

CITY OF FAIRFIELD TITLE VI PROGRAM

**Developed: May 2011
Revised: November 2020
Adopted: December 2020**



Fairfield and Suisun Transit
2000 Cadenasso Drive
Fairfield, CA 94533

(707) 434-3800 or (707) 422-2877 | Free language assistance | Asistencia gratis en su idioma |
Libreng tulong para sa wika | 免費語言幫助



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. The combined population of Fairfield and Suisun City is approximately 146,338 residents.¹ Additional cooperative efforts with other public agencies and cities in Solano County resulted in the creation of the SolanoExpress service, which provides transit links to the cities of Sacramento, Davis, Dixon, Vacaville, Fairfield, Suisun City, Benicia, El Cerrito, and Pleasant Hill.

FAST provides about 1 million unlinked trips annually. FAST operates eight (8) local routes, two (2) commuter routes, and supplementary DART paratransit service. FAST's fixed route fleet consists of 48 vehicles, with 31 vehicles operating during peak hours. FAST paratransit, consisting of 12 vehicles, 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

Prior to the COVID-19 pandemic, FAST provided public fixed route service through eight (8) local and two (2) commuter routes. The local routes operated from approximately 6:00 a.m. to 8:30 p.m. Monday through Friday, and from approximately 9:00 a.m. to 6:30 p.m. on Saturday (Routes 4 and 8 only). The SolanoExpress commuter routes consisted of the Blue and Green Express (GX) Lines. While the Blue Line ran Monday through Saturday, the GX Line, specifically a commuter route, ran Monday through Friday only.

As a result of the global COVID-19 pandemic, FAST staff implemented a fare and service reduction in March 2020 after Solano County enforced a Shelter in Place order. FAST local Routes 1, 3, 6, and 7 operated during the a.m. and p.m. hours with no midday service, Monday through Friday

¹ U.S. Census Bureau (2018) *City and Town Population Totals, 2010-2019 Annual Estimates of the Resident Population for Incorporated Places in California: April 1, 2010 to July 1, 2019*. Retrieved from <https://www.census.gov/data/datasets/time-series/demo/popest/2010s-total-cities-and-towns.html>



only. Routes 2, 4, 5, and 8 were eliminated. Saturday service was eliminated. SolanoExpress commuter service (Blue Line and Green Express Line) was also reduced.

Following the partial fare and service reduction, FAST staff restored partial restoration of service in June 2020. All local routes were restored with hours of operation from 6 a.m. to 8 p.m. SolanoExpress commuter routes were also partially restored, with the addition of Saturday service on the Blue Line.

FAST does not operate services on Sundays. All FAST buses are wheelchair accessible and most are equipped with bike racks.

FAST's Title VI Notice to the Public

To better address the language assistance needs of our riders, FAST staff has assessed the population of Limited English Proficiency (LEP) speakers within FAST's Local Service Area (includes the cities of Fairfield and Suisun City) as well as FAST's SolanoExpress Commuter Service Area (includes the cities of Sacramento, Davis, Dixon, Vacaville, Fairfield, Suisun City, Benicia, El Cerrito, Pleasant Hill, and the urbanized area of Contra Costa Centre).

For the **FAST local service area**, FAST has produced and translated a Title VI notice in English, Spanish, Tagalog, and Chinese (traditional). Though the Chinese language has not met the Safe Harbor Provision, of 5% or 1,000 persons in any LEP language group, within the FAST local service area, FAST has added the Chinese language per FTA instruction following the June 2016 FTA Triennial Review. These four languages will be referred to as the **four essential local community languages**.

For the **FAST SolanoExpress commuter service area**, FAST has produced and translated a Title VI notice in the four essential local community languages as well as in Vietnamese, Korean, and Hindi. The latter three languages will be referred to as the **supplemental commuter languages**. These supplemental commuter languages have surpassed the Safe Harbor Provision within the FAST SolanoExpress Commuter Service Area.

FAST Local Service Area

All programs and outreach/marketing material related to the **FAST local service area**, including FAST local and paratransit service, will refer to or include one of the following:

1. Title VI notice posting in the four essential local community languages.
2. Free Language Assistance blurb in the three essential local community languages.

The Free Language Assistance blurb will be as follows:

*(707) 434-3800 • Free language assistance • Asistencia gratis en su idioma •
Libreng tulong para sa wika • 免費語言幫助*

SolanoExpress Commuter Service Area

All programs and outreach/marketing material related to the **FAST SolanoExpress commuter service area**, which includes the SolanoExpress Blue Line and Green Express (GX) Line, will refer to or include one of the following:

1. Title VI notice posting in the four essential local community languages and three supplemental commuter languages.

2. Free Language Assistance blurb in the four essential local community languages and three supplemental commuter languages.

The Free Language Assistance blurb will be as follows:

(707) 434-3800 • Free language assistance • Asistencia gratis en su idioma
 Libreng tulong para sa wika • 免費語言幫助 • Hỗ trợ giúp thông dịch miễn phí
 무료 언어 지원 • ʘ ʂ u ʘ ʔ æ ʈ ʂ

The following pages include Title VI Notices currently posted on all FAST local and paratransit revenue vehicles in English, Spanish, Tagalog, and Chinese (traditional) and on all SolanoExpress revenue vehicles in English, Spanish, Tagalog, Chinese, Vietnamese, Korean, and Hindi.

FAST's Title VI Notice to the Public – English



Title VI Notice

Fairfield and Suisun Transit is committed to ensuring that no person is excluded from participation in, be denied the benefits of, or be subjected to discrimination under any service, program or activity receiving Federal financial assistance, on the basis of race, color, or national origin as protected by Title VI of the Civil Rights Act.

For more information on Fairfield and Suisun Transit's civil rights programs and the procedures to file a complaint, please contact us at:

fasttransit.org | (707) 434-3800 | 2000 Cadenasso Drive, Fairfield, CA 94533

FAST's Title VI Notice to the Public - Spanish



Notificación del Título VI

Fairfield and Suisun Transit se compromete a garantizar que en ningún servicio, programa o actividad que reciba asistencia financiera federal se excluya de participar, se nieguen beneficios o se discrimine a ninguna persona por motivos de raza, color o nacionalidad, de conformidad con la protección del Título VI de la Ley de Derechos Civiles.

Para obtener más información sobre los programas de derechos civiles de Fairfield and Suisun Transit y los procedimientos para presentar una queja, comuníquese con nosotros:

fasttransit.org | (707) 434-3800 | 2000 Cadenasso Drive, Fairfield, CA 94533

FAST's Title VI Notice to the Public – Tagalog



Abiso tungkol sa Title VI

Ang Fairfield and Suisun Transit ay nakatuon sa pagtiyak na walang sinumang tao ang hindi makakalahok sa, hindi mapagkakalooban ng mga benepisyo ng, o makakaranas ng diskriminasyon sa anumang serbisyo, programa, o aktibidad na nakakatanggap ng pinansyal na tulong mula sa Pederal na pamahalaan, batay sa lahi, kulay, o bansang pinagmulan na pinoprotektahan ng Title VI ng Civil Rights Act.

Para sa higit pang impormasyon tungkol sa mga programa para sa mga karapatang sibil ng Fairfield and Suisun Transit at mga pamamaraan sa paghahain ng reklamo, mangyaring makipag-ugnayan sa amin sa:

fasttransit.org | (707) 434-3800 | 2000 Cadenasso Drive, Fairfield, CA 94533

FAST's Title VI Notice to the Public – Chinese



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根據《民權法案》第六章的保護內容，Fairfield and Suisun Transit 承諾確保任何人都不會因為其種族、膚色或國籍而被排除在接受聯邦財務援助的任何服務、計劃或活動之外，或被剝奪福利以及遭受任何歧視。

如需瞭解有關 Fairfield and Suisun Transit 民權計劃或投訴程序的更多資訊，請透過以下方式聯絡我們：

FAST's Title VI Notice to the Public - Vietnamese



Thông Báo Theo Tiêu Mục VI

Hệ Thống Fairfield and Suisun Transit cam kết đảm bảo không một cá nhân nào bị loại bỏ không cho tham gia, bị từ chối quyền lợi hoặc bị phân biệt đối xử trong bất kỳ dịch vụ, chương trình hay hoạt động nào do Liên Bang hỗ trợ tài chính, vì lý do chủng tộc, màu da hay nguồn gốc quốc gia được bảo vệ theo Tiêu Mục VI của Đạo Luật Dân Quyền.

Để biết thêm thông tin về các chương trình dân quyền của Hệ Thống Fairfield and Suisun Transit cũng như các thủ tục nộp đơn khiếu nại, vui lòng liên hệ với chúng tôi:

fasttransit.org | (707) 434-3800 | 2000 Cadenasso Drive, Fairfield, CA 94533

FAST's Title VI Notice to the Public - Korean



제 6 절

Fairfield and Suisun Transit 제 6 절은 Fairfield and Suisun Transit, Inc.의 서비스 지역 내의 모든 주민들에게, 특히 저소득층, 노인, 장애인, 언어 능력이 부족한 사람, 그리고 기타 취약 계층에게, Fairfield and Suisun Transit의 서비스와 관련된 정보를 제공하고, Fairfield and Suisun Transit의 서비스와 관련된 문제를 해결할 수 있도록 돕기 위한 것입니다.

Fairfield and Suisun Transit 제 6 절은 Fairfield and Suisun Transit, Inc.의 서비스 지역 내의 모든 주민들에게, 특히 저소득층, 노인, 장애인, 언어 능력이 부족한 사람, 그리고 기타 취약 계층에게, Fairfield and Suisun Transit의 서비스와 관련된 정보를 제공하고, Fairfield and Suisun Transit의 서비스와 관련된 문제를 해결할 수 있도록 돕기 위한 것입니다.

fasttransit.org | (707) 434-3800 | 2000 Cadenasso Drive, Fairfield, CA 94533

The following Title VI notice, including the essential local community languages, is posted at identified sale sites and on all FAST paratransit vehicles as well as on the FAST website:

Title VI Notice to the Public

Title VI Notice

Fairfield and Suisun Transit is committed to ensuring that no person is excluded from participation in, be denied the benefits of, or be subjected to discrimination under any service, program or activity receiving Federal financial assistance, on the basis of race, color, or national origin as protected by Title VI of the Civil Rights Act.

For more information on Fairfield and Suisun Transit's civil rights programs and the procedures to file a complaint, please contact us:

Abiso tungkol sa Title VI

Ang Fairfield and Suisun Transit ay nakatuon sa pagtiyak na walang sinumang tao ang hindi makakalahok sa, hindi mapagkakalooban ng mga benepisyo ng, o makakaranas ng diskriminasyon sa anumang serbisyo, programa, o aktibidad na nakatanggap ng pinansyal na tulong mula sa Pederal na pamahalaan, batay sa lahi, kulay, o bansang pinagmulan na pinoprotektahan ng Title VI ng Civil Rights Act.

Para sa higit pang impormasyon tungkol sa mga programa para sa mga karapatang sibil ng Fairfield and Suisun Transit at mga pamamaraan sa paghahain ng reklamo, mangyaring makipag-ugnayan sa amin sa:

Notificación del Título VI


Fairfield and Suisun Transit se compromete a garantizar que en ningún servicio, programa o actividad que reciba asistencia financiera federal se excluya de participar, se nieguen beneficios o se discrimine a ninguna persona por motivos de raza, color o nacionalidad, de conformidad con la protección del Título VI de la Ley de Derechos Civiles.

Para obtener más información sobre los programas de derechos civiles de Fairfield and Suisun Transit y los procedimientos para presentar una queja, comuníquese con nosotros:

《民權法案》第六章通知

根據《民權法案》第六章的保護內容，Fairfield and Suisun Transit承諾確保任何人都不會因為其種族、膚色或國籍而被排除在接受聯邦財務援助的任何服務、計劃或活動之外，或被剝奪福利以及遭受任何歧視。

如需瞭解有關Fairfield and Suisun Transit民權計劃或投訴程序的更多資訊，請透過以下方式聯絡我們：




fasttransit.org | (707) 434-3800 | 2000 Cadenasso Drive, Fairfield, CA 94533

Free language assistance | Asistencia gratis en su idioma | Libreng tulong para sa wika | 免費語言幫助
Hỗ trợ giúp thông dịch miễn phí | 무료 언어 지원 | शुल्क भाषा समर्थन

FAST Local Service Area:

The following Title VI notice is posted as Car Cards on all FAST Local Buses in the four essential local languages of English and translated into Spanish, Tagalog, and Chinese (traditional):

<p>Title VI Notice</p> <p>Fairfield and Suisun Transit is committed to ensuring that no person is excluded from participation in, be denied the benefits of, or be subjected to discrimination under any service, program or activity receiving Federal financial assistance, on the basis of race, color, or national origin as protected by Title VI of the Civil Rights Act.</p> <p>For more information on Fairfield and Suisun Transit's civil rights programs and the procedures to file a complaint, please contact us:</p>	<p>Notificación del Título VI</p> <p>Fairfield and Suisun Transit se compromete a garantizar que en ningún servicio, programa o actividad que reciba asistencia financiera federal se excluya de participar, se nieguen beneficios o se discrimine a ninguna persona por motivos de raza, color o nacionalidad, de conformidad con la protección del Título VI de la Ley de Derechos Civiles.</p> <p>Para obtener más información sobre los programas de derechos civiles de Fairfield and Suisun Transit y los procedimientos para presentar una queja, comuníquese con nosotros:</p>	<p>Abiso tungkol sa Title VI</p> <p>Ang Fairfield and Suisun Transit ay nakatuon sa pagtiyak na walang sinumang tao ang hindi makakalahok sa, hindi mapagkakalooban ng mga benepisyo ng, o makakaranas ng diskriminasyon sa anumang serbisyo, programa, o aktibidad na nakakatanggap ng pinansyal na tulong mula sa Pederal na pamahalaan, batay sa lahi, kulay, o bansang pinagmulan na pinoprotektahan ng Title VI ng Civil Rights Act.</p> <p>Para sa higit pang impormasyon tungkol sa mga programa para sa mga karapatang sibil ng Fairfield and Suisun Transit at mga pamamaraan sa paghahain ng reklamo, mangyaring makipag-ugnayan sa amin sa:</p>	<p>《民權法案》第六章通知</p> <p>根據《民權法案》第六章的保護內容，Fairfield and Suisun Transit承諾確保任何人都不會因為其種族、膚色或國籍而被排除在接受聯邦財務援助的任何服務、計劃或活動之外，或被剝奪福利以及遭受任何歧視。</p> <p>如需瞭解有關Fairfield and Suisun Transit民權計劃或投訴程序的更多資訊，請透過以下方式聯絡我們：</p>
<p>fasttransit.org (707) 434-3800 2000 Cadenasso Drive, Fairfield, CA 94533</p>			
			
<p>Free language assistance Asistencia gratis en su idioma Libreng tulong para sa wika 免費語言幫助 Hỗ trợ giúp thông dịch miễn phí 무료 언어 지원 शुल्क भाषा समर्थन</p>			

FAST SolanoExpress Commuter Service Area:

The following Title VI notices are on display on thin film transistor (TFT) monitors installed on all SolanoExpress commuter buses. These include the four essential local community languages and three supplemental commuter languages. The TFT monitors constantly loop through various policies and notices.

