



Sonoma-Marín Area Rail Transit District

Title VI Program and Nondiscrimination Policy

BOARD OF DIRECTORS
SEPTEMBER 15, 2021



SMART

|| SONOMA-MARIN AREA RAIL TRANSIT

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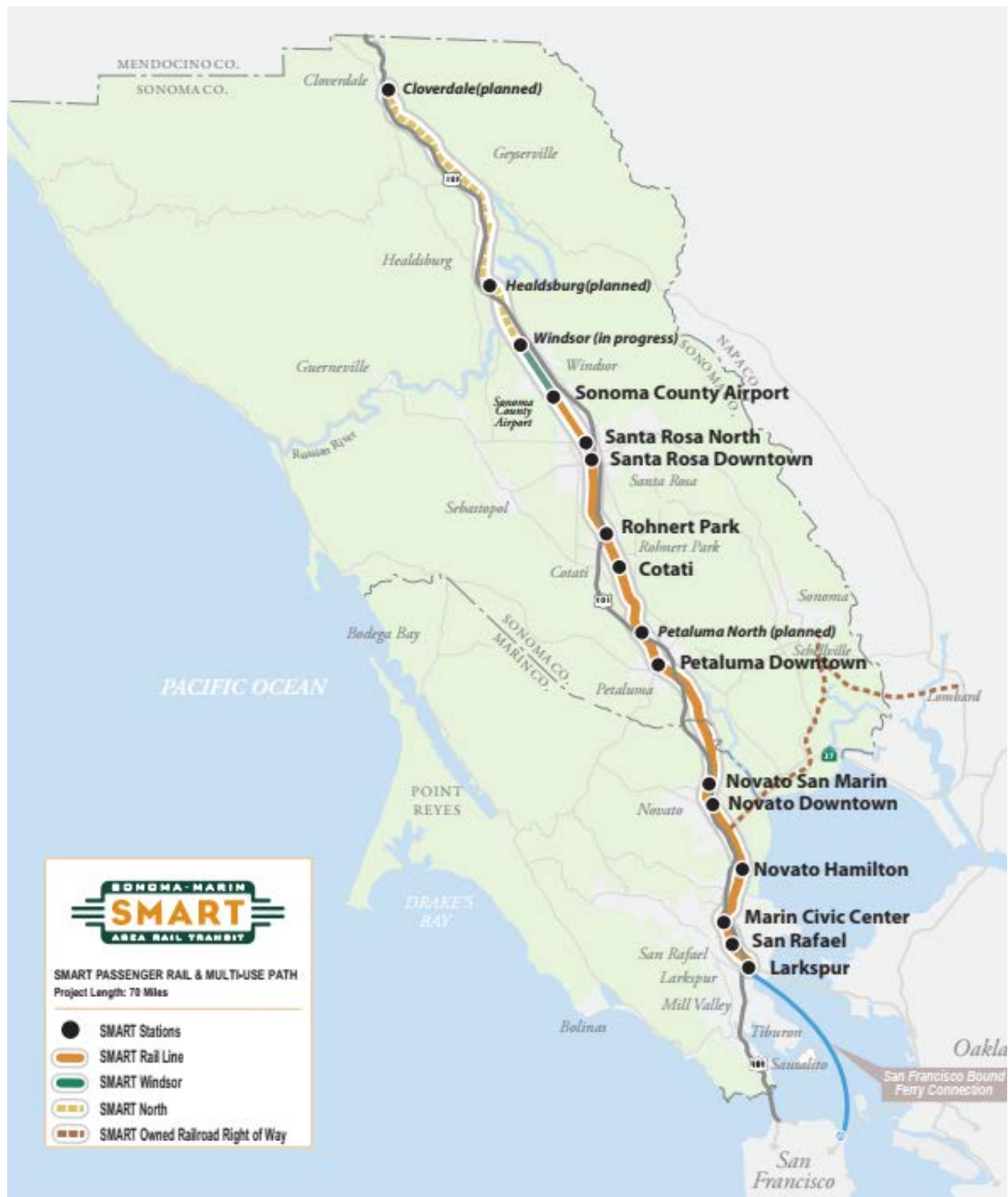
SMART'S TITLE VI PROGRAM INTRODUCTION

SMART District and Project Background

The SMART District was created by an act of the California Legislature with the passage of AB2224, also known as the Sonoma-Marin Area Rail Transit District Act, effective January 1, 2003, and codified in the Public Utilities Code section 105000, et. seq. The SMART District boundaries include all of Marin and Sonoma Counties. The SMART project involves rebuilding and operating a 70-mile commuter rail service within the publicly owned SMART right of way through Marin and Sonoma counties. The rail facility is a single-track facility with passing sidings and gauntlet tracks at stations to accommodate freight trains along the corridor. The project includes full implementation of Positive Train Control. The passenger rail project will ultimately extend 70-miles from Cloverdale in northern Sonoma County, to Larkspur in Marin County. A map of the project is shown in *Figure 1*.

A locally funded 43-mile first phase of the project was opened to public passenger service in Summer 2017, operating between Downtown San Rafael in the south and Sonoma County Airport Boulevard in the north, and served the major employment and population centers in the two counties. Construction on a two-mile southern extension between Downtown San Rafael and Larkspur began in late 2017 and that service opened to the public in late 2019, along with Larkspur and Downtown Novato stations. A northern extension to Windsor began construction in 2020 and is approximately 30% complete. The extension project is currently on hold due to legal proceedings associated with one of the project's funding sources. The complete buildout of the commuter rail project includes sixteen stations on the 70-mile route between the cities of Cloverdale and Larkspur.

Figure 1: SMART Project corridor.



SMART's Title VI Program and Nondiscrimination Policy Background

The SMART District is committed to ensuring that no person is excluded from participation in or denied the benefits of its transit services on the basis of race, color or national origin, as protected by Title VI of the Civil Rights Act of 1964. Effective July 2015, the Sonoma-Marín Area Rail Transit District (SMART) has been designated a Federal Transit Administration (FTA) grantee (direct recipient of FTA grant funds). As an FTA direct grantee, SMART is required to have policies and processes in place pursuant to Title VI of the Civil Rights Act of 1964 to meet the following objectives:

- Ensure that the level and quality of public transportation service is provided without regard to race, color, or national origin.
- Promote full and fair participation in public transportation decision-making without regard to race, color, or national origin.
- Ensure meaningful access to transit-related programs and activities by persons with limited English proficiency.

This SMART Title VI Program and Nondiscrimination Policy is intended to demonstrate compliance with the transit provider reporting requirements outlined in FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," effective October 1, 2012 (Federal Register Docket Number FTA-2011-0054). As required by FTA Circular 4702.1B, this SMART program documentation is updated every three (3) years. SMART is also providing information in this document regarding how SMART has historically acted in compliance with Title VI.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color or national origin in programs or activities receiving federal financial assistance. Presidential Executive Order 12898 addresses environmental justice in minority and low-income populations. Presidential Executive Order 13166 addresses services to those individuals with limited English proficiency. The rights of women, the elderly and the disabled are protected under related authorities. These Presidential Executive Orders and the related authorities fall under the umbrella of Title VI. SMART's Title VI/Nondiscrimination Program provides leadership, direction, and policy to ensure compliance with Title VI of the Civil Rights Act of 1964 and related authorities. In addition to compliance with federal civil rights requirements through its Title VI program, SMART's Nondiscrimination Policy seeks to not discriminate on the grounds of religion, family status, sexual orientation, or gender identity.

SMART is proud of the work it has completed to date to provide information to all members of the community and to ensure that social impacts to communities and people are recognized early and continually throughout the transportation decision-making process. SMART's first Title VI Program and Nondiscrimination Policy was adopted by the SMART Board in 2015, with an update in 2018 and this 2021 update. SMART's next Title VI program update in 2024 will have the benefit of 2020 Census data to be used for updated demographic market analysis. SMART's transition from being a planning and construction project into an operating rail system has been guided by this Title VI Program and Nondiscrimination Policy and has taken place within an umbrella of public inclusiveness

SMART TITLE VI/NONDISCRIMINATION POLICY

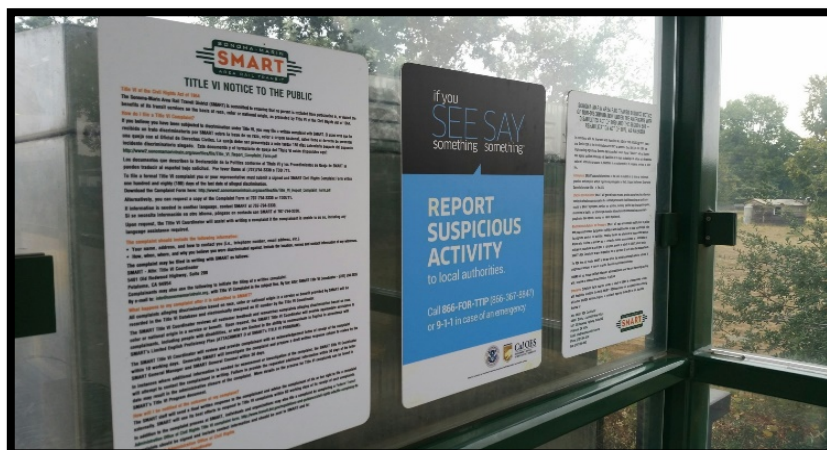
It is the policy of the SMART District, under Title VI of the Civil Rights Act of 1964 and related statutes and regulations, that not person in the United States shall, on the basis of race, color, national origin, sex, age, disability/handicap, or income status, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any federally or non-federally funded program or activity administered by SMART or its sub-recipients. In compliance with other civil rights provisions, SMART will not discriminate on the grounds of religion, family status, sexual orientation, or gender identity. No person will be retaliated against for complaining of discrimination or for participating in an investigation of discrimination.

SMART will ensure that its programs, policies, and activities comply with Title VI of the Civil Rights Act of 1964, as amended, and Department of Transportation regulations. SMART has designated a Title VI Coordinator in the District's administrative offices to receive any formal Title VI complaints (via the process described below). The Title VI Coordinator is the person responsible for record keeping for complaints related to SMART and reporting those complaints as part of any updates to this SMART Title VI/Nondiscrimination Program every three years.

To effectively implement and sustain the Title VI Program and related statutes, mandatory training is provided to SMART staff upon hiring and periodically thereafter. Training includes information on the SMART Title VI Procedures and Limited English Proficiency (LEP) responsibilities, description of language assistance services offered to the public, documentation of language assistance requests, and how to handle a potential Title VI/LEP complaint. SMART maintains records of SMART staff training on Title VI Program and Nondiscrimination Policy compliance and provides training to new employees. In FY 2019, SMART trained 97 existing and new staff members. Additional employees were trained as part of the hiring process in FY 2020 (19 employees) and FY 2021 (17 employees).

The public will be informed of their rights under Title VI through posting the Title VI notice on the SMART website (<https://sonomamarintrain.org/civil-rights>), on platform signage in station shelters (Figure 2), meeting room posters, comment cards, public meeting advertisements and handouts, newsletters, newspaper ads, and construction notification mailers. Notices detailing SMART's Title VI obligations and complaint procedures will be translated into languages other than English and Spanish, as needed.

Figure 2: SMART station platform notification.



All advertisements for public meetings will include language like the following:

“Public participation is solicited without regard to race, color, national origin, age, sex, religion, disability or family status. Persons who require special accommodations under the Americans with Disabilities Act or person who require translation services should contact (name of appropriate District personnel) at (telephone number) or dial CRS 711 at least 72 hours prior to the meeting.”

A sample SMART Title VI Notice to the Public is included in *APPENDIX A*.

SMART TITLE VI/NONDISCRIMINATION COMPLAINT PROCEDURES

SMART has established the following Title VI complaint procedures:

1. Any person who believes that he or she, or any specific class of persons, has been discriminated against on the basis of race, color, or national origin by SMART, may file a formal (written) or verbal/non-written Title VI complaint. In addition, any individual who believes that he or she, or any specific class of persons, has been discriminated against on the grounds of sex, age, disability, religion, family status, sexual orientation or gender identity may also file a formal (written) or verbal/non-written complaint. SMART investigates complaints received no more than 180 days after the alleged incident and then will process complaints that are complete. The SMART Title VI Coordinator or his/her designee may extend the time for filing or waive the time limit in the interest of justice, specifying in writing the reason for doing so.

2. All formal Title VI complaints shall be submitted on SMART's Civil Rights Complaint Form (included as *APPENDIX B*) to:

SMART Title VI Coordinator
SMART District – Administrative Offices
5401 Old Redwood Highway, Suite 200
Petaluma, CA 94954

info@sonomamarintrain.org

phone: (707)794-3330

Fax: (707) 794-3062

3. All verbal/non-written complaints received by SMART shall be resolved informally when feasible. Informal complaints can be received by phone as listed above. However, once a complaint is written it becomes a formal complaint. If the issue has not been satisfactorily resolved through informal means, or if at any time the person(s) request(s) to file a formal written complaint, the SMART Title VI Coordinator shall process the complaint in accordance with approved SMART formal complaint procedures.

