



NAPA VALLEY TRANSPORTATION AUTHORITY

Board Agenda Memo

TO: NVTA Board of Directors
FROM: Danielle Schmitz, Executive Director
REPORT BY: Libby Payan, Senior Program Planner/Administrator
(707) 259-8782 / Email: lpayan@nvta.ca.gov
SUBJECT: Resolution 25-17 Title VI Program Policy for Fiscal Years (FY) 2026-2028

RECOMMENDATION

That the Napa Valley Transportation Authority (NVTA) Board approve Resolution 25-17 (Attachment 1) adopting the NVTA Title VI Program Policy for Fiscal Years 2026-2028 (Attachment 2).

COMMITTEE RECOMMENDATION

None

EXECUTIVE SUMMARY

The purpose of this policy is to establish guidelines to effectively monitor and ensure that the Napa Valley Transportation Authority (NVTA) is in compliance with all Federal Transit Administration (FTA) Title VI requirements and regulations in order to carry out the provisions of the Department of Transportation's (DOT) Title VI Regulations at 49 CFR Part 21.

Title VI prohibits discrimination on the basis of race, color, or national origin in any program or activity that receives Federal funds. The policy outlines how the agency approaches public outreach and service provisions to Title VI protected populations.

FISCAL IMPACT

None

CEQA REQUIREMENTS

ENVIRONMENTAL DETERMINATION: The proposed action is not a project as defined by 14 California Code of Regulations 15378 (California Environmental Quality Act (CEQA) Guidelines) and therefore CEQA is not applicable.

BACKGROUND

The Napa Valley Transportation Authority is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. Its objective is to:

- Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin;
- Promote the full and fair participation of all affected populations in transportation decision-making;
- Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations;
- Ensure meaningful access to programs and activities by persons with limited English proficiency.

In this endeavor, staff has updated NVTa's Title VI policies from fiscal year 2023-2025 to meet federal requirements. The policies involved conducting a four-factor Limited English Proficiency analysis, which was used in the development of a Public Participation Plan and Language Assistance Plan. In addition, public transit properties that receive federal funds are required to establish service standards that inform the agency when and how to best make service adjustments. Updated Service Standards were previously approved by the Board as part of NVTa's Short-Range Transit Plan (FY 2019-2029) and are included as part of the agency's overall Title VI Policies and Program.

The program will be subject to minor modifications based on Federal Transit Administration review and recommendations after the plan has been submitted to the Regional Civil Rights Officer.

The previously approved Title VI Program Policy Plan (covering Fiscal Years 2023-2025) did not include any Title VI Service Equity Analysis. This new and updated plan includes a Service Equity Analysis that was conducted when Vine Transit re-routed Route 29 from the Soscol Gateway Transit Center to the Imola Park & Ride. A Service Equity Analysis was also conducted when Vine Transit increased its fares in 2024.

ALTERNATIVES

Without an approval the Agency will fail to comply with Federal Transit Administration (FTA) Title VI requirements and regulations which will compromise receiving federal funding.

COUNTYWIDE PLAN GOALS MET BY THIS PROPOSAL

Goal 1: Serve the transportation needs of the entire community regardless of age, income or ability.

The Title VI plan underscores the agency's commitment and provides guidelines to meet the transportation needs of the entire community, especially the agency's most vulnerable constituents.

ATTACHMENT(S)

- (1) Resolution No. 25-17
- (2) Napa Valley Transportation Authority Title VI Program Policy



TITLE VI PROGRAM UPDATE

Recipient ID: 5001

Mark Joseph, NVTA Chair

Date

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TITLE VI PROGRAM POLICY

The Napa Valley Transportation Authority (NVTa) is committed to ensuring that no person is excluded from participation in, or denied 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. If you believe you have been subjected to discrimination under Title VI, you may file a written complaint with Laura Sanderlin Civil Rights Officer, Napa Valley Transportation Authority, 625 Burnell Street, Napa CA, 94559; at (707) 259-8631, or by email to lsanderlin@nvta.ca.gov.

Purpose: The purpose of this Title VI Program Update is to establish guidelines to effectively monitor and ensure that the Napa Valley Transportation Authority (NVTa) is in compliance with all requirements and regulations to carry out the provisions of the Department of Transportation's (DOT) Title VI Regulations 49 CFR Part 21 and documents steps taken by the agency to ensure that all services provided by NVTa do not exclude or discriminate against individuals on the basis of race, color and national origin.

Policy: NVTa will ensure that their programs, policies, and activities all comply with the guidance set forth in Title 49 CFR Section 21.9(b) and the Federal Transit Administration (FTA) Circular 4702.1B, titled "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," issued October 1, 2012. NVTa is committed to creating and maintaining public transit service that is free of all forms of discrimination. The agency will take whatever preventive, corrective and disciplinary action necessary for behavior that violates this policy or the rights and privileges it is designed to protect.

TITLE VI PROGRAM MONITORING

The requirement to establish internal monitoring processes and methodologies is applicable to all recipients of Federal assistance. NVTa will monitor its service once per year, or when major service changes or fare increases are proposed, using the procedures outlined in this section.

a. Civil Rights Assurance

The assurances that are signed by NVTa's Executive Director, and attested by Legal Counsel, validate the level and quality of transit services and related benefits are provided in a manner consistent with Title VI. Program monitoring is conducted to ensure that NVTa complies with this assurance.

b. Monitoring Procedures

NVTa has a procedure to monitor the level and quality of transit service provided to minority communities with overall average services deployed throughout the system in order to affirm the services are distributed equitably and comply with Title VI.

This most recent formal Title VI analysis due to a service change was on

October 30, 2022. Staff conducted a Title VI equity analysis as two routes, Route 11X and Route 29, were rerouted from serving the Soscol Gateway Transit Center to the Imola Park and Ride. Additionally, NVTa increased its fares on July 1, 2024. A formal Title VI analysis was conducted to determine if the increased costs of fares would have a discriminatory impact on riders.

c. Subrecipients

NVTa is also responsible for monitoring subrecipients for compliance with Title VI, and establishing a schedule of subrecipient Title VI program submissions. NVTa does not have any subrecipients and has not had any over the last three (3) years. In the event that the NVTa would have a subrecipient, the agency will establish a schedule for subrecipient submissions.

PUBLIC INFORMATION REQUIREMENTS

NVTa disseminates Title VI Program information to NVTa employees, contractors, subcontractors, and beneficiaries. NVTa makes these materials available to the general public by posting information at major transit hubs, on its website (which includes Title VI/Civil Rights complaints procedures), on all of public transit buses, at the Soscol Gateway Transit Center, the major transit hub in the system, and by publishing an annual Title VI Policy Statement in local newspapers. Specifically, the notice is placed on all of the NVTa owned buses and buildings and on the website at <https://vinetransit.com/title-vi/> as verified by the Civil Rights Officer and included as Appendix 9. The local newspapers that NVTa uses to publish information about public meetings and/or hearings, service changes, and proposed projects have significant circulations in the community. NVTa also publishes information in minority publications. Information about Title VI and NVTa's policies are also clearly stipulated in NVTa's postings for contracting and employment opportunities. Specifically:

- a. NVTa's Title VI Policy and any other related information is made available to the public upon request.

More detailed information regarding complaint procedures and Title VI civil rights is included in brochures and other materials distributed to the public by NVTa and are available on NVTa's websites (www.nvta.ca.gov and www.vinetransit.com).

- b. Multilingual Requirements: Where a significant number or portion of the population eligible to be serviced by NVTa needs service information in a language other than English, NVTa takes every reasonable step to provide information in appropriate languages. In cases where NVTa posts signs warning the general public about emergencies or service alerts, information is posted in other languages when a significant number of the population in non-English speaking. NVTa's websites are also linked to the Google translator which can provide translation in multiple languages. An analysis of the www.vinetransit.com website over a specified time period shows that the top language that the website was translated to is Spanish.

LIMITED ENGLISH PROFICIENCY (LEP) FOUR FACTOR ANALYSIS AND LANGUAGE ASSISTANCE PLAN (LAP)

NVTA has developed a Language Assistance Plan based on its Four Factor Analysis consistent with the Federal Transit Administrations policy guidelines. The Plan guides NVTA on all service-related planning and policy changes under consideration, NVTA staff has analyzed and conducted the four-factor framework provided in the Department of Transportation (DOT) Limited English Proficiency Guidance. NVTA's complete LAP plan based upon the LEP analysis is included as Appendix 1.

PUBLIC PARTICIPATION PLAN

The Public Participation Plan (Appendix 2) outlines the strategies NVTA uses to engage the public in the process of transportation decisions. While major service changes will require outreach and a public hearing consistent with this Public Participation Plan, a Title VI equity analysis, and Board approval, minor service changes, such as temporary schedule or route adjustments (with prior notice to riders), emergency changes made to respond to natural or man-made disasters or fiscal emergencies, or the creation, alteration, or elimination of special event service, can be authorized by NVTA's Executive Director. This plan is utilized to cultivate relationships with the community and encourage interaction with the minority of non-English speaking communities. Public Notices and general information are provided in English, Spanish and Filipino.

a. OPPORTUNITIES FOR PUBLIC COMMENT

NVTA routinely provides opportunities for public comment at its in-person, virtual, and hybrid public meetings, and continually strives to find new and innovative opportunities to solicit public comments and involve all segments of the population. Comments are accepted at any time by phone, fax, email, U.S. mail, in person, via teleconference or at any open meeting. An example of this:

- The public is notified of monthly NVTA Board and Committee meetings. The public is invited to attend these meetings (currently either in-person or virtually). Meeting announcements are posted on the website, at the NVTA offices, and at the meeting location if held at a location other than the NVTA offices. The public is invited to comment on general items or specific agenda items

b. ENGAGING TITLE VI PROTECTED GROUPS

NVTA realizes there are large segments of the population from whom input is rarely if ever received. In an effort to hear a truly representative voice of the public, NVTA makes all significant service-related planning and policy publications available in accessible formats.

c. PUBLIC OUTREACH

NVTA regularly posts on its website and physically posts notices on the buses and at all impacted stops all service change information to cultivate public relations and awareness.

d. STAFF ACCESSIBILITY

Staff is accessible in person, on the phone, by mail, by fax, teleconferencing, or by email. Contact information is provided on the agency's website and on public notices.

e. PROVIDE SERVICE FOR THE DISABLED AND LEP

Upon advance notice, special accommodations are provided for public meetings. These services include translators, special assistance, and/or transportation.

COMPLAINTS OF DISCRIMINATION PROCEDURE

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, Civil Rights Restoration Act of 1987, and the Americans with Disabilities Act of 1990, relating to any program or activity administered by NVTA as to consultants, and contractors. Intimidation or retaliation of any kind is prohibited by law. The procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies or to seek private counsel for complaints alleging discrimination. Every effort is made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and the Title VI Coordinator may be utilized for resolution.

Complaint Procedure

1. Any person who feels that he or she, individually, or as a member of any class of persons, on the basis of race, color, national origin, age, sex, disability, religion, or low-income status has been excluded from or denied the benefits of, or subjected to discrimination under any program or activity receiving federal financial assistance through NVTA may file a written complaint with the Civil Rights Officer. The complaint form (Appendix 3) may be found on the NVTA website by clicking the following links:

- <https://vinetransit.com/title-vi-complaint-form/> (online form)
- <https://vinetransit.com/wp-content/uploads/2020/09/Title-VI-Program-Policy-Appendix-3-TITLE-VI-Compliant-Form-20-22.pdf> (downloadable form)

It is also available as a hard copy from the NVTA office at 625 Burnell Street, Napa, CA 94559. A formal complaint must be filed within 180 days of the alleged occurrence.

2. In cases where the complainant is unable or incapable of providing a written statement, a verbal complaint may be made. The Civil Rights Officer will interview the complainant and if necessary assist the person in converting verbal complaints

to writing. All complaints must, however, be signed by the complainant or his/her representative.

3. Complaints shall state, as fully as possible, the facts and circumstances surrounding the alleged discrimination.
4. NVTa will provide the complainant or his/her representative and any contractor (respondent) with a written acknowledgement that NVTa has received the complaint within five (5) working days of receipt.
5. A copy of the complaint will be forwarded to legal counsel for review.
6. The Civil Rights Officer will appoint one or more staff review officers, as appropriate, to evaluate and investigate the complaint.
7. The review officer(s) will determine if the complaint has investigative merit:
 - a. It was received within 180 days of the alleged occurrence.
 - b. It does not appear to be frivolous or trivial.
 - c. It involves NVTa or NVTa contractors and not another entity.
 - d. A complaint against a contractor involves a NVTa Federally Funded contract.
8. The complainant and contractor or other party to the complaint will be notified of the status of the complaint within ten (10) days of receipt of the complaint, *by registered mail*:
 - a. That the complaint will not be investigated and the reasons why the complaint does not have investigative merit.
 - b. That the complaint will be investigated and a request for additional information needed to assist the investigator.
9. The complainant or contractor must submit the requested information within 60 working days from the date of the original request. Failure of the complainant to submit additional information within the designated timeframe may be considered good cause for a determination of no investigative merit. Failure of the contractor to submit additional information within the designated timeframe may be considered good cause for a determination of noncompliance under the contract.
10. The review officer(s) and/or contractor must within 15 working days, supply the Executive Director with status report of their investigation and/or resolution of the complaint.
11. Within 60 working days of the receipt of the complaint, the Civil Rights Officer will prepare a written report for the Executive Director.

The report shall include:

 - a. A narrative description of the incident. Including persons or entities involved.
 - b. A statement of the issues raised by the complainant and the respondent's reply to each of the allegations.

- c. Citations of relevant Federal, State and local laws, NVTA policy etc.
 - d. Description of the investigation, including list of the persons contacted and a summary of the interviews conducted.
 - e. A statement of the investigator's finding and recommendations for disposition.
- 12. The investigative report and findings of the complaint will be sent to legal counsel for review.
- 13. The Executive Director shall, based on the information before him or her and in consult with legal counsel, make a determination on the disposition of the complaint. Determination shall be made within ten (10) days from Executive Director's receipt of the investigator's report. Examples of disposition are as follows:
 - a. Complainant is found to have been discriminated against. NVTA or contractor is therefore noncompliant with Title VI regulations. Reasons for the determination will be listed. Remedial actions that NVTA or the contractor must take will be listed.
 - b. Complaint is found to be without merit. Reasons why will be listed.
- 14. Notice of the Executive Director's determination will be mailed to the complainant and contractor. Notice shall include information regarding appeal rights of complainant and instructions for initiating such an appeal. Example of a notice of appeal follows:
 - a. NVTA will only reconsider this determination, if new facts, not previously considered.
 - b. If the complainant is dissatisfied with the determination and/or resolution set forth by NVTA, the same complaint may be submitted to the Federal Transit Administration (FTA) for investigation. Complainants will be directed to contact Federal Transit Administration, Office of Civil Rights, Los Angeles. 888 S. Figueroa St. Ste 440. Los Angeles, CA 90017, United States. The Region 9 FTA office can also be reached by phone at (213) 757-5999.
- 15. A copy of the complaint and NVTA's investigation report/letter of finding and Final Remedial Action Plan will be issued to FTA within ninety (90) days of the receipt of the complaint.
- 16. After receiving FTA's comments, briefings may be scheduled with all relevant parties to the complaint.
- 17. A summary of the complaint and its resolution would be included in the annual report to the FTA.

