



2024

Civil Rights Program

Title VI and Limited English Proficiency Plan

Mike Strauch
District Manager
P.O. Box 517
Molalla, OR 97038
Phone: 503-829-7000
Email: mstrauch@sctd.org

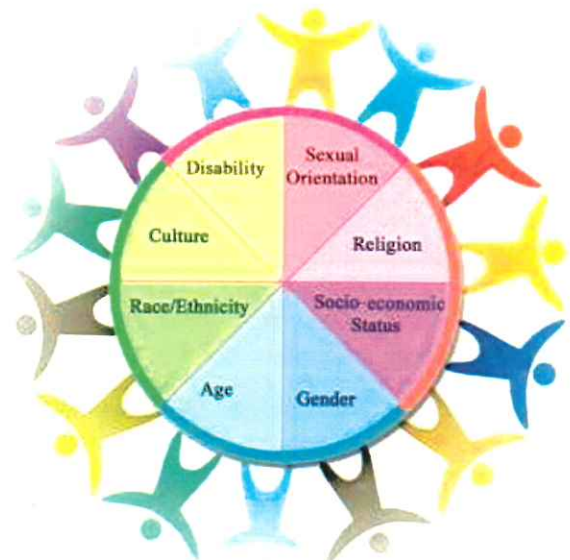


Table of Contents

- SCTD Civil Rights Program** 1
 - Signed Policy Statement..... 1
 - Title VI Complaint Procedures..... 1
 - Record of Title VI Investigations, Complaints, or Lawsuits 1
 - Notification of SCTD’s Title VI obligations..... 2
 - Public Participation Plan..... 4
 - Summary of Public Participation Efforts (1/2018 – 1/2021)..... 4
 - Title VI – Compliance Officer & LEP Coordinator 5
 - Employee LEP Training 5
 - Minority Representation..... 5
 - Overview of SCTD Service Standards and Policies 5
- Limited English Proficiency Plan (LEP)**..... 6
 - Four Factor Analysis 6
 - LEP Implementation Plan 7
 - Goals and Objectives 7
 - General Strategy..... 8
 - Stakeholders..... 8
 - Program Elements 8
 - Monitoring and Updating the LEP Plan 9
 - Dissemination of the Limited English Proficiency Plan 9
- APPENDICES** 11
 - Appendix A: 2022 ACS Data for District Service Area 12
 - Appendix B: Title VI Complaint Form (English & Spanish)..... 15
 - Appendix C: Fixed Route Service Standards 20
 - Vehicle load 20
 - Vehicle headway 20
 - Service availability..... 20
 - Amenities..... 20
 - Vehicle Assignment Policy..... 20
 - Appendix D: SCTD Non-Discrimination Statement 21

SCTD Civil Rights Program

This program reflects the South Clackamas Transportation District's (SCTD) commitment to ensuring that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

SCTD is committed to complying with the requirements of Title VI in all its programs and activities, including the provision of transit services.

Signed Policy Statement

A policy statement signed by David Weber, SCTD Board Chair, adopting this plan and ensuring SCTD's commitment to compliance with Title VI of the Civil Rights Act of 1964 can be found as Appendix D.

Title VI Complaint Procedures

Any person who believes she or he has been discriminated against based on race, color, or national origin by the District may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form, provided in Appendix B. Our process for addressing civil rights complaints is as follows:

- Once the complaint is received, the District will review it to determine if our office has authority. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.
- Any complaint SCTD receives that deals with federal civil rights issues (e.g., Title VI, EEO or ADA complaints) will be forwarded to the District's Attorney.
- Once a complaint is logged the District has 60 days to resolve the issue.
- An investigation will be conducted, which will include the basis of the alleged complaint; when and where the incident occurred; and, as necessary, the identification and interview of involved parties, the review and pertinent documents and other information from appropriate sources.
- In the case of federal civil rights issues, all information and discussions are maintained and documents relating to the investigation retained in a confidential file.

Based upon the conclusion of a thorough investigation, the District will follow up with the complainant. This follow up may include a phone call, a letter or, in the case of a federal civil rights complaint, a report which summarizes the findings and suggests appropriate corrective action along with proposed resolution.

