

**City of Davis and Unitrans**

**2023 Title VI Program**

**&**

**Language Assistance Plan**



Approved by City Council: November 7, 2023

**RESOLUTION NO. 23-152, SERIES 2023**

**RESOLUTION APPROVING THE 2023 CITY OF DAVIS/UNITRANS  
TITLE VI PROGRAM AND LANGUAGE ASSISTANCE PLAN**

WHEREAS, the City of Davis as a recipient of federal transit funding must comply with federal regulations to have a Title VI and Language Assistance Program for Davis Community Transit service and Unitrans service (as a sub-recipient); and

WHEREAS, the City of Davis supports and embraces civil rights and ensuring access to transit service in Davis regardless of race, color, national origin, or ability to read or speak English; and

WHEREAS, Title VI of the Civil Rights Act of 1964, states "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance" and in response to this law, the Federal Transit Administration (FTA) under FTA Circular 4702.1B requires federal transit funding recipients (the City of Davis) and sub-recipients (the University of California, Davis – Unitrans), to implement a Title VI Civil Rights Program and Language Assistance Program; and

WHEREAS, every three years the City and Unitrans update the Plan; and

WHEREAS, the current Plan was approved by the City Council in August 2020 and expires in December 2023; and

WHEREAS, based on feedback the 2023 Plan includes three changes, (1) renaming the Title VI Policy to Non-Discrimination Policy, (2) providing more information on the Davis Community Transit and Unitrans websites about Title VI complaints and (3) updating service standards for vehicle assignments and bus stop amenities to consider factors such as race, color and national origin; and

WHEREAS, on October 26, 2023, the Unitrans Advisory Committee held a public hearing for this plan and no comments were received during the public hearing.

NOW THEREFORE, BE IT RESOLVED that the City Council of the City of Davis does hereby approve the 2023 Title VI Program and Language Assistance Plan; and

BE IT FURTHER RESOLVED that the City Council authorizes the submittal of the 2023 Title VI Program and Language Assistance Plan to the Federal Transit Administration, in addition to any other supporting materials as may be required to comply with Title VI regulations.


PASSED AND ADOPTED by the City Council of the City of Davis on this 7th day of November, 2023, by the following vote:

AYES: Chapman, Neville, Partida, Vaitla, Arnold

NOES: None

  
Will Arnold  
Mayor

ATTEST:

  
Zoe S. Mirabile, CMC  
City Clerk

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# City and Community Overview

## City of Davis Profile

The City of Davis has nearly 70,000 residents. It has a unique university and residential community internationally known for its commitment to environmental awareness and implementing progressive and socially innovative programs such as the first in the nation bicycle lanes. The city's quality of life is reflected in its small-town style and many well-known symbols: energy conservation, environmental programs, green belts, parks, tree preservation, British red double-decker buses, bicycle paths, record number of bicycles per capita, and the quality of its educational institutions.

Public transit infrastructure and services include three primary transit providers that serve the City of Davis. Unitrans provides local fixed route bus service within the city. Yolobus connects to other cities in Yolo County and provides commuter service to Sacramento. Yolobus in partnership with Sacramento Regional Transit and UC Davis operate the Causeway Connection, a bus line connecting UC Davis and UC Davis Medical Center in Sacramento. Davis Community Transit provides curb-to-curb origin-to-destination demand response service to customers who qualify under the Americans with Disabilities Act (ADA).

Davis is also served by the Amtrak Capitol Corridor service and the SolTrans Blue Line. Capitol Corridor trains stop at Davis daily for service between Sacramento and the Bay Area. Amtrak trains and thruway buses serve the historic Southern Pacific Depot, adjacent to the downtown. The SolTrans Blue Line operates between UC Davis campus and the Walnut Creek BART Station in the Bay Area with stops in Dixon, Vacaville, Fairfield, and Benicia.

Davis is known for its pioneering efforts in addressing environmental and social issues. A good example of the City's commitment to sustainable community design is its unmatched bicycle and pedestrian network. Over 50 miles of bicycle paths connect neighborhoods, schools, parks, shopping centers, the University and the downtown, and has led to the highest per-capita bicycle ownership rate in the nation. Residents of Davis are active in local, national, and international social causes, sports, arts and community organizations.

Davis is home to the University of California, Davis, an internationally renowned university and the largest employer in Yolo County. UC Davis serves over 40,000 students and has over 25,000 employees.

Sutter Davis Hospital and Kaiser Permanente Medical Facilities provide primary and continuing health care for the residents of Davis. Private clinics and physicians' groups are available to meet a variety of health care needs.

Davis has the advantages of a small town coupled with a large university which provides for numerous intellectual, recreational and cultural activities and resources. As a result, Davis has a diverse population. According to the 2020 U.S. Census, approximately half of the Davis, California and University of California, Davis census designated place population identifies as white, over 22% as Asian, 17% as Hispanic or Latino, over 6% as two or more races, 2.5% as Black or African American, and under 1% each as American Indian/Alaskan Native, Native Hawaiian/Pacific Islander, and "Other Race". When

looking at the University of California, Davis census designated place alone, over half of the population identifies as a non-white.

*Table 1: Race/Ethnicity Data for Davis and University of California, Davis*

Race or Ethnicity	Davis, CA		University of California, Davis		Total	
	Estimate	%	Estimate	%	Estimate	%
White (Non-Hispanic)	34,152	51.1%	4,046	47.5%	38,198	50.7%
Hispanic/Latino	11,343	17.0%	1,409	16.5%	12,752	16.9%
Black or African American	1,554	2.3%	339	4.0%	1,893	2.5%
American Indian/Alaskan Native	104	0.2%	102	1.2%	206	0.3%
Asian	14,625	21.9%	2,079	24.4%	16,704	22.2%
Native Hawaiian/Pacific Islander	97	0.1%	155	1.8%	252	0.3%
Other Race	482	0.7%	31	0.4%	513	0.7%
Two or More Races	4,493	6.7%	364	4.3%	4,857	6.4%
<b>Total Population</b>	<b>66,850</b>	<b>100.0%</b>	<b>8,525</b>	<b>100.00%</b>	<b>75,375</b>	<b>100.0%</b>

*Source: United States 2020 Census, Demographic Estimates for Davis, CA and University of California, Davis Census Designated Places (P9)*

## Fixed Route Transit Services - Unitrans

Unitrans was founded in 1968 as the University Transport System, when the Associated Students of UC Davis purchased two vintage London double decker buses to operate on two routes. In 1972, Unitrans was opened to the general public, with partial funding from the City of Davis. Since that time the University/City of Davis partnership has continued, and now Unitrans provides public transportation service to the entire city with 48 buses on 18 routes, carrying over three million passengers per year (approximately 18,000 on a typical day). Unitrans is a sub-recipient to the City of Davis for federal transit funds to operate and maintain fixed route service on behalf of the City. Figure 1 is a map showing Unitrans fixed-route service provided in 2023-24.

Each day, Davis residents ride buses to get to destinations throughout the City. Most riders are undergraduate students going to/from UC Davis, but the system is also used extensively for trips to places in downtown, junior and senior high schools, the library, hospital, neighborhood shopping centers, medical offices, the senior center, theaters, and the Farmers' Market. Buses serve these locations every weekday from 6:30 a.m. to 11 p.m., and the weekend from 8:00 a.m. to 7:00 p.m. Buses run more frequently during the UC Davis academic year when ridership is higher and less frequently during the summer and holiday breaks when the overall population and ridership is lower.

Unitrans is unique in that drivers and most employees are UC Davis undergraduate students working part time in all areas of operations including maintenance, administration, and support functions, under the supervision of full-time career staff. Oversight and day-to-day management is provided by 21 career staff, including a General Manager, two (2) Assistant General Managers, and a Maintenance Manager. All of the bus drivers, much of the support staff, and even many in managerial positions are students who work relatively short shifts around their classes.

Anyone can ride Unitrans for \$1.25 cash fare (unchanged since 2018), and many types of pre-paid discounted tickets and passes are available. One special fare category includes UC Davis Undergraduate students, who can show a valid undergraduate identification card instead of a cash fare, because they pay a portion of their quarterly University tuition fees to Unitrans. Seniors (60+) and individuals with disabilities may also ride free with an identification card available upon request.

Two (2) main terminals are on the UC Davis campus: Memorial Union Terminal (MU) and Silo Terminal (Silo). The MU and Silo Terminals are well-defined transit centers, including bus layover spaces (both for Unitrans and other providers), shelters, benches, and passenger information.

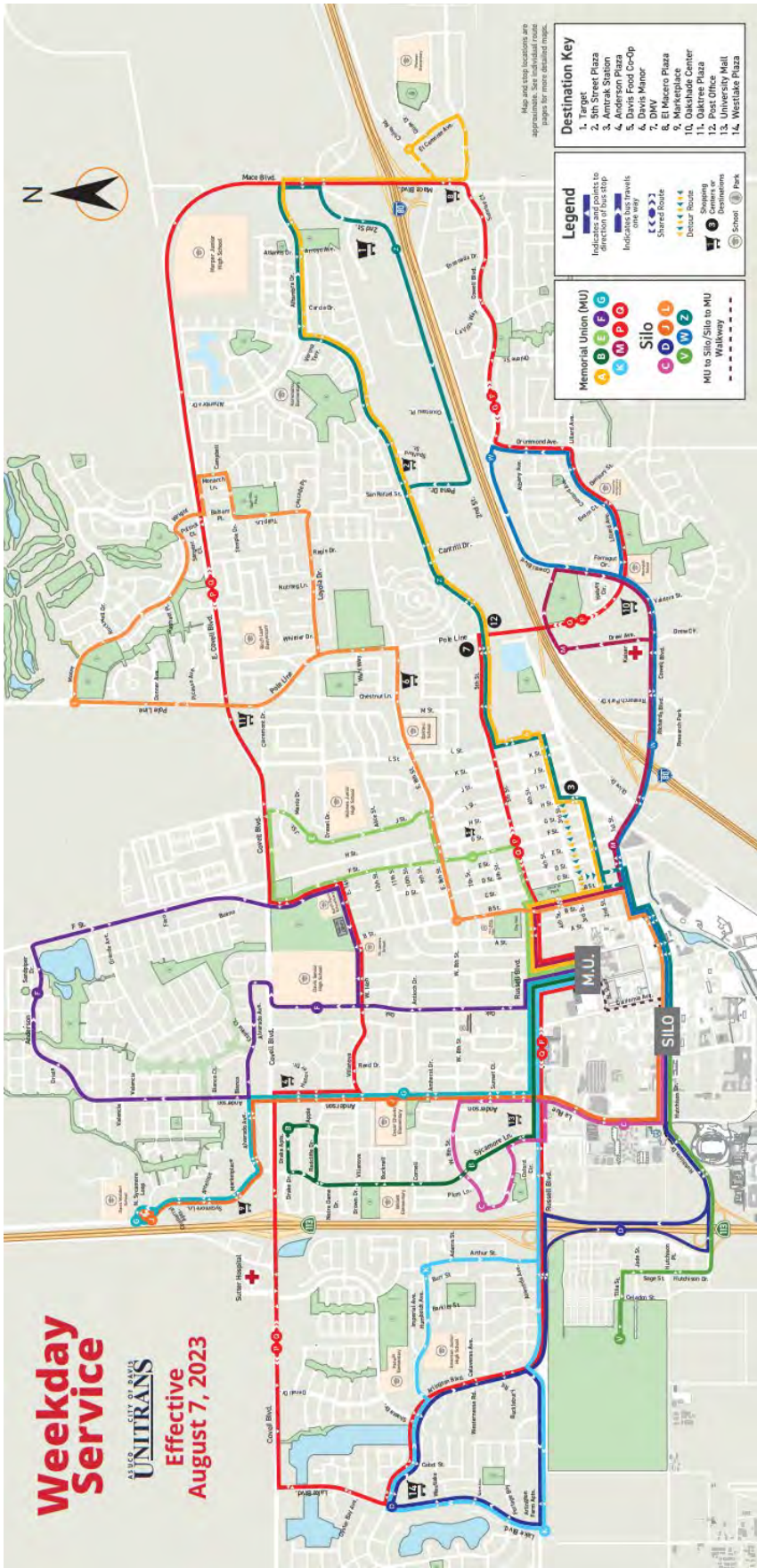
Unitrans provides varying schedule types depending on the University's academic calendar. The University provides instruction during three (3) separate quarters (winter, spring, and fall), as well as two (2) sessions during the summer. Unitrans offers the following different "platforms" or service types depending on the day and academic schedule:

- Regular Service is provided while UC Davis classes are in session during the winter, spring, and fall quarters. No night service is provided on Fridays during the regular schedule, meaning the service shuts down after the 8:10 p.m. departures on Fridays. During regular service, most lines operate every 30 minutes as of fall 2023.
- Finals Service is provided during finals week for each quarter (some time in December, March, and June). Unlike the regular service schedule, night service is provided throughout the finals service schedule (including Friday night). All routes operate every 30-60 minutes.
- Break/Summer Service is provided during the summer, spring break, winter break around Christmas and New Year's Day, and other times when UC Davis is not in regular session. Limited night service is provided on six lines on Monday-Thursday. All routes operate every 30-60 minutes.
- Unitrans operates weekend (Saturday/Sunday) service on the G, K, M, O, P, Q, and U lines from the MU Terminal. Weekend service is also the chosen platform for all holidays that Unitrans operates as well as the day after Thanksgiving. Note that Unitrans does not operate on Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve, or New Year's Day. Weekend routes only operate every 60 minutes.

Unitrans connects with several transit systems. Yolobus provides service to Sacramento, Woodland, the Sacramento Airport, as well as within Davis and throughout communities in Yolo County. Yolobus connects with Unitrans at the Memorial Union Terminal and at many common stop locations throughout Davis. Davis Community Transit provides demand responsive service within Davis, including ADA complementary paratransit service. Unitrans also connects with Amtrak/Capitol Corridor trains in downtown Davis. Other inter-city services available on the UC Davis campus include the SolTrans Blue Line, the Causeway Connection bus connecting UC Davis Medical Center and UC Davis, and the UC Berkeley/UC Davis Shuttle.



Figure 1 Unitrans System Map 2023-2024



## ADA Complementary Paratransit Service – Davis Community Transit (DCT)

ADA complementary paratransit service is provided by City of Davis staff under the direction of the City's Parks and Community Services Department. The paratransit program, named Davis Community Transit or DCT, is operated from 1818 Fifth Street. All employees are City of Davis employees. Three (3) full-time employees oversee the day-to-day DCT operation, which is delivered by a staff of part-time driver employees. Maintenance is provided by the City's Fleet Services Division which is also located at 1818 5<sup>th</sup> St.

The City of Davis' paratransit program offers curb-to-curb origin-to-destination service to ADA certified individuals and their attendants. All riders must be registered and determined as eligible under ADA law. Trips can be made for any purpose and prioritization is not allowed, per ADA law. DCT accepts reservations up to 14 days in advance, and requires that trips be reserved by at least 5:00 p.m. the day before travel in order to guarantee the ride. DCT goes "beyond the ADA" and accommodates same-day trip requests when possible, as space allows.

Core service hours are between 7:00 a.m. and 7:00 p.m., Monday through Friday. However, service is available whenever Unitrans and Yolobus services are operating in Davis. The DCT program provides ADA service for the Yolobus program within the Davis city limits. This partnership extends DCT service hours beyond Unitrans' hours, covering gaps in the early morning and late evening, mimicking the longer hours of Yolobus. DCT fare is indexed to no more than twice the least expensive undiscounted fixed route public transit fare. When Unitrans is operating, the cost of a one-way ride is \$2.50; when only Yolobus is operating in Davis, the one-way fare is \$4.50. DCT charges a same-day fare for rides accommodated the day of as these trips are above and beyond what DCT is required to provide and not subject to the same pricing structure as regularly scheduled trips.

## General Reporting Requirements

### Title VI Policy & Notice to the Public

As required under the United States Department of Transportation's Title VI regulations (Title 49 CFR Section 21.9(d)), the City of Davis and Unitrans is required to provide information to the public regarding the City and Unitrans' obligations under Title VI and apprise members of the public of the protections against discrimination afforded to them by Title VI. The City of Davis and Unitrans Non-Discrimination Policy provides protections beyond the Title VI requirements and also includes protections against discrimination based on religion, gender identity, gender expression, actual or perceived sexual orientation, age, or ability. The City of Davis and Unitrans provides the Non-Discrimination Policy information as follows:

- 1) A statement that the City and Unitrans operates programs without regard to grounds of race, color, national origin, religion, gender identity, gender expression, actual or perceived sexual orientation, age, or ability. (See following page for City and Unitrans Non-Discrimination Policies. Also available in Exhibit 1)



- 2) A description of the procedures that members of the public should follow in order to request additional information on the City and Unitrans' Non-Discrimination and Title VI obligations. (See Non-Discrimination Public Notice in Exhibit 1)
- 3) A description of the procedures that members of the public should follow in order to file a Title VI discrimination complaint against the City or Unitrans. (See Discrimination/Title VI Complaint Investigation Procedures in Exhibit 2)

#### Fixed Route – Unitrans Non-Discrimination Policy

*Unitrans, as a recipient of Federal Transit Administration funds, is committed to providing quality transit service to all customers and follows all federal non-discrimination rules and regulations, including Title VI of the Civil Rights Act, the Americans with Disabilities Act, and Equal Employment Opportunity program.*

*No person shall, on the grounds of race, color, ethnicity, citizenship, national origin, religion, gender identity, gender expression, actual or perceived sexual orientation, age, or ability be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity operated by ASUCD Unitrans.*

#### Demand Response – Davis Community Transit Non-Discrimination Policy

*Davis Community Transit, as a recipient of Federal Transit Administration funds, is committed to providing quality transit service to all customers and follows all federal non-discrimination rules and regulations, including Title VI of the Civil Rights Act, the Americans with Disabilities Act, and Equal Employment Opportunity program.*

*No person shall, on the grounds of race, color, ethnicity, citizenship, national origin, religion, gender identity, gender expression, actual or perceived sexual orientation, age, or ability be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity operated by Davis Community Transit.*

The public notice and all Non-Discrimination/Title VI information is available in English, Spanish, and Chinese and can be made available in additional languages upon request. The City of Davis and Unitrans work together to make information available to the public and ensure the widest degree of access possible.

Non-Discrimination/Title VI notices are posted at the following:

- All Unitrans and Davis Community Transit revenue vehicles
- Unitrans Business Office, 1 Shields Avenue, 5 South Hall, Davis, California
- City Hall – 23 Russell Boulevard, Davis, California
- Unitrans website: [unitrans.ucdavis.edu](http://unitrans.ucdavis.edu) or [unitrans.com](http://unitrans.com)
- Davis Community Transit's website: [www.cityofdavis.org/city-hall/parks-and-community-services/davis-community-transit/](http://www.cityofdavis.org/city-hall/parks-and-community-services/davis-community-transit/)
- Unitrans printed bus schedule

## Title VI Complaint Procedures

In order to comply with the reporting requirements established in 49 CFR Section 21.9(b), the City of Davis and Unitrans developed procedures for investigating and tracking Title VI complaints (and all discrimination complaints) and procedures for filing a complaint are available to members of the public. The procedures and complaint forms are available online on the Unitrans website and Davis Community Transit website as well as both our offices. Procedures and complaint forms are available in English, Spanish, and Chinese.

As a sub-recipient, Unitrans reports all Title VI complaints, investigations, results, and any follow-up actions required to the City of Davis. While both the City and Unitrans each perform their own Title VI investigations, the procedures for the City and Unitrans are substantially similar, ensuring consistency in the treatment of all incidents alleging violations of civil rights.

See Exhibit 2 for the full investigation procedure for the City and Unitrans.

## Record of Title VI Complaints, Investigations, and Legal Actions

In order to comply with the reporting requirements of 49 CFR Section 21.9(b), FTA requires all recipients to prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin:

- Active investigations conducted by entities other than FTA
- Lawsuits
- Complaints naming the recipient.

This list shall include the date that the investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response, or final findings related to, the investigation, lawsuit, or complaint.

Between July 1, 2020 and June 30, 2023, Unitrans received 11 complaints that alleged discrimination on the basis of race, color, or national origin. Only one was received from an official Title VI complaint form. Davis Community Transit received none. Neither the City of Davis nor Unitrans has been subject to any external Title VI investigations or Title VI lawsuits to our knowledge. City and Unitrans staff track all concerns and/or complaints received and conduct an appropriate investigation based on the information received from the complainant (see Exhibit 2 for full investigation procedures). Below is a summary of the 11 complaints classified as Title VI by Unitrans staff or received on an official Title VI complaint form.

1. Complaint on September 15, 2020 – The customer believed the driver made a rude hand gesture to him and bypassed him due to his race. Video and driver interview show that bus stop that the customer was waiting at was closed with caution tape and signage. Driver was pointing with their index finger to customer to use alternative boarding location. Complaint was marked as invalid and closed as the driver was trying to direct the customer out of the construction zone to the temporary stop.
2. Complaint on December 13, 2020 – The customer alleged racial discrimination by the driver against another customer (third party complaint). A customer boarded the bus without a face mask and was asked to put on a mask per the COVID-19 policy. When the customer could not

find a mask, the customer got off the bus without confronting the driver. The filing customer confronted the driver about being racist at which point the driver pulled over and called the supervisor for assistance. Complaint was marked as invalid and closed as the driver was enforcing the mask policy consistently throughout the route.

3. Complaint on June 4, 2021 – Caller boarded the bus using a bus pass not accepted by Unitrans. The driver and trainee on the bus allowed the customer to ride without paying and reminded the customer about the fare. The customer felt that she was targeted for the fare reminder based on her race. Complaint was marked as invalid and closed as the video and interview showed a courteous interaction about proper fare and the customer was allowed to ride without paying.
4. Complaint on July 3, 2021 – Customer filed a written Title VI complaint although he alleged age discrimination and not discrimination based on race, color, or national origin. The customers' two small children (ages 2 and 4) were roaming the bus while the bus was moving. The driver and conductor requested that the children sit multiple times while the bus was moving for their safety. After several reminders, the driver and conductor asked the customers to leave the bus due to safety issues and non-compliance with safety directions. This was deemed invalid and closed as a Title VI complaint and as an age discrimination complaint as the driver and conductor were enforcing safety policy and provided multiple warnings.
5. Complaint on November 5, 2021 – Customer alleged that the driver was rude and racist because the driver did not pull to the curb to board her. The complaint was deemed invalid and closed as the bus stop area was under roadway reconstruction and the bus could not access the curb. The customer was boarded in the street as a result. All customers were boarded in the street during the construction activity.
6. Complaint on April 26, 2022 – Caller contacted Unitrans on behalf of her daughter and granddaughter (third party complaint). The caller alleged unfair treatment based on race because the driver asked the daughter to remove her granddaughter from her stroller when riding on the bus. The complaint was deemed invalid and closed as the driver was enforcing safety policy in the best interest of the child. The customer complied and rode the bus.
7. Complaint on June 24, 2022 – Customer alleged discrimination based on race because she was not able to board the bus with what she stated were two service animals. Video footage, supervisor, and driver reports show the customer boarding with two animals in a stroller. The customer could not provide information on what tasks/work that animals were trained to do so the driver (and supervisor called to scene) stated that the animals could not board based on Unitrans ADA policy. The complaint was deemed invalid and closed. The driver and supervisor followed ADA policy and asked only the two questions allowed to be asked under ADA.
8. Complaint on June 29, 2022 – Customer stated that she was being followed, harassed, and intimidated by the Unitrans driver and student customers because of her race. Video of the incident and the driver interview shows the group of students talking on the bus and also the driver operating the vehicle but no engagement with the customer from the driver or other passengers and no one getting off at the same stop as her. Complaint was deemed invalid and closed.