4. Written formal complaints should be verified by the complainant and may be submitted in writing via postal service mail, email or fax to the contact identified above. In cases where the complainant is unable or incapable of providing a written statement, but wishes SMART to investigate alleged discrimination, a formal verbal complaint of discrimination may be made to SMART's Title VI Coordinator. The complainant will be interviewed by the officer or official authorized to receive complaints. If necessary, SMART's Title VI Coordinator will assist the person in converting verbal complaints to writing. All complaints converted into writing by SMART's Title VI Coordinator must be signed by the complainant or his/her representatives. The District's representative will assist those with Limited English Proficiency (LEP) in filing a complaint.

5. Formal Title VI complaints submitted in writing shall be signed by the complainant and/or the complainant's representative. Complaints shall set forth as fully as possible the facts and circumstances surrounding the alleged discrimination and shall include the following information:

- Name, address, and phone number of the Complainant.
 - A written statement of the complaint, including the following details:
 - Basis of complaint (i.e., race, color, and national origin).
 - The nature of the incident that led the complainant to feel discrimination was a factor.
 - A detailed explanation of the alleged discriminatory act(s).
 - The date or dates on which the alleged discriminatory event or events occurred.
 - If applicable, name(s) of alleged discriminating official(s).
 - Other agencies (state, local, or federal) where the complaint is also being filed (if applicable).
 - Complainant's signature and date.
6. Once the complaint is received, within 10 working days SMART's Title VI Coordinator will review and will provide the complainant with an acknowledgement letter informing her/him whether the complaint will be investigated by SMART or forwarded to the appropriate agency or organization for response. In that acknowledgement letter, the complainant will be advised of other avenues of redress available, such as a formal complaint with FTA.
7. SMART has 30 days to investigate the complaint. If more information is needed to investigate the complaint, SMART may contact the complainant. In the event of such request, the complainant has 30 days from the date of the letter to provide the requested information. If SMART is not contacted by the complainant or does not receive the additional information within 30 days, SMART can administratively close the investigation. An investigation can also be administratively closed if the complainant no longer wishes to pursue their complaint.
8. After the Title VI Coordinator personnel reviews/investigates the complaint, she/he will prepare a draft written response subject to review by SMART's General Manager and SMART's General Counsel. SMART will issue a response letter to the complainant. In addition, all findings related to alleged Title VI violations will be forwarded to FTA for formal findings. The FTA makes a final determination of "probable cause" or "no cause" and prepares a final decision letter for signature. The investigation will address only those issues relevant to the allegations in the complaint. If a closure letter is issued summarizing the allegations, stating that there was not a Title VI violation and informs the complainant that the case will be closed, the complainant has 10 days after the date of the closure letter to appeal the decision.
9. Both formal and verbal/non-written complaints received by SMART are documented, logged and tracked for investigation. Interviews will be conducted to obtain facts and evidence regarding the allegations in the complaint. The investigator will ask questions to elicit information about aspects of the case which the witness can provide firsthand information about. Interviews can be tape recorded with the interviewees consent. A chronological contact sheet is maintained in the case file throughout the investigation. The SMART Title VI Coordinator prepares a written report which includes:
- The date of the written complaint.

- The date the complaint was received by SMART.
- The date the investigation, lawsuit, or complaint was filed.
- The basis of the complaint (race, color, national origin, etc.).
- A summary of the allegation(s).
- The status of the investigation, lawsuit, or complaint.
- An explanation of the actions SMART has taken or proposed to resolve the issue raised in the complaint.
- Any Preliminary and Final FTA findings related to the investigation, lawsuit, or complaint.
- Other agencies (state, local, or federal), if any, where the complaint has been filed.

A copy of the complaint, together with a copy of the report of investigation, is forwarded to the FTA within 60 days of the date the complaint was received.

10. If information regarding SMART Title VI Complaint procedures is needed in another language, contact Title VI Coordinator at 707-794-3062 for assistance. The SMART Title VI Complaint procedures are translated into Spanish and attached here as *APPENDIX A*.

LIST OF TRANSIT-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS

This section complies a list of transit-related Title VI investigation(s), lawsuit(s), or complaint(s) that have been filed since the last report. The list includes the date; 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.

Since the last report in 2018, SMART has not had any formal investigations, formal complaints, or lawsuits filed regarding Title VI compliance.

In 2019, SMART received a complaint form from a patron. Upon further investigation, it was determined that the complaint was misidentified and was not a Title VI complaint. SMART notified the individual. No further Title VI communications were received on this item

On a separate occasion, in March 2019, SMART received an email from an individual that was identified as potential Title IV concern. SMART sent two letters to the individual requesting additional information, enclosed a complaint form and offered assistance. SMART received no response, and no formal Title VI complaint was filed.

SMART'S PUBLIC PARTICIPATION PLAN (PPP) IMPLEMENTATION

The SMART District recognizes the importance of involving the public in information exchange when providing transportation facilities and services for the North Bay. Therefore, it is the policy of SMART to promote public involvement opportunities and information exchange activities in all functional areas using various techniques adapted to local area conditions and project requirements.

The SMART Public Participation Plan (PPP) is included as APPENDIX C. The SMART PPP identifies strategies to effectively involve the public in transportation decision-making. It describes a variety of methods and techniques to involve the public in the development of transportation plans, programs, and projects. Title VI and Limited English Proficiency compliance are integrated into SMART's public outreach techniques and methods.

SMART has been proactive in its efforts to engage the public in meaningful dialogue through a variety of means and programs outlined in the PPP. In addition to traditional methods, such as community events, presentations and meetings, SMART also utilizes social media and digital methods to engage the public. SMART has also made safety a top priority in all its outreach programs



Larkspur Extension Public Involvement

In late-2017, SMART began construction on the 2.1-mile Larkspur extension of the rail line, connecting downtown San Rafael with the Larkspur Ferry Terminal area. This project was funded in part via the Federal Transit Administration (FTA) Small Starts program and the FTA was kept apprised of public outreach activities related to the extension via quarterly project meetings with SMART. SMART conducted the following outreach activities on the extension:

- Created a public outreach plan in preparation for two major street closures, as well as a station closure requiring a bus bridge.
- Canvassed businesses in the affected area of San Rafael in advance of street closures.
- Distributed road closure detour maps in printed and digital formats to local businesses for

distribution to suppliers and customers.

- Issued public notifications using advertising in print publications and radio (English and Spanish).
- Utilized high-profile signage for pedestrians and motorists in advance and during road closures to provide advance notice and clear directional assistance.
- Made onboard train announcements and onboard canvassing to connect with passengers and assist with questions.
- Made real-time text alerts before and during road closures and the bud bridge operation.
- Provided an on-site SMART outreach team for customer support during the road closures.

Figure 4: Road closure and rail installation during Larkspur extension project.

Figure 5: Street closure sign (Spanish) for Larkspur extension project.



Próximos cierres viales de fin de semana en San Rafael

Debido a la construcción de la extensión del ferrocarril SMART hacia Larkspur, habrá dos cierres viales de fin de semana en junio. Los negocios permanecerán abiertos durante la construcción.

- 2nd Street estará cerrada a partir de las 8:00 p.m. del viernes, 31 de mayo, hasta las 4:00 a.m. del lunes, 3 de junio, entre Tamalpais Avenue y Hetherton Street.
- 3rd Street estará cerrada a partir de las 8:00 p.m. del viernes, 7 de junio, hasta las 4:00 a.m. del lunes, 10 de junio entre Tamalpais Avenue y Hetherton Street.
- La estación SMART de San Rafael estará cerrada el sábado 8 y el domingo 9 de junio. Un autobús de enlace transportará a los pasajeros entre la estación SMART de Marin Civic Center, el San Rafael Transit Center y la terminal de ferry de Larkspur.

Para obtener más información, visite
visit www.SonomaMarinTrain.org o llame 707-794-3077.



Figure 6: SMART Bus Bridge to take people from San Rafael to Larkspur during the Larkspur extension project.



Community Outreach

From October 2018 through March 2020, SMART conducted 86 community outreach events at community fairs, schools, meetings, and presentations. This outreach consists of safety messaging and general information. SMART also connects with hard-to-reach populations, including the homeless living along the SMART corridor.

SMART partners with Operation Lifesaver California, promoting messages that encourage safe behavior near tracks and trains (example shown in Figure 3). These important safety messages are also delivered to students through SMART safety presentations at our local schools. From October 2018 through March 2020, 2,942 elementary and middle-school students attended SMART's rail safety presentations.

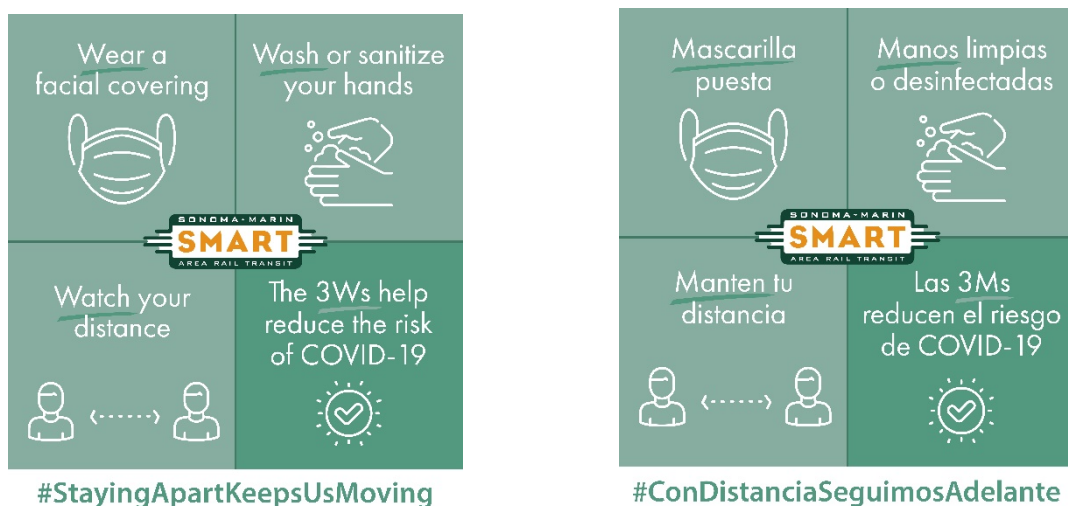
Figure 7: SMART outreach, May 2019. Cinco de Mayo festival, Santa Rosa, CA.



Community Outreach During the COVID-19 Pandemic

Beginning in March of 2020, SMART's community outreach activities significantly constrained by the COVID-19 pandemic and the accompanying shelter-in-place orders. During the pandemic, all outreach activities were web-based and primarily consisted of social media posts.

Figure 8: COVID-19 safety information in English and Spanish.

