



SISKIYOU TRANSIT AND GENERAL EXPRESS (STAGE)

TITLE VI PROGRAM

STAGE
190 Greenhorn Road
Yreka, CA 96097
(530) 842-8220

Approved by the Board of Supervisors September 5, 2023

INTRODUCTION

Section 601 of Title VI of the Civil Rights Act of 1964 states the following:

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

Every three years, on a date determined by Federal Transit Administration (FTA), each recipient is required to submit the following information to the FTA as part of their Title VI Program. Sub-recipients shall submit the information to their primary recipient, on a schedule to be determined by the primary recipient.

STAGE is a sub-recipient of the California Department of Transportation (CalTrans).

This document was prepared by Siskiyou Transit and General Express (STAGE) and approved by the Siskiyou County Board of Supervisors 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.”

This plan is for 2023 through 2026.

Table of Contents

Section 1 - Title VI Policy and Procedures

Title VI Notice to the Public	4
List of Locations Where Title VI Notice Is Posted	5
Title VI Complaint Procedures	6
Title VI Complaint Form	7
Transit-Related Title VI Investigations, Complaints, and Lawsuits	8

Section 2 - Public Participation Plan

Introduction	10
Purposes of this Plan	10
Public Participation Process	10
Approach to Public Participation	11
Outreach Requirements and Activities	11
Summary of Outreach Efforts	13

Section 3 - Language Assistance Plan

Introduction	16
Overview of STAGE's Service Area and Services	17
Language Assistance Goals	17
Results of the Four Factor Analysis	18
Implementation Plan	23
Language Assistance Measures	23
Staff Training	24
Monitoring, Evaluating, and Updating the LAP	25
Responsibility for Implementation of Plan	26

Section 4 - Other Information

Membership of Non-Elected Committees And Councils	27
Sub-recipient Monitoring	27
Title VI Equity Analysis	27
Board of Supervisors Approval of STAGE's Title VI Program	28
System-Wide Policies and Service Standards	29

Appendices

Appendix A-E	31
--------------	----

STAGE's Title VI Notice to the Public

Notifying the Public of Rights under Title VI

Siskiyou Transit and General Express (STAGE) is committed to ensuring that no person shall be excluded from the equal distribution of its services and amenities because of race, color or national origin in accordance with Title VI of the Civil Rights Act of 1964.

Any person, who believes she or he has been discriminated against, may file a signed, written complaint within one hundred eighty (180) days of the date of alleged discrimination.

The Title VI Complaint form may be printed from the STAGE website: <https://www.co.siskiyou.ca.us/generalservices/page/title-vi> or may also be requested in person from the STAGE office at 190 Greenhorn Road Yreka, CA 96097 or by phone (530) 842-8220.

All complaints will be fairly and objectively investigated.

The complaint should include the following information:

1. Complainant's name, address, and how to contact you (i.e., telephone number, email address, etc.)
2. Description of how, when, where and why complainant believes the discrimination occurred. In addition, the location, names, and contact information of any witnesses should also be included.

The completed form should be returned to:

STAGE

Attention: Transportation Services Manager

190 Greenhorn Road - Yreka, CA 96097

(530)842-8220

In addition to the Title VI complaint process at STAGE, a complainant may file a Title VI complaint with the:

U.S. Department of Transportation

Federal Transit Administration

Office of Civil Rights, East Building, 5th Floor TCR,
1200 New Jersey Avenue SE, Washington, DC 20590

For full size notice, see Appendix A for both English and Spanish

Notificación al público de los derechos en virtud del Título VI

Siskiyou Transit and General Express (STAGE) se compromete a garantizar que ninguna persona quede excluida de la distribución equitativa de sus servicios y comodidades debido a su raza, color u origen nacional de acuerdo con el Título VI de la Ley de Derechos Civiles de 1964.

Cualquier persona que crea que ha sido discriminada puede presentar una queja por escrito y firmada dentro de los ciento ochenta (180) días a partir de la fecha de la supuesta discriminación.

El formulario de queja del Título VI se puede imprimir desde el sitio web de STAGE: <https://www.co.siskiyou.ca.us/generalservices/page/title-vi> o también se puede solicitar en persona en la oficina de STAGE en 190 Greenhorn Road Yreka, CA 96097 o por teléfono (530) 842-8220.

Todas las quejas serán investigadas de manera justa y objetiva.

La denuncia debe incluir la siguiente información:

- 1. El nombre del denunciante, la dirección y cómo contactarlo (es decir, número de teléfono, dirección de correo electrónico, etc.)**
- 2. Descripción de cómo, cuándo, dónde y por qué el denunciante cree que ocurrió la discriminación. Además, también se debe incluir la ubicación, los nombres y la información de contacto de los testigos.**

El formulario completado debe ser devuelto a:

ESCENARIO

**Atención: Gerente de Servicios de Transporte
190 Greenhorn Road - Yreka, CA 96097
(530)842-8220**

Además del proceso de quejas del Título VI en STAGE, un denunciante puede presentar una queja del Título VI ante:

**Departamento de Transporte de EE. UU.
Administración Federal de Tránsito
Oficina de Derechos Civiles, Edificio Este, 5to Piso TCR,
1200 New Jersey Avenue SE, Washington, DC 20590**

List of Locations Where Title VI Notice Is Posted

STAGE's Title VI notice to the public is currently posted at the following locations:

Location Name	Address	City
STAGE Office	190 Greenhorn Road	Yreka, CA
Bus	All STAGE buses	Service Area
STAGE Website	https://www.co.siskiyou.ca.us/generalservices/page/stage-siskiyou-transit-and-general-express	Internet
Bus Shelter	Black Bear Diner on Moonlit Oaks Dr	Yreka, CA
Bus Shelter	Fairchild Medical Center	Yreka, CA
Bus Shelter	Raleys Shopping Center	Yreka, CA
Bus Shelter	In front of Montague City Hall on 13 th St	Montague, CA
Bus Shelter	In front of the Post Office on Main Street	Fort Jones, CA
Bus Shelter	At City Hall, Main Street	Weed, CA
Bus Shelter	College of the Siskiyous	Weed, CA
Bus Shelter	Mt Shasta Shopping Center, Morgan Way	Mt Shasta, CA
Bus Shelter	Across from McCloud Post Office	McCloud, CA
Bus Shelter	Park at the Top of the Hill	Dunsmuir, CA

The Title VI notice, complaint procedures and complete program information is also provided on STAGE's website at:

<https://www.co.siskiyou.ca.us/generalservices/page/stage-siskiyou-transit-and-general-express>

Title VI Complaint Procedures

Any person, who believes she or he has been discriminated against, on the basis of race, color or national origin may file a complaint with STAGE by completing and submitting STAGE's Title VI Complaint Form.

Complaints will be made in writing and will include all information relevant to a determination of discrimination. If a complaint form is received and is not complete, STAGE will be unable to process the complaint. A complaint will be filed within one hundred eighty (180) days after the alleged discrimination. If a complainant is unable or incapable of providing a written statement, a STAGE designee will, if necessary, assist the person in converting verbal complaints to writing and will interview the complainant. The complainant or his/her representative will sign all complaints.

Within five (5) business days of receiving a complaint, a letter will be sent to the complainant acknowledging receipt of the completed form or requesting the complaint be completed and returned within ten (10) business days. If the requested information is not received within ten (10) business days, the case will be closed.

Within thirty (30) business days of receiving the complaint, STAGE administration will review the complaint, which will include, but not be limited to, interviewing all appropriate personnel, the complainant, witnesses and review STAGE's policies and service standards. The complainant will be notified in writing of the cause to any planned extension to the 30-day rule. If it is found that discrimination did not occur, the complainant will be notified in writing and the procedure will be terminated. At that time the complainant will be advised of their right to challenge the decision of STAGE by submitting a written request for a hearing within five (5) days of the receipt of the determination.

If after review of the complaint, it is found that discrimination may have occurred, a formal hearing will be held. The complainant will be notified of this determination within reasonable time of the submission of the complaint. The hearing will occur on an available and mutually agreed upon date among both parties and will be attended by the STAGE Administrator, the complainant and appropriate personnel. Following the hearing, STAGE will make a final determination. The complainant will be notified of this determination within ten (10) business days of the hearing. If justified, appropriate remedial action will be taken. The decision will be considered final.

If the Administrator finds that discrimination did not occur, the complainant will be notified of that disposition and will advise the complainant of their right to submit their complaint to the Federal Transit Administration, Office of Civil Rights, Office of Civil Rights, East Building, 5th Floor – TCR, 1200 New Jersey Avenue SE, Washington, DC 20590, for further investigation.

