



MOBILITY ADVISORY COMMITTEE MEETING AGENDA AND NOTICE

Meeting Date: May 29, 2024
Meeting Time: 1:00 PM Pacific Time (US and Canada)
Location: In-person and Zoom Conference

Mobility Advisory Committee Participation:

The Regular Meeting of the Mobility Advisory Committee in-person meeting will be held on May 29, 2024, at 1:00 pm at 19 Upper Ragsdale Dr, Suite 100.

Member Jennifer Ramirez Participation:

Location: Partnership for Children – 1355 Abbott St, Suite 3, Salinas, CA 93901

via Zoom

<https://us06web.zoom.us/j/84500836234?pwd=aFQ0YUdjZ3Y0eW94WmtRZ1Myc0Vldz09>

Meeting ID: 845 0083 6234 and Passcode: 652252.

Public Participation

Public participation for the Monterey-Salinas Transit Mobility Advisory Committee is available in-person at 19 Upper Ragsdale Drive, Suite 100, as well as virtually via Zoom, telephone, and email. To participate virtually, click <https://us06web.zoom.us/j/84500836234?pwd=aFQ0YUdjZ3Y0eW94WmtRZ1Myc0Vldz09> and enter the following:

Meeting ID: 845 0083 6234 and Passcode: 652252.

To attend by telephone, dial (669) 900-6833 same Meeting ID: 845 0083 6234 and Passcode: 652252.

Public comments may be made either in person, via Zoom, or via email. Warning to public speakers: MST is committed to civility and is mindful of its responsibility to protect the work environment. To assure civility in its public meetings, the public is encouraged to engage in respectful dialog that supports freedom of speech and values diversity of opinion. Failure to engage in respectful dialog will forfeit the speaker's right to participate in Public Comment. Members of the public may attend the Committee Meeting in person and request to speak to the Committee Members when the Chair calls for public comment. Persons who wish to make public comments on an agenda item are encouraged to submit comments in writing by email to MST at mobility@mst.org by 3:00 PM on Friday, May 24, 2024; those comments will be

distributed to the MAC Members before the meeting. Written comments may be emailed to mobility@mst.org and should include the subject line: "Public Comment Item # (insert the agenda item number relevant to your comment)."

Accessibility, Language Assistance, Public Comments - MST District Board and Committee Agendas, Public Hearing, Pre-bids, Other Public Meetings

Agendas and materials related to an item on this agenda submitted to the Board after distribution of the agenda packet are available for public inspection at the Monterey-Salinas Transit Administration Building at 19 Upper Ragsdale Dr., Suite 200, Monterey, CA, 93940 during normal business hours. Agendas and other informational materials related to this meeting may be requested within 72 hours of the meeting date.

Upon request, Monterey-Salinas Transit will provide written materials in appropriate alternative formats, including disability-related modifications or accommodations, auxiliary aids, or services to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number, description of the requested materials, and preferred alternative format or auxiliary aid or service at least three working days prior to the meeting at the address below.

Public comments may be submitted for any item on the agenda by contacting MST:

Mail: MST, Attn: MAC Staff Support, 15 Lincoln Ave., Salinas, CA 93901

• **Email:** mobility@mst.org • **Phone:** (888) 678-2871

TTY/TDD: 831-393-8111 • 711 Relay



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Asistencia de Lenguaje Gratuito /Libreng tulong para sa wika

Group: Mobility Advisory Committee

Members:	Steven Macias	The Blind and Visually Impaired Center
	Jennifer Ramirez	Partnership for Children
	Jessica McKillip	ITN Monterey County
	Aaron Hernandez	Transportation Agency for Monterey County (TAMC)
	Bobby Merritt	Veterans Transition Center
	Reyna Gross	Alliance on Aging
	Diana Jimenez	AAA-Monterey County Dept. of Social Services
	Leticia Garcia	The Carmel Foundation
	Maria Magaña	Central Coast Center for Independent Living (CCCIL)
Staff:	Cristy Sugabo	Mobility Services Manager
	Ruben Gomez	Mobility Coordinator

1. CALL TO ORDER

1-1. Roll Call

1-2. Introduction of Guests

2. PUBLIC COMMENTS ON MATTERS NOT ON THE AGENDA

*Members of the public may address the Committee on any matter related to the jurisdiction of MST but not on the agenda. There is a time limit of not more than three minutes for each speaker. The public is encouraged to engage in respectful dialog that supports freedom of speech and values diversity of opinion. **Failure to engage in respectful dialog will result in speakers being muted or required to leave.** The Committee will not take action or respond immediately to any public comments presented but may choose to follow-up at a later time, either individually, through staff or on a subsequent agenda. **(Please refer to page 1 of the agenda for instructions)***

3. CONSENT AGENDA

3-1. Approve Minutes of the Regular Meeting of January 31, 2024. (Ruben Gomez) (Page 6)

4. MEMBERSHIP

4-1. Receive Membership Reappointment Update (Steven Macias)

4-2. Recommend Aimee Fuller Cuda to the MST Board of Directors for MAC Membership as the representative of Central Coast Senior Service, Inc. (Steven Macias) (Page 11)

5. PRESENTATIONS

- 5-1. AMBAG'S Draft 2024 Title VI Program Presentation (Regina Valentine) (Page 15)
- 5-2. Better Bus Network 1 Year Update (Emma Patel) (Page 86)
- 5-3. Proposed Changes to Line 61 and Line 91 (Emma Patel) (Page 99)
- 5-4. Measure Q Programs Update (Cristy Sugabo) (Page 104)

6. REPORTS AND INFORMATION ITEMS

The Committee will receive these report(s), which do not require action by the Committee.

- 6-1. MV Transit and MST RIDES Services Update. (David Cox) (Page 117)
- 6-2. Update on Taxi Service in South County (Kevin Allshouse)

7. ANNOUNCEMENTS AND APPRECIATIONS

- 7-1. Driver Recognition – Joe Martinez, MV (Kevin Allshouse) (Page 124)
- 7-2. Driver Recognition – Hector Camacho, Yellow Cab (Kevin Allshouse)

8. SUBJECT ITEM REQUEST

This item(s) will be included on a future agenda for follow-up.

9. ADJOURN

NEXT SCHEDULED MEETING DATE: July 31, 2024

1:00 p.m.

NEXT SCHEDULED AGENDA DEADLINE: July 15, 2024

Dates, times, and **teleconference information are subject to change.*

*Please contact MST for accurate meeting date, times and **teleconference** information or check online at <https://www.mstmobility.org/advisory-committee.htm>*

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MEETING OF THE MOBILITY ADVISORY COMMITTEE (MAC)

DRAFT MEETING MINUTES

**January 31, 2024
1:00 pm (Pacific)**

Present:	Jessica McKillip Steven Macias Aaron Hernandez Reyna Gross Diana Jimenez Maria Magaña Jennifer Ramirez Bobby Merritt	ITN Monterey County The Blind and Visually Impaired Center Transportation Agency for Monterey County (TAMC) Alliance on Aging AAA-Monterey County Dept. of Social Services Central Coast Center for Independent Living (CCCIL) Partnership for Children Veterans Transition Center
Absent:	Alejandro Fernandez Leticia Garcia Maria Magaña	DaVita Dialysis The Carmel Foundation Central Coast Center for Independent Living (CCCIL)
Staff:	Norman Tuitavuki Kevin Allshouse Cristy Sugabo Ruben Gomez Michelle Overmeyer Scott Taylor Ezequiel Rebollar Michael Kohlman Matthew Deal David Cox Emma Patel Deanna Smith Marzette Henderson	Chief Operating Officer Contract Services Manager Mobility Services Manager Mobility Coordinator Director of Planning/Innovation Information Technology Manager IT Technician Chief Information Officer Grants Analyst MV Operations Manager Planning Manager Civil Rights Officer Transportation Manager
Public:	None	

An apology is made for any misspelling of a name.

1. CALL TO ORDER

1-1. Roll Call

Chair Macias called the meeting to order at 1:01 p.m. A quorum was established. Member Fernandez, Garcia, and Magaña were noted as absent.

2. PUBLIC COMMENTS ON MATTERS NOT ON THE AGENDA

There were no public comments.

3. CONSENT AGENDA

3-1. Approve Minutes of the Regular Meeting of November 29, 2023 (Cristy Sugabo) (page 6)

On a motion by Committee Member Jimenez, seconded by Committee Member Ramirez, and carried by the following vote, the Committee approved the Minutes of the Regular Meeting of November 29, 2023:

AYES:	6	Macias, Merritt, Hernandez, Gross, Jimenez, and Ramirez
NOES:	0	
ABSENT:	3	Fernandez, Garcia, and Magaña
ABSTAIN:	0	
RECUSE:	0	

4. NEW BUSINESS AND ACTION ITEMS

4-1. Election of Chair and Vice-Chair for 2024 (Steven Macias)

On a motion by Committee Member Jimenez, seconded by Committee Member Merritt carried by the following vote, the Committee approved to appoint Committee Member Macias as Chair and Committee Member Ramirez as Vice-Chair for 2024:

AYES:	6	Macias, Merritt, Hernandez, Gross, Jimenez, and Ramirez
NOES:	0	
ABSENT:	3	Fernandez, Garcia, and Magaña
ABSTAIN:	0	
RECUSE:	0	

5. MEMBERSHIP

5-1. Recommend Aaron Hernandez to the MST Board of Directors for MAC Membership as the representative of TAMC. (Steven Macias)

5-2. Recommend Reyna Gross to the MST Board of Directors for the MAC Membership as the representative of Alliance on Aging. (Steven Macias)

On a motion by Committee Member Merritt, seconded by Committee Member Jimenez carried by the following vote, the Committee approved items 5-1 and 5-2:

AYES:	6	Macias, Merritt, Hernandez, Gross, Jimenez, and Ramirez
NOES:	0	
ABSENT:	3	Fernandez, Garcia, and Magaña
ABSTAIN:	0	
RECUSE:	0	

6. PRESENTATIONS

6-1. VTC Update Presentation. (Bobby Merritt)

The Committee received a presentation on the Veterans Transition Center of California from Bobby Merrit, Permanent Supportive Housing Liaison for VTC.

Committee Member McKillip joined the meeting at 1:07 p.m. (Pacific Time).

7. REPORTS AND INFORMATION ITEMS

7-1. MV Transit-MST RIDES Service Update (David Cox)

The Committee received a report from David Cox, General Manager of MV Transportation, on the MST RIDES transit service.

7-2. MST Mobility Programs Updates (Cristy Sugabo)

The Committee received an update from Cristy Sugabo, MST Mobility Manager, on MST Mobility Programs.

8. SUBJECT ITEM REQUEST

Committee Member Hernandez requested information on the circular bus services in the South County cities.

Committee Member Jimenez requested information on bus services in the North County cities.


9. ANNOUNCEMENTS AND APPRECIATION


Kevin Allshouse, Contract Services Manager mentioned that taxi services may expand in the South County cities and that he will provide more information at the next meeting.

Committee Member Gross mentioned that the Alliance on Aging provides support to seniors who need help with Medicare and tax preparation. Also, the Alliance on Aging is starting a social gathering event that will offer free lunch, live music, and access to resources.

10. ADJOURN

With no further business to discuss, Chair Macias adjourned the meeting at 1:50 p.m. (Pacific Time).

PREPARED BY: 
Ruben Gomez

REVIEWED BY: 
Cristy Sugabo

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Date:

Feb 22, 2024



MST Mobility Advisory Committee

Application for Appointment

Please print or type

Resume may be attached, but not substituted for a completed application.

PERSONAL INFORMATION:

Name: Aimee Fuller-Cuda		
Street (home address): 941 Provincetown Drive, Salinas, CA 93906	City/State/Zip:	Home Phone:
Email Address: aimeecuda@gmail.com	Cell Phone: 8312067303	

EMPLOYMENT:

Current Employer: Central Coast Senior Services, Inc.		
Employer Address: 203 b Calle del Oaks, Del Rey Oaks, CA 93940		
Position: Chief Administrative Officer	Years at position: 6.5	Employer Phone: 831.649.3363
Please describe your work experience and job duties: Provide administrative and operational oversight for an in-home care agency and assisted living facility.		

EDUCATION:

School/ College Name: University of Phoenix	Location:	Diploma/ Degree: BS Human Services/Management
Student Status: Grade Level:		Expected Graduation Year:

MAC Membership is open to public consumers of MST Services as well as individuals representing key elements of the community.

Will you be representing the MAC as a consumer or as an organization? ☐ **Consumer** ☒ **Organization**

**Send completed application to MST Staff Support: 15 Lincoln Ave., Salinas, CA 93901,
Fax to 831-296-8826, or email mobility@mst.org. Questions? Call 831-296-8822**

Please select (x) all categories that you or your organization will represent.

	CATEGORY	
1	Vision Impaired	x
2	Hearing Impaired	x
3	Physically Impaired	x
4	Mentally Impaired	
5	Senior	x
6	Veterans	x
7	Youth	
8	Low Income	
9	Nonprofit Provider	
10	Educator or Student	x
11	Salinas	x
12	Monterey Peninsula	
13	South County Resident	
14	North County Resident	

INTEREST STATEMENT:

<p>Explain your interest in this committee:</p> <p>I have great interest in all areas that serve seniors in our community. In addition to the work I do for my own agency, I also serve as Chair for ITN and Vice-Chair to the Area Agency on Aging. I've also spent many years on the Walk to End Alzheimer's committee.</p>
<p>List any relevant experience or skills that will benefit this committee:</p> <p>In addition to the above, the majority of my career has been serving seniors. I have worked for The Carmel Foundation and was the Executive Director of ITN Monterey County. I also served with Monterey County Community Voices for Aging when it was active pre-pandemic.</p>

COMMUNITY INVOLVEMENT:

<p>Please list prior community involvement:</p> <p>Please see above</p>
<p>Do you presently serve on a board or committee? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>
<p>If yes, please list the name of boards or committees:</p> <p>Please see above.</p>

Send completed application to MST Staff Support: 15 Lincoln Ave., Salinas, CA 93901,
Fax to 831-296-8826, or email mobility@mst.org. Questions? Call 831-296-8822

"Diversity Matters"

Membership on this committee is open to all interested residents and/ or employees of Monterey County subject to the qualifications determined by the MST board of directors and as designated within MST Ordinance 2015-01. There shall be no discrimination of applicants based on race, color, religion, sex, age, national origin, physical or mental disability, marital status, familial status, status as a Vietnam-era or special disabled veteran, or membership in any other group protected by law in accordance with applicable federal, state, and local laws.

NOTE: This committee requires meeting every other month (6 times per year) on the last Wednesday of January, March, May, July, September, and November. The meeting takes place from 1:00 to 2:30 pm at the MST Administrative Building on 19 Upper Ragsdale Drive, Suite 100, Monterey, CA 93940. Some additional investment of time outside of the regularly scheduled meetings may be required.

The information requested herein becomes public record upon submittal. A written request to not disclose certain information may be submitted to MST Staff Support for consideration.

I certify that the foregoing information is true and correct.

Aimee B. Fuller-Cuda

2/22/2024

Signature of Applicant

Date

Section to be completed if applicant is under 18 years of age:

I hereby grant my son/ daughter _____, my permission to attend and participate in all meetings/activities that are part of the MST Mobility Advisory Committee.

Signature of Parent/Guardian

Date

Name of Parent/Guardian

Contact Number

MST Office Use Only:

Date Received: _____

Term Assigned: _____

Date Appointed: _____

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**MEMORANDUM**

TO: MST Mobility Advisory Committee

FROM: Regina Valentine, Senior Planner

SUBJECT: AMBAG's Draft 2024 Title VI Program

MEETING DATE: May 29, 2024

RECOMMENDATION:

Staff will provide an overview of AMBAG's Draft 2024 Title VI Program, with a public review period of June 3, 2024 – July 12, 2024. MAC members are asked to review and provide comments on AMBAG's Draft 2024 Title VI Program.

BACKGROUND:

Title VI is a federal statute that mandates that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. The federally required Title VI Program is a comprehensive document that guides AMBAG in the Title VI process. AMBAG receives federal funding through Caltrans and therefore is subject to this federal requirement.

In 2012, the Federal Transit Administration (FTA) set new guidelines for Caltrans requiring sub-recipients of Caltrans Planning Grants to submit a Title VI Program every three years. AMBAG, as a sub-recipient of such funds and as the federally designated Metropolitan Planning Organization (MPO) for the Monterey Bay Region, must prepare and adopt a Title VI Program at least once every three years. The 2024 Title VI Program will cover the three-year period from 2024-2027 and must comply with FTA Circular 4702.1B. The 2024 Title VI Program emphasizes the AMBAG Title VI process and procedures, including the use of public outreach techniques and innovative strategies to specifically include Limited English Proficiency (LEP) populations within the region.

DISCUSSION:

The requirements for the 2024 Title VI Program under FTA Circular 4702.1B incorporate environmental justice principles into plans, projects, and activities that receive funding from FTA. The following guiding environmental justice principles must be considered

Planning Excellence!

through “all public outreach and participation efforts conducted by the FTA, its grantees and sub-grantees”:

- To avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low-income populations.
- To ensure the full and fair participation by all potentially affected communities in the transportation decision making process, and to prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations.

A Title VI Program is the required guide for all Title VI related activities conducted by AMBAG. As such, this document will contain the procedures, strategies and techniques that will be used by AMBAG for increasing public involvement in all programs and projects that use federal funds and creating a more inclusive public participation process for LEP populations.

Below are the remaining key dates for finalizing the 2024 Title VI Program:

- **May – June 2024:** Present the Draft 2024 Title VI Program to regional Advisory Committees, Planning Directors Forum, and to the AMBAG Board of Directors
- **June 3 – July 12, 2024:** Public Comment Period
- **July 2024:** Prepare the Final 2024 Title VI Program
- **July – August 2024:** Present the Final 2024 Title VI Program to regional Advisory Committees and Planning Directors Forum, if substantive changes are needed in response to public review
- **September 11, 2024:** AMBAG Board of Directors will be asked to adopt the Final 2024 Title VI Program

The 2024 Title VI Program Public Draft will be presented at a variety of meetings including the Regional Transportation Planning Agencies’ (RTPAs) Technical Advisory Committees and other transportation related committees. The Draft 2024 Title VI Program will be available on the AMBAG website at www.ambag.org. The public comment period will close on July 12, 2024. Staff will incorporate comments received into the Final 2024 Title VI Program which is scheduled to be adopted by the AMBAG Board of Directors at its September 11, 2024 meeting.

ATTACHMENT:

1. AMBAG’s Draft 2024 Title VI Program

2024 Title VI Program

**Association of Monterey
Bay Area Governments**

Draft – June 2024

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Association of Monterey Bay Area Governments' 2024 Title VI Program

Introduction

The Association of Monterey Bay Area Governments (AMBAG) is the federally designated Metropolitan Planning Organization (MPO) for the 18 cities and three counties within AMBAG's tri-county area of Santa Cruz, Monterey, and San Benito Counties, which can be referred to as the "Monterey Bay region." Each of the three counties in the Monterey Bay region has a Regional Transportation Planning Agency (RTPA) responsible for countywide transportation planning and implementation - the Transportation Agency for Monterey County (TAMC), the Santa Cruz County Regional Transportation Commission (SCCRTC), and the San Benito County Council of Governments (SBtCOG).

AMBAG works in close coordination with the region's transit operators (Monterey-Salinas Transit [MST], Santa Cruz Metropolitan Transit District [SC METRO], and San Benito County Express), local jurisdictions, California Department of Transportation (Caltrans), the Monterey Bay Area Air Recourses District (MBARD), state and federal resource agencies, local agency formation commissions, and other special purpose public agencies.

AMBAG serves as the regional forum for the study and discussion of regionally significant issues, including housing, transportation, energy, and environmental quality. Elected officials from the 18 cities and the three counties form the AMBAG's Board of Directors. In pursuing its mission, "AMBAG provides strategic leadership and services to analyze, plan and implement regional policies for the benefit of the Counties and Cities of the Monterey Bay region balancing local control with regional collaboration."

AMBAG strives to inform and involve its local jurisdictions and the general public throughout the various programs, projects, and work activities conducted by the agency. AMBAG and its regional planning partners seek the participation of a diverse set of communities with an interest in regional planning efforts, including low income households, minority populations, Limited English Proficiency (LEP) populations, persons with disabilities, representatives from community and service organizations, tribal organizations, and other public agencies.

AMBAG and its partner agencies are required to satisfy statutory and regulatory guidelines in the structuring and implementation of its planning efforts. Both federal and state legislation, as well as local preference and practice, combine to shape the statutory environment that this 2024 Title VI Program must satisfy.

As such, pursuant to Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987, AMBAG assures that no person shall on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of or

otherwise subjected to discrimination under any agency-sponsored program or activity; nor shall sex, age, or disability stand in the way of fair treatment and respect for all individuals. In addition, AMBAG assures that every effort will be made to ensure non-discrimination in all its programs and activities, whether or not those programs and activities are federally funded.

Purpose of This Title VI Program

Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987 are federal statutes and provide that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. Title VI prohibits recipients of federal financial assistance from discriminating on the basis of race, color, or national origin in their programs or activities, and it obligates federal funding agencies, such as the U.S. Department of Transportation (DOT), to enforce compliance.

The Federal Transit Administration (FTA) Office of Civil Rights is authorized by the DOT's Secretary of Transportation to conduct civil rights compliance reviews for every MPO in California. FTA Circular 4702.1B sets guidelines for Caltrans, as a recipient of FTA funding assistance to require subrecipients of Caltrans Planning Grants to submit a Title VI Program every three years. As the federally designated MPO and a subrecipient of these funds, AMBAG is required to prepare a Title VI Program. This comprehensive document outlines AMBAG's Title VI process and procedures and emphasizes the use of public outreach techniques and innovative strategies to specifically include LEP populations within the Monterey Bay region.

Regional Roles and Responsibilities

Caltrans

Caltrans oversees the state transportation planning, and the metropolitan transportation planning and programming processes. Caltrans' primary responsibility is to ensure the function of the state highway system and develop transportation projects of statewide importance, including intercity rail projects. The State Transportation Improvement Program (STIP) includes transportation projects from throughout California, including those from all Monterey Bay region jurisdictions for approval by the California Transportation Commission (CTC), a policy making body appointed by the Governor and the State Legislature. In the Monterey Bay region, Caltrans District 5 is the liaison between our partner agencies and Caltrans Headquarters.

AMBAG

Established by a joint powers agreement in 1968, AMBAG provides a forum for policy and planning issues in the Monterey Bay region. AMBAG acts as the regional Council of Governments (COG) for Santa Cruz and Monterey Counties and since 1968 has been designated by the Governor as the MPO for the tri-county Monterey Bay region.

Membership of AMBAG includes 21 jurisdictions within Monterey, San Benito, and Santa Cruz Counties. An elected official from each jurisdiction is appointed by that jurisdiction's City Council or Board of Supervisors, with each of the 18 cities represented by one member, and each of the three counties by two members, forming the 24 member AMBAG Board of Directors. A representative from TAMC, SBtCOG, SCCRTC, Caltrans, MST, SC METRO, MBARD, Monterey Peninsula Airport District, and Central Coast Community Energy (3CE) each serve as an ex-officio member.

AMBAG, as the designated MPO for the Monterey Bay region, must satisfy statutory and regulatory guidelines when developing and programming transportation plans and projects. As a recipient of federal funding, AMBAG is required to comply with FTA requirements and implement a Title VI Program. Federal and state legislation, as well as local preference and practice, are combined to shape the statutory environment that this 2024 Title VI Program must satisfy.

Title VI Associated Regulations

Title VI of the Civil Rights Act of 1964 and Civil Rights Restoration Act of 1987

Title VI of the Civil Rights Act of 1964 prevents government agencies receiving federal funding from discriminating on the basis of race, color, or national origin. The Civil Rights Restoration Act of 1987 extended Title VI's applicability to all programs sponsored by federally- aided agencies, regardless of the program's specific funding sources.

The concept of environmental justice emerged from these two regulations, and is founded on the principles of:

- Mitigating disproportionately high and adverse health or environmental effects on minority or low income populations.
- Ensuring that all affected communities have the ability to participate fully in transportation decision making processes.
- Preventing the denial, reduction, or delay of receiving benefits by minority and low income populations.

Americans with Disabilities Act (ADA) of 1990, the Rehabilitation Act of 1973, & the Age Discrimination Act of 1975

The ADA of 1990 amended Title 42 regarding public health and welfare, to ensure the protection of civil rights regarding discrimination based on disability. The Rehabilitation Act of 1973 prohibits discrimination on the basis of disability for any programs conducted by or receiving federal funding. The Age Discrimination Act of 1975 prohibits discrimination on the basis of age for any program conducted by or receiving federal funding.

Executive Order 12898 - Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations (1994)

Executive Order 12898 provides for the intergovernmental review of projects to ensure that federally funded or assisted projects do not inadvertently interfere with state and local plans and priorities. This order also requires every agency to incorporate environmental justice goals as part of its mission by addressing and identifying the disproportionately high and adverse human health or environmental effects of the agency's programs and policies on disadvantaged communities.

Executive Order 13166 - Improving Access to Services for Persons with Limited English Proficiency (2000)

Executive Order 13166 requires agencies to identify and develop services to provide those with LEP access to federally conducted and funded programs.

Executive Order 13175 - Consultation and Coordination with Indian Tribal Governments (2000)

Executive Order 13175 requires agencies to consult and coordinate with local Indian Tribal governments. In the Monterey Bay region, there are no federally recognized tribes, however, staff does notify and consult the local Esselen and Ohlone/Costanoan tribal governments.

FTA Circular 4703.1 – Environmental Justice Policy Guidance for FTA Recipients (2012)

The purpose of this circular is to provide guidance to the recipients of FTA financial assistance in order to incorporate environmental justice principles into plans, projects, and activities that receive funding from FTA. The following guiding environmental justice principles must be considered through “all public outreach and participation efforts conducted by the FTA, its grantees and sub-grantees.”

- To avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low income populations.
- To ensure the full and fair participation by all potentially affected communities in the transportation decision making process.
- To prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low income populations.

Moving Ahead for Progress in the 21st Century (MAP-21), 2012

In 2012, President Obama signed into law a new two-year transportation authorization, entitled Moving Ahead for Progress in the 21st Century (MAP-21) and was the first long-term highway authorization enacted since 2005. MAP-21 helped create a streamlined, performance-based, and multimodal program to address the challenges facing the U.S.

transportation system. MAP-21 was also created to emphasize the need for more public involvement in regional transportation decision making. This federal law required all MPOs such as AMBAG to:

“...provide citizens, affected public agencies, representatives of public transportation agency employees, freight shippers, providers of freight transportation services, private providers of transportation, representatives of users of public transportation, representatives of users of pedestrian walkways and bicycle transportation facilities, representatives of the disabled, and other interested parties with a reasonable opportunity to comment...”

on all transportation-related projects and plans within the Monterey Bay region. MAP-21 also required AMBAG to coordinate transportation plans with the regional growth forecast, travel demand model and other related planning activities when developing and updating major planning documents such as our Metropolitan Transportation Plan/Sustainable Communities Strategy (MTP/SCS) and Metropolitan Transportation Improvement Program (MTIP) for the region.

Fixing America's Surface Transportation Act (FAST Act), 2015

In 2015, President Obama signed into law a new transportation authorization, entitled Fixing America's Surface Transportation Act. In accordance with 23 CFR 450.316, an MPO is required to engage in a metropolitan planning process that creates opportunities for public involvement, participation, and consultation throughout the development of the MTP and the MTIP. Under this requirement, MPOs must allow for:

- Adequate public notice of public participation activities.
- Review and comment at key decision points in the development of the MTP and MTIP.
- Multiple, accessible participation formats, including electronic and in-person.