Title VI Notice to the Public

Title VI Notice

Fairfield and Suisun Transit is committed to ensuring that no person is excluded from participation in, be denied the benefits of, or be subjected to discrimination under any service, program or activity receiving Federal financial assistance, on the basis of race, color, or national origin as protected by Title VI of the Civil Rights Act.

For more information on Fairfield and Suisun Transit's civil rights programs and the procedures to file a complaint, please contact us:

Notificación del Título VI

Fairfield and Suisun Transit se compromete a garantizar que en ningún servicio, programa o actividad que reciba asistencia financiera federal se excluya de participar, se nieguen beneficios o se discrimine a ninguna persona por motivos de raza, color o nacionalidad, de conformidad con la protección del Título VI de la Ley de Derechos Civiles.

Para obtener más información sobre los programas de derechos civiles de Fairfield and Suisun Transit y los procedimientos para presentar una queja, comuníquese con nosotros:

Abiso tungkol sa Title VI

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《民權法案》第六章通知

根據《民權法案》第六章的保護內容，Fairfield and Suisun Transit承諾確保任何人都不會因為其種族、膚色或國籍而被排除在接受聯邦財務援助的任何服務、計劃或活動之外，或被剝奪福利以及遭受任何歧視。

如需瞭解有關Fairfield and Suisun Transit民權計劃或投訴程序的更多資訊，請透過以下方式聯絡我們：

fasttransit.org | (707) 434-3800 | 2000 Cadenasso Drive, Fairfield, CA 94533



Free language assistance | Asistencia gratis en su idioma | Libreng tulong para sa wika | 免費語言幫助 | Hỗ trợ giúp thông dịch miễn phí | 무료 언어 지원 | शुल्क भाषा समर्थन

Title VI Notice to the Public

Title VI Notice

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For more information on Fairfield and Suisun Transit's civil rights programs and the procedures to file a complaint, please contact us:

Thông Báo Theo Tiêu Mục VI

Hệ Thống Fairfield and Suisun Transit cam kết đảm bảo không một cá nhân nào bị loại bỏ không cho tham gia, bị từ chối quyền lợi hoặc bị phân biệt đối xử trong bất kỳ dịch vụ, chương trình hay hoạt động nào do Liên Bang hỗ trợ tài chính, vì lý do chủng tộc, màu da hay nguồn gốc quốc gia được bảo vệ theo Tiêu Mục VI của Đạo Luật Dân Quyền.

Để biết thêm thông tin về các chương trình dân quyền của Hệ Thống Fairfield and Suisun Transit cũng như các thủ tục nộp đơn khiếu nại, vui lòng liên hệ với chúng tôi:

제6조에 관한 고지

Fairfield and Suisun Transit은 민권법제6조에서 보장하는 바와 같이 그 누구도 인종, 피부색, 또는 출신 국가를 근거로 연방 정부의 재정 지원을 받는 모든 서비스, 프로그램 또는 활동에 대하여 참여에서 배제되거나, 혜택을 거부당하거나, 차별의 대상이 되지 않도록 최선의 노력을 기울이고 있습니다.

Fairfield and Suisun Transit의 민권 프로그램 및 불만제기 신청절차에 대한 더 자세한 사항은 다음으로 문의하십시오:

शीर्षक VI संबंधी नोटिसि

Fairfield and Suisun Transit यह सुनिश्चित करने के लिए प्रतिबद्ध है कि किसी भी व्यक्ति को नस्ल, रंग, या राष्ट्रीय मूल के आधार पर संघीय वित्तीय सहायता प्राप्त करने वाली किसी भी सेवा, कार्यक्रम या गतिविधि में भाग लेने से रोका नहीं जाएगा/गी, उसे इनके लाभों से वंचित नहीं किया जाएगा, या उससे भेदभाव नहीं किया जाएगा, जैसा कि नागरिक अधिकार अधिनियम के शीर्षक VI द्वारा संरक्षित है।

Fairfield and Suisun Transit के नागरिक अधिकार कार्यक्रमों और शिकायत दायर करने की प्रक्रियाओं के बारे में अधिक जानकारी प्राप्त करने के लिए, कृपया हमसे इस पते पर सम्पर्क करें:

fasttransit.org | (707) 434-3800 | 2000 Cadenasso Drive, Fairfield, CA 94533



Free language assistance | Asistencia gratis en su idioma | Libreng tulong para sa wika | 免費語言幫助 | Hỗ trợ giúp thông dịch miễn phí | 무료 언어 지원 | शुल्क भाषा समर्थन

As the TFT monitors loop through various policies and notices, a permanent Title VI notice in English, including the Free Language Assistance blurb, is displayed at the entrance of all FAST SolanoExpress commuter vehicles.

Title VI Notice

Fairfield and Suisun Transit is committed to ensuring that no person is excluded from participation in, be denied the benefits of, or be subjected to discrimination under any service, program or activity receiving Federal financial assistance, on the basis of race, color, or national origin as protected by Title VI of the Civil Rights Act.

For more information on Fairfield and Suisun Transit's civil rights programs and the procedures to file a complaint, please contact us:

2000 Cadenasso Drive, Fairfield, CA 94533
fasttransit.org | (707) 434-3800



Free language assistance | Asistencia gratis en su idioma
Libreng tulong para sa wika | 免費語言幫助 | 무료 언어 지원
Hỗ trợ giúp thông dịch miễn phí | शुल्क भाषा समर्थन

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

SUISUN CITY

Suisun City Hall

701 Civic Center Blvd.
Suisun City, CA 94585

Suisun City Senior Center

318 Merganser Dr.
Suisun City, CA 94585

Fairfield and Suisun Transit (FAST) Website

<http://fasttransit.org/title-vi-information-forms/>

Revenue Service Vehicles

Title VI notices are posted on **ALL** FAST Fixed Route and Paratransit Service Vehicles



TITLE VI

Complaint Procedures

The following instructions outline the complaint procedure that must be followed when filing a formal Title VI complaint against Fairfield and Suisun Transit.

Any person who believes he or she 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 calendar 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 with completing a written complaint and submitting the written version of the complaint to the person for signature. The complaint shall then be handled according to FAST’s investigative procedures as outlined on the following page.

Once a complaint is received, FAST will review it to determine if its office has jurisdiction. Within 10 calendar days, FAST’s 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 the California Department of Transportation (STATEDOT) and/or the United States Department of Transportation (USDOT) within 10 calendar 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 calendar 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 calendar 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
Phone: 202-366-4070, Fax: 202-366-5575, TTY: 202-366-9696

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.



TITLE VI

COMPLAINT FORM

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 calendar 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.

Section I				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio	
	TDD		Other	
Section II				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party: _____				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
Section III				
I believe the discrimination I experienced was based on (check all that apply): [] Race [] Color [] National Origin				

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 Court _____

☐ State Agency _____

☐ 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

OFFICE USE ONLY

DATE RECEIVED:

RECEIVED BY:



TÍTULO VI **FORULARIO DE** **QUEJAS**

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 calendario 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.

Sección I				
Nombre:				
Dirección:				
Teléfono (Domicilio):			Teléfono (Trabajo):	
Correo electrónico:				
Necesita un formato especial?	Letra grande		Audio	
	TDD (para sordos)		Otros	
Sección II				
¿Está presentando esta reclamación en su nombre?			Sí*	No
*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 agraviada si está presentando esta reclamación por una tercera persona.			Sí	No

Sección III		
<p>Considero que he sido víctima de una discriminación en base a (selecciones una de las casillas):</p> <p><input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Origen nacional</p> <p>Fecha de la discriminación alegada (mes, día, año): _____</p> <p>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.</p> <p>_____</p> <p>_____</p>		
Sección IV		
¿Ha presentado con anterioridad una queja o demanda con esta agencia conforme al Título VI?	Sí	No
Sección V		
<p>¿Ha presentado esta queja o demanda en otras agencias federales, estatales o locales, o en un tribunal federal o estatal?</p> <p><input type="checkbox"/> Sí <input type="checkbox"/> No</p> <p>Si es afirmativo, marque todas las casillas que correspondan:</p> <p><input type="checkbox"/> Agencia federal _____</p> <p><input type="checkbox"/> Tribunal federal _____ <input type="checkbox"/> Agencia estatal _____</p> <p><input type="checkbox"/> Tribunal estatal _____ <input type="checkbox"/> Agencia local _____</p> <p>Favor de facilitar a continuación los datos de una persona de contacto en la agencia/tribunal dónde se presentó la queja o demanda.</p>		
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 pinaghihinalaang 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.

Seksyon I				
Pangalan:				
Address:				
Telepono (Bahay):			Telepono (Trabaho):	
Email:				
Kinakailangan ng mga Maaaring Ma-access na Ayos?	Malaking Letra		Audio	
	TDD		Iba pa	
Seksyon II				
Isinasampa ba ninyo ang reklamong ito sa ngalan ninyo?			Oo*	Hindi
*Kung sumagot ng "oo" sa tanong na ito, pumunta sa Seksyon III.				
Kung hindi, mangyaring ibigay ang pangalan at kaugnayan ng tao kung para kanino kayo nagrereklamo:				
Mangyaring ipaliwanag kung bakit kayo nagsampa para sa ikatlong partido:				

Mangyaring kumpirmahin na nakakuha kayo ng pahintulot ng agrabyadong partido kung kayo ay nagsasampa sa ngalan ng ikatlong partido.	Oo	Hindi
Seksyon III		
<p>Naniniwala ako na ang naranasan kong diskriminasyon ay batay sa (lagyan ng check ang lahat ng naaangkop):</p> <p><input type="checkbox"/> Lahi <input type="checkbox"/> Kulay <input type="checkbox"/> Bansang Pinagmulan</p> <p>Petsa ng Pinaghihinalaang Diskriminasyon (Buwan, Araw, Taon):</p> <p>_____</p> <p>Malinaw na ipaliwanag hangga't maaari kung ano ang nangyari at kung bakit kayo naniniwala na kayo ay diniskrimina. Ilarawan ang lahat ng naging 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.</p> <p>_____</p> <p>_____</p>		
Seksyon IV		
Nagsampa ka na ba dati sa ahensiyang ito ng isang reklamo ayon sa Title VI?	Oo	Hindi
Seksyon V		
<p>Isinampa ba ninyo ang reklamong ito sa anumang ibang ahensiya ng Pamahalaan, Estado, o lokal, o sa anumang hukuman ng Pamahalaan o Estado?</p> <p><input type="checkbox"/> Oo <input type="checkbox"/> Hindi</p> <p>Kung oo, lagyan ng check ang lahat ng naaangkop:</p> <p><input type="checkbox"/> Ahensiya ng Pamahalaan _____</p> <p><input type="checkbox"/> Hukuman ng Pamahalaan _____ <input type="checkbox"/> Ahensiya ng Estado _____</p> <p><input type="checkbox"/> Hukuman ng Estado _____ <input type="checkbox"/> Lokal na Ahensiya _____</p> <p>Mangyaring magbigay ng impormasyon tungkol sa isang tao na maaaring kontakin sa ahensiya o hukuman kung saan isinampa ang reklamo.</p> <p>Pangalan:</p> <p>Posisyon:</p> <p>Ahensiya:</p> <p>Address:</p> <p>Telepono:</p>		

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, Fair field Transportation Center, 2000 Cadenasso Drive, Fairfield, CA 94533.

第一部分				
姓名：				
地址：				
電話（家庭）：			電話（工作）：	
電子郵件地址：				
需要殘疾人專用格式嗎？	大字體		音頻	
	TDD (聽語障專用設備)		其他	
第二部分				
您是否代表您自己提交投訴？			是*	否
*如果對這個問題您回答“是”，請直接去第三部分。				
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：				
請解釋為什麼您為第三方投訴：				
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。			是	否
第三部分				
我相信我遭受的歧視是基於（選擇所有適用的原因）：				
[]種族 []膚色 []國籍血統				
所指控歧視發生的日期（月，日，年）：				

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。

第四部分

您之前是否曾經向本機構提交過一個民權第六章投訴？

是

否

第五部分

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？

☐是 ☐否

如果是，請選擇下列所有適用的：

☐ 聯邦機構

☐ 聯邦法院 ☐ 州機構

☐ 州法院 ☐ 地方機構

請提供在投訴遞交之機構/法院的聯繫人信息。

姓名：

職位：

機構名稱：

地址：

電話：

第六部分

被投訴的機構的名稱：

聯繫人：

職位：

電話：

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。

下面是必須的簽名和日期：

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

僅限辦公室使用

接收日期：

接收人：

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 commuter languages of Vietnamese, Hindi, Korean, and Russian. This feature is also available on mobile devices.

