

Tehama County Transit Agency

Title VI Program



Adopted by The Tehama County Transit Agency Board June 26, 2017



This document was adopted by the Tehama County Transit Agency Board 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 Requirements and Guidelines for Federal Transit Administration Recipients".

This page intentionally left blank.



Tehama County Transit Agency Board (TCTAB) is committed to ensuring that no person is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any of its programs, activities, or services on the basis of race, color or national origin.

If you believe you have been subjected to discrimination under Title VI, you may file a written complaint at:

*Executive Director, Tehama County Transit Agency
9380 San Benito Avenue
Gerber CA 96035*

This page intentionally left blank.

Contents

Definitions	1
Policy.....	3
List of Locations Where Title IV Notice is Posted	4
Transit Related Title VI Investigations, Complaints and Lawsuits	5
Service Standards and Policies.....	6
Effective Practices to Fulfill the Service Standard Requirement	6
Vehicle Headway Standards	6
On-Time Performance Standards	6
Service Availability Standards.....	7
Distribution of Transit Information	7
Vehicle Assignment Policy	7
Transit Shelter & Amenities Policy	7
Frequency Placement Criteria	8
All Designated Bus Stops – Minimum Equipment.....	8
Other Equipment at Designated Bus Stops	8
Environmental Justice Requirements	9
Minority Representation	10
Social Services Transportation Advisory Council (SSTAC)	10
Description of Subrecipient Monitoring and Schedule of Subrecipient Title Vi Program Submissions.....	11
Equity Analysis	12
Limited English Proficiency Plan	13
Introduction.....	13
Meaningful Access and “Safe Harbor” Provision	14
Summary of Tehama County Four-Factor Analysis	15
Language Assistance Plan.....	17
Identifying LEP Populations and Needs.....	17
Serving LEP Populations	17
Outreach Techniques	17
Updating the Language Assistance Plan	18
Staff Training	18
Public Participation Plan.....	20

Purpose	20
Public Participation Process	20
Approach to Public Participation	20
Outreach Requirements and Activities	21
Strategies to Engage Minority and LEP Populations in Public Participation Process	21
Summary of Outreach Efforts.....	22
Appendix A	
Title VI Notice to the Public (English)	A-1
Title VI Notice to the Public (Spanish)	A-2
Appendix B	
Title VI Complaint Procedures	B-1
Title VI Complaint Form	B-2
Title VI Complaint Procedures (Spanish).....	B-4
Title VI Complaint Form (Spanish).....	B-5
Appendix C	
TRAX Riders Guide	

Definitions

Adverse Effect means having a harmful or undesired effect.

Discrimination refers to any act or inaction, whether intentional or unintentional, in any program or activity of a Federal aid recipient, sub-recipient, or contractor that results in disparate treatment, disparate impact, or perpetuates the effects of prior discrimination based on race, color, or national origin.

Limited English Proficient (LEP) Persons are individuals for whom English is not their primary language and who have a limited ability to speak, understand, read, or write English. It includes people who reported to the U.S. Census that they do not speak English well or do not speak English at all.

Low-Income Population means any readily identifiable groups of low-income individuals who live in geographic proximity, and if circumstances warrant, geographically dispersed transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed DOT program, policy, or activity.

Minority Individuals

1. American Indian and Alaska Native, which refers to people having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
2. Asian, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent.
3. Black or African American, which refers to people having origins in any of the Black racial groups of Africa.
4. Hispanic or Latino, which includes people of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.
5. Native Hawaiian and other Pacific Islanders, which refers to people having origins in any of the original people of Hawaii, Guam, Samoa, or other Pacific Islands.

National Origin means the particular nation in which a person was born, or where the person's parents or ancestors were born.

Race means a group of people united or classified together on the basis of common history, nationality, or geographic distribution.

Recipient means one that has received or is receiving Federal financial assistance. The term includes sub-recipients of a recipient and sub-recipients in FTA State administered programs.

Retaliation is any adverse action taken against another individual because of his/her participation in the complaint, investigation, or hearing relating to this policy or the provision of federal or state law.

Vital Documents are documents that convey information that critically affects the ability of the customer to make informed decisions about his/her participation in the program (e.g., public notices, consent forms, complaint forms, eligibility rules, notices pertaining to the reduction, denial or termination of services or benefits, right to appeal, and notices informing customers of the availability of free language assistance).

Policy

- P1 Tehama County Transit Agency Board (TCTAB) is committed to ensuring that no person is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any of its programs, activities, or services on the basis of race, color or national origin. All persons, regardless of their citizenship, are covered under this regulation. In addition, TCTAB prohibits discrimination on the basis of race, color or national origin in its employment and business opportunities.
- P2 TCTAB will not condone retaliation against an individual for his/her involvement in asserting his/her rights pursuant to Title VI or because he/she filed a complaint or participated in an investigation under Title VI, and /or this regulation.
- P3 As a Federal Transit Administration (FTA) fund recipient, TCTAB will ensure that its programs, policies and activities comply with the Department of Transportation (DOT) Title VI Regulations of the Civil Rights Act of 1964.
- P4 TCTAB will submit its Title VI Program to the FTA's regional civil rights officer once every three (3) years to ensure compliance with Title VI Requirements.
- P5 TCTAB will maintain a list of any Title VI investigations, complaints, or lawsuits filed which allege TCTAB discriminated against a person or group on the basis of race, color, or national origin. This list will include:
- a) The date the investigation, complaint, or lawsuit was filed;
 - b) A summary of the allegation(s);
 - c) The status of the investigation, complaint, or lawsuit; and
 - d) Any actions or corrective actions taken by TCTAB in response to the investigation, complaint or lawsuit.
- P6 TCTAB will ensure that the level and quality of its transportation service is provided without regard to race, color or national origin.
- P7 TCTAB will promote the full and fair participation of all affected populations in the transportation decision-making process.
- P8 TCTAB will make good faith efforts to achieve environmental justice as part of its mission by identifying and addressing, as appropriate, disproportionately high and adverse human health or environmental effects of its programs, activities, and services on minority populations and low-income populations within TCTAB's service area as provided herein.

- P9 TCTAB will ensure that Limited English Proficient (LEP) individuals have access to TCTAB's programs, activities, and services.
- P10 TCTAB will seek out and consider the viewpoints of minority, low-income and Limited English Proficient (LEP) populations in the course of conducting public outreach and involvement activities. TCTAB's public participation strategy will offer early and continuous opportunities for the public to be involved in the identification of social, economic and environmental impacts of proposed transportation decisions.
- P11 TCTAB will ensure that individuals have access to its programs, activities and services by developing and carrying out the language plan herein. TCTAB will continually assess the language assistance needs of the population to be served.
- P12 TCTAB will use the following four (4) factors to determine what measures must be undertaken to provide reasonable and meaningful access to LEP individuals:
- a) Languages likely to be encountered and the number or proportion of LEP persons in the eligible service population likely to be affected by the program, activity, or service.
 - b) Frequency with which LEP individuals come into contact with TCTAB programs, activities, and services.
 - c) Importance of the program, activity, or service provided by TCTAB to LEP individual's lives.
 - d) Resources needed to provide effective language assistance and costs.

List of Locations Where Title IV Notice is Posted

Tehama County Transit Agency's Title VI notice to the public is currently posted at the following locations:

Location Name	Address	City/Community
Public Works Office	9380 San Benito Avenue	Gerber, CA
Historic County Courthouse	633 Washington Street	Red Bluff, CA
Paratransit Services, Inc.	1509 Schwab Street	Red Bluff, CA
Red Bluff Bus & Ride	Rio Street & Walnut Street	Red Bluff, CA
Corning Transportation Center	3rd Street & Solano Street	Corning, CA

The Title VI notice and program information is also provided on the transit website at: www.takeitrax.com.

Such notices may also be posted or announced with local stakeholders, community centers, affected route and major transfer points. New locations may be added as needed.

Transit Related Title VI Investigations, Complaints and Lawsuits

There are No Past or Current Title VI Investigations, Complaints, or Lawsuits Involving the Tehama County Transit Agency Board, or TRAX.

Type of Process	Date	Summary (Including Basis of Complaint)	Action(s) Taken
Investigations	n/a	n/a	n/a
Lawsuits	n/a	n/a	n/a
Complaints	n/a	n/a	n/a

Service Standards and Policies

Effective Practices to Fulfill the Service Standard Requirement

Vehicle Load Standards for TRAX Fixed Route Service and ParaTRAX (Demand Response service)

Average Passenger Capacities				
Vehicle Type	Seated	Standing	Total	Max Load Factor
Glaval Transit Bus (TRAX)	19	9	28	1.47
Ford Cutaway (TRAX)	15	7	22	1.47
Ford Cutaway (ParaTRAX)	11	5	16	1.45
Chevy Minivan (ParaTRAX)	5	-	5	1

Vehicle Headway Standards

TRAX city routes alternate on one hour headways. Regional route headways are also one hour and express routes operate on two hour headways.

Headways do not apply to the ParaTRAX service as it is a demand response system for seniors aged 65 and over and persons with disabilities.

On-Time Performance Standards

Tehama County Transit “on time” performance standard prohibits vehicles from running early (no departures from any timed stops are allowed on the current schedule). Tehama County Transit strives to complete all routes “on time” (departing a published time-point no more than ten (10) minutes later than published schedule).

In the event that a TRAX route operates more than 15 minutes behind schedule, Contractor shall take all available steps to restore on-time performance. Contractor shall establish procedures, subject to County Transit Staff review and approval, to restore on-time performance.

ParaTRAX provides curb to curb service in Red Bluff only. Passengers are required to board the vehicle within three minutes of arrival. Passengers are required to schedule reservations and the vehicle will arrive within a 15-minute window before or after the scheduled time.

Service Availability Standards

Tehama County operates a rural transit system. TRAX, the regional fixed route system, provides public transportation service to the following communities in Tehama County: City of Corning, City of Red Bluff, City of Tehama, Dairyville, El Camino, Gerber, Las Flores, Los Molinos, Los Robles, Proberta and Richfield.

It is the goal to provide transit service to residential areas, major medical, shopping, government, employment centers, and activity centers that can support those route services. The regional fixed route service is designed to provide access to approximately 70 percent of the County's population.

ParaTRAX, the demand response service operates in Red Bluff which is the County seat and has a population of just over 14,000. County residents who live outside of Red Bluff may ride TRAX to connect with ParaTRAX at the Red Bluff Bus & Ride or at other bus stops.

Distribution of Transit Information

Tehama County strives to distribute hard copies of the Riders Guide to the greatest extent possible. Riders Guides are made available at the front counters of the City of Corning and Red Bluff. In addition, TRAX is a member of the Tehama County – Red Bluff Chamber of Commerce, Corning District Chamber of Commerce and Los Molinos Chamber of Commerce as such Riders Guides are displayed by local businesses in a plastic stand provide by TRAX and refills are provided upon request. In addition, most county departments also display and distribute transit information. TRAX coordinates and provides information to numerous Community Based Organizations including but not limited to: churches, apartment complexes, food banks, senior centers and the Salvation Army.

Vehicle Assignment Policy

Bus assignments take into account the operating characteristics of buses of varying capacities, features and lengths. These in turn take into account the operating characteristics of the routes. All existing vehicles are able to navigate turns. On lower ridership routes, cutaways may be used instead of buses.

Transit Shelter & Amenities Policy

The Tehama County Transit Agency Board adopted Bus Stop Standards, Policies and Procedures on February 10, 2004. All bus shelters are equipped with a trash and recycle receptacle. Installation of transit facility components such as, signs, benches, bike racks, trash receptacles, shelters, bus turn outs and other related facilities shall be coordinated with the proper governing body. The following information describes the installation of shelters and amenities.

Frequency Placement Criteria

Transit industry and traffic engineering standards practice is to place bus stop signs at intervals of 660 to 880 feet, or about every two to three blocks, excluding undeveloped areas (per ITE).

Bus stops shall be identified with a bi-directional sign and shall be placed at minimum intervals of 700 to 900 feet along each route in the incorporated cities and in densely populated areas of the county, excluding undeveloped areas.

In developed areas where it is not practical to place bus stop signs at above intervals due to auto-oriented development patterns, bus stops shall be placed in close proximity to subdivisions access points and within one block of activity centers such as shopping centers, schools, health care facilities, social service offices, apartment complexes, and mobile home parks.

All Designated Bus Stops – Minimum Equipment

The minimum requirement for a bus stop shall be:

- A bidirectional sign with a pictograph of a transit bus.
- A pole or an existing surface suitable for mounting a sign.
- A flat safe boarding area.
- Within the communities, or areas with parking conflicts, a red curb or a No parking sign.

Other Equipment at Designated Bus Stops

A bench or other seating will be included at a bus stop if the site can accommodate a bench, and if the location meets one or more of the following criteria.

- The bus stop boarding activity is at least five passengers per day.
- The bus stop is adjacent to a senior citizen housing complex or activity center.
- The bus stop is accessed by disabled, students, seniors, or transit-dependent individuals.
- The bus stop is adjacent to a medical facility.
- The stop is located at a major shopping center.
- The stop serves as a transfer point between two or more TRAX routes.
- The stop is identified as needing a bench by the Tehama County Transit Board, or the local jurisdiction (e.g., City Council, Board of Supervisors).

A shelter will be considered at a bus stop that meets all of the following criteria:

- The bus stop warrants a bench.
- A bench, if installed would be exposed to the elements (rain, wind, direct sun) and there is no nearby structure that provides reasonable shelter.
- The bus stop boarding activity is at least eight passengers per day.

Environmental Justice Requirements

TCTAB shall integrate an environmental justice analysis into its National Environmental Protection Act (NEPA) documentation of construction projects. TCTAB is not required to conduct environmental justice analyses of projects where NEPA documentation is not required.

TCTAB will consider preparing an environmental assessment (EA) or environmental impact statement (EIS) to integrate into its documents the following components:

- A description of the low-income and minority population within the study area affected by the project, and a discussion of the method used to identify this population (e.g., analysis of Census data, direct observation, or a public involvement process);
- A discussion of all adverse effects of the project both during and after construction that would affect the identified minority and low-income populations;
- A discussion of all positive effects of the project that would affect the identified minority and low-income populations, such as improvements in transit service, mobility, or accessibility;
- A description of all mitigation and environmental enhancement actions incorporated into the project to address the adverse effects, including, but not limited to, any special features of the relocation program that go beyond the requirements of the Uniform Relocation Act and address adverse community effects such as separation or cohesion issues; and the replacement of the community resources destroyed by the project;
- A discussion of the remaining effects, if any, and why further mitigation is not proposed; and
- For projects that traverse predominantly minority and low-income and predominantly non-minority and non-low-income areas, a comparison of mitigation and environmental enhancement actions that affect predominantly low-income and minority areas with mitigation implemented in predominantly non-minority or non-low-income areas.

Minority Representation

Social Services Transportation Advisory Council (SSTAC)

Per section 99238 of the Transportation Development Act, each transportation planning agency shall provide for the establishment of a Social Services Transportation Advisory Council for each county, or counties operating under a joint powers agreement, which is not subject to the apportionment restriction established in Section 99232.

The Social Services Transportation Advisory Council shall consist of the following members:

- One representative of potential transit users who is 60 years of age or older.
- One representative of potential transit users who is handicapped.
- Two representatives of the local social service providers for seniors, including one representative of a social service transportation provider, if one exists.
- Two representatives of local social service providers for the handicapped, including one representative of a social service transportation provider, if one exists.
- One representative of a local social service provider for persons of limited means.
- Two representatives from the local consolidated transportation service agency, designated pursuant to subdivision (a) of Section 15975 of the Government Code, if one exists, including one representative from an operator, if one exists.
- The transportation-planning agency may appoint additional members in accordance with the procedure prescribed in subdivision (b).

Committee/ Body	African American	Native American	Asian	Caucasian	Native Hawaiian or Pacific Islander	Latino	Other Race
Tehama County Population *	.5%	2.9%	1.3%	86.4%	0.2%	23.5%	4.6%
SSTAC Members	0%	10%	0%	80%	0%	10%	0%

*Population percentages do not total 100% due to "Two or More Races" response to Census surveys and statistical margin of error in estimates.