Infrastructure Investment and Jobs Act/Bipartisan Infrastructure Act (IIJA/BIA) of 2021

In 2021, President Biden signed a new infrastructure bill into law. The Bipartisan Infrastructure Investment and Jobs Act will invest \$110 billion of new funds for roads, bridges, and major projects, and reauthorize the surface transportation program for five years building on bipartisan surface transportation reauthorization bills.

Building upon the FAST Act, IIJA/BIA continues public participation and consultation along with adding a new requirement of affordable housing organizations as an interested party. This bill is covered by the Justice40 Initiative, a goal established with the signing of Executive Order 14008 that 40% of the overall benefits of certain federal investments flow to disadvantaged communities that are marginalized, underserved, and overburdened by pollution.

2024 Title VI Program

AMBAG's Title VI Responsibilities

AMBAG's Executive Director is responsible for implementing and ensuring compliance of the agency's Title VI Program. AMBAG staff is responsible for the overall management and day-to-day administration of the Title VI Program. In general, AMBAG's Title VI responsibilities are as follows:

- Process the disposition of Title VI complaints as received by AMBAG.
- Prepare and maintain a description of the MPO's criteria for selecting entities to participate in an FTA grant program.
- Collect statistical data (race, color, or national origin) of participants in and beneficiaries of state highway programs.
- Prepare and maintain a description of how the MPO develops its competitive selection process or annual program of projects submitted to the FTA as part of its grant application and maintain a record of funding requests received from private non-profit organizations, state or local governmental authorities and Native American tribes.
- Conduct annual Title VI reviews of program areas (for example, planning and consultant selection) to determine the effectiveness of program activities at all levels.
- Conduct Title VI reviews of consultants and other recipients of federal-aid highway fund contracts administered through AMBAG.
- Participate in training programs on Title VI and other related statutes for AMBAG employees and recipients of federal highway funds (as needed).
- Develop Title VI information for dissemination to the general public and, where appropriate, in languages other than English.
- Conduct post-grant approval reviews of AMBAG programs and applicants for compliance with Title VI requirements.
- Identify and eliminate discrimination.
- Establish procedures for promptly resolving deficiency status and reducing to writing the remedial action agreed to be necessary, within a period not to exceed 90 days.

According to DOT, each MPO's Title VI Program must include the following document sections.

Transit Related Title VI Investigations, Complaints, and Lawsuits

This is AMBAG's fourth Title VI Program. AMBAG does not currently have any Title VI investigations, complaints, or lawsuits.

Racial Composition of Non-Elected Committees and Councils

Because AMBAG does not have any non-elected committees and councils, the agency is not required to report on the racial composition of its policy bodies.

Nondiscriminatory Distribution of Federal Transit Administration Funds

AMBAG does not have any disparate impacts based on race, color, or national origin within our region as AMBAG distributes the FTA funding we receive evenly into every planning project with no preference to any one project. Disparate impacts can occur because of policies, procedures or practices that have an inadvertent discriminatory effect on protected groups, such as minority and LEP populations.

Title VI Monitoring of Subrecipients and Contractors

AMBAG acknowledges its responsibility for initiating and monitoring Title VI activities, preparing required reports, and other responsibilities as required by Title 23 Code of Federal Regulation (CFR) 200 and Title 49 CFR 21. This includes requiring contractor compliance with Title VI requirements as provided in AMBAG's adopted procurement policies. Although at this time AMBAG does not distribute FTA funds to subrecipients, should AMBAG do so in the future, Title VI language will be included in all written agreements and contracts. Additionally, AMBAG will monitor future subrecipient for Title VI compliance.

Nondiscriminatory Assistance to Subrecipients

Currently AMBAG does not distribute FTA funds to subrecipients.

Title VI Equity Analysis of Constructed Facilities

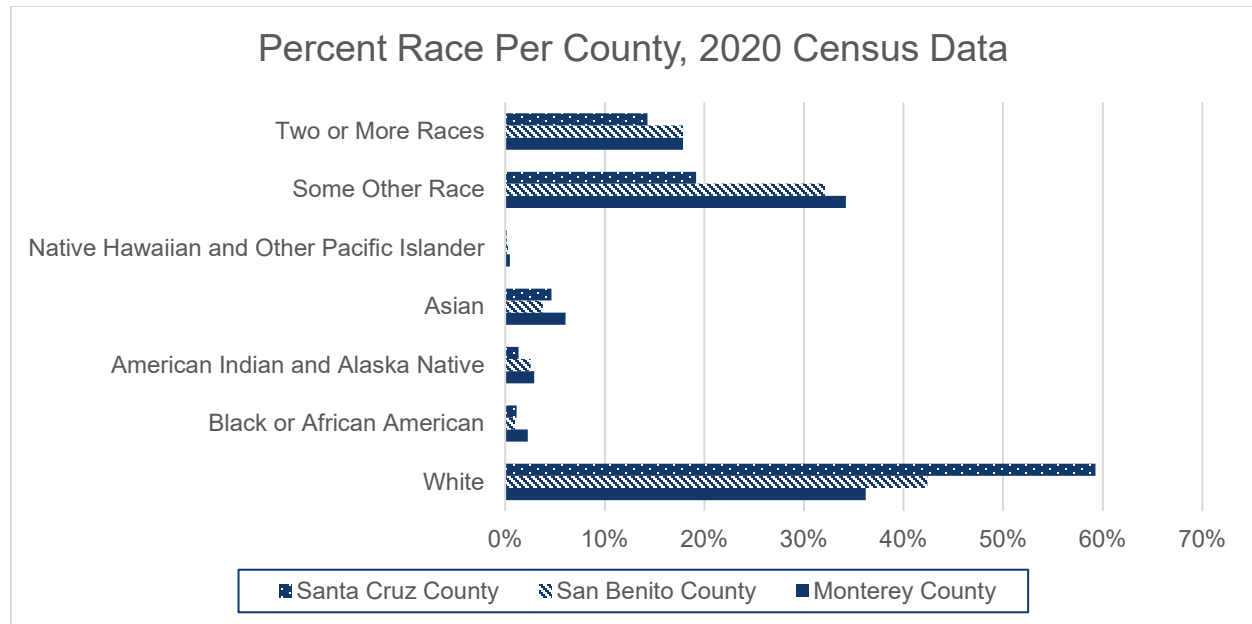
AMBAG has not constructed a facility; therefore, AMBAG is not required to complete a Title VI Equity Analysis.

Demographic Profile of the Metropolitan Area

AMBAG reviewed 2020 Census data to prepare the demographic profile of the Monterey Bay region in terms of, "race, color, and national origin" as described in Title VI of the Civil Rights Act of 1964. During the 2020 Census, populations in the Monterey

Bay region self-identified their race¹ and whether they are “Hispanic or Latino”² in the following percentages by county (Figures 1 and 2):

Figure 1: AMBAG Region Demographic Profile, Race



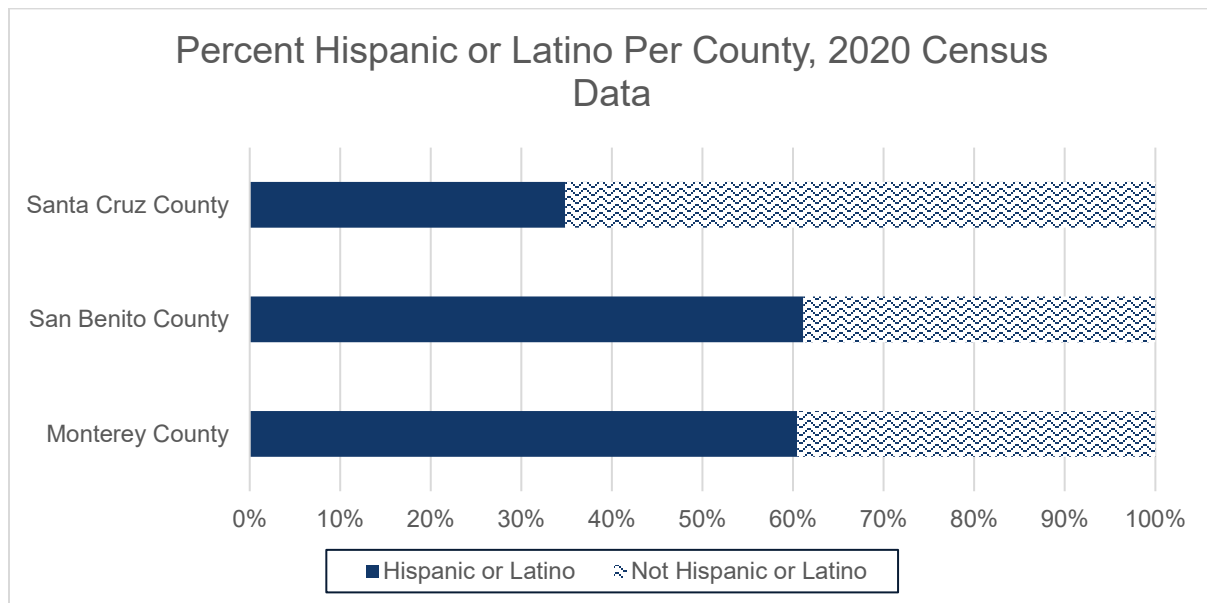
Those who self-identified as “White” was the largest group in the tri-county region with 45% of the total population and the second largest being “Some Other Race” with 29% of the total population. When reviewing the data per county, more people self-identified as “White” in Santa Cruz County than the tri-county percentage of 45% and more people in San Benito and Monterey Counties self-identified as “Some Other Race” than the tri-county percentage of 29%.

In 2020, the tri-county percentage of total population for the remaining self-identified races were: 2% “Black or African American,” 2% “American Indian or Alaska Native,” 5% “Asian,” less than 1% “Native Hawaiian and Other Pacific Islander,” and 17% “Two or More Races.”

¹ U.S. Census Bureau. "RACE." Decennial Census, DEC Redistricting Data (PL 94-171), Table P1, 2020, <https://data.census.gov/table/DECENNIALPL2020.P1?g=050XX00US06053&y=2020>. Accessed on February 20, 2024.

² U.S. Census Bureau. "HISPANIC OR LATINO, AND NOT HISPANIC OR LATINO BY RACE." Decennial Census, DEC Demographic and Housing Characteristics, Table P9, 2020, [https://data.census.gov/table/DECENNIALDHC2020.P9?t=Hispanic or Latino&g=050XX00US06053&y=2020](https://data.census.gov/table/DECENNIALDHC2020.P9?t=Hispanic%20or%20Latino&g=050XX00US06053&y=2020). Accessed on February 20, 2024.

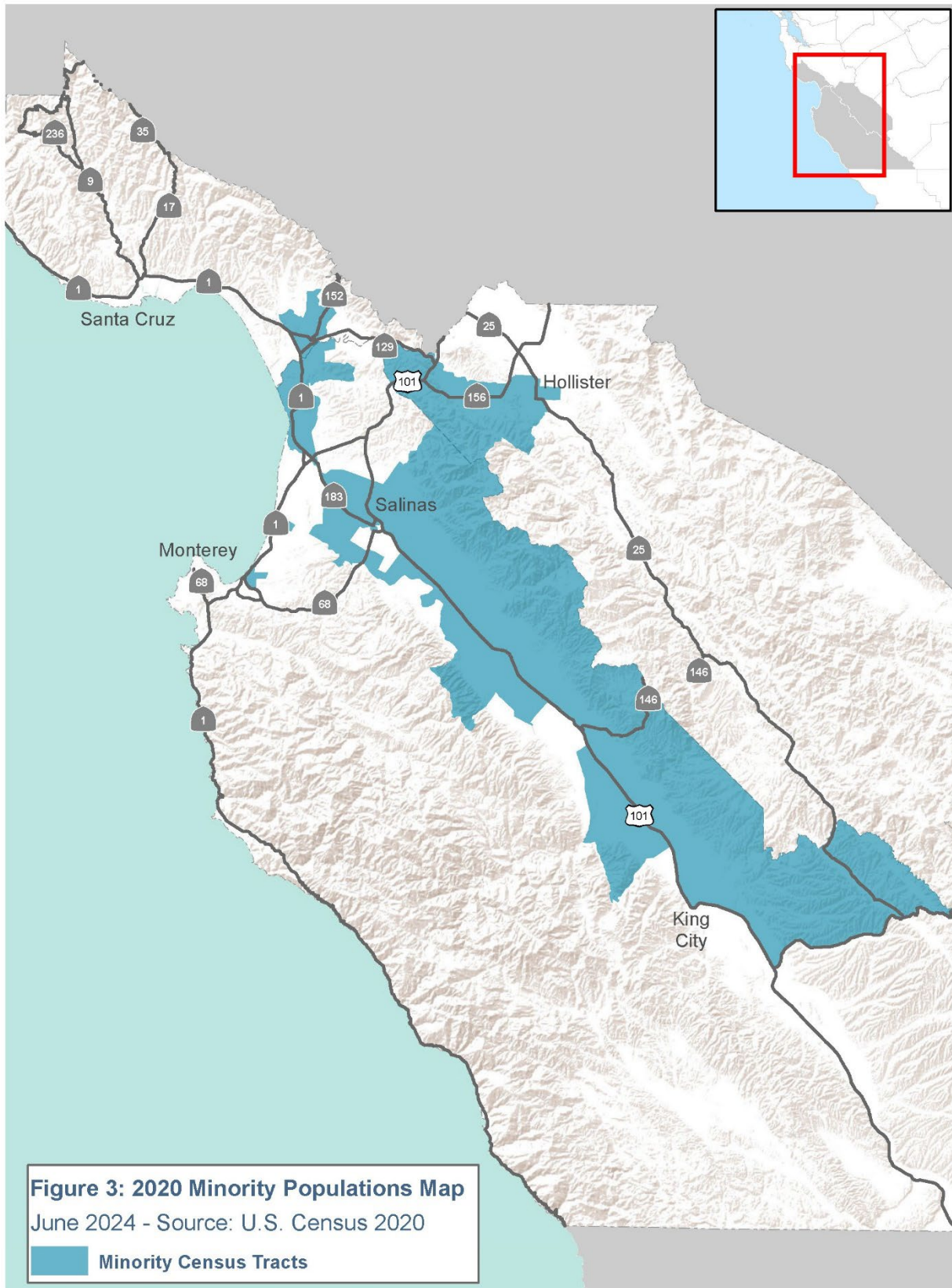
Figure 2: AMBAG Region Demographic Profile, Hispanic or Latino



Those who self-identified as “Hispanic or Latino” was the larger group in the tri-county region with 52% of the total population. When reviewing the data per county, more people self-identified as “Hispanic or Latino” in San Benito and Monterey Counties than the tri-county percentage of 52%, whereas fewer did in Santa Cruz County.

To analyze the spatial distribution of those who self-identified as a minority in the 2020 Census, AMBAG prepared the following map (Figure 3). For this purpose, AMBAG’s definition of a minority individual was any non-White and/or Hispanic person as self-identified during the 2020 Census. Conversely, a non-minority individual was any White and non-Hispanic person. For this analysis, a tract was considered predominantly minority if greater than 65% of the total population was non-White and/or Hispanic. This is the same definition used in AMBAG’s adopted 2045 MTP/SCS.

Figure 3: Minority Census Tracts in the Monterey Bay Region



Identification of Mobility Needs of Minority Populations

As described in the adopted *2023 Public Participation Plan (PPP)*, AMBAG and its partner agencies seek the participation of a diverse set of communities with an interest in regional planning efforts, including low income households, minority populations, LEP populations, persons with disabilities, representatives from community and service organizations, tribal organizations, and other public agencies. The policies and procedures in the *2023 PPP* were formed with the intent of using effective, achievable, culturally sensitive (with special attention to minority populations) public outreach methods to increase public participation, and to create and maintain a regional transportation network that prioritizes equitable decision-making and transparency.

Each transportation plan, study, program, or project prepared or developed by AMBAG must have its own specified public participation process that defines the avenues for reasonable involvement in the transportation planning process. These procedures and strategies also provide guidance for realizing the desired outcome of a robust and informed level of broad-based public involvement (with special attention to minority populations) in the development and implementation of plans, programs, and projects in the Monterey Bay region.

AMBAG's largest transportation planning effort is for the development of the MTP/SCS for the Monterey Bay region every four years. In preparation for an upcoming MTP/SCS development cycle, AMBAG develops a comprehensive Public Involvement Plan (PIP). The purpose of the PIP is two-fold: (1) to support the development of the MTP/SCS by providing every available opportunity for the general public, partner agencies, and stakeholders to provide feedback; and (2) to further improve transportation decision making in the region by reaching out to underserved minority communities within the Monterey Bay region more effectively. The PIP is structured to enable all participants the ability to express their genuine regional values and interests in the shaping and implementation of regional policies and decisions regarding the transportation system.

Language Assistance Plan

AMBAG is required to prepare a plan for providing language assistance for persons with Limited English Proficiency based on DOT LEP guidance. This Language Assistance Plan (LAP) prepared with the required Four Factor Analysis can be found in Appendix A of this document.

Title VI Notices to the Public, Complaint Procedures, and Forms

AMBAG's Title VI Notices to the Public, Complaint Procedures, and Forms in the required Department of Justice's (DOJ) Safe Harbor Provision languages can be found in Appendices B, C, and D, respectively. They can also be found on our website www.ambag.org or at our front office at: 24580 Silver Cloud Court, Monterey, CA 93940.

Members of the public that feel discriminated against by AMBAG in any way are encouraged to exercise their right to file a complaint by following the complaint procedure described in Appendix C using the form included in Appendix D.

Public Participation Plan

AMBAG's 2023 *PPP* was adopted by the Board of Directors in November 2023 and was prepared in coordination and consultation with our partner agencies: TAMC, SCCRTC, SBtCOG, MST, SC METRO, and San Benito County Express. The federally required 2023 *PPP* is a comprehensive document that guides regional planning agencies and local jurisdictions that either receive federal funds or are subject to a federally required action in the public participation process in the Monterey Bay region.

AMBAG's 2023 *PPP* can be found on our website at <https://ambag.org/plans/public-participation-plan>.

Summary of Public Outreach

AMBAG and its partner agencies perform a broad range of public participation and stakeholder engagement activities, such as:

- Conducting public meetings.
- Establishing standing and ad hoc committees.
- Partnering on studies and projects.
- Preparing surveys, news releases, social media posts, and eNews.
- Providing educational and informational programs in accordance with statutory and regulatory directives.

As previously mentioned, when beginning each transportation plan, study, program, or project prepared or developed by AMBAG, a project-specific public participation process must be established defining the avenues for reasonable public involvement in the associated transportation planning process. These procedures and strategies also provide guidance for realizing the desired outcome of a robust and informed level of broad-based public involvement (with special attention to minority populations) in the development and implementation of plans, programs and projects in the Monterey Bay region.

The following public participation activities must be included in every AMBAG transportation plan, transportation improvement program and Environmental Impact Reports/Study:

- Define purpose and identify stakeholders.
- Consultation and coordination with other agencies.
- Consultation with interested parties (policy bodies and advisory committees).
- Public notice, public hearings, comment periods (utilizing the Brown Act).
- Use of media and informational materials and visualization techniques.

- Encourage bilingual (English/Spanish) participation.
- Respond to public comments/input.
- Web posting/distribution of draft and final documents.

Outreach Plan to Engage Minority and LEP Populations

With special attention to minority and LEP populations, it is imperative to ensure that all members of the public can participate in AMBAG's community outreach as described in the *2023 PPP*. Specific to minority and LEP populations, AMBAG's public engagement must be culturally sensitive and multilingual.

To help determine which languages AMBAG is required to provide written translation of vital documents, DOT has adopted the DOJ's Safe Harbor Provision which stipulates eligible LEP language groups constitute 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 by AMBAG. This LEP language analysis is included in the LAP in Appendix A with AMBAG's translated vital documents, the Title VI Notices to the Public, Complaint Procedures, and Forms, found in Appendices B, C, and D, respectively, in the required languages. Per the Safe Harbor Provision, translation of non-vital documents, if needed, can be provided orally.

The Safe Harbor Provision applies to the translation of written documents only and does not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable. As such, the Monterey Bay region is home to a large Spanish-speaking population. AMBAG and its partner agencies employ several bilingual (English/Spanish), culturally sensitive outreach methods to include participation of the Spanish-speaking community. These methods include:

- Publishing printed information regarding services, projects, programs, and meetings in Spanish.
- Spanish language media in the distribution of news releases.
- Advertising public hearings, meetings, projects and programs in the Spanish language print, radio, and television media.
- Providing simultaneous Spanish language interpretation services at meetings.
- Conducting meetings in Spanish in communities where Spanish is the dominant language with English translation and encourage Board member attendance.
- Producing Spanish language website content, videos, and physical publications, such as flyers.
- Providing language identification flashcards at public meetings.
- Ensure that transit contractors recruit bilingual (English/Spanish) personnel.
- Providing bilingual (English/Spanish) staff when tabling at community events and at pop-up public locations to solicit project feedback or disseminate program information.

Additionally, AMBAG can provide materials and special accommodations for other LEP languages in the Monterey Bay region, with notice.

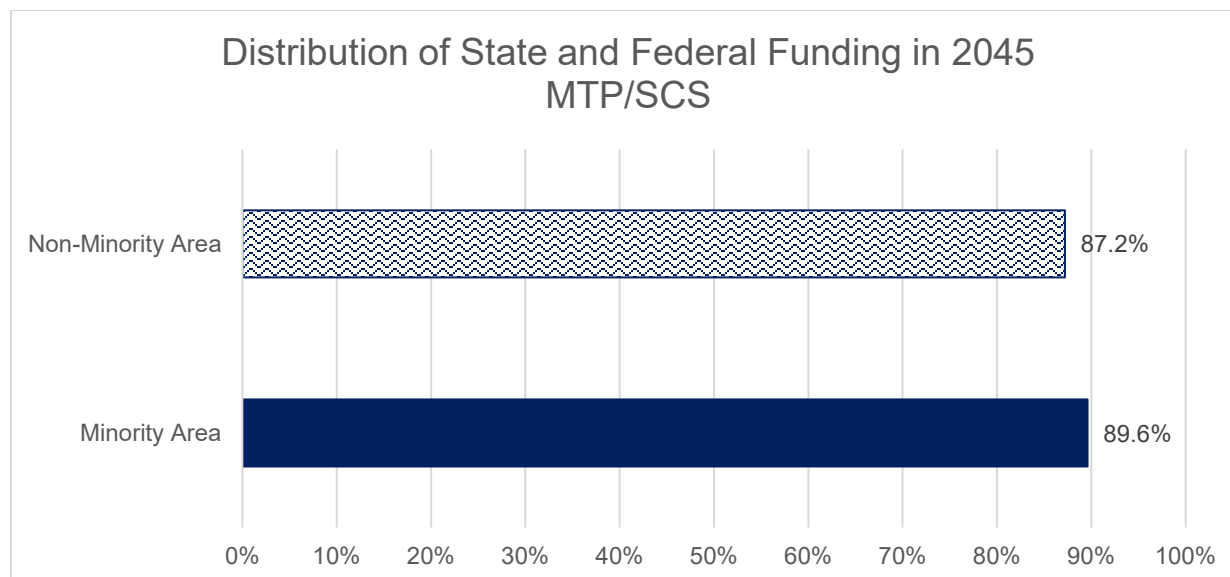
Distribution of State and Federal Funding

When preparing AMBAG's 2045 MTP/SCS, AMBAG projected the benefits and outcomes to result from the implementation of the MTP/SCS with respect to the adopted regional performance measures. These performance measures included mobility, economic activity, air quality, healthy communities, safety, and social equity, but also specifically the distribution of investments that benefit minority populations. AMBAG has a responsibility to listen to the communities we serve, prioritize equitable solutions in the transportation system, and analyze the burdens and benefits of this system for historically underserved communities, including communities of color.

For the 2045 MTP/SCS analysis, performance measures were forecasted using both the AMBAG Regional Travel Demand Model (RTDM) and Geographic Information Systems (GIS). In the discussion of performance and outcomes, three scenarios were referenced: Existing, No Build, and Plan. The 2015 Existing represented existing conditions and included only existing transit service and the existing transportation network in 2015. The 2045 No Build assumed current land use trends and represented a future in which only committed programs and projects are implemented. Committed programs and projects are those which were programmed in the 2020 MTIP that have received environmental clearance. The Plan referred to future conditions in which the 2045 MTP/SCS land use patterns and transportation investments were realized.

The social equity performance measures compared low income and minority populations against non-low income and minority populations to ensure that there was an equitable distribution of benefits and not a disproportionate share of burdens. Investments were calculated using total investment of all modelable projects within 1/2 mile of U.S. Census Bureau defined tracts. A minority area was any Census tract in which 65% or more of the total population residing in an area are non-White. Non-minority areas were any Census tract in which less than 65% of the total population residing in an area were non-White. The chart below (Figure 4) displays the distribution of state and federal funds as identified as modelable projects in the 2045 MTP/SCS.

Figure 4: Distribution of State and Federal Funding as Modelable Projects in the 2045 MTP/SCS



During the analysis of the 2045 MTP/SCS, it was shown that if implemented the Plan would result in higher investments for minority populations (89.6% of the total funding of modelable projects) as compared to non-minority populations (87.2%).

Transportation System Investment Disparate Impact Analysis

As supported by the 2045 MTP/SCS performance analysis described above, the transportation investments planned for the Monterey Bay region will not result in disparate impacts, but instead in a regional transportation system that is a more inclusive and equitable.

Board Approval Resolution

AMBAG is required to provide a copy of a board resolution, meeting minutes, or similar documentation with this Title VI Program as evidence that the Board of Directors or appropriate governing entity or official(s) has approved the Title VI Program. This can be found in Appendix F of this document.

Appendices

A. 2024 Language Assistance Plan

Overview

Consistent with Title VI of the Civil Rights Act of 1964, DOT's implementing regulations, and Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (2000), AMBAG must take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of the agency's programs and activities for individuals who are Limited English Proficient (LEP). LEP persons are those who self-identify as speaking English "Less Than Very Well," "Not Well," or "Not at All" to the U.S. Census. To ensure meaningful access to the agency's programs and activities, AMBAG must use information obtained in the Four Factor Analysis to determine the specific language services that are appropriate to provide. The Four Factor Analysis includes:

1. The Number or Proportion of LEP Persons Eligible to Be Served or Likely to Be Encountered by the Program or Recipient.
2. The Frequency with Which LEP Persons Come into Contact with the Program.
3. The Nature and Importance of the Program, Activity, or Service Provided by the Program to People's Lives.
4. The Resources Available to the Recipient for LEP Outreach, as well as the Costs Associated with That Outreach.

With this analysis AMBAG can determine if it communicates effectively with LEP persons and prepare a Language Assistance Plan (LAP), this Appendix A. The LAP is prepared in conjunction with the Title VI Program and provides a summary of outreach efforts to accommodate the LEP populations AMBAG serves.

Language Demographics for the Monterey Bay Region

To begin the Four Factor Analysis, AMBAG reviewed 2022 American Community Survey 5-Year Estimates data³ to determine the number of LEP households in the Monterey Bay region, found in Table 1 below.