GENERAL REPORTING REQUIREMENTS

Title VI of the Civil Rights Act of 1964 (Title VI), states the following: "No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any

program or activity receiving Federal Financial assistance.”

The Department of Justice and the Department of Transportation regulations implementing Title VI, require Federal agencies to collect data and other information to enforce Title VI. In this regard the Napa Valley Transportation Authority (NVTA), as an applicant and/or recipient receiving Federal funding, hereby provides to FTA the following information:

- There are no active lawsuits or complaints naming NVTA nor were there any investigations, or lawsuits in the past three (3) years, which allege discrimination on the basis of race, color, or national origin with respect to service or other transit benefits.
- The NVTA maintains a log of Title VI complaints received. The log includes the date the complaint was filed, a summary of the allegations (which included the basis of complaint), complaint status, and action(s) taken. There have been zero (0) formal complaints filed within the last three (3) years which alleged discrimination on the basis of race, color or national origin with respect to service or other transit benefits.
- Members of the public have the opportunity to submit a complaint to NVTA through its customer service software portal, HappyFox, and categorize their complaints. One of the categories is titled “Discrimination (Title VI).” Since the last approved Title VI Program, NVTA received 0 total complaints using the “Discrimination (Title VI)” category
- There are currently no pending construction projects which would negatively impact minority communities being performed by NVTA.

FACILITY SITE EQUITY ANALYSIS

NVTA completed construction of a brand-new Bus Maintenance and Operations Center located at 96 and 101 Sheehy Court in March 2024. In order to obtain the land need to construct the facility, NVTA acquired two parcels within Napa County in 2016 totalling 8.08 acres (APN 057-250-025 and APN 057-250-03). In addition, in February of 2020, NVTA acquired an additional 2.40 acres (APN: 057-250-037) adjacent to the facility, which will be used if NVTA needs to expand its facilities in the future. All the properties were vacant and undeveloped so there was no displacement of persons from their residences or businesses. The property was acquired for fair market value and eminent domain was not necessary.

NVTA completed a Real Estate Acquisition Management Plan (RAMP) in August 2016. It gave the public had access to the process the NVTA used for its real estate acquisition needs. NVTA adhered to the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (the Uniform Act), applicable Federal Transit Authority (FTA) and California Transportation Commission (CTC) Guidelines

SERVICE STANDARDS

In order to ensure compliance with the Title VI Program and to accomplish the goal of providing efficient and effective service to the residents of Napa County, NVRTA routinely updates the agency's series of service standards that provide a framework for service allocation as well as measures to continually examine public transit service to ensure that they meet efficiency and effectiveness standards in accordance with stated objectives as part of NVRTA's Transit Policies, last approved by its Board of Directors on May 21, 2025 (Appendix 4).

Whenever major service changes are adopted, NVRTA completes an equity analysis, which includes an analysis of adverse effects to ensure that the changes do not result in discrimination on the basis of race, color, or national origin. A major service change consists of a new transit route, new service on streets not previously used by any other route, aggregate change of 30 percent or more of the number of transit revenue hours, routing changes that alter 40 percent or more of a route's path.

Under FTA's Title VI Circular 4702.1B, transit providers that operate 50-or-more fixed routes in peak service and are located in an urbanized area (UZA) with a population of 200,000 or more, must perform a service equity analysis whenever they make a major service change. Temporary service changes in response to an emergency (such as the COVID-19 pandemic) do not rise to the level of a major service change, so a service equity analysis is not required. During COVID, NVRTA made changes to its service in response to the pandemic, however, it did not warrant a service equity analysis.

RECORD KEEPING REQUIREMENTS

The Civil Rights Officer shall ensure that all records relating to NVRTA's compliance to Title VI are maintained for a minimum of seven (7) years.

Records must be available for compliance review audits.

Copies of the following material will be kept available by the Civil Rights Officer for dissemination to the public upon request:

- NVRTA's Title VI policy
- Annual reports to FTA
- Audit report findings and recommendations
- Summaries of actions taken by NVRTA to remedy audit findings
- Complaints received and a summary of their disposition
- Annual report to Executive Director regarding Title VI compliance

APPENDICES

- Appendix 1 NVTA Plan for Language Assistance Plan to Limited English Proficient (LEP) Populations
- Appendix 2 Public Participation Plan
- Appendix 3 Title VI Complaint Form
- Appendix 4 Systemwide Service Standards and Policies
- Appendix 5 Title VI Notice to the Public
- Appendix 6 List of Transit-Related Title VI Investigations, Complaints, and Lawsuits
- Appendix 7 Racial Breakdown of the Membership of Transit-Related Advisory Committees
- Appendix 8 NVTA Resolution 25-XX approving the NVTA Title VI Program Policy
- Appendix 9 Title VI Evidence of Website Posting
- Appendix 10 Most recent Title VI Analysis



Language Assistance Plan to Limited English Proficient (LEP) Populations

November 2025

Also available in Spanish and Filipino

**Napa Valley Transportation Agency
625 Burnell Street
Napa, CA 94559
info@nvta.ca.gov
(707) 259-8631**

Para solicitar una copia en español del Plan de Servicios de Lenguaje para Poblaciones con Conocimiento Limitado del Inglés por favor llame al (707) 259-8631

Upang humiling ng isang kopya ng Language Assistance Plan in Filipino, pakitawagan (707) 259-8631

Language Assistance Plan for Napa Valley Transportation Authority (NVTa)

Introduction

The Napa Valley Transportation Authority (NVTa) serves as the congestion management agency and public transit provider for the jurisdictions in Napa County, and is one of the nine (9) Bay Area counties within the Metropolitan Transportation Commission (MTC) region. NVTa's service area, which is defined by all individuals that live within three quarters of a mile (3/4) from a Vine Transit bus stop, is 167,600. The service area is diverse, with large numbers of residents speaking a language other than English as their primary means of communication.

Individuals with a limited ability to read, write, speak or understand English are considered to be Limited English Proficient, or "LEP." In compliance with guidance and rules issued by the U.S. Department of Transportation, and Title VI of the Civil Rights Act of 1964, NVTa has taken reasonable steps to ensure that all persons have meaningful access to its programs, services, and information, at no additional cost. This includes the following plan for LEP persons within NVTa's jurisdiction.

A Language Assistance Plan starts with an assessment to identify LEP individuals who need assistance. NVTa also plans to conduct surveys with transit operators, dispatch, customer service and ticket sales staff, regarding frequency of contact with LEP individuals or groups. Once the assessment is complete, the Language Assistance Plan is drafted and adopted by the agency.

Implementation of the Language Assistance Plan includes the development of language assistance measures, staff training, notification measures to LEP individuals, and monitoring and updating of the plan on a yearly basis.

Purpose

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. One critical concern addressed by Title VI is the language barrier that Limited English Proficiency (LEP) persons face with respect to accessing information about and using transit service. Transit operators must ensure that this group has adequate access to the agency's programs and activities, including public participation opportunities.

Executive Order 13166, titled "Improving Access to Services for Persons with Limited English Proficiency," forbids funding recipients from "restrict(ing) an individual in any way in the enjoyment of any advantage or privilege enjoyed by others receiving any service, financial aid, or other benefit under the program," or from "utilize(ing) criteria or methods of administration which have the effect of subjecting individuals to discrimination because of their race, color, or national origin, or have the effect of defeating or substantially impairing accomplishment of the objectives of the program as respects to individuals of a particular race, color, or national origin." FTA Circular 4702.1B was developed by the Federal Transit Administration (FTA) and details the administrative and reporting requirements for recipients of FTA financial assistance to comply with Title VI and related executive orders including on LEP.

The U.S. DOT’s FTA Office of Civil Rights’ publication “*Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient Persons – A Handbook for Public Transportation Providers*” was used in the preparation of this plan.

Contents

This plan contains:

- A. A needs assessment based on the four-factor analysis
- B. Language assistance measures
- C. Staff training plan
- D. Contractor training
- E. Methods for notifying LEP persons about available language assistance
- F. Methods for monitoring, evaluating and updating plan

A. LEP Needs Assessment – the Four-Factor Analysis

Determination of Need

- In order to prepare this Plan, NVTa implemented the U.S. Department of Transportation’s four factor LEP analysis, which considers the following:
- 1. The Number and Proportion of LEP Persons Served or Encountered in the Eligible Service Population
 - 2. The frequency with which LEP persons come in contact with NVTa programs, activities or services
 - 3. The Importance to LEP Persons of NVTa’s Program, Activities and Services
 - 4. The resources available to NVTa and overall cost to provide LEP assistance

Factor 1: Number and proportion of LEP persons served or encountered

NVTa used the American Community Survey (ACS) 5 Year survey data for 2019-2023 for Limited English Proficient (LEP) Populations in Napa County to estimate the number or proportion of LEP persons who might use or want to use NVTa’s services.

The American Community Survey (ACS) 5 Year survey data identifies people who speak English “less than very well” as Limited English Proficient persons. The survey data is broken down by the languages spoken at home, and by ability to speak English, for persons five (5) years of age and older. For Napa County, the ACS data indicates that approximately 34 percent of the residents identified as speaking a “language other than English”. For those whose primary language is categorized as “Spanish”, approximately half (47%) were identified as speaking English “less than very well”. The ACS study data also indicates that approximately 35% of people whose primary language is “Tagalog (incl. Filipino)” in Napa County speak English “less than very well”.

Table 1: Language Spoken at Home

	% of Specified Language Speakers	Speak English Less than “Very Well”
Population 5 Years and Over	129,849	
English Only	66.09%	N/A

Language other than English	33.9%	14.93%
Spanish	26.98%	12.71%
French, Haitian or Cajun	0.51%	0.05%
German or other West Germanic languages	0.40%	0.03%
Russian, Polish, or other Slavic languages	0.26%	0.08%
Other Indo-European Languages	1.51%	0.54%
Korean	0.17%	0.08%
Chinese (incl. Mandarin, Cantonese)	0.39%	0.17%
Vietnamese	0.16%	0.08%
Tagalog (incl. Filipino)	2.94%	1.03%
Other Asian and Pacific Island languages	0.39%	0.13%
Arabic	0.12%	0.04%
Other and unspecified languages	0.08%	0.00%

- The ACS data above estimates the total population over the age of five in Napa County: 129,849
- The ACS data above estimates the total number of people who speak a language other than English in the NVTa Napa County service area is estimated to be: 44,037 or 33.91% of the population.
- The ACS data above estimates the total number of LEP persons (those who speak English less than “very well”) in Napa County is estimated to be: 16,504 or 12.71% of the population.
- The percentages in the rightmost column (Titled Speak English Less than “Very Well”) are comparing the percent of individuals that speak another language but don’t speak English well compared to the total population of persons five years of age and older, which is 129,849

Factor 2: Frequency of LEP populations’ contact with existing programs, activities, and services

During the Fall of 2023 and Spring of 2024, the local Metropolitan Planning Organization for the San Francisco Bay Area, the Metropolitan Transportation Commission (MTC), conducted onboard surveys on all transit agencies, including Vine Transit. The primary goal of the MTC Bay Area Regional Transit Passenger Snapshot Survey was to collect statistically significant information about the passengers and trips for each of the region’s federally funded transit operators. This information is seen as particularly timely in light of changes in transit use due to the COVID-19 pandemic.

The contractor that conducted the survey worked with MTC and system operators to develop a workable survey questionnaire which asked passengers about current and future transit use, origin/destination of the surveyed trip, perception of transit safety, and various demographics.

A total of 309 survey responses were collected from Vine Transit riders on fixed routes. 34% of respondents said they speak Spanish at home and 2% indicated that they speak Tagalog at home. These percentages help to indicate the frequency of LEP populations’ contact with NVTa’s transit service is significant, especially since 2023 ACS data indicates that approximately 46% of individuals whose primary language is Spanish speak English less

than well.

Another method NVTa deploys to help comprehend the frequency of LEP populations' contact with existing programs is tracking the usage of the Google Translate Widget on the Vine Transit website. In 2025, staff gained the ability to track website translations. While English accounts for 91% of website visits, it is followed by Spanish at 8% over the last couple of months.

Additionally, since several transit routes serve Napa County social service and non-profit agencies, it is likely that NVTa is providing services to many LEP individuals.

The main language spoken by LEP individuals within the NVTa service area is primarily Spanish and Filipino, as indicated by the MTC Snapshot Survey, ACS and Census Data.

Factor 3: Importance to LEP population of programs, activities, and services

NVTa considers public transit to be an important and essential service for many residents, commuters, and visitors in the local service area. This includes local buses and buses servicing neighboring counties and the regional Bay Area Rapid Transit (BART) system, paratransit, and services for seniors. These services are used by people from all walks of life, including commuters, students, visitors, the elderly, and those with limited mobility.

There are a number of key interaction points with the bus system which could be problematic for LEP populations:

- NVTa's websites- www.nvta.ca.gov and www.vinetransit.com
- Vine Transit's customer service phone line
- Bus stop signage
- Printed schedules
- Fare payment
- Driver inquiries
- Onboard announcements
- Other printed materials

Ensuring that critical information at these interaction points is available in languages commonly spoken is crucial to providing equitable access to Vine Transit's bus service for LEP populations.

While Customer Service personnel have access to translation services and the NVTa websites has a tool allowing the website's content to be translated into more than 70 different languages, much of the critical information onboard buses and at the bus stops is not available in many of the languages identified in this document through the Census and customer surveys.

Opportunities for Improvement

Currently NVTa disseminates all information in English, with most critical information available in Spanish. Customer service personnel all speak English, with some speaking Spanish as well as Filipino.

With respect to other languages represented by fewer residents, NVTa currently meets basic requirements for access to information via website translation tool.

Despite the efforts to ensure access to information about its bus service among LEP populations, some key improvements can be made:

- Translate more printed information disseminated to the public into Filipino (currently only translated into Spanish).
- Advertise in more media outlets that target languages other than English
- Translate information about fare payment and pass sales into more languages or use symbols to illustrate key ideas.
- Improve communication with targeted organizations such as Community-Based Organizations (CBOs) to ensure that more LEP individuals participate in outreach efforts.
- Always ask the CBO about the language needs of their group so that the right staff is available that for translation.
- Plan routine outreach with Filipino-American Association of American Canyon that serves the Filipino community in American Canyon
- More frequently provide bus rider presentations to various organizations, such as CBOs.
- Increase outreach/marketing efforts to include social media and traditional media (in various languages) so that higher LEP participation for outreach events focused on accessing information can be achieved. The placement of traditional media at bus stops and on buses may be especially critical toward improving information accessibility.

Factor 4: Resources available to NVTa and overall cost to provide LEP assistance

NVTa makes every reasonable effort to communicate with LEP persons about available transit services, including providing the funding for translation of current services and bilingual materials. In conjunction with NVTa's operator, NVTa will include training for all drivers on best practices for serving LEP individuals.

In addition to using a translation service, NVTa has Spanish and Filipino-speaking staff at the Soscol Gateway Transit Center ticket office to better serve LEP individuals. NVTa has also translated key website pages into Spanish, Filipino and other languages.