Description of Subrecipient Monitoring and Schedule of Subrecipient Title VI Program Submissions

The Tehama County Transit Agency Board has no subrecipients. No Federal Transit Administration fund received by the Tehama County Transit Agency Board are passed to any social services agencies, non-profits, or other such organizations.

In the event Tehama County Transit Agency Board expands and begins contracting with subrecipients, staff will revisit this issue to ensure Title VI compliance.

Equity Analysis

Title 49 CFR Section 21.9(b)(3) states “in determining the site or location of facilities, a recipient or applicant may not make selections with the purpose or effect of excluding persons from, denying the benefits of, or subjecting them to discrimination under any program to which this regulation applies, on the grounds of race, color, or national origin; or with the purpose or effect of defeating or substantially impairing the accomplishment of the objectives of the Act or this part.”

Title 49 CFR Part 21, Appendix C, Section (3)(iv) provides, “The location of projects requiring land acquisition and the displacement of persons from their residences and businesses may not be determined on the basis of race, color, or national origin”. For purposes of this requirement, “facilities” does not include bus shelters, which are considered transit amenities. Nor does it cover transit stations, power substations, or other such facilities as those are evaluated during project development and the NEPA process. Facilities included in this provision include, but are not limited to:

- Operations Centers
- Maintenance Facilities
- Storage Facilities

Tehama County has not constructed or determined sites of new facilities and, therefore, has not undergone a Title VI Equity Analysis.

The County purchased the existing Transit Facility site in September 2013. This purchase transferred title from the previous owners to Tehama County.

Tehama County would, in accordance with FTA guidelines and the adopted Tehama County Title VI Program, initiate an equity analysis study if future plans consider the relocation of the transit facility.

Limited English Proficiency Plan

Introduction

This Limited English Proficiency (LEP) Plan has been prepared to address the responsibilities of Tehama County Transit Agency Board (TCTAB) as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, Federal Transit Administration Circular 4702.1B dated October 1, 2012, which states 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 federal 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 which receive federal funds.

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, the Tehama County Transit Agency Board (TCTAB) undertook the U.S. Department of Transportation (U.S. DOT) Four-Factor LEP Analysis which considers the following factors:

1. Languages likely to be encountered and the number or proportion of LEP persons in the eligible service population likely to be affected by the program, activity, or service.
2. Frequency with which LEP individuals come into contact with TCTAB programs, activities, and services.
3. Importance of the program, activity, or service provided by TCTAB to LEP individual's lives.
4. Resources needed and costs to provide effective language assistance.

Limited English Proficient (LEP) Individuals and Public Participation Requirements

The Tehama County Transit Agency Board (TCTAB) will seek out and consider the viewpoints of minority, low-income and Limited English Proficient (LEP) populations in the course of conducting public outreach and involvement activities.

TCTAB's public participation strategy will offer early and continuous opportunities for the public to be involved in the identification of social, economic and environmental impacts of proposed transportation decisions.

TCTAB will ensure that individuals have access to its programs, activities and services by developing and carrying out the language plan herein. TCTAB will continually assess the language assistance needs of the population to be served.

TCTAB will use the U.S. Department of Transportation (U.S. DOT) Four-Factor LEP Analysis to determine appropriate measures to provide reasonable and meaningful access to LEP individuals.

Meaningful Access and “Safe Harbor” Provision

The Department of Transportation has adopted Department of Justice's Safe Harbor Provision, which outlines circumstances that can provide a “safe harbor” for recipients regarding translation of written materials for LEP populations. 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. Translation of non-vital documents, if needed, can be provided orally.

The Tehama County Transit Agency Board (TCTAB) adheres to the general County policy to be inclusive and allow participation in the planning process by anyone who expresses an interest. This is set forth in the Tehama County Transportation Planning Public Participation Plan (2008).

The demographic information used in this section was compiled from the American Community Survey (ACS) 5-Year Estimates (2011 – 2015).

<https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?src=CF>

Summary of Tehama County Four-Factor Analysis

Factor 1: Languages likely to be encountered and the number or proportion of LEP persons in the eligible service population likely to be affected by the program, activity, or service.

While the total population of Tehama County is 63,152, all data in this section will be based on the population of 59,134 people age 5 years and over, as found at: <https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?src=CF>

Limited English Proficiency (LEP) Population in Tehama County

Population 5 years and older	Number of LEP Individuals	Percentage of LEP Individuals	LEP Individuals who speak Spanish	PLEP Individuals who speak Indo-Euro Languages	LEP Individuals who speak Asian and Pacific Languages	LEP Individuals who speak Other Languages
59,134	4,240	7.17%	3,841	125	283	18
			6.50%	0.21%	0.48%	0.03%

Limited English Proficiency persons are those who speak English less than "very well".

After analysis of the census data for Tehama County and using the 'Safe Harbor Provision' as a guide, TCTAB determined that Spanish is the only language group that exceeds the stated criteria for printed materials.

Community Areas With Significant Percentage of Spanish Speaking Individuals

Community	Total Population	Population Speaking English Less Than "Very Well"	Percentage
Corning (Zip Code 96021)	15,001	1,781	11.87
Los Molinos (Zip Code 96055)	3,747	348	9.2%
Red Bluff (Zip Code 96080)	25,693	937	3.64%

Factor 2: Frequency with which LEP individuals come in contact with the transit program.

The Tehama County Transit Agency Board (TCTAB) staff reviewed the number of occurrences that transit or TCTAB staff have, or could have had, contact with LEP persons. During the last three (3) years since developing the Title VI program, TCTAB has had no requests for interpreters and no requests for translated program documents.

Paratransit Services, contracted operator of Tehama County transit system (TRAX) reported 10 instances that translation services were requested during the three year period since implantation of the Title VI program. There is potential to encounter LEP individuals at the regional transit facility in Red Bluff, as transit information is distributed, rides are dispatched, transit passes are sold, and public notices are posted.

While 7.17% of Tehama County's population speaks English "less than very well", this is a comparatively small percentage of the overall population. TCTAB has had very little contact with LEP persons where language assistance was requested from an LEP group or individual.

Factor 3: Importance of the program, activity, or service provided by TCTAB to LEP individual's lives.

The largest geographic concentration of LEP individuals in the Tehama County Transit Agency Board (TCTAB) service area are Spanish-speaking. Services provided by the TCTAB that are most likely to encounter LEP individuals are the fixed route system which serves the general public or the demand-response (ParaTRAX) system serving seniors and persons with disabilities.

Factor 4: Resources needed and costs to provide effective language assistance.

TCTAB assessed its available resources that could be used for providing LEP assistance, including determining the cost of a professional interpreter and translation service on an as-needed basis, which of its documents would be the most valuable to be translated if the need should arise, and taking an inventory of available organizations that TCTAB could partner with for outreach and translation efforts.

TCTAB has an agreement with other county departments for document translation services on an as needed basis.

Language Assistance Plan

Identifying LEP Populations and Needs

TCTAB will take the following steps to identify and monitor the LEP population in Tehama County:

- Periodically review updated U.S. Census Bureau and California Department of Finance Demographic Data for changes in LEP populations to identify and anticipate future LEP population needs.
- Network with local human services agencies and community based organizations providing services to LEP individuals.
- Survey bus drivers and other front-line staff annually on their experience with LEP individuals during the previous year.
- Annually examine records to see if requests for language assistance have been received in the past, either at public events and meetings or over the phone, to determine whether language assistance might be required at future events or meetings.

Serving LEP Populations

TCTAB will take the following steps to serve the LEP population in Tehama County:

- Continue to provide a bilingual Rider's Guides which, which are posted on the TRAX website at: <http://www.takeitrax.com/routes.html>. The complete Riders Guide is included as Appendix C in this plan.
- Public notices relating to the annual unmet needs process and potential fare increases are provided in English and Spanish and. Upon request, staff will arrange for a translator be available at public hearings involving the TCTAB.
- Provide mobility training to LEP persons with the assistance of bilingual staff.
- When an interpreter is needed, for a language other than Spanish, in person or on the telephone, staff will utilize a professional interpreter service.
- Encourage the recruitment of bilingual staffing to provide Spanish-speaking interpretation at its administrative offices to assist with transit questions.
- Include language "Spanish a plus" on bus driver recruitment flyers and onboard recruitment posters.

Additionally, Paratransit Services, Tehama County's transit contractor, hired a bilingual Office Assistant in January 2017, which aids in translation for LEP individuals.

Outreach Techniques

When staff prepares a document, or schedules a meeting for which the target audience is expected to include LEP individuals, then documents, meeting notices, flyers, and agendas will be printed and posted in an alternative language based on the known LEP population. These notices will be posted in the following locations:

Location Name	Address	City/Community
Public Works Office	9380 San Benito Avenue	Gerber, CA
Historic County Courthouse	633 Washington Street	Red Bluff, CA
Paratransit Services, Inc.	1509 Schwab Street	Red Bluff, CA
Red Bluff Bus & Ride	Rio Street & Walnut Street	Red Bluff, CA
Corning Transportation Center	3rd Street & Solano Street	Corning, CA

Information may also be posted with local stakeholders, community centers and key bus stops. New locations may be added as may be needed. Interpreters will be available on an as-needed basis.

Updating the Language Assistance Plan

A thorough review of this Language Assistance Plan will be undertaken every three (3) years concurrent with updating and submitting the Tehama County Transit Agency Board Transit Title VI Program. At that time, the LEP population will be reassessed, to ensure all significant LEP languages are included in TCTAB's language assistance efforts.

The following reoccurring reporting and evaluation measures will be used to update the Language Assistance Plan:

- Documenting the number of LEP persons contacted/encountered annually.
- Documenting how the needs of LEP persons have been addressed.
- Determination of the current LEP population in the service area.
- Determining whether the need for translation services has changed.
- Determining whether local language assistance programs have been effective and sufficient to meet the needs of LEP persons.
- Determine whether TCTAB's financial resources are sufficient to fund language assistance resources needed.
- Determine whether TCTAB has fully complied with the goals of this LEP Plan.
- Determine whether complaints have been received concerning TCTAB's failure to meet the needs of LEP individuals.
- Staying current with demographic data (U.S. Census Bureau; American Community Survey; CA Dept. of Finance Demographics).

Staff Training

Staff received the following training related to LEP populations and the Title VI program:

- Information on the TCTAB Title VI Procedures and LEP responsibilities
- Description of language assistance services offered to the public

- Documentation of language assistance requests
- Use of professional interpreter services on an as-needed basis
- How to handle a potential Title VI/LEP complaint

Public Participation Plan

Purpose

This plan provides guidelines for involving the public in Tehama County transit planning efforts to ensure that all groups are represented and their needs considered.

TCTAB is committed to ensuring it serves Tehama County fairly, consistently and in the most cost-efficient and appropriate manner given available resources. Through conversation and collaboration with riders, prospective riders, and the citizens and stakeholders of Tehama County, TCTAB will be able to assess the quality of its service, measure potential impacts to the community from TCTAB initiatives or proposed initiatives, and ensure that it is providing valuable services to the residents and visitors of Tehama County.

Public Participation Process

A public participation process will be considered for projects that may impact the general public and/or potential riders.

Approach to Public Participation

- Tehama County Transit Agency Board (TCTAB) will engage the public and appropriate agencies and organizations in the transit planning process according to the principles contained in the Tehama County Transportation Planning Agency Public Participation Plan, and in accordance with state procedures and federal law.
- TCTAB will keep the public informed of transit activities.
- TCTAB will utilize visual communication techniques (maps, charts) to effectively communicate the important transit documents. These include such documents as rider's guides and transit notices.
- TCTAB will encourage the involvement of all citizens within its jurisdiction, especially including those identified by Federal Highway Administration as traditionally underserved, in the transit and transportation process. Furthermore, TCTAB will work towards ensuring the full and fair participation in the transit decision-making process by all potentially affected communities.
- TCTAB staff will provide feedback on public comments.

Outreach Requirements and Activities

- The Transit Manager is responsible for evaluating and monitoring compliance with Title VI requirements in all aspects of the agency's public involvement process.
- Ensure that all communications and public involvement efforts comply with Title VI.
- Develop and distribute information on Title VI and agency programs to the general public.
- Provide information in languages other than English, on an as-needed basis.
- Include the Title VI Notice to the Public in all media releases, public meeting notices, and on the agency website.
- Notify affected, protected groups of public meetings regarding proposed actions, and make the hearings accessible to all residents. This includes the use of interpreters when requested, or when a strong need for their use has been identified and anticipated.
- Collect statistical information on attendees of public meetings, in order to track how well different segments of the population are represented.
- Encourage that any TCTAB created public advisory committee has representation from Title VI-identified populations.

Strategies to Engage Minority and LEP Populations in Public Participation Process

Tehama County has strategies to consider the needs of traditionally under-served populations, including those identified in Title VI of the Civil Rights Act of 1964 and those identified in the Limited English Proficient (LEP) Assistance Plan. This process allows for engagement and participation by traditionally underserved populations who may face challenges accessing employment and other services through existing transportation systems. Below are objectives in the outreach process:

- Utilize input from the county's transportation disadvantaged community, including transportation providers and citizens, to identify opportunities to improve mobility for elderly, low-income, and minority households, and mentally or physically disabled persons.
- Conduct the annual "unmet transit needs" process. This process is specifically intended to identify unmet transit needs.
- Invite public comment at regularly scheduled TCTAB meetings to discuss challenges encountered by the traditionally underserved population of Tehama County.

- Enhance access to the transportation planning process by encouraging submittal of comments electronically or verbally, consider meeting sites for public workshops or community forums that are more easily accessible to traditionally underserved communities.
- Monitor U.S. Census and Title VI information to identify these populations and document their growth patterns in the region.

Summary of Outreach Efforts

Public outreach efforts are conducted to engage disadvantaged populations. This includes the translation of public notices, and translators at public meetings to provide LEP persons with engagement opportunities.

Tehama County Transit Agency and Paratransit Services participated in the following community events:

- LIFT (Living Inspired For Tomorrow) Annual Event for low income and homeless individuals through Tehama County Community Action Agency-bilingual Paratransit staff attend this event to distribute transit passes and information to LEP community members.
- Corning and Red Bluff Health and Resource Fairs- bilingual Paratransit staff attend this event to distribute transit passes and information to LEP community members.

Unmet Transit Needs Process

The Tehama County Transportation Commission conducts the annual unmet transit needs process in accordance with the Transportation Development Act. The hearing is posted in two locations and published in the local newspaper a minimum of two times. The public is also offered transportation to the hearing with advanced reservations and encouraged to submit written comments through email or provide a statement over the phone.

Outreach for Coordinated Plan Updates

Significant outreach was conducted to generate the Tehama County Coordinated Public Transit-Human Services Transportation Plan. Public outreach was conducted thru in-person and over the phone interviews and public meetings at locations spread throughout the county with stakeholders. Representations from social service agencies, transit providers, medical facilities, civic groups and others were interviewed as well as they associate with transit users on a daily basis. Conducting public outreach and targeting key groups and individuals provided the information/unment transit needs that the Coordinated Plan addresses.

This page intentionally left blank.

Appendix A

Title VI Public Notices

This page intentionally left blank.

Title VI Notice to the Public (English)

Your Rights Under Title VI of the Civil Rights Act of 1964

Title VI is a section of the Civil Rights Act of 1964 requiring that “No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” Note that Title VI does not address gender discrimination. It only covers race, color and national origin. Other Civil Rights laws prohibit gender discrimination.

Any person who feels that he or she, individually or as a member of any class of persons, on the basis of race, color, or national origin has been excluded from or denied the benefits of, or subjected to discrimination caused by the, the Tehama County Transit Agency, or TRAX, please contact the Tehama County Title VI Administrator or the Federal Transit Administration (FTA) Office of Civil Rights. Federal and State law requires complaints to be filed within one-hundred and eighty (180) calendar days of the last alleged incident.