Record of Title VI investigations, Complaints, or Lawsuits

SCTD maintains an active log of all civil rights complaints. In the past three years, SCTD has received 0 Complaints and 0 Lawsuits related to Title VI Civil Rights. A copy of the current log is available upon request.

Notification of SCTD's Title VI obligations

The following notices are published in English and Spanish on the District's website <http://sctd.org> at http://sctd.org/docs/TitleVI_NoticeEng_SpanishFinal.pdf, on all District vehicles, at the District office and at the District's driver check-in facility.

Title VI Notice SOUTH CLACKAMAS TRANSPORTATION DISTRICT

The South Clackamas Transportation Districts (the District) is committed to ensuring that no person shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity provided by the District. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the District.

For more information

For additional information on the District's civil rights program or to file a complaint, customers may contact the District by phone, mail, email, or fax:

Phone: (503) 829-7000
Fax: (503) 829-5214
Email: mstrauch@sctd.org
Mail: South Clackamas Transportation District
P. O. Box 517,
Molalla, Oregon 97038

In-person visits can be arranged by calling the main number listed above to schedule an appointment. Complaint forms can be downloaded from our website at www.sctd.org.

A complainant may also file a complaint directly with the Federal Transit Administration: Office of Civil Rights, Attn: Title VI Program Coordinator, East Building 5th Floor, TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

If information is needed in another language contact: (503) 829-7000.
TTY relay: 7-1-1 or 1-800-735-2900.

Título VI Aviso

DISTRITO DE TRANSITO SOUTH CLACKAMAS

El distrito de transporte South Clackamas (en adelante mencionado como el distrito) se compromete a garantizar que ninguna persona, por motivos de raza, color, país de origen, excluida de participar en, negársele los beneficios de, o será de discriminación bajo cualquier programa o actividad proporcionada por el distrito. Cualquier persona que crea que ha sido agraviada por cualquier práctica discriminatoria ilegal bajo el título VI puede presentar una queja con el distrito.

Para obtener información adicional

Para obtener información adicional sobre el programa del distrito, los derechos civiles, o para presentar una denuncia, los clientes pueden comunicarse con ellos por teléfono, correo electrónico, o fax:

Teléfono: (503) 829-7000
Fax: (503) 829-5214
Correo electrónico: mstrauch@sctd.org
Correo: South Clackamas Transportation District
P.O. Box 517,
Molalla, Oregon 97038

Pueden organizar visitas en persona llamando al número principal mencionado anteriormente para obtener una cita.

Formularios de quejas pueden descargarse de nuestro sitio web en www.sctd.org

El demandante también puede mandar una queja directamente a la oficina de Administración Federal de tránsito: Office of Civil Rights, Attn: Title VI Program Coordinator, East Building 5th Floor, TCR, 1200 New Jersey Ave., SE, Washington, DC, 20590.

Si se necesita información en otro idioma de contacto, (503) 829-7000.
Español Relay: 7-1-1 or 1-800-735-3896.

Public Participation Plan

The District's public involvement strategy offers continuous opportunities for the public to be involved in proposed transportation decisions, such as service design changes, new services, fare changes, and changes of service policy. The primary mechanism for the public to participate is to attend the monthly District board meetings which are advertised in the local paper. These are open, public meetings held at the District office or a local business that is wheelchair accessible. The District meets the goals outlined in the Public Transit State Management Plan for public involvement.

- The District provides early and continuing public involvement opportunities throughout the planning and programming process, and in the identification of social, economic, and environmental impacts of proposed transportation decisions. The District engages in targeted outreach activities to encourage the community to comment on SCTD services and proposed changes.
- The District seeks out and considers the viewpoints of minority, low-income and LEP populations while conducting public outreach and involvement activities. A full copy of SCTD's outreach plan for individuals with limited English proficiency can be found below. Key elements of the plan include:
 - Assistance at the District Office for customers who speak Spanish.
 - Printed route and schedule brochures available in both English and Spanish, with website information available in Spanish, Russian and Chinese.
 - Transit surveys, when conducted, are also available in Spanish.
 - Public meetings with translators available upon request.
- The District provides private sector providers with a reasonable opportunity to comment on plans, programs, and to be included in coordinated plans.