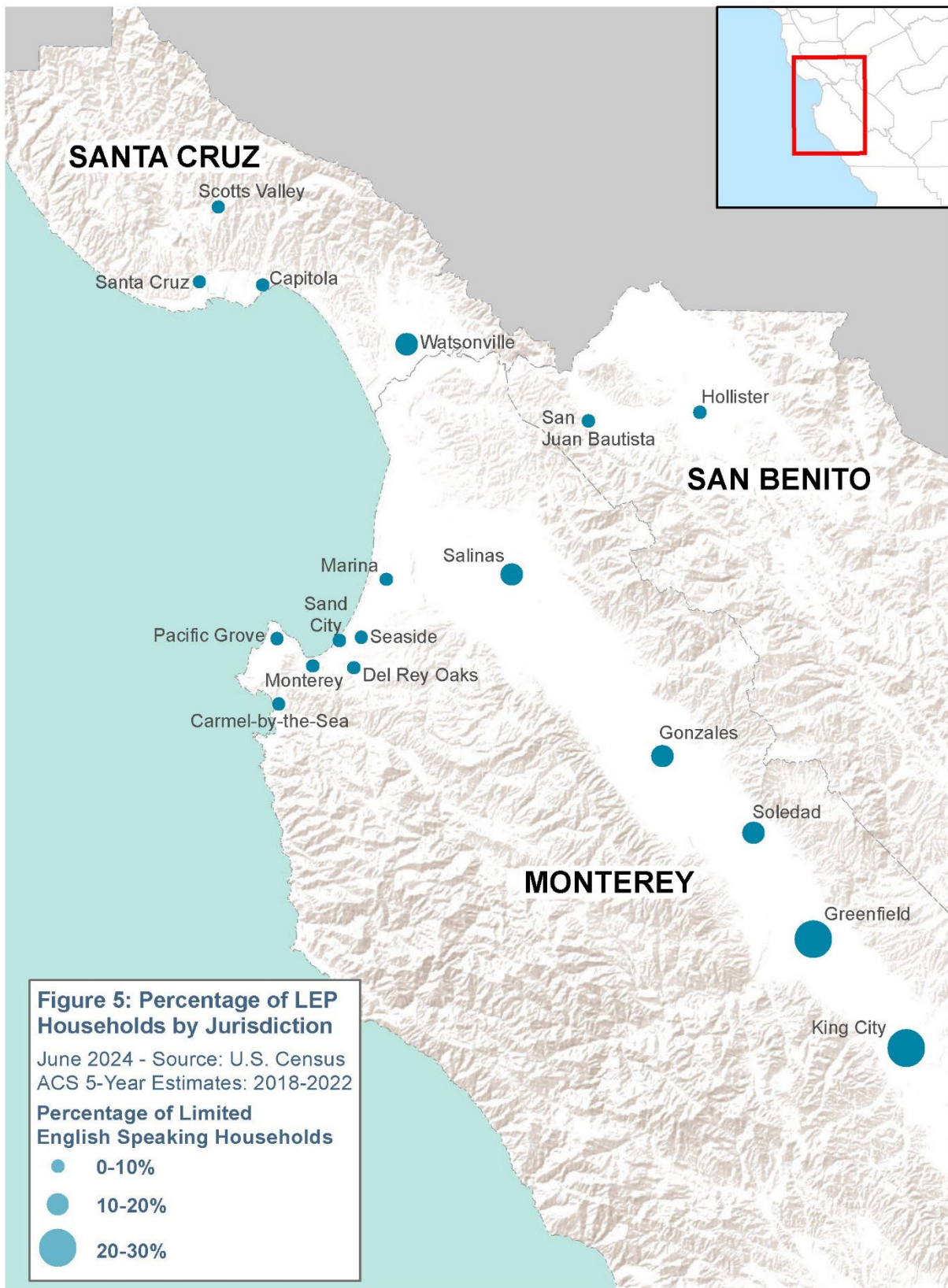
³ U.S. Census Bureau. "Limited English Speaking Households." American Community Survey, ACS 5-Year Estimates Subject Tables, Table S1602, 2022, [https://data.census.gov/table/ACSST5Y2022.S1602?q=S1602:Limited English Speaking Households&g=160XX00US0611250,0618688,0630392,0630994,0638520,0645778,0648872,0654848,0664224,0665112,0670742,0672520](https://data.census.gov/table/ACSST5Y2022.S1602?q=S1602:Limited%20English%20Speaking%20Households&g=160XX00US0611250,0618688,0630392,0630994,0638520,0645778,0648872,0654848,0664224,0665112,0670742,0672520). Accessed on February 21, 2024.

Table 1: 2022 Total Number and Percentage of LEP Households by Jurisdiction

Geography	Total Households	Total Limited English Speaking Households	Percent of Limited English Speaking Households
AMBAG Region, Total	247,312	19,713	8%
Monterey County, Total	130,973	13,756	11%
Carmel-By-The-Sea	1,587	13	1%
Del Rey Oaks	644	7	1%
Gonzales	2,355	330	14%
Greenfield	4,172	864	21%
King City	3,268	770	24%
Marina	7,797	644	8%
Monterey	12,586	544	4%
Pacific Grove	6,860	104	2%
Salinas	43,073	6,627	15%
Sand City	172	11	6%
Seaside	10,493	944	9%
Soledad	4,314	660	15%
Balance of County	33,652	2,238	7%
San Benito County, Total	19,852	1,495	8%
Hollister	12,220	1,100	9%
San Juan Bautista	770	33	4%
Balance of County	6,862	362	5%
Santa Cruz County, Total	96,487	4,462	5%
Capitola	4,588	39	1%
Santa Cruz	21,594	354	2%
Scotts Valley	4,920	29	1%
Watsonville	15,221	2,647	17%
Balance of County	50,164	1,393	3%

In 2022, 8% of households self-identified as being LEP in the Monterey Bay region. In ranking the percentages from highest to lowest, Monterey County had 11% of households self-identifying as LEP, San Benito County 8%, and Santa Cruz County 5%. To further analyze the spatial distribution of the households that self-identified as LEP in the 2022 American Community Survey, AMBAG prepared the following map (Figure 5).

Figure 5: Percentage of LEP Households by Jurisdiction in the Monterey Bay Region)



In 2022, in Monterey County the cities with the highest percentages of self-identified LEP household were: Gonzales 14%, Greenfield 21%, King City 24%, Marina 8%, Salinas 15%, Seaside 9%, and Soledad 15%. In San Benito County, 9% of households in Hollister self-identified as LEP. And in Santa Cruz County, 17% of households in Watsonville self-identified as LEP.

In addition to determining where the LEP households are located, identifying the languages spoken in those households is essential for community engagement. To begin this process, AMBAG reviewed 2022 American Community Survey 5-Year Estimates data⁴ on the languages self-identified by LEP households in the Monterey Bay region, found in Table 2 below.

Table 2: 2022 LEP Households by Language by Jurisdiction

Geography	Spanish	Other Indo-European Languages	Asian and Pacific Island Languages	Other Languages	Total LEP Households
AMBAG Region, Total	86,535	10,280	10,230	2,080	109,125
Monterey County, Total	57,528	5,020	6,270	1,101	69,919
Carmel-By-The-Sea	155	107	14	-	276
Del Rey Oaks	59	56	29	-	144
Gonzales	1,733	36	24	-	1,793
Greenfield	3,518	21	65	25	3,629
King City	2,547	33	61	14	2,655
Marina	1,479	461	1,181	84	3,205
Monterey	1,820	1,080	434	345	3,679
Pacific Grove	447	454	312	155	1,368
Salinas	28,852	760	1,867	157	31,636
Sand City	33	6	6	-	45
Seaside	3,427	570	954	56	5,007
Soledad	3,579	23	101	35	3,738
Balance of County	9,879	1,413	1,222	230	12,744
San Benito County, Total	7,665	513	463	60	8,701
Hollister	5,055	289	369	46	5,759
San Juan Bautista	173	-	2	14	189
Balance of County	2,437	224	92	-	2,753
Santa Cruz County, Total	21,342	4,747	3,497	919	30,505
Capitola	455	182	264	13	914
Santa Cruz	2,814	1,478	1,300	318	5,910
Scotts Valley	300	200	221	55	776
Watsonville	9,901	471	458	57	10,887
Balance of County	7,872	2,416	1,254	476	12,018

⁴ U.S. Census Bureau. "Limited English Speaking Households." American Community Survey, ACS 5-Year Estimates Subject Tables, Table S1602, 2022, [https://data.census.gov/table/ACSST5Y2022.S1602?q=S1602:Limited English Speaking Households&g=160XX00US0611250,0618688,0630392,0630994,0638520,0645778,0648872,0654848,0664224,0665112,0670742,0672520](https://data.census.gov/table/ACSST5Y2022.S1602?q=S1602:Limited%20English%20Speaking%20Households&g=160XX00US0611250,0618688,0630392,0630994,0638520,0645778,0648872,0654848,0664224,0665112,0670742,0672520). Accessed on February 21, 2024.

In 2022, Spanish was the most predominate language (79%) spoken in LEP households in the Monterey Bay region. Because the language categories of “Other Indo-European Languages,” “Asian and Pacific Island Languages,” and “Other Languages” found in the American Community Survey data are broad, further demographic analysis was completed as later described in this LAP to determine which other languages are spoken in the Monterey Bay region.

Four Factor Analysis

Per DOT requirements, AMBAG completed the following the Four Factors Analysis:

1. The Number or Proportion of LEP Persons Eligible to Be Served or Likely to Be Encountered by the Program or Recipient

Given that AMBAG’s regional transportation planning will likely impact everyone on the Monterey Bay region, 2022 American Community Survey 5-Year Estimates data was used to determine the number of LEP households eligible to be served or likely to be encountered by AMBAG. As previously reported in “Table 1: 2022 Total Number and Percentage of LEP Households by Jurisdiction,” 8% of households self-identified as being LEP in the Monterey Bay region in 2022.

2. The Frequency with Which LEP Persons Come into Contact with the Program

In day-to-day operations, AMBAG staff does not regularly interact with LEP persons. When working on major plans or projects such as the MTP/SCS, AMBAG ensures to conduct bilingual (English/Spanish) public outreach in the predominately Spanish-speaking communities such as Hollister, Watsonville, Salinas, and South Monterey County. With notice, AMBAG can also provide translation and interpretation services for languages other than Spanish at these events. As an example, historically there have been requests for Triqui language assistance at South Monterey County workshops where AMBAG provides accommodations. Staff training will be provided should communicating with LEP populations become more frequent and consistent in the future.

3. The Nature and Importance of the Program, Activity, or Service Provided by the Program to People’s Lives

Rather than being a direct provider of services, AMBAG serves as the regional forum for the study and discussion of regionally significant issues, including housing, transportation, energy, and environmental quality. AMBAG’s programs, activities, and services are long-term in nature, such as the preparation of our 20-year horizon plan MTP/SCS. All outreach and summary documents for AMBAG’s efforts are offered to the public in both English and Spanish, with other languages upon request. AMBAG strives to ensure that all segments of the population, with special consideration for LEP persons, can participate in an inclusive transportation planning process as described in our *2023 PPP*.

4. The Resources Available to the Recipient for LEP Outreach, as well as the Costs Associated with That Outreach

AMBAG will continue to provide translation and interpretation services to encourage LEP populations to participate in the development of AMBAG's major planning programs and projects. As previously stated, because the Monterey Bay region is home to a large Spanish-speaking population AMBAG and its partner agencies employ several bilingual (English/Spanish), culturally sensitive outreach methods to include participation of the Spanish-speaking community. These methods include:

- Publishing printed information regarding services, projects, programs, and meetings in Spanish.
- Spanish language media in the distribution of news releases.
- Advertising public hearings, meetings, projects and programs in the Spanish language print, radio, and television media.
- Providing simultaneous Spanish language interpretation services at meetings.
- Conducting meetings in Spanish in communities where Spanish is the dominant language with English translation and encourage Board member attendance.
- Producing Spanish language website content, videos, and physical publications, such as flyers.
- Providing language identification flashcards at public meetings.
- Ensure that transit contractors recruit bilingual (English/Spanish) personnel.
- Providing bilingual (English/Spanish) staff when tabling at community events and at pop-up public locations to solicit project feedback or disseminate program information.

Additionally, AMBAG can provide materials and special accommodations for other LEP languages in the Monterey Bay region, with notice.

AMBAG identifies funding for LEP outreach in the agency's Overall Work Program (OWP). In AMBAG's current FY 2023-24 OWP & Budget, "Work Element 113: Public Participation Plan" specifically includes the tasks and costs to update this Title VI Program and maintain the 2023 *PPP*. More information about AMBAG OWP & Budget can be found on our website at www.ambag.org.

Language Assistance Services

After reviewing the 2022 American Community Survey 5-Year Estimates data summarized in "Table 2: 2022 LEP Households by Language by Jurisdiction" and completing the Four Factor Analysis, AMBAG understands its duty to offer language accommodations to LEP populations in the Monterey Bay region. To determine the most effective public outreach strategies as well as the required Safe Harbor Provision languages for vital documents, further demographic research was required. Outside of Spanish, the language categories in "Table 2: 2022 LEP Households by Language by Jurisdiction" are too broad to determine which languages meet the Safe Harbor Provision threshold of 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 by AMBAG.

Safe Harbor Provision

AMBAG's demographer, Public Reference Bureau (PRB), prepared Table 3 (below) using American Community Survey's 2018-2022 public use microdata⁵ to determine which languages meet the DOJ Safe Harbor Provision threshold. Due to how Census data is now publicly reported compared to years past, information is no longer available at a county or jurisdictional level to protect the identity of LEP community members. Given AMBAG's regional nature, the data in Table 3 is for the Monterey Bay region will work for this analysis.

Table 3: 2022 LEP Population for the Monterey Bay Region by Language Spoken at Home

Language	Population	Percent of Population
Spanish	131,923	17.1%
Filipino/Tagalog	2,897	0.4%
Chinese (including Mandarin and Cantonese)	1,767	0.2%
Korean	1,007	0.1%
Other Central and South American languages	1,005	0.1%
Vietnamese	894	0.1%
Japanese	887	0.1%
Arabic	719	0.1%
Portuguese	608	0.1%
Punjabi	434	0.1%
Russian	371	0.0%
Hindi or Urdu	327	0.0%
Ilocano	293	0.0%
Farsi/Dari	292	0.0%
Romanian	240	0.0%
Tongan	237	0.0%
Italian	235	0.0%
German	211	0.0%
Gujarati	209	0.0%
Total LEP (including languages not listed above)	146,272	
Total Population	771,616	

One LEP language, Spanish (131,923 speakers), meets the 5% threshold in the Monterey Bay region. Three languages, Tagalog (2,897 speakers), Chinese (1,767 speakers), and Korean (1,007 speakers), meet the 1,000 persons threshold in the Monterey Bay region. Given that the broad language category of "Other Central and South American languages" meets the 1,000 persons threshold with 1,005 speakers, PRB consulted an alternative demographic resource to determine if there is another language with at least 1,000 speakers captured in this data.

⁵ Source: Analysis by PRB of data from the U.S. Census Bureau, American Community Survey, Public Use Microdata (2018-2022).

Note: Data in this table is drawn from ACS Public Use Microdata Sample, and due to sampling and weighting may not exactly match published tables.

The California Department of Education tracks the languages spoken at home of their English Learner students by county and was reviewed for the latest available school year, 2022-23.⁶ The second most frequently identified language spoken at home for English Learner students for the Monterey Bay region after Spanish was Mixteco with 1,116 students. Mixteco is a language spoken in Mexico and is closely related to Triqui. Given the number of English Learner students who speak Mixteco at home and the Census data in the "Table 3: 2022 LEP Population for the Monterey Bay Region by Language Spoken at Home," AMBAG has identified Mixteco as a Safe Harbor Provision language.

With this information, AMBAG is required to offer written vital documents, such as the Title VI Notices to the Public, Complaint Procedures, and Forms, found in Appendices B, C, and D, respectively, in five languages: Spanish, Tagalog, Chinese, Korean, and Mixteco. It should be noted that the Safe Harbor Provision applies to the translation of written documents only and does not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable.

Notice of Language Assistance Availability

AMBAG's Title VI Notices to the Public, Complaint Procedures, and Forms in the required DOJ Safe Harbor Provision languages can be found in Appendices B, C, and D, respectively. They can also be found on our website www.ambag.org or at our front office at: 24580 Silver Cloud Court, Monterey, CA 93940.

Members of the public that feel discriminated against by AMBAG in any way are encouraged to exercise their right to file a complaint by following the complaint procedure described in Appendix C using the form included in Appendix D.

As detailed in the *2023 PPP*, AMBAG actively engages with traditionally underserved and underrepresented communities, including minority and LEP populations, within the Monterey Bay region in all major transportation planning and investment decisions. Because the Monterey Bay region is home to a large Spanish-speaking population, AMBAG and its partner agencies employ several bilingual (English/Spanish), culturally sensitive outreach methods to encourage participation of the Spanish-speaking community. AMBAG can provide materials and special accommodations for other LEP languages in the Monterey Bay region, with notice. Given AMBAG staff does not regularly interact with LEP persons in day-to-day operations, training will be provided should communicating with LEP populations become more frequent and consistent in the future.

⁶ California Department of Education, Educational Demographics Office. "Language Group Data - Countywide for 2022 – 23," <https://dq.cde.ca.gov/dataquest/lc/CountyLC.aspx?cYear=2022-23&TheCounty=44+SANTA+CRUZ>. Accessed on March 19, 2024.

Monitoring, Evaluating, and Updating the Language Assistance Plan

AMBAG will update this LAP every three years in conjunction with its Title VI Program. During the 2024 Title VI Program timeframe (2024-2027), AMBAG will use the demographic information in this document and monitor the goals and strategies throughout every public participation and outreach effort. This monitoring will be used to determine what can be improved during the next Title VI Program and LAP update.

B. AMBAG's Title VI Notice to the Public

AMBAG's Title VI Notice to the Public

The Association of Monterey Bay Area Governments (AMBAG) operates its programs and projects without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with AMBAG directly by filling out and submitting our Title VI Complaint Form to AMBAG. Our mailing address is: 24580 Silver Cloud Court, Monterey, CA 93940.

For more information on the AMBAG's Title VI Program and the procedures to file a complaint, please contact us at (831) 883-3750; email at info@ambag.org; visit us in person at 24580 Silver Cloud Court, Monterey, CA 93940; or visit our website at www.ambag.org.

A complaint may also be filed directly with the Federal Transit Administration (FTA) at: Office of Civil Rights, Attention: Complaint Team, East Building 5th Floor – TCR 1200, New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, please contact AMBAG at (831) 883-3750.

Si se necesita informacion en otro idioma, comuniquese con (831) 883-3750.

Kung kailangan ninyo ng impormasyon sa ibang wika, tumawag sa (831) 883-3750.

如果需要其他语言的信息，请联系 (831) 883-3750.

정보가 다른 언어로 필요하면 연락하십시오 (831) 883-3750.

Taá siniñu'uni kuunda iñini inga tu'un, kajania mañi ka'ani si'i AMBAG número teléfono kuu (831) 883-3750.

C. AMBAG's Title VI Complaint Procedures

English

AMBAG's Title VI Complaint Procedures

Any person who feels that he or she, either individually or as a member of any class of persons, on the basis of race, color or national origin has been excluded from or denied the benefits of, or subjected to discrimination under any program or activity receiving federal financial assistance through AMBAG may file a written complaint to the AMBAG Title VI Coordinator. Such a complaint must be filed within 60 calendar days after the date the person believes the discrimination occurred.

Upon receipt of the complaint, the Title VI Coordinator shall review, investigate, and evaluate the complaint, in consultation with the Executive Director. The Title VI Coordinator shall complete the review no later than 45 calendar days after the date AMBAG received the complaint. If more time is required, the Title VI Coordinator shall notify the complainant of the estimated timeframe for completing the review. Upon completion of the review, the Title VI Coordinator shall make a recommendation regarding the merit of the complaint and whether remedial actions are available to provide redress. Additionally, the Title VI Coordinator may recommend improvements to AMBAG's processes relative to Title VI and environmental justice, as appropriate. The Title VI Coordinator shall forward their recommendations to the Executive Director for concurrence. If the Executive Director concurs, he or she shall issue AMBAG's written response to the complainant.

If the complainant disagrees with the response, he or she may request reconsideration by submitting the request in writing to the Executive Director within 10 calendar days after its receipt. The request for reconsideration shall be sufficiently detailed to contain any items the complainant feels were not fully understood by the AMBAG Title VI Coordinator. The Executive Director will notify the complainant of his decision either to accept or reject the request for reconsideration within 10 calendar days. In cases where the Executive Director agrees to reconsider, the matter shall be returned to the Title VI Coordinator to reevaluate in accordance with Paragraph 2, above.

If the request for reconsideration is denied, the complainant may appeal the Executive Director's response to the complaint by submitting a written appeal to AMBAG's Board no later than 10 calendar days after receipt of the Executive Director's written decision rejecting reconsideration.

If the complainant is dissatisfied with the AMBAG Board's resolution of the complaint, he or she may also submit a complaint to the Federal Transit Administration:

FTA Office of Civil Rights
Attn: Complaint Team
East Building 5th Floor – TCR 1200

New Jersey Avenue SE
Washington, DC 20590

For more information, please visit the FTA Website at www.transit.dot.gov

Spanish

Procedimientos para Presentar Denuncias

Cualquier persona que considere que, tanto individualmente, como miembro de cualquier tipo de colectivo, por motivos de raza, color o nacionalidad ha sido excluida o se le ha denegado alguna prestación o ha sido sometida a discriminación en cualquier programa o actividad que reciba asistencia económica federal a través de la AMBAG puede presentar una denuncia escrita al Coordinador de la AMBAG del Título VI. Dicha denuncia debe presentarse dentro de los siguientes 60 días naturales después de la supuesta discriminación.

Tras recibir la denuncia, el Coordinador del Título VI revisará, investigará y evaluará la denuncia en consulta con el Director Ejecutivo. El Coordinador del Título VI deberá completar la revisión antes de 45 días naturales tras la fecha de recepción de la denuncia por parte de la AMBAG. Si requiriese más tiempo, el Coordinador del Título VI deberá notificar al demandante acerca del plazo estimado para completar la revisión. Una vez se haya completado la revisión, el Coordinador del Título VI realizará una recomendación en relación al fundamento de la denuncia y si existen medidas correctivas para su reparación. Además, el Coordinador del Título VI recomendará mejoras a los procesos de la AMBAG relativas al Título VI y a la justicia ambiental, según convenga. El Coordinador del Título VI presentará sus recomendaciones al Director Ejecutivo para su acuerdo. Si el Director Ejecutivo está de acuerdo emitirá una respuesta por escrito al demandante.

Si el demandante no está de acuerdo con la respuesta, puede solicitar una revisión presentando una solicitud por escrito al Director Ejecutivo en los siguientes 10 días naturales después de su recepción. La solicitud debe ser suficientemente detallada y contener cualquier elemento que el demandante considere que no ha sido totalmente comprendido por el Coordinador del Título VI de la AMBAG. El Director Ejecutivo notificará al demandante su decisión de aceptar o rechazar la solicitud de revisión en 10 días naturales. En los casos en los que el Director Ejecutivo esté de acuerdo en reconsiderarlo, el asunto será retomado por el Coordinador del Título VI para que lo vuelva a evaluar conforme a lo dispuesto en el párrafo 2 anterior.

Si la solicitud de revisión es denegada, el demandante apelará la respuesta del Director Ejecutivo mediante la presentación de una apelación por escrito a la Junta Directiva de la AMBAG antes de 10 días naturales tras haber recibido la decisión por escrito del Director Ejecutivo rechazando la revisión.

Presentación de la denuncia ante la Administración federal de tránsito: Si el demandante no queda satisfecho con la resolución de la denuncia de la Junta Directiva de la AMBAG, puede presentar una denuncia ante la Administración federal de tránsito:

FTA Office of Civil Rights
Attn: Complaint Team
East Building 5th Floor – TCR 1200
New Jersey Avenue SE
Washington, DC 20590

Para más información: www.transit.dot.gov

Tagalog

Mga Pamamaraan Ng Reklamo

Sinumang taong nag-aakalang siya, bilang indibiduwal o bilang miyembro ng alinmang grupo ng mga tao, nang dahil sa lahi, kulay o bansang pinagmulan ay naipuwera sa o pinagkaitan ng mga benepisyo ng, o dumanas ng diskriminasyon sa ilalim ng alinmang programa o aktibidad na tumatanggap ng tulong pinansiyal mula sa pederal na pamahalaan sa pamamagitan ng AMBAG ay maaaring maghain ng nakasulat na reklamo sa Tagapag-ugnay ng Titulo VI sa AMBAG. Ang ganoong reklamo ay dapat maihain sa loob ng 60 araw ng kalendaryo pagkalipas ng petsa na, ayon sa paniniwala ng naturang tao, naganap ang diskriminasyon.

Pagkatanggap sa reklamo, rerepasuhin, iimbestigahan, at pag-aaralan ng Tagapag-ugnay ng Titulo VI ang reklamo, nang kinukonsulta ang Ehekutibong Direktor. Kukumpletuhin ng Tagapag-ugnay ng Titulo VI ang pagrerepaso nang hindi lalampas sa 45 araw ng kalendaryo pagkalipas ng petsa na natanggap ng AMBAG ang reklamo. Kung kailangan ng mas mahabang panahon, aabisuhan ng Tagapag-ugnay ng Titulo VI ang nagrereklamo tungkol sa tinatantiyang panahon na makukumpleto ang pagrerepaso. Pagkakumpleto sa pagrerepaso, gagawa ang Tagapag-ugnay ng Titulo VI ng rekomendasyon hinggil sa merito ng reklamo at kung may magagamit na mga pangremedyong hakbang upang magbigay ng pagtutuwid. Dagdag pa, maaaring magrekomenda ang Tagapag-ugnay ng Titulo VI ng mga pagpapabuti sa mga proseso ng AMBAG na may kinalaman sa Titulo VI at katarungang pangkapaligiran, ayon sa naaangkop. Ipapadala ng Tagapag-ugnay ng Titulo VI ang kanilang mga rekomendasyon sa Ehekutibong Direktor para sa pagsang-ayon. Kung sumasang-ayon ang Ehekutibong Direktor, ibibigay niya ang nakasulat na tugon ng AMBAG sa nagrereklamo.

Kung hindi sumasang-ayon sa tugon ang nagrereklamo, maaari siyang humingi ng muling pagsasaalang-alang sa pamamagitan ng pagsusumite ng nakasulat na kahilingan sa Ehekutibong Direktor sa loob ng 10 araw ng kalendaryo pagkatanggap dito. Dapat may sapat na detalye ang kahilingan para sa muling pagsasaalang-alang na naglalaman ng anumang mga bagay na sa tingin ng nagrereklamo ay hindi ganap na naintindihan ng Tagapag-ugnay ng Titulo VI sa AMBAG. Aabisuhan ng Ehekutibong

Direktor ang nagrereklamo tungkol sa kanyang desisyon na tanggapin o tanggihan ang kahilingan para sa pagsasaalang-alang sa loob ng 10 araw ng kalendaryo. Sa mga kasong sumasang-ayon ang Ehekutibong Direktor na isaalang-alang muli ang kaso, ibabalik ang usapin sa Tagapag-ugnay ng Titolo VI upang muli nitong pag-aralan alinsunod sa Talata 2, sa itaas.

Kung tatanggihan ang kahilingan para sa muling pagsasaalang-alang, maaaring iapela ng nagrereklamo ang tugon ng Ehekutibong Direktor sa reklamo sa pamamagitan ng pagsusumite ng nakasulat na apela sa Lupon ng Patakaran ng AMBAG nang hindi lalampas sa 10 araw ng kalendaryo pagkatanggap sa nakasulat na desisyon ng Ehekutibong Direktor na tumatanggi sa muling pagsasaalang-alang.