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

**Tehama County Transit Agency
Attention: Title VI Administrator
9380 San Benito Avenue
Gerber, CA 96035
(530) 385-1462**

**For questions or to request additional information, please contact:
Tehama County Title VI Administrator**



Title VI Notice to the Public (Spanish)

Sus derechos en virtud del Título VI De la Ley de Derechos Civiles de 1964

Título VI es una sección de la Ley de Derechos Civiles de 1964 que exige que "Ninguna persona en los Estados Unidos será, por motivos de raza, color u origen nacional, ser excluida de participar en, ser negado los beneficios de, o ser sometido a la discriminación bajo cualquier programa o actividad que reciba asistencia financiera federal ". Tenga en cuenta que el Título VI no se ocupa de la discriminación de género. Sólo cubre la raza, color y origen nacional. Otras leyes de derechos civiles prohíben la discriminación de género.

Cualquier persona que sienta que él o ella, de forma individual o como miembro de cualquier clase de personas, sobre la base de raza, color u origen nacional ha sido expulsado o se le negarán los beneficios de, o sujeto a discriminación causada por la, la Agencia de Transporte del Condado de Tehama, o TRAX, póngase en contacto con el Administrador del Condado de Tehama Título VI o la Administración Federal de Tránsito (FTA) Oficina de Derechos Civiles. La ley federal y estatal requiere que las quejas sean presentados dentro de los ciento ochenta (180) días calendario a partir de la última presunto incidente.

**Administración Federal de Tránsito (FTA) Oficina de Derechos Civiles
A la atención de: Coordinador de Programa del Título VI
Edificio Este, 5 ° piso-TCR, 1200 New Jersey Avenue SE
Washington DC 20590**

**Agencia de Transporte del Condado de Tehama
Administrador Título VI: Atención
9380 San Benito Avenida
Gerber, CA 96035
(530) 385-1462**

**Para preguntas o para solicitar información adicional, por favor póngase en
contacto con: Administrador del Condado de Tehama Título VI**



Appendix B

Title VI Complaint Procedures and Forms

This page intentionally left blank.

Title VI Complaint Procedures

Any person who believes he or she has been discriminated against on the basis of race, color, or national origin by the Tehama County Transit Agency Board (TCTAB) or TRAX may file a Title VI complaint by completing and submitting TCTAB's Title VI Complaint Form. TCTAB investigates complaints received no more than 180 days after the alleged incident. The Authority will only process complaints that are complete. The following procedures will be followed to investigate formal Title VI complaints:

Within 10 business days of receiving the complaint, the TCTAB Title VI Program Administrator will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The investigation will be conducted and completed within 30 days of the receipt of the formal complaint.

If more information is needed to resolve the case, TCTAB may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the Title VI Administrator investigator. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, TCTAB can administratively close the case.

The complainant will be notified in writing of the cause to any planned extension to the 30-day rule.

A case can be administratively closed also if the complainant no longer wishes to pursue their case. Following the investigation, the Title VI Administrator will issue one of two letters to the complainant: 1) a closure letter or 2) 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. A letter of finding 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 is unsatisfied with the decision, he/she has 30 days after the date of TCTAB's closure letter or the LOF to appeal to the TCTAB Board of Directors or its designee. The complainant is entitled to review the denial, to present additional information and arguments, and to separation of functions (i.e. a decision by a person not involved with the initial decision to deny eligibility). The complainant is entitled to receive written notification of the decision of the appeal and the reasons for it.

The complainant may also file a complaint directly with the Federal Transit Administration, as follows: Title VI Program Coordinator, FTA Office of Civil Rights, East Building, 5th Floor – TCR, 1200 New Jersey Ave., S.E., Washington, D.C. 20590

Title VI Complaint Form

Section I		
1. Name:		
2. Address:		
3. Telephone Number(s):		
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
Section II		
6. Are you filing this complaint on your own behalf? *	<input type="checkbox"/> Yes	<input type="checkbox"/> No
* If you answered 'Yes' to Question 6, skip to Section III.		
7. If you answered 'No' to Question 6, what is the name of the person for whom you are filing this complaint? Name:		
8. What is your relationship to 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.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Section III		
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 (mm/dd/yyyy)		
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.		

Title VI Complaint Form (continued)

Section IV		
6. Have you previously filed a Title VI complaint with the Tehama County Transit Agency?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Section V		
15. Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? <input type="checkbox"/> YES* <input type="checkbox"/> NO If yes, check all that apply: <input type="checkbox"/> Federal Agency _____ <input type="checkbox"/> State Agency _____ <input type="checkbox"/> Federal Court _____ <input type="checkbox"/> Local Agency _____ <input type="checkbox"/> State Court _____		
16. If you answered 'Yes' to question 15, provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:		
Agency:		
Address:		
Telephone:		
Section VI		
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 this form.

Signature: _____ Date: _____

Please submit this form in person or mail to the address below:

Tehama County Transit Agency
Attention: Title VI Administrator
9380 San Benito Avenue
Gerber, CA 96035
(530) 385-1462

Title VI Complaint Procedures (Spanish)

Cualquier persona que cree que él o ella ha sido víctima de discriminación en base a raza, color, u origen nacional por el Consejo del Condado de Tehama Transit Agency (TCTAB) o TRAX, puede presentar una queja del Título VI, completando y enviando el Formulario de Queja Título VI de TCTAB. TCTAB investiga las quejas recibidas no más de 180 días después del supuesto incidente. La Autoridad sólo procesará las denuncias que se han completado. Se seguirán los siguientes procedimientos para investigar las quejas formales Título VI:

Dentro de los 10 días hábiles de haber recibido la queja, el Administrador del Programa VI TCTAB Título lo revisará para determinar si nuestra oficina tiene jurisdicción. El demandante recibirá una carta de reconocimiento a él/ella informar si la denuncia será investigada por nuestra oficina.

La investigación se llevará a cabo y completado dentro de los 30 días siguientes a la recepción de la queja formal.

Si se necesita más información para resolver el caso, TCTAB puede comunicarse con la denunciante. El demandante tiene 10 días hábiles desde la fecha de la carta a enviar la información solicitada para el investigador Administrador Título VI. Si el investigador no está en contacto con el reclamante o no recibe la información adicional dentro de los 10 días hábiles, TCTAB puede cerrar administrativamente el caso.

El denunciante será notificado por escrito de la causa a cualquier ampliación prevista de la norma de los 30 días.

Un caso puede ser administrativamente cerrado también si el autor ya no desea seguir su caso. Tras la investigación, el Administrador Título VI emitirá una de las dos cartas al demandante: 1) una carta de cierre o 2) una carta de encontrar. Una carta cierre resume las acusaciones y afirma que no hubo una violación del Título VI y que el caso se cerrará. Una carta de encontrar resume los hechos denunciados y las entrevistas sobre el supuesto incidente, y explica si alguna acción disciplinaria, la formación adicional del miembro del personal, u otra acción ocurrirá.

Si el demandante no está satisfecho con la decisión, él/ella tiene 30 días después de la fecha de la carta de cierre de TCTAB o la carta de encontrar de apelar a la Junta TCTAB de Administración o su representante. El denunciante tiene derecho a revisar la negación, para presentar información y argumentos adicionales, y para la separación de funciones (es decir, una decisión de una persona no involucrada con la decisión inicial de negar la elegibilidad). El demandante tiene derecho a recibir una notificación por escrito de la decisión de la apelación y las razones para ello.

El demandante también puede presentar una queja directamente con la Administración Federal de Tránsito, de la siguiente manera: Coordinador de Programa del Título VI, FTA Oficina de Derechos Civiles, East Building, 5th Floor - TCR , 1200 New Jersey Ave. , SE, Washington, DC 20590

Title VI Compliant Form (Spanish)

FORMULARIO DE QUEJA Título VI

Sección I		
1. Nombre:		
2. Dirección:		
3. Teléfono		
4. Dirección de correo electrónico:		
5. ¿Hay requisitos de formato accesible?	<input type="checkbox"/> Letra Grande	<input type="checkbox"/> Cinta de audio
	<input type="checkbox"/> TDD	<input type="checkbox"/> Otro
Sección II		
6. ¿Se presenta esta queja para si mismo?	<input type="checkbox"/> Sí*	<input type="checkbox"/> NO
* Si usted contestó "sí" a #6, vaya a la Sección III.		
7. Si usted contestó "no" a #6, ¿cuál es el nombre de la persona para la cual usted está presentando esta queja? nombre:		
8. ¿Cuál es su relación con esta persona?:		
9. Por favor, explique por qué usted ha presentado para un tercero:		
10. Por favor, confirme que ha obtenido el permiso de la parte agraviada para presentar en su nombre.	<input type="checkbox"/> Sí	<input type="checkbox"/> NO
Sección III		
11. . Creo que la discriminación que experimenté fue basado en (<i>marque todo lo que corresponda</i>): <input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Origen Nacional		
12. Date of alleged discrimination (mm/dd/yyyy)		
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.		

Sección IV		
6. ¿Ha presentado anteriormente una queja del Título VI contra la Agencia de Transporte del Condado de Tehama?	[] SÍ	[] NO
Sección V		
15. ¿Ha presentado esta queja con otro tribunal o agencia local o federal? [] YES* [] NO En caso afirmativo, marque todo lo que corresponda: [] Agencia Federal _____ [] Agencia Estatal _____ [] Tribunal Federal _____ [] Agencia Local _____ [] Tribunal Estatal _____		
16. Si usted contestó "sí" a la #15, proporcione información de una persona de contacto en la agencia/tribunal donde se presentó la queja.		
Nombre:		
Título:		
Agencia:		
Dirección:		
Teléfono:		
Sección VI:		
Nombre de la Agencia de Tránsito contra la cual se presenta la queja:		
Persona de Contacto:		
Teléfono:		

Se puede adjuntar cualquier material escrito o cualquiera otra información que usted cree que puede ser relevante para su queja.

Para completar el formulario es necesario firmar y poner la fecha abajo:

Firma: _____ Fecha: _____

Por favor entregue este formulario en persona o enviar por correo este formulario a la dirección indicada a continuación:

Tehama County Transit Agency
 9380 San Benito Avenue
 Gerber, CA 96035
 (530) 385-1462

Appendix C

TRAX Riders Guide

This page intentionally left blank.

Effective: July 2016

TRAX/ParaTRAX Tehama Rural Area eXpress



RIDER'S GUIDE

English/Español

Schedules & System Maps

For Information:

(530) 385-BUSS (2877)

Visit Our Website at:

www.taketrax.com

Google Us at:

www.google.com/transit

TRAX/ParaTRAX

Tehama Rural Area Express

9380 San Benito Ave.

Gerber, CA 96035-9702

Rider Safety and Conduct Rules

To ensure the safety and comfort of all passengers, we ask all riders to follow all rules while on the bus.

- If you are sitting in the front seats, be prepared to give your seat to seniors or persons with disabilities.
- We strongly encourage seat belt use at all times on the bus.
- No unnecessary conversation with the driver.
- Drivers are NOT allowed to assist with carry-on items, lifting wheelchairs or bikes.
- No obstructions are allowed in the aisle. Strollers must be folded up and put under your seat.
- Carry-on items are limited to the size and number that can be handled safely in one trip.
- No eating, spitting, smoking or alcohol consumption.
- Drinks are allowed in spill-proof containers only.
- No abusive, threatening or obscene language or actions allowed.
- No disruptive behavior, including loud conversations or cell phone usage.
- Shoes, shirts and appropriate clothing must be worn on the bus. No obscene clothing allowed.
- Hazardous materials or weapons are not allowed.
- Service animals under owners control are allowed on bus.
- No marking, cutting or damaging the bus in any way.
- Illegal activity of any kind will not be tolerated.
- Use earphones to listen to your radio/audio device.
- Keep seats clean and place all trash in trash cans.

Violation of any Conduct Rule(s) may be subject to:

- immediate removal from the bus
- temporary or permanent suspension
- possible criminal prosecution

Drivers have the authority to enforce Conduct Rules on the bus and will contact law enforcement when necessary.

TRAX/ParaTRAX reserves the right to refuse service to anyone.

Reglas de Seguridad y de Conducta de los Pasajeros

Para poder darles seguridad y comodidad a todos los pasajeros, nosotros les pedimos a todos que cumplan con todas las siguientes reglas mientras estén en el autobús.

- Si usted esta sentado en los asientos delanteros, esté preparado para darle el asiento a las personas mayores o personas con discapacidades.
- Nosotros les pedimos firmemente que usen los cinturones de seguridad todo el tiempo que estén en el autobús.
- No conversen con el chófer si no hay necesidad.
- Los choferes NO estan autorizados a ayudar con paquetes de mano, a levantar sillas de ruedas o bicicletas.
- No está permitido bloquear con objetos el pasillo del autobús. Los coches para bebés deben estar doblados y deben colocarlos debajo del asiento.
- La cantidad de paquetes de mano esta limitada al tamaño y número de paquetes que con seguridad se pueda llevar en un viaje.
- No cóma, escupa, fume o tome alcohol en el autobús.
- Se permite traer bebidas solo si están en recipientes para que no se derramen.
- No se permite que diga malas palabras, groserías o amenazas, ni que se comporte de mala manera.
- No se permite que molesten a los demás con mal comportamiento, incluyendo conversaciones en voz alta o llamadas por teléfono celular.
- Debe llevar puestos zapatos, camisa, y ropa adecuada cuando tomen el autobús. No se permite que las personas lleven puesta ropa indecente.
- No se permite llevar en el autobús materiales o armas que sean peligrosas.
- No se permite llevar animales en el autobús, a excepción de animales de trabajo que tengan papeles apropiados.
- No rayar, cortar o dañar el autobús de ninguna manera.
- No se va a tolerar ningún tipo de actividad ilegal.
- Utilice audífonos para escuchar su radio o aparato auditivo.
- Mantengan limpios los asientos y pongan toda la basura en los basureros.

Si no cumple con cualquiera de estas reglas de conducta; usted podrá sufrir las siguientes consecuencias:

- Que se le pida que abandone el autobús inmediatamente
- Que se le suspenda de manera temporal o permanente
- Que hayan posibles sanciones legales

Los chóferes tienen la autoridad de hacer cumplir las reglas de conducta en el autobús y cuando sea necesario contactarán a las autoridades.

TRAX/Para TRAX se reserva el derecho de negar el servicio a cualquier persona.

TRAX

- TRAX buses run on fixed schedules.
- City routes within Red Bluff and Corning.
- Regional routes connect Red Bluff, Corning, Los Molinos, Vina, Gerber, Tehama and places in between.

Single One-Way Fares	City	Regional
General Public	\$ 1.00	\$2.50
Children Under 6 (with an adult)	Free	Free
Monthly Pass/Punch Card (must be shown each time)		
General Public	\$40.00	\$40.00
Seniors/Students/Disabled	\$30.00	\$30.00
Punch Cards – \$10.00 (worth \$10.00 in fares)		
Age 65 and older ride FREE, lifetime passes available		

*Discounted Fares Available (Proof Required)

Seniors - Age 60 and older must show valid proof of age. Age 65 and older Ride FREE, lifetime passes available.

Students - (TRAX only) - Children aged 6 to 18 and ages 18 and over with valid student ID.

Disabled - With valid ADA Certified Disabled ID card, or California DMV Disabled Person/Veteran ID Card.

Veterans Pass - For a free pass, please contact Tehama County Veteran Services at (530) 529-3664

All Ticket Sales Are Final. Sorry, No Refunds
All Fares Are One Way and Subject to Change
No Replacement for Lost or Stolen Tickets
Drivers Do Not Carry Change

Transfers

You may need to use more than one bus to get to your destination. Transfers allow you to complete a continuous one-way trip.

- If you need a transfer, you must ask the driver for one when you first board the bus and pay your fare.
- Transfers must be shown each time you board the bus.
- A transfer can only be used by the person the driver gave it to.
- Transfers are void if improperly used, altered or mutilated.
- Transfers are issued and accepted for routes 1 and 2 at the Bus & Ride; routes 3 and E-5 at Gerber Market; No transfers will be issued or accepted anywhere else along any route.
- Violations of the transfer policy may result in termination of riding privileges and/or criminal prosecution.