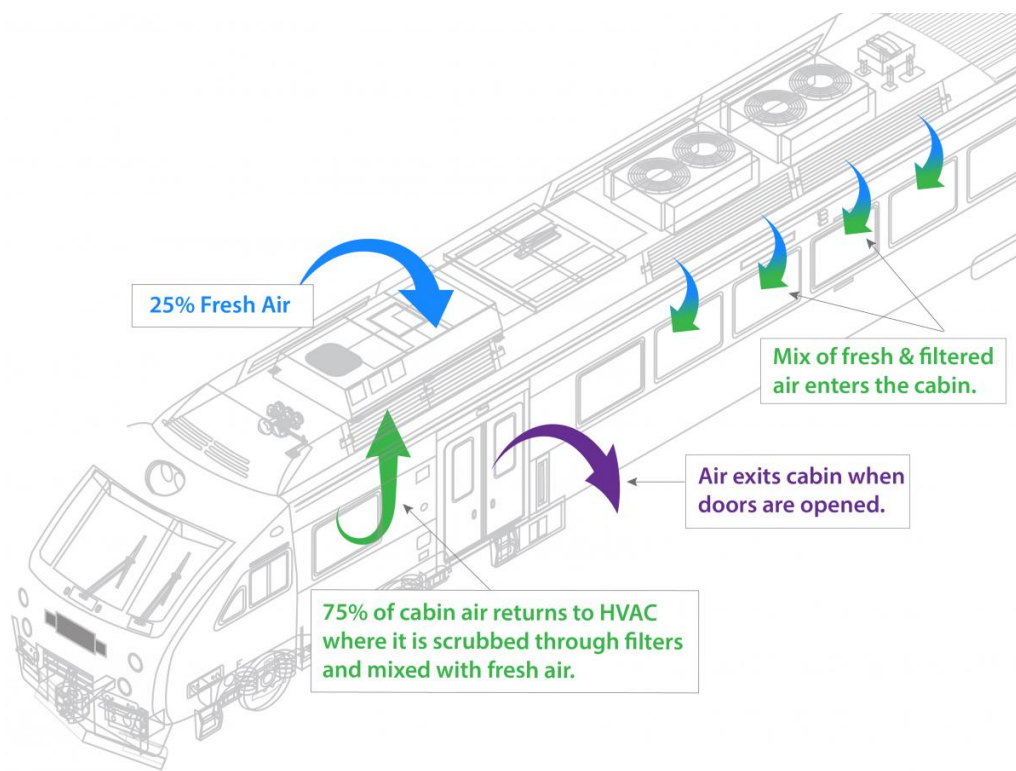
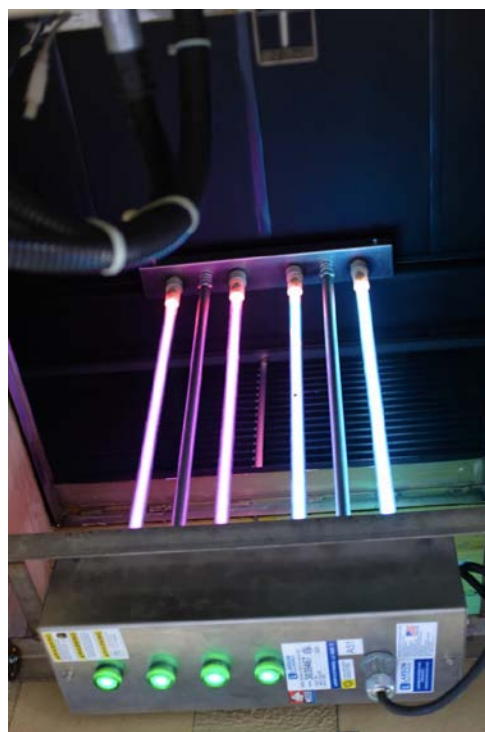


SMART created a dedicated COVID-19 section accessible from the SMART website homepage. This section detailed information about enhanced safety and hygiene protocols. The section also informed riders about the free rides to vaccinations sites offered by SMART.

Figure 9: Enhanced safety and hygiene protocols onboard SMART trains.



Figure 10: Ventilation upgrades to SMART trains, including MERV-13 filters and UV sterilizers



In early 2021, SMART collaborated with a consultant to provide more communication on social media and in the public about the benefits of SMART. The consultant products included a video to highlight SMART's benefit in the region and the role SMART can play as Marin and Sonoma counties reopen for more recreational activities and residents return to transportation. The "Community Ties" campaign launched in March 2021 on SMART's social media platforms in English and Spanish ([Community Ties Spanish Video Link](#)) and with the airing of radio ads promoting SMART's cleaning protocols and reliable transportation system.

Welcome Back Campaign

In May 2021, SMART's Community Outreach and Marketing team conducted community surveys that informed a Welcome Back campaign, a 10-point plan to welcome our riders back on board as the COVID-19 pandemic entered the next phase of post-vaccination availability. SMART initiated a robust social media campaign coupled with an extended approach to increase engagement and ridership throughout Summer 2021. The 10-point plan included proposals to:

- Increase weekday train service
- Resume Saturday train service
- Introduce promotional discount fares
- COVID-19 preventative measures
- Highlight mask requirements, as directed by TSA guidelines
- Contactless payment
- Maintain a healthy workforce
- Safety signage at SMART facilities
- Community Outreach and Marketing
- Customer Service

SMART's Advisory Body Composition

The SMART Board approved a "Measure Q Expenditure Plan" in July 2008 as part of the ¼ cent sales tax ballot measure that was put before the voters. That sales tax measure was approved by nearly 70% of the voters in November 2008. The Measure Q Expenditure Plan included as a guideline for implementation of the plan that "A Citizens Oversight Committee will be established by the SMART Board to provide input and review on the Strategic Plan and subsequent updates". The Strategic Plan is a document updated every five years, per Measure Q Expenditure Plan requirements. SMART's Citizens Oversight Committee (COC) is comprised of seven members and two alternates. Membership of the COC is determined by the Board and the Board subsequently makes appointments. Openings are advertised in a paper with local circulation and on the SMART website. Applicants are invited to present to the Board in advance of appointment.

The current COC member roster has been in effect from 2009-2021: Russ Colombo (Chair), Steve Birdlebough, Peter Breen, Dennis Harter, Patricia Kendall, David Oster, Steve Rabinowitsh, Tanya Narath (alternate) Julia Violich (alternate). The demographic composition of the committee is shown in Table 1. A revised committee mission and bylaws for the committee, including member representation, appointment process and service terms, may be developed and adopted by the Board of Directors prior to SMART's next Title VI Program Update in 2024.

The SMART District boundaries include all of Marin and Sonoma Counties. As a fixed route system, SMART is expected to draw passengers from throughout the two counties, and as such the two combined counties constitute the District and SMART's Service Area.

Table 2: Minority Representation on the Citizens Advisory Committee.

	Citizens Advisory Committee		Citizens Advisory Committee with Alternates		SMART District (Sonoma & Marin Counties)	
Total	7	100%	9	100%	759,715	100%
Male	6	86%	6	67%	371,001	48.8%
Female	1	14%	3	33%	388,714	51.2%
American Indian and Alaska Native	0	0%	0	0%	7,051	0.9%
Asian	0	0%	0	0%	51,631	6.8%
Black or African American	0	0%	0	0%	12,155	1.6%
Native Hawaiian or other Pacific Islander	0	0%	0	0%	5,707	0.8%
Some Other Race alone or in combination with one or more other races	0	0%	0	0%	95,712	12.6%
Minority Persons (sum of above)	-	0%	-	0%	172,256	22.7%
Hispanic or Latino	0	0%	0	0%	175,096	23.0%
White alone, not Hispanic or Latino	7	100%	9	100%	500,982	65.9%

Source: American Community Survey (ACS) 2019 5-Year Estimates Data Profiles for Sonoma and Marin Counties.

SMART'S LIMITED ENGLISH PROFICIENCY (LEP) PLAN IMPLEMENTATION

Consistent with Title VI of the Civil Rights Act of 1964 and other Federal regulations, SMART has and will continue to take reasonable steps to ensure meaningful access to benefits, services, information and other important portions of SMART's program and activities for individuals who are limited-English proficient (LEP). The current SMART LEP Plan, including the required "Four Factor Analysis", is included as APPENDIX D.

The SMART LEP Plan shows that the most prevalent linguistically isolated population in the SMART District speaks Spanish. SMART is committed to providing meaningful access and has historically translated outreach materials into Spanish for distribution. Examples of those materials include construction notice mailers, construction notice door hangars, and rail safety education materials for school aged children are shown in Figures 6-8. SMART has also conducted bilingual telephone surveys, targeted community outreach events, and implemented several language assistance measures and policies identified in the attached LEP. Additionally, Title VI Program and language access training is provided to SMART administrative and operations staff upon hire and periodically thereafter.

Figure 11: Sample SMART construction notice, Spanish version.



ALERTA de cierre de caminos para construcción

¿Tiene preguntas o necesita más información?

Llame nuestra línea directa sin cargos para el proyecto:

1-855-312-7444

Como parte del proceso de reemplazo de las vías en preparación para el servicio ferroviario de pasajeros en su zona, la compañía contratista Stacy Witbeck/Herzog (SWH) Va nivelar el cruceor de:

ADOBE RD, PENNGROVE
EMPIEZA A LAS 6:00AM EL SÁBADO, 1 DE JUNIO
HASTA A LAS 7:00PM EL SÁBADO, 1 DE JUNIO

El cruce de caminos estará cerrado a todo tráfico vehicular (ver abajo en **Rojo**). Habrá acceso peatonal controlado. Habrá carteles electrónicos en el cruce y señales de desvío marcando rutas alternativas. Por favor use las rutas alternativas cuando viaje por esta zona.

La seguridad es muy importante para SMART y estamos trabajando duro para maximizar la seguridad durante la fase de construcción. Por favor cumpla su parte siguiendo las instrucciones de desvío y manteniéndose alejado de todas las actividades y el equipo de construcción.

¡Gracias por su paciencia durante nuestra fase de construcción!



Figure 12: Sample SMART construction notice door hanger, Spanish version.

ALERTA de cierre de caminos para construcción

En preparación para el servicio ferroviario de pasajeros en su zona, la compañía contratista Shimmick Construction reemplazará los cruces de ferrocarril en:

5th Ave, San Rafael
el lunes, 10 de noviembre—al viernes 14 de noviembre

Mission Ave, San Rafael
el lunes, 17 de noviembre—al jueves 20 de noviembre

La construcción ocurrirá 7AM hasta las 7PM pero, los cruces de caminos estará cerrado a todo tráfico 24/7 (**ver abajo en Rojo**). Habrá carteles electrónicos en el cruce y señales de desvío marcando rutas alternativas. Por favor use las rutas alternativas cuando viaje por esta zona.

Para las actualizaciones en curso sobre los plazos de construcción de su vecindario, por favor visite la página Web de SMART:

www.sonomamarintrain.org/construction-updates

Para Información en español LLÁME AL: 707-794-3330.

Para obtener más información, llame a nuestra línea gratuita: (855) 312-7444, o escribanos a info@sonomamarintrain.org.

La seguridad es nuestra principal prioridad en SMART. Estamos trabajando duro para maximizar la seguridad durante nuestra fase de construcción. Por favor haga su parte y manténgase alejado de todos los equipos y actividades de construcción.



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Mission Ave, San Rafael
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La seguridad es nuestra principal prioridad en SMART. Estamos trabajando duro para maximizar la seguridad durante nuestra fase de construcción. Por favor haga su parte y manténgase alejado de todos los equipos y actividades de construcción.



Figure 13: SMART rail safety training in schools, Spanish version.
(Booklet cover)



SMART'S TITLE VI SYSTEMWIDE STANDARDS AND SERVICE POLICIES

System-Wide Service Standards

SMART is required to set quantitative system-wide service standards for several indicators to guard against discriminatory service designs or operations decisions. All service standards will be set to ensure equitable service across all jurisdictions and populations served by the SMART system.


A key characteristic of the SMART rail service is that it is a fixed guideway rail system with no variability in route options - there is only one route. Further, SMART is primarily a single-track rail line, with siding areas for passing trains. Single-track rail systems can be subject to operational limitations. SMART shares its track with a short haul freight operator, as required by the legislation governing SMART, creating further passenger operational limitations.

SMART's current rail car fleet consists of 18 rail cars. The train sets are currently comprised of an "A" and "B" cars combined into 2 and 3-car train sets. Platform lengths are designed for up to three car trains and provide for level boarding. SMART rail vehicles are divided into two age categories: The original cars and the additional cars. Fourteen of the cars are part of the original order. These are the same age and condition, having been manufactured and delivered between April 2015 and December 2015. Four additional cars were manufactured for delivery in late 2018 with deployment in Fall of 2019. Since the start of passenger revenue service in August 2017, all stations receive the same level of rail service, with all trains consisting of two and three-car train sets and all trains stopping at all stations the same number of times per day and at the same headways as at each other station. SMART's partially restored post-COVID pandemic weekday schedule has 13 southbound and 13 northbound trains, with service hours from 5:02 a.m. to 10:37 p.m. SMART's partially restored weekend schedule currently has only Saturday service, with 6-southbound and 6-northbound trains providing service from 7:35 a.m. to 8:51 p.m. SMART is continuing efforts to recruit sufficient staff to restore additional service that was reduced during the COVID-19 pandemic.

Figure 14: SMART weekday, weekend, and holiday schedule.

