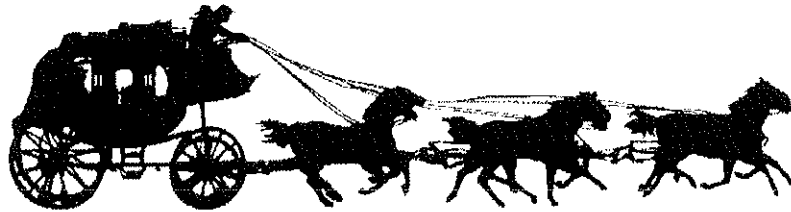


ORIGINAL
Official Document of the
Folsom City Clerk's Department



CITY OF
FOLSOM
DISTINCTIVE BY NATURE

FOLSOM STAGE LINE



Title VI Civil Rights Program

October 2015



Folsom File No. 043-21 16-001
Admin Approval



34229

ACKNOWLEDGEMENTS

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The contents of this Title VI report reflect the views of the City of Folsom, and are not necessarily those of United States Department of Transportation or the Federal Transit Administration (FTA). The City of Folsom is solely responsible for the accuracy of information presented in this Title VI report.

Civil Rights Compliance: In compliance with Title VI regulations of the Civil Rights Act of 1964, no person in the United States of America shall, on grounds of race, color, or national origin, be excluded from participating in, or denied the benefits of, or be subject to discrimination under any program or activity receiving federal financial assistance. City of Folsom must ensure that federally supported transit service and related benefits are distributed in an equitable manner. City of Folsom has certified that it is in compliance with Title VI regulations.

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1. Overview

The City of Folsom's service to its citizens is guided by the City's vision, mission and values.

Vision

The City of Folsom strives to be a role model and regional leader that blends its rich historical roots and diverse recreational and business resources into a great community.

Mission

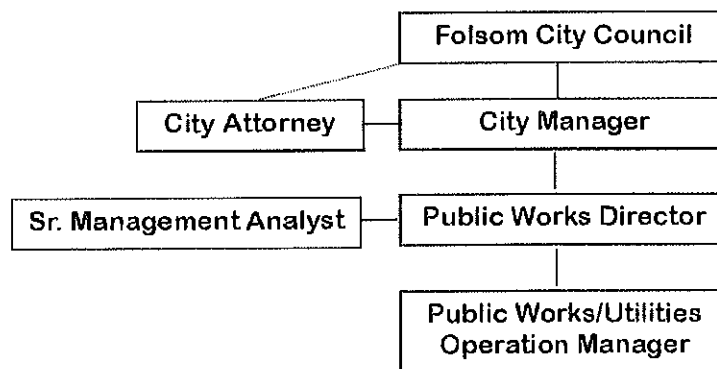
The City of Folsom will provide a safe, healthy and vibrant community through innovative, responsive, and effective delivery of public services to maintain and enhance the quality of life of our residents.

The City has established eight strategic goals that outline the direction the city needs to follow in order to achieve its mission and fulfill its vision. One of the goals pertains to transportation and traffic:

"Provide transportation services that will meet mobility needs, maintain existing transportation infrastructure, and provide mitigation programs to reduce traffic impacts on neighborhoods."

Organizational Structure

Folsom Stage Line operates as a division of the City of Folsom within the Department of Public Works, which is depicted as follows:



Demographic Characteristics of the City of Folsom

The City of Folsom is a suburban community of the Greater Sacramento area comprised primarily of affluent, well-educated, married households with school age children. According to the American Community Survey (2005-2009), the City of Folsom had the following demographic characteristics: The median household income was \$92,427 and the median family income was \$110,429. Of the population 25 years and older, 89.0 percent had a high school diploma or higher, with more than 40.4 percent of the population holding Bachelor degrees or higher. Of the population 15 years and older, 60 percent were married. More than nearly 69 percent of Folsom households have access to two or more vehicles.

2. Description of Folsom Stage Line Service and Hours of Operation

The City of Folsom began providing public transit service under the name Folsom Stage Line in 1975. The service began with one leased vehicle that operated along one fixed-route. Folsom Stage Line provides local fixed-route service and a demand-response Dial-A-Ride program for seniors and disabled Folsom residents. There is no weekend service available at this time.

There are two Folsom Stage Line Routes - Routes 10 and 20. These routes intersect at Folsom Lake College. There is no charge to transfer from one Folsom Stage Line route to the other.

Route 10 connects to Light Rail at the Iron Point and Historic Folsom light rail stations, and it also connects with the RT bus service Line 24 at Main and Madison Avenues. Route 10 service starts at 5:25 am at Historic Folsom Light Rail Station, and the last stop is at 8:45 pm at the Folsom Outlets. These hours of operation are subject to modification after duly noticing the changes.

Route 10 serves Historic Folsom, E. Bidwell, the Broadstone Center, Folsom Aquatics Center, Folsom Lake College, Intel, Kaiser Permanente, Cal ISO, Folsom Premium Outlets, City Hall, Folsom Prison, Mercy Hospital, Palladio Mall and Century Theatres.

Route 20 is a peak-period service that connects the neighborhoods around Empire Ranch Road, East Natoma, The Parkway, Lexington Hills, Vista del Lago High School, and Folsom Lake College to Route 10 at Folsom Lake College.

A schematic map of the City's transit services is included in Appendix 5 of this document.

Accessibility

All buses are equipped with passenger lifts for mobility devices and meet ADA requirements. Lifts can only accommodate passengers and mobility devices that do not exceed 600 pounds combined or the size of a standard wheelchair. As a courtesy to riders with mobility limitations, priority seating has been designated at the front of each bus. The bus operator will assist seniors and person with disabilities on boarding the bus or provide assistance to the door of the person's home, upon request.

ADA Paratransit

Folsom Stage Line's Dial-A-Ride (DAR) service is a curb-to-curb, demand responsive, shared ride public transit service designed to meet the transportation needs of the elderly and disabled residents of Folsom. The service is unlike a taxi because passengers share their ride with other passengers being picked up in their area and traveling in the same general direction. For this reason, passengers may not be provided with a direct ride to their destination. Passengers are transported in radio-equipped, 16-seat mini-buses owned and maintained by the City of Folsom. All DAR vehicles are wheelchair lift-equipped to provide access to wheelchair users and other individuals needing assistance in boarding. Service hours are from 5:45 a.m. to 8:45 p.m. Monday through Friday. The vehicles used to operate DAR service are equipped with hydraulic lifts and a wheelchair securement area with space for two wheelchairs. To qualify for this service, passengers must be either age 55 or older, or have a physical, developmental, or mental disability. All passengers must register and be certified as eligible to use DAR service before their initial request for service.

Funding

Federal

The Federal Transit Administration (FTA) Section 5307 Urbanized Area Formula Program is an important source of transit funding for urbanized areas and the cities within them. These funds are provided to urbanized areas under a variety of conditions based on the size of the urbanized area. Folsom is located in the Sacramento Urbanized Area, which has a population greater than 1,000,000 and therefore the most complicated and restrictive requirements.

Folsom Stage Line is one of 12 transit operators serving the Sacramento Urbanized Area. Folsom is a signatory to a memorandum of understanding (MOU) between the Sacramento Area Council of Governments (SACOG) and the 12 transit operators serving the Sacramento Urbanized Area.

In addition to Section 5307 funds, Folsom Stage Line seeks out and receives competitive funding for transit-related projects, particularly from the FTA Section 5309 Bus Discretionary Program.

Local

The Transportation Development Act (TDA) is a state collected local sales tax. It has been a mainstay of funding for transit programs in California. The TDA provides two major sources of funding for public transportation: the Local Transportation Fund (LTF), which has been in existence since 1972, and the State Transit Assistance (STA) fund, which was instituted in 1980.

Farebox revenues make up the remainder of the Folsom Stage Line's transit budget. These are fares paid by riders on both the fixed route and dial-a-ride systems. In addition, the Folsom Stage Line and Sacramento Regional Transit District (RT) have entered into a transfer agreement that resulting in the sharing of farebox revenue resulting from passengers transferring between Folsom and RT light rail service.

3. General Reporting Requirements

Chapter IV of FTA Circular 4702.1A speaks to the general reporting requirements required of recipients of FTA funding and its subrecipients to ensure that their activities comply with the DOT Title VI regulations and/or the DOT Order on Environmental Justice and the DOT Guidance on Limited English Proficiency (LEP). Reporting requirements covering nine general areas are identified in this chapter. Summaries of these requirements and Folsom Stage Line's efforts in meeting them are outlined below.

3.1 Annual Title VI Assurance

Applicants shall submit their annual Title VI assurance as part of their annual Certification and Assurance submission to FTA. Recipients shall collect Title VI assurances from subrecipients prior to passing through FTA funds (these Title VI assurances can be submitted as part of a standard list of assurances provided by subrecipients to their direct recipient).

As a subrecipient of federal transit funds, Folsom Stage Line, through the Office of the City Manager, annually executes its Certifications and Assurances and submits them upon request. The latest executed copy of the Certifications and Assurances are included in this document as Appendix 1.

3.2 Title VI Complaint Procedures

In order to comply with 49 CFR §21.9(b), recipients and subrecipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public upon request.

Folsom Stage Line has developed procedures for filing, tracking, and investigating Title VI complaints. The procedures, including a complaint form provided by Folsom Stage Line, are shown in Appendix 3.

3.3 Record of Title VI Investigations

In order to comply with 49 CFR §21.9(b), recipients and subrecipients shall prepare and maintain a list of any active investigations conducted by entities other than FTA, lawsuits, or complaints naming the recipient and/or subrecipient that allege discrimination on the basis of race, color, or national origin.

Folsom Stage Line has not received any complaints of discrimination pursuant to Title VI.

3.4 Language Access

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

According to FTA Circular 4702.1A:

“Certain FTA recipients or subrecipients, such as those serving very few LEP persons or those with very limited resources may choose not to develop a written LEP plan. However, the absence of a written LEP plan does not obviate the underlying obligation to ensure meaningful access by LEP persons to a recipient’s program or activities. Recipients or subrecipients electing not to prepare a written language implementation plan should consider other ways to reasonably provide meaningful access.”

Folsom State Line staff currently implements a number of measures to ensure that limited-English speaking clients and customers have meaningful input into its services and projects. However, based on the “four-factor analysis” completed for this program, Folsom Stage Line staff

believes that some minor adjustments could be implemented to ensure full access to the transit system by all residents.

Four Factor Analysis

The U. S. Department of Transportation (DOT) issued its *Policy Guidance Concerning Recipient's Responsibilities to Limited English Proficient (LEP) Persons* [Federal Register: December 14, 2005 (Volume 70, Number 239)]. This policy states that DOT recipients are required to take reasonable steps to ensure meaningful access to programs by LEP persons. This coverage extends to the recipient's entire program. There are four factors for agencies to consider when assessing language needs and determining what steps they should take to ensure access for LEP persons, regardless of whether or not the agency chooses not to prepare a written LEP plan:

- 1) The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity or service of the recipient;
 - 2) The frequency with which LEP individuals come in contact with the program;
 - 3) The nature and importance of the program, activity or service provided by the recipient to people's lives; and
 - 4) The resources available to the recipient and costs. A brief description of the self-assessment undertaken in each of these areas follows.
- The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity or service.

Of its 61,703 total residents, the City of Folsom is the home of 3,195 residents who speak English "less than very well" – this represents only 5.2 percent of the City's population. People of Spanish descent are the primary LEP persons likely to be involved with Folsom Stage Line's programs and transit services. For the Folsom, California place, the American Community Survey of the U.S. Census Bureau (2005-2009 Five Year Estimates) shows that among the area's population, 94.8 percent speak English as a first language or "very well" as a second language. For groups who speak English "less than very well," 2.1 percent (1,273) are Hispanic, 1.1 percent (662) of Folsom's population is limited English speaking persons of Indo-European (e.g. Russian, Slavic, etc.), and 2.0 percent (1,250) are of Asian or Pacific Islander descent.

Appendix 4 contains a table that lists the languages spoke at home by the ability to speak English for the population within Folsom five years and older.

Under the U.S. Department of Transportation's "Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons," (Federal Register, Vol. 70, No. 239, December 14, 2005), compliance with LEP written translation requirements can be achieved by providing "written translations of vital documents for each eligible LEP language group that constitutes 5 percent or 1,000 persons, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered."

➤ The frequency with which LEP individuals come in contact with the program.

Folsom Stage Line staff has assessed the frequency at which staff has or could possibly have contact with LEP persons. This includes examining phone inquiries, requests for translated documents, and staff feedback. As discussed above, census data indicate that there is a small percentage of the general population who are limited English speakers. As a demand-response transportation provider, it is necessary to recognize these segments of the general population. Phone inquiries and staff feedback indicate that Folsom Stage Line's transit dispatchers and drivers have very little interaction with people with limited English speaking skills.