The District provides additional opportunities for public involvement and conducts targeted outreach to encourage the community to comment on service changes or proposals.

Summary of Public Participation Activities and Outreach Efforts

SCTD updated the Transit Development and Master Plan (TDMP) in April 2020, the District's long-term strategic plan. This provided an opportunity for the District to conduct several community involvement activities to receive feedback from the public on existing transit services and the proposed transit plan. The planning process emphasized how SCTD could enhance its services to meet the needs of low-income individuals, seniors, youth, and populations with Low English Proficiency.

SCTD maintains service information in multiple languages and strives to make it easily accessible to the public.

- Schedule brochures are printed in both English and Spanish, and are available at the following locations:
 - Molalla Public Library

- Molalla Area Chamber of Commerce
- Molalla Adult Community Center
- Molalla City Hall
- Molalla Elementary School
- Clackamas Community College
- Canby Adult Center
- The District Office provides printed information in Spanish.
- The District website is equipped with a Google translate button, available on each page of the SCTD website to provide translations in both Spanish, Russian and Chinese.

Title VI – Compliance Officer & LEP Coordinator

The SCTD District Manager, who reports to the SCTD Board, will serve as the overall Title VI Compliance Officer and Limited English Proficiency (LEP) Plan Coordinator.

The LEP Plan Coordinator will ensure that SCTD satisfies the intent of the LEP Plan by making information available to LEP individuals, offering ways for them to participate in SCTD’s public participation efforts and ensuring the process is in place for direct input and feedback.

Employee LEP Training

The District provides information to contracted staff and drivers regarding the Title VI Complaint process.

Minority Representation

In 2016, SCTD elected the first Latino Board Member, Cristina Reynaga. One of seven SCTD Board Members, Ms. Reynaga lives in Molalla and still actively participates on the Board of Directors. In May 2022, Shyloh Masuo joined the staff as SCTD’s Transit Program Coordinator.

Ongoing community engagement is regularly conducted through numerous public outreach activities by offering community wide surveys on transit services, public events where folks can engage with the District, public participation in District meetings and an open-door policy for the public to discuss the transit services provided.

Overview of SCTD Service Standards

The SCTD Service Standards are provided in Appendix C.

Limited English Proficiency Plan (LEP)

SCTD is required to take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of our programs and activities of individuals who are Limited English Proficient (LEP).

To that end, the District monitors the linguistic needs of its riders both formally and informally. Formally, the District regularly reviews available census data to determine whether adjustments to this LEP plan are needed. Census data, combined with informal reports from the community, help the District maintain a current understanding of local linguistic patterns.

As part of this update, SCTD performed a review of the four-factor analysis that was part of the 2024 LEP Plan and updated the information as appropriate.

Four Factor Analysis

1) The nature and importance of service provided by SCTD

SCTD provides transit services to the District through its commuter bus service and deviated fixed-route programs. SCTD serves the transit needs of the City of Molalla and many of the rural communities within the District. It also provides critical regional links to three other providers (Portland's TriMet, Canby's CAT, and Wilsonville's SMART)

2) The number or proportion of LEP persons in the service area.

The District relies on available demographic data to help assess LEP & minority populations. According to 2022 ACS data tables, the District's service area¹ population is 33.7 percent Hispanic or Latino, compared to 9.3 percent in Clackamas County. All other ethnicities combined comprise about 19.3 percent of the total population in the service area. Data indicates there are LEP individuals in the service District that would benefit from Spanish (.61% LEP), and to a lesser extent, Russian (0.02% LEP) and Chinese (0.16% LEP) language resources, though the District has never had a request for assistance in a language other than Spanish. .03% (97013)

3) The frequency with which LEP individuals encounter the service

The District's services are important to all populations served. Although it is unknown whether non-English speakers use the District transit services more or less frequently than all riders, the District has determined that Spanish language resources are beneficial because of the high number of Hispanic and Latino individuals living in the community. SCTD receives on average less than one call per month that requests assistance in Spanish and has had no call requests for languages other than Spanish.