NVTa works with many advocacy groups serving LEP individuals to gain insight regarding their needs and concerns about local transit services. This includes Napa County Department of Health and Human Services, Community Action Napa Valley, Puertas Abiertas, the Hispanic Chamber and UpValley Family Services. NVTa is continually exploring options for the best methods of delivering information and meeting the transit needs of all LEP persons and Napa County residents. One way NVTa took action since the last Title VI Program to improve its efforts to reach LEP individuals was by creating a new full-time position titled "Bilingual Outreach Coordinator."

The position was approved by the NVTB Board of Directors at their September 18, 2024 meeting and recruitment to fill that position began shortly thereafter. The Bilingual Outreach Coordinator works within the transit department and performs numerous duties, including but not limited to:

- Distribute and assist in developing marketing materials targeted toward Spanish- speaking populations that provide information about Vine Transit or other NVTB transportation plans and programs to residents and businesses
- Develop and maintain a list of public and community organizations that serve senior, youth, Latino, disabled, and low-income populations, and coordinate outreach to these communities to provide education on transportation options in Napa County. Plan visits annually or as otherwise needed.
- Coordinate and conduct travel trainings as requested. This involves scheduling a time to meet with new riders, meeting new riders at a designated bus stop and assist them with how to navigate the Vine transit system, including read schedules, use transfers, how to pay, plan a trip, and get to their destination.
- Assist the community with identifying transportation needs for work, school, day care, and job training, and match those needs to existing services where possible; with particular NVTB is an Equal Opportunity Employer emphasis on the Latino community; maintain an updated information base on existing transportation services.
- Provide oral and written Spanish translation services for marketing/outreach materials, social media posts, community events, public meetings, workshops, etc.

A. Language Assistance Measures

Language measures currently used and planned to be used by the NVTB transit system to address the needs of LEP persons include the following:

- Translating vital documents in the following language(s): Spanish and Filipino.
- Translating key website pages
- Coordination of Oral and Written Translation Services
- Communication with LEP advocacy groups about transit services
- Increased use of signage with graphic visual images and pictograms to promote universal understanding
- Posting of bilingual notices informing LEP persons of available services
- Other (description of services): training new residents on how to use transit system
- NVTB provides bilingual (Spanish speaking) staff at public hearings and neighborhood meetings.
- The Customer Service staff for both telephone and in person assistance includes bilingual (Spanish speaking) staff.
- All public timetables include a note in Spanish on how to use the language line to get transit information.
- System maps and riders guides are printed in both English and Spanish.

B. Staff Training

To ensure effective implementation of this plan, NVTB will schedule orientations for new staff and annual

training for all employees whose position requires regular contact with the public. Training will include a review of this plan and how to handle verbal requests for transit service in a language other than English.

C. Contractor Training

To ensure effective implementation of this plan, Vine Transit's contractor will schedule orientations for new employees and semi-annual training for all employees whose position requires regular contact with the public. Training will include a review of this plan and how to handle verbal requests for transit service in a language other than English.

D. Notice to LEP Persons about Available Language Assistance

NVTA will notify LEP individuals about the language assistance services available to them without cost by using the following methods:

- Brochures
- Sending information to local organizations serving LEP populations
- Website notices
- Including contact information for translation requests on all printed materials
- Posting of bilingual flyers at libraries, churches, schools, cultural and community centers
- Audio programs and radio ads
- Participation in local community events

Translated documents include ad cards, direct mailers, bus stop signs, customer brochures, meeting notices, and other customer outreach materials like construction-related notices and information pieces. Most translation is into Spanish, which covers the majority of NVTA's customer base. Additional "Safe Harbor" languages are translated as resources allow and circumstances dictate.

NVTA needs additional services to provide more meaningful access to LEP groups. The following are recommendations that can be implemented:

- Provide complaint forms in multiple languages.
- Include Spanish translations on the categories listed the online comment form, which is via the HappyFox software
- Increased use of universal pictograms or other symbols at bus stops or on buses.
- Increased translations of documents.
- Conduct more language-specific outreach beyond focus groups associated with the development of this plan
- Provide a short survey regarding LEP needs on buses in various languages for LEP individuals who cannot make it to outreach meetings, where these individuals can voice their concerns and opinions directly to NVTA.

E. Monitoring, Evaluating and Updating Plan

NVTA staff will review this plan annually, including:

- Assessing the sufficiency of staff training and budget for language assistance,

- Reviewing current sources for assistance to ensure continuing availability, and
- Reviewing any complaints, comments and suggestions from LEP persons, or agencies serving LEP populations, received during the past year.

Annual plan revisions will be approved by the agency's Executive Director and dated accordingly.

F. Dissemination of Plan

This plan is available on the NVTa website's at www.nvta.ca.gov and www.vinetransit.com

This plan is also available at no cost in English, Spanish, or Filipino upon request by telephone, fax, U.S. Postal Service mail, e-mail, or in person at the NVTa's office.

G. Contact Information

Questions or comments about this plan may be submitted to:

Napa Valley Transportation Agency ATTN: Civil Rights Officer
 625 Burnell Street
 Napa, CA 94559
 (707) 259-8631
 (707) 259-8638

Published: 11/2025



Title VI/Environmental Justice/Public Participation Plan

November 2025

Also available in Spanish and Filipino

**Napa Valley Transportation Authority (NVRTA)
625 Burnell Street
Napa, CA 94559**

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EXECUTIVE SUMMARY

The mission of the Napa Valley Transportation Authority (NVTa) is to ensure the development of an efficient, effective and equitable transportation system for the residents, businesses and visitors to the Napa region, through a coordinated inter-jurisdictional decision making process. In order to carry out its mission to its fullest potential, NVTa solicits and receives input from all of its stakeholders, regardless of race, language or socioeconomic status.

Multicultural outreach and environmental justice initiatives are founded on the recognition of a community's cultural and economic diversity, as well as the awareness that some groups have not always enjoyed equal access to information, services, or other resources. Recent U.S. Census reports¹ indicate that Napa County fares better than many parts of the state: average rates of poverty in Napa County are below state averages and median income is higher than the state median across all categories (households, families, married-couple families and nonfamily households). However, these assessments cannot take into account the many cultural and economic challenges with which some individuals and groups are faced. As in other parts of California, the ethnic composition of Napa County is changing. Once predominantly Caucasian, the population of Hispanic or Latino residents has grown considerably in the last decade. Populations of Asian, African-American, Indo-European, Pacific Islander and Middle-Eastern people have also grown.

This Title VI Public Participation Plan (PPP) aims to identify communities that have been traditionally underserved by NVTa and determine the most effective ways to encourage the participation of these communities. The PPP is designed to be a living document that will be updated yearly to incorporate new data, methods, and outcomes, as identified through local outreach activities and best practices in the field. The NVTa will work with community partners to identify and implement strategies that remove barriers to access and participation for diverse community members.

¹ U.S. Census, 2020: American Communities Survey 5-Year Estimates



1. INTRODUCTION

NVTA serves as the congestion management agency and public transit provider for the jurisdictions within Napa County, one of the nine Bay Area counties within Metropolitan Transportation Commission (MTC) region. According to the Metropolitan Transportation Commission's Vital Signs Data, which is sourced from the California Department of Finance, approximately 136,124 people reside on the roughly 740 square miles of land in Napa County as of 2025. Land types include a mixture of smaller, rural communities and agricultural land. NVTA provides services to a diverse group of stakeholders, with a mixture of English and non-English speakers from a variety of cultural and socioeconomic backgrounds. The NVTA makes every reasonable effort to address the needs of all stakeholders by providing equal access and opportunities for ongoing involvement and participation in its operations.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origins in programs and activities receiving federal financial assistance. Under federal regulations, transit operators must take reasonable steps to ensure persons have access to their activities and programs. Public participation opportunities, already provided to the public in English, should also be made accessible to persons who have a limited ability to speak, write, read, or understand English.

A. PURPOSE OF THE PUBLIC PARTICIPATION PLAN

This Plan attempts to identify all minority, low-income, and Limited English Proficient (LEP) populations located within the NVTA service area. The Plan describes existing outreach methods that are used to communicate NVTA programs and services to the public. It also addresses strategies that can be applied to increase the involvement of traditionally underrepresented or underserved groups in order to develop more inclusive plans for the future.

B. SUMMARY OF PLAN DEVELOPMENT

To assist in the preparation of this report, NVTA thoroughly reviewed its previous Title VI Plans to help facilitate an understanding of how inclusivity was previously and currently incorporated in the planning process, both before the COVID-19 pandemic and during when more of the planning process and outreach shifted to a virtual environment. This effort also included an attempt to thoroughly account for all minority and low-income populations served by NVTA through the use of updated American Community Survey data. As described in the 2025 Language Assistance Plan developed by NVTA, the agency plans to conduct training with operations, customer service, and dispatch staff in the future.

2. NAPA COUNTY PROFILE

A. COMMUNITIES

NVTA serves all of Napa County. This includes connections to portions of Solano County (Fairfield, Suisun, and Vallejo) and the Bay Area Rapid Transit (BART) Station in the City of El Cerrito. According to the Metropolitan Transportation Commission's Vital Signs Data, which is sourced from the California Department of Finance, the total population in Napa County was estimated to be 136,124 residents as of 2025. The City of Napa has the largest population, followed by the cities of American Canyon, St. Helena, Calistoga and Yountville as shown below.



City of Napa	77,736
American Canyon	22,396
St. Helena	5,349
Calistoga	5,160
Yountville	2,638
Total Incorporated Population	113,279

In addition to the five incorporated cities and town listed above, there are several unincorporated communities within Napa County whose residents also depend on NVTa to meet their many and diverse transportation needs. Their total population was estimated to be 22,845:

Aetna Springs	Los Carneros
Angwin	Moskowite Corner
Berryessa Highlands	Mt. Veeder
Capell Valley	Oakville
Chiles Valley	Pope Valley
Circle Oaks	Rutherford
Deer Park	Silverado Resort
Dry Creek	Soda Canyon
Gordon Valley	Spanish Flat
Larkmead	Vichy Springs
Lokoya	

B. DEMOGRAPHICS

NVTa reviewed updated Census maps and data for Napa County in order to establish context for this PPP. According to the data available, the majority of Napa County residents identify themselves as Caucasian. A significant percentage of the local population identified as Hispanic or Latino, with a smaller number of respondents identifying as Asian, African American, or more than one race. According to a study², “immigrants are contributing to very rapid demographic change in Napa County, particularly in the urban areas in southern Napa County and Calistoga. This demographic shift is most evident in the student and young working-adult populations.” Approximately 35% of Napa County residents identify themselves as Hispanic or Latino, and another 8.0% identify as Asian. Small enclaves of ethnically and culturally-diverse groups, such as Sikhs, Filipinos, and Native Americans live within NVTa’s service area, in addition to a significant population of year-round agricultural workers. Given the predominance of undocumented immigrants working in agricultural labor as well as the use of contract firms based outside of Napa County, these numbers may underestimate the actual number of minority populations residing and working in Napa County.

² “Profiles of Immigrants in Napa County”, Migration Policy Institute, May 2012, <https://www.immigrationresearch.org/system/files/Napa-Profile.pdf>

A breakdown of the racial demographics in Napa County, as measured during the 2022 AmericanCommunity Survey 5-Year Estimates, are shown in **Table 1** below:

Table 1: Racial Demographics in Napa County

Total Population	137,384	
One Race	121,346	88.3%
White	87,333	63.6%
Black or African American	2,520	1.8%
American Indian or Alaska Native	1,386	1.0%
Asian	10,960	8.0%
Native Hawaiian or Other Pacific	422	0.3%
Two or more Races	16,038	11.7%
Hispanic or Latino (of any race)	48,182	35.1%

(Source: US Census, 2022 American Community Survey 5-Year Estimates, Napa County Table DP05)

Outside of Napa County, Hispanic or Latino peoples comprise approximately 30% of the population in the neighboring City of Vallejo, located in Solano County. 17% of the Vallejo community identifies as African American and 24% identify as Asian or Pacific Islander. Vine Transit provides fixed route service through Vallejo that directly connects riders to and from Vallejo to Napa County.

Vine Transit also serves the Fairfield Transit Center and Suisun Train Station in Solano County, directly connecting those locations to Napa County. In Fairfield, 31% of the population is Hispanic or Latino, 18% are Asian and 14% are African American. In Suisun, 31.1% of residents are Hispanic or Latino, 20.3% are African American, and 17.3% are Asian.

C. LANGUAGE

In Napa County, approximately 85% of the population age 5 or older speaks English “very well” according to U.S. Census standards. This figure includes both native English speakers and speakers of multiple languages. Of the total population, approximately 34% of people speak a language other than English. Nearly 20% of those who speak another language, are considered to speak English “less than very well.” These communities are the focus of this Title VI Program Update. **Table 2** shows a numerical breakdown of languages spoken at home in Napa County. The percentages below row 4 (Speak a language other than English) are comparing those who speak another language to the total population 5 and older (129,849)

Table 2: Language Spoken at Home in Napa County for the Population 5 Years and Over

Speak English Very Well	85.07%
Speak English Less Than Very Well	19.65%
Speak only English	66.09%
Speak a language other than English	33.91%
Spanish or Spanish Creole	26.98%
French, Haitian, or Cajun	0.51%
German or other West Germanic languages	0.40%
Russian, Polish, or other Slavic languages	0.26%

Other Indo-European languages	1.51%
Korean	0.17%
Chinese (incl. Mandarin, Cantonese)	0.39%
Vietnamese	0.16%
Tagalog (incl. Filipino)	2.94%
Other Asian and Pacific Island languages	0.39%
Arabic	0.12%
Other and unspecified languages	0.08%

(Source: US Census Bureau, 2022 American Community Survey 5 Year Estimates, Napa County, Table C16001)

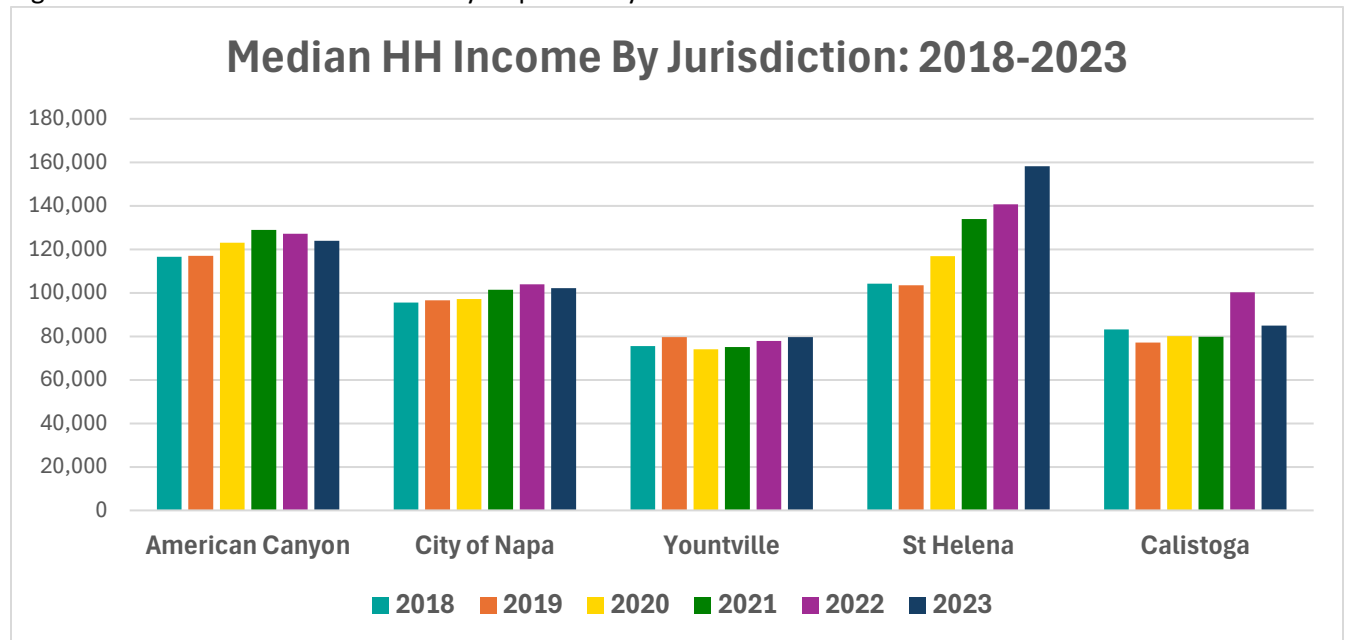
Please see the NVTa's 2025 Language Assistance Plan for Limited English Proficient (LEP) Populations for more information.