Kung hindi kuntento ang nagrereklamo sa resolusyon ng Lupon ng Patakaran ng AMBAG sa reklamo, maaari din siyang magsumite ng reklamo sa Pederal na Pangasiwaan ng Pagbibiyahe:

FTA Office of Civil Rights
Attn: Complaint Team
East Building 5th Floor – TCR 1200
New Jersey Avenue SE
Washington, DC 20590

Para sa iba pang impormasyon, tingnan ang www.transit.dot.gov

Chinese

AMBAG的Title VI投诉程序

任何基于种族，肤色或国籍的个人或任何类别成员的人都被排除或否认任何计划或活动的利益或受到歧视通过AMBAG接收联邦财政援助可以向AMBAG Title VI协调员提交书面投诉。此类投诉必须在该人认为发生歧视之日起60个日历日内提交。

收到投诉后，Title VI协调员应与执行主任协商，审查，调查和评估投诉。标题VI协调员应在AMBAG收到投诉之日起45个日历日内完成审查。如果需要更多时间，Title VI协调员应通知投诉人完成审查的预计时间表。审查完成后，第六标题协调员应就投诉的优点提出建议，以及是否有补救措施可以提供补救措施。此外，Title VI协调员可酌情建议改进AMBAG相对于Title VI和环境正义的流程。标题VI协调员应将其建议转交执行主任同意。如果执行主任同意，他或她应向申诉人发出AMBAG的书面答复。

如果投诉人不同意答复，他或她可以在收到请求后的10个日历日内以书面形式向执行主任提出申请，要求重新考虑。复议请求应足够详细，以包含申诉人认为AMBAG Title VI协调员未完全理解的任何项目。执行主任将在10个日历日内通知投诉人他决定接受或拒绝复议请求。如果执行主任同意重新考虑，则应将该事项退还给第六标题协调员，以根据上文第2段重新评估

。如果复议请求被拒绝，投诉人可以在收到执行董事拒绝复议的书面决定后的10个日历日内向 AMBAG董事会提交书面申诉，以对执行董事对投诉的回复提出上诉。

如果投诉人对AMBAG董事会的投诉解决方案不满意，他或她也可以向联邦运输管理局提交投诉：

FTA Office of Civil Rights
Attn: Complaint Team
East Building 5th Floor – TCR 1200
New Jersey Avenue SE
Washington, DC 20590

了解更多信息：www.transit.dot.gov

Korean

AMBAG의 Title VI 불만 사항 절차

인종, 피부색, 국적에 근거하여 개인적으로 또는 모든 계층의 인물로 생각되는 사람은 프로그램이나 활동에 따라 혜택에서 제외되거나 그 혜택을 거부당하거나 차별받습니다. AMBAG를 통한 연방 재정 지원을 받는 것은 AMBAG Title VI 코디네이터에게서 면으로 의의를 제기할 수 있습니다. 그러한 불평은 차별이 발생했다고 생각한 날짜로부터 60 일 이내에 제기되어야 합니다.

불만 사항을 접수하면 Title VI 코디네이터는 집행사와 협의하여 불만 사항을 검토, 조사 및 평가해야 합니다. Title VI 코디네이터는 AMBAG이 불만 사항을 접수한 날로부터 45 일 이내에 검토를 완료해야 합니다. 더 많은 시간이 필요할 경우, 타이틀 VI 코디네이터는 검토를 완료하기 위한 예상 시간을 불만 제기자에게 통보해야 합니다. 검토가 완료되면, 타이틀 VI 코디네이터는 불만 사항의 장점 및 구제조치가 교정을 제공할 수 있는지 여부에 관한 권고를 해야 합니다. 또한, 타이틀 VI 코디네이터는 Title VI 및 환경 정의에 관한 AMBAG의 프로세스 개선을 적절하게 권고할 수 있습니다. Title VI 코디네이터는 권고안을 집행사에게 전달하여 동의할 수 있어야 한다. 집행사가 동의하는 경우, 그 또는 그녀는 AMBAG의 서면 답변을 항의자에게 발급해야 합니다.

고소인이 답변에 동의하지 않는 경우, 수령 후 10 일 이내에 서면으로 요청서를 제출하여 재심의 요청을 할 수 있습니다. 재심의 요청은 AMBAG Title VI 코디네이터가 불만 사항을 충분히 이해하지 못했다고 생각되는 항목을 포함하도록 충분히 상세하게 기재되어야 합니다. 사무총장은 10 일 이내에 재심의 요청을 수락하거나 거절하는 결정을 이의 제기자에게 통보합니다. 집행

이사가 재심의하기로 동의한 경우 문제는 위의 제 2 항에 따라 재평가하기 위해 타이틀 VI 코디네이터에게 반송되어야 한다.

재심의 요청이 거부된 경우, 이의 제기자는 재심을 거부하는 집행이사의 서면 결정을 수령한 후 10 일 이내에 AMBAG 이사회에서 면의의를 제출함으로써 집행이사의 응답에 항소할 수 있습니다.

불만사항이 AMBAG 이사회 of 불만사항 해결에 불만족하면 Federal Transit Administration 에 불만사항을 제출할 수도 있습니다.

FTA Office of Civil Rights
Attn: Complaint Team
East Building 5th Floor – TCR 1200
New Jersey Avenue SE
Washington, DC 20590

자세한 내용은: www.transit.dot.gov

Mixteco

Ñaa yo'o kajani nda'aini nuu Título VI AMBAG

Ndyaa nakuumeva nayivi siñina ñaa meera a meeña, aa íln tu'una, a ndyaa nayivi kuu meevana, sa'a ndyaa nayivi kuuna, inga tyiaaku, a ñuu nuu nikakuna tyi ñiikixisioña'ana a koo nichindyeha'ana, a nikundajiña'ana sa'a ndyaa programa kuumeva a ñakixinaa jaa ñi'ina xu'un nuu na gobierno federal tyisi AMBAG, kuu chikani íln tyutyu nityiani sa'a ñaa nda'aini nuu na Kuuchuun sa'a Título VI AMBAG. Ñaa nda'aini kani chikania tyiani nuu 60 (uni xiko) kivi calendario tasi niya'a kivi ñaa siñina nindo'ona ñaa nikundajiña'ana.

Taa sinake'ena tyutyu sa'a ñaa nda'aini, na kuuchuun sa'a Título VI kundye'ena, nandyukuuna tyi kundye'ena a meandaa nindo'ona, tyi ndatu'una si'i tyi Kuunuu Chaka. Tasini natyin AMBAG tyutyu ñaa nda'aini, na kuuchuun sa'a Título VI kani ndyi'i kuundye'ena tyutyuni tyiani nuu 45 (eve xiko u'un) kivi calendario. Taá siniñu'un chaka tiempo, na Kuuchuun sa'a Título VI kasatu'una si'ina nichikaa tyutyu ñanda'aina naja tiempo jaa kuu ndyi'i ñaa sindye'ena. Taá nisinindy'i nisindyeha'ena tyutyuni, na kuuchuun sa'a Título VI kani ka'ana sa'a naja ke'ena sata ñaa ninda'aini tyi taá íí ñaa kuu chindyeha'ana jaa kuu chiya'avi ña'ana. Jaani, na kuuchuun sa'a Título VI kuu ke'ena consejo ndyixi koo va'a ñaa kixindyuh AMBAG nuu Título VI tyi ña justicia ndyixi kixina si'indo, ndyixi kaa meea ndo'oni. Na kuuchuun sa'a Título VI kani tanda'ana consejona nuu nasa'andya chuun, jaa kuu jaya'ana. Taá va'a kachi na sa'andya chuun, meera a meeña tanda'ana tyutyu AMBAG ku'un nuu na ninda'ai.

Taá koo va'a sinina na ninda'ai si'i tu'un nasikone'ena nuuna, meera a meeña kuu kakana nakundye'e tyukuna tyutyuna, kuu tanda'ana tyutyu jakutyina nuu na sandyi chuun nuu 10 (usu) kivi calendario tandyi'i nake'ena tyutyu. Ñaa tyutyu kuunina

kundye'e tyukuna, kani tyiana ndyita'a ñaa konikunda va'a ini na kuuchuun sa'a Título VI AMBAG. Tyi sandyi'i chuun kasitu'ura nuu na ninda'ai a natyira a uun natyira tyutyu sa'a ñaa nakundye'e tyukuna tyutyu nuu 10 (usu) kivi calendario. Tyi taá nikachi tyi sa'andyi chuun ñaa kuu kundye'e tyukuna tyutyu ñaa nda'ani, tyi nasikoo tyuku tyutyu nuu na kuuchuun sa'a Título VI jaa kuu kundye'e tyukuna ñaa nikuundona kuunuu nuu nityiana yachi párrafo 2 (eve).

Taà koo nisená kundye'e tyukuna tyutyu, na ninda'ai kuu ka'an tyukuna sa'a tu'un nasikone'e tyi sandyi chuun sa'a ña ninda'aina, kuu nake'ena iin tyutyu nuu na kuuchuun si'i AMBAG na uun ya'aka nuu usu kivi calendario taa siniya'a kivi natyina tu'un nika'an tyi sandyi chuun ñaa ka'an koo nikuu kajayikuuna.

Taá koo va'a sini na ninda'ai si'i ñaa nikixiyikona sa'a ñaa nda'aina nuu na kuuchuun si'i AMBAG, jaani kuu nda'aina nuu na kuuchuun nuu na Administración Federal Tránsito.

FTA Office of Civil Rights
Attn: Complaint Team
East Building 5th Floor – TCR 1200
New Jersey Avenue SE
Washington, DC 20590

Taa kunini kundaa chaka iñini, kajani ñaa mani ku'uni nuu internet FTA
www.transit.dot.gov

D. AMBAG's Title VI Complaint Forms

English

AMBAG's 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." If you feel you have been discriminated against in transit services, please provide the following information in order to assist us in processing your complaint and send it to:

Association of Monterey Bay Area Governments
24580 Silver Cloud Court
Monterey, CA 93940
Phone: (831) 883-3750
Fax: (831) 883-3755

Please print clearly:

1. Name: _____
2. Address: _____
3. City, State, Zip Code: _____
4. Telephone Number: _____ (home) _____ (cell)
5. Person discriminated against: _____
6. Address of person discriminated against: _____
7. City, State, Zip Code: _____
8. Please check off why you believe the discrimination occurred:

_____ Race

_____ Color

_____ National origin

9. What was the date(s) the alleged discrimination occurred? _____
10. Where did the alleged discrimination take place? _____
11. Please describe the circumstances as you saw it: _____

12. Please list any and all witnesses' names and phone number: _____

13. What type of corrective action would you like to see taken? _____

Please attach any documents you have which support the allegation.

Date and sign this form, and mail to the AMBAG Title VI Coordinator (address is listed on page 1).

Your Signature _____

Print your name _____ Date _____

Spanish

Formulario de Denuncia del Título VI

El Título VI de la Ley de Derechos Civiles de 1964 requiere que “ninguna persona en los Estados Unidos de América debe ser excluida de participar por motivos de raza, color o nacionalidad o de su derecho a prestaciones o estar sujeta a discriminación en cualquier programa o actividad que reciba asistencia económica federal.” Si usted considera que ha sido discriminado/a en los servicios de tránsito, facilítenos la siguiente información para que podamos ayudarle a procesar su denuncia y enviarla a:

Association of Monterey Bay Area Governments
24580 Silver Cloud Court
Monterey, CA 93940
Teléfono: (831) 883-3750
Fax: (831) 883-3755

Por favor, escriba claramente:

1. Nombre y apellidos: _____
2. Dirección: _____
3. Ciudad, estado, código postal: _____
4. Número de teléfono: _____ (casa) _____ (móvil)
5. Persona que haya sido víctima de discriminación: _____
6. Dirección de la persona que haya sido víctima de discriminación: _____
7. Ciudad, estado, código postal: _____
8. Marque la discriminación que usted considera que ha ocurrido:

_____ Raza

_____ Color

_____ Nacionalidad

9. ¿Cuál fue la(s) fecha(s) de la supuesta discriminación? _____
10. ¿Dónde ocurrió la supuesta discriminación? _____
11. Describa las circunstancias tal y como las presencié: _____

12. Facilítenos el nombre de todos los testigos y sus números de teléfono: _____

13. ¿Qué tipo de medida correctiva le gustaría que se aplicase? _____

Adjunte cualquier documento que pueda apoyar la alegación

Ponga la fecha, firme este documento y envíelo al Coordinador del Título VI de la AMBAG (la dirección figura en la página 1).

Firma _____

Escriba su nombre _____ Fecha _____

Tagalog

Form Ng Reklamo Sa Ilalim Ng Titulo VI

Hinihingi ng Titulo VI ng Batas sa Mga Karapatang Sibil ng 1964 na "Wala sinumang tao sa Estados Unidos ang maipupuwera, nang dahil sa lahi, kulay o bansang pinagmulan, mula sa pakikibahagi sa, pagkaitan ng mga benepisyo sa, o dumanas ng diskriminasyon sa ilalim ng anumang programa o aktibidad na tumatanggap ng tulong pinansiyal mula sa pederal na pamahalaan." Kung inaakala ninyong dumanas kayo ng diskriminasyon sa mga serbisyo sa pagbibiyaha, mangyari lamang na ibigay ang sumusunod na impormasyon upang tulungan kami sa pagproseso ng inyong reklamo at ipadala ito sa:

Association of Monterey Bay Area Governments
24580 Silver Cloud Court
Monterey, CA 93940
Telepono: (831) 883-3750
Fax: (831) 883-3755

Paki-print nang malinaw:

1. Pangalan: _____
2. Address: _____
3. Lungsod, Estado, Zip Code: _____
4. Numero ng Telepono: _____ (bahay) _____ (cell)
5. Taong dumanas ng diskriminasyon: _____
6. Address ng taong dumanas ng diskriminasyon: _____
7. Lungsod, Estado, Zip Code: _____
8. Pakilagyan ng tsek ang dahilan kung bakit naniniwala kayong may nangyaring diskriminasyon:

_____Lahi

_____Kulay

_____Bansang pinagmulan

9. Kailan ang (mga) petsa na nangyari ang ipinaparatang na diskriminasyon? _____

10. Saan nangyari ang ipinaparatang na diskriminasyon? _____

11. Mangyari lamang na ilarawan ang mga pangyayari ayon sa inyong nakita: _____

12. Pakilista ang mga pangalan at numero ng telepono ng sinuman at lahat ng nakasaksi:_____

13. Anong uri ng pagtatamang hakbang ang gusto ninyong maipatupad??_____

Mangyari lamang na maglakip ng anumang dokumentong hawak ninyo na sumusuporta sa paratang.

Lagyan ng petsa at lagdaan ang form na ito, at ipadala sa Tagapag-ugnay ng Titulo VI sa AMBAG (ang address ay nakasulat sa pahina 1).

Ang Inyong Lagda_____

Paki-print ang inyong pangalan_____ Petsa_____

Chinese

第六章投诉表格

1964年“民权法案”第六章要求“在种族，肤色或国籍方面，美国任何人不得被排除在任何计划下参与，被剥夺利益或受到歧视”接受联邦财政援助的活动。“如果您认为自己在过境服务中受到歧视，请提供以下信息，以协助我们处理您的投诉并将其发送至：

Association of Monterey Bay Area Governments
24580 Silver Cloud Court
Monterey, CA 93940
电话: (831) 883-3750
传真: (831) 883-3755

请打印清楚：

1. 名称: _____
2. 地址: _____
3. 城市，州，邮政编码: _____
4. 电话号码: _____ (家) _____ (手机)
5. 受歧视的人: _____
6. 被歧视的人的地址: _____
7. 城市，州，邮政编码: _____
8. 请检查您认为歧视发生的原因:

_____ 种族

_____ 肤色

_____ 出生国

9. 被指控的歧视发生的日期是什么时候? _____
10. 涉嫌歧视发生在哪里? _____
11. 请描述一下情况: _____

12. 请列出任何和所有证人的姓名和电话号码:_____

13. 您希望采取什么类型的纠正措施?_____

请附上您支持指控的任何文件

日期并签署此表格，并邮寄至AMBAG Title VI协调员（地址为列于第1页）

签名_____

打印你的名字_____ 日期_____

Korean

Title VI 불만 제기 양식

1964 년 민권법 Title VI는 "미국 내 어느 누구도 인종, 피부색, 국적에 상관없이 어떤 프로그램 하에서도 참여에서 제외되거나 그 혜택을 거부 당하거나 차별을 당하지 않아야합니다 "귀하가 대중 교통 서비스에서 차별을 당했다고 생각되면, 귀하의 불만 처리를 돕기 위해 다음 정보를 제공하여 다음 주소로 보내주십시오 :

Association of Monterey Bay Area Governments

24580 Silver Cloud Court

Monterey, CA 93940

전화: (831) 883-3750

팩스: (831) 883-3755

명확하게 인쇄하십시오:

1. 이름: _____
2. 주소: _____
3. 시 : 주 : 우 편 번 호: _____
4. 전화 번호: _____ (집) _____ (휴대 전화)
5. 누가 차별 대우 받았는가: _____
6. 차별 대우받는 사람의주소: _____
7. 시 : 주 : 우 편 번 호: _____
8. 차별 이 발생 했 다 고 생 각 하 는 이 유 는 무 엇 입 니 까: _____

_____인 종

_____피 부 색

_____출 생 국 가

9. 차별 대우가 발생한 날짜는 언제입니까? _____
10. 차별 행위는 어디에서 발생 했습니까? _____
11. 무슨 일이 있었는지 설명해주세요: _____

12. 모든 증인의 이름과 전화 번호를 기재하십시오:_____

13. 어떤 유형의 시정 조치를 취하고 싶습니까?_____

주장을 뒷받침하는 문서를 첨부하십시오.

날짜를 기입하고이 양식에 서명하고 AMBAG Title VI 코디네이터 (주소는 1쪽에 열거됨).

서명_____

이름 인쇄_____ 날짜_____

Mixteco

Tyutyu nuu Tyiana ña nda'aina nuu Título VI si'i AMBAG (jaa nañia tu'un inglés)

Título VI sa'a kuenda ley Derecho Civil kuiya 1964 siniñu'u ñaa "Ni tu'un nayivi ndoyi Estado Unidos uun kuu kaja sionana, ñaa kuuna inga tyiandyia nayivi, inga tyiaaku, a nuu nikakuna, uun kuu chikuendaña'ana ñaa kajana, uun kuu kachina ñaa uun kuu chindyefña'ana, a kundajinana nuu nitu'un programa a ñaa kixina jaa kuu ñi'ina xu'un nuu na gobierno federal sa'a ñaa kuuna inga tyiandyia nayivi, inga tyiaaku, a nuu nunikakuna" Taa sinini ñaa nikundajina meeni nuu servicio tránsito, kajani ñaa mani ke'eni ñaa sikandyi nuuni jaa kuu chindyeeeni ndu'u kajandyundyi ñaa nda'aini tyi tanda'ania nuu:

Association of Monterey Bay Area Governments
24580 Silver Cloud Court
Monterey, CA 93940
Número teléfono kuu: (831) 883-3750
Número Fax kuu: (831) 883-3755

Kajani ñaa maní ndyisi tyiania:

1. Kivini: _____
2. Dirección ve'e nuu iini: _____
3. Ñuu nuu iini, estado nuu iini, código postal ñuu nuu iini: _____
4. Número telefono: (ve'eni): _____ (home) _____ (celularni) _____
5. Kivi na nikundajina: _____
6. Dirección na nikundajina: _____
7. Ñuu nuu iini, estado nuu iini, código postal ñuu nuu iini: _____
8. Kajania mani ka'ayini ndyaa sa'a kiaa nikundajina meeni: _____

_____ Kuuni inga tyiandyia nayivi

_____ Inga Tyiaaku

_____ Ñuu nuu nikakuni

9. Ndyaa nama sini meeni nisikuu ñaa nikundajina meeni? _____
10. Ndyaa kuu nuu sini meeni nisikuu nuu nikundajina meeni? _____
11. Kajania mani tyiani ndyikia sini nindo'oni: _____

12. Kajani ñaa mani tyiani kivi ndyita'an na kuu testigo si'i numero telefonona: _____

13. Ndyixi kuñini kuu xiko sa'a yo'o? _____

Kajani ñaa mani tanda'ani ndyaa tyutyu kuu meeva ñaa ii nuuni jaa kuu chindyeña'a meeni sa'a ñaa nda'aini.

Tyiani naja sika yoo si'i kuiya vityi tyi chikani firmani nuu tyutyu yo'o, tyi tanda'ani tyutyu yo'o naa ku'uan nuu na kuuchuun si'i AMBAG Titúlo VI. (direccion kuu nuua nuu nda'a tyutyu 1 (íín).

Firmani ku'u yo'o _____

Tyiani kivini si'i apellidoni yo'o _____ Tyiani naja sika yoo si'i kuiya vityi _____

E. Title VI Assurances

AMBAG's Title VI Assurances

The Association of Monterey Bay Area Governments (hereafter referred to as "Recipient"):

HEREBY AGREES THAT as a condition to receiving any Federal financial assistance from the Department of Transportation it will comply with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d-4 (hereafter referred to as the Act), and all requirements imposed by or pursuant to Title 40, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation—Effectuation of Title VI of the Civil Rights Act of 1964 (hereafter referred to as the Regulations) and other pertinent directives, to the end that in accordance with the Act, Regulations, and other pertinent directives, no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination under any program or activity for which the Recipient receives Federal financial assistance from the Department of Transportation, including the Federal Transit Administration, and

HEREBY GIVES ASSURANCES THAT it will promptly take any measures necessary to effectuate this agreement. This assurance is required by subsection 21.7(a) of the Regulations.

More specifically and without limiting the above general assurance, the Recipient hereby gives the following specific assurances with respect to its Overall Work Program (OWP):

1. That the Recipient agrees that each "program" and "facility" as defined in subsections 21.23(e) and 21.23(b) of the Regulations will be (with regard to the "program") conducted or will be (with regard to the "facility") operated in compliance with all requirements imposed by, or pursuant to, the Regulations.
2. That the Recipient shall insert the following notification in all solicitations for work or material subject to the Regulations and made in connection with all Overall Work Program (OWP) work elements and, in adapted form in all proposals for negotiated agreement:

The Association of Monterey Bay Area Governments, in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000D TO 2000d-4 and Title 49, Code of Federal Regulations, Transportation, Office of the Secretary, Part 21, Nondiscrimination in Federally- Assisted Programs of the Department of Transportation issued pursuant to such Act, hereby notifies all bidders that it will affirmatively insure that any contract entered into pursuant to this advertisement, minority business enterprises will be afforded full opportunity to submit bids in response to this invitation

and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.

3. That the Recipient shall insert the clauses of this assurance in every contract subject to this Act and the Regulations.

4. That where the Recipient receives Federal financial assistance to construct a facility, or part of a facility, the assurance shall extend to the entire facility and facilities operating in connection therewith.

5. That where the Recipient receives Federal financial assistance in the form of the acquisition of real property or an interest in real property, the assurance shall extend to rights to space on, over, or under such property.

6. That the Recipient shall include the appropriate clauses set forth in Appendix A of this assurance, as a covenant running with the land, in any future deeds, leases, permits, licenses, and similar agreements enter into by the Recipient with other parties: (a) for the subsequent transfer of real property acquired or improved under the OWP; and (b) for the construction or use of or access to space on, over, or under real property acquired, or improved under the OWP.

7. That this assurance obligates the Recipient for the period during which Federal financial assistance is extended to the program, except where the Federal financial assistance is to provide, or is of the form of, personal property, or real property or interest therein or structures or improvements thereon, in which case the assurance obligates the Recipient or any transferee for the longer of the following periods: (a) the period during which the property is used for the purpose for which Federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits" or (b) the period during which the Recipient retains ownership or possession of the property.

8. The Recipient shall provide for such methods of administration for the program as are found by the Secretary of Transportation or the official to whom he/she delegates specific authority to give reasonable guarantee that it, other recipients, sub-grantees, contractors subcontractors, transferees, successors in interest, and other participants of Federal financial assistance under such program will comply with all requirements imposed or pursuant to the Act, the Regulations, and this assurance.

9. The Recipient agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under the Act, the Regulations and this assurance.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all Federal grants, loans, contracts, property, discounts or other Federal financial assistance extended after the date hereof to the Recipient by the Department of Transportation under the OWP and is binding on it, other recipients, sub-grantees, contractors, subcontractors, transferees, successors in interest and other participants in the OWP. The person or persons whose signatures appear below are authorized to sign this assurance on behalf of the Recipient.

For the Association of Monterey Bay Area Governments

APPROVED BY:

Maura F. Twomey, Executive Director

Date

Standard DOT Title VI Assurances

The Association of Monterey Bay Area Governments (hereinafter referred to as the Sponsor):

HEREBY AGREES THAT as a condition to receiving Federal financial assistance from the Department of Transportation (DOT), it will comply with Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d et seq.) and all requirements imposed by 49 CFR Part 21, - Nondiscrimination in Federally Assisted Programs of the Department of Transportation - Effectuation of Title VI of the Civil Rights Act of 1964 (hereinafter referred to as the "Regulations") to the end 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 otherwise subjected to discrimination under any program or activity for which the applicant receives Federal financial assistance and will immediately take any measures necessary to effectuate this agreement. Without limiting the above general assurance, the sponsor agrees concerning this grant that:

1. Each "program" and "facility" (as defined in Sections 21.23(e) and 21.23 (b)) will be conducted or operated in compliance with all requirements of the Regulations.
2. It will insert the clauses of Attachment 1 of this assurance in every contract subject to the Act and the Regulations.
3. Where Federal financial assistance is received to construct a facility, or part of a facility, the assurance shall extend to the entire facility and facilities operated in connection therewith.
4. Where Federal financial assistance is in the form or for the acquisition of real property or an interest in real property, the assurance shall extend to rights to space on, over, or under such property.
5. It will include the appropriate clauses set forth in Attachment 2 of this assurance, as a covenant running with the land, in any future deeds, leases, permits, licenses, and similar agreements entered into by the sponsor with other parties:
 - (a) For the subsequent transfer of real property acquired or improved with Federal financial assistance under this Project; and

(b) For the construction or use of or access to space on, over, or under real property acquired or improved with Federal financial assistance under this Project.

6. This assurance obligates the Sponsor for the period during which Federal financial assistance is extended to the program, except where the Federal financial assistance is to provide, or is in the form of personal property or real property or interest therein or structures or improvements thereon, in which case the assurance obligates the sponsor or any transferee for the longer of the following periods.

(a) The period during which the property is used for a purpose for which Federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits, or (b) The period during which the sponsor retains ownership or possession of the property.

7. It will provide for such methods of administration for the program as are found by the Secretary of Transportation or the official to whom he delegates specific authority to give reasonable guarantee that it, other sponsors, sub-grantees, contractors, sub-contractors, transferees, successors in interest, and other participants or Federal financial assistance under such program will comply with all requirements imposed or pursuant to the Act, the Regulations, and this assurance.

8. It agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under the Act, the Regulations, and this assurance.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining Federal financial assistance for this Project and is binding on its contractors, the sponsor, sub-contractors, transferees, successors in interest and other participants in the Project. The person or persons whose signatures appear below are authorized to sign this assurance on behalf of the Sponsor.

SPONSOR:

The Association of Monterey Bay Area Governments

APPROVED BY:

Maura F. Twomey, Executive Director

Date

Attachment 1: Contractor Civil Rights Requirements

A. Nondiscrimination - In accordance with Title VI of the Civil Rights Act, as amended, 42 U.S.C. § 2000d, section 303 of the Age Discrimination Act of 1975, as amended, 42 U.S.C. § 6102, section 202 of the Americans with Disabilities Act of 1990, 42 U.S.C. § 12132, and Federal transit law at 49 U.S.C. § 5332, the CONTRACTOR agrees that it will not discriminate against any employee or applicant for employment because of race, color, creed, national origin, sex, age, or disability. In addition, the CONTRACTOR agrees to comply with applicable Federal implementing regulations and other implementing requirements FTA may issue.