ParaTRAX (Locally Funded)

- ParaTRAX is a dial-a-ride service in the greater Red Bluff area for ADA Certified Disabled Persons and Seniors Age 65 and older. No 5311 funds are used for this program.
- Advance reservations are required. Riders must book pick-up and return trips at the same time.
- The bus is shared with other riders which may lengthen ride times.
- Show ADA card when boarding the bus.
- To qualify, see ADA Certification on page 3.
- For more info, see ParaTRAX section on page 5.

Single One-Way Fares	See map on pg. 5
Advance Reservation	\$ 2.50
Same Day Service	\$ 3.00
Children Under 6 (with an adult)	Free
PCA** (see page 5)	Free
Companion*	Same Fare As ADA Passenger
(**with an ADA-certified rider)	
Punch Cards – \$10.00 (worth \$10.00 in fares)	

TRAX Deviated Route - Blended Paratransit

- To service ADA Certified Disabled Persons who live outside of the Red Bluff ParaTRAX service area, the regularly scheduled TRAX buses will deviate up to 3/4 of a mile off the regular routes.
- Advance reservations are required/limitations apply.
- Show ADA card when boarding the bus.
- To qualify, see ADA Certification on page 3.
- For more info, see Deviated Route section on page 6.

Single One-Way Fares	See map on pg. 6
ADA Certified Disabled Only	\$ 2.50
PCA** (see page 5)	Free
Companion**	\$ 2.50
(** with an ADA-certified rider)	
Children Under 6 (with an adult)	Free
Monthly Pass/Punch Card (must be shown each time)	
ADA Certified Disabled Only	\$30.00
Punch Cards – \$10.00 (worth \$10.00 in fares)	

Buy Passes and Punch Cards from Drivers
(exact amount required - drivers do not carry change)
Checks Must be Approved in Advance
(\$25 service fee charged for all returned checks)

TRAX

- Los autobuses TRAX tienen un horario de recorrido fijo.
- Rutas dentro de la ciudad en Red Bluff y Corning.
- Rutas regionales conectan Red Bluff, Corning, Los Molinos, Gerber, Tehama y los lugares intermedios.

Tarifas de Pasaje Individual de Una Vía		
	Ciudad	Regional
Público en General	\$1.00	\$2.50
Niños menores de 6 años (con un adulto)	Gratis	Gratis
Pase Mensual/Tarjeta para Perforar (deben presentar cada vez)		
Público en General	\$40.00	\$40.00
Personas Mayoreas/Estudiantes/Discapacitado	\$30.00	\$30.00
Tarjetas de sacador - \$10.00 (equivale a \$10.00 en pasajes)		
Edad 65 y más años GRATIS paseo, pasa a disposición toda la vida		

*Tarifas con Descuento Disponibles (Se necesita que presente prueba)

Personas Mayores - de 60 años o más deben presentar prueba valida de su edad. Personas de 65 a más años de edad y mayores viajan gratis.

Estudiantes - (solo para TRAX) - Menores de edad de 6 a 18 años y de 18 a más años de edad con identificación valida de estudiante.

Personas con Discapacidades - Con tarjeta de identificación válida Certifica por ADA, tarjeta de identificación del DMV de Personas Discapacitadas/Veteranos.

Veteranos Pass - Para un pase libre, póngase en contacto con Servicios de Veteranos del Condado de Tehama en (530) 529-3664

Todas las ventas de boletos son finales
Lamentablemente no se devuelve el dinero
Todos los precios de los pasajes son de una vía y están sujetos a cambios
Los chóferes no llevan dinero para dar cambio

Boleto de Traslado para cambiar de Autobús

Usted podrá necesitar tomar más de un autobús para poder llegar a su destino. Los boletos de traslado le permiten que pueda continuar el viaje de una vía.

- Si usted necesita un boleto de traslado, debe pedirle al chófer que le dé uno al momento que suba al autobús y pague por su pasaje.
- Debe presentar el boleto de traslado cada vez que tome el autobús.
- El boleto de traslado puede utilizar solo la persona a la que se la dió el chófer.
- Los boletos de traslado no son válidos si los usan de manera incorrecta , o se cambian o se dañan.
- Los boletos de traslado se dan y se aceptan para las rutas

- 1 y 2 solo en la estación de Bus & Ride en Rio y Walnut, o para las rutas 3 y E-5 en la Marqueta de Gerber. No se darán o aceptarán boletos de traslado en ningún otro lugar a lo largo de cualquier ruta.
- Si no se obedecen estas reglas podría resultar en que le prohiban el uso de los autobuses y/o sanciones legales.

ParaTRAX (Localmente Financiado)

ParaTRAX es un servicio de dial-a-ride (de llamar para que le recojan) área de Red Bluff únicamente para personas Discapacitadas Certificadas por ADA. Y mayores de 65 a más años de edad. No hay 5311 fondos se utilizan para este programa.

- Se necesita hacer reservaciones con anticipación. Los pasajeros deben reservar al mismo tiempo los viajes de ida y de regreso.
- El autobús se comparte con otros pasajeros (lo que puede alargar el tiempo de viaje).
- Indique la Identificación de ADA cuando suba al autobús.
- Para ver si puede recibir este servicio lea en la página 3 Certificación ADA.
- Lea la sección ParaTRAX en la página 5.

Pasaje Individual de una Vía Ver el Mapa en la pg. 5	
Reservación con Anticipación	\$2.50
Servicio en el mismo día	\$3.00
Niños de menos de 6 años (con un adulto)	Gratis
PCA** (pg. 5)	Gratis
Acompañante**El mismo precio que el pasajero ADA (**con un pasajero ADA-certificado)	
Tarjetas para perforar-\$10.00 (Vale \$10.00 en pasajes)	

Rutas que se Desvían - Transporte adaptado mezclado

- Para servir a las Personas Discapacitadas Certificadas por ADA que viven fuera del área de servicio de ParaTRAX de Red Bluff, los autobuses de TRAX con horario regular se desviarán 3/4 de milla de las rutas regulares.
- Se necesita hacer reservación con anticipación, hay limitaciones.
- Indique la Certificación ADA cuando suba al autobús.
- Para ver si puede recibir este servicio, lea en la página 3 Certificación ADA.
- Lea la sección de Rutas que se Desvían en la página 6.

Pasaje Individual de una Vía Vea el Mapa en la pg. 6	
Personas Discapacitadas Certificadas	
por ADA Unicamente	\$2.50
PCA** (pg. 5)	Gratis
Acompañante**	\$2.50
(**Con un Pasajero por ADA)	
Niños menores de 6 años (con un adulto)	Gratis
Pase Mensual/Tarjeta para Perforar (deben presentarla cada vez)	
Solo Personas Discapacitadas Certificadas ADA \$30.00	
Tarjetas para perforar-\$10.00 (Vale \$10.00 en pasajes)	



Americans with Disabilities Act (ADA) Certification

You may be eligible if you have a disability or a condition which makes it difficult/impossible to ride TRAX, such as:

- You cannot travel to the bus stop due to physical limitations; visual, cognitive or developmental impairments.
- You cannot wait, either standing or sitting, at a bus stop for more than 15 minutes.
- You cannot get on or off the bus without assistance.
- You cannot understand transit directions or identify buses or bus stops.
- You cannot handle money or tickets.
- Call 385-BUSS (2877) and we'll be happy to help you apply for ADA Certification.



Hours/Days of Operation

TRAX and ADA Route Deviation (Times are subject to change)

Monday - Friday 6:00 am - 7:00 pm
(Exceptions may be made for special events.)

ParaTRAX (Times are approximate and subject to change.)

Monday - Friday 7:00 am - 6:00 pm
Saturday 9:00 am - 3:00 pm
(ParaTRAX hours will be extended to match TRAX hours, with 24-hour advance reservations.)

Holidays

TRAX/ParaTRAX are closed and no services are provided on the following holidays: New Year's Eve, New Year's Day, Presidents' Day, Memorial Day, 4th of July, Labor Day, Thanksgiving, Christmas Eve, Christmas Day.

How to Read the Schedule

- Route maps are color-coded with directional arrows.
- Each route schedule shows selected timed bus stops listed from left to right. Although only a few selected timed bus stops are listed for each route, the bus will pick up or drop off passengers at any bus stop along the route.
- You can figure out the time the bus will be at a stop by looking at the number on the map and then finding it in the timetable, or if it's not listed, choose the closest numbered stop to the left and use that time.
- The maps have a few side streets listed for orientation purposes.

Designated Stops and "Flag Down" Information

TRAX routes have designated stops, but you may "flag down" a bus anywhere along the route where it is safe to stop.

- Be sure you are standing in a safe place and wave your hand so the driver can see you in time to make the stop.
- Buses cannot stop on bridges, overpasses, turn lanes, narrow roadways or other places where bus cannot pull completely off the roadway.
- In times of diminished light or visibility, such as rain, fog or after sunset, a flash-light and/or bright clothing will aid the driver in seeing you.
- Call ahead to ask where to safely catch the bus and ask the dispatcher to radio the bus driver.



Boarding the Bus

- Make sure the driver can see you as the bus approaches.
- Stay out of the street at all times.
- Some bus stops are served by more than one route. Check the route number on the destination sign above the windshield or ask the driver if you are unsure.
- Have exact fare, a pass or transfer ready when you board the bus. **The driver cannot provide change** if you pay more than the posted fare.
- If you need a transfer to complete your trip, ask the driver for it as you get on the bus.
- If you are paying for multiple passengers, please let the driver know before inserting your cash fare.

Visit our website at: www.taketrax.com



Certificación del Decreto de Americanos con Discapacidades (ADA)

Usted puede cumplir con los requisitos si usted tiene una discapacidad o una condición que haga difícil o imposible el viajar en TRAX, como por ejemplo:

- Usted no puede llegar a la parada de autobús debido a una limitación física o visual o impedimento de desarrollo mental.
- Usted no puede esperar parado o sentado en la parada de autobús por más de 15 minutos.
- Usted no puede subir o bajar del autobús sin ayuda.
- Usted no puede comprender las direcciones de tráfico o no puede identificar los autobuses o parada de autobuses.
- Usted no sabe como utilizar el dinero o los pasajes. Llame al 385-BUSS (2877) y nosotros con gusto le ayudaremos a aplicar para una certificación ADA.



Compre los Pases y las Tarjetas para Perforar donde el Chófer
(Se necesita que pague la cantidad exacta – Los chóferes no llevan cambio)

Cheques deben ser aprobados con anticipación
(Se cobrará \$25 por cheques rechazados)

Horas/Días de Operación

(Las horas son aproximadas y sujetas a cambios.)

TRAX y ADA Ruta Desviación

Lunes a Viernes 6:00 am a 7:00 pm
(Se podrán hacer excepciones por ocasiones especiales.)

ParaTRAX

Lunes a Viernes 7:00 am a 6:00 pm
Sábado 9:00 am a 3:00 pm
(Se extenderán Las horas de ParaTRAX para que sean igual a los horas de TRAX con reservaciones con 24 horas de anticipación.)

Días Feriados

TRAX/ParaTRAX están cerrados y no se da servicio en: Año Nuevo, Día de los Presidentes (President's Day), Día Conmemorativo (Memorial Day), Cuatro de Julio (4th of July), Día del Trabajo (Labor Day), Día de Acción de Gracias (Thanksgiving), Víspera de Navidad, Navidad.

Como Leer el Horario

- Los mapas de las rutas están identificados con diferentes colores con flechas que indican las direcciones.
- Los horarios de cada ruta indican las paradas de los autobuses de las horas seleccionadas y estan en lista de izquierda a derecha. Aunque solo unas pocas horas de las paradas seleccionadas estan en lista para cada ruta, el autobús recojerá o dejará a pasajeros a lo largo de la ruta.
- Usted puede darse cuenta de la hora en que el autobús va a estar en la parada si busca el número en el mapa y luego lo encuentra en la lista de horarios, si no está en la lista escoja el número más aproximado que este a la izquierda y utilice esa hora.
- Los mapas tienen algunas calles adicionales escritas, con el objeto de que le ayuden a orientarse.

Información de Paradas Designadas y "Como hacer Señas con la mano para Parar al Bus"

Las rutas de TRAX tienen paradas designadas, revise el horario de rutas para saber las horas usted puede hacer señas con la mano al autobús, en cualquier lugar de la ruta donde sea seguro para que pare.

- Asegúrese de estar parado en un lugar seguro y haga señas con la mano para que el chófer le puedan ver a tiempo para parar.
- Los autobuses no pueden parar en puentes, pasos a desnivel, carril para girar, calles angostas u otros lugares donde no puedan parar completamente a la orilla del camino.
- A las horas donde no hay mucha luz o visibilidad, como cuando llueve, hay neblina o en el atardecer, traiga una linterna y/o ropa de colores fuertes para ayudar a que le vea el chófer.



Cuando se Suba al Autobús

- Asegúrese de que el chófer lo vea cuando, se este acercando el autobús.
- Nunca este en la calle por donde va el tráfico en ningún momento.
- Algunas de las paradas de autobuses son para más de una ruta. Ponga atención y mire el número de ruta en el letrero que está arriba del parabrisas que indica a donde va el autobús, o pregúntele al chófer si no está seguro.
- Tenga la cantidad exacta de dinero para el pasaje, un pase o boleto de transbordo cuando se suba al bus, **el Chófer no puede darle el cambio**, si usted paga más de lo que cuesta el pasaje.
- Si usted necesita un boleto de trasbordo pidale al chófer que le dé uno cuando se suba al autobús.
- Si usted esta pagando por varios pasajeros, avísele al chofer antes de pagar por los pasajes.

Exiting the Bus

- When you see the bus nearing your designated stop or transfer point, pull the cord above the window to signal the driver you want to get off. Please give enough notice so the driver can make a safe stop.
- To get off the bus at a flag stop, advise the driver well in advance so he/she can choose a safe location to stop.
- If you are not familiar with the area, ask the driver to let you know when the bus is nearing your destination.

Lost and Found

- If you lose something while riding on a bus, report it as soon as possible. Please call 385-BUSS (2877) during business hours.
- Provide a description of the lost item and let us know the route number, date and time of the loss.
- If you find something on a bus, please give it to the driver.



Wheelchairs & Mobility Devices

- All wheelchairs and similar mobility devices must have properly working brake systems and cannot exceed 650 lbs, including the passenger.
- Drivers may provide some assistance but are not allowed to physically lift passengers or devices.
- For safety reasons, electric-powered wheelchairs or devices must be backed onto lifts and power be turned off during transport.
- Wheelchairs must be secured with 4-point tiedown system.
- We strongly encourage you to wear your lap belt at all times while the bus is moving.



Bike Racks

- All buses are equipped with easy-to-use bike racks located on the front or back of the bus.
- Free use of racks are on first-come-first-served basis.
- Tell the driver you will be using the bike rack before you put your bike on, so he/she knows to wait for you.
- Passengers are responsible for loading and unloading their own bicycles. **Drivers CANNOT assist.**
- Passengers use the bike racks at their own risk. TRAX assumes no responsibility for damage or loss to the bicycle or any items thereon.
- Once your bike is off the rack, wave to the driver where he/she can see you.

Children Under 10 Years Old

- Children under 10 years old must be accompanied by an adult or have written permission to ride, signed by the child's parent/guardian, and a responsible adult must be present at the drop-off destination.
- Written permission must contain the names, addresses and phone numbers of both the parent/guardian and the responsible adult who will be present at the drop-off destination. **Note: If there is no responsible adult present at the drop-off destination, the child will remain on the bus and proper authorities will be notified.**

Disclaimer

TRAX has made every effort to make the information in this bus schedule as accurate as possible. We apologize for any errors or inaccuracies. Weather, breakdowns, accidents, construction, trains, or other unforeseen conditions may delay service or result in service cancellation without notice.