D. ECONOMIC CHARACTERISTICS

According to data from the California Employment Development Department, there was an average labor force of 71,406, employment of 68,011 and an unemployment rate of 4.8% in Napa County in the years 2018-2022 (the same time period as the 2022 ACS 5 Year Estimates). This data includes some high unemployment rates during the COVID-19 worldwide pandemic when job security was experiencing volatile changes. More recent data from 2024 shows an average labor force of 74,400, employment of 71,500 and an unemployment rate of 3.9%.

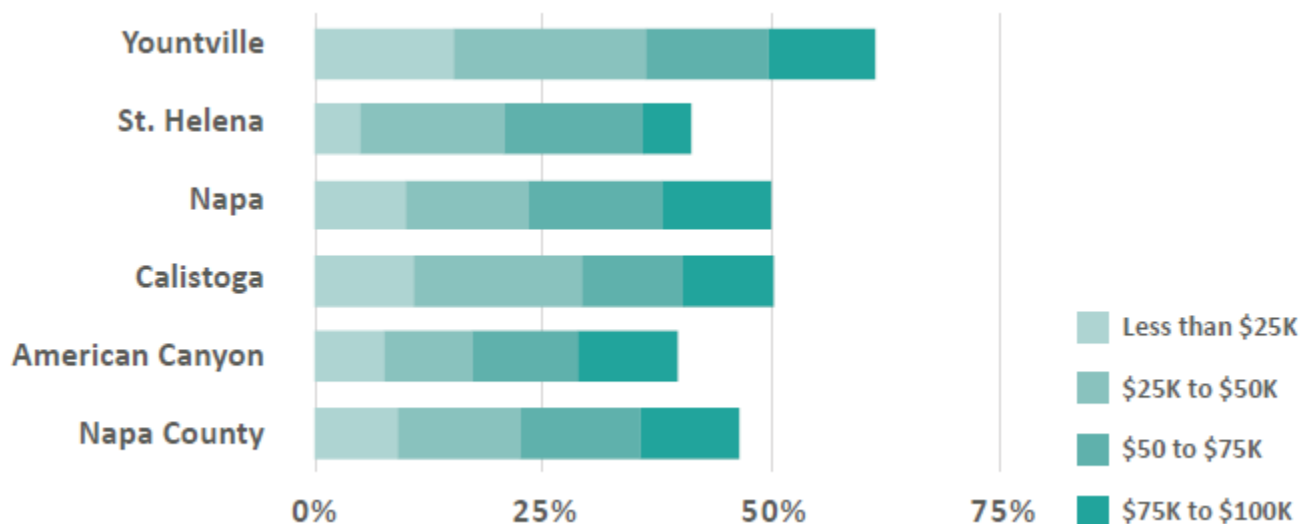
According to the California Department of Finance, Napa County has approximately 50,322 households in the County. **Figure 1** displays median household income by Napa County Jurisdictions. Figure 2 shows individual Napa County residents with incomes below \$100,000 in the last 12 months.

Figure 1: Median Household Income By Napa County Jurisdictions Years 2018 - 2023



Source: Metropolitan Transportation Commission's Vital Signs Income Data

Figure 2: Napa County Residents with Incomes Below \$100,000 in the Last 12 months



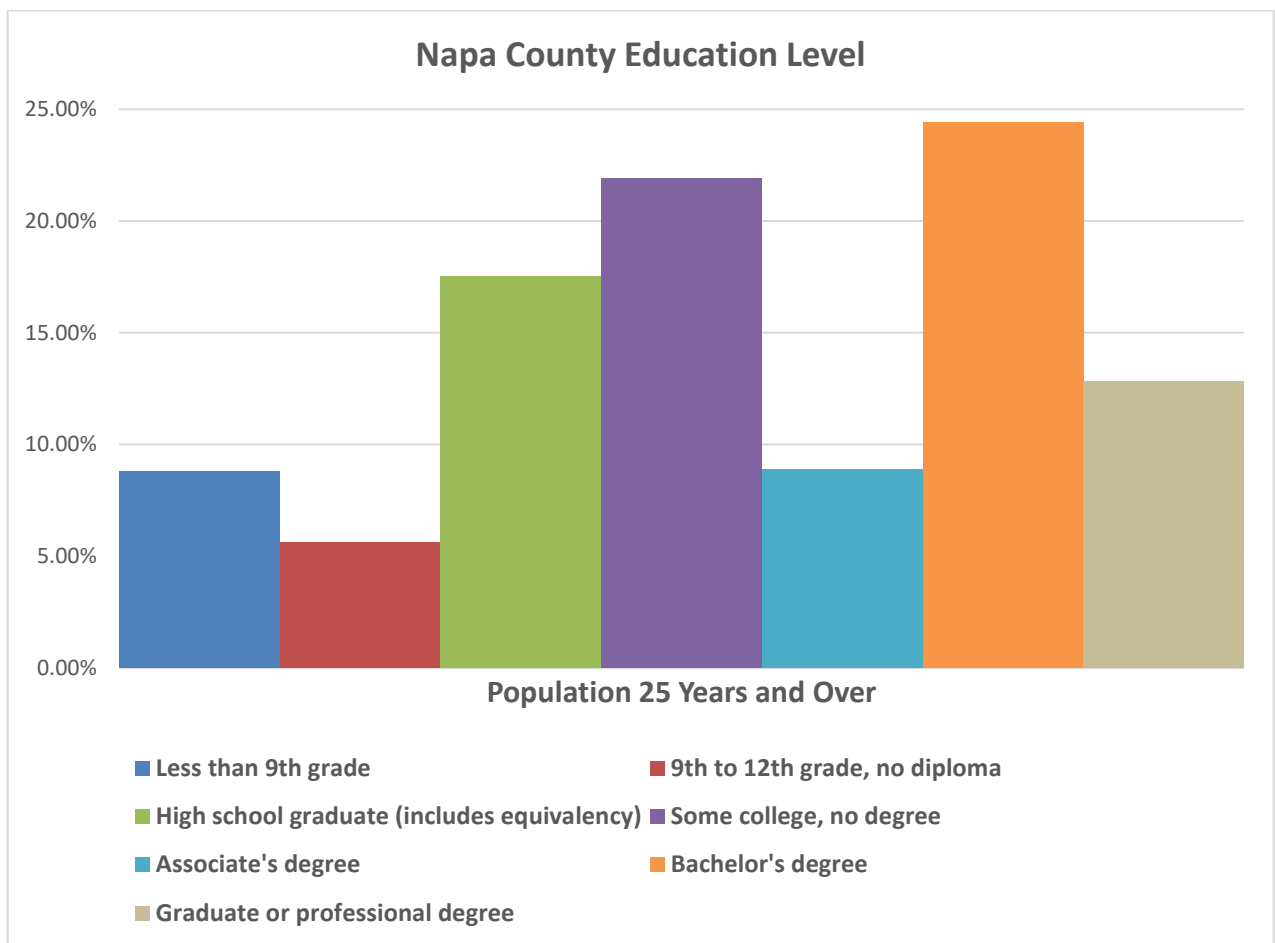
Source: State of California Department of Finance, Report P-2C)

According to Metropolitan Transportation Commission's Vital Signs data, Napa County has a household median income of \$102,971, which is \$6,637 higher than the state household average of \$96,334 and \$25,488 lower than the Bay Area average of \$128,459. Additionally, the rate of poverty, i.e. the percentage of total families with an income below thresholds that vary by family size and composition, is 8.9% according to 2023 Census Data accounting for all ages. This figure is below the California average of 12.0% of all families and the national average of 12.5%.

E. TRADITIONALLY UNDERSERVED COMMUNITIES

To determine which communities qualify for consideration as low-income and minority populations, NVTa analyzed U.S. Census Data and established partnerships with local community-based organizations and city and county agencies that serve these populations. NVTa acknowledges that sub-groups exist within traditionally underrepresented ethnic and income groups (e.g. individuals who are mentally or physically handicapped or homeless, etc.) and makes a reasonable effort to serve those sub-groups, as resources and staff permit. Agricultural laborers in Napa County are reported to have lower levels of formal education, as well as limited English proficiency and other cultural and socio-economic barriers that may prohibit access to information and services. **Figure 3** shows the education level of Napa County workers using the five-year estimates 2016-2020 ACS data. More recent data on education levels of Napa County workers on the US Census webpage was inaccessible due to the Federal Government shutdown. It is expected that the data reported with 2016-2020 ACS data has not experienced any significant fluctuations when compared to the more recent 2018-2022 ACS data. Therefore, staff is using the 2016-2020 data in its analysis.

Figure 3: Napa County Education Level



Source: 2016 – 2020 ACS Data: Table S1501

3. OPPORTUNITIES AND CHALLENGES FOR PUBLIC PARTICIPATION

A. INTRODUCTION

The NVTa faces a wide range of socio-economic challenges and ethnicity-based differences in meeting the needs of Napa County residents and visitors classified under Title VI regulations. Napa County's unique agricultural heritage and reputation attract people from every part of the world. Napa County is becoming more ethnically diverse and beginning to more closely reflect regional population patterns. The California Department of Finance projects that the number of residents who identify as Latino or Hispanic will grow by 28 percent, while the number of white residents may decline by more than half. By 2050, Latino or Hispanic residents are expected to make up 52 percent of the Napa County population, and 73 percent will be residents of color.

A significant percentage of people in Napa County are employed in the wine and hospitality industries, including many agricultural laborers. The interconnections that exist between industries in Napa County, such as between the wine and hospitality industries, also extend to, and have economic impacts on, other businesses and residents of Napa County. The wine industry continues to use an increasing amount of contract labor from third parties outside Napa, which is not reflected in the U.S. Census Bureau statistics for the area or their estimates for reliance on public transportation by this segment of the population.

B. TARGET POPULATION AND NEEDS

Vineyard workers in Napa County have been identified as predominantly Hispanic or Latino and relatively young. Along with their extended families, these laborers represent a growing audience for the NVTAs Title VI community outreach efforts. Farmworker Housing Centers, churches, schools and community organizations serving the local Hispanic or Latino community, are provided with copies of translated NVTAs materials and information on how to access Spanish-speaking staff or translators. Ongoing outreach to other ethnically, culturally or economically-disadvantaged groups throughout Napa County is maintained through regular contact with representatives from community based organizations (CBOs) and local agencies that serve these populations. Specific methods used for outreach to LEP individuals are also outlined in NVTAs 2025 Plan for Language Assistance.

Several studies³ indicate that the average age of employees outside of agriculture, both in and out of Napa County, is shifting to relatively older workers. This is particularly true for many hospitality industry employees. Napa County has a significant senior population, many of whom live on fixed incomes and have limited access to transportation due to economic, geographic, or physical limitations. The 65 and older population is the most rapidly growing population in Napa County, with the latest statistics indicating that 28% of Napa County residents are age 60 and above. Between 2020 and 2030, the older adult community in Napa County is expected to grow by 15% (+5,864 people). At a larger scale, by the year 2031, California will be home to 10.8 million people age 60 and over, nearly twice as many as in 2010. One out of every four Californians will be older adults, a seismic demographic shift that will change every aspect of our lives, from the structures of our families and communities to the drivers of the State's economy.⁴

C. PARTNERSHIPS WITH COMMUNITY BASED ORGANIZATIONS (CBOs)

NVTAs has identified and maintains contact with a network of representatives from local Community Based Organizations (CBOs), non-profit, faith-based and volunteer groups, health care, legal aid and social service agencies, educators and administrators. This is one of the primary job functions of NVTAs bilingual outreach coordinator. The agency relies on these groups to provide input and feedback on their programs and services, as well as to disseminate information to the populations served by or involved with these groups and organizations. Enhanced outreach to these groups includes regular distribution of bilingual (Spanish and English) collateral materials with current route and scheduling information, as well as updates on new programs and services provided by telephone, email, website links and social media posts.

³ "The Labor Market in Napa County, California: Opportunities and Challenges for the Wine Industry", IMPACT Napa Conference, North Bay Business Journal, August 29, 2013, <http://www.northbaybusinessjournal.com/wp-content/uploads/Robert-Eyler-economics-presentation-for-Impact-Napa-2013.pdf>; "Economic Opportunity and Workforce Development in Napa County", Prepared for the Napa County Workforce Investment Board, September 2010, www.napaworkforce.org/portals/3/downloads/report/NapaEconRpt10.pdf; "Profiles of Immigrants in Napa County", Migration Policy Institute, May 2012, www.migrationpolicy.org/pubs/napa-profile

⁴ California Department of Aging's 2021 *Master Plan for Aging*

D. TRANSLATION AND INTERPRETIVE SERVICES

NVTA continues to enhance its efforts to provide equal access to low-income, minority and LEP populations. This is accomplished by translating website pages; distributing route schedules, reports and other agency materials in multiple languages; and making translation services more widely available at public venues, presentations and community events.

4. PUBLIC PARTICIPATION STRATEGIES

A. INTRODUCTION

Effective public participation activities should be open, relevant, timely and goal oriented. The public may have varied array of views and concerns on issues. Implementing strategies that utilize a variety of methods to engage the greatest number of people is critical. It is particularly important to conduct early and continuous public involvement as it brings diverse viewpoints and values into the decision-making process. NVTA continually strives to meet this strategic objective with existing staff, partnering with community based organizations and other resources.

