4 times a month
- 3 response – 3-4 times a year
Languages Spoken:

The following languages were identified by the 15 responses that reported some (even if infrequent) interaction with LEPs:

Table 8-1

<table>
<thead>
<tr>
<th>Language</th>
<th>Number of Times Reported</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spanish</td>
<td>30</td>
</tr>
<tr>
<td>Tagalog</td>
<td>6</td>
</tr>
<tr>
<td>Chinese</td>
<td>5</td>
</tr>
<tr>
<td>Japanese</td>
<td>3</td>
</tr>
<tr>
<td>American Sign Language</td>
<td>1</td>
</tr>
<tr>
<td>Unspecified Languages*</td>
<td>5</td>
</tr>
</tbody>
</table>

*Response include “Asian,” “Indian,” and “African” have been categorized under “Unspecified Languages.”

Questions Asked about FAST:

The following topics were reported as asked by LEPs:

Table 8-2

<table>
<thead>
<tr>
<th>Topic</th>
<th>Number of Times Reported</th>
</tr>
</thead>
<tbody>
<tr>
<td>Schedule</td>
<td>10</td>
</tr>
<tr>
<td>Directions</td>
<td>14</td>
</tr>
<tr>
<td>Cost/Fares</td>
<td>8</td>
</tr>
<tr>
<td>City Projects</td>
<td>1</td>
</tr>
<tr>
<td>No Response</td>
<td>1</td>
</tr>
</tbody>
</table>

Communication with LEPs:

Staff members reported communicating successfully with LEPs in the following ways:

Table 8-3

<table>
<thead>
<tr>
<th>Method of Communication</th>
<th>Number of Times Reported</th>
</tr>
</thead>
<tbody>
<tr>
<td>Able to speak to them</td>
<td>9</td>
</tr>
<tr>
<td>Google Translate</td>
<td>3</td>
</tr>
<tr>
<td>Phone Translation Services (Keylingo)</td>
<td>1</td>
</tr>
<tr>
<td>Translator</td>
<td>8</td>
</tr>
<tr>
<td>Pointing to schedule</td>
<td>5</td>
</tr>
<tr>
<td>Could not communicate</td>
<td>3</td>
</tr>
<tr>
<td>No response</td>
<td>7</td>
</tr>
</tbody>
</table>
Appendix B: Fairfield-Suisun Unified School District and FAST Service Area School Districts English Learner Data

In order to identify the LEP populations within FAST’s service area, and to begin tracking changes in those groups, FAST reviewed English Learner statistics for students in the Fairfield-Suisun Unified School District as well as all school districts within the FAST service area, including Fairfield-Suisun, Vacaville, Dixon, Davis, Washington, Benicia, Albany City Unified School Districts, Solano County Office of Education, Contra Costa County Office of Education. Public schools within the California Department of Education (CDE) must report students that are English Learners—students whose native language is a language other than English, and their native language. This data is available online via CDE’s DataQuest website, http://dq.cde.ca.gov/dataquest/

FAST accessed the relative English Learners data to gather a full picture of the communities it serves, including identifying LEP populations and where they are concentrated. Periodically reviewing this data will enable FAST to track what non-English languages are growing in order to provide appropriate language assistance services.

Consistent with data from the 2016 census (reported on in Section 4), the majority of English Learner students in the Fairfield-Suisun Unified School District speak Spanish. The next largest non-English speaking group is Filipino (Tagalog, Pilipino, or Cebuano) followed by Punjabi, Arabic, and Vietnamese. While the data within the Fairfield and Suisun Unified School District for Punjabi, Arabic, and Vietnamese do not meet the Safe Harbor Provision, it will be important for FAST to continue tracking growth within these groups and be prepared to offer oral interpretation services as needed.