Para Bajarse del Autobús

- Cuando vea que el autobús se acerca a su parada o lugar de trasbordo, dele un jalón a la cuerda que está arriba de la venta para avisarle al chófer que quiere bajarse. Por favor avísele al chófer a tiempo para que pueda parar con cuidado.
- Para bajarse de autobús en un lugar que no es de parada regular avísele al chófer con bastante anticipación para que el o ella pueda buscar un lugar seguro para parar.
- Si usted no conoce bien el lugar pídale al chófer que le avise cuando el autobús esté cerca al lugar a donde va.

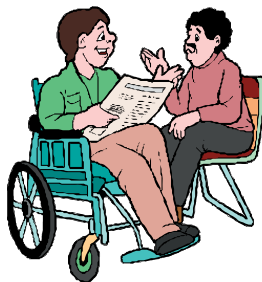
Cosas Perdidas y Encontradas

- Si usted pierde algo mientras esta en el autobúss, avísenos tan pronto como sea posible. Por favor llame al 385-BUSS (2877) durante las horas de trabajo.
- Dé una descripción de lo que perdió y avísenos cual era el número de ruta, la fecha y la hora en que lo perdió.
- Si encuentra algo en el autobús por favor entréguelo al chófer.



Sillas de Ruedas y Aparatos para Mobilizarse

- Todo los autobúses tienen equipo para levantar sillas de ruedas.
- Todas las sillas de ruedas y aparatos similares para movilizarse, deben tener sistemas de frenos que funcionen bien y que no excedan mas de 650 lbs incluyendo al pasajero.
- Los chóferes pueden ayudar en algo pero no se les permite que levanten físicamente al pasajero o al aparato para movilizarse.
- Por motivos de seguridad, se necesita que los aparatos que funcionan con electricidad suban de retro al aparato que le levanta y luego se apage la batería durante transporte.



- Nosotros les pedimos firmemente que lleven puesto el cinturón de seguridad sobre las piernas mientras el autobús esté en movimiento.



Soportes para Bicicletas

- Todos los autobúses están equipados con soportes para bicicletas fáciles de usar que están en la parte de adelante o de atrás del autobús.
- El uso gratuito de los soportes para bicicletas es para las personas que lleguen primero.
- Avísele al chófer que va a usar el soporte para bicicleta antes de poner ahí su bicicleta, para que el o ella sepa que tiene que esperarle.
- Los pasajeros tienen la responsabilidad de subir y bajar sus bicicletas. Los chóferes NO pueden ayudarles.
- Los pasajeros que usan los soportes para bicicletas, es por su propia cuenta y riesgo. TRAX no se hace responsable por daños o pérdidas de bicicletas y cualquier cosa que esté en la bicicleta.
- Una vez que haya bajado la bicicleta del soporte hágale señas al chófer donde el o ella pueda verlo.

Niños Menores de 10 Años

- Los niños menores de 10 años deben estar acompañados por un adulto o deben tener permiso por escrito para ir en el autobús, firmado por padre o madre o tutor del niño y un adulto responsable del niño debe acompañarlo a la parada.
- El permiso escrito debe tener los nombres, direcciones y número de teléfono de los dos el padre o madre y un adulto responsable del niño.
- Padres/tutor y la persona adulta responsable que estará esperando en la parada. **Nota: si esque no está un adulto responsable esperando en la parada, el niño permanecerá en el autobús y las autoridades apropiadas serán notificadas.**

Rectificación

TRAX ha hecho el esfuerzo para dar la información de la mejor manera que se puede en este horario de autobús. Nos disculpamos por cualquier equivocación o error. El tiempo, daños mecánicos, accidentes, construcciones, trenes o cualquier situación que no se puede predecir, pueden demorar el servicio de autobús o podría resultar en cancelación sin ningún aviso.

TRAX Deviated Route - Blended Paratransit

This service is for ADA Certified Disabled Use. Show the driver your ADA card when boarding the bus. Call (530) 385-2877. See policies & procedures on the TRAX website for more information. www.taketrax.com

Restrictions

Vehicles cannot travel on gravel/dirt roads, alleys, driveways, private roads, narrow cul-de-sacs, parking lots, etc.

Personal Care Attendant (PCA) & Companion

A PCA is defined as a qualified person who provides true personal care assistance to an ADA certified rider. The PCA must assist you during the entire trip. The PCA rides for free. A companion may travel with an ADA certified rider subject to space availability. Companions pay the same fare as the ADA rider. PCAs and companions must be picked up with you and go to the same destination as you.

Service Animals

Service animals under owners control are allowed on bus.

Reservations

Reservations will be accepted up to 7 days prior to the day of service. Subscription service (on-going reservations for repetitive trips) will be provided on a limited, space-available basis. Reservations will be taken between 8 a.m. and 5 p.m. Reservation requests may be left on the answering machine on days when the office is closed.

ParaTRAX - For Seniors 65+ & Disabled

ParaTRAX is a dial-a-ride service in the greater Red Bluff area. This service is for seniors 65 and older as well as ADA certified persons. You will be sharing the bus with other riders which may lengthen ride times.

ParaTRAX Reservations

Advance reservations are required for all pickup and return trips and there will be an extra charge for same day service. The last pick up of the day must be scheduled at least 1/2 hour before the scheduled end of service as described in Hours of Operation on page 3 of this booklet.

Advance Reservations

A reservation will be given for the time requested to the extent possible. If reservation time requested is not available, it may be scheduled within one hour before or after the requested time.

Same-Day Service (Extra charge)

Requests are on a “first-come-first-served” basis. Due to limited capacity, it’s possible that **service may not be available**.

Pick-Up Time

The bus may arrive up to 15 minutes before or after the scheduled time. For example, if your scheduled pickup time is 8:00 a.m., the bus may arrive any time between 7:45 - 8:15 a.m.

3-Minute Wait Time (Pick Up/Drop Off)

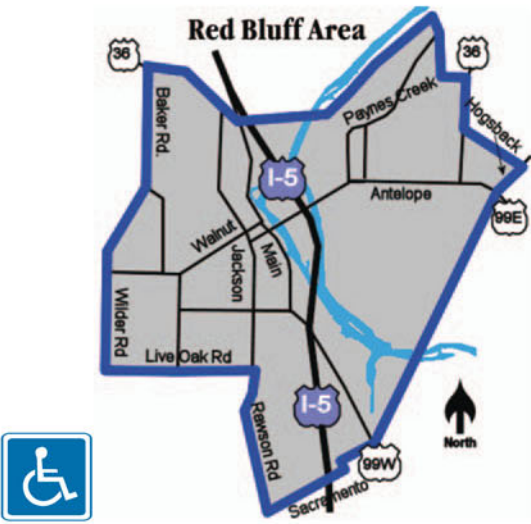
The bus will wait 3 minutes from the time of arrival. Drivers are not allowed to honk the horn, so watch for the bus and be ready to get on.

Cancellations and No-Shows

Please cancel reservations as far in advance as possible. Anyone who fails to cancel a ride in advance or does not board the bus within the 3-minute wait time is considered a “No-Show.” Three “No-Shows” in a 30-day period will result in a 30-day suspension of service.

ParaTRAX Route Service Area

See the below boundaries map (not to scale). No service is available outside of the boundaries.



Ask driver for an ADA application, call 529-3099 to have one mailed to you, or visit our website at www.taketrax.com

TRAX Ruta Desviado - Transporte adaptado mezclado

Este servicio es para personas de movilidad reducida ADA Certified uso. Mostrar el controlador de su tarjeta de ADA al subir al autobús. Llame al (530) 385-2877. Vea las reglas y procedimientos de la página web TRAX para más información. www.taketrax.com

Restricciones

Los vehículos no pueden ir en caminos de tierra o grava, callejones , entrada a cocheras, calles privadas, calles estrechas sin salida, estacionamientos, etc.

Personas para Cuidado Personal (PCA) y Acompañante

Un PCA se considera como una persona que ayuda a dar cuidado personal a un pasajero con discapacidades certificado por ADA. La persona PCA debe ayudar durante todo el viaje. La persona PCA viaja gratis. Un acompañante puede viajar con un pasajero autorizado por ADA siempre y cuando haya espacio. Los acompañantes regulares pagan el mismo precio que el pasajero ADA. Las personas PCA y acompañantes deben ser recogidos con usted y deben ir a la misma parada que usted.

Animales de Servicio

Es permitido que suban al autobús los Animales de Servicio que tengan Documentación/Certificación apropiada. No se permiten animales de compañía.

Reservaciones

Las reservaciones se aceptaran hasta 7 días antes del viaje. Se dará suscripción de servicio (reservaciones continuas para viajes repetitivos) de manera limitada y si hay espacio. Las reservaciones se recibirán 7 días a la semana entre las 8:00 a.m. y 5:00 p.m. Pueden dejar un mensaje para pedir reservación en la máquina de mensajes, en los días en que esta cerrada la oficina.

ParaTRAX - Para las personas mayores de 65+ & discapacitados

ParaTRAX es un servicio dial-a-ride en el area de Red Bluff. Este servicio es para personas mayores de 65 años, así como las personas, certificados de ADA. Va a compartir el bus con otros pilotos que pueden alargar el tiempo de paseo.

ParaTRAX Reservaciones

Se necesita hacer reservaciones con anticipación para Recoger y Regresar a los Pasajeros o se cobrará dinero adicional por servicios en el mismo día. Se aceptarán reservaciones hasta media hora antes del fin del servicio como están en las Horas de Operación. Lea la página 3 en este folleto.

Un día (o más) de Anticipación

Se dará una reservación para la hora que pida como sea posible. Las horas de reservación pueden fijarse en una hora antes o después de la hora solicitada.

Servicio del Mismo Día (Cobro Adicional)

Se aceptarán los pedidos de las personas que pidan primero debido a que el espacio es limitado, es posible que el **servicio no pueda estar disponible.**

Hora para Recoger

El autobús puede llegar 15 minutos antes o después de la hora fijada. Por Ejemplo; si su hora para recogerle es a las 8:00 a.m. el autobús puede llegar en cualquier momento entre las 7:45 y 8:15 a.m.

3 Minutos de Espera (Para recoger/Para Dejar)

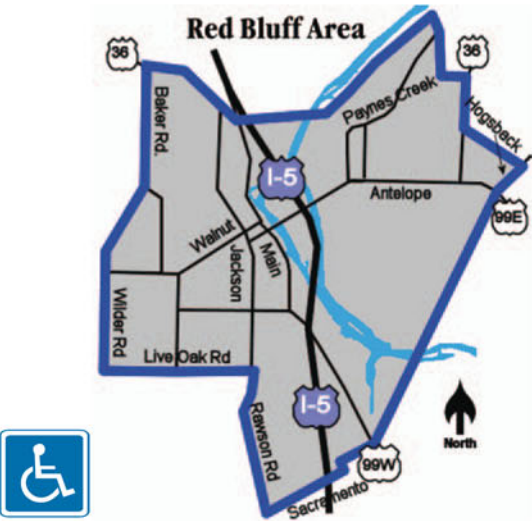
El autobús esperará 3 minutos desde el momento que llega a la parada. No se les permite a los choferes que toquen la bocina, asi que esté listo para subir al autobús.

Cancelar o No Presentarse

Por favor cancele las reservaciones tan pronto como sea posible. Cualquier persona que no cancele con anticipación un viaje en autobús o no sube al autobús en los 3 minutos de espera, se considera que no va a presentarse. Si falta por tres veces durante 30 días , resultará en que le suspendan el servicio por 30 días.

Area de Servicio de la Ruta de ParaTRAX

Vea el mapa de los limites de servicio (el mapa no es de tamaño regular) Ningún servicio disponible fuera de los límites.



**Pídale al chófer una aplicación ADA, llame al 529-3099
Para enviarle una aplicación por correo,
o contáctenos por computadora en
www.taketrax.com**

ADA Deviated Route Information

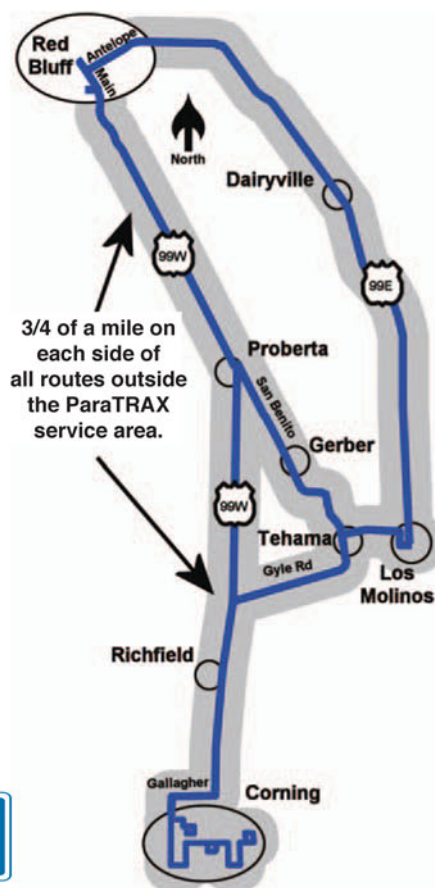
Deviated Route Service is for ADA certified disabled riders outside of the ParaTRAX service area. Regularly scheduled Regional TRAX buses will deviate up to 3/4 of a mile off the regular routes to provide rides to persons with disabilities. See page 5 for restrictions, PCA, service animals and reservations.

ADA Deviated Route Reservations

24-Hour Advance Reservations are required for pickup and return trips and must coincide with regularly scheduled TRAX routes. For more information see page 5.

ADA Deviated Route Service Area

See below boundaries map (not to scale). No service is available outside of the boundaries.



Ask driver for an ADA application, or visit our website at www.taketrax.com

Call 529-3099

For Information & Reservations

(Or send email to taketrax@sbcglobal.net)



Need Assistance Filling Out the ADA Certification Application?

We offer free assistance to help you fill out the ADA Certification application over the phone or we will send someone to your house. Please call us at 529-3099 or 385-BUSS (385-2877) for assistance.



Want To Know How To Ride The Bus?

Learn to ride the bus for free. We help you with bus schedules, bus routes, how to locate bus stops, and any other assistance you may need. Please call us at 385-BUSS (385-2877) and ask for free mobility training.



ADA Desviado Información de ruta

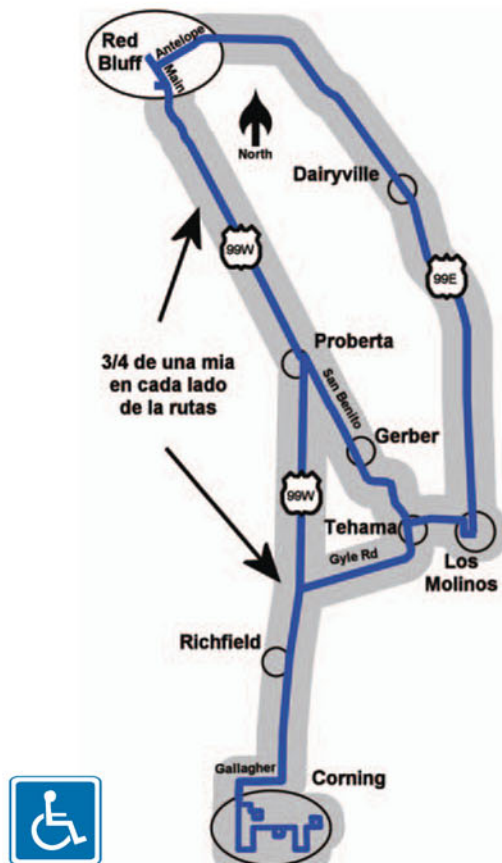
El servicio de Rutas que se Desvian es para pasajeros con discapacidades certificados por ADA, fuera del área de servicio de ParaTRAX. Los autobuses regionales de TRAX de horario regularmente fijo, podrán desviarse hasta 3/4 de milla de las rutas regulares para poder recoger a pasajeros con discapacidades. Lea la sección ParaTRAX y de Rutas TRAX que se Desvían Información en la página 5.

ADA Desviado Ruta Reservas

Se necesita que haga reservaciones con 24 horas de anticipación para que le recojan y le regresen y debe coincidir con el horario regular de la ruta de TRAX. Lea información en la página 5.