B. Equal Employment Opportunity - The following equal employment opportunity requirements apply to the underlying contract:

1. Race, Color, Creed, National Origin, Sex - In accordance with Title VII of the Civil Rights Act, as amended, 42 U.S.C. § 2000e, and Federal transit laws at 49 U.S.C. § 5332, the CONTRACTOR agrees to comply with all applicable equal employment opportunity requirements of U.S. Department of Labor (U.S. DOL) regulations, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor," 41 C.F.R. Parts 60 et seq., (which implement Executive Order No. 11246, "Equal Employment Opportunity," as amended by Executive Order No. 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," 42 U.S.C. § 2000e note), and with any applicable Federal statutes, executive orders, regulations, and Federal policies that may in the future affect construction activities undertaken in the course of the Project. The CONTRACTOR agrees to take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, creed, national origin, sex, or age. Such action shall include, but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. In addition, the CONTRACTOR agrees to comply with any implementing requirements FTA may issue.

2. Age - In accordance with section 4 of the Age Discrimination in Employment Act of 1967, as amended, 29 U.S.C. § 623 and Federal transit law at 49 U.S.C. § 5332, the CONTRACTOR agrees to refrain from discrimination against present and prospective employees for reason of age.

3. CONTRACTOR agrees to comply with any implementing requirements FTA may issue.

4. Disabilities - In accordance with section 102 of the Americans with Disabilities Act, as amended, 42 U.S.C. § 12112, the CONTRACTOR agrees that it will comply with the requirements of U.S. Equal Employment Opportunity Commission, "Regulations to Implement the Equal Employment Provisions of the Americans with Disabilities Act," 29 C.F.R. Part 1630, pertaining to employment of persons with disabilities. In addition, the CONTRACTOR agrees to comply with any implementing requirements FTA may issue.

C. The CONTRACTOR also agrees to include these requirements in each subcontract financed in whole or in part with Federal assistance provided by FTA, modified only if necessary to identify the affected parties.

Attachment 2: FHWA Metropolitan Transportation Planning Process Certification

In accordance with 23 CFR 450, Caltrans and the Association of Monterey Bay Area Governments, Metropolitan Planning Organization for the Monterey, Santa Cruz, and San Benito urbanized area(s) hereby certify that the transportation planning process is addressing the major issues in the metropolitan planning area and is being conducted in accordance with all applicable requirements of:

I. 23 U.S.C. 134, 49 U.S.C. 5303, and 23 CFR 450 Subparts B and C;

II. In nonattainment and maintenance areas, sections 174 and 176 (c) and (d) of the Clean Air Act, as amended (42 U.S.C. 7504, 7506 (c) and (d)) and 40 CFR part 93;

III. Title VI of the Civil Rights Act of 1964 and the Title VI Assurance executed by California under 23 U.S.C. 324 and 29 U.S.C. 794

IV. 49 U.S.C. 5332, prohibiting discrimination on the basis of race, color, creed, national origin, sex, or age in employment or business opportunity;

V. Section 1101(b) of the MAP-21 (Pub. L. 112-141) and 49 CFR part 26 regarding the involvement of disadvantaged business enterprises in USDOT funded projects;

VI. 23 CFR part 230, regarding the implementation of an equal employment opportunity program on Federal and Federal-aid highway construction contracts;

VII. The provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) and 49 CFR parts 27, 37, and 38;

VIII. The Older Americans Act, as amended (42 U.S.C. 6101), prohibiting discrimination on the basis of age in programs or activities receiving Federal financial assistance;

IX. Section 324 of title 23 U.S.C. regarding the prohibition of discrimination based on gender; and

X. Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794) and 49 CFR part 27 regarding discrimination against individuals with disabilities.

MPO Authorizing Signature

Caltrans District Approval Signature

Title

Title

Date

Date

Attachment 3: Federal Fiscal Year 2024 Certifications and Assurances for Federal Transit Administration Assistance Programs

Name of Applicant: Association of Monterey Bay Area Governments

The Applicant agrees to comply with applicable provisions of Groups 1 – 21.

Or, the Applicant certifies to the applicable provisions of the categories it has selected:

1. Certifications and Assurances Required of Every Applicant
2. Public Transportation Agency Safety Plans
3. Tax Liability and Felony Convictions
4. Lobbying
5. Private Sector Protections
6. Transit Asset Management Plan
7. Rolling Stock Buy America Reviews and Bus Testing
8. Urbanized Area Formula Grants Program
9. Formula Grants for Rural Areas
10. Fixed Guideway Capital Investment Grants and the Expedited Project Delivery for Capital Investment Grants Pilot Program
11. Grants for Buses and Bus Facilities and Low or No Emission Vehicle Deployment Grant Programs
12. Enhanced Mobility of Seniors and Individuals with Disabilities Programs
13. State of Good Repair Grants
14. Infrastructure Finance Programs
15. Alcohol and Controlled Substances Testing
16. Rail Safety Training and Oversight
17. Demand Responsive Service
18. Interest and Financing Costs
19. Cybersecurity Certification for Rail Rolling Stock and Operations
20. Tribal Transit Programs
21. Emergency Relief Program

CERTIFICATIONS AND ASSURANCES SIGNATURE PAGE

AFFIRMATION OF APPLICANT

Name of the Applicant: Association of Monterey Bay Area Governments

BY SIGNING BELOW, on behalf of the Applicant, I declare that it has duly authorized me to make these Certifications and Assurances and bind its compliance. Thus, it agrees to comply with all federal laws, regulations, and requirements, follow applicable federal guidance, and comply with the Certifications and Assurances as indicated on the foregoing page applicable to each application its Authorized Representative makes to the Federal Transit Administration (FTA) in the federal fiscal year, irrespective of whether the individual that acted on his or her Applicant's behalf continues to represent it.

The Certifications and Assurances the Applicant selects apply to each Award for which it now seeks, or may later seek federal assistance to be awarded by FTA during the federal fiscal year.

The Applicant affirms the truthfulness and accuracy of the Certifications and Assurances it has selected in the statements submitted 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. § 3801 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 by 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 accurate.

Signature: _____ Date: _____

Name: _____ Authorized Representative of Applicant

AFFIRMATION OF APPLICANT'S ATTORNEY

For (Name of Applicant): Association of Monterey Bay Area Governments

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 Certifications and Assurances as indicated on the foregoing pages. I further affirm that, in my opinion, the Certifications and Assurances have been legally made and constitute legal and binding obligations on it.

I further affirm 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 its FTA assisted Award.

Signature: _____ Date: _____

Name: _____ Attorney for Applicant

Each Applicant for federal assistance to be awarded by FTA must provide an Affirmation of Applicant's Attorney pertaining to the Applicant's legal capacity. The Applicant may enter its electronic signature in lieu of the Attorney's signature within TrAMS, provided the Applicant has on file and uploaded to TrAMS this hard-copy Affirmation, signed by the attorney and dated this federal fiscal year.

Attachment 4: Fiscal Year 2022/2023 California Department of Transportation Debarment and Suspension Certification

As required by U.S. DOT regulations on governmentwide Debarment and Suspension (Nonprocurement), 49 CFR 29.100:

- 1) The Applicant certifies, to the best of its knowledge and belief, that it and its contractors, subcontractors and subrecipients:
 - a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
 - b) Have not, within the three (3) year period preceding this certification, been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, state, or local) transaction or contract under a public transaction, violation of Federal or state antitrust statutes, or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
 - c) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, state, or local) with commission of any of the offenses listed in subparagraph (1)(b) of this certification; and
 - d) Have not, within the three (3) year period preceding this certification, had one or more public transactions (Federal, state, and local) terminated for cause or default.
- 2) The Applicant also certifies that, if Applicant later becomes aware of any information contradicting the statements of paragraph (1) above, it will promptly provide that information to the State.
- 3) If the Applicant is unable to certify to all statements in paragraphs (1) and (2) of this certification, through those means available to Applicant, including the General Services Administration's Excluded Parties List System (EPLS), Applicant shall indicate so in its applications, or in the transmittal letter or message accompanying its annual certifications and assurances, and will provide a written explanation to the State.

SIGNATURE PAGE

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 _____ Date _____

Printed Name _____

As the undersigned Attorney for the above named Applicant, I hereby affirm to the Applicant that it has the authority under state and local law to make and comply with the certifications and assurances as indicated on the foregoing pages. I further affirm that, in my opinion, these certifications and assurances have been legally made and constitute legal and binding obligations of 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 described project.

AFFIRMATION OF APPLICANT'S ATTORNEY

For (Name of Applicant): Association of Monterey Bay Area Governments

Signature _____ Date _____

Printed Name of Applicant's Attorney _____

F. Board Resolution

DRAFT RESOLUTION OF THE BOARD OF DIRECTORS OF THE ASSOCIATION OF MONTEREY BAY AREA GOVERNMENTS APPROVING THE 2024 TITLE VI PROGRAM

WHEREAS, the Association of Monterey Bay Area Governments has been designated by the Governor of the State of California as the Metropolitan Planning Organization (MPO) for the Monterey Bay area; and

WHEREAS, Title VI of the Federal Civil Right Act of 1964 states that: No person 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; and

WHEREAS, as a subrecipient of Federal Transit Administration (FTA) funding, the Association of Monterey Bay Area Governments is required to comply with Title VI of the Civil Rights Act of 1964, including provisions detailed in U.S. Department of Transportation's FTA Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients and the California Department of Transportation ("Caltrans") regulations; and

WHEREAS, the Board of Directors of the Association of Monterey Bay Area Governments previously approved the 2021 Title VI Program on August 11, 2021; and

WHEREAS, to remain in compliance with the above regulations, the Association of Monterey Bay Area Governments has updated its Title VI Program, covering the period 2024 through 2027, and which will be submitted to the appropriate state and federal agencies; and

WHEREAS, the Board of Directors of the Association of Monterey Bay Area Governments desires to approve the updated Title VI Program to comply with the FTA and Caltrans requirements and to authorize the Executive Director or designee to submit to the appropriate state or federal agencies.

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of the Association of Monterey Bay Area Governments does hereby approve the 2024 Title VI Program pursuant to the attached "AMBAG 2024 Title VI Program" and authorize the submission to the appropriate federal and state agencies.

PASSED AND ADOPTED this 11th day of September 2024.

Mary Ann Carbone, President

Maura F. Twomey, Executive Director

G. Caltrans Title VI Program Checklist

Caltrans Division of Transportation Planning Office of Regional Planning – Title VI Program Checklist
--

Agency Name: **Association of Monterey Bay Area Governments**

Title VI Adoption Date: **September 11, 2024**

General Requirements Chapter III – Metropolitan Transportation Planning Organizations (MPOs)

Page #	Select One	
24	X	1. Notice to the Public
24	X	a. Race, color, and national origin (Sample notice in Appendix B)
24	X	b. Translated into non-English language and consistent with the agency's Limited English Proficiency (LEP) Plan (Chapter III-4)
11	X	2. List of locations where notice is posted, at a minimum (Chapter III-4 and Appendix B)
11	X	a. Agency's website
11	X	b. Public areas of the agency's office, including reception desk and meeting rooms
	N/A	c. Station or stops
	N/A	d. Transit vehicles
25-43	X	3. How to file a Title VI discrimination complaint and complaint form must be on the agency's website (Chapter III-5 and Appendix C and D)
6	X	4. List of any public transportation Title VI investigations, complaints, or lawsuits filed since the last submission (Appendix E)
12	X	5. Public Participation Plan – Promoting Inclusive Public Participation (Chapter III-5)
12	X	a. Summary of outreach efforts made
13	X	b. Outreach plan to engage minority and limited English proficient population (can be a component of a larger outreach for those that are traditionally underserved)
16	X	6. LEP Plan
20	X	a. Four Factor Analysis (Chapter III-7)
20	X	i. The number of proportions of LEP persons eligible to be served or likely to be encountered by the program or recipient.
20	X	ii. The frequency with which LEP persons contact the program.
20	X	iii. The nature and importance of the program, activity, or service provided by the program to people's lives.
21	X	iv. The resources available to the recipient for LEP outreach and the costs associated with that outreach.
21	X	b. Describe how the agency provides language assistance services by language (Chapter III-8)

Page # Select
One

☐ 22 ☒ X

c. Safe Harbor Provision – applies to the translation of written documents only (Chapter III-9)

☐ 23 ☒ X

d. Describe how the agency provides notice to LEP person about the availability of language assistance

☐ 24 ☒ X

e. Describe how the agency monitors, evaluates, and updates the language access plan

☐ 23 ☒ X

f. Describe how the agency trains employees to provide timely and reasonable language assistance to the LEP population

☐ ☐ N/A

7. 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.

☐ ☐ N/A

8. If a facility has been constructed, a Title VI equity analysis regarding the location must have been conducted during the planning stage. A copy of the analysis must be provided. (Chapter III-11)

☐ 55 ☒ X

9. Board Resolution or similar approving the Title VI Plan (Chapter III-1)

Additional Requirements for MPOs

Requirements in Chapter IV apply to MPOs, fixed-route public transportation service provider that receives federal assistance.

If the MPO is a direct recipient or primary recipient, the MPO will be required to submit additional information to FTA.

☐ 7-10 ☒ X

10. A demographic profile of the metropolitan area that includes identification of the locations of minority populations in the aggregate

☐ 11 ☒ X

11. A description of the procedures by which the mobility needs of minority populations are identified and considered within the planning process

☐ 10, 14 ☒ X

12. Demographic maps that overlay the percent minority and non-minority populations as identified in Census or ACS data, at Census tract or block group level, and charts that analyze the impacts of the distribution of State and Federal funds in the aggregate for public transportation purposes, including Federal funds managed by the MPO as a designated recipient

☐ 15 ☒ X

13. An analysis of impacts identified in the paragraph above that identifies any disparate impacts based on race, color, or national origin, and, if so, determines whether there is a substantial legitimate justification for the policy that resulted in the disparate impacts, and if there are alternatives that could be employed that would have a less discriminatory impact.

Planning Certification Review

All MPOs are required to self-certify compliance with all applicable federal requirements. Planning certification reviews conducted jointly by the Federal Transit Administration (FTA) and Federal Highway Administration (FHWA) of the metropolitan transportation planning processes of transportation management areas include a review of Title VI compliance.

By checking the following boxes, the MPO certifies that the below items are achieved for Planning certification reviews by FTA and FHWA.

Check

- ☒ a. Analyze regional demographic data to identify minority populations within the region.
- ☒ b. Where necessary, provide member agencies with regional data to assist them in identifying minority populations in their service area.
- ☒ c. Ensure that members of minority communities are provided with full opportunities to engage in the transportation planning process. This includes actions to eliminate language, mobility, temporal, and other obstacles to fully allow these populations to participate.
- ☒ d. Monitored the activities of sub-recipients about Title VI compliance, where the MPOs pass funds through to subrecipients.

Requirements for Program Administration

To comply with 49 CFR Section 21.5, the general nondiscrimination provision, MPOs shall document that they pass through FTA funds under any FTA programs to subrecipients without regard to race, color, or national origin and assure that minority populations are not being denied the benefits of or excluded from participating in these programs. MPOs shall prepare and maintain, but not report, unless requested by FTA, the following information:

Check

- ☒ a. A record of funding requests received from private non-profit organizations, State or local governmental authorities, and Indian tribes. The record shall identify applicants who would use grant program funds to assist predominantly minority populations. The record shall also indicate which applications were rejected and accepted for funding.
- ☒ b. A description of how the MPO develops its competitive selection process or annual program of projects submitted to FTA as part of its grant applications. This description shall emphasize the method used to ensure the equitable distribution of funds to subrecipients that serve predominantly minority populations, including Native American tribes, where present. Equitable distribution can be achieved by engaging in outreach to diverse stakeholders regarding the availability of funds and ensuring the competitive process is not a barrier to a selection of minority applicants.
- ☒ c. A description of the MPO's criteria for selecting entities to participate in an FTA grant program.

I have reviewed the above information and certify that it is correct and complete.

(Must be signed by MPO/RTPA
Executive Director or designated representative)

Date

For additional information and resources, see the web addresses below:

Federal requirements FTA Circular 4702.1B (October 1, 2012)

<http://www.fta.dot.gov/civilrights/12328.html>

Overview of Final Circular 4702.1B Title VI Requirements and Guidelines for Recipients

http://www.fta.dot.gov/documents/Title_VI_Overview_4702.1B_11.05.12_ER.pdf

For information, guidance, and technical assistance on the implementation of the LEP initiative, please visit <http://www.LEP.gov>

Association of Monterey Bay Area Governments

2024 TITLE VI PROGRAM

June 2024

BACKGROUND

Title VI: No person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance

- Title VI Program guides AMBAG
- Updated every three years
- Must comply with FTA Circular 4702.1B
- Includes public outreach techniques specifically for Limited English Proficiency (LEP) populations



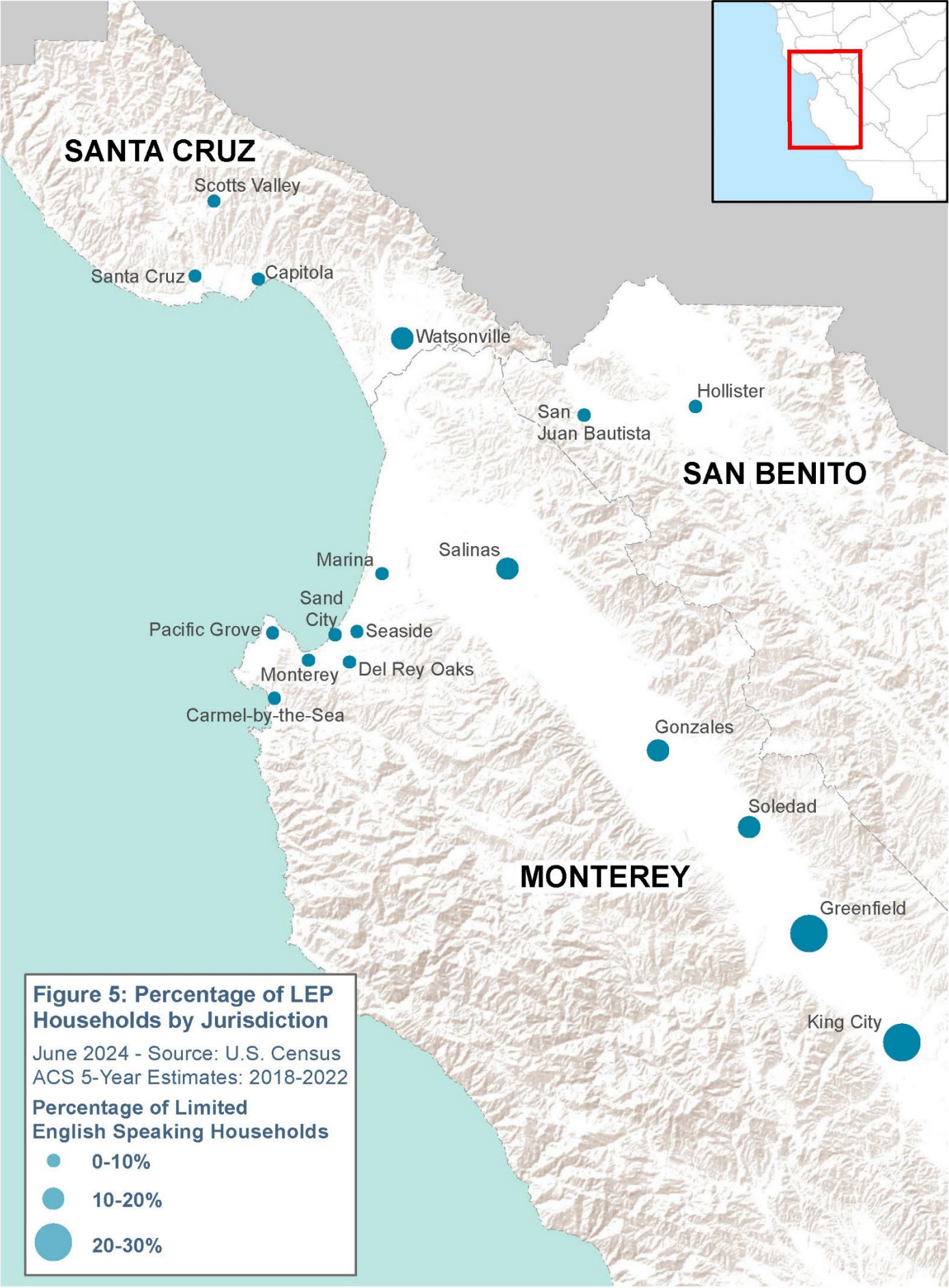
KEY SECTIONS

- **Purpose of Title VI Program**
- **Language Assistance Plan**
Four Factor Analysis
Language Assistance Services
- **Title VI Responsibilities**
- **Title VI Notice, Complaint Procedures, and Form**
English, Spanish, Tagalog, Chinese, Korean, Mixteco
- **Demographic Profile of the Metropolitan Area**
- **Public Participation Plan**

PERCENTAGE OF LEP HOUSEHOLDS BY JURISDICTION IN THE MONTEREY BAY REGION

Table 1: 2022 Total Number and Percentage of LEP Households by Jurisdiction

Geography	Total Households	Total Limited English Speaking Households	Percent of Limited English Speaking Households
AMBAG Region, Total	247,312	19,713	8%
Monterey County, Total	130,973	13,756	11%
Carmel-By-The-Sea	1,587	13	1%
Del Rey Oaks	644	7	1%
Gonzales	2,355	330	14%
Greenfield	4,172	864	21%
King City	3,268	770	24%
Marina	7,797	644	8%
Monterey	12,586	544	4%
Pacific Grove	6,860	104	2%
Salinas	43,073	6,627	15%
Sand City	172	11	6%
Seaside	10,493	944	9%
Soledad	4,314	660	15%
Balance of County	33,652	2,238	7%
San Benito County, Total	19,852	1,495	8%
Hollister	12,220	1,100	9%
San Juan Bautista	770	33	4%
Balance of County	6,862	362	5%
Santa Cruz County, Total	96,487	4,462	5%
Capitola	4,588	39	1%
Santa Cruz	21,594	354	2%
Scotts Valley	4,920	29	1%
Watsonville	15,221	2,647	17%
Balance of County	50,164	1,393	3%



NEXT STEPS

June 2024

Present Draft 2024 Title VI
Program to Advisory
Committees, Planning
Directors Forum, and AMBAG
Board of Directors

**June 3 - July
12, 2024**

Public Comment Period

July 2024

Prepare Final 2024 Title VI
Program

**July - August
2024**

Present Final 2024 Title VI
Program to Advisory
Committees and Planning
Directors Forum

**September
11, 2024**

AMBAG Board Adoption Final
2024 Title VI Program

FEEDBACK? QUESTIONS?

REGINA VALENTINE

Senior Planner

rvalentine@ambag.org

831-264-5096

www.ambag.org

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Better Bus Network: Year One Update

Agenda # 5-2

MST Mobility Advisory Committee

May 29, 2024

Presented by:
Emma Patel



Recap of *WHY* MST redesigned the system

- Military partnership was declining
- COVID-19 health emergency
- Staffing resources
- Low frequency on most lines meant transit was difficult to use and unlikely to attract new riders

BBN Features:

- **Ridership over coverage**
- **Equity over equality**
- **Regional balance**

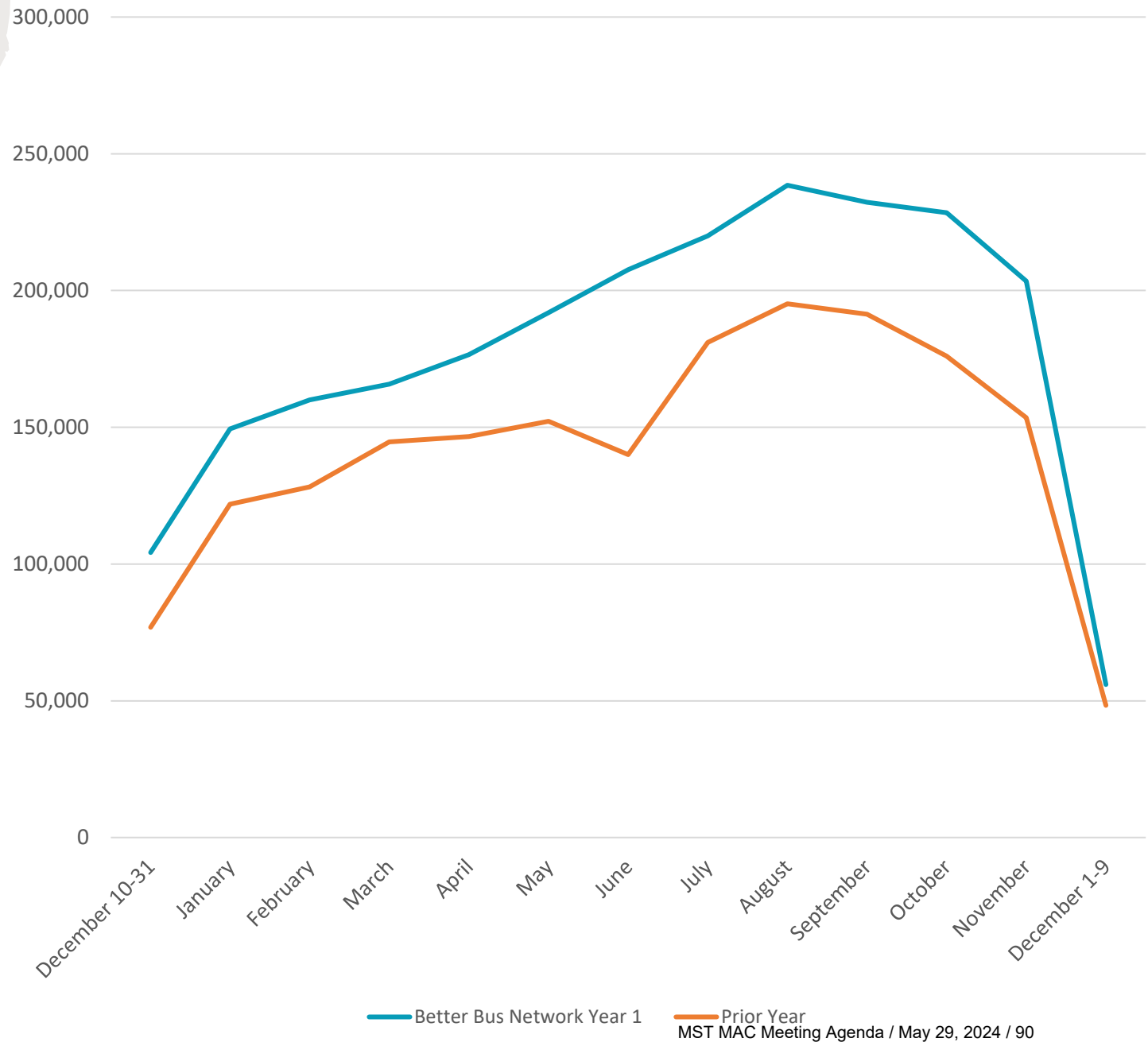


Monterey County Residents within ½ Mile of Fixed Route Service

TARGET	ACTUAL
50% of all county residents	75% of all county residents
65% of residents of the Salinas UZA	93% of residents of the Salinas UZA
65% of residents of the Seaside-Monterey UZA	88% of residents of the Seaside-Monterey UZA
50% of all low-income county residents, defined as residents living in household with an income below 150% of the federal poverty guidelines	82% of all low-income county residents (2021 ACS data)