Also consistent with data from the 2016 census, the majority of English Learner students in school districts within the FAST service area speak Spanish. The next largest speaking group identify as “Non-English languages,” which include Korean, Khmer, Italian, Polish, Turkish, Dutch, Tigriya, and Telugu languages. None of the listed “Non-English language” meet the Safe Harbor Provision threshold. The next largest speaking groups are Mandarin, Punjabi, and Filipino (Tagalog, Pilipino, and Cebuano). While the English Learners (EL) data within the FAST service area school districts for Mandarin, Punjabi, and Filipino do not meet the Safe Harbor Provision, it will be important for FAST to continue tracking growth within these groups and be prepared to offer oral interpretation services as needed.
English Learner data by language (within the Fairfield and Suisun Unified School District) is available on the following page in Table 8-4 and can be accessed at https://www.cde.ca.gov/ds/sd/fileselsch.asp.

English Learner data by language (within all school districts within the entire FAST service area) is available on the following page in Table 8-5.
### Table 8-4

**Fairfield-Suisun Unified School District English Learner (EL) Students by School (2016-17)**

<table>
<thead>
<tr>
<th>School</th>
<th>Total EL Students</th>
<th>Spanish</th>
<th>Filipino (Pilipino, Cebuano, or Tagalog)</th>
<th>Punjabi</th>
<th>Arabic</th>
<th>Vietnamese</th>
<th>Other non-English languages</th>
<th>Hindi</th>
<th>Farsi (Persian)</th>
<th>Urdu</th>
</tr>
</thead>
<tbody>
<tr>
<td>Angelo Rodriguez High</td>
<td>15</td>
<td>33</td>
<td>14</td>
<td>5</td>
<td>7</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Anna Kile Elementary</td>
<td>48</td>
<td>408</td>
<td>9</td>
<td>6</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Arniho High</td>
<td>123</td>
<td>101</td>
<td>8</td>
<td>4</td>
<td>4</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>E. Gale Wilson Elementary</td>
<td>103</td>
<td>175</td>
<td>3</td>
<td>3</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Leo Gordon Elementary</td>
<td>227</td>
<td>207</td>
<td>5</td>
<td>5</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Cordelia Hills Elementary</td>
<td>72</td>
<td>51</td>
<td>6</td>
<td>6</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>1</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Crescent Elementary</td>
<td>121</td>
<td>65</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td>3</td>
<td>3</td>
<td>1</td>
<td>1</td>
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<td>Crystal Middle</td>
<td>73</td>
<td>59</td>
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</tr>
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<td>Dan O. Root Elementary</td>
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<td>Dover Academy/For Internation Studies</td>
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<td>E. Ruth Sheldon Academy</td>
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<tr>
<td>H. Glenn Richardson</td>
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<tr>
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<td>27</td>
<td>16</td>
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<td>46</td>
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<td>Nat Garcia Learning Center</td>
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<td>Neltka Mundy Elementary</td>
<td>42</td>
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<td>5</td>
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<td>1</td>
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<td>Nonpublic, Nonsegregated Schools</td>
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<td>1</td>
<td>1</td>
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<td>1</td>
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<tr>
<td>Oakbrook Elementary</td>
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<td>2</td>
<td>6</td>
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<td>1</td>
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<td>Palmer Elementary</td>
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<td>2</td>
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<td>5</td>
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<td>Suisun Elementary</td>
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<td>11</td>
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<td>Suisun Valley Elementary</td>
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<td>2</td>
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<td>1</td>
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<td>1</td>
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<td>Tolentino Elementary</td>
<td>102</td>
<td>87</td>
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<td>1</td>
<td>2</td>
<td>5</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
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<tr>
<td>Wicor Preparatory Academy</td>
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<td>187</td>
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<td>2</td>
<td>2</td>
<td>3</td>
<td>2</td>
<td>3</td>
<td>2</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>3063</strong></td>
<td><strong>2534</strong></td>
<td><strong>14</strong></td>
<td><strong>67</strong></td>
<td><strong>47</strong></td>
<td><strong>47</strong></td>
<td><strong>25</strong></td>
<td><strong>16</strong></td>
<td><strong>14</strong></td>
<td><strong>14</strong></td>
</tr>
</tbody>
</table>

**Notes:**


A) Khmer, Serbo-Croatian (Bosnian, Croatian, Serbian), Ukrainian, Bengali, Hungarian languages have been omitted from data table due to lack of individuals.