9. Complaint on December 1, 2022 – Caller reported an incident that occurred on the bus to another customer (third party complaint). A male and three children boarded the bus. The driver allowed them to board and sit down while they looked for their fare/passes. The driver asked for their fare several times during the trip and eventually stopped the bus until the customers paid. The caller thought that the driver targeted the family because of their race. The video and reports show that the driver enforced fare throughout the trip for all customers and enforced fare policy as expected. The customers paid the fare and continued on their trip to their destination. Complaint was deemed invalid and closed.
10. Complaint on February 5, 2023 – Caller reported an incident that occurred on the bus to another customer (third party complaint). The driver asked a customer for their fare and when the driver was not shown the fare, the driver asked the fare again and said that they could not ride without fare. The customer left the bus. The caller stated that they thought the fare enforcement was targeted because of the person’s race. The video and reports show that the driver enforced fare throughout the trip for all customers as expected. Complaint was deemed invalid and closed.
11. Complaint on February 28, 2023 – The customer boarded the bus and was asked for their fare. The customer said that the driver and conductor were rude and targeted her based on her race. The video and reports show that the driver and conductor enforced fare throughout the trip for all customers and enforced fare policy as expected. Complaint was deemed invalid and closed.

### Sub-Recipient Assistance and Monitoring

In accordance with 49 CFR 21.9(b), the City of Davis must provide assistance to, and monitor, their sub-recipients to ensure that sub-recipients are in compliance with the Department Of Transportation Title VI regulations. A “sub-recipient” is an entity that receives Federal financial assistance from the FTA through a primary recipient, such as the City of Davis. Unitrans is a sub-recipient of the City of Davis. The City has no other sub-recipients.

The City of Davis and Unitrans enjoy a coordinated and cooperative relationship in the provision of fixed route transit service within the City of Davis, as outlined in the “Cooperative Agreement Between the City of Davis and ASUCD/Unitrans.” The City of Davis and Unitrans work together to comply with Title VI regulations including providing Title VI public notices, complaint forms, procedures, investigations, and reviewing demographic information. The City and Unitrans work jointly on the Title VI program submission including the 2020 submission and this 2023 submission. See Exhibit 6 for the Cooperative Agreement.

The City works with Unitrans to ensure sub-recipient compliance on all aspects of regulatory compliance including Title VI program implementation. The City of Davis monitors this process through reports and presentations provided by Unitrans on a quarterly basis, through quarterly coordination meetings between the City and Unitrans staff, and when specific allegations are filed. While all Title VI complaints are reviewed quarterly, City staff may request Title VI complaints and information at any time.

Title VI Program and Complaint Reviews during last three years:

- July 16, 2020
- October 15, 2020
- January 21, 2021
- April 15, 2021

- August 17, 2021
- October 21, 2021
- January 20, 2022
- April 21, 2022
- July 21, 2022
- October 14, 2022
- January 11, 2023
- April 19, 2023

## Annual Title VI Assurance

This section addresses the General Requirements of FTA Circular 4702.1B – Title VI Requirements and Guidelines for Federal Transit Recipients (October 1, 2012). In compliance with this section, the City of Davis electronically filed its FY 2023 Annual Title VI Certificates and Assurances with the FTA. Unitrans reviews and keeps a copy of the annual certifications and assurances on file to ensure that all applicable provisions are implemented in the course of operating and maintaining fixed route transit within the City.

Prior to passing FTA funds to Unitrans, the City of Davis and Unitrans enter into a sub-recipient agreement for the use of federal financial assistance related to funding of public transportation services. Under the sub-recipient agreement, Unitrans is required to comply with all applicable federal laws and regulations, including Title VI, and to report its compliance to City staff. The City and Unitrans implement this compliance monitoring through preparation of an annual performance reports, formal quarterly coordination meetings and reviews between City and Unitrans staff, and informal consultation as needed.

## Requirement to Prepare and Submit a Title VI Program

Title 49 CFR Section 21.9(b) requires recipients to “keep such records and submit to the Secretary timely, complete, and accurate compliance reports at such times, and in such form and containing such information, as the Secretary may determine to be necessary to enable him to ascertain whether the recipient has complied or is complying with this [rule].” FTA requires that all direct and primary recipients document their compliance with DOT’s Title VI regulations by submitting a Title VI Program to their FTA regional civil rights officer once every three years or as otherwise directed by FTA. For all recipients (including sub-recipients), the Title VI Program must be approved by the recipient’s board of directors or appropriate governing entity or official(s) responsible for policy decisions prior to submission to FTA.

This document represents an update of the 2020 City of Davis/Unitrans Title VI Program. This updated 2023 Title VI program serves as the compliance document for both the City of Davis and Unitrans (instead of creating two separate compliance documents). This program update was approved by the Davis City Council on November 7, 2023, as the governing body responsible for making policy decisions for fixed route and demand response public transportation within the City of Davis.

Comments were solicited by advertising the plan update on buses, bus terminals, online, in the Davis Enterprise (newspaper of record), and on social media in English, Spanish, and Mandarin Chinese. A public hearing was held on the plan update on October 26, 2023 at the Unitrans Advisory Committee.



## Language Assistance Plan (LAP)

The Language Assistance Plan was updated concurrently with the full City of Davis and Unitrans Title VI Program Update to ensure transit services in our community are accessible to Limited English Proficient (LEP) individuals. Consistent with Title VI of the Civil Rights Act of 1964, DOT's implementing regulations, and Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (65 FR 50121, Aug. 11, 2000), recipients shall take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for individuals who are Limited-English proficient (LEP). With a diverse community, the City and Unitrans firmly believe in ensuring meaningful access to our services for all members of our community including Limited English proficient persons.

A full community overview and overview of transit service operated by the City of Davis and Unitrans is provided in page 1 of this document.

### Four Factor Analysis

Per FTA Title VI guidance, in order to ensure meaningful access to programs and activities, recipients shall use the information obtained in a Four Factor Analysis to determine the specific language services that are appropriate to provide. The four factor analysis reviews:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.
2. The frequency with which LEP persons come into contact with the program.
3. The nature and importance of the program, activity, or service provided by the program to people's lives.
4. The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.

The City of Davis/Unitrans has prepared the following four-factor analysis to determine the need for language assistance in the use of public transportation services within the service area. Primary data for the analysis is from the 2022 United States Census American Community Survey.

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.

The first step in the FTA recommended process is to assess the number and proportion of LEP persons in the eligible service population. Data from the 2022 U.S. Census American Community Survey, Language Spoken at Home for the Population Five Years & Over was used to identify LEP persons. The table below presents information on the City of Davis and the University of California, Davis census designated place.

Table 2: Ability to Speak English Data

	Davis city, California	
	Estimate	%
Total Service Area Population	65,237	
Total Speak Only English	44,256	67.8%
Total Speak Languages Other Than English	20,981	32.2%
Total Speak English Less than "Very Well"	7,669	11.8%

Source: United States Census, American Community Survey 2022 Language Spoken at Home for Population 5 Years & Over (S1601). Data unavailable for University of California-Davis Census Designated Place.

Overall, almost 70% of the Davis population speaks English only and 32% speak a language other than English at home. Approximately 12% of the Davis city population speaks English less than “very well”.

Looking specifically at the population that speaks English less than “very well”, Chinese and Spanish were the two most common languages. Approximately 5% of the total Davis population speaks Chinese at home and speaks English “less than very well”. Spanish speakers who speak English less than “very well” accounted for approximately 2% of the total population. **Only Chinese & Spanish qualified as a Safe Harbor languages exceeding 1,000 people or 5% of the total population** and no other single language exceeded 1,000 people or 2% of the total population.

Table 3: Language Spoken at Home for Residents who Speak English Less Than “Very Well”

Language	Total	% of Total Population
Chinese (incl. Mandarin, Cantonese)	3,296	5.1%
Spanish	1,489	2.3%
Other Asian and Pacific Island languages	1,083	1.7%
Other Indo-European languages	665	1.0%
Korean	580	0.9%
Russian, Polish, or other Slavic languages	220	0.3%
French, Haitian, or Cajun	113	0.2%
Arabic	100	0.2%
Tagalog (incl. Filipino)	80	0.1%
Other and unspecified languages	43	0.1%
German or other West Germanic languages	0	0.0%

Language	Total	% of Total Population
Vietnamese	0	0.0%
<b>Total</b>	<b>7,669</b>	<b>100.0%</b>

Source: United States Census, American Community Survey 2022 Language Spoken at Home for the Population 5 Years & Over for Davis, CA (C16001)

By individual census tract, four census tracts have a Chinese speaking population who speak English less than “very well” that exceeded 1,000 people or 5% of the census tract level population. These were census tracts 105.01 (UC Davis), and 105.11 (West Davis between Covell Boulevard and Shasta Drive), 106.08 (South Davis between Interstate 80 and Drummond Avenue), and 107.03 (Central Davis between Covell Blvd, Russell Blvd, Highway 113, and Anderson Road). No other individual census tracts had any languages where the population speaks English less than “very well” exceeding 1,000 people or 5% of the population.

In addition to Census data, demographic data on 2022-2023 enrollment of Limited English Proficient primary and secondary school students in the Davis Joint Unified School District (DJUSD) revealed that 8.9% of students (752 out of a total 2022-23 enrollment of 8,398) were limited English proficient. Most of these students spoke Spanish (436) followed by Korean (67), Mandarin (61) and other non-English languages (188). For data, see Exhibit 4.

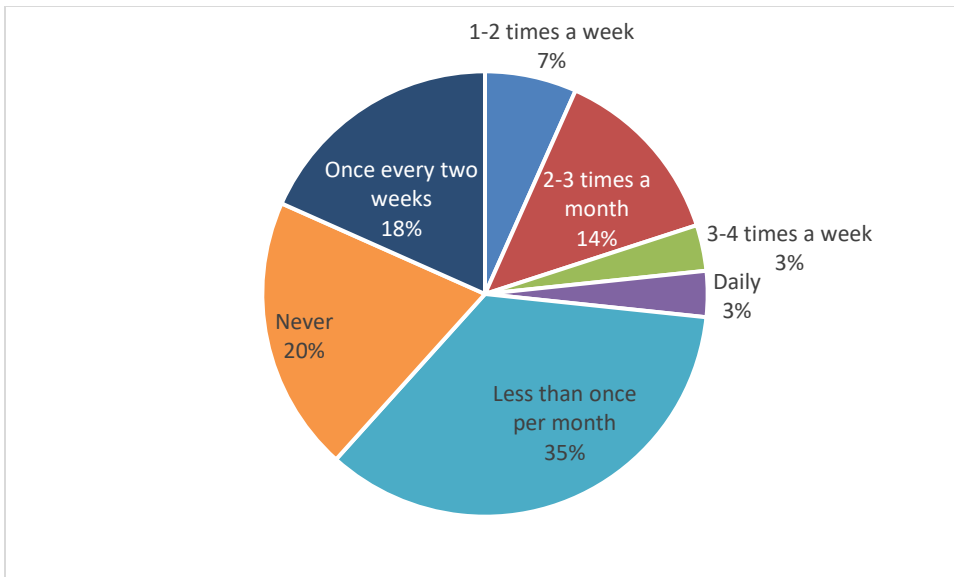
Unitrans 2023 customer survey showed that 4% of customers stated that Mandarin Chinese was their first language and 1% stated that Spanish was their first language. No other language exceeded 1% of responses.

2. The frequency with which LEP persons come into contact with the program.

The next step is to consider how often LEP individuals may come into contact with Unitrans bus service. Unitrans and Davis Community Transit operate throughout areas where Limited English Proficient residents live. In addition to reviewing census data, Unitrans and DCT staff surveyed their drivers in September-October 2023 to determine how often staff encounters customers who communicate in a language other than English. Overall, drivers reported low instances of needing to assist customers with limited English proficiency. Over 70% of staff reported experiencing customers asking for information in a language that they cannot understand two or fewer times per month with a majority of those reporting less than monthly. Only 13% reported experiencing customers asking for information in a language other than English on at least a weekly basis.

The most commonly encountered language according to Unitrans staff was Chinese with approximately 40% of staff reporting that they encounter customers seeking information in Chinese at least monthly. Twenty-eight percent of staff stated that they experience at least monthly Spanish speaking customers seeking information. For all other languages including Korean, Tagalog, and Vietnamese, less than 10% of staff reported encountering these languages at least monthly.

*Figure 2: When driving, conducting, or performing other tasks with the public, how often do you (Unitrans staff) experience customers who ask you for information or a question in a language you cannot understand? (n=60)*



For Davis Community Transit specifically, half of current staff reported not encountering LEP customers at all and half reported encountering LEP customers less than once per month. Of those encountering LEP customers, half reported engaging customers whose primary language was Spanish less than once per month and 25% reported engaging Chinese speaking customers less than once per month. One employee each stated engaging with Tagalog or Arabic speaking customers less than once per month.

For a full summary of staff survey results, see Exhibit 3.

Staff also reached out to social service organizations throughout Davis to determine what languages social service providers most often encounter and if they are aware of their clients using transit. Staff received responses from Yolobus, Davis Community Meals & Housing, First 5 Yolo, Yolo Healthy Aging Alliance, City of Davis Affordable Housing Program/Fair Housing Services, and UC Davis Service for International Students and Scholars (SISS). Most respondents stated that they were unaware if their clients or residents used transit. Most responded that their clients and residents primarily communicate in English however some stated that Spanish is commonly spoken and Chinese, Korean, and Russian were also mentioned. The City provides Spanish and Chinese translations regularly according to the City outreach staff and other languages as needed.

Based on census, staff, and community services feedback, Spanish and Chinese appear to be the languages that transit service commonly encounter and may encounter. As stated previously, only Spanish and Chinese qualify as Safe Harbor languages.

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

Unitrans' most recent customer survey in Fall 2023 shows that over 50% stated that they have no access to a vehicle for personal use. In addition, our customer survey showed that almost 50% of our customers live in households making less than \$25,000 per year, making most of our customers low-income. According to the American Community Survey, over 13% of Davis households do not have access to a vehicle. Traditionally low-income households and those without access to a vehicle are transit dependent. With a high proportion of low-income customers and higher than average households without

access to a vehicle, public transit within the Davis is a very important component in the quality of people's lives.

4. The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.

The City and Unitrans offer and will continue to offer vital documents in English, Spanish, and Chinese. In addition, thanks to substantial resources available through UC Davis, Unitrans and the City through Unitrans continues to offer translated service information in any language by request to Limited English Proficient individuals free of charge. The most common type of language assistance is verbal translation provided by bilingual Unitrans and University employees, most often Spanish and Chinese (Mandarin) translation. In addition to Spanish, other languages known to be spoken by various Unitrans employees include Japanese, Korean, Vietnamese, and Urdu.

UC Davis offers substantial resources to LEP populations which Unitrans takes advantage of. For example, Services for International Students and Scholars (SISS) serves over 8,000 international students, faculty, and researchers and their accompanying family members who come to UC Davis each year. Through its programs for international students, visiting scholars, and faculty, SISS connects individuals with a variety of resources and events that promote interaction with the Davis community and beyond. Also, the nature of the living arrangements (dorms or married student housing) provide access to people outside of the family who can offer assistance to less proficient English speakers.

Outside of the campus, the resources are more limited. To the extent that many non-campus customers and potential customers are secondary school students, the Davis Joint Unified School District provides services and resources through their ESL programs.

Exhibit 5 includes several examples of outreach materials translated and made available to LEP individuals.

## Providing Language Assistance to Limited English Proficient People

As stated above, the City and Unitrans offer and will continue to offer vital documents in English, Spanish, and Chinese. Unitrans and the City through Unitrans will continue to offer translated service information in any language by request to Limited English Proficient individuals free of charge. The most common type of language assistance is verbal translation provided by bilingual Unitrans and University employees, most often Spanish and Chinese (Mandarin) translation. In addition to Spanish, other languages known to be spoken by various Unitrans employees include Japanese, Korean, Vietnamese, and Urdu. The City and Unitrans will continue to make translation services available at meetings when the need for such services has been identified or requested. For meetings such as the annual Unmet Transit Needs hearing, Spanish translation is provided regardless of request.

Summary of Key Assistance Available:

1. Vital documents for Unitrans and DCT available in English, Spanish, and Chinese
2. Verbal translation services in any language available upon request and free of charge
3. Written translation services in any language available upon request and free of charge
4. Translation services provided for public meetings upon request and free of charge



- a. Spanish translation services available at Unmet Needs Hearing regardless of request

## Providing notice to LEP persons

At a minimum, the required Non-Discrimination/Title VI Notice to Beneficiaries will be published in English, Spanish, and Chinese. The following is a list of other vital documents that provide information on transit services:

1. Unitrans fare and general information
2. DCT fare and general information
3. DCT ADA eligibility application
4. DCT ADA eligibility findings and appeal process
5. DCT Discrimination/Title VI Complaint Procedure and Forms
6. Unitrans disabled pass application
7. Unitrans disabled pass findings and appeal process
8. Unitrans notices of fare and service changes
9. Unitrans Discrimination/Title VI Complaint Procedure and Forms
10. Letters requiring response from customer (such as complaint findings and appeal process)

Items 1-9 above are made available in English, Spanish, and Chinese. Item 10 is accommodated as needed.

## Training staff

When new hires start employment, City and Unitrans management distribute their respective Administrative Handbooks that contain all applicable policies and procedures. These employee handbooks are updated regularly to include new and changing policies on outreach to and communication with limited-English speaking persons.

As new policies/procedures are developed, or existing policies/procedures are amended, these new documents are distributed to affected employees through various methods, including but not limited to paper distribution, electronic documents, postings in employee break rooms, and scheduled group or individual training sessions.

Vehicle operators, who are the most direct point of contact for LEP persons, have several methods to respond to an LEP individual. In many instances, LEP individuals are accompanied by a companion who speaks English and can translate for the customer. In addition, many vehicle operators are bilingual. If vehicle operators are not bilingual, they are instructed to ask for assistance from a bilingual passenger. In the few cases where there is no one on the bus who can offer language assistance, the vehicle operator contacts dispatch, and a supervisor is sent to the bus to assist.

In fall 2023, Unitrans implemented language assistance materials on the buses in Spanish and Mandarin Chinese. The materials include a customer-focused pamphlet in Spanish and Mandarin Chinese with common questions and assistance phrases, answers, and directions on engaging the driver or conductor for assistance. The driver and conductor are equipped with a guidebook with answers to common questions in those two languages. Sample materials are provided in Exhibit 5. The materials are

designed to simplify interactions and improve communications between LEP individuals and Unitrans staff.

### Monitoring/updating the plan

The City and Unitrans will continue to coordinate with the campus office of Services for International Students and Scholars (SISS) & Davis Joint Unified School District to track enrollment trends and identify the potential for additional translation needs and the resources to meet identified needs. DCT and Unitrans will also continue to monitor interactions with LEP customers and note any trends which may indicate a need for additional language assistance resources. Community-wide, the availability of information in other languages or symbolic formats are noted on the DCT and Unitrans web pages and printed materials.

The City and Unitrans will continue to research the wealth of external resources created by government and non-profit entities, such as the U.S. Department of Justice, and link with these resources so that they are accessible to LEP persons.

In addition, through standard planning and collaboration processes, the City and Unitrans will continue to consult with SACOG staff and its Transit Coordinating Committee to be aware of other programs or opportunities.

## Public Participation Plan

The City and Unitrans are committed to ensuring we provide equal and equitable access to our services. As required, the City and Unitrans' public involvement and outreach efforts must include minority and Limited English Proficient (LEP) populations. In addition, the Title VI Program must include a summary of outreach efforts made since the last Title VI program submission. Samples of outreach materials are included in Exhibit 5.

The public participation process is considered at the earliest stages of any City or Unitrans transit project or service modifications which may impact the surrounding communities, existing riders, and potential riders. As transit-related services and projects vary in scope and goals, the public participation process is tailored to most effectively inform the project.

The City of Davis and Unitrans employ a number of resources to encourage attendance at and participation in meetings, and to solicit feedback on proposed transit services and projects. Over the last few years with the COVID-19 pandemic, electronic media has become one of the most efficient and expedient methods for publication of notices and proposals and for receipt of public questions and comments. Both the City and Unitrans public information on their respective web sites and maintain a presence on Facebook and Instagram. Translation of electronic information into a variety of languages continues to improve as more people have started to use resources available through web browsers and social media sites.

For print media, the City and Unitrans provide service change information in Spanish Chinese in areas where people are most likely to benefit from this resource.

For public meetings, translation services are available upon request and Spanish translation is standard for the annual Unmet Needs meetings.

#### Common Public Information Types:

- On vehicle information flyers – Most common
- Online information on City and Unitrans websites – Most common
- Social media information and boosts on Facebook and Instagram – Most common
- Terminal postings and A-Frames – As needed based on effort
- Bus stop postings – As needed based on effort
- On vehicle take-ones and handouts – As needed based on effort
- Press releases – As needed based on effort
- Davis Enterprise newspaper articles and ads – As needed based on effort

For major service changes and significant modifications, a multi-pronged outreach strategy is implemented and uses all available distribution channels including:

- On-vehicle outreach and hand-outs (engage bilingual staff for these efforts)
- Terminal outreach and hand-outs (engage bilingual staff for these efforts)
- Social media postings and boosts
- Postings on buses, at stops, and at terminals including A-Frame signage (translation available in Spanish and Chinese)
- Webpage on proposals (available in English, Spanish, and Chinese)
- Press release and newspaper articles/advertising
- Coordination with University and City departments to amplify and distribute messaging
- Public open houses and a public hearing (translation services available upon request)

City and Unitrans staffs participate in several advisory committees, including SACOG's Transit Coordinating Committee of the Sacramento Area Council of Governments, the Yolo County Transportation Advisory Committee, and the Yolo Transportation Management Association where the public attends and provides feedback. Independent public outreach events and open houses are also hosted as needed for service change proposals and other projects as needed. Through these advisory councils and meetings and community events, City and Unitrans staff is closely engaged in public outreach efforts on community and regional transportation and transit service planning efforts.

#### Common Committee Meetings, Community Events, and Other Outreach Activities:

- Annual Unmet Needs Hearings
- Davis City Council meetings
- Unitrans Advisory Committee meetings
- Bicycling, Transportation, and Street Safety Committee meetings
- ASUCD Senate meetings
- Travel training workshops
- Davis Joint Unified School District open houses and welcome back events
- SACOG Transit Coordinating Committee meetings
- Yolo County Transportation Advisory Committee meetings
- Cool Davis task force meetings
- Davis Farmers Market outreach

- Celebrate Davis and other community focused events
- As needed project focused meetings hosted by Unitrans or City staff

## Summary of Completed Outreach Efforts

Outreach was more limited than usual over the last three years due to the COVID-19 pandemic. Between 2022-2023, outreach efforts increased. The City and Unitrans actively participated in a more limited set of community events in person and provided more information and engagements online. Below is a summary of efforts over the last three years.

- Service change proposals – Annual outreach effort in spring including on board information, terminal information, online information, outdoor bus terminal and on-board bus outreach, and virtual public hearings. Information provided in Spanish and Chinese.
- Senior travel training workshop – Outreach event resumed in April 2023. In person travel training and transit information provided including group and one-on-one training. Translation services provided upon request.
- Back to school outreach at Davis Joint Unified School District middle and high schools – Annual outreach in August 2022 and 2023. Information provided in Spanish. Information available in other languages upon request.
- UC Davis Welcome Events – Several annual outreach events in September. Information distributed primarily in English. Translation services provided upon request.
- Unmet needs hearings – Annual public hearing in late fall through SACOG where the City and Unitrans participate. Information provided in Spanish and on-site translation services provided in Spanish. Other in-person translation services provided upon request.
- Travel training – One-on-one and group travel training assistance upon request by Unitrans. Translation services provided upon request.
- On-going social media and online presence – On-going postings and announcements on service changes, service issues, and customer information on Facebook and Instagram.
- Press releases – As-needed press releases to the Davis Enterprise, California Aggie, and local television and radio stations on events, service changes, etc.
- Celebrate Davis community event – Annual outreach event in May. Translation services provided upon request.