ADA Desviado Ruta Área de servicio

Vea el mapa de los limites de servicio (el mapa no es de tamaño regular). Ningun servicio disponible fuera de los limites.



Pídale al chófer una aplicación ADA, llame al 529-3099

Para enviarle una aplicación por correo,
o contáctenos por computadora en
www.taketrax.com

Para Información & Reservaciones
(o envíe un mensaje por correo electrónico a
taketrax@sbcglobal.net)



Necesita Ayuda para Llenar la Aplicación de Certificación ADA?

Nosotros ofrecemos servicio gratuito para ayudarle a llenar la aplicación de Certificación ADA, por teléfono o nosotros enviaremos a alguien a su casa para ayudarle. Por favor llámenos al 529-3099 o 385-Buss (385-2877) y nosotros le ayudaremos.



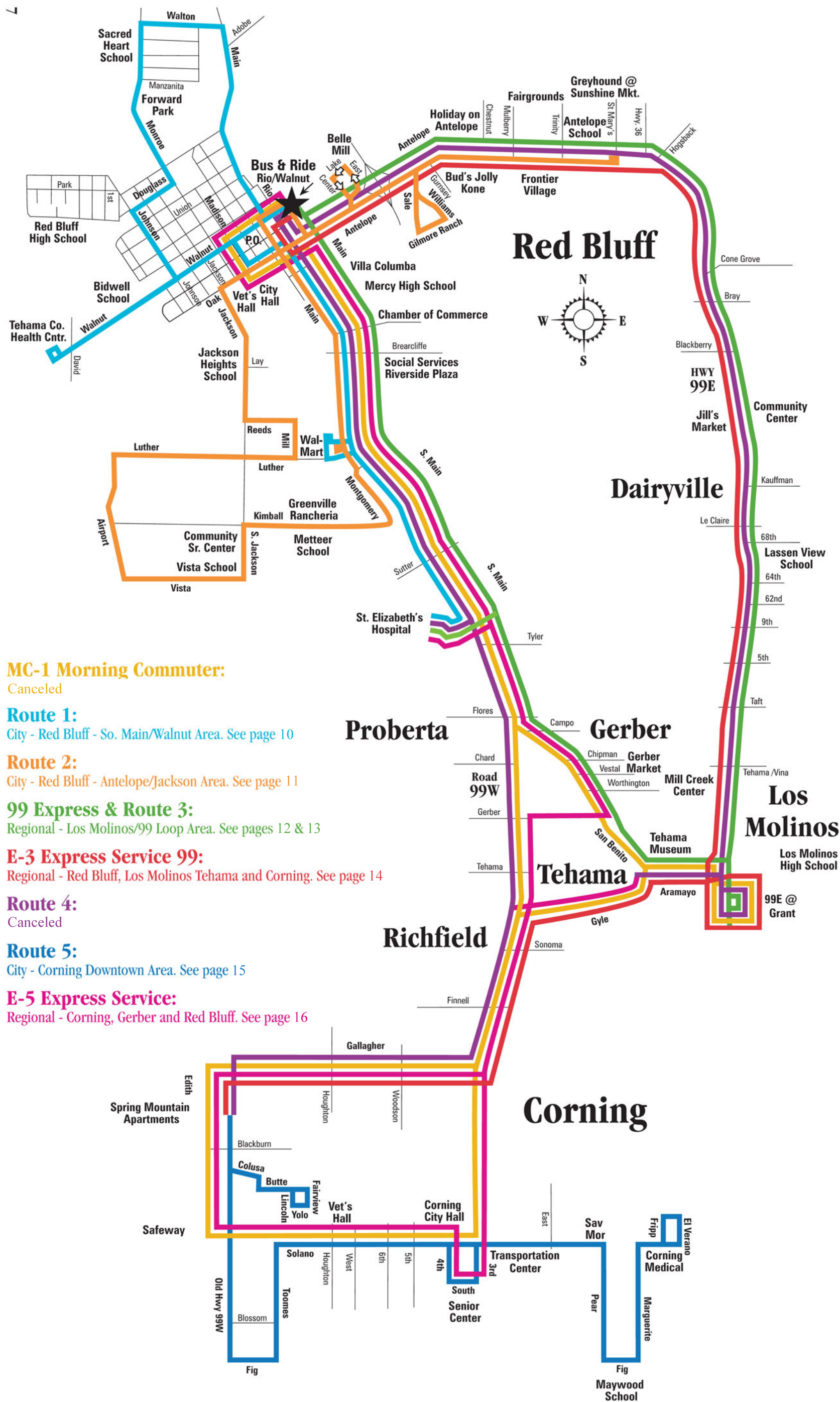
Quiere Saber Como Tomar el Autobús?

Aprenda como tomar el autobús gratis. Nosotros le ayudaremos con el horario de autobuses, a donde va el autobús, como encontrar las paradas del autobús y cualquier otra duda que usted tenga. Por favor llámenos al (385-2877) y pida entrenamiento gratuito de movilidad.

Viajaría Usted en TRAX a Redding y/o Chico?

Llámenos o envíenos un mensaje por correo electrónico Con sus ideas.

385-2877 • taketrax@sbcglobal.net



MC-1 Morning Commuter:
Canceled

Route 1:
City - Red Bluff - So. Main/Walnut Area. See page 10

Route 2:
City - Red Bluff - Antelope/Jackson Area. See page 11

99 Express & Route 3:
Regional - Los Molinos/99 Loop Area. See pages 12 & 13

E-3 Express Service 99:
Regional - Red Bluff, Los Molinos Tehama and Corning. See page 14

Route 4:
Canceled

Route 5:
City - Corning Downtown Area. See page 15

E-5 Express Service:
Regional - Corning, Gerber and Red Bluff. See page 16

Other Transportation Resources
Otros Medios de Ayuda para Transporarase

METS.....	385-2200
Volunteer-driver program for medical appointments.	
Programa de Voluntarios que transportan a citas médicas.	
Merit ~ Medi Trans	527-7730
Non-ambulatory patients to medical appointments.	
Para pacientes que no pueden movilizarse a citas médicas.	
Paratransit Services	527-0597
TRAX, ParaTRAX, Transit Contractor • Servicios de alquiler.	
Senior Ride On	527-5996
Senior Transportation • Transporte para personas Mayores.	
Home Help for Hispanic Mothers	824-7677
Limited transportation services for women. • Servicio de transporte limitado para mujeres y otros Servicios adicionales.	
Sunset Cab.....	527-7778
Car for hire in Red Bluff area. • Servicio de Taxi en el área de Red Bluff.	
North Valley Services	528-1083
Services for persons with developmental disabilities.	
Servicios para personas con discapacidades mentales.	
Ride to Senior Nutrition ~ Red Bluff.....	527-2414
Ride to Senior Nutrition ~ Corning.....	824-4727
Ride to Senior Nutrition ~ Los Molinos	384-2100
Far Northern Regional Center	800-872-7245
Services for persons with developmental disabilities.	
Servicios para personas con discapacidades mentales.	
Glenn Ride	934-6700
Bus service for Orland, Willows and Chico. • Servicio de Bus para Orland, Willows y Chico.	
Chico B-Line.....	800-822-8145
Bus service for Chico, Paradise and surrounding areas.	
Servicio de Bus para Chico, Paradise y alrededores.	
Redding RABA	241-2877
Bus service for Redding and Anderson. • Servicio de Bus para Redding y Anderson.	
Mt. Lassen Motor Transit Inc.	800-427-9553
Charter and tour services. Servicios de buses de alquiler y de turismo. (In Red Bluff call 529-2722.)	
Greyhound	800-231-2222
Red Bluff ~ 527-0434 • Chico ~ 343-8266	
Amtrak	800-872-7245
Interstate rail and bus transportation. • Tren Interestatal y Transporte de Autobús.	
First Class Shuttle (Sacramento Airport)	605-0137
reddingfirstclassshuttle.com for details.. (Stop in Red Bluff.)	



Susanville Indian Rancheria Public Transportation Program (530) 257-1128 or Cell (530) 260-2002
Bus service between Susanville, Redding, Red Bluff and surrounding areas. • Servicio de Bus para Redding, Red Bluff y alrededores.

Quick Reference

Learn to Ride the Bus (FREE Training)	385-2877
TRAX Info.	385-2877
TRAX Deviated Route Info, and Reservations ...	529-3099
ParaTRAX Info, and Reservations.....	529-3099
(ADA) Application to be Mailed to You	529-3099
Lost and Found.....	385-2877
California Relay Number (hearing impaired)	711

Compliments, Complaints and Suggestions:
530-385-1462

County Office:
Tehama County Public Works
9380 San Benito Ave.
Gerber, CA 96035-9702
530-385-1462
bokeeffe@tcpw.ca.gov

Transit Contractor Office:
1509 Schwab Street
Red Bluff, CA 96080
530-527-0597

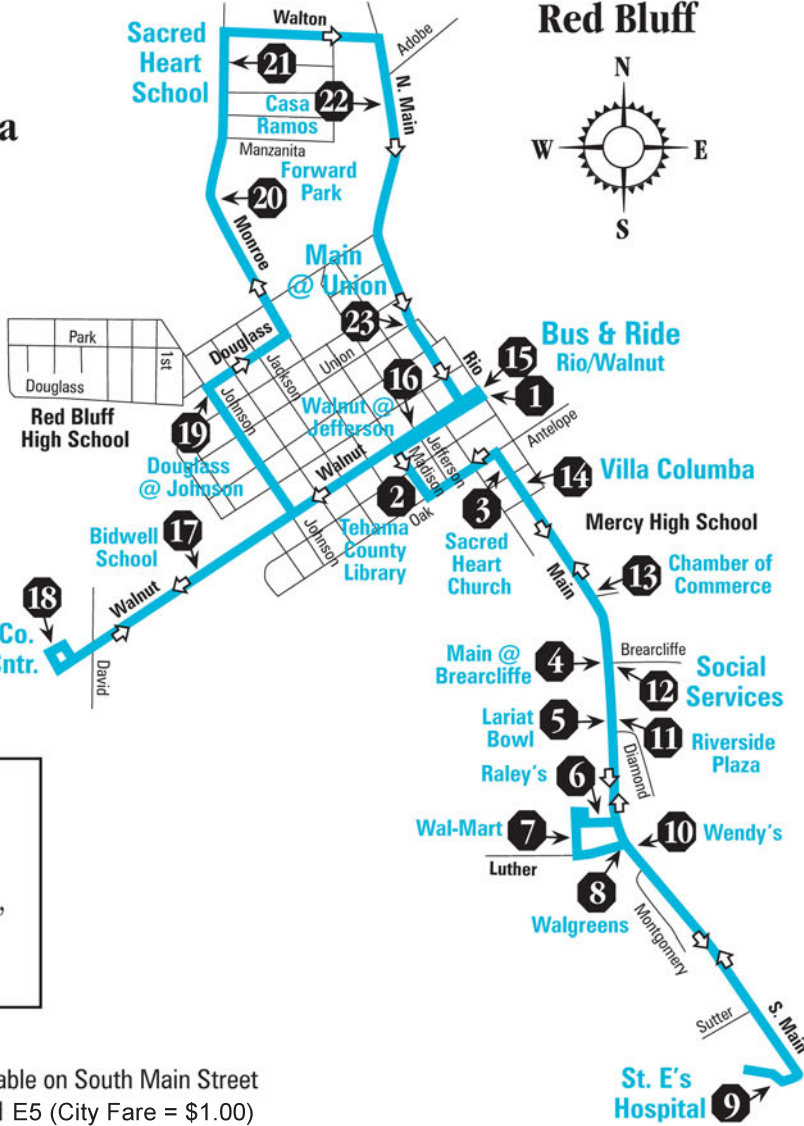
Visit Our Website at: www.taketrax.com
Google Us at: www.google.com/transit
Email Us at: RelaxTakeTrax@sbcglobal.net

Route 1

City - Red Bluff -
So. Main/Walnut Area



Remember,
you can always
“flag down”
the bus on any route,
anywhere that it’s
safe to stop the bus.

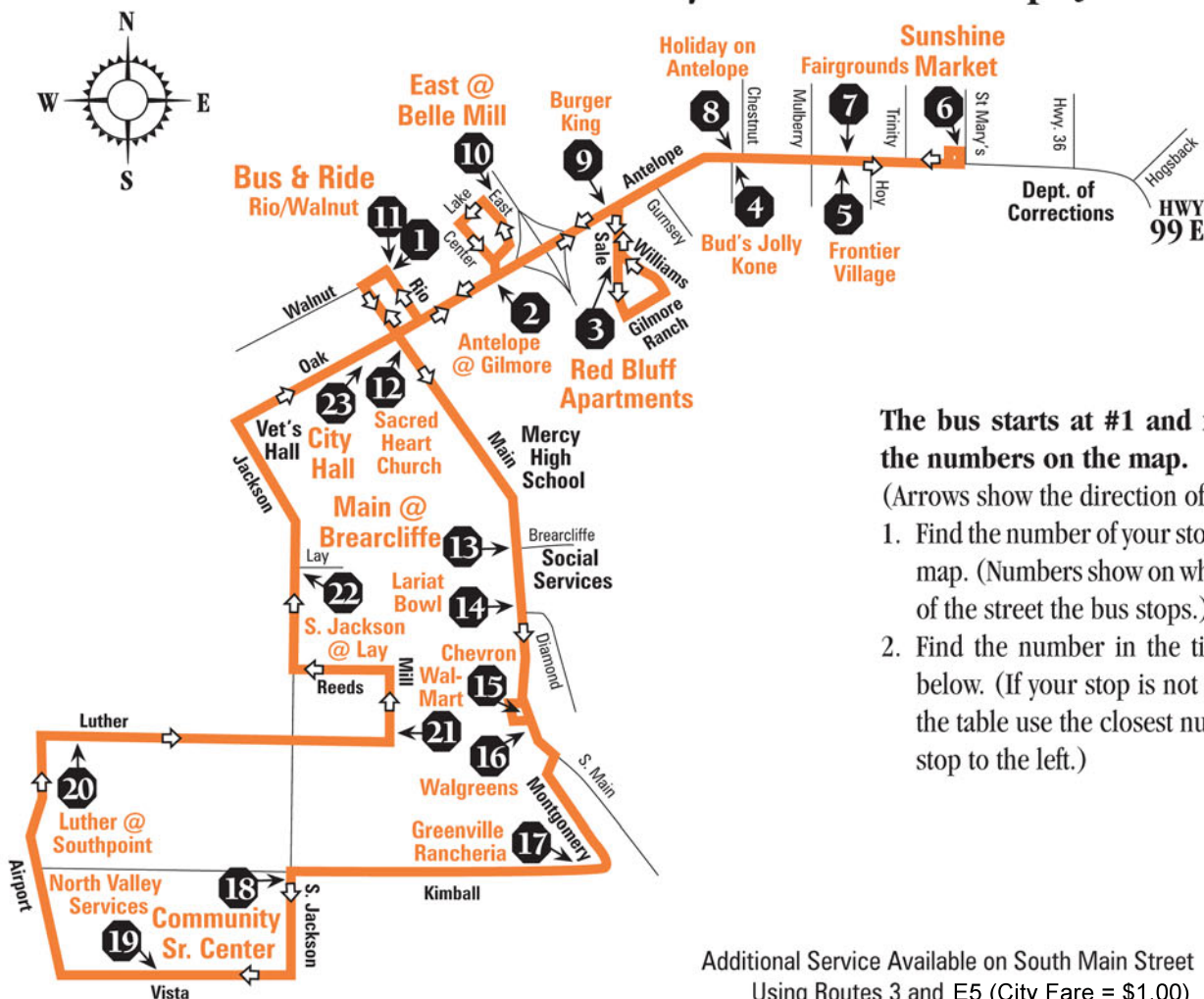


Additional Service Available on South Main Street
Using Routes 3 and E5 (City Fare = \$1.00)

Bus & Ride Rio/Walnut	St. E's Hospital	Social Services	Villa Columba	Bus & Ride Rio/Walnut	Tehama Co. Health Cntr.	Sacred Heart School	Main @ Union	Bus & Ride Rio/Walnut
1 ➡	9 ➡	12 ➡	14 ➡	15 ➡	18 ➡	21 ➡	23 ➡	1
7:00 A.M.	7:15	7:19	7:22	7:30	7:34	7:46	7:49	7:55
8:00	8:15	8:19	8:22	8:30	8:34	8:46	8:49	8:55
9:00	9:15	9:19	9:22	9:30	9:34	9:46	9:49	9:55
10:00	10:15	10:19	10:22	10:30	10:34	10:46	10:49	10:55
11:00	11:15	11:19	11:22	11:30	11:34	11:46	11:49	11:55
12:00 P.M.	12:15	12:19	12:22	12:30	12:34	12:46	12:49	12:55
1:00	1:15	1:19	1:22	1:30	1:34	1:46	1:49	1:55
2:00	2:15	2:19	2:22	2:30	2:34	2:46	2:49	2:55
**	**	**	**	3:00	3:04	3:16	3:19	3:25
3:30	3:45	3:49	3:52	4:00	4:04	4:16	4:19	4:25
4:30	4:45	4:49	4:52	5:00	5:04	5:16	5:19	5:25
5:30	5:45	5:49	5:52	6:00	**	**	**	**

Red Bluff

City - Red Bluff - Antelope/Jackson Area



The bus starts at #1 and follows the numbers on the map.