The City of Folsom employs staff fluent in Spanish and provides assistance to Folsom Stage Line and other City departments when the need arises. In addition, the City of Folsom offers the potential for incentive pay to reward City employees for their on-the-job use of languages other than English. When a bus driver comes into contact with a Spanish-speaking customer who needs translation assistance, the driver has been instructed to contact the dispatcher, who then transfers the call to the City's Spanish-speaking staff person for translation assistance.

Analysis of Actual or Potential Contact Frequency

In summary, the City of Folsom has a relatively small transit-dependent population. The following general groups of individuals are most likely to be transit-dependent:

- Elderly (age 65+)

- Households with no vehicle available
- Households with income below the poverty level

Based on the American Community Survey: 2005-2009, the groups listed above comprise a very small percentage of Folsom's population as follows:

- | | |
|--|-------------|
| • Elderly (age 65+) | 8.8 percent |
| • Households with no vehicle available | 1.3 percent |
| • Households with income below the poverty level | 2.3 percent |

As identified earlier, the primary group of limited English speaking persons who may come into contact with Folsom Stage Line services are those of Hispanic descent (2.1 percent of Folsom's population, or 1,273 persons). Using this percentage and applying it to the numbers of transit-dependent individuals in Folsom allows for a very general estimate of 150 Spanish speakers who may potentially encounter the transit system.

Then, Folsom Stage Line staff identified the number of times that staff has come into contact with Spanish-speaking persons on the transit system. On the bus routes, drivers have been able to assist limited-English speaking persons to get to their destinations, or limited-English speaking persons have traveled with companions who speak English. Drivers have not needed to seek translation services from the City's designated Spanish-speaking staff person. While this staff person has taken calls from other City departments seeking Spanish translation services for their customers, Folsom Stage Line customer service agents have not needed to seek translation services for Spanish-speaking customers of the transit service.

Based on the analysis of actual and potential contact with Spanish-speaking customers of its transit services, Folsom Stage Line staff has determined that it can make a modest adjustment in its LEP outreach efforts by providing a mechanism to allow Spanish speaking persons to obtain vital documents, including its "Transit System Information and Map" and notices of public hearings for route or fare changes. The modest change proposed by City staff is identified in the "Limited English Proficient Outreach Efforts" portion of this document.

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

Public transportation and regional transportation planning is vital to many people's lives. According to the Department of Transportation's *Policy Guidance Concerning Recipient's Responsibilities to Limited English Proficient (LEP) Persons*, "Providing public transportation access to LEP persons is crucial. An LEP person's inability to utilize effectively public transportation may adversely affect his or her ability to obtain health care, or education, or access to employment."

Although there is a very small percentage of transit dependent individuals who are limited English speakers, those who use the transit system do so because they have few or no other transportation options. Major destinations within the City of Folsom include City Hall, Folsom Lake College, shopping centers at Broadstone and the Folsom Outlets at Iron Point, and retail and other services in the central area of Folsom. It is for this reason that Folsom Stage Line staff has ensured that there is a process in place to allow for limited English speakers to information they need to gain full access to the transit system.

➤ The resources available to the recipient and costs.

Folsom Stage Line staff assessed its available resources that are currently being used, and those that could be used, to provide language assistance. Folsom Stage Line's fiscal year 2012 budget was cut by over 12 percent because of the State of California's continuing significant budget crisis and the severe reduction in sales tax revenue that forms the foundation of the transit system's local revenue source. In addition, Folsom Stage Line staff have been given additional duties and responsibilities as the City continues with its cost-containment efforts.

Consequently, the Folsom Stage Line staff has participated in efforts by the area's metropolitan planning organization, the Sacramento Area Council of Governments, to identify and reach out to minority and low-income persons throughout the six-county SACOG region. SACOG received a grant from the Caltrans Division of Transportation Planning from its "Environmental Justice: Context-Sensitive Planning" program to analyze the transit routes throughout the region that are most vital and provide direct links for the socio-economically disadvantaged and transit-dependent populations within the region. Information on this critical planning effort is provided in Appendix 5 to this document. Folsom Stage Line staff will continue to coordinate with SACOG and other agencies to most cost-effectively identify and meet current and forecast transit needs for City residents.

Limited English Proficient Outreach Efforts

Because of the limited interaction that occurs between limited English speakers and transit personnel, the following measures are rarely required when Folsom Stage Line staff presents proposed service or fare changes or other important information about the transit system. However, when the need does arise, Folsom Stage Line staff has the ability to implement the most appropriate measures to ensure meaningful communication.

- Include information on vital documents distributed by Folsom Stage Line on how to request translation assistance. Such information would include the following:
 - Information on how to request written translation of documents from the City free of charge. These documents include the following:
 - Transit System Information and Map
 - Notices of Public Hearings
 - Title VI Policy and Complaint Procedures
 - Dial-a-Ride Registration Form
 - Information on how to request translation services for public hearings on fare or service changes free of charge.

Folsom Stage Line staff will also provide information on the Folsom Stage Line web site, in Spanish, on who and how to contact staff to obtain written information from the City that allows full access to the transit system.

LEP Training and Implementation by Folsom Stage Line Staff

- When new hires start employment, Folsom Stage Line trains its staff on its policies and procedures regarding Title VI and LEP implementation. Folsom Stage Line staff will produce a standard operating procedure to formally document its implementation and training procedure for outreach to and communication with limited-English speaking persons. These materials will be updated as needed to reflect revised federal, state, and/or local regulations.
- As new policies/procedures are developed, or existing policies/procedures are amended, these new documents will be distributed to affected employees through various methods, including but not limited to paper distribution, electronic documents, postings in employee break rooms, and scheduled group or individual training sessions.

- Vehicle operators, who are the most direct point of contact for LEP persons, have several methods to respond to an LEP individual. In many instances, LEP individuals are accompanied by a companion who speaks English and can translate for the customer. In addition, some vehicle operators are bilingual. If vehicle operators are not bilingual, they are instructed to ask for assistance from a bilingual passenger. If a bilingual passenger is not available on the bus, the vehicle operator is instructed to contact a dispatcher, who then puts the passenger in contact with the City staff capable of communicating with the passenger.

3.5 Notifying Beneficiaries of Protection

In order to comply with 49 CFR §21.9(d), recipients and subrecipients shall provide information to beneficiaries regarding their Title VI obligations and appraising beneficiaries of the protections against discrimination afforded to them by Title VI.

Folsom Stage Line has established a Policy Statement, per Title VI, for those who benefit from services and/or contracts funded with federal assistance, and this Policy Statement available to the public. This Policy Statement addresses Folsom Stage Line's commitment to avoiding discrimination on the basis of race, color, or national origin. In addition, Folsom Stage Line has developed an Implementation Procedure and Complaint Process that provides the following additional information:

- A description of Title VI and the civil rights protections it affords
- Instructions on how to file a Title VI complaint
- A description of the process for handling complaints and notifying the complainant
- A description of who can file complaints and where to file them.

Folsom Stage Line's Policy Statement and public notification of rights are shown in Appendix 2. All of these documents can be translated into various languages upon request. In addition, the Title VI Policy Statement and Implementation Procedure are included on Folsom Stage Line's web site at

http://www.folsom.ca.us/depts/public_works/transit_division.asp .

3.6 Required Submission of Title IV Program

To ensure compliance with 49 CFR Section 21.9(b), FTA requires that all recipients document their compliance by submitting a Title VI Program to FTA's regional civil rights officer once every three years. In addition, entities applying for FTA funding for the first time shall provide information regarding their Title VI compliance history if they have previously received funding from another Federal agency. This shall include a copy of any Title VI compliance review activities conducted in the last three years.

As a subrecipient of federal transit funding, Folsom Stage Line, through the Office of the City Manager, annually executes Certifications and Assurances that contain the following certification:

"Pursuant to 12 CFR, Part 21, Title VI of the Civil Rights Act of 1964, the subrecipient assures that no person, on the grounds of race, color, creed, national origin, sex, age, or disability shall be excluded from participating in, or denied the benefits of, or be subject to discrimination under any project, program, or activity (particularly in the level and quality of transportation services and transportation-related benefits) for which the subrecipient receives Federal assistance funded by the Federal Transit Administration (FTA)."

The latest set of certifications and assurances executed by City of Folsom is shown in Appendix 1.

Folsom Stage Line has not been subject to any Title VI compliance reviews by any local, state or federal agencies.

This program will be updated every three years as required by FTA Circular 4702.1A. Any changes to the Policy Statement and/or Implementation Process and Complaint Procedures will be reported, as will any complaints file against Folsom Stage Line for alleged discrimination under Title VI.

3.7 Inclusive Public Involvement

In order to comply with 49 CFR 21.5(b)(7), and to engage in community outreach consistent with the DOT Order on Environmental Justice, recipients and subrecipients shall seek out and consider the viewpoints of minority and low-income populations in the course of conducting public outreach and involvement activities. An agency's public participation strategy shall offer early and continuous opportunities for the public to be involved in the identification of social, economic, and environmental impacts of proposed transportation decisions.

The City Charter identifies the desire to seek citizen participation in all aspects of the City's operation. Article 2, Section 2.09 of the City Charter reads as follows:

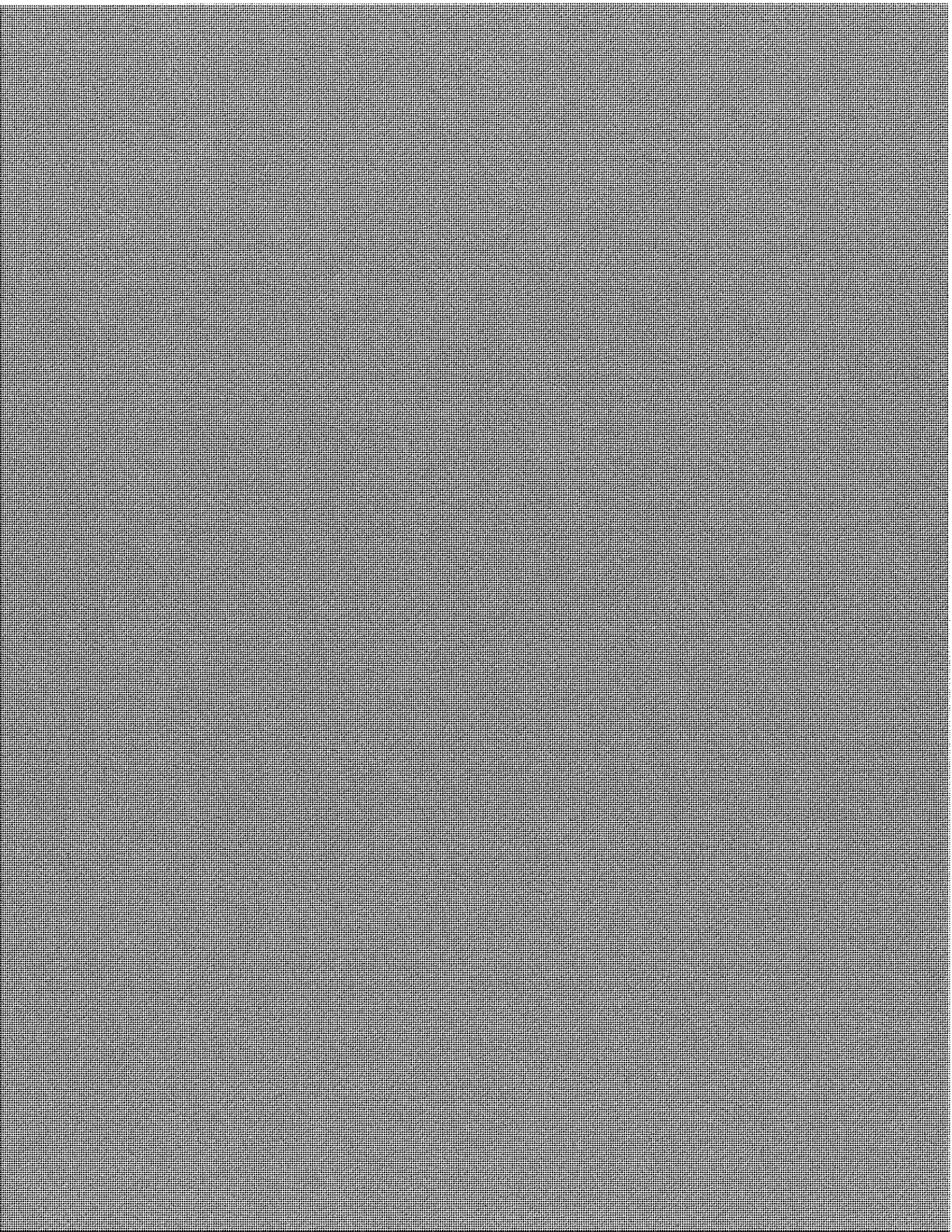
2.09. Public Participation

No one shall be denied the right, personally or through counsel, to present grievances or offer suggestions for the betterment of municipal affairs at any regular meeting of the City Council, nor to speak to the subject of any special meeting.