Effective May 24, 2021

Efectivo el 24 de mayo de 2021



AM Times

PM Times

TEMPORARY WEEKDAY SCHEDULE													
HORARIO TEMPORAL DE DÍAS LABORABLES													
SOUTHBOUND - Sonoma County Airport to Larkspur													
DIRECCIÓN SUR - Sonoma County Airport a Larkspur													
TRAIN NUMBER	3	5	9	13	15	19	21	23	27	29	33	35	39
Sonoma County Airport	5:02	6:06	7:10	8:14	9:18	12:45	1:17	2:21	3:25	3:57	5:01	5:33	6:37
Santa Rosa North	5:09	6:13	7:17	8:21	9:25	12:52	1:24	2:28	3:32	4:04	5:08	5:40	6:44
Santa Rosa Downtown	5:13	6:17	7:21	8:25	9:29	12:56	1:28	2:32	3:36	4:08	5:12	5:44	6:48
Rohnert Park	5:21	6:25	7:29	8:33	9:37	1:04	1:36	2:40	3:44	4:16	5:20	5:52	6:56
Cotati	5:24	6:28	7:32	8:36	9:40	1:07	1:39	2:43	3:47	4:19	5:23	5:55	6:59
Petaluma Downtown	5:39	6:43	7:47	8:51	9:55	1:22	1:54	2:58	4:02	4:34	5:38	6:10	7:14
Novato San Marin	5:51	6:55	7:59	9:03	10:07	1:34	2:06	3:10	4:14	4:46	5:50	6:22	7:26
Novato Downtown	5:54	6:58	8:02	9:06	10:10	1:37	2:09	3:13	4:17	4:49	5:53	6:25	7:29
Novato Hamilton	6:02	7:06	8:10	9:14	10:18	1:45	2:17	3:21	4:25	4:57	6:01	6:33	7:37
Marin Civic Center	6:08	7:12	8:16	9:20	10:24	1:51	2:23	3:27	4:31	5:03	6:07	6:39	7:43
San Rafael	6:14	7:18	8:22	9:26	10:30	1:57	2:29	3:33	4:37	5:09	6:13	6:45	7:49
Larkspur	6:21	7:25	8:29	9:33	10:37	2:04	2:36	3:40	4:44	5:16	6:20	6:52	7:56
NORTHBOUND - Larkspur to Sonoma County Airport													
DIRECCIÓN NORTE - Larkspur a Sonoma County Airport													
TRAIN NUMBER	4	6	10	14	16	20	22	24	28	30	34	36	40
Larkspur	6:38	7:42	8:46	9:50	10:54	2:21	2:53	3:57	5:01	5:33	6:37	7:09	8:29
San Rafael	6:46	7:50	8:54	9:58	11:02	2:29	3:01	4:05	5:09	5:41	6:45	7:17	8:37
Marin Civic Center	6:51	7:55	8:59	10:03	11:07	2:34	3:06	4:10	5:14	5:46	6:50	7:22	8:42
Novato Hamilton	6:58	8:02	9:06	10:10	11:14	2:41	3:13	4:17	5:21	5:53	6:57	7:29	8:49
Novato Downtown	7:04	8:08	9:12	10:16	11:20	2:47	3:19	4:23	5:27	5:59	7:03	7:35	8:55
Novato San Marin	7:07	8:11	9:15	10:19	11:23	2:50	3:22	4:26	5:30	6:02	7:06	7:38	8:58
Petaluma Downtown	7:20	8:24	9:28	10:32	11:36	3:03	3:35	4:39	5:43	6:15	7:19	7:51	9:11
Cotati	7:33	8:37	9:41	10:45	11:49	3:16	3:48	4:52	5:56	6:28	7:32	8:04	9:24
Rohnert Park	7:37	8:41	9:45	10:49	11:53	3:20	3:52	4:56	6:00	6:32	7:36	8:08	9:28
Santa Rosa Downtown	7:45	8:49	9:53	10:57	12:01	3:28	4:00	5:04	6:08	6:40	7:44	8:16	9:36
Santa Rosa North	7:49	8:53	9:57	11:01	12:05	3:32	4:04	5:08	6:12	6:44	7:48	8:20	9:40
Sonoma County Airport	7:55	8:59	10:03	11:07	12:11	3:38	4:10	5:14	6:18	6:50	7:54	8:26	9:46

TEMPORARY WEEKEND/HOLIDAY SCHEDULE - SATURDAY ONLY, EFFECTIVE MAY 29													
HORARIO TEMPORAL DE LOS FINES DE SEMANA Y DÍAS FERIADOS - SOLO EL SÁBADO, EFECTIVO EL 29 DE MAYO													
SOUTHBOUND - Sonoma County Airport to Larkspur							NORTHBOUND - Larkspur to Sonoma County Airport						
DIRECCIÓN SUR - Sonoma County Airport a Larkspur							DIRECCIÓN NORTE - Larkspur a Sonoma County Airport						
TRAIN NUMBER	1	3	5	7	9	11	TRAIN NUMBER	2	4	6	8	10	12
Sonoma County Airport	7:35	9:35	11:35	1:35	3:35	5:35	Larkspur	9:34	11:34	1:34	3:34	5:34	7:34
Santa Rosa North	7:42	9:42	11:42	1:42	3:42	5:42	San Rafael	9:42	11:42	1:42	3:42	5:42	7:42
Santa Rosa Downtown	7:46	9:46	11:46	1:46	3:46	5:46	Marin Civic Center	9:47	11:47	1:47	3:47	5:47	7:47
Rohnert Park	7:54	9:54	11:54	1:54	3:54	5:54	Novato Hamilton	9:54	11:54	1:54	3:54	5:54	7:54
Cotati	7:57	9:57	11:57	1:57	3:57	5:57	Novato Downtown	10:00	12:00	2:00	4:00	6:00	8:00
Petaluma Downtown	8:12	10:12	12:12	2:12	4:12	6:12	Novato San Marin	10:03	12:03	2:03	4:03	6:03	8:03
Novato San Marin	8:24	10:24	12:24	2:24	4:24	6:24	Petaluma Downtown	10:16	12:16	2:16	4:16	6:16	8:16
Novato Downtown	8:27	10:27	12:27	2:27	4:27	6:27	Cotati	10:29	12:29	2:29	4:29	6:29	8:29
Novato Hamilton	8:35	10:35	12:35	2:35	4:35	6:35	Rohnert Park	10:33	12:33	2:33	4:33	6:33	8:33
Marin Civic Center	8:41	10:41	12:41	2:41	4:41	6:41	Santa Rosa Downtown	10:41	12:41	2:41	4:41	6:41	8:41
San Rafael	8:47	10:47	12:47	2:47	4:47	6:47	Santa Rosa North	10:45	12:45	2:45	4:45	6:45	8:45
Larkspur	8:54	10:54	12:54	2:54	4:54	6:54	Sonoma County Airport	10:51	12:51	2:51	4:51	6:51	8:51

Vehicle Load

SMART's Vehicle Load Standard will be the same for peak and off-peak services and may be revised as more is learned for various operating scenarios. Based on initial actual revenue operating experiences, the average of all loads during the peak operating period should not exceed the train's anticipated achievable capacities, which are 158 persons each for both A and B car types. SMART's vehicle load standard for initial years of service will target the anticipated maximum load factor of the fleet, or 2. As fleet capacity allows, SMART may mix "A" and "B" car types into 2- and 3-car train sets to achieve operational efficiencies.

A two-car train set (A + B) is estimated to accommodate 158 seated passengers per train set, and up to 316 passengers with standees. All SMART station platforms are constructed to handle up to three car lengths. A full three car train has an anticipated capacity of 474 people.

SMART may seek to maximize operational efficiencies and adjust vehicle load standards, though options to do so will be limited due to the single-track rail environment and limited fleet capacity. During the COVID-19 pandemic, SMART enforced social distancing protocols for the safety of passengers and workers.

Table 3: Vehicle load policy.

Car Type	Seated Capacity	Standing Capacity	Total Capacity	Maximum Load Factor
A	79	79	158	2.0
B	79	79	158	2.0

Vehicle Headway

Service will operate on the mainline trunk line every 30-210 minutes in each direction during the weekday peak periods and throughout the day, five days a week. Vehicle Headway Standards for off-peak weekend service will be every 120 minutes in each direction. This is the current service due to COVID-19 pandemic service reductions.

On-time Performance

A train is determined to be on-time if it reaches its destination within five minutes of the published schedule time. SMART does not permit its trains to depart early. It is SMART's goal to have 95 percent of trains meet these on-time performance criteria. Since the inception of service in 2017, SMART has been measuring on-time performance based on arrival at the end destination of the trip. Using this method, SMART's on-time performance from start of service on August 25, 2017 through June 30, 2021, is 95%. The data is shown by fiscal year below.

Table 4: Fiscal Year On-time Performance FY18-FY21.

Fiscal Year	Average On-time Performance
FY18	98%
FY19	97%
FY20	89%
FY21	98%

Starting with July 2021, SMART tracks on-time performance on a station-by-station basis, following industry standards. This change will support the inclusion of on-time performance in SMART’s upcoming Performance Metric reporting to the SMART Board and public, to begin in the second half of Fiscal Year 2022 (FY22). This methodology will be used in subsequent Title VI reports. The on-time performance data by month for FY22 to date is shown in the table below.

Table 5: FY22 On-time Performance to Date

Month	Average On-time Performance
July 2022	97%
August 2022	97%

Service Availability

Service availability is described by the October 2012 FTA Circular 4702.1B:

Service availability is a general measure of the distribution of routes within a transit provider’s service area...A standard might also indicate the maximum distance between stops or stations...Commuter rail service or passenger ferry service availability standards might include a threshold of residents within a certain driving distance as well as within walking distance of the stations or access to the terminal.

SMART operates a fixed guideway system. According to the 2010 Census, 72% of all the residents in Marin and Sonoma Counties (the SMART District) are within 3-miles of a SMART station. In addition, 70% of all jobs are within 3-miles of a SMART station (LEHD 2018). SMART coordinates with local jurisdictions to encourage land use policies that encourage jobs and housing near the SMART stations.

Table 5: Service availability policy.

	Population	Housing Units	Jobs
SMART District	736,287	315,786	330,289
Stations - 3 miles	532,111	211,892	232,050
Stations - 1 mile	223,669	90,703	106,212
Stations - 0.5 miles	90,332	38,015	40,740
	<i>percent</i>		
SMART District	100.0%	100.0%	100.0%
Stations - 3 miles	72.3%	67.1%	70.3%
Stations - 1 mile	30.4%	28.7%	32.2%
Stations - 0.5 miles	12.3%	12.0%	12.3%
<i>Source:</i>	<i>Census 2010</i>	<i>Census 2010</i>	<i>LEHD 2018</i>

System-Wide Service Policies

SMART is required to adopt system-wide service policies necessary to guard against service design and operational policies that may have disparate impacts. System-wide policies differ from service standards in that they are not necessarily based on a quantitative threshold. All service policies will provide equitable service across all jurisdictions and populations served by the SMART system. All policies are subject to approval by the SMART Board.

Vehicle Assignment

Vehicle age and type are similar for all the vehicles in the fleet. SMART operates two-car train sets comprised of an “A” car and a “B” car. SMART can deploy the “A” and “B” cars into two- and three-car train set configurations depending on rail car availability and passenger demand. All vehicles are assigned to the same route between Airport Boulevard and Larkspur. All rail cars comply with Americans with Disabilities Act (ADA) requirements, including wheelchair accessible spaces and level platform boarding.

Transit Amenities

According to the October 2012 FTA Circular 4702.1B:

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. Transit providers may have different policies for the different modes of service that they provide. Policies in this area address how these amenities are distributed within a transit system, and the manner of their distribution determines whether transit users have equal access to these amenities. This subparagraph is not intended to impact funding decisions for transit amenities. Rather, this subparagraph applies after a transit provider has decided to fund an amenity.

SMART provides a variety of amenities at stations to attract and retain customers. These packages of station amenities are uniform throughout the SMART system. Generally, SMART has two types of station environments, Downtown and Other, with downtown stations located in higher density, mixed land use neighborhoods. Examples of these Downtown stations are Downtown San Rafael and Santa Rosa's Railroad Square. Station platforms themselves are uniformly designed, with platform height designed to allow for level boarding onto the rail vehicles and stations are provided a basic amenities package described below. As SMART's passenger revenue service continues to mature from the 10-station 2017 launch and the 2-station addition to the system in 2019, ridership performance will be monitored with particular attention given to whether station types are correctly categorized and whether there may be a need to differentiate station amenities between station types.

The basic set of amenities exists at most stations and includes bike racks, shelters/canopies, benches, and trash cans. In addition, SMART has installed a minimum of one block of four electronic bicycle lockers at each SMART station, either on SMART property or adjacent to the station on property owned by others. SMART conducted a State-funded bicycle parking plan to attempt to determine bicycle parking demand in advance of the actual start of SMART commuter rail system. Usage of these lockers at each SMART station is monitored to determine whether additional electronic lockers or other more intensive bicycle parking equipment is warranted.

Sonoma County Transportation Authority and the Transportation Authority of Marin are currently piloting a bikeshare program in the two counties. Bikeshare hubs will be located at or near nine of the twelve SMART stations, based on preferences expressed by local City staff and bicycle advocacy groups. SMART is not a sponsor of the program and will not be managing the implementation. A successful pilot may lead to expansion at more SMART stations in the future.

In general, station amenities have been designed with local jurisdiction input and are uniform except for minor features (such as color) as requested and/or funded by local jurisdictions. SMART's fare collection system is the Metropolitan Transportation Commission (MTC) regional Clipper® smart card and mobile app fare system supplemented with a SMART-specific mobile payment system. Clipper® validation equipment and ticket vending machines are located at SMART stations as procured and installed by the regional Clipper® program contractor with one machine per station platform. SMART provides standard customer information across each of the stations and will coordinate with regional MTC wayfinding and signage standards in further implementation of a station customer information program. These standardized station amenities described above are included in the definition of basic amenities.

Amenities Policy

Installation of transit amenities along SMART's rail route is based on the needs of each individual station, with standardized amenities described above assembled into a Basic Amenities package. All station amenities are distributed equally among stations and all on-board amenities are distributed equally among all vehicles. Table 4 graphically describes this amenities policy.

Table 6: Amenities policy.

Station Type	Level	Amenities
Downtown	Level 1	Basic amenities
Other	Level 2	Basic amenities

Requirement to Evaluate Service and Fare Changes

Because SMART does not operate 50 or more fixed route vehicles in peak service, it is not required to evaluate significant system-wide service and fare changes to determine whether those changes will have a discriminatory impact.

While not required of SMART, SMART is aware of FTA Title VI requirements and endeavors to bear in mind the intent of the regulation to not create disparate impacts on the basis of race, color or national origin when updating this Title VI Program and when evaluating fare and service policies and practices. In 2015 and 2016 SMART conferred with FTA staff to ensure that the public process undertaken for the adoption of the District's first fare program would be sufficient to meet Title VI guidelines. That fare program included the structure and pricing of the future system expansions, including the Larkspur/Downtown Novato expansion of 2019, the current Windsor and other future northern extensions, and the future infill station in Petaluma.

In the past two years, SMART has made two modifications to the SMART fare program. The first is participation in the regional pilot Means Base Fare Program, or Clipper START, and the second a one-year post-pandemic pilot fare incentive to encourage people to try riding SMART.

The Clipper START program allows adults ages 19-64 living in the Bay Area who have a household income of 200% or less of the federal poverty level to receive single ride discounts of 20% or 50% on 21 transit operators. The SMART Board adopted a pilot Low Income fare discount of 50% and the Metropolitan Transportation Commission, the regional manager of the Clipper system, implemented Clipper START on SMART at the end of November 2020. Boardings having increased from 4 per month to 73 in July; however, START program usage remains at less than 1% of total boardings. To create a public incentive to ride SMART as the COVID-19 pandemic continues, SMART implemented a pilot fare reduction program. In May 2021, SMART kicked off its Welcome Back campaign with reduced fares available on the SMART e-Tickets app. In September 2021, the reduced fares became available on Clipper, the regional payment system. These promotional fares are set to run through fiscal year 2022 and offer riders over 40% off the fare price.

Requirement to Monitor Transit Service

Because SMART does not operate 50 or more fixed route vehicles in peak service, it is not required to monitor the transit service provided throughout SMART's service area. SMART does endeavor, however, to undertake periodic system-wide service monitoring activities to compare the level and quality of service provided relative to their system-wide service standards and service policies (i.e., vehicle load, vehicle assignment, transit amenities, etc.). In May 2021, the SMART Board approved seven performance measures to help SMART analyze efficiency and effectiveness and guide future policy setting and prioritization of investments.

Initial Metrics (from National Transit Database):

1. Operating Cost per Vehicle Revenue Mile
2. Operating Cost per Passenger Mile
3. Passenger Miles per Vehicle Revenue Mile
4. Average Fare

Additional User-Focused Metrics:

5. On-Time Performance
6. Customer Experience
7. Pathway Usage

Reporting on these metrics to the SMART Board will begin in Fiscal Year 2021/22.

GENERAL REPORTING REQUIREMENTS

SMART's Title VI Program and Nondiscrimination Policy addresses FTA's general reporting requirements for SMART programs, policies, and activities to document compliance with Title VI of the Civil Rights Act of 1964, the United States Department of Transportation (DOT) implementing regulations in 49 CFR 21 (Nondiscrimination in Federally Assisted Programs of the Department of Transportation).

Annual Certifications and Assurances

In accordance with 49 CFR Section 21.7(a), SMART will provide the required annual Title VI Certifications and Assurances by submitting an electronic copy of the Pinned Certifications and Assurances from FTA's electronic grants management system.

SMART Title VI/Nondiscrimination Program Notice to the Public

The SMART Title VI/Nondiscrimination Program Notice to the Public is included as APPENDIX A. Both English and Spanish versions are shown, and the Notice is posted at the SMART District offices, on SMART Station platforms, and on the SMART website.

Records Management

The SMART Title VI Coordinator maintains a log of complaints and consolidates the district logs for reporting purposes. The complaint logs maintain at a minimum the complainant's name, contact information, nature of complaint and the disposition of the complaint. SMART maintains a list of active investigations, lawsuits, and/or complaints that allege Title VI discrimination. This list includes the date of the investigation, or the date the lawsuit or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the SMART in response to the investigation, lawsuit, or complaint. These records are reported in updates on SMART's Title VI Program every three years and are made available to the FTA as requested.

SMART Title VI/Nondiscrimination Program Updates

SMART updates the documentation of the SMART Title VI/Nondiscrimination Program every three years by resolution of the SMART Board. If any changes to regulation or SMART operational issues arise between document updates that require modifications to the document or program, administrative changes will be allowed.

APPENDIX A: SAMPLE – SMART TITLE VI NOTICE TO THE PUBLIC

Title VI of the Civil Rights Act of 1964

The Sonoma-Marín Area Rail Transit District (SMART) is committed to ensuring that no person is excluded from participation in or denied the benefits of its transit services on the basis of race, color or national origin, as protected by Title VI of the Civil Rights Act of 1964.

How do I file a Title VI Complaint?

If you believe you have been subjected to discrimination under Title VI, you may file a written complaint with SMART.

To file a formal Title VI complaint, you or your representative must submit a signed and SMART Civil Rights Complaint Form within one hundred and eighty (180) days of the last date of alleged discrimination. Download the Complaint Form here:

https://sonomamarintrain.org/sites/default/files/Documents/ADA%20Title%20VI%20CivilRights_ComplaintForm-2017.pdf.

Alternatively, you can request a copy of the Complaint Form at 707-794-3330 or TDD711.

If information is needed in another language, contact SMART at 707-794-3330.

Si se necesita información en otro idioma, póngase en contacto con SMART al 707-794-3330.

Si usted cree que ha recibido un trato discriminatorio por SMART sobre la base de su raza, color u origen nacional, usted tiene el derecho de presentar una queja con el Oficial de Derechos Civiles. La queja debe ser presentada a más tardar 180 días calendario después del supuesto incidente discriminatorio alegado. Este documento y el formulario de queja del Título VI están disponibles aquí:

https://sonomamarintrain.org/sites/default/files/Documents/ADA%20Title%20VI%20CivilRights_ComplaintForm-2017.pdf.

Los documentos que describen la Declaración de la Política conforme al Título VI y los Procedimientos de Queja de SMART se pueden traducir al español bajo solicitud.

Por favor llame al (707)794-3330 o TDD 711.

Upon request, the Title VI Coordinator will assist with writing a complaint if the complainant is unable to do so, including any language assistance required.

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 with SMART as follows:

SMART - Attn: Title VI Coordinator
5401 Old Redwood Highway, Suite 200
Petaluma, CA 94954

Complainants may also use the following to initiate the filing of a written complaint:

By e-mail to: info@sonomamarintrain.org with Title VI Complaint in the subject line.
By fax: Attn: SMART Title VI Coordinator - (707) 794-3037

What happens to my complaint after it is submitted to SMART?

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by SMART will be recorded in the Title VI Database and electronically assigned an ID number by the Title VI Coordinator.

The SMART Title VI Coordinator reviews all customer feedback and research complaints alleging discrimination based on race, color or national origin in a service or benefit. Upon request, the SMART Title VI Coordinator will provide appropriate assistance to complainants, including people with disabilities, or who are limited in the ability to communicate in English in accordance with SMART's Limited English Proficiency Plan (ATTACHMENT D of SMART's TITLE VI PROGRAM).

The SMART Title VI Coordinator will review and provide complainant with an acknowledgement letter of receipt of the complaint within 10 working days. Generally SMART will investigate the complaint and prepare a draft written response subject to review by the SMART General Manager and SMART General Counsel within 30 days.

In instances where additional information is needed for assessment or investigation of the complaint, the SMART Title VI Coordinator will attempt to contact the complainant in writing. Failure to provide the requested additional information within 30 days of the letter date may result in the administrative closure of the complaint. More details on the process for Title VI complaints can be found in SMART's Title VI Program document.

How will I be notified of the outcome of my complaint?

The SMART staff will send a final written response to the complainant and advise the complainant of his or her right to file a complaint externally. SMART will use its best efforts to respond to Title VI complaints within 60 working days of its receipt of such complaints.

In addition to the complaint process at SMART, individuals and organizations may also file a complaint by completing a Federal Transit Administration Office of Civil Rights Title VI complaint form (<https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>).

Complaints should be signed and include contact information and should be sent to SMART and to:

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

APPENDIX B: SMART CIVIL RIGHTS COMPLAINT FORM



CIVIL RIGHTS COMPLAINT FORM

Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
E-Mail Address:				
Accessible Format Requirements:	Large Print		Audio Tape	
	IDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			Yes•	No
*If you answered "yes" to this question, go to Section III .				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party _____ _____				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
Section III:				
I believe the discrimination I experienced was based on (check all that apply): <input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin <input type="checkbox"/> Other _____ Date of Alleged Discrimination (Month, Day, Year): _____. Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved, Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form. _____ _____ _____ _____ _____				

APPENDIX C: SMART DISTRICT PUBLIC PARTICIPATION PLAN (PPP)

Inclusive Public Involvement

SMART is required to engage in community outreach consistent with the Department of Transportation Order on Environmental Justice and should seek out and consider the viewpoints of minority and low-income populations while conducting public outreach and involvement activities. SMART's public participation strategy will endeavor to offer early and continuous opportunities for the public to be involved in key transportation decisions.

SMART recognizes that the FTA has given recipients wide latitude to determine when, how and how often specific public involvement measures should take place and what measures are most appropriate. To date, SMART has engaged the public throughout its planning and implementation decision-making process. Between 2003 and 2021, the following key milestone points included extensive public participation:

- Rail vehicle selection and development
- Certification of Environmental (CEQA) Documents
- Development of Initial Operating Segment (IOS)
- Station area planning and design workshops
- Regional and County-level transportation planning and transit coordination activities at the Metropolitan Transportation Commission, Sonoma County Transportation Authority, Transportation Authority of Marin, etc.
- COVID-19 pandemic survey.
- Larkspur extension outreach.
- Healthy Transit Plan and All Aboard Bay Area Transit
- Online updates for Windsor extension project.

In addition to these milestone points in the SMART project, SMART provided regular opportunities for the public to learn about and participate in the development of the creation of the SMART Commuter Rail and Pathway project:

- *Monthly and biweekly meetings of the SMART Board of Directors* - These meetings provide regular opportunities for the public to participate in policy formation and issues identification and follow California Brown Act public notification requirements.
- *Construction information:*
 - Construction Outreach follows a SMART Construction Notification Protocol (ATTACHMENT A to this PPP), including distribution of notices and door hangars.
 - Construction information meetings (2012-2015) that provide information to local neighborhoods prior to the beginning of construction activities.
 - Construction information hot-line (855-312-7444) for people to call with questions or

comments related to construction activities.

- ***General community presentations*** - SMART Community Education and Outreach delivers on average 2-3 presentations per month to a diverse range of community and educational groups including:
 - Civic clubs (e.g., Rotary Club, Kiwanis Club, Active 20/30 Club)
 - Community interest groups (e.g., Municipal Chambers of Commerce, Latino Chambers of Commerce, Latino advocacy groups and retired persons clubs)
 - Religious organization (e.g., church and synagogue groups)
 - School organizations (classes and public events, with emphasis on Rail Safety Education) – ATTACHMENT B to this PPP shows education materials developed by SMART, in partnership with Operation Lifesaver (Spanish version shown).
- ***Participation in other community-based organization events*** - SMART has over time endeavored to build relationships with other community-based organizations, such as those listed below, to support effective outreach and participation:
 - Los Cien (Sonoma County Latino civic leadership group)
 - Transportation Equity Alliance of Marin
 - Marin Grassroots
 - Marin American Indian Alliance
 - Sonoma County Human Development Commission
- ***Providing staffed information booths at County Fairs, Community Festivals, other Community Events*** – SMART participates in numerous events by providing a staffed booth and distributing information in both English and Spanish at these events. ATTACHMENT C to this PPP shows the types of general SMART information pamphlets provided in English and Spanish at these events and others.
- ***Customer Service Call Centers*** - With the start of passenger services, SMART engaged Golden Gate Transit in a contractual relationship to provide customer service center functions (call center, in person customer service center at San Rafael/Bettini Transit Center, Lost and Found Service). This customer service contractual relationship has since changed, and SMART is now managing customer service functions with SMART staff. Customers can reach bilingual SMART Customer Service by calling SMART directly or through the regional 511 transit information call line. In addition, as the sole fare media for SMART, the regional Clipper® call center is also available for Clipper technical support for SMART customers. SMART also maintains bilingual in-person and telephone customer service functions for SMART information and Clipper sales at the SMART administrative offices in Petaluma.
- ***Website and Social Media*** - Persons interested in the SMART project can receive updates and sent comments via the SMART website (www.sonomamarintrain.org), as well as email (info@sonomamarintrain.org). SMART utilizes social media services, such as through Facebook (<http://www.facebook.com/sonomamarintrain>) and Twitter (<http://twitter.com/smarttrain>) for general information dissemination. Comments in all forums are encouraged and are responded to in a timely fashion.

