

# **EASTERN SIERRA TRANSIT AUTHORITY'S TITLE VI PROGRAM**

**Approved by Eastern Sierra Transit Authority's  
Board of Directors:**

August 14, 2020

INTRODUCTION:

This document was prepared by Eastern Sierra Transit Authority and approved by its Board of Directors to comply with Title VI of the Civil Rights Act of 1964, including new provisions detailed in U.S. Department of Transportation’s FTA Circular 4702.1B, “Title VI Requirement and Guidelines for Federal Transit Administration Recipients.”

## Table of Contents

Title VI Notice to the Public	3
List of Locations Where Title VI Notice Is Posted	3
Title VI Complaint Procedures	4
Title VI Complaint Form	6
List of Transit-Related Title VI Investigations, Complaints, and Lawsuits	8
Public Participation Plan	9
Title VI Equity Analysis	10
Summary of Outreach Efforts Made Since 2017 Title VI Submission	12
Language Assistance Plan	14
Membership of Non-Elected Committees and Councils	14
Service Standards	15
Vehicle Load Standards	15
Vehicle Headway Standards	15
On Time Performance	15
Service Availability	16
Vehicle Assignment Policy	16
Transit Amenities Policy	17
Board of Directors Approval of ESTA’s Title VI Program	18
Attachment A – Public Participation Plan	19
Attachment B – Language Assistance Plan	24

## Eastern Sierra Transit Authority’s Title VI Notice to the Public

ESTA hereby gives public notice that it is the policy of the Eastern Sierra Transit Authority to assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, Executive Order 12898 on Environmental Justice and related statutes and regulations in all programs and activities. Title VI requires that no person in the United States of America shall, on the grounds of race, color, or national origin be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which ESTA receives federal financial assistance. Any person who believes they have been aggrieved by an unlawful discriminatory practice under Title VI has a right to file a formal complaint with ESTA. Any such complaint must be in writing and filed with ESTA’s Administration Manager within one hundred eighty (180) days following the date of the alleged discriminatory occurrence. For more information, or to obtain a Title VI Discrimination Complaint Form, call ESTA at 760.872.1901.

### List of Locations Where Title VI Notice Is Posted

Eastern Sierra Transit Authority’s Title VI notice to the public is currently posted at the following locations:

Location Name	Address	City
Bishop Office	703 Airport Road	Bishop, CA
Mammoth Office	210 Commerce	Mammoth Lakes, CA
Stops and Vehicles	Inyo & Mono County	

The Title VI notice and program information is also provided on Eastern Sierra Transit Authority’s website at:  
[www.estransit.com](http://www.estransit.com)

## Title VI Complaint Procedures

These procedures apply to all complaints filed under Title VI of the Civil Rights Act of 1964, relating to any program or activity administered by ESTA or its subrecipients, consultants, and/or contractors. Intimidation or retaliation of any kind is prohibited by law.

These procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies, or to seek private counsel for complaints alleging discrimination. These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the complainant. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and the Administration Manager may be utilized for resolution, at any stage of the process. The Administration Manager will make every effort to pursue a resolution to the complaint. Initial interviews with the complainant and the respondent will request information regarding specifically requested relief and settlement opportunities.

### Procedures

1. Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited by Title VI nondiscrimination provisions may file a written complaint with ESTA's Administration Manager. A formal complaint must be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant. The complaint must meet the following requirements.
  - a. Complaint shall be in writing and signed by the complainant(s).
  - b. Include the date of the alleged act of discrimination (date when the complainant(s) became aware of the alleged discrimination; or the date on which that conduct was discontinued or the latest instance of the conduct).
  - c. Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complained-of incident.
  - d. Allegations received by fax or e-mail will be acknowledged and processed, once the identity(ies) of the complainant(s) and the intent to proceed with the complaint have been established. The complainant is required to mail a signed, original copy of the fax or e-mail transmittal for ESTA to be able to process it.
  - e. Allegations received by telephone will be reduced to writing and provided to complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign, and return to ESTA for processing.
2. Upon receipt of the complaint, the Administration Manager will determine its jurisdiction, acceptability, and need for additional information, as well as investigate the merit of the complaint.
3. In order to be accepted, a complaint must meet the following criteria: The complaint must be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant.

- a. The allegation(s) must involve a covered basis such as race, color, or national origin.
- b. The allegation(s) must involve a program or activity of a Federal-aid recipient, subrecipient, or contractor.
- c. The complainant(s) must accept reasonable resolution based on ESTA's administrative authority (reasonability to be determined by ESTA).
4. A complaint may be dismissed for the following reasons:
  - a. The complainant requests the withdrawal of the complaint.
  - b. The complainant fails to respond to repeated requests for additional information needed to process the complaint.
  - c. The complainant cannot be located after reasonable attempts.
5. Once ESTA decides to accept the complaint for investigation, the complainant will be notified in writing of such determination within five calendar days. The complaint will receive a case number and will then be logged into ESTA's records identifying its basis and alleged harm, and the race, color, and national origin sex, age, genetic information, veteran status or retaliation of the complainant.
6. In cases where ESTA assumes the investigation of the complaint, ESTA will provide the respondent with the opportunity to respond to the allegations in writing. The respondent will have 10 calendar days from the date of ESTA's written notification of acceptance of the complaint to furnish his/her response to the allegations.
7. In cases where ESTA assumes the investigation of the complaint, within 40 calendar days of the acceptance of the complaint, ESTA's Administration Manager will prepare an investigative report for review by the ESTA Board of Directors and the Executive Director. The report shall include a narrative description of the incident, identification of persons interviewed, findings, and recommendations for disposition.
8. The investigative report and its findings will be sent to ESTA's Counsel for review. After 10 days, Counsel will render a recommendation.
9. Any comments or recommendations from the Counsel will be reviewed by ESTA's Administration Manager. The Administration Manager will discuss the report and recommendations with the Executive Director within 10 calendar days. The report will be modified as needed and made final for its release.
10. ESTA's final investigative report and a copy of the complaint will be forwarded to the Federal Transit Administration, Region IX, within 60 calendar days of the acceptance of the complaint.
11. ESTA will notify the parties of its final decision.
12. If complainant is not satisfied with the results of the investigation of the alleged discrimination and practices the complainant will be advised of the right to appeal to the Federal Transit Administration, Office of Civil Rights Region IX, 201 Mission Street (Suite 1560) San Francisco, CA 94105. The complainant has 180 days after ESTA's final resolution to appeal to FTA. Unless the facts not previously considered come to light, reconsideration of appeal to ESTA will not be available.