The STAGE Title VI Complaint form may be printed from the STAGE website or be requested in person from the STAGE office or by phone.

STAGE Title VI Complaint Form

S.T.A.G.E. Title VI Complaint Form

Complainant's Name: _____
Address: _____
City: _____ State: _____ Zip Code: _____
Telephone: _____ Secondary Phone (optional): _____
Email Address: _____
Name of person discriminated against (if different) _____
Address: _____
City: _____ State: _____ Zip Code: _____
Phone: _____ Email: _____
What is your relationship with this individual: _____
Please explain why you have filed for a third party: _____

Please confirm that you have obtained permission of the aggrieved party to file on their behalf. Yes ☐ No ☐

Which of the following best describes the discrimination that was experienced (check all that apply):

Race ☐ Color ☐ National Origin ☐ Sex ☐ Age ☐

Date of alleged discrimination: (mm/dd/yyyy): _____

Please explain the alleged discrimination incident as clearly as possible. 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.

Have you previously filed a Title VI complaint with S.T.A.G.E.? Yes ☐ No ☐

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

*If yes, provide information about a contact person at the agency/court where the complaint was filed:

Name: _____ Title: _____
Agency: _____
Address: _____
City: _____ State: _____ Zip Code: _____
Telephone: _____ Email: _____

You may attach any written materials or other information that you think is relevant to your complaint. Your signature and date are required below to complete the form.

Signature Date

Please submit this form in person or mail to S.T.A.G.E Attn: Transportation Services Manager
190 Greenhorn Road - Yreka, CA 96097

See Appendix B in English and Spanish

Procedimientos de quejas del Título VI

Cualquier persona que crea que ha sido discriminada por motivos de raza, color u origen nacional puede presentar una queja ante STAGE completando y enviando el Formulario de quejas del Título VI de STAGE.

Las quejas se harán por escrito e incluirán toda la información relevante para una determinación de discriminación. Si se recibe un formulario de queja y no está completo, STAGE no podrá procesar la queja. Se presentará una queja dentro de los ciento ochenta (180) días posteriores a la supuesta discriminación. Si un denunciante no puede o no puede proporcionar una declaración por escrito, una persona designada por STAGE, si es necesario, ayudará a la persona a convertir las denuncias verbales en escritas y entrevistará al denunciante. El denunciante o su representante firmará todas las denuncias.

Dentro de los cinco (5) días hábiles posteriores a la recepción de una queja, se enviará una carta al denunciante acusando recibo del formulario completo o solicitando que la queja sea completada y devuelta dentro de los diez (10) días hábiles. Si la información solicitada no se recibe dentro de los diez (10) días hábiles, el caso se cerrará.

Dentro de los treinta (30) días hábiles posteriores a la recepción de la queja, la administración de STAGE revisará la queja, lo que incluirá, entre otros, entrevistar a todo el personal apropiado, el denunciante, los testigos y revisar las políticas y estándares de servicio de STAGE. El denunciante será notificado por escrito de la causa de cualquier ampliación prevista de la regla de los 30 días. Si se determina que no hubo discriminación, se notificará por escrito al denunciante y se dará por terminado el procedimiento. En ese momento, se informará al denunciante de su derecho a impugnar la decisión de STAGE mediante la presentación de una solicitud por escrito para una audiencia dentro de los cinco (5) días posteriores a la recepción de la determinación.

Si después de revisar la queja, se determina que pudo haber ocurrido discriminación, se llevará a cabo una audiencia formal. El denunciante será notificado de esta determinación dentro de un tiempo razonable a partir de la presentación de la denuncia. La audiencia se llevará a cabo en una fecha disponible y acordada entre ambas partes y contará con la presencia del Administrador de STAGE, el denunciante y el personal apropiado. Después de la audiencia, STAGE tomará una determinación final. El denunciante será notificado de esta determinación dentro de los diez (10) días hábiles posteriores a la audiencia. Si está justificado, se tomarán las medidas correctivas apropiadas. La decisión se considerará definitiva.

Si el Administrador determina que no hubo discriminación, se notificará al denunciante sobre esa disposición y se le informará sobre su derecho a presentar su denuncia ante la Administración Federal de Tránsito, Oficina de Derechos Civiles, Oficina de Derechos Civiles, Edificio Este, 5.º Piso – TCR, 1200 New Jersey Avenue SE, Washington, DC 20590, para una ^{mayor} investigación.

El formulario de Queja del Título VI de STAGE puede imprimirse desde el sitio web de STAGE o solicitarse en persona en la oficina de STAGE o por teléfono.

ETAPA Título VI Formulario de queja

Nombre del denunciante: _____

DIRECCIÓN: _____

Ciudad: _____ Estado: _____ Código postal: _____

Teléfono: _____ Teléfono secundario (opcional): _____

Dirección de correo electrónico: _____

Nombre de la persona discriminada (si es diferente) _____

DIRECCIÓN: _____

Ciudad: _____ Estado: _____ Código postal: _____

Teléfono: _____ Correo electrónico: _____

¿Cuál es su relación con este individuo? _____

Explique por qué ha solicitado a un tercero: _____

Confirme que ha obtenido el permiso de la parte agraviada para presentar en su nombre ☐ Sí ☐ No

¿Cuál de los siguientes describe mejor la discriminación que se experimentó (marque todo lo que corresponda):

Carrera ☐ Color ☐ Origen nacional ☐ Sexo ☐ Edad ☐

Fecha de la supuesta discriminación: (mm/dd/aaaa): _____

Por favor, explique el presunto incidente de discriminación tan claramente como sea posible. Incluya el nombre y la información de contacto de la(s) persona(s) que lo discriminaron (si se conocen), así como los nombres y la información de contacto de los testigos. Si necesita más espacio, utilice el reverso de este formulario.

¿Ha presentado previamente una queja del Título VI ante STAGE? ☐ Sí ☐ No

¿Ha presentado esta queja ante alguna otra agencia federal, estatal o local, o ante algún tribunal federal o estatal? ☐ Sí* ☐ No

*En caso afirmativo, proporcione información sobre una persona de contacto en la agencia/tribunal donde se presentó la denuncia:

Nombre: _____ Título: _____

Agencia: _____

DIRECCIÓN: _____

Ciudad: _____ Estado: _____ Código postal: _____

Teléfono: _____ Correo electrónico: _____

Puede adjuntar cualquier material escrito u otra información que considere relevante para su queja.

Se requiere su firma y fecha a continuación para completar el formulario.

Firma

Fecha

Envíe este formulario en persona o envíelo por correo a STAGE A la atención de: Gerente de servicios de transporte

190 Greenhord Road - Yreka, CA 96097

4. Transit-Related Title VI Investigations, Complaints, and Lawsuits

In order to comply, STAGE will prepare and maintain a list of any active investigations conducted by STAGE or any other entities other than the FTA, lawsuits of complaints naming STAGE and/or its subcontractor(s) that allege discrimination on the basis of race, color, or national origin.

This list will include:

- The date the investigation, lawsuit or complaint was filed;
- A summary of the allegation(s);
- The status of the investigation, lawsuit or complaint;
- Actions taken by STAGE in response to the investigation, lawsuit or complaint.

To date, STAGE has no transit related Title VI complaints.

Type of Process	Date	Summary (including basis of complaint)	Status	Action(s) Taken
Investigations				
1. None				
2.				
Lawsuits				
1. None				
2.				
Complaints				
1. None				
2.				

SISKIYOU TRANSIT AND GENERAL EXPRESS (STAGE)

Public Participation Plan



STAGE
190 Greenhorn Road
Yreka, CA 96097
(530) 842-8220

Approved by the Board of Supervisors September 5, 2023

Introduction

As part of the Title VI Program, Siskiyou County Transit and General Express (STAGE) has had to change its public participation processes because of Covid-19. STAGE has enhanced its strategies and engaged those underserved and Limited English Proficient individuals with translation apps. This strategy has proven to be proficient and has become our first point of communication. This plan outlines the importance of and provides guidelines for involving the public in STAGE planning efforts to ensure that all groups are represented and their needs considered.

Purpose of This Plan

STAGE is committed to ensuring it serves the communities in which it operates fairly, consistently and in the most cost-efficient and appropriate manner using available resources. Through conversation and collaboration with riders, prospective riders, and the larger surrounding community, STAGE will be able to assess the quality of its service, measure potential impacts to the community from STAGE initiative or proposed initiatives and ensure that it is providing valuable services to the residents and visitors of Siskiyou County. .

STAGE's public participation planning ensures that:

- Residents with concerns or interests will have an appropriate opportunity to participate in decisions about STAGE services and will be notified of these opportunities to provide input.
- Community involvement and contribution will be included in the development of the plans, passenger amenities and improvements at STAGE.
- Concerns of all persons or groups participating in the process, current and future users of STAGE will be considered in the development of the plan and location of transit services and amenities.