Over the last three years, after the COVID-19 pandemic began to cease, NVTA increased its marketing and outreaching efforts to gain a more complete understanding of communities' needs and share information about transportation services offered by NVTA. As staff continues to work to improve and increase its presence in the community, the following factors will guide the agency in the design and implementation of public participation strategies:

- Size and/or scale of the plan or project (regional or county-wide, neighborhood level, etc.)
- Level of potential impacts, including social, economic and environmental impacts
- Opportunities to provide presentations to various organizations, groups, or schools
- Attending proven, well-attended events throughout Napa County to help drive direct one-on-one engagement

B. EXISTING NVTA OUTREACH HISTORY OF PUBLIC OUTREACH AND INVOLVEMENT ACTIVITIES

NVTA has and will continue to use a broad array of communication tools and resources to reach out to Napa County residents, businesses, CBOs, service agencies, schools, senior housing facilities, neighborhood and community groups, visitors, commuters and other potential transit-users groups, all of which have the potential to include Title VI-qualifying communities. Some of the tools and methods used by NVTA to effectively disseminate information to Title VI groups and the larger community include:

- Implementing the language assistance measures outlined in the 2025 NVTA Plan for LEP Populations
- Translation of NVTA key website pages, documents and reports
 - Google Translate is offered for translations on both NVTA's website and the Vine Transit website
- Making translators available at public meetings and events (both in-person and virtual)
 - NVTA strives to bring a Spanish-speaking employee to events targeting Spanish-

speaking audiences and one member of the NVTa Board of Directors is a fluent Spanish speaker who can offer translation as necessary at Board meetings.

- Using translation services for responses to individual public requests and service inquiries
- Including contact information for translation requests on all printed material
- Use of local bilingual radio, television and newspaper advertising
 - NVTa has advertised in a Voz Bilingual newspaper in the past
- Distribution of translated or bilingual collateral materials to local CBOs and community agencies
- Use of social media tools and resources
 - NVTa has active Facebook, Instagram, NextDoor and X accounts
- Participation in local community events (both in-person and virtual)
- Hosting of public meetings at appropriate community venues

NVTa keeps a summary of these outreach activities and will continue to do so.

C. RECOMMENDED STRATEGIES

Pursuant to Title VI regulatory guidance, NVTa will continue to take reasonable steps to provide meaningful access to underserved populations identified within their service area. This includes ongoing efforts to improve access and opportunities for involvement in the identification of social, economic, and environmental impacts of proposed transportation decisions and programs. All public participation activities normally provided in English will continue to be made available to low-income, minority and LEP populations, using the methods and tools deemed most effective for reaching those audiences, including:

- Continued implementation of the 2025 NVTa Plan for LEP Populations and training for NVTa operations, driver and customer service staff on key plan components
- Expanded use of local and regional bilingual radio, television and newspaper advertising
- Continued use of translators and translated materials
- Expansion and continued use of the NVTa's contact database of CBO and other community-focused organizations to maintain open communication, provide input and receive feedback
- Increased use of graphic signage and visually enhanced materials
- Increased use of website applications, posting of website notices and links to information
- Continued posting and distribution to local CBOs, churches, schools, libraries, cultural and community centers and service agency representatives of bilingual flyers, postcards and brochures
- Increased participation in community events
- Continued hosting of public meetings (both in-person and virtual)
- Consider new and creative types of engagement activities, such as design charrettes, games and contests, key person interviews, direct engagement with riders on the bus, etc.
- Explore ways to utilize WhatsApp to connect with the Spanish-Speaking Community since many of them tend to use that app on their smartphones

NVTa also plans to distribute copies of the agency's Public Participation Plan in English, Spanish and Filipino/Tagalog. In addition, NVTa will draft and implement project-specific public participation plans for any major projects or initiatives conducted by the agency. These plans will take into account the audiences affected by the project or initiative, their communication needs, as well as the strategies listed above.

5. PERFORMANCE METRICS AND GOALS

A. MONITORING AND RECORDING

NVTA is committed to accountability and transparency throughout its operations. NVTA staff will continue to monitor and track public participation methods and make the results of those efforts available for review. Complaints, comments, and suggestions from Title VI individuals or groups will be monitored and tracked by designated NVTA staff.

NVTA has collected some existing information about the reach and effectiveness of its current methods and will continue to expand and use that information to improve access, programs and services. Some of the measurable objectives that the NVTA currently tracks or will implement as resources permit, include:

- Regular updates to contacts in the community partners database and outreach to low-income, minority and LEP individuals
 - NVTA currently communicates, collaborates, and coordinates with a host of social service organizations in Napa County including, but not limited to:
 - Molly's Angels, non-profit volunteers, Napa CA
 - Adult Day Services, day program center in Napa CA
 - Napa Valley Support Services, day program center & employer, Napa CA
 - Davita Dialysis, Napa CA
 - Napa Valley Dialysis Center, Napa CA
 - PSI, work center for disabled individuals, Napa CA
 - Abode, support for unhoused individuals, Napa CA
 - UpValley Family Centers, St Helena & Calistoga CA
 - Puertas Abiertas, Support for the Hispanic & Latino Community, Napa CA
 - CARE, support network for Queen of the Valley Hospital, Napa CA
 - Napa Valley Family Services, Napa CA
 - Napa Valley Community Housing, Napa CA
 - Napa Valley Volunteer Center, Napa CA
 - Clinic Ole, low income medical clinic, Napa CA
 - St. Helena Hospital, Deer Park CA
 - Napa Senior Center, Napa CA
 - American Cancer Society, Napa CA
 - North Bay Regional Center (NBRC), Napa CA
 - Napa County HHSA, Napa CA
 - Department of Rehabilitation, Napa CA
 - Napa Valley Unified School District, Napa CA
 - Napa County Public Authority, In-Home Supportive Services, Napa CA
 - Napa Valley College, Napa CA
 - Healthy Aging Populations Initiative (HAPI)
 - Rianda House, St. Helena, CA
 - Rohlffs Manor, Napa CA
- Tracking the number and percentage of comments or feedback received in languages other than English. NVTA tracks all inquiries, comments, and complaints. NVTA offers physical comment cards in English and Spanish and an online comment form (via the HappyFox software) that can be submitted in any language.
 - 164 total online comment submissions via HappyFox in FY 2022-2023. Of those, 0 were written in and responded to in Spanish

- 199 submissions in FY 2023-2024. Of those, three were written and responded to in Spanish
- 190 submissions in FY 2024-2025. Of those, two were written and responded to in Spanish
- Tracking the number and type of Title VI public complaints that the NVTa staff receive via phone, email, HappyFox and in-person visits

B. PUBLIC PARTICIPATION OUTCOMES

The Title VI Public Participation Plan is designed to identify opportunities for greater community involvement through implementation of thoughtful outreach methods and all tools available. These strategies will be applied with the goal of engaging the greatest possible number of residents and visitors, based on available resources and recognition of the unique characteristics, strengths and challenges of the Napa County transportation service area.

As NVTa increases its efforts to solicit involvement from these Title VI-qualifying communities, the agency hopes to see increased engagement from diverse community members. Hiring a bilingual outreach coordinator that focuses on reaching out to individuals from Title VI-qualifying communities has significantly impacted the agency's efforts, particularly with Spanish-speaking individuals. Ongoing engagement and participation will foster a two-way dialogue between transit providers and transit users, leading to improved efficiency and service. NVTa will be able to better serve its customers, and its customers will realize greater benefits from the use of NVTa's services.

APPENDIX 3



TITLE VI Compliant Form

(Also available in Spanish and Filipino languages)

Title VI of the Civil Rights Act of 1964 states "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

Title 42 U.S.C. Section 2000d

Please provide the following information necessary in order to process your complaint. A formal complaint must be filed within 180 days of the occurrence of the alleged discriminatory act. Assistance is available upon request. Please contact NVTa at (707) 259-8631.

Complete this form and return to:

Civil Rights Officer
Napa Valley Transportation Authority
625 Burnell Street
Napa, CA 94559

Complainant's Name:

Address:

City:

State:

Zip Code:

Telephone (Home):

(Work):

Person(s) discriminated against (if other than complainant)

Name:

Address:

City:

State:

Zip Code:

Telephone (Home):

(Work):

What is the discrimination based on?

☐ Race/Color

☐ National Origin



Date of the alleged discrimination:

Location:

Agency or person that who was responsible for alleged discrimination:

Describe the alleged Discrimination. Explain what happened and whom you believe was responsible (for additional space, attach additional sheets of paper to

this form.

List names and contact information of persons who may have knowledge of the alleged discrimination.

How can this complaint be resolved? How can the problem be corrected?

Please sign and date. The complaint will not be accepted if it is has not been signed. You may attach any written materials or other supporting information that you think is relevant to your complaint.

Signature

Date

APPENDIX 4



Systemwide Title VI Service Standards and Policies

In preparation for the Title VI update, the Napa Valley Transportation Authority is required to adopt and then apply Vine Transit's Systemwide Service Standards and Policies to fixed route service. Vine Transit's service standards and performance measures were last updated and approved by the Napa Valley Transportation Authority's Board of Directors at their May 21, 2025 meeting. The required Title IV standards are:

- System-wide Service Standards
 - a. Vehicle Load
 - b. Vehicle Headways
 - c. On-time Performance
 - d. Service Availability
- System-wide Service Policies
 - a. Vehicle Assignment
 - b. Transit Amenities

Systemwide Service Standards

Vehicle Load Factor is described as follows by FTA Circular 4702.1B:

Vehicle load can be expressed as the ratio of passengers to the total number of seats on a vehicle. For example, on a 40-seat bus, a vehicle load of 1.3 means all seats are filled and there are approximately 12 standees. A vehicle load standard is generally expressed in terms of peak and off-peak times.

Vine Calculates vehicle load factor based on the following performance measures & standards:

- 1) Fixed Route:** Less than 1.5 in peak for local service, less than or equal to 1.0 in off peak for local service. All commuter services should be equal to or less than 1.0 during all times of day.
- 2) Paratransit:** Never exceed 1.0
- 3) Community Shuttles:** Less than 1.5 in peak for local service, less than or equal to 1.0 in off peak.

Vehicle Load Factor is monitored regularly and used to determine whether additional capacity needs to be added to specific trips or routes based on changing demand patterns.

Vehicle Headway is described as follows by FTA Circular 4702.1B:

Vehicle headway is the amount of time between two vehicles traveling in the same direction on a given line or combination of lines. A shorter headway corresponds to more frequent service. Vehicle headways are measured in minutes (e.g., every 15 minutes). Headways and frequency of service are general indications of the level of service provided along a route. Vehicle headway is one component of the amount of travel time expended by a passenger to reach his/her destination.

On-Time Performance is described as follows by FTA Circular 4702.1B:

On-time performance is a measure of runs completed as scheduled. This criterion first must define what is considered to be "on time." For example, a transit provider may consider it acceptable if a vehicle completes a scheduled run between zero and five minutes late in comparison to the established schedule. On-time performance can be measured against route origins and destinations only, or against origins and destinations as well as specified time points along the route. Some transit providers set an on-time performance standard that prohibits vehicles from running early (i.e., ahead of schedule) while others allow vehicles to run early within a specified window of time (e.g., up to five minutes ahead of schedule). An acceptable level of performance must be defined (expressed as a percentage). The percentage of runs completed system-wide or on a particular route or line within the standard must be calculated and measured against the level of performance

for the system.

Vine Transit defines a bus as late if it departs the “time point” five (5) or more minutes later than the published time. Buses are considered early if they depart from a published time point more than 1 minute prior to the scheduled departure.

Current Standard: Vine Transit has an adopted on-time performance goal of 90 percent. On-time performance is regularly monitored and tracked.

Service Availability is described as follows by FTA Circular 4702.1B:

Service availability is a general measure of the distribution of routes within a transit provider’s service area. For example, a transit provider might set a service standard to distribute routes such that a specified percentage of all residents in the service area are within a one-quarter mile walk of bus service or a one-half mile walk of rail service. A standard might also indicate the maximum distance between stops or stations. These measures related to coverage and stop/station distances might also vary by population density.

Vine Transit determines transit service availability by mapping all active bus stops within the system and then calculating the population that resides within three-quarter mile radii of those stops. This information is then compared to the total service area population.

Systemwide Service Policies

The FTA requires fixed-route transit providers to develop a policy for each of the following service indicators. The following policies differ from service standards in that they are not based on meeting a quantitative threshold, but rather qualitative evaluation results.

Vehicle Assignment is described as follows by FTA Circular 4702.1B:

Vehicle assignment refers to the process by which transit vehicles are placed into service in depots and on routes throughout the transit provider’s system. Policies for vehicle assignment may be based on the age of the vehicle, where age would be a proxy for condition. For example, a transit provider could set a policy to assign vehicles to depots so that the age of the vehicles at each depot does not exceed the system-wide average. The policy could also be based on the type of vehicle. For example, a transit provider may set a policy to assign vehicles with more capacity to routes with higher ridership and/or during peak periods.

Vine Transit currently has several general types of fixed-route buses in the fleet, all of which are maintained to the same strict standards:

- 23 to 25 foot medium-duty transit buses
- 28-foot medium-duty transit buses
- 30-foot heavy-duty transit buses
- 30 foot electric buses
- 35-foot heavy-duty transit buses
- 40-foot heavy-duty transit buses
- 40 foot electric buses

Proposed Policy: All buses have the same level of amenities (i.e. air conditioning, wheelchair lifts, automated stop announcements, bike racks) available to riders. Buses are not assigned to specific communities within Vine Transit’s service area based on vehicle age, but rather to serve specific routes that call for vehicles of differing lengths based street limitations and ridership. Many of the routes serve multiple communities with diverse populations. Given Vine Transit’s strict standards with respect to maintenance, age does not serve as a viable proxy for diminished quality.

Transit Amenities are described as follows by 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. 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 is not intended to impact funding decisions for transit amenities. Rather, this applies after a transit provider has decided to fund an amenity.

Proposed Policy: Transit amenities are distributed on a system-wide basis. Transit amenities include shelters, benches, and real time signage. The location of transit amenities is determined by factors such as ridership, individual requests, staff recommendations, location (i.e. does a stop

have enough space to add a shelter without obstructing ADA path of travels or does the jurisdiction/entity that owns the land permit such amenities) and vendor preference(in the case of shelters which feature advertisements).