The screenshot shows the FAST website's header with the logo, phone number (707) 422-BUSS (2877), and a language selection dropdown. The navigation bar includes links for COVID-19 UPDATES, ROUTES, FARES, SERVICES, RIDING ON FAST, TRAIN STATION, ABOUT FAST, and CONTACTS. The main content area is titled "Title VI Information & Forms" and includes a social media sharing bar. The text states: "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." Below this, there are links for "FAST 2018 Title VI Program" and "Title VI of the Civil Rights Act of 1964 Notice". A list of links follows: "Title VI Notice – Spanish Translation", "Title VI Notice – Tagalog Translation", "Title VI Notice – Chinese Translation", and "Title VI Notice in Supplemental Languages – Vietnamese – Korean – Hindi". There are also links for "Title VI Procedures" and "Title VI Complaint Form", each with a list of translation links for Spanish, Tagalog, and Chinese. Finally, there is a link for the "Language Assistance Plan". On the right side, there is a sidebar titled "About FAST" with a list of links: "How to videos...", "Job Opportunities", "Title VI Information & Forms" (highlighted), "Short Range Transit Plan", "Strategic Plan", and "RFP/RFQs".

FAST (707) 422-BUSS (2877)

Select Language

COVID-19 UPDATES ROUTES FARES SERVICES RIDING ON FAST TRAIN STATION ABOUT FAST CONTACTS

Title VI Information & Forms

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.

[FAST 2018 Title VI Program](#)
[Title VI of the Civil Rights Act of 1964 Notice](#)

- [Title VI Notice – Spanish Translation](#)
- [Title VI Notice – Tagalog Translation](#)
- [Title VI Notice – Chinese Translation](#)
- [Title VI Notice in Supplemental Languages – Vietnamese – Korean – Hindi](#)

[Title VI Procedures](#)

- [Title VI Complaint Procedures – Spanish Translation](#)
- [Title VI Complaint Procedures – Tagalog Translation](#)
- [Title VI Complaint Procedures – Chinese Translation](#)

[Title VI Complaint Form](#)

- [Title VI Complaint Form – Spanish Translation](#)
- [Title VI Complaint Form – Tagalog Translation](#)
- [Title VI Complaint Form – Chinese Translation](#)

[Language Assistance Plan](#)

About FAST

- How to videos...
- Job Opportunities
- Title VI Information & Forms**
- Short Range Transit Plan
- Strategic Plan
- RFP/RFQs



TITLE VI

Internal Review

Complaint Procedures

This section outlines the internal Title VI complaint procedure that FAST's Title VI Program Administer will adhere to upon the receipt of a complaint.

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 board all buses and public ticket offices in English, Spanish, Tagalog, and Chinese, with free language assistance offered in all safe harbor languages. Additionally, the Title VI notice and complaint form are available on the FAST website, 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 instructions 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.

Complaints related to the SolanoExpress bus service operations, will be directed to the Solano Transportation Authority, who will then direct complaints to the appropriate contractor (SolTrans or Fairfield and Suisun Transit) on which the complaint was based for determination of merit and/or potential investigation. A complaint shall be regarded as meriting investigation unless it does not allege exclusion from participation in services or related benefits or denial of benefits based on race, color, or national origin, or is outside of the jurisdiction of STA.

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 (PA) 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 it is determined that the claim raises a Title VI issue, a Title VI investigation will be undertaken. Within 15 calendar days, the Title VI PA will send a letter to the individual to notify the claimant that FAST will conduct an investigation of the claim.

If the claim is not related to a Title VI issue, but to other issues, the Title VI PA will forward the complaint to the appropriate department for resolution and will send a letter to the claimant explaining the process within 15 calendar days. Departments that are responsible for the resolution of the claim will be responsible to investigate the issue and respond to the claimant within 30 calendar days from the date the claim was forwarded.

E. Investigating Title VI Claims

The Title VI Program Administrator (PA) shall review the complaint to determine if it raises any Title VI issues, using Federal Transit Administration guidance. The Title VI PA 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 PA 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, the Title VI PA will identify remediation for consideration by the Transportation Manager and/or Public Works Director. 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, the Title VI PA may recommend improvements to FAST's processes relative to the Title VI Claim. Conversely, if the claim is invalid, erroneous, or does not represent a Title VI violation, the Title VI PA 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 Transportation 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 PA and/or other staff reviewing the claim. The Transportation Manager will forward the request for reconsideration to the Public Works Director.

The Public Works Director will then review the request for consideration and notify the claimant of their decision either to accept or reject the request for reconsideration within 10

calendar days after receipt of the response. In cases where the Public Works Director agrees to reconsider, the matter shall be returned to the Transportation Manager and 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 the FTA Office of Civil Rights within 180 calendar days of the alleged discrimination at:

Federal Transit Administration
Attention: Title VI Program Coordinator
1200 New Jersey Ave, SE

List of Transit-Related Title VI Investigations, Complaints, and Lawsuits

FAST has not been involved in any valid 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.

Case #	Complainant Name / Address	Date Filed	Basis	Status	Disposition
2015-1	Kimberly Roberts P.O. Box 191774 San Francisco, CA 94119	10/21/2015	Race, ADA	Closed	No finding of a violation of Title VI

Fairfield and Suisun Transit Public Participation Plan 2020 Update

**Developed: May 2011
Revised: November 2020**



Tina Do Tran
Transportation Planner
Fairfield and Suisun Transit
2000 Cadenasso Drive
Fairfield, CA 94533



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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 in preparation for influential projects such as, but not necessarily limited to, schedule changes and major rider updates.

2. Public Participation Process

Approach to Public Participation

The public participation process will be considered at the earliest stages of any FAST project that may have a 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, the Transportation Manager 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:

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, partial service and fare restoration, 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.

Except in the case of a service and/or fare change during a natural disaster or emergency, FAST will adhere to current City of Fairfield fare and/or service change processes. A public hearing will not take place during a natural disaster or emergency, however FAST staff will provide various opportunities for the public to submit comments; via mail, social media/Facebook, Twitter, or the FAST website.

Exemptions

FAST will follow FTA direction when nonstandard events occur. The FTA Title VI Circular 4702.1B states, “Recipients have wide latitude to determine how, when, and how often specific public

participation activities should take place, and which specific measures are most appropriate.” On May 13, 2020, FAST received the following statement from FTA, “In planning post-emergency service changes, a recipient must follow its locally developed public participation plan, and it may revise that plan to employ virtual public involvement techniques.”

In the case of a natural emergency or disaster where FAST would need to implement temporary service/fare changes, these changes will not be categorized as major service changes. Consequently, the aforementioned Title VI public participation processes will not apply. Instead, FAST staff will post information in the form of flyers and notices on all stops, shelters, sale sites, key destinations as well as on social media platforms and the FAST website at least 24 hours prior to the temporary service and/or fare changes.

Case: FAST’s COVID-19 Response

For instance, FAST staff implemented a fare and service reduction in March 2020 after Solano County enforced a Shelter in Place order as a result of the global COVID-19 pandemic. Flyers informing the public of these service and fare changes were posted on all bus stops and shelters, the Fairfield Transportation Center, the FAST website, and Facebook platform. Pre-COVID conditions consisted of 31 FAST vehicles operating during peak hours, which was reduced to 16 vehicles during the partial service reduction.

Following the partial fare and service reduction, FAST staff restored partial restoration of service in June 2020. Flyers and notices, including the FAST Language Assistance blurb in the four essential local community languages and three supplemental commuter languages, were posted at all FAST bus stops, on all FAST service vehicles, FAST website, Facebook, and at the Fairfield Transportation Center.

This process followed direction from the Federal Transportation Administration regarding Civil Rights procedures²:

CR2: Are Title VI equity analyses required for emergency service cuts and changes during COVID-19?

A: No. Under [FTA’s Title VI Circular](#) 4702.1B, transit providers that operate 50-or-more fixed route vehicles in peak service and are located in an urbanized area (UZA) with a population

² Federal Transit Administration (2019) *Frequently Asked Questions from FTA Grantees Regarding Coronavirus Disease 2019 (COVID-19)*. Retrieved from <https://www.transit.dot.gov/frequently-asked-questions-fta-grantees-regarding-coronavirus-disease-2019-covid-19>

of 200,000 or more, must perform a service equity analysis whenever they make a major service change. The service equity analysis evaluates the impacts of the proposed service changes on Title VI-protected populations and low-income populations. Temporary service changes in response to an emergency do not rise to the level of a major service change, so a service equity analysis is not required. Similarly, FTA exempts all temporary fare changes enacted as a result of an emergency from the fare equity analysis requirement. However, if a transit agency chooses to make permanent any changes made during an emergency, then the transit agency must perform a service or fare equity analysis.

FTA does expect that all transit agencies take reasonable measures to implement temporary service or fare changes equitably to prevent unintentional discrimination. FTA does not require a transit agency to document this process, get board approval (or in the case of FAST service, City Council approval) prior to implementing changes, or share documentation on the changes with FTA, but FTA recommends that transit agencies document the rationale for specific service reductions, as well as steps taken to ensure equitable reductions in service, in the event someone files a complaint.

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.

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 (LEP) 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 languages and Language Assistance Plan strategies to engage with non-English speaking populations.

FAST Local Service Area

Currently, Spanish and Tagalog are the only quantifiable populations within the FAST local service area (cities of Fairfield and Suisun City), that are limited English proficient. Though Chinese (traditional) has not surpassed the Safe Harbor Provision within the FAST local service area, FAST has translated all vital documents into Chinese as instructed by the Federal Transit

Administration. The four languages of English, Spanish, Tagalog, and Chinese are considered the four essential local community languages.

SolanoExpress Commuter Service Area

Moreover, FAST has identified three additional supplemental commuter languages on the Interstate 80 corridor served by the FAST operated SolanoExpress commuter routes. These three supplemental commuter languages are Vietnamese, Hindi, and Korean and have surpassed the Safe Harbor Provision within the FAST local service area and FAST SolanoExpress commuter service area.

For all programs and announcements relating to FAST local service area, FAST staff has translated all vital documents into the four essential local community languages. For all programs and announcements relating to FAST SolanoExpress commuter service area, all vital documents have been translated into the four essential local community languages and three supplemental commuter languages. All outreach and marketing material included a language assistance blurb in the applicable languages; in English, Spanish, Tagalog, and Chinese for all FAST local service programs and in English, Spanish, Tagalog, Chinese, Vietnamese, Korean, and Hindi in all SolanoExpress commuter programs.

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, social media posts, 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

- In accordance with Appendix B of the FTA Title VI Circular, FAST will include Notification to the Public on all outreach and marketing material with the following statement,

“(707) 434-3800: Free language assistance:” FAST staff will then provide any free language assistance or translated documents to the customer.

- For all programs and announcements relating to **FAST local service area**, FAST staff will include a “Free Language Assistance” blurb in the four essential local community languages
- For all programs and announcements relating to **FAST SolanoExpress commuter service area**, all vital documents will be translated into the four essential local community languages and three supplemental commuter languages.
- Post Spanish, Tagalog, and/or Chinese language notices on FAST local and paratransit 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.
- Post FAST Events on FAST’s website in English, Spanish, Tagalog, and Chinese and post in Vietnamese, Korean, and Hindi upon customer request.
 - The FAST website includes a Google Translate feature that will translate all written language.
- 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, Tagalog, and Chinese 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

FAST Website Features

- **FAST Website** – Includes Google Translate feature that allows visitors to translate all written information into various languages.

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.
- **Homeless Roundtable** – At an outreach event hosted by the Fairfield Police Department in August 2019, FAST staff presented public transportation options and partnerships available to the local homeless. Attendees included over 40 representatives and stakeholders from city, county, state, and federal agencies as well as nonprofits and service providers.

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:
 - Newspaper Press Release
 - Posting of Notices
 - Direct flyers distribution to riders
 - Seat Drops
 - Website
 - Facebook

- Twitter
 - Channel 26 (local public access cable channel)
 - Public Outreach Meetings (translation services were available)
 - Individual face to face meetings
 - Briefing of all customer service representatives
 - Meetings with community representatives (e.g. school districts, senior centers, the Paratransit Coordinating Council, community centers)
 - 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 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:
 - 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.
 - Posting of notices
 - Direct flyer distribution to riders
 - Individual face to face meetings
 - Seat drops
 - Facebook
 - Twitter
 - Website
 - Newspaper Press releases
 - Notices in community's Spanish language magazine
- **2018 FAST Fare Restructuring and Route Changes.** FAST sought 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:
 - 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.
 - Posting of notices

- Direct flyer distribution to riders
 - Individual face to face meetings
 - Seat drops
 - Facebook
 - Twitter
 - Website
 - Newspaper Press releases
- **2020 FAST Short Range Transit Plan.** FAST sought public participation during the draft phase of completing its FY 2021-2030 Short Range Transit Plan (SRTP). Consistent with FAST's public participation plan, staff used the following forms of communication:
 - Public comments received prior to a City Council meeting (meeting held at the Fairfield Unified School District while live recordings streamed on Youtube.com and Fairfield.ca.gov/live).
 - Posting of notice and SRTP draft on Fasttransit.org and at the Fairfield City Hall.
 - Posting of notice on Facebook.com.
- **2020 FAST Advertisement Redesign.** FAST staff worked with Page Design, a graphic design company, to redesign advertising material at bus shelters throughout Fairfield and Suisun City, including shelters at the Fairfield-Vacaville Hannigan Train Station.
 - Incorporate language assistance blurb where needed.
 - Incorporate more symbols for universal understanding.
 - Promote Nextbus services and explain how to utilize services to determine bus arrival times.

Appendix: FAST Translated Documents and Notices (2018-2020)

SolanoExpress Fares

SolanoExpress Cash Fare	ADULT	YOUTH	SDM REDUCED
Within Solano County (Blue, Yellow, Red)	\$2.75	\$2.00	\$1.35
Outside Solano County (Blue, Yellow, Red)	\$5.00*	\$4.00*	\$2.50*
All SolanoExpress Lines (Green Express-GX)	\$5.75*	\$4.75*	\$2.85*
Route 82	\$10.00	\$8.00	\$5.00

SolanoExpress Day Pass	ADULT	YOUTH	SDM REDUCED
Within Solano County (Blue, Yellow, Red)	\$5.50	\$4.00	\$2.75
Outside Solano County (Blue, Yellow, Red)	\$10.00	\$8.00	\$5.00
All SolanoExpress Lines (Green Express-GX)	\$11.50	\$9.50	\$5.75

SolanoExpress 31-Day Pass	ADULT	YOUTH	SDM REDUCED
Within Solano County (Blue, Yellow, Red)	\$70.00	N/A	\$35.00
Outside Solano County (Blue, Yellow, Red)	\$114.00*	N/A	\$57.00*
All SolanoExpress Lines (Green Express-GX)	\$130.00*	N/A	\$65.00*

*Available on Clipper / *Disponible en Clipper



NextBus app
For real-time bus information on your mobile device, download the NextBus app (for Android and iOS enabled devices) for the Blue/GX Lines.