Public Participation Process

The public participation process should be considered at the earliest stages of any STAGE project that may impact the surrounding community, STAGE riders and potential riders. As projects vary in time and size, the public participation process may vary for each, as well as the extent of public participation. STAGE uses several strategies to provide interested parties with reasonable opportunities to be involved in the planning process.

Approach to Public Participation

At any time, members of the public are welcome to submit comments or concerns to STAGE via email (stage@co.siskiyou.ca.us), by submitting a “comment” on STAGE’s webpage, or submit or mail to the STAGE office 190 Greenhorn Road, Yreka, CA 96097.

At the beginning of all projects staff will evaluate the project and determine which strategies will be utilized to encourage public participation and would best serve all of those affected or possibly affected by the project, including those in the underserved communities. At any time during the project, it may be reevaluated and if appropriate, additional public participation activities will be sought out.

Outreach Requirements and Activities

Any information about public participation opportunities will be posted at least two weeks prior to the event. At a minimum notice will be posted at the STAGE office, on-board transit vehicles, and on the STAGE website.

The following is a non-inclusive list of participation strategies and techniques that may be utilized:

- **Notify the public**

There are a variety of ways to get notices out to the public, some of them include sending out blast e-mails, posting and/or distributing notices at key community locations, sending a newsletter, creating printed material, having the information electronically accessible, using local media sources, having notices placed in buses and at stops, or creating public utility bill insert.

- **Hold a meeting, workshop or open house**

Partner with community-based organizations for targeted outreach, hold a facilitated discussion or question and answer sessions with planners, create interactive exercises or customized presentations using some form of visual aids such as maps, charts, illustrations, photographs, or table-top displays. Hold meetings at varied dates, times and locations to ensure that all riders and potential riders in the STAGE service area have equal access and opportunity to participate.

- **Conduct a poll or survey**

Written or telephone polls, electronic surveys via website or email, intercept interviews where people congregate such as hubs or on buses and printed surveys distributed at meetings, on board the transit vehicles or community locations.

- **Create and distribute printed materials**

Distributed in numerous ways, working with community-based organizations to hand deliver flyers, mailing to a targeted database or distribution list, distribute 'take-one' flyers to key community organizations, placing notices on-board buses and at bus stops.

- **Utilize local media and news sources**

News release, submitting human interest stories centered around STAGE projects, invite reporters to meetings, meet with editorial staff, written opinion pieces or commentaries, purchasing ad-space or air time, negotiate inserts into local printed media, arrange for speakers on radio or television, public service announcements.

- **Electronic access to information**

Current and updated website with easily accessible information, audio or video casts, downloadable flyers or printed materials, interactive surveys or comment lines, accessible maps, charts or plans, advance notice of public meetings, event or meeting information posted to website, social media sites, calendars, community and discussion websites.

This is the first year the Limited English Proficient population in STAGE's service area meets the minimum requirements for mandatory translation of documents for the Spanish speaking community. However, STAGE will continue assessing the language needs of citizens in its service area through the Language Assistance Plan. As STAGE expands its services and ridership, it will review the plans and strategies in place to better reach the non-English speaking populations.

In an effort to engage with the LEP community, best efforts will be made to use the following methods to reach those individuals:

- Spanish interpretation of or at public meetings or workshops will be provided by staff as is possible and funding allows.
- Staff has Translation apps available to easily communicate with the LEP community.
- When it is appropriate or necessary, STAGE will make vital information available in Spanish as well, the most populous LEP Language in the STAGE service area.
- Notices will be developed in Spanish and posted with the English notices.

Summary of Outreach Efforts

In the past STAGE has used various ways to engage and distribute information to the public.

- Free Fare Friday is held during the Friday of the County Fair in August. Any person can ride the STAGE for free and staff is on hand to answer questions and give information.
- Booth with information at the Siskiyou Golden Fair in August.
- 2022 riders were given an on-board survey.
- Facebook Page.
- Attending events at the local Community College.
- Via Mobility route research. In 2022, STAGE participated in a route study by Via Mobility. A new design was created that streamlines STAGE routes to offer more efficient travel between communities in Siskiyou County. The new design is user-friendly that simplifies trip planning and attracts more customers to public transit, ensures current customers' travel patterns are not unduly disrupted by changes to the system and they designed a new route that takes advantage of an additional bus available for daily service and creates a more driver-friendly schedule. Via Mobility conducted a survey and researched the Fare data to determine the needs of the community.

Unmet needs hearings are held yearly. Some years, depending on available staffing, more than one meeting is held. These meetings are held at various locations throughout the county. Sometimes they coincide with City Council or other public meetings. A notice for the meeting or unmet needs hearing is posted 5 weeks prior to the meeting date. At the meeting staff takes in unmet needs and service requests, which are then formally addressed at a Siskiyou County Local Transportation Commission (SCLTC) meeting. The SCLTC then takes those requests and refers them to the SSTAC, which reviews all the requests at length and forwards a recommendation to the LTC.

Ongoing outreach efforts include but are not limited to:

- Bulletins, memos and notices posted on each STAGE bus.
- Regular updates to STAGE website and STAGE'S Facebook page.
- Schedules, discount applications and fare information at Chamber of Commerce Offices, Community Resource Centers, Human Services, Behavioral Health and Domestic Violence.

STAGE is committed to serving the local communities throughout its service area. In an effort to create more public participation opportunities STAGE is compiling a list of possible outreach activities to take place in the near future.

Some of those activities are:

- Meeting with the Siskiyou Golden Seniors to teach them how to ride the bus
- Meeting with Community Resource Centers for assistance in reading schedules
- Posting notices at additional locations
- Creating a marketing and advertising campaign pairing with other local businesses
- Coordinate with other service agencies to attend or present information at meetings

SISKIYOU TRANSIT AND GENERAL EXPRESS (STAGE)

Language Assistance Plan



STAGE
190 Greenhorn Road
Yreka, CA 96097
(530) 842-8220

Approved by the Board of Supervisors September 5, 2023

Introduction

This Language Assistance Plan is one component of Siskiyou Transit and General Express's (STAGE) efforts to provide an appropriate mix of language assistance measures so all residents including those who are Limited English Proficient (LEP), can equally contribute to and benefit from the development and improvement of STAGE services and passenger amenities. LEP individuals are those who do not speak English as their primary language and have limited availability to read, write or understand English.

This plan was developed during the process of preparing STAGE's Title VI Plan to ensure that services are accessible to LEP individuals. Title VI of the 1964 Civil Rights Act is one of two federal mandates that guarantee the provision of meaningful access to federally-funded services for LEP individuals:

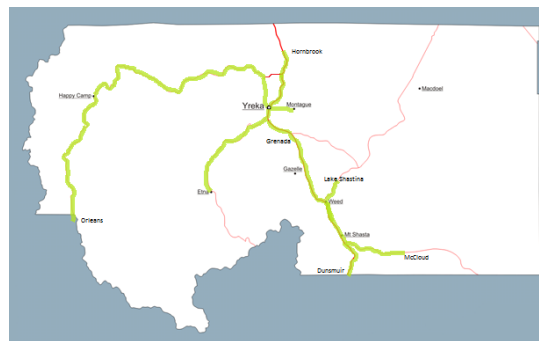
- Title VI of the 1964 Civil Right Act provides that no person in the United States shall on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives federal financial assistance. This 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 (i.e. recipients of federal funding) must provide meaningful access to LEP customers.

Overview of STAGE's Service Area and Services

STAGE is a rural public transportation system, operating five routes throughout Siskiyou County.

Routes 1A, 2A and 3A, serve the communities of Weed, Mt Shasta, Dunsmuir, and McCloud; along the Interstate 5 corridor. Route 4 serves the communities of Fort Jones, Etna, Yreka and Hornbrook. Route 5 serves Yreka and Montague and connects riders to the routes traveling to South County. We are currently working on our route to Happy Camp and expect to have it by the end of 2023.

STAGE average ridership over the three previous fiscal years was 27,943 per year.



Language Assistance Goals

This plan has been prepared to address responsibilities as a recipient of federal funding and will outline how to identify any resident who may need language assistance, ways in which assistance may be provided and how to notify LEP persons that assistance is available. STAGE is committed to making its services and programs available to all persons, including those with Limited English Proficiency, as part of its compliance with Title VI of the Civil Rights Act of 1964.

STAGE's goal is to provide meaningful access for LEP customers to all of its services, information and materials by developing a Language Assistance Plan and by regular evaluation of the developed methods and strategies. Efforts to effectively engage LEP individuals will ensure that interests and input of all residents is given equal consideration in the development and improvement of STAGE services.

Results of the Four Factor Analysis

Factor 1: The number or proportion of LEP persons in the service area who may be served or are likely to encounter STAGE services

The U.S. Census Bureau 2021 American Community Survey, table C16001, Language Spoken at Home by the Ability to Speak English estimates that of the 41,910 Siskiyou County Residents over age 5, 9% speak a language other than English. Of those 9%, 2,910 speak Spanish at home. 1,752 of the Spanish residence speak English “very well”, 1,158 speak English less than “very well”, and all other languages resulted in less than 2% of the population. Only 3.4% of these individuals speak English less than “very well”. See Appendix C for full survey.

Siskiyou County, California		
Label	Estimate	Margin of Error
Total	41,910	90
Speak only English	37,980	451
Speak Spanish	2910	386
Speak English “very well”	1,752	326
Speak English less than “very well”	1,158	194

The majority of those with LEP speak Spanish (1179 residents or 2.8%). Which falls inside the Safe Harbor Provision of over 5% or 1,000 individuals (whichever is less).

STAGE has translated its vital materials into Spanish because the Safe Harbor Provision stipulates that, “a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient’s written translation obligations”.

Factor 2: The frequency with which LEP persons come into contact with the program

STAGE conducted staff and passenger surveys in 2022 to determine the frequency of contact between LEP persons and STAGE services. A verbal survey was given to those who called or came into the STAGE office about services or schedules.

Staff Survey

Of the 8 responses to the staff survey, staff comes into contact with an LEP person, 1-2 times per week; most of the time they are able to communicate okay with the person by using bilingual skill, translate phone apps or available cues and clues, such as having the passenger point to their destination on the schedule. If a driver is unable to communicate with a passenger, they phone the office for assistance or use a translation app or the provided speaking cards.

Full results from the staff survey can be found in Appendix D.

LEP Outreach

In total, 8 persons who walked into or called the office were given and completed the survey.

LEP SURVEY RESULTS							
	Speaks a Language other than English	Speaks English "very well"	Speaks English "OK"	Speaks English "Not Very Well"	Reads English "very well"	Reads English "OK"	Reads English "not very well"
Phone	0	8	0	0	0	8	0

While the response from LEP individuals was small, the information obtained will be used to further improve STAGE services and amenities.

Future LEP outreach efforts will include continuing to identify key organizations or contacts in the community that serve those who are LEP. Additional LEP outreach efforts may be conducted in partnership with any of these key contacts or organizations when an appropriate event or need arises. Making contacts with these people and organizations will be critical as STAGE works to improve the efficiency of its language assistance efforts.

Riding STAGE

Based on survey results, current LEP ridership is minimal.

Calling STAGE

Of those who have called STAGE most were able to communicate very well with staff.

STAGE plays a vital role in the transportation needs of those in the community and is committed to continually working to improve its services and outreach methods, ensuring all citizens, including those typically underserved have access to public transit.

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

STAGE understands that its services are used for life-sustaining activities, such as transportation to and from work, grocery shopping, non-emergency medical appointments, as well as life-enriching activities, such as school and social events. For transit-dependent individuals, STAGE services are important. For this reason, STAGE is committed to continually improving its services for all its riders and potential riders.

To begin understanding the importance of STAGE services to LEP individuals we asked about their access to a vehicle and where they travel on STAGE, most individuals have no access to a car and they all travel a variety of places; school, work, shopping and other were all answers given.

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 STAGE serves is vast, outreach will need to be varied and at times, event specific. STAGE Public Participation Plan lays out the types of outreach activities that will be utilized.

A large portion of STAGE outreach efforts will be possible through continuing to cultivate relationships with key contacts within the LEP community. Keeping these contacts informed about STAGE activities, services and events, and working with them to connect with the LEP populations will be an important outreach activity with little or no associated costs.

The table below identifies several potential outreach strategies that may be utilized as is appropriate and their associated costs. Some of these strategies, such as Spanish language advertisements on radio stations and in magazines will be utilized if such outlets are identified and as funds are available.

TITLE VI PROGRAM FOUR FACTOR ANALYSIS: FACTOR 4

Translation of Written Documents		Interpretation & Translation Services		Advertisements & Outreach	
Specific elements	Unit Costs (range)	Specific elements	Unit Costs	Specific elements	Unit Costs
<i>Vital Documents:</i>		Language Line	\$3.95 per minute as utilized	Availability of language assistance poster development and printing	To be determined on a case by case basis
Title VI Notice to the Public		Interpreter, available for meetings and workshops as needed	To be determined on a case by case basis	Spanish-language radio spots (optional)	To be determined on a case by case basis
Complaint Form	To be determined	Spanish-speaking consultant or phone translation apps	To be determined on a case by case basis, as needed.	Adverts in Spanish-language publications (optional)	To be determined on a case by case basis
Complaint Procedures	To be determined				
Rider Guide	To be determined				
ADA Application	To be determined				
Signage advertising STAGE's language assistance program	To be determined				
System Map	To be determined				
Individual route schedules where practical	To be determined				
<i>Ad-hoc Documents:</i>	To be determined				
Fliers/advertisements for level one public events	To be determined				
<i>Website</i>	Translation approach TBD				

Implementation Plan

To implement this plan, STAGE has determined that there are 5 essential tasks that need to be completed. Each task has been broken down into milestones to help track the progress that has been made.

Task 1: Identifying LEP Individuals Who Need Language Assistance

To best serve those LEP individuals, STAGE must first identify those who need language assistance. STAGE will be examining records to see if any requests for language assistance have been received in the past. At meetings or public events sponsored by or co-sponsored by STAGE, a staff member will greet all participants as they arrive. By informally engaging the participants in conversation it is possible to gauge the ability to speak and or understand English. STAGE will implement the use of the Census Bureau's Language Identification Flashcards, in the office, on buses and at any public meetings, this will help in identifying the language assistance needs for future meetings as well. If an operator encounters a passenger on the bus who identifies with one of the language flash cards they will forward the contact information and language to STAGE staff for follow-up. Front line staff and operators will be surveyed on their experience concerning any contacts with LEP persons during the previous year.

Task 2: Language Assistance Measures

STAGE will develop a list of language assistance products and methods available in our communities and how they can be accessed. One of the first steps will be networking with other local service agencies that provide services to LEP individuals and seek opportunities for them to also provide STAGE information. STAGE is providing the Language Identification Flashcards at the office and onboard buses. The Title VI Program, including the Language Assistance Plan will be posted on the STAGE website, <https://www.co.siskiyou.ca.us/generalservices/page/stage-siskiyou-transit-and-general-express> and will be available to view at the STAGE office. Currently, the County of Siskiyou employs bilingual persons, who are to provide services when translation of information is needed. Going forward STAGE will take proper steps to secure a professional interpreter service, such as Language Line, and when an interpreter is needed staff will utilize them. Staff as well as vehicle operators utilized the Translation app on their phones to better service the LEP communities.

Interpretation Services

STAGE will continue to make improvements to its services, including securing an interpreter service to provide assistance in translating and interpreting vital documents

and to help the staff when language barriers prevent or hinder communication. However, based on the results of the Four Factor Analysis interpretation services are not required at this time. For small outreach events, training or transit awareness events, bilingual staff members will assist with translation where appropriate and feasible. If it is necessary to do so, STAGE will hire an interpreter through a local or regional service or utilize the phone translation app.

Translation of Vital Documents

Based on the results of the four factor analysis, STAGE is required to translate its vital documents to Spanish.

Going forward, the extent of STAGE's ability and obligation to translate written documents will be determined on a case-by-case basis, by continuous monitoring of census data and looking at elements presented in the Four Factor Analysis.

STAGE's Website

Once individual vital documents are translated they will be made available on the STAGE website. STAGE is reviewing options and will pursue the most appropriate and feasible option for translating its website.

Options include:

- Google Transit has been installed on the County's website.
- Translating only vital information and each corresponding sub-page.
- Professional translation of the entire website and each subpage.

Task 3: Staff Training

STAGE Title VI Program Administrator is developing training guidelines for STAGE staff. STAGE Staff have been trained to:

- Respond to LEP callers,
- Respond to correspondence from LEPs,
- Respond to LEPs in person,
- Document LEPs needs,
- Respond to civil rights complaints.

For vehicle operators, STAGE is considering strategies for assisting drivers in communicating with LEPs while in the field. These include:

- Using the Translate App

- Information cards with STAGE Language Line information drivers can easily offer to passengers when they cannot communicate,
- Obtaining “I Speak” cards or similar language identification flashcards (see Appendix E).