## Minority Representation on Planning and Advisory Bodies

Title 49 CFR Section 21.5(b)(1)(vii) states that a recipient may not, on the grounds of race, color, or national origin, “deny a person the opportunity to participate as a member of a planning, advisory, or similar body which is an integral part of the program.” Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.

The City of Davis is governed by a City Council, which is comprised of five individuals elected at large by registered voters within the City of Davis. The City Council is advised on transit-related matters by the Unitrans Advisory Committee, which is comprised of nine members appointed by the City Council. The Unitrans Advisory Committee consists of 1 member each from the Bicycling, Transportation and Street Safety, Natural Resources, and Senior Citizens Commissions; 3 members from Associated Students of UC Davis; and 3 at-large members.

The committee was formed in 2000 through a resolution adopted by the Davis City Council (Resolution No. 00-47, Series 2000 – Creating the City of Davis Unitrans Advisory Committee, March 22, 2000). Restructured in May 2016, the committee has the following membership structure:

- Bicycling, Transportation and Street Safety Commission representative
- Natural Resources Commission representative
- Senior Citizens Commission representative
- ASUCD Representatives (three)
- At-Large Members (three)

The functions of the Committee include the following:

- To hold a public meeting once a year to review any proposed Unitrans changes.
- To address Unitrans issues brought forward by citizens.
- To be on call to convene if a special issue arises.

The following is a breakdown of the racial make-up of the Unitrans Advisory Committee and Davis City Council as of October 2023. U.S. Census 2020 race categories were used for the purpose of this summary.

*Table 4: Unitrans Advisory Committee – October 2023*

<b>Race</b>	<b>#</b>
White (Not Hispanic/Latino)	5
Hispanic, Latino, or Spanish Origin	0
Black or African American	1
Asian Indian	1
Other Asian (for example, Filipino, Pakistani, Cambodian, and Hmong)	1
Decline to Provide	1
<b>Total</b>	<b>9</b>

*Table 5: Davis City Council – October 2023*

<b>Race</b>	<b>#</b>
White (Not Hispanic/Latino)	3
Hispanic, Latino, or Spanish Origin	1
Asian	1
Decline to Provide	0
<b>Total</b>	<b>5</b>



Chapter 10 of the Davis Municipal Code outlines the City's civil rights policies, states prohibitions on discrimination based on all protected classes of individuals, and provides mechanisms for both outreach and education on civil rights topics in addition to penalties for violations. The City Council established a Human Relations Commission to oversee the implementation of the anti-discrimination ordinance.

The recruitment of members for and activities of each City commission and committee are governed by the anti-discrimination ordinance. The City provides equal opportunity to all interested persons wishing to seek an appointment to any advisory body.

## Determination of Site or Location of Facilities (Fixed Facilities Analysis)

Over the last three years, there were no fixed facilities (such as maintenance or storage buildings, or operation centers) that required a fixed facilities analysis. Should such facilities be proposed for future implementation, a fixed facility analysis will be completed as part of the project planning process.

## Providing Additional Information Upon Request

The City of Davis and Unitrans are prepared to provide any information or respond to any requests for information relative to any information not contained in this update as FTA deems necessary to ensure compliance with 49 CFR Section 21.9 (b).

## Requirement to Set System-Wide Service Standards and Policies

All fixed route transit providers shall set service standards and policies for each specific fixed route mode of service they provide. Unitrans provides fixed-route local bus service throughout the City of Davis. The standards and policies established by the City of Davis/Unitrans must address how service is distributed across the transit system, and must ensure that the manner of the distribution affords users access to these assets. Providers of fixed route public transportation shall also adopt system-wide service policies to ensure service design and operations practices do not result in discrimination on the basis of race, color, or national origin. Service standards and policies are adopted only after public outreach in line with the public participation plan and engagement with customers and community groups.

FTA requires all fixed route transit providers to develop quantitative standards for the following indicators:

- Vehicle load for each mode: Vehicle load can be expressed as the ratio of passengers to the total number of seats on a vehicle.
- Vehicle headway for each mode: Vehicle headway is the amount of time between two vehicles traveling in the same direction on a given line or combination of lines. A shorter headway corresponds to more frequent service.
- On-time performance: On-time performance is a measure of bus trips completed as scheduled. The definition of "on time" must be stated.
- Service availability for each mode: Service availability is a general measure of the distribution of routes within a transit provider's service area.

FTA also requires fixed route transit providers to develop a policy for each of the following service indicators:

- Distribution of transit amenities for each mode: Transit amenities refer to items of comfort, convenience, and safety that are available to the general riding public. Fixed route transit providers must set a policy to ensure equitable distribution of transit amenities across the system.
- Vehicle assignment for each mode: Vehicle assignment refers to the process by which transit vehicles are placed into service in depots and on routes throughout the transit provider's system.

Exhibit 7 lists service standards, policies, and current performance established by the City of Davis/Unitrans for the provision of fixed route bus service. The established standards are derived from the 2014/15 Short Range Transit Plan. With the 2023/2024 Short Range Transit Plan update, an official standard for bus assignments and amenity distribution will be added. Currently, this is monitored internally by staff as of 2023.

# Exhibit 1 - City of Davis Non-Discrimination Policy And Information on Recipient Obligations

## **Unitrans Non-Discrimination Policy Statement**

Your Civil Rights Are Important to Us!

Unitrans, as a recipient of Federal Transit Administration funds, is committed to providing quality transit service to all customers and follows all federal non-discrimination rules and regulations, including Title VI of the Civil Rights Act, the Americans with Disabilities Act, and Equal Employment Opportunity program.

No person shall, on the grounds of race, color, ethnicity, citizenship, national origin, religion, gender identity, gender expression, actual or perceived sexual orientation, age, or ability be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity operated by ASUCD Unitrans.

Additional information is available at [www.unitrans.com](http://www.unitrans.com). If you suspect a violation of any of these policies, please contact the Unitrans Assistant General Manager by email at [unitrans@ucdavis.edu](mailto:unitrans@ucdavis.edu), call 530-752-2877, or mail us at Unitrans Assistant General Manager, 1 Shields Avenue, 5 South Hall, Davis, CA 95616, and your complaint will be directed to the appropriate agency and staff for review.

## **Declaración de Política de No Discriminación de Unitrans**

¡Sus derechos civiles son importantes para nosotros!

Unitrans, como receptor de fondos de la Administración Federal de Transito, se compromete a brindar servicios de transito de calidad a todos los clientes y seguir con todas las normas, reglamentos y regulaciones federales contra la discriminación, incluido el Título VI de la Ley de Derechos Civiles, la Ley de Estadounidenses con Discapacidades y la Ley Programa de Oportunidad de Empleo.

Ninguna persona, por motivos de raza, color, origen nacional, religión, identidad de genero, orientación sexual real o percibida, edad o capacidad, será excluida de la participación en, se le negaran los beneficios o estará sujeta a discriminación bajo cualquier programa o actividad operada por ASUCD Unitrans.

Información adicional está disponible en [www.unitrans.com](http://www.unitrans.com). Si sospecha una violación de cualquiera de estas políticas, comuníquese con el Asistente del Gerente General de Unitrans por correo electrónico a [unitrans@ucdavis.edu](mailto:unitrans@ucdavis.edu), llame al 530-752-2877, o escriba al Asistente del Gerente General de Unitrans, 1 Shields Avenue, 5 South Hall, Davis, CA 95616, y su queja será dirigida a la agencia y al personal apropiado para su revisión.

## Unitrans非歧视政策声明

我們十分重視您的公民權利！

作為聯邦運輸管理局的資助機構，Unitrans致力於為所有乘客提供優質的運輸服務，並遵守所有聯邦防止歧視的法規，包括《民權法》第六章、《美國殘疾人法》和《平等就業法》機會計劃。

任何人不得在Unitrans的業務及所舉辦的活動下，以種族、膚色、種族、國籍、原來國籍、宗教、性別、性別表示、實際或感知的性取向、年齡或能力為由，而被排除參與、剝奪利益或受到歧視。

如若了解更多信息，請瀏覽[www.unitrans.com](http://www.unitrans.com)。如果您懷疑有違規行為，請電郵至[unitrans@ucdavis.edu](mailto:unitrans@ucdavis.edu) 聯繫Unitrans助理總經理、致電530-752-2877或郵寄至1 Shields Avenue, 5 South Hall, Davis, CA 95616。您的投訴將直接轉給相應的代理機構和工作人員進行審查。

## **Davis Community Transit Non-Discrimination Policy Statement**

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The City of Davis, as a recipient of Federal Transit Administration funds, is committed to providing quality transit service to all customers and follows all federal non-discrimination rules and regulations, including Title VI of the Civil Rights Act, the Americans with Disabilities Act, and Equal Employment Opportunity program.

No person shall, on the grounds of race, color, ethnicity, citizenship, national origin, religion, gender identity, gender expression, actual or perceived sexual orientation, age, or ability be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity operated by Davis Community Transit.

Additional information is available at <https://www.cityofdavis.org/city-hall/parks-and-community-services/davis-community-transit/title-vi-notice>. If you suspect a violation of any of these policies, please contact the Davis Community Transit Supervisor by email at [D@cityofdavis.org](mailto:D@cityofdavis.org), call 530-747-8240, or mail us at Davis Community Transit, ATTN: DCT Supervisor, 23 Russell Blvd., Davis, CA 95616, and your complaint will be directed to the appropriate agency and staff for review.

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Información adicional está disponible en <https://www.cityofdavis.org/city-hall/parks-and-community-services/davis-community-transit/title-vi-notice>. Si sospecha una violación de cualquiera de estas políticas, comuníquese con el Supervisor de Davis Community Transit por correo electrónico a [D@cityofdavis.org](mailto:D@cityofdavis.org), llame al 530-747-8240, o escriba al Davis Community Transit, ATTN: DCT Supervisor, 23 Russell Blvd., Davis, CA 95616, y su queja será dirigida a la agencia y al personal apropiado para su revisión.



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如若了解更多信息，請瀏覽<https://www.cityofdavis.org/city-hall/parks-and-community-services/davis-community-transit/title-vi-notice>。如果您懷疑有違規行為，請電郵至 [D@cityofdavis.org](mailto:D@cityofdavis.org) 聯繫Davis Community Transit助理總經理、致電530-747-8240或郵寄至23 Russell Blvd., Davis, CA 95616。您的投訴將直接轉給相應的代理機構和工作人員進行審查。

## Exhibit 2 - Title VI Complaint & Investigation Procedures and Forms

### UNITRANS TITLE VI/DISCRIMINATION COMPLAINT & INVESTIGATION PROCEDURE

#### What is Title VI?

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

Unitrans is committed to ensuring that no person shall, on the grounds of race, color, ethnicity, citizenship, national origin, religion, gender identity, gender expression, actual or perceived sexual orientation, age, or ability be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity operated by Unitrans. If you believe you have been subjected to discrimination under this Non-Discrimination Policy including discrimination under Title VI, you may file a complaint.

#### How do I file a Discrimination/Title VI Complaint?

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

- Your name, address, and how to contact you (i.e., telephone number, email address, etc.)
- How, when, where, and why you believe you were discriminated against. Include the location, names, and contact information of any witnesses. The complaint may be filed in writing to or delivered in person at:

Unitrans  
Assistant General Manager-Administration  
5 South Hall  
1 Shields Avenue  
Davis, CA 95616

**Printable Form:** A printable complaint form can be downloaded in PDF format and printed at

<https://unitrans.ucdavis.edu/media/uploads/2020/06/05/titleviform.pdf>.

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

**Email:** [unitrans@ucdavis.edu](mailto:unitrans@ucdavis.edu)

**Phone:** 530-752-2877

**Fax:** 530-752-6350

Complaint Assistance: Unitrans staff will assist with writing a complaint if the complainant is unable to do so or needs language assistance.

Complainants alleging discrimination based on race, color, or national origin may also file a Title VI complaint with an external entity such as the Federal Transit Administration, other federal or state agency, or a federal or state court. However, should a complaint be filed with Unitrans and an external entity simultaneously, the external complaint will supersede the complaint filed with Unitrans and its complaint procedures will be suspended pending the external entity's findings.

### What happens to my complaint?

All complaints alleging discrimination, including those under Title VI based on race, color or national origin, in a service or benefit provided by Unitrans will be recorded in Unitrans' customer service database and immediately assigned a complaint number.

The Unitrans Assistant General Manager-Administration will review the complaint and will provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English.

The Unitrans Assistant General Manager-Administration will investigate a discrimination complaint including a formal Title VI complaint within ten (10) working days of receiving the complaint. In instances where additional information is needed for assessment or investigation of the complaint, Unitrans staff will contact the complainant in writing within 15 working days of receiving the complaint. Failure of the complainant to provide the requested information by a certain date may result in the administrative closure of the complaint.

Based upon all of the information received, the Unitrans Assistant General Manager-Administration will conduct an investigation and prepare a recommendation for review by the General Manager. The General Manager will determine if the complaint may be administratively closed, or if a written response

is needed. If a written response is needed, the Unitrans Assistant General Manager-Administration will send the response to the complainant and advise the complainant of his/her right to file a complaint externally.

The complainant also will be advised of his/her right to appeal the response to federal and state authorities as appropriate. Unitrans will make its best efforts to respond to a discrimination complaint including a Title VI complaint within thirty (30) working days of its receipt of such a complaint, unless a complaint is filed with Unitrans and an external entity simultaneously as noted previously.

## How will I be notified of the outcome?

The Unitrans Assistant General Manager-Administration will send a written response to the complainant on the decision and advise the complainant of his or her right to file a complaint externally. Unitrans will make its best efforts to respond to discrimination complaints including Title VI complaints within thirty (30) working days of its receipt of such complaints.

In addition to Unitrans' complaint process, a complainant alleging discrimination based on race, color, or national origin may file a Title VI complaint with the Federal Transit Administration's Office of Civil Rights. For more information, complaint form, and instructions, go to:

<https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>

Send mail to:

Federal Transit Administration  
Office of Civil Rights  
Attention: Complaint Team  
East Building, 5th Floor – TCR  
1200 New Jersey Avenue, SE  
Washington, DC 20590

Or email: [FTACivilRightsCommunications@dot.gov](mailto:FTACivilRightsCommunications@dot.gov)

## Who can file a complaint?

Any person who believes that they have, individually, or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color, or national origin (Title VI) or religion, gender identity, gender expression, actual or perceived sexual orientation, age, or ability may file a discrimination/Title VI complaint with Unitrans. A complaint must be filed within 180 days after the date of the alleged discrimination.

# Title VI/Discrimination Complaint Form

Please complete this form and mail it to Unitrans, ATTN: Assistant General Manager-Administration, 1 Shields Ave, Davis, CA 95616, or fax your completed form to (530) 752-6350. You may also scan and email your completed form to [unitrans@ucdavis.edu](mailto:unitrans@ucdavis.edu), or drop it off in person to the Unitrans Business Office located at 5 South Hall on the campus of the University of California-Davis.

<b>Section 1</b>					
Name (Complainant):		Mr.	Mrs.	Ms.	Miss
Mailing Address:				Apt.:	
City:		State:		Zip:	
Phone:		E-mail:			
<b>Section 2</b>					
Are you filing this form on your own behalf? Yes <input type="checkbox"/> No <input type="checkbox"/>					
If you answered "No", please supply your name and relationship to the person listed in Section 1.			Name:		
			Relationship:		
Please explain why you are filing an incident form on their behalf.					
Have you obtained permission to file this form on their behalf? Yes <input type="checkbox"/> No <input type="checkbox"/>					
<b>Section 3</b>					
Basis of alleged discrimination: Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin <input type="checkbox"/> Other <input type="checkbox"/>					
<b>Section 4</b>					
Please use this space to provide as much detail as possible about the incident you wish to report. The detail you provide will assist in the investigation of your complaint.					
Date of incident:			Time of incident:		
Driver/Staff Person:			Route:		Bus #:
Boarding location:			Destination/Bus stop:		
Describe the situation you would like to report. Use additional paper if necessary.					
Please list any person(s) we may contact for additional information:					
Name:		Address:		Phone:	
<b>Section 5</b>					
Did you file this complaint with another federal, state or local agency; or with a federal or state court? Yes <input type="checkbox"/> No <input type="checkbox"/>					
Which agency:			Date filed:		
<b>Section 6</b>					
I declare under penalty of perjury under the laws of the State of California that the information I have provided is true and correct to the best of my knowledge.					
_____			_____		
Signature			Date		

# Formulario de Quejas del Discriminación/Título VI

Favor de completar este formulario y enviarlo por correo a Unitrans, ATTN: Asistente de Administración y Director General, 1 Shields Ave. Davis, CA 95616, o envíe el formulario completado por fax a (530) 752-6350. También puede escanearlo y enviarlo por correo electrónico a Unitrans@ucdavis.edu, o entregarlo en persona a la Oficina Administrativa de Unitrans ubicada en 5 South Hall, en el campus de la Universidad de California-Davis.

<b>Sección 1</b>			
Nombre (Demandante):		Sr.	Sra.
Dirección de envío:			Apt.:
Ciudad:		Estado:	Código Postal:
Teléfono:		Correo electrónico:	
<b>Sección 2</b>			
¿Está presentando éste formulario bajo su propio nombre? Si <input type="checkbox"/> No <input type="checkbox"/>			
Si contestó "No", por favor suminístrenos el nombre y su relación con la persona indicada en la Sección 1.		Nombre: Relación:	
Por favor explique por qué esta llenando un formulario de incidentes en su representación.			
¿Ha obtenido autorización para tramitar este formulario en su representación? Si <input type="checkbox"/> No <input type="checkbox"/>			
<b>Sección 3</b>			
Motivo de la presunta discriminación: Raza <input type="checkbox"/> Color <input type="checkbox"/> Origen Nacional <input type="checkbox"/> Otro <input type="checkbox"/>			
<b>Sección 4</b>			
Utilice este espacio para proporcionar la mayor cantidad de detalles posible sobre el incidente que desea informar. Los detalles que proporcione ayudarán en la investigación de su queja			
Fecha del incidente:		Hora del incidente:	
Conductor/personal:		Ruta:	# de Autobús:
Ubicación de bordaje:		Destino/parada de autobús:	
Describa la situación que quiere reportar. Use papel adicional si es necesario.			
<hr/> <hr/> <hr/> <hr/>			
Por favor añadir a cualquier persona(s) que podamos contactar para información adicional:			
Nombre:	Dirección de envío:	Teléfono:	
<b>Sección 5</b>			
¿Tramitó esta queja con otra agencia federal, del estado, o local; con la corte federal o del estado? <input type="checkbox"/> Si <input type="checkbox"/> No			
¿Qué agencia?:		Fecha tramitada:	
<b>Sección 6</b>			
Yo declaro, bajo pena de perjurio bajo las leyes del estado de California, que la información que he proporcionado es verdadera y correcta según mi conocimiento.			
Firma		Fecha	



# Title VI/歧视投诉表

请填写下列表格并邮寄至Unitrans, 收件人: Assistant General Manager-Administration, 1 Shields Ave, Davis, CA 95616, 或传真至(530) 752-6350. 您亦可以选择扫描后电邮至[unitrans@ucdavis.edu](mailto:unitrans@ucdavis.edu), 或亲临位于戴维斯加大5 South Hall 的Unitrans 办公室递交。

<b>第一部分</b>					
姓名 (投诉人):		Mr.	Mrs.	Ms.	Miss
邮寄地址:				公寓:	
城市:		州份:		邮寄编号:	
电话:		电邮:			
<b>第二部分</b>					
您是亲自填写吗? 是 <input type="checkbox"/> 否 <input type="checkbox"/>					
如果您回答“否”, 请提供您的姓名和与第一步份投诉人的关系。			姓名:		
			关系::		
请解释您代表他们提交此表格的原因。					
您是否已获得他们的同意代表投诉人提交此表格? 是 <input type="checkbox"/> 否 <input type="checkbox"/>					
<b>第三部分</b>					
涉嫌歧视的类别: 种族 <input type="checkbox"/> 颜色 <input type="checkbox"/> 国籍 <input type="checkbox"/> 其他 <input type="checkbox"/>					
<b>第四部分</b>					
请使用此空间尽可能详细地提供您要报告的事件					
您提供的详细信息将有助于调查您的投诉					
事发日期:		事发时间:			
车长/工作人员:		路线:		巴士编号:	
上车地点:		终点/车站:			
请描述事发经过。如有需要可附上更多页数。					
请列出相关联络人以便我们获取更多信息:					
姓名:		地址:		电话:	
<b>第五部分</b>					
您是否同时向其他联邦、州或地方的法院或相关机构作出此投诉? 是 <input type="checkbox"/> 否 <input type="checkbox"/>					
机构名称:			投诉日期:		
<b>第六部分</b>					
本人现作出声明, 据我所知所申报的信息是真实及正确, 并明白加州伪证罪的刑罚。					
_____ 签署			_____ 日期		

# CITY OF DAVIS TITLE VI/DISCRIMINATION COMPLAINT & INVESTIGATION PROCEDURE

## What is Title VI?

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

The City of Davis is committed to ensuring that no person shall, on the grounds of race, color, ethnicity, citizenship, national origin, religion, gender identity, gender expression, actual or perceived sexual orientation, age, or ability be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity operated by Davis Community Transit (DCT). If you believe you have been subjected to discrimination under this Non-Discrimination Policy, including discrimination under Title VI, you may file a complaint.

## How do I file a Discrimination/Title VI Complaint?

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

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

The complaint may be filed in writing to:

Davis Community Transit  
ATTN: Paratransit Supervisor  
23 Russell Blvd.  
Davis, CA 95616

Printable Form: A printable complaint form can be downloaded in PDF format and printed at <https://www.cityofdavis.org/home/showdocument?id=2892>

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

Email: [D@cityofdavis.org](mailto:D@cityofdavis.org)

Phone: 530-747-8240

Fax: 530-297-5410

Complaint Assistance: DCT staff will assist with writing a complaint if the complainant is unable to do so or needs language assistance.

Complainants alleging discrimination based on race, color, or national origin may also file a Title VI complaint with an external entity such as the Federal Transit Administration, other federal or state agency, or a federal or state court. However, should a complaint be filed with DCT and an external entity simultaneously, the external complaint will supersede the complaint filed with DCT and its complaint procedures will be suspended pending the external entity's findings.

## **What happens to my complaint?**

All complaints alleging discrimination including those under Title VI based on race, color, or national origin in a service or benefit provided by the DCT will be given to the Paratransit Supervisor and will be filed in DCT's Title VI Complaint folder.

The Paratransit Supervisor will review the complaint and will provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English.

The Paratransit Supervisor will investigate a formal complaint within ten (10) working days of receiving the complaint. In instances where additional information is needed for assessment or investigation of the complaint, DCT staff will contact the complainant in writing within fifteen (15) working days of receiving the complaint. Failure of the complainant to provide the requested information by a certain date may result in the administrative closure of the complaint.

Based upon all of the information received, the Paratransit Supervisor will investigate and prepare a recommendation for review by Assistant Director, Parks & Community Services. The Assistant Director, Parks & Community Services will determine if the complaint may be administratively closed, or if a written response is needed. If a written response is needed, the Paratransit Supervisor will send the response to the complainant and advise the complainant of his/her right to file a complaint externally.