The Council shall by ordinance encourage the organization of and communication with representative neighborhood groups throughout the City to:

- A. Encourage citizen participation*
- B. Seek advice and input on and provide information to the public relative to City matters and affairs*

Also, Folsom Stage Line staff participates in the Sacramento Area Council of Government's Transit Coordinating Committee, and annually (through SACOG) seeks out public input on unmet transit needs throughout the City of Folsom. In addition, members of Folsom's City Council sit on various boards and councils, including the Sacramento Transportation Authority, Sacramento Regional Transit District, and the Sacramento Area Council of Governments. Through these efforts, Folsom Stage Line staff participates in public outreach efforts on community and regional transportation and transit service planning efforts.



APPENDIX 1
FOLSOM STAGE LINE
FY 2015 CERTIFICATIONS AND ASSURANCES

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**FEDERAL FISCAL YEAR 2015 CERTIFICATIONS AND ASSURANCES FOR
FEDERAL TRANSIT ADMINISTRATION ASSISTANCE PROGRAMS**
(Signature page alternative to providing Certifications and Assurances in TEAM-Web)

Name of Applicant: CITY OF FOLSOM

The Applicant agrees to comply with applicable provisions of Categories 01 - 24. _____

OR

The Applicant agrees to comply with applicable provisions of the Categories it has selected:

<u>Category</u>	<u>Description</u>	
1.	Assurances Required For Each Applicant	✓
2.	Lobbying	✓
3.	Procurement Compliance.	✓
4.	Protections for Private Providers of Public Transportation.	✓
5.	Public Hearing.	✓
6.	Acquisition of Rolling Stock for Use in Revenue Service.	✓
7.	Acquisition of Capital Assets by Lease.	✓
8.	Bus Testing.	✓
9.	Charter Service Agreement.	✓
10.	School Transportation Agreement.	✓
11.	Demand Responsive Service.	✓
12.	Alcohol Misuse and Prohibited Drug Use.	✓
13.	Interest and Other Financing Costs.	✓
14.	Intelligent Transportation Systems.	✓
15.	Urbanized Area Formula Program.	✓
16.	Clean Fuels Grant Program	N/A
17.	Elderly Individuals and Individuals with Disabilities Formula Program and Pilot Program.	N/A
18.	Nonurbanized Area Formula Program for States.	N/A
19.	Job Access and Reverse Commute Program	N/A
20.	New Freedom Program.	N/A
21.	Paul S. Sarbanes Transit in Parks Program.	N/A
22.	Tribal Transit Program.	N/A
23.	TIFIA Projects	N/A
24.	Deposits of Federal Financial Assistance to a State Infrastructure Banks.	N/A

FEDERAL FISCAL YEAR 2015 FTA CERTIFICATIONS AND ASSURANCES SIGNATURE PAGE
(Required of all Applicants for FTA assistance and all FTA Grantees with an active capital or formula project)

AFFIRMATION OF APPLICANT

Name of Applicant: **CITY OF FOLSOM**

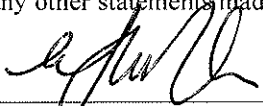
Name and Relationship of Authorized Representative: **EVERT W. PALMER, CITY MANAGER**

BY SIGNING BELOW, on behalf of the Applicant, I declare that the Applicant has duly authorized me to make these certifications and assurances and bind the Applicant's compliance. Thus, the Applicant agrees to comply with all Federal statutes and regulations, and follow applicable Federal directives, and comply with the certifications and assurances as indicated on the foregoing page applicable to each application it makes to the Federal Transit Administration (FTA) in Federal Fiscal Year 2015.

FTA intends that the certifications and assurances the Applicant selects on the other side of this document, as representative of the certifications and assurances in this document, should apply, as provided, to each project for which the Applicant seeks now, or may later, seek FTA assistance during Federal Fiscal Year 2015.

The Applicant affirms the truthfulness and accuracy of the certifications and assurances it has made in the statements submitted herein with this document and any other submission made to FTA, and acknowledges that the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. 380 *et seq.* and implementing U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR part 31 apply to any certification, assurance or submission made to FTA. The criminal provisions of 18 U.S.C. 1001 apply to any certification, assurance, or submission made in connection with a Federal public transportation program authorized in 49 U.S.C. chapter 53 or any other statute

In signing this document, I declare under penalties of perjury that the foregoing certifications and assurances, and any other statements made by me on behalf of the Applicant are true and correct.

Signature 
Evert W. Palmer, City Manager

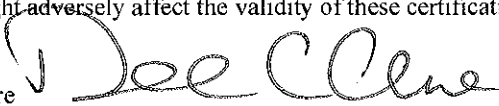
Date: 1/25/2014

AFFIRMATION OF APPLICANT'S ATTORNEY

For: **CITY OF FOLSOM**

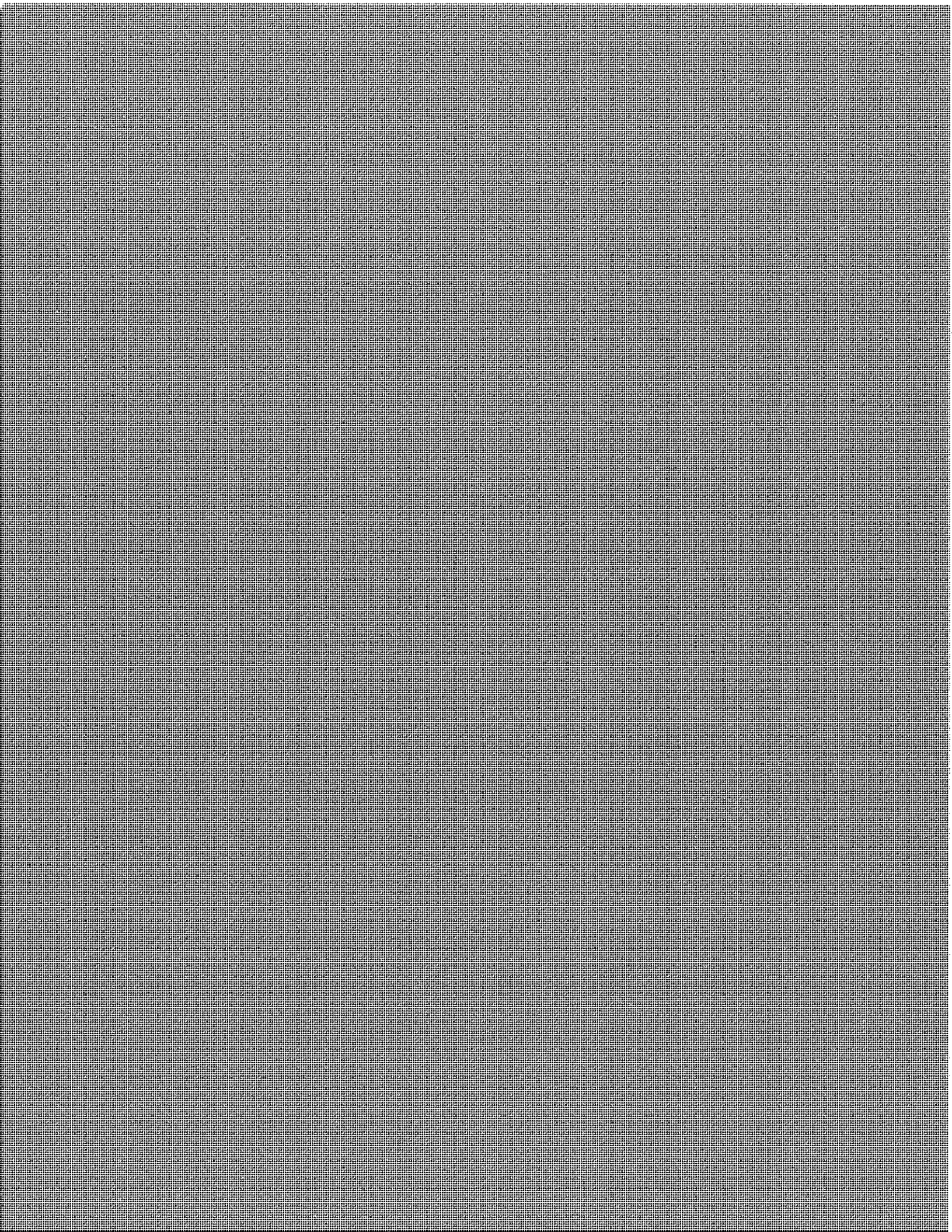
As the undersigned Attorney for the above named Applicant, I hereby affirm to the Applicant that it has authority under State, local, or tribal government law, as applicable, to make and comply with the certification and assurance as indicated on the foregoing pages. I further affirm that, in my opinion, the certification and assurances have been legally made and constitute legal and binding obligations on the Applicant.

I further affirm to the Applicant that, to the best of my knowledge, there is no legislation or litigation pending or imminent that might adversely affect the validity of these certifications and assurances, or of the performance of the project.

Signature 
Bruce Cline, City Attorney

Date: 1/22/16

Each applicant for FTA financial assistance and each FTA Grantee with an active capital or formula project must provide an Affirmation of Applicant's Attorney pertaining to the Applicant's legal capacity. The Applicant may enter its signature in lieu of the Attorney's signature. Provide the Applicant has on file this Affirmation, signed by the attorney and dated this Federal fiscal year.



APPENDIX 2

FOLSOM STAGE LINE
TITLE VI POLICY STATEMENT

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Folsom Stage Line Title VI Policy Statement

Folsom Stage Line 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 protected by Title VI of the Civil Rights Act of 1964, as amended.

No person or group of persons will be discriminated against with regard to fares, routing, scheduling, or quality of transportation service that Folsom Stage Line furnishes, on the basis of race, color, or national origin. Frequency of service, age and quality of Folsom Stage Line vehicles assigned to routes, quality of bus stops in the City limits and location of routes will not be determined on the basis of race, color or national origin.

For additional information on Folsom Stage Line's obligation regarding non-discrimination, please write to:

City of Folsom
Public Works/Section Manager
50 Natoma Street
Folsom, CA 95630
Fax to: 916 355-8362
Emailto: kgary@folsom.ca.us

Any person who believes that he or she has, individually, or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color, or national origin may file a Title VI complaint with Folsom Stage Line.

The complaint must be filed within 180 days of the date of the alleged discrimination. Written complaints may be sent to the Public Works/Utilities Operations Manager, City of Folsom, 50 Natoma Street, Folsom, CA 95630, or an online complaint form may be completed and forwarded to Folsom Stage Line via email to kgary@folsom.ca.us.

In addition to Folsom Stage Line's Title VI complaint process, a complainant may file a Title VI complaint with the local office of the Federal Transit Administration at the following address:

Federal Transit Administration, Region IX
Office of Civil Rights
201 Mission Street, Suite 1650
San Francisco, California 94105-1839.

The national office of the Federal Transit administration is as follows:

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

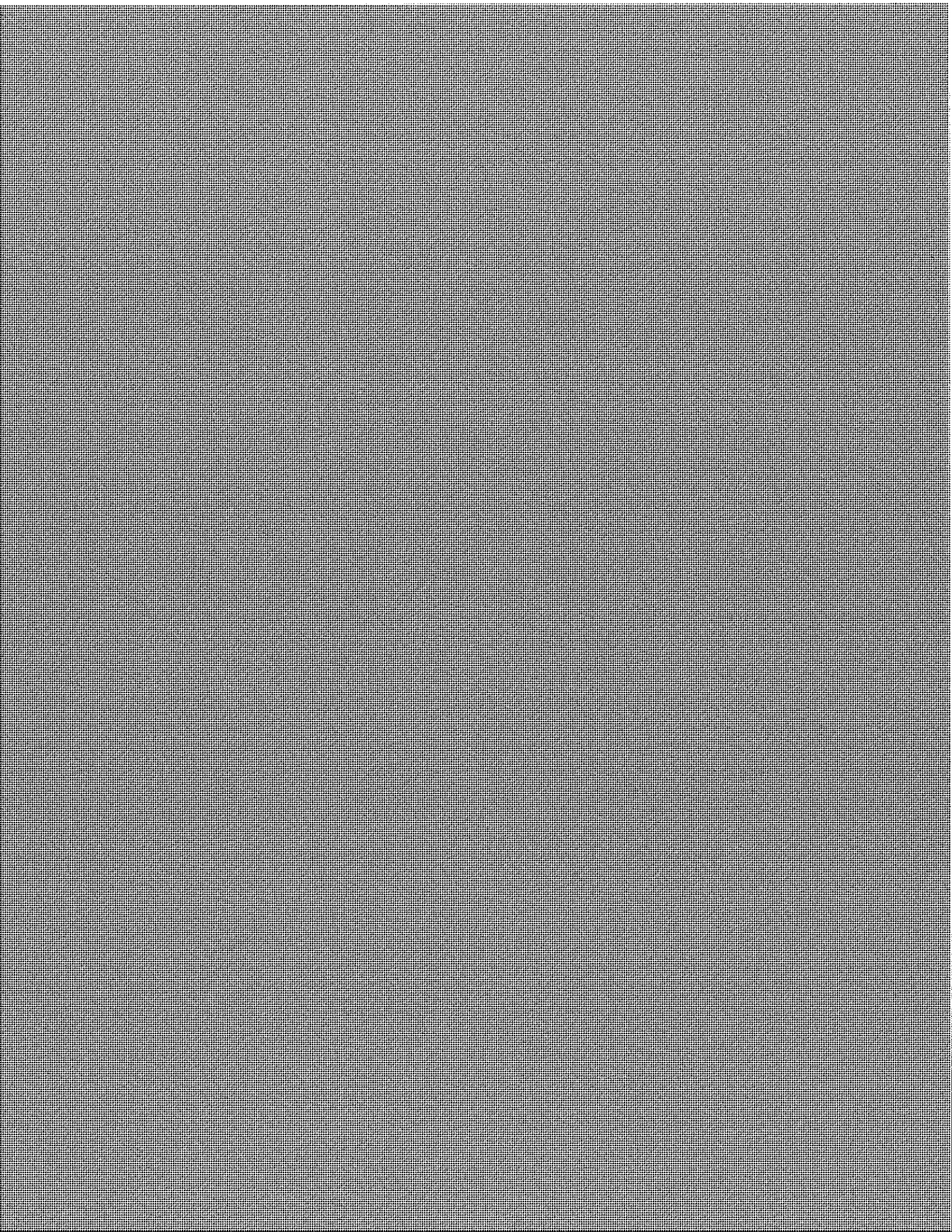
Folsom Stage Line Title VI Notice

In compliance with U.S. Department of Transportation Title VI regulations (49 CFR part 21), the Folsom Stage Line operates programs without regard to race, color, and national origin. Contact Folsom Stage Line at 50 Natoma Street, Folsom, CA 95630, by phone at (916) 355-8395, or by email to kgary@folsom.ca.us, to request additional information regarding Folsom Stage Line's nondiscrimination obligations.

Any person who believes that he or she has, individually, or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color, or national origin may file a Title VI complaint with the City.

In addition, a complainant may file a written complaint with the Federal Transit Administration (FTA) Office of Civil Rights, Attention: Title VI Program Coordinator, 201 Mission Street, Suite 1650, San Francisco, California 94105-1839.

A complaint must be filed no later than 180 days after the date of the alleged discrimination, unless the time for filing is extended by FTA.



APPENDIX 3

FOLSOM STAGE LINE

TITLE VI IMPLEMENTATION PROCEDURE AND COMPLAINT PROCESS

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Folsom Stage Line Title VI Implementation Procedure and Complaint Process

What is Title VI?

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving Federal financial assistance.

Folsom Stage Line is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI of the Civil Rights Act of 1964. If you believe you have been subjected to discrimination under Title VI, you may file a complaint.

How do I file a Title VI Complaint?

If you believe you have been discriminated against, you may file a signed, written complaint within one hundred and eighty (180) days of the date of alleged discrimination. The complaint should include the following information:

- Your name, address, and how to contact you (i.e., telephone number, email address, etc.)
- How, when, where, and why you believe you were discriminated against.
- Include the location, names, and contact information of any witnesses.

The complaint may be filed in writing to:

City of Folsom
Public Works/Section Manager
50 Natoma Street
Folsom, CA 95630

Printable Form: A printable complaint form can be downloaded in PDF format and printed at www.folsom.ca.us/departments/publicworks/transit.

In addition, a copy of the complaint form can be requested by any of the following methods:

Email: kgary@folsom.ca.us

Phone: (916) 355-8395

Hearing Impaired: 1-800-806-1191 (California Relay)

Complaint Assistance: Folsom Stage Line staff will assist with writing a complaint if the complainant is unable to do so.

Complainants may also file a Title VI complaint with an external entity such as the Federal Transit Administration, other federal or state agency, or a federal or state court. However, should a complaint be filed with Folsom Stage Line and an external entity simultaneously, the external complaint will supersede Folsom Stage Line's complaint and its complaint procedures will be suspended pending the external entity's findings.

What happens to my complaint to Folsom Stage Lines?

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by Folsom Stage Line will be recorded on the Customer Comment Database Program Form and immediately assigned a complaint number by the Public Works/Section Manager.

The Public Works/Section Manager will review the Title VI complaint and will provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English.

In instances where additional information is needed for assessment or investigation of the complaint, Folsom Stage Line staff will contact the complainant in writing within 15 working days. Failure of the complainant to provide the requested information by a certain date may result in the administrative closure of the complaint.

Folsom Stage Line staff will investigate the complaint and prepare a draft written response subject to review by the City Manager. If appropriate, the City's Manager may administratively close the complaint.

The Public Works/Section Manager will investigate a formal Title VI complaint within ten (10) working days of receiving the complaint. Based upon all of the information received, the Public Works/Section Manager will prepare a recommendation for review by the City Manager.

The City Manager will determine if the complaint may be administratively closed, or if a written response is needed. If a written response is needed, the Public Works/Section Manager will send the response to the complainant and advise the complainant of his/her right to file a complaint externally.

The complainant also will be advised of his/her right to appeal the response to federal and state authorities as appropriate. Folsom Stage Line will make its best efforts to respond to a Title VI complaint within sixty (60) working days of its receipt of such a complaint, unless a complaint is filed with Folsom Stage Line and an external entity simultaneously as noted previously.

How will I be notified of the outcome?

The Public Works/Section Manager will send a written response to the complainant on the decision and advise the complainant of his or her right to file a complaint externally. Folsom Stage Lines will make its best efforts to respond to Title VI complaints within sixty (60) working days of its receipt of such complaints.

In addition to Folsom Stage Line's complaint process, a complainant may file a Title VI complaint with the:

Federal Transit Administration, Region IX
Office of Civil Rights
201 Mission Street, Suite 1650
San Francisco, California 94105-1839.

Who can file a complaint?

Any person who believes that they have, individually, or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color, or national origin may file a Title VI complaint with Folsom Stage Line. A complaint must be filed within 180 days after the date of the alleged discrimination.

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Folsom Stage Line

Title VI Complaint Form

Title VI of the 1964 Civil Rights Act requires that "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."

The following information is necessary to assist us in processing your complaint. Should you require any assistance in completing this form, please let us know.

Complete and return this form to:

City of Folsom
Public Works/Section Manager
50 Natoma Street
Folsom, CA 95630
Fax to: 916 355-8362
Email: kgary@folsom.ca.us

1. Complainant's Name: _____

2. Address: _____

3. City: _____ State: _____ Zip Code: _____

4. Telephone Number (home): _____ (business): _____

5. Person discriminated against (if someone other than the complainant):

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

6. Which of the following best describes the reason you believe the discrimination took place? Was it because of your:

a. Race/Color: _____

b. National Origin: _____

7. What date did the alleged discrimination take place? _____

8. In your own words, describe the alleged discrimination. Explain what happened and whom you believe was responsible. Please use the back of this form if additional space is required.

9. 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 each box that applies: _____

Federal agency: _____

Federal court: _____

State agency: _____

State court: _____

Local agency: _____

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

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

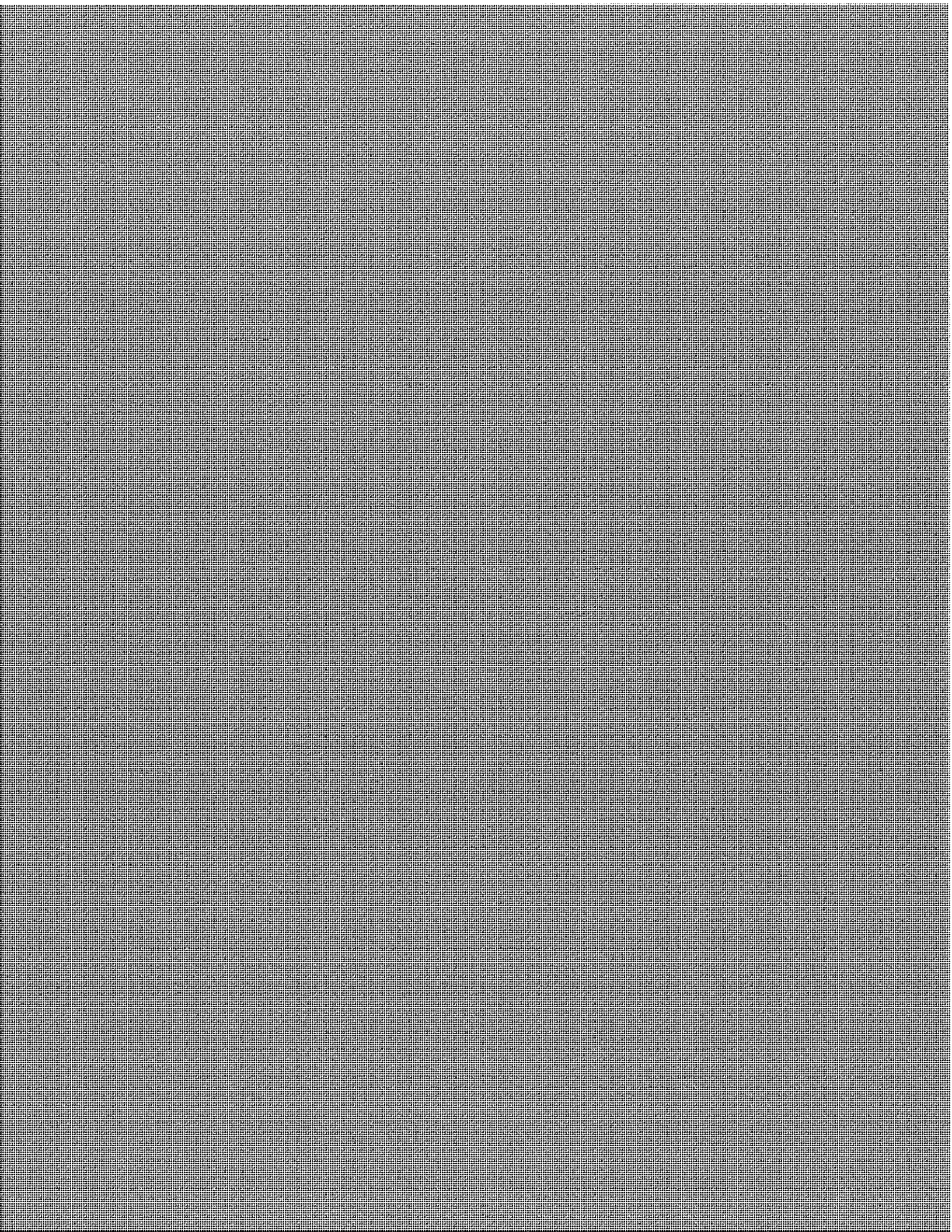
Telephone Number: _____

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

Complainant's Signature

Date

If you have any questions or need assistance filling out this form, please contact the Public Works/Section Manager at (916) 355-8395 and/or kgary@folsom.ca.us.



APPENDIX 4

CITY OF FOLSOM

**LANGUAGE SPOKEN AT HOME BY ABILITY TO
SPEAK ENGLISH FOR THE POPULATION FIVE
YEARS AND OVER**

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Geographic Area: Folsom city, California

Selected Social Characteristics in the United States: 2005-2009
 Data Set: 2005-2009 American Community Survey 5-Year Estimates
 Survey: American Community Survey

NOTE: Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities and towns and estimates of housing units for states and counties. For more information on confidentiality protection, sampling error, nonsampling error, and definitions, see Survey Methodology.

Selected Social Characteristics in the United States	Estimate	Margin of Error (+/-)	Percent	Margin of Error (+/-)
LANGUAGE SPOKEN AT HOME				
Population 5 years and over	61,703	387	61,703	(X)
English only	50,172	992	81.3%	1.4
Language other than English	11,531	838	18.7%	1.4
Speak English less than "very well"	3,195	545	6.2%	0.9
Spanish	4,594	585	7.4%	1
Speak English less than "very well"	1,273	375	2.1%	0.6
Other indo-European languages	2,994	577	4.9%	0.9
Speak English less than "very well"	562	264	1.1%	0.4
Asian and Pacific Islander languages	3,802	495	6.2%	0.8
Speak English less than "very well"	1,250	279	2.0%	0.5
Other languages	141	62	0.2%	0.1
Speak English less than "very well"	10	17	0.0%	0.1

Source: U.S. Census Bureau, 2005-2009 American Community Survey

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see Accuracy of the Data). The effect of nonsampling error is not represented in these tables.