Task 4: Providing Notice to LEP Persons and Outreach

To ensure that LEP individuals are aware of STAGE’s language assistance measures it will develop simple signage directing those who may use its services to the appropriate information.

Language assistance signage will be posted on each bus, in the main office and on the STAGE website directing those LEP individuals to the appropriate information. STAGE will continue developing relationships with other organizations and individuals who serve the LEP community. STAGE will also work to develop strategies to spread awareness of the language assistance services.

Task 5: Monitoring, Evaluating, and Updating the Language Assistance Plan

A thorough review of this Language Assistance Plan will be undertaken every three years concurrent with updating and submitting the STAGE Title VI Programs. At that time, the LEP population will be reassessed, to ensure all significant LEP languages are included in STAGE’s language assistance efforts.

STAGE will regularly assess the effectiveness of how it communicates with LEP individuals by including questions about language assistance and information needs on any community survey and having conversations with key contacts who work with LEP persons.

STAGE will track its language assistance efforts by keeping a record of staff interactions with LEP individuals and any Language Line usage reports.

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.

STAGE Title VI Program Administrator
Angie Stumbaugh, Transportation Services Manager
190 Greenhorn Road
Yreka, Ca 96097
(530)842-8220

Membership of Non-Elected Committees and Councils

STAGE does not have any non-elected committees or councils.

Description of Sub recipient Monitoring and Schedule of Sub recipient Title VI Program Submissions

STAGE does not have any sub recipients at this time and does not anticipate expanding to include sub recipients. In the case that STAGE does expand and begin contracting with sub recipients, STAGE will revisit this issue to ensure compliance.

Title VI Equity Analysis

STAGE does not intend to construct or determine sites of new facilities and, therefore, has not undergone a Title VI Equity Analysis. Should STAGE embark on such a project in the future, it will conduct an equity analysis to maintain full compliance with FTA's Title VI regulations.



Board of Supervisor's Approval of STAGE's Title VI Program

RESOLUTION NO. _____

RESOLUTION OF THE BOARD OF SUPERVISORS OF THE COUNTY OF SISKIYOU
AUTHORIZING THE ADOPTION OF THE TITLE VI PROGRAM

WHEREAS, *Siskiyou Transit and General Express (STAGE)* is a recipient of Federal revenues and is required to meet federal regulatory requirements for Title VI of the Civil Rights Act of 1964, established by 49 CFR part 21.7; and

WHEREAS, *Siskiyou Transit and General Express (STAGE)* has or will provide all annual certifications and assurances to the Federal Transit Administration required for the Title VI Programs; and

WHEREAS, *Siskiyou Transit and General Express (STAGE)* assures that no person or group of persons on the basis of race, color, or national origin, including limited English proficient persons are subjected to discrimination in the level and quality of transportation services, programs and activities provided, whether federally funded or not;

WHEREAS, the *Siskiyou Transit and General Express (STAGE)* assures that all residents and visitors of Siskiyou County are afforded meaningful access to our programs, activities and services;

WHEREAS, the *Siskiyou Transit and General Express (STAGE)* developed a Title VI Program to meet current Federal Transit Administration Guidelines.

NOW, THEREFORE, BE IT RESOLVED, that the *Siskiyou County Board of Supervisors* approves and adopts the *Siskiyou Transit and General Express (STAGE)* Title VI Program.

PASSED AND ADOPTED by the Siskiyou County Board of Supervisors, State of California, at a regular meeting of said Board held on the 5 day of September 2023 by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

Ed Valenzuela, Chair
Board of Supervisors

ATTEST:

Laura Bynum, County Clerk

By _____
Deputy

System-Wide Policies and Service Standards

Vehicle Load Standards

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

- Loads not to exceed 1.0 passenger/seat

Vehicle Headway Standards

Based on the long distances traversed, ridership, demand and transfer opportunities, STAGE operates with varied headways.

On-Time Performance Standards

STAGE endeavors to operate with no early departures before the times shown on the most current schedule.

All trips should be operated “on-time”, defined as departing a published time-point no more than ten (10) minutes later than the published schedule to accommodate the deviation pick-ups.

Service Availability Standards

STAGE is a rural public transportation system, operating 5 routes throughout Siskiyou County.

STAGE services are available to the communities of Yreka, Grenada, Gazelle, Weed, Mt Shasta, Dunsmuir, McCloud, Lake Shastina, Fort Jones, Greenview, Etna, Montague, and Hornbrook.

Vehicle Assignment Policy

Bus assignments take into account the operating characteristics of the various buses with STAGE’s fleet, which are matched to the operating characteristics of the route. Vehicle assignments will be done so as to ensure equitable wear and tear of fleet vehicles through the routes.

Transit Amenities Policy

The following policies will be applied as funding allows:

- Installation of a shelter should be considered at a bus stop 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.

Appendices

- A Full Size Notice to Public
- B Title VI Complaint Form
- C Source Data
- D Staff Survey Results
- E I Speak Cards

SISKIYOU TRANSIT AND GENERAL EXPRESS

Notifying the Public of Rights under Title VI

Siskiyou County Transit and General Express (STAGE) is committed to ensuring that no person shall be excluded from the equal distribution of its services and amenities because of race, color or national origin in accordance with Title VI of the Civil Rights Act of 1964.

Any person, who believes she or he has been discriminated against, may file a signed, written complaint within one hundred eighty (180) days of the date of alleged discrimination.

The Title VI Complaint form may be printed from the STAGE. website:

<https://www.co.siskiyou.ca.us/generalservices/page/title-vi>

or may also be requested in person from the STAGE office at 190 Greenhorn Road Yreka, CA 96097 or by phone (530) 842-8220.

All complaints will be fairly and objectively investigated.

The complaint should include the following information:

1. Complainant's name, address, and how to contact you (i.e., telephone number, email address, etc)
2. Description of how, when, where and why complainant believes the discrimination occurred. In addition, the location, names, and contact information of any witnesses should also be included.

The completed form should be returned to:

STAGE
Attention: Transportation Services Manager
190 Greenhorn Road - Yreka, CA 96097
(530)842-8220

In addition to the Title VI complaint process at STAGE, a complainant may file a Title VI complaint with the:

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

For more information about STAGE's Title VI program and complaint procedure or to request information in another language, contact (530)842-8220 or come by the office at 190 Greenhorn Road, Yreka, CA 96097.

Notificación al público de los derechos en virtud del Título VI

Siskiyou Transit and General Express (STAGE) se compromete a garantizar que ninguna persona quede excluida de la distribución equitativa de sus servicios y comodidades debido a su raza, color u origen nacional de acuerdo con el Título VI de la Ley de Derechos Civiles de 1964.

Cualquier persona que crea que ha sido discriminada puede presentar una queja por escrito y firmada dentro de los ciento ochenta (180) días a partir de la fecha de la supuesta discriminación.

El formulario de queja del Título VI se puede imprimir desde el sitio web de STAGE: <https://www.co.siskiyou.ca.us/generalservices/page/title-vi> o también se puede solicitar en persona en la oficina de STAGE en 190 Greenhorn Road Yreka, CA 96097 o por teléfono (530) 842-8220.

Todas las quejas serán investigadas de manera justa y objetiva.

La denuncia debe incluir la siguiente información:

1. El nombre del denunciante, la dirección y cómo contactarlo (es decir, número de teléfono, dirección de correo electrónico, etc.)
2. Descripción de cómo, cuándo, dónde y por qué el denunciante cree que ocurrió la discriminación. Además, también se debe incluir la ubicación, los nombres y la información de contacto de los testigos.

El formulario completado debe ser devuelto a:

ESCENARIO

**Atención: Gerente de Servicios de Transporte
190 Greenhorn Road - Yreka, CA 96097
(530)842-8220**

Además del proceso de quejas del Título VI en STAGE, un denunciante puede presentar una queja del Título VI ante:

**Departamento de Transporte de EE. UU.
Administración Federal de Tránsito
Oficina de Derechos Civiles, Edificio Este, 5to Piso TCR,
1200 New Jersey Avenue SE, Washington, DC 20590**

S.T.A.G.E. Title VI Complaint Form

Complainant's Name: _____

Address: _____

City: _____

State: _____

Zip Code: _____

Telephone: _____

Secondary Phone (optional): _____

Email Address: _____

Name of person discriminated against (if different) _____

Address: _____

City: _____

State: _____

Zip Code: _____

Phone: _____

Email: _____

What is your relationship with this individual: _____

Please explain why you have filed for a third party: _____

Please confirm that you have obtained permission of the aggrieved party to file on their behalf.