The complainant also will be advised of his/her right to appeal the response to federal and state authorities as appropriate. DCT will make its best efforts to respond to a discrimination complaint including a Title VI complaint within thirty (30) working days of its receipt of such a complaint, unless a complaint is filed with DCT and an external entity simultaneously as noted previously.

## **How will I be notified of the outcome?**

The Paratransit Supervisor will send a written response to the complainant on the decision and advise the complainant of his or her right to file a complaint externally. DCT will make its best efforts to respond to discrimination complaints including Title VI complaints within thirty (30) working days of its receipt of such complaints.

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

Federal Transit Administration  
Office of Civil Rights  
Attention: Complaint Team  
East Building, 5th Floor – TCR  
1200 New Jersey Avenue, SE  
Washington, DC 20590

Or email: [FTACivilRightsCommunications@dot.gov](mailto:FTACivilRightsCommunications@dot.gov)

## **Who can file a complaint?**

Any person who believes that they have, individually, or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color, or national origin (Title VI) or religion, gender identity, gender expression,

actual or perceived sexual orientation, age, or ability may file a discrimination/Title VI complaint with DCT. A complaint must be filed within one hundred and eighty (180) days after the date of the alleged discrimination.

# Discrimination/Title VI Complaint Form

Please complete this form and mail it to Davis Community Transit, ATTN: DCT Supervisor, 23 Russell Blvd, Davis, CA 95616, or fax your completed form to (530) 297-5410. You may also scan and email your completed form to D@cityofdavis.org, or drop it off in person to the City of Davis Parks & Community Services at 23 Russell Blvd, Davis, CA 95616.

Section 1					
Name (Complainant):		Mr.	Mrs.	Ms.	Miss
Mailing Address:				Apt.:	
City:		State:		Zip:	
Phone:		E-mail:			
Section 2					
Are you filing this form on your own behalf? Yes <input type="checkbox"/> No <input type="checkbox"/>					
If you answered "No", please supply your name and relationship to the person listed in Section 1.			Name:		
			Relationship:		
Please explain why you are filing an incident form on their behalf.					
Have you obtained permission to file this form on their behalf? Yes <input type="checkbox"/> No <input type="checkbox"/>					
Section 3					
Basis of alleged discrimination: Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin <input type="checkbox"/> Other <input type="checkbox"/>					
Section 4					
<p>Please use this space to provide as much detail as possible about the incident you wish to report. The detail you provide will assist in the investigation of your complaint.</p>					
Date of incident:			Time of incident:		
Driver/Staff Person:			Route:		Bus #:
Boarding location:			Destination/Bus stop:		
Describe the situation you would like to report. Use additional paper if necessary.					
<hr/> <hr/> <hr/> <hr/>					
Please list any person(s) we may contact for additional information:					
Name:		Address:		Phone:	
Section 5					
Did you file this complaint with another federal, state or local agency; or with a federal or state court? Yes <input type="checkbox"/> No <input type="checkbox"/>					
Which agency:			Date filed:		
Section 6					
I declare under penalty of perjury under the laws of the State of California that the information I have provided is true and correct to the best of my knowledge.					
Signature			Date		

# Formulario de Quejas del Discriminación/Título VI

Favor de completar este formulario y enviarlo por correo a Davis Community Transit, ATTN: Supervisor, 23 Russell Blvd. Davis, CA 95616, o envíe el formulario completado por fax a (530) 297-5410. También puede escanearlo y enviarlo por correo electrónico a D@cityofdavis.org, o entregarlo en persona a la Oficina de Parques y Servicios Comunitarios, 23 Russell Blvd, Davis, CA 95616.

Sección 1		
Nombre (Demandante):	Sr.	Sra.
Dirección de envío:	Apt.:	
Ciudad:	Estado:	Código Postal:
Teléfono:	Correo electrónico:	
Sección 2		
¿Está presentando éste formulario bajo su propio nombre? Si <input type="checkbox"/> No <input type="checkbox"/>		
Si contestó "No", por favor suminístrenos el nombre y su relación con la persona indicada en la Sección 1.	Nombre:	Relación:
Por favor explique por qué esta llenando un formulario de incidentes en su representación.		
¿Ha obtenido autorización para tramitar este formulario en su representación? Si <input type="checkbox"/> No <input type="checkbox"/>		
Sección 3		
Motivo de la presunta discriminación: Raza <input type="checkbox"/> Color <input type="checkbox"/> Origen Nacional <input type="checkbox"/> Otro <input type="checkbox"/>		
Sección 4		
Utilice este espacio para proporcionar la mayor cantidad de detalles posible sobre el incidente que desea informar. Los detalles que proporcione ayudarán en la investigación de su queja		
Fecha del incidente:	Hora del incidente:	
Conductor/personal:	Ruta:	# de Autobús:
Ubicación de bordaje:	Destino/parada de autobús:	
Describa la situación que quiere reportar. Use papel adicional si es necesario.		
<hr/> <hr/> <hr/> <hr/>		
Por favor añadir a cualquier persona(s) que podamos contactar para información adicional:		
Nombre:	Dirección de envío:	Teléfono:
Sección 5		
¿Tramitó esta queja con otra agencia federal, del estado, o local; con la corte federal o del estado? <input type="checkbox"/> Si <input type="checkbox"/> No		
¿Qué agencia?:	Fecha tramitada:	
Sección 6		
Yo declaro, bajo pena de perjurio bajo las leyes del estado de California, que la información que he proporcionado es verdadera y correcta según mi conocimiento.		
_____	_____	
Firma	Fecha	

# Title VI/歧视投诉表

请填写下列表格并邮寄至Davis Community Transit, 收件人: Supervisor, 23 Russell Blvd., Davis, CA 95616, 或传真至(530) 752-6350. 您亦可以选择扫描然后电邮至[D@cityofdavis.org](mailto:D@cityofdavis.org), 或造访公园和社區服務辦公室 23 Russell Blvd., Davis, CA 95616.

<b>第一部分</b>					
姓名 (投诉人):		Mr.	Mrs.	Ms.	Miss
邮寄地址:				公寓:	
城市:		州份:		邮寄编号:	
电话:		电邮:			
<b>第二部分</b>					
您是亲自填写吗? 是 <input type="checkbox"/> 否 <input type="checkbox"/>					
如果您回答“否”, 请提供您的姓名和与第一步份投诉人的关系。			姓名:		
			关系::		
请解释您代表他们提交此表格的原因。					
您是否已获得他们的同意代表投诉人提交此表单格? 是 <input type="checkbox"/> 否 <input type="checkbox"/>					
<b>第三部分</b>					
涉嫌歧视的类别: 种族 <input type="checkbox"/> 颜色 <input type="checkbox"/> 国籍 <input type="checkbox"/> 其他 <input type="checkbox"/>					
<b>第四部分</b>					
请使用此空间尽可能详细地提供您要报告的事件					
您提供的详细信息将有助于调查您的投诉					
事发日期:		事发时间:			
车长/工作人员:		路线:		巴士编号:	
上车地点:		终点/车站:			
请描述事发经过。如有需要可附上更多页数。					
请列出相关联络人以便我们获取更多信息:					
姓名:		地址:		电话:	
<b>第五部分</b>					
您是否同时向其他联邦、州或地方的法院或相关机构作出此投诉? 是 <input type="checkbox"/> 否 <input type="checkbox"/>					
机构名称:			投诉日期:		
<b>第六部分</b>					
本人现作出声明, 据我所知所申报的信息是真实及正确, 并明白加州伪证罪的刑罚。					
签署			日期		



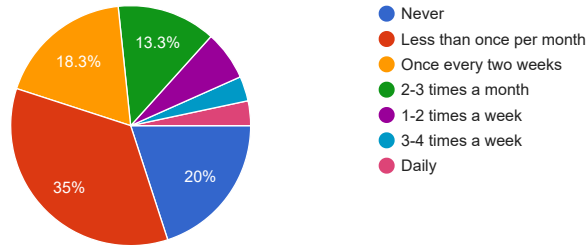
### Unitrans Language Survey 2023

60 responses

[Publish analytics](#)

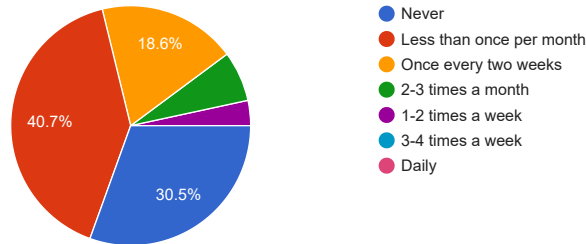
When driving, conducting, or performing other tasks with the public **as a Unitrans employee**, how often do you experience customers who **ask** you for information or a question in a language you cannot personally understand? [Copy](#)

60 responses



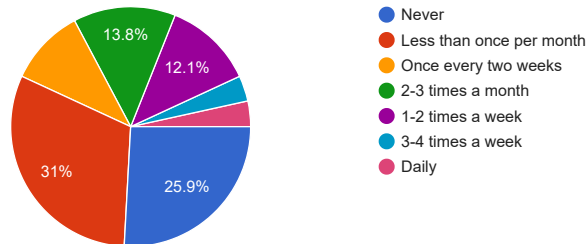
If you know, when working as a Unitrans employee, how often do you encounter customers asking for information or questions in the following languages: - **Spanish** [Copy](#)

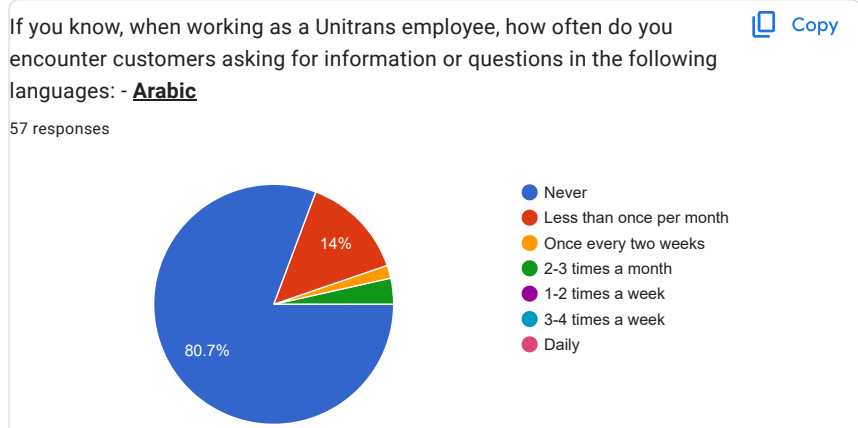
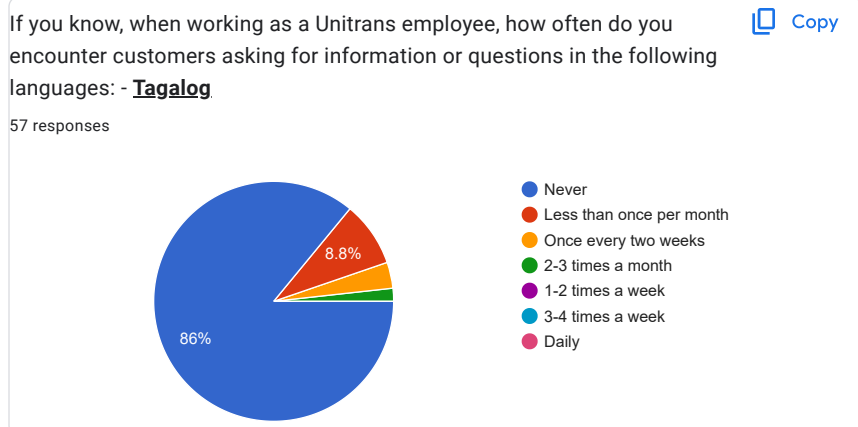
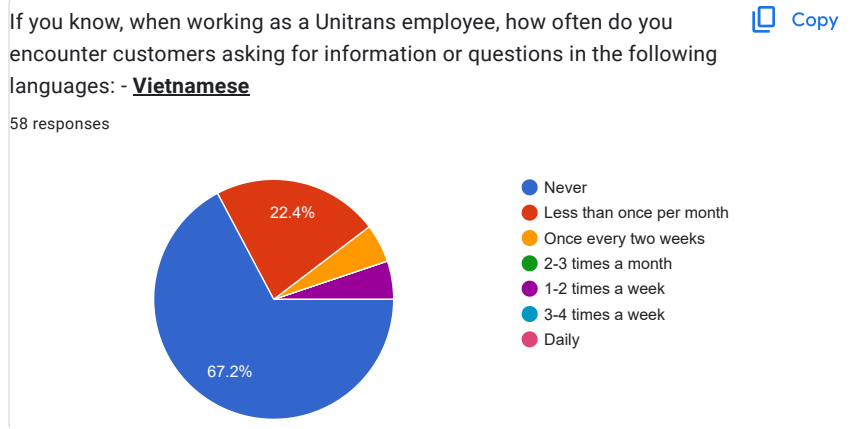
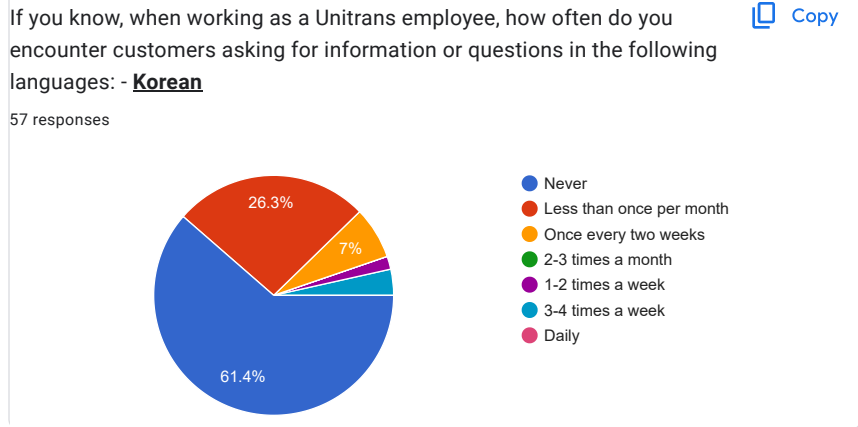
59 responses

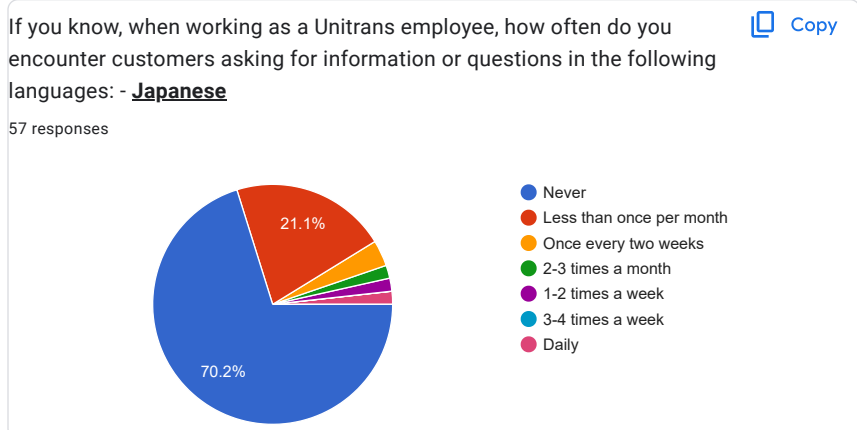
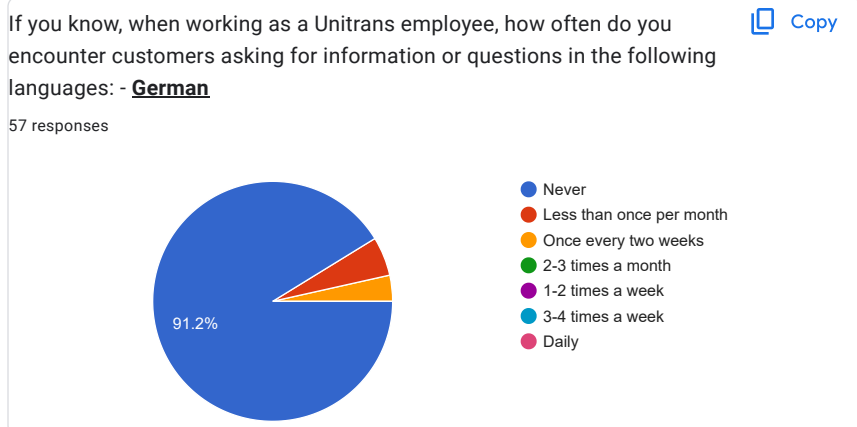
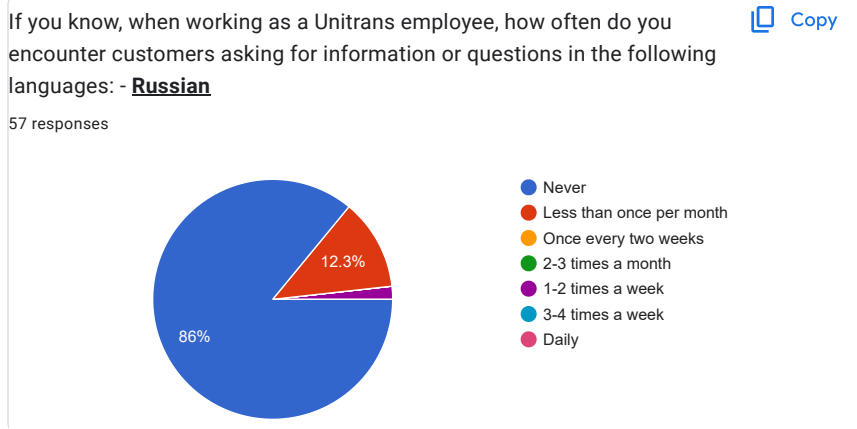
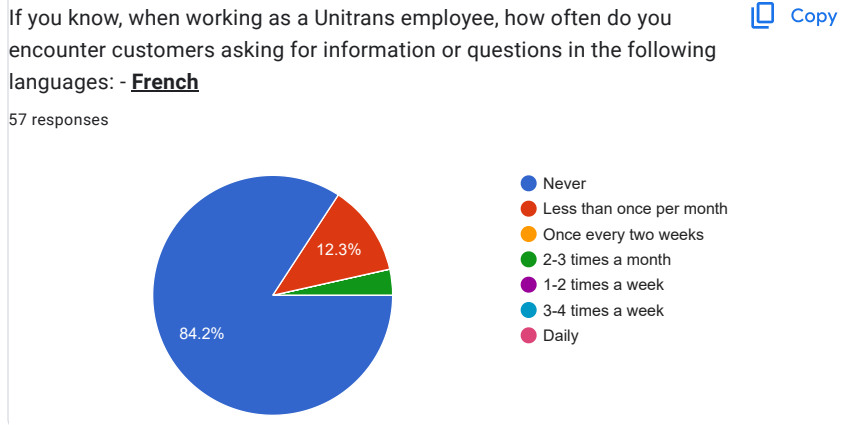


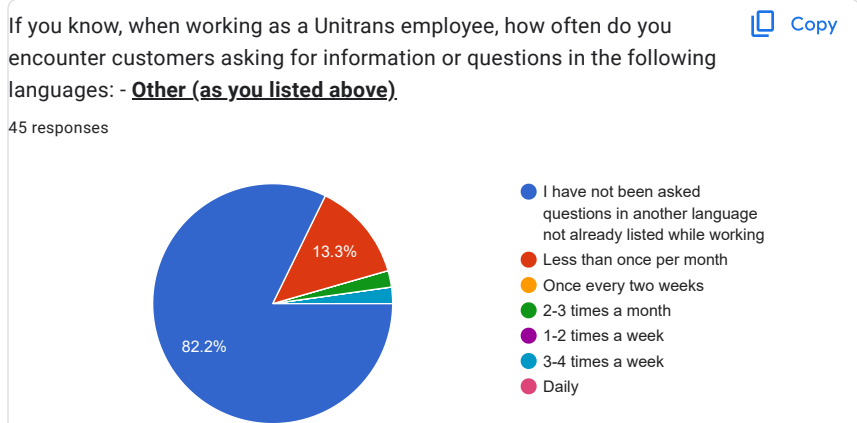
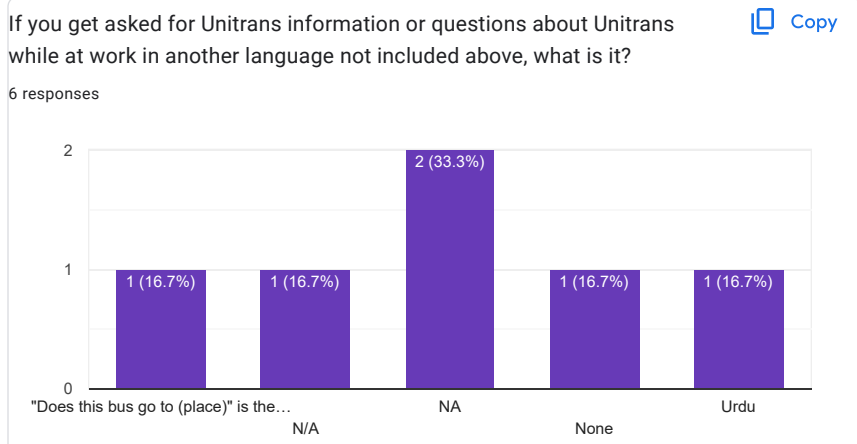
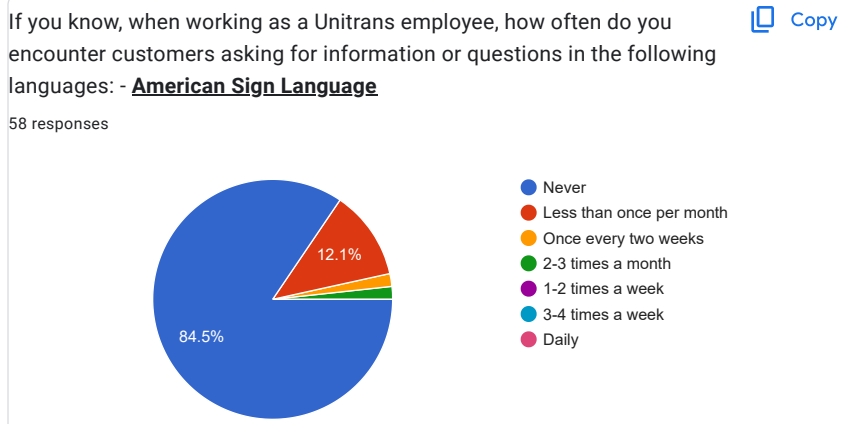
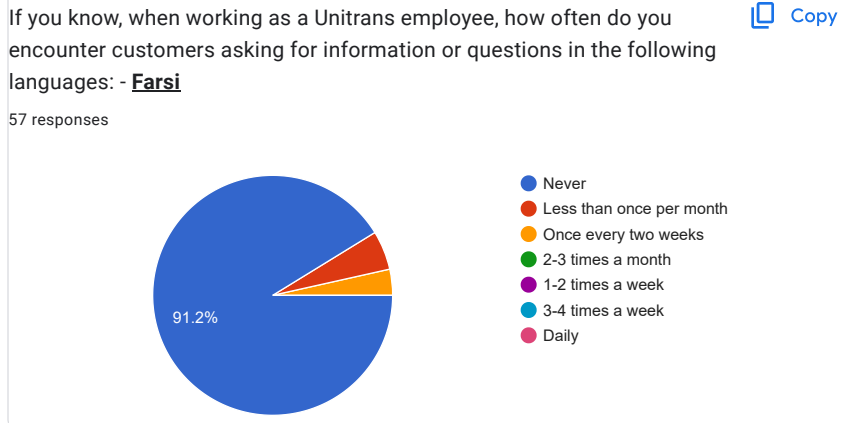
If you know, when working as a Unitrans employee, how often do you encounter customers asking for information or questions in the following languages: - **Chinese (Any dialect)** [Copy](#)

58 responses





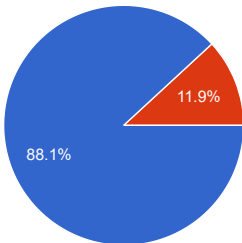




What is your primary role at Unitrans?