Notes:

Ancestry listed in this table refers to the total number of people who responded with a particular ancestry; for example, the estimate given for Russian represents the number of people who listed Russian as either their first or second ancestry. This table lists only the largest ancestry groups; see the Detailed Tables for more categories. Race and Hispanic origin groups are not included in this table because official data for those groups come from the Race and Hispanic origin questions rather than the ancestry question (see Demographic Table).

The Census Bureau introduced a new set of disability questions in the 2008 ACS questionnaire. Because of contextual differences between the 2006-2009 disability data and disability data collected in prior years, the Census Bureau is unable to combine the 5 years of disability data in order to produce the multi-year estimate that would appear in this table. Multi-year estimates of disability status will become available once five consecutive years of data are collected. For more information about the differences between the 2008 and prior years' disability questions, see Review of Changes to the Measurement of Disability in the 2008 ACS.

Data for year of entry of the native population reflect the year of entry into the U.S. by people who were born in Puerto Rico, U.S. Island Areas or born outside the U.S. to a U.S. citizen parent and who subsequently moved to the U.S.

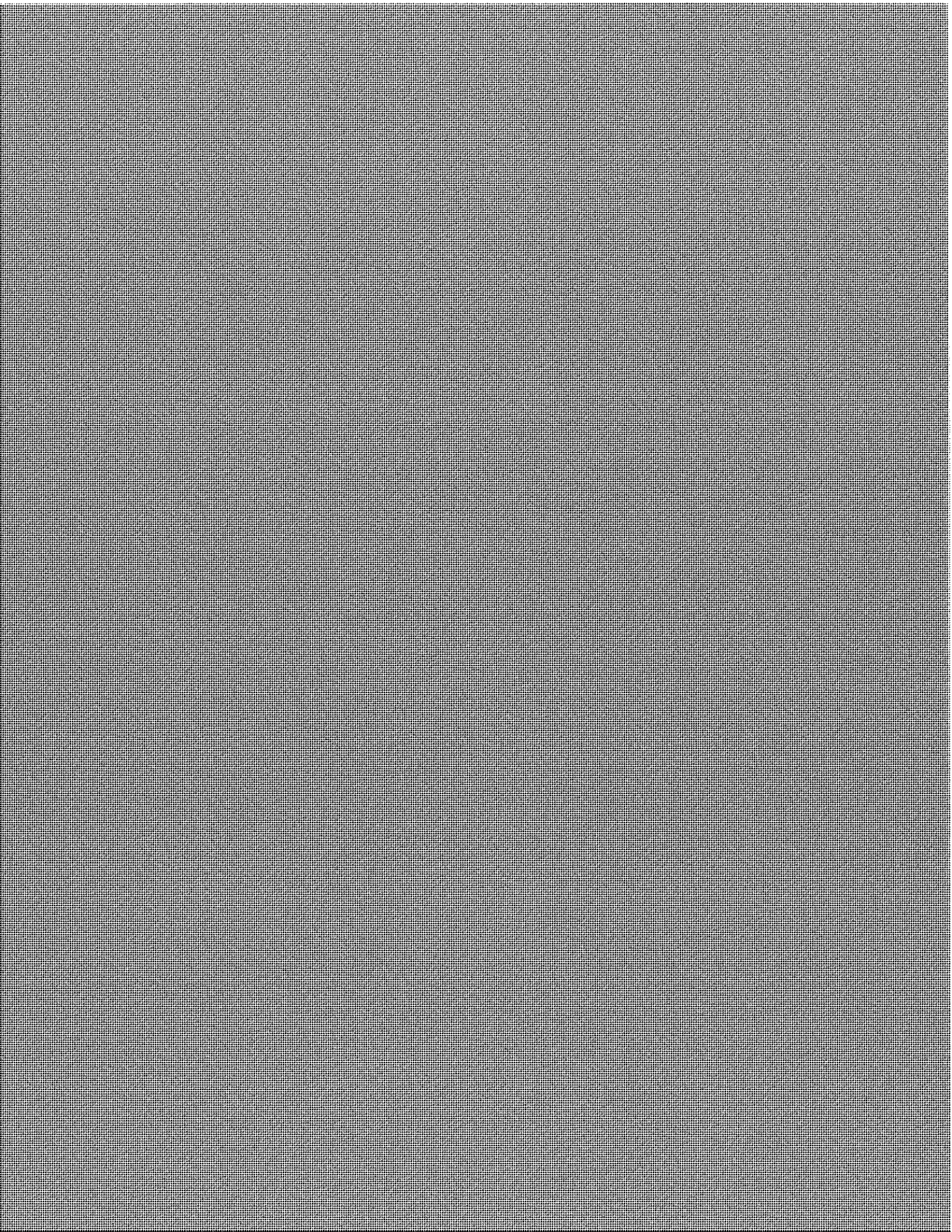
While the 2005-2009 American Community Survey (ACS) data generally reflect the November 2008 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas, in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities.

Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2000 data. Boundaries for urban areas have not been updated since Census 2000. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Explanation of Symbols:

1. An "—" entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.
2. An "L" entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution.
3. An "L" following a median estimate means the median falls in the lowest interval of an open-ended distribution.
4. An "U" following a median estimate means the median falls in the upper interval of an open-ended distribution.
5. An "LU" entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate.
6. An "C" entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.
7. An "N" entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.
8. An "(X)" means that the estimate is not applicable or not available.

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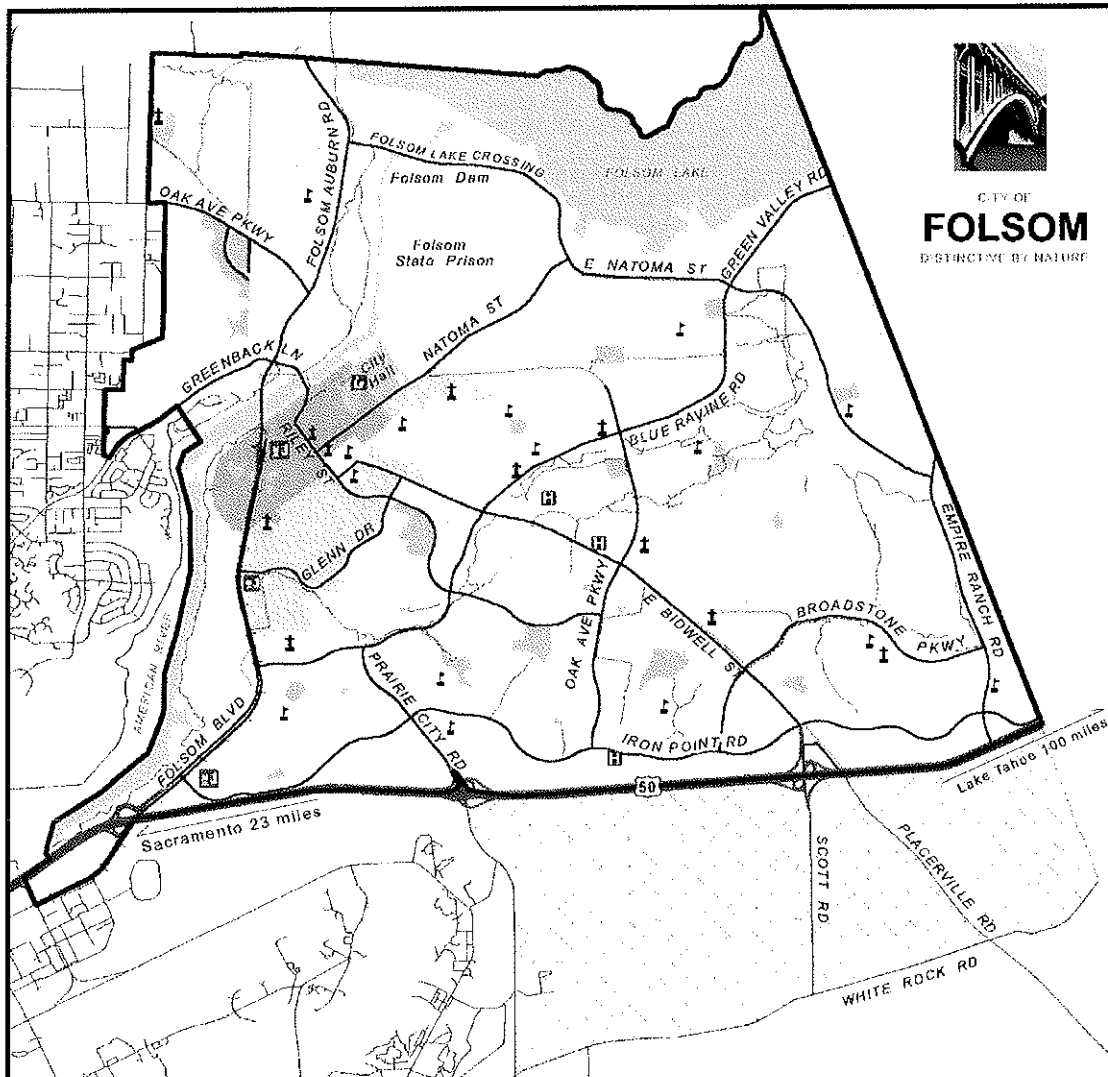
APPENDIX 5

CITY OF FOLSOM

DEMOGRAPHIC INFORMATION AND TRANSIT SERVICES PROVIDED TO THE RESIDENTS OF THE CITY OF FOLSOM

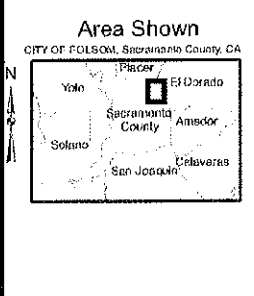
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City of Folsom
 "Fact Facts"



CITY OF
FOLSOM
 DISTINCTIVE BY NATURE

CITY OF FOLSOM FAST FACTS



- | | |
|------------------------------|-----------------|
| City Limit | Bike Trail |
| Sphere of Influence | Light Rail |
| Historic District | Main Street |
| Redevelopment Area | Highway 50 |
| Park | Ramp |
| School | Church |
| Folsom Lake & American River | Hospital |
| | Library |
| | Light Rail Stop |

Founded: 1856
 Incorporated: 1946
 Chartered: 1990

 Population: 71,018 (1/1/2009)
 City Total Area: 24.18 sq. miles*
 Land Area: 21.74 sq. miles
 Water Area: 2.44 sq. miles
 Park Area: 372 acres
 Paved Streets: 284 miles
 HWY Interchanges:
 * not including SOI

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City of Folsom
Demographic & Economic Indicators

General Demographics Table

	<u>Total Population</u>	<u>Households Population</u>	<u>Group Qtrs. Population</u>	Single Family		
				<u>Detached Housing Units</u>	<u>Attached Housing Units</u>	<u>Multi-Family Housing Units</u>
2009	71,018	64,394	6,624	18,389	653	5,725
2008	72,590	65,745	6,845	18,245	653	6,457
2007	70,835	63,983	6,852	18,077	637	5,997
2006	69,445	62,499	6,946	17,721	635	5,725
2005	67,906	60,964	6,942	17,072	635	5,573
2004	65,991	59,510	6,481	16,331	635	5,573
2003	64,153	57,619	6,534	15,363	635	5,491
2002	60,975	54,261	6,714	15,093	635	4,729
2001	56,742	49,771	6,971	14,227	635	3,967
2000	51,884	44,940	6,944	13,443	635	3,029
1999	48,594	40,940	7,654	12,047	373	2,533
1998	45,008	37,304	7,704	11,190	373	2,392
1997	43,227	35,749	7,478	10,442	373	2,392