Yes

No

Which of the following best describes the discrimination that was experienced (check all that apply):

Race

Color

National Origin

Sex

Age

Date of alleged discrimination: (mm/dd/yyyy): _____

Please explain the alleged discrimination incident as clearly as possible. *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.*

Have you previously filed a Title VI complaint with S.T.A.G.E.?

Yes

No

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

Yes*

No

*If yes, provide information about a contact person at the agency/court where the complaint was filed:

Name: _____

Title: _____

Agency: _____

Address: _____

City: _____

State: _____

Zip Code: _____

Telephone: _____

Email: _____

You may attach any written materials or other information that you think is relevant to your complaint. Your signature and date are required below to complete the form.

Signature

Date

ETAPA Título VI Formulario de queja

Nombre del denunciante: _____

DIRECCIÓN: _____

Ciudad: _____ Estado: _____ Código postal: _____

Teléfono: _____ Teléfono secundario (opcional): _____

Dirección de correo electrónico: _____

Nombre de la persona discriminada (si es diferente) _____

DIRECCIÓN: _____

Ciudad: _____ Estado: _____ Código postal: _____

Teléfono: _____ Correo electrónico: _____

¿Cuál es su relación con este individuo? _____

Explique por qué ha solicitado a un tercero: _____

Confirme que ha obtenido el permiso de la parte agraviada para presentar en su nombre. ☐ Sí ☐ No

¿Cuál de los siguientes describe mejor la discriminación que se experimentó (marque todo lo que corresponda):

Carrera Color Origen nacional Sexo Edad

Fecha de la supuesta discriminación: (mm/dd/aaaa): _____

Por favor, explique el presunto incidente de discriminación tan claramente como sea posible. Incluya el nombre y la información de contacto de la(s) persona(s) que lo discriminaron (si se conocen), así como los nombres y la información de contacto de los testigos. Si necesita más espacio, utilice el reverso de este formulario.

¿Ha presentado previamente una queja del Título VI ante STAGE? ☐ Sí ☐ No

¿Ha presentado esta queja ante alguna otra agencia federal, estatal o local, ☐ Sí* ☐ No
o ante algún tribunal federal o estatal?

*En caso afirmativo, proporcione información sobre una persona de contacto en la agencia/tribunal donde se presentó la denuncia:

Nombre: _____ Título: _____

Agencia: _____

DIRECCIÓN: _____

Ciudad: _____ Estado: _____ Código postal: _____

Teléfono: _____ Correo electrónico: _____

Puede adjuntar cualquier material escrito u otra información que considere relevante para su queja.

Se requiere su firma y fecha a continuación para completar el formulario.

Firma

Fecha

Envíe este formulario en persona o envíelo por correo a STAGE A la atención de: Gerente de servicios de transporte

LANGUAGE SPOKEN AT HOME FOR THE POPULATION 5 YEARS AND OVER		
Note: The table shown may have been modified by user selections. Some information may be missing.		
DATA NOTES		
TABLE ID:	C16001	
SURVEY/PROGRAM:	American Community Survey	
VINTAGE:	2021	
DATASET:	ACSDT5Y2021	
PRODUCT:	ACS 5-Year Estimates Detailed Tables	
UNIVERSE:	Population 5 years and over	
FTP URL:	None	
API URL:	https://api.census.gov/data/2021/acs/acs5	
USER SELECTIONS		
TABLES	C16001	
GEOS	Siskiyou County, California	
EXCLUDED COLUMNS	None	
APPLIED FILTERS	None	
APPLIED SORTS	None	
PIVOT & GROUPING		
PIVOT COLUMNS	None	
PIVOT MODE	Off	
ROW GROUPS	None	
VALUE COLUMNS	None	
WEB ADDRESS	https://data.census.gov/table?q=c16001&g=050XX00US06093&tid=ACSDT5Y2021.C16001	
	Siskiyou County, California	
Label	Estimate	Margin of Error

Table: ACSDT5Y2021.C16001

Total:	41,910	±90
Speak only English	37,980	±451
Spanish:	2,910	±386
Speak English "very well"	1,752	±326
Speak English less than "very well"	1,158	±194
French, Haitian, or Cajun:	118	±69
Speak English "very well"	59	±40
Speak English less than "very well"	59	±56
German or other West Germanic languages:	153	±61
Speak English "very well"	136	±59
Speak English less than "very well"	17	±12
Russian, Polish, or other Slavic languages:	42	±42
Speak English "very well"	38	±42
Speak English less than "very well"	4	±5
Other Indo-European languages:	233	±73
Speak English "very well"	203	±65
Speak English less than "very well"	30	±13
Korean:	16	±16
Speak English "very well"	16	±16
Speak English less than "very well"	0	±28

Table: ACSDT5Y2021.C16001

Chinese (incl. Mandarin, Cantonese):	137	±101
Speak English "very well"	8	±9
Speak English less than "very well"	129	±99
Vietnamese:	0	±28
Speak English "very well"	0	±28
Speak English less than "very well"	0	±28
Tagalog (incl. Filipino):	8	±9
Speak English "very well"	6	±8
Speak English less than "very well"	2	±4
Other Asian and Pacific Island languages:	179	±102
Speak English "very well"	61	±53
Speak English less than "very well"	118	±68
Arabic:	9	±11
Speak English "very well"	5	±6
Speak English less than "very well"	4	±6
Other and unspecified languages:	125	±68
Speak English "very well"	122	±68
Speak English less than "very well"	3	±5

An Average week interaction	How successful are you in communication	What is the most common question asked by Limited English Proficient Individuals?	What can we do to make communication with Limited English Proficient Individuals easier for you?
NONE	MOST OF THE TIME	WHEN WILL A CERTAIN BUS ARRIVE?	TEACH PEOPLE HOW TO READ BUS SCHEDULES
NONE	MOST OF THE TIME	WHERE DOES THIS BUS GO?	SMALL CARD WITH "WHERE ARE YOU TRYING TO GO?" IN MULTIPLE LANGUAGES
1 TO 2	MOST OF THE TIME	HOW MUCH IS THE FARE?	NOT ANSWERED
1 TO 2	MOST OF THE TIME	WHICH BUS SHOULD I TAKE? WHERE DOES THIS BUS GO?	NOT ANSWERED
1 TO 2	MOST OF THE TIME	WHERE DOES THIS BUS GO?	NOT ANSWERED
1 TO 2	MOST OF THE TIME	WHEN WILL A CERTAIN BUS ARRIVE?	USE TRANSLATE APP ON PHONE
1 TO 2	MOST OF THE TIME	WHEN WILL A CERTAIN BUS ARRIVE?	CLASSES FOR STAFF AND HANDOUTS FOR LEPI
1 TO 2	MOST OF THE TIME	WHEN WILL A CERTAIN BUS ARRIVE?	NOT ANSWERED

Appendix D

LANGUAGE IDENTIFICATION FLASHCARD

Hello, I'm from the U.S. Census Bureau. Is someone here now who speaks English and can help us? If not, please write your phone number and someone will contact you in English.

01. English

Buenos días (Buenas tardes), soy de la Oficina del Censo de los Estados Unidos. ¿Se encuentra alguien que hable inglés y pueda ayudarnos? Si no, por favor, anote su número de teléfono y alguien se comunicará con usted en español.

02. Español/
Spanish

Përshëndetje, unë vij nga Zyra e Regjistrimit të Popullsisë së Sh.B.A-së. A ndodhet dikush tani këtu që flet anglisht dhe mund të na ndihmojë? Nëse jo, ju lutemi shkruani numrin e telefonit tuaj dhe dikush do t'ju kontaktojë në gjuhën shqipe.

03. Shqip/
Albanian

እንደምንት ፡ ከአሜሪካ የሕዝብ ቆጠራ ቢሮ ነኝ ፡፡ አሁን እንግሊዝኛ ቋንቋ የሚናገር እና ሊረዳን የሚችል ሰው አለ? ከሌለ እባክትን የስልክ ቁጥርን ይጻፉልንና በአማርኛ የሚያናግርት ይኖራል፡፡

04. ቁሻር/ቁሻላ/
Amharic

مرحبًا، أنا من مكتب الإحصاء الأمريكي. هل يوجد هنا الآن شخص يتحدث الإنجليزية ويمكنه مساعدتنا؟ إذا آان لا يوجد، فلارجاء آأابة رقم هاتفكم وسيصل بكم آأد الأشخاص باللغة العربية.