Native American Tribes

SMART has worked closely with local Native American Indian tribes, primarily the Federated Indians of Graton Rancheria, in the process of environmental and archeological monitoring of SMART track and bridge reconstruction.

Public Participation Techniques

SMART utilizes a variety of public participation methodologies to inform key decisions and policy formation including:

- SMART Board of Directors meetings, public meetings, and workshops Polls/Surveys
- Targeted Mailing/Flyers Utilizing Local Media
- Social Media/E-Newsletters

Providing Meaningful Access to Limited English Proficient (LEP) Individuals

SMART has taken responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of SMART's programs and activities for individuals who are Limited English Proficient (LEP). SMART has developed a LEP Plan (APPENDIX D to this SMART Title VI/Nondiscrimination Program) which focuses on areas to provide meaningful access for individuals who are Limited English Proficient to the same public transit services provided to all members of the transit service area.

Safe Harbor Analysis

SMART has found through census data and demographic studies that the dominant group of Marin and Sonoma County residents and employees with limited English proficiency is composed of those who primarily speak Spanish. Because of the concentrations of LEP Spanish speakers, SMART has employed several methods to inform the public of critical elements related to the project, including Spanish language construction flyers distributed door-to-door in neighborhoods and Spanish language rail safety materials targeted to school age children. SMART will continue to use reasonably available methods to inform the public critical information related to the project in a timely manner. Some of those methods include but are not limited to the following:

- News releases:
 - SMART Train Rider's Guide
 - Distribution of "take one" notices distributed on the trains and shuttles
 - Passenger electronic newsletters
 - Ads in local newspapers within the service area (English and Spanish) Community meetings/workshops
 - Information booths at County Fairs and other Community Events and Festivals Discussion of changes with the Measure Q Citizen Oversight Committee Information posted on the SMART website
 - Signage (posters) at train stations Posters and signage onboard the trains and shuttles Facebook and Twitter announcements
 - Email subscription alerts

Where appropriate, information published by SMART will continue to be printed in English and Spanish. Other documents that may be translated include public hearing notices, outreach documents, fare increase notices, service change notices, station signs in areas identified as having a higher concentration of Limited English Proficient populations, and the website (www.sonomamarintrain.org). With the start of passenger revenue rail operations, customer services were provided for SMART by Golden Gate Transit through a contractual arrangement until 2020, when SMART began performing these functions with SMART staff.

SMART will continue to make every effort to translate and print all route and other critical information in both English and Spanish.

Information Dissemination

SMART employs several methods to inform the public of ongoing projects and future fare and service changes in a timely manner. Communication channels may include but are not limited to those listed above.

Information published by SMART, including any future SMART Rider's Guide, will be printed in English and Spanish. "Rider Alerts," or their equivalent, which identify details about the train and shuttle bus service, will be printed in both English and Spanish. Other documents that will be translated include public hearing notices, outreach documents, fare increase notices, service change notices, construction notifications (further detailed in PPP Attachment A below), station signage (in areas identified as having a higher concentration of non-English or ESL populations and the website (www.sonomamarintrain.org)).

Figure 15: PPP Attachment A. Construction Notification Protocol



SMART Construction Outreach

Track and Grade Crossing Construction Notification Protocols

Summary: The goal of SMART construction outreach is to provide timely notification to businesses, property owners and tenants who live or work near the SMART right-of-way (ROW), who may be impacted by construction activities or crossing/road closures. We aim to ensure that nearby businesses and residents have as clear a picture as possible of all the activities that will take place on the right-of-way during construction.

Track and Crossing construction outreach each have some unique requirements, and we have established two sets of protocols to ensure that notification is effective for both track construction activities and crossing/road closures. Each protocol is focused on communicating directly with anyone likely to be impacted by construction activities.

During the Phase 1 system construction between 2012 and 2017, these protocols have been successful in keeping the community up to date and getting their questions answered. These protocols have also been used for the Larkspur Extension and Downtown Novato Infill projects (open December 2019) and the Windsor Extension (underway 2020 and 30% constructed prior to funding-related suspension being implemented). These protocols will also be used for SMART rail and pathway extension projects.

Track Construction Notification Protocol:

This process generally begins 4-8 weeks prior to construction.

Activity:

1. Create Google Earth maps showing business and residences in the areas identified for upcoming construction, with measurements showing 500 feet from track centerline. (Note: General practice for rail construction noticing is 300 feet, but SMART has elected to expand the baseline for noticing to 500 feet.)
2. Following a review of Google Earth maps, conduct a driving/walking tour of the areas beyond the 500-ft zone to determine what additional areas/parcels have sight lines and/or probability for noise reflection during construction. Adjust notification areas in the map(s) accordingly.
3. If determined that direct contact cannot be made, using Assessor's Property data, generate notification address list of those residents and owners of both residential and commercial property within 500 feet of the centerline of the specific section of the SMART ROW that will be under construction. Identify homeowner's associations and schools which are in the areas adjacent to the construction zone, as well as staff from local jurisdictions to be added to the

notification list. Verify that any property owners in contact with SMART on real estate negotiations are also included.

4. Coordinate with Engineering & Construction to ensure that staff from local jurisdictions are aware of upcoming construction activity and receive invitations to attend any community meetings that have been scheduled.
5. Identify and reserve a date, time, and a location convenient to the neighborhood, for one or more community meetings. The purpose of these meetings is to present an overview of all activities that will occur during construction and answer questions about construction topics. Meetings are generally scheduled in the evening so that those who work during the day can also attend. If construction areas are large enough to include multiple geographically unique neighborhoods, conduct multiple, conveniently located community meetings.
6. Notify property owners, tenants, and businesses of upcoming community meetings via door hangers, flyers, paid media (and if necessary, US mail). All notifications include our Project Information telephone number for questions. These notices inform recipients that track construction will soon occur on the SMART ROW in their area and announce the meeting location, date and time. If US Mail is utilized, any mail that cannot be delivered by the postal carrier is returned to SMART Community Outreach, and SMART staff follows up on each item to determine if the owner of record has recently changed, or if the address is valid, and attempts to redeliver either via mail or visit to the address.
7. Two weeks prior to the start of construction, conduct door-to-door canvassing to the addresses immediately adjacent to the right-of-way or construction zone to ensure that those who reside closest to the work being done receive an additional reminder. If residents are home, staff speaks to them directly as well as leaving a reminder door hanger/flyer; if no one is home, the door hanger/flyer is left in as secure a location as possible near the door without violating rules concerning mailbox use.
8. Conduct community meeting to present construction details and to answer questions. The general format is a joint presentation by Community Outreach, the Contractor Construction Leads and SMART Engineering staff with pictures and description of what we are building, equipment that is used, construction days and hours, processes that are followed during construction for monitoring, and finished result. Content is tailored for each meeting to include neighborhood-specific information. Ample time is allowed to take and respond to questions from the public.
9. In the case where notification or community meetings precede the actual start of construction by more than 3-4 weeks, additional door-to-door canvassing of areas adjacent to tracks is conducted with additional Track Construction Notification door hanger/flyers to ensure that residents and commercial buildings adjacent to the SMART ROW are informed of the start of construction.
10. Maintain up to date information on the SMART Construction Updates web page (ongoing throughout process).
11. Return calls to our Project Information line from the public (ongoing throughout process).

Grade Crossing/Road Closure Protocol:

This process generally begins 4-8 weeks prior to full or partial closure of a crossing for construction. Samples of the notifications referenced below are at the end of this section.)

There are cases where anticipated closure dates can change due to a variety of factors (including: weather, changes in construction schedule, working in partnership with local jurisdictions on accommodating their projects while SMART's crossing improvements are underway), so this process is designed to maintain flexibility while ensuring those in the notification area are kept up to date.

Activity

1. Work closely with Construction Contractor to track crossing/road closures. A formal meeting is held once a week, supplemented by daily check-ins with lead contractor and participation in the bi-monthly "owners meeting." With 3-6-week look-ahead.
2. Generate Google Earth maps showing all businesses and residents in the area around a crossing identified for upcoming construction, with a measurement showing a 500-foot radius around the crossing. (Note: General Practices is to notify within 300 feet, but SMART has elected to expand the baseline for noticing to 500 feet.)
3. Following analysis of Google Earth maps, conduct a driving/walking tour of the areas around the crossing or road closure to determine additional residences and businesses that may be impacted by the crossing closure. Adjust notification zone accordingly.
4. Determine businesses, residences, schools, and others within the notification zone of the specific crossing that will be closed for construction. (This is done with Google Earth maps and site field/site visits.)
5. Coordinate with Engineering & Construction to ensure that staff from local jurisdictions are aware of upcoming crossing construction activity. Canvass crossing closure sites that have unique problems like lack of alternate routes to determine how best to minimize impacts.
6. Visit (re-canvass) each property within the notification zone to distribute crossing construction/closure information, speaking directly with business owners/managers, residents, property managers, school administration, etc. The construction information phone number is clearly located on all notification collateral materials and website.
7. Distribute crossing/road closure information to public safety agencies, US Post Office, Garbage Haulers, Caltrans, COZEEP, REDCOMM etc.
8. Issue Crossing Closure Advisories to local press with up-to-date closure information.
9. Contractors place an electronic message boards along adjacent roadways announcing road closure (1- 2 weeks prior to closure).
10. Maintain up to date information on the SMART Construction Updates web page (ongoing throughout process).
11. Return calls to our Project Information line from the public (ongoing throughout process).

Construction Notification Communications Materials - Examples

Sample: Closure Notification Flyer (double-sided English & Spanish). NOTE: The main communications approach for the public for crossing closures is message boards that go up 10-14 days prior to the closure; the flyers are used for canvassing to residents and businesses immediately adjacent to the closure location.



Railroad Construction Crossing CLOSURE NOTICE

Have questions or need more information?

Call our toll-free project hotline at:

1-855-312-7444

As part of the replacement of the tracks to prepare for passenger rail service in your area, SMART contractor Stacy Witbeck/Herzog (SWH) will be replacing the railroad crossing at:

EAST D STREET, PETALUMA
6:30AM MONDAY, APRIL 29TH TO
7:00PM SUNDAY, MAY 5TH

The road crossing will be closed to all vehicular traffic (see below in **Red**). Controlled pedestrian access will be available.

There will be electronic message boards at the crossing and detour signs showing alternate routes. Please use alternate routes when traveling through this area.

Safety is very important to SMART, and we are working hard to maximize safety during our construction phase. Please do your part by following detour instructions and staying clear of all construction equipment and activities.

Thank you for your patience as we improve this crossing.





ALERTA de cierre de caminos para construcción

¿Tiene preguntas o necesita más información?

Llame nuestra línea directa sin cargos para el proyecto:

1-855-312-7444

Como parte del proceso de reemplazo de las vías en preparación para el servicio ferroviario de pasajeros en su zona, la compañía contratista Stacy Witbeck/Herzog (SWH) reemplazará el cruce de ferrocarril en:

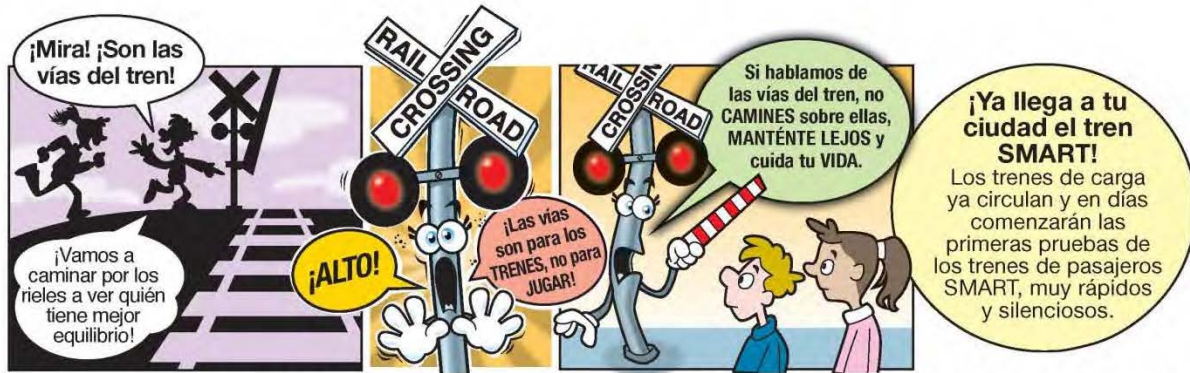
EAST D STREET, PETALUMA
EMPIEZA A LAS 6:30AM EL LUNES, 29 DE ABRIL
HASTA A LAS 7:00PM EL DOMINGO, 05 DE MAYO

El cruce de caminos estará cerrado a todo tráfico vehicular (ver abajo en **Rojo**). Habrá acceso peatonal controlado. Habrá carteles electrónicos en el cruce y señales de desvío marcando rutas alternativas. Por favor use las rutas alternativas cuando viaje por esta zona.