Para obtener información de autobuses en tiempo real en su dispositivo móvil, descargue la aplicación NextBus (para dispositivos habilitados para Android e iOS) para las líneas Azul/GX.



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SolanoExpress es financiado en parte por la Medida Regional Número Dos (el "dólar y centavo" de los puentes) que los votantes de la Área de la Bahía aprobaron en las elecciones de marzo 2004, y fue distribuido por la Comisión Metropolitana de Transporte (MTC).

Fairfield and Suisun Transit
fasttransit.org

Solano Express

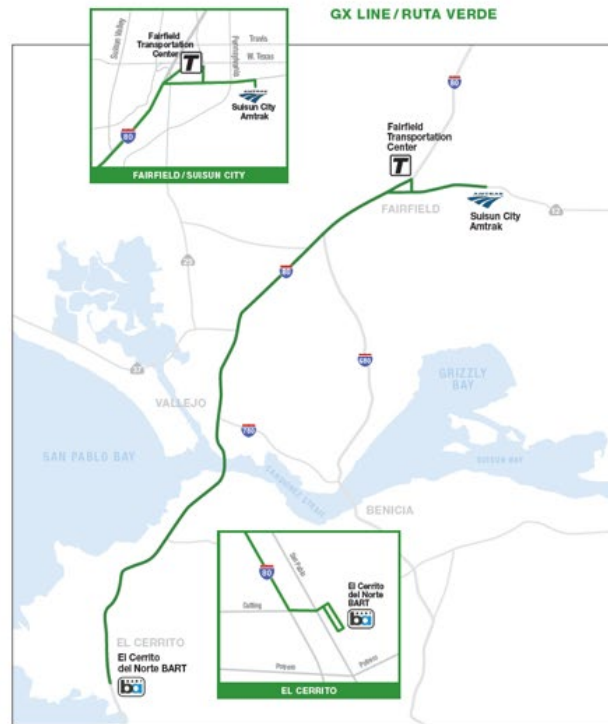
GX GREEN EXPRESS LINE



FAST



Effective July 1, 2018
A partir del 1 de julio de 2018



GX LINE / RUTA VERDE

SUISUN CITY - EL CERRITO

MONDAY-FRIDAY / LUNES-VIERNES

WESTBOUND/HACIA EL OESTE			EASTBOUND/HACIA EL ESTE		
Suisun City Amtrak	Fairfield Transportation Center	El Cerrito del Norte BART	El Cerrito del Norte BART	Fairfield Transportation Center	Suisun City Amtrak
-	4:10	4:50	4:56	-	5:36
-	4:30	5:10	5:16	-	5:56
4:36	4:50	5:30	5:36	-	6:16
4:56	5:10	5:50	5:56	-	6:36
5:16	5:30	6:10	6:16	6:56	-
5:36	5:50	6:30	6:36	7:16	-
5:56	6:10	6:50	6:56	-	7:40
6:16	6:30	7:10	7:16	7:55	-
6:36	6:50	7:30	7:36	8:16	-
-	7:10	7:50	7:56	8:37	-
-	7:30	8:10	8:16	8:58	-
7:40	7:54	8:34	8:40	9:22	-
-	1:56	2:39	2:50	3:30	-
-	2:16	2:59	3:10	3:50	-
-	2:36	3:19	3:30	4:10	-
-	2:56	3:39	3:50	4:30	-
-	3:16	3:59	4:10	4:50	-
-	3:36	4:19	4:30	5:10	-
-	3:56	4:39	4:50	5:30	-
-	4:16	4:59	5:10	5:50	-
-	4:36	5:19	5:30	6:10	6:22
-	4:56	5:39	5:50	6:30	6:42
-	5:16	5:59	6:10	6:50	7:02
-	5:36	6:19	6:30	7:10	7:22
-	5:56	6:39	6:50	7:30	7:42
6:22	6:36	7:19	7:30	8:10	8:22

*M trips indicated in bold / Viajes PM indican en negrita

FAST Customer Service

For schedules, connecting services, and assistance with trip planning, please call FAST Dispatch at 707-422-2877 weekdays 4 am - 8 pm and Saturdays 8 am - 7 pm or dial 311 for Bay Area transit information. Schedule information is also available at fasttransit.org, Google Transit, or NextBus.

Servicio al Cliente de FAST

Para conocer algún horario, servicio de conexión y obtener ayuda con la planificación de un viaje, llame al Centro de Operaciones de FAST al 707-422-2877 (entre semana, de 4 am a 8 pm y los sábados de 8 am a 7 pm) o marque al 311 para obtener información sobre el transporte en el Área de la Bahía. La información sobre los horarios también está disponible en fasttransit.org, Google Transit o NextBus.

Holidays

No service on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Transferring within SolanoExpress System

Paper Pass: SolanoExpress 31-Day Pass and Day Pass allows unlimited transfers on SolanoExpress, FAST and SolTrans local routes. Depending on pass type purchased, additional fare may be required. Transfers issued/accepted to and from Vacaville City Coach (VCC) ONLY (additional fare required with VCC transfer).

Clipper Card: One transfer (valid for 60 minutes) is loaded onto the card at the time of boarding and tagging the Clipper card reader. Depending on pass type loaded, additional fare (Clipper cash value) may be required.

SolanoExpress Fares

Please have the proper fare and valid identification ready upon boarding as this keeps the service on time.

Children: Ages 5 & under

Up to two children may ride free when accompanied by a fare paying adult. Additional children pay youth fare.

SDM/Reduced Fare

Seniors 65+, people with disabilities, and Medicare recipients can qualify by presenting one of the following:

- Photo ID with birthdate indicating 65+
- Medicare Card with Photo ID
- RTC* Discount Card
- DMV Disabled License Plate Registration with Photo ID
- DMV Disabled Parking Placard printout with Photo ID
- ADA Paratransit ID
- FAST SDM Reduced ID Card

*Regional Transit Connection (RTC) Discount Card is available to persons with qualified disabilities. Call Solano Mobility at 800-535-6883 (weekdays 7 am - 5 pm) for more information.

Días Festivos

No hay servicio en Año Nuevo, Día de los Caídos, Día de la Independencia, Día del Trabajo, Acción de Gracias y Navidad.

Transbordos Dentro del Sistema SolanoExpress

Pase de Papel: Los pases de 31 días y pases del día SolanoExpress permiten transbordos ilimitados en rutas de SolanoExpress, FAST, and SolTrans rutas locales. Dependiendo de cuál pase se compre, tarifa adicional sea necesario. Boleto de transbordo se expiden y se aceptan SOLAMENTE a/de Vacaville City Coach (tarifa adicional necesario con boleto de transbordo de VCC).

Tarjeta de Clipper: Un transbordo (válido 60 minutos) está agregado a su tarjeta al abordar y al tocar su tarjeta al lector de Clipper. Dependiendo de cuál pase esté cargado, tarifa adicional (valor de efectivo de Clipper) sea necesario.

Tarifas SolanoExpress

Por favor tenga la tarifa adecuada y la identificación válida a la mano al abordar, ya que esto mantiene el servicio a tiempo.

Niños

Viajan gratis hasta dos niños de 5 años o menores por pasajero que pague tarifa. Los niños adicionales pagan tarifa de joven.

SDM/Tarifa Reducida

Los mayores de 65 años, las personas con discapacidades, y los beneficiarios de Medicare pueden calificar presentando uno de los siguientes:

- Identificación con foto con fecha de nacimiento que indica una edad mayor a 65
- Tarjeta de Medicare con identificación con foto
- Tarjeta de descuento RTC*
- Registro de matrícula de discapacitado del DMV con identificación con foto
- Impresión de tarjeta de discapacitado del DMV con identificación con foto
- Identificación Paratransit ADA
- Tarjeta de identificación de FAST SDM reducida

*La tarjeta de descuento para la Conexión de Transporte Regional (Regional Transit Connection, RTC) está disponible para personas con discapacidades que califiquen. Llame a Solano Mobility al 800-535-6883 (entre semana, de 7 am a 5 pm) para obtener más información.

800-535-6883
solanoexpress.com



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*Available on Clipper / *Disponible en Clipper



NextBus app

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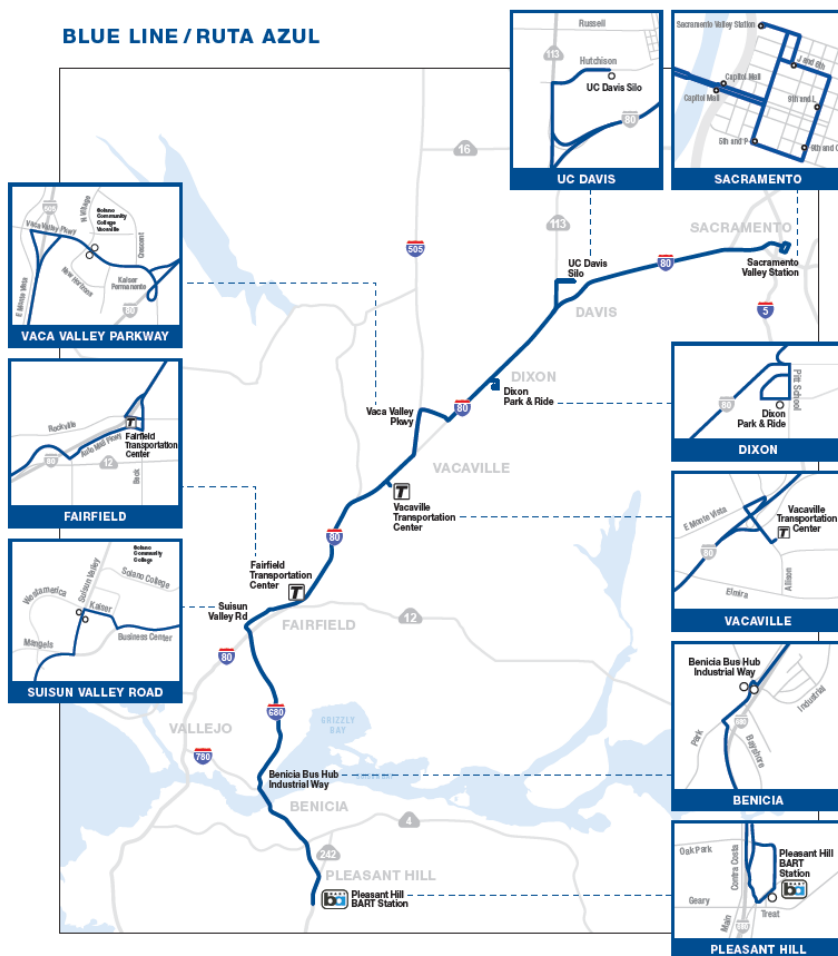
Effective July 1, 2018
A partir del 1 de julio de 2018

800-535-6883
solanoexpress.com

Fairfield and Suisun Transit
fasttransit.org

1219

BLUE LINE / RUTA AZUL



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Tarjeta de Clipper: Un transbordo (válido 60 minutos) está agregado a su tarjeta al abordar y al tocar su tarjeta al lector de Clipper. Depende de cuál pase esté cargado, tarifa adicional (valor de efectivo de Clipper) sea necesario.

Tarifas SolanoExpress

Por favor tenga la tarifa adecuada y la identificación válida a la mano al abordar, ya que esto mantiene el servicio a tiempo.

Niños

Viajan gratis hasta dos niños de 5 años o menores por pasajero que pague tarifa. Los niños adicionales pagan tarifa de joven.

SDM/Tarifa Reducida

Los mayores de 65 años, las personas con discapacidades, y los beneficiarios de Medicare pueden calificar presentando uno de los siguientes:

- Identificación con foto con fecha de nacimiento que indica una edad mayor a 65
- Tarjeta de Medicare con identificación con foto
- Tarjeta de descuento RTC*
- Registro de matrícula de discapacitado del DMV con identificación con foto
- Impresión de tarjeta de discapacitado del DMV con identificación con foto
- Identificación Paratransito ADA
- Tarjeta de identificación de FAST SDM reducida

*La tarjeta de descuento para la Conexión de Transporte Regional (Regional Transit Connection, RTC) está disponible para personas con discapacidades que califiquen. Llame a Solano Mobility al 800-535-6883 (entre semana, de 7 am a 5 pm) para obtener más información.

Servicio al Cliente de FAST

Para conocer algún horario, servicio de conexión y obtener ayuda con la planificación de un viaje, llame al Centro de Operaciones de FAST al 707-422-2877 (entre semana, de 4 am a 8 pm y los sábados de 8 am a 7 pm) o marque al 511 para obtener información sobre el transporte en el Área de la Bahía. La información sobre los horarios también está disponible en fasttransit.org, Google Transit o NextBus.

छुट्टियाँ

न्यू ईयर के दिन, ईस्टर, मेमोरियल डे, जुलाई 4th, लेबर डे, वैक्सिंगिंग डे, और क्रिसमस डे पर कोई सेवा नहीं।

SolanoExpress सिस्टम के भीतर ट्रांसफर करना

कागज़ी पास: SolanoExpress 31-दिनों का पास और डे पास SolanoExpress, FAST और SolTrans स्थानीय रूट्स पर असीमित ट्रांसफर्स को अनुमत करता है। खरीदे गए पास के प्रकार के आधार पर, अतिरिक्त किराये की आवश्यकता हो सकती है। केवल Vacaville City Coach (VCC) तक और से जारी किये गये/अनुमत ट्रांसफर (VCC हस्तांतरण के लिए अतिरिक्त किराया आवश्यक है)।

क्विलपर कार्ड: बॉर्डिंग के समय कार्ड पर एक हस्तांतरण (60 मिनट के लिए वैध) लोड किया जाता है और क्विलपर कार्ड रीडर को टैग किया जाता है। लोड किये गए पास के प्रकार के आधार पर, अतिरिक्त किराये (क्विलपर नकदी मूल्य) की आवश्यकता हो सकती है।

SolanoExpress के किराये

कृपया उचित किराया और वैध पहचान बॉर्डिंग के लिए तैयार रखें क्योंकि यह समय पर सेवा प्रदान करता है।

बच्चे: उम्र 5 और उससे कम उम्र वाले दो बच्चे एक वयस्क किराया देने वाले व्यक्ति के साथ मुफ्त सवारी कर सकते हैं। अतिरिक्त बच्चे नौजवानों वाले किराये का भुगतान करते हैं।

SDM/घटायी गया किराया

व्यस्क 65+ वाले, विकलांग व्यक्ति, और Medicare प्राप्तकर्ता निम्नलिखित में से किसी एक को प्रस्तुत करके अर्हता प्राप्त कर सकते हैं:

- फोटो आईडी जो जन्म तारीख 65+ होना दर्शाती हो
- फोटो आईडी वाला Medicare कार्ड
- RTC* छूट कार्ड
- फोटो आईडी वाला डिपार्टमेंट ऑफ मोटर वाहन (Department of Motor Vehicles, DMV) विकलांगों के लिए लाइसेंस प्लेट पंजीकरण
- फोटो आईडी वाला DMV विकलांगों के लिए पार्किंग प्लेटकार्ड का प्रिंटआउट
- ADA पैराट्रांज़िट आईडी
- FAST SDM घटायी गया वाला आईडी कार्ड

*क्षेत्रीय विकलांग कनेक्शन (Regional Transit Connection, RTC) डिस्कवाउंट कार्ड योग्य विकलांग व्यक्तियों के लिए उपलब्ध है। अधिक जानकारी के लिए ग्राहक सेवा पर कॉल करें।

**Solano
Express**

**Solano
Express**

B ब्लू लाइन

ग्राहक सेवा

शेड्यूल, कनेक्टिंग सेवाओं और यात्रा की योजना बनाने में सहायता के लिए, कृपया Solano Mobility बसिड कॉल सेंटर को कॉल करें।

800-535-6883

वीकडे पर सुबह 7:00 बजे से शाम 5:00 बजे तक



SolanoExpress को क्षेत्रीय नियोजक दो ("3rd डीलर" डिव टेलर) द्वारा अधिक रूप से चिप पोषित किया जाता है, जिसे मार्च 2004 के चुनाव में ने एरिया मेट्रोपॉलिटन कमिशन (Metropolitan Transportation Commission, MTC) द्वारा आबंटित किया गया था।



FAST

solanoexpress.com

0610

800-535-6883
solanoexpress.com



1 जुलाई, 2018 से प्रभावी



Questions?

(707) 434-3800 | fasttransit.org

Free language assistance | Asistencia gratis en su idioma
Libreng tulong para sa wika | 免費語言幫助 | 무료 언어 지원
Hỗ trợ giúp thông dịch miễn phí | शुल्क भाषा समर्थन

We will get you there!

Where's My Bus?

Ways to check your FAST and SolanoExpress bus arrivals:



Text "FAST" and stop ID # to 41411

Stop ID #s are located on bus stop signs (e.g., FAST 12345)



Visit NextBus.com

choose agency, route, direction, & stop



Call (707) 439-8528

enter stop ID #



Download

NextBus mobile app

To sign up for alerts, visit
Nextbus.com/myNextbus/

Language Assistance

www.fasttransit.org

Have questions or need translation?

Call the FAST Administrative office at (707) 434-3800
or FAST Dispatch at (707) 422-2877 to be
connected with an interpreter.

Asistencia con el idioma

¿Tiene alguna pregunta o necesita un intérprete?

Llame a la oficina de la Administración de
FAST al (707) 434-3800 o al Centro de
Operaciones de FAST al (707) 422-2877
para comunicarse con un intérprete.

Tulong sa Wika

May mga tanong o kailangan ng pagsasalin?

Tumawag sa Pang-administratibong
tanggapan ng FAST sa (707) 434-3800
o sa Dispatch ng FAST sa (707) 422-2877
para maiugnay sa isang tagasalin.

語言協助

有疑問或需要翻譯嗎?

請致電 (707) 434-3800 聯絡FAST行政
辦公室, 或致電 (707) 422-2877 聯絡
FAST調度部, 以與一名口譯員取得聯繫。

언어 지원

문의 사항이 있거나 번역이 필요하신가요?

통역사와의 연결을 원하시면 FAST 행정 사무실
(707) 434-3800 또는 FAST 파견부
(707) 422-2877 로 전화하십시오.

Hỗ Trợ Ngôn Ngữ

Quý vị có thắc mắc hoặc cần dịch vụ dịch thuật?

Hãy gọi cho văn phòng Hành Chính FAST
theo số (707) 434-3800 hoặc Phòng
Điều Phối FAST theo số (707) 422-2877
để được kết nối với thông dịch viên.

भाषा सहायता

सवाल है या अनुवादति सामग्री चाहिए?

दुभाषयि से कनेक्ट करि जाने के लिए, FAST
प्रशासनिक कार्यालय को (707) 434-3800
पर या FAST डिसपैच को (707) 422-2877
पर कॉल करें।



SDM Fare Policy

Effective July 1, 2018

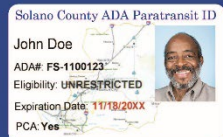
Senior (65+)/Disabled/Medicare (SDM) passengers
must show one of the following forms of ID
when purchasing an SDM pass and
boarding the bus:



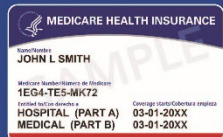
Regional Transit Connection (RTC) Card



California Driver's License/ID (Age 65+)



ADA Paratransit ID Card



Federal Medicare Card w/photo ID



FAST SDM Card



DMV Disabled License Registration w/photo ID
DMV Disabled Parking Placard Registration w/photo ID

Free language assistance

Asistencia gratis en su idioma

Libreng tulong para sa wika

免費語言協助

Hỗ trợ giúp thông dịch miễn phí




무료 언어 지원

शुल्क भाषा समर्थन

(707) 434-3800 | www.fasttransit.org

Holiday Schedule

Effective July 1, 2020

Holiday	 Local Routes	 Blue Line	 GX Line
Martin Luther King, Jr. Day			
Presidents Day	Saturday Service	Saturday Service	No Service
Veterans Day			
Day after Thanksgiving	Regular Service	Saturday Service	No Service
New Year's Day			
Memorial Day			
4th of July	No Service	No Service	No Service
Labor Day			
Thanksgiving Day			
Christmas Day			

Questions? (707) 434-3800 | www.fasttransit.org

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免費語言協助 | Hỗ trợ giúp thông dịch miễn phí | 무료 언어 지원 | शुल्क भाषा समर्थन

RIDER NOTICE

June 22, 2020

Effective July 6, 2020 Partial Restoration of Service

Updated Schedules Coming Soon

In response to the COVID-19 pandemic and the Solano County Shelter at Home Order, Fairfield and Suisun Transit (FAST) local and SolanoExpress commuter services were reduced.

Go to fasttransit.org or call FAST Dispatch at (707) 422-2877 for updates.

(707) 434-3800 | Free language assistance | Asistencia gratis en su idioma |
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RIDER UPDATE

August 25, 2020

Free Fares Extended through December 31, 2020

*No fares required on **Local, DART Paratransit, and Local Taxi*** services.*

**Proof of Eligibility Required*

Thank you for being a valued customer!

Questions? Call (707) 434-3800

(707) 434-3800 | Free language assistance | Asistencia gratis en su idioma |
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Fairfield and Suisun Transit Language Assistance Plan 2020 Update

**Developed: May 2011
Revised: November 2020
Adopted: December 2020**



Fairfield and Suisun Transit
2000 Cadenasso Drive
Fairfield, Ca 94533

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1. Introduction

The FAST Language Assistance Plan 2020 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 (2020).

FAST's Title VI Program Administrator is:

April Cobb
Transportation Technician
Fairfield and Suisun Transit
2000 Cadenasso Drive
Fairfield, CA 94533
(707) 434-3800
Email: acobb@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 146,338 residents³ (116,678 residents in Fairfield and 29,660 in Suisun City). Additional cooperative efforts with other public agencies and cities in Solano County resulted in the creation of SolanoExpress service, which now provides transit links to the cities of Dixon, Davis, Sacramento, Benicia, El Cerrito, Vacaville, and Pleasant Hill. The entire FAST service population (including the FAST operated SolanoExpress service area) totals 860,662³.

FAST operates a fleet of 48 vehicles for fixed-route service. Local FAST routes use 29 Gillig buses of varying length (29, 35, and 40 feet) and SolanoExpress commuter routes use 19 MCI buses. In addition, twelve (12) 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 eight (8) routes and two (2) 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 2,005,000 miles and carries 925,000 passengers annually (FAST fixed routes and paratransit services).

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

³U.S. Census Bureau (2018) *City and Town Population Totals: 2010-2019*. Data retrieved from <https://www.census.gov/data>

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.

To better streamline Language Assistance goals, FAST has separated population and language data by city between the **FAST local service area** (serving the cities of Fairfield and Suisun City) and the entire **FAST SolanoExpress commuter service area** (serving the cities of Fairfield, Suisun City, Sacramento, Davis, Dixon, Vacaville, Benicia, El Cerrito, Pleasant Hill, and the urbanized area of Contra Costa Centre). FAST staff acknowledges that this is an ambitious population to consider, however we believe it is important to strive to maximize service populations covered for our commuter passengers to increase equity access. Future outreach and language assistance goals will be determined by this year's LEP data analysis, beginning on the following page.

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. For all services and programs relating to FAST local and paratransit routes, FAST analyzed available census data within the FAST local service area. For all services and programs relating to FAST SolanoExpress commuter routes, FAST analyzed available census data within the FAST SolanoExpress commuter service area.

FAST Local Service Area

The primary racial groups in the FAST local service area are White, Hispanic or Latino, Asian, and Black.

Table 4-1 Races within FAST Local Service Area

Races	Population
Total	146,338
White alone, percent	45.1%
Black or African American alone, percent	17.6%
American Indian and Alaska Native alone, percent	0.6%
Asian alone, percent	19.1%
Native Hawaiian and Other Pacific Islander alone, percent	1.1%
Two or more races, percent	7.6%
Hispanic or Latino, percent	27.3%
White alone, not Hispanic or Latino, percent	30.0%

*Source: U.S. Census Bureau, American Community Survey,
Population estimates and Race and Hispanic Origin 2018*

FAST then collected and analyzed data reflecting languages spoken at home, compared to ability to speak English. As demonstrated in Table 4-2 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). The Chinese language still does not meet the Safe Harbor threshold within the Cities of Fairfield and Suisun City. However FAST will continue to follow 2016 FTA instruction and include Chinese as an LEP language within the FAST service area.

Table 4-2 (Language spoken at home by ability to speak English: FAST Local Service Area):

	Fairfield, CA		Suisun City, CA		Total (Fairfield and Suisun City)	
Ability to Speak English	Population (2018)	Percentage	Population (2018)	Percentage	Population (2018)	Percentage
Total Population	116,678	100%	29,660	100%	146,338	100%
English	69,281	59%	18,654	68%	87,935	66%
Spanish	21,056	18%	3,825	14%	24,881	19%
Tagalog	6,921	6%	2,398	9%	9,319	7%
Chinese	1,023	1%	566	2%	1,589	1%
Limited English Proficiency						
Speaks English less than "Very Well" in Spanish	8,792	8%	1,187	4%	9,979	7%
Speaks English less than "Very Well" in Tagalog	2,553	2%	599	2%	3,152	2%
Speaks English less than "Very Well" in Chinese	520	0.4%	314	1%	834	1%

Source: American Community Survey, Population 5 years and over, Table ID: C16001
2018: ACS 5-Year Estimates Detailed Tables

FAST staff has used the above data to design a more equitable and inclusive Language Assistance Plan. As outlined in FAST's Language Assistance Plan, vital documents related to local FAST service were translated into Spanish, Tagalog, and Chinese (as instructed by the FTA). All other applicable documents and notices will include FAST's Free Language Assistance blurb in English, Spanish, Tagalog, and Chinese (traditional).

FAST Commuter Service Areas

The primary racial groups in the FAST commuter service areas are White, Hispanic or Latino, Black, and Asian.

Table 4-3 Races within FAST SolanoExpress Commuter Service Area

Races	Population
Total	860,662
White alone, percent	54.2%
Black or African American alone, percent	11.4%
American Indian and Alaska Native alone, percent	0.8%
Asian alone, percent	7.2%
Native Hawaiian and Other Pacific Islander alone, percent	1.3%
Two or more races, percent	7.2%
Hispanic or Latino, percent	26.4%
White alone, not Hispanic or Latino, percent	38.9%

*Source: U.S. Census Bureau, American Community Survey,
Population estimates and Race and Hispanic Origin 2018*

To compare languages spoken at home by ability to speak English throughout the FAST and SolanoExpress service area population, FAST applied the 2018 American Community Survey 5-Year Estimates, Table C16001 to the following cities where FAST stops for service: Sacramento, Davis, Dixon, Vacaville, Fairfield, Suisun City, Benicia, El Cerrito, Pleasant Hill, and the urbanized area of Contra Costa Centre.

The following languages have surpassed the Safe Harbor Provision in FAST's commuter service areas:

Spanish
Tagalog
Chinese
Korean
Vietnamese
Russian

Table 4-4 (Language spoken at home by ability to speak English:
FAST SolanoExpress Commuter Service Area):

Total FAST SolanoExpress Commuter Service Area		
Ability to Speak English	Population (2018)	Percentage
Total Population	860,662	100%
English	573,918	67%
Spanish	138,737	16%
Tagalog	21,287	2%
Chinese	28,821	3%
Vietnamese	8,455	1%
Korean	3,338	0.4%
Russian	7,887	1%
Limited English Proficiency		
Speaks English less than "Very Well" in Spanish	48,378	6%
Speaks English less than "Very Well" in Tagalog	7,004	1%
Speaks English less than "Very Well" in Chinese	16,889	2%
Speaks English less than "Very Well" in Vietnamese	5,090	0.6%
Speaks English less than "Very Well" in Korean	1,739	0.2%
Speaks English less than "Very Well" in Russian	2,853	0.3%

Source: American Community Survey, Population 5 years and over, Table ID: C16001
2018: ACS 5-Year Estimates Detailed Tables

In addition to the four essential local community languages and three supplemental commuter languages, the Russian language has also surpassed the Safe Harbor Provision threshold, of 5% or 1,000 persons in any LEP language group, within the FAST commuter service area.