 Copy

59 responses



- Driver (including RS/DS & Trainers)
- Conductor
- Office Clerk
- Other - Operations
- Other - Maintenance
- Other - Administration

# DCT Language Survey 2023

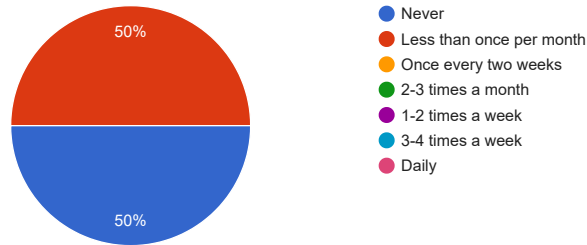
8 responses

[Publish analytics](#)

When driving or performing other tasks with the public **as a DCT employee**, how often do you experience customers who **ask** you for information or a question in a language you cannot personally understand?

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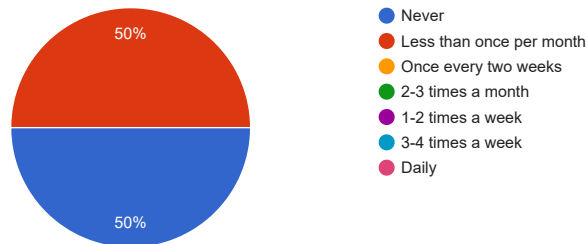
8 responses



If you know, when working as a DCT employee, how often do you encounter customers asking for information or questions in the following languages: - **Spanish**

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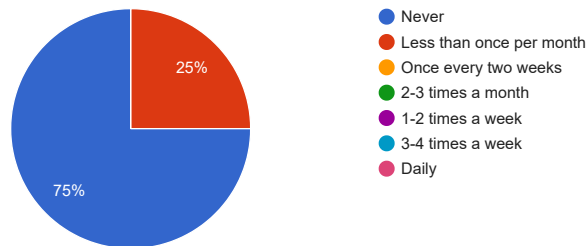
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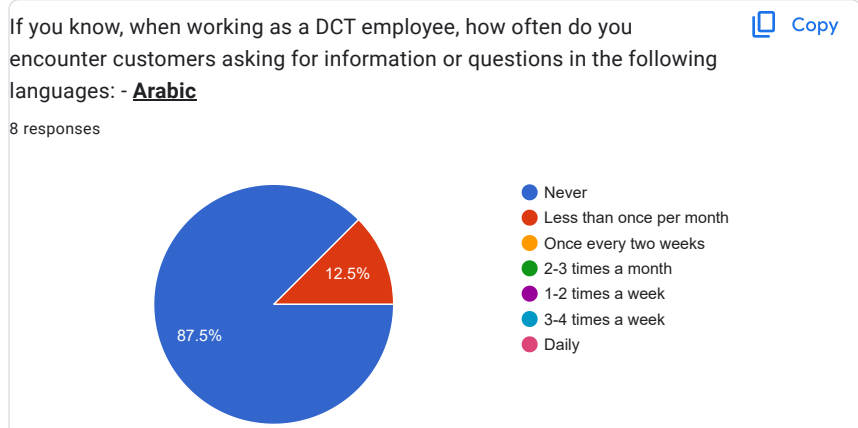
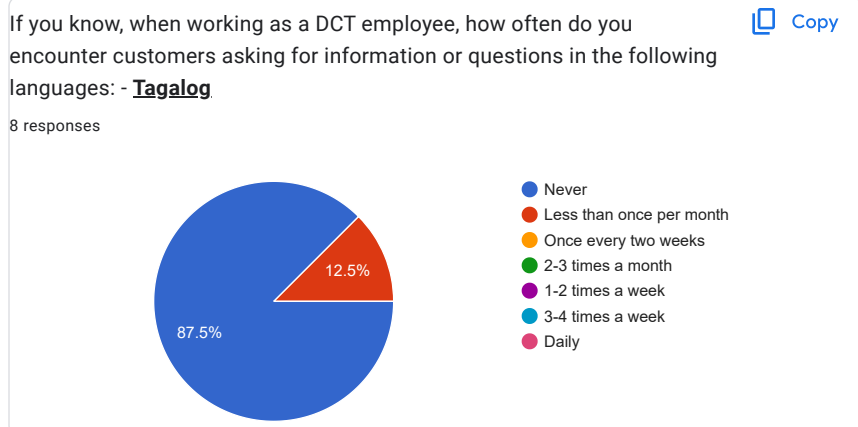
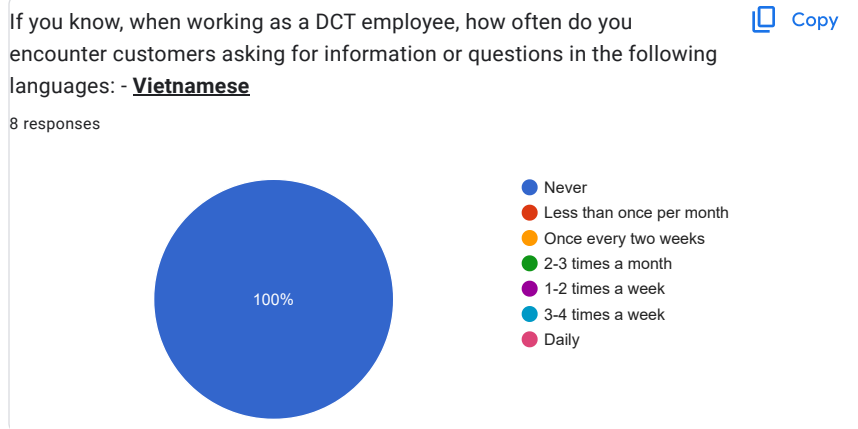
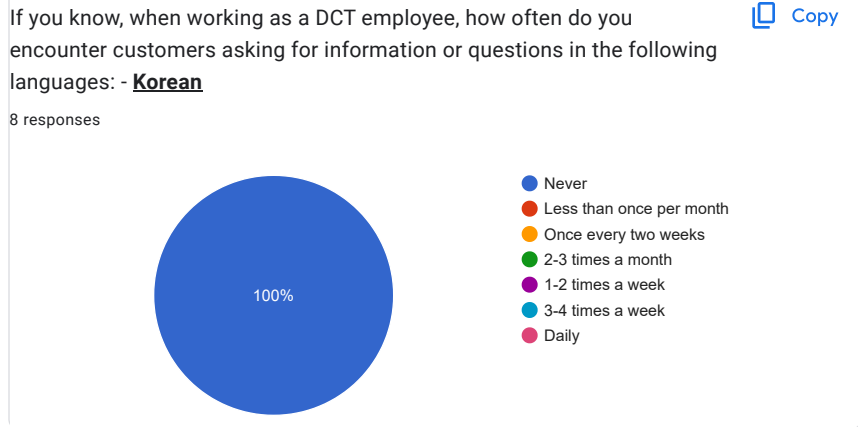


If you know, when working as a DCT employee, how often do you encounter customers asking for information or questions in the following languages: - **Chinese (Any dialect)**

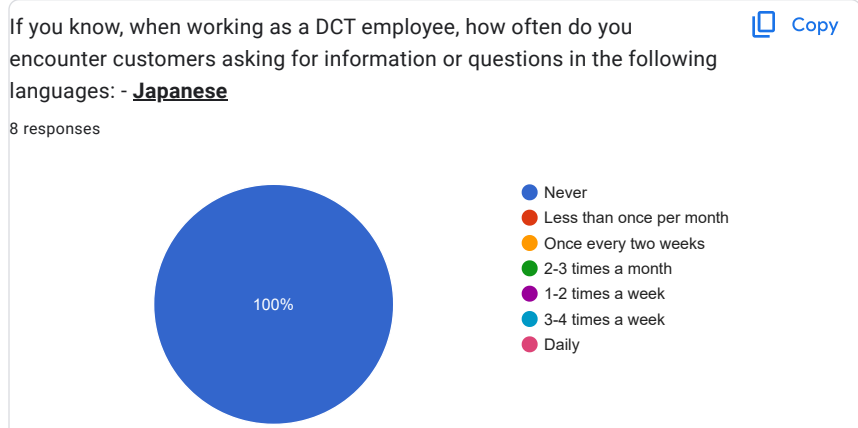
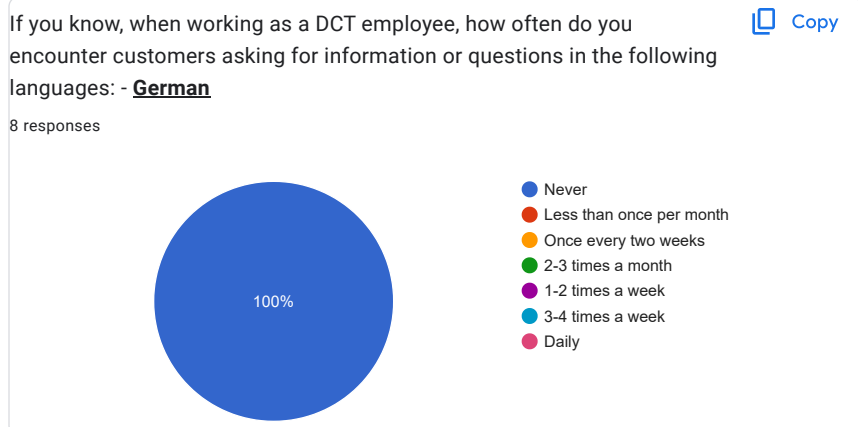
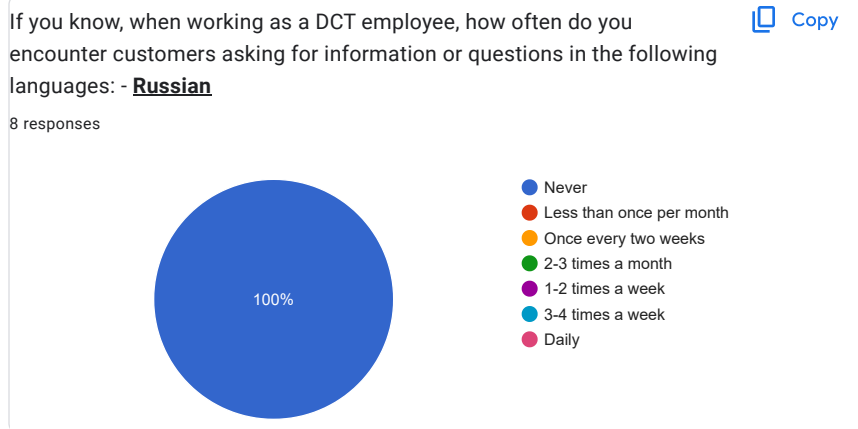
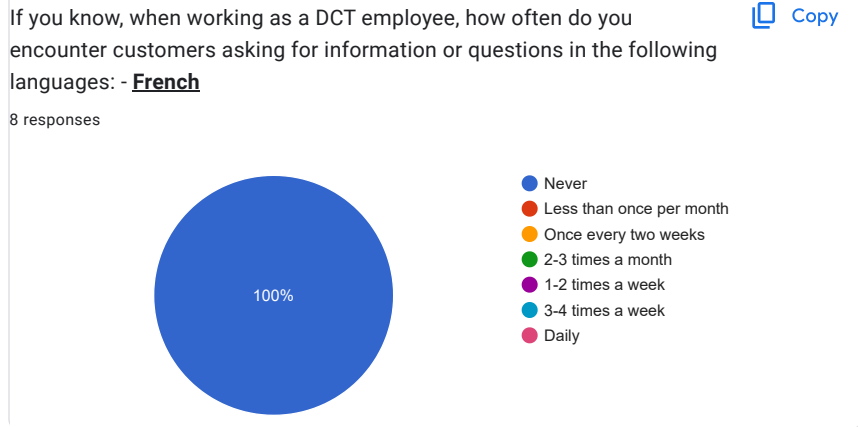
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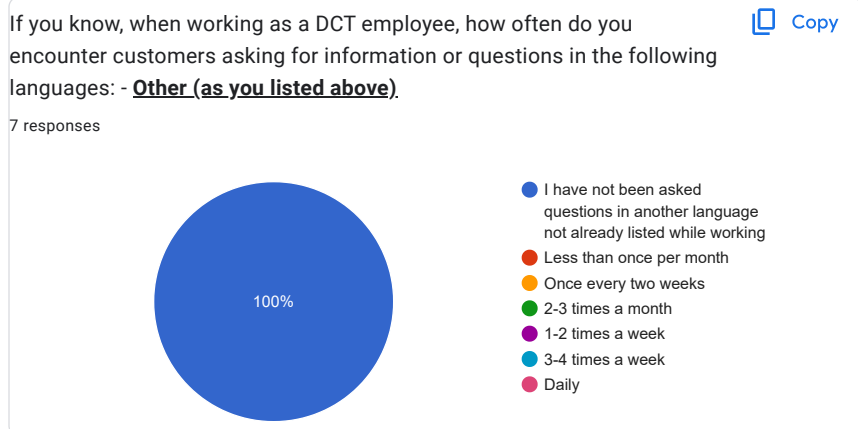
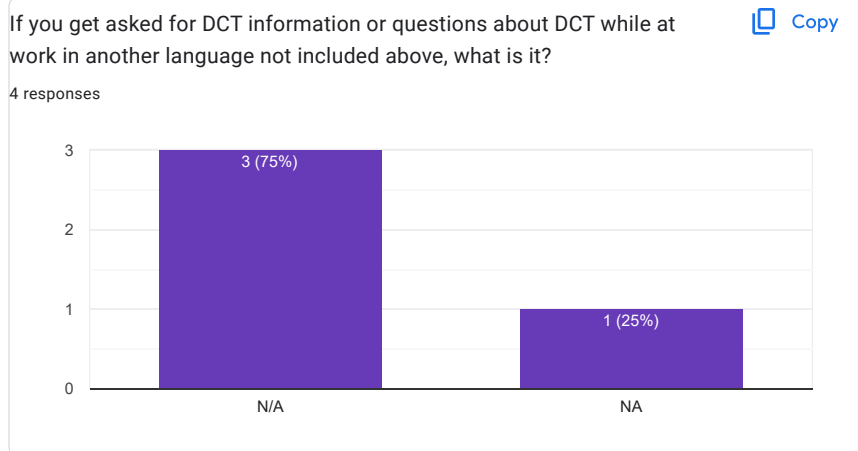
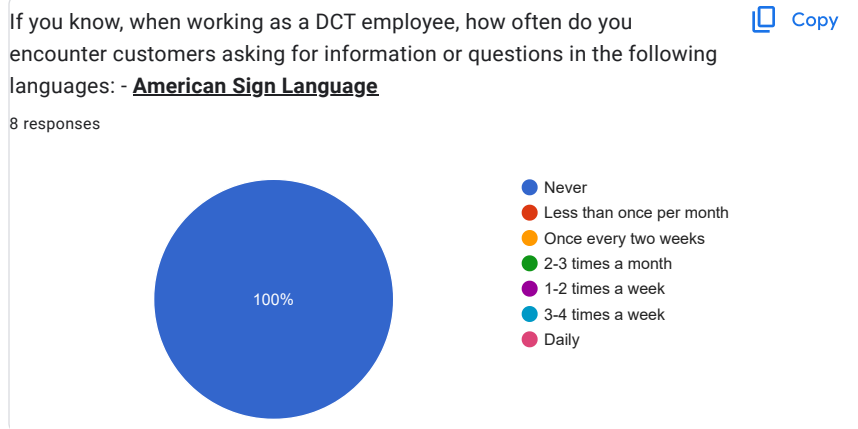
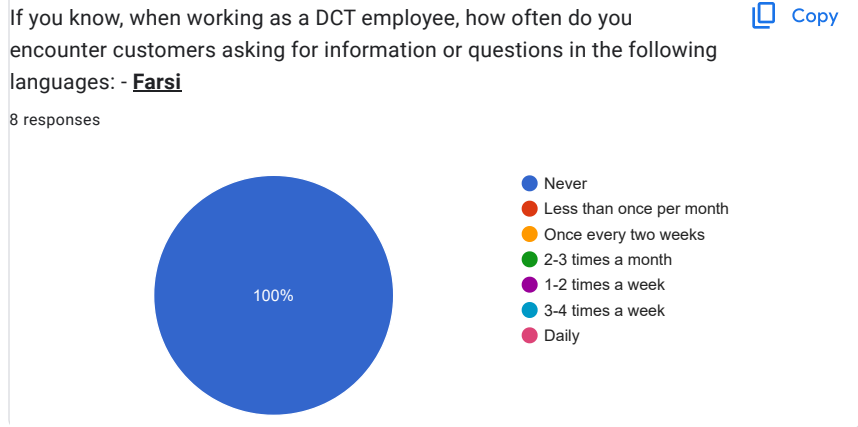
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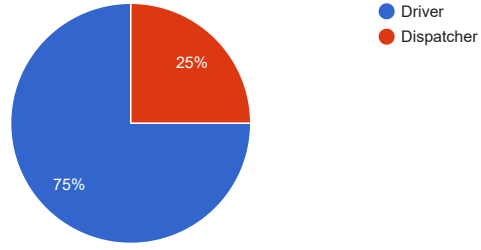




What is your primary role at DCT?

 Copy

8 responses



## Exhibit 4 Davis Joint Unified School District: English Learner Students by Language by Grade 2022-23

Grade	Total	English Only (EO)	Initial Fluent English Proficient (IFEP)	English Learner (EL)	Reclassified Fluent English Proficient (RFEP)	To Be Determined (TBD)
KN	623	74.80%	7.50%	17.70%	0.00%	0.00%
1	546	76.70%	8.40%	13.70%	0.50%	0.50%
2	613	72.10%	10.90%	14.20%	2.80%	0.00%
3	584	72.90%	9.10%	14.70%	3.30%	0.00%
4	609	75.20%	10.80%	9.00%	4.90%	0.00%
5	567	75.50%	5.50%	8.80%	10.20%	0.00%
6	610	71.80%	6.20%	10.50%	11.50%	0.00%
7	652	77.50%	3.10%	6.40%	13.00%	0.00%
8	690	74.30%	4.20%	5.50%	15.90%	0.00%
9	695	72.80%	5.00%	5.00%	17.10%	0.00%
10	711	74.80%	6.30%	4.80%	14.10%	0.00%
11	759	75.50%	4.90%	5.30%	14.40%	0.00%
12	739	76.60%	4.70%	4.90%	13.80%	0.00%
Total	8,398	74.6%	6.52%	8.95%	9.79%	0.00%

	K-5 Grade	6-8 Grade	9-12 Grade	Total	%
Spanish	231	98	107	436	5.2%
Korean	52	8	7	67	0.8%
Mandarin (Putonghua)	44	9	8	61	0.7%
Farsi (Persian)	21	0	4	25	0.3%
Japanese	16	5	2	23	0.3%
Arabic	17	4	0	21	0.3%
Other non-English languages	9	5	3	17	0.2%
French	5	2	4	11	0.1%
Russian	9	2	0	11	0.1%
Punjabi	4	3	2	9	0.1%
Cantonese	8	0	0	8	0.1%
Hebrew	5	2	1	8	0.1%
Portuguese	5	0	2	7	0.1%
Pashto	5	1	0	6	0.1%
German	5	0	0	5	0.1%

	<b>K-5 Grade</b>	<b>6-8 Grade</b>	<b>9-12 Grade</b>	<b>Total</b>	<b>%</b>
Hindi	3	1	0	4	0.0%
Hmong	3	0	0	3	0.0%
Nepali	1	1	1	3	0.0%
Filipino (Pilipino or Tagalog)	3	0	0	3	0.0%
Turkish	2	1	0	3	0.0%
Urdu	2	0	1	3	0.0%
Vietnamese	2	0	0	2	0.0%
Thai	1	0	1	2	0.0%
Ukrainian	2	0	0	2	0.0%
Taiwanese	1	1	0	2	0.0%
Bengali	2	0	0	2	0.0%
Hungarian	0	0	2	2	0.0%
Italian	1	0	0	1	0.0%
Burmese	1	0	0	1	0.0%
Czech	1	0	0	1	0.0%
Danish	0	1	0	1	0.0%
Greek	1	0	0	1	0.0%
Tamil	1	0	0	1	0.0%
<b>TOTAL</b>	<b>463</b>	<b>144</b>	<b>145</b>	<b>752</b>	<b>8.95%</b>

## Exhibit 5 Samples of Outreach Materials

## ESPAÑOL A INGLÉS

10.

¿Unitrans ofrece pases para personas de la tercera edad?

Does Unitrans offer senior passes?

Respuesta:



**Sí, para más información por favor llame a SeniorCenter al (530) 752-5182, ó a Unitrans al (530) 752 -2877.**

11.

¿Unitrans ofrece pases para personas con discapacidad?

Does Unitrans offer passes for disabled passengers?

Respuesta:



**Sí, para más información por favor llame a Unitrans al (530) 752 -2877.**



asucd CITY OF DAVIS  
**UNITRANS**

## GUÍA DE ASISTENCIA PARA PASAJEROS: DE ESPAÑOL A INGLÉS

¡Bienvenido abordo!

¿Adónde necesita ir?

Encuentre y señale las preguntas que necesita hacer al conductor y reciba una respuesta en Español.

asucd CITY OF DAVIS  
**UNITRANS**

[unitrans.ucdavis.edu](http://unitrans.ucdavis.edu)  
(530) 752-2877

5 South Hall, UC Davis



## ESPAÑOL A INGLÉS

### Preguntas Frecuentes



1.

¿Este autobús va a \_\_\_\_?

Does this bus go to \_\_\_\_?

Indique el destino al que desea ir:

Hospital	+	Downtown	
Rite-Aid	+	Silo	
CVS	+	Memorial Union	
Target		Estación Amtrak	
Grocery Outlet		Safeway	
Dollar Tree		Farmers Market	
Save Mart		Nugget Market	
DMV		Davis Food Co-op	
Oficina postal/ Post office			

2.

¿Adónde se dirige este autobús?

Where does this bus go?

## ESPAÑOL A INGLÉS

3.

¿Cuándo llegará el autobús de la línea \_\_\_\_?

When will \_\_\_\_ line arrive?

4.

¿Puede avisarme cuando cuando lleguemos a mi parada?

Can you let me know when to get off at my stop?

5.

¿Cuántas paradas faltan para llegar a mi destino?

How many stops until the bus gets to my destination?

6.

¿Qué tan seguido pasa este autobús?

How often does this bus run?

7.

¿Adónde puedo consultar el horario de esta ruta de autobús?

Where can I find a schedule for this bus route?

8.

¿Cuánto cuesta el boleto de autobús?

How much does the bus fare cost?

Respuesta:



El boleto tiene un costo de \$1.25

9.

¿Necesito mostrar mi ID?

Do I need to show my ID?

Respuesta:



Si, por favor. Muestre su carné de estudiante, su pase para adultos mayores ó pase para personas con discapacidad.



## 中英文对照

10.

Unitrans提供老年免费乘车卡吗?

Does Unitrans offer senior passes?

回答:



是的, Unitrans提供老年免费乘车卡。更多信息请致电老年中心, 五三零七五二二八七七, 或 Unitrans, 五三零七五二二八七七。

11.

Unitrans为残障人士提供免费乘车卡吗?

Does Unitrans offer passes for disabled passengers?