Service Type	EFFECTIVENESS									PERFORMANCE/EFFICIENCY		
	Density	Peak and Base Frequencies*	Service Span*	Scheduling	Route Structure	Load Factor*	Vehicles	Stop Spacing	Stop Amenities*	Farebox Recovery	Passengers per hour	On-time Performance*
Local (City of Napa Fixed Routes and Routes 10 and 11)	4,000 to 5,000 (Medium Density) [such as urban areas of Napa]	Not to exceed 30 minutes in the peak and 60 minutes midday	7 AM to 7 PM (Monday to Saturday); 5AM to 9 PM for valley-wide commuter routes.	Clock Headways preferred	Modified Grid: uses the layout of the urban area	1.25	Standard 40' or smaller vehicle to meet load	1/4 to 1/2 mile depending on density	Shelters based on high ridership routes in areas with lower frequency	Meet or exceed 17%	Twelve passenger per hour	90% of service will operate on time (between 0 minutes early and 5 minutes late)
Regional (Urban) (Routes 21 & 29)	3,000 to 4,000 (Low Density)	Not to exceed 2 hours in the peak. No Midday standard.	6 AM to 7 PM (Monday to Friday) 9 PM for valley-wide commuter routes.	Scheduled to meet regional connections	Focal Point: provides access between two focal areas to provide regional and intercity connectivity	1.00	Standard 40' or smaller vehicle to meet load	1/2 to 1 mile depending on density or trip generators and attractors (such as school, shopping, medical)	Shelters based on high ridership routes in areas with lower frequency	Meet or exceed 17%	Seven passengers per hour	90% of service will operate on time (between 0 minutes early and 5 minutes late)
Community (American Canyon)	3,000 to 4,000 (Low Density)	Not to exceed 45 minutes in the peak and 90 minutes midday	7 AM to 5 PM (Monday to Friday) or based upon available funds	As required to meet demand	Focal Point: provides access between focal areas within a small community	1.25	30' vehicle or smaller	1/2 to 1 mile depending on density or trip generators and attractors (such as school, shopping, medical)	Shelters based on high ridership routes in areas with lower frequency	Meet or exceed 10%	Five passenger per hour	90% of service will operate on time (between 0 minutes early and 5 minutes late) 90% of service will arrive within 30 minutes of call in
City Demand Response (Calistoga, St. Helena, and Yountville)	3,000 and below	Upon call in, service will arrive within 15 - 30 minutes.	Service based upon available funds	As requested	No standard	No standard	30' vehicle or smaller	No standard	Shelter locations are responsibility of city partners	Meet or Exceed 10% (includes City or other sponsor funding)	Two passengers per hour	90% of service will arrive within 30 minutes of call in
*Required by Title VI for Fixed Route Service Only												

1.1.2 Performance Measures and Performance Standards

In order to meet the mobility needs of the residents of Napa County, NVRTA strives to implement the highest quality transit services possible. The measures and performance standards ensure that NVRTA can monitor and responded to any deficiencies that may be the outcome of poor quality of service.

Measure	Standard
Total Ridership	Fixed Route: Increase over prior fiscal year Paratransit: Growth should not lead to denials Community Shuttles: Growth should not lead to excessive wait times
Passengers per Revenue Vehicle Hour	Fixed Route: Greater than 80% of system average Paratransit: Greater than 2.0 Community Shuttles: Greater than 4.0
Load factor	Fixed Route: Less than 1.5 in peak for local service, less than or equal to 1.0 in off peak for local service. All commuter services should be equal to or less than 1.0 during all times of day. Paratransit: Never exceed 1.0 Community Shuttles: Less than 1.5 in peak for local service, less than or equal to 1.0 in off peak.
Percent Missed Trips per Trip Miles	Fixed Route: Less than .01% Paratransit: 0% Community Shuttles: Less than .01%
Scheduled On-Time Arrivals	Fixed Route: Equal or greater than 90% on-time Paratransit: Equal or greater than 97% on-time Community Shuttles: 90% of service will arrive within 30 minutes of request for service.
Passenger Injuries	All Modes: Less than 1 per 100,000 passenger trips
Preventable Accidents	All Modes: Less than 1 per 100,000 revenue miles
Complaints	Fixed Route: Less than 1 per 100,000 revenue miles Paratransit: No more than 1 complaint for every 600 passenger trips. Community Shuttles: Less than 1 per 5,000 revenue miles
Percent of Trips Denied	Paratransit: 0%
Cleanliness of Buses	Interiors and exteriors cleaned daily
Proximity to Service	Fixed Route: 95% of dwelling units in areas having six or more units per acre to be located with 1-4 mile of a stop, all major destinations to be within 1-8 of a mile of a stop. Paratransit: Service will be available to all qualifying residents of Napa County with residences, destinations, or the ability to find alternate means to come within 3/4 of a mile from Vine fixed route service.
Frequency of Service	Fixed Route: Frequency of service should never be more than one bus per hour for local and intercity

Measure	Standard
	buses. Commuter service frequency should never be more than one bus per one and half hours. System average should be 45 minutes or less.
Percentage of ADA Accessible Stops	100% of all new stops shall be ADA accessible, existing stops should be made accessible to the greatest extent possible.
Bus Stop Amenities	Stops which average 50 or more riders a day should have a shelter installed if feasible.
Trip length	Paratransit: Trips should not exceed 1.25 times that of an equivalent trip on fixed route transit.

1.1.3 Operate Safe, Reliable, and Comfortable Service

Safe, reliable, and comfortable service are NVRTA's top priorities. Promoting safe habits for drivers and delivering service people want to use benefits the agency as well as the community.

Measure	Standard
Average Age of Fleet by Vehicle Type	Fixed Route: Average age should not exceed 12 years. Paratransit: Average age should not exceed 4 years. Community Shuttles: Average age should not exceed 4 years.
Average Mileage of Fleet by Vehicle Type	Fixed Route: Average should not exceed 500,000 miles. Paratransit: Average should not exceed 100,000 miles. Community Shuttles: Average should not exceed 100,000 miles.
Scheduled On-Time Arrivals	Fixed Route: Equal or greater than 90% on-time Paratransit: Equal or greater than 97% on-time Community Shuttles: 90% of service will arrive within 30 minutes of request for service.
Passenger Injuries	All Modes: Less than 1 per 100,000 passenger trips
Preventable Accidents	All Modes: Less than 1 per 100,000 revenue miles
Complaints	Fixed Route: Less than 1 per 100,000 revenue miles Paratransit: No more than 1 complaint for every 600 passenger trips. Community Shuttles: Less than 1 per 5,000 revenue miles
Percent of Trips Denied	Paratransit: 0%
Cleanliness of Buses	All Modes: Interiors and exteriors cleaned daily
Percent Missed Trips per Trip Miles	Fixed Route: Less than .01% Paratransit: 0% Community Shuttles: Less than .01%
Preventative Maintenance Work Completed On-Time	Greater than 99%
Vehicle Service Miles Between Road Calls	Greater than 25,000 miles
Load factor	Fixed Route: Less than 1.5 in peak for local service, less than or equal to 1.0 in off peak for local service. All commuter services should be equal to or less than 1.0 during all times of day. Paratransit: Never exceed 1.0 Community Shuttles: Less than 1.5 in peak for local service, less than or equal to 1.0 in off peak.

Measure	Standard
Frequency of Service	Fixed Route: Frequency of service should never be more than one bus per hour for local and intercity buses. Commuter service frequency should never be more than one bus per one and half hours. System average should be 45 minutes or less.
Percentage of ADA Accessible Stops	100% of all new stops shall be ADA accessible, existing stops should be made accessible to the greatest extent possible
Bus Stop Amenities	Stops which average 50 or more riders a day should have a shelter installed if feasible.
Trip length	Paratransit: Trips should not exceed 1.25 times that of an equivalent trip on fixed route transit.

1.1.4 Efficiently Use of Resources

NVTA strives to use its resources in an efficient and responsible manner. Ensuring needs are met and budgets are not overrun are two of NVTA's top financial goals.

Measure	Standard
Total Ridership	Fixed Route: Increase over prior fiscal year Paratransit: Growth should not lead to denials Community Shuttles: Growth should not lead to excessive wait times
Passengers per Revenue Vehicle Hour	Fixed Route: Greater than 80% of system average Paratransit: Greater than 2.0 Community Shuttles: Greater than 4.0
Subsidy per Passenger	Fixed Route: At or less than \$6.50 Paratransit: At or less than \$40 Community Shuttles: At or less than \$15
Operating Cost per Service Hour	Fixed Route: At or less than \$60
Operating Cost per Revenue Hour	Paratransit: At or less than \$90 Community Shuttles:
Operating Cost per Passenger	Fixed Route: At or less than \$4.50 Paratransit: At or less than \$24 Community Shuttles: At or less than \$75
Farebox Recovery Ratio	Fixed Route: Meet or exceed 15%. Paratransit: Meet or exceed 10%. Community Shuttles: Meet or exceed 10%.
Load factor	Fixed Route: Less than 1.5 in peak for local service, less than or equal to 1.0 in off peak for local service. All commuter services should be equal to or less than 1.0 during all times of day. Paratransit: Never exceed 1.0 Community Shuttles: Less than 1.5 in peak for local service, less than or equal to 1.0 in off peak.
Percent Missed Trips per Trip Miles	Fixed Route: Less than .01% Paratransit: 0% Community Shuttles: Less than .01%
Scheduled On-Time Arrivals	Fixed Route: Equal or greater than 90% on-time Paratransit: Equal or greater than 97% on-time Community Shuttles: 90% of service will arrive within 30 minutes of request for service.
Complaints	Fixed Route: Less than 1 per 100,000 revenue miles Paratransit: No more than 1 complaint for every 600 passenger trips. Community Shuttles: Less than 1 per 5,000 revenue miles
Percent of Trips Denied	Paratransit: 0%

Measure	Standard
Proximity to Service	Fixed Route: 95% of dwelling units in areas having six or more units per acre to be located within 1-4 mile of a stop, all major destinations to be within 1-8 of a mile of a stop. Paratransit: Service will be available to all qualifying residents of Napa County with residences, destinations, or the ability to find alternate means to come within 3-4 of a mile from Vine fixed route service.
Frequency of Service	Fixed Route: Frequency of service should never be more than one bus per hour for local and intercity buses. Commuter service frequency should never be more than one bus per one and half hours. System average should be 45 minutes or less.

1.1.5 Be a Forward Think Organization Meeting the Needs of an Evolving and Diverse Community

NVTA is always looking for new and useful technology that will make operating the system more efficient as well as attract new riders. By listening to the needs and wants of the community as well as introducing useful tools to the system NVTA will be able to create a strong and vibrant transit system.

Measure	Standard
Stop Spacing	Stops should be spaced no closer than 1-4 of a mile and no further than 1-3 of a mile in urban areas. Stops located in rural areas will be evaluated on a case by case basis to ensure that ADA accessibility requirements are met and there is a clear and present demand.
Proximity to Service	Fixed Route: 95% of dwelling units in areas having six or more units per acre to be located within 1-4 mile of a stop, all major destinations to be within 1-8 of a mile of a stop. Paratransit: Service will be available to all qualifying residents of Napa County with residences, destinations, or the ability to find alternate means to come within 3-4 of a mile from Vine fixed route service.
Frequency of Service	Fixed Route: Frequency of service should never be more than one bus per hour for local and intercity buses. Commuter service frequency should never be more than one bus per one and half hours. System average should be 45 minutes or less.
Percentage of ADA Accessible Stops	100% of all new stops shall be ADA accessible, existing stops should be made accessible to the greatest extend possible
Bus Stop Amenities	Stops which average 50 or more riders a day should have a shelter installed if feasible.
Average Age of Fleet by Vehicle Type	Fixed Route: Average age should not exceed 12 years. Paratransit: Average age should not exceed 4 years. Community Shuttles: Average age should not exceed 4 years.
Average Mileage of Fleet by Vehicle Type	Fixed Route: Average should not exceed 500,000 miles. Paratransit: Average should not exceed 100,000 miles.

Measure	Standard
	Community Shuttles: Average should not exceed 100,000 miles.
Total Ridership	Fixed Route: Increase over prior fiscal year Paratransit: Growth should not lead to denials Community Shuttles: Growth should not lead to excessive wait times
Passengers per Revenue Vehicle Hour	Fixed Route: Greater than 80% of system average Paratransit: Greater than 2.0 Community Shuttles: Greater than 4.0
Maintain an up-to-date list of stakeholders	Contact individuals and organizations yearly to ensure information is up-to-date on contact list.
Implement Public Outreach in Accordance with the Title VI Public Participation Plan	Complete check-list of required processes in accordance with Title VI Public Participation Plan prior to an outreach event.
Land Use Coordination	Comment on all design referrals with obvious transit nexus. Ensure participation on any TAC for major local land use projects

Title VI Complaint Procedure

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin. If you feel you have been subjected to discrimination under Title VI you may file a complaint by contacting the Napa Valley Transportation Authority Civil Rights Officer by mail at 625 Burnell Street, Napa, CA 94559 or by phone at 707-259-8631 or by email at info@nvta.ca.gov

Procedimiento De Queja Titulo VI

Titulo VI del Acta de Derechos Civiles de 1964 prohíbe discriminación en función de raza, color, o nacionalidad. Si usted siente que haya sido objeto de discriminación, podrá presentar una queja por escrito al Gerente de Oficial de Derechos Civiles de Napa Valley Transportation Authority por correo a 625 Burnell Street, Napa, CA 94559 o por teléfono a (707) 259-8631 o correo electrónico a info@nvta.ca.gov

Pamamaraan Sa Reklamo Ng Title VI

Pinagbabawal ng Titulo VI ng Batas Sibil ng Pagkilos ng 1964 ang diskriminasyon batay sa lahi, kulay, at bansang pinagmulan. Kung sa palagay mo na ikaw ay napailalim sa diskriminasyon batay sa nasabing Titulo VI, maaari kang magsampa ng reklamo sa pamamagitan ng pagkontak sa Napa Valley Transportation Authority Civil Rights Officer sa pamamagitan ng koreo sa 625 Burnell Street, Napa, CA 94559, o tumawag sa (707) 259-8631 o mag-email sa info@nvta.ca.gov



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

In order to comply with the requirements of Circular 4702.1B, FTA requires all recipients to prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin: active investigations conducted by the entities other than FTA; lawsuits; and complaints naming the recipient. This list shall include the date that the investigation, lawsuit, or complaint was filed; 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.

Napa Valley Transportation Authority has not received any Title VI Investigations or Lawsuits since the submission of its last Title VI Program. Below is the list used for tracking these incidents when they occur:

Title VI Investigations, Lawsuits and Complaints

	Date (Month, Day, Year)	Summary (Include basis of complaint: race, color, or national origin)	Status	Action Taken
Investigations				
1.	N/A			
Lawsuits				
1.	N/A			
Complaints				

APPENDIX 7

Racial Breakdown of the Membership of Transit-Related Advisory Committees

	Paratransit Coordinating Council(PCC)	Citizens Advisory Committee (CAC)	Active Transportation Advisory Committee (ATAC)
Approved Membership Positions	9	19	11
Filled Membership Positions	5	10	8
Members Completing Survey	0	5	2
American Indian/Alaskan Native			
Black or African American (Non- Hispanic Origin)			
White or Caucasian		5	1
Hispanic (Mexican, Puerto Rican, Cuban, Central or South African or other Spanish Origin)			1
Asian/Pacific Islander			

Outreach Efforts to Encourage Participation

NVTA values the ethic and cultural diversity of the public it serves in Napa County. Accordingly, when committee vacancies occur, NVTA will ensure that effective efforts are made to encourage the participation of minorities on such committees.

NVTA will utilize a number of strategies to promote meaningful participation by underrepresented groups, including targeted outreach. Methods may include, but are not limited to, one or more of the following:

- Paid and free notices in the local media, especially those ethically, culturally-based for the targeted group NVTA is trying to reach. This effort includes print, electronic and social media.
- Translating notices into the native language of the targeted group.
- Posting the vacancy on NVTA's website.
- Outreach to civic, cultural or human services organizations known to serve the



targeted group informing them of the opportunity and need and enlisting their help.

- Notifying the municipalities within the county of the vacancy and underrepresentation.
- Placing informational signs on the Vine buses, bus stops/shelters, Customer service, NVRTA office, and other facilities.