Moving forward, FAST will work to translate all vital documents pertaining to the FAST SolanoExpress commuter service area in Russian and include the “Free Language Assistance” blurb in Russian.

FAST will also continue to provide translations in the Spanish, Tagalog, Chinese, Vietnamese, Hindi, and Korean languages for SolanoExpress service materials. At this time, FAST staff could not obtain updated LEP information regarding the Hindi language, which surpassed the Safe Harbor Provision in 2015. FAST staff will then continue to provide translations in Hindi, as requested.

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 Customer Satisfaction Surveys (2016-2017)

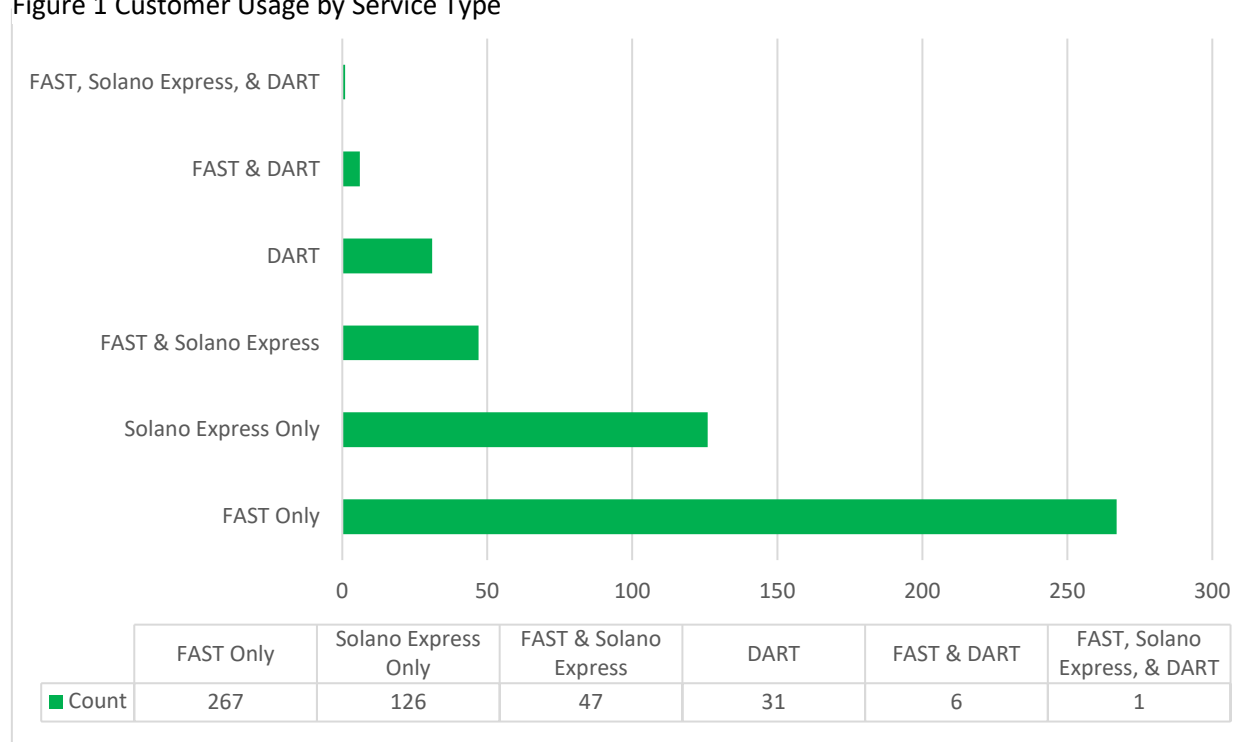
FAST staff conducted its first annual customer satisfaction survey over a five-day period in June 2016 on all bus routes (local and commuter), at the Fairfield Transportation Center (FTC), Solano Town Center, on the FAST website, and directly to DART passengers. FAST received 598 surveys for this report. 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



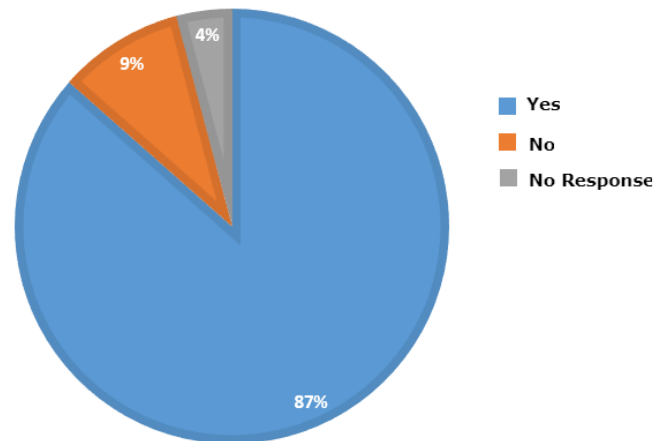
2) Is FAST/DART information easy to understand?

The vast majority (92%) of Fixed-Route and DART customers found information easy to understand.

Easy to Understand 2016

Service	Yes	No	No Response
FAST Only	249	14	4
Solano Express Only	99	26	14
FAST & Solano Express	43	2	1
DART	29	1	1
FAST & DART	4	2	0
FAST, Solano Express, & DART	0	1	0
Total	424	46	20

FAST Information
Easy to Understand 2016



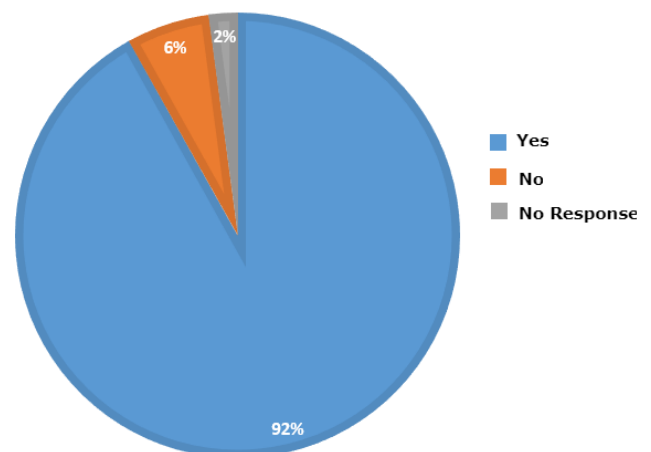
3) Is English your primary language?

The vast majority of customers selected English as their primary language.

English as Primary Language 2016

	Yes	No	No Response
FAST Only	248	15	4
Solano Express Only	116	10	5
FAST & Solano Express	42	3	0
DART	30	0	1
FAST & DART	6	1	0
FAST, Solano Express, & DART	1	0	0
Total	443	29	10

ENGLISH AS PRIMARY LANGUAGE 2016



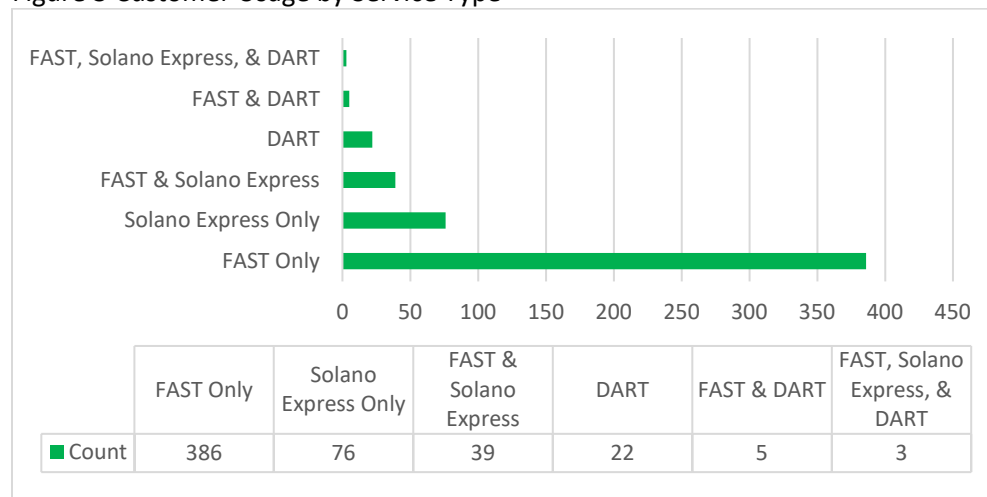
FAST staff conducted a second annual customer satisfaction survey over a five-day period in June 2017 on all bus routes (local and commuter), at the Fairfield Transportation Center (FTC), Solano Town Center, on the FAST website, and directly to DART passengers. FAST received 657 responses for the 2017 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



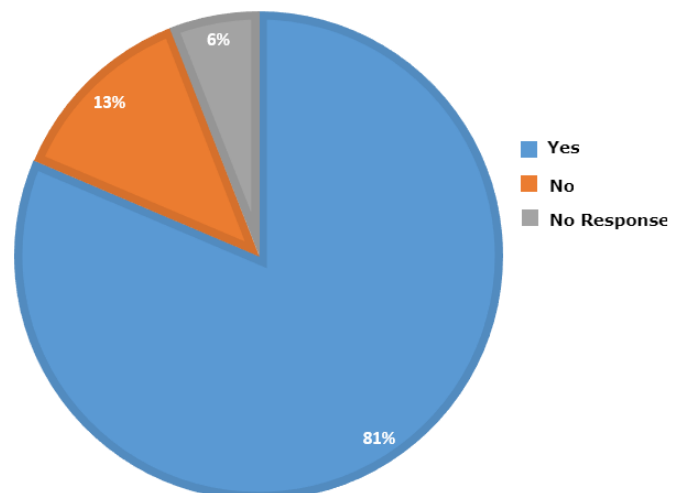
2) Is FAST/DART information easy to understand?

The vast majority (94%) of Fixed-Route and (93%) DART customers found information easy to understand.

Easy to Understand 2017

Service	Yes	No	No Response
FAST Only	342	44	22
Solano Express Only	63	4	9
FAST & Solano Express	36	1	2
DART	22	22	0
FAST & DART	3	2	0
FAST, Solano Express, & DART	2	0	1
Total	468	73	34

FAST INFORMATION
EASY TO UNDERSTAND 2017



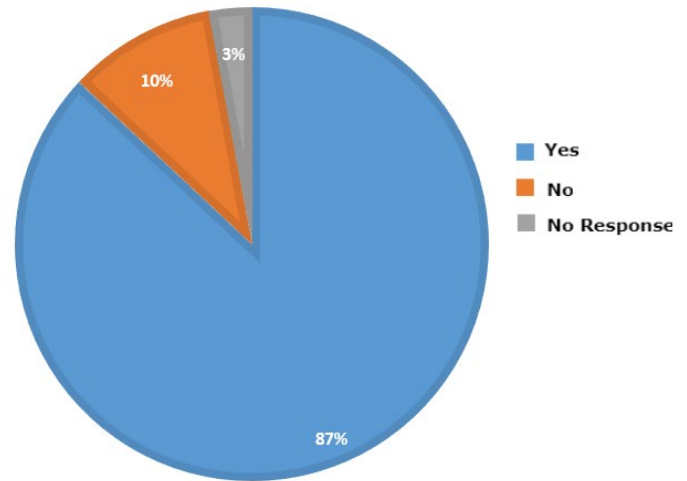
3) Is English your primary language?

The vast majority of customers (93%) selected English as their primary language.

English Primary Language 2017

	Yes	No	No Response
FAST Only	347	29	9
Solano Express Only	69	2	5
FAST & Solano Express	37	1	1
DART	22	22	0
FAST & DART	4	2	0
FAST, Solano Express, & DART	2	0	1
Total	481	56	16

ENGLISH AS PRIMARY LANGUAGE 2017



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:

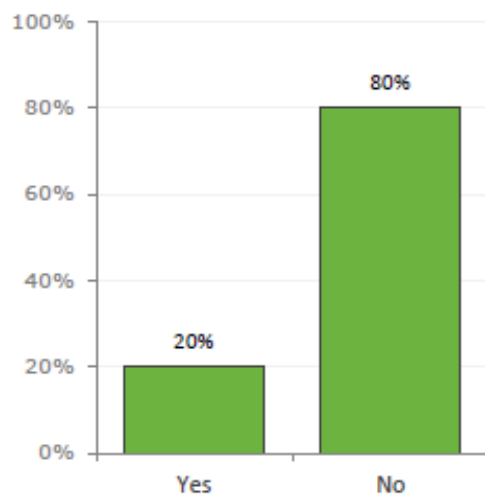
- Driver’s license status,
- Number of drivable vehicles available to the household,
- Self-identification as Hispanic, Latino, or of Spanish origin,
- Self- identification of race (White, African American, Asian, American Indian / Alaska Native, Native Hawaiian / Pacific Islander, Multiracial or other), 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.

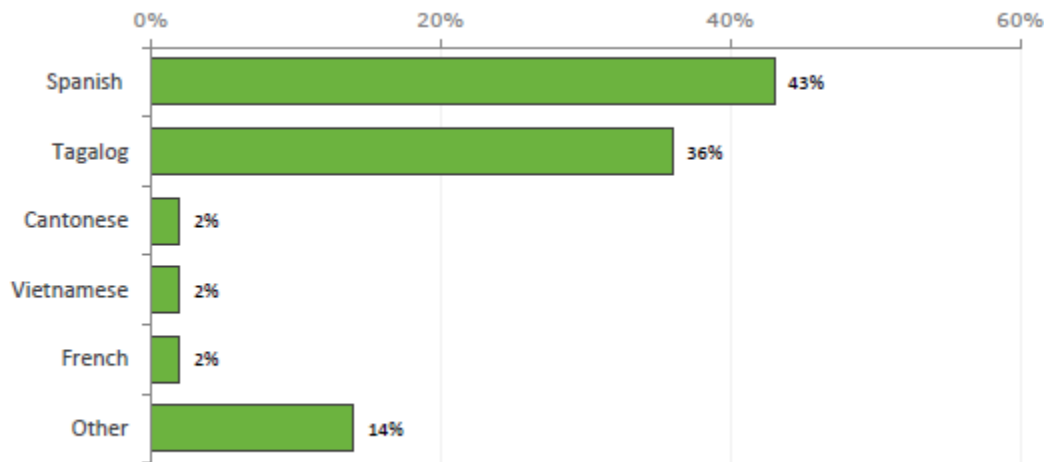
Figure 4 Do You Personally Speak a Language Other Than English at Home? n = 252



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.