Ridership

- Ridership increased by over 25%
- More than 2 million passengers
- The most popular routes are Line 41, Line 20, and Jazz B
- The most popular boarding locations outside of transit centers are:
 - Northridge Mall
 - Cannery Row/Aquarium
 - Fremont/Ord Grove

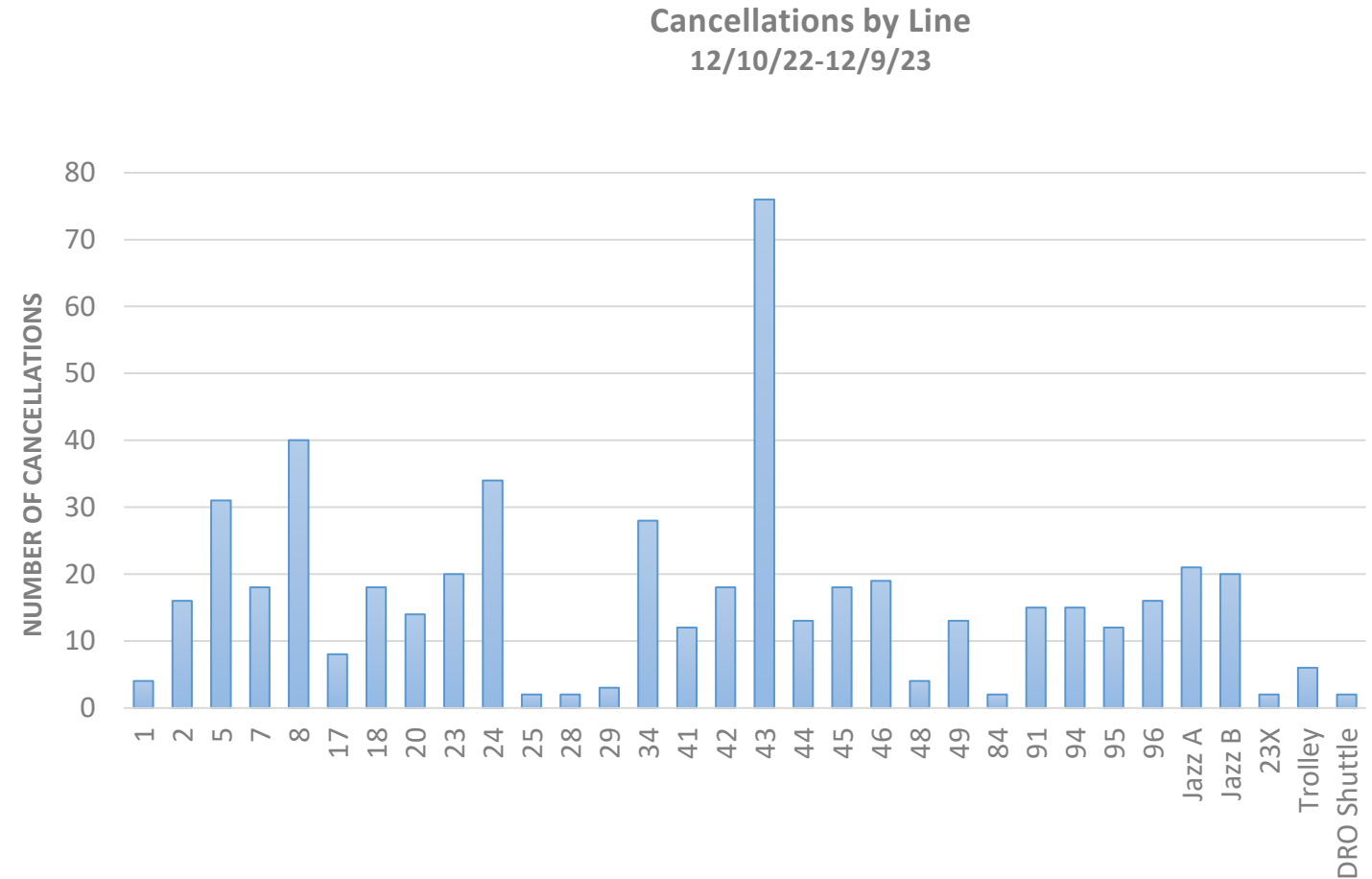


Time Between Key Locations

	Route	Frequency	Total Time	Percent Difference
Monterey → Carmel Valley	Line 5 to Line 24	Hourly	55 Minutes	↑12%
Sand City → Carmel	Jazz A to Line 5	Half Hourly	47 minutes	↑16%
South County → Hartnell	Line 23 and walking or Line 20	Hourly	1 hours 36 minutes	↓10%

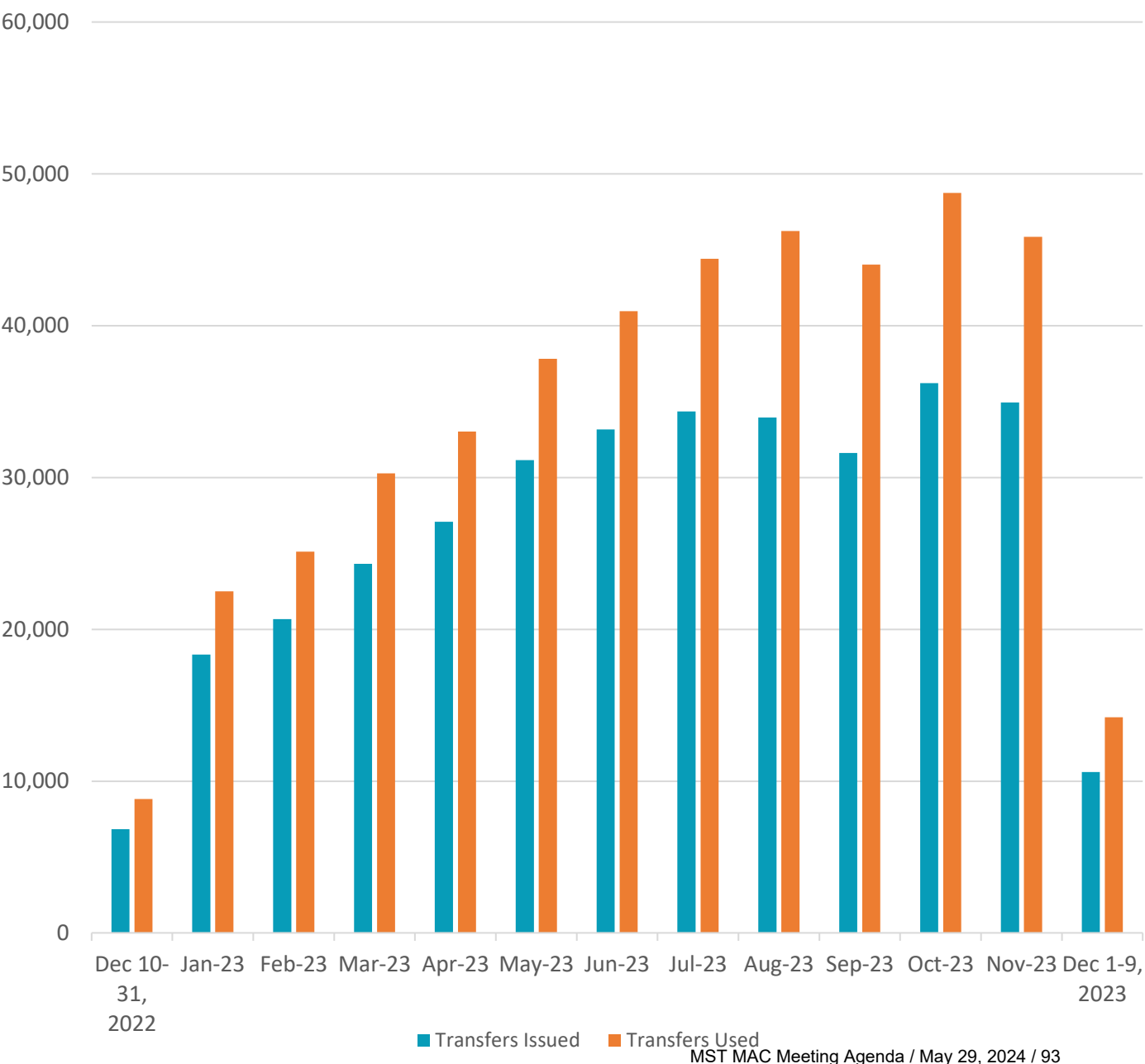
Cancellations

- 520 trip cancellations
- Largely cancelled due to driver shortages
- Line 43 had the most cancellations



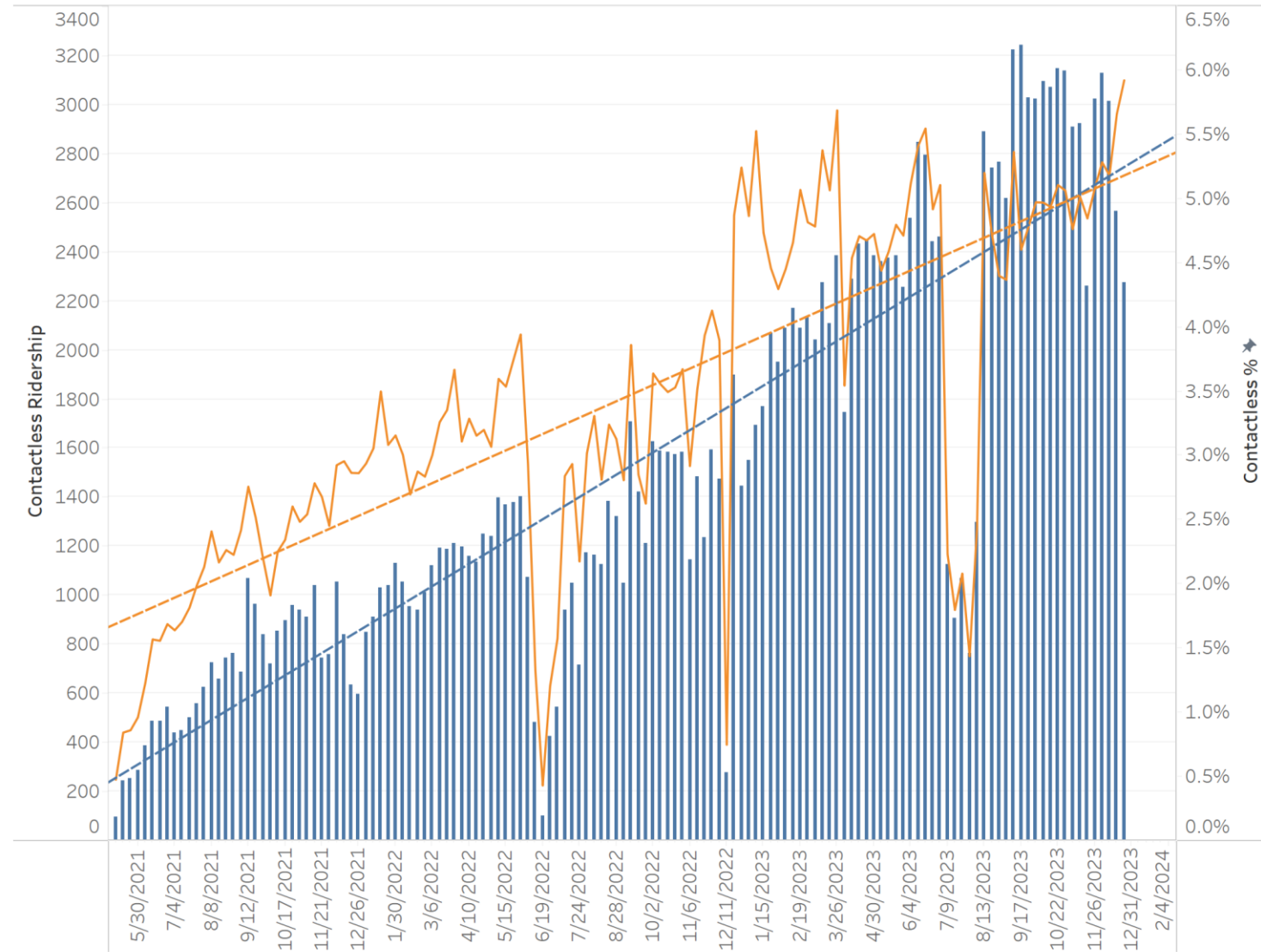
Transfers

- 19% of boardings were made using transfers
- About 34,000 boardings per month
- Lines 20, 41, 49 and Jazz A/B had the highest transfer usage



Contactless Boardings

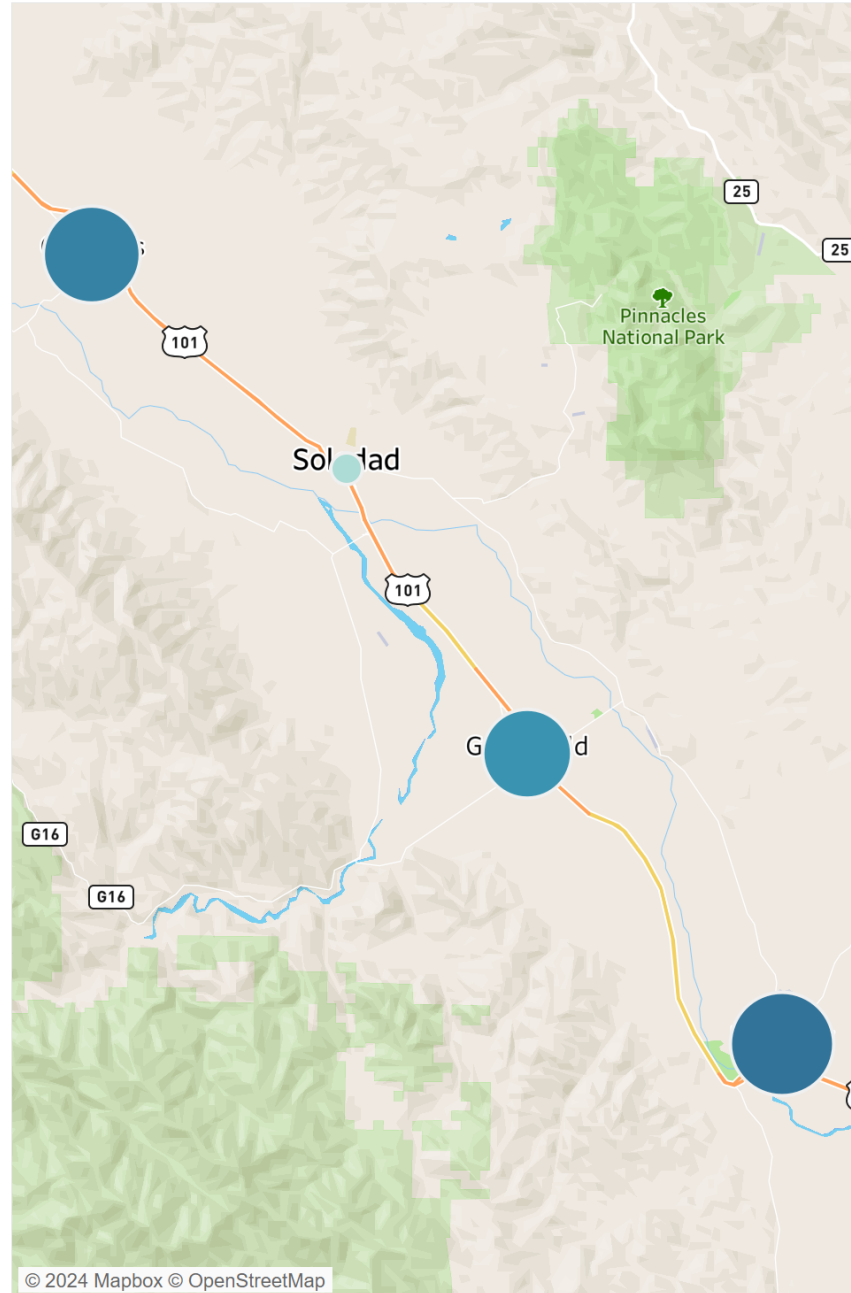
- Over 100,000 boardings have been made using contactless tap to pay
- Since August 2023, Line 20 and Jazz A/B have seen the highest contactless boardings
- An average of 37% of unique riders hit some sort of cap each month



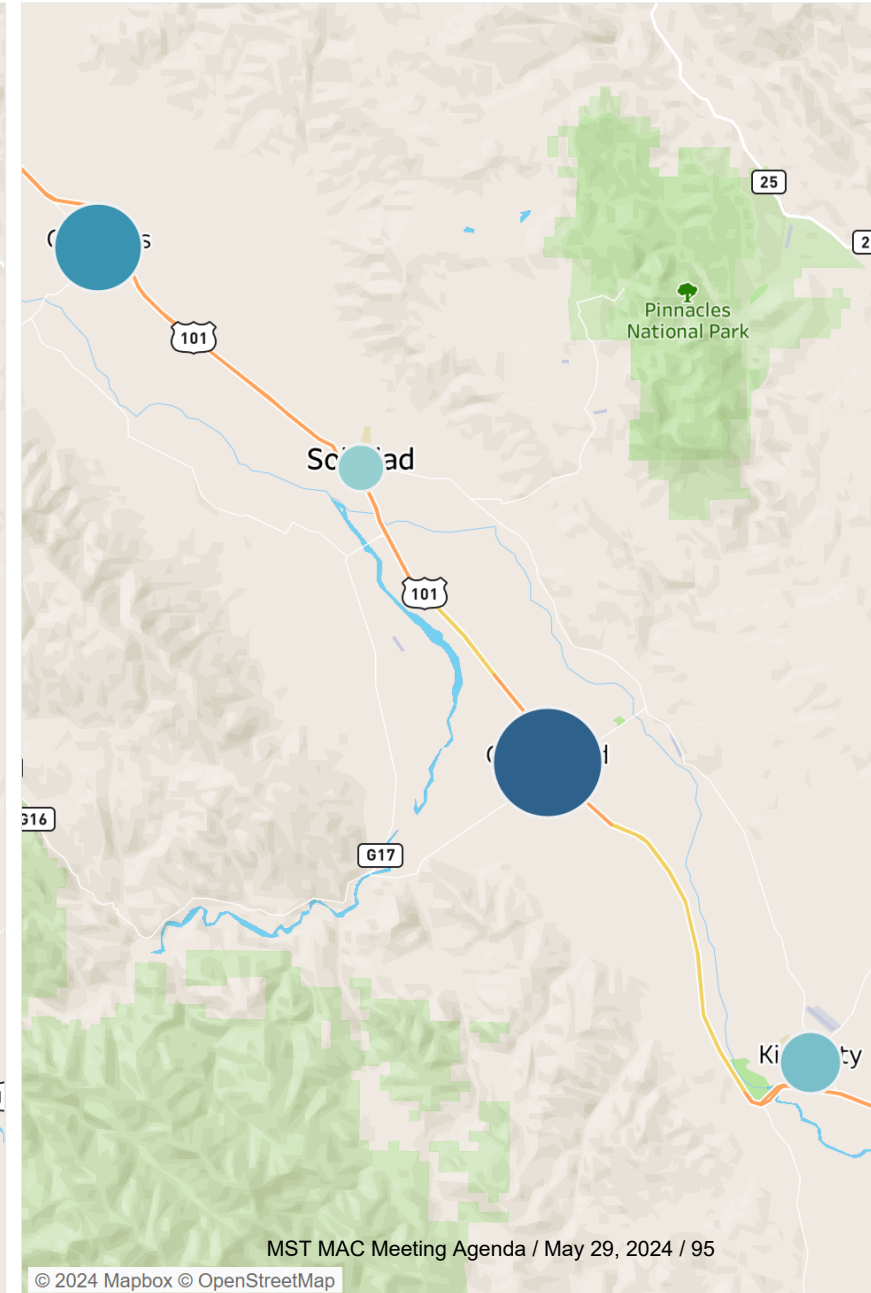
South County Circulators

- Line 34 – King City Circulator replaced On Call service
- Over 5,400 passengers
- Soledad, Gonzales, and Greenfield circulators to come

Prior Year



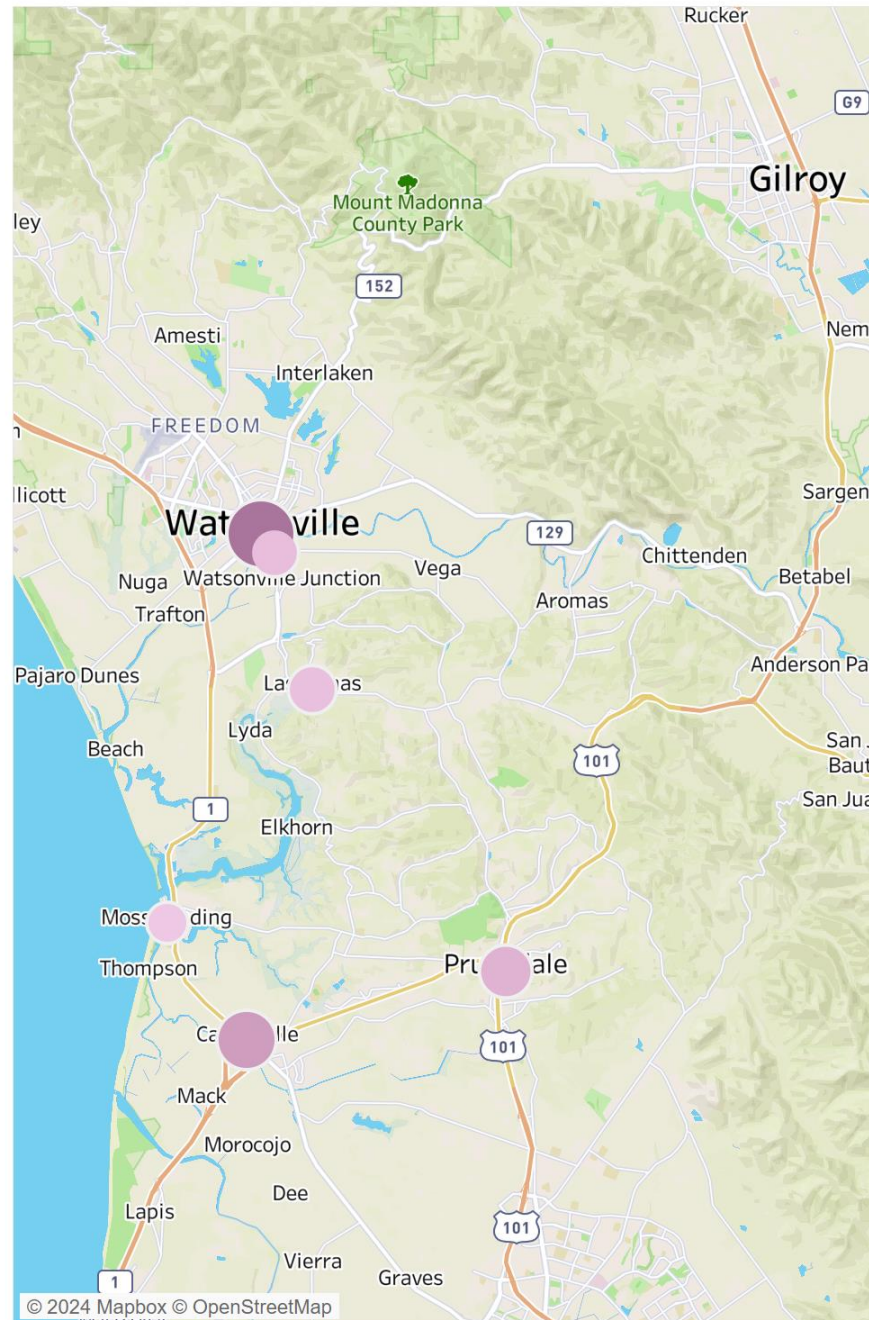
Better Bus Network



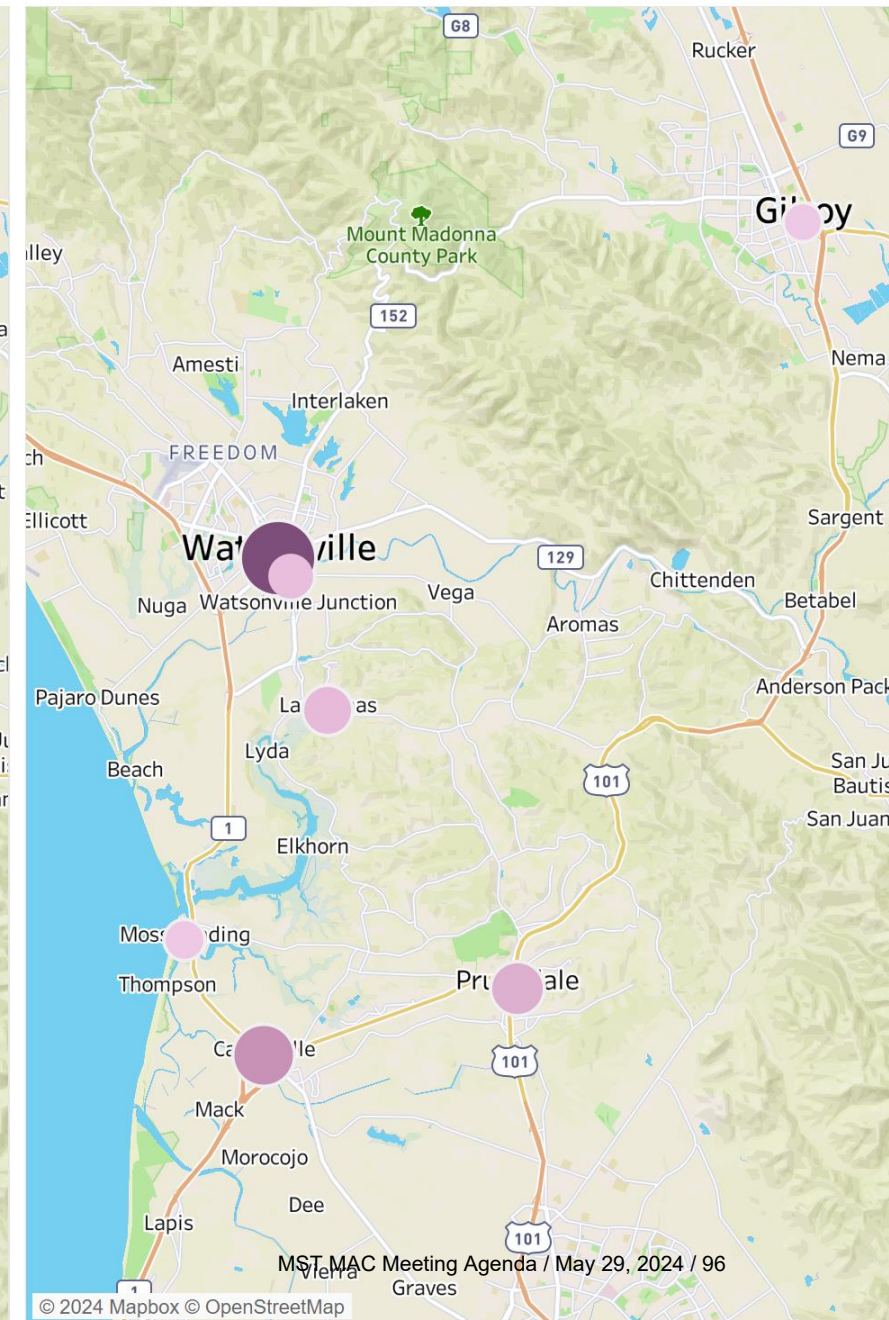
North County Services

- Free fares in Pajaro
- Ridership north of Salinas has increased 37%
- Line 59 – Salinas – Gilroy began operating on Oct. 30, 2023