回答:



是的, Unitrans为残障人士提供免费乘车卡。更多信息请致电Unitrans, 五三零七五二二八七七。



asuccd CITY OF DAVIS  
**UNITRANS**

# 语言协助指南: 中英文对照

欢迎登机!

你需要去哪里?

找到并指出来您想问的问题, 工作人员会用中文回答您。

asuccd CITY OF DAVIS  
**UNITRANS**

unitrans.ucdavis.edu  
(530) 752-2877

5 South Hall, UC Davis



## 中英文对照

### 常见问题



1.

这趟公交车去  
\_\_\_\_\_吗?

Does this bus  
go to \_\_\_\_\_?

请指出来你想前往的站点:

医院/ Hospital	+	Downtown	站
Rite-Aid	+	Silo	站
CVS	+	Memorial Union	站
Target	🎯	Amtrak 车站	站
Grocery Outlet	🛒	Safeway	站
Dollar Tree	🛒	Farmers Market	站
Save Mart	🛒	Nugget Market	站
DMV	🚗	Davis Food Co-op	站
邮局/ Post office	✉️		

2.

这趟公交车前  
往哪里?

Where does  
this bus go?

## 中英文对照

3.

\_\_\_\_\_线路什么  
时候来?

When will \_\_\_\_\_  
line arrive?

4.

到达我的目的地,  
你能提醒我一下吗?

Can you let  
me know when  
to get off at  
my stop?

5.

距离我的目的  
地有几站地?

How many  
stops until the  
bus gets to my  
destination?

6.

这趟公交车每隔  
多久一班?

How often  
does this bus  
run?

## 中英文对照

7.

我在哪里能找  
到这条公交车线  
路的时刻表?

Where can I  
find a schedule  
for this bus  
route?

8.

公交车费多少钱?

How much  
does the bus  
fare cost?

回答:



车费是一点二五美元。

9.

我需要出示身  
份证明 (如学生卡、  
老年、医疗卡)  
吗?

Do I need to  
show my ID?

回答:



是的, 请 (您出示身份证明)。





## UNITRANS 2023-2024 SERVICE CHANGE PROPOSALS


Unitrans service change proposals for the 2023-2024 academic year focus on improving service reliability to get customers to their destinations in a more timely manner and reduce traffic in and around UC Davis during passing periods. Unitrans will continue to restore service frequencies to pre-pandemic levels as a top priority as driver staffing improves.

There are no proposed fare or pass price changes.

### How to Provide Feedback

 **Email:** [comments@unitrans.ucdavis.edu](mailto:comments@unitrans.ucdavis.edu)

 **Telephone:** 530-752-2877

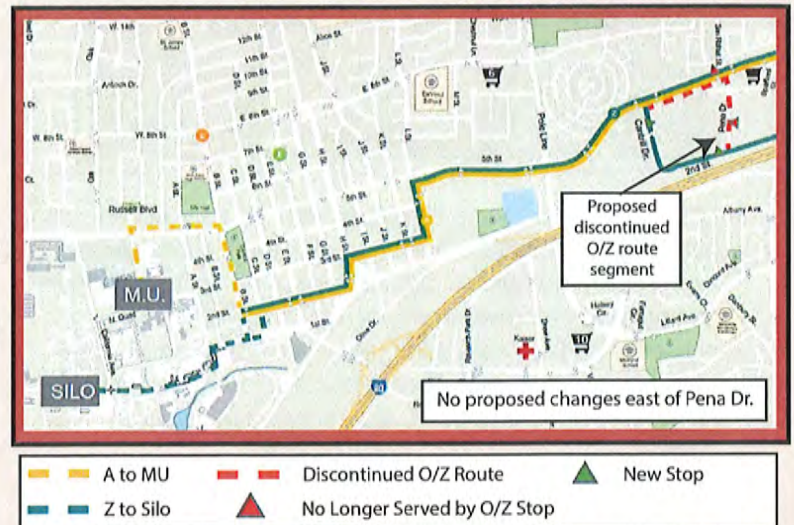
 **Written:** Unitrans, 1 Shields Avenue, South Hall Rm 5, Davis, CA 95616

**In Person:** Unitrans will announce in-person outreach at the bus terminals in April. Go to [unitrans.com/news](http://unitrans.com/news) for more information.

**Public Hearing:** The Unitrans Advisory Committee will hold a public hearing to review the service change proposals, hear feedback, and vote on the proposals on Thursday, April 27, 2023 at 4:00 PM. The meeting will be held at the Veteran's Memorial Center Game Room at 203 East 14th Street, Davis, CA 95616.

### Proposed Terminal Changes for the A & Z Lines / O & Z Minor Route Change

Unitrans proposes rerouting the A line to the Memorial Union Bus Terminal and the Z line at the Silo Bus Terminal to improve service reliability and timeliness. When driver staffing improves, both lines will operate between 6:30 AM and 11:00 PM on weekdays. The minimum level of service would be hourly A line service to the Memorial Union Terminal from 7:30 AM to 6:30 PM and hourly Z line service to the Silo Terminal from 7:00 AM to 11:00 PM. Unitrans also proposes rerouting the O & Z lines from Pena Drive to Cantrill Drive to better serve high density housing.



### Schedule Adjustments

The C, D, J, V-Express, V-Limited, and W schedules may be adjusted 5-10 minutes earlier to improve service reliability to get customers to their destinations in a more timely manner and reduce traffic in and around UC Davis during passing periods. A & Z line frequencies may be adjusted based on YoloBus Route 42 YoloGo changes.

### Approved Service Frequencies from 2022-2023

Unitrans will continue increasing frequencies from today's levels as staffing improves. Unitrans will prioritize frequency improvements based on two factors: 1) Restoring 30-minute service to all routes and 2) Increasing frequencies based on crowding. There are no proposed changes to the approved frequencies.

LINE	CURRENT FREQUENCY	PROPOSED FREQUENCY
G	Every 30 min.	Every 15 min.
J	Every 30 min.	Every 15 min.
A	Every 60 min.	Every 30 min.
W	Every 30 min.	Every 20 min.
V-EX & V-LT	Every 30 min. each	Up to every 15min. each
Z	Every 60 min.	Every 30 min.

QR

Approved service changes will be implemented on Monday, August 7, 2023.





## UNITRANS PROPUESTAS DE CAMBIO DE SERVICIO 2023-2024

Unitrans propuestas de cambio de servicio para el año académico 2023-2024 enfoca en mejorar la confiabilidad de servicio para que los clientes lleguen a sus destinos en una manera oportuna y para reducir tráfico dentro y alrededor de UC Davis durante periodos de paso. Unitrans continuará restituyendo frecuencias de servicios a niveles antes de la pandemia como una prioridad principal a medida que la dotación de personal mejore.

No hay ninguna propuesta para cambiar la tarifa o precio de pase.

### Cómo ofrecer realimentación:

✉ **Email:** [comments@unitrans.ucdavis.edu](mailto:comments@unitrans.ucdavis.edu)

☎ **Telefono:** 530-752-2877

📄 **Escrito:** Unitrans, 1 Shields Avenue, South Hall Rm 5, Davis, CA 95616

**En Persona:** Unitrans anunciará alcances en persona en los terminales de autobús en Abril.

**Audicion Público:** La comisión consultiva de Unitrans sostendrá un audicion público para revisar las propuestas del cambio de servicio, escuchar y revisar realimentación, y votar por las propuestas en Jueves, Abril 27, 2023, a las 4:00 PM. La reunión será en el Veteran's Memorial Center cuarto de juegos en 203 East 14th Street, Davis, CA 95616.

## Ajustes de Programa

Los horarios de las líneas C, D, J, V-Expreso, V-Limito, y W puede ser ajustado 5-10 minutos más temprano para mejorar la confiabilidad de servicio para que los clientes lleguen a sus destinos en una manera oportuna y para reducir tráfico dentro y alrededor de UC Davis durante periodos de paso.

## Frecuencias aprobados de servicio del año 2022-23

Unitrans continuará aumentando frecuencias desde los niveles de hoy a medida que la dotación de personal mejore.

LINEA	Frecuencia Actual	Frecuencia Propuesta
G	Cada 30 min.	Cada 15 min.
J	Cada 30 min.	Cada 15 min.
A	Cada 60 min.	Cada 30 min.
W	Cada 30 min.	Cada 20 min.
V-EX & V-LT	Cada 30 min.	Cada 15min.
Z	Cada 60 min.	Cada 30 min.

## Propuestas de cambio de terminales para el A y Z líneas

Unitrans propuesta un cambio de ruta para la línea A al terminal de autobús en el Memorial Union y para la línea Z al terminal de autobús en el Silo para mejorar la confiabilidad de servicio y puntualidad. Cuando la dotación de personal mejore, ambas líneas operarán entre 6:30 AM y 11:00 PM durante los días

de la semana. El mínimo nivel de servicio sería servicio de línea A cada hora al terminal de autobús en el Memorial Union desde las 7:30 AM hasta 6:30 PM y servicio de línea Z cada hora al terminal de autobús en el Silo desde las 7:00 AM hasta 11:00 PM.



Escanea el código de QR para más información y propuestas de programa.



No hay cambios propuestos al este de Peña Dr.

- A a MU
- Ruta descontinuada O/Z
- ▲ Parada nueva
- ▲ No servido por O/Z

Cambios de servicios aprobados serán implementados el Lunes, Agosto 7, 2023.



## UNITRANS 2023-2024 年度服务变更提案

Unitrans 在2023-2024年度的提案里会着重改善服务的可靠性，以便让乘客更及时地到达目的地，并减少在戴维斯以及周边的交通拥堵。随着司机人员配备的改善，Unitrans将会逐渐恢复到疫情前的服务水平。

车费或通行证（月卡，季卡，年卡）价格不变

### 如何提供反馈

✉ 电子邮件 [comments@unitrans.ucdavis.edu](mailto:comments@unitrans.ucdavis.edu)

☎ 电话: 530-752-2877

📄 书面发送至: Unitrans, 1 Shields Avenue,  
South Hall Rm 5, Davis, CA 95616

当面咨询: Unitrans将在四月份在巴士站进行面对面宣传。有关更多信息，请访问[unitrans.com/news](http://unitrans.com/news)

公开听证会: Unitrans咨询委员会将于2023年4月27日星期四下午4:00在Veteran's Memorial Center Game Room, 203 East 14th Street, Davis, CA 95616举行公开听证会，审查服务变更提案，审查反馈意见，举行公开听证会并对提案进行投票。

## 时间表调整

C、D、J、V-Express、V-Limited和W线路的始发时间可能会提前5-10分钟，以改善服务可靠性，让乘客更及时地到达目的地，并减少在UC Davis期间交通拥堵。

### 2022-23年度批准的服务频率

随着员工招募情况的改善，Unitrans将继续提高服务频率。Unitrans将根据两个因素优先考虑频率改进：1) 恢复所有路线每30分钟一趟的服务，2) 根据拥挤情况会增加发车频率。已经批准的频率变更不会发生变化。

巴士路线	今天	提出
G	每30分钟一班	每15分钟一班
J	每30分钟一班	每15分钟一班
A	每60分钟一班	每30分钟一班
W	每30分钟一班	每20分钟一班
V-EX & V-LT	每30分钟一班	每15分钟一班
Z	每60分钟一班	每30分钟一班

### A和Z线路的始发站变更提议

Unitrans准备将A线路始发站改在Memorial Union巴士终点站，将Z线路的始发站改为在Silo巴士终点站，以改善服务可靠性和时效性。司机人员配备改善后，两条线路将在工作日早上6:30到晚上11:00之间运营。最低服务频率为每小时一次的A线路服务从上午7:30到下午6:30始发于Memorial Union巴士终点站，每小时一次的Z线路服务从早上7:00到晚上11:00始发于Silo巴士终点站。扫描二维码了解更多信息和建议的时间表。



批准的服务变更将于2023年8月7日星期一生效。



# Tell Us About Your Transit Needs



We want to know if bus, dial-a-ride, paratransit, or light rail services are meeting your needs.

Your local transit operators and the regional transportation planning agency, the Sacramento Area Council of Governments, are looking for comments and suggestions that will help plan and improve transit services in Sacramento, Yolo, Yuba and Sutter counties.

You can share your comments on transit services in a number of ways:



## Email Comments:

[transitneeds@sacog.org](mailto:transitneeds@sacog.org)



## Online Comments:

[sacog.org/unmet](http://sacog.org/unmet)



## Phone/Text Comments:

(916) 692-0039



## Mail Comments:

SACOG Attn: Unmet Transit Needs  
1415 L Street, Suite 300  
Sacramento, CA 95814

All comments must be received by,  
November 17, 2023.

### WE ARE ALSO SEEKING YOUR INPUT ON SACOG'S EFFORTS RELATED TO:

Coordinated Plan



Title VI



Please use the comment information listed on each webpage to share your thoughts on these topics with us.

## PARTICIPATE IN AN UNMET TRANSIT NEEDS EVENT:

### DAVIS FARMER'S MARKET

Wednesday, November 1, 2023, at 3 PM

Central Park

3rd Street at C Street, Davis, CA

\*Spanish interpretation will be provided.

Transit Access: Unitrans Routes O, M, P and Q and YoloBus Routes 42A and 42B. Davis Community Transit is available for riders traveling within Davis that have qualifying disabilities. YoloBus Special is available for riders traveling within Yolo County that have qualifying disabilities.

### 4-COUNTY REGIONAL REMOTE HEARING

Monday, October 23, 2023, at 6:00 PM

Zoom Meeting ID: 838 3395 6667

\*Spanish interpretation will be provided.

Language interpretation will only be available via Zoom online or the app.

Join the Remote Hearing via laptop, computer, or smartphone: [www.zoom.us](http://www.zoom.us) or via the Zoom app.

Remote Hearing phone access: 1-888-475-4499 or 1-877-853-5257 US toll-free.

*Note: Comments on all transit services in the four counties will be accepted at all Unmet Transit Needs meetings. Comments on Title VI and the Coordinated Plan in the six counties will be accepted at all meetings.*

To arrange for non-English language or sign language interpretation for deaf persons, please call (916) 340-6226 or email [transitneeds@sacog.org](mailto:transitneeds@sacog.org) at least 72 hours prior to the meeting. All meetings are accessible to persons with disabilities.



1415 L Street, Suite 300  
Sacramento, CA 95814  
tel 916.321.9000  
[www.sacog.org](http://www.sacog.org)





# Cuéntanos sobre tus necesidades de tránsito



Queremos saber si el autobús, paratransito, Dial-A-Ride, o tren ligero satisfacen sus necesidades. Sus operadores locales de tránsito público y la agencia regional de planificación de transporte, el Sacramento Area Council of Governments, están buscando comentarios y sugerencias que nos ayuden a planificar y mejorar los servicios de tránsito en los condados de Sacramento, Yolo, Yuba, y Sutter.

Puede compartir sus comentarios sobre los servicios de tránsito de varias maneras:



**Comentarios por email:**  
transitneeds@sacog.org



**Comentarios por teléfono/texto:**  
(916) 692-0039



**Comentarios por Internet:**  
sacog.org/unmet

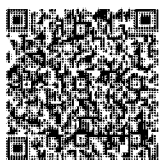


**Comentarios por correo:**  
SACOG Atención:  
Unmet Transit Needs  
1415 L Street, Suite 300  
Sacramento, CA 95814

**Todos los comentarios deben recibidas antes del 17 de Noviembre, 2023.**

## TAMBIÉN ESTAMOS BUSCANDO SU OPINIÓN SOBRE LOS ESFUERZOS DE SACOG RELACIONADOS CON:

Plan Coordinado



Título VI



Utilice la información de comentarios que aparece en cada página web para compartir sus pensamientos sobre estos temas con nosotros.

## Asiste a una reunión de necesidades tránsito local:

### MERCADO DE AGRICULTORES DE DAVIS

Miércoles, 1 de Noviembre, 2023, a 3 PM  
Parque Central  
3rd Street en C Street, Davis, CA

\*Se proporcionará interpretación al Español.

Acceso en Tránsito: Unitrans Rutas O, M, P y Q y Yolobus Rutas 42A y 42B. Davis Community Transit está disponible para pasajeros que viajan dentro de Davis que tienen discapacidades que califican. Yolobus Special está disponible para pasajeros que viajan dentro del condado de Yolo que tienen discapacidades que califican.

### REUNIÓN REMOTA REGIONAL DE 4 CONDADOS

Lunes, 23 de Octubre, 2023, a 6:00 PM  
Zoom ID de Reunión: 838 3395 6667

\*Se proporcionará interpretación al Español.

La interpretación de idiomas solo estará disponible a través de Zoom en línea / aplicación. Únase a una reunión a través de una computadora portátil, computadora o teléfono inteligente: [www.zoom.us](http://www.zoom.us) o mediante la aplicación Zoom. Acceso telefonico: 1-888-475-4499 o 1-877-853-5257 sin cargo en EE. UU.

Nota: Se aceptarán comentarios sobre todos los servicios de tránsito en los cuatro condados en todas las audiencias. Los comentarios sobre el Título VI y el Plan Coordinado en los seis condados serán aceptados en todas las reuniones.

Para organizar la traducción del idioma o la interpretación del lenguaje de señas para sordos, llame al (916) 340-6226 o email [transitneeds@sacog.org](mailto:transitneeds@sacog.org) al menos 72 horas antes de la reunión. Las reuniones son accesibles para personas con discapacidad.



1415 L Street, Suite 300  
Sacramento, CA 95814  
tel 916.321.9000  
fax 916.321.9551  
[www.sacog.org](http://www.sacog.org)





# Ruta P Solo para Estudiantes de Harper

## 2023-2024

¡Estudiantes viajan gratis con su carné estudiantil o Unitrans Youth Pass!

Por las mañanas, Unitras habilitará una ruta P especial para estudiantes de Harper Junior High. La ruta iniciará en Downtown Davis y llevará a los estudiantes directo a Harper Junior High School, asegurándose de que lleguen a tiempo. Esta ruta P especial recogerá a los estudiantes en todas las paradas situadas entre Downtown Davis y Harper Junior High School, el autobús dejará a los estudiantes directo en la entrada de Harper Junior High School. Para hacer uso de esta ruta especial, busque las paradas de la ruta P que indiquen TO HARPER.

### **RUTA ESPECIAL**

**Inicia el 22 de agosto, 2023**

Nombre y número de parada	Lun, Mar, Juev, Vier	Miérc. Sólo
5th St. @ D St. #025	7:55	9:00
5th St. @ G St. #028		
5th St. @ K St. #319		
5th St @ Pole Line Rd. #076	7:58	9:03
Pole Line Rd @ Cowell Blvd #039		
Lillard Dr @ Cowell Blvd #297		
Lillard Dr @ Evans Ct #174		
Lillard @ Drummond #254		
Drummond @ Albany #255	8:02	9:07
Cowell Blvd @ Drummond Ave #048		
Cowell Blvd @ Ohlone St #051		
Cowell Blvd @ La Vida #054		
Cowell Blvd @ Ensenada Dr #056		
Cowell Blvd @ Sunrise Ct #057		
Mace Blvd @ Cowell Blvd #060	8:07	9:12
Mace Blvd @ 2nd St #244		
Alhambra @ Seville Apartments #065		
Alhambra @ Atlantis/Arroyo #299		
Alhambra @ Atlantis/Carcia #236		
Alhambra @ 5th St. #973		
Alhambra @ Loyola #290		
Covell Blvd. @ Alhambra #079		
Harper Junior High School #245	8:20	9:25

Por las tardes, se habilitará una ruta Q especial para Harper Junior High, esta ruta iniciará en Harper Junior High School y llevará a los estudiantes a todas las paradas de autobús de la ruta Q situadas entre Harper Junior High School y la terminal de autobús en Memorial Union. Este autobús saldrá a las 3:35 PM (horario aproximado) y operará solo durante días de clase.

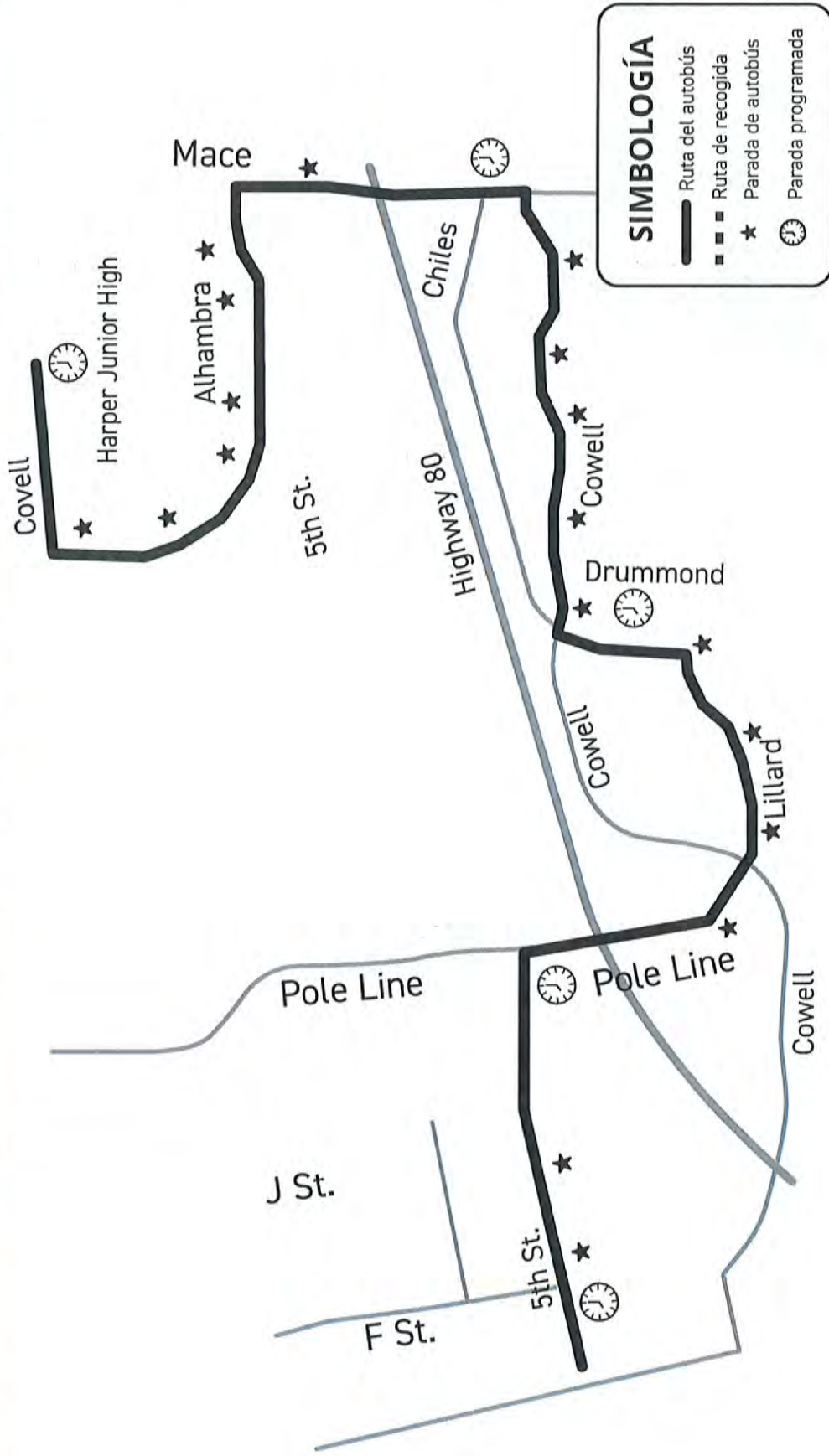
**Salidas vespertinas adicionales desde Harper Junior High School:**

2:34 PM, 3:04 PM, 3:34 PM, 4:04 PM, y 4:34 PM.