La seguridad es muy importante para SMART y estamos trabajando duro para maximizar la seguridad durante la fase de construcción. Por favor cumpla su parte siguiendo las instrucciones de desvío y manteniéndose alejado de todas las actividades y el equipo de construcción.



PPP ATTACHMENT B: SCHOOL SAFETY ACTIVITY BOOK PAGE (SPANISH)



Safety-Minded Around Rails and Trains

Entrena tu mente

Usa el código para completar esta importantísima regla de seguridad.

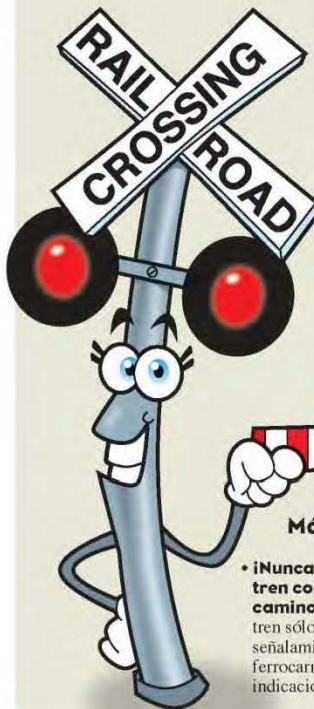
_____ camines, _____ o _____

sobre o _____ de las vías del tren. Es muy

peligroso y está _____.

¡Las _____ están hechas para

los _____ exclusivamente!



- | | | | |
|--|----------------------|--|----------|
| | = PROHIBIDO POR LEY | | = VÍAS |
| | = ANDES EN BICICLETA | | = TRENES |
| | = CERCA | | = NUNCA |
| | = JUEGUES | | |

Más formas de ser SMART con las vías:

- **¡Nunca uses las vías del tren como atajo en tu camino!** Cruza las vías del tren sólo dónde haya un señalamiento "cruce de ferrocarril" y obedece todas las indicaciones, barreras y avisos.
- **¡Nunca trates de ganarle una carrera al tren!** En el tiempo que le tarda al conductor del tren verte y accionar los frenos, ya es muy tarde para detener la formación a tiempo.

Ya llega el Tren

Inserta las palabras para completar el párrafo.

PROTECCIÓN BARRERAS HIJOS
PRUEBAS SEGURIDAD

El último tren de pasajeros en pasar por el Norte de la Bahía fue en 1958. ¡Hace ya una generación entera! Esa generación ha crecido e incluso tuvo sus propios _____ sin aprender a respetar las reglas de _____ en las vías del tren y los ferrocarriles.

Pero recuerda que las vías están ACTIVAS.



Muy pronto comenzará a funcionar el servicio de tren SMART. Primeramente el servicio de tren hará unas _____ en preparación antes de la inauguración del servicio. Los trenes son muy modernos y cuentan con todas las medidas de seguridad, como _____ para el cruce, luces y alarmas que nos alertarán sobre la llegada de un tren. Pero nada de eso servirá de _____ si hay personas jugando en las vías del tren.

PPP ATTACHMENT C: SMART PROJECT INFORMATION (SPANISH)

DATOS INTERESANTES

Infraestructura con la Tecnología más Avanzada

- Equipos de construcción están reemplazando las vías ferroviarias, que tienen entre 60 y 100 años, por nuevos rieles, traviesas, balastos y palancas de cambio – reconstruyendo desde el subsuelo.
- Los cruces de caminos locales en las vías están siendo actualizados por paneles de hormigón modernos, para facilitar el paso de peatones, sillas de ruedas, bicicletas y coches.
- Cada tramo nuevo de riel mide cerca de cinco canchas de fútbol de largo. Esta soldada de manera continua para ofrecer un viaje suave y silencioso – ¡sin más "clac-clac"!.

Enfoque en la Sustentabilidad

- Las viejas traviesas, los rieles e incluso las secciones de puente serán reciclados o guardados para usos de nuevo. Los nuevos rieles tienen una mayoría de contenido reciclado.
- Las nuevas traviesas de hormigón y los rieles de acero son materiales inertes = beneficio neto al medio ambiente.
- Hecho en los EE.UU. – distancias más cortas de transporte = emisiones reducidas.
- Los rieles fueron fabricados en Pueblo, CO.
- Las traviesas fueron fabricadas en Spokane, WA.
- Los trenes fueron fabricados en Rochelle, IL.
- El balasto – es 100% de abastecedores locales.
- Los rieles y las traviesas fueron transportados por ferrocarril – ¡se puede transportar una tonelada de carga 500 millas con un galón de combustible!.
- El nuevo puente Haystack en Petaluma es una arcada reutilizada con 85 años de vida útil.

Los Beneficios a la Economía Local

- 69% de los subcontratistas durante el primer gran contrato de construcción son locales = más de 1/2 de las horas de construcción local la fecha.
- Contratos de SMART ha puesto más de \$20 millones de dólares directo en la economía local mediante el uso de materiales locales y abastecedores de servicios.

Un POCO de Historia

- La red ferroviaria del Norte de la Bahía era extensa durante la primera mitad del siglo 20. Los vagones de carga estuvieron en uso hasta fines de los años 90 – y comenzaron a ser utilizados nuevamente bajo NCR/ NWP Co. en 2011. El último tren pasajero funcionó hasta 1958.
- Los gobiernos locales trabajaron con el Distrito del Golden Gate Bridge a fines de los años 80 para preservar el derecho de paso para el futuro uso de trenes pasajeros.
- SMART fue creado en 2002 por legislación estatal. La Iniciativa Q fue aprobada por los votantes en 2008.

SIGA NUESTRO PROGRESO



MANTENGASE EN CONTACTO

- Revise nuestro sitio web para información sobre el proyecto, informes y para anotarse en nuestro boletín electrónico en www.sonomamartintrain.org
- Mande sus preguntas o comentarios sobre el proyecto por correo electrónico: info@sonomamartintrain.org
- Solicite información sobre la construcción en su vecindario llamando a la línea sin cargos de información sobre el proyecto: (855) 312-7444

SEA INTELIGENTE CON LAS VÍAS

El único lugar seguro y legal para atravesar las vías ferroviarias es en un cruce designado – indicado por la señal de cruce como esta ilustrado aquí.

Las vías ferroviarias son para los trenes – ¡no para jugar! Además de estar sujetos a multas, los intrusos ponen sus vidas en peligro. Es ilegal caminar, correr, jugar o andar en bicicleta en las vías.

¡SOLICITE UNA PRESENTACIÓN GRATUITA DE "RAIL SAFETY"!

Ayúdenos a CREAR UNA COMUNIDAD SEGURA, visite www.caolus.org y clic en "Request a Presentation."



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Petaluma, CA 94954
www.sonomamartintrain.org
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Actualizado noviembre 2014



PROYECTO DE SONOMA-MARIN AREA RAIL TRANSIT

RESUMEN

¿QUÉ ES SMART?

SMART es un proyecto de tren pasajero y camino para bicicletas y peatones aprobado por los votantes que está localizado en los condados de Marin y Sonoma. Servirá una ruta de 70 millas desde Larkspur hasta Cloverdale, con la primera fase de San Rafael a Santa Rosa.

SMART conectará los residentes y visitantes a los trabajos, la educación, la recreación y los servicios.

Hoy en día, más del 75% de las personas que viajan a diario entre su hogar y el trabajo en el Norte de la Bahía viajan dentro o entre los dos condados para llegar a sus trabajos. El Norte de la Bahía atrae a visitantes de todo el mundo

buscando una variedad de actividades de recreación y ocio.

El tren y camino de SMART ofrece opciones para dejar su coche y poder llegar a donde necesite ir, por trabajo o por diversión – y poder trabajar o divertirse en el camino.

Y por cada conductor que deja atrás a su coche, el tráfico mejora para todos.



RESUMEN DE LA FASE 1

Proyecto

- El servicio de tren pasajero comienza en 2016 y servirá un 70-80% de la cantidad calculada de pasajeros del sistema completo
- La construcción comenzó en mayo 2012
- 43 millas – del centro de San Rafael al Airport Blvd norte de Santa Rosa
- El costo total proyectado para la Fase 1 está calculado a \$428 millones de dólares

El Sistema de Camino de SMART

- Conecta los segmentos construidos por SMART con segmentos ya en existencia y otros proyectos planificados para crear uno de los caminos continuos más largos para bicicletas y peatones en el país
- Los segmentos del camino en la Fase 1 están enfocados en el acceso a las estaciones, el posible alto uso y poder conectar las brechas entre segmentos ya en existencia
- "Tren con sendero" permite viajes más largos y de múltiples modalidades

Las Estaciones

- 10 estaciones: Santa Rosa (Airport Blvd., Guerneville Rd. y Railroad Square), Rohnert Park (Rohnert Park Expressway), Cotati (East Cotati Ave.), Petaluma (Centro), Novato (San Marin/Atherton y Hamilton) y San Rafael (Marin Civic Center y el Centro)
- Cumple con la Ley de Abordaje a Nivel y la Ley de Estadounidenses con Discapacidades (ADA)
- Servicio de autobús Conector Express entre Santa Rosa y localidades futuras de estaciones en Windsor, Healdsburg y Cloverdale y entre el Centro de San Rafael y Larkspur

Trenes de Pasajeros

- 7 trenes de dos vagones
- Las Unidades Múltiples Autopropulsadas con Diésel (DMU) son confortables y fiables
- Los motores son ecológicamente sanos y cumplen con los estrictos requisitos "Nivel 4" del EPA; y son económicos para operar
- Cumplen con "Buy-América" y están fabricados en Rochelle, IL
- Cada tren tiene capacidad para 158 pasajeros sentados, 160 pasajeros parados y 24 bicicletas – dependiendo de una diversidad de bicicletas, sillas de ruedas, coches de bebé y el uso de asientos plegables

Horario

- Los trenes operarán en ambas direcciones cada 30 minutos durante las horas pico, con un viaje de medio día y servicio de fin de semana también en planificación

Precios del Pasaje

- Los precios del pasaje serán comparables con otras opciones de tránsito
- Las tarjetas Clipper® serán utilizadas para la recolección de tarifas

Velocidad

- Velocidad máxima de 79 mph; velocidad promedio (incluyendo paradas) de 40 mph
- Apartaderos situados estratégicamente permiten que los trenes operen y pasen en ambas direcciones a velocidades normales
- Un viaje en tren desde Santa Rosa a San Rafael llevará cerca de 55 minutos

APPENDIX D: SMART DISTRICT LIMITED ENGLISH PROFICIENCY PLAN

Limited English Proficiency Plan (LEP)

This Limited English Proficiency (LEP) Plan has been prepared to address the Sonoma-Marín Area Rail Transit District (SMART) responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, Federal Transit Administration Circular 4702.1A dated May 13, 2007, which state that no person shall be subjected to discrimination on the basis of race, color or national origin.

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

Plan Summary

SMART began operating full passenger service in August 2017. SMART's LEP Plan, first adopted in July 2015, was developed while SMART was exclusively in a construction phase without operating service. SMART developed the LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency that wish to access information about train construction and work is ongoing to adapt LEP services to the new transit operating environment. Modifications to the LEP services offered through SMART will occur over time as needed. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write, or understand English.

This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

To prepare this plan, SMART undertook the U.S. Department of Transportation (U.S. DOT) four- factor LEP analysis which considers the following factors:

- The number or proportion of LEP persons in the service area who may be served or are likely to encounter a SMART program, activity, or service.
- The frequency with which LEP persons that encounter SMART programs, activities, or services.
- The nature and importance of programs, activities or services provided by SMART to the LEP population.
- The resources available to SMART and overall cost to provide LEP assistance.

A summary of the results of the SMART four-factor analysis is in the following section.

Four Factor Analyses

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by SMART

SMART began full passenger service in August 2017. SMART's principal potential ridership consists of Marin County and Sonoma County residents.

These census data show that the linguistically isolated population in the SMART service area is relatively small, 5.1% in 2010, up from 3.7% in 2000. As no 2010 data is available for the breakdown of language types, 2000 data is used for this analysis. Of the identified linguistically isolated populations, only Spanish speakers are found in significant numbers, with 2.5% of all households in 2000. In 2000, other linguistically isolated households are found in smaller numbers and grouped by the census into broader language categories such as Other Indo-European (0.6%), Asian & Pacific Islander (0.5%), and 'Other' (0.1%).