(Arrows show the direction of travel.)

1. Find the number of your stop on the map. (Numbers show on which side of the street the bus stops.)
2. Find the number in the timetable below. (If your stop is not listed in the table use the closest numbered stop to the left.)

Additional Service Available on South Main Street
Using Routes 3 and E5 (City Fare = \$1.00)

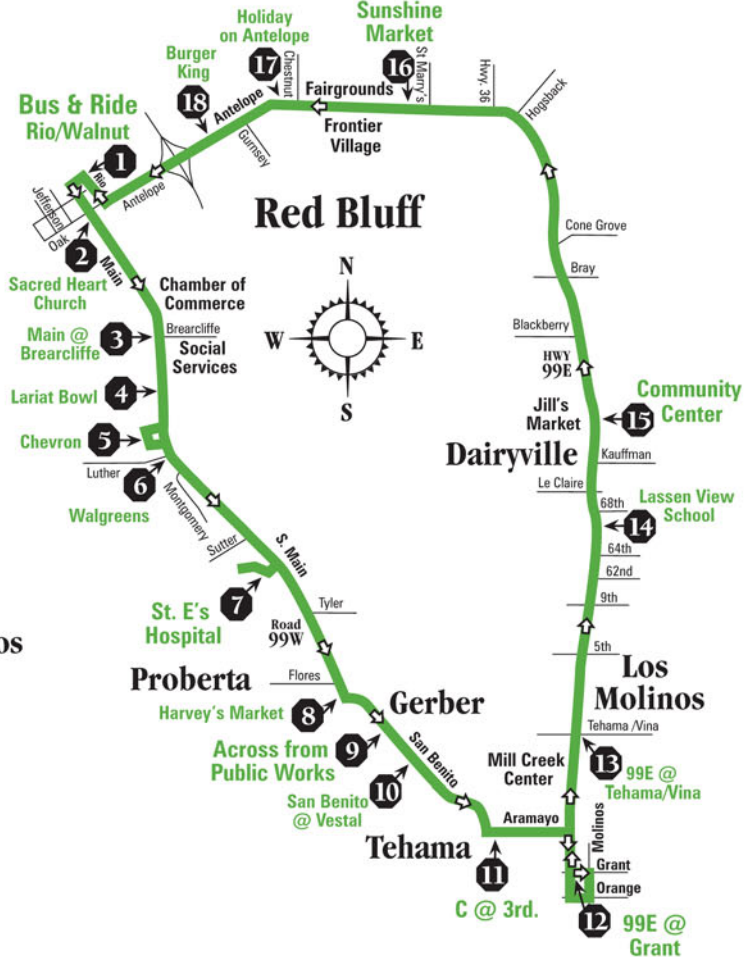
Bus & Ride Rio/Walnut	Red Bluff Apartments	Sunshine Market	East Street @ Belle Mill	Bus & Ride Rio/Walnut	Main @ Brearcliffe	Community Sr. Center	Red Bluff City Hall	Bus & Ride Rio/Walnut
1	3	6	10	11	13	18	23	1
7:00 A.M.	7:05	7:12	7:18	7:30	7:32	7:40	7:52	7:55
8:00	8:05	8:12	8:18	8:30	8:32	8:40	8:52	8:55
9:00	9:05	9:12	9:18	9:30	9:32	9:40	9:52	9:55
10:00	10:05	10:12	10:18	10:30	10:32	10:40	10:52	10:55
11:00	11:05	11:12	11:18	11:30	11:32	11:40	11:52	11:55
12:00 P.M.	12:05	12:12	12:18	12:30	12:32	12:40	12:52	12:55
1:00	1:05	1:12	1:18	1:30	1:32	1:40	1:52	1:55
2:00	2:05	2:12	2:18	2:30	2:32	2:40	2:52	2:55
**	**	**	**	3:00	3:02	3:10	3:22	3:25
3:30	3:35	3:42	3:48	4:00	4:02	4:10	4:22	4:25
4:30	4:35	4:42	4:48	5:00	5:02	5:10	5:22	5:25
5:30	5:35	5:42	5:48	6:00	**	**	**	**

** No Service

99 Express (A.M./P.M.)

Route 3 (A.M.)

Regional - Los Molinos/99 Loop Area (counter-clockwise)



99 Express (A.M./P.M.)

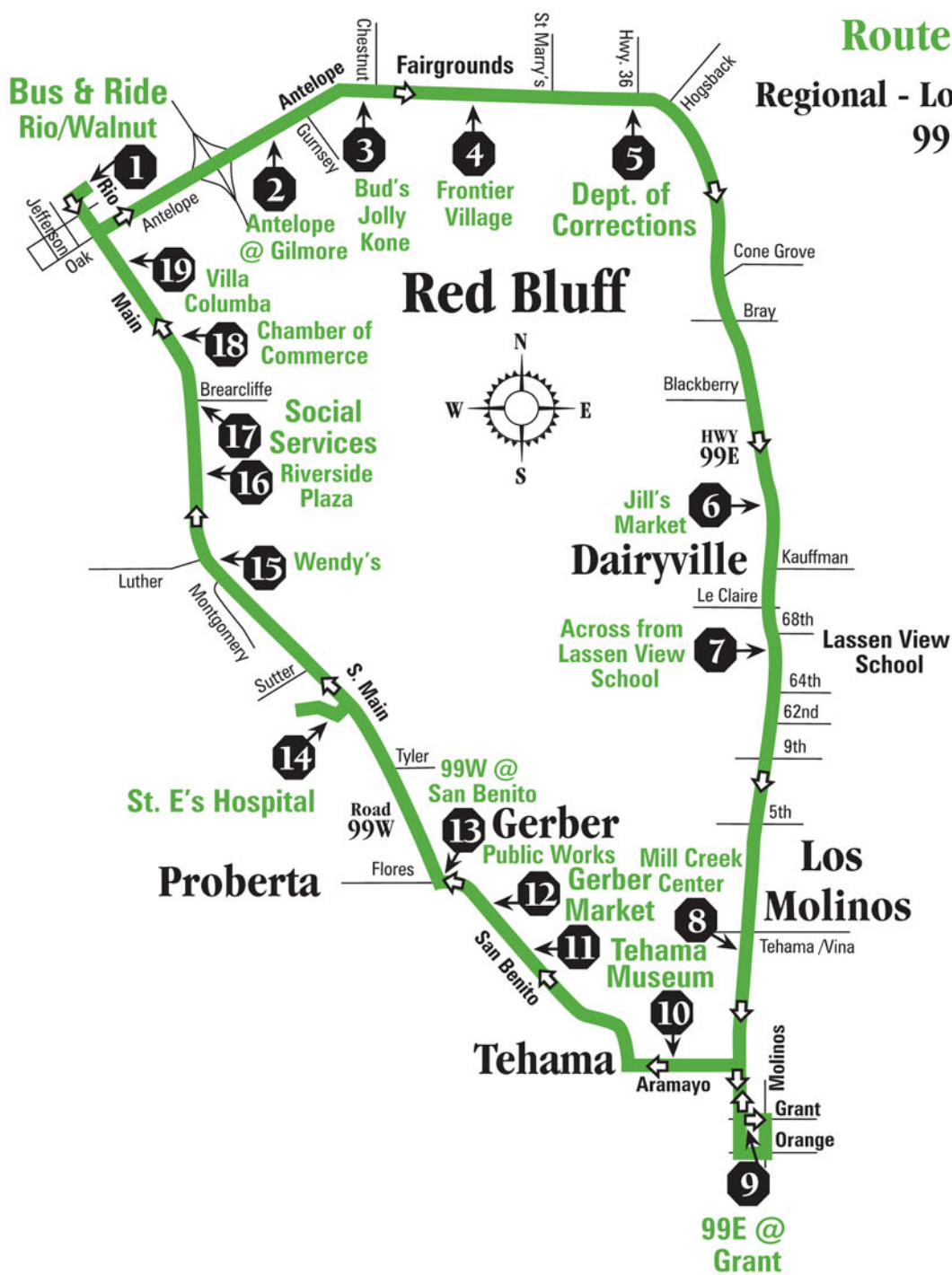
Bus & Ride Rio/Walnut	Harvey's Market	99 @ Grant	Tehama Museum	Gerber Public Works	Social Services	Bus & Ride Rio/Walnut
1	6	11	12	14	18	1
6:00 A.M.	6:20	7:24	7:29	7:40	7:50	8:00
3:25 P.M.	3:50	4:49	4:54	5:05	5:15	5:25

Route 3 (A.M.)

Bus & Ride Rio/Walnut	Red Bluff St. E's Hosp.	Across from Public Works	Tehama C @ 3rd	99E @ Grant	Dairyville Comm. Center	R.B. Sunshine Market	Bus & Ride Rio/Walnut
1	7	9	11	12	15	16	1
6:20 A.M.	6:32	6:40	6:46	6:50	7:04	7:12	7:30
7:30	7:42	7:50	7:56	8:00	8:14	8:22	8:40
8:40	8:52	9:00	9:06	9:10	9:24	9:32	9:50
9:50	10:02	10:10	10:16	10:20	10:34	10:42	11:00
11:00	11:12	11:20	11:26	11:30	11:44	11:52	12:10 P.M.

Route 3 (P.M.)

Regional - Los Molinos/
99 Loop Area
(clockwise)



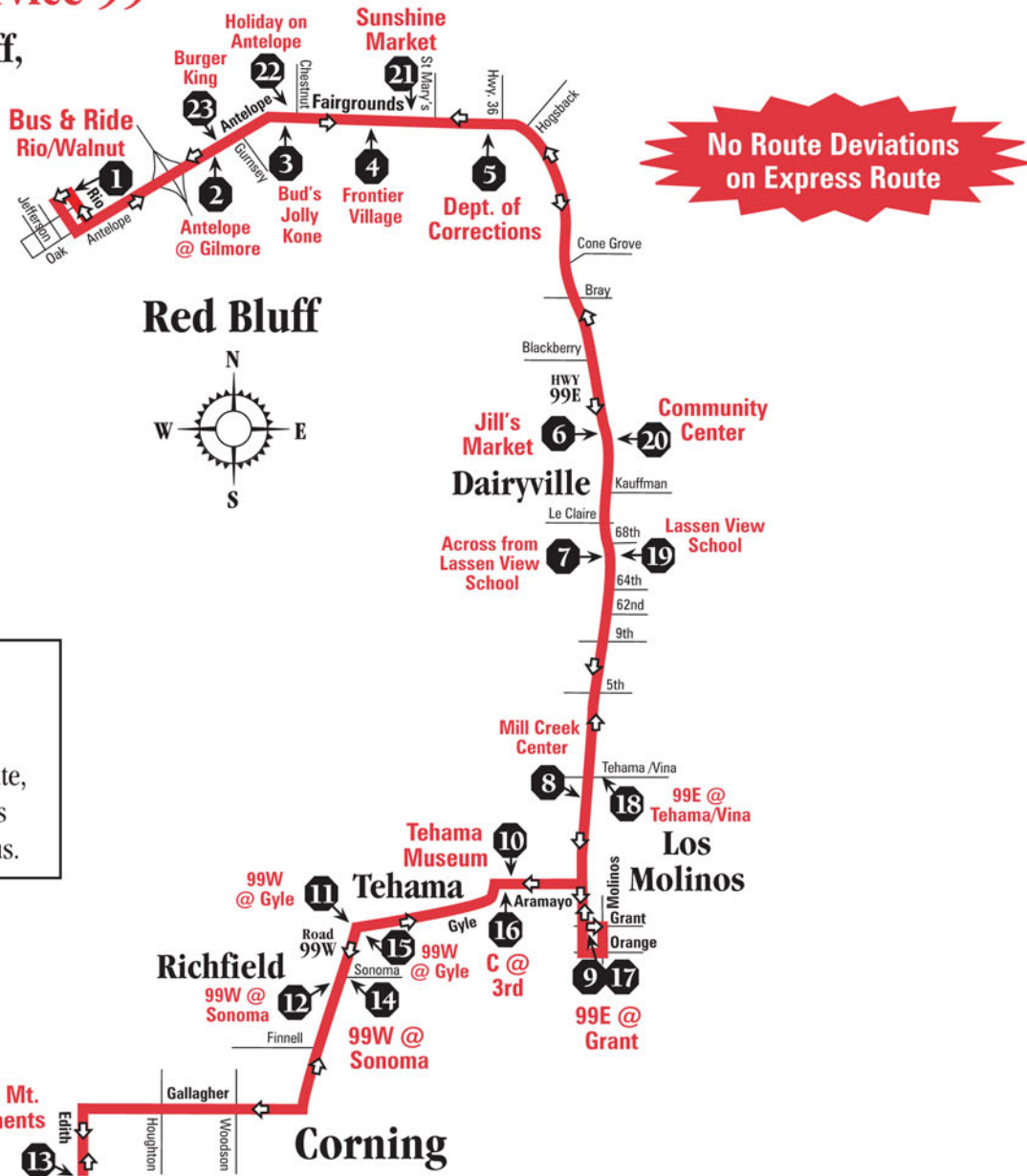
Bus & Ride Rio/Walnut	Dept of Corrections	99E @ Grant	Tehama Museum	Gerber Market	St. E's Hospital	Social Services	Bus & Ride Rio/Walnut
1	5	9	10	11	14	17	1
12:10 P.M.	12:16	12:45	12:48	12:53	1:05	1:10	1:20
1:20	1:26	1:55	1:58	2:03	2:18	2:23	2:30
3:00	3:06	3:35	3:38	3:43	3:55	3:58	4:10
4:15	4:21	4:50	4:53	4:58	5:10	5:13	5:25
5:30	5:36	6:05	6:08	6:13	6:25	6:28	6:40

E-3 Express Service 99

Regional - Red Bluff,
Los Molinos,
Tehama and
Corning



Remember,
you can always
“flag down”
the bus on any route,
anywhere that it’s
safe to stop the bus.