[Mapa al reverso.](#)



# MAPA DE LA RUTA P ESPECIAL PARA HARPER JUNIOR HIGH



Como receptor de fondos de la Administración Federal de Tránsito, Unitrans se compromete a brindar servicios de tránsito de calidad a todos sus clientes y a cumplir con todas las normas, reglamentos y regulaciones federales contra la discriminación, esto incluye el Título VI de Ley de Derechos Civiles, la Ley de Estadounidenses con Discapacidades y la Ley Programa de Oportunidad de Empleo. Unitrans no puede operar esta ruta de autobús para el uso exclusivo de estudiantes menores de edad, y está en la obligación de proveerle servicio a cualquier persona que quiera utilizar el transporte.

Para más información consulte [unitrans.com](http://unitrans.com), llámenos al 530-752-2877, o escribanos a [unitrans@ucdavis.edu](mailto:unitrans@ucdavis.edu)



# Guía de la Ruta T

## 2023-2024

¡Desplázate de forma fácil y eficaz a bordo de la ruta T! Estudiantes de 18 años o menores viajan gratis con su carné estudiantil.

### Mañana

Nombre y número de parada	Lun.-Vie.	Miérc. Sólo
Hutchison & Old Davis #000	7:35	8:55
1st St. & C St. #002		
Richards & Olive Dr. #004	7:38	8:58
Cowell & Research Park #035		
Cowell & Drew #037		
Cowell & Valdora #041		
Lillard & Cowell #297		
Lillard & Evans #174		
Lillard & Drummond #254		
Drummond & Albany #255	7:44	9:04
Cowell & Ohlone #051		
Cowell & La Vida #054		
Cowell & Ensenada #056		
Cowell & Sunrise #057		
Cowell & Mace #172		
Cowell & El Cemonte #497		
Cowell & Schmeiser #498	7:50	9:10
Glide & El Cemonte #359		
Chiles & Mace #352	7:54	9:14
Mace & 2nd St. #244		
Alhambra & Arroyo #299		
Alhambra & Carcia #236	7:59	9:19
Alhambra & 5th St. #973		
Alhambra & Loyola #290		
Moore & Sargent #374		
Moore Village #376		
Moore & Poleline #375	8:04	9:24
J St. & Menlo #099		
J St. & Drexel #100	8:08	9:28
J St. & Alice #101		
8th St. & J St. #110		
8th St. & G St. #118		
8th St. & D St. #120		
Oak St. & 8th St. #163		
Oak St. & Antioch #161		
Oak & 14th St. #314	8:15	9:35

#### Fuera de Servicio:

La ruta T no opera los días que Davis junior y senior high schools están cerradas.

Días de media jornada (el autobús de la tarde sale temprano desde DSHS):

La ruta T puede proporcionar viajes adicionales para acomodar durante los días de media jornada. Comuníquese con Unitrans al 530-752-2877 o [unitrans@ucdavis.edu](mailto:unitrans@ucdavis.edu) para información.

### Tarde

Nombre y número de parada	Lun.-Vie.	Miérc. Sólo
14th St. & DHS #125		
Oak & 14th #148	3:40	3:05
Oak St. & Antioch #162		
8th St. & D St. #121		
8th St. & G St. #119		
J St. & Drexel #371	3:46	3:11
J St. & Menlo #372		
Covell St. & J St. #098		
Pole Line Rd. & Picasso #106		
Pole Line Rd. & Donner #260		
Moore & Pole Line #249	3:50	3:15
Moore & Rockwell #294		
Moore & Raphael #261		
Moore & Pollock #250		
Alhambra & 5th St. #067	3:55	3:20
Alhambra & Loyola #291		
Alhambra & Verona #293		
Alhambra & Arroyo #235		
Alhambra & Mace #066		
Mace & 2nd St. #243		
Chiles & Mace #061	4:00	3:25
Glide & El Cemonte #496		
Glide & Schmeiser #344		
Cowell & Schmeiser #343	4:04	3:29
Cowell & El Cemonte #063		
Cowell & Mace #064		
Cowell & Sunrise #058		
Cowell & Ensenada #055		
Cowell & Ohlone #052		
Drummond & Cowell #047	4:10	3:35
Drummond & Lillard #046		
Lillard & Evans #043		
Lillard & Farragut #042		
Cowell & Valdora #038		
Cowell & Drew #036		
Cowell & Research Park #034		
Richards & Olive #242	4:17	3:42
1st St. & D St. #003		
Hutchison & Old Davis #001	4:20	3:45

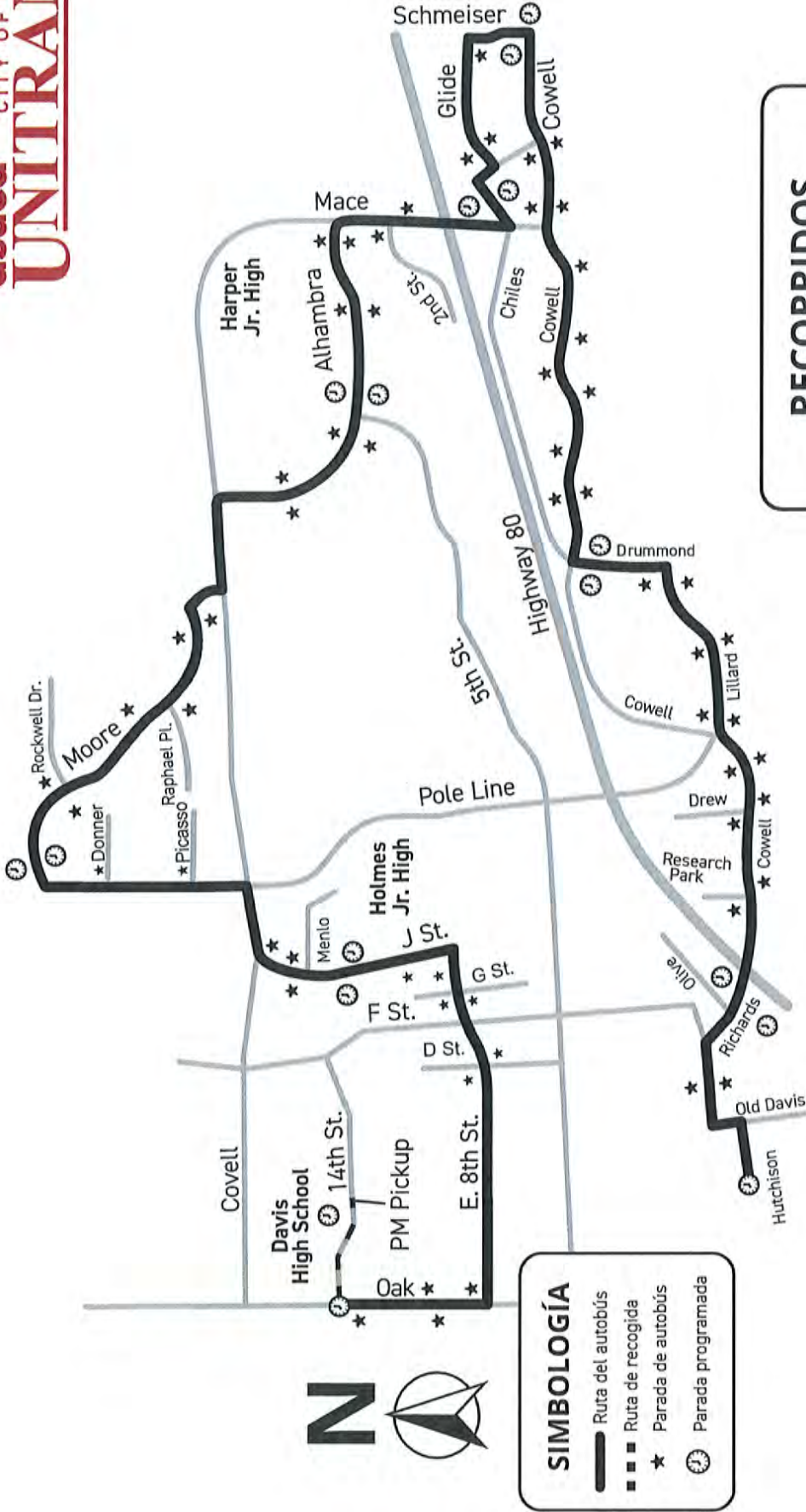
**¡Viaja gratis con tu carné de estudiante o Unitrans Youth Pass!**

La ruta T opera del 22 de agosto, 2023 al 6 de junio, 2024.

El servicio de los miércoles inicia la semana del 30 de agosto, 2023.

[Mapa al reverso.](#)





**SIMBOLOGÍA**

- Ruta del autobús
- - - Ruta de recogida
- ★ Parada de autobús
- 🕒 Parada programada

**RECORRIDOS**

Mañana: Inicia en Old Davis & Hutchinson Dr.  
 Hace parada en DSHS y cerca de Holmes & Harper Junior High  
 Termina en DSH

Tarde: Inicia en DSHS  
 Termina en Old Davis & Hutchinson Dr.

El horario de la ruta T está sujeto a cambios acordes al horario de Davis Secondary School. Posibles excepciones al horario estándar han sido consideradas con base en la información disponible al momento de impresión, por favor verifique esta información en nuestra página web [unitrans.ucdavis.edu](http://unitrans.ucdavis.edu), llame al (530) 752-2877, o manténgase al pendiente de boletines escolares en caso de que la información se actualice.

Como receptor de fondos de la Administración Federal de Tránsito, Unitrans se compromete a brindar servicios de tránsito de calidad a todos sus clientes y a cumplir con todas las normas, reglamentos y regulaciones federales contra la discriminación, esto incluye el Título VI de Ley de Derechos Civiles, la Ley de Estadounidenses con Discapacidades y la Ley Programa de Oportunidad de Empleo. Ninguna persona será excluida de participación por motivos de raza, color, nacionalidad de origen, religión, identidad de género, expresión de género, orientación sexual actual o percibida, edad o capacidad, tampoco se le negarán beneficios, ni extrana sujeta a discriminación bajo cualquier programa o actividad operada por Unitrans.



# UNITRANS 2022-2023 SERVICE CHANGE PROPOSALS

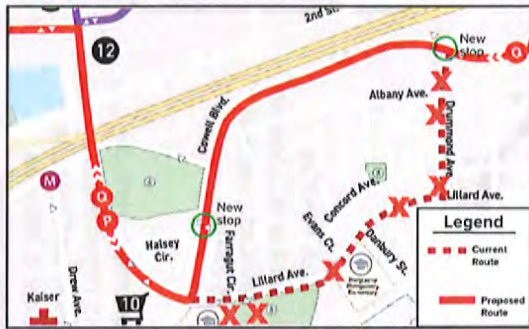
Unitrans is proposing the following changes to bus service to take effect on Monday, August 1st, 2022 for the 2022-2023 academic year. The proposals focus on improving your ride by making it more reliable and adjusting to new customer demand patterns. For more information on each proposal, go to [unitrans.ucdavis.edu](http://unitrans.ucdavis.edu). To comment, email [comments@unitrans.ucdavis.edu](mailto:comments@unitrans.ucdavis.edu), call 530-752-2877, or mail Unitrans, 1 Shields Avenue, 5 South Hall, Davis, CA 95616. The comment period will close on Thursday, April 28, 2022

Unitrans will hold information sessions on Tuesday, April 5th from 10:00am to 1:00pm at the Memorial Union Terminal and on Thursday, April 7th from 2:00pm to 5:00pm at the Silo Terminal to share proposals and solicit feedback. A virtual public hearing will be held by the Unitrans Advisory Committee on April 28, 2022 at 4:00 PM to hear public comment and vote on the proposals. For meeting information, go to [unitrans.com](http://unitrans.com) or scan the QR code.

## RELIABILITY IMPROVEMENTS

### P/Q Route Change

- Due to persistent reliability issues, Unitrans proposes rerouting the P and Q lines from Lillard Drive and Drummond Avenue to Cowell Boulevard in South Davis. See map below for proposed route and impacted stops.



### W Line

- Unitrans proposes decreasing the regular academic year frequency of the W line from 4 times per hour to 3 times per hour to provide more travel time per trip, creating a more reliable service

## FREQUENCY IMPROVEMENTS

- Unitrans proposes the following service frequencies for regular service in the 2022-2023 academic year, when driver staffing is at adequate levels. Service frequencies will be increased based on customer demand. Only lines which would see service frequency changes from today are displayed. A & Z line frequencies may be adjusted based on YoloBus Route 42 YoloGo changes. Service 4x/hour on 5th Street is planned however the exact frequency per line may vary.

LINE	CURRENT FREQUENCY	PROPOSED FREQUENCY
D*	Every 30 min.	Every 30 min.
E	Every 60 min.	Every 30 min.
F	Every 60 min.	Every 30 min.
G	Every 30 min.	Every 15 min.
J	Every 30 min.	Every 15 min.
L	Every 60 min.	Every 30 min.
W**	Every 30 min.	Every 20 min.
V-EX & V-LT	Every 30 min. each	Up to every 15 min. each
Z	Every 60 min.	Every 30 min.

\*D line ran every 15 minutes prior to March 2020  
 \*\*W line ran every 15 minutes prior to March 2020

## BUS STOP DISCONTINUATION

- Unitrans proposes eliminating the Sycamore at Chaparral Northbound/Outbound (#142) stop on G and J lines to offer more reliable service on G and J lines.

## WEST VILLAGE IMPROVEMENTS

### V-EX and V-LT

- Unitrans proposes continuing service on the V-EX and V-LT lines in West Village as a response to high customer demand and positive feedback. The V-EX and V-LT would run from 7:00 AM to 8:10 PM up to 4 times per hour each for the next academic year pending driver staffing levels.

### Weekend Improvements

- Unitrans proposes changing the weekend V-MU service to provide direct grocery and shopping access for West Village residents. The proposed U line would replace the V-MU and operate via Highway 113 and Russell Boulevard to the MU Terminal directly serving Cuarto Dorms, Trader Joes, and University Mall. The proposal would eliminate service on Hutchison Drive and La Rue Road.





# UNITRANS 2022-2023 PROPUESTAS DE CAMBIO DE SERVICIO

Unitrans está proponiendo los siguientes cambios al servicio del autobús. Estos cambios entraran en efecto el lunes, 1 de agosto del 2022, para efectos del año académico 2022-2023. Estos cambios se enfocan en mejorar su viaje ya que hacen más confiable nuestro servicio y nos permiten ajustarnos a las nuevas demandas del consumidor. Para más información respecto a cada propuesta, por favor visítenos en [unitrans.ucdavis.edu](http://unitrans.ucdavis.edu). Para dejarnos sus comentarios, envíenos un correo electrónico a [comments@unitrans.ucdavis.edu](mailto:comments@unitrans.ucdavis.edu), llámenos al 530-752-2877, o envíenos una carta a 1 Shields Avenue, 5 South Hall, Davis, CA 95616. El período de tiempo para enviarnos comentarios caducará el jueves 28 de abril del 2022.

Unitrans tendrá sesiones informáticas el martes 5 de abril de 10:00am a 1:00pm en el Memorial Union Terminal y el jueves 7 de abril de 2:00pm a 5:00pm en el Silo Terminal para compartir propuestas y recibir sugerencias. Además, el Unitrans Advisory Committee tendrá una audiencia pública virtual el 28 de abril del 2022 a las 4:00pm para recibir críticas y sugerencias del público y sostener un voto respecto a las propuestas. Para obtener más información respecto a la audiencia pública, favor de ir a [unitrans.com](http://unitrans.com) o escanea el código QR.

## MEJORAS DE CONFIABILIDAD

### P/Q Cambio de Ruta

- Debido a problemas consistentes de confiabilidad, Unitrans propone un cambio de ruta para las rutas P y Q. Las rutas P y Q irán por Cowell Boulevard en el Sur de Davis, en vez de Lillard Drive y Drummond Avenue. Observe el mapa a justo debajo para ver la propuesta del cambio de ruta y las paradas del autobús que se verán afectadas.



### Línea W

- Unitrans propone reducir la frecuencia de la ruta W durante el año académico, de 4 paradas por hora a 3 paradas por hora con el propósito de proveer más tiempo por viaje. Esto a su vez generará un servicio más confiable.

## MEJORA DE FRECUENCIA

- Unitrans propone los siguientes cambios a la frecuencia con la que se da servicio a las siguientes rutas para el año académico 2022-2023. Estos cambios se aplicarían si logramos obtener una cantidad de conductores adecuada. Estos cambios también dependen de la demanda que exista. Solo las rutas que verían su frecuencia afectada están en la lista. Cambios a las rutas A y Z son sujetos a cambios de la ruta YoloBus Route 42 YoloGo changes. Se espera proveer servicio 4 veces por hora en 5th Street, pero los cambios exactos a la frecuencia de servicio van a depender por ruta.

LINEA	FRECUENCIA ACTUAL	FRECUENCIA PROPUESTA
D*	Cada 30 min.	Cada 30 min.
E	Cada 60 min.	Cada 30 min.
F	Cada 60 min.	Cada 30 min.
G	Cada 30 min.	Cada 15 min.
J	Cada 30 min.	Cada 15 min.
L	Cada 60 min.	Cada 30 min.
W**	Cada 30 min.	Cada 20 min.
V-EX & V-LT	Cada 30 min. cada uno	Hasta 15 min. cada uno
Z	Cada 60 min.	Cada 30 min.

\*Línea D corrió cada 15 minutos antes de Marzo 2020  
 \*\*Línea W corrió cada 15 minutos antes de Marzo 2020

## DISCONTINUACION DE PARADAS

- Unitrans propone eliminar la parada en Sycamore en Chaparral Northbound/Outbound (#142) de las rutas G y J, con el propósito de mejorar la confiabilidad y el servicio de las rutas G y J.

## MEJORAS DE WEST VILLAGE

### V-EX Y V-LT

- Unitrans propone continuar el servicio de las rutas V-EX y V-LT en dirección a West Village como consecuencia al incremento en demanda y respuesta positiva que hemos recibido. Las rutas V-EX y V-LT empezarán a las 7:00am y culminarán a las 8:00pm. Estas rutas darían servicio hasta 4 veces por hora durante el próximo año académico. Estos números dependen de la cantidad de conductores que tengamos.

### Mejoras de Fin de Semana

- Unitrans propone cambiar el servicio del fin de semana de la ruta V-MU para proveer acceso directo para hacer compras a los residentes de West Village. La nueva ruta U reemplazaría la ruta V-MU. Esta nueva ruta U operaría por la autopista 113 y la Russell Boulevard y culminaría en el MU Terminal. De esta forma, la ruta daría servicio a los Cuarto Dorms, a Trader Joes y al University Mall. La propuesta eliminaría servicio a Hutchinson Drive y a La Rue Road.





## UNITRANS 2022-2023 服务变更提案

Unitrans 提议对巴士服务进行以下更改，并在 2022-2023 学年的 2022 年 8 月 1 日生效。提案着重于提高服务效率和满足客量需求，从而改善您的乘车体验。有关调整建议的详情，请浏览 [unitrans.ucdavis.edu](http://unitrans.ucdavis.edu)。如需提供意见，请电邮至

[comments@unitrans.ucdavis.edu](mailto:comments@unitrans.ucdavis.edu)、致电 530-752-2877 或邮寄到此地址：

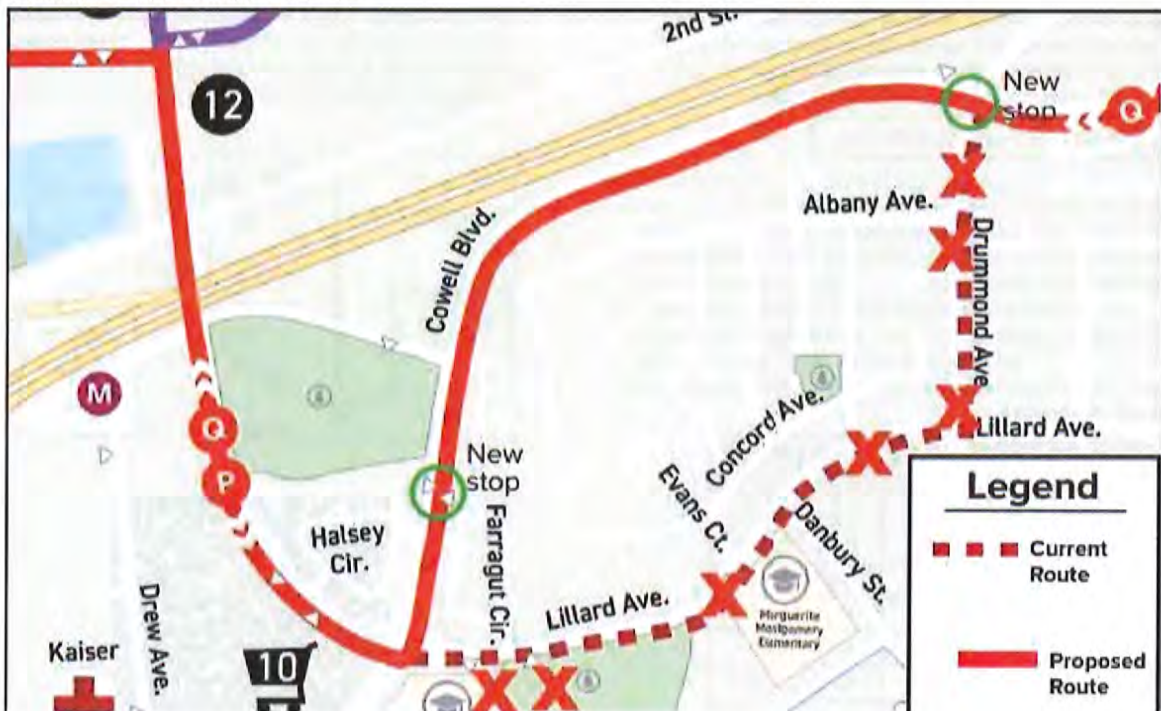
Unitrans, 1 Shields Avenue, 5 South Hall, Davis, CA 95616。评论期将于 2022 年 4 月 28 日 (星期四) 结束。

Unitrans 将于 4 月 5 日星期二上午 10:00 至下午 1:00 在 Memorial Union 巴士总站和 4 月 7 日星期四下午 2:00 至下午 5:00 在 Silo 巴士总站设置资讯站，期间展示此提案并听取公众意见。Unitrans 咨询委员会亦将于 2022 年 4 月 28 日下午 4:00 举行线上公开听证会，听取公众意见并对提案进行投票。会议信息请访问 [unitrans.com](http://unitrans.com) 或扫描二维码。

### 改善可靠性

#### P/Q 线路变更

• 由于长期存在的服务可靠性问题，Unitrans 建议将 P 和 Q 线路从 Lillard Drive 和 Drummond Avenue 改道至南戴维斯的 Cowell Boulevard。有关建议的路线和受影响的站点，请参见以下地图。





## W 线

- Unitrans 建议将 W 线的正常学年班次从每小时 4 班降低到 3 班，以预留每班次更多的行车时间，使服务更可靠。

## 增加班次

在 2022-2023 学年的常规服务中，当有足够的司机时，Unitrans 建议下述的服务班次。服务班次将根据客流量需求增加。以下表格仅显示有班次变更的路线。A 和 Z 线路班次可能会根据 YoloBus Route 42 YoloGo 的变化进行调整。目前计划在第 5 街每小时合共提供 4 班次的服务，但每条线路的实际班次可能会有所不同。

