



Derek Pell, Chair
Jason Probst, Vice-Chair
Dan Groff, Commissioner
Lewis McGeorge, Commissioner
Doyle Radford, Jr., Commissioner
Philip Roberts, Commissioner
Stephen Stromberg, Commissioner
Aishani Thakur, Youth Commissioner
Lainie Anderson, Secretary
Ed Scofield, Liaison

MINUTES

Transportation Commission Meeting

March 17, 2026

6:00 PM

Civic Center, 311 Vernon Street, 1st Floor

I. CALL TO ORDER

Chair Pell called the meeting to order at 6:00 PM.

II. ROLL CALL

Present: Pell, Probst, Groff, McGeorge, Radford, Jr., Roberts, Stromberg, Thakur .

Absent: None.

III. PLEDGE OF ALLEGIANCE

Commissioner Roberts led the Pledge of Allegiance.

IV. PUBLIC COMMENTS

No Public Comment was received.

V. REQUESTS/PRESENTATIONS

1. Approval of the December 16, 2025 Meeting Minutes

Summary: Staff recommends the Transportation Commission take action to approve the December meeting minutes.

CONTACT: Lainie Anderson 916-774-5440 landerson@roseville.ca.us

Commissioner Groff made the motion and Commissioner Probst seconded to accept the December 16, 2025 minutes as written.

Ayes: Pell, Probst, Groff, McGeorge, Radford, Jr., Roberts, Stromberg, Thakur .

Noes: None.

2. Appointment of the 2026 Chair and Vice Chair to the Transportation Commission

Summary: Staff recommends the Transportation Commission take action to appoint a Chair and Vice Chair for the Transportation Commission to serve until December 31, 2026

CONTACT: Lainie Anderson 916-774-5440 landerson@roseville.ca.us

Commissioner Roberts made the motion, which was seconded by Commissioner Radford Jr., to appoint Commissioner Probst as Chair and Commissioner Roberts as Vice Chair for the 2026 Transportation Commission.

No Public Comments were received.

Ayes: Pell, Probst, Groff, McGeorge, Radford, Jr., Roberts, Stromberg, Thakur .

Noes: None.

3. City of Roseville Title VI Program, Public Participation Plan and Language Assistance Plan

Summary: Receive public comment and recommend adoption by City Council of the City of Roseville Title VI Program, Public Participation Plan and Language Assistance Plan for 2025 through 2028. Prior to opening public comment, staff will provide an overview of the Title VI Program and key program updates.

CONTACT: Ed Scofield 916-774-5449 ecscofield@roseville.ca.us

Ed Scofield, Alternative Transportation Manager; Zach Presley, Transportation Planner; and Rich Frost, Transit Manager, made the presentation.

No Public Comment was received.

Commissioners and staff discussed:

- If any complaints were made outside the Title VI process. Staff confirmed no complaints were made outside the Title VI process.
- If there were significant changes since the last Title VI Program Report. Staff confirmed that there were no significant changes.
- If any public comments were received online.

Commissioner Radford Jr., made the motion, which was seconded by Commissioner McGeorge, to recommend to City Council to adopt the City of Roseville Title VI Program, Public Participation Plan and Language Assistance Plan of 2025.

Ayes: Pell, Probst, Groff, McGeorge, Radford, Jr., Roberts, Stromberg, Thakur .

Noes: None.

4. School Crossing Guard of the Year Recognition

Summary: The Alternative Transportation Division will recognize the 2025-26 School Crossing Guard of the Year.

CONTACT: Suzanne Engelke 916-746-1289 sengelke@roseville.ca.us

Suzanne Engelke, Associate Transportation Planner, introduced Rebecca Espenshade, Administrative Technician who gave the presentation. Wayne Pulling was recognized as the 2025-26 School Crossing Guard of the Year.

No Public Comment was received.

The Commission thanked Wayne for his service.

VI. STAFF/COMMISSIONER REPORTS

Suzanne Engelke, Associate Transportation Planner, reported the following:

- The City of Roseville received Silver status as a Bicycle Friendly Community by the American League of Bicyclists. The first city in Placer County to receive this award.
- May is Bike Month and the City of Roseville will have their annual Bike Fest on May 2, 2026.
- The Grand Opening of the new Dry Creek Greenway East Trail will be May 9, 2026.

Chair Pell thanked staff and the commission for allowing him to serve as the 2025 Transportation Commission Chair.

VII. ADJOURNMENT

Commissioner McGeorge made the motion and Commissioner Probst seconded to adjourn the meeting. The motion passed unanimously at 6:32 p.m. with a voice vote.

CITY OF ROSEVILLE
TITLE VI PROGRAM
2025-2028

Adopted: XXX, 2026

Prepared by:
City of Roseville
316 Vernon Street, Suite 150
Roseville, CA 95678
roseville.ca.us/transit

*Please direct comments/questions to:
City of Roseville Alternative Transportation Division
at (916) 774-5293 or transportation@roseville.ca.us*

City of Roseville

Roseville Transit

The following information is being submitted as part of the City of Roseville, which operates Roseville Transit in compliance with the Title VI of the 1964 Civil Rights Act per FTA Circular 4702.1B, dated October 1, 2012.

General Reporting Requirements:

1. City of Roseville has electronically attested to the required FTA certifications and assurances.
2. City of Roseville has developed Title VI Complaint Procedures and Complaint Form that is available at the City of Roseville Alternative Transportation Division office, located on all of the Roseville Transit buses and is posted on the City of Roseville website at roseville.ca.us/titlevi. Title VI Complaint Procedures can also be found in the Local and Commuter Services Guides.
3. City of Roseville maintains a Complaint log for Title VI Investigations, Complaints and Lawsuits. To date, there are no Title VI complaints that the City of Roseville is aware of.
4. City of Roseville has developed a Language Assistance Plan (LAP) which is included in this document.
5. City of Roseville has developed a Public Participation Plan which is included in this document.
6. City of Roseville will continue to make information available regarding Title VI obligations and apprise members of the public of the protections afforded to them.
7. City of Roseville has attached the required documents and is submitting the Title VI Program.
8. City of Roseville will provide any information that is requested by FTA.

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I. Overview

The Federal Transit Administration (FTA) is responsible for ensuring that its funding recipients fully comply with Title VI of the Civil Rights Act of 1964. The City of Roseville which operates Roseville Transit (hereafter referred to as Roseville Transit), is a recipient of federal funds. As a recipient of federal funds, Roseville Transit has prepared an update to its Title VI Program in accordance with FTA Circular 4702.1B, dated October 1, 2012. The City of Roseville Title VI Program is adopted by the Roseville City Council (see Appendix A).

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

“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.”

Roseville Transit grants all citizens equal access to its transportation services and is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin. Furthermore, Roseville Transit shall continuously strive to ensure that equal opportunities are afforded to all individuals in its service area.

Roseville's population as of January 1, 2026 was 170,696. Roseville Transit operates local fixed route, commuter service, Game Day Express, ADA Paratransit, and general public Arrow service with a total fleet of 43 buses.

II. Notice to the Public

To ensure Roseville Transit riders are aware of its commitment to Title VI compliance, and of their right to file a civil rights complaint, Roseville Transit posts notifications, in both English and Spanish, at the City of Roseville Alternative Transportation Division office, on the buses, in the Bus Service Guides and on the City's website: roseville.ca.us/titlevi. Additionally, Roseville Transit's website provides the ability to read Title VI information in the following languages: English, Spanish, Cantonese, French, German, Italian, Tagalog, Vietnamese, Korean, Russian and Hindi. A sample of Title VI notice is in Appendix B

III. Complaint Procedures

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Roseville Transit may file a Title VI complaint by completing and submitting Roseville Transit's Title VI Complaint Form with the Roseville Transit, Civil Rights Officer or with the Federal Transit Administration (FTA).

The Title VI complaint form is available in both English and Spanish and is available in the City of Roseville Alternative Transportation Division office, and on the City's website: roseville.ca.us/titlevi. The Title VI complaint procedures are also included in the Bus Service Guides. See Appendix B for a sample of the Title VI notice to the public and complaint procedures posted on Roseville Transit's website. The information posted on the City's website may be viewed online in multiple languages. A sample Title VI complaint form is in Appendix C.

A person may also file a complaint directly with the Federal Transit Administration, at:

Federal Transit Administration
Office of Civil Rights
Complaint Team
1200 New Jersey Avenue SE
Washington, DC 20590
Phone: 1-888-446-4511
Email: FTACivilRightsCommunications@dot.gov

The complaint form may be downloaded from FTA's website, go to: transit.dot.gov/regulations-and-guidance/civil-rights-ada/fta-civil-rights-complaint-form for more information.

A. Internal Review Process

Roseville Transit investigates complaints received no more than 180 days after the alleged incident. Roseville Transit will process complaints that are complete. Once the complaint is received, Roseville Transit Civil Rights Officer will review the complaint to determine if Roseville Transit has jurisdiction and will send the complainant an acknowledgment letter informing her/him whether the complaint will be investigated by Roseville Transit.

Roseville Transit has up to sixty (60) calendar days to investigate the complaint. If more information is needed to resolve the case, Roseville Transit may contact the complainant. The complainant has thirty (30) calendar days from the date of the letter to send requested information to the investigator assigned to the case; if within thirty (30) calendar days from the date of the letter the investigator is not contacted by the complainant and the investigator does not receive the additional information requested in the letter, Roseville Transit can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, Roseville Transit will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.

An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has ten (10) business days after the date of the letter or the LOF to file an appeal with the City of Roseville Public Works Director.

B. Documentation

Roseville Transit maintains a list of active investigations conducted by FTA and entities other than FTA, including lawsuits and complaints naming Roseville Transit that allege discrimination on the basis of race, color or national origin. This list includes the date that the transit-related Title VI investigation, lawsuit or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit or complaint; and actions taken by Roseville Transit in response, or final findings related to the investigation, lawsuit, or complaint.

IV. Investigations, Complaints or Inquiries

Currently, Roseville Transit does not have any ongoing Title VI complaints or lawsuits. Roseville Transit has not had any customer service inquiries related to Title VI since the date of the last Title VI Program update in 2022.

File #	Incident Date	Summary of Complaint	Status	Action(s) Taken
N/A				

V. Public Participation Plan

As a recipient of federal transportation funding from the Federal Transit Administration (FTA), the City of Roseville (COR) is required to develop a Public Participation Plan (PPP) that implements the goals and objectives of Title VI of the Civil Rights Act of 1964. The PPP is intended to provide guidance for public involvement activities to be conducted by COR in the expenditure of FTA funds in compliance with Title VI of the Civil Rights Act of 1964 and FTA Circular 4702.1B (“Title VI Requirements and Guidelines for Federal Transit Administration Recipients”). The PPP is provided as Appendix D.

A Public Involvement Plan was prepared for the review and adoption of the Title VI Plan, including the Public Participation Plan and the Language Assistance Plan. A copy of the Public Involvement Plan is provided as Appendix H and a copy of comments received during the public outreach process is provided as Appendix I.

A. Public Participation Activities

The City of Roseville utilizes a range of public engagement strategies. These strategies are tailored to specific activities and include, but are not limited to, the following:

- Printed collateral – available onboard, in the transit administration office and/or at community facilities.
- Signage- onboard and at bus stops or transfer stations
- Website announcements
- Email and text message notifications
- Social media posts
- Public hearing notices
- Connecting with community groups
- Participation at special events
- Presentations at public meetings
- Transit Trainers
- Information on board buses and at public counters
- Direct mailings
- Paid advertising

In addition to ongoing public outreach efforts, the following table shows activities undertaken in the last three years with major public engagement efforts.

Activity	Summary of Public Engagement Strategies
Roseville Short Range Transit Plan 2025-2030	Coordinated by region's RPO (Placer County Transportation Planning Agency). Outreach included on-line survey; On-board bus surveys; In-person public presentations, such as to the Roseville Transportation Commission; public hearing notice; public hearing; and information posted on the City's website, accessible in multiple languages.
Transit Standards and Conduct Ordinance	Public hearing notice; public hearing; and information posted on the City's website, accessible in multiple languages.
Overall Disadvantaged Business Enterprise Goal for Federal Fiscal Year (FFY) 2021-2023	Emails to list of interested parties, including local businesses; public hearing notices in English and Spanish posted in local print media and at civic locations; social media posts; public hearing; and information posted on the City's website in English and Spanish, and accessible in multiple languages.
Roseville Transit Service Change	Brochures in Spanish and English indicating the proposed Local and Commuter Service changes and soliciting public input were available on Roseville Transit buses, transit customer service outlets, and at community facilities; community engagement through City of Roseville's newsletters, website, and social media channels; and public hearing notices were published in English and Spanish and displayed on all Roseville Transit buses.

VI. Language Assistance Plan

To ensure meaningful access to transit programs, services, information and activities for people with Limited English Proficiency (LEP), Roseville Transit uses the information obtained in a Four Factor Analysis to determine the specific language services that are appropriate. This analysis helps Roseville Transit to determine if it communicates effectively with LEP persons and informs language access planning.

The complete Four Factor Analysis used to develop the Language Assistance Plan (LAP) is provided in Appendix E. The LAP includes the results of the Four Factor Analysis which is a local assessment and consideration of the following:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by Roseville Transit;
2. The frequency with which LEP persons come into contact with Roseville Transit services and programs;
3. The nature and importance of Roseville Transit services and programs in people's lives;
4. The resources available to Roseville Transit for LEP outreach, as well as the costs associated with that outreach.

The results of conducting the Four Factor Analysis using the latest data from the U.S. Census Bureau American Community Survey (ACS) relating to use of Roseville Transit services and programs indicate that LEP persons make up 5.25% of the population in Roseville, or 8,678 people over 5 years of age. The language used by the highest percentage of the LEP population Spanish (1.9%). While there are other languages spoken in the city by LEP population, it is 3.35% combined for all other languages as shown in the following table. A detailed overview of Roseville demographics from the 2024 Census Bureau is shown in Appendix F: Demographic Data.

Roseville Limited English Proficiency Population

Total Population (ages 5 and over)		165,216
Language	LEP Population	% of Total Population
Spanish	3,140	1.9%
Indo-European	1,378	.83%
Russian, Polish and Slavic	1,342	.81%
Other and unspecified languages	2,818	1.71%
Total	8,678	5.25%

Source: American Community Survey 2024, 5-year estimates

Moreover, employees of the City of Roseville and MV Transportation who come into contact with the general public and passengers of Roseville Transit have not reported that English is a barrier to understanding the programs and services offered by Roseville Transit, other than Spanish speaking individuals. This information is also confirmed by review of the Language Line Translation requests and a log kept at the Alternative Transportation Division office documenting the number of customers at the front counter requiring language assistance (see Appendix F2).

To minimize language barriers and to better communicate information important to using Roseville Transit services and programs, a number of steps were identified that Roseville Transit has implemented. The following resources provided by Roseville Transit to all persons who speak other languages include:

- Language Card – Bus Drivers equipped with language card to assist passenger ability to indicate language needs
- Language Translation Line –Telephone service to assist in translation for employees to assist customers
- Online translation on the City’s website – service to assist customers in translating written information

In addition, the following materials are provided in Spanish, since Spanish is the highest percentage of speaking population which reports speaking English less than well in Roseville. Employees are trained in how to make use of tools provided to assist in communicating transit services. Available resources provided by Roseville Transit include, but not limited to:

- Civil Rights Complaint Form – translated into Spanish and provided on board buses, on website, and in administrative office lobby
- ADA Eligibility Application – translated into Spanish
- Spanish Speaking Customer Service Representatives – provided both in the administrative office and in the operations office for Dispatch and Demand Response phone calls and emails
- ADA Service Information – translated into Spanish and provided in the Service Guide(s) and on website
- Notices placed on-board buses – translated into Spanish
- Local Transit Service Information – translated into Spanish and provided in the Service Guide(s) and on website
- Spanish phrase book – provided to all bus drivers to assist in providing on board information to Spanish speaking passengers

VII. Decision Making Committees and Councils

The City of Roseville is committed to providing an open and visible decision-making process to which the public has equal access. The City Council makes the decisions regarding policy, service changes, fares, capital programming and facility locations for

Roseville Transit. The City Council members are elected officials, and therefore, are not subject to Title VI requirements.

The City of Roseville has established 13 boards and commissions for the specific purpose of soliciting and involving public input as part of any decision-making process. Of these, the City of Roseville Transportation Commission reviews and makes recommendations to the City Council regarding transportation items that receive Federal funding. The Transportation Commission is composed of seven members who are residents of the City of Roseville. Appointments are made by the City Council for overlapping four-year terms. No member of the Transportation Commission shall serve more than two consecutive terms. In addition, the City Council may annually appoint a high school student that is a resident of Roseville to serve as an 8th voting member of the Transportation Commission.

To encourage a diverse range of public participation, the City of Roseville sends notices of commission vacancies to the Chamber of Commerce, the Roseville Coalition of Neighborhoods Association (RCONA), and publishes advertisements in the Roseville Press Tribune and on the City website.

A. Commission Racial Breakdown

The City of Roseville current Transportation Commission is comprised of the following members representing the following races.

Transportation Commission	White	Black or African American	American Indian and Alaska Native	Asian	Native Hawaiian and Other Pacific Islander	Other	Two or more races	Did not Respond
Commissioners	42.9%	0%	0%	0%	0%	0%	0%	57.1%

VIII. Subrecipient Compliance

As a primary recipient of FTA funds with subrecipients Roseville Transit shall undertake the following activities:

- Document the process for ensuring that all subrecipients are complying with the general reporting requirement, as well as other requirements that apply to the subrecipient based on the type of entity and the number of fixed route vehicles it operates in peak service.
- Collect Title VI Programs from subrecipients and review programs for compliance.