Table 7. LEP Persons in SMART Service Area Counties.

	Marin		Sonoma		Both Counties	
	2000	2010	2000	2010	2000	2010
Population over 5 years old that speaks a	45,595	55,402	85,609	108,214	131,204	163,616
Spanish or Spanish	22,287	30,246	59,480	82,231	81,767	112,477
Other Indo-European	15,281	16,448	14,305	11,116	29,586	27,564
Asian and Pacific	6,754	7,696	9,535	12,760	16,289	20,456
Other languages	1,273	1,012	2,289	2,107	3,562	3,119

Source: U.S. Census, 2000, 2010.

Table 8. Analysis of Linguistically Isolated Households in SMART Service Area Counties

	Marin		Sonoma		Both Counties	
	2000	2010	2000	2010	2000	2010
Total Households	100,736	103,210	172,690	185,825	273,426	289,035
Households: Total Linguistically Isolated	3,729	5,057	6,465	9,663	10,194	14,720
<i>% Linguistically Isolated households</i>	3.7%	4.9%	3.7%	5.2%	3.7%	5.1%
Households: Spanish linguistically isolated	2,296	n/a	4,658	n/a	6,954	n/a
<i>% Spanish linguistically isolated Households</i>	2.3%	n/a	2.7%	n/a	2.5%	n/a
Linguistically isolated Households: Other Indo-European languages	791	n/a	927	n/a	1,718	n/a
<i>% Other Indo-European languages isolated households</i>	0.8%	n/a	0.5%	n/a	0.6%	n/a
Linguistically isolated Households: Asian & Pacific Islander Languages	609	n/a	691	n/a	1,300	n/a
<i>% of all households</i>	0.6%	n/a	0.4%	n/a	0.5%	n/a
Linguistically isolated Households: Other Languages	33	n/a	189	n/a	222	n/a
<i>% of all households</i>	0.0%	n/a	0.1%	n/a	0.1%	n/a
Non-Spanish Linguistically isolated	1,433	n/a	1,807	n/a	3,240	n/a
<i>% of all households, non-Spanish linguistically isolated</i>	1.4%	n/a	1.1%	n/a	1.2%	n/a

Source: U.S. Census 2000, 2010.

Factor 2: The frequency with which LEP individuals encounter SMART

Prior to Summer 2017, SMART was not providing any public passenger services and contact with the public occurred at community meetings, construction information meetings, public hearings, and via direct information requests and comments. Now that SMART is providing passenger services, re-examinations are underway to determine adequacy of LEP outreach.

SMART has identified that the only language other than English having a statistically significant population of isolated households is Spanish. To confirm this conclusion, SMART consulted with other social service organizations and transit agencies in the service area, including:

- Community Action Partnership of Sonoma County.
- Latino Leadership organization Los Cien.
- Sonoma County Transit.
- Transportation Equity Alliance of Marin (TEAM).

SMART will primarily provide supplemental information in Spanish. On occasion, informational pieces may be printed in a language other than English or Spanish, if needed in the target market or area being served.

From 2017-2020, SMART contracted with Golden Gate Transit for the provision of customer services including Call Center services in over 150 languages. In 2020, SMART assumed customer services with SMART staff; similar language access has been made available through LanguageLine Solutions.

Factor 3: The nature and importance of SMART to people's lives

Accessing SMART's services will not require compulsory activities such as filing applications, seeking consent, or conducting interviews. In special cases, however, such as customers purchasing prepaid fares, or requiring an application for special discount programs for seniors, persons with a disability, or youth, care will be taken to provide language assistance when needed.

It is worth noting that SMART's active rail corridor lies within existing neighborhoods. SMART takes seriously the need to enhance public awareness of what constitutes safe behavior around the active railroad right of way and has taken a proactive approach to reach out to the community to convey a rail safety message and offers translations into Spanish and will provide language assistance to communicate rail safety to the public.

Factor 4: The resources available to SMART and costs associated with providing language services

Adequate resources are critical for successful LEP programs. Many costs associated with delivery of service to LEP individuals is already included in the daily cost of doing business in a diverse environment. To the extent they are not already included, SMART will endeavor to meet LEP service needs while managing costs to the extent possible.

The cost of providing language assistance has been minimized by ensuring the statistically significant language population has translated materials and bi-lingual SMART staff and other languages are available through SMART's contracted services with LanguageLine Solutions. In the development of SMART's Clipper-enabled fare collection machines, all screen interfaces were translated into Spanish for both the visual screens and the audio recordings made available through the audio-jack function for Americans with Disabilities Act compliance.

SMART Providing Access to Services and Programs

Community Relations

In addition to the SMART Board of Directors, which takes public comment at all its regular meetings, SMART has convened ad hoc committees/workshops open to the public. These include the ongoing Citizens Oversight Committee and several ad-hoc/workshops created for input on specific topics and have played an important role in formulating SMART's policies and services.

Citizens Oversight Committee

The Measure Q Expenditure Plan requires this committee as part of its Implementing Guidelines, specifically:

“A Citizens Oversight Committee will be established by the SMART Board to provide input and review on the Strategic Plan and subsequent updates.”

The plan goes on to state that:

“SMART will prepare a Strategic Plan, based on the commitments in this Expenditure Plan, prior to July 2009. The Strategic Plan will identify planned investments in capital implementation, operations and maintenance for the duration of the tax. The Strategic Plan will be updated at least every five years and approved by the SMART Board of Directors. The Strategic Plan will be developed with input from the public and the Citizens Oversight Committee.”

Ad-Hoc Advisory Committees/Workshops

The SMART Board has created ad-hoc committees to provide timely advice on a number of topics. On occasion, these ad-hoc committees include public workshops and meetings to gather input. One example of such a process was when the SMART Board decided to conduct workshops rather than create a Board Ad-Hoc Vehicle Advisory Committee. Public workshops and meetings were held to gather input regarding such issues as seating configurations, bicycle storage and other on-board amenities. A similar workshop process was created regarding input on stations. To encourage broad public participation on station design issues, SMART scheduled a series of public workshops in every community along the rail corridor to solicit input regarding the ultimate project’s 16 rail stations.

Language Assistance Measures

- There are numerous language assistance measures available to LEP persons, including both oral and written language services. There are also ways in which SMART staff may respond to LEP persons, whether in person, by telephone or in writing. These include:
- Post the SMART Title VI Program Statement and LEP Plan on the agency website, www.sonomamarintrain.org, in English and Spanish.
- All public information meetings have a staff English-Spanish language translator on site.
- All information flyers, door hangers and letters to the public include Spanish Language translations.
- Network with local human service organizations that provide services to LEP individuals and seek opportunities to provide information on SMART programs and services, including Community Action Partnership of Sonoma County and Los Cien.
- Provide a bilingual SMART staff at community events, public hearings, and Board of Directors meetings.
- Provide bilingual audio-visual fare machines.
- Placement of statements in notices and publications that interpreter services are available for these meetings, with seven-day advance notice.
- Provide multilingual customer service through LanguageLine Solutions.
- Include language “Spanish a plus” on transit operator recruitment flyers and onboard recruitment posters.

Staff Training

Title VI Program and language access training is provided to SMART administrative and operations staff upon hire and periodically thereafter and includes the following:

- Information on the SMART Title VI Procedures and LEP responsibilities Description of language assistance services offered to the public.
- Use of Language Identification Flashcards Documentation of language assistance requests.
- Use of phone translation services via LanguageLine Solutions.
- How to handle a potential Title VI/LEP complaint.

Outreach Techniques

When staff prepares a document or schedules a meeting where the target audience is expected to include LEP individuals, then documents, meeting notices, flyers, and agendas will be printed in the language of the known LEP population(s). Interpreters will be available as needed.

When presenting information at a public meeting, SMART makes available a Spanish Language translator upon request. All information flyers, door hangers and letters to the public include attached Spanish Language translation in the primary distribution format.

Monitoring and Updating the LEP Plan

SMART will update the LEP periodically as required by U.S. DOT. The update may include information regarding the following:

- The number of documented LEP person contacts encountered annually; How the needs of LEP persons have been addressed.
- The current LEP population in the SMART service area if the need for translation services has changed.
- If local language assistance programs have been effective and sufficient to meet the need.
- If SMART's financial resources are sufficient to fund the language assistance resources needed.
- A possible survey of train operators and other front-line staff, like dispatchers, administrative assistants, and planners, on their experience concerning any contacts with LEP persons.
- The extent to which SMART has complied with the goals of this LEP Plan.
- If complaints have been received concerning SMART's failure to meet the needs of LEP individuals.

Dissemination of the SMART LEP Plan

A link to the SMART LEP Plan and the Title VI Program Statement and Procedures is included on the SMART website at www.sonomamarintrain.org. Any person or agency with internet access will be able to access and download the plan from the SMART website. Alternatively, any person or agency may request a copy of the plan via telephone, fax, mail, or in person and shall be provided a copy of the plan at no cost. LEP individuals may request copies of the plan to be provided in alternative languages and SMART will endeavor to fulfill those requests.

Additional Information

Questions or comments regarding the LEP Plan may be submitted to the following listed below:

By mail or in person:

SMART
Attn: Title VI Coordinator
5401 Old Redwood Highway, Suite 200
Petaluma, CA 94954

Telephone:

(707) 794-3330

Email:

info@sonomamarintrain.org.

For Title VI complaints, please include “Title VI Complaint” in the subject line.

Fax:

(707) 794-3037, attention Title VI Coordinator

RESOLUTION OF THE BOARD OF DIRECTORS OF THE SONOMA-MARIN AREA RAIL TRANSIT DISTRICT ADOPTING A TITLE VI TRIENNIAL PROGRAM AND NONDISCRIMINATION POLICY FOR 2021-2024

WHEREAS, Title VI (codified at 42 U.S.C. §2000d et seq.) 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; and

WHEREAS, the Federal Transit Administration (FTA) issued Title VI Circular 4702.1B, effective October 1, 2012, setting forth requirements and guidelines for Title VI compliance; and

WHEREAS, the above-referenced Circular details required elements of the Title VI Program, which each recipient of FTA assistance must submit to the FTA triennially (every three years); and

WHEREAS, the above-referenced Circular requires SMART's Board of Directors to approve SMART's Title VI Program before it is submitted to the FTA; and

WHEREAS, SMART, as an FTA Direct Recipient, is required to have in place a Title VI program that ensures that the level and quality of public transportation service is provided in a nondiscriminatory manner, promotes full and fair participation in public transportation decision-making without regard to race, color or national origin, and ensures meaningful access to transit-related programs and activities by persons with limited English proficiency; and

WHEREAS, SMART's Title VI Program must contain numerous elements, including but not limited to, SMART's:

1. Title VI Notice to the Public
2. Title VI Complaint Procedures
3. Title VI Complaint Form
4. List of Transit-Related Title VI Complaints, Investigations, and Lawsuits [SMART has None]
5. Public Participation Plan
6. Limited English Proficiency Language Access Plan
7. Table Depicting Racial Breakdown of Non-Elected Boards and Committees
8. Evidence of the Board's Review and Approval of the Title VI Program
9. System-Wide Service Standards and Policies, Result of Service Monitoring and evidence of the Board's Approval of Such Monitoring
10. Description of the Public Engagement Process used for Adoption of the Major Service Change, Disparate Impact, and Disproportionate Burden Policies; and

Resolution No. 2021-22
Sonoma-Marín Area Real Transit District
September 15, 2021

WHEREAS, staff has developed a proposed Title VI Program (provided to the Board via staff report), including the above-referenced items and evidencing SMART's compliance with Title VI, for Board consideration and approval.

NOW, THEREFORE, BE IT RESOLVED THAT THE Board of Directors of the Sonoma-Marín Area Rail Transit District adopts the SMART Title, VI Program; and

BE IT FURTHER RESOLVED that the Board of Directors authorizes the General Manager, or a designee, to:

1. Include evidence of the Board's consideration and approval of the final SMART Title VI Program;
2. Submit the final SMART Title VI Program to the FTA;
3. Make non-policy and administrative changes to the SMART Title VI Program as needed, with changes reported to the Board; and
4. Take any other steps necessary to give effect to this Resolution, including responding to any follow-up inquiries from the FTA.

PASSED AND ADOPTED at a regular meeting of the Board of Directors of the Sonoma-Marín Area Rail Transit District held on the 15th day of September 2021, by the following vote:

DIRECTORS:

AYES: Arnold, Bagby, Colin, Connolly, Fudge, Garbarino, Gorin, Hillmer, Lucan, Pahre and Rabbitt

NOES:

ABSENT: Rogers

ABSTAIN:



David Rabbitt, Chair, Board of Directors
Sonoma-Marín Area Rail Transit District

ATTEST:



Leticia Rosas-Mendoza, Clerk of Board of Directors
Sonoma-Marín Area Rail Transit District