Prior Year

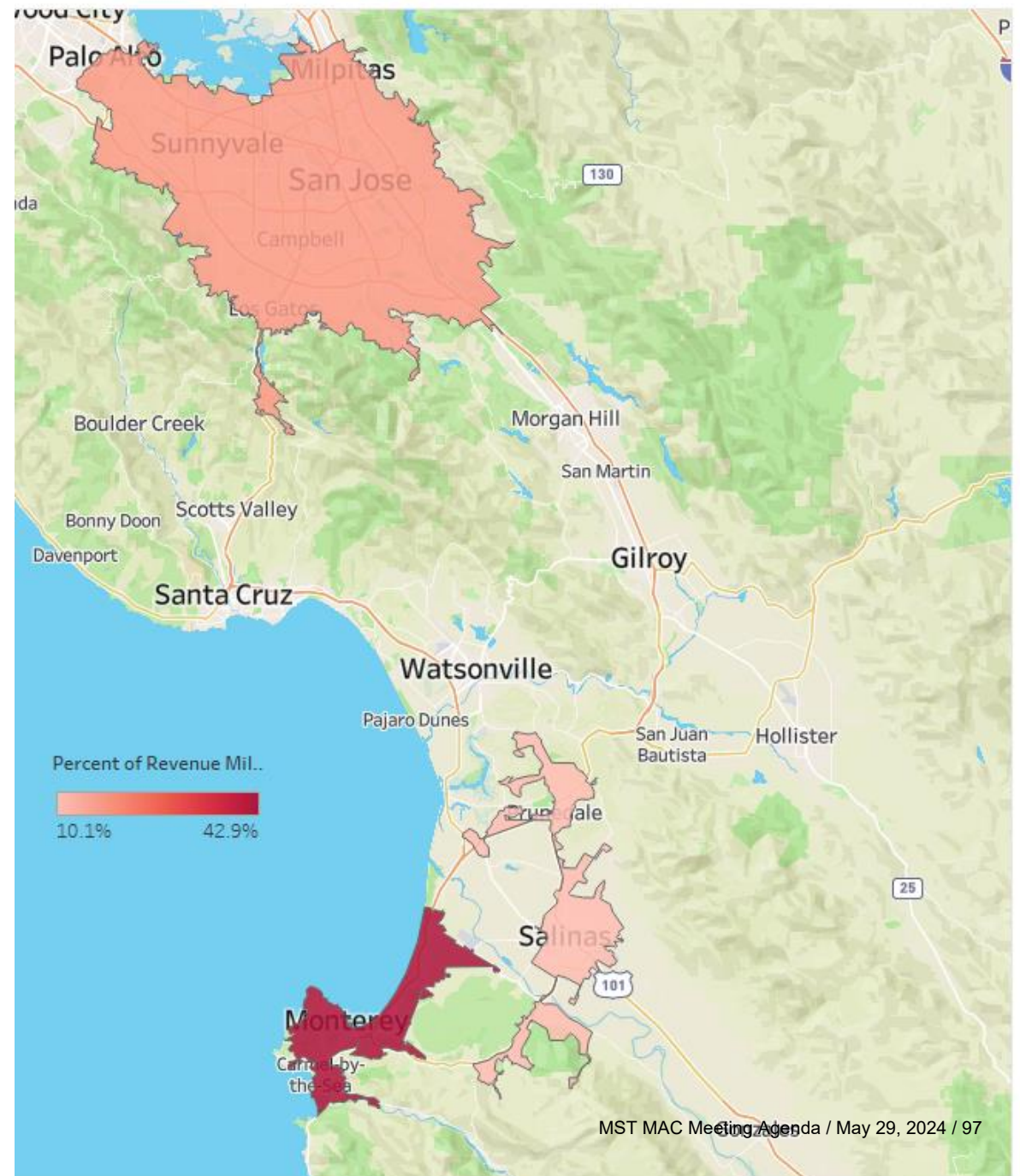


Better Bus Network



Vanpool

- Over 58,000 passengers
- 23 vanpools
- Most trips take place within the Monterey Peninsula



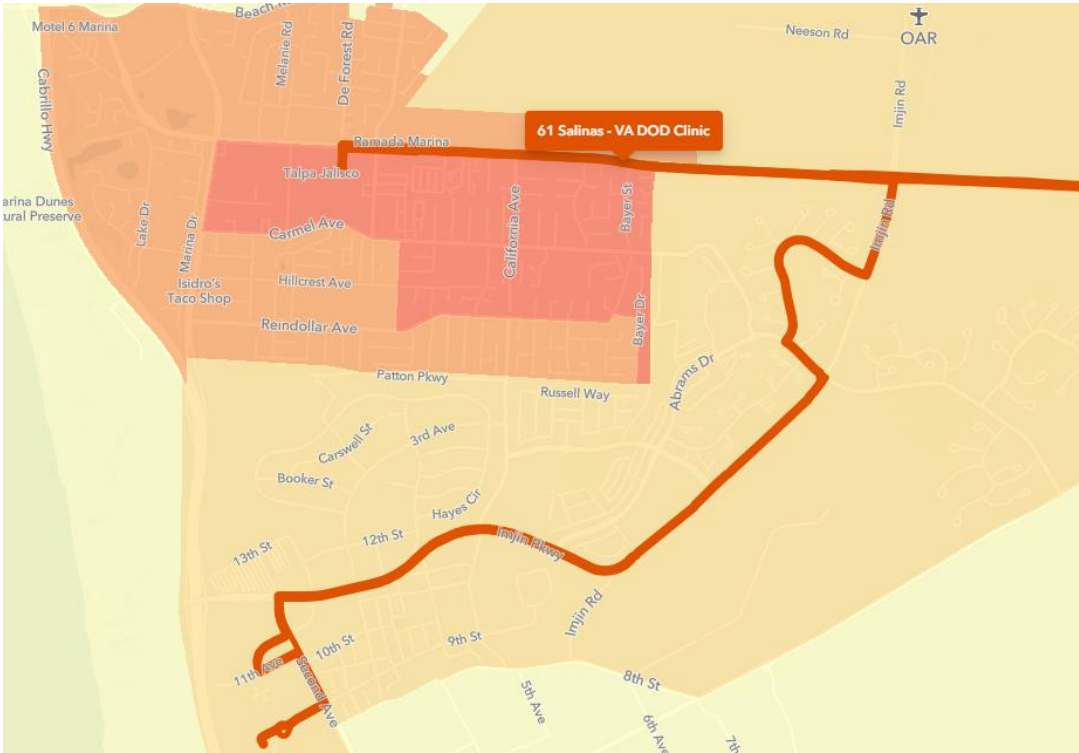
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Proposed Changes to Line 61 and Line 91

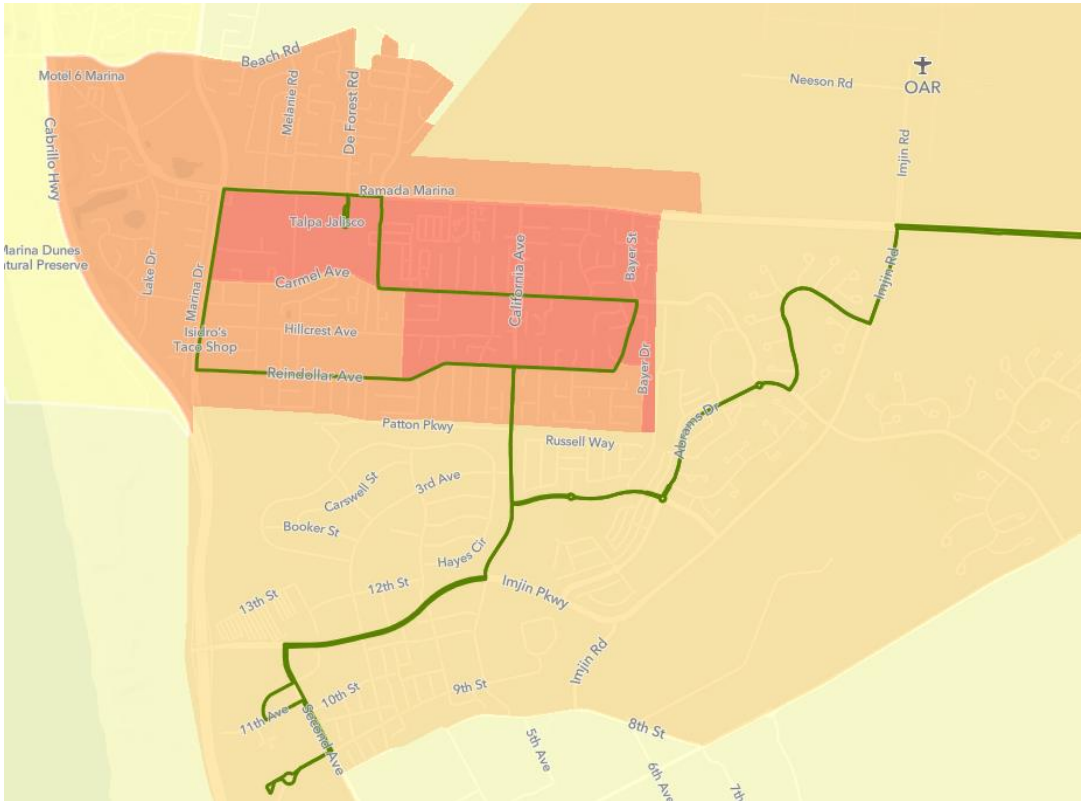
MST Mobility Advisory Committee
May 29, 2024

Emma Patel
Planning Manager

Line 61 Salinas – VA DOD Clinic Proposed Changes



Current Line 61

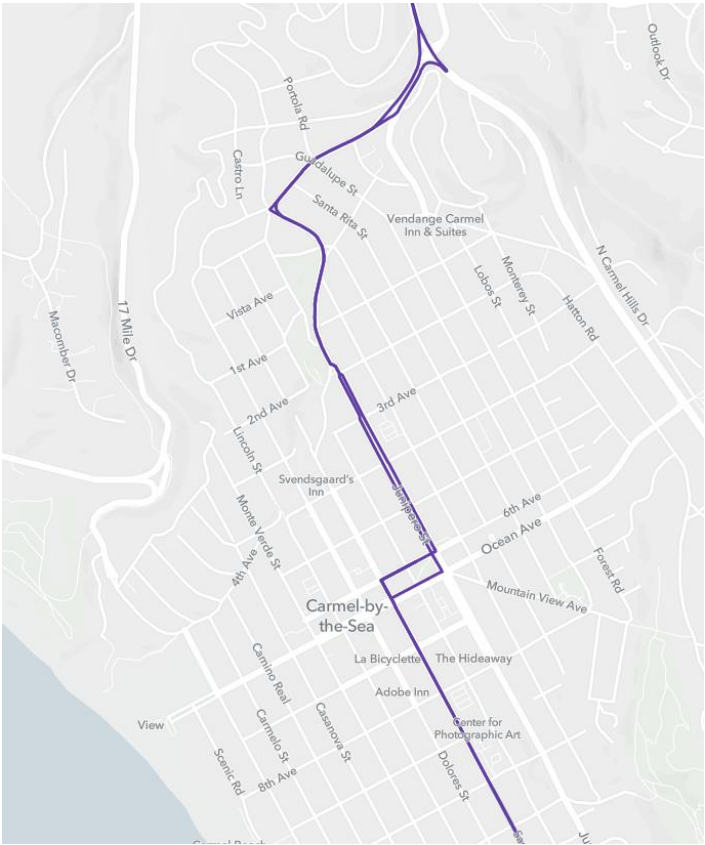


Proposed Line 61

Line 91 Monterey – Pacific Meadows Proposed Changes

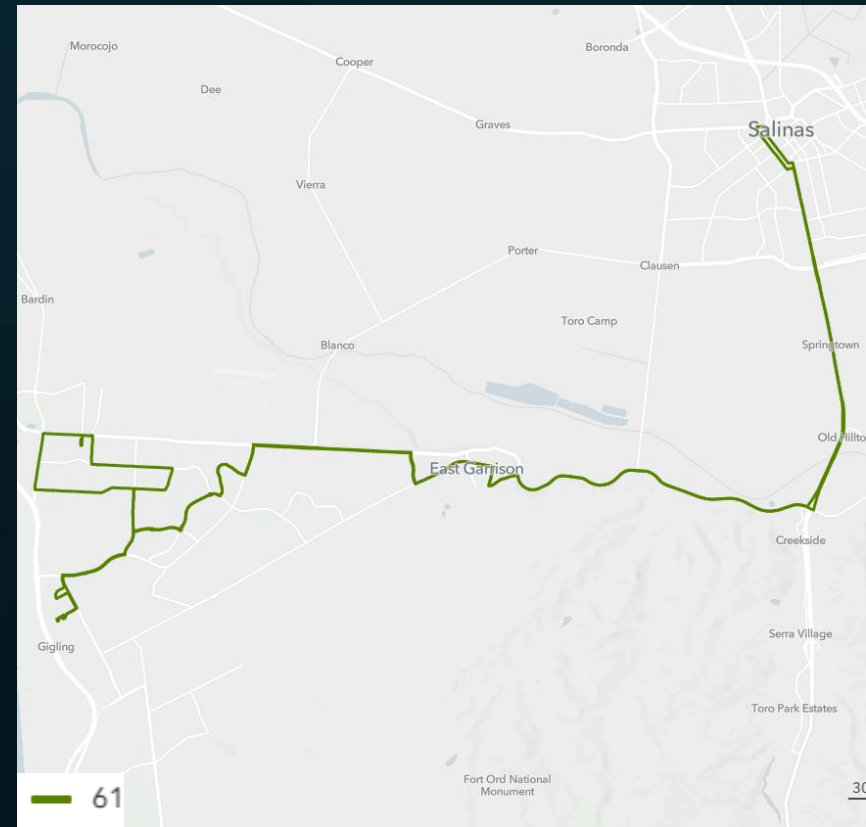
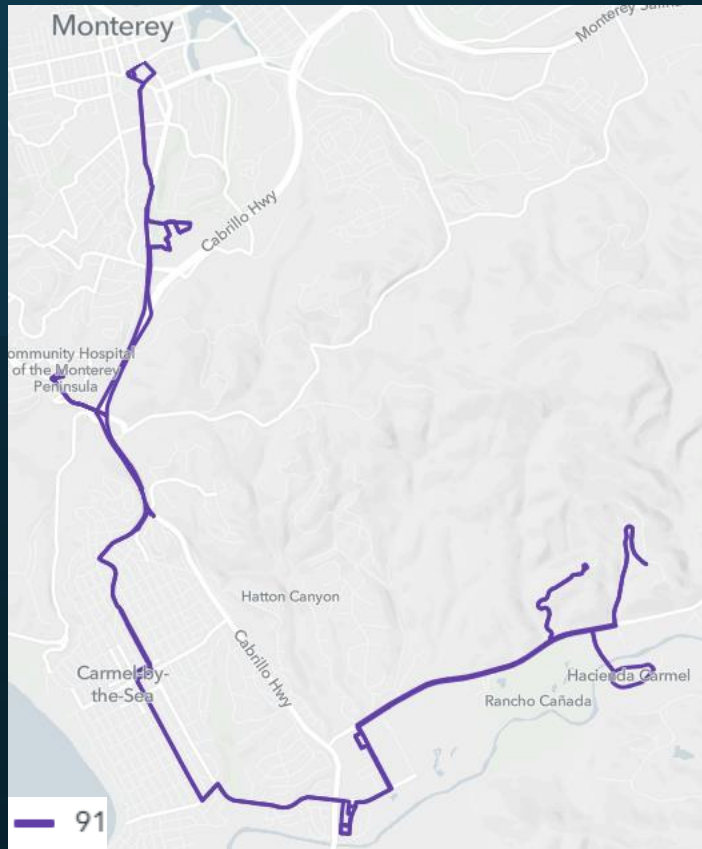


Current Line 91



Proposed Line 91

Comments?



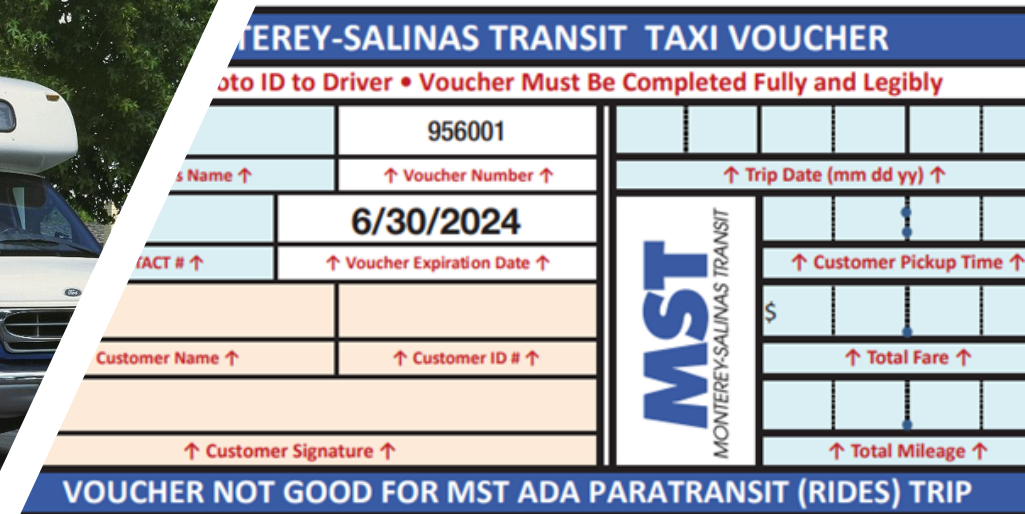
Emma Patel
Planning Manager
epatel@mst.org

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Measure Q Mobility Programs Update

Presented by: Cristy Sugabo, Mobility Services Manager

May 29, 2024



I certify that the information provided is true and accurate and that all travel was completed as reported. My volunteer driver is not an employee of Monterey-Salinas Transit District (MST). I understand and agree that MST is not liable for my choice of volunteer driver, and release MST from liability for insurance, or for any claims, losses, or liabilities arising out of, or in any way connected with my participation in TRIPs. Further, I agree to abide by all of MST's program policies and understand that failure to do so,

MST RIDES Program

- Individuals who have a disability that prevents them from using the regular route bus services
- Must qualify by completing an application and interview
- Certification is temporary, 3 years, or permanent
- Trips are by reservation, and it is a shared ride
- Operates in the same hours as the regular bus services within $\frac{3}{4}$ of a mile corridor from an MST bus stop
- Fee is \$2.00 one-way trip

MST RIDES Program

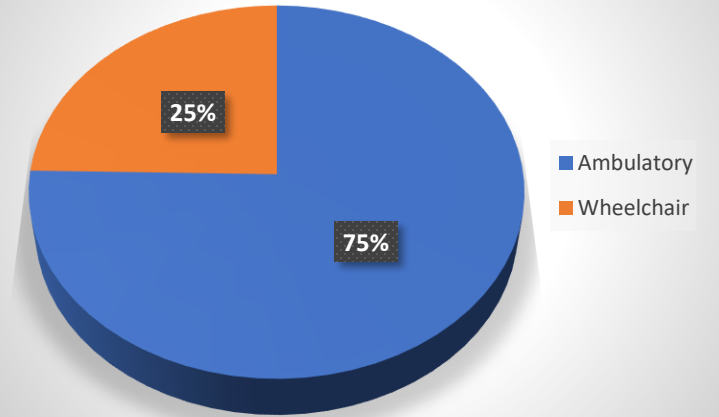
Registered clients

- 2023 – 632
- Total – 2,552

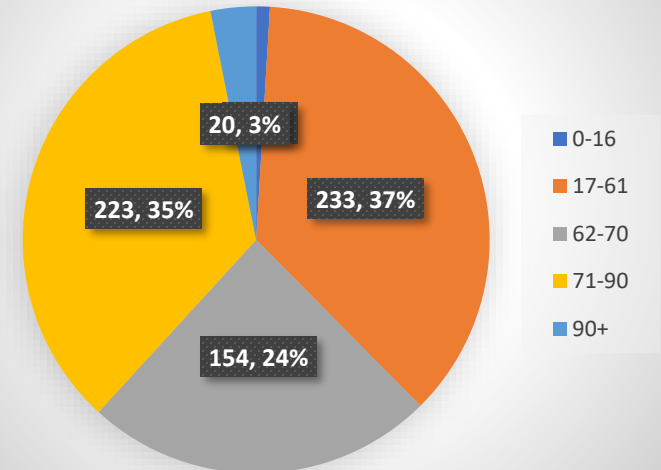
2023 Approvals

- New – 525
- Recertification – 114

Certification By Mobility Status



Certification By Age





Taxi Voucher Program

3 Categories:

Elderly (65+), Disabled, or Veteran

Must show proof to qualify to receive vouchers

Distribution and sign-up locations

Call any of the participating cab companies

\$14.00 voucher value, \$3.00 copay for one-way trip

Service Area:

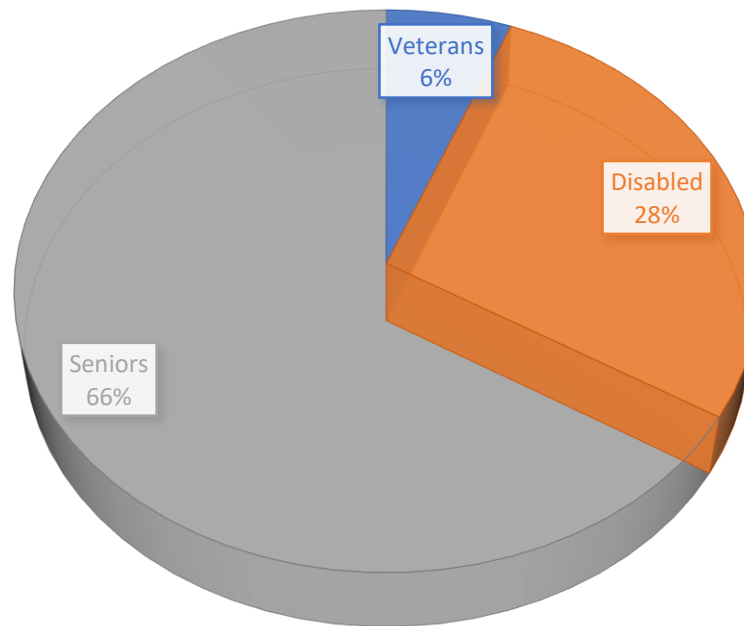
Anywhere city limits of Salinas, Carmel, Carmel Valley, Del Rey Oaks, Marina, Monterey, Pacific Grove, Pebble Beach, Sand City, or Seaside

Taxi Voucher Program

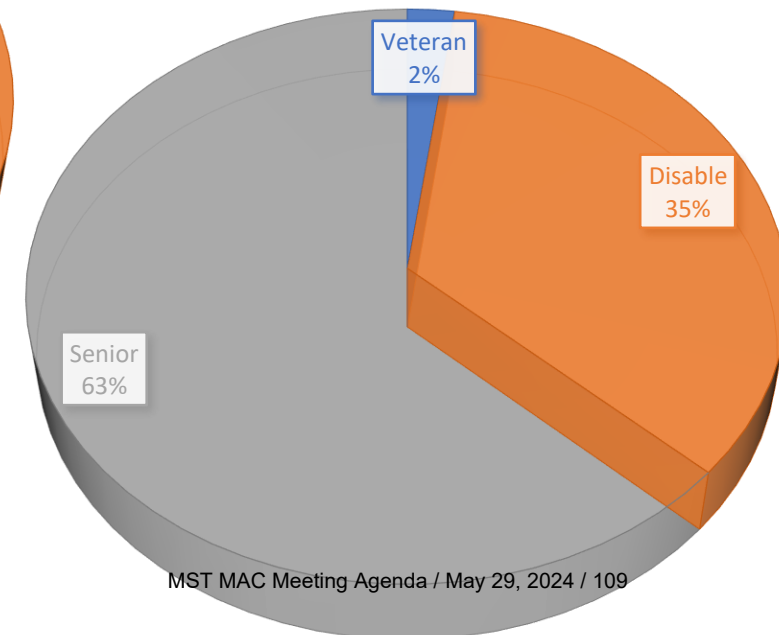
Distribution/Sign-up Locations

- Senior Voucher: 10/2
- Disabled Voucher: 3
- Veteran Voucher: 4

PARTICIPANTS



2023 VOUCHER TRIPS



Travel Training

- Teaching individuals how to safely and independently travel using the MST bus system
- Travel training session can be done one-on-one or in a group setting
- Open to any individual varying from youth, persons with disabilities, elderly, or Veterans. Skills learned may include:
 - ✓ Planning a trip
 - ✓ Reading maps and schedules
 - ✓ Identifying the correct bus to use
 - ✓ Safety skills
 - ✓ Boarding, riding, and exiting the bus with a mobility aid/device
 - ✓ Planning for emergency
 - ✓ Street Crossing
- Organizations that have received group training include:
 - ✓ Interim, Veterans Transition Center
 - ✓ Senior Housing: The Park Lane, Canterbury Woods, Los Abuelitos
 - ✓ Monterey County California Children Services
 - ✓ Monterey Adult School, North Monterey County Special Ed, Soledad Unified School District, King City High School, Salinas Union High School District – Mission Trail ROP STEP Program
 - ✓ Salinas Firehouse Senior Center
 - ✓ North County Recreation & Park District
- Free day pass during training



Travel Training

- 2023 Total Persons Trained: 488

Transportation Reimbursement Incentive Program (TRIPs)

Volunteer driver program where qualified individuals choose their own designated volunteer driver using their vehicle to provide transportation.