Figure 5 Language Other Than English Spoken at Home
n = 53



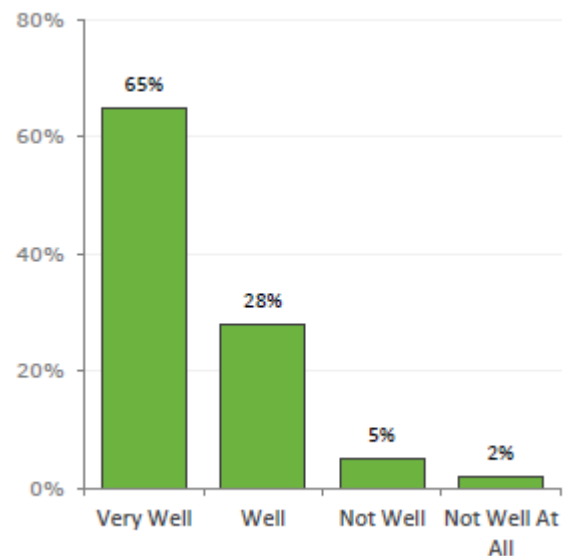
Of the 20 percent of FAST riders who speak another language at home, the predominant languages spoken are Spanish (43%), and Tagalog (36%), followed by Cantonese (2%), Vietnamese (2%), and French (2%). “Other” languages include Amharic, Czech, Italian, Portuguese, Farsi, Japanese, Laotian, and Punjabi.

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.

Figure 6 How Well Would You Say You Speak English?



Factor 3: The nature and importance of the program, activity, or service provided by the program to people's lives

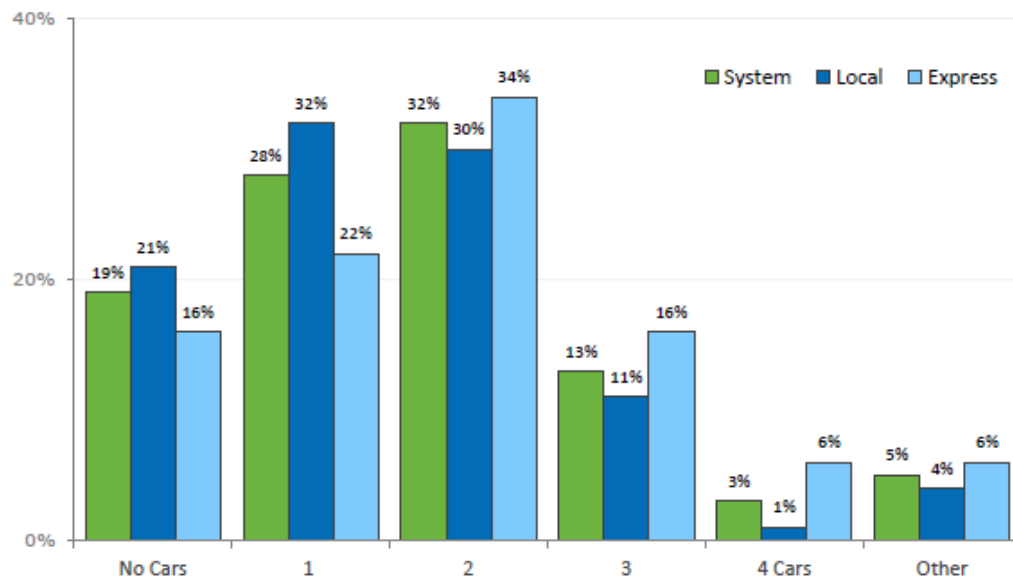
FAST understands that its services are used for life-sustaining activities, such as transportation to work, school, grocery shopping, non-emergency medical appointments, as well as life-enriching activities, such as social events. For transit-dependent individuals, FAST services are gravely important. 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.

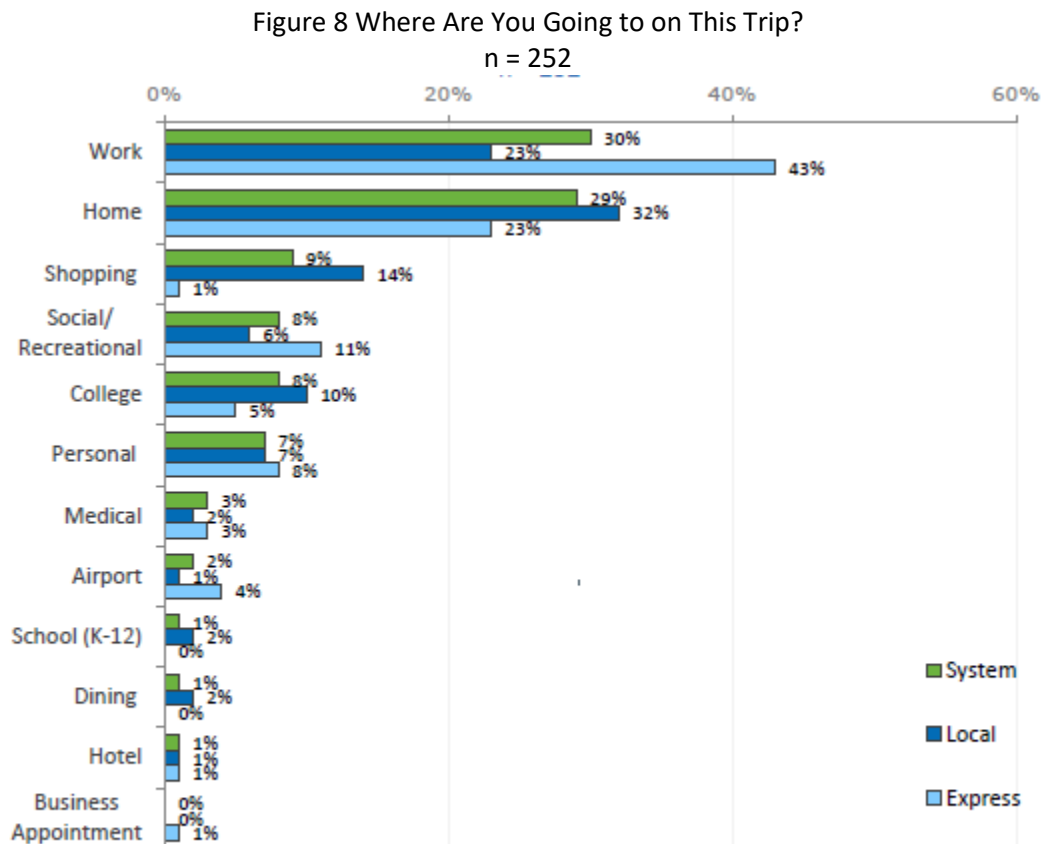
Out of 252 responses, 19 percent of FAST riders do not have access to a vehicle. On the other hand, the majority of FAST riders (81%) have access to at least one functioning vehicle in their household.

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.

FAST TITLE VI PROGRAM FOUR FACTOR ANALYSIS: FACTOR 4
TABLE 4-5 LISTING OF VITAL DOCUMENTS FOR LEP TRANSLATION

Translation of Written Documents	Status	FAST LOCAL & DART Essential Community Languages <i>Spanish / Tagalog / Chinese</i>	SOLANOEXPRESS COMMUTER Essential and Supplemental Languages <i>Spanish / Tagalog / Chinese</i> <i>Vietnamese / Korean / Hindi</i>
Specific Elements			
<i>Vital Documents:</i>			
Title VI Notice to the Public	Complete	Complete	Complete
Title VI Complaint Form	Complete	Complete	As requested
Title VI Complaint Procedures	Complete	Complete	As requested
Signage advertising FAST's Language Assistance Program	Complete	Complete	Complete
System Map	Complete	Complete	Complete
Individual Route Schedules and Brochures where practice	Complete	Complete	Complete
<i>Ad-hoc Documents:</i>			
Fliers/advertisements for level one public events	Complete	To be determined on a case by case basis and as funding allows.	To be determined on a case by case basis and as funding allows.
Fliers/advertisements for level two public events	Complete	To be determined on a case by case basis and as funding allows.	To be determined on a case by case basis and as funding allows.
FAST Website	Complete	Complete	Complete
Note:	Following the most recent language assessment, FAST will incorporate Russian translations of vital documents and outreach material moving forward.		
Interpretation & Translation Services	Comment	FAST Local Service Area	FAST SolanoExpress Commuter Service Area
Specific Elements			
Professional Translation Service	Complete	Available	Available
Telephone Translation Service	Complete	Available	Available
Simultaneous interpreter for level two public events	Complete	As needed	As needed
Advertisements & Outreach			
Specific Elements			
Availability of language assistance notice	Complete	Complete	Complete
Spanish/Tagalog/Chinese language radio spots (optional)	Complete	To be determined on a case by case basis and as funding allows.	To be determined on a case by case basis and as funding allows.
Adverts in Spanish/Tagalog/Chinese language publications (optional)	Complete	To be determined on a case by case basis and as funding allows.	To be determined on a case by case basis and as funding allows.
Note:	Following the most recent language assessment, FAST will incorporate Russian translations of vital documents and outreach material moving forward.		

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

ITEM		NOW	NEXT YEAR, Beginning 7/1
1.1	Assess the LEP population in FAST’s service area <ul style="list-style-type: none"> Four Factor Framework Analysis Outreach to community groups serving LEP persons & focus groups/interviews with LEP individuals. Interview/survey FAST staff about previous experience with LEP individuals 	X	
1.1	Identify areas within the service district and routes serving areas with high concentrations of LEP individuals.	X	

Task 2: Language Assistance Measures

Developing Assistance Procedures

ITEM		NOW	NEXT YEAR, Beginning 7/1
2.1	Develop a list of language assistance products and methods and how FAST can access these.	X	
2.2	Implement procedures for customer service staff regarding: <ul style="list-style-type: none"> 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. 	X	
2.3	Develop and implement procedures for vehicle operators, station managers, and employees who regularly interact with the public on how to respond to an LEP individual.		X

Task 2: Language Assistance Measures

Translating documents

ITEM		NOW	NEXT YEAR, Beginning 7/1
2.4	Develop and implement a process for determining: <ul style="list-style-type: none"> if a particular document needs to be translated into which languages it should be translated. 	X	
2.5	Translate vital documents, including: <ul style="list-style-type: none"> FAST brochures FAST policies Service changes 	X	

Task 2: Language Assistance Measures

Live Interpretation or Translation

ITEM		NOW	NEXT YEAR, Beginning 7/1
2.6	Develop a list of language assistance products and methods and how FAST can access these. Review with FAST staff annually and document regular training of staff.		X
2.7	Establish competency standards for interpreters and translators; including: <ul style="list-style-type: none"> 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. Review with FAST staff annually and document regular training of staff.		X
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. Review with FAST staff annually and document regular training of staff.		X

Task 3: Training Staff

ITEM		NOW	NEXT YEAR, Beginning 7/1
3.1	Identify which FAST staff are likely to come into contact with LEP individuals	X	
3.2	Develop procedure/schedule for LEP training for identified FAST staff, for new-hires, and continued training	X	
3.3	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	X	

Task 4: Providing Notice to LEP Persons

ITEM		NOW	NEXT YEAR, Beginning 7/1
4.1	Inventory the existing public service announcements and community outreach FAST currently performs.	X	
4.2	Incorporate notice of the availability of language assistance into existing outreach methods <ul style="list-style-type: none"> 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. 	X	
4.3	Provide key transit information and online Trip Planner in Spanish and Tagalog on FAST's website	X	
4.4	Create signs in multiple languages informing LEP clients about available language services and post	X	
4.5	Undertake targeted community outreach to LEP populations. <ul style="list-style-type: none"> 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 		X

Table 5-1, Continued

Task 5: Monitor and Update the Language Assistance Plan

ITEM		NOW	NEXT YEAR, Beginning 7/1
5.1	Assign Day-to-day administration of LEP program, ensuring compliance and correct implementation.	X	
5.2	Develop a process for receiving feedback on language assistance measures <ul style="list-style-type: none"> • Add a question to any surveys to assess respondents' English proficiency and primary spoken language. • On-going dialogue with groups serving LEP populations (including but not limited to local schools, grocery stores, and social services offices, etc). • Review demographics changes reported by ACS and Census data 		X
5.3	Conduct internal monitoring, at least annually, regarding language assistance measures <ul style="list-style-type: none"> • Routinely survey/interview FAST staff about interaction with LEPs and their ability to successfully interact and document these interactions 		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 <ul style="list-style-type: none"> • 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 (as of December 2020):

April Cobb

Fairfield and Suisun Transit

2000 Cadenasso Drive

Fairfield, CA 94533

(707) 434-3800

Email: acobb@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 relating to the FAST local service area will be translated into Spanish, Tagalog, and Chinese and vital documents relating to the FAST SolanoExpress commuter service area will be translated into Spanish, Tagalog, Chinese, Vietnamese, Korean, Hindi, and Russian. 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 annually 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 annually 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 and implement training guidelines for FAST staff with training being conducted through 2020. 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 Title VI Program Administrator will also schedule training for new hires, as well as identify training opportunities for FAST's ambassadors.

The above items will be reviewed by staff at least annually.

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 related 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 responses – 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

Language	Number of Times Reported
Spanish	30
Tagalog	6
Chinese	5
Japanese	3
American Sign Language	1
Unspecified Languages*	5

*Responses that 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

Topic	Number of Times Reported
Schedule	10
Directions	14
Cost/Fares	8
City Projects	1
No Response	1

Communication with LEPs:

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

Table 8-3

Method of Communication	Number of Times Reported
Able to speak to them	9
Google Translate	3
Phone Translation Services (Keylingo)	1
Translator	8
Pointing to schedule	5
Could not communicate	3
No Response	7

Appendix B: Fairfield-Suisun Unified School District English Learner Data by Language

In order to identify the LEP populations within FAST’s local service area, and to begin tracking changes in those groups, FAST reviewed English Learner statistics for students in the Fairfield-Suisun Unified School District. 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 required.