¹ See Appendix A for additional details for ethnicity and LEP status.

4) The resources available to the recipient of the federal funds to assure meaningful access to the service by LEP persons

SCTD service brochures are printed in both English in Spanish, providing information about routes, schedules, fares, and other services, as well as how to contact the District office to obtain more information. In addition, SCTD has a Spanish speaker on staff available to answer any questions, either in person or by phone. The District's website offers Google Translate, providing translation in Spanish, Russian, and Chinese.

Construction

SCTD is aware of Title VI requirements to conduct equity analyses for all facility construction projects. The District follows requirements under the National Environmental Policy Act and other overarching planning processes to guide equitable consideration of facility sites and impacts.

In 2014, the District began working on the construction of a Transit and Operations Center at their existing Park & Ride site, 807 E Main Street, in Downtown Molalla. The project received funding from the Oregon Department of Transportation Connect Oregon VI funds in 2016. A NEPA Assessment, which included an equity assessment, was completed on the site in 2010 when the original Phase I: Park & Ride facility was constructed.

LEP Implementation Plan

Based on the four-factor analysis, SCTD recognizes the need to continue providing language and other support services to LEP individuals within the District. The following provides LEP goals and objectives for the District.

Goals and Objectives

1. Comply with federal regulations to "Improve Access to Services for Persons with Limited English Proficiency" by providing meaningful access to the benefits, services, information, and other important aspects of SCTD's programs and activities for individuals with limited English proficiency.
 - a. Translate "vital documents" into Spanish.
 - b. Notify the Spanish-speaking population of the availability of free translation and interpretation services, upon request, for non-vital but important documents and information.
 - c. Identify service changes that affect areas with high concentrations of LEP persons and develop mitigation strategies.
2. Develop materials to educate Spanish-speaking LEP populations and LEP community members about SCTD's services and programs.
 - a. Work with community stakeholders to gather input on culturally appropriate transit information materials and contact methods for specific

communities.

3. Educate Transportation Service Provider
 - a. Work with the Transportation Service Provider Manager to improve bus operator training programs related to transporting and communicating with LEP customers.
 - b. Work with Transportation Service Provider Manager to encourage outreach and hiring of Spanish-speaking bus operators or employees when possible.
 - c. Provide service brochures in Spanish on all District buses.

General Strategy

This program will utilize existing networks within the Spanish-speaking community to contact, engage, and educate Spanish-speaking LEP populations and LEP community members about SCTD's services and programs.

Stakeholders

1. **Internal:** SCTD management and Board of Directors; Transportation Service Provider management and staff; and SCTD contractors needing to communicate with the Spanish-speaking LEP community regarding legal, service, and ridership issues.
2. **External:** Spanish-speaking LEP communities and community-based organizations² (CBOs) serving Spanish-speaking LEP populations.

Program Elements

1. **Outreach – Stakeholders**
 - a. CBOs serving Spanish-speaking LEP populations.
 - b. Molalla School District
 - c. Rural Spanish-speaking LEP communities
 - d. Hispanic business associations and residential service providers
 - e. State, county, and city governments
2. **Information**
 - a. Include information in Spanish when promoting SCTD services.
3. **Training – SCTD Employees and Contracted Personnel**
 - a. Prepare written information about the language assistance service offered by SCTD for contract staff and anyone answering the phone or assisting SCTD in areas where the public may call and need language assistance.
 - b. Provide Transportation Service Provider management and employees with

² Community-based organizations (CBOs), churches, school District, social clubs, business organizations and state, county, and city social service agencies.

specific procedures to be followed when serving a LEP customer, including how to manage a potential Title VI/LEP complaint.

4. Communication

- a. Contract for written and oral translation services when needed.
- b. Maintain website information translated in multiple languages.
- c. Recruit/hire bilingual/bicultural Individuals.
- d. Encourage Transportation Provider to attend job fairs targeting the Latino/Hispanic population.
- e. Place job announcements in local newspapers, on SCTD's website, in e-mail notifications, and any other medium used to attract potential employees, with a note encouraging bilingual (English/Spanish)/bicultural individuals to apply.
- f. Place job announcements in appropriate local publications targeting Spanish-speaking residents.

Monitoring and Updating the LEP Plan

This plan is designed to be flexible and should be viewed as a work in progress. As such, it is important to consider whether new documents and services need to be made accessible for LEP persons, and it will be important to monitor changes in demographics and types of services. SCTD will update the LEP as required by the U.S. DOT. At a minimum, the plan will be reviewed and updated when higher concentrations of LEP individuals are present in the SCTD service area.

Dissemination of the Limited English Proficiency Plan

SCTD will post the LEP Plan on its website at www.sctd.org, and copies of the plan will be provided to any person or agency requesting a copy. LEP persons may obtain copies/translations of the plan upon request.

Any questions or comments regarding this plan should be directed to:

SCTD District Manager
South Clackamas Transportation District
P.O. Box 517
Molalla, Oregon 97038
503-829-7000

Appendices

Appendix A: 2022 ACS Data for District Service Area

The following table displays demographic data from 2022 ACS 5-year data tables. The Service Area is defined as Clackamas County, Oregon Census Tracts 230.02, 237, 238, 239.01 and 239.02.

Table 1 – Race and Ethnicity

	SCTD Service Area		Clackamas County, Oregon	
	#	%	#	%
Total population	82,499	100%	420,925	100%
White	66,578	80.7%	346,783	82.4%
Black or African American	330	0.4%	3,665	0.87%
American Indian and Alaska Native	1,650	2.0%	2,115	0.5%
Asian	825	1.0%	19,956	4.7%
Native Hawaiian and Other Pacific Islander	0	0%	954	0.23%
Some Other Race	7,920	9.6%	13,057	3.1%
Two or More Races	5,197	6.3%	34,395	8.2%
Hispanic or Latino (of any race)	27,803	33.7%	39,282	9.3%
Not Hispanic or Latino	52,717	63.9%	381,643	90.7%

Source: ACS 2022 5-Year Estimates

Appendix A: 2022 ACS Data for District Service Area

The following table displays demographic data from 2022 ACS 5-year data tables. The Service Area is defined as Clackamas County, Oregon Census Tracts 230.02, 237, 238, 239.01 and 239.02.

Table 2 – Limited English-Speaking Status

Language	SCTD Service Area		Clackamas County, Oregon	
	#	%	#	%
Total population	82,499	100%	420,925	100%
LEP Total	42,389	3.20%	160,984	38.2%
LEP Spanish	258	.61%	138,741	33%
LEP Russian	9	0.02%	2,213	0.53%
LEP Chinese (inc. Mandarin, Cantonese)	69	0.16%	1,776	0.42%
LEP Tagalog (inc. Filipino)	8	0.02%	661	0.16%
LEP other Asian and Pacific Island Languages	0	0%	1,689	0.40%
LEP German and other west Germanic Languages	4	.009%	1,277	0.30%
LEP other Indo-European Languages	0	0%	2,428	0.58%
LEP Korean	0	0%	624	0.15%
LEP Vietnamese	0	0%	1,018	0.24%
Other unspecified Languages	11	.03%	588	0.14%

Source: ACS 2022 5-Year Estimates

Appendix A: 2022 Census Data for District Service Area

The following table displays demographic data from 2022 ACS 5-year data tables. The Service Area is defined as Clackamas County, Oregon Census Tracts 230.02, 237, 238, 239.01 and 239.02.

Table 2 – Limited English-Speaking Status

Language	SCTD Service Area		Clackamas County, Oregon	
	#	%	#	%
Total population	26,653	100%	410,463	100%
LEP Total	852	3.20%	2646	0.64%
LEP Spanish	620	2.33%	871	0.21%
LEP Russian	118	0.44%	428	0.10%
LEP Chinese (inc. Mandarin, Cantonese)	43	0.16%	285	0.07%
LEP Tagalog (inc. Filipino)	23	0.09%	0	0.00%
LEP other Asian and Pacific Island Languages	48	0.18%	358	0.09%
LEP German and other west Germanic Languages	0	0%	88	0.02%
LEP other Indo-European Languages	0	0%	174	0.04%
LEP Korean	0	0%	318	0.08%
LEP Vietnamese	0	0%	79	0.02%
Other unspecified Languages	0	0%	45	0.01%

Source: ACS 2022 5-Year Estimates

Appendix B: Title VI Complaint Form (English & Spanish)

SOUTH CLACKAMAS TRANSPORTATION DISTRICT Title VI Complaint Form

Section I

Name:

Address:

Telephone (Home):

Telephone (Work):

E-Mail Address:

Accessible Format
Requirements?

Large Print

Audio Tape

TTY

Other

Section II

Are you filing this complaint on your own behalf?
Please confirm that you have obtained permission.

Yes*

No

of the aggrieved party if you are filing on behalf of a
third party.

Yes

No

*If you answered "yes" to this question, go to Section III.

If not, please supply the name and relationship of the
person for whom you are complaining:

Please explain why you have filed for a third party:

Section III

I believe the discrimination I experienced was based on (check all that apply):

Race Color National Origin

Date of Alleged Discrimination (Month, Day, Year): _____

Explain as clearly as possible what happened and why you believe you were discriminated against.
Describe all person(s) who were involved, including the name and contact information of the person(s)
who discriminated against you (if known). List name(s) and contact information of any witnesses. If
more space is needed, please attach additional pages.

Section IV

Have you previously filed a Title VI complaint with this agency? Yes No

Section V

Have you filed this complaint with any other federal, state, or local agency, or with any federal or state court?

Yes

No

If yes, check all that apply and enter name of agency or court:

Please provide information about a contact person at the agency or court where the complaint was filed.

Name:

Title:

Agency:

Address:

Telephone:

Section VI

Name of agency complaint is against:

Contact person:

Title:

Telephone:

Please attach any written materials or other information that you think is relevant to your complaint.

Signature and date are required below.

Signature

Date

Submit this form by fax, email, or mail:

Fax: (503) 829-5214
Email: mstrauch@sctd.org
Mail: South Clackamas Transportation District
P. O. Box 517
Molalla, Oregon 97038

Procedimiento de Quejas del Título VI

Cualquier persona que cree que él o ella ha sido víctima de discriminación en base a raza, color, u origen nacional por el Distrito podría presentar una queja del Título VI, completando y enviando el Título VI Formulario de Queja de la agencia que se puede acceder, como se indica en la notificación anteriormente. Nuestro proceso para abordar las quejas de derechos civiles es el siguiente:

- Una vez que se recibe la queja, el Distrito revisará para determinar si nuestra oficina tiene jurisdicción. El demandante recibirá una carta de acuse de recibo informando a él / ella si la queja será investigada por nuestra oficina.
- Cualquier queja SCTD recibe que se ocupa de las cuestiones de derechos civiles federales (por ejemplo, Título VI, EEO o quejas ADA) serán remitidos al Procurador del Distrito.
- Una vez que una queja se registra el Distrito cuenta 60 días para resolver el problema.
- Una investigación se llevará a cabo, que incluirá la base de la supuesta queja; cuándo y dónde ocurrió el incidente; y, en su caso, la identificación y la entrevista de las partes involucradas, la revisión y los documentos pertinentes y otra información sobre los hechos, de fuente apropiada.
- En el caso de las cuestiones de derechos civiles federales, toda la información y las discusiones se mantienen y los documentos relativos a la investigación conservado en un archivo confidencial.

Sobre la base de la conclusión de una investigación a fondo del Distrito hará un seguimiento con el denunciante. Este seguimiento puede incluir una llamada telefónica, una carta, o, en el caso de una demanda federal de derechos civiles, un informe en el que se resumen las conclusiones y se sugieren medidas correctivas apropiadas, junto con la resolución propuesta.

SOUTH CLACKAMAS TRANSPORTATION DISTRICT
Title VI Formulario de Queja

Sección I

Nombre:

Dirección:

Teléfono (Casa):

Teléfono (Trabajo):

Correo Electronico:

¿Requisitos formato accesible?

Letra Grande

Cinta de audio

TTY

Otro

Sección II

¿Está usted presentando esta queja en su propio nombre?