Source: California Department of Finance, January 2009

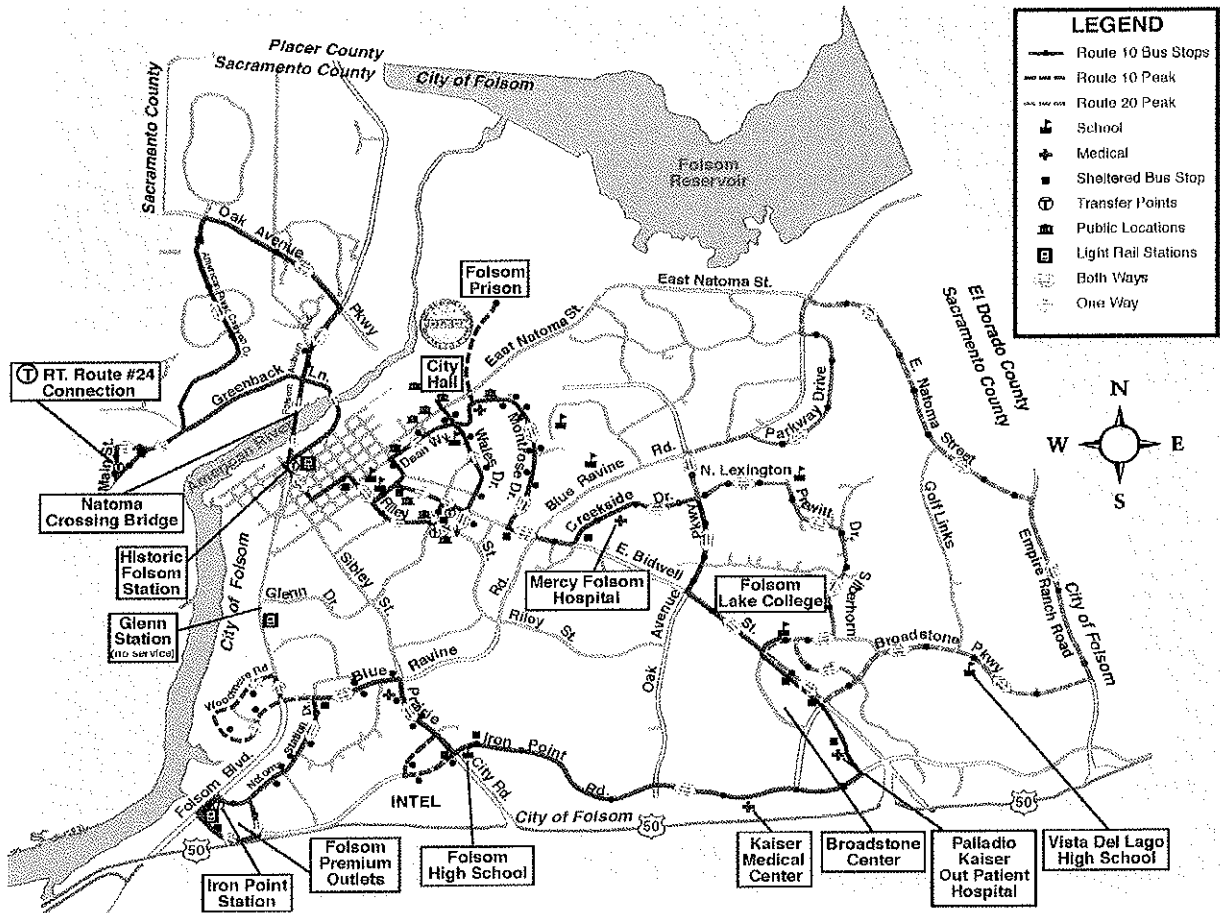
City of Folsom
Regional Comparative Data

Cities	Population (a)	Family Households (b)	Median Age (b)	Percentage of H.S. Graduate or Higher (b)	Percentage of Bachelor's Degree or Higher (b)	Median Household Income (b)	Mean Family Income (b)	Unemployment Rate (c)	Labor Force (c)
Folsom	71,018	16,563	35.9	89.6%	40.0%	\$92,642	\$223,733	4.9%	27,800
Citrus Heights	87,565	21,037	35.7	89.3%	18.7%	\$54,964	\$62,599	7.5%	51,600
Davis	66,005	11,360	25.9	96.1%	70.3%	\$62,825	\$82,937	7.6%	39,600
Elk Grove *	141,430	37,376	32.8	89.1%	32.4%	\$79,946	\$93,667	8.7%	36,100
Rancho Cordova	61,817	14,306	32.5	85.1%	21.8%	\$51,020	\$63,144	12.3%	31,600
Roseville	112,343	29,565	34.3	92.9%	34.4%	\$74,331	\$87,281	10.3%	55,900
West Sacramento	47,782	10,608	31.2	82.5%	23.3%	\$52,571	\$66,352	18.1%	17,200

Sources: (a) California Department of Finance, January, 2009. (b) 2008 American Community Survey, US Census Bureau, and (c) California Employment Development Department, February, 2010
 *Data from California BDD is for Elk Grove CDP

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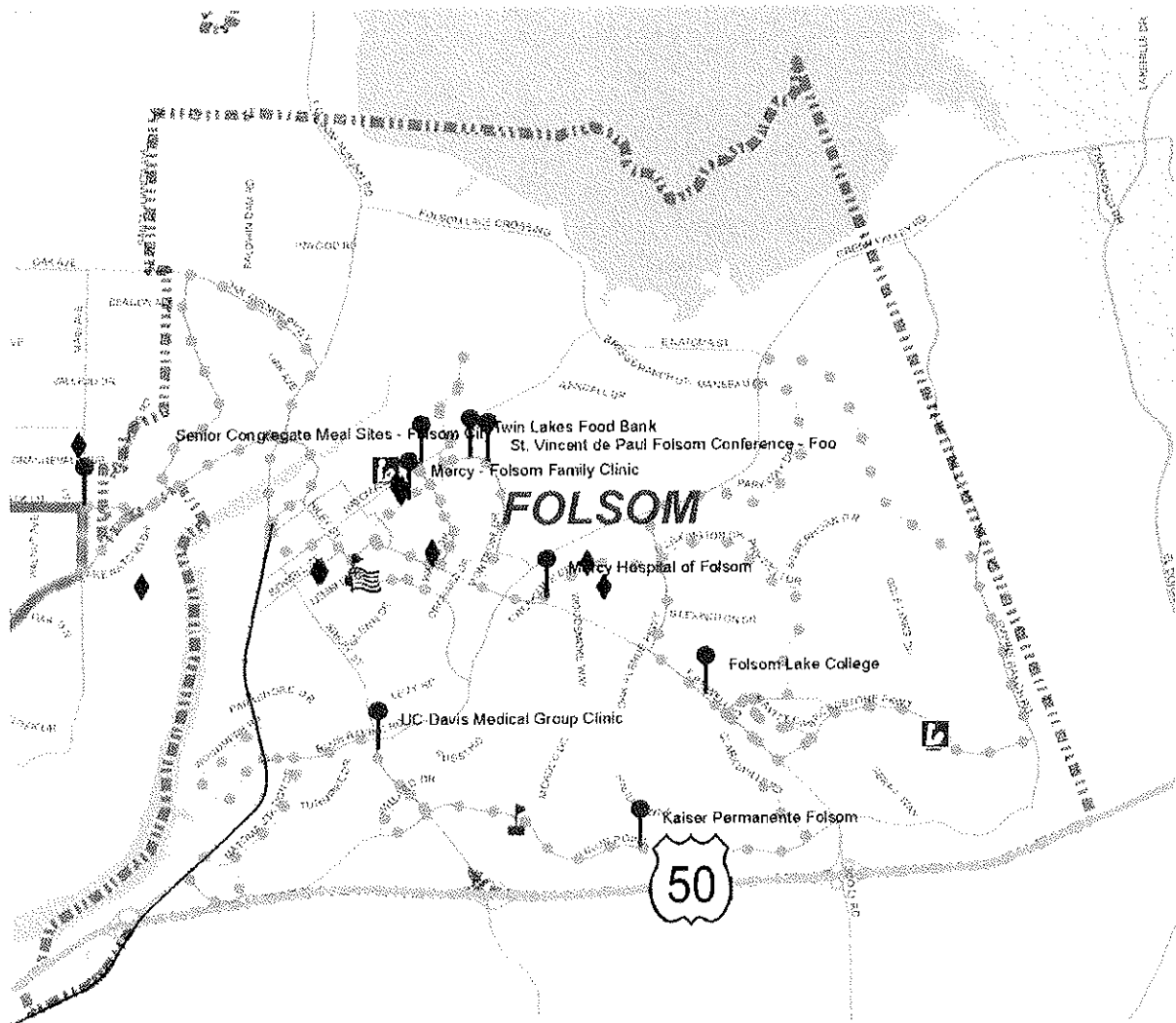
City of Folsom
Folsom Stage Lines Transit Services Map



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City of Folsom

Comparison of Folsom Stage Lines Routes to Major Lifeline Destinations and Affordable Housing Locations



Density of Low Income Residents

- ◆ Affordable Housing Locations
 - ▨ EJ Poverty
 - ▨ EJ Poverty and Minority
 - ↑ Other Destinations
- ### Lifeline Destinations
- ▨ Courts
 - ⊗ Post Offices
 - ▨ Public Libraries
 - ⊗ Farmer's Markets
 - ⊗ Middle and High Schools
 - Regional Light Rail
 - ⊗ Folsom Stage - Weekday and Saturday Service

Source: Sacramento Area Council of Governments, Outreach and Analysis of Transit-Dependent Needs in the SACOG Region, May 2011.

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Sacramento Area Council of Governments
Outreach and Analysis of Transit-Dependent Needs in the SACOG Region
Analysis Methodology

In May 2011, SACOG completed both analysis and outreach to identify transportation needs, service gaps, and potential transportation solutions for low-income and transit-dependent residents in the region. SACOG's work included:

- Mapping
- Review of Related Studies
- Environmental Justice focus groups
- Stakeholder interviews and surveying
- Public outreach and community workshops.

The map that SACOG created for Sacramento County, from which the area within the incorporated boundaries of the City of Folsom has been extracted for this analysis, shows that Folsom Stage Lines' bus routes align very closely with Folsom's "lifeline destinations" and serves the City's affordable housing areas. In addition, Folsom Stage Lines provides service to all major medical facilities and social service organizations within the City, as well as Folsom Lake College. Folsom Stage Lines also makes connections to both bus and light rail services provided by the Sacramento Regional Transit District to allow its residents to travel to other lifeline destinations outside the City of Folsom.

SACOG's methodology for identifying and mapping lifeline services is described in more detail as follows.

Mapping

The 2009 Coordinated Plan described above included a recommendation to: "Coordinate with SACOG and the county human services departments on mapping that overlays current transit routes with concentrations of CalWORKS recipients, and review transit routes and frequencies of service in those areas for service revisions/expansions to better meet local needs." As part of this study, SACOG undertook an effort to locate and map the locations of low-income transit dependent communities and existing regional public transit services, and added "lifeline" destinations that low-income, transit-dependent populations are most likely to need to reach in the six-county area.

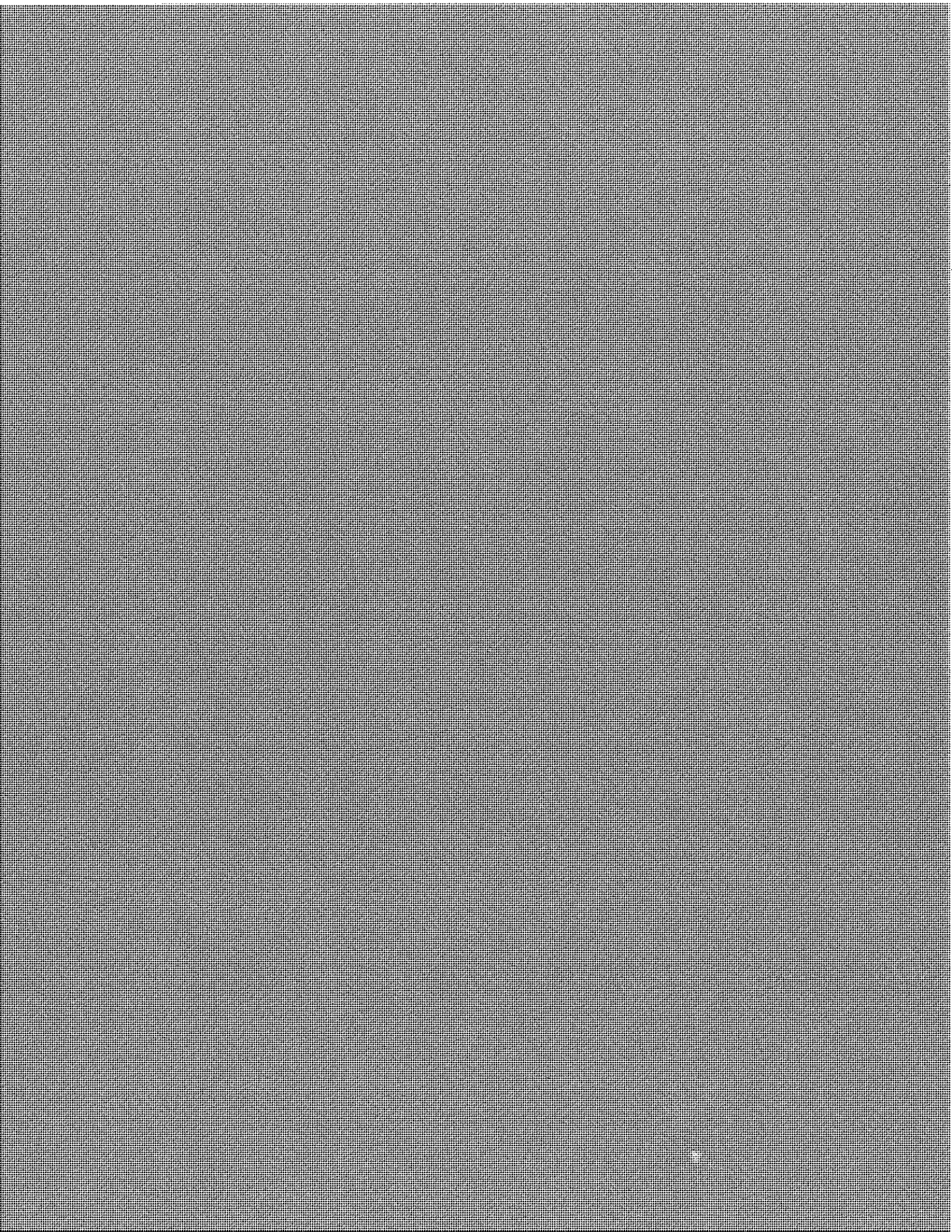
To complete the maps, SACOG:

- a. Worked with county Departments of Human Assistance (DHAs) to obtain data on their low-income client locations. The DHAs of El Dorado, Placer, Sacramento, Sutter, and Yolo Counties provided information, while Yuba County DHA declined. A GIS layer was created from the data provided, showing the relative concentrations of assistance clients throughout the region (except Yuba County as noted), but masking specific addresses of clients to preserve confidentiality.
- b. Worked with the regional transit operators, Community Services Planning Council, Capitol Community Health Network, county information and referral services, service providers, program clients, environmental justice focus group

participants, and community members throughout the region to identify essential destinations. These “lifeline” destinations included:

- Medical facilities, including hospitals and clinics serving low-income patients
 - Homeless services
 - Food banks and meal programs
 - Public assistance program offices such as WIC, CalWORKS, food stamps, Medi-Cal, Social Security Administration, and Veterans Administration
 - Community-based veteran, disability, mental health and social/human service agencies
 - Other key public offices, like courts, parole, libraries, and post offices
 - Adult education, rehabilitation, job training and employment services
 - Large subsidized day care centers
 - Public schools, colleges, universities, and community colleges
- c. Mapped environmental justice areas identified in SACOG’s most recent Metropolitan Transportation Plan (MTP). These environmental justice (EJ) areas represent census block groups where 50% or more of all households earned less than half the median income of the Metropolitan Statistical Area (MSA) in which they resided plus census block groups that meet this lower income criteria; and/or where 40% or more of the population was Non-White or Hispanic, both based on 2000 Census data. The EJ areas were extensively vetted with environmental justice and community groups prior to their incorporation into the MTP adopted in 2008.
- d. Obtained current routing from all of the region’s transit operators. SACOG used this data to map the existing regional network of light rail and fixed-route buses by operator and weekday and weekend service.

Using this data, SACOG staff produced maps for each of SACOG’s six counties (Yuba and Sutter Counties are combined). These maps illustrate the location of low-income communities, the region’s existing transit network, and key lifeline destinations. The maps were used to analyze the transit network in the region, and service gaps. Maps were also used with organizations and individuals during the outreach process to review and add lifeline destinations.



Title VI

Steps for assisting Spanish speaking callers:

1. "Un momenta, por favor" (One moment please)
2. Put caller on 'hold' by pressing the Flash button.
3. Dial 355-8350, Paula Carrasco's extension and let her know the nature of the call. Press 'flash' button again to get caller back on the line for a 3-way call.
4. Assist Paula in providing route or service information as requested.

If Paula is not available, after putting caller on 'flash', call the following interpreter service:

Language Line® Personal Interpreter Service Here

is your personal identification number (PIN): 82825397. To use it, simply follow these instructions:

- To connect to an interpreter, dial 1 888 808-9008.
- At the prompt, enter your 8-digit PIN number: 82825397.
- Speak the name of the desired language. (e.g. Spanish)
- If the language you requested is correct, press 1.
- You'll be asked if you need us dial a third party for you (either international or domestic). If you do, you'll be connected to an attendant who will ask for the phone number, and will dial it for you. If not, you'll be directly connected to an interpreter.
- Once the interpreter is connected. Tell him/her what you want to accomplish and give them any special instructions.

Language Line® Over-the-Phone Interpretation Service

11 Helpful tips for working with an over-the-phone interpreter

over-the-phone interpretation

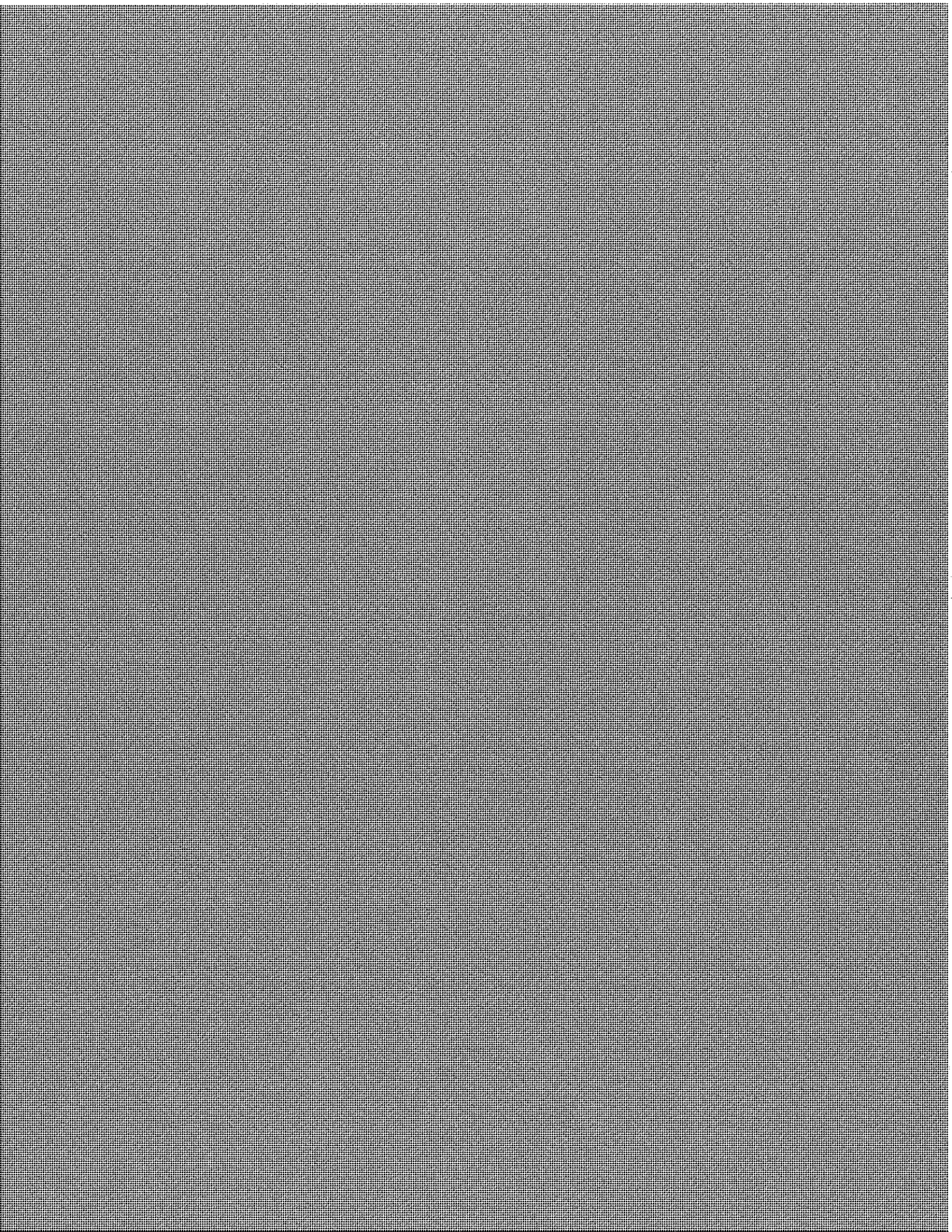
- 1. Brief the interpreter** - Identify the name of your organization to the interpreter, provide specific instructions of what needs to be done or obtained, and let him/her know whether you need help with placing a call. If you need the interpreter to help you place a call to the limited English Proficient (LEP) customer, you may ask the interpreter for a dial-out. There is a limited amount of time allotted for placing a dial-out once the interpreter is on the phone. Therefore, it is important that you provide a brief introduction and specific instructions to the interpreter in a timely manner.
- 2. Speak directly to the customer** - You and your customer can communicate directly with each other as if the interpreter were not there. The interpreter will relay the information and then communicate the customer's response directly back to you.
- 3. Speak naturally, not louder** - Speak at your normal pace, not slower.
 - ✦ **Segments** - Speak in one sentence or two short ones at a time. Try to avoid breaking up a thought. Your interpreter is trying to understand the meaning of what you're saying, so express the whole thought if possible. Interpreters will ask you to slow down or repeat if necessary. You should pause to make sure you give the interpreter time to deliver your message.
 - ✦ **Clarifications** - If something is unclear, or if the interpreter is given a long statement, the interpreter will ask you for a complete or partial repetition of what was said, or clarify what the statement meant.
- 4. Ask if the LEP understands** - Don't assume the LEP customer understands you. In some cultures a person may say 'yes' as you explain something, not meaning they understand but rather they want you to keep talking because they are trying to follow the conversation. Keep in mind that a lack of English does not necessarily indicate a lack of education.
- 5. Do not ask for the interpreter opinion** - The interpreter's job is to convey the meaning of the source language and under no circumstances may he or she allow personal opinion to color the interpretation. Also, do not hold the interpreter responsible for what the customer does or does not say. For example, when the customer does not answer your question.
- 6. Everything you say will be interpreted** - Avoid private conversations. Whatever the interpreter hears will be interpreted. If you feel that the interpreter has not interpreted everything, ask the interpreter to do so. Avoid interrupting the interpreter while he/she is interpreting.
- 7. Avoid jargon or technical terms** - Don't use jargon, slang, idioms, acronyms, or technical terms. Clarify unique vocabulary, and provide examples if they are needed to explain a term.
- 8. Length of interpretation session** - When you're working with an interpreter, the conversation can often take twice as long compared with one in English. Many concepts you express have no equivalent in other languages, so the interpreter may have to describe or paraphrase many terms you use. Interpreters will often use more words to interpret what the original speaker says simply because of the grammar and syntax of the target language.
- 9. Reading scripts** - People often talk more quickly when reading a script. When you are reading a script, prepared text, or a disclosure, slow down to give the interpreter a chance to keep up with you.
- 10. Culture** - Professional interpreters are familiar with the culture and customs of the LEP customer. During the conversation, the interpreter may identify and clarify a cultural issue they may not think you are aware of. If the interpreter feels that a particular question is culturally inappropriate, he or she might ask you to either rephrase the question or ask the interpreter to help you in getting the information in a more appropriate way.
- 11. Closing of the call** - The interpreter will wait for you to initiate the closing of the call. When appropriate, the interpreter will offer further assistance and will be the last to disconnect. Remember to thank the interpreter for his or her efforts at the end of the session.

By using these suggestions, your interpretation will be more efficient and effective to all parties involved.



Language Line
SERVICES

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Folsom Stage Line

Title VI Complaint Form

Title VI of the 1964 Civil Rights Act requires that "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."

The following information is necessary to assist us in processing your complaint. Should you require any assistance in completing this form, please let us know.

Complete and return this form to:

City of Folsom
Public Works/Section Manager
50 Natoma Street
Folsom, CA 95630
Fax to: 916 355-8362
Email: kgary@folsom.ca.us

1. Complainant's Name: _____

2. Address: _____

3. City: _____ State: _____ Zip Code: _____

4. Telephone Number (home): _____ (business): _____

5. Person discriminated against (if someone other than the complainant):

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

6. Which of the following best describes the reason you believe the discrimination took place? Was it because of your:

a. Race/Color: _____

b. National Origin: _____

7. What date did the alleged discrimination take place? _____

8. In your own words, describe the alleged discrimination. Explain what happened and whom you believe was responsible. Please use the back of this form if additional space is required.