To/From **Route 5** (pg. 15) ➡

Red Bluff to Corning

Bus & Ride Rio/Walnut	Dept of Corrections	Jill's Market Dairyville	99E @ Grant	Tehama Museum	99W @ Sonoma	Corning/Spring Mt. Apts	➡ Becomes Route 5 see (Pg. 15)
1	➡ 5	➡ 6	➡ 9	➡ 10	➡ 12	➡ 13	
7:00 A.M.	7:06	7:18	7:30	7:34	7:45	7:50	

Corning to Red Bluff

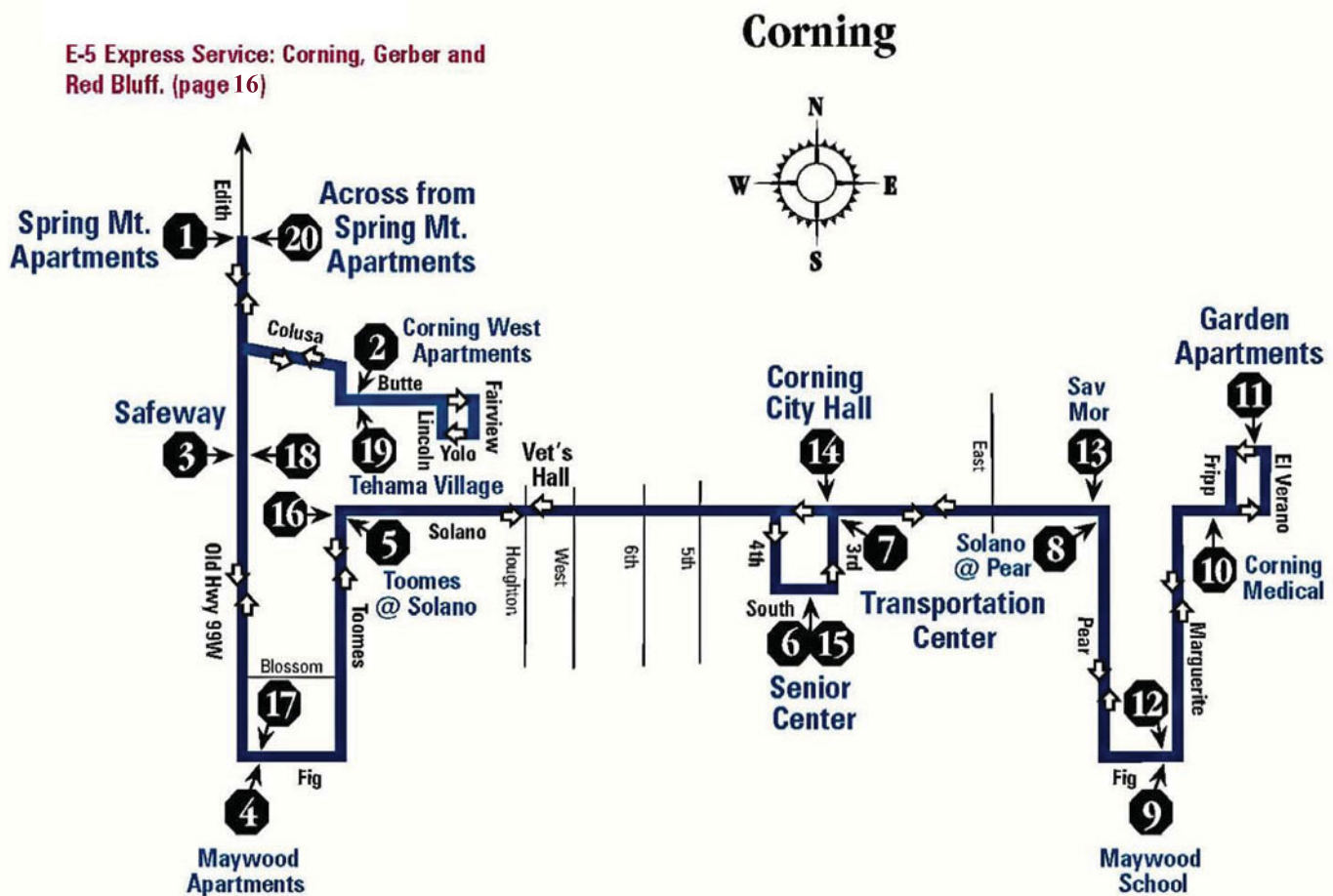
➡ Route 5 Becomes E-3 see (Pg. 15)	Corning/Spring Mt. Apts	99W @ Sonoma	Tehama C @ 3rd	Los Molinos 99E @ Grant	Dairyville Comm. Center	R.B. Sunshine Market	Bus & Ride Rio/Walnut
	➡ 13	➡ 14	➡ 16	➡ 17	➡ 20	➡ 21	➡ 1
	1:20 P.M.	1:25	1:38	1:43	1:51	2:03	2:10

Route 5

City - Corning Downtown Area

E-3 Express Service 99: Red Bluff, Los Molinos
Tehama and Corning. (page 14)

E-5 Express Service: Corning, Gerber and
Red Bluff. (page 16)



Spring Mt. Apts.	Safeway	Senior Center	Transport. Center	Garden Apartments	Corning City Hall	Senior Center	Across Safeway	Across Spring Mt.
1 ➡	3 ➡	6 ➡	7 ➡	11 ➡	14 ➡	15 ➡	18 ➡	20
7:50 A.M.	7:55	8:03	8:08	8:18	8:27	8:29	8:39	8:49
8:50	8:55	9:03	9:08	9:18	9:27	9:29	9:39	9:49
10:50	10:55	11:03	11:08	11:18	11:27	11:29	11:39	11:49
12:20 P.M.	12:25	12:33	12:38	12:48	12:57	12:59	1:09	1:19

Regional - Corning, Gerber and Red Bluff



**For More
Corning Route Info.
See page 15**

**** No Service**

Diamond Express Connections to Shasta College Fall Semester 2016

Students, Employees, and Instructors Ride TRAX to Campus
Get Your Free Monthly Pass on Campus at the Main Office Front Desk

Route - Diamond Express - Shasta College Pilot							
	1	2	3	4	5	6	7
Day	Bus & Ride Rio & Walnut	Baskin Robbins	Shasta College (Arrive)	Shasta College (Depart)	Social Services	Chamber of Commerce	Bus & Ride Rio & Walnut
Mon-Fri	7:35	7:41	7:45	***	***	***	***
Friday	11:35	11:41	11:45	11:50	11:54	11:56	12:00
Mon-Thur	12:35	12:41	12:45	12:50	12:54	12:56	1:00
Mon-Thur	3:35	3:41	3:45	3:50	3:54	3:56	4:00
Mon-Thur	5:00	5:06	5:10	5:15	5:19	5:22	5:30

*** No Service

All times connect with all TRAX Routes within half an hour, except E5 at 1pm and 4pm is one hour

For E5 at 5:15pm, passengers would deboard at Social Services, and use crossing to board at Baskin Robbins

Friday's TRAX departs at 11:50 am from campus

Below are new Red Bluff routes to connect with the Diamond Express in the morning and evening

Route 1D - Walnut Express						
	1	2	3	4	5	6
Day	Bus & Ride Rio & Walnut	Tehama County Health Ctr	Douglas @ Johnson	Sacred Heart School	Casa Ramos	Bus & Ride Rio & Walnut
Mon-Fri AM	7:05	7:10	7:15	7:20	7:25	7:35
Mon-Thur PM	5:30	5:35	5:40	5:45	5:50	6:00

Route 2D - Jackson Express						
	1	2	3	4	5	6
Day	Rio & Walnut	Greenville Rancheria	Community Center	Jackson St. @ Musick	Madison & Oak	Bus & Ride Rio & Walnut
Mon-Fri	7:05	7:14	7:15	7:20	7:25	7:35
Mon-Thur	5:30	5:35	5:40	5:45	5:50	6:00



Conexiones de Diamond Express al Shasta College Fall Semester 2016

Estudiantes, Empleados e Instructores viajan TRAX a Campus
Obtenga su pase mensual gratis en el campus en la oficina principal

Route - Diamond Express - Shasta College Pilot							
	1	2	3	4	5	6	7
Day	Bus & Ride Rio & Walnut	Baskin Robbins	Shasta College (Arrive)	Shasta College (Depart)	Social Services	Chamber of Commerce	Bus & Ride Rio & Walnut
Lunes a viernes	7:35	7:41	7:45	***	***	***	***
Viernes	11:35	11:41	11:45	11:50	11:54	11:56	12:00
Lunes a jueves	12:35	12:41	12:45	12:50	12:54	12:56	1:00
Lunes a jueves	3:35	3:41	3:45	3:50	3:54	3:56	4:00
Lunes a jueves	5:00	5:06	5:10	5:15	5:19	5:22	5:30

***Sin servicio

Todas las veces se conectan con todas las rutas TRAX dentro de media hora, excepto E5 a la 1pm y 4pm es una hora
 Para E5 a las 5:15 pm, los pasajeros deboard en Servicios Sociales, y el uso de cruzar a bordo en Baskin Robbins.

Viernes TRAX sale a las 11:50 am desde el campus.

A continuación se presentan nuevas rutas Red Bluff para conectarse con el Diamond Express por la mañana y por la noche

Route 1D - Walnut Express						
	1	2	3	4	5	6
Day	Bus & Ride Rio & Walnut	Tehama County Health Ctr	Douglas @ Johnson	Sacred Heart School	Casa Ramos	Rio & Walnut
Lunes a viernes AM	7:05	7:10	7:15	7:20	7:25	7:35
Lunes a jueves PM	5:30	5:35	5:40	5:45	5:50	6:00

Route 2D - Jackson Express						
	1	2	3	4	5	6
Day	Rio & Walnut	Greenville Rancheria	Community Center	Jackson St. @ Musick	Madison & Oak	Rio & Walnut
Lunes a viernes	7:05	7:14	7:15	7:20	7:25	7:35
Lunes a jueves	5:30	5:35	5:40	5:45	5:50	6:00



RTR TRAX BUS SERVICE UPDATES

Rancho Tehama Express Service

Available Every Wednesday

Ride TRAX to Corning or Red Bluff **FREE**

Red Bluff Bus & Ride	RTR Store	Humboldt Drive (Turn Around)	Rainbow Ridge/ Rancho Tehama	Rainbow Ridge/ Stagecoach	Fawn Meadows	RTR Post Office	Red Bluff Bus & Ride
8:40 AM	9:15 AM	9:25 AM	9:30 AM	9:34 AM	9:40 AM	9:45 AM	10:20 AM
3:00 PM	3:35 PM	3:45 PM	3:50 PM	3:54 PM	4:00 PM	4:05 PM	4:40 PM

- Ride RTR Express Route on Wednesdays
- Call 527-0597 ext. 11 with questions on service
- For TRAX route schedules call dispatch at 385-2877 (BUSS)
- TRAX website has a "Google Trip Planner" www.taketrax.com to help you ride the Red Bluff, Corning and Redding routes
- TRAX offers free mobility training
 - Learn how to ride the bus & read the TRAX schedule
- Connect to Corning E-5 Express at Gyle Road and 99W
- Connect to Redding at the Red Bluff Bus & Ride
 - Call Susanville Indian Rancheria 530-257-1128 to reserve a seat
- RTR residents will have 4.5 hours in Red Bluff w/ connection to Corning and Redding

RTR TRAX BUS SERVICE UPDATES

Servicio expreso de Rancho Tehama

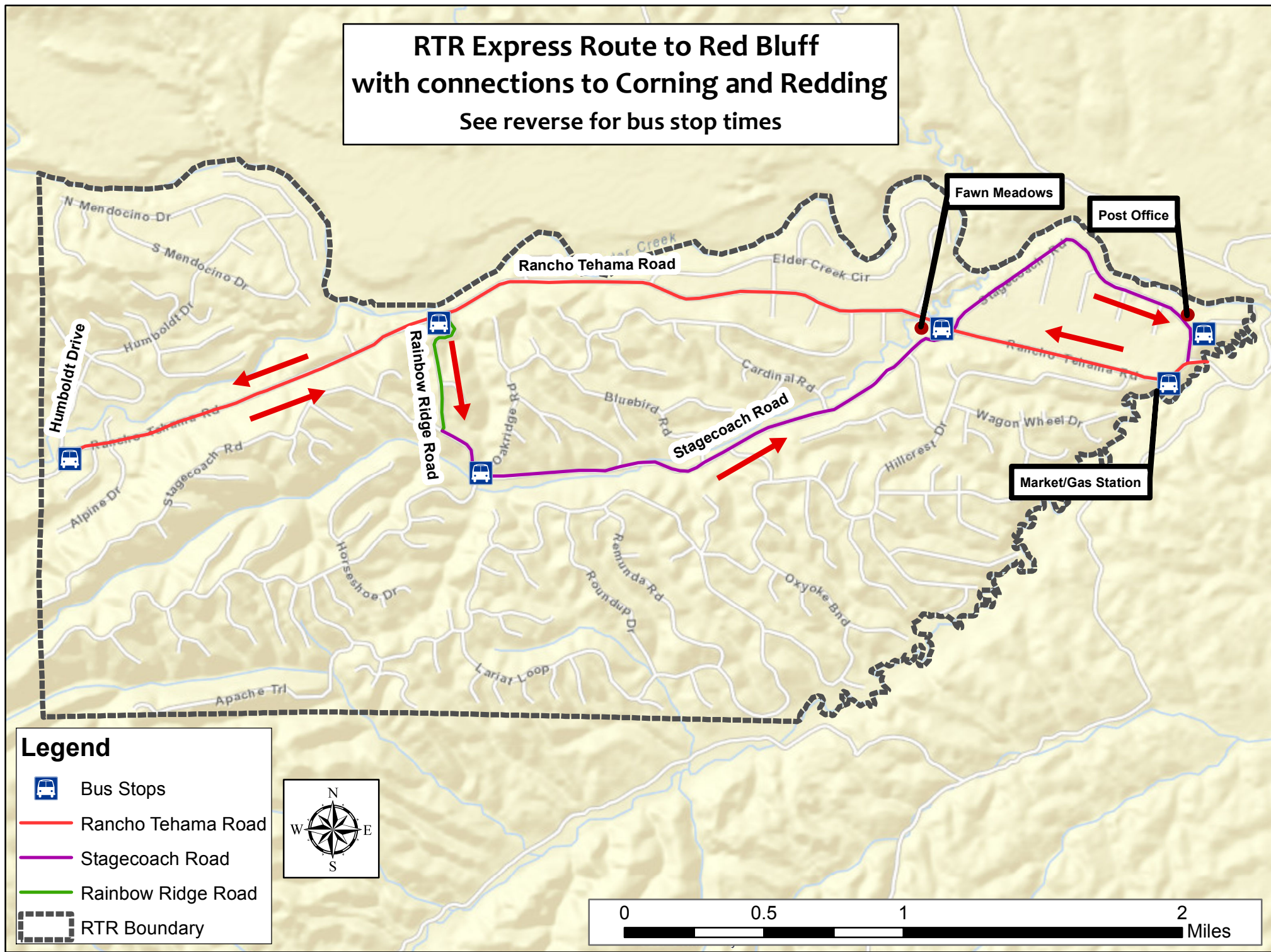
Disponible todos los miércoles

Tomar TRAX a Corning o Red Bluff GRATIS






Red Bluff Bus & Ride	RTR Store	Humboldt Drive (Turn Around)	Rainbow Ridge/ Rancho Tehama	Rainbow Ridge/ Stagecoach	Fawn Meadows	RTR Post Office	Red Bluff Bus & Ride
8:40 AM	9:15 AM	9:25 AM	9:30 AM	9:34 AM	9:40 AM	9:45 AM	10:20 AM
3:00 PM	3:35 PM	3:45 PM	3:50 PM	3:54 PM	4:00 PM	4:05 PM	4:40 PM

- Tomar RTR Ruta Express los miércoles
- Llame al 527-0597 ext. 11 con preguntas sobre el servicio
Para los itinerarios de TRAX, llame al 385-2877 (BUSS)
- El sitio web de TRAX tiene un "Google Trip Planner" www.taketrax.com para ayudarle a recorrer las rutas de Red Bluff, Corning y Redding
- TRAX ofrece formación gratuita para la movilidad
- Aprenda a manejar el autobús y lea el horario de TRAX
- Conéctese a Corning E-5 Express en Gyle Road y 99W
- Conéctese a Redding en el autobús y paseo Red Bluff
- Llame a Susanville Indian Rancheria 530-257-1128 para reservar un asiento
- Los residentes de RTR tendrán 4,5 horas en Red Bluff con conexión a Corning y Redding

RTR Express Route to Red Bluff
with connections to Corning and Redding
See reverse for bus stop times



Legend

-  Bus Stops
-  Rancho Tehama Road
-  Stagecoach Road
-  Rainbow Ridge Road
-  RTR Boundary