B) Tetugu, Turkish, Italian, Tigrinya, Korean, Khmer (Cambodian) were all merged into the corresponding "Other non-English Languages" column.

### Table 8-5

**FAST Service Area: English Learner (EL) Students by School District (2016-17)**

<table>
<thead>
<tr>
<th>School District</th>
<th>Total EL Students</th>
<th>Spanish</th>
<th>Filipino (Pilipino, Cebuano, or Tagalog)</th>
<th>Punjabi</th>
<th>Other non-English Languages</th>
<th>Mandarin (Putonghua)</th>
<th>Japanese</th>
<th>Hindi</th>
<th>Thai</th>
<th>Farsi (Persian)</th>
<th>Urdu</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fairfield-Suisun United</td>
<td>3063</td>
<td>2534</td>
<td>14</td>
<td>67</td>
<td>47</td>
<td>47</td>
<td>25</td>
<td>16</td>
<td>14</td>
<td>14</td>
<td></td>
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<tr>
<td>Vacaville Unified</td>
<td>123</td>
<td>233</td>
<td>146</td>
<td>423</td>
<td>112</td>
<td>61</td>
<td>1</td>
<td>4</td>
<td>24</td>
<td>2</td>
<td></td>
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<tr>
<td>Dixon Unified</td>
<td>634</td>
<td>362</td>
<td>2</td>
<td>155</td>
<td>40</td>
<td>133</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Davis Unified</td>
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<td>121</td>
<td>48</td>
<td>7</td>
<td>57</td>
<td>49</td>
<td>10</td>
<td>16</td>
<td>18</td>
<td></td>
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<tr>
<td>Washington Unified</td>
<td>1518</td>
<td>65</td>
<td>262</td>
<td>10</td>
<td>123</td>
<td>24</td>
<td>34</td>
<td>20</td>
<td>26</td>
<td>29</td>
<td></td>
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<tr>
<td>Benicia Unified</td>
<td>150</td>
<td>7</td>
<td>6</td>
<td>33</td>
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<td>18</td>
<td>1</td>
<td>9</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contra Costa County</td>
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<td>21</td>
<td>43</td>
<td>1</td>
<td>26</td>
<td>265</td>
<td>204</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Albany City Unified</td>
<td>821</td>
<td>62</td>
<td>200</td>
<td>50</td>
<td>21</td>
<td>13</td>
<td>18</td>
<td>10</td>
<td>22</td>
<td>12</td>
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<tr>
<td>Solano Office of Education</td>
<td>57</td>
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<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>3673</strong></td>
<td><strong>3460</strong></td>
<td><strong>808</strong></td>
<td><strong>571</strong></td>
<td><strong>587</strong></td>
<td><strong>356</strong></td>
<td><strong>355</strong></td>
<td><strong>351</strong></td>
<td><strong>289</strong></td>
<td><strong>234</strong></td>
<td><strong>248</strong></td>
</tr>
</tbody>
</table>

**Notes:**


All Khmer, Serbo-Croatian (Bosnian, Croatian, Serbian), Ukrainian, Bengali, Hungarian languages have been omitted from data table due to lack of individuals.

B) Tetugu, Turkish, Dutch, Polish, Italian, Tigrinya, Korean, Khmer (Cambodian) were all merged into the corresponding "Other non-English Languages" column.
FAST does not have any non-elected committees or councils.
Description of Subrecipient Monitoring and Schedule of Subrecipient Title VI Program Submissions

FAST does not have any subrecipients at this time and does not anticipate expanding to include subrecipients. In the case that FAST does expand and begin contracting with subrecipients, FAST will revisit this issue to ensure compliance.
Title VI Equity Analysis

Since the previous 2014 Title VI submission, FAST has not undertaken any federally funded construction projects.
City Council Approval of FAST’s Title VI Program