9. 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 each box that applies: _____

Federal agency: _____

Federal court: _____

State agency: _____

State court: _____

Local agency: _____

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

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

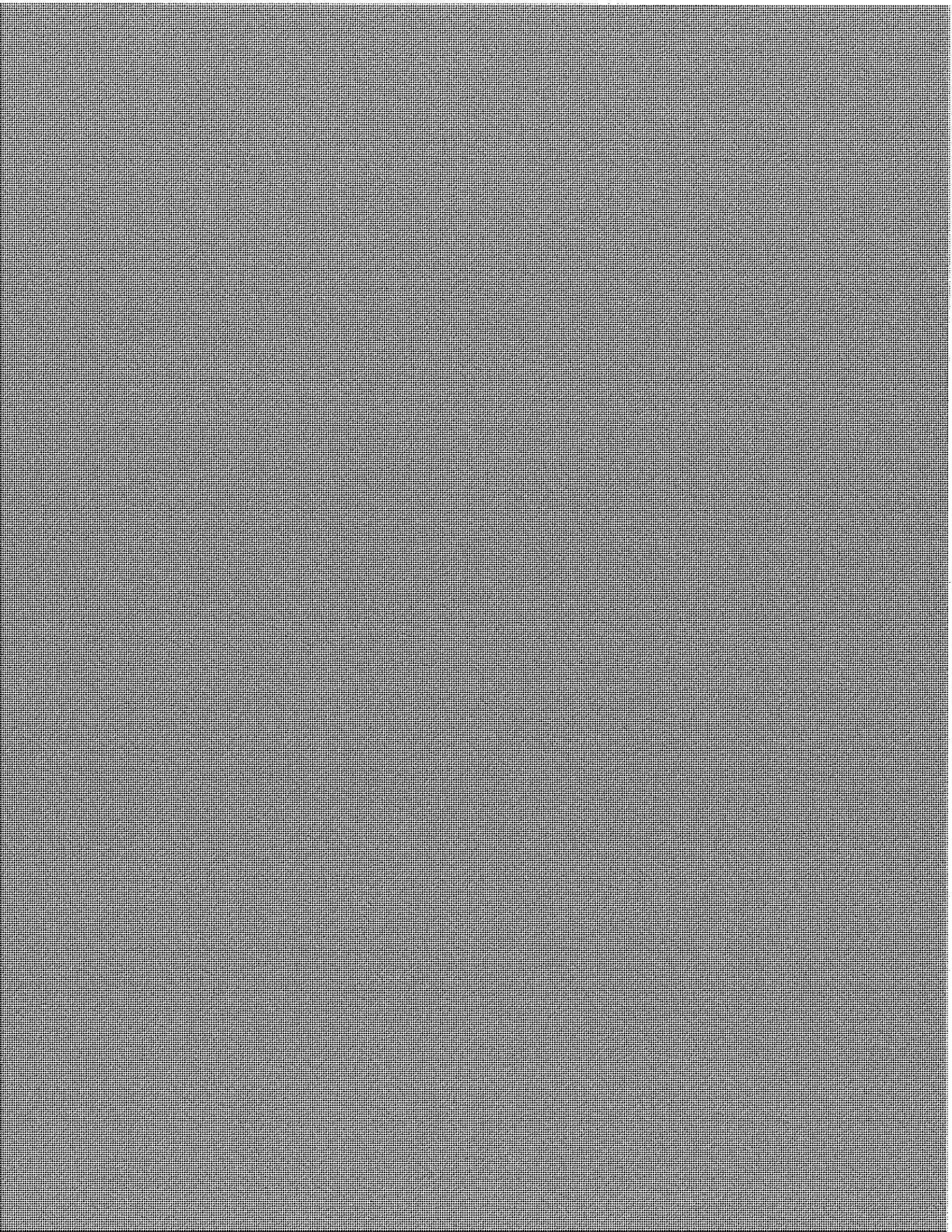
Telephone Number: _____

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

Complainant's Signature

Date

If you have any questions or need assistance filling out this form, please contact the Public Works/Section Manager at (916) 355-8395 and/or kgary@folsom.ca.us.



City of Folsom

4. Requirement to Set System-Wide Service Standards and Policies

These requirements apply to all fixed route providers of public transportation service.

a. **Effective Practices to Fulfill the Service Standard Requirement.** FTA requires all fixed transit providers to develop quantitative standards for all fixed route modes of operation of the indicators listed below.

(1) **Vehicle Load for each mode**

The service standard for Vehicle Load of passengers to the total number of seats shall not exceed 1.5 for both the peak and off peak routes.

Currently, Route 10 is at .8; and Route 20 is .04 at peak. Route 10 is .4 at off peak. (Note: there is no off peak offered for route 20. It is a commuter route only).

(2) **Vehicle Headway for each mode**

The service standard for Vehicle Headway is a consistent headway of 60 minutes for both the peak and non-peak service. Headways will remain constant regardless of the load factor.

(3) **On-time Performance for each mode**

The definition of On-Time Performance is an arrival within 9 minutes of scheduled time; vehicles running early are frowned upon. The current level of On-Time Performance is 97% system wide.

(4) **Service Availability for each mode**

Service Availability is a general measure of the distribution of routes within a service provider's service area. The Short Range Transit Plan adopted by SACOG in June of 2012 for the years 2012-2017, states that "the existing Folsom Stage Line transit routes correspond quite well to the Transit Propensity Index and match well with the student factor. Route 10 matches well with the employment factors that were outlined and demonstrated." The transit agency provides trips to Folsom Lake Community College, Folsom High School, Vista Del Lago High School, Iron Point Light Rail Station and Sutter Street Light Rail Station.

b. **Effective Practices to Fulfill the Service Policy Requirement.** Transit amenities refer to items of comfort, convenience and safety that are available to the general riding public.

(1) **Distribution of Transit Amenities for Each Mode**

The policy is to have a bus bench at every appropriate bus stop. The City of Folsom is working to get more bus shelters and benches located in the city with amenities for seating. 100% of bus stops have printed signs, route maps and schedules. There is no standard for digital equipment, escalators, or elevators in the system. There are waste receptacles at all bus shelters. There are 159 stops and 18 shelters in the system currently.

City of Folsom

(2) **Vehicle Assignment for Each Mode**

Vehicle Assignment refers to the process by which transit vehicles are placed into service in depots and on routes throughout the transit providers system. The City of Folsom uses the age and condition of the vehicle. Buses on all fixed routes are assigned with vehicles with the highest mileage last; the least mileage first. The appropriate vehicle will be assigned to routes based on Peak; Non-Peak or commuter, using vehicle mileage as the over-riding criteria.

ATTACHMENT FOR: Transit Triennial Title VI Program Update

Signatures on behalf of the City of Folsom:

CITY OF FOLSOM, A Municipal Corporation:

1/25/2016
Date _____ Evert W. Palmer, City Manager

ATTEST:

FUNDING AVAILABLE:

Christa Saunders 1/26/16
Christa Saunders, City Clerk Date

James Francis 1/15/16
James W. Francis, CFO / Finance Director Date

ORIGINAL APPROVED AS TO CONTENT:

ORIGINAL APPROVED AS TO FORM:

David E. Miller 1/7/16
David E. Miller, Public Works and Community Development Director Date

Bruce C. Cline 1/22/16
Bruce C. Cline, City Attorney Date



CITY OF
FOLSOM
DISTINCTIVE BY NATURE

**FOLSOM STAGE LINE
TITLE VI CIVIL RIGHTS PROGRAM, OCTOBER 2015
ADDENDUM #1**

The following items are presented in response to a letter from Sacramento Regional Transit District (RT) staff dated June 7, 2017 regarding missing components of the City of Folsom/Folsom Stage Line Title VI Civil Rights Program, last updated October 2015:

1) Summary of Outreach Efforts

Requirement: Every Title VI Program shall include the following information: (4) a public participation plan that includes an outreach plan to engage minority and limited English proficient (LEP) populations, as well as a summary of outreach efforts made since the last Title VI Program submission. A recipient's targeted public participation plan for minority populations may be part of efforts that extend more broadly to include other constituencies that are traditionally underserved, such as people with disabilities, low-income populations, and others.

Grant recipients are required to comply with the public participation requirements of 49 U.S.C. Sections 5307(b) (requires programs of projects to be developed with public participation) and 5307(c)(1)(I) (requires a locally developed process to consider public comment before raising a fare or carrying out a major reduction in transportation service). Recipients engaged in planning and other decision-making activities at the local level should consider the principles embodied in the planning regulations, and develop and use a documented public participation plan or process that provides adequate notice of public participation activities, as well as early and continuous opportunities for public review and comment at key decision points.

Policy: The content and considerations of Title VI, the Executive Order on LEP, and the U.S. Department of Transportation (DOT) LEP Guidance shall be integrated into each recipient's established public participation plan or process (i.e., the document that explicitly describes the proactive strategies, procedures, and desired outcomes that underpin the recipient's public participation activities). 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.

The City of Folsom Charter identifies the desire to seek citizen participation in all aspects of the City's operation. Article 2, section 2.09 of the City Charter reads as follows: "Public Participation; No one shall be denied the right, personally or through counsel, to present grievances or offer suggestions for the betterment of municipal affairs at any regular meeting of the City Council, nor to speak to the subject of any special meeting.

Folsom File No. 043-21 16-001
Res 9978 07/25/2017



34229



Additionally, Chapter 2.5 of the Folsom Municipal Code, “Public Participation in Civic Affairs”, states “The intent of this chapter is to encourage broad, informed public participation in civic affairs through effective communication between the city and its residents and to require that the city on an ongoing basis explore opportunities to provide clear lines of communication between the city and its residents... In order to accomplish the intent of this chapter, the city shall establish public participation opportunities which: 1. Encourage citizen participation to the greatest extent possible; 2. Seek and encourage the advice and input from the public on matters relative to the city; 3. Provide information to the public about matters relative to the city.”

Response: Folsom Stage Line did not raise fares or carry out any major reduction in transportation service during the program period. The following summarizes routine outreach efforts made since the last Title VI Program submission:

City Council Meetings are held the 2nd and 4th Tuesdays each month, at City Hall, 50 Natoma Street, Folsom, CA, 95630. Meetings are also broadcast on Metro Cable Channel 14, at 9 a.m. on the Friday and Saturday of meeting weeks. City Council meetings are scheduled at times and locations that are convenient and accessible for minority and LEP communities and public comment periods on agenda and non-agenda items are provided in accordance with applicable laws.

Part of the City’s responsibility under Transportation Development Act statute is to participate in an annual Unmet Transit Needs process conducted by the Sacramento Area Council of Governments (SACOG) to identify and qualify new transit needs in the region. Annual public hearings are held to collect public testimony on transit needs and are scheduled at times and locations that are convenient, accessible for minority and LEP communities and accessible by public transit. The hearings are publicized on behalf of the City of Folsom in both English and Spanish in newspaper ads, stations and in Folsom Stage Line buses that may serve LEP populations. The hearings are also noticed on message boards outside City Hall and the City Council chambers. During the program period, nine (9) such Unmet Transit Needs hearings were held region wide including a local hearing at the Folsom Chamber of Commerce, 200 Wool Street, Folsom on October 7, 2014. In addition to hearings, the Unmet Needs process provides opportunity for public participation via email, phone, fax and online.

During the program period, Folsom Stage Line staff participated in regular public meetings of the SACOG Transit Coordinating Committee and members of the City Council served on boards and councils of various organizations including the Sacramento Transportation Authority, the RT Board of Directors and SACOG.

In May of every year during the program period, the City of Folsom Public Works Department held City Works Day (formerly called “Public Participation Day”) to commemorate the achievements of Public Works in the daily lives of residents. Visitors at the event learned about the functions of many City departments by meeting employees who hosted interactive activities. A variety of City vehicles, including a transit bus, were on display and available for on-board exploration.

2) Committee and Council Composition

Requirement: Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees and a description of efforts made to encourage the participation of minorities on such committees or councils.

Response: Folsom Stage Line does not currently have a transit-related, non-elected planning board, advisory council, committee or similar body.

3) Equity Analysis of Construction Projects

Requirement: If the recipient has constructed a facility, such as a vehicle storage facility, maintenance facility, operation center, etc., the recipient shall include a copy of the Title VI equity analysis conducted during the planning stage with regard to the location of the facility.

Policy: Title 49 CFR Section 21.9(b)(3) states, “In determining the site or location of facilities, a recipient or applicant may not make selections with the purpose or effect of excluding persons from, denying them the benefits of, or subjecting them to discrimination under any program to which this regulation applies, on the ground of race, color or national origin.”

Title 49 CFR part 21, Appendix C, Section (3)(iv) provides, “The location of projects requiring land acquisition and the displacement of persons from their residences and businesses may not be determined on the basis of race, color, or national origin.”

For the purposes of this requirement, “facilities” does not include bus shelters, as these are transit amenities and are covered in Chapter IV of Circular 4702.1B, nor does it include transit stations, power substations, etc., as those are evaluated during project development and the NEPA process. Facilities included in this provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc.

Response: Folsom Stage Line has not constructed any new facilities using Federal Transit Administration grant funding during the program period.

ADDENDUM #1 FOR THE FOLSOM STAGE LINE TITLE VI CIVIL RIGHTS PROGRAM, OCTOBER 2015:

Signatures on behalf of the City of Folsom:

CITY OF FOLSOM, A Municipal Corporation:

9/6/2017
Date

[Signature]
Evert W. Palmer, City Manager

ATTEST:

[Signature] per: 9/7/17
Christa Freemantle, City Clerk Date

[Signature] 9/6/17
James W. Francis, Finance Director Date

ORIGINAL APPROVED AS TO CONTENT:

[Signature] 9/5/17
Dave Nugen, Public Works Director Date

ORIGINAL APPROVED AS TO FORM:

[Signature] 9/6/17
Steven Wang, City Attorney Date