



# **Language Implementation Plan (LIP) for the Golden Gate Bridge, Highway & Transportation District**

**December 2021**

Recipients of federal financial assistance, including public transit providers such as the Golden Gate Bridge, Highway and Transportation District (District) are required to ensure that Limited English Proficient (LEP) persons have *meaningful* access to programs and activities, including by developing and carrying out a language implementation plan.

The starting point for the District's Language Implementation Plan (LIP) is a four-factor analysis that allows agencies to prioritize types of language services and to ensure that appropriate language assistance resources are promptly available where most needed.

The four-factor analysis includes an assessment of:

- (1) The number or proportion of LEP persons eligible to be served or likely to be encountered by District services;
- (2) The frequency with which LEP individuals come in contact with District services;
- (3) The nature and importance of District services to people's lives; and
- (4) The resources available to the District for LEP outreach and the costs associated with providing language services.

This LIP also includes a description of steps already taken by the District, and planned for upcoming years, to ensure access to District services and information for individuals with limited English proficiency.

## **FACTOR 1: THE NUMBER OR PROPORTION OF LIMITED ENGLISH PROFICIENT PERSONS SERVICED OR ENCOUNTERED IN THE ELIGIBLE SERVICE POPULATION**

### **DEMOGRAPHIC INFORMATION ON GOLDEN GATE TRANSIT SERVICE AREA**

#### **Introduction**

Golden Gate Transit (GGT) was established to provide transit service in the Golden Gate U.S. Highway 101 corridor, connecting Sonoma and Marin counties to San Francisco. The main commute direction is from these counties into San Francisco, and the principal ridership consists of Marin County and Sonoma County residents. San Francisco residents are primarily served by their own transit agency, San Francisco Municipal Transportation Agency (Muni) and by Bay Area Rapid Transit (BART). Golden Gate Transit also operates bus service across the Richmond-San Rafael Bridge into a small part of Contra Costa County, providing a regional connection funded by the Metropolitan Transportation Commission (MTC).

Golden Gate Ferry offers the only public ferry service between Marin County and San Francisco.

Because the District is the only provider of inter-county public transit service in these counties, primarily serving Marin and Sonoma county residents, and is the principal contract provider of local transit in Marin County, the District's LIP analyzes service areas in Marin and Sonoma counties only.

### Census Data

The following table (Table 1) provides information regarding "linguistically isolated" individuals in Sonoma and Marin counties based on the ACS 2011-2015 Table B16001, 94 Census Tract that defines the District's service Area in Sonoma and Marin Counties. The U.S. Census defines "linguistically isolated" individuals as those who do not speak English "very well."

**Table 1: Linguistic Isolation in GGT Service Area\***

| Marin          | Sonoma          | Both Counties   |   |
|----------------|-----------------|-----------------|---|
| 234,582        | 229,977         | 464,559         | Total Population Sampled (ACS 2011-2015 Table B16001)   |
| 180,935        | 156,357         | 337,292         | Total Population: Speaks only English   |
| 53,647         | 73,620          | 127,267         | Total Population: Speaks a non-English Language   |
| 22.9%          | 32.0%           | 27.4%           | % Speaks a non-English Language   |
| 14,234<br>6.1% | 27,140<br>11.8% | 41,374<br>8.9%  | Spanish Language - Speaks English Less Than 'Very Well'<br>% Linguistically Isolated - Spanish Speakers       |
| 6,931<br>3.0%  | 6,107<br>2.7%   | 13,038<br>2.8%  | Other Languages - Speaks English Less Than 'Very Well'<br>% Linguistically Isolated - Non-Spanish Speakers    |
| 21,165<br>9.0% | 33,247<br>14.5% | 54,412<br>11.7% | Total Linguistic Isolation - Speaks English Less Than 'Very Well'<br>% Linguistically Isolated - All Speakers |

#### Source Data

\*ACS 2011-2015 Table B16001, 94 Census Tract Service Area in Sonoma County and Marin County  
"Language Spoken At Home By Ability To Speak English "less than 'very well' "

### Updated Table 1 using data from ACS 2015-2019 Table S1601, Census Tract Service Area in Sonoma County and Marin County

| Marin           | Sonoma          | Both Counties    |  |
|-----------------|-----------------|------------------|--|
| 238,065         | 236,915         | 474,980          | Total Population Sampled (ACS 2015-2019 Table S1601)                               |
| 185,704         | 160,088         | 345,792          | Total Population: Speaks only English  |
| 52,361<br>22.0% | 76,827<br>32.4% | 129,188<br>27.2% | Total Population: Speaks a non-English Language<br>% Speaks a non-English Language |
| 14,015          | 29,771          | 43,786           | Spanish Language - Speaks English Less Than 'Very Well'                            |