On behalf of the City of Lincoln, the City of Roseville secured Section 5309 for their construction of a bus barn via FTA grant CA 03-0772 (closed 9/23/13). Construction of the bus barn was completed in 2010, with final FTA disbursement in 2011. The City of Lincoln has since partnered with Placer County Transit to operate three (3) Local fixed routes and one dial-a-ride paratransit service within its jurisdictional boundaries. Placer County Transit and Roseville Transit are both members of the Placer County Transportation Planning Agency (PCTPA). As a member of the PCTPA Transit Operators Working Group (TOWG), Placer County Transit along with other transit operators, receives updates and participates in discussions of revised Title VI obligations.

City of Roseville staff:

- Conducts periodic desk review of materials and Lincoln's website;
- Receives updates of Lincoln program modifications through TOWG meetings; and,
- Conducts a triennial site visit to discuss Title VI and other obligations required of sub-recipients of federal funding and to confirm and document the City of Lincoln's compliance with applicable obligations.

Material collected includes Lincoln Transit's statement of their commitment to "ensuring no person is excluded from participation in or denied the benefits of its transit services or programs on the basis of race color or national origin as afforded under Title VI of the Civil Rights Act of 1964." The statement of commitment is included on Lincoln's website (Appendix G), and is also part of the Placer County Transit's service guide distributed to passengers on board buses and is also available online. Instructions are also included for any person(s) who feels they have been discriminated against on how they may file a complaint with Placer County Department of Public Works or with the Federal Transportation Administration.

IX. Construction Equity Analysis

When Roseville Transit plans to construct or expand a facility, such as a vehicle storage facility, maintenance facility, transit hub or operation center, Roseville Transit will include a copy of the Title VI Equity Analysis conducted during the planning stage with regard to the location of the facility. The following principles will be applied in the analysis:

1. 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.
2. To ensure the full and fair participation by all potentially affected communities in the transportation decision- making process.
3. To prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations.

Roseville Transit will follow federal guidance provided in FTA Circular 4703.1 (August 2012).

During the past three years, Roseville Transit has not constructed a vehicle storage, transit hub, operations center or maintenance facility.

X. Service Standards and Policies

Roseville Transit has developed a set of quantifiable service standards and policies. These service standards and policies are developed through public involvement programs designed to ensure that all persons wishing to participate in its services are given equal and equitable opportunity to participate.

Service standards are identified in Roseville's Short Range Transit Plan, adopted by the Roseville City Council in 2025. The public involvement program for this process included a series of outreach strategies designed to ensure equal and equitable opportunity to participate, including providing communications in formats to meet the needs of the public and offering meetings and outreach materials in convenient locations and formats for equitable access.

Both Roseville Transit's Service Policies and the Short Range Transit Plan are adopted by the Roseville City Council through a public involvement program that includes public notices, opportunities to comment, and a minimum of one (1) public hearing. This process is designed to ensure that service design and operations do not result in discrimination on the basis of race, color, or national origin.

The Short Range Transit Plan includes a demographic analysis that informed public engagement strategies designed to engage a diverse community (see Appendix F for demographic data). Public participation included an onboard rider survey, a community survey, social media platforms, public notices, and a minimum of one public hearing.

Additionally, each year, Placer County Transportation Planning Agency (PCTPA) works with transit providers, including the City of Roseville, and the public to identify any transit needs that are not currently being met and makes a determination as to what needs are reasonable to meet. PCTPA solicits testimony through an inclusive public outreach process that includes, but is not limited to, the following: advertisements in the local newspapers, press releases and public service announcements, flyers in buses, and notices to social service agencies.

The City of Roseville Transportation Commission reviews and approves an annual year-end report that documents how well Roseville Transit meets the standards. Service standards are used as key performance indicators to help gauge different areas of performance for the entire Roseville Transit system. As such, these standards are used to identify trends and/or issues which should be addressed to improve overall system performance and to measurably identify successes. These service standards and policies include, but are not limited to those presented below.

A. Vehicle Loads and Passengers Per Hour Standards

Vehicle load is expressed as the ratio of passengers to the total number of seats on a vehicle at any moment. Vehicle load will also vary by route, time of day, and by season.

Service Type	Vehicle Type (year)	Capacity (Seated/ Standing/ Wheelchair)	Total Capacity	Wheelchair Preferred Capacity	Average Load	Wheelchair Maximum Load
<u>Commuter</u>	Gillig- 40-ft (2020)	39/32/3	74	1	.51	2
<u>Commuter</u>	LF 40-ft (2009)	39/32/2	73	1	.51	2
<u>Arrow</u>	Champion-LF-26-ft (2020)	17/8/3	28	1	NA	NA
<u>Arrow</u>	Arboc 26-ft (2014)	17/8/3	28	1	NA	NA

<u>Local</u>	Gillig LF-35-ft (2020)	32/24/3	59	1	.21	2
<u>Local</u>	Gillig LF 35-ft (2017, 2014)	32/24/2	58	1	.28	2
Local	Gillig LF 29-ft (2009)	26/18/2	46	1	.28	2
Commuter	Phoenix 40-foot (2025)	35/30/2	67	1	.40	2

For passenger safety and comfort, vehicles should be sized and the transit service operated to limit typical peak loads to the seating capacity. Local fixed route and commuter services should generally limit standing loads to a maximum of 20 percent of daily runs on a single route.

Passengers per revenue hour is also a useful measure of vehicle use over the course of each hour of service. Below are general standards which are used to help gauge the average use of each service.

Local Services - The average number of passengers per revenue hour should be greater than or equal to 7 passengers per vehicle revenue hour.

Commuter Services - The average number of passengers per revenue hour should be greater than or equal to 20 passengers per vehicle revenue hour.

Dial-A-Ride/Arrow Services - The average number of passengers per revenue hour should be greater than or equal to 2.5 passengers per vehicle revenue hour.

These standards are considered targets. In general, the number of passengers per revenue hours will exceed the average in peak travel periods and will be less than the average during the first and last hour of service. Also, mid-weekdays tend to show higher averages than other days. The average number of passengers per revenue hour tends to be below the system average during the first year of any new route, but generally improves to meet or exceed the system average within a few years.

B. Vehicle Headway (Frequency) Standards

Local Services - Vehicle headway for local fixed route service is generally provided in 30 or 60 minute increments, and may vary depending upon demand.

Commuter Services - Vehicle headway for commuter services range from 0-40 minutes, depending upon demand and the specific routing of each commuter bus during peak hours.

C. Service Span Standards

Local and Arrow Services - Generally, the span of service each weekday is 5:45 a.m. to 6 p.m. for all local routes, and reduced service levels continue until 10 p.m. The span of service on Saturdays is from 8 a.m. to 5 p.m., and no local route service exists on Sundays. General public Arrow services are also available by reservation during these times. General public Arrow services are also generally available on Sundays from 8 a.m. to 5 p.m.

The hours and days of Local and Arrow services are continuously adjusted to reflect demands while striving to attain other performance standards.

Commuter Services - The general service span for Commuter service is weekdays during peak travel times.

While the hours of peak travel do not vary greatly, the frequency of Commuter services from Roseville to Downtown Sacramento or other job centers will generally be determined by demand and an ability to meet other performance standards.

D. On-time Performance Standards

The standard for average on-time performance for all services is greater than or equal to **90%**.

E. Fare Recovery and Average Subsidy Per Trip Standards

Fare Recovery - The standard for average fare recovery traditionally has been greater than or equal to 15% of all transit operating expenses due to State requirements. The average subsidy per trip by type of service and by route is measured quarterly and/or annually to help evaluate the cost of services. However, since COVID, this 15% figure has been suspended until further notice.

Fare Recovery for New Services - These standards should not be strictly applied to new routes for the first two years of service. A 50 percent fare recovery of standard could be considered successful after one year, but a favorable trend thereafter should be maintained. Conversely, Roseville Transit should not simply keep a service if revenues

cannot support the continued operation of a route, or if a different and more successful route could replace the less successful route.

F. Bus Stops and Passenger Amenity Standards

Bus Stop Location and Spacing - Bus stops are generally encouraged to be spaced a maximum of ½ mile apart along both arterial and collector streets in both directions, and/or at each leg of an intersection between arterial/arterial and arterial/collector streets, depending upon road patterns, adjacent land uses and densities and other factors which may influence the accessibility and use of a stop.

Shelters and Seats - Shelters should be provided at all bus stops expected to serve 15 or more passengers per day, and passenger seating should be provided at all bus stops expected to serve five or more passengers per day. Further refinement of stops, passenger amenities and timed stop designations will occur after a route has begun service.

Amenity Removal - When the annual maintenance or repair cost of an amenity is excessive or greater than the value of the structure or amenity, or presents a safety risk, then Roseville Transit reserves the right to remove the amenity.

Route Travel Time - Bus routes are generally designed so that the travel time will not exceed 3 times the equivalent automobile trip during peak travel hours, and should be designed to function as efficiently as possible.

G. Service Availability and Connectivity Standards

Service Routes - Generally, Roseville Transit provides general public Dial-A-Ride, call Arrow within Roseville, services within its entire corporate boundaries. Also, Roseville Transit attempts to provide fixed route services within ½ mile walking distance of 90% of the daytime population within City boundaries. As new development is added, new local fixed route and commuter services will be added based upon demand and as funding permits.

Connecting Adjacent Land Uses - Adjacent uses should provide direct pedestrian access to planned and existing bus stop locations to facilitate use of public transit. New projects that would generate DAR trips, such as medical office buildings, should also consider site designs that would accommodate the DAR bus picking up and dropping off ADA passengers at or near front door locations with ADA accessibility to the front door.

Reciprocal Transfer Agreements and Regional Fare Cards -- Reciprocal transfer arrangements should continue to be implemented between all connecting service providers. Regional fare cards, such as Connect Card, should continue to be

implemented by Roseville Transit to improve regional connectivity and passenger mobility.

Regional Transfer Points - Local service should be provided within one block of all regional transit transfer locations and intercity bus/rail stops. Also, passenger facilities at regional transit transfer locations should be improved to enhance regional public transportation connections.

H. Safety, Maintenance and Replacement Standards

Accident Rates – The average preventable accident rate standard for all services is less than or equal to 1 preventable accident for every 50,000 service miles travelled. The average accident rate standard for all accidents for all services is less than or equal to 1 accident (preventable and non-preventable) for 25,000 service miles travelled.

Road Calls – The average road call standard is less or equal to 1 road call for every 10,000 service miles travelled.

Programmed Vehicle Maintenance – The standard for vehicle maintenance is for 90% percent of all programmed maintenance to occur within scheduled parameters.

Vehicle Replacement – Vehicles should be replaced at the end of their useful lives according to FTA guidelines and industry accepted practices for public fleet operators. The average fleet age should not exceed six (6) years.

I. Customer Service Standards

Employee Training – All employees should receive annual customer service training to ensure courteous, safe and respectful behavior, and that employees are sensitive to the needs of passengers.

Local and Commuter Services – The standard for the average number of passenger complaints for Local and Commuter services is less than or equal to 1 validated complaint for every 5,000 passenger trips.

Dial-A-Ride (DAR) – The standard for the average number of passenger complaints for DAR services is less than or equal to 1 validated complaint for every 3,000 passenger trips.

J. Vehicle Assignment Policy

Roseville Transit assigns vehicles based on the type of service, capacity, and vehicle mileage. Local fixed routes are assigned 30-foot or 35-foot buses. Commuter routes are assigned 40-foot buses. Paratransit service and Arrow service requiring tight turns on driveways are operated with 26-foot cut-a-way vehicles. Occasionally, when necessary due to vehicle maintenance, vehicle types may be assigned to an alternate service, if feasible.

As Roseville Transit begins operating Zero-Emission buses (ZEB), ZEBs will be assigned based on the operating characteristics of the route. Assignments for ZEBs will take into consideration the state of charge of the battery and charge needed to complete the route(s).

All vehicles are equipped with air conditioning.

XI. Requirements for Fixed Route Transit Providers

Chapter 4 of FTA Circular 4702.1B discusses the additional reporting requirements for recipients of FTA funding (including their sub-recipients) that operate fixed route transit services, in order to ensure that the agency complies with DOT Title VI regulations. The requirements only apply to fixed route service, not demand response service. Per Circular 4702.1B definitions, “Fixed route refers to public transportation service provided in vehicles operated along pre- determined routes according to a fixed schedule”. As of January 1, 2026, Roseville Transit has a fixed-route fleet of 43 buses. Therefore, Roseville Transit qualifies for a reduced level of Chapter 4 reporting and is only required to set system-wide standards and policies.

Appendix A: City Council Approval

[Insert Resolution]

Appendix B: Title VI Notice to the Public

Title VI Notice to the Public (English, Spanish & Russian)

Website Screen Shots on www.roseville.ca.us/titlevi

[City of Roseville](#) / [Government](#) / [Departments & Divisions](#) / [Public Works](#) / [Roseville Transit](#) / [Ride Roseville Transit](#) / Title VI of the Civil Rights Act

≡ Title VI of the Civil Rights Act

Roseville Transit operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Roseville Transit.

"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."
(42 U.S.C. Section 2000d)

[Title VI Plan 2022-2025](#)

Adopted October 5, 2022

The Title VI Program is required by the Federal Transit Administration (FTA) to be reviewed and approved by the City Council and submitted to FTA every three years.

[Contact Us](#)



[View other Roseville Transit policies.](#)

[View more on Roseville Transit accessibility.](#)



What is a Title VI complaint?

Roseville Transit operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Roseville Transit.

Federal law requires Title VI complaints be filed within 180 calendar days of the last alleged incident.

How do I file a complaint?

1. [Complete the form \(Español\)](#) and return it to the City of Roseville Alternative Transportation office.

or

2. File a complaint with the Federal Transit Administration (FTA). Visit transit.dot.gov for more information.

Submit a signed written statement to the FTA that contains the following information:

- a. Complainant's name, address, and telephone number.
- b. If you are filing on behalf of another person, include their name, address, telephone number, your relationship to the person, and if you have their permission to file the complaint.
- c. Name of the public transit provider the complaint is against.
- d. Describe the complaint. Include specific details such as names, dates, times, route numbers/letters, witnesses, and any other information that would assist in the investigation of your allegation.

Where do I submit a complaint?

City of Roseville

Public Works - Alternative Transportation

Civil Rights Officer

316 Vernon Street, Suite 150

Roseville, CA 95678

Phone: (916) 774-5293

TDD: (916) 774-5220

[Email](#)

Federal Transit Administration

Office of Civil Rights

Attention: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, D.C. 20590
Phone: 1-888-446-4511

[Email](#)

What happens after I submit a complaint to the City of Roseville?

A written notice of receipt shall be sent to the complainant within five days of receipt of the complaint.

If further information is required to investigate the case, the Civil Rights Officer will contact the complainant in writing. The complainant has 30 business days to submit the requested information. Once all requested information is received, the Civil Rights Officer has 60 days to make a determination. If the requested information is not received within 30 business days from the date of the request, the Civil Rights Officer can administratively close the case.

If the complainant wishes to appeal the Civil Rights Officer's decision, the complainant shall make an appeal request in writing within 10 business days of receipt of the Civil Rights Officer's decision. An appeal of the Civil Rights Officer's decision will be heard by the decision-making body as per the Roseville Municipal Code at the next available scheduled meeting.

Visit transit.dot.gov for additional Title VI information.

Limited English proficiency

If you have difficulty understanding English, you may request language assistance phone services free of charge. Please contact us for more information.

Alternative Transportation
316 Vernon Street, Suite 150
Roseville, CA 95678
Phone: (916) 774-5293

[Email](#)



[Saltar navegación](#)

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Idioma ▼

Buscar

[Gobierno](#)[Residentes](#)[Negocio](#)[Servicios En Línea](#)[¿Cómo Hago...?](#)[Agenda Actual Del Consejo](#)[Patrocinios](#)

[Ciudad de Roseville](#) / [Gobierno](#) / [Departamentos y divisiones](#) / [Obras públicas](#) / [Roseville Transit](#) / [Viaje en Roseville Transit](#) / Título VI de la Ley de Derechos Civiles

≡ Título VI de la Ley de Derechos Civiles

Roseville Transit opera sus programas y servicios sin distinción de raza, color ni origen nacional, de conformidad con el Título VI de la Ley de Derechos Civiles de 1964. Cualquier persona que considere haber sido perjudicada por alguna práctica discriminatoria ilegal en virtud del Título VI puede presentar una queja ante Roseville Transit.

«Ninguna persona en los Estados Unidos, por motivos de raza, color u origen nacional, será excluida de participar, se le negarán los beneficios ni será objeto de discriminación en ningún programa o actividad que reciba asistencia financiera federal».
(Título 42 del Código de los Estados Unidos, Sección 2000d)

[Plan del Título VI 2022-2025](#)

Adoptado el 5 de octubre de 2022

La Administración Federal de Tránsito (FTA) exige que el Programa del Título VI sea revisado y aprobado por el Concejo Municipal y presentado a la FTA cada tres años.

[Contáctenos](#)

[Consulte otras políticas de Roseville Transit.](#)

[Más información sobre a](#)
[Roseville Tran](#)



¿Qué es una queja del Título VI?

Roseville Transit opera sus programas y servicios sin importar raza, color y origen nacional de acuerdo con el Título VI de la Ley de Derechos Civiles de 1964. Cualquier persona que crea que ha sido perjudicada por alguna práctica discriminatoria ilegal bajo el Título VI puede presentar una queja ante Roseville Transit.

La ley federal requiere que las quejas del Título VI se presenten dentro de los 180 días calendario posteriores al último presunto incidente.

¿Cómo presentar una queja?

1. [Complete el formulario](#) ([Español](#)) y devuélvalo a la oficina de Transporte Alternativo de la Ciudad de Roseville.

o

2. Presente una queja ante la Administración Federal de Tránsito (FTA). Visite transit.dot.gov para obtener más información.

Presente una declaración escrita firmada ante la FTA que contenga la siguiente información:

- a. Nombre, dirección y número de teléfono del denunciante.
- b. Si presenta la queja en nombre de otra persona, incluya su nombre, dirección, número de teléfono, su relación con la persona y si tiene su autorización para presentar la queja.
- c. Nombre del proveedor de transporte público contra el que se presenta la queja.
- d. Describa la queja. Incluya detalles específicos como nombres, fechas, horarios, números/letras de ruta, testigos y cualquier otra información que pueda ayudar en la investigación de su denuncia.

¿Dónde presento una queja?

Obras Públicas **de la Ciudad de Roseville**

- Oficial de Derechos Civiles de Transporte Alternativo

316 Vernon Street, Suite 150

Roseville, CA 95678

Teléfono: (916) 774-5293

TDD: (916) 774-5220

[Correo electrónico](#)

Administración Federal de Tránsito

Oficina de Derechos Civiles

Atención: Equipo de Quejas

Edificio Este, 5.º piso – TCR

1200 New Jersey Ave., SE

Washington, DC 20590

Teléfono: 1-888-446-4511

[Correo electrónico](#)

¿Qué sucede después de presentar una queja a la Ciudad de Roseville?

Se enviará un aviso de recibo por escrito al denunciante dentro de los cinco días posteriores a la recepción de la denuncia.

Si se requiere información adicional para investigar el caso, el Oficial de Derechos Civiles se comunicará con el denunciante por escrito. El denunciante tiene 30 días hábiles para presentar la información solicitada. Una vez recibida toda la información solicitada, el Oficial de Derechos Civiles tiene 60 días para tomar una decisión. Si no se recibe la información solicitada dentro de los 30 días hábiles a partir de la fecha de la solicitud, el Oficial de Derechos Civiles puede cerrar administrativamente el caso.

Si el denunciante desea apelar la decisión del Oficial de Derechos Civiles, deberá presentar una solicitud de apelación por escrito dentro de los 10 días hábiles posteriores a la recepción de la decisión del Oficial de Derechos Civiles. La apelación de la decisión del Oficial de Derechos Civiles será escuchada por el órgano decisorio, de acuerdo con el Código Municipal de Roseville, en la próxima reunión programada disponible.

Visite transit.dot.gov para obtener más información sobre el Título VI.

Dominio limitado del inglés

. Si tiene dificultades para comprender el inglés, puede solicitar asistencia telefónica gratuita con el idioma. Para más información, contáctenos.

Transporte Alternativo:

[Пропустить навигацию](#)

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Язык ▼

Поиск

[Правительство](#)[Жители](#)[Бизнес](#)[Онлайн-Сервисы](#)[Как Мне...](#)[Текущая Повестка Дня Совета](#)[Спонсорство](#)

[Город Роузвилл](#) / [Правительство](#) / [Департаменты и подразделения](#) / [Общественные работы](#) / [Транспорт Роузвилла](#) / [Проезд на общественном транспорте Роузвилла](#) / [Раздел VI Закона о гражданских правах](#)

≡ Раздел VI Закона о гражданских правах

Компания Roseville Transit осуществляет свою деятельность и предоставляет услуги без дискриминации по расе, цвету кожи и национальному происхождению в соответствии с Разделом VI Закона о гражданских правах 1964 года. Любое лицо, считающее, что оно пострадало от какой-либо незаконной дискриминационной практики в соответствии с Разделом VI, может подать жалобу в компанию Roseville Transit.

*«Ни одно лицо в Соединенных Штатах не должно быть исключено из участия, лишено преимуществ или подвергнуто дискриминации по признаку расы, цвета кожи или национального происхождения в рамках любой программы или деятельности, получающей федеральную финансовую помощь»
(42 USC, Раздел 2000d).*

[План по программе Title VI на 2022-2025 годы](#)

принят 5 октября 2022 года.

Федеральное управление транспорта (FTA) требует, чтобы программа Title VI рассматривалась и утверждалась городским советом и представлялась в FTA каждые три года.

[Связаться с нами](#)

[Ознакомьтесь с другими правилами Roseville Transit.](#)

[Узнайте больше о доступности Roseville Transit для людей с ограниченными возможностями](#)



Что такое жалоба в соответствии с Разделом VI?

ПОДАТЬ ЖАЛОБУ В СООТВЕТСТВИИ С РАЗДЕЛОМ VI.

Компания Roseville Transit осуществляет свою деятельность и предоставляет услуги без дискриминации по расе, цвету кожи и национальному происхождению в соответствии с Разделом VI Закона о гражданских правах 1964 года. Любое лицо, считающее, что оно пострадало от незаконной дискриминационной практики в соответствии с Разделом VI, может подать жалобу в компанию Roseville Transit.

Согласно федеральному закону, жалобы в соответствии с Разделом VI должны быть поданы в течение 180 календарных дней с момента последнего предполагаемого инцидента.

Как мне подать жалобу?

1. [Заполните форму](#) ([на испанском языке](#)) и верните ее в офис альтернативных видов транспорта города Роузвилл.

или

2. Подайте жалобу в Федеральное управление общественного транспорта (FTA). Для получения дополнительной информации посетите сайт transit.dot.gov.
Отправьте в FTA подписанное письменное заявление, содержащее следующую информацию:

- а. Имя, адрес и номер телефона заявителя.
- б. Если вы подаете жалобу от имени другого лица, укажите его имя, адрес, номер телефона, вашу степень родства с этим лицом, а также наличие у вас разрешения на подачу жалобы.
- в. Название организации, предоставляющей услуги общественного транспорта, против которой подана жалоба.
- г. Опишите суть жалобы. Укажите конкретные детали, такие как имена, даты, время, номера/буквенные обозначения маршрутов, свидетели и любую другую информацию, которая может помочь в расследовании вашего заявления.

Куда мне подать жалобу?

Департамент общественных работ города Роузвилл

—
Специалист по гражданским правам в сфере альтернативных видов транспорта
316 Вернон-стрит, офис 150,
Роузвилл, Калифорния 95678
Телефон: (916) 774-5300

телефон: (916) 774-5220

TDD: (916) 774-5220

[Электронная почта](#)

Управление по гражданским правам **Федеральной транспортной администрации.**

Вниманию: Группа по рассмотрению жалоб.

Восточное здание, 5-й этаж – TCR,
1200 New Jersey Ave., SE,
Вашингтон, округ Колумбия, 20590.

Телефон: 1-888-446-4511

[. Электронная почта.](#)

Что произойдет после того, как я подам жалобу в администрацию города Роузвилль?

В течение пяти дней с момента получения жалобы заявителю будет направлено письменное уведомление о ее получении.

Если для расследования дела потребуется дополнительная информация, сотрудник по гражданским правам свяжется с заявителем в письменной форме. Заявитель имеет 30 рабочих дней для предоставления запрошенной информации. После получения всей запрошенной информации сотрудник по гражданским правам имеет 60 дней для принятия решения. Если запрошенная информация не будет получена в течение 30 рабочих дней с даты запроса, сотрудник по гражданским правам может закрыть дело в административном порядке.

Если заявитель желает обжаловать решение сотрудника по гражданским правам, он должен подать письменное заявление об обжаловании в течение 10 рабочих дней с момента получения решения сотрудника по гражданским правам. Апелляция на решение сотрудника по гражданским правам будет рассмотрена органом, принимающим решения, в соответствии с Муниципальным кодексом Роузвилля на следующем доступном запланированном заседании.

Для получения дополнительной информации о Разделе VI

Appendix C: Title VI Complaint Forms (English and Spanish)

What is a Title VI complaint?

Roseville Transit operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Roseville Transit.

Federal law requires Title VI complaints be filed within 180 calendar days of the last alleged incident.

How do I file a complaint?

1. Complete the form on the reverse side and return it to the City of Roseville Alternative Transportation office.

or

2. File a complaint with the Federal Transit Administration (FTA). Visit transit.dot.gov or call **1-888-446-44511** for more information.

Submit a signed written statement to the FTA that contains the following information:

- a. Complainant's name, address, and telephone number.
- b. If you are filing on behalf of another person, include their name, address, telephone number, your relationship to the person, and if you have their permission to file the complaint.
- c. Name of the public transit provider the complaint is against.
- d. Describe the complaint. Include specific details such as names, dates, times, route numbers/letters, witnesses, and any other information that would assist in the investigation of your allegation.

Limited English proficiency

If you have difficulty understanding English, you may request language assistance phone services free of charge. Please contact us for details.

Where do I submit a complaint?

City of Roseville

Alternative Transportation
Civil Rights Officer
316 Vernon Street, Suite 150
Roseville, CA 95678
Phone: (916) 774-5293 • TDD: (916) 774-5220
transportation@roseville.ca.us

Federal Transit Administration

Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, D.C. 20590
Phone: 1-888-446-4511
FTACivilRightsCommunications@dot.gov

What happens after I submit a complaint to the City of Roseville?

A written notice of receipt shall be sent to the complainant within five days of receipt of the complaint.

If further information is required to investigate the case, the Civil Rights Officer will contact the complainant in writing. The complainant has 30 business days to submit the requested information. Once all requested information is received, the Civil Rights Officer has 60 days to make a determination. If the requested information is not received within 30 business days from the date of the request, the Civil Rights Officer can administratively close the case.

If the complainant wishes to appeal the Civil Rights Officer's decision, the complainant shall make an appeal request in writing within 10 business days of receipt of the Civil Rights Officer's decision. An appeal of the decision will be heard by the decision-making body per the Roseville Municipal Code at the next available scheduled meeting.

Title VI of the Civil Rights Act of 1964 Notification & Complaint Form

Roseville Transit operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Roseville Transit.

*"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."
(42 U.S.C. Section 2000d)*



Roseville Transit

Public Works – Alternative Transportation
316 Vernon Street, Suite 150
Roseville, CA 95678
(916) 774-5293
roseville.ca.us/transit

Roseville Transit Title VI Complaint Form



Please complete this form and mail, email transportation@roseville.ca.us, or deliver in person to the Roseville Transit Civil Rights Officer, Alternative Transportation office at 316 Vernon Street, Suite 150, Roseville, CA 95678.

Section 1									
Name (Complainant):		Mr. ☐		Mrs. ☐		Ms. ☐		Miss ☐	
Mailing Address:		Apt.: _____							
City:		State:		Zip: _____					
Phone:		E-mail: _____							
Section 2									
Are you filing out this form on your own behalf? Yes ☐ No ☐									
If you answered "No", please supply your name and relationship to the person listed in Section 1.				Name: _____ Relationship: _____					
Please explain why you are filing an incident form on their behalf.									
Have you obtained permission to file this form on their behalf?				Yes ☐ No ☐					
Section 3									
Basis of alleged discrimination: Race ☐ Color ☐ National Origin ☐									
Section 4									
Type of service:									
Commuter ☐		Arrow ☐		Local ☐		Phone ☐		Other ☐ _____	
Date of alleged discrimination (month/day/year):				Time:					
Staff:		Route:		Bus #: _____					
Boarding location:		Destination location: _____							
Describe the situation you would like to report. Use additional paper if necessary.									

Please list any person(s) we may contact for additional information:									
Name:		Address:				Phone:			
Section 5									
Have you previously filed a Title VI complaint with Roseville Transit? Yes ☐ No ☐									
Did you file this complaint with another federal, state or local agency; or with a federal or state court? Yes ☐ No ☐									
Which agency: _____ Date filed: _____									
Section 6									
I declare under penalty of perjury under the laws of the State of California that the information I have provided is true and correct to the best of my knowledge.									
Signature _____				Date of filing _____					

¿Qué es una queja de Título VI?

El Tránsito de Roseville opera sus programas y servicios sin considerar la raza, color, y origen nacional en conformidad con el Título VI del Acta de Derechos Civiles. Cualquier persona quien cree ella/él ha sido ofendido por cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja con el Tránsito de Roseville.

La ley Federal requiere que quejas de Título VI sean sometidas dentro de 180 días de calendario del último supuesto incidente.

¿Cómo presento una queja?

1. Complete la forma al lado reverso y regrésela a la Oficina de Transportación Alternativa de la Ciudad de Roseville.

o

2. Presente una queja con la Administración Federal de Tránsito (FTA). Visite **transit.dot.gov** para más información.

Someta una declaración firmada por escrito a la FTA que contiene la siguiente información:

- a. Nombre del reclamante, domicilio, y número de teléfono.
- b. Si está presentando por medio de otra persona, incluya el nombre, domicilio, número de teléfono, su parentesco a la persona, y si tiene su permiso de presentar la queja.
- c. Nombre del proveedor de tránsito public del cual la queja es en contra.
- d. Describa la queja. Incluya detalles epecíficos tal cómo nombres, fechas, horas, números/letras de ruta, testigos, y cualquier otra información que nos pudiera asistir en la investigación de su alegación.

¿Dónde presento una queja?

Ciudad de Roseville

Transportación Alternativa
Oficial de Derechos Civiles
316 Vernon Street, Suite 150
Roseville, CA 95678
(916) 774-5293
TDD: (916) 774-5220
transportation@roseville.ca.us

Administración Federal de Tránsito

Oficina de Derechos Civiles
Atención: Equipo de quejas
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, D.C. 20590
1-888-446-4511
FTACivilRightsCommunications@dot.gov

Visite **transit.dot.gov** para información adicional acerca de obligaciones de Título VI de proveedores de tránsito público.

Dominio limitado del inglés

Si tiene dificultades para entender inglés, puede solicitar servicios telefónicos de asistencia con el idioma de forma gratuita. Por favor, contáctenos para más detalles.

Título VI del Acta de Derechos Civiles de 1964 Notificación y Forma de Queja

El Tránsito de Roseville opera sus programas y servicios sin considerar la raza, color, y origen nacional en conformidad con el Título VI del Acta de Derechos Civiles. Cualquier persona quien cree ella/él ha sido ofendido por cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja con el Tránsito de Roseville.

El Tránsito de Roseville cumple con el Acta de los Derechos Civiles de 1964 que declara, "Ninguna persona en los Estados Unidos será, por motivos de raza, color, u origen nacional, excluido de participación en, ser negado los beneficios de, o ser sujetado a discriminación bajo cualquier programa o actividad recibiendo asistencia financiera Federal." (42 U.S.C. Sección 2000d)



Tránsito de Roseville

Transportación Alternativa
316 Vernon Street, Suite 150
Roseville, CA 95678
(916) 774-5293
roseville.ca.us/transit

Tránsito de Roseville Título VI Forma de Queja



Por favor complete esta forma y mándela por correo, email transportation@roseville.ca.us o la puede regresar en persona al Oficial de Derechos Civiles de Tránsito de Roseville, 316 Vernon Street, Suite 150, Roseville, CA 95678.

Sección 1									
Nombre (Reclamante):			Sr. ☐		Sra. ☐		Srta. ☐		
Domicilio:			Apto.:						
Ciudad:			Estado:		Zona Postal:				
Teléfono:			E-mail:						
Sección 2									
¿Esta presentando esta forma por su propio medio?			Sí ☐		No ☐				
Si contestó "No", por favor dé su nombre y parentesco a la persona alistada en la Sección 1.			Nombre: _____ Parentesco: _____						
Por favor explique por qué está presentando una forma de incidente por medio de ellos.									
¿Ha obtenido permiso para entregar esta forma por medio de ellos?			Sí ☐		No ☐				
Sección 3									
Motivo de supuesta discriminación:			Raza ☐		Color ☐		Origen Nacional ☐		
Sección 4									
Tipo de servicio:									
Conmutor ☐		Dial-A-Ride ☐		Local ☐		Teléfono ☐		Otro ☐	
Fecha de último supuesto incidente:			Hora:						
Personal:			Ruta:		# de Autobús:				
Ubicación de Abordar:			Destinación/Parada de Autobús:						
Describa la situación que quiere reportar. Use papel adicional si es necesario.									
Por favor aliste cualquier persona(s) con quienes nos podemos poner en contacto para información adicional:									
Nombre:			Domicilio:				Teléfono:		
Sección 5									
¿Alguna vez ha presentado una queja del Título VI de Tránsito de Roseville? Sí ☐ No ☐									
¿Presentó esta queja con otra agencia federal, estatal o local; o con una corte federal o estatal? Sí ☐ No ☐									
Agencia: _____ Fecha sometida: _____									
Sección 6									
Yo declaro bajo pena de perjurio bajo las leyes del Estado de California que la información que he proveído es verdadera y correcta según mi mejor conocimiento.									
Firma			_____				Fecha de sumisión		
							Rev. 8/1/2022		

Appendix D: Public Participation Plan

CITY OF ROSEVILLE

PUBLIC PARTICIPATION PLAN

Adopted: August 22, 2022, Revised XXX, 2026

Prepared by:
City of Roseville
316 Vernon Street, Suite 150
Roseville, CA 95678
[**roseville.ca.us/transit**](https://roseville.ca.us/transit)

Please direct comments/questions to:
City of Roseville Alternative Transportation Division at
(916) 774-5293 or transportation@roseville.ca.us

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 - E. Documentation of Public Comments
 - F. Public Notification
- IV. Periodic Review of Public Participation Plan

I. Purpose & Goals

Purpose

As a recipient of federal transportation funding from the Federal Transit Administration (FTA), the City of Roseville (COR) is required to develop a Public Participation Plan (PPP) that implements the goals and objectives of Title VI of the Civil Rights Act of 1964, which states:

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

This PPP is intended to provide guidance for public involvement activities to be conducted by COR in the expenditure of FTA funds in compliance with Title VI of the Civil Rights Act of 1964 and FTA Circular 4702.1B ("Title VI Requirements and Guidelines for Federal Transit Administration Recipients").

Goals

The procedures, strategies and techniques contained in this PPP support the purpose stated above and the following goals:

- Provide an open and visible decision-making process to which all members of the public have equal access;
- Seek out and consider the viewpoints of minorities, low income persons, persons with limited English proficiency, and other community groups;
- Offer early and continuous opportunities for the public to be involved in the identification of social, economic, physical and environmental impacts of proposed decisions; and,
- Raise the level of community participation by citizens for the purpose of improving and maintaining the quality of life within the City of Roseville.

II. Background

Public Participation in Roseville

The City of Roseville has a long-standing commitment to providing open and visible decision-making processes that provide equal access to all. Two in-person methods Roseville uses to promote public involvement are:

1. **Boards and Commissions** – The City of Roseville has established 16 boards and commissions for the specific purpose of soliciting and involving public input

as part of any decision-making process. Of these, the Transportation Commission typically has responsibility for oversight of FTA-funded transportation projects, plans and services.

2. **Roseville Coalition of Neighborhood Associations** - The City of Roseville established the Roseville Coalition of Neighborhoods Association (RCONA) in 1993. RCONA is a not-for-profit, non-partisan umbrella organization comprised of representatives of Roseville's individual "Neighborhood Associations". There are currently 42 Neighborhood Associations, each of which geographically represents a defined area of the City's entire corporate boundaries, as shown at the RCONA web site: rcona.org. Two clearly stated purposes of the mission of the RCONA are:
 - To raise the level of community participation by citizens for the purpose of improving and maintaining the quality of life within the City of Roseville; and,
 - To work with neighborhood associations in resolving social, physical and economic problems within neighborhood, and deal with other important neighborhood issues

The City of Roseville will incorporate the use of these existing engagement resources into this PPP. This PPP will also consider other measures to solicit the involvement of citizens in the public decision-making process.

Public Participation for the Metropolitan Transportation Plan - Any transportation project in the six-county region using federal and state funding must be incorporated into the Sacramento Area Council of Governments (SACOG) Metropolitan Transportation Plan/Sustainable Communities Strategy (MTP/SCS). The MTP/SCS is updated once every four years. For each update, SACOG develops a Public Participation Plan to assist SACOG staff in implementing an effective public review process of the MTP and the projects contained therein. This is another opportunity for the public to participate in transportation planning efforts in Roseville and the six-county region. For more information on the MTP/SCS and the SACOG Public Participation Plan, see this website: sacog.org/2035.

III. **Public Involvement Plan**

The primary means of implementing the goals of the PPP shall be the development and execution of a Public Involvement Plan (PIP) for applicable transit plans, projects or activities. The PIP shall be developed at the outset of the project planning process and shall be modified as needed during the planning process. The PIP shall be designed in accordance with the following principles:

1. The PIP shall be tailored to the scope of the proposed plan, project or activity, the population of the planning or project impact area, and the resources available for outreach.
2. The PIP will be designed to eliminate barriers to active participation and shall seek out the viewpoints of minority, low-income, LEP and other populations consistent with Title VI Program Executive Order 13166 and U.S. Department of Transportation (DOT) LEP Guidance.
3. The PIP will be developed at the beginning of each planning process to provide early opportunities for public involvement in the identification of project, plan and activity goals and community needs, benefits and impacts.
4. Public notification will be provided throughout the planning process, including at key decision points and for public meetings.

The PIP for each transit plan, project and activity shall include public involvement strategies tailored to the scope of the proposed plan, project or activity and methods of public notification appropriate to the particular plan, project or activity.

A. Applicability of Public Involvement Plans

A PIP shall be prepared for the following activities undertaken by the COR:

1. Adoption or substantial modification of transit plans
2. Approval of FTA-funded capital improvement projects
3. Fare changes
4. Major service changes as defined below:
 - The elimination or addition of a transit line or service
 - A route change that impacts 25% or more of a route's miles or bus stops
 - A reduction or increase of service or frequency of service that affects 25% or more of the total transit system revenue miles
 - Proposed changes that are reasonably anticipated to be controversial with or substantially affect an identified stakeholder, neighborhood or community group or population

Service changes not falling under the definition of a major service change are considered minor changes that may be approved by the Alternative Transportation Manager without the implementation of a PIP.

B. Public Involvement Strategies

During development of the PIP, the following **public involvement strategies** may be used as appropriate to the activity being undertaken to identify public needs, concerns and comments:

- ☐ Email/text message notifications
- ☐ Social media
- ☐ Website
- ☐ News media
- ☐ Collateral materials
- ☐ Signage
- ☐ Advertisements
- ☐ Informal Meetings with community groups
- ☐ Formal presentations to community groups
- ☐ Interactive Public Workshops (Visioning, Scenario Planning, etc.)
- ☐ Project Open Houses
- ☐ Special Advisory Committees
- ☐ Focus Groups
- ☐ Public Surveys
- ☐ Public Hearings

The above list is considered a menu of strategies to obtain public input. The PIP for each particular activity subject to this PPP will be tailored to use the most appropriate strategies for achieving public involvement for the given activity. The PIP for a particular activity may incorporate some or all of the above strategies.

As appropriate to the particular activity, the PIP may incorporate **supplemental outreach strategies** to seek out the viewpoints of minority, low-income, and Limited English Proficient (LEP) populations;

- ☐ Partner with community organizations to engage members of the public who are less likely to attend traditional public meetings (including LEP populations) through means such as surveys and focus groups.
- ☐ Attend community events.
- ☐ Attend meetings and activities organized by faith-based organizations, advocacy groups, or other community partners that will help solicit feedback from diverse members of the public.
- ☐ Develop and maintain a “Community Partner List”, which identifies community partners and organizations that may be targeted for public outreach based upon the scope of the particular project, plan or activity. The community partner list may include the following types of groups and organizations:
 - Lower Income Individuals/Households

- Minorities
- Limited English Proficient Individuals/Groups
- Persons with Disabilities and Limited Mobility
- Native American Organizations and Tribal Councils
- Senior Citizens
- RCONA and Neighborhood Associations
- Community Service Organizations
- Faith-based Organizations
- Affordable Housing Advocates
- Environmental Advocates
- Home Builder Organizations
- Business Organizations
- Commercial Property Interests
- Landowners
- Other Public Agencies

C. Public Hearings

A minimum of one (1) public hearing shall be required for fare changes and major service changes and may be required for other plans, projects and activities as required by local, state and federal law, such as the California Environmental Quality Act.

Public hearings will be scheduled as part of a regular Transportation Commission or City Council meeting. Notification of public hearings shall, at a minimum, be as required by the applicable local, state or federal law. In addition, public hearings should be held more broadly through other means as identified in the PIP.

D. Logistics for Public Meetings

The following should be considered when planning public workshops and meetings:

- Public meetings, workshops and hearings should be held at convenient and accessible locations, with consideration of access to transit and ease of access for target audience. When local transit does not provide service due to the meeting location or time, the City of Roseville advertises the availability of free Arrow service to the meeting.
- Meeting rooms should be large enough for the anticipated audience
- Meeting locations should be accessible to persons with disabilities
- Meeting times should consider the work schedules, school schedules, rush hours, meal hours, religious worship hours and other characteristics of target audience
- Virtual meetings may be used with call-in numbers

- If needed, a specific employee shall be designated to accommodate the needs of persons who are linguistically or culturally isolated, as well as persons with disabilities

E. Documentation of Public Comments

Public comments received during the public outreach and involvement process will be compiled in writing in either meeting notes, minutes or as otherwise appropriate. The comments will be forwarded to the applicable advisory committee, commission or City Council for review and consideration in the decision-making process. A summary of the public comments received will be provided as part of a staff report submitted to the Transportation Commission and/or City Council. Per FTA Circular 4702.1B (IV-10); the staff report to the Transportation Commission and/or City Council shall include an evaluation of whether or not the proposed fare change or major service change will have a discriminatory impact based on race, color, or national origin.

F. Public Notification

The PIP shall identify the appropriate methods of public notification for transit plans, projects and activities covered by this PPP. When necessary, information materials shall be made available and distributed in English and Spanish.

For all projects, notifications methods may include as appropriate to the project:

- ☐ City website
- ☐ Email and text message notifications to subscriber lists and/or groups/individuals
- ☐ Social media
- ☐ Local news media (including ethnic media, as appropriate)
- ☐ Advertisement(s) (including ethnic media, as appropriate)
- ☐ Legal Notice(s) as required by local, state and federal agencies
- ☐ Direct mail
- ☐ Post meeting agendas for advisory committee(s), Transportation Commission, City Council
- ☐ Post fliers/signage at community facilities (libraries, senior centers, human service organizations, schools, etc.) and transit facilities (e.g. transit centers, bus shelters, on board buses, and Roseville Transit offices)

All fliers and other collateral materials shall specify that any interested individual is invited to make comments. The public notification shall also specify the methods for submittal of comments, with appropriate contact information included. Typically, public comments may be submitted in the following manners:

- Email
- Direct mail

- In person at locations specified in the notice/flier
- At public hearings, informational meetings, open houses and workshops
- By telephone to City representatives

V. Periodic Review of Public Participation Plan

Every 3 years or more frequently as determined necessary by the COR, the COR will review the effectiveness of the public engagement process and the procedures and strategies contained in this PPP. The goal of this review will be to ensure a full and open participation process. The PPP will be revised as appropriate based upon this periodic review.

Appendix E: Language Assistance Plan

City of Roseville
Alternative Transportation Division

Language Assistance Plan
2026

Prepared in compliance with Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," and Federal Transit Administration Circular 4702.1B, Chapter III.

Background

This Language Assistance Plan (LAP) addresses the City of Roseville Alternative Transportation Division's obligation as a recipient of federal transit funds to provide meaningful access to programs, activities, and services for individuals with Limited English Proficiency (LEP). This plan documents the results of a Four-Factor Analysis conducted in accordance with Federal Transit Administration (FTA) Circular 4702.1B and Executive Order 13166, and describes the language assistance measures that the City of Roseville provides to LEP populations within its transit service area.

The City of Roseville contracts with MV Transportation (MV) to operate Roseville Transit fixed-route and demand-response services. This plan covers the responsibilities of both Alternative Transportation staff and Roseville Transit operational staff in providing language assistance to LEP individuals.

Limited English Proficiency Defined

A Limited English Proficiency (LEP) person, as defined by the FTA, is a person for whom English is not their primary language and who has a limited ability to speak, understand, read, or write English. This includes people who reported to the U.S. Census Bureau that they speak English "less than very well."

Safe Harbor Provision

The U.S. Department of Transportation (DOT) Safe Harbor provision, consistent with DOT LEP Guidance (70 FR 74087, December 14, 2005), stipulates that a recipient of federal funds is considered to have provided written translation of vital documents when the recipient provides written translations for each eligible LEP language group that constitutes 5% or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be encountered. Translation of vital documents into languages meeting this threshold creates a "Safe Harbor" for the recipient with regard to the translation obligation under the DOT LEP Guidance.

Four-Factor Analysis

Factor 1: Number and Proportion of LEP Persons in the Service Area

Alternative Transportation staff reviewed the most recent U.S. Census Bureau American Community Survey (ACS) 2020–2024 Five-Year Estimates (Table C16001: Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over) to identify LEP language groups within the Roseville Transit service area.

The total population age 5 and over in the Roseville service area is 165,216. Of this population, 8,678 persons (5.25%) speak English “less than very well” and are classified as LEP. The following table presents LEP populations by language group:

Language Group	LEP Persons	% of Pop. 5+	Safe Harbor
Spanish	3,140	1.90%	YES
Other Indo-European Languages	1,378	0.83%	YES
Russian, Polish, or Other Slavic Languages	1,342	0.81%	YES
Tagalog/Filipino	931	0.56%	No
Chinese (incl. Mandarin, Cantonese)	458	0.28%	No
Other Asian and Pacific Island Languages	420	0.25%	No
Arabic	244	0.15%	No
Vietnamese	198	0.12%	No
Other and Unspecified Languages	192	0.12%	No
Korean	172	0.10%	No
German or Other West Germanic Languages	102	0.06%	No
French, Haitian, or Cajun	101	0.06%	No
Total LEP Population	8,678	5.25%	

Source: U.S. Census Bureau, 2020–2024 American Community Survey 5-Year Estimates, Table C16001.
Geography: Census tracts within the City of Roseville, Placer County, California.

Three language groups meet the DOT Safe Harbor threshold **of 1,000 or more LEP persons:**

- **Spanish** — 3,140 LEP persons (1.90% of population 5+)
- **Other Indo-European Languages** — 1,378 LEP persons (0.83%)
- **Russian, Polish, or Other Slavic Languages** — 1,342 LEP persons (0.81%)

Tagalog/Filipino (931 LEP persons) approaches but does not currently meet the Safe Harbor threshold and should be monitored in future updates to this plan.

Language services needed by current programs and services involve these three Safe Harbor language groups, with Spanish-speaking individuals representing the largest LEP population in the service area.

Factor 2: Frequency of Contact with LEP Persons

Alternative Transportation staff conducted a survey of front-line personnel to assess the frequency with which LEP individuals come into contact with Roseville Transit programs, activities, and services. The survey found the following:

- Alternative Transportation front counter staff come into contact with approximately one (1) LEP individual or fewer per month requiring interpreter assistance.
- Roseville Transit reservationists and dispatchers come into contact with approximately five (5) LEP callers per month requiring interpreter assistance.
- Roseville Transit drivers come into contact with approximately fifty (50) LEP customers per month requiring interpreter assistance.

The majority of LEP contacts involve Spanish-speaking individuals. Contact with speakers of Russian, Slavic, and other Indo-European languages is less frequent but occurs regularly through the customer service line and at bus stops. The frequency of contact with LEP persons demonstrates an ongoing need for language assistance services across all points of customer interaction.

Factor 3: Nature and Importance of Programs, Activities, and Services

Roseville Transit provides essential public transportation services that connect residents to employment, medical care, education, shopping, and other daily needs. Denial or delay of access to these services due to language barriers can have serious consequences for LEP individuals, particularly those without access to private transportation. The following points of contact involve services of particular importance to LEP populations:

- **Alternative Transportation front counter staff** assist customers with trip planning, pass sales, discount photo identification cards, ADA eligibility inquiries, Title VI complaint intake, and general information about Roseville Transit services.
- **Roseville Transit dispatchers** assist customers with Dial-A-Ride reservations, trip planning, service inquiries, and real-time information.
- **Roseville Transit drivers** assist passengers with fare questions, route guidance, trip planning, and ADA accommodation on board vehicles.
- **Public meetings and hearings** provide opportunities for community input on service changes, fare changes, and planning decisions that may affect LEP communities.

Factor 4: Resources Available and Overall Cost

The City of Roseville and its transit contractor maintain the following language assistance resources:

- **City Employee Translators:** The City of Roseville employs approved translators in Spanish, American Sign Language, Romanian, Tagalog, Arabic, Italian, and Punjabi. These translators are available across various City departments and can be accessed by Alternative Transportation staff as needed.
- **AT&T Language Line:** All City of Roseville employees have access to the AT&T Language Line, a telephonic interpretation service that provides real-time interpretation in over 200 languages via speakerphone. This service is available to both Alternative Transportation and Roseville Transit staff for immediate assistance with LEP customers.
- **I-Speak Cards:** Alternative Transportation staff maintains “I-Speak” language identification cards in 38 languages. These cards allow staff to quickly identify the

language spoken by an LEP visitor and connect them with appropriate interpretation services.

- **Website Translation:** The City of Roseville website (roseville.ca.us) provides automatic translation into all Safe Harbor languages and many additional languages. All transit information published on the City website, including service guides, schedules, fare information, Title VI materials, and public notices, is accessible in translated form through this feature.
- **Bilingual Transit Staff:** MV Transportation employs Spanish-speaking dispatchers and drivers. A Spanish-speaking dispatcher is available Monday through Friday during morning hours. MV Transportation makes efforts to assign bilingual drivers to routes that serve areas with higher concentrations of LEP populations. Additionally, MV Transportation employs drivers and operations staff who speak Russian, Slavic, and other Indo-European languages, supporting the City's ability to serve all three Safe Harbor language groups at the point of service.
- **Automated Phone System:** The Roseville Transit customer service line ((916) 745-7560 / (530) 745-7560) offers callers the option to hear menus in Spanish.

Vital Documents Translation

The following documents are identified as “vital documents” for the purposes of this Language Assistance Plan. Vital documents are those that contain information critical to accessing Roseville Transit services or exercising rights under federal civil rights protections. The City of Roseville provides or makes available translations of these documents in all Safe Harbor languages:

Vital Document	Spanish	Russian / Slavic / Indo-European
Roseville Transit Service Guides (Local, Dial-A-Ride, Commuter)	Available (since 2000)	Available via website translation
ADA Complementary Paratransit Services Guide	Available (since 2016)	Available via website translation
ADA Application and Correspondence	Available (since 2002)	Available via website translation
Civil Rights and Complaint Procedure	Available (since 2010)	Available via website translation
Title VI Notice to the Public	Available	Available via website translation
Title VI Complaint Form	Available	Available via website translation
Service Change Notices	Available (since 2008)	Available via website translation
Bus Stop Closure Notices	Available (since 2009)	Available via website translation
Fare Information and Policies	Available	Available via website translation
Public Hearing and Meeting Notices	Available	Available via website translation

Alternative Transportation staff will continue to produce print-format transit materials in Spanish, which represents the largest LEP population. For Russian, Slavic, and other Indo-European languages, vital documents are made available through the City's website translation feature, which provides on-demand translation of all published transit materials. Customers may also request printed translations of specific documents through the Alternative Transportation office, which will be fulfilled using City translation resources or professional translation services.

Notice to LEP Populations

The following statement is included in Roseville Transit Service Guides, Title VI Brochures, and the Title VI webpage:

Limited English Proficiency

If you have difficulty understanding English, you may request language assistance services free of charge. Please contact us for more information.

Alternative Transportation

316 Vernon Street, Suite 150

Roseville, CA 95678

Phone: (916) 774-5293

LEP Complaint Procedure

Any person who believes they have been denied the benefits of, excluded from participation in, or subjected to discrimination on the basis of national origin (including limited English proficiency) in connection with any Roseville Transit program, activity, or service may file a complaint with the Alternative Transportation Division.

Complaints may be filed in any language. Alternative Transportation staff will use available translation and interpretation resources to process complaints received in languages other than English. The Title VI Complaint Form is available in Spanish in print and in all Safe Harbor languages through the City's website translation feature. Complaints may be submitted in writing, by phone with interpreter assistance through the AT&T Language Line, or in person at the Alternative Transportation office.

Complaints should be directed to:

Title VI Coordinator

Alternative Transportation Division

316 Vernon Street, Suite 150

Roseville, CA 95678

Phone: (916) 774-5293

Staff Training

Alternative Transportation Staff

- All staff are trained on the provisions of this Language Assistance Plan, including the identification of Safe Harbor languages and the obligation to provide meaningful access to LEP individuals.
- Staff are informed of available translation and interpretation resources, including the AT&T Language Line, City employee translators, I-Speak cards, and website translation.
- Staff are instructed to document all language assistance requests using standardized tracking forms.
- Staff receive the training booklet “Basic Spanish for Transit Employees” containing basic Spanish words and phrases for common transit interactions.

Roseville Transit (MV Transportation) Staff

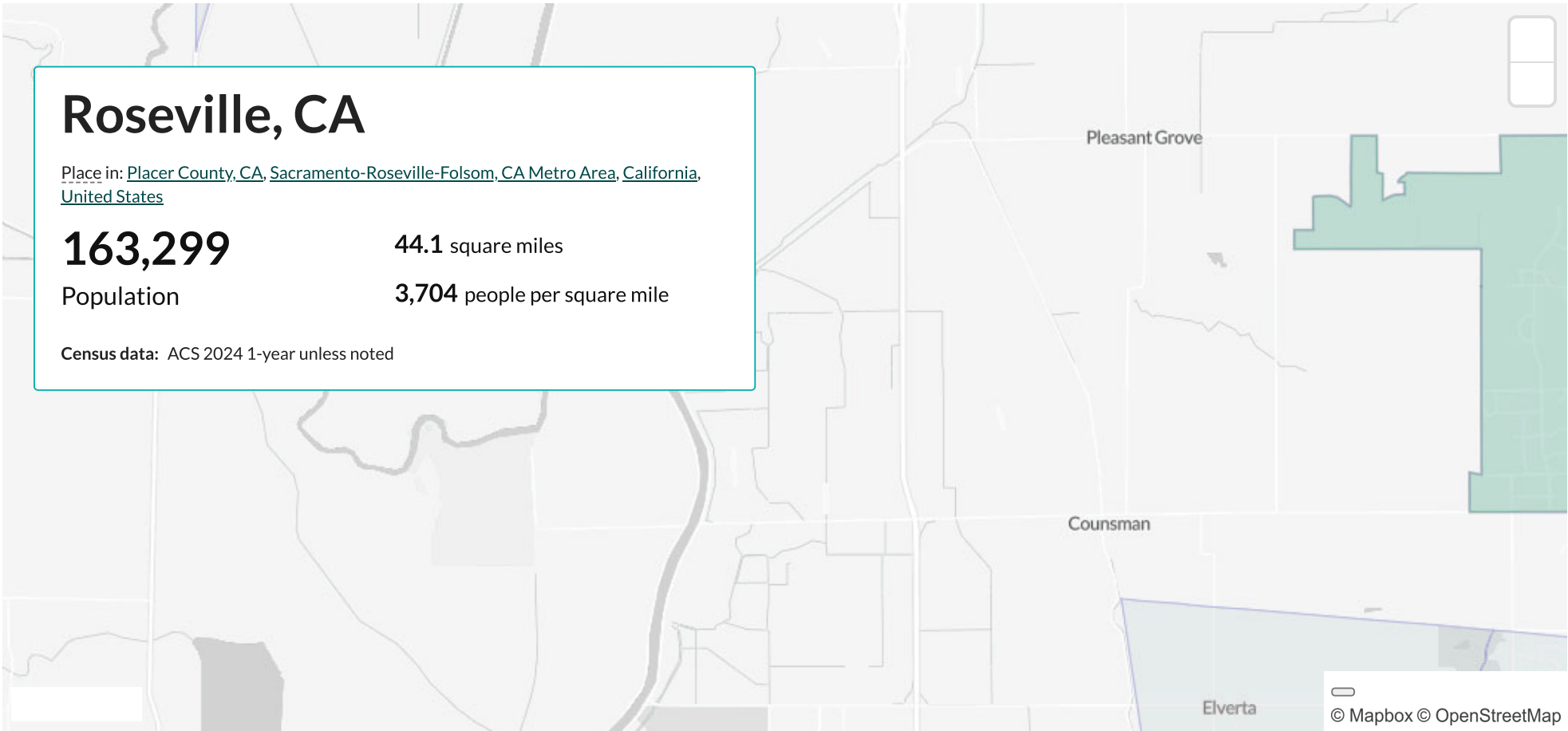
- MV Transportation management staff are informed of this Language Assistance Plan and their obligations to provide language assistance to LEP customers.
- MV Transportation management staff are instructed to document all language assistance requests using tracking forms provided by Alternative Transportation staff.
- Drivers who are not bilingual and encounter an LEP passenger are trained to contact dispatch or a bilingual driver for assistance.
- MV Transportation makes efforts to recruit and retain bilingual employees, particularly in Spanish and other Safe Harbor languages.

Monitoring and Updating the LAP

Alternative Transportation staff will monitor the implementation and effectiveness of this Language Assistance Plan on an ongoing basis through the following activities:

- Review language assistance request tracking data from both Alternative Transportation and Roseville Transit staff on a quarterly basis to identify trends in language demand and emerging language needs.
- Periodically survey Roseville Transit drivers and dispatchers to assess whether additional language services are necessary.
- Review updated American Community Survey data as new estimates become available to assess changes in the LEP population and determine whether additional language groups meet the Safe Harbor threshold.
- Monitor the Tagalog/Filipino LEP population (currently 931 persons), which approaches the 1,000-person Safe Harbor threshold and may trigger additional translation obligations in future ACS releases.
- Update this Language Assistance Plan as necessary, and at minimum with each Title VI Program update submitted to the Federal Transit Administration.

Appendix F: Demographic Data



Find data for this place

Hover for margins of error and contextual data.

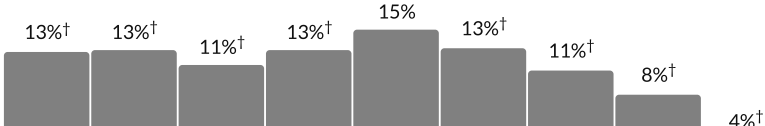
Demographics

† Margin of error is at least 10 percent of the total value. Take care with this statistic.

Age

40.5
Median age

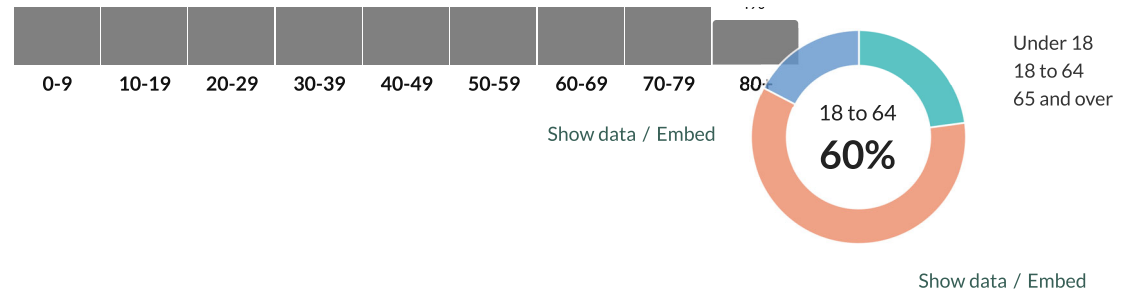
Population by age range



Population by age category

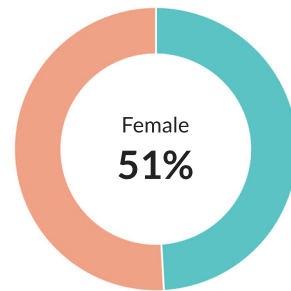
a little higher than the figure in the Sacramento-Roseville-Folsom, CA Metro Area: 38.9

a little higher than the figure in California: 38.4



† Margin of error is at least 10 percent of the total value. Take care with this statistic.

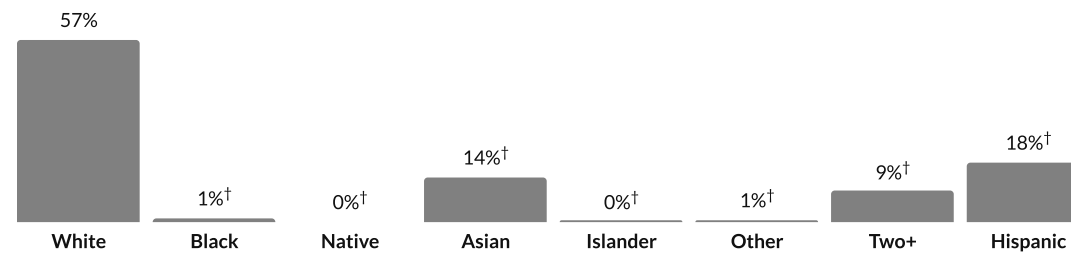
Sex



Male
Female

Show data / Embed

Race & Ethnicity



* Hispanic includes respondents of any race. Other categories are non-Hispanic.

Show data / Embed

Economics

† Margin of error is at least 10 percent of the total value. Take care with this statistic.

Income

\$52,720

Per capita income

about 10 percent higher than the amount in the Sacramento-Roseville-Folsom, CA Metro Area: \$47,539

a little higher than the amount in California: \$49,934

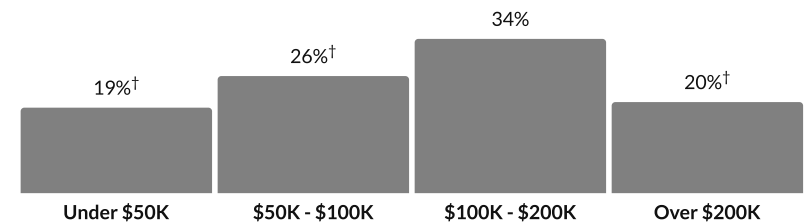
\$116,323

Median household income

about 20 percent higher than the amount in the Sacramento-Roseville-Folsom, CA Metro Area: \$98,775

about 20 percent higher than the amount in California: \$100,149

Household income



Show data / Embed

† Margin of error is at least 10 percent of the total value. Take care with this statistic.

Poverty

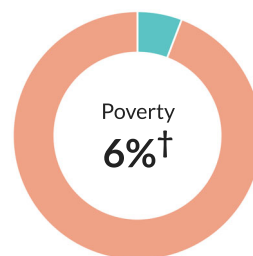
6.3%

Persons below poverty line

about three-fifths of the rate in the Sacramento-Roseville-Folsom, CA Metro Area: 11.3%

about half the rate in California: 11.8%

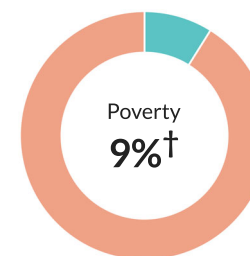
Children (Under 18)



Poverty
Non-poverty

Show data / Embed

Seniors (65 and over)



Poverty
Non-poverty

Show data / Embed

† Margin of error is at least 10 percent of the total value. Take care with this statistic.

Transportation to work

27.3 minutes

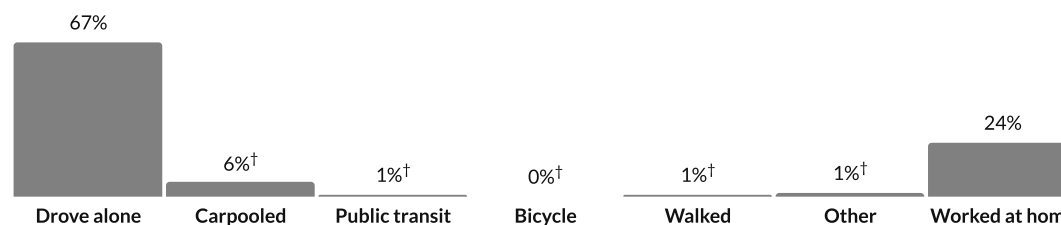
Mean travel time to work

* ACS 2024 5-year data

about the same as the figure in the Sacramento-Roseville-Folsom, CA Metro Area: 27.1

a little less than the figure in California: 28.7

Means of transportation to work



* Universe: Workers 16 years and over

Show data / Embed

Families

Households

61,064

Number of households

the Sacramento-Roseville-Folsom, CA Metro Area: 900,218

California: 13,797,638

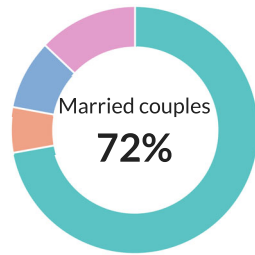
2.7

Persons per household

about the same as the figure in the Sacramento-Roseville-Folsom, CA Metro Area: 2.7

a little less than the figure in California: 2.8

Population by household type

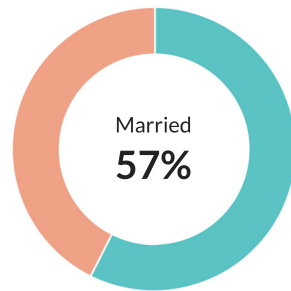


Married couples
Male householder
Female householder
Non-family

[Show data](#) / [Embed](#)

Marital status

† Margin of error is at least 10 percent of the total value. Take care with this statistic.

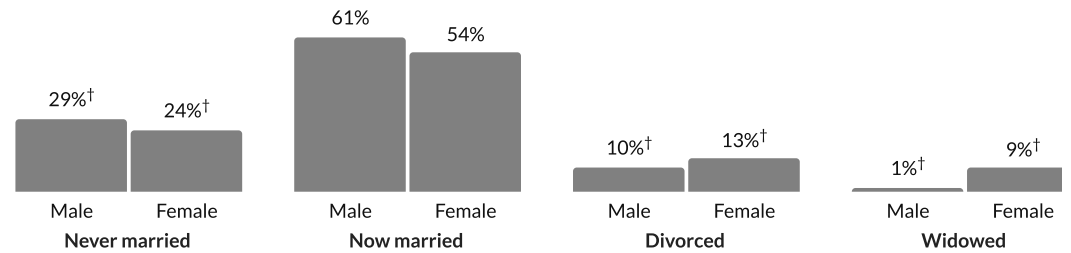


Married
Single

* Universe: Population 15 years and over

[Show data](#) / [Embed](#)

Marital status, by sex



[Show data](#) / [Embed](#)

Fertility

† Margin of error is at least 10 percent of the total value. Take care with this statistic.

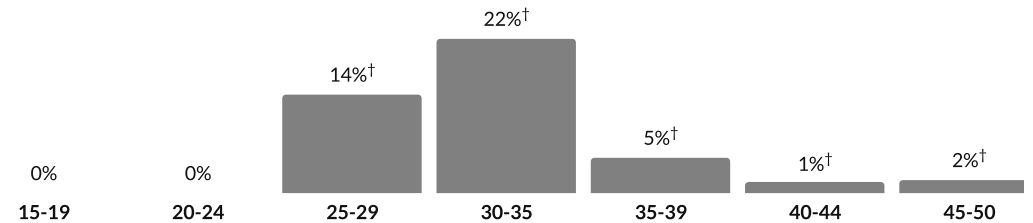
6%

Women 15-50 who gave birth during past year

about 1.4 times the rate in the Sacramento-Roseville-Folsom, CA Metro Area: 4.3% †

about 1.3 times the rate in California: 4.5%

Women who gave birth during past year, by age group



* Universe: Women 15 to 50 years

[Show data](#) / [Embed](#)

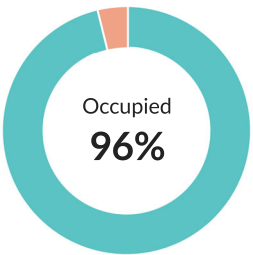
Units & Occupancy

63,419

Number of housing units

the Sacramento-Roseville-Folsom, CA
Metro Area: 973,650
California: 14,877,017

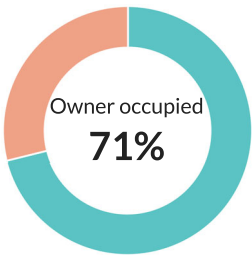
Occupied vs. Vacant



Occupied
Vacant

Show data / Embed

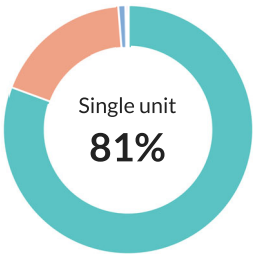
Ownership of occupied units



Owner occupied
Renter occupied

Show data / Embed

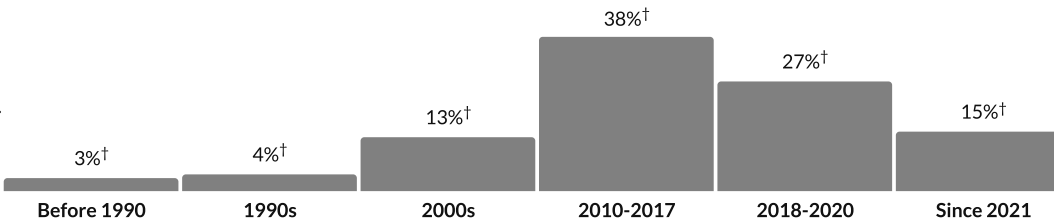
Types of structure



Single unit
Multi-unit
Mobile home
Boat, RV, van, etc.

Show data / Embed

Year moved in, by percentage of population



Show data / Embed

Value

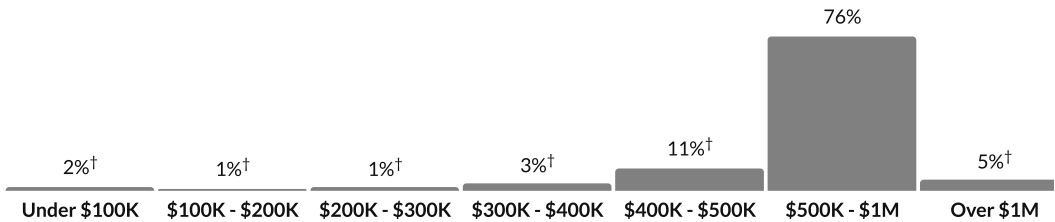
\$668,600

Median value of owner-occupied
housing units

about 10 percent higher than the amount in
the Sacramento-Roseville-Folsom, CA Metro
Area: \$605,500

about 90 percent of the amount in
California: \$759,500

Value of owner-occupied housing units



* ACS 2024 5-year data

Show data / Embed

† Margin of error is at least
10 percent of the total value.
Take care with this statistic.

Geographical mobility

† Margin of error is at least 10 percent of the total value. Take care with this statistic.

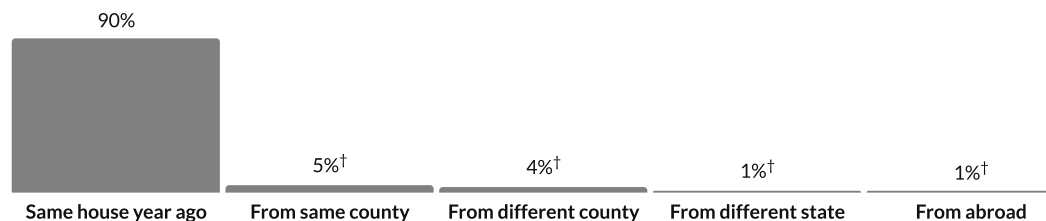
10.3%

Moved since previous year

about 90 percent of the rate in the Sacramento-Roseville-Folsom, CA Metro Area: 11.9%

about the same as the rate in California: 10.4%

Population migration since previous year



[Show data](#) / [Embed](#)

Social

† Margin of error is at least 10 percent of the total value. Take care with this statistic.

Educational attainment

94.3%

High school grad or higher

a little higher than the rate in the Sacramento-Roseville-Folsom, CA Metro Area: 90.2%

about 10 percent higher than the rate in California: 84.9%

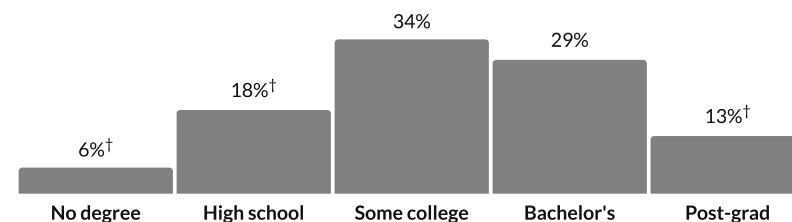
42.2%

Bachelor's degree or higher

about 10 percent higher than the rate in the Sacramento-Roseville-Folsom, CA Metro Area: 38.3%

about 10 percent higher than the rate in California: 38.1%

Population by highest level of education



* Universe: Population 25 years and over

[Show data](#) / [Embed](#)

Language

N/A

Persons with language other than English spoken at home

Language at home, children 5-17
No data available

Language at home, adults 18+
No data available

Place of birth

† Margin of error is at least 10 percent of the total value. Take care with this statistic.

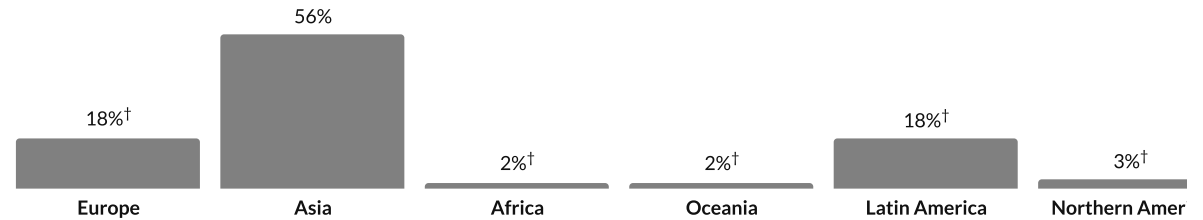
18.3%

Foreign-born population

about 90 percent of the rate in the Sacramento-Roseville-Folsom, CA Metro Area: 20.6%

about two-thirds of the rate in California: 27.7%

Place of birth for foreign-born population



* ACS 2024 5-year data

[Show data](#) / [Embed](#)

Veteran status

† Margin of error is at least 10 percent of the total value. Take care with this statistic.

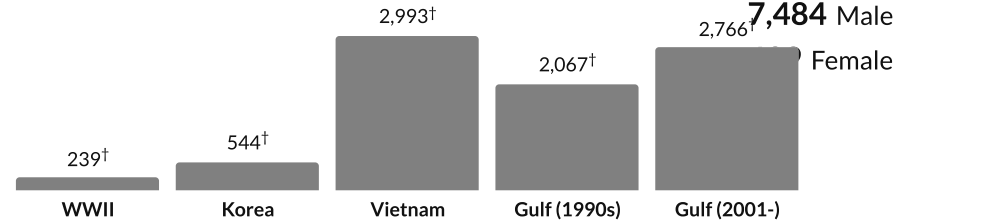
6.3%

Population with veteran status

about 10 percent higher than the rate in the Sacramento-Roseville-Folsom, CA Metro Area: 5.5%

about 1.5 times the rate in California: 4%

Veterans by wartime service



* Civilian veterans who served during wartime only; ACS 2024 5-year data

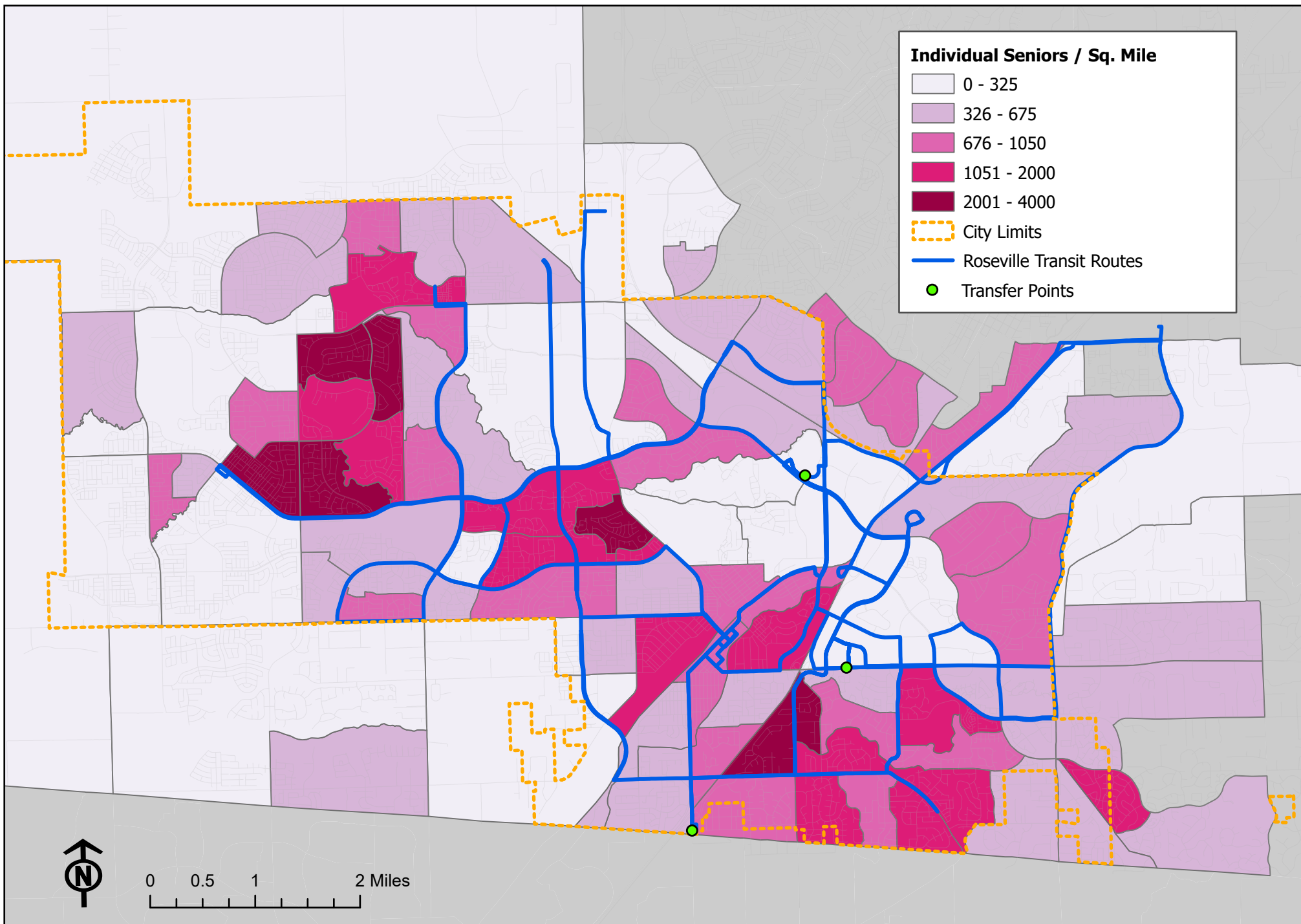
[Show data](#) / [Embed](#)

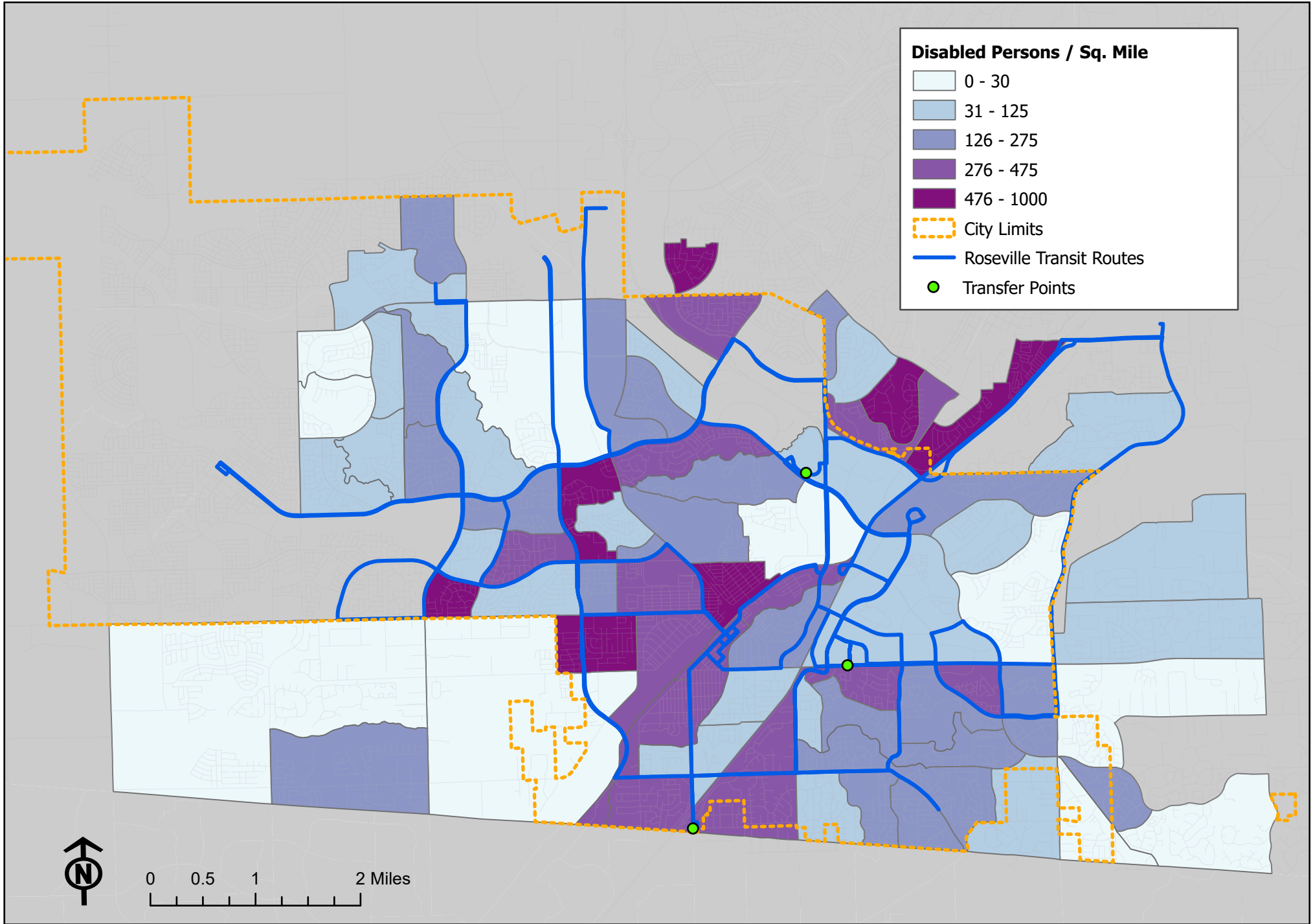
Hover for margins of error and contextual data.

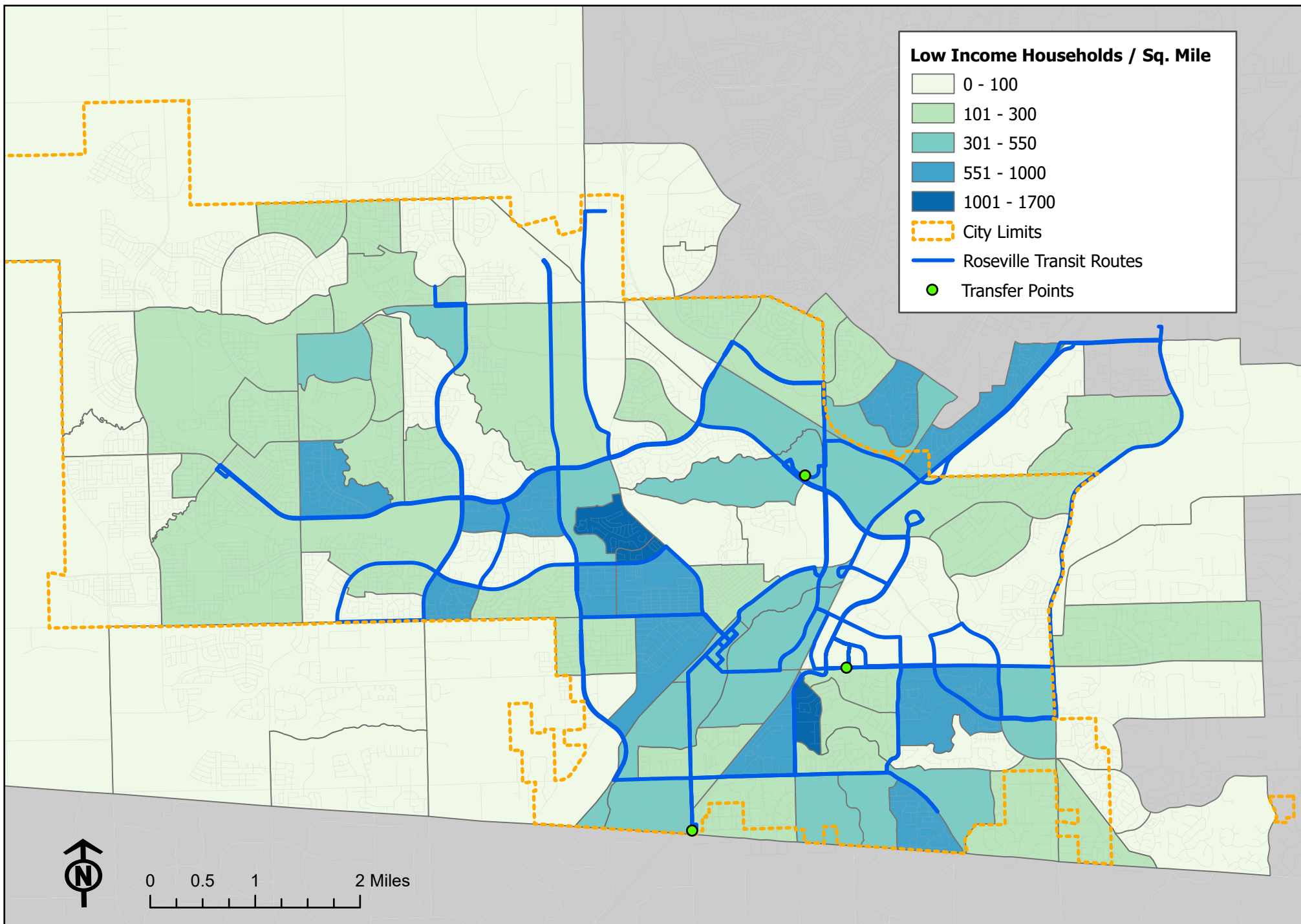
*This profile displays data from more than one ACS release. Charts not derived from ACS 2024 1-year data are noted with an *.*

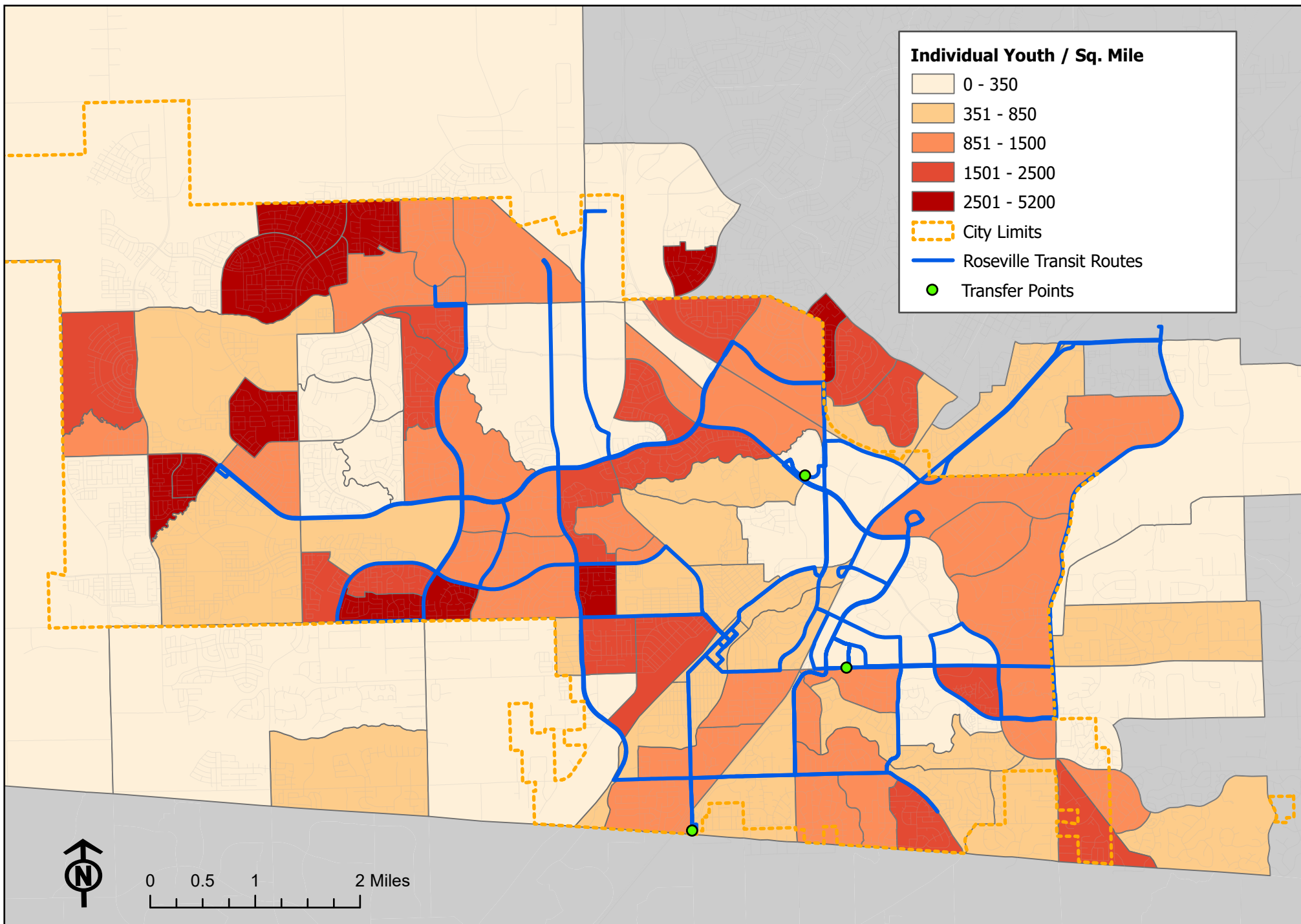
Citation: U.S. Census Bureau (2024). *American Community Survey 1-year estimates*. Retrieved from *Census Reporter Profile page for Roseville, CA* <<http://censusreporter.org/profiles/16000US0662938-roseville-ca/>>

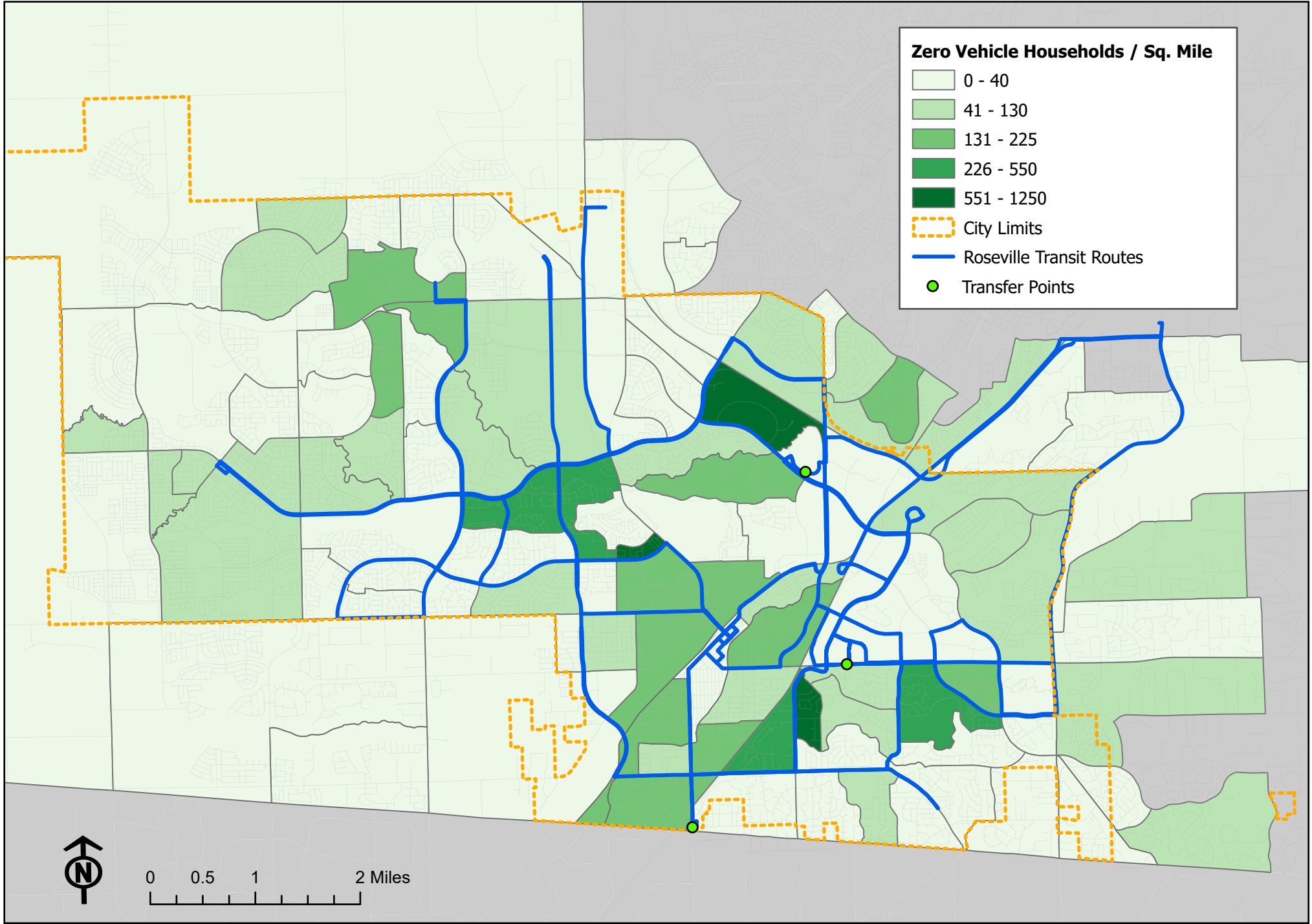
Citation: U.S. Census Bureau (2024). *American Community Survey 5-year estimates*. Retrieved from *Census Reporter Profile page for Roseville, CA* <<http://censusreporter.org/profiles/16000US0662938-roseville-ca/>>











Appendix G: Subrecipient Title VI Program – City of Lincoln Materials

Subrecipient Title VI Program – City of Lincoln Materials



What can we help you find? 

I Want To... 

[Living Here](#) [Parks, Recreation, and Activities](#) [Business and Development](#) [Our Government](#)

The City contracts with Placer County to provide transit services to our residents. Services provided through this agreement include Commuter Express, Dial-A-Ride, and School Tripper services. Placer County's transit site can be accessed by clicking the image below.



 Title VI of the Civil Rights Act of 1964

The City of Lincoln, Lincoln Transit System is committed to ensuring no person is excluded from participation in, or denied the benefits of its transit services or programs on the basis of race, color, or national origin as afforded under Title VI of the Civil Rights Act of 1964.

The City of Lincoln Department of Public Works is responsible for providing leadership, direction, and policy to ensure compliance with Title VI of the Civil Rights Act of 1964 in respect to its transit services. Any person(s) who feels they have been discriminated against is encouraged to report such violations in writing to:

Placer County Department of Public Works
3091 County Center Drive, Suite 220
Auburn, CA 95603

OR

You may file a written complaint within 180 days of the alleged incident to:

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

A-Z City Services and Departments

- Airport
- City Attorney's Office
- City Clerk's Office
- City Manager's Office
- Claims, Summons and Subpoenas
- Code Enforcement Division
- Community Development Department 
- Economic Development
- Engineering
- Finance Department 
- Fire Department
- Human Resources 
- Information Technology 
- Library
- Parks and Recreation
- Police Department
- Public Works 
- Report a Problem

Appendix H: Public Involvement Plan

Public Involvement Plan for the City of Roseville Program for Title VI of the Civil Rights Act of 1964, Public Participation Plan, and Language Assistance Plan

Project Description: As a recipient of federal transportation funding from the Federal Transit Administration (FTA), the City of Roseville (COR) is required to develop a Program for implementation of Title VI of the Civil Rights Act of 1964, including a Public Participation Plan (PPP) and a Language Assistance Plan (LAP). The Title VI Program documents the City of Roseville's efforts to grant all citizens equal access to transit service, and also confirms that the City of Roseville is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color, or national origin. The PPP is intended to provide guidance for public involvement activities to be conducted by COR in the expenditure of FTA funds. The PPP requires that all FTA-funded programs, plans or undertakings prepare a Public Involvement Plan that plans for and documents public outreach efforts. The LAP demonstrates that the City of Roseville, as a recipient of FTA funds, takes responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP).

Public Involvement Plan Purpose: This PIP is being developed at the outset of the Title VI project to seek out the viewpoint of the general public as well as minority, low income, and LEP populations as it relates to the above-described project.

Public Involvement Strategies: The following public involvement strategies will be used to engage the public in the review of the above-described project:

- Transportation Commission Public hearing
- City Council Meeting

Public Notification: The following public notification methods will be used to engage the public in the review of the above-described project:

- ☐ COR Website (translations available for multiple languages)
- ☐ Roseville Transit email and text message notifications
- ☐ Social media
- ☐ Notice of Public Hearing
- ☐ Post Meeting Agendas for Transportation Commission and City Council
- ☐ Post notices:
 - Roseville Alternative Transportation Division office
 - On-board bus kiosks

Appendix I: Public Comments

Public Comments Received during Public Review of the City of Roseville Program for Title VI of the Civil Rights Act of 1964, Public Participation Plan, and Language Assistance Plan

On March 17, 2026, the Transportation Commission held a public hearing to receive comments regarding the updated Title VI Program and associated plans.

Comments:

- 1.

CITY OF ROSEVILLE

PUBLIC PARTICIPATION PLAN

Adopted: August 22, 2022, Revised XXX, 2026

Prepared by:
City of Roseville
316 Vernon Street, Suite 150
Roseville, CA 95678
[**roseville.ca.us/transit**](https://roseville.ca.us/transit)

Please direct comments/questions to:
City of Roseville Alternative Transportation Division at
(916) 774-5293 or transportation@roseville.ca.us

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- I. Purpose and Goals
- II. Background
- III. Public Involvement Plan
 - A. Applicability of Public Involvement Plan
 - B. Public Involvement Strategies
 - C. Public Notification
 - D. Logistics for Public Meetings
 - E. Documentation of Public Comments
 - F. Public Notification
- IV. Periodic Review of Public Participation Plan

I. Purpose & Goals

Purpose

As a recipient of federal transportation funding from the Federal Transit Administration (FTA), the City of Roseville (COR) is required to develop a Public Participation Plan (PPP) that implements the goals and objectives of Title VI of the Civil Rights Act of 1964, which states:

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

This PPP is intended to provide guidance for public involvement activities to be conducted by COR in the expenditure of FTA funds in compliance with Title VI of the Civil Rights Act of 1964 and FTA Circular 4702.1B ("Title VI Requirements and Guidelines for Federal Transit Administration Recipients").

Goals

The procedures, strategies and techniques contained in this PPP support the purpose stated above and the following goals:

- Provide an open and visible decision-making process to which all members of the public have equal access;
- Seek out and consider the viewpoints of minorities, low income persons, persons with limited English proficiency, and other community groups;
- Offer early and continuous opportunities for the public to be involved in the identification of social, economic, physical and environmental impacts of proposed decisions; and,
- Raise the level of community participation by citizens for the purpose of improving and maintaining the quality of life within the City of Roseville.

II. Background

Public Participation in Roseville

The City of Roseville has a long-standing commitment to providing open and visible decision-making processes that provide equal access to all. Two in-person methods Roseville uses to promote public involvement are:

1. **Boards and Commissions** – The City of Roseville has established 16 boards and commissions for the specific purpose of soliciting and involving public input

as part of any decision-making process. Of these, the Transportation Commission typically has responsibility for oversight of FTA-funded transportation projects, plans and services.

2. **Roseville Coalition of Neighborhood Associations** - The City of Roseville established the Roseville Coalition of Neighborhoods Association (RCONA) in 1993. RCONA is a not-for-profit, non-partisan umbrella organization comprised of representatives of Roseville's individual "Neighborhood Associations". There are currently 42 Neighborhood Associations, each of which geographically represents a defined area of the City's entire corporate boundaries, as shown at the RCONA web site: rcona.org. Two clearly stated purposes of the mission of the RCONA are:
 - To raise the level of community participation by citizens for the purpose of improving and maintaining the quality of life within the City of Roseville; and,
 - To work with neighborhood associations in resolving social, physical and economic problems within neighborhood, and deal with other important neighborhood issues

The City of Roseville will incorporate the use of these existing engagement resources into this PPP. This PPP will also consider other measures to solicit the involvement of citizens in the public decision-making process.

Public Participation for the Metropolitan Transportation Plan - Any transportation project in the six-county region using federal and state funding must be incorporated into the Sacramento Area Council of Governments (SACOG) Metropolitan Transportation Plan/Sustainable Communities Strategy (MTP/SCS). The MTP/SCS is updated once every four years. For each update, SACOG develops a Public Participation Plan to assist SACOG staff in implementing an effective public review process of the MTP and the projects contained therein. This is another opportunity for the public to participate in transportation planning efforts in Roseville and the six-county region. For more information on the MTP/SCS and the SACOG Public Participation Plan, see this website: sacog.org/2035.

III. **Public Involvement Plan**

The primary means of implementing the goals of the PPP shall be the development and execution of a Public Involvement Plan (PIP) for applicable transit plans, projects or activities. The PIP shall be developed at the outset of the project planning process and shall be modified as needed during the planning process. The PIP shall be designed in accordance with the following principles:

1. The PIP shall be tailored to the scope of the proposed plan, project or activity, the population of the planning or project impact area, and the resources available for outreach.
2. The PIP will be designed to eliminate barriers to active participation and shall seek out the viewpoints of minority, low-income, LEP and other populations consistent with Title VI Program Executive Order 13166 and U.S. Department of Transportation (DOT) LEP Guidance.
3. The PIP will be developed at the beginning of each planning process to provide early opportunities for public involvement in the identification of project, plan and activity goals and community needs, benefits and impacts.
4. Public notification will be provided throughout the planning process, including at key decision points and for public meetings.

The PIP for each transit plan, project and activity shall include public involvement strategies tailored to the scope of the proposed plan, project or activity and methods of public notification appropriate to the particular plan, project or activity.

A. Applicability of Public Involvement Plans

A PIP shall be prepared for the following activities undertaken by the COR:

1. Adoption or substantial modification of transit plans
2. Approval of FTA-funded capital improvement projects
3. Fare changes
4. Major service changes as defined below:
 - The elimination or addition of a transit line or service
 - A route change that impacts 25% or more of a route's miles or bus stops
 - A reduction or increase of service or frequency of service that affects 25% or more of the total transit system revenue miles
 - Proposed changes that are reasonably anticipated to be controversial with or substantially affect an identified stakeholder, neighborhood or community group or population

Service changes not falling under the definition of a major service change are considered minor changes that may be approved by the Alternative Transportation Manager without the implementation of a PIP.

B. Public Involvement Strategies

During development of the PIP, the following **public involvement strategies** may be used as appropriate to the activity being undertaken to identify public needs, concerns and comments:

- ☐ Email/text message notifications
- ☐ Social media
- ☐ Website
- ☐ News media
- ☐ Collateral materials
- ☐ Signage
- ☐ Advertisements
- ☐ Informal Meetings with community groups
- ☐ Formal presentations to community groups
- ☐ Interactive Public Workshops (Visioning, Scenario Planning, etc.)
- ☐ Project Open Houses
- ☐ Special Advisory Committees
- ☐ Focus Groups
- ☐ Public Surveys
- ☐ Public Hearings

The above list is considered a menu of strategies to obtain public input. The PIP for each particular activity subject to this PPP will be tailored to use the most appropriate strategies for achieving public involvement for the given activity. The PIP for a particular activity may incorporate some or all of the above strategies.

As appropriate to the particular activity, the PIP may incorporate **supplemental outreach strategies** to seek out the viewpoints of minority, low-income, and Limited English Proficient (LEP) populations;

- ☐ Partner with community organizations to engage members of the public who are less likely to attend traditional public meetings (including LEP populations) through means such as surveys and focus groups.
- ☐ Attend community events.
- ☐ Attend meetings and activities organized by faith-based organizations, advocacy groups, or other community partners that will help solicit feedback from diverse members of the public.
- ☐ Develop and maintain a “Community Partner List”, which identifies community partners and organizations that may be targeted for public outreach based upon the scope of the particular project, plan or activity. The community partner list may include the following types of groups and organizations:
 - Lower Income Individuals/Households

- Minorities
- Limited English Proficient Individuals/Groups
- Persons with Disabilities and Limited Mobility
- Native American Organizations and Tribal Councils
- Senior Citizens
- RCONA and Neighborhood Associations
- Community Service Organizations
- Faith-based Organizations
- Affordable Housing Advocates
- Environmental Advocates
- Home Builder Organizations
- Business Organizations
- Commercial Property Interests
- Landowners
- Other Public Agencies

C. Public Hearings

A minimum of one (1) public hearing shall be required for fare changes and major service changes and may be required for other plans, projects and activities as required by local, state and federal law, such as the California Environmental Quality Act.

Public hearings will be scheduled as part of a regular Transportation Commission or City Council meeting. Notification of public hearings shall, at a minimum, be as required by the applicable local, state or federal law. In addition, public hearings should be held more broadly through other means as identified in the PIP.

D. Logistics for Public Meetings

The following should be considered when planning public workshops and meetings:

- Public meetings, workshops and hearings should be held at convenient and accessible locations, with consideration of access to transit and ease of access for target audience. When local transit does not provide service due to the meeting location or time, the City of Roseville advertises the availability of free Arrow service to the meeting.
- Meeting rooms should be large enough for the anticipated audience
- Meeting locations should be accessible to persons with disabilities
- Meeting times should consider the work schedules, school schedules, rush hours, meal hours, religious worship hours and other characteristics of target audience
- Virtual meetings may be used with call-in numbers

- If needed, a specific employee shall be designated to accommodate the needs of persons who are linguistically or culturally isolated, as well as persons with disabilities

E. Documentation of Public Comments

Public comments received during the public outreach and involvement process will be compiled in writing in either meeting notes, minutes or as otherwise appropriate. The comments will be forwarded to the applicable advisory committee, commission or City Council for review and consideration in the decision-making process. A summary of the public comments received will be provided as part of a staff report submitted to the Transportation Commission and/or City Council. Per FTA Circular 4702.1B (IV-10); the staff report to the Transportation Commission and/or City Council shall include an evaluation of whether or not the proposed fare change or major service change will have a discriminatory impact based on race, color, or national origin.

F. Public Notification

The PIP shall identify the appropriate methods of public notification for transit plans, projects and activities covered by this PPP. When necessary, information materials shall be made available and distributed in English and Spanish.

For all projects, notifications methods may include as appropriate to the project:

- ☐ City website
- ☐ Email and text message notifications to subscriber lists and/or groups/individuals
- ☐ Social media
- ☐ Local news media (including ethnic media, as appropriate)
- ☐ Advertisement(s) (including ethnic media, as appropriate)
- ☐ Legal Notice(s) as required by local, state and federal agencies
- ☐ Direct mail
- ☐ Post meeting agendas for advisory committee(s), Transportation Commission, City Council
- ☐ Post fliers/signage at community facilities (libraries, senior centers, human service organizations, schools, etc.) and transit facilities (e.g. transit centers, bus shelters, on board buses, and Roseville Transit offices)

All fliers and other collateral materials shall specify that any interested individual is invited to make comments. The public notification shall also specify the methods for submittal of comments, with appropriate contact information included. Typically, public comments may be submitted in the following manners:

- Email
- Direct mail

- In person at locations specified in the notice/flier
- At public hearings, informational meetings, open houses and workshops
- By telephone to City representatives

V. Periodic Review of Public Participation Plan

Every 3 years or more frequently as determined necessary by the COR, the COR will review the effectiveness of the public engagement process and the procedures and strategies contained in this PPP. The goal of this review will be to ensure a full and open participation process. The PPP will be revised as appropriate based upon this periodic review.

City of Roseville
Alternative Transportation Division

Language Assistance Plan
2026

Prepared in compliance with Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," and Federal Transit Administration Circular 4702.1B, Chapter III.

Background

This Language Assistance Plan (LAP) addresses the City of Roseville Alternative Transportation Division's obligation as a recipient of federal transit funds to provide meaningful access to programs, activities, and services for individuals with Limited English Proficiency (LEP). This plan documents the results of a Four-Factor Analysis conducted in accordance with Federal Transit Administration (FTA) Circular 4702.1B and Executive Order 13166, and describes the language assistance measures that the City of Roseville provides to LEP populations within its transit service area.

The City of Roseville contracts with MV Transportation (MV) to operate Roseville Transit fixed-route and demand-response services. This plan covers the responsibilities of both Alternative Transportation staff and Roseville Transit operational staff in providing language assistance to LEP individuals.

Limited English Proficiency Defined

A Limited English Proficiency (LEP) person, as defined by the FTA, is a person for whom English is not their primary language and who has a limited ability to speak, understand, read, or write English. This includes people who reported to the U.S. Census Bureau that they speak English "less than very well."

Safe Harbor Provision

The U.S. Department of Transportation (DOT) Safe Harbor provision, consistent with DOT LEP Guidance (70 FR 74087, December 14, 2005), stipulates that a recipient of federal funds is considered to have provided written translation of vital documents when the recipient provides written translations for each eligible LEP language group that constitutes 5% or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be encountered. Translation of vital documents into languages meeting this threshold creates a "Safe Harbor" for the recipient with regard to the translation obligation under the DOT LEP Guidance.

Four-Factor Analysis

Factor 1: Number and Proportion of LEP Persons in the Service Area

Alternative Transportation staff reviewed the most recent U.S. Census Bureau American Community Survey (ACS) 2020–2024 Five-Year Estimates (Table C16001: Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over) to identify LEP language groups within the Roseville Transit service area.

The total population age 5 and over in the Roseville service area is 165,216. Of this population, 8,678 persons (5.25%) speak English “less than very well” and are classified as LEP. The following table presents LEP populations by language group:

Language Group	LEP Persons	% of Pop. 5+	Safe Harbor
Spanish	3,140	1.90%	YES
Other Indo-European Languages	1,378	0.83%	YES
Russian, Polish, or Other Slavic Languages	1,342	0.81%	YES
Tagalog/Filipino	931	0.56%	No
Chinese (incl. Mandarin, Cantonese)	458	0.28%	No
Other Asian and Pacific Island Languages	420	0.25%	No
Arabic	244	0.15%	No
Vietnamese	198	0.12%	No
Other and Unspecified Languages	192	0.12%	No
Korean	172	0.10%	No
German or Other West Germanic Languages	102	0.06%	No
French, Haitian, or Cajun	101	0.06%	No
Total LEP Population	8,678	5.25%	

Source: U.S. Census Bureau, 2020–2024 American Community Survey 5-Year Estimates, Table C16001.
Geography: Census tracts within the City of Roseville, Placer County, California.

Three language groups meet the DOT Safe Harbor threshold **of 1,000 or more LEP persons:**

- **Spanish** — 3,140 LEP persons (1.90% of population 5+)
- **Other Indo-European Languages** — 1,378 LEP persons (0.83%)
- **Russian, Polish, or Other Slavic Languages** — 1,342 LEP persons (0.81%)

Tagalog/Filipino (931 LEP persons) approaches but does not currently meet the Safe Harbor threshold and should be monitored in future updates to this plan.

Language services needed by current programs and services involve these three Safe Harbor language groups, with Spanish-speaking individuals representing the largest LEP population in the service area.

Factor 2: Frequency of Contact with LEP Persons

Alternative Transportation staff conducted a survey of front-line personnel to assess the frequency with which LEP individuals come into contact with Roseville Transit programs, activities, and services. The survey found the following:

- Alternative Transportation front counter staff come into contact with approximately one (1) LEP individual or fewer per month requiring interpreter assistance.
- Roseville Transit reservationists and dispatchers come into contact with approximately five (5) LEP callers per month requiring interpreter assistance.
- Roseville Transit drivers come into contact with approximately fifty (50) LEP customers per month requiring interpreter assistance.

The majority of LEP contacts involve Spanish-speaking individuals. Contact with speakers of Russian, Slavic, and other Indo-European languages is less frequent but occurs regularly through the customer service line and at bus stops. The frequency of contact with LEP persons demonstrates an ongoing need for language assistance services across all points of customer interaction.

Factor 3: Nature and Importance of Programs, Activities, and Services

Roseville Transit provides essential public transportation services that connect residents to employment, medical care, education, shopping, and other daily needs. Denial or delay of access to these services due to language barriers can have serious consequences for LEP individuals, particularly those without access to private transportation. The following points of contact involve services of particular importance to LEP populations:

- **Alternative Transportation front counter staff** assist customers with trip planning, pass sales, discount photo identification cards, ADA eligibility inquiries, Title VI complaint intake, and general information about Roseville Transit services.
- **Roseville Transit dispatchers** assist customers with Dial-A-Ride reservations, trip planning, service inquiries, and real-time information.
- **Roseville Transit drivers** assist passengers with fare questions, route guidance, trip planning, and ADA accommodation on board vehicles.
- **Public meetings and hearings** provide opportunities for community input on service changes, fare changes, and planning decisions that may affect LEP communities.

Factor 4: Resources Available and Overall Cost

The City of Roseville and its transit contractor maintain the following language assistance resources:

- **City Employee Translators:** The City of Roseville employs approved translators in Spanish, American Sign Language, Romanian, Tagalog, Arabic, Italian, and Punjabi. These translators are available across various City departments and can be accessed by Alternative Transportation staff as needed.
- **AT&T Language Line:** All City of Roseville employees have access to the AT&T Language Line, a telephonic interpretation service that provides real-time interpretation in over 200 languages via speakerphone. This service is available to both Alternative Transportation and Roseville Transit staff for immediate assistance with LEP customers.
- **I-Speak Cards:** Alternative Transportation staff maintains “I-Speak” language identification cards in 38 languages. These cards allow staff to quickly identify the

language spoken by an LEP visitor and connect them with appropriate interpretation services.

- **Website Translation:** The City of Roseville website (roseville.ca.us) provides automatic translation into all Safe Harbor languages and many additional languages. All transit information published on the City website, including service guides, schedules, fare information, Title VI materials, and public notices, is accessible in translated form through this feature.
- **Bilingual Transit Staff:** MV Transportation employs Spanish-speaking dispatchers and drivers. A Spanish-speaking dispatcher is available Monday through Friday during morning hours. MV Transportation makes efforts to assign bilingual drivers to routes that serve areas with higher concentrations of LEP populations. Additionally, MV Transportation employs drivers and operations staff who speak Russian, Slavic, and other Indo-European languages, supporting the City's ability to serve all three Safe Harbor language groups at the point of service.
- **Automated Phone System:** The Roseville Transit customer service line ((916) 745-7560 / (530) 745-7560) offers callers the option to hear menus in Spanish.

Vital Documents Translation

The following documents are identified as “vital documents” for the purposes of this Language Assistance Plan. Vital documents are those that contain information critical to accessing Roseville Transit services or exercising rights under federal civil rights protections. The City of Roseville provides or makes available translations of these documents in all Safe Harbor languages:

Vital Document	Spanish	Russian / Slavic / Indo-European
Roseville Transit Service Guides (Local, Dial-A-Ride, Commuter)	Available (since 2000)	Available via website translation
ADA Complementary Paratransit Services Guide	Available (since 2016)	Available via website translation
ADA Application and Correspondence	Available (since 2002)	Available via website translation
Civil Rights and Complaint Procedure	Available (since 2010)	Available via website translation
Title VI Notice to the Public	Available	Available via website translation
Title VI Complaint Form	Available	Available via website translation
Service Change Notices	Available (since 2008)	Available via website translation
Bus Stop Closure Notices	Available (since 2009)	Available via website translation
Fare Information and Policies	Available	Available via website translation
Public Hearing and Meeting Notices	Available	Available via website translation

Alternative Transportation staff will continue to produce print-format transit materials in Spanish, which represents the largest LEP population. For Russian, Slavic, and other Indo-European languages, vital documents are made available through the City's website translation feature, which provides on-demand translation of all published transit materials. Customers may also request printed translations of specific documents through the Alternative Transportation office, which will be fulfilled using City translation resources or professional translation services.

Notice to LEP Populations

The following statement is included in Roseville Transit Service Guides, Title VI Brochures, and the Title VI webpage:

Limited English Proficiency

If you have difficulty understanding English, you may request language assistance services free of charge. Please contact us for more information.

Alternative Transportation

316 Vernon Street, Suite 150

Roseville, CA 95678

Phone: (916) 774-5293

LEP Complaint Procedure

Any person who believes they have been denied the benefits of, excluded from participation in, or subjected to discrimination on the basis of national origin (including limited English proficiency) in connection with any Roseville Transit program, activity, or service may file a complaint with the Alternative Transportation Division.

Complaints may be filed in any language. Alternative Transportation staff will use available translation and interpretation resources to process complaints received in languages other than English. The Title VI Complaint Form is available in Spanish in print and in all Safe Harbor languages through the City's website translation feature. Complaints may be submitted in writing, by phone with interpreter assistance through the AT&T Language Line, or in person at the Alternative Transportation office.

Complaints should be directed to:

Title VI Coordinator

Alternative Transportation Division

316 Vernon Street, Suite 150

Roseville, CA 95678

Phone: (916) 774-5293

Staff Training

Alternative Transportation Staff

- All staff are trained on the provisions of this Language Assistance Plan, including the identification of Safe Harbor languages and the obligation to provide meaningful access to LEP individuals.
- Staff are informed of available translation and interpretation resources, including the AT&T Language Line, City employee translators, I-Speak cards, and website translation.
- Staff are instructed to document all language assistance requests using standardized tracking forms.
- Staff receive the training booklet “Basic Spanish for Transit Employees” containing basic Spanish words and phrases for common transit interactions.

Roseville Transit (MV Transportation) Staff

- MV Transportation management staff are informed of this Language Assistance Plan and their obligations to provide language assistance to LEP customers.
- MV Transportation management staff are instructed to document all language assistance requests using tracking forms provided by Alternative Transportation staff.
- Drivers who are not bilingual and encounter an LEP passenger are trained to contact dispatch or a bilingual driver for assistance.
- MV Transportation makes efforts to recruit and retain bilingual employees, particularly in Spanish and other Safe Harbor languages.

Monitoring and Updating the LAP

Alternative Transportation staff will monitor the implementation and effectiveness of this Language Assistance Plan on an ongoing basis through the following activities:

- Review language assistance request tracking data from both Alternative Transportation and Roseville Transit staff on a quarterly basis to identify trends in language demand and emerging language needs.
- Periodically survey Roseville Transit drivers and dispatchers to assess whether additional language services are necessary.
- Review updated American Community Survey data as new estimates become available to assess changes in the LEP population and determine whether additional language groups meet the Safe Harbor threshold.
- Monitor the Tagalog/Filipino LEP population (currently 931 persons), which approaches the 1,000-person Safe Harbor threshold and may trigger additional translation obligations in future ACS releases.
- Update this Language Assistance Plan as necessary, and at minimum with each Title VI Program update submitted to the Federal Transit Administration.