RESOLUTION No. 25-XX

A RESOLUTION OF THE NAPA VALLEY TRANSPORTATION AUTHORITY (NVTA) ADOPTING THE REVISED NVTA TITLE VI PROGRAM POLICY

WHEREAS, the Napa Valley Transportation Authority (NVTA) is designated the countywide transportation planning agency responsible for Highway, Street and Road, transit, bicycle, and pedestrian planning and programming within Napa County; and

WHEREAS, Title VI of the Civil Rights Act of 1964 requires recipients of federal grants and other assistance to operate their programs and services without regard to, or discrimination based on, race, color or national origin; and

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

WHEREAS, the above-referenced Circular details required elements of a Title VI Program Report that each FTA grant recipient must submit to FTA every three (3) years to verify compliance with Title VI;

WHEREAS, NVTA's submitted an updated program report to FTA on November 27, 2019;and

WHEREAS, NVTA's Title VI Program was awarded Concur status on July 28, 2022 by FTA, pending compliance with additional requirements; and

WHEREAS, NVTA has revised the Title VI Program Plan, in response to the Review Assessment to ensure NVTA's compliance with Title VI, for Board consideration and approval.

NOW, THEREFORE, BE IT RESOLVED, that the Board of Directors hereby adopts the NVTA Revised Title VI Program as set forth in the Title VI Program; and

BE IT FURTHER RESOLVED that the Board of Directors authorizes the Executive Director, or designee, to:

- Include evidence of the Board's consideration and approval of the Title VI Program; and
- Take any other steps necessary to give effect to this Resolution, including responding to any follow-up inquiries from the FTA.

THE FOREGOING RESOLUTION WAS DULY AND REGULARLY ADOPTED by the Board of Directors of the Napa Valley Transportation Authority, at a regular meeting held on November 16, 2022, by the following vote:

Passed the 19th day of November, 2025.

Mark Joseph, NVTa Chair

Ayes

Nays:

Absent:

ATTEST:

Laura Sanderlin, NVTa Board Secretary

APPROVED:

Osman, NVTa Legal Counsel



Title VI

Title VI Notice to Public

The Napa Valley Transportation Authority is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. Its objective is to:

- Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin;
- Promote the full and fair participation of all affected populations in transportation decision making;
- Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations;
- Ensure meaningful access to programs and activities by persons with limited English proficiency.

View NVTa's full [Title VI Policy](#).

The Napa Valley Transportation Authority is committed to a policy of non-discrimination in the conduct of its business, including its Title VI responsibilities and to the delivery of equitable and accessible transportation services. Any person who believes that he or she has been subjected to discrimination under Title VI on the basis of race, color or national origin may file a Title VI complaint with Napa Valley Transportation Authority. Any such complaint must be in writing and submitted to the Napa Valley Transportation Authority within one hundred eighty (180) days following the date of the alleged discrimination.

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

There are several ways to file a complaint. Complaints may be filed in writing and mailed to Manager of Human Resources and Administration, Napa Valley Transportation Authority, 625 Burnell St., Napa, CA 94559-3420. A copy of the Title VI Complaint Form is available online at the links below, or you may request a form by calling (707) 259-8631. We encourage use of the Title VI Complaint Form.

Title VI Complaint Procedure

This section outlines the Title VI complaint procedures related to providing programs, services, and benefits. However, it does not deny the complainant the right to file a formal complaint(s) with any other federal, state, or local agencies or seek private counsel for complaints alleging discrimination, intimidation, or retaliation of any kind that is prohibited by law.

General

Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected- to discrimination on the basis of race, color, or national origin as noted below may file a written complaint with the Napa Valley Transportation Authority, Director of Civil Rights, 625 Burnell St., Napa, CA 94559-3420. Complainants have the right to complain directly to the appropriate federal agency. Every effort will be made to obtain early resolution of complaints. The option of informal meeting(s) between the affected parties and the Director of Civil Rights may be utilized for resolutions.

A complaint must meet the following criteria for acceptance:

- The Complaint must be filed within 180 days of alleged occurrence;
- The allegation must involve a covered basis such as race, color or national origin.
- The allegation must involve a NVTa service under any program or activity receiving federal financial assistance.

A complaint may be dismissed for the following reasons:

- The Complainant requests the withdrawal of the complaint.
- The Complainant fails to respond to repeated requests for additional information needed to process the complaint.

• The Complainant cannot be located after reasonable attempts.

English 

Procedure

NVTA has in place a Title VI Complaint Procedure, which outlines a process for local disposition of Title VI complaints and is consistent with guidelines found in the Federal Transit Administration Circular 4702.1A, dated May 13, 2007. The complaint procedure must meet the following requirements outlined below:

1. **Submission of Complaint:** Any person who feels that he or she, individually, or as a member of any class of persons, on the basis of race, color, national origin, age, sex, disability, religion, or low-income status has been excluded from or denied the benefits of, or subjected to discrimination under any program or activity receiving federal financial assistance through NVTA may file a written complaint with the Director of Civil Rights. Such complaint must be in writing and signed by complainant(s).
 - In cases where Complainant is unable or incapable of providing a written statement, a verbal complaint may be made. The Director of Civil Rights will interview the Complainant and assist the person in converting verbal complaints to writing. All complaints must, however, be signed by the Complainant or his/her representative.
 - Include the date of the alleged act of discrimination date when the Complainants became aware of the alleged act of discrimination; or the date on which that conduct was discontinued or the latest instance of conduct.
 - Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complaint.
 - Federal and state law requires complaints be filed within 180 calendar days of the alleged incident.
2. **Referral to Review:** Upon receipt of the Complaint, the Director of Civil Rights in consultation with NVTA's Legal Counsel will determine its jurisdiction, acceptability, need for additional information, as well as assign the complaint to a Specialist to evaluate and investigate the merit of the complaint. The Specialist shall complete their review no later than 45 calendar days after the date NVTA received the Complaint. If more time is required, the Director of Civil Rights shall notify the Complainant of the estimated time-frame for completing the review.
3. **Upon completion of the review:** The Specialist shall make a recommendation regarding the merit of the Complaint and whether remedial actions are available to provide redress. Additionally, the staff may recommend improvements to NVTA's processes relative to Title VI and environmental justice, as appropriate. The Specialist shall forward their recommendation to the Director of Civil Rights for their concurrence. If the Director of Civil Rights concurs, he shall issue NVTA's written response to the Complainant.
4. **Documentation:** The investigative report and its findings will be reviewed by the Executive Director and in some cases the investigative report and findings will be reviewed by NVTA's Legal Counsel. The report will be modified as needed. The Executive Director and Legal Counsel will make a determination on the disposition of the complaint.
5. **Notice of determination:** A Notice of Determination will be mailed to the Complainant. Notice shall include information regarding appeal rights of Complainant and instructions for initiating such an appeal. Notice of Appeals are as follows: a. NVTA will reconsider this determination, if new facts, come to light. b. If Complainant is dissatisfied with the determination and/or resolution set forth by NVTA, the same complaint may be submitted to FTA for investigation. Complainant shall be advised to contact the Federal Transit Administration.
6. **Request for Reconsideration:** If the Complainant disagrees with the Executive Director's response, he or she may request reconsideration by submitting the request, in writing, to the Executive Director within 10 calendar days after receipt of the Executive Director's response. The request for reconsideration shall be sufficiently detailed to contain any items the Complainant feels were not fully understood by the Executive Director. The Executive Director will notify the Complainant of his/her decision either to accept or reject the request for reconsideration within 10 calendar days. In cases where the Executive Director agrees to reconsider, the matter shall be returned to the Director of Civil Rights to reevaluate in accordance with Paragraph 2, above.
7. **Appeal:** If the request for reconsideration is denied, the Complainant may appeal the Executive Director's response to the Complaint by submitting a written appeal to NVTA's Board of Directors no later than 10 calendar days after receipt of the Executive Director's written decision rejecting reconsideration.
8. **Submission of Complaint to the Federal Transit Administration:** If the Complainant is dissatisfied with NVTA's resolution of the Complaint, he or she may also submit a complaint to the Federal Transit Administration for investigation. In accordance with Chapter IX, Complaints, of FTA Circular 4702.1A, such a complaint must be submitted within 180 calendar days after the date of the alleged discrimination. Chapter IX of the FTA Circular 4702.1A, which outlines the complaint process to the Federal Transit Administration, may be obtained by requesting a copy from NVTA at (707) 259-8631.

You may also download a complaint form from FTA's website. Go to <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/fta-civil-rights-complaint-form> for more information.

Limited English Proficiency Policy Statement and Available Resources

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq., provides that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives Federal financial assistance. Title VI and its implementing regulations require that FTA recipients take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP).

To that end, NVTA provides translation and interpretation services free of charge upon request by calling (707) 259-8631.

For more information regarding Title VI or need further language assistance, please contact Vine Transit through our [Contact page](#) or call (707) 259-8631.

English:

[Online Complaint Form](#)

[Downloadable Complaint Form](#)

Español:

[En línea Formulario De Queja](#)

[Descargable Formulario De Queja](#)

Filipino:

[Sa Online Form Para sa Reklamo](#)

[Maida-download Form Para sa Reklamo](#)

Contact

625 Burnell Street
Napa, CA 94559-3420

Transit Center Phone

(707) 251-2800
1-800-696-6443

Customer Service Hours

Monday - Friday: 7:30AM - 5:30PM
Saturday: 10:00AM - 2:00PM
Sunday: Closed

Administration

Procurement
Board of Directors
Planning and Projects
Careers at Vine and NVTA
Title VI

Policies



TITLE VI FARE EQUITY ANALYSIS - MARCH 2024

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INTRODUCTION

Title VI of the Civil Rights Act of 1964 prohibits discrimination based on race, color, or national origin in programs and activities receiving Federal financial assistance. Federal Transportation Administration (FTA) Circular 4702.1B requires FTA recipients serving populations of 200,000 or greater to evaluate any fare change and any major service change at the planning and programming stages to determine whether those changes have a discriminatory impact. FTA Circular 4702.1B does not require NVTa to perform an equity analysis, as a matter of policy Vine Transit performs equity analyses as guided by FTA Circular 4702.1B. This document is an analysis of Vine Transit's planned fare increase.

BACKGROUND

Since the last fare increase in 2015, total operational costs for the Vine Transit System have increased 43% or \$4,183,574.

By statute, the Vine, including American Canyon Transit, must collect passenger fares, advertising, and local contributions an amount equal to 15% of its operating cost. This is referred to as the farebox recovery ratio. This threshold was waived starting in 2020, but NVTa will once again be required to meet that ratio by FY2026. Over the last two fiscal years, Vine Transit has failed to reach the required farebox ratio. If TDA laws were currently being enforced, NVTa could be subject to a reduction in TDA funding and Vine Transit would have to initiate service reductions, which would result in less passengers, farebox, and additional service reductions.

Additionally, the NVTa Board of Directors in July 2014 adopted a Fare Policy which directs Vine Transit to propose a fare adjustment every three years or when operations fail to reach its required farebox ratio. The Vine and American Canyon Transit missed its obligatory 15% target in Fiscal Year 2022-2023 with a Farebox Recovery Ratio of 11.07% as well as in Fiscal Year 2023-2024 Vine Transit in its unaudited financial statement will miss the required 15% farebox ratio for the fourth consecutive year. The table below illustrates the farebox recovery generations compared to the increase in operating expenses.

Table 1: Transit Fund Farebox and Operating Expenses FY2015 to FY2023

	FY15	FY16	FY17	FY18
Farebox	\$1,310,234	\$ 1,231,773	\$1,247,968	\$1,330,940
Farebox Inc/(Dec)	-	-6.0%	1.3%	6.6%
Operating	\$11,672,743	\$11,547,760	\$13,324,993	\$13,480,279
Less Depreciation	\$(1,941,161)	\$(2,021,976)	\$(2,659,937)	\$(2,716,530)
Total Operating	\$ 9,731,582	\$ 9,525,784	\$ 10,665,056	\$10,763,749
Operating Inc/(Dec)	-	\$(205,798)	\$1,139,272	\$98,693
Percentage		-2.1%*	12.0%	0.9%
Overall Increase in Operating from FY2015	-	-	9.6%	10.6%
Vine Farebox Recovery Ratio	15.03%	19.51%	18.42%	17.98%

*New contract executed

	FY19	FY20	FY21	FY22	FY23
Farebox	\$1,276,122	\$993,746	\$515,553	\$580,477	\$871,140
Farebox Inc/(Dec)	-4.1%	-22.1%	-48.1%*	12.6%	\$50.1%
Operating	\$13,937,571	\$14,064,048	\$12,265,554	\$13,947,378	\$16,132,479
Less Depreciation	\$(2,676,250)	\$(2,635,809)	\$(2,576,209)	\$(1,725,069)	\$(2,217,323)
Total Operating	\$11,261,321	\$ 11,428,239	\$ 9,689,345	\$ 12,222,309	\$13,915,156
Operating Inc/(Dec)	\$497,572	\$166,918	\$(1,738,894)	\$2,532,964	\$1,692,847
Percentage	4.6%	1.5%	-15.2%	26.1%	13.9%
Overall Increase in Operating from FY2015	15.7%	17.4%	-0.4%	25.6%	43.0%
Vine Farebox Recovery Ratio	17.1%	13.41%	8.61%	8.99%	11.07%

*Covid 19 Pandemic, free fares to Sept 2021

July 2024 Fare Adjustments

Vine Transit is proposing an increase of between three percent (3%) and twenty-five percent (25%). Adult fares would increase to \$2.00 per ride from \$1.60. This change would result in a \$1.25 youth fare and a \$1.00 senior and disabled fare per the adopted Vine Fare Policy. The fare increase would subsequently change the pass fare structure as well in accordance with the Vine Fare Policy. This proposed fare increase would change the standard VineGo fare as well to \$3.50 for a single zone and \$7.00 for a multi zone trip. The Route 21 cash fare would go from \$3.00 to \$3.50 and Route 29 fares would go from \$5.50 to \$6.00. Additionally, the Route 11X pricing would be changed from matching the Express routes to aligning with the local routes just like the Route 11. The proposed new fares are included in Appendix 1.

TITLE VI POLICY

NVTA will ensure that its programs, policies, and activities all comply with the Department of Transportation's (DOT) Title VI regulations. The Authority is committed to creating and maintaining public transit service that is free of all forms of discrimination. NVTA will take whatever preventive, corrective, and disciplinary action necessary to address behavior that violates this policy or the rights and privileges it is designed to protect.

METHODOLOGY

Using the results of the most recently completed MTC Vine Survey in Spring 2019, NVTA staff compared the demographic information gathered about Vine riders with the 2020 Decennial Census Data and the 2022 one year and five year (2018-2022) American Community Survey data. MTC commissioned a new survey in later 2023, but it will not be completed, and the data will not be available until mid-2024. The geographical areas for the demographic data of the general population included all areas within $\frac{1}{4}$ of a bus stop when available and if that level is not available, demographic data on Napa County residents. Extrapolating from this data, staff was able to predict how the proposed fare change would affect certain populations based upon the overall service area demographics.

The Disproportionate Burden Analysis was completed by comparing the percentage of households with income under 200% of the federal poverty line. This is a standard measure in the Bay Area in determining Equity Priority Communities (previously Communities of Concern). Staff also compared the percentage of zero vehicle households as these people are more likely to be transit dependent.