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

<http://www.cde.ca.gov/ds/sd/sd/fileselsch.asp>.

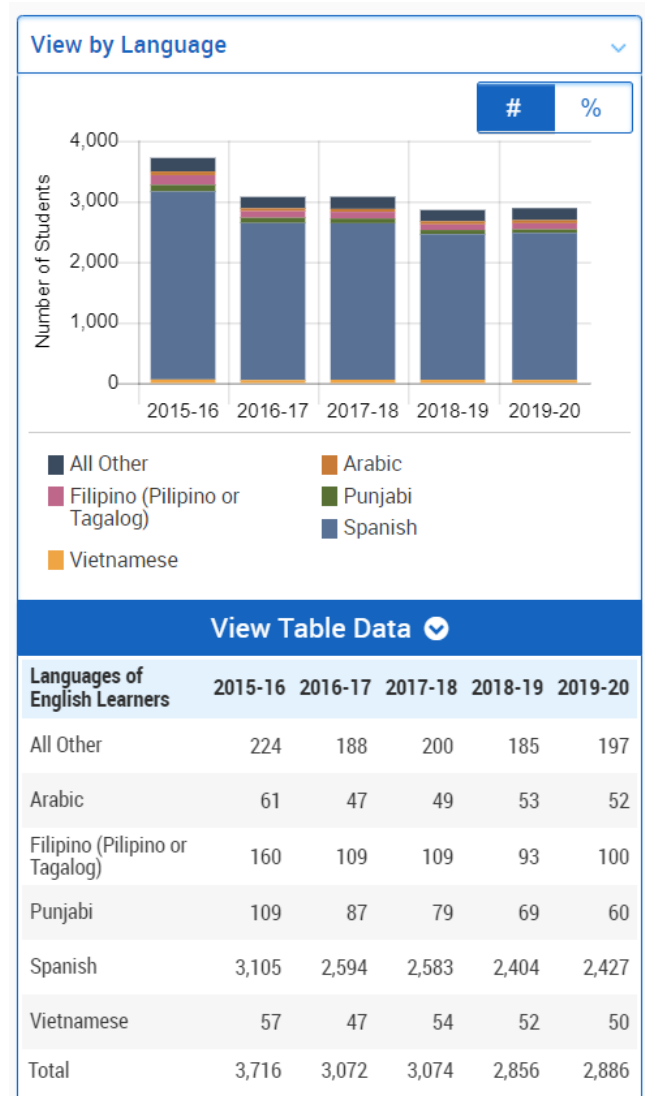


Table Depicting the Membership of Non-Elected Committees and Councils

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 its services to include subrecipients. In the case that FAST does expand and begin contracting with subrecipients, FAST will revisit this issue to ensure compliance with Title VI regulations.

Title VI Equity Analysis

Since the previous 2017 Title VI submission, FAST has not undertaken any federally funded construction projects. Therefore, no equity analyses were conducted or required.

City Council Approval of FAST's Title VI Program

CITY OF FAIRFIELD

RESOLUTION NO. 2020-225

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 their governing board formally update the Title VI program every three years.

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 City Manager, Public Works Director, and Transportation Manager are authorized to implement components of the program in order to meet federal requirements.

Section 3. The City Manager, Public Works Director, and Transportation Manager are authorized to implement policies that may be necessary to comply with subsequent revisions or interpretation to the Civil Rights Act.

PASSED AND ADOPTED this 1st day of December 2020, by the following vote:

AYES: COUNCILMEMBERS: PRICE / BERTANI / MOY / TIMM / VACCARO

NOES: COUNCILMEMBERS: None

ABSENT: COUNCILMEMBERS: None

ABSTAIN: COUNCILMEMBERS: None

Harry T. Price
MAYOR

ATTEST:

Karen L. Rees
CITY CLERK

Additional Information for Transit Providers that operate less than 50 fixed route vehicles in peak service and are not located in an Urbanized Area (UZA) of 200,000: System-Wide Policies and Service Standards

FTA Title VI Circular 4702.1B, Chapter. IV-1

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 (percentage of available seating capacity that is filled by passengers) for that service type:

Commuter Bus: Loads not to exceed .85 passenger / seat

Local Services: Loads not to exceed 1.10 passengers / seat

Vehicle Headway Standards

FAST Local Service: Headways are 30 minutes on three local routes (Routes 1, 2, 3) during peak times and 60 minutes during off peak times unless otherwise warranted by demand. The Route 6 operates on 45 minute headways and four routes (Route 4, 5, 7, 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.

FAST SolanoExpress Commuter service: Headways are 60 minutes or less on commuter routes during peak times and as often as can be warranted by demand and funding during off peak times.

On-Time Performance Standards

FAST is currently operating on a partial restored schedule due to the COVID-19 pandemic. Below are On-Time Performance Standards that reflect the conditions during the current COVID-19 pandemic.

Fixed Route [local and commuter]:

- 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

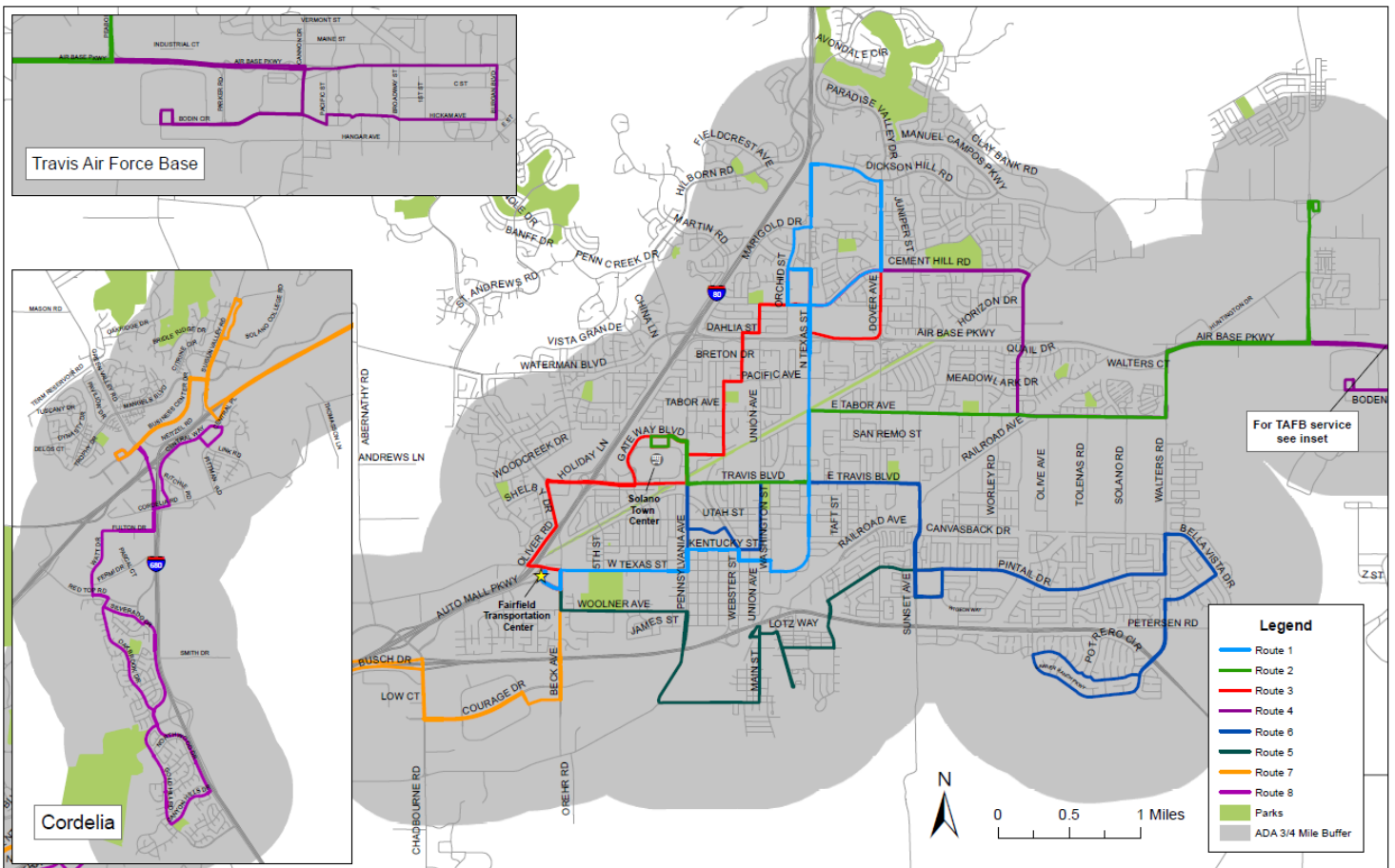
Local Service:

- FAST's local service area consists of 146,338 residents, including the populations of Fairfield and Suisun City per the 2018 census. The service map below shows FAST's local routes as well as FAST's ADA and paratransit service area (defined as $\frac{3}{4}$ miles from a local route).

Demand Response:

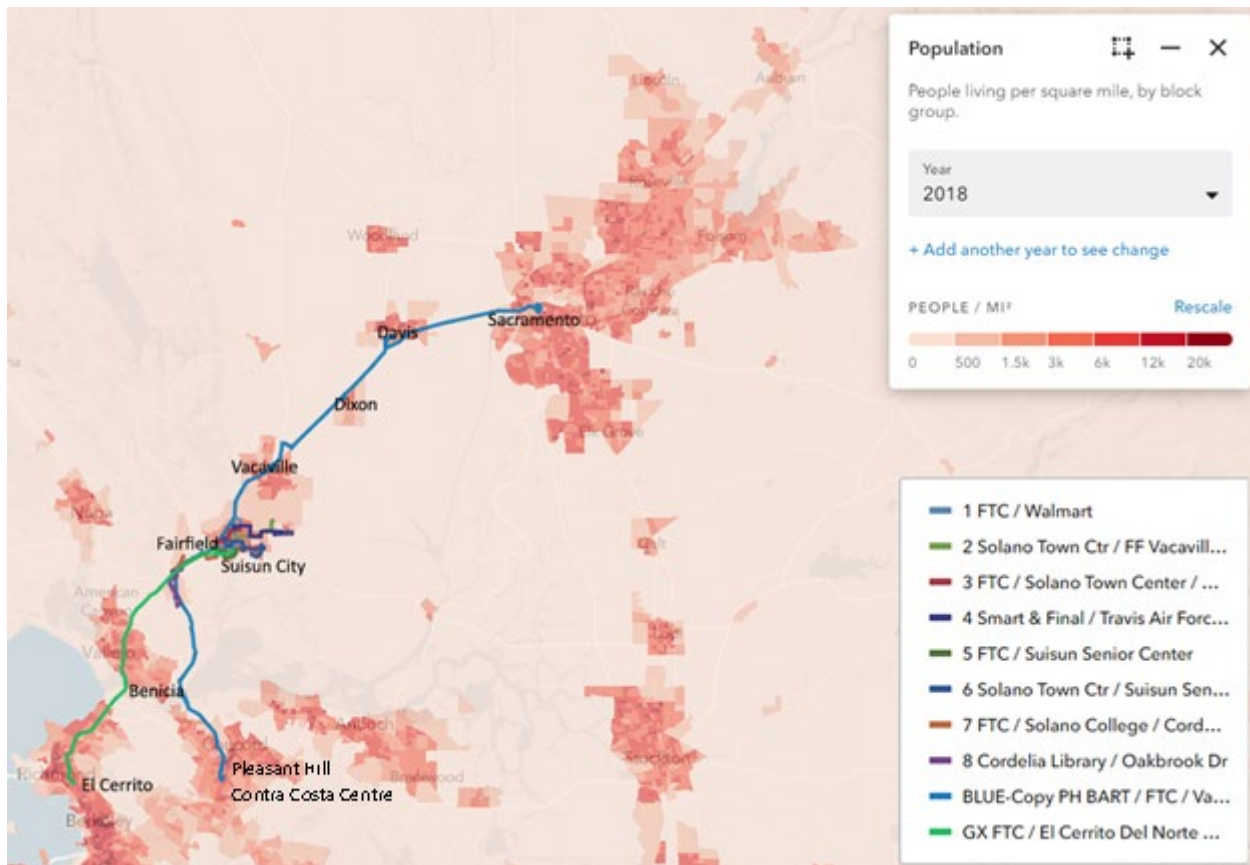
- 100% of all trips requested by ADA-qualified patrons within FAST service area shall be accommodated.

FAST ADA Buffer



Commuter Service (SolanoExpress):

FAST's entire service area (local and SolanoExpress commuter) population includes 860,662 individuals, per the 2018 census and is shown in red in the map below. FAST has defined the FAST Service Area to be all cities served by FAST local or SolanoExpress commuter routes. These include the cities of Sacramento, Davis, Dixon, Vacaville, Fairfield, Suisun City, Benicia, El Cerrito, Pleasant Hill, and the urbanized area of Contra Costa Centre.



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 [FAST local and SolanoExpress commuter routes]:

FAST Local Service:

Bus assignments consider the operating characteristics of the various buses within the FAST local route fleet (consisting of 27 Gillig buses), 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.

FAST SolanoExpress Commuter Service:

Bus assignments consider the operating characteristics of the various buses within the FAST SolanoExpress Commuter fleet (consisting of 19 Motor Coach Industry MCI and 2 Gillig buses), 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 policy will be applied for transit amenity improvements:

- 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.

Appendix C: FAST Customer Satisfaction and Operator Surveys

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?

	Very Poor	Poor	Average	Good	Very Good
Courtesy	1	2	3	4	5
Informative: directions/information	1	2	3	4	5
Knowledgeable: routes/schedules/fares	1	2	3	4	5
Bus operation/safety	1	2	3	4	5

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?

	Very Poor	Poor	Average	Good	Very Good
Courtesy	1	2	3	4	5
Informative: directions/information	1	2	3	4	5
Knowledgeable: routes/schedules/fares	1	2	3	4	5
Wait Time	1	2	3	4	5

Additional Comments: _____

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

	Very Poor	Poor	Average	Good	Very Good
6. Is	1	2	3	4	5

FAST/DART information easy to understand? YES NO



7. Is English your primary language? YES NO

Fairfield and Suisun Transit

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?