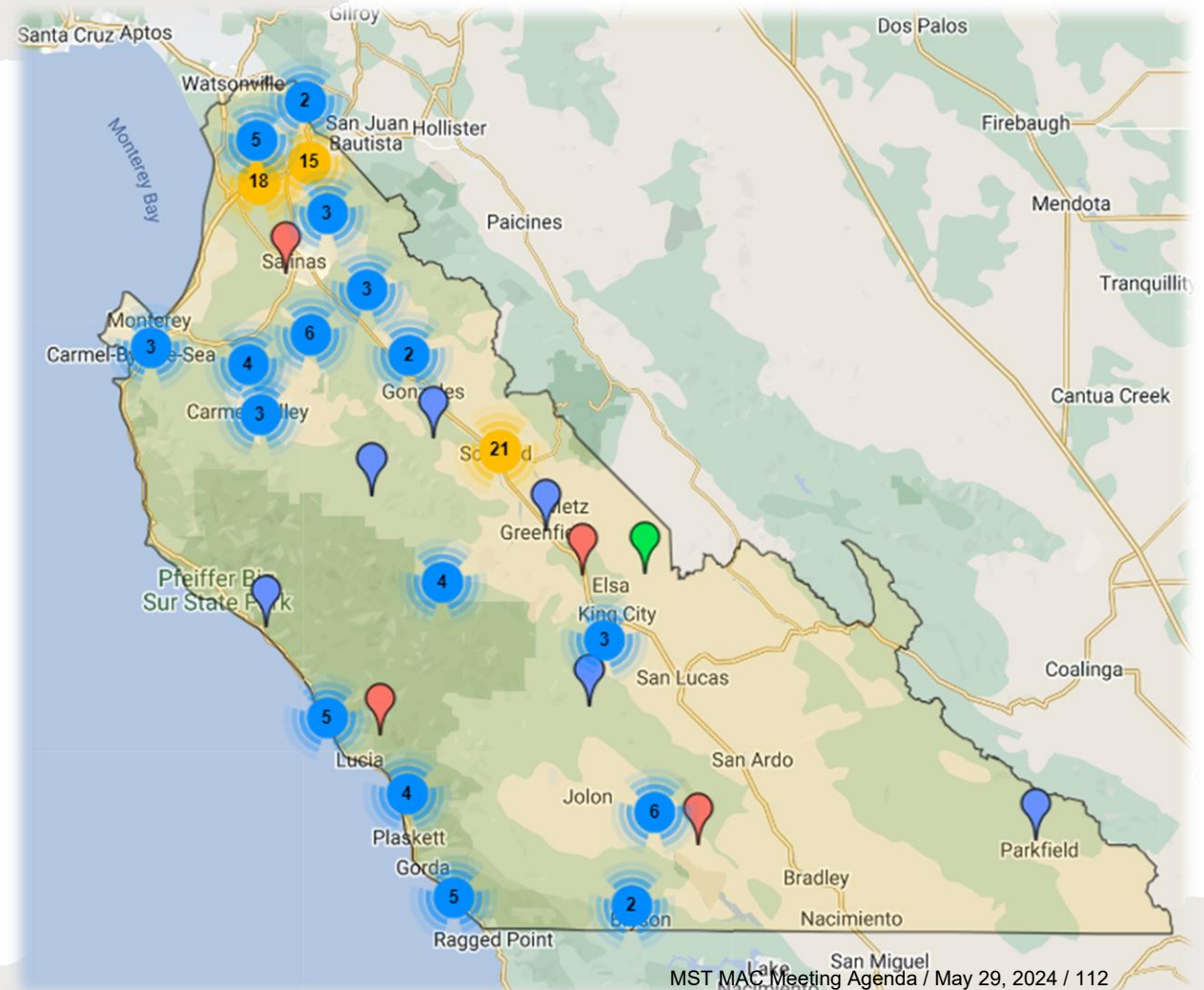
Reimbursement Rate (\$150 per month)
62.5¢/mile up to 240 miles

Participants – 107

Seniors: 71

Disable: 24

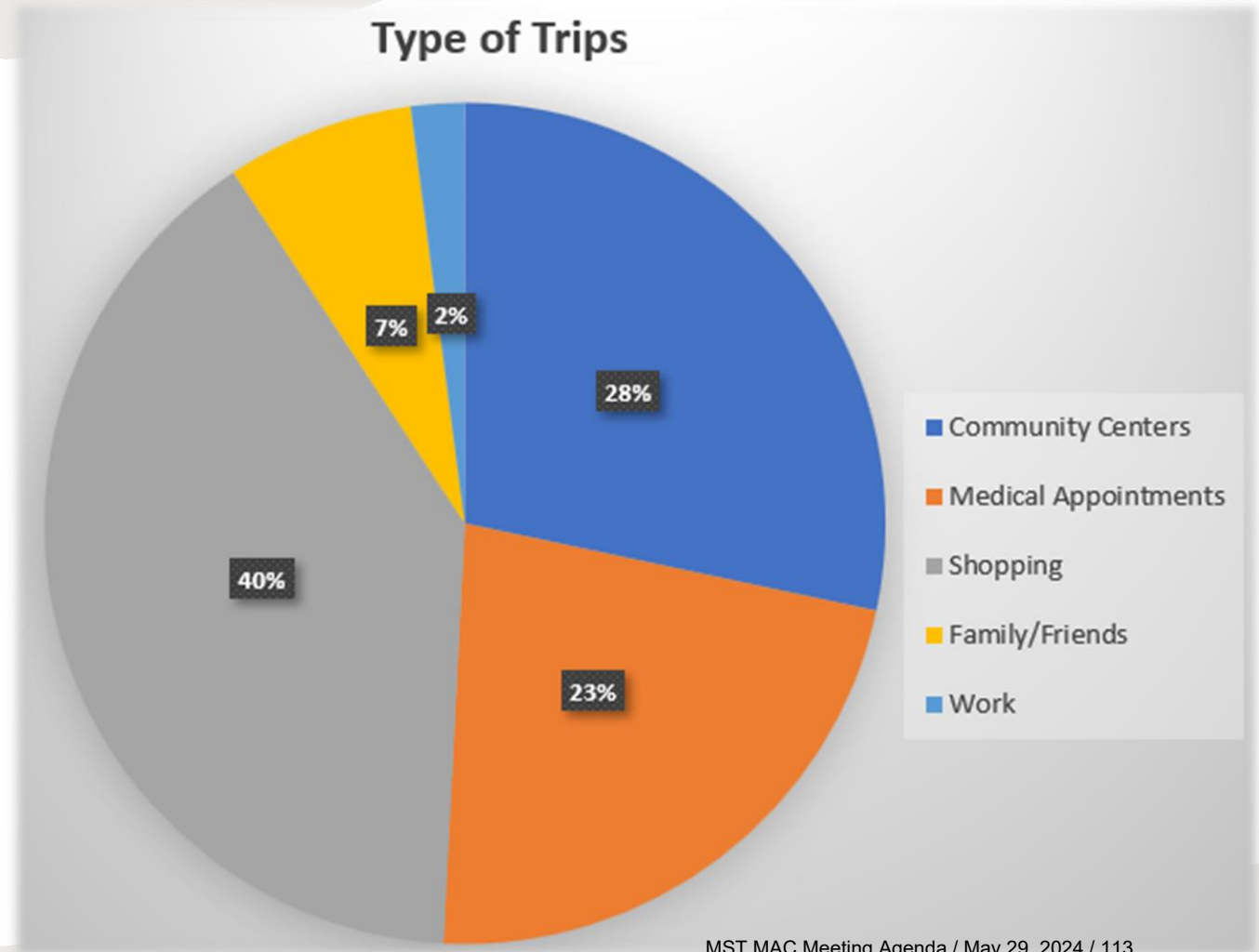
Veteran: 12



Transportation Reimbursement Incentive Program (TRIPs)

Reimbursement Rate (\$150 per month)
62.5¢/mile up to 240 miles

Total Reported Trips – 31,647



Navigator Volunteer Program

Duties

- Assist in promoting MST bus service and mobility programs
- Assist in travel training activities
- Provide feedback on MST services

Volunteers

- 5 Volunteers
- 2023 Service Hours: 406



**NAVIGATORS
NEEDED**

We are looking for volunteers to help promote MST services and Mobility programs to the public.

[APPLY TODAY](#)

mobility@mst.org
1-888-678-2871

Thank you!



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Trips by Purpose

Agenda # 6-1



The report counts comp trips. Date range: 03/01/2024 - 05/01/2024. Transportation company: MV. Funding sources: ADA. Provider types: Normal. Counted passenger types: clients. Information is grouped by year.

Cancel Types: None.

	2024	Total for purpose
DIALYSIS	2,832	2,832
EDUCATION\TRAINING\DAY CARE	5,477	5,477
EMPLOYMENT	934	934
FUNCT ASSESSMENT	101	101
MEDICAL	1,997	1,997
NUTRITIONAL	112	112
PERSONAL/RECREATIONAL	2,831	2,831
SHELTERED WORKSHOP	34	34
SHOPPING	262	262
Total for period	14,580	14,580

Trips by Purpose



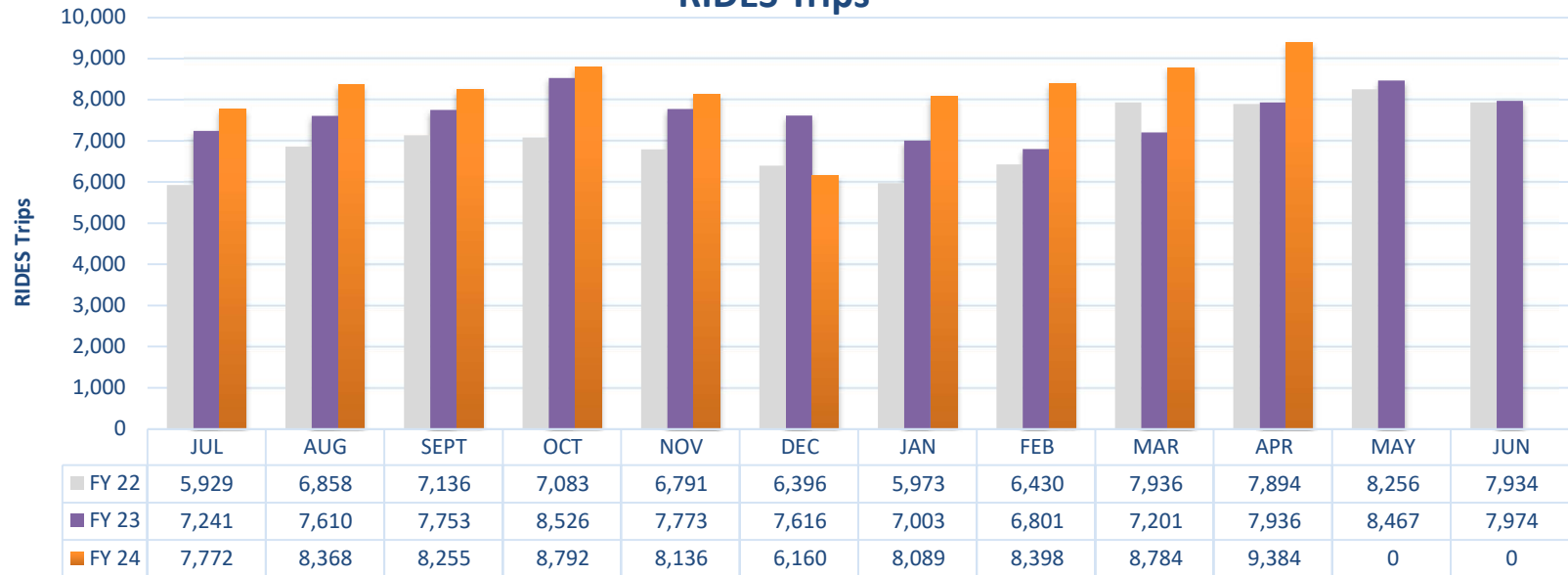
The report counts comp trips. Date range: 03/01/2024 - 05/01/2024. Transportation company: Yellow Cab Co.. Funding sources: ADA. Provider types: Normal, Trips Only. Counted passenger types: clients. Information is grouped by year.

Cancel Types: None.

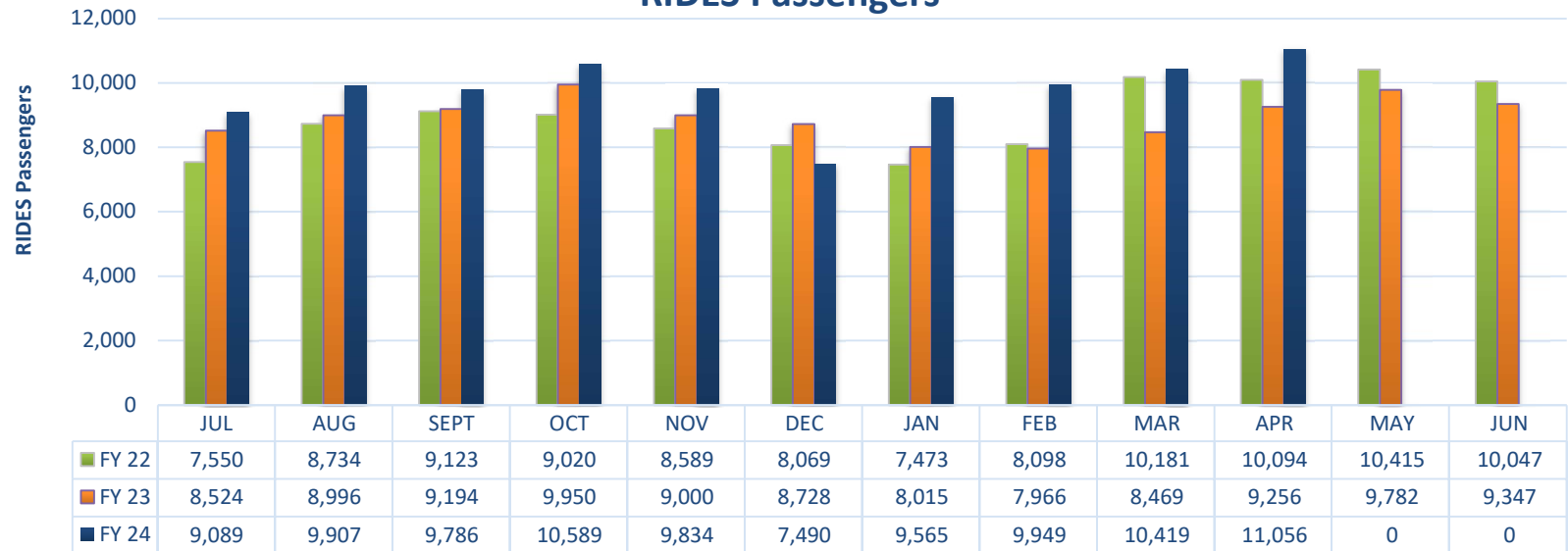
	2024	Total for purpose
DIALYSIS	808	808
EDUCATION\TRAINING\DAY CARE	667	667
EMPLOYMENT	772	772
FUNCT ASSESSMENT	16	16
MEDICAL	742	742
NUTRITIONAL	17	17
PERSONAL/RECREATIONAL	908	908
SHELTERED WORKSHOP	16	16
SHOPPING	65	65
Total for period	4,011	4,011

**MST-MV Dashboard
FY 2024**

RIDES Trips

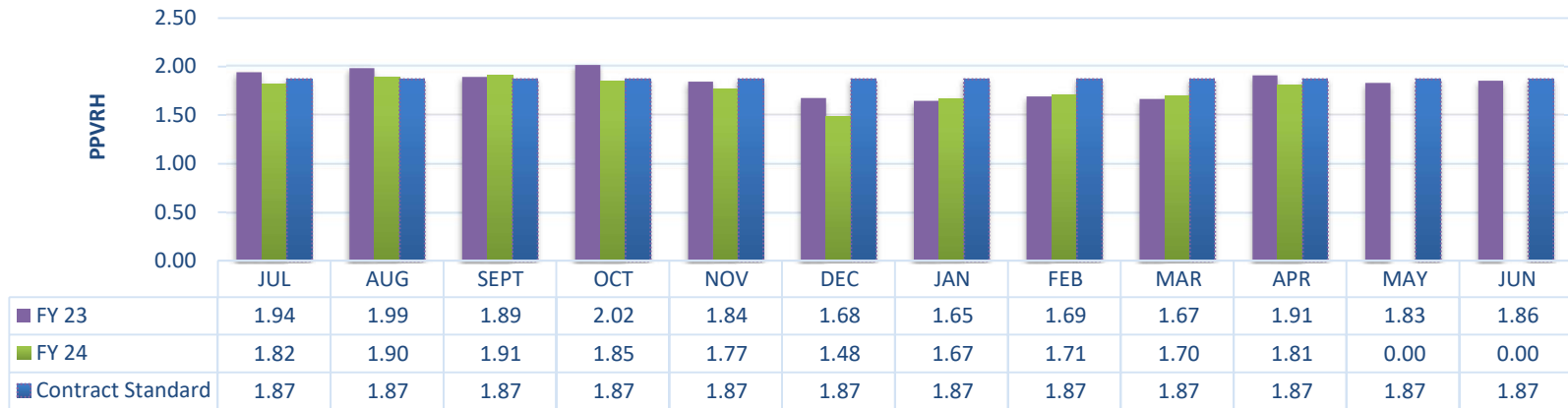


RIDES Passengers

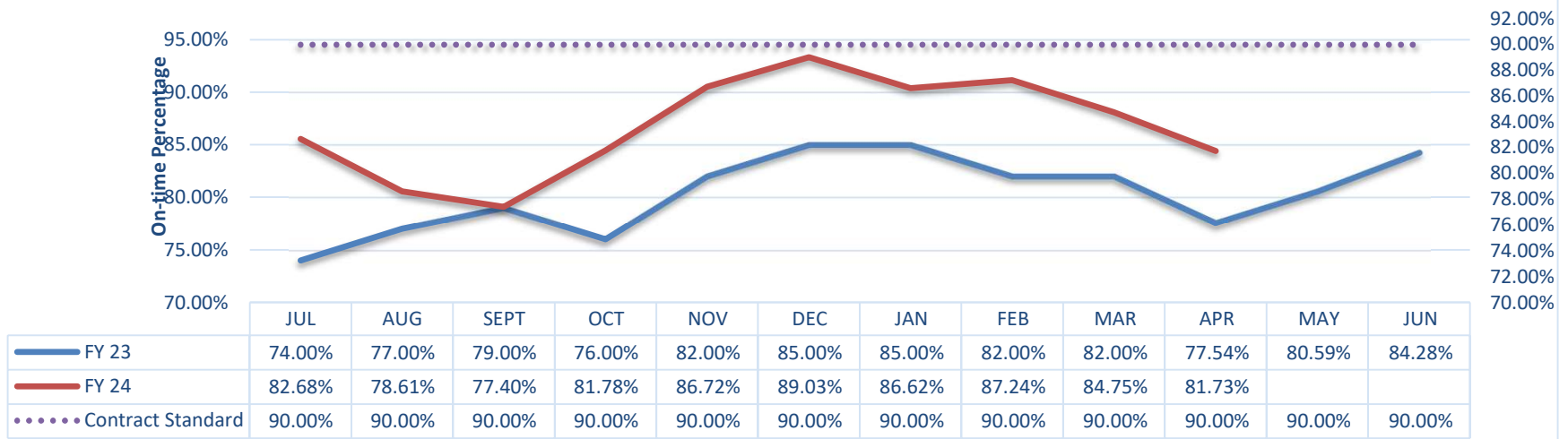


MST-MV Dashboard
FY 2024

RIDES Passengers per Vehicle Revenue Hour (P/VRH)

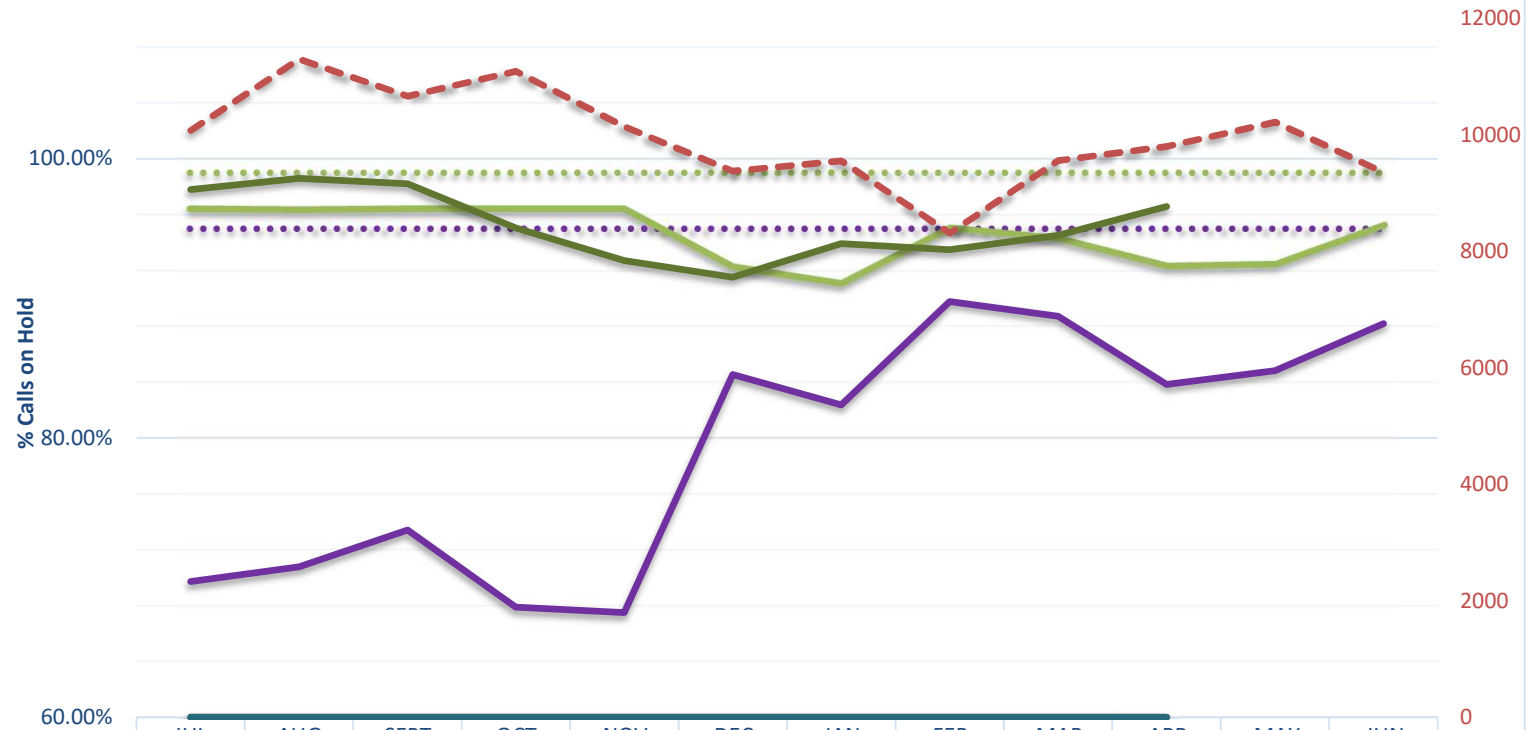


RIDES On Time Performance (OTP)



MST-MV Dashboard
FY 2024

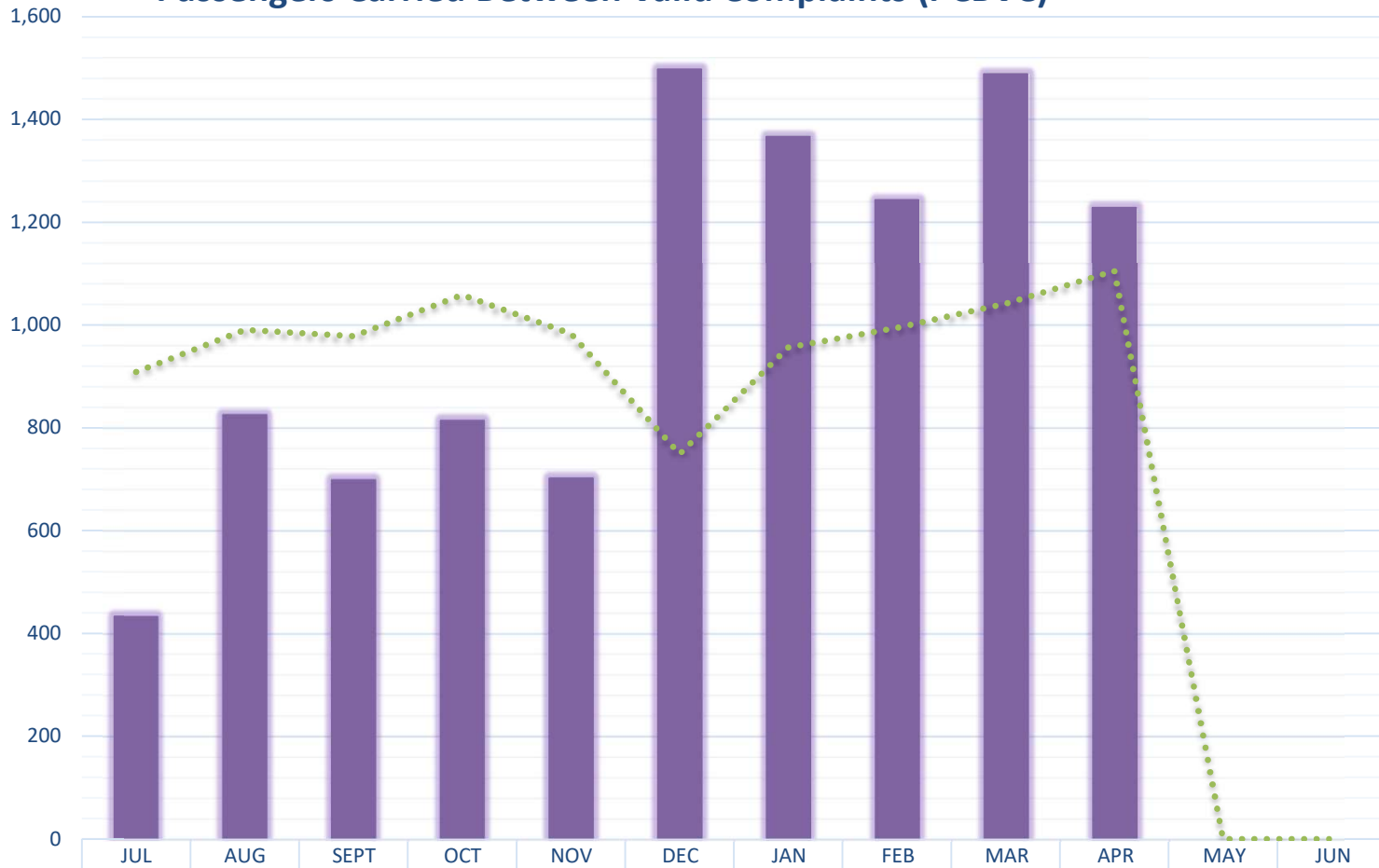
RIDES Calls Hold Times



	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
Contract Standard <180 (s)	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%
Contract Standard <300(s)	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%
FY 23 <180(s)	69.71%	70.77%	73.40%	67.89%	67.51%	84.55%	82.36%	89.79%	88.72%	83.84%	84.81%	88.18%
FY 23 <300(s)	96.43%	96.36%	96.43%	96.43%	96.43%	92.30%	91.09%	95.07%	94.30%	92.33%	92.47%	95.28%
FY 23 Calls Received	10087	11312	10676	11102	10154	9389	9567	8322	9568	9812	10231	9365
FY 24 <180(s)	88.55%	89.30%	89.65%	88.67%	91.97%	94.72%	90.62%	90.27%	93.87%	90.02%		
FY 24 <300(s)	94.89%	96.43%	94.88%	94.77%	96.11%	97.82%	95.78%	95.54%	97.72%	95.52%		
FY 24 Calls Received	9070	9267	9166	8407	7851	7567	8142	8035	8282	8779		

MST-MV Dashboard
FY 2024

MST RIDES
Passengers Carried Between Valid Complaints (PCBVC)



PCBVC: RIDES	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
RIDES Standard (10%)	909	991	979	1,059	983	749	957	995	1,042	1,106	0	0

PCBVC: RIDES RIDES Standard (10%)

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Customer Service Report**Return to Beronica Carriedo upon Completion**

Report #: 15616	Rec'd By: [REDACTED]	Date Rec'd: 4/9/2024	Date Of Occurrence: 4/9/2024	
Time Of Occurrence:	Location: MTP	Direction:	Bus #: 0	Line #: 94
Service Provider: Other Fixed Route Contract	Referred To: Contract Services Supervisor	Report Type: Employee Compliment		
Employee #: 0	Employee Name:	Employee Description: male driver on works on 94 route on tuesdays		

CUSTOMER INFORMATION

Title:	First Name	Last Name	Customer's Phone #	
	[REDACTED]		[REDACTED]	
Street Address	City	State	Zip	

Customer Report:

RP called in to let the supervisor of Line 94 say that this driver is amazing. Only driver Line 94 on Tuesdays. This driver is always assisting the senior passengers with their heavy items, heavy packages as the board and deboard the bus. RP wanted to vote for this driver to get the "Best Driver" award for the competition, but RP was too late to submit him in. RP really looks forward to being on that bus with him. He is always willing to help out other passengers. RP states this driver has a good heart.

Customer Requests Follow-up?: No	Initial CSR Letter Sent?:	Date CSR Letter Sent:
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Employee Report**Supervisor Report**

Action Taken	Date Action Taken	Action Taken By	Invalid Concern?: