

PUBLIC PARTICIPATION PLAN

OCTOBER 6, 2022



Submitted by:
Office of Civil Rights (OCR)
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Background

The Santa Clara Valley Transportation Authority's (VTA's) 2022 Public Participation Plan (PPP) provides guidance and requirements for compliance with VTA's public participation activities. The purpose of the PPP is to promote the use of effective methods used to connect, inform, and provide meaningful opportunities for input and engagement with all members of the public. It is a living document that is continuously reviewed and updated as needed. VTA values and embraces the importance of having an inclusive process. This plan has a special focus on reaching traditionally under-represented communities such as low-income, minority, and Limited English Proficient (LEP) populations¹.

Foreword – Present Pandemic

The pandemic that began in 2020 disrupted vital activities for residents of Santa Clara County, including for VTA riders. As a result, the inequities that were longstanding in healthcare, housing, economic stability, and transportation were brought into focus.

Even accounting for the federal, state, and local interventions that aimed to maintain social distancing, residents still needed to travel for essential means; work, preventative health appointments, to care for a loved one. All of this happened even as the environment around riders remained uncertain.

Between April 2021 and June 2022, more than 200 members of the community were transported to their COVID vaccine appointments through VTA's paratransit service. Most were referred through community-based organizations that Santa Clara County reached through a weekly vaccine stakeholder meeting with more than 100 organizations representing the Latinx, LGBTQIA+, small business, and labor community.

In this same vein, VTA continues to seek ways to ensure access that is meaningful to the public.

Executive Summary

VTA is an independent special district that provides sustainable, accessible, community-focused transportation options that are innovative, environmentally responsible, and promote the vitality of our region. VTA provides bus, light rail, and paratransit services, as well as participates as a funding partner in regional rail service including Caltrain, Capital Corridor, and the Altamont Corridor Express.

As the county's congestion management agency, VTA is responsible for countywide transportation planning, including congestion management, design and construction of highway, pedestrian, and bicycle improvement projects, as well as promotion of transit-oriented development.

VTA provides these services throughout all cities of the county:

- Campbell

¹ "Limited English Proficient (LEP) persons refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. It includes people who reported to the U.S. Census that they speak English less than very well, not well, or not at all." - Federal Transit Administration (FTA) issued Circular 4702.1B.

- Cupertino
- Gilroy
- Los Altos
- Los Altos Hills
- Los Gatos
- Milpitas
- Monte Sereno
- Morgan Hill
- Mountain View
- Palo Alto
- San Jose
- Santa Clara
- Saratoga
- Sunnyvale

In 2012, the Federal Transit Administration (FTA) issued Circular 4702.1B, which provides updated guidance on complying with Title VI, and Circular 4703.1, and updated guidance on incorporating Environmental Justice principles into public transportation decisions.

In addition to continuing the requirement that all direct and primary recipients document their compliance by submitting a Title VI Program to their FTA regional civil rights officer once every three years, Circular 4702.1B includes the specific requirement that a PPP be prepared.

This is a dynamic document that is continuously reviewed and updated. In recognition of the importance of having an inclusive process, this plan has a special focus on reaching traditionally under-represented communities such as low-income, minority, and LEP populations.

Service Area and Agency Functions

VTA is Santa Clara County's primary public transit provider. The core transit services are

- Bus
- Light rail
- Paratransit services.

VTA is also the congestion management agency for Santa Clara County. We are responsible for countywide transportation planning and projects including design, and construction of:

- Highway
- Pedestrian and bicycle infrastructure
- Light rail
- BART/heavy rail
- Light rail and BART Stations

VTA is also a funding partner in the greater Bay Area regional rail and bus transportation service including:

- Caltrain

- Capital Corridor
- Altamont Corridor Express
- Highway 17 Express

Under the umbrella of land use and transportation integration is VTA's Transit-Oriented Development Program (TOD). Our TOD program seeks to create mixed-use and mixed-income developments through public-private and public-public partnerships on VTA-owned sites.

VTA is committed to creating a greener Santa Clara Valley through its Sustainability Program. The Sustainability Program seeks to strengthen VTA's commitment to the environment through the conservation of natural resources, the reduction of greenhouse gases, the prevention of pollution, and the use of renewable energy and materials.

Goals and Approach to Public Participation

VTA embraces reaching under-represented populations, both as part of its commitment to being a valued community partner and in recognition of the significant proportion of its customer base which is included in these populations. Twenty-three percent (23%) of Santa Clara County residents live in residences classified as "low-income" households².

The average VTA customer is from a low-income household, identifies as minority, and more than half are identified as having a household income of less than approximately \$55,500 (³poverty line as defined by VTA for a four-person household). Additionally, VTA's service population is twenty (20%)⁴ percent LEP, with 18 languages satisfying the Safe Harbor Provision⁵ as specified by the U.S. Department of Transportation (USDOT)⁶. The significance of these populations gives rise to the need for them to be a focal point of public participation.

Goals

- Involve stakeholders early and often throughout the process – Early engagement and regular communication has a significant impact on both the quality of input and the legitimacy of a project or proposed action outcome.
- Increase the participation of under-represented populations – VTA's primary objective of the PPP is to involve participants with a range of socioeconomic, ethnic, and cultural perspectives including those that are identified as being low-income, minority, or LEP populations.
- Use public participation to improve outcomes – VTA values public participation as an input to successful decision making for projects and proposed actions.

² 2016-2022 American Community Survey, Five-Year Estimates, U.S. Census Bureau

³The U.S. Department of Health and Human Services (HHS) publishes updates to the federal poverty line annually at <https://aspe.hhs.gov/topics/poverty-economic-mobility/poverty-guidelines> and has published the 2022 poverty guidelines in the Federal Register, 87 FR 3315, on January 21, 2022. A household of four is defined as low-income if their combined income is less than \$27,750 in 2022. Due to the high cost of living in the Bay Area, the threshold used by VTA, MTC, and other local transit agencies is double the federal poverty line: In 2022, for a household of 4, it is \$55,500. Thus, households earning less than twice the federal poverty line are considered low - income households. The population of Santa Clara County (VTA's service area) consists of 23 percent living in households earning less than twice the federal poverty line.

⁴ US Census Bureau, 2016-2020 American Community Survey.

⁵ The Safe Harbor Provision stipulates that if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations. Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.

⁶ Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons, USDOT, 2005

- Provide continuous public education – Both to inform and engage the public in the short term, while maintaining a longer-term perspective to increase the public’s capacity to understand the transportation system.
- Make public participation accessible – VTA addresses physical, geographical, temporal, linguistic, and cultural barriers to the full and fair participation by all potentially affected individual or group, in the transportation decision-making process.
- Make public participation relevant – Focus on the specific concerns, interests, and values of affected communities and stakeholders.
- Meet the requirements of federal funding and oversight agencies – In addition to supporting VTA’s organizational commitment to LEP, Title VI, and Environmental Justice (EJ), properly conducted public participation is also an important mechanism for maintaining funding opportunities to advance the interests of the community VTA serves.
- Maintain and create new partnerships – VTA is committed to being a valued community partner. VTA has been building its relationships with community-based organizations (CBOs) and other non-governmental organizations (NGOs), which has increased with building trust throughout the county and connecting with low-income, minority, and LEP populations.
- Function as a “living document” – The PPP is a dynamic document intended to continue to evolve to meet the changing needs of communities. VTA provides updates as needed, actively addressing stakeholder concerns and desires.
- Maximize input opportunities – VTA seeks to maximize participation by:
 - collaborating with intra-agency departments
 - collaborating with intra-agency partners to combine public participation opportunities
 - avoiding conflicting public participation schedules (other community meetings that might include the same audience)
 - providing alternative methods for input
 - reducing having continuous public participation demands focused on the same community, which could lead to participant overload and meeting fatigue
- VTA staff regularly meet to discuss and collaborate on public engagement strategies and projects to promote joint efforts and collaboration.

Approach to Public Participation

In planning for service and projects, VTA staff and consultants utilize The Spectrum of Community Engagement to Ownership (*Appendix-A*) to assist with the selection of the level of participation that defines the public’s role and opportunities in any public participation processes. The Spectrum is used in many public participation plans nationally and internationally.

The range in the attached Appendix A begins from ignoring the public and their access, to decision making processes, to empowering or deferring to public influence and implementation of public decisions. VTA continues to strive to fall in the upper tiers of the spectrum.

In consulting with the public, VTA is gathering input from the community. Moving up the spectrum the community is involved, ensuring community needs and assets are integrated

into processes and inform planning. On the upper end of the scale is collaboration with the community. At this level, we ensure community capacity to play a leadership role in implementation of decisions.

In addition to meeting the stated goals of public participation, VTA is committed to provide an appropriate customer experience for the community. These values encompass VTA's vision to meet the needs of public transit stakeholders.

- **Respect** – VTA recognizes the importance and value of each participant's contribution to projects and proposed actions.
- **Empathy** – VTA wants the public to know that we care that they are informed. VTA communicates with compassion, and promotes understanding of plans and actions.
- **Fairness** – VTA pays equal attention to all stakeholders and is ready to provide reasoning and rationale behind projects or proposed actions.
- **Equity** – VTA strives to identify and eliminate barriers that may prevent full participation of any individual or group, to ensure that there is fair treatment, access and opportunity to participate in VTA services, programs, and activities.
- **Inclusion** – VTA creates environments in which any individual or group, can feel welcomed, respected, and supported to participate in VTA services, programs, and activities.
- **Input** – Participants have an opportunity to provide feedback pertaining to their interests or concerns in the decision-making process, and are given explanations and context for specific outcomes.
- **Informative** – VTA strives to provide participants information about projects and proposed actions in a pertinent and time-sensitive manner.
- **Accurate** – Participants can expect to receive accurate information and honest communication with VTA.
- **Transparency** – VTA strives to communicate exactly where and what the community can influence, and how the community can collaborate with VTA on those elements.
- **Communication** – Communicate project/program/service benefits catalyzed by project/program/service.
- **Collaboration** - Develop community partnerships and programs to further project/program acceptance.

Language Access Plan (LAP)⁷

VTA's 2022 Language Access Plan (LAP) is used in conjunction with the Public Participation Plan as guidance on how to communicate most effectively with VTA's diverse customers, assist VTA staff in conducting outreach to individuals who are LEP, and to solicit feedback from the community on a continual basis.

LEP Populations

The individuals who would be considered LEP refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. It includes people who reported to the U.S. Census that they speak English less than very well, not well, or not at all.

According to the 2016–2020 American Community Survey (ACS) data used in the

⁷ VTA's complete 2022 LAP can be found in VTA's 2022 Title VI Program, which can be found at <https://www.vta.org/about/title-vi>

Language Access Plan, completed in accordance with the Federal Title VI Circular (FTA C 4702.1B), the amount of VTA's service population comprised of people who are Limited English Proficient (LEP) is 20% percent of the overall population of Santa Clara County. See *Appendix – B for reference*.

In 2022, 354,229 out of all 1,816,606 people that live in Santa Clara County are individuals who are LEP. This indicates a significant LEP population in the region, considering the percentage of LEP individuals in California overall is 17.4 percent and for the U.S. overall, it is 8.2 percent.⁸

In order to ensure meaningful access to programs and activities, VTA has conducted and continues to conduct a Four Factor Analysis consistent with FTA Circular 4702.1B as follows:

- Factor 1:** Identifying the number and proportion of persons who are LEP that are served or encountered in the eligible population
- Factor 2:** Determining the frequency with which individuals who are LEP come into contact with VTA's programs, activities, and services
- Factor 3:** Gauging the importance of VTA's programs, activities, and services to persons who are LEP
- Factor 4:** Assessing the current resources available and the costs to provide language assistance

Language Line Assistance

To ensure individuals who have limited English proficiency have meaningful access to VTA information, employees, programs and services, language line services are available through VTA's Customer Service department. When a customer, who is not fluent in English, contacts VTA's Customer Service and no onsite interpreter or staff member fluent in that particular language is available, VTA will contact the language line for support. This provides interpreters for customers to speak with VTA staff.

To promote the language assistance services more widely, language line cards were created so customers can identify their primary language and call Customer Service for assistance. During VTA's New Employee Orientation trainings and in Operator trainings, employees are made aware of the language assistance service. Operators receive a steady supply of these cards to hand them out to customers who are limited English proficient. See *Appendix - C* for reference to the Language Assistant Card.

VTA Vital Documents Plan

The VTA Vital Documents plan was created in order to ensure translations are completed for documents vital to the public when using VTA's services, and to ensure awareness of individual rights under applicable federal laws. Vital documents may include documents such as written notices of rights, consent and complaint forms, and application forms. This plan outlines how it prioritizes translations. See *Appendix - D* for reference to the Vital Documents Plan. See *Appendix - E* for reference to VTA's Title VI Fact Sheet translated in

⁸ <https://data.census.gov/cedsci/>

various languages.

Public Participation/LEP Survey Outreach⁹

As part of VTA's outreach efforts for various projects and services, VTA reached out to numerous social services agencies, cultural centers, places of worship, residential communities, and community-based organizations (CBOs) that provide services to individuals who are LEP, with a 2022 Title VI Survey, that was translated in various languages. See *Appendix – F* for reference to the 2022 Title VI Survey translated in various languages.

Besides an online version and paper surveys of the 2022 Title VI Survey handed out at the VTA Customer Service Center, the VTA 2022 Title VI Survey focused on members of the public with limited English proficiency, administered in conjunction with several community-based organizations such as: AACSA (African American Community Service Agency), Korean American Community Services, and with the Office of Councilmember Magdalena Carrasco of District 5/East San José during the National Night Out event.

VTA received 150 survey responses total. Survey takers were asked about their transportation preferences: 77 percent use VTA buses and 42 percent VTA Light Rail. 71 percent find bus services and 65 percent light rail services very important. Over 40 percent are between 18 and 44 years old and almost 20 percent are over the age of 65 years. Roughly 30 percent are Hispanic or Latino, more than 20 percent are Asian and another 20 percent are White/Caucasian. Almost half of respondents are earning less than \$75,000, with 23 percent earning less than \$25,000.

When asked about preferences in receiving and seeking information, 41% reported using VTA websites "sometimes" and Google's search engine "often". 30% call VTA's Customer Service hotline "sometimes". Only 9% read the newspaper daily or listen to the radio, while 25-27% "often" check on Facebook or LinkedIn for updates.

On average, the use of social media is on par with traditional media (TV, radio, newspaper) - a trend which is likely here to stay. The usage of social media as news outlet and valid source of information is likely to increase in the future. This means VTA will continue to put efforts into social media marketing and channels to reach communities that use various information channels.

Community Outreach Strategies¹⁰

Strategies will be supported by actions, tools, and performance measures to support and evaluate the progress and contribution of each strategy. Not all strategies and tools are used simultaneously. Additional considerations will be reviewed for safety, practicality, and appropriateness.

- Identify stakeholders – who are affected, and how are they affected by a project, program, or service change

⁹ The shelter-in-place orders that kept community members safe also affected some of VTA's ability to participate in in-person outreach that was vital for spreading awareness.

¹⁰ Since March 2020, VTA public meetings have been held online, and they will be held in person/hybrid when it is safe to do so.

- Utilize VTA's Geographic Information Systems (GIS) staff to produce census data that further clarifies race and language data
- Project/Program education before proposed project/program feedback
- Develop educational materials/brochures/fact sheets
- Develop customized outreach/engagement plans for each project/program –leading with education
- Convey program and project information in multiple formats and languages
- Meet the community where they are – attend their meetings, go where they are
- Participate in community events and host pop up events, as public health conditions allow
- Request, maintain, and respond to stakeholder feedback - be clear how stakeholder input will be used
- Local knowledge: Enlist the experience of local facilitators when appropriate (English and non-English) on any stakeholder selection committee
- Online surveys in multiple formats and languages
- Staff will research local/city plans to learn what feedback the community may have already provided for the targeted area – VTA shall go in already aware of community concerns and feedback.
- Confirm there is local political support for the project/program.

Identifying Stakeholders

Stakeholder Tiers

Identify stakeholders and determine which tier may apply (tiers One through Three). These will be identified for each project. Consider which stakeholders are the most impacted and how, plus the political interest (Tier One) to those who are least impacted and perhaps passing by or curious (Tier Three).

The examples that follow are generalities and will be specifically defined for each project. Each project/program is unique. A stakeholder can fall into more than one tier.

Tier One

- Residents, businesses, and property owners who are directly impacted by project activities or service changes on properties located within ¼ mile to 1 mile of the affected area (distance depends on type of project and VTA will exceed outreach areas required by the county or a city in the county to ensure we reach stakeholders). Tier One Stakeholders also include: Mayor's Office and City Council Members, VTA Board of Directors, Standing Committees, Partner Stakeholders, and Project Advocates.

Tier Two

- Interested and involved constituencies, such as: News media, Chamber of Commerce, VTA riders (in TOD they might be Tier One), HOA/neighborhood groups, transit reliant communities such as senior centers, senior housing, etc.

Tier Three

- This group includes all community members/residents/businesses located just outside the mailing area of the project location, as well as stakeholders requiring less frequent updates (neighborhood groups/HOA's, schools), and the general public driving through the area/interchange impacted by the project and subsequent construction activities.

Key Partners for Public Participation

VTA Board of Directors¹¹

The VTA Board of Directors sets VTA policy and provides direction to staff. Previously, the VTA Board of Directors met on the first Thursday of every month at 5:30 p.m. at the County Government Center, 70 West Hedding Street, San Jose.

Approval by the Board of Directors is required for the following:

- Entering into service agreements worth more than \$500,000 per year for a maximum term of three years.
- Executing purchase orders for non-routine goods, supplies and equipment with a value over \$500,000.
- Amending the VTA Administrative Code.
- Supporting or opposing a piece of state or federal legislation.
- Adopting the annual VTA budget.
- Approving collective bargaining agreements.
- Recommending major capital improvement projects to the appropriate regional, state and federal funding authorities.

The Board of Directors may also authorize the General Manager, to act on its behalf.

To view the Board of Directors roster, see *Appendix – G*.

Link to Board Members webpage: <http://santaclaravta.iqm2.com/Citizens/Board/1000-Board-of-Directors>

Advisory Committees¹²

Bicycle and Pedestrian Advisory Committee (BPAC) - Consists of 16 members representing each of the 15 cities and the County. The BPAC advises the Board on funding and planning issues for bicycle and pedestrian projects. It also serves as the countywide bicycle advisory committee for Santa Clara County. The Committee generally meets on the Wednesday following the first Thursday of each month at VTA River Oaks Campus, 3331 North First Street, Conference Room B-106, at 6:30 p.m., or as otherwise posted.

¹¹ Until further notice and pursuant to California Government Code section 54953(e), the VTA Board of Directors meetings are held by video conference and teleconference only.

¹² Until further notice and pursuant to California Government Code section 54953(e), the Advisory Committee meetings will be held by video conference and teleconference only.

Citizens Advisory Committee (CAC) - Consists of thirteen (13) members appointed to represent stakeholder groups from either of two broad categories: (1) Community & Societal Interests; and (2) Business & Labor. The Committee also serves as the ballot-defined independent Citizens Watchdog Committee (CWC) for the 2000 Measure A Transit Sales Tax ("2000 Measure A") during the term of the Measure (April 2006 - March 2036). The Committee advises the Board on policy issues referred to the committee either by the Board or the General Manager in consultation with the CAC Chairperson. The Committee generally meets on the Wednesday following the first Thursday of each month, at VTA River Oaks Campus, 3331 North First Street, Conference Room B-106, at 4:00 p.m., or as otherwise posted.

Committee for Transportation Mobility and Accessibility (CTMA) - This Committee's members include seniors/persons with disabilities, representatives of human service organizations within the county, and a representative from VTA's paratransit provider and the VTA Board of Directors. The CTMA advises the Board on transportation mobility and accessibility issues for senior citizens and persons with disabilities, paratransit services, accessibility to VTA transit services, and VTA's efforts to fully comply with the federal Americans with Disabilities Act (ADA). The Committee generally meets every other month on the second Thursday of the month, at VTA River Oaks Campus, 3331 North First Street, Conference Room B-106, at 10:00 a.m., or as otherwise posted.

Policy Advisory Committee (PAC) - Consists of one city council member from each of the 15 cities and one member from the Santa Clara County Board of Supervisors. The PAC ensures that all jurisdictions within the county have access to the development of VTA's policies. The Committee generally meets on the second Thursday of the month at VTA River Oaks Campus, 3331 North First Street, Conference Room B-106, at 4:00 p.m., or as otherwise posted.

Technical Advisory Committee (TAC) - Consists of one senior staff member (usually the public works or planning director) from each of the county's 15 cities, the County of Santa Clara, and various other local government jurisdictions. The TAC advises the Board on technical aspects of transportation-related policy issues and initiatives.

The Committee generally meets on the Wednesday following the first Thursday of each month at VTA River Oaks Campus, 3331 North First Street, Conference Room B-106, at 1:30 p.m., or as otherwise posted.

Other Committees Working Groups, and Advisory Boards – For a comprehensive list, please go to this link, <https://www.vta.org/about/board-and-committees>

External Affairs Division

The External Affairs Division includes Government Affairs, Community Outreach and Public Engagement, Communications, Market Development, Creative Services, Customer Service, and the Board Office.

Government Affairs

Responsible for developing and coordinating VTA's legislative and intergovernmental programs at the federal, state, regional, and local levels. Staff analyzes the impact of legislative and regulatory issues and develops a coordinated strategy for responding to these issues. Government Affairs manages VTA's legislative advocacy efforts in Washington, D.C., Sacramento, and the Bay Area. Additionally, staff keeps close contact and serves as the main point of communication with elected officials at the federal, state, and local level.

Community Outreach and Public Engagement (COPE)

Actively educates, and is committed to informing, and sharing up-to-date planning and construction project information with residents, businesses, stakeholders, and the public. As an integral part of the External Affairs Division, COPE staff engages with the public and invites participation, collaboration, and feedback on critical transportation initiatives impacting their communities, neighborhood, and their lives.

Our core professional team values:

- Inform and engage our communities including providing information in the language of the community
- Build and maintain strong relationships with internal and external stakeholders
- Apply state of the art, innovative communication and outreach practices

Communications

Responsible for all media. The team conducts media briefings and interviews, writes press releases, and builds strong working relationships with media partners that includes print, television, radio, web, social media, and ethnic media. The focus is on sharing VTA news in a timely and relevant manner; addressing agency challenges with a high degree of transparency; and making multifaceted projects interesting and understandable to the media and the public.

Market Development & Sales

Creates award-winning marketing campaigns and communications programs that highlight the agency. The team develops creative promotions for VTA services and fares to Santa Clara County residents. Traditional and new media is used to deliver pertinent and timely messages to the public that have increased ridership and fare revenues (pre-Covid). VTA is promoted through a wide array of channels including print, digital/mobile, public and streaming radio, and television in multiple languages that promote inclusivity and reflects Santa Clara County's diversity.

Creative Services

VTA's in-house and primary resource for creative design and production services for printed materials and web graphics to support VTA departments and capital projects. These materials communicate information about VTA programs and services to both internal and external customers. Creatives Services also ensures that all VTA materials meet the established graphic standards, uphold and enhance VTA's image, and are easy to understand.

Customer Service

Keeps our customers moving in Santa Clara County by responding to their inquiries, comments, or concerns in a timely manner. The Customer Service department receives, tracks, and addresses customer inquiries and comments for all programs and services VTA provides (e.g., trip planning, Fare and Clipper Card and Mobile Payment, lost and found information).

VTA's Customer Service Information call center is open from Monday through Saturday. The Downtown San Jose office location is open as a community-facing alternative from Monday through Friday to assist customers. Automated information is available 24 hours a day through VTA's interactive voice response system.

To contact Customer Service:

customer.service@vta.org

Telephone: (408) 321-2300

Assistance can be provided through VTA's website vta.org

Board Office

Responsible for VTA Board and Committee support, which includes preparation and distribution of the meeting agenda and minutes, responding to Board compliance, developing, and maintaining relationships with Board and committee members and VTA constituencies, and providing support services to the Board of Directors. It is also responsible for preparing the annual Board and committee work plans, maintaining official records, and ensuring compliance with statutory noticing requirements.

To contact the VTA Board Secretary:

Board.secretary@vta.org

Telephone: (408) 321-5680

Office of Civil Rights (OCR)

The VTA Office of Civil Rights, led by the Title VI Coordinator, is responsible for ensuring that public participation meets regulatory requirements for under-represented communities such as low-income, minority, and LEP populations. The Office of Civil Rights monitors and ensures compliance with federal agency policies that affect the public participation activities carried out by VTA.

Investigative Process for Title VI Customer Complaints

If a person believes that they have been discriminated against on the basis of race, color or national origin, by a VTA employee or contractor, they have the right to file a complaint with VTA. The complaint must be filed no later than 180 calendar days of the alleged discriminatory incident. If they have a disability or need assistance completing the complaint form, they can contact VTA's Customer Service at (408) 321-2300, or customer.service@vta.org. Complaints may also be filed with the Federal Transit Administration (FTA): transit.dot.gov/title6; the Federal Highway Administration (FHWA): highways.dot.gov; Caltrans: dot.ca.gov/programs/civil-rights; or California's Civil Rights Department: calcivilrights.ca.gov. Please review information on the respective agency websites for details on filing Title VI complaints.

Within 10 working days of receipt of the formal complaint, the Title VI Coordinator, or their designee, will acknowledge receipt of the complaint, and start the investigation process. The investigation will address any allegations of discrimination based on race, color or national origin.

All interested parties may be included in the investigation. The complainant may be represented by an attorney or other representative of their own choosing and may bring witnesses and present testimony and evidence during the course of the investigation process.

The investigation will be conducted and completed within 60 days of the receipt of the formal complaint.

Based upon all the information received, an investigation report will be written by the Title VI

Coordinator, or their designee.

The complainant will receive a letter stating the final decision by the end of the 60-day time limit.

The complainant will have five (5) business days from receipt of the letter to appeal to VTA. If no appeal is received, the complaint will be closed. Appeals may also be made with the Federal Transit Administration (FTA): transit.dot.gov/title6; the Federal Highway Administration (FHWA): highways.dot.gov; Caltrans: dot.ca.gov/programs/civil-rights; or California's Civil Rights Department: calcivilrights.ca.gov. Please review information on the respective agency websites for details on filing appeals.

Title VI Coordinator Contact Information

VTA's Office of Civil Rights (Title VI Coordinator – Jaye Bailey)
3331 North First Street, Building B-2
San Jose, CA 95134-1906
(408) 321-2300

System Safety & Security

This division oversees VTA's safety and transit system security and law enforcement functions, which include oversight of the Protective Services Department, management of contracted security services provided by Allied Universal Security, and administration of VTA's contract with the Sheriff's Department for sworn law enforcement personnel.

Public Outreach

VTA uses a variety of tools to communicate and accommodate different learning and exchange styles. For a comprehensive list of outreach methods used please reference the Stakeholder and Communications Method Matrix, (*Appendix - H*). Not all tools are used all the time.

1. Printed Materials

Print materials such as newsletters, flyers, and posters are used to publicize marketing and outreach information and participation opportunities. These materials are provided by mail and at gathering locations such as community centers, churches, food pantries (such as Second Harvest), libraries, supermarkets, and other public areas. Bulletin boards, information kiosks, and other VTA station facilities are also effective locations to display outreach information and to promote opportunities for participation.

2. VTA Website

VTA's website, www.vta.org, provides information about VTA routes and schedules, projects, programs, and policies. The information and participation methods available on the website are also available in alternative locations and formats to accommodate users who do not have access to, or who prefer not to use, the internet.

VTA creates project webpages that are used throughout each project development phase to communicate information. COPE staff will continue to add additional pages as projects go online and are updated as needed to communicate upcoming milestones, community

meetings and events, and alert stakeholders on activities.

VTA's website includes access to MailChimp, an e-mail subscription management system that provides access to information by delivering new information through e-mail and wireless alerts, to provide ongoing communication with stakeholders.

The website provides links for customers to reach staff. An SMS option is currently under development and staff will be trained to use this later in 2022. It will allow members of the public to receive notification via text. Online language translation is embedded on VTA's website and powered by the Drupal platform since 2019. It provides web visitors with transportation information assistance in over 20 different languages. A Google Translate widget is placed at the bottom of VTA's website for reference.

VTA's website content is ADA-accessible and compatible with screen-reading devices for individuals with visual impairments.

3. Direct Mail

The use of direct mailings (postcards, letters, newsletters, etc.) is an effective method for reaching specific geographic areas or demographic groups. The effectiveness of direct mailings was confirmed by BART's PPP development process in which low-income, LEP, and minority survey respondents valued the use of postcards and letters distributed by mail. There are other pockets in the community that have expressed their preference for printed and delivered materials because they lack internet and computers at home.

4. Media

Public participation opportunities and outreach information is publicized through a variety of radio, television, and newspaper media that serve both English-speaking and language-specific audiences. These outlets can be effective in reaching targeted groups, particularly with the use of local newspapers. Survey results and community input received during BART's PPP process indicated that the majority of minority and LEP community members are likely to learn about events through ethnic media sources. VTA maintains a comprehensive inventory of print, television, radio, and internet media contacts that includes Spanish and Asian language media outlets.

5. Dedicated Phone Lines

Dedicated phone lines to Community Outreach, Customer Service, Silicon Valley BART Phase II, the Board Office, and Media serve as a source for information and a method to receive comments or input.

Calls are received for ridership information, construction project and program updates, to providing an option for affected traveling public or residents to find out the status of ongoing activities, or as a method for the public to get information or connect with people knowledgeable about a project or proposed action.

In its simplest form, VTA materials for a project or proposed action always include contact information pertinent to the subject matter. Consideration is given to utilizing VTA's established Language Line Services (LLS) or resolving a method for interpretation needs with the establishment of a facilitated communication with LEP individuals.

The LLS allows users to call the LLS number when a customer is unable to speak English. The professionally trained and tested LLS interpreters listen to the customer, analyze the message, and accurately convey its original meaning to the VTA staff member, then respond to the customer in their own language.

6. Email/Web Resources/Social Media

VTA currently uses e-mail, the website and blogs, as well as social media to notify the

public of upcoming participation opportunities. Informational materials and videos can be posted online for advance review. Webcast meetings and public participation methods that allow remote viewing and participation are additional methods used. Webcast meetings include opportunities for online participants to ask questions or make comments through e-mail or other web-based applications. While cell phone ownership within VTA's service area is widespread, these devices are not necessarily smart phones with internet service. As a result, text messages may be the most effective means of sharing VTA information on mobile devices.

VTA uses Mail Chimp, an e-mail subscription management system that provides access to information by delivering information through e-mail and wireless alerts, to provide ongoing communication with stakeholders.

VTA will post in appropriate social media channels to promote public meetings and events for participation, deliver surveys, project updates, encourage use of transit, share fun facts about the community, job postings, project newsletters, and other news. The current platforms utilized include:

- Twitter
- NextDoor
- Facebook
- Instagram
- Linked-In
- TikTok
- YouTube

7. Government Meetings

VTA provides updates on its plans and projects to federal, state, and local elected officials through regularly scheduled government meetings throughout the service area. These meetings include city and town councils, planning commissions, and other regulatory agency board meetings. These regularly scheduled meetings are predictable, well publicized, and provide an opportunity to post applicable information on meeting agendas in advance of the meetings for public review and consideration. Due to the COVID-19 pandemic, all meetings of the VTA Board of Directors and VTA Committees are held online via Zoom.

8. Language Line Services

To ensure individuals who have limited English proficiency have meaningful access to VTA information, employees, programs and services, language line services are utilized through VTA's Customer Service, Community Outreach, and the Board Office staff. When a customer, who is not fluent in English, reaches out to VTA and there is no on-site interpreter or staff fluent in that language available, VTA contacts the language line for support. This provides interpreters for customers and other members of the public to speak with VTA staff in all Safe Harbor languages. The language line is utilized by staff in the field, for door-to-door project outreach, and ambassador events throughout the bus and light rail system.

9. Events

Special events to announce, highlight, or kick-off outreach about a new policy, program, project, or activity is the least effective outreach method for getting public participation, and most effective for receiving media attention. These events are localized and focus on a specific station or geographic area. Events are held during the week, in the morning, to coordinate with political participants. There are occasions when an event will be held (for instance, during BART Ph 1 station openings) to encourage community participation.

10. Community and Stakeholder Working Groups

The development of a working group is used to assist VTA in receiving feedback on projects and proposed actions. Working groups are effective when they represent a cross sampling of interests and concerns. Meetings provide opportunities to have a meaningful exchange of ideas and can be used as an opportunity to build trust and work toward consensus on a particular issue. VTA currently uses working groups comprised of members of CBOs, neighborhood associations, and other citizens active within the community to effectively get input and conduct project development. Working group participants serve as a conduit to the community or group they represent, facilitating feedback, and serving as a focal point for information and input on issues and concerns.

11. Surveys

Public surveys are used to gather input from a broad representation of the public. They are conducted online by VTA staff and consultants to collect opinions or information on specific topics or issues. VTA surveys are provided in multiple languages to allow everyone to participate. Community Outreach and Public Engagement staff monitor their project teams to ensure that translations are from a professional translation service to ensure accuracy. Best practices for surveys require that attention be given to who is invited to participate as the sample population can affect the results, questions are appropriately translated, they are created without inherent bias, be consistently applied, and certain statistical measures are achieved prior to conclusions being drawn. To increase the response rate from low-income, minority, and LEP populations, public notification of the availability of these surveys is typically provided in multiple languages.

12. Stakeholder Interviews

VTA staff meets with an individual or small group of stakeholders to collect information or gain insight on a particular perspective related to a project or proposed action. Often, as part of a series of interviews, staff may have standard questions in addition to allowing for some time for free form discussion regarding the specific stakeholder's knowledge base, interests, or concerns. VTA often uses interviews to solicit input from representatives of group or community stakeholders, including decision-makers, to identify key issues, concerns, and groups or communities which should be targeted as part of a public participation campaign.

13. Focus Groups/Steering Committee

Focus group meetings typically consist of small, targeted groups of participants whose discussions are led by an unbiased facilitator. Focus groups typically provide an opportunity for in-depth discussions about projects, plans, or issues that may impact a specific group or community. Low-income, minority, and LEP communities should be proactively included in these groups.

While there are several approaches to identifying participants for focus groups, several

types of CBOs can be good resources for identifying low-income, minority, and LEP participants, including faith-based, geographically specific resources such as tenant associations, neighborhood and community, education, social services, recreation, environmental, political, and youth- and senior-oriented organizations.

14. Public Meetings

Public meetings are used to communicate information and receive feedback on a project or proposed action. They are broadly advertised and open to all members of the public. Public meetings are a commonly used method for public participation. There are several different formats for public meetings that can be used to best accommodate the audience, topics, and input required. The appropriateness of the selected format can significantly impact both the quality of the participants experience and the extent and quality of information shared, and input received. Given the prominence of public meetings as a method utilized by VTA, a separate section is devoted to discussing it in greater detail.

15. Community Group Presentations

VTA COPE Staff will coordinate with CBOs, and other groups such as neighborhood associations, homeowners' associations, business associations, schools, or other interested parties as needed, with an emphasis on scheduling presentations near milestone dates of projects/programs. It is good practice to meet the community where they are and at their events.

16. Other Printed Materials

Coordinating with community partners' publications is often a cost-effective method for distributing information that is of interest to their respective groups. Local service providers and CBOs often regularly communicate with community members through their newsletters to provide information about local services and activities of interest. Notices and flyers can also be provided to schools, with students taking the notices home to their parents. Many local service providers and CBOs prepare their publications and notices in multiple languages, which can facilitate outreach to low-income, minority, and LEP populations.

17. Ethnic Media

Like traditional media relations, the service area's ethnic media plays an important role in communicating with and receiving feedback from various ethnic groups. Many minority- and LEP communities rely on ethnic media as a primary source of information. Ethnic media has been found to be a particularly effective method for reaching select low-income, minority, and LEP populations. However, given the significant diversity within Santa Clara County, this can require coordination with multiple outlets. VTA maintains a contact list of various media, such as ethnic print, television, radio, and online/digital/social media partners, that includes Spanish and Asian language media channels.

18. "Train the Trainer"

This is a recognized approach to reach target groups that might otherwise be very difficult to reach. Typically used as a teaching mechanism, this approach can also be used to disseminate or collect information as in the case where a CBO representative might assist in the implementation of a survey or collect information on a particular topic. Typically, it involves training or educating an individual who might more easily interact with or reach a particular segment of the population. This can be effective in overcoming situations where

individuals might be weary or untrusting of individuals outside their immediate group. It can also help in situations where language barriers might exist.

19. Passenger Interactions

Interacting with passengers on VTA's system, either onboard or while they are waiting on a platform or at a bus stop, can provide a valuable opportunity to collect information from system users. These interactions can either be formalized using a script and/or survey or be more informal. Depending on the nature of the contact, this type of interaction can be used to gather either quantitative or qualitative data. This method can also be effective to reach users who might not otherwise be inclined or able to attend a more formal public participation process.

20. Community Based Organizations

The ongoing activities of CBO groups, such as a food bank's delivery operations, provide VTA with an opportunity to expand its accessibility to diverse segments of the service area population. Because the recipients or targets of these CBO activities are presumably not readily able to participate in other, more mainstream, public participation activities, collaboration with these groups' activities improves VTA's outreach capabilities. Although CBO operations are often best suited to the delivery of information their operations can also provide a unique opportunity to gain access to and engage select low-income, minority, and LEP populations when carefully coordinated with the host CBO.

21. Community Events

In conjunction with a community organization's event, VTA can host an information table that provides materials about VTA services and or specific information about a project or proposed action that attendees at the event may find of interest. Depending on the audience and information desired to be shared or input received, VTA can bring staff and/or resources necessary to best communicate with attendees. These events can range in scale from large city-wide events to localized activities. Many community events can assist VTA in reaching specific audiences such as seniors, youth, families with children, and commuters in addition to targeting low-income, minority, or LEP populations. Depending on the meeting format, VTA may be able to solicit public input at these meetings utilizing a survey or through informal discussion with attendees. Care needs to be taken to appropriately match VTA subject matter to community events so that they result in effective engagement.

22. CBO Meetings

Attending regularly scheduled CBO meetings can afford VTA an opportunity to share information and get input, develop meaningful community relationships, and continually improve and update its understanding of both its customer and the broader community's needs. By participating in meetings that include multiple government and/or CBO organizations with a common focus, VTA can connect with individuals who represent a broad range of low-income, minority, and LEP populations as part of an overall strategy to reaching these groups.

23. Virtual Meetings

Since the onset of the COVID-19 pandemic and subsequent stay at home orders, VTA staff shifted from in-person community meetings to virtual meetings using the Zoom platform. As the Zoom platform features have improved, VTA staff have been able to provide

increasingly customized meetings.

As an example, VTA has evolved from sending out notices that advised a translator will be provided upon request, to automatically providing one and letting the community know upfront. Meetings have further evolved to facilitating meetings in their language, with reverse translation for staff that only speak English. This has led to an increase in members of the LEP community to participate provided they have access to internet and a computer/tablet/smartphone. Since going virtual, the increase in public participation has been an unexpected benefit. Virtual meetings allow everyone to remain at home. Since most meetings are held early in the evening, participants can interact with staff and not have to be concerned about parking, ADA accommodations, child-care, traffic, etc.

A challenge of hosting meetings in other languages is finding a facilitator and training them on the subject matter with scripts so that they are knowledgeable enough to communicate between staff and members of the public. This increases preparation time for the staff. Another challenge is providing enough budget for these types of meetings. It requires VTA to seek support outside of the organization. The agency strives to work with local CBOs, but these are traditionally stretched thin on time, staff, and budget, and VTA cannot pay them directly. Therefore, CBOs can be brought onboard as sub-consultants.

24. Mobile Application

VTA offers a mobile app for both the iPhone and Android smartphones, and the iPad. By downloading the free VTAlerts app, riders can call 911 in the event of an emergency or instantaneously report safety concerns to VTA's Transit Security. The test function even allows you to try out the app prior to real-time submission. VTA publicizes information on the VTAlerts app to encourage VTA customers to make use of this service offer. VTAlerts allows users to report the following: Unattended bag or package, medical emergency, safety concern, suspicious activity, vandalism, robbery or theft, crime in progress, assault or fight. Riders who do not own a smartphone can text-a-tip to (408) 610-1440.

Examples of Outreach Efforts

VTA-Hosted Events

VTA prepares a Communications and Outreach Plan for all its capital projects. The plans are evolving documents that are updated as needed to reflect relevant project activity and correlating communications and outreach efforts. Consistent with VTA's Project and Communications Outreach Procedure, capital projects such as the BART, Eastridge to BART Regional Connector extension projects, and major highway projects are required to develop project communications and outreach procedures containing the following four components:

- Stakeholder identification
- Communication methods, tools, and timing
- Strategies for identifying stakeholder groups
- Implementation and measurement of adherence to the communication plan

The following examples provide a snapshot of VTA's Capital Project communications, and

Appendix I provides a list of VTA hosted public events held throughout 2021. Not all active projects are listed. The appendix is not listing several community partners such as HOAs, schools, VTA Board of Directors, Advisory Committee, and omits some meetings, such as pop-up events and presentations at neighborhood association meetings that also occurred over the year.

VTA's BART Silicon Valley Phase II is the largest single public infrastructure project ever constructed in Santa Clara County. VTA's BART Silicon Valley Phase II Project (Phase II) will extend BART service six miles from the Berryessa Transit Center into downtown San Jose up until city limits of Santa Clara. The project includes tunneling and building four new stations located at 28th Street/Little Portugal Station, Downtown San Jose Station, Diridon Station (connecting to light rail, Caltrain, Amtrak, Greyhound, and VTA Bus Services, and future High-Speed Rail), and Santa Clara Station. In addition to the meeting noted below, this project has 3 community-based working groups to represent community interests at the future station areas.

Eastridge to BART Regional Connector Project (EBRC)– Light Rail Extension is VTA's second largest project and brings about the final phase of extending light rail from the Alum Rock Station 2.4 miles to the Eastridge Transit Center with an elevated guideway primarily in the center of Capitol Expressway in E. San Jose. The Eastridge extension will include an elevated light rail station at Story Road, and an at-grade station located at the Eastridge Transit Center. E. San Jose is an area with a large LEP community. Newsletters and mailed notices are provided in multiple languages that represent the community. Presentations are provided with interpreters as needed. As we move toward construction, VTA hosted meetings will include facilitated meetings in Spanish. The meetings addressed below are the quarterly Stakeholder Working Group meetings. This snapshot does not include presentations VTA staff provided to neighborhood associations or school/parent presentation that were facilitated in English/Spanish.

Projects in the Transit-Oriented Development Portfolio seek to create mixed-use and mixed income developments through public-private and public-public partnerships on VTA-owned sites. Portfolio wide, 35% of the residential units will be affordable to residents that fall in the low to very low-income categories. Several of the developments will also provide supportive services to their residents. The community meetings are either facilitated in languages other than English or provide simultaneous interpretation. All notices are provided in multiple languages. See *Appendix J – Gilroy Meeting Notice, Online Community Meeting Gilroy Transit Center Transit Oriented Development, Feb. 2021*, and *Appendix K – Community Outreach Day After Report, Gilroy Station Transit-Oriented Development 2021*, as they provide examples of public noticing and a meeting review that follows.

US 101/SR 25 Highway Interchange Project: Addresses an aging interchange in south Santa Clara County, which has a high LEP Spanish speaking population. All materials mailed and presented are provided in English and Spanish (meetings include simultaneous interpretation).

US 101/De La Cruz Boulevard/Trimble Road Interchange Improvements proposes to reconstruct the **US 101/Trimble Road interchange** and to widen Trimble Road between De La Cruz Boulevard/Seaboard Avenue and Central Expressway in the City of San Jose and City of Santa Clara. This project is funded by the 2016 Measure B sales tax. A pre-construction meeting was held and noticed in a newsletter describing the project and what the public can expect to see/experience from construction activities. The area is in an industrial area and the meeting was held during the lunch hour to accommodate the business community attendees. The meeting was provided with simultaneous Spanish interpretation.

Conclusion

The PPP demonstrates VTA's accessible methods, community-focused approach, and commitment to meet and exceed the requirements of the FTA Circular 4702.1B, in consideration of Environmental Justice, Federal Highway Administration requirements, and on behalf of Limited English Proficient, low-income, and minority communities, and individuals with disabilities. The PPP ensures that no person shall, on the grounds of any other protected category described by state or federal law, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any VTA programs or activities.

APPENDICES

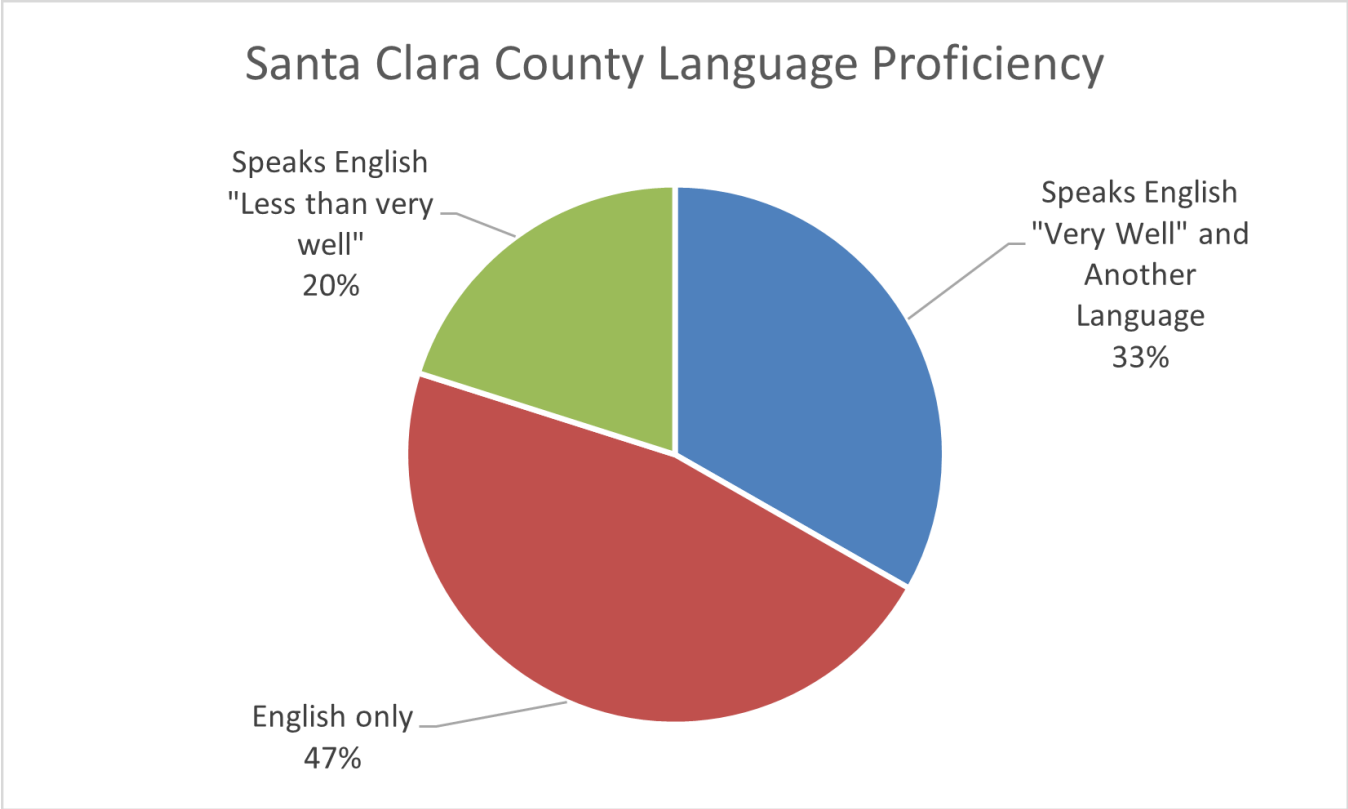
- Appendix – A, The Spectrum of Community Engagement
- Appendix – B, Santa Clara County Language Proficiency Chart
- Appendix – C, VTA’s Language Assistant Card
- Appendix – D, VTA’s 2022 Vital Documents Plan
- Appendix – E, VTA’s Title VI Fact Sheet
- Appendix – F, VTA’s 2022 Title VI Survey
- Appendix – G, VTA’s Board of Director’s Roster as of Feb. 7, 2022
- Appendix – H, VTA’s Stakeholder and Communications Method Matrix
- Appendix – I, 2021 List of Public Outreach Meetings Hosted by VTA
- Appendix – J, Online Community Meeting Gilroy Transit Center Transit Oriented Development, Feb. 2021
- Appendix – K, Community Outreach Day After Report, Gilroy Station Transit-Oriented Development 2021

Appendices

The Spectrum of Community Engagement to Ownership

STANCE TOWARDS COMMUNITY	IGNORE	INFORM	CONSULT	INVOLVE	COLLABORATE	DEFER TO
	0	1	2	3	4	5
IMPACT	Marginalization	Placation	Tokenization	Voice	Delegated Power	Community Ownership
COMMUNITY ENGAGEMENT GOALS	Deny access to decision-making processes	Provide the community with relevant information	Gather input from the community	Ensure community needs and assets are integrated into process & inform planning	Ensure community capacity to play a leadership role in implementation of decisions	Foster democratic participation and equity through community-driven decision-making; Bridge divide between community & governance
MESSAGE TO COMMUNITY	<i>Your voice, needs & interests do not matter</i>	<i>We will keep you informed</i>	<i>We care what you think</i>	<i>You are making us think, (and therefore act) differently about the issue</i>	<i>Your leadership and expertise are critical to how we address the issue</i>	<i>It's time to unlock collective power and capacity for transformative solutions</i>
ACTIVITIES	Closed door meeting Misinformation Systematic	Fact sheets Open Houses Presentations Billboards Videos	Public Comment Focus Groups Community Forums Surveys	Community organizing & advocacy House meetings Interactive workshops Polling Community forums	MOU's with Community-based organizations Community organizing Citizen advisory committees Open Planning Forums with Citizen Polling	Community-driven planning Consensus building Participatory action research Participatory budgeting Cooperatives
RESOURCE ALLOCATION RATIOS	100% Systems Admin	70-90% Systems Admin 10-30% Promotions and Publicity	60-80% Systems Admin 20-40% Consultation Activities	50-60% Systems Admin 40-50% Community Involvement	20-50% Systems Admin 50-70% Community Partners	80-100% Community partners and community-driven processes ideally generate new value and resources that can be invested in solutions

Appendix - B



Source: US Census Bureau, 2016-2020 American Community Survey 5-Year Estimates

VTA Language Assistant Card



(front)



(back)



VITAL DOCUMENTS PLAN

October 6, 2022

A vital document (paper or electronic) conveys information that is critical for the recipient or customer to access or obtain Valley Transportation Authority (VTA) services and/or benefits or is required by law. Valley Transportation Authority documents deemed vital to the public are contained in this Vital Documents Plan (VDP). Furthermore, the translation of vital documents ensures full and fair participation in the transportation decision-making process to persons who have limited English proficiency (LEP).

Department of Justice (DOJ) guidance states that “classification of a document as ‘vital’ depends upon the importance of the program, information, encounter, or service involved, and the consequence to the LEP person if the information in question is not provided accurately or in a timely manner. The determination of what documents are considered ‘vital’ is left to the discretion of individual components, which are in the best position to evaluate their circumstances and services within their language access planning materials.

Documents that may be considered ‘vital’ may include, but are not limited to:

- Administrative complaints, release, or waiver forms;
- Claim or application forms;
- Public outreach or educational materials (including web-based material);
- Written notices of rights, denial, loss, or decreases in benefits or services, parole, and other hearings;
- Forms or written material related to individual rights;
- Notices of community meetings or other case-related community outreach;
- Notices regarding the availability of language assistance services provided by the component at no cost to LEP individuals;
- Certain consent orders, decrees, Memoranda of Agreement, or other types of pleadings or litigation materials, within the discretion of the component.”

Department of Justice guidance also recommends that discretion be used to identify and prioritize vital documents or text to be translated. Agencies should ensure that translations are completed by qualified translators.

VTA’s Vital Documents Plan was initially created in consultation with staff, BART, and the community-based organizations’ Working Group, and finalized on January 24, 2013. The VDP was revised October 6, 2022.

VTA provides written translations of “Tier 1” vital documents (see list below) for each eligible LEP language group that constitutes 5 percent or 1,000 persons, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered. Written translations of “Tier 2” vital documents will be provided for those languages that meet the Top 5-language threshold in VTA’s service area; and “Tier 3” vital documents will be translated upon request, in whole or in part. The language groups for translation are identified using U.S Census data, American Community Survey (ACS) data, school district data from the county, passenger and/or community surveys, and usage reports from Language Line (VTA’s translation service). When VTA determines that it is in the best interest of the public, vital documents may be translated into further languages even if the LEP population does not meet the 5 percent / 1,000 persons threshold, in addition to those languages which meet the Safe Harbor provisions.

Vital documents include, but are not limited to the following:

Tier 1: Civil Rights Documents

Tier 1 documents are translated into each eligible LEP language group the constitutes 5 percent or 1,000 persons, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered in VTA’s service area.

- Notice to the Public: Title VI and other civil rights obligations
- Title VI complaint form
- Online Title VI complaint form
- Notice advising LEP persons of free language assistance
- ADA accessible document formats
- Safety and emergency notices
 1. Bus bridges
 2. Re-routes due to emergencies
 3. Safety and Security Awareness Program

Tier 2: Service to Our Beneficiaries

Tier 2 documents are translated into each eligible LEP language that meets the Top 5-language threshold of the population of persons eligible to be served or likely to be affected or encountered in VTA’s service area.

- Public Participation Plan (PPP)
- Language Access Plan / Limited English Proficiency (LEP) Plan
- Applications to participate in programs, benefits, and services
 1. Paratransit services
 2. RTC card
- Instructional or informational ridership brochures
 1. Take One
 2. Clipper card
 3. Traveling tips
 4. Mobility Options Program

5. Securement requirements for mobility devices
- Bus routes and schedules
 - Notices of service or fare changes
 - Notices of service disruptions
 1. Platforms retrofits
 2. Bus bridges
 3. Re-routes due to events
 - Notices of denials, losses, or decreases in benefits
 1. Right of way relocations
 - Public outreach
 1. Meeting notices
 2. Community outreach documents
 3. Documents that require public comment / public hearings
 4. Customer comment card (Blue Card)
 5. Public participation notices and minutes
 - Service and construction notices
 - BART Silicon Valley Extension Program (BSV)
 - Project fact sheets
 - Promotional events
 - Documents designed to help raise awareness about available programs and services to ensure equal access

Tier 3: Large, Technical Documents

Tier 3 documents are translated upon request, in whole or in part.

- Environmental documents
- Construction documents
- Congestion Management Program documents
- Planning documents
- BART Silicon Valley Extension Program (BSV) documents

Safe Harbor Provision:

“DOT (Department of Transportation) has adopted DOJ’s (Department of Justice’s) Safe Harbor Provision, which outlines circumstances that can provide a “safe harbor” for recipients regarding translation of written materials for LEP populations. The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient’s written translation obligations.”

VTA's Top 5 languages compiled from the US Census Bureau, 2016-2020 American Community Survey:

1. Spanish: 118,954
2. Chinese: 78,198
3. Vietnamese: 75,218
4. Tagalog: 19,062
5. Korean: 10,719

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Appendix - E



第六章 (Chinese)

第六章規定為何內容？

第六章為聯邦規章，內容規定，在接受聯邦財政資助的任何項目或活動中，任何人不得因種族、膚色或原住國等原因而被剝奪參與活動或享有應得利益的權利，也不應遭受任何其他方式的歧視。

哪些人受到第六章規定的保護？

任何人，無論其種族、膚色或原住國如何，均受第六章的保護。第六章有兩個行政指令：「環境正義」(Environmental Justice) 指令為低收入和少數族群提供保護；「英語能力有限者」(Limited English Proficiency, LEP) 指令旨在保護英語非主要語言的英語能力有限者。英語能力有限者指在英語說、讀、寫以及理解方面能力有限的個人。英語能力有限者可能具備某些形式的英語溝通能力(例如可對話或聽懂)，但在讀寫方面有些困難。

第六章規定是否只保護美國公民？

不是。所有美國居民，無論是否為美國公民，均受到第六章規定保護。



第六章規定如何惠及社區？

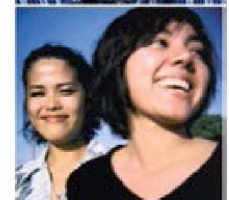
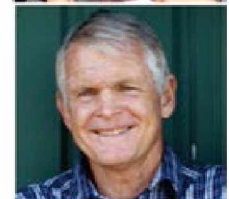
客戶可獲得以其主要語言提供的免費語言專線協助。客戶可致電 (408) 321-2300 要求協助。客戶可透過語言專線取得：

- 1 公車及輕軌鐵路行程規劃資訊。
- 1 如何購買 Clipper® 卡的資訊。
- 1 有關 VTA 會議的免費語言協助。
- 1 免費口譯員服務和 (或) 文件翻譯服務。



VTA 如何與社區溝通有關第六章規定內容？

在考慮變動公車路線、車費或改善公車停靠站和服務時，VTA 都會徵詢客戶的意見。客戶的意見可使我們作出符合社區需求的決定。若要了解已排定的 VTA 會議日期、時間和地點，請查看或查詢：(a) “VTA Take-One” (VTA 放在車上的通訊)；(b) VTA 網站：www.vta.org；(c) 地方主流和各族裔報紙；(d) 社區中心；(e) 圖書館；(f) 社區商店及其他來源。



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Title VI Survey



The Santa Clara Valley Transportation Authority (VTA) embraces opportunities to ensure that our policies, services, and programs are delivered by communication tools and processes that are inclusive and effective.

Your response will help us improve the ways we reach out to you and how to make it easier for you to give us input on our services and projects.

You can enter a random drawing to win one of three \$50 Amazon gift cards by including your email address on the survey. Thank you for your participation!

Email: _____

Q1. Which do you ride on regularly?

- VTA bus route(s) _____
- VTA light rail line(s) _____
- Paratransit service _____
- If no, please tell us why not? _____

Q2. How important is VTA **bus** service to you?

- Very important
- Somewhat important
- Somewhat unimportant
- Unimportant
- I don't use it/No opinion

Q3. How important is VTA **light rail** service to you?

- Very important
- Somewhat important
- Somewhat unimportant
- Unimportant
- I don't use it/No opinion

Q4. How important is VTA **paratransit** service to you?

- Very important
- Somewhat important
- Somewhat unimportant
- Unimportant
- I don't use it/No opinion

Q5. Please tell us how often you use the following means of receiving and/or finding information for VTA's services, projects, and programs.

	Not at all	Rarely	Sometimes	Often	Daily
Google	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
VTA.org	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
511.org	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facebook	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twitter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LinkedIn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Instagram	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nextdoor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Newspaper	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Radio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Center/Group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
VTA Customer Service Call Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Email	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q6. Are you limited or prevented from the following activities because of language? Check all that apply.

- Buying tickets
- Using transit services
- Getting VTA information
- Attending public meetings
- Other language barriers: _____

Q7. What language do you prefer to communicate?

Speak _____
 Read _____
 Write _____
 Understand _____

Q8. How well do you speak, read, write, and understand English?

	Not at all	Not Very Well	Fairly well	Well	Very Well
Speak	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Read	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Write	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q9. Are you aware that VTA can provide free assistance in your primary language to help you use the bus, light rail, and participate in public meetings?

- Yes No

Q10. What is your current age?

- Under 18
 18-24
 25-34
 35-44
 45-54
 55-64
 65+
 Prefer not to state

Q11. Which ethnicities (cultural/national original) and/or race do you identify with? Check all that apply.

- Hispanic or Latino
 American Indian or Alaskan Native
 Asian
 Black or African American
 Native Hawaiian or Other Pacific Islander
 White/Caucasian
 Two or more races
 Prefer not to state/No Answer

Q12. What is your total annual household income?

- \$ 0 - \$24,999
 \$25,000 - \$49,999
 \$50,000 - \$74,999
 \$75,000 - \$99,999
 \$100,000 - \$149,999
 \$150,000 - \$199,999
 \$200,000 - \$249,999
 \$250,000 and above

Thank you!

If you have any questions about this survey, or VTA's Title VI program, contact VTA's Office of Civil Rights at (408) 952 - 8901, email: customer.service@vta.org, or visit our webpage, www.vta.org/title-vi.

Encuesta del Título VI



Santa Clara Valley Transportation Authority (VTA) acoge todas las oportunidades que sean necesarias para garantizar que nuestras políticas, servicios y programas se difundan mediante herramientas y procesos de comunicación que sean inclusivos y efectivos.

Sus respuestas nos ayudarán a mejorar la forma en que nos comunicamos con usted y para hacer que sea más fácil para usted darnos su opinión sobre nuestros servicios y proyectos.

Puede ingresar a un sorteo para ganar una de las tres tarjetas de regalo de Amazon de \$50 al incluir su dirección de correo electrónico en la encuesta. ¡Gracias por su participación!

Email: _____

Q1. ¿Qué tipo de transporte utiliza regularmente?

- Ruta(s) de autobús de VTA _____
- Línea(s) del tranvía de VTA _____
- Servicio de paratransito _____
- Si no utiliza ninguno, díganos por qué no _____

Q2. ¿Qué tan importante es el servicio de **autobús** de VTA para usted?

- Muy importante
- Algo importante
- Casi sin importancia
- Sin importancia
- No lo uso/No tengo una opinión

Q3. ¿Qué importancia tiene para usted el servicio del **tranvía** de VTA?

- Muy importante
- Algo importante
- Casi sin importancia
- Sin importancia
- No lo uso/No tengo una opinión

Q4. ¿Qué importancia tiene para usted el servicio de **paratransito** de VTA?

- Muy importante
- Algo importante
- Casi sin importancia
- Sin importancia
- No lo uso/No tengo una opinión

Q5. Díganos con qué frecuencia utiliza los siguientes medios para recibir y/o encontrar información sobre los servicios, proyectos y programas de VTA.

	Para nada	Raramente	A veces	A menudo	Diariamente
Google	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
VTA.org	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
511.org	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facebook	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twitter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LinkedIn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Instagram	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nextdoor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Periódico	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Radio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Televisión	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Centro Comunitario/ Grupo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Centro de llamadas de Servicio al Pasajero de VTA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Correo Electrónico	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q6. ¿Tiene limitaciones o está impedido de realizar las siguientes actividades debido al idioma? Marque todo lo que corresponda.

- Comprar boletos
- Uso de los servicios de transporte público
- Obtener información relacionada con VTA
- Asistir a reuniones públicas
- Otras barreras provocadas por el idioma:

Q7. ¿En qué idioma prefiere comunicarse?

Hablo _____

Leo _____

Escribo _____

Entiendo _____

Q8. ¿Qué tan bien habla, lee, escribe y entiende inglés?

	Nada	No muy bien	Más o menos bien	Bien	Muy bien
Hablo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Escribo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Entiendo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q9. ¿Sabe que VTA le puede brindar asistencia gratuita en su idioma materno para ayudarlo a usar el autobús, el tranvía y participar en las reuniones públicas?

- Sí No

Q10. ¿Qué edad tiene en este momento?

- Menos de 18
 18-24
 25-34
 35-44
 45-54
 55-64
 65 para adelante
 Prefiero no decirlo

Q11. ¿Con qué etnicidad (cultural/origen nacional) y/o raza se identifica? Marque todo lo que corresponda.

- Hispano o latino
 Indígena americano o nativo de Alaska
 Asiático
 Negro o afroamericano
 Nativo de Hawái u otra isla del Pacífico
 Blanco/caucásico
 Dos o más razas
 Prefiero no decirlo/sin respuesta

Q12. ¿Cuál es el ingreso total anual de su grupo familiar?

- \$0 - \$24,999
 \$25,000 - \$49,999
 \$50,000 - \$74,999
 \$75,000 - \$99,999
 \$100,000 - \$149,999
 \$150,000 - \$199,999
 \$200,000 - \$249,999
 \$250,000 para adelante

¡Gracias!

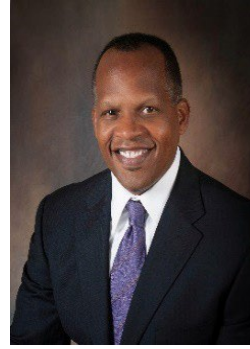
Si tiene alguna pregunta sobre esta encuesta o el programa del Título VI de VTA, comuníquese con la Oficina de Derechos Civiles de VTA llamando al (408) 952 - 8901, envíe un correo electrónico a: customer.service@vta.org, o visite nuestra página web: www.vta.org/title-vi.

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BOARD OF DIRECTORS
as of February 7, 2022



Charles "Chappie" Jones
Chairperson



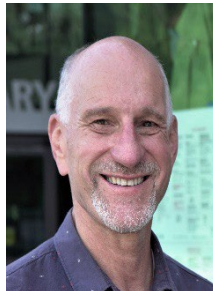
Rich Constantine
Vice Chairperson



Margaret Abe-Koga
Ex-Officio



Marie Blankley
Alternate Member



Pat Burt
Member



Magdalena Carrasco
Member



Cindy Chavez
Member



Dev Davis
Alternate Member



Glenn Hendricks
Member



Sudhanshu "Suds" Jain
Member



Sergio Jimenez
Member



Otto Lee
Member



Lynette Lee-Eng
Alternate Member



Sam Liccardo
Member



Carmen Montano
Alternate Member



Darcy Paul
Member



Raul Perez
Member



Rob Rennie
Alternate Member

January 2022
Chappie Jones, Chairperson
Rich Constantine, Vice Chairperson

GROUP 1 (San Jose)

City of San José

Charles “Chappie” Jones
Sergio Jimenez
Magdalena Carrasco
Sam Liccardo*
Raul Peralez
Devora “Dev” Davis, Alternate

GROUP 2 (North West)

City of Los Altos
Town of Los Altos Hills
City of Mountain View
City of Palo Alto

Lynette Lee Eng, Alternate

Patrick “Pat” Burt

GROUP 3 (West Valley)

City of Campbell
City of Cupertino
Town of Los Gatos
City of Monte Sereno
City of Saratoga

Darcy Paul
Rob Rennie, Alternate

GROUP 4 (South County)

City of Gilroy
City of Morgan Hill

Marie Blankley, Alternate
Rich Constantine

GROUP 5 (North East)

City of Santa Clara
City of Sunnyvale
City of Milpitas

Sudhanshu “Suds” Jain
Glenn Hendricks
Carmen Montano, Alternate

GROUP 6 (Santa Clara County)

County of Santa Clara

Cindy Chavez*
Otto Lee
Vacant, Alternate

Ex-Officio**

Metropolitan Transportation Commission (MTC) Commissioners representing
Santa Clara County, Cities of Santa Clara County, and City of San Jose

**These individuals also serve on the MTC.*

Margaret Abe-Koga*

The Board of Directors generally meets on the first Thursday of the month at 5:30 PM. Meeting dates, times, and location can be found on www.vta.org.

Please address all correspondence to:

Office of the Board Secretary
Santa Clara Valley Transportation Authority
3331 North First Street, Bldg. B-1
San José, CA 95134-1927
Telephone: 408.321.5680
E-Mail: board.secretary@vta.org.

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List of Public Outreach Meetings hosted by VTA 2021

Date	Project	Topic	Outreach	Translation Provided
2/9/2021	BART Phase II Downtown-Diridon Community Working Group	Downtown-Diridon Station Area Follow-up Items; CWG Member Report Back; Government Affairs; Phase II Update; Community Engagement; Diridon Station Area Update; Next Steps	Project webpage https://www.vta.org/projects/bart-sv/phase-ii/public-engagement Stakeholder/Mailchimp	
2/10/2021	BART Phase II 28 th Street/Little Portugal Community Working Group	28 th Street/Little Portugal Station Area Follow-up Items; CWG Member Report Back; Government Affairs; Phase II Update; Community Engagement; Diridon Station Area Update; Next Steps	Project webpage https://www.vta.org/projects/bart-sv/phase-ii/public-engagement Stakeholder/Mailchimp	
2/11/2021	BART Phase II Santa Clara Community Working Group	Santa Clara Station Area Follow-up Items; CWG Member Report Back; Government Affairs; Phase II Update; Community Engagement; Diridon Station Area Update; Next Steps	Project webpage https://www.vta.org/projects/bart-sv/phase-ii/public-engagement Stakeholder/Mailchimp	
2/18/2021	Gilroy TOD	TOD Program Education, Project Consideration, Opportunities, Community Values and Vision	Project webpage www.vta.org/gilroydevelopment Mail, Social Media, Partner, Door- Door, Flyers at Park and Ride, A- Frames, Public spaces, CBO assists, VTA Blog	Facilitated in English – Spanish translation provided
2/24/2021	Gilroy TOD	TOD Program Education, Project Consideration, Community Values and Vision	Project webpage www.vta.org/gilroydevelopment Mail, Social Media, Partner, Door- Door, Flyers at Park and Ride, A- Frames, Public spaces, CBO assists, VTA Blog	Facilitated in Spanish – English translation provided. Appendix XX – Gilroy TOD Meeting Notice

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				Appendix XX – Summary of Gilroy-SP-Day After Report
2/25/2021	EBRC Stakeholder Working Group Meeting (quarterly)	<ul style="list-style-type: none"> • Next Generation High-Capacity Transit Study • Video rendering of light rail extension • Ocala Area History • Project Status Updates • 2021 SWG Work Plan 	Project web page, www.vta.org/eastridgetobart , Project and Policy Advisory Board Stakeholder email/Mailchimp (people who want project emails), partner posts (Council Offices)	
4/22/2021	Gilroy TOD	Follow up meeting – What we heard, Project Consideration, Community Values and Vision	Project webpage www.vta.org/gilroydevelopment Mail, Social Media, Partner, Door-Door, Flyers at Park and Ride, A-Frames, Public spaces, CBO assists, VTA Blog	Facilitated in Spanish – English translation provided. Intent was to bring the Spanish and English-speaking communities together. We had a noticeable drop in Spanish speaking participants from the previous meeting that was facilitated vs. simultaneous translation.
4/28/2021	Branham Station TOD	TOD Program Education, Project Consideration, Opportunities, Community Values and Vision	Project webpage www.vta.org/branhamdevelopment Mail, Social Media, Partner, Door-Door, Flyers at Park and Ride, A-Frames, Public spaces, CBO assists, VTA Blog	Mailed notice included Spanish, Vietnamese, Chinese translated text. Meeting was facilitated in English with simultaneous Spanish interpretation.
5/11/2021	BART Phase II Downtown-Diridon Community Working Group	Downtown-Diridon Station Area ; Follow-up Items; CalMod Update; Phase II Update; Phase II Funding; Phase II Disadvantaged Business Enterprises (DBE) /	Project webpage https://www.vta.org/projects/bart-sv/phase-ii/public-engagement	

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		Small Business Enterprises (SBE) Opportunities; Real Estate & Transit-Oriented Development; Community Outreach; CWG Member Report Out; Review Action Items and Next Meeting Dates	Stakeholder/Mailchimp	
5/12/2021	BART Phase II Community Working Group Meeting	28 th Street/Little Portugal Station Follow-up Items; En Movimiento Update; Phase II Update; Phase II Funding; Phase II Disadvantaged Business Enterprises (DBE) / Small Business Enterprises (SBE) Opportunities; Real Estate & Transit-Oriented Development; Community Outreach; CWG Member Report Out; Review Action Items and Next Meeting Dates	Project webpage https://www.vta.org/projects/bart-sv/phase-ii/public-engagement Stakeholder/Mailchimp	
5/13/2021	BART Phase II Santa Clara Community Working Group	Santa Clara Station Area Follow-up Items; CalMod Update; Phase II Update; Phase II Funding; Phase II Disadvantaged Business Enterprises (DBE) / Small Business Enterprises (SBE) Opportunities; Real Estate & Transit-Oriented Development; Community Outreach; CWG Member Report Out; Review Action Items and Next Meeting Dates	Project webpage https://www.vta.org/projects/bart-sv/phase-ii/public-engagement Stakeholder/Mailchimp	
6/9/2021	US 101/SR 25	Proposed project introduction, phased approach, share proposed designs and discuss. Additionally: Quarterly updates are provided to the Mobility Partnership . The Mobility Partnership provides policy oversight and direction to VTA staff and the Council of San Benito County Governments regarding potential mobility improvements between US 101 and I-5 in southern Santa Clara and northern San Benito Counties.	Mail, Social Media, Nextdoor, partner postings, VTA Blog, CBO assists, VTA webpage/project page www.vta.org/sr25 , utilized outreach and connections developed through Gilroy TOD outreach.	Facilitated in English with simultaneous Spanish interpretation

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6/24/2021	EBRC Stakeholder Working Group Meeting (quarterly)	<p>May meeting was postponed following the mass shooting tragedy at VTA's rail yard on 5/26/2021:</p> <p>Topics:</p> <ul style="list-style-type: none"> • Tree removal and mitigation • Construction Schedule – funding from RM3 • Overview of bridge construction • Project Status Updates • Community Outreach overview • Utilities Relocation Presentation 	<p>Project web page, www.vta.org/eastridgetobart, Project and Policy Advisory Board Stakeholder email/Mailchimp, partner posts (Council Offices)</p>	
8/25/2021	US 101/Trimble	<p>Introduce the project, project benefits, construction schedule, construction impacts.</p>	<p>Project web page www.vta.org/trimbleimprovement notices, mailed notices, door-door/businesses, partner posts from City of San Jose, City of Santa Clara, Caltrans, VTA blog, social media, and NextDoor</p>	<p>Facilitated in English with simultaneous Spanish interpretation.</p>
8/26/2021	EBRC Stakeholder Working Group Meeting (quarterly)	<ul style="list-style-type: none"> • Community Outreach review • Project Status Updates • Station Art Enhancements Program • Noise and Vibration from Construction • Policy Advisory Board Update 	<p>Project web page, www.vta.org/eastridgetobart, Project and Policy Advisory Board Stakeholder email/Mailchimp, partner posts (Council Offices)</p>	
9/21/2021	BART Phase II Downtown-Diridon Community Working Group	<p>Downtown-Diridon Station Area Follow-up Items; CalMod Update; Phase II Update; Phase II Project Delivery Methods; Look & Feel of the Stations; Station Access & Circulation; Community Outreach; CWG Member Report Out; Review Action Items and Next Meeting Dates</p>	<p>Project webpage https://www.vta.org/projects/bart-sv/phase-ii/public-engagement</p> <p>Stakeholder/Mailchimp</p>	
9/22/2021	Branham and Capitol Station TOD	<p>TOD Program Education, Project Consideration, Opportunities at both sites, Community Values and Vision</p>	<p>Mail, Social Media, Partner, Door-Door, Flyers at Park and Ride, A-</p>	<p>Mailed notice included Spanish, Vietnamese, Chinese translated text.</p>

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			Frames, Public spaces, CBO assists, VTA Blog, stakeholder briefings www.vta.org/branhamdevelopment www.vta.org/capitoldevelopment	Meeting was facilitated in English with simultaneous Spanish interpretation.
9/22/2021	BART Phase II Community Working Group Meeting	28 th Street/Little Portugal Station Follow-up Items; Phase II Update; Phase II Project Delivery Methods; Look & Feel of the Station; Five Wounds Urban Villages Plan Update & 28th Street/Little Portugal Station Design Development Framework; Station Access & Circulation; CWG Member Report Out; Review Action Items and Next Meeting Dates	Project webpage https://www.vta.org/projects/bart-sv/phase-ii/public-engagement Stakeholder/Mailchimp	
9/23/2021	BART Phase II Santa Clara Community Working Group	Santa Clara Station Area Follow-up Items; Phase II Update; Phase II Project Delivery Methods; Look & Feel of the Station; Station Access & Circulation; Community Outreach; CWG Member Report Out; Review Action Items and Next Meeting Dates	Project webpage https://www.vta.org/projects/bart-sv/phase-ii/public-engagement Stakeholder/Mailchimp	
10/27/2021	BART Phase II Community Meeting	<ul style="list-style-type: none"> • Project overview and updates • Stations • Additional Project Elements • Contracting Methodology • Early Construction Activities • Community Outreach • Next Steps 	Project webpage https://www.vta.org/projects/bart-sv/phase-ii/public-engagement Stakeholder/Mailchimp	
10/28/2021	Berryessa/North San Jose TOD	TOD Program Education, <ul style="list-style-type: none"> • Project Consideration, Opportunities at both sites, Community Values and Vision 	Project webpage: www.vta.org/berryessadevelopment Mail, Social Media, Partner, Door-Door, Flyers, A-Frames, Public spaces, CBO assists, VTA Blog, stakeholder briefings	Mailed notices and presentations provided in Spanish, Vietnamese, and Chinese. Simultaneous translation was

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				provided in Spanish, Vietnamese, and Chinese.
10/30/2021	BART Phase II Community Meeting	<ul style="list-style-type: none"> • Project overview and updates • Stations • Additional Project Elements • Contracting Methodology • Early Construction Activities • Community Outreach • Next Steps 	<p>Project webpage https://www.vta.org/projects/bart-sv/phase-ii/public-engagement</p> <p>Stakeholder/Mailchimp</p>	Facilitated in Spanish.
11/3/2021	BART Phase II Community Meeting	<ul style="list-style-type: none"> • Project overview and updates • Stations • Additional Project Elements • Contracting Methodology • Early Construction Activities • Community Outreach • Next Steps 	<p>Project webpage https://www.vta.org/projects/bart-sv/phase-ii/public-engagement</p> <p>Stakeholder/Mailchimp</p>	Facilitated in Vietnamese
11/4/2021	BART Phase II Community Meeting	<ul style="list-style-type: none"> • Project overview and updates • Stations • Additional Project Elements • Contracting Methodology • Early Construction Activities • Community Outreach • Next Steps 	<p>Project webpage https://www.vta.org/projects/bart-sv/phase-ii/public-engagement</p> <p>Stakeholder/Mailchimp</p>	Facilitated in Portuguese
11/17/2021	BART Phase II Community Working Group Meeting-Combined Groups	<ul style="list-style-type: none"> • 28th Street/Little Portugal Station • Downtown-Diridon Station • Santa Clara Station 	<p>Project webpage https://www.vta.org/projects/bart-sv/phase-ii/public-engagement</p> <p>Stakeholder/Mailchimp</p>	
11/18/2021	EBRC Stakeholder Working Group Meeting (quarterly)	<ul style="list-style-type: none"> • Community Outreach Review • Project updates • Utility Relocation 	<p>Project web page, www.vta.org/eastridgetobart, Project and Policy Advisory Board</p>	

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		<ul style="list-style-type: none">• Vibration/Noise moderating/mitigation plan	Stakeholder email/Mailchimp, partner posts (Council Offices)	
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This snapshot does not include table, guest speaker, celebratory, or pop-up events, etc.

Online Community Meeting Gilroy Transit Center Transit Oriented Development

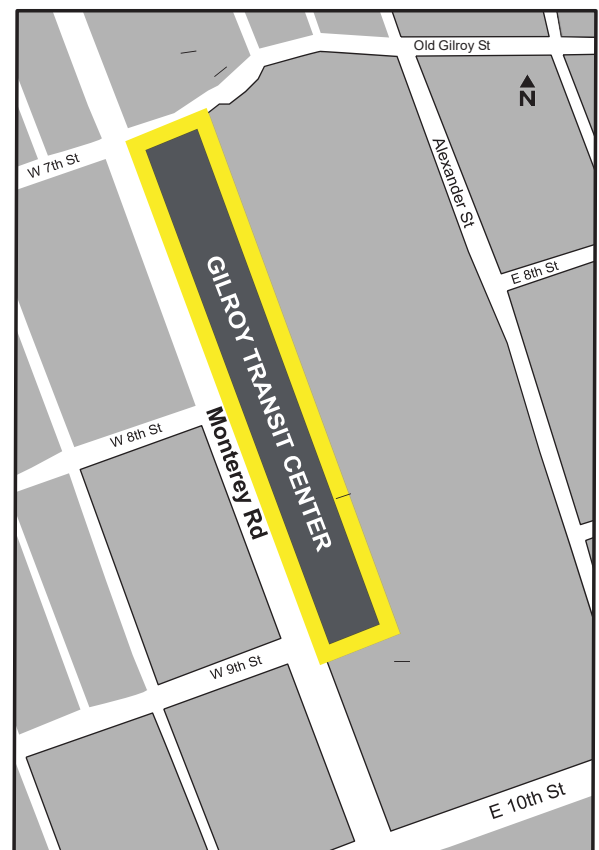
February 18 and 24, 2021

**Zoom video and teleconference links for both meetings
are provided at the end of this notice.**

The Santa Clara Valley Transportation Authority (VTA) would like to invite you to a community meeting about a proposed Transit-Oriented Development (TOD) located at VTA's Gilroy Transit Center. The property is located next to the Gilroy Caltrain Station, on Monterey Highway and 7th Street in Gilroy. VTA is considering a TOD project that could provide additional affordable housing in the area.

This meeting will provide you with an opportunity to learn about VTA's TOD program. VTA wants to hear from you and is very interested in your ideas and feedback for this site and encourages your participation at this meeting.

This meeting will be held in English on February 18, and then will be repeated in Spanish on February 24, 2021. Individuals who require other language translation are requested to contact VTA Community Outreach at (408) 321-7575/TTY (408) 321-2330, or email community.outreach@vta.org, by February 11, 2021. Visit www.vta.org/gilroydevelopment for additional project information and to sign up for project updates.



See below how to participate, RSVP (encouraged, but not mandatory) and more information.

Community Meeting – English • 2/18/21, 6:00 p.m.
gilroy-tod-community-meeting.eventbrite.com

Community Meeting – Spanish • 2/24/21, 6:00 p.m.
reunion-comunitaria-gilroy-tod.eventbrite.com

Community Meeting

Community Meeting – English

2/18/21 6:00 p.m.

Community Meeting – Spanish

2/24/21 6:00 p.m.

Reunión Comunitaria en línea Centro de transbordos Gilroy Transit Center Construcción Orientada al Transporte Público

24 de febrero de 2021: español

Los enlaces de video y teleconferencia de Zoom para ambas reuniones se proporcionan al final de este aviso.

Santa Clara Valley Transportation Authority (VTA) desea invitarlo a una reunión comunitaria sobre un Proyecto de Construcción Orientada al Transporte Público (TOD) ubicado en el centro de trasbordos Gilroy Transit Center perteneciente a VTA. La propiedad se localiza junto a la estación Gilroy de Caltrain, entre Monterey Highway y 7th Street en Gilroy. VTA está considerando un proyecto TOD que podría proporcionar viviendas asequibles adicionales en el área.

Esta reunión le brindará la oportunidad de informarse sobre el programa TOD de VTA. VTA quiere escucharlo y estamos muy interesados en sus ideas y comentarios para este lugar y lo invitamos a participar en esta reunión.

La reunión se llevará a cabo en inglés el 18 de febrero y luego se repetirá en español el 24 de febrero de 2021. Se solicita a las personas que necesiten traducción en otro idioma que se comuniquen con la oficina de Alcance a la Comunidad de VTA, llamando al (408) 321-7575 / TTY (408) 321 -2330, o enviando un correo electrónico a community.outreach@vta.org, antes del 11 de febrero de 2021. Visite: www.vta.org/gilroydevelopment para obtener información adicional sobre el proyecto y registrarse para recibir actualizaciones del proyecto.

A continuación puede ver la manera sobre cómo participar, confirmar su asistencia (se recomienda, pero no es obligatorio) y más información.

Reunión Comunitaria – Ingles • 2/18/21, 6:00 p.m.

gilroy-tod-community-meeting.eventbrite.com

Reunión Comunitaria – Español • 2/24/21, 6:00 p.m.

reunion-comunitaria-gilroy-tod.eventbrite.com

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Community Outreach “Day After” Report

Submitted by	Jolene Bradford
Date submitted:	3/4/2021
Meeting date, time, and location:	Thursday, February 18, 2021 6:00 p.m.. Zoom and live stream via SCVTA/YouTube
Organization Sponsor:	VTA
Topic presented/discussed:	Gilroy Station TOD-Project Update
How was meeting noticed?	<p>VTA – COPE</p> <ul style="list-style-type: none"> • Mailer ½ mile radius from Gilroy Transit Center, included residents, businesses, absentee property owners - 3165 • A-Frames Notices at Gilroy Transit Center (2/8) • Flyer Vehicles at parked at the transit center and on the street – 75 (2/8) • Flyer Drop - business across the street and adjacent to transit center - 34 (2/8) • Next Door Posts in Spanish (2/9; 2/17; 2/22)-16,083/ 47 Neighborhoods • VTA Blog (2/12) • Social Media Posts (Facebook, Twitter) (2/17) • Flyer in Spanish (2/19) • Spanish Flyer Drop – Gardner South County Health Center – 100 (2/23) <p>Via VTA COPE – City of Gilroy outreach included reaching out to:</p> <ul style="list-style-type: none"> • Chamber of Commerce • Downtown Business Association • COB’s • Gilroy City Council <ul style="list-style-type: none"> ○ Tracked additional sharing from <ul style="list-style-type: none"> ▪ Councilmember Zach Hilton – His own words in English and Spanish (2/17) ▪ Mayor Marie Blankley <p>Additional City of Gilroy Communications Team, led by Rachelle Bedell, shared VTA’s notice:</p> <ul style="list-style-type: none"> • Gilroy Weekly Newsletter 2/12 • Weekly email 2/16 • Gilroy City Social Media Posts (These are in addition to VTA’s Social Media Posts on Nextdoor, FB, Twitter, Linked-In) <ul style="list-style-type: none"> ○ Next Door 2/16 ○ FB 2/16 ○ Instagram 2/16 • Shared Spanish Flyer with city staff (2/23) <p>Gilroy communications team is working closely with the Spanish speaking community and currently focused on COVID and vaccination effort</p> <p>VTA Board Secretary</p> <ul style="list-style-type: none"> • VTA Board of Directors

Appendix - K

	<ul style="list-style-type: none"> • VTA committees <p>Community Facilitator Jorge Mendoza reached out to the following to support VTA's outreach effort.</p> <ul style="list-style-type: none"> • Carry the Vision • San Ysidro Nueva Vida • Un Nuevo Amanecer Gilroy • Iglesia Catolica Santa Maria (I think Catholic Church of Santa Maria) • Cancer survivors • Community leaders • Families and businesses located in between Alexander, Egleberry, 7th Street, and 10th Streets
Length of presentation/meeting:	111 minutes
Meeting attendees:	Attendee List is attached – Zoom 105; YouTube Live 3 (staff & Interpreters subtracted from meeting attendees)
Demographic estimate:	Residents, business owners, CBO's, Housing Advocates.
Special accommodations:	None Requested
Title VI, Limited English Proficiency (LEP) Outreach:	Meeting notice, Next Door Post in Spanish. This meeting was conducted in Spanish. There was an English interpretation room available.
Presentation format:	PowerPoint
Media present:	
Elected officials present:	Council Member Rebeca Armendariz
Key attendees:	Consuelo Hernandez – Santa Clara County, Office of Supported Housing Diana Castillo – Santa Clara County, Office of Supported Housing Andrew Barnes – Santa Clara County, Office of Supported Housing
VTA staff present:	Jolene Bradford – Community Outreach Kathleen Podrasky – Community Outreach Jessie Solis – Real Estate Jessica Hitchcock – Real Estate Janet Smith-Heimer - Real Estate Janice Soriano-Ramos – Planning
Consulting team present:	Bruce Brubaker Cliff Lau Ricardo Pozos Angelica Garcia Jorge Mendoza – Community Facilitator Rebecca Garcia – Community Facilitator
Materials provided at event:	
Questions/Comments: (Questions answered by staff)	Chat log and meeting notes attached.
Meeting Pictures:	None – YouTube video available www.vta.org/gilroydevelopment



Submitted by:

Office of Civil Rights (OCR)

Santa Clara Valley Transportation Authority

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