Sí *

No

Por favor, confirme que ha obtenido el permiso de la parte agraviada si usted está presentando en nombre de un tercero.

Sí

No

* Si usted contestó "sí" a esta pregunta, pase a la Sección III.

Si no es así, por favor proporcione el nombre y la relación de la persona a la que usted se queja:

Por favor, explique por qué usted ha presentado para una tercera parte:

Sección III

Creo que la discriminación que experimenté fue basada en (marque todo lo que corresponda):

[] Raza [] Color [] Origen Nacional

Fecha de la discriminación alegada (Mes, Día, Año): _____

Explique lo más claramente posible lo que pasó y por qué cree que fue discriminado.

Describir todo persona (s) que han participado, incluyendo el nombre y la información de contacto de la persona (s) que lo discriminó (si se conoce). Nombre de la lista (s) y la información de contacto de cualquier testigo. Si se necesita más espacio, adjunte páginas adicionales.

Sección IV

¿Ha presentado anteriormente una queja del Título VI con esta agencia?

Sí

No

Sección V

¿Ha presentado esta queja con cualquier otro programa federal, estatal o local, o con cualquier corte federal o estatal?

Sí

No

En caso afirmativo, marque todo lo que corresponda y escriba el nombre de la agencia o de la corte:

Sírvanse proporcionar información acerca de una persona de contacto en la agencia o tribunal donde se presentó la queja.

Nombre:

Título:

Agencia:

Dirección:

Teléfono:

Sección VI

Nombre de la agencia de queja es en contra:

Persona de contacto:

Título:

Teléfono:

Por favor adjunte cualquier material escrito o cualquier otra información que usted piensa que es relevante para su queja.

Firma y fecha abajo requieren.

Firma

Fecha

Por favor, envíe este formulario por fax, correo o correo electrónico:

Fax:

(503) 829-5214

Correo Electrónico:

mstrauch@sctd.org

Correo:

South Clackamas Transportation District
P. O. Box 517
Molalla, Oregon 97038

Appendix C: Fixed Route Service Standards

Vehicle load

The average of all loads during the peak operating period should not exceed vehicles' achievable capacities, which are 20 passengers without standees.

Vehicle headway

Service operates on 60 minutes or better from early morning to late in the evening, Monday through Saturday. Scheduling involves the consideration of a number of factors including ridership productivity, transit/pedestrian friendly streets, density of transit-dependent population and activities, relationship to the Regional Transportation Plan, relationship to major transportation developments, land use connectivity, and transportation demand management.

Service availability

The District operates transit services in southwest Clackamas County, Oregon, encompassing 100 square miles in the areas in and surrounding Molalla, Rural Dell, Lone Elder, Carus, Mulino, and Liberal. This area of the state is primarily rural. Countywide there are approximately 200 persons per square mile. Molalla, the only city within the District, has less than 10,000 residents. The local City Bus is a deviated route and serves approximately 70% of Molalla City residents within ½ mile of walking distance from the city bus route and/or deviation parameter. The commuter routes begin and end in downtown Molalla and provide service to Canby and Clackamas Community College.

Amenities

The District owns five bus shelters, and these amenities are installed along the bus routes at bus stops with the most passenger boardings.

Vehicle Assignment Policy

Vehicles are assigned to one of the District's three routes on a rotating basis. Bus assignments are matched to the operating characteristics of the route.

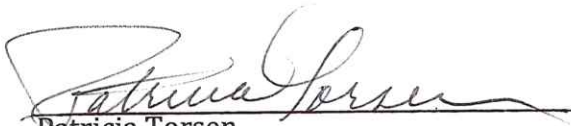
Appendix D: SCTD Non-Discrimination Statement

February 1, 2024

Title VI of the Civil Rights Act of 1964 states:

“No person in the United States shall, on the grounds of race color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal assistance.”

The South Clackamas Transportation District adopted the SCTD Civil Rights Program for 2021-2024 on February 01, 2024. The District is committed to complying with the requirements of Title VI in its entire program, activities, and services.

A handwritten signature in black ink, appearing to read "Patricia Torsen", written over a horizontal line.

Patricia Torsen
Board Chair