CITY OF FAIRFIELD

RESOLUTION NO. 2018 - 54

RESOLUTION OF THE CITY COUNCIL OF THE CITY OF FAIRFIELD AUTHORIZING THE ADOPTION OF A TITLE VI COMPLIANCE PROGRAM FOR THE CITY OF FAIRFIELD

WHEREAS, the City of Fairfield receives funding from the Federal Transit Administration (FTA); and

WHEREAS, recipients of FTA funding are required to develop and regularly update a program which is compliant with Title VI of the Civil Rights Act of 1964; and

WHEREAS, the City of Fairfield has recently updated its Federal Title VI Program to meet the most current requirements; and

WHEREAS, recipients of FTA funding are required to have the Title VI Program adopted by the governing board.

NOW, THEREFORE, THE COUNCIL OF THE CITY OF FAIRFIELD HEREBY RESOLVES:

Section 1. The City of Fairfield City Council hereby adopts the Title VI Compliance Program attached as Exhibit A.

Section 2. The Public Works Director is authorized to implement components of the program in order to meet federal requirements.

Section 3. The Public Works Director is authorized to implement policies that may be necessary to comply with subsequent revisions or interpretation to the Civil Rights Act.

Section 4. The Public Works Director may approve administrative amendments to the Title VI Report 2018 Update as needed to meet subsequent Federal Transit Administration requirements.
PASSED AND ADOPTED this 3rd day of April, 2018, by the following vote:

AYES: COUNCILMEMBERS: PRICE/TIM/MOY/VACCARO

NOES: COUNCILMEMBERS: NONE

ABSENT: COUNCILMEMBERS: Moy

ABSTAIN: COUNCILMEMBERS: NONE

ATTEST:

 Mayor

CITY CLERK

pw
Effective Practices to Fulfill the Service Standard Requirement

**Vehicle Load Standards**

The average of all loads during the peak operating period should not exceed the following load factors for that service type:

- Intercity Bus: Loads not to exceed .85 passenger / seat
- Local Services: Loads not to exceed 1.10 passengers / seat

**Vehicle Headway Standards**

Headways are 30 minutes on most local routes during peak times and 60 minutes during off peak times unless otherwise warranted by demand. Two routes (Route 4 and Route 8) operate on 60 minute headways due to lower demand. Should demand increase significantly and funding become available, FAST will change these routes to 30 minutes headways.

Headways are 30 minutes or less on intercity routes during peak times and as often as can be warranted by demand and funding during off peak times.

**On-Time Performance Standards**

Fixed Route [Local and Intercity]:
- The agency endeavors to operate with no early departures before the time shown in the schedule brochure.
- 90 percent of all trips should be operated "on-time," defined as departing at published time-point no more than five (5) minutes later than the published scheduled.

Demand Response:
- 95 percent of trips will be scheduled within 60 minutes of the requested pick-up time and provided within 15 minutes of the scheduled pick-up time.
**Service Availability Standards**

**Local Service:**
- FAST’s local service area population includes 139,064 individuals, per the 2016 census and is shown in gray in the map below.

**Demand Response:**
- 100% of all trips requested by ADA-qualified patrons within FAST service area shall be accommodated.
**Intercity Service (SolanoExpress):**

FAST’s entire service area population includes 960,554 individuals, per the 2016 census and is shown in red in the map below.

---

Effective Practices to Fulfill the Service Policy Requirement

Service policies are adopted to ensure service design and operations practices do not result in discrimination on the basis of race, color, or national origin.

Vehicle Assignment Policy

Fixed Route [Local and Intercity]:

Bus assignments take into account the operating characteristics of the various buses within the FAST fixed route fleet, which are matched to the operating characteristics of the route. In the absence of specific operating requirements, vehicle assignments will be done so as to ensure a random rotation of fleet vehicles through the routes in the FAST system.

Demand Response:

Except for situations requiring the assignment of a trip to a specific vehicle for reasons such as lift capacity, interior clearance or operating characteristics within the service area, demand response trips shall be assigned so as to ensure that vehicles are randomly operated in these services.