05. العربية/
Arabic

Բարև Ձեզ, Ես ԱՄՆ-ի Մարդահամարի Բյուրոյից եմ: Ներկա՞ է արդյոք մեկը, որը խոսում է Ամերիկացիների և կարող է մեզ օժնետել: Եթե ոչ, մերեք Ձեր հեռախոսի համարը և Ձեզ հետ կկապվեն Յայերենով:

06. Հայերեն/
Armenian

হ্যালো, আমি ইউ.এস. সেন্সাস বিউরো থেকে এসেছি। এখানে এখন এমন কেউ আছেন কি যিনি ইংরেজি বলতে পারেন এবং আমাদের সাহায্য করতে পারেন যদি তেমন কেউ না থাকে, আপনার ফোন নম্বর লিখে দিন এবং আপনার সঙ্গে একজন বাংলায় যোগাযোগ করবেন।

07. বাংলা/
Bengali

Разрешете да ви се представя, аз съм служител на Бюрото по преброяване на населението на САЩ. Има ли тук някой, който говори английски и би могъл да ни помогне? Ако няма, моля, напишете своя телефонен номер, за да може някой от нашите служители да ви се обади на български.

08. български/
Bulgarian

“နိသယူ၍မသာ အန နှုး ယနညျကျ ကြမနကေး၍ ပသနသညန. နမန ညသတ တသ ပစနဉ် နညျဉ် ညေ ခညေ. နှုစ ကျိ ညသအယ ဂုနဉ် တမအန ပသကမ စသညန ညကာဘနမ ညေ ပသနသညန တဉ် ခသညအခေအ ပသက ငည နညျဉ်ဉ်.”

09. မြန်မာ/
Burmese

សូម្បី ខ្ញុំមកពីការិយាល័យជំរឿនរបស់សហរដ្ឋអាមេរិក ១ ។ ២ ។ ជនសុស ពុទ្ធប ។ តើមាននរណានៅ ទីនេះដែលចេះនិយាយភាសាអង់គ្លេសហើយអាចជួយយើងបានទេ ? ប្រសិនបើមិនមានទេ សូមសរសេរ លេខទូរស័ព្ទរបស់អ្នកមក ហើយនរណាម្នាក់នឹងទាក់ទងអ្នកជាភាសាខ្មែរ ។

10. ភាសាខ្មែរ/
Cambodian

您好。我是为美国人口普查局工作的。您这里有没有会说英语的人可以帮助我们？如果没有，请写下您的电话号码，然后将有人用中文与您联系。

11. 中文/
Chinese
(Simplified)

您好。我是为美國人口普查局工作的。請問您這裡有沒有會說英語的人可以幫助我們？如果沒有，請寫下您的電話號碼，之後將有人使用中文與您聯絡。

12. 中文/
Chinese
(Traditional)

Dobar dan, ja sam iz Američkog biroa za cenzus. Ima li ovdje nekoga tko govori engleski i može nam pomoći? Ako nema, molim Vas da napišete svoj broj telefona, pa ćemo stupiti s Vama u kontakt na hrvatskom jeziku.

13. hrvatski/
Croatian

Dobrý den, jsem z Amerického úřadu pro sčítání lidu (U.S. Census Bureau). Je zde někdo, kdo hovoří anglicky a může nám pomoci? Pokud ne, napište prosím své telefonní číslo a někdo Vás bude kontaktovat v češtině.

14. čeština/
Czech

سلام، من در دفتر نفوس شماری، در ایالات متحده آمریکا ایفای وظیفه مینمایم. آیا همراه شما، همین لحظه کسی است که با لسان انگلیسی آشنایی داشته باشد و ما را کمک کرده بتواند؟ اگر نیست، پس لطفاً نمبرتیلیفون را بدهید تا به لسان هندی با شما در تماس شویم.

15. دری/
Dari

Kudual, ҁen ҁe raan de maktam de kuēn de kɔc de Amerika. Non raan ҁe jam ē thon de Linglith lēu bē wok kony ē kē looiku? Na liu, ke yi gōör telepundu ku anon raan bē yīin col ē thuongjān.

16. Thuongjān/
Dinka

Hallo, ik ben van het Amerikaanse Census Bureau. Is er iemand hier die Engels spreekt en ons kan helpen? Als dat niet zo is, wilt u dan uw telefoonnummer opschrijven? Dan zal iemand telefonisch contact met u opnemen in het Nederlands.

17. Nederlands/
Dutch

سلام. من یک کارمند اداره سرشماری ایالات متحده هستم. آیا کسی حالا اینجا هست که به زبان انگلیسی صحبت میکند و میتواند به ما کمک کند؟ اگر کسی نیست، لطفاً شماره تلفنتان را بنویسید، و یک نفر به زبان فارسی با شما تماس خواهد گرفت.

18. فارسی/
Farsi

Bonjour, je travaille pour le Bureau de Recensement des États-Unis. Y a-t-il quelqu'un ici qui parle anglais et puisse nous aider ? Sinon, notez votre numéro de téléphone pour que quelqu'un puisse vous contacter en Français.

19. Français/
French

Guten Tag, ich komme im Auftrag des Bundesbüro zu Durchführung von Volkszählungen. Kann ich mit jemandem sprechen, der Englisch spricht und der uns helfen kann? Wenn nicht, schreiben Sie bitte Ihre Telefonnummer auf und es wird sich jemand in deutscher Sprache mit Ihnen in Verbindung setzen.

20. Deutsch/
German

Γειά σας,
Είμαστε από την Υπηρεσία Απογραφής των ΗΠΑ. Είναι κανείς εδώ αυτή τη στιγμή που μιλάει Αγγλικά να μας εξυπηρετήσει; Αν όχι, παρακαλώ σημειώστε το τηλέφωνό σας και θα επικοινωνήσει κάποιος μαζί σας στα ΕΛΛΗΝΙΚΑ.

21. Ελληνικά/
Greek

Bonjou, mwen se anpwlaye biwo resansman ameriken. Èske m ka pale ak yon moun nan kay la ki konn pale anglè ? Si pa gen moun nan kay la ki pale anglè, tanpri ekri nimewo telefòn ou pou yon moun kki pale kreyòl ayisyen rele w.

22. kreyòl ayisyen/
Haitian Creole

שלום, אני ממושרד מפקד האוכלוסין של ארצות הברית. האם יש כאן מישהו ברגע זה שמדבר אנגלית ויכול לעזור לנו? במידה ולא, אנא כתבו את מספר הטלפון שלכם ומישהו ייצור קשר אתכם בשפה העברית.

23. עברית/
Hebrew

हैलो, मैं यू.एस. जनगणना ब्यूरो से हूँ। क्या अभी यहां ऐसा कोई व्यक्ति है जो अंग्रेजी बोलता हो और हमारी मदद कर सकता हो? यदि नहीं, तो कृपया अपना फोन नंबर लिखें और कोई व्यक्ति आपसे हिन्दी में संपर्क करेगा।

24. हिन्दी/
Hindi

Nyob zoo. Kuv tuaj hauv Teb Chaws Asmeskas Chaw Suav Pej Xeem tuaj. Puas muaj leej twg nyob hauv tsev uas txawj lus Askiv thiab pab tau peb? Yog tsis muaj, thov sau koj tus xov tooj tseg, mam li muaj ib tug neeg hais lus Hmoob hu tuaj rau koj.

25. Hmoob/
Hmong

Jó napot kívánok, az Egyesült Államok Népszámlálási Hivatalától vagyok. Van a közelben valaki, aki beszél angolul, és segíteni tud nekünk? Ha nem, kérem, írja le a telefonszámát, és kapcsolatba fogunk lépni Önnel magyarul.

26. Magyar/
Hungarian

Hello, taga Census Bureau ako ng U.S. Adda kadi kadakayo nga makapagsarita ti English ken mabalin nga tumulong kaniami? Nu awan paki surat yo iti numero iti telepono yo ta adda iti tumawag kaniayo nga ag Ilocano.

27. Ilocano/
Ilocano

Salve, chiamo da parte del Census Bureau degli Stati Uniti. C'è qualcuno che parla inglese ed è in grado di aiutarci? In caso negativo, scriva il numero di telefono e sarà contattato da qualcuno che parla Italiano.

28. Italiano/
Italian

こんにちは。私は米国勢調査局の係員です。こちらには英語を理解できこの調査にご協力いただける方がいらっしゃいますか？もしない場合は、あなたのお電話番号をお書きいただければ、日本語を話す係員が連絡をいたします。

29. 日本語/
Japanese

안녕하세요. 저는 미국 인구조사국에서 일하고 있습니다. 영어를 사용하시는 분 중에 저희를 도와 주실 수 있는 분이 여기 계십니까? 없으신 경우, 전화번호를 적어주시면 한국어를 할 수 있는 직원 이 연락을 드릴 것입니다.