线路	目前班次	新班次
D*	每 30 分钟	每 30 分钟
E	每 60 分钟	每 30 分钟
F	每 60 分钟	每 30 分钟
G	每 30 分钟	每 15 分钟
J	每 30 分钟	每 15 分钟
L	每 60 分钟	每 30 分钟
W**	每 30 分钟	每 20 分钟
V-EX & V-LT	各线路每 30 分钟	各线路每 15 分钟
Z	每 60 分钟	每 30 分钟

\*D 线在 2020 年 3 月之前班次为 15 分钟

\*\*W 线在 2020 年 3 月之前班次为 15 分钟

## 取消巴士站

- Unitrans 建议取消 G 线和 J 线上 Chaparral Northbound/Outbound (#142) 的 Sycamore 站，使 G 线和 J 线的服务更可靠。

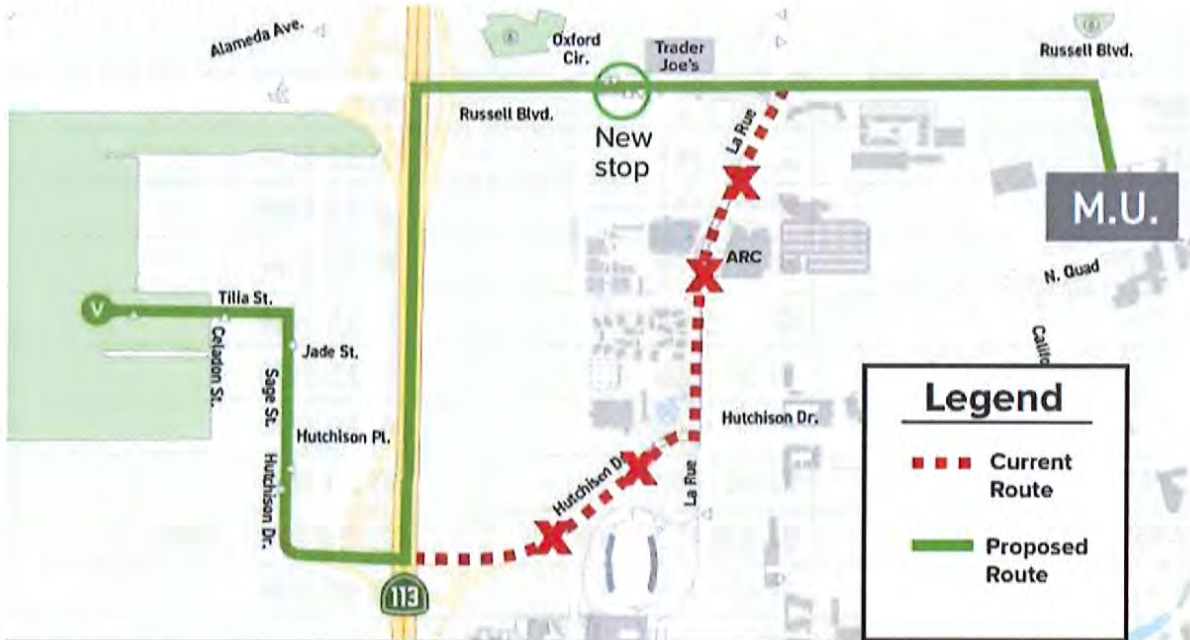
## 西村服务改善

V-EX 和 V-LT

- 考慮到高客流量和積極反饋，Unitrans 提議在西村繼續維持 V-EX 和 V-LT 線路服務。V-EX 和 V-LT 將從早上 7:00 到晚上 8:10 營運，根據下學年的司機人數，每小時最多 4 班次。

#### 周末服務改善

- Unitrans 提議改變周末 V-MU 服務，為西村居民提供直達超市和購物的便利。新建議的 U 線將取代 V-MU 並通過 113 號高速公路和 Russel 大道行駛至 MU 巴士總站，期間途徑 Cuarto Dorms、Trader Joes 和 University Mall。此提議將同時取消 Hutchison Drive 和 La Rue Road 的停靠站。





# Youth 18 and Under Ride Unitrans — Free! —

— Starting —  
**August 2nd**

Just show your valid, current student ID  
to the driver or conductor!

Don't have a student ID? Get a free youth pass by  
contacting Unitrans! Without a pass or student ID,  
the full \$1.25 bus fare is required.



[unitrans.ucdavis.edu](http://unitrans.ucdavis.edu)



asucd CITY OF DAVIS  
**UNITRANS**

(530)752-2877

# ¡Menores de 18 Abordan en Unitrans de

# GRATIS!

Comenzando el 2 de  
Agosto

¡Solo demuestra tu identificación  
estudiantil activa al conductor!

¿No tiene identificación estudiantil? ¡Consígase un  
boleto juvenil gratuito al contactar a Unitrans! A  
falta de boleto juvenil o de identificación  
estudiantil, aún se requiere \$1.25 del boleto  
general.



[unitrans.ucdavis.edu](http://unitrans.ucdavis.edu)



asucd CITY OF DAVIS  
**UNITRANS**

(530)752-2877





**asucd** CITY OF DAVIS  
**UNITRANS**

5 South Hall  
One Shields Avenue  
Davis, California 95616-8579

## **ASUCD Unitrans Complaint and Comment Policy**

All customer comments, both positive and negative, including Americans with Disabilities Act (ADA) accessibility comments will be reviewed by Unitrans staff and responded to if requested.

Customers may send their comments to the Unitrans Business Office by mail, email, or phone. Comments can be directed to:

Unitrans  
Attn: Assistant General Manager of Administration  
1 Shields Avenue  
5 South Hall  
Davis, CA 95616

Email: [unitrans@ucdavis.edu](mailto:unitrans@ucdavis.edu)

Phone (530) 752-2877

Every complaint will be investigated and responded to within 14 calendar days of receipt. Complaint resolution will be in writing or verbal as requested by the customer. Resolution of urgent complaints, including ADA complaints, will occur within five calendar days.

When filing a customer complaint, riders are encouraged to provide:

- The customer's name, address, email address, and/or telephone number
- Date and time of the incident
- Details of the incident such as bus route, location, etc.

Complaints and comments are logged and tracked in an internal database. Customer confidentiality will be protected upon a customer's request when investigating and resolving complaints. Anonymous service complaints, however, cannot be responded to.

## **La política de quejas y comentarios de ASUCD Unitrans**

Todos los comentarios de clientes, positivas o negativas, incluyendo los comentarios sobre las accesibilidades y los Leyes de Derechos de Discapacitados (ADA) serán revisadas por el personal de Unitrans y serán respondidas si se solicita.

Los clientes pueden enviar sus comentarios a la oficina de Unitrans por correo, email, o teléfono. Comentarios pueden ser dirigidos a:

**Correo:**

Unitrans  
ATTN: Assistant General Manager of Administration  
1 Shields Avenue  
5 South Hall  
Davis, CA 95616

**Email:** [unitrans@ucdavis.edu](mailto:unitrans@ucdavis.edu)

**Teléfono:** (530) 752-2877

Todas las quejas serán investigados y respondidas dentro de 14 días del calendario después de recibiera. Las resoluciones de quejas serán por escrito o verbal, según lo solicitado por el cliente. Resoluciones de quejas urgentes, incluyendo las quejas de ADA, ocurrirán dentro de cinco días de calendario.

Cuando está presentado una queja, se alienta a los clientes a proveer:

- El nombre de cliente, el domicilio, email, y/o su número de teléfono
- La fecha y tiempo del incidente
- Detalles del incidente, como ruta de autobús, lugar, etc.

Quejas y comentarios son registrados y rastreados por un base de datos interna.

Confidencialidad del cliente será protegido por solicitud del cliente durante la investigación y resolución de quejas. Sin embargo, los comentarios de servicios anónimos no pueden ser respondidas.

## ASUCD Unitrans 投訴和意見政策

所有客戶意見，

無論是正面或負面的，包括《美國殘疾人法案》( ADA ) 的無障礙意見，都將由 Unitrans 員工審查，並按要求做出回覆。

客戶可透過郵寄、電子郵件或電話聯絡 Unitrans 商務辦公室發表意見。郵寄地址為：

Unitrans

Attn：助理總經理（行政）

1 Shields Avenue

5 South Hall

Davis, CA 95616

電子郵件：[unitrans@ucdavis.edu](mailto:unitrans@ucdavis.edu)

電話 (530) 752-2877

每宗投訴都會在收到後14個日曆天內進行調查和答覆。投訴解決將按客戶要求以書面形式或口頭解決。緊急投訴，包括 ADA 投訴，將在五個日曆日內處理。

在提交客戶投訴時，我們鼓勵乘客提供：

- 客戶的姓名、位址、電子郵件地址和/或電話號碼
- 事件日期和時間
- 事件詳情，如巴士路線、位置等。

投訴和評論會被存放在內部資料庫中記錄和跟進。在調查和解決投訴時，客戶私隱將會應客戶的要求受到保護。但是，匿名服務投訴將無法得到回覆。

Exhibit 6 City of Davis/Unitrans Cooperative Agreement and Monitoring process



**Cooperative Agreement  
City of Davis and ASUCD/UCD  
Unitrans**

ASUCD and the City of Davis have a mutually beneficial relationship in providing transit services through Unitrans, a unit of the University of California at Davis. Such a partnership generally requires an agreed upon set of principles to guide the partnership. This document provides that set of principles and understandings.

The following characteristics make Unitrans an extraordinarily cost-effective and efficient provider of service:

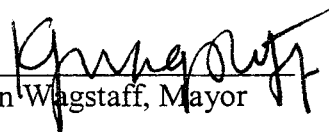
- The system is largely operated by UCD students while attending college. This provides a highly motivated and relatively low-cost workforce. In return, student employees receive a competitive student wage, a flexible work environment designed to match class schedules, and a generally social work format.
- Another key to Unitrans' effectiveness is the City of Davis' planning and growth policies that have resulted in a compact community with higher density living units generally clustered around major arterial roadways. This contributes to a very effective and efficient transit network.
- As a unit of the University, Unitrans receives important cost savings. This includes very low insurance rates through the University's pooled insurance program; location and use of facilities at no cost, and very low cost of services and supplies through the University's buying power and commitment to Unitrans.
- Through its affiliations with the City, Unitrans has access to capital and operating grant funding that would otherwise not be available. This results in new facilities, new equipment, state-of-the-art clean fuel buses, and more extensive transit service. These grants also bring significant state and federal funding into the city.
- Increased levels of transit service and new buses also provide benefits to non-riding residents of the city through reduced congestion and emissions, as well as support for more compact development patterns.

The City of Davis and ASUCD/UCD acknowledge the following:

1. Each body acknowledges the extraordinary value derived from a joint commitment to the provision of transit services through Unitrans and Davis Community Transit, and that each partner body is committed to providing local transit service in the present manner.
2. Each body acknowledges the partners' significant financial contribution to the operation and capital expansion of the joint transit system.


3. Each body acknowledges that, though a partnership, its individual financial contributions are much lower than would otherwise be necessary to provide similar levels of transit service.
4. Each body acknowledges that transit collectively in Davis is able to seek and secure more discretionary grant funding than would otherwise be possible by each agency acting independently.
5. Each body acknowledges the commitment of the other body to seek advice and recommendations from their respective constituents in the provision of transit services.
6. Each body acknowledges that Unitrans management will be responsible for day-to-day operations decisions with, as necessary and appropriate, consultation with city staff and other University staff. City and Unitrans staff will act jointly to seek public input when appropriate.
7. Each body recognizes that public concerns about issues related to transit services might differ. Each body is committed to carefully balancing the needs of the respective constituencies.
8. Each body acknowledges that, as necessary, policy guidance and recommendations will be derived from a joint staff committee consisting of ASUCD and City staff meeting approximately each calendar quarter.
9. Each body acknowledges that it will review policy recommendations with the partner agency prior to acting independently to implement any such recommendations. Each body acknowledges that decisions with broad policy implications would be reviewed by a 2x2 style consultation between appointed representatives from the boards of the two elected bodies, the Davis City Council and the ASUCD Student Senate. Each body acknowledges that commitments of the City can only be made in a public meeting properly noticed under the requirements of the State Open Meeting Law (Brown Act).

City of Davis

By   
Ken Wagstaff, Mayor

Date December 6, 2000

ASUCD

By   
Matthew Huerta, ASUCD President

Date December 4, 2001



One Shields Avenue  
Davis, California 95616-8579

August 3, 2011

## MEMORANDUM TO FILE

Re: **City of Davis Monitoring of Unitrans as FTA Subgrantee**

The City of Davis and Unitrans have informally reviewed fixed route operating and financial data on an on-going basis. In addition, Unitrans has provided a *General Manager's Annual Report* to the City of Davis as required under our annual agreement. However, we agree with the FTA's on-site Triennial Reviewer (Randall Pine) that additional City of Davis formal and structured monitoring should occur to ensure appropriate oversight of the FTA-funded fixed route services provided by Unitrans in the Davis Urbanized Area. Specifically, we agree to conduct quarterly meetings to formally review operating and financial data collected by Unitrans that will be included in a formal report.

The following data will be included in the quarterly report:

1. Ridership figures by route
2. On-time performance by route
3. Vehicle Revenue Hours by route
4. Vehicle Revenue Miles by route
5. Vehicle and facilities maintenance activities
6. Summary of customer service input
7. FTA, TDA, YSAQMD and/or PTMISEA grant activities
8. Civil Rights (DBE, EEO, Title IV and ADA) actions
9. Planning activities, including progress on annual objectives identified in the previous *Annual Report*
10. Safety and security activities, including a summary of vehicle collisions (preventable and non-preventable)

11. Drug and alcohol testing activities
12. Preliminary financial results

To the extent possible, these data will be presented in both monthly and year-to-date summaries, as well as in tabular and graphical formats.

We look forward to working together to formally document our activities related to FTA-funded equipment and operations in the years to come.

Sincerely,



Geoff Straw  
Unitrans General Manager



Roxanne Namazi  
Davis Senior Civil Engineer

August 11, 2017

## MEMORANDUM TO FILE

Re: **City of Davis Monitoring of Unitrans as FTA Subgrantee**

Prior to August 2011, the City of Davis and Unitrans informally reviewed fixed route operating and financial data on an on-going basis. In addition, Unitrans provided a *General Manager's Annual Report* to the City of Davis as required under our annual agreement. However, the review process was made more formal in a Memorandum to File, dated August 3, 2011. At that time, the City of Davis and Unitrans, in consultation with the FTA's on-site Triennial Reviewer (Randall Pine) agreed that additional City of Davis formal and structured monitoring should occur to ensure appropriate oversight of the FTA-funded fixed route services provided by Unitrans in the Davis Urbanized Area. Specifically, the entities agreed to conduct quarterly meetings to formally review operating and financial data collected and tabulated by Unitrans for inclusion in a formal quarterly report.

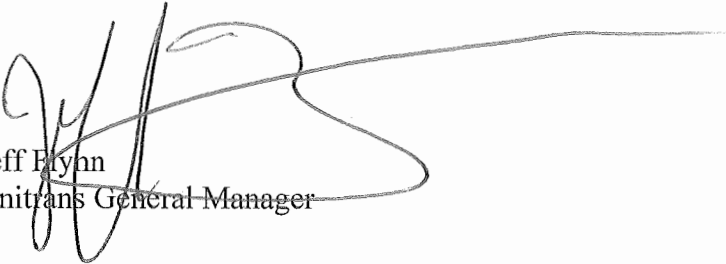
As part of the 2017 Triennial Review, there was a finding under Technical Capacity that the City submit to FTA Region IX updated procedures to monitor Unitrans, its subrecipient, regarding compliance with federal requirements, indicating that the existing quarterly reporting format was insufficient to monitor all the areas that are subject to review and compliance. Unitrans and the City of Davis have come up with a plan to include a scheduled review of 4 to 5 of the 17 triennial areas each quarter, as follows:

- July meeting: Financial, Maintenance, Procurement, Satisfactory Continuing Control
- October meeting: GM report, Technical Capacity (FFR/MPR), Charter, School Bus, Security
- January meeting: ADA, Title VI, DBE, EEO, Drug-Free
- April meeting: Service Changes, Legal, Planning/POP, Public Comment, Half Fare

With this quarterly review, each triennial subject will be reviewed at least once a year, in addition to any ongoing or ad hoc reviews. In addition, the quarterly meetings will continue to cover the topics that were mentioned in the 2011 memorandum, which re-established those

regular coordination meetings. We believe that these additional actions will address the finding from the Triennial Review and ensure our continued compliance with all FTA regulations.

Sincerely,



Jeff Flynn  
Unitrans General Manager



Brian Abbanat  
City of Davis Transportation Planner

## Exhibit 7 City of Davis/Unitrans Service Standards and Policies

### **Fixed Route Transit Service**

#### **Standard: Loading Standard (From SRTP)**

Goal	Provide accessible transit service,
Objective	Provide adequate capacity to meet demand
Performance Measure:	Peak loading conditions not to exceed 150% of seating capacity
Standard:	95% of bus trips; 90% of bus riders

Unitrans monitors the maximum load on each bus trip. The loading standard states that the passenger load on 95% of all bus trips will not exceed 150% of the seated capacity (i.e., 60 passengers on a 40-seat bus, or 120 passengers on an 81-seat bus). This measure is also calculated using the number of passengers experiencing high loads, and states that less than 90% of the passengers carried will be on bus trips that are carrying less than 150% of the seated capacity. Annual performance is reported to the City in the Annual General Manager's Report and is available online.

#### **Standard: Vehicle Headway (From SRTP)**

Goal	Provide a transit system that is effective in meeting the needs of the community
Objective	Provide convenient transit service
Performance Measure:	Peak hour service frequencies for routes with >60 pass/hour
Standard:	15-minute service

The policy headway for Unitrans service is one bus every 30 minutes during the daytime on weekdays when regular service is running (UC Davis classes in session) and every 60 minutes on days when UC Davis is not in session, as well as at night and on weekends. On bus lines with more than 60 passengers per hour, the daytime headway is halved to every 15 minutes on days with UC Davis in session and every 30 minutes on weekdays when classes are not in session. With continuing pandemic impacts and staffing shortages, Unitrans has not been able to restore pre-pandemic service levels yet. Annual performance is reported to the City in the Annual General Manager's Report and is available online.

#### **Standard: On-Time Performance (From SRTP)**

Goal	Provide a transit system that is effective in meeting the needs of the community
Objective	Provide reliable transit service
Performance Measure:	Trips up to 5 minutes late as % of scheduled trips
Standard:	90%

Unitrans monitors the departure and arrival time of all trips at their terminal. For terminal arrival, a trip is considered to be on-time if arrives early, on-time, or less than 5 minutes after its scheduled arrival time. Annual performance is reported to the City in the Annual General Manager's Report and is available online.

#### **Standard: Service Availability (From SRTP)**

Goal Provide a transit system that is effective in meeting the needs of the community  
Objective Provide convenient transit service  
Performance Measure 1: % of high and medium density housing within 1/4-mile of transit route  
Standard: 90%

Performance Measure 2: major activity centers within 1/8th-mile of transit route  
Standard: 90%

Transit service should be available at the origin and destination for most potential passenger trips. At the origin, the standard is to provide service within 1/4th-mile of all high and medium-density housing. At the destination, the standard is to provide service within 1/8th-mile of all major activity centers. Annual performance is reported to the City in the Annual General Manager's Report and is available online.

**Policy: Vehicle Assignment** *(Not Covered in current SRTP)*

Unitrans fleet consists of standard buses, modern double-decker buses, and vintage double-decker buses. All buses, except vintage double-decker buses, are air conditioned. Vintage double-decker buses are used only on lines B, E, F, and G, and only in conjunction with standard buses with overall headways of 30-minutes or less. Modern double-deckers are used on lines with the highest passenger loads, unless infrastructure constraints will not allow for a modern double-decker bus to be assigned to a high-passenger route. Unitrans buses and DCT vehicles are rotated among the daily vehicle assignments to ensure the newest buses are operated throughout the service area and not limited to any single neighborhood or area.

**Policy: Transit Amenities** *(Not Covered in current SRTP)*

Shelters and seating are generally provided at stops by external funding, usually through development agreements. Unitrans-funded shelters are provided at stops with high ridership and where right of way is available. Shelters are considered for any stop with average daily boardings of 50 or more, or where site conditions such as significant weather exposure or safety concerns may warrant a shelter. Characteristics such as census block race/ethnicity, income, and age are reviewed and considered with new amenity placement. Since the last update, all shelters and benches city-wide have been replaced and upgraded.



## Unitrans Goals, Objectives, Performance Measures, and Standards Based on the City of Davis Short-Range Transit Plan (Updated thru FY2021-22)

Goal	Objective	Performance Measure	Standard	FY2021-22 Performance	Met?
Effectiveness	Convenience	% of student dwelling units within 1/4 mile of transit stop	90%	Over 95% of all Davis residents are within 1/4 mile	Yes
		% of major activity centers within 1/8 of transit stop	90%	94%	Yes
		Peak-hour service frequencies for routes >=60 pass/hour	15-minute service	One line (V) 4 trips/hour added in winter 2022	No
	Reliability	% within 5" of scheduled time	90%	90.4%	Yes
		Number of missed trips	<1/day	N/A	N/A
		Vehicle miles between road calls	20,000	FY18-19: 7,833 FY19-20: 8,759 FY20-21: 9,788 FY21-22: 8,645	No
	Safety	Miles between preventable major accidents	100,000	613,801 (none in FY2021-22)	Yes
		Injuries per 100,000 boardings	<=1	0	Yes
		Safety meetings	Quarterly	Yes, quarterly meetings	Yes
	Attractiveness	Annual ridership growth	>= population growth	FY22: Ridership 466% Student population +1.6% City of Davis population <0%	Yes
		Provide accurate and timely information	Schedules stocked on vehicles and thru community	Yes	Yes
Efficiency	Cost Efficiency	Change in Op cost / rev hour	<= CPI	FY21 – FY22: \$118.12 - \$125.10 = +5.9% CPI +7.7% (most recent from Dept of Ind Relations)	Yes
	Productivity	Passengers per rev veh hr	40	35 (and increasing)	No
		Individual route productivity	Consider changes if less than 15	All lines but one above threshold (A line only operated for part of year by Unitrans)	Yes
	Maintenance	% of PMs completed w/in 300 miles of scheduled	95%	100%	Yes
		Wash exterior and sweep	Ext. wash 2/week	Yes, Exterior – 1/week; Interiors -	No

Goal	Objective	Performance Measure	Standard	FY2021-22 Performance	Met?
		interior	Interior: Daily	Daily	
	Cost Recovery	% of annual cost from fares	60%	71%	Yes
Integration/ Coordination	Shared Facilities	Study feasibility of timed transfer terminal	Upgrade Silo and MU Terminals	Completed	Yes
	Coordinate service and fares	Waiting times between buses at transfer locations	Local <=10" Regional <= 20"	Average wait time was 15-30 minutes (service reduction in effect)	No
	Paratransit coordination	Coordinate Unitrans service with ADA services	Ongoing coordination	Regular meetings with DCT and YCTD for coordination	Yes
	Inclusion of transit w/general plans	Transit service considered in plans and development review	Ongoing coordination	Close coordination with City of Davis, UCD ORMP, and SACOG	Yes
Accessibility	Wheelchair lifts	% vehicles with lifts or ramps	100% of single-deck buses	100% of single-deck buses; 100% of FY21-22 trips and buses were ramp equipped	Yes
	Special needs	% known concentrations of senior and disabled residents with transit service	100%	Yes	Yes
	Capacity	Peak loading conditions not to exceed 150% of seats	95% of bus trips. 90% of bus riders on trips <60	99% of bus trips 96.5% of bus riders	Yes
	Identify gaps	Meet w/ interest groups and respond to comments	Respond to requests; resolve w/in 6 months	Yes, requests also gathered at Unitrans Adv Comm and Unmet needs hearings	Yes