EFFECTS OF PROPOSED FARE CHANGES ON MINORITY AND LOW INCOME POPULATIONS

System Wide Effects

The recommended fare change would increase the base adult fare by \$.40 from \$1.60 to \$2.00 and increase all other fare types in accordance with the Vine Fare Policy. The

increase will apply to routes A-G, 10, 11, and 11X. The routes 29 and 21 fares increase at lower rates. The total projected change in fare revenue resulting from the fare increase is approximately \$116,000.

Table 2 Rider and General Population Demographic

	Vine Ridership from MTC Survey	General Population within ¼ Mile of Transit Stops	Difference
Percent Minority Population	56%	57.5%	-1.5%
Percent of Households Under 200% of Poverty Level	54%	22.2%	31.8%
Percent of Zero Vehicle Households	40%	6.7%	33.3%

Disparate Impact Analysis

The minority population among Vine ridership is close to that of the general population at -1.5% lower than that of the general population within the affected jurisdictions. Since the minority population is slightly lower than the general population, the analysis indicates that it does not constitute a disparate impact.

Disproportionate Burden Analysis

In analyzing the percentage of households with annual income under 200% of the federal poverty level, NVTA staff found that Vine riders are much more likely than the general population to be under 200% of the federal poverty level by 31.8%. NVTA staff also analyzed the percentage of zero vehicle households and found that Vine riders, are more likely to live in households without vehicles by 33.3% compared to the general population. This is important because these riders are more likely to be transit dependent and therefore more affected by an increase in fares.

CONCLUSION

There are significantly more low income and zero vehicle households than in the general population affected by the fare changes. The results of the disproportionate burden analysis has to be balanced by the alternative solution to address the farebox problem which would be to cut service in future years. The alternative solution would likely result in greater negative impact on these transit dependent riders.

APPENDIX

Appendix 1 Proposed Fare Table

**Appendix 2 Decennial Census 2020 and American Communities
Survey 2023 5yr Data**

Appendix 1 Proposed Fare Table

	Current	Proposed	Numerical Difference	% Difference
FARES				
Adult, now including 11X	\$1.60	\$2.00	\$0.40	25%
Youth, now including 11X	\$1.10	\$1.25	\$0.15	14%
Senior/Disabled/Medicare, now including 11X	\$0.80	\$1.00	\$0.20	25%
Express (Route 21)	\$3.00	\$3.50	\$0.50	17%
BART (Route 29)	\$5.50	\$6.00	\$0.50	9%
Cash, Paratransit (One Zone)	\$3.20	\$4.00	\$0.30	9%
Cash, Paratransit (Two Zones)	\$6.40	\$8.00	\$0.60	9%
31-Day Pass, Adult	\$53.00	\$55.00	\$2.00	4%
31-Day Pass, Youth	\$36.00	\$37.00	\$1.00	3%
31-Day Pass, Senior/Disabled/Medicare	\$26.50	\$27.50	\$1.00	4%
31-Day BART	\$120.00	\$125.00	\$5.00	4%
20-Ride Pass, Adult (Local routes 10, 11 one "ride", 21 two(2) "rides", 29 three (3) "rides")	\$29.00	\$30.00	\$1.00	3%
20-Ride Pass, Youth (Local routes 10, 11 one "ride", 21 two(2) "rides", 29 three (3) "rides")	\$20.00	\$21.00	\$1.00	5%
20-Ride Pas, Senior/Disabled/Medicare (Local routes 10, 11 one "ride", 21 two (2) "rides", 29 three (3) "rides")	\$14.50	\$15.00	\$0.50	3%
Day Pass, Adult*	\$6.50	\$7.00	\$0.50	8%
Day Pass, Youth*	\$4.50	\$5.00	\$0.50	11%
Day Pass, Senior/Disabled/Medicare*	\$3.25	\$3.50	\$0.25	8%

Appendix 2 General Population within ¼ Mile of Transit Stops: Decennial Census 2020 and American Communities Survey 2022 5yr Data

	Population (Census 2020)	population	jobs (work)	% of people in poverty	% of people who are non-White or of Hispanic / Latino origin (Census 2020)	% of people who are non-White or of Hispanic / Latino origin	% of households that are car free
SYSTEM STATS	82,536	77,773	42,777	10%	57%	58%	7%
10 Up Valley Connector	21,529	20,865	18,321	8%	49%	50%	7%
11 Napa-Vallejo Connector	27,308	27,910	20,768	11%	67%	68%	9%
11X Napa-Vallejo Express	4,111	4,897	2,508	10%	60%	65%	12%
21 Napa-Solano Express	1,399	2,403	2,136	15%	70%	68%	6%
29 Napa-BART Express	4,482	5,365	2,056	6%	59%	65%	9%
A Browns Valley North Napa	14,596	14,773	8,500	7%	53%	54%	5%
Route B Westwood South Napa	15,338	14,946	7,437	11%	61%	58%	4%
Route C Jefferson Central Napa	12,707	14,494	11,288	7%	53%	52%	7%
Route D Shelter Shurtleff	6,008	5,803	2,649	12%	61%	55%	6%
Route E Vintage	17,232	16,198	8,665	8%	48%	50%	6%
Route F Southwest Napa	11,190	10,639	6,313	12%	56%	60%	5%
Route G Coombs South Napa	5,019	5,408	4,960	15%	58%	57%	7%

Appendix 2 Vine Ridership from MTC 2019 Survey

VEHICLES IN HOUSEHOLD		WEEKDAY			WEEKEND
	TOTAL	Before 10AM	Midday	After 3PM	
BASE - ALL RESPONDENTS	19,755	4,408	4,792	3,482	6,625
None	40%	31%	47%	35%	44%
One	29%	32%	26%	26%	34%
Two	17%	19%	22%	18%	6%
Three	9%	12%	2%	12%	13%
Four or more	5%	5%	3%	9%	4%
Refused	<1%	-	-	1%	-
Average Number of Vehicles	1.91	1.96	1.69	2.16	1.77

HOUSEHOLD INCOME		WEEKDAY			WEEKEND
	TOTAL	Before 10AM	Midday	After 3PM	
	TOTAL	Before 10AM	Midday	After 3PM	
BASE - ALL RESPONDENTS	19,755	4,408	4,792	3,482	6,625
Below \$10,000 [\$5,000]	15%	15%	14%	13%	16%
\$10,000 to \$24,999 [\$17,499.5]	23%	23%	26%	15%	31%
\$25,000 to \$34,999 [\$29,999.5]	16%	16%	16%	22%	8%
\$35,000 to \$49,999 [\$42,499.5]	10%	8%	10%	7%	17%
\$50,000 to \$74,999 [\$62,499.5]	5%	5%	6%	5%	5%
\$75,000 to \$99,999 [\$87,499.5]	4%	6%	2%	5%	4%
\$100,000 to \$149,999 [\$124,999.5]	4%	3%	4%	5%	2%
\$150,000 or more [\$200,000]	3%	3%	3%	5%	
Don't know	16%	17%	13%	22%	13%
Refused	3%	4%	5%	1%	4%
Average Income (\$1,000)	\$39.7	\$39.6	\$39.0	\$47.8	\$30.0

ARE YOU OF HISPANIC, LATINO OR SPANISH ORIGIN		WEEKDAY			WEEKEND
	TOTAL	Before 10AM	Midday	After 3PM	
BASE - ALL RESPONDENTS	19,755	4,408	4,792	3,482	6,625
Yes	53%	42%	55%	59%	50%
No	47%	58%	44%	41%	50%
Refused	<1%	-	1%	-	-

RACE/ETHNICITY ARE YOU		WEEKDAY			WEEKEND
		Before 10AM	Midday	After 3PM	
	TOTAL				
BASE - ALL RESPONDENTS	19,755	4,408	4,792	3,482	6,625
Hispanic	45%	58%	41%	38%	50%
White/Caucasian	44%	32%	51%	41%	48%
Black/African American	11%	15%	7%	11%	14%
Asian	6%	5%	4%	11%	2%
American Indian/Alaska Native	4%	-	4%	9%	2%
Native Hawaiian/Pacific Islander	2%	-	1%	2%	4%
Mixed (unspecified)	1%	-	2%	3%	-
Persian/Arab/North African/Middle Eastern	<1%	2%	-	-	-
Refused	2%	2%	3%	2%	-

Using the Vine service area (consisting of block groups 108 in Napa County), the analysis uses the existing population of the service area and compares it to the population located within ¼-mile radius of the stops served by the Vine. For the purposes of this Title VI analysis, NVTa utilized a transit planning software called Remix. Remix uses the following steps to perform a Title VI analysis:

1. Gathers the population 2016-2020 ACS Census data at the block group level within ¼ mile around the stops of the routes including its low income and minority percentage.
2. Compare the number of people-trips, before and after the proposed changes.
 - a. People trips are determined by multiplying the population near a route by the number of trips it makes per year.
3. Calculate the total difference in people-trips across the NVTa fixed-route transit system
4. Calculate the change borne by the low-income and minority populations.
5. Compare the percentage change to the average in the Vine service area.

This methodology allowed NVTa staff to predict how constructing and servicing the Imola Park and Ride would affect low-income (under 200% of the federal poverty line) and minority populations. This 200% standard is used in the Bay Area to determine the Equity Priority Communities (EPCs) (formerly referred to as Communities of Concern (CoC))

EFFECTS OF PROPOSED SERVICE CHANGES ON MINORITY AND LOW INCOME POPULATIONS

Route 11X and Route 29 Effects

Having the Routes 11X and 29 serving the Imola Park and Ride means that the Soscol Gateway Transit Center will no longer be served by these Routes and that the Napa Valley College will no longer be served by the Route 11X. Figure 1 shows the routes as of August 14, 2022. Figure 2 shows the routes, after the completion of the Imola Park and Ride on October 30, 2022.

11X Napa-Vallejo Express

29 Napa-BART Express

Map showing the 11X Napa-Vallejo Express and 29 Napa-BART Express routes. The 11X route is highlighted in orange, and the 29 route is highlighted in red. The map includes labels for various cities and towns, as well as geographical features like San Pablo Bay and the Napa-Sonoma Marshes Wildlife Area. A scale bar indicates 3 miles.

Figure 2: New Route 11X and Route 29 using the Imola Park and Ride



Disparate Impact Analysis

The disparate impact analysis compares the minority population in the Vine service area to the minority population effected by the service change. The minority population in the Vine service area is 48.2% of the total population compared to 58.0% for the area within ¼ miles of the stops served by the Vine after the changes to the Route 11x and Route 29. Consequently, the impact is 9.8% more of the minority population within the effected jurisdiction than the general minority population in the Vine service area. While the minority population impacted is greater than the general population, the analysis indicates that it is not a disparate impact.

Disproportionate Burden Analysis

The disproportionate impact analysis compares the low-income population in the Vine service area to the low-income population effected by the service change. The percentage of households with annual income under 200% of the federal poverty level represents 20.3% of the Vine Service Area's population. The low-income population for the area within ¼ miles of the stops in the Vine Service Area is higher at 29.8%. The delta between the two low-income populations is 9.5 %. Once again, the analysis indicates that there is not a disproportionate impact.

CONCLUSION

LIST OF APPENDICES

Appendix 1 Complete Title VI Analysis by Routes, Chart and Map

Route	Before (Inbound)				Before (Outbound)				After (Inbound)				After (Outbound)				Difference			By Low Income	Borne by Minorities
	(within 1/4 mi)	Low Income	Minority	(Annually)	(within 1/4 mi)	Low Income	Minority	(Annually)	(within 1/4 mi)	Low Income	Minority	(Annually)	(within 1/4 mi)	Low Income	Minority	(Annually)	People-Trips (Population * Trips)	Low Income People-Trips	Minority People-Trips		
10 Up Valley Connector (A)	18,617	23.1%	48.9%	1,430	18,572	22.9%	49.0%	1,430	18,617	23.1%	48.9%	1,430	18,572	22.9%	49.0%	1,430	0	0	0	0.0%	0.0%
10 Up Valley Connector (B)	19,073	23.1%	48.9%	2,805	18,803	23.1%	49.2%	3,315	19,073	23.1%	48.9%	2,805	18,803	23.1%	49.2%	3,315	0	0	0	0.0%	0.0%
10 Up Valley Connector (C)	17,053	22.2%	48.1%	1,020	16,759	22.1%	48.4%	510	17,053	22.2%	48.1%	1,020	16,759	22.1%	48.4%	510	0	0	0	0.0%	0.0%
11 Napa-Vallejo Connector (A)	17,879	23.3%	61.8%	1,265	18,240	23.3%	62.3%	1,885	17,879	23.3%	61.8%	1,265	18,240	23.3%	62.3%	1,885	0	0	0	0.0%	0.0%
11 Napa-Vallejo Connector (B)	17,983	23.4%	61.7%	3,570	17,957	23.3%	62.7%	3,060	17,983	23.4%	61.7%	3,570	17,957	23.3%	62.7%	3,060	0	0	0	0.0%	0.0%
11 Napa-Vallejo Connector (C)	8,339	21.6%	68.0%	55	0			0	8,339	21.6%	68.0%	55	0			0	0	0	0	0.0%	0.0%
11X Napa-Vallejo Express	3,416	18.6%	57.2%	765	3,518	18.7%	57.6%	765	3,641	21.4%	60.3%	1,275	3,754	21.7%	60.7%	1,275	4,124,115	1,042,602	2,658,885	25.3%	64.5%
21 Napa-Solano Express (A)	693	22.8%	42.7%	2,550	693	22.8%	42.7%	2,295	693	22.8%	42.7%	2,550	693	22.8%	42.7%	2,295	0	0	0	0.0%	0.0%
21 Napa-Solano Express (B)	619	21.2%	41.7%	255	619	21.2%	41.7%	510	619	21.2%	41.7%	255	619	21.2%	41.7%	510	0	0	0	0.0%	0.0%
29 Napa-BART Express	3,803	21.1%	61.6%	3,315	3,791	20.9%	61.4%	3,315	3,641	21.4%	60.3%	3,315	3,754	21.7%	60.7%	3,315	-659,685	-8,725	-649,740	1.3%	98.5%
East	0			0	5,796	29.7%	56.9%	1,020	0			0	5,796	29.7%	56.9%	1,020	0	0	0	0.0%	0.0%
N Trancas North Napa	14,173	26.5%	53.1%	7,020	11,938	25.6%	55.7%	7,020	14,173	26.5%	53.1%	7,020	11,938	25.6%	55.7%	7,020	0	0	0	0.0%	0.0%
S Imola South Napa	7,009	35.8%	60.4%	4,595	6,942	34.8%	59.0%	4,595	7,009	35.8%	60.4%	4,595	6,942	34.8%	59.0%	4,595	0	0	0	0.0%	0.0%
W West (Loop 1)	12,134	27.7%	57.7%	4,830	0			0	12,134	27.7%	57.7%	4,830	0			0	0	0	0	0.0%	0.0%
W West (Loop 2)	9,091	29.6%	58.1%	4,775	0			0	9,091	29.6%	58.1%	4,775	0			0	0	0	0	0.0%	0.0%
All Changes (both directions)	54,126	24.9%	56.6%	67,970					53,710	24.9%	56.3%	68,990					3,464,430	1,033,878	2,009,145	29.8%	58.0%