30. 한국어/
Korean

ສະບາຍດີ, ຂ້າພະເຈົ້າ ມາຈາກສຳນັກງານສຳຫຼວດພົນລະເມືອງ ແຫ່ງສະຫະລັດອາເມລິກາ. ມີໃຜຢູ່ທີ່ນີ້ ສາມາດເວົ້າພາສາອັງກິດ ແລະ ຊ່ວຍເຫຼືອພວກເຮົາໄດ້ບໍ່? ຖ້າບໍ່ມີ, ກະລຸນາຂຽນເລກ ໂທລະສັບຂອງທ່ານ ແລະ ພວກເຮົາ ຈະຕິດຕໍ່ຫາທ່ານ ເປັນພາສາລາວ.

31. ພາສາລາວ/
Laotian

Sveiki, aš esu iš JAV Gyventojų surašymo biuro. Ar čia dabar yra kas nors, kas kalba angliškai ir galėtų mums padėti? Jei ne, prašome užrašyti savo telefono numerį ir su jumis susisieks lietuvių kalba.

32. Lietuvių/
Lithuanian

ഹലോ, ഞാൻ യു എസ് സെൻസസ് ബ്യൂറോയിൽ നിന്നാണ്. ഇംഗ്ലീഷ് സംസാരിക്കുന്ന ആരെങ്കിലും ഇപ്പോൾ ഇവിടെയുണ്ടോ ഞങ്ങളെ സഹായിക്കാൻ? ഇല്ലെങ്കിൽ, നിങ്ങളുടെ ടെലിഫോൺ നമ്പർ എഴുതി നൽകുക. മലയാളത്തിൽ സംസാരിക്കുന്ന ആരെങ്കിലും താങ്കളെ ബന്ധപ്പെടും.

33. മലയാളം/
Malayalam

Yá'át'ééh, Neeznáá nináhááago Bila'ashdla'ii náóltah bił haz'á bá naashnish. Háidaa'ish kóó Bilagáanaa biq zaad yee yálti'ígíí hóló? 'Ádingo 'éí nibéesh bee hane'é nihá 'ádííłiit dóó t'áá háida t'áá Diné Bizaad yee yálti'ígíí nich'í' náhodoonih.

34. Diné Bizaad/
Navajo

नमस्ते, म अमेरिकाको जनगनना अफिसबाट आएको । यहाँ अंग्रेजी बोलन जान्ने अन्त हामीलाई मदत गर्नसक्ने कोहि मान्छे छन ? नभा, तपाईंको फोन नम्बर लेखिदिनु अनि कसैले तपाईंसित नेपाली भाषामा कुरा गर्नेछन् ।

35. नेपाली/
Nepali

ਹੈਲੋ, ਮੈਂ ਯੂ.ਐੱਸ. ਜਨਗਣਨਾ ਬਿਊਰੋ ਵਲੋਂ ਆਇਆ/ਆਈ ਹਾਂ। ਕੀ ਇਥੇ ਕੋਈ ਅੰਗਰੇਜ਼ੀ ਬੋਲ ਸਕਦਾ ਹੈ ਅਤੇ ਸਾਡੀ ਮਦਦ ਕਰ ਸਕਦਾ ਹੈ? ਜੇ ਨਹੀਂ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਆਪਣਾ ਟੈਲੀਫੋਨ ਨੰਬਰ ਲਿਖ ਦਿਉ ਅਤੇ ਕੋਈ ਤੁਹਾਨੂੰ ਪੰਜਾਬੀ ਵਿੱਚ ਸੰਪਰਕ ਕਰੇਗਾ।

36. ਪੰਜਾਬੀ/
Panjabi

Dzień dobry. Jestem z Amerykańskiego Biura Spisu Ludności. Czy ktoś tutaj mówi po angielsku i mógłby nam pomóc? Jeżeli nie, proszę napisać swój numer telefonu, a ktoś skontaktuje się z Państwem po polsku.

37. Polski/
Polish

Olá, sou do Serviço de censo dos Estados Unidos. Alguém aqui fala inglês e pode nos ajudar? Caso contrário, escreva seu telefone e alguém vai entrar em contato com você em português.

38. Português/
Portuguese

Bună ziua, sunt de la Biroul de Recensământ al S.U.A. Este cineva aici, în acest moment, care vorbeşte engleză şi ne poate ajuta? Dacă nu, vă rog scrieţi-vă numărul de telefon şi cineva vă va contacta telefonic în română.

39. Română/
Romanian

Здравствуйте! Я представляю Бюро переписи населения Соединенных Штатов. Присутствует здесь кто-нибудь, кто говорит по-английски и мог бы помочь нам? Если нет, то, пожалуйста, напишите свой телефонный номер, чтобы наши сотрудники могли побеседовать с вами по-русски.

40. русский/
Russian

Добар дан, ја сам из Америчког бироа за попис становништва. Да ли овде има некога ко говори енглески и може да нам помогне? Ако нема, молим Вас да напишете свој број телефона, па ћемо контактирати с Вама на српском језику.

41. српски/
Serbian

Hallo, Waxaan anigu ka tirsanahay Xafiiska Tirakoobka Mareykanka. Halkan ciddi ma Joogta hadda oo ku hadasha Ingiriisiga oo na caawin karta? Haddi kalese, fadlan qor lambarka talafoonkaaga markaasna qof ayaa kugulasoo xidhiidhi doona adiga Soomaalliga.

42. Soomaali/
Somali

Halo, nimetoka Shirika la Sensa la Merika Je, kuna mtu hapa sasa anayezungumza Kiingereza na anaweza kutusaidia? Ikiwa hakuna, tafadhali andika nambari yako ya simu na mtu atawasiliana na wewe kwa Kiswahili.

43. Kiswahili/
Swahili

Hello, Ako'y galing sa U.S. Census Bureau. Mayroon ba ditong marunong magsalita ng Ingles at makakatulong sa amin ngayon? Kung wala, pakisulat ang telepono ninyo at may tatawag sa inyo sa Tagalog.

44. Tagalog/
Tagalog

สวัสดีครับ/ค่ะ ผม/ดิฉันเป็นเจ้าหน้าที่จากสำนักงานสัมมะโนประชากรสหรัฐ มีใครพอจะพูดภาษาอังกฤษเพื่อช่วยแปลได้บ้างหรือเปล่า ครับ/ค่ะ ถ้าไม่มีช่วยแจ้งเบอร์โทรศัพท์เพื่อที่เราจะสามารถติดต่อกลับมาใหม่ได้เป็นภาษาไทย

45. ไทย/
Thai

ሃሎው፡ ካብ ቤት ጽሕፈት ምቕጣር ሕዝቢ ኢሞሪካ እየ ኣነ። ሕጂ እንግሊዝኛ ዝዘራረብን ክሕግዝን ዝእኡልን ሰብ ኣብዚ ኣሎዶ? እንተዘይኮነ፡ ብክብረትኩም ቁጽሪ ቴሌፎንኩም ጽሓፉሞ ኣደሰብ ብትግርኛ ክሃረበኩም እዩ።

46. ትግርኛ/
Tigrinya

Merhaba, A.B.D. İstatistik Bürosu'ndanım. Orada İngilizce konuşan ve bize yardım edebilecek birisi var mı? Yoksa, lütfen telefon numaranızı yazın, sizinle Türkçe dilinde temasa geçilecek.

47. TÜRKÇE/
Turkish

Привіт, Ми з США. Сенсес Бюро. Тут є хтось, хто володіє англійською мовою і може допомогти нам? Якщо ні, будь ласка, запишіть ваш телефонний номер і з вами зв'яжуться на українській мові.

48. українська
мова/
Ukrainian

ہیلو، میں امریکی مردم شماری بیورو سے ہوں۔ کیا یہاں کوئی ایسا شخص ہے جو انگریزی بولتا ہو اور ہماری مدد کر سکتا ہو؟ اگر نہیں، تو براہ کرم اپنا فون نمبر لکھوائیں اور کوئی شخص آپ سے اردو زبان میں رابطہ کرے گا۔

49. اردو/
Urdu

Xin chào, tôi là nhân viên của Cục Thống Kê Dân Số Hoa Kỳ. Ở đây hiện có ai biết nói tiếng Anh và có thể giúp chúng tôi không? Nếu không, xin vui lòng ghi lại số điện thoại của quý vị. Chúng tôi sẽ liên lạc lại với quý vị bằng tiếng Việt.

50. Tiếng Việt/
Vietnamese

האלאו, איך בין פון די יונייטעד סטעיטס צענזוס ביורא. איז פאראן דא איינער וואס רעדט ענגליש און קען אונז העלפן? אויב נישט, ביטע שרייבט אראפ אייער טעלעפאן נומער און איינער וועט זיך פארשטענדליגן מיט אייך אויף אידיש.

51. אידיש/
Yiddish