Transit Amenities Policy

The following policies will be applied as funding allows:

- Installation of a shelter should be considered at bus stops with an average per trip boarding of 10 or more passengers. Seating/benches should be considered at bus stops with an average per trip boarding of 5 or more passengers.

- Priority for benches and shelters should be given to bus stops serving senior housing or activity centers, or facilities which serve clients with mobility impairments.
FAST 2016 Customer Satisfaction Survey

1. What service are you using?  FAST  SolanoExpress  DART

2. How would you rate the following for driver customer service?

<table>
<thead>
<tr>
<th></th>
<th>Very Poor</th>
<th>Poor</th>
<th>Average</th>
<th>Good</th>
<th>Very Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>Courtesy</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Informative: directions/information</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Knowledgeable: routes/schedules/fares</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Bus operation/safety</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

Additional Comments: ________________________________

3. Are you greeted upon boarding?  YES  NO

4. If you have called Dispatch at 422-BUSS or 429-2400, how would you rate the following?

<table>
<thead>
<tr>
<th></th>
<th>Very Poor</th>
<th>Poor</th>
<th>Average</th>
<th>Good</th>
<th>Very Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>Courtesy</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Informative: directions/information</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
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<tr>
<td>Knowledgeable: routes/schedules/fares</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
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<tr>
<td>Wait Time</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

Additional Comments: ________________________________

5. How would you rate your overall satisfaction with our customer service?

<table>
<thead>
<tr>
<th></th>
<th>Very Poor</th>
<th>Poor</th>
<th>Average</th>
<th>Good</th>
<th>Very Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>FAST/DART information easy to understand?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

6. Is FAST/DART information easy to understand?  YES  NO

7. Is English your primary language?  YES  NO
Title VI Language Assistance Plan Rider Questionnaire

This questionnaire will help us ensure that FAST services and information about our services are accessible to everyone. Your response is anonymous.

1. What language(s) are you most comfortable speaking?

2. What language(s) are you most comfortable reading?

3. Please tell us about your age:
   ___ 16 years or younger   ___ 17-30   ___ 31-49   ___ 50-65   ___ 66 and older

4. Please tell us about your driving habits: (Please check one)
   ___ I always have access to a vehicle
   ___ I sometimes can access a vehicle
   ___ I never have access to a vehicle

5. Do you ride FAST Buses? (Please check one)
   ___ Yes   ___ No

6. How many times a week do you ride FAST buses? (Please check one)
   ___ Never
   ___ 1-3 times per week
   ___ 5-9 times per week
   ___ 10 times or more per week

7. What FAST routes do you ride? (Check all that apply)
   ___ Route 1   ___ Route 2   ___ Route 3   ___ Route 4   ___ Route 5   ___ Route 6
   ___ Route 7   ___ Route 8   ___ Route 20   ___ Route 30   ___ Route 40   ___ Route 90

8. Where are you traveling when you ride FAST buses? (Check all that apply)
   ___ Work   ___ School   ___ Social Activity   ___ Grocery Shopping   Other

9. Please tell us about FAST’s information:
   Have you ever called FAST to learn information?   ___ Yes   ___ No
   Were you able to communicate with FAST staff?   ___ Yes   ___ No
   What kind of information about FAST services did you need?
Fairfield and Suisun Transit
Title VI Language Assistance Plan Staff Questionnaire

This questionnaire will help us ensure that FAST services and information about our services are accessible to everyone. Your response is anonymous.

1. While performing work function, have you ever come into contact with individuals who are non-English speaking or Limited English Proficient?
   ___ Yes   ___ No

2. How frequently have you come into contact with Limited English Proficient individuals?

3. Can you identify which language(s) these individuals spoke? (Please list the languages)

4. What questions about FAST did they ask?

5. Were you able to successfully communicate with individuals who are Limited English Proficient?
   ___ Yes   ___ No

If yes, how were you able to communicate?