## Eastern Sierra Transit Authority Title VI Complaint Form

### TITLE VI COMPLAINT FORM

<b>Section I: Please write legibly</b>		
1. Name:		
2. Address:		
3. Telephone:		3.a. Secondary Phone ( <i>Optional</i> ):
4. Email Address:		
5. Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
<b>Section II:</b>		
6. Are you filing this complaint on your own behalf?	YES*	NO
*If you answered "yes" to #6, go to Section III.		
7. If you answered "no" to #6, what is the name of the person for whom you are filing this complaint? Name:		
8. What is your relationship with this individual:		
9. Please explain why you have filed for a third party:		
10. Please confirm that you have obtained permission of the aggrieved party to file on their behalf.	YES	NO
<b>Section III:</b>		
11. I believe the discrimination I experienced was based on ( <i>check all that apply</i> ):		
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin		
12. Date of alleged discrimination: ( <i>mm/dd/yyyy</i> )		
13. Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known), as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.		

## Eastern Sierra Transit Authority Title VI Complaint Form, Page 2

<b>Section IV:</b>		
14. Have you previously filed a Title VI complaint with Eastern Sierra Transit Authority?	YES	NO
<b>Section V:</b>		
15. Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? [ ] YES*    [ ] NO If yes, check all that apply: [ ] Federal Agency _____ [ ] State Agency _____ [ ] Federal Court _____ [ ] Local Agency _____ [ ] State Court _____		
16. If you answered "yes" to #15, provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:		
Agency:		
Address:		
Telephone:		Email:
<b>Section VI:</b>		
Name of Transit Agency complaint is against:		
Contact Person:		
Telephone:		

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

Signature and date are required below to complete form:

Signature \_\_\_\_\_  
Date \_\_\_\_\_

**Submit form and any additional information to:**

Karie Bentley, Administration Manager  
EASTERN SIERRA TRANSIT AUTHORITY  
P.O. Box 1357  
Bishop, CA 93515  
Phone: 760.872.1901 x 15  
Fax: 760.784-9566  
Email: kbentley@estransit.com

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

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

## **Public Participation Plan**

Eastern Sierra Transit Authority is committed to providing an open and visible decision-making process to which Inyo and Mono County residents have equal access. It is the policy of Eastern Sierra Transit Authority to actively solicit the involvement of citizens in the public decision-making process, through public notification, media exposure, local meetings, and public hearings.

Further, it is the policy of Eastern Sierra Transit Authority to offer early and continuous opportunities for the public to be involved in the identification of social, economic, and environmental impacts of proposed transportation decisions. This includes seeking out and considering the viewpoints of minority, low-income, and limited English proficiency (LEP) populations (as well as older adults and people with limited mobility) in the course of conducting public outreach activities, consistent with Federal Transit Administration (FTA) Circular 4702.1B (“Title VI Requirements and Guidelines for Federal Transit Administration Recipients”).

Attachment A – Public Participation Plan

## Title VI Equity Analysis

### Bishop Facility Title VI Equity Analysis

Date: July 29, 2020  
Prepared By: Phil Moores, Executive Director  
Subject: Facility Location Equity Analysis

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq. ("Title VI") prohibits discrimination on the basis of race, color, or national origin in any program or activity that receives Federal funds or other Federal financial assistance. An equity analysis compares the equity impacts of various site alternatives, and the analysis must occur before the selection of the preferred site. In our case, the site decision was made in cooperation with Inyo County around the year 2015. If the impact to race, color, or national origin was considered, it was not documented.

After consulting with the Department of Transportation, Civil Rights Division, it was agreed that a post-analysis would suffice in light of the fact that the Federal Transportation Administration's National Environmental Policy Act (NEPA) review was successfully conducted. Sanjay Singh, Office Chief, Compliance/Program Operations & Title VI Program stated, "This approval of NEPA from FTA, in my opinion, may be used as a reason why the Facility Equity Analysis is not required in this instance. The FTA itself acknowledges that the project does not require the relocation of significant numbers of people, so it could be considered the least discriminatory alternative."

Mr. Singh recommended the following documentation as to why the chosen site is the least discriminatory alternative:

1. Did the recipient consider whether the location of a project would result in a disparate impact based on race, color, or national origin?

The Bishop Airport site located adjacent to the existing bus yard and directly across the street from the current facility does not adversely affect anyone based on race, color, or national origin. The site does not required displacement of persons and is readily accessible by public transit.

2. Did the recipient conduct outreach to persons potentially impacted by the siting of facilities?

While outreach specifically to persons potentially impacted was not originally documented/conducted, the planning of the facility was publicly announced and discussed in numerous ESTA Board meetings. Additionally, the FTA NEPA process consulted native Indian tribes regarding the site. No negative impacts were discovered.

3. If there was a determination of a disparate impact, did the equity analysis compare the equity impacts of various siting alternatives, implementing the least discriminatory alternative.

No disparate impacts were discovered.

## Summary of Outreach Efforts Made Calendar Years 2017-19

Eastern Sierra Transit Authority is an active member in the Inyo County Social Service Transportation Advisory Committees and attends meetings annually. Unmet Needs Workshops are held annually in Bishop, the county’s population center, and in the southern section of the county.

In Mono County, Eastern Sierra Transit Authority is an active member in the Mono County Social Service Transportation Advisory Committees and attends meetings annually. Additionally, Eastern Sierra Transit is scheduled annually on the agenda of all Mono County Regional Planning Advisory Committee meetings that are held in Wheeler Crest, Antelope Valley, June Lake, Bridgeport, Crowley Lake, Lee Vining, Benton and Chalfant in order to solicit transportation needs directly from the community. Eastern Sierra Transit’s Board of Directors receive a semi-annual service review to determine if any service adjustments are needed.

A summary of service changes since policy revision follows. In 2017, service was expanded to five days a week on the Lone Pine to Reno Route and the Mammoth Lakes to Lancaster Route. Bishop Creek Shuttle, a seasonal service to the popular Bishop Creek Recreation Area was added in 2017. Mammoth Lakes Limited Route and the June Lake Shuttle were discontinued in 2019.No fare increases were made in calendar years 2017, 2018 or 2019.

### Outreach Activities

The following is a list of outreach activities.

#### 2017 OUTREACH ACTIVITIES

Date	Event
3/2/17	Antelope Valley RPAC
3/7/17	June Lace CAC
3/9/17	Inyo County Social Services Transportation Advisory Council
3/16/17	Bridgeport Valley RPAC
3/29/17	Long Valley RPAC, Paradise and Swall Meadows
4/12/17	Mono Basin RPAC
04/14/17	Mono Social Services Transportation Advisory Council
04/19/17	Inyo South County Unmet Needs – Lone Pine
05/17/17	Inyo North County Unmet Needs - Bishop

**2018 OUTREACH ACTIVITIES**

<b>Date</b>	<b>Event</b>
2/23/18	Inyo County Social Services Transportation Advisory Council
3/7/18	June Lake CAC
3/13/18	Bridgeport RPAC
3/14/18	Mono Basin RPAC
4/5/18	Antelope Valley RPAC
4/9/18	Mono County Social Services Transportation Advisory Council
7/25/18	Altrusa Presentation
8/13/18	Public Meeting Regarding changes to “The Limited” Route.
12/1/18	Stuff-A-Bus Food Drive – Bishop
12/14/18	Stu ff-A-Bus Food Drive – Mammoth

**2019 OUTREACH ACTIVITIES**

<b>Date</b>	<b>Event</b>
2/28/19	Inyo County Social Services Transportation Advisory Council on Unmet Needs
4/3/19	June Lake CAC
4/4/19	Antelope Valley RPAC
4/9/19	Bridgeport RPAC
4/10/19	Mono Basin RPAC
4/20/19	Earth Day Booth in Bishop Park
5/13/19	Mono County Social Services Transportation Advisory Council on Unmet Needs
May-19	Reno & Lancaster Routes passenger survey
8/28/19	Public Hearing regarding 5310 Vehicle Application
10/5/19	Choo-Choo Swap Meet Both – Bishop
11/23/19	Stuff-A-Bus Food Drive -Bishop
12/5/19	Bishop Senior Center Visit and Ride Along with Seniors

All public meeting and workshops are widely notice through multiple media outlets in the community in both English and Spanish.

## **Language Assistance Plan**

The Limited English Proficiency Plan has been prepared to address Eastern Sierra Transit Authority's responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English proficiency language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 2000d, et seq., and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color, or national origin.

Executive Order 13166, titled Improving Access to Services for Persons with Limited English Proficiency, indicates that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination. It directs each agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies that receive federal funds, including Eastern Sierra Transit Authority, which receives Federal grant funds.

Attachment B - Limited English Proficiency Plan

## **Membership of Non-Elected Committees and Councils**

Eastern Sierra Transit Authority's Board of Director's is made up of eight officials from each of the member entities; City of Bishop, Town of Mammoth Lakes, Inyo County and Mono County. The Directors are elected officials. We not have any transit-related, non-elected planning boards, advisory councils or committees.

## Service Standards

FTA requires all fixed route transit providers of public transportation to develop quantitative standards for the following indicators: vehicle load, vehicle headway, on-time performance and service availability.

### 1. Vehicle Load Standards

The average of all loads during the peak operating period should not exceed the vehicles' achievable capacities. As defined below.

Vehicle Type	Average Passenger Capacities			Maximum Load Factor
	Seated	Standing	Total	
22' Mini-Bus	15	0	15	1.0
25' Mini-Bus	18	0	18	1.0
33' Trolley/bus	33	9	42	1.27
35' bus	37	14	51	1.38
40" bus	37	21	58	1.57

### 2. Vehicle Headway Standards

Scheduling involves the consideration of a number of factors including: ridership productivity, transit/pedestrian friendly streets, density of transit-dependent populations and activities, relationship to the Town of Mammoth Lakes Transportation Plan, relationship to major transportation developments and land use connectivity and transportation demand.

Winter/Summer Peak Season	Peak	Base	Evening	Night
Red's Meadow Shuttle	10	20	45	--
Ski Area Routes	10	15	--	--
Lakes Basin Trolley	20	30	--	--
Trolley	20	20	20	20
Town Routes	30	30	--	--
Spring /Fall Off Season	Peak	Base	Evening	Night
Trolley	30	30	30	--
Town Routes	30	30	--	--

### 3. On-Time Performance

A vehicle is considered on time if it arrives at a scheduled time point no more than 5 minutes late and the vehicle may not depart prior to the schedule time. Eastern Sierra Transit's on-time performance objective is 85% for Intercity Routes, 90% on

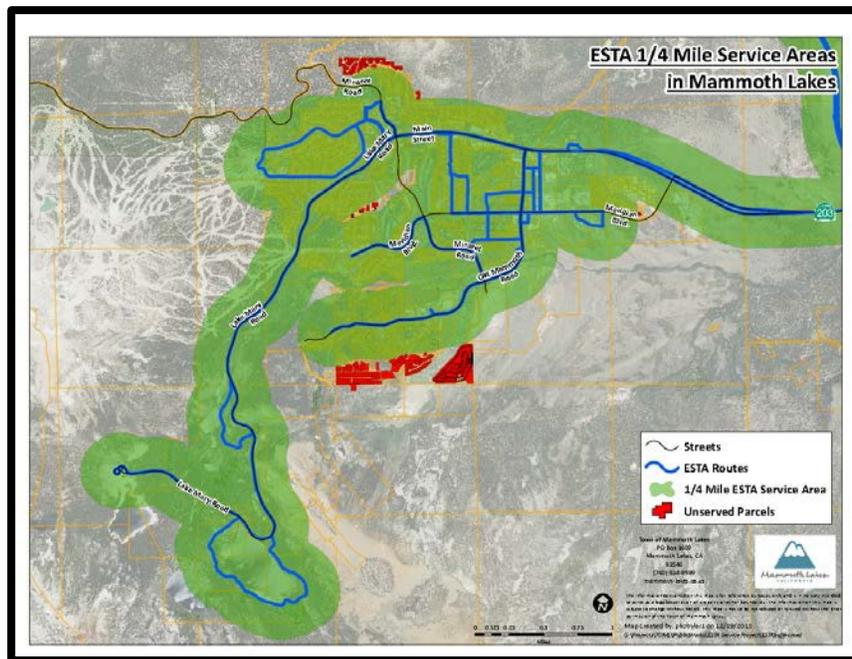
other fixed routes, and a wait time of less than 20 minutes on Dial-A-Ride. On-time performance is periodically sampled to monitor performance

#### 4. Service Availability

The standards set by Eastern Sierra Transit for service availability:

- Local Fixed Routes: Serve 80% of the community within ¼ of a mile either side of Local Fixed Route service.
- Intercity Fixed Routes: Serve all population centers within ¼ mile either side of the Intercity Fixed Route service. Population Centers are defined as communities having a population of 300 or more.
- Seasonal Fixed Routes: These routes which only operate in National Forests during the summer months, will originate in locations with connecting transit services to provide maximum accessibility.

Eastern Sierra Transit utilized intersecting census blocks when calculating the population served by the Local Fixed Routes. At this time, Local Fixed Route service is only offered in the Town of Mammoth Lakes. The total population in the Town based on the 2010 census Blocks is 8,205. The population served by the Local Fixed Routes is 8,100. This calculates to 98.7% of the population that is within ¼ mile of a Local Fixed Route.



#### 5. Vehicle Assignment Policy

Vehicle assignments are first based on funding source requirements. Eastern

Sierra Transit's 35' and 40' vehicles were purchased with FTA Transit in the Parks Section 5320 funding that intends that these vehicles to be operated on routes to and from federal lands.

After funding requirements are satisfied, bus assignments take into account the operating characteristics of the buses of the various lengths, which are matched to the operating characteristics of the route. Additionally, the carrying capacity of the vehicle is matched with the ridership volume of the route.

The Vehicle/Capital Replacement Policy for each of the routes allows for all vehicles to be replaced when they reach their useful life in years and /or miles.

## **6. Transit Amenities Policy**

Eastern Sierra Transit Authority coordinates with the local and state jurisdictions on transit amenities in the fixed route area. All agencies work together in ensure compliance with Title VI of the Civil Rights Act of 1964.

**RESOLUTION NO. 2020-05**

**A RESOLUTION OF THE BOARD OF DIRECTORS OF THE EASTERN SIERRA TRANSIT AUTHORITY APPROVING THE AUTHORITY'S TITLE VI PROGRAM, INCLUDING THE PUBLIC PARTICIPATION AND LANGUAGE ASSISTANCE PLANS**

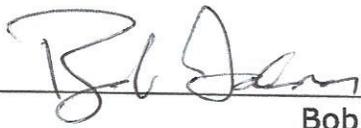
**WHEREAS**, the Eastern Sierra Transit Authority has updated its Title VI Program, which incorporates a Public Participation Plan, and a Language Assistance Plan for Persons with Limited English Proficiency defining the Authority's commitment to Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq., and Executive Order 13166, and the provisions detailed in U.S. Department of Transportation's FTA Circular 4702.1B, "Title VI Requirement and Guidelines for Federal Transit Administration Recipients", and

**WHEREAS**, as a sub-recipient of federal transit funding, the Eastern Sierra Transit Authority's Title VI Program must be reviewed, approved and submitted to the California Department of Transportation every three years.

**NOW, THEREFORE, BE IT RESOLVED** by the Eastern Sierra Transit Authority Board of Directors that: The Board approves the updated Eastern Sierra Transit Authority Title VI Program presented and reviewed on the date written below, which incorporates a Public Participation Plan, and a Language Assistance for Persons with Limited English Proficiency Plan.

**PASSED AND ADOPTED** this 14th day of August, 2020 by the following vote:

AYES: Directors Hoff, Schwartz, Ellis, Tothorsh, Griffiths, Kreitz, Sauser  
NOES:   
ABSENT:   
ABSTAIN:

  
\_\_\_\_\_  
Bob Gardner, Chair  
Eastern Sierra Transit Authority Board of Directors

Attest: Linda Robinson  
Secretary of the Board

By:   
\_\_\_\_\_  
Linda Robinson

# Eastern Sierra Transit Authority's Public Participation Plan

**Approved:**

**August 14, 2020**

## **Table of Contents**

Introduction	20
Public Participation Process	20
Approach to Public Participation	21
Targeted Public Outreach to Minority and Limited English Proficient (LEP) Populations	21
Outreach Requirements and Activities	22

# 1. Introduction

Eastern Sierra Transit Authority is committed to providing an open and visible decision-making process to which Inyo and Mono County residents have equal access. It is the policy of Eastern Sierra Transit Authority to actively solicit the involvement of citizens in the public decision-making process, through public notification, media exposure, local meetings, and public hearings.

Further, it is the policy of Eastern Sierra Transit Authority to offer early and continuous opportunities for the public to be involved in the identification of social, economic, and environmental impacts of proposed transportation decisions. This includes seeking out and considering the viewpoints of minority, low-income, limited English proficiency (LEP) populations, older adults, and persons with limited mobility in the course of conducting public outreach activities, consistent with Federal Transit Administration (FTA) Circular 4702.1B (“Title VI Requirements and Guidelines for Federal Transit Administration Recipients”).

# 2. Public Participation Process

## Public Involvement Plan

When Eastern Sierra Transit has a project, program or issue that may have an identifiable impact on a neighborhood or citizen group, a Public Involvement Plan shall be submitted to the Executive Director at the beginning of the project or program. The Plan shall be designed to:

1. Ensure responsiveness to the level of interest and concern expressed by the public;
2. Ensure visibility and understanding by the agencies, groups and individuals who may participate; and
3. Ensure that public involvement is carefully and systematically included as part of the decision-making process.

The Public Involvement Plan will be included as part of staff reports for Eastern Sierra transit’s Board of Directors.

## **Approach to Public Participation**

The following principles will be used to develop the Public Involvement Plan for transit projects and programs:

- When a project (e.g., construction activity) may affect a community, special community meetings will be scheduled early in the project planning process. Notices will be sent to organized community groups and any individual who has requested notification.
- All public hearing notices shall be written in clear, concise and understandable language and will incorporate graphics when it aids the message. The notices will clearly be identified as an Eastern Sierra Transit notice.
- The Public Involvement Plan will reflect Eastern Sierra Transit's policy to provide early and continuous opportunities for the public to be involved in the identification of the impacts of proposed decisions. It will also reflect the Transit Authority's policy to seek out the viewpoints of minority, low-income, and Limited English Proficiency (LEP) populations, as well as older adults and people with limited mobility, in the course of conducting public outreach and involvement activities, consistent with the Authority's Title VI Program, Executive Order 13166 on access for individuals with Limited English Proficiency, and U.S. Department of Transportation (DOT) LEP Guidance.
- The Public Involvement Plan will be tailored to the populations affected and the type of plan, program, or service under consideration.
- Public meetings will be held in locations that are accessible to transit riders and people with disabilities, and will be scheduled at times that are convenient for members of the public.
- Public meetings and hearings will be broadly advertised in the community in both English and Spanish (e.g., website [www.estransit.com](http://www.estransit.com), local print media, social media, and email notification to Eastern Sierra Transit's outreach mailing list) and notification will be provided regarding the availability of language assistance.

## **Targeted Public Outreach to Minority and Limited English Proficient (LEP) Populations**

During development of the Public Involvement Plan and/or planning for public engagement in general, the Eastern Sierra Transit Authority will incorporate strategies intended to promote involvement of minority and LEP individuals in public participation activities, as appropriate for the plan, project, or service in question, and consistent with federal Title VI regulations, Executive Order 13166 on Limited English Proficiency, and the U.S. Department of Transportation LEP Guidance.

At a minimum, staff will implement the strategies identified in the section below, *Outreach Requirements and Activities*, including holding public meetings in locations that are accessible to transit riders and people with disabilities, scheduling meetings at times that are convenient for members of the public, advertising meetings and hearings in English and Spanish, and providing notice of the availability of language assistance.

In addition, Eastern Sierra Transit staff will consider implementing the following public engagement strategies to complement the minimum requirements, as appropriate to the plan, project, or service:

- Using supplemental outreach strategies such as surveys regarding projects or proposed service changes.
- Partnering 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. Eastern Sierra Transit maintains a list of current and potential future community partners.
- Attending community events and meetings of neighborhood associations, faith-based organizations, advocacy groups, and other groups to solicit feedback from diverse members of the public.

Eastern Sierra Transit staff may consult FTA Circular 4703.1 (“Environmental Justice Policy Guidelines for Federal Transit Administration Recipients”) for additional strategies that may be incorporated into the Public Involvement Plan.

## **Outreach Requirements and Activities**

### **Public Comment for Fare Increases and Major Service Changes**

It is the policy of Eastern Sierra Transit to solicit public opinion and consider public comment before raising fares or implementing a major service change.

A public hearing is required prior to implementation of a fare increase or a major service change. A “major” service change is defined as a modification that affects 25% or more of a single route, or 25% or more of all routes. Additional public involvement strategies, such as public meetings, community meetings, or other outreach to affected individuals will be implemented as appropriate to solicit public comment for consideration in advance of the public hearing. Public comments received will be compiled and considered prior to finalizing the recommendation to the Board of Director’s regarding a fare increase or major service change. A summary of the public comments received will be provided as part of the staff report submitted to the Board of Director’s for the fare increase or major service reduction in question.

The public hearing will be scheduled as part of a regular Board of Director’s meeting, and advertised broadly through the Eastern Sierra Transit website [www.estransit.com](http://www.estransit.com), outreach mailing lists, and poster and flyers on the buses, and at bus stops. The hearing will also be advertised through targeted outreach to community groups or other organizations and individuals, as appropriate to the proposed change. Notices regarding the public hearing will be provided in both English and Spanish. Additionally, notice of the public hearing will be posted in the Inyo Register and/or Mammoth Times as appropriate.

Any interested individual is invited to make comments. Comments may be submitted in person at the public informational meetings and public hearings. They may also be submitted by mail, over the phone to Eastern Sierra Transit administrative staff, via email, and online via the Eastern Sierra Transit website.

The public hearing will consist of a staff report before the Board of Director's, followed by public testimony.

All comments received are reviewed by Eastern Sierra Transit staff and the Board of Directors and will be considered in the final decisions. The goal of the Eastern Sierra Transit Authority is to provide consistently excellent transit services to meet the needs of the region's diverse population including residents and visitors, young and old, and transit-dependent and choice riders.

# Eastern Sierra Transit Authority's Language Assistance Plan

**Approved:**

August 14, 2020

## Table of Contents

Introduction	25
Plan Summary	25
Results of the Four Factor Analysis	26
Factor 1	26
Factor 2	26
Factor 3	27
Factor 4	27
Implementation Plan	28
Language Assistance Measures	28
Staff Training	28
Outreach Techniques	29
Monitoring	29
Dissemination	29
Appendixes	30

## **I. Introduction**

The Language Assistance Plan for Persons with Limited English Proficiency has been prepared to address Eastern Sierra Transit Authority's responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English proficiency language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq., and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color, or national origin.

Executive Order 13166, titled Improving Access to Services for Persons with Limited English Proficiency, indicates that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination. It directs each agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies that receive federal funds, including Eastern Sierra Transit Authority, which receives Federal grant funds.

## **II. Plan Summary**

Eastern Sierra Transit Authority is the operator of public transit in Inyo and Mono Counties, providing dial-a-ride, fixed route, commuter routes and inter-regional bus service. Eastern Sierra Transit Authority has developed this Language Assistance Plan for Persons with Limited English Proficiency to help identify reasonable steps for providing language assistance to persons who wish to access services provided. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English. This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

In order to prepare this plan, Eastern Sierra Transit used the four-factor LEP analysis which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served by Eastern Sierra Transit.
2. The frequency with which LEP persons come in contact with Eastern Sierra Transit services.

3. The nature and importance of services provided by Eastern Sierra Transit to the LEP population.
4. The interpretation services available to Eastern Sierra Transit and overall cost to provide LEP assistance. A summary of the results of the four-factor analysis is in the following section

### **III. Meaningful Access: Four-Factor Analysis**

#### **Factor 1**

##### **The Number or proportion of LEP persons in the service area who may be served or are likely to require Eastern Sierra Transit Services**

Eastern Sierra Transit staff reviewed the U.S. Census Table B16001 Language Spoken at Home By Ability To Speak English For the Population 5 Years and Over (2018: ACS 5-year Estimates Subject Table) and determined that an estimated 6,024 persons in the Eastern Sierra Transit service area or (19.6%) of the population speak a language other than English. Of those, an estimated 1,699 persons have limited English proficiency; that is they speak English less than “very well”. This is 5.5% of the overall estimated population in the service area. Of those persons with limited English proficiency in Eastern Sierra Transit’s service area, an estimated 1,512 (4.9%) speak Spanish.

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

Although no languages account for more than 5% of the total population according to current estimates. Eastern Sierra Transit Authority has information about Title VI and the Title VI complaint form in Spanish Translation.

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Appendix A – Census Data

#### **Factor 2**

##### **The frequency with which LEP persons come in contact with Eastern Sierra Transit Services**

Eastern Sierra Transit staff reviewed the frequency with which the Board of Directors, office/dispatch staff and drivers have, or could have, contact with LEP persons. This includes driver feedback, documenting phone inquiries or office visits. Since the last

revision of this plan in 2016, Eastern Sierra Transit has had 19 instances of a passengers unable to communicate with their driver, 2 requests for interpreters and 1 request for translated program documents. Bilingual office staff assisted via phone for the interpreter requests and the translated document requested was provided.

### **Factor 3**

#### **The Nature and Importance of Services Provided by Eastern Sierra Transit to the LEP Population**

There is no large geographic concentration of any type of LEP individuals in the service area of Eastern Sierra Transit. The overwhelming majority of the population, 95.1%, speaks only English or speaks English very well. As a result, there are few service, professional and leadership organizations within Eastern Sierra Transit's service area that focus on outreach to LEP individuals. The Eastern Sierra Transit Board of Directors, office/dispatch staff and drivers are most likely to encounter LEP individuals through transit rides, office visits, phone conversations, and interactions at Board meetings.

### **Factor 4**

#### **The resources available to Eastern Sierra Transit and overall cost to provide LEP assistance.**

Eastern Sierra Transit reviewed available resources that could be used for providing LEP assistance. Authority documents will be translated if the need should arise and reasonable notice given. Other language translation if needed would be provided through a telephone interpreter line. Eastern Sierra Transit would pay the fee for this service.

How Eastern Sierra Transit staff will identify LEP persons who need language assistance:

1. Post notice of Language Assistance Plan and the availability of interpretation or translation services free of charge in a language that LEP persons would understand.
2. All Eastern Sierra Transit staff will be provided with "I Speak" cards to assist in identifying the language interpretation needed if the occasion arises.
3. Eastern Sierra Transit staff will be surveyed annually on their experience concerning any contacts with LEP persons during the previous year.
4. When Eastern Sierra Transit sponsors a public hearing, meeting or workshop, the public notice will include a statement that interpreter services are available with seven day advance notice. Additionally, staff will make an effort to identify any LEP persons at public meetings by informally engaging participants in conversation when possible, to gauge each attendee's ability to speak and

understand English. Although translation may not be available to be provided at the event, it will help identify the need for such services at future events.

Specific Element	Cost	Estimated Annual Cost
Title VI Notice to the Public	\$300	\$300
Vital Document translation	\$100 minimum per document	\$2,000
"I Speak" cards	\$100 per 50 cards	\$200
Interpretive services	\$100 per hour	\$2,300
Phone translation service	\$3.95 per minute	\$200

#### IV. Implementation Plan

The responsibility for implementing this program will fall to Eastern Sierra Transit Authority's Executive Director and Administration Manager.

#### Language Assistance Measures

Although there are a very low percentage of LEP individuals in the service area who speak English "not well" or "not at all", Eastern Sierra Transit will offer the following measures:

1. Staff will take reasonable steps to provide the opportunity for meaningful access to LEP clients who have difficulty communicating in English.
2. The following resources will be available to accommodate LEP persons:
  - a. A list of Spanish Language interpreters will be maintained and will be provided within a reasonable time period.
  - b. Language interpretation will be accessed for all languages through a telephone interpretation service for critical need situations.
3. Network with local human service organizations that provide services to LEP individuals and seek opportunities to provide information about the transit program and services.
4. Include "Spanish a plus" on all Eastern Sierra Transit job recruitment notices.
5. Continue to provide a phone tree at Eastern Sierra Transit's headquarters in Bishop that includes Spanish options.
6. Maintain Eastern Sierra Transit's website ([www.estransit.com](http://www.estransit.com)) that includes an option for translation into multiple languages.

#### Staff Training

The following training will be provided to Eastern Sierra Transit Staff:

1. Information on the Eastern Sierra Transit Title VI procedures and LEP responsibilities

2. Description of language assistance services offered to the public
3. Use of “I Speak Cards”
4. Documentation of language assistance requests
5. How to handle a Potential Title VI / LEP complaint

## **Outreach Techniques**

When staff prepares a document or schedules a meeting for which the target audience is expected to include LEP individuals, the documents, meeting notices, flyers, and agendas will be printed in an alternative language based on the known LEP population. Interpreters will be available as requested.

## **Monitoring**

Eastern Sierra Transit will update the Language Assistance Plan as required. At a minimum, the plan will be reviewed and updated when data for the US Census is updated or when it is clear that higher concentrations of LEP individuals are present in the service area. Updates will include the following:

1. The number of contacts with documented LEP person encountered annually.
2. How the needs of LEP persons have been addressed.
3. Determination of the current LEP population in the service area.
4. Determination as to whether the need for translation services has changed
5. Determine whether local language assistance programs have been effective and sufficient to meet the need.
6. Determine whether Eastern Sierra Transit’s financial resources are sufficient to fund language assistance resources needed.
7. Determine whether the Eastern Sierra Transit fully complies with the goals of this Language Assistance Plan.
8. Determine whether complaints have been received concerning the failure to meet the needs of LEP individuals
9. Maintain a Title VI complaint log, to include LEP issues and basis of complaints.

## **Dissemination of the Language Assistance Plan**

A link to the Eastern Sierra Transit Language Assistance Plan and the Title VI Procedures is on the agency’s website at [www.estransit.com](http://www.estransit.com) .

Any person or agency may request a copy of the plan via telephone, fax, mail, or in person and shall be provided a copy of the plan at no cost. LEP individuals may request copies of the plan in translation.

Questions or comment regarding the Language Assistance Plan may be submitted to:

Karie Bentley - Administration Manager  
Eastern Sierra Transit Authority  
PO Box 1357  
Bishop, CA 93515  
Phone: 760-872-1901 Ext. 15  
Fax: 760-784-3566  
Email: [kbentley@estransit.com](mailto:kbentley@estransit.com)

Appendix A

U.S. Census Bureau  
LANGUAGE SPOKEN AT HOME

Table B-0101. 2016 ACS 5-Year Estimates Subject Tables

Yuba County, California

	Total		Percent of specified language speakers			
	Estimate	Percent	Estimate	Percent speak English only or speak English "very well"	Estimate	Percent speak English less than "very well"
Population 5 years and over	17,074	(X)	16,397	95.7%	797	4.3%
Speak only English	14,450	84.6%	(X)	(X)	(X)	(X)
Speak a language other than English	2,624	15.4%	1,887	71.9%	737	28.1%
Speak a LANGUAGE OTHER THAN ENGLISH						
Spanish	2,072	12.1%	1,421	68.6%	651	31.4%
5 to 17 years old	802	3.4%	636	90.4%	56	6.6%
18 to 64 years old	1,915	7.7%	783	59.9%	532	40.5%
65 years old and over	175	1.0%	112	64.0%	63	36.0%
Other non-European languages	178	1.0%	165	92.7%	13	7.3%
5 to 17 years old	4	0.0%	4	100.0%	0	0.0%
18 to 64 years old	112	0.7%	111	99.1%	1	0.9%
65 years old and over	62	0.4%	50	80.6%	12	19.4%
Asian and Pacific Islander languages	181	1.1%	129	71.3%	52	28.7%
5 to 17 years old	10	0.1%	10	100.0%	0	0.0%
18 to 64 years old	132	0.8%	100	75.8%	32	24.2%
65 years old and over	39	0.2%	19	48.7%	20	51.3%
Other languages	103	1.1%	172	89.1%	21	10.9%
5 to 17 years old	54	0.3%	53	98.1%	1	1.9%
18 to 64 years old	88	0.6%	80	81.6%	18	18.4%
65 years old and over	41	0.2%	39	95.1%	2	4.9%
CITIZENS 18 YEARS AND OVER						
All citizens 18 years old and over	13,659	(X)	13,409	98.1%	256	1.9%
Speak only English	12,265	89.8%	(X)	(X)	(X)	(X)
Speak a language other than English	1,394	10.2%	1,138	81.6%	256	18.4%
Spanish	1,013	7.4%	816	80.6%	197	19.4%
Other languages	381	2.8%	322	84.5%	59	15.5%



Overall Service Area Analysis, numbers are estimates from U.S. Census table B16001 Language Spoken at Home By Ability To Speak English For the Population 5 Years and Over (2018: ACS 5-year Estimates Subject Table:

	Inyo County	Mono County	Service Area Total:	%
Population over 5 years of age	17,074	13,710	30,784	
Speak a language other than English	2,624	3,400	6,024	19.6%
Speak English less than "very well"	737	962	1,699	5.5%
Of those that speak English less than "very well" Speak Spanish	651	861	1,512	4.9%

## **Aviso público sobre el Título VI de la autoridad de tránsito de Eastern Sierra (ESTA)**

Por el presente, la ESTA notifica públicamente que es política de la autoridad de tránsito de Eastern Sierra garantizar, en todos sus programas y actividades, el cumplimiento total del Título VI de la Ley de Derechos Civiles de 1964, la Ley de Restauración de Derechos Civiles de 1987, el Decreto Ejecutivo 12898 sobre Justicia Ambiental y todas las normas y leyes relacionadas. El Título VI establece que, en los Estados Unidos de América, a ninguna persona se la podrá excluir de participar en los programas o actividades para los que la ESTA recibe asistencia económica federal, ni se le podrán negar beneficios derivados de estas actividades, ni se la podrá someter a otros tipos de discriminación por motivos de raza, color de piel u origen nacional. Cualquier persona que crea que se ha visto afectada por una práctica discriminatoria ilegítima según el Título VI tiene derecho a presentar una queja formal ante la ESTA. Esta queja deberá realizarse por escrito y presentarse ante el Gerente de Administración de la ESTA dentro de los ciento ochenta (180) días posteriores a la fecha de la supuesta discriminación. Para más información o para obtener un Formulario de queja por discriminación según el Título VI, llame a la ESTA al 760.872.1901.

### **Lista de ubicaciones donde el Título VI está publicado**

Actualmente, el aviso público sobre el Título VI de la autoridad de tránsito de Eastern Sierra se encuentra publicado en las siguientes ubicaciones:

Nombre de la ubicación	Dirección	Ciudad
Oficina de Bishop	703 Airport Road	Bishop, CA
Oficina de Mammoth	210 Commerce	Mammoth Lakes, CA
Stops and Vehicles (Paradas y vehículos)	Inyo & Mono County	

El aviso sobre el Título VI y la información de los programas también se encuentran en el sitio web de la autoridad de tránsito de Eastern Sierra:  
[www.estransit.com](http://www.estransit.com)

## Procedimientos de queja sobre el Título VI

Estos procedimientos se aplican a todas las quejas presentadas según el Título VI de la Ley de Derechos Civiles de 1964, en relación con cualquier programa o actividad administrada por ESTA o sus subreceptores, asesores o contratistas. La intimidación o represalias de cualquier tipo están prohibidas por ley.

Estos procedimientos no niegan el derecho del demandante a presentar quejas formales ante otros organismos federales o estatales, o de solicitar asesoramiento privado sobre quejas por supuesta discriminación. Estos procedimientos forman parte de un proceso administrativo que no ofrece compensaciones que incluyan daños punitivos o compensaciones para el demandante. Se hará todo lo posible para lograr la resolución temprana de las quejas en el nivel más bajo posible. Podrán concertarse reuniones de mediación informales entre las partes afectadas y el Gerente de Administración para llegar a una solución en cualquier etapa del proceso. El Gerente de Administración hará todo lo posible para resolver la queja. Para las entrevistas iniciales con el demandante y el demandado, será necesaria información sobre oportunidades de compensación y acuerdo solicitadas específicamente.

### Procedimientos

1. Cualquier persona, grupo de personas o entidad que crea que han sido objeto de discriminación prohibida por las cláusulas de no discriminación del Título VI pueden presentar una queja por escrito ante el Gerente de Administración de la ESTA. Debe presentarse una queja formal dentro de los 180 días de la ocurrencia de la supuesta discriminación o del momento en que el demandante tome conocimiento de la supuesta discriminación. La queja debe cumplir los siguientes requisitos.
  - a. Debe realizarse por escrito y tener la firma del demandante.
  - b. Debe incluir la fecha del supuesto acto de discriminación (fecha en la que el demandante tome conocimiento de la supuesta discriminación; o fecha en la que cese la conducta o se produzca la conducta por última vez).
  - c. Debe presentarse una descripción detallada de los problemas, incluidos los nombres y los puestos de las personas percibidas como partes en la queja o el incidente.
  - d. Se acusará recibo y se procesarán las acusaciones recibidas por fax o correo electrónico una vez que se haya confirmado la identidad de los demandantes y la intención de proceder con la queja. El demandante debe enviar por correo una copia original y firmada del fax o el correo electrónico para que la ESTA pueda procesarla.
  - e. Las acusaciones recibidas por teléfono se transcribirán y se enviarán al demandante para que las confirme o las revise antes de procesarlas. Se enviará un formulario de queja al demandante para que lo complete, lo firme y lo devuelva a la ESTA para su procesamiento.
2. Tras haber recibido la queja, el Gerente de Administración determinará su jurisdicción, su aceptabilidad y la necesidad de información adicional; además, investigará el mérito de la queja.
3. Para ser aceptada, una queja debe cumplir los siguientes criterios: La queja debe presentarse dentro de los 180 días de la ocurrencia de la supuesta discriminación o del momento en que el demandante tome conocimiento de la supuesta discriminación.
  - a. La acusación debe realizarse con base en un motivo cubierto, como raza, color de piel u origen nacional.

- b. La acusación debe incluir un programa o actividad de un receptor, subreceptor o contratista de asistencia federal.
  - c. El demandante debe aceptar una resolución razonable basada en la autoridad administrativa de la ESTA (la ESTA determinará la razonabilidad).
4. Puede rechazarse una queja por los siguientes motivos:
  - a. El demandante solicita retirar la queja.
  - b. El demandante no responde a los pedidos reiterados de información adicional necesaria para procesar la queja.
  - c. El demandante no puede ser ubicado tras intentos razonables.
5. Una vez que la ESTA decida aceptar la queja e investigar, se notificará al demandante de esa decisión por escrito dentro de cinco días calendario. Se asignará un número de caso a la queja, que luego se incluirá en los registros de la ESTA, y se identificará su motivo y su supuesto daño, junto con la raza, el color de piel, el origen nacional, el sexo, la edad, la información genética, la condición de veterano o la represalia del demandante.
6. En casos donde la ESTA se haga cargo de la investigación de la queja, la ESTA ofrecerá al demandado la oportunidad de responder a las acusaciones por escrito. El demandado tendrá 10 días calendario desde la fecha de la notificación de aceptación de la queja por escrito por parte de la ESTA para presentar su respuesta a las acusaciones.
7. En los casos donde la ESTA se encargue de investigar la queja, dentro de los 40 días de haberla aceptado, el Gerente de Administración de la ESTA preparará un informe de investigación que la Junta Directiva y el Director Ejecutivo de la ESTA revisarán. El informe debe incluir una descripción narrativa del incidente, identificación de las personas entrevistadas, conclusiones y recomendaciones para llegar a un acuerdo.
8. El informe de investigación y sus conclusiones se enviarán al Consejo de Revisión de la ESTA. Pasados 10 días, el Consejo emitirá una recomendación.
9. Cualquier comentario o recomendación por parte del Consejo se someterá a la revisión del Gerente de Administración de la ESTA. El Gerente de Administración discutirá el informe y las recomendaciones con el Director Ejecutivo dentro de 10 días calendario. El informe se modificará según sea necesario para su finalización.
10. El informe de investigación final de la ESTA, junto con una copia de la queja, serán enviados a la Administración Federal de Tránsito, Región IX, dentro de 60 días calendario de aceptada la queja.
11. La ESTA notificará a las partes de su decisión final.
12. Si el demandante no está satisfecho con los resultados de la investigación de la supuesta discriminación y las prácticas, se le comunicará su derecho de apelar ante la Administración Federal de Tránsito (FTA, según sus siglas en inglés), Región IX de la Oficina de Derechos Civiles, 201 Mission Street (Suite 1560) San Francisco, CA 94105. El demandante tiene 180 días tras la resolución definitiva de la ESTA para apelar ante la FTA. A menos que se den a conocer hechos no considerados previamente, no podrá reconsiderarse la apelación ante la ESTA.

## Formulario de queja según el Título VI de la autoridad de tránsito de Eastern Sierra

### FORMULARIO DE QUEJA SOBRE EL TÍTULO VI

<b>Sección I: Escriba con letra legible</b>		
1. Nombre:		
2. Dirección:		
3. Teléfono:	3.a. Teléfono secundario (opcional):	
4. Dirección de correo electrónico:		
5. ¿Necesita formatos accesibles?	<input type="checkbox"/> Letra grande	<input type="checkbox"/> Grabación de audio
	<input type="checkbox"/> TDD	<input type="checkbox"/> Otro
<b>Sección II:</b>		
6. ¿Está presentando esta queja a nombre suyo?	SÍ*	NO
*Si respondió afirmativamente, diríjase a la pregunta n.º 6 de la Sección III.		
7. Si respondió que no a la pregunta n.º 6, ¿cuál es el nombre de la persona en nombre de la que está presentando esta		
8. ¿Cuál es su relación con esta persona?		
9. Explique por qué ha presentado la queja en nombre de un tercero:		
10. Confirme que tiene el permiso de la parte afectada para presentar una queja en su nombre.	SÍ	NO
<b>Sección III:</b>		
11. Creo que la discriminación experimentada se basó en (marque todas las que correspondan): <input type="checkbox"/> Raza <input type="checkbox"/> Color de piel <input type="checkbox"/> Origen nacional		
12. Fecha de la supuesta discriminación: (mm/dd/aaaa)		
13. Explique lo más claramente posible qué sucedió y por qué cree que sufrió un acto de discriminación. Describa a todas las personas que participaron. Incluya el nombre y la información de contacto de las personas que lo discriminaron (si los conoce), así como los nombres y la información de contacto de cualquier testigo. Si necesita más espacio, utilice el dorso de este formulario.		

## Formulario de queja según el Título VI de la autoridad de tránsito de Eastern Sierra, página 2

<b>Sección IV:</b>		
14. ¿Presentó una queja según el Título VI ante la autoridad de tránsito de Eastern Sierra anteriormente?	SÍ	NO
<b>Sección V:</b>		
15. ¿Ha presentado esta queja ante otro organismo local, federal o estatal, o ante algún tribunal federal o estatal? [ ] SÍ*      [ ] NO En caso afirmativo, marque todas las que correspondan: [ ] Organismo federal _____ [ ] Organismo estatal _____ [ ] Tribunal federal _____ [ ] Organismo local _____ [ ] Tribunal estatal _____		
16. Si respondió afirmativamente a la pregunta n.º 15, incluya la información de una persona de contacto del organismo/tribunal donde presentó la queja.		
Nombre:		
Puesto:		
Organismo:		
Dirección:		
Teléfono:		Correo electrónico:
<b>Sección VI:</b>		
Nombre de la agencia de tránsito contra la que se presenta la queja:		
Persona de contacto:		
Teléfono:		

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

Debe incluir su firma y la fecha a continuación para completar el formulario:

Firma \_\_\_\_\_  
Fecha \_\_\_\_\_

### Envíe el formulario y cualquier información adicional a:

Karie Bentley, Gerente de Administración  
EASTERN SIERRA TRANSIT AUTHORITY  
Casilla Postal 1357  
Bishop, CA 93515  
Teléfono: 760.872.1901 x15  
Fax: 760.784-9566  
Correo electrónico: [kbentley@estransit.com](mailto:kbentley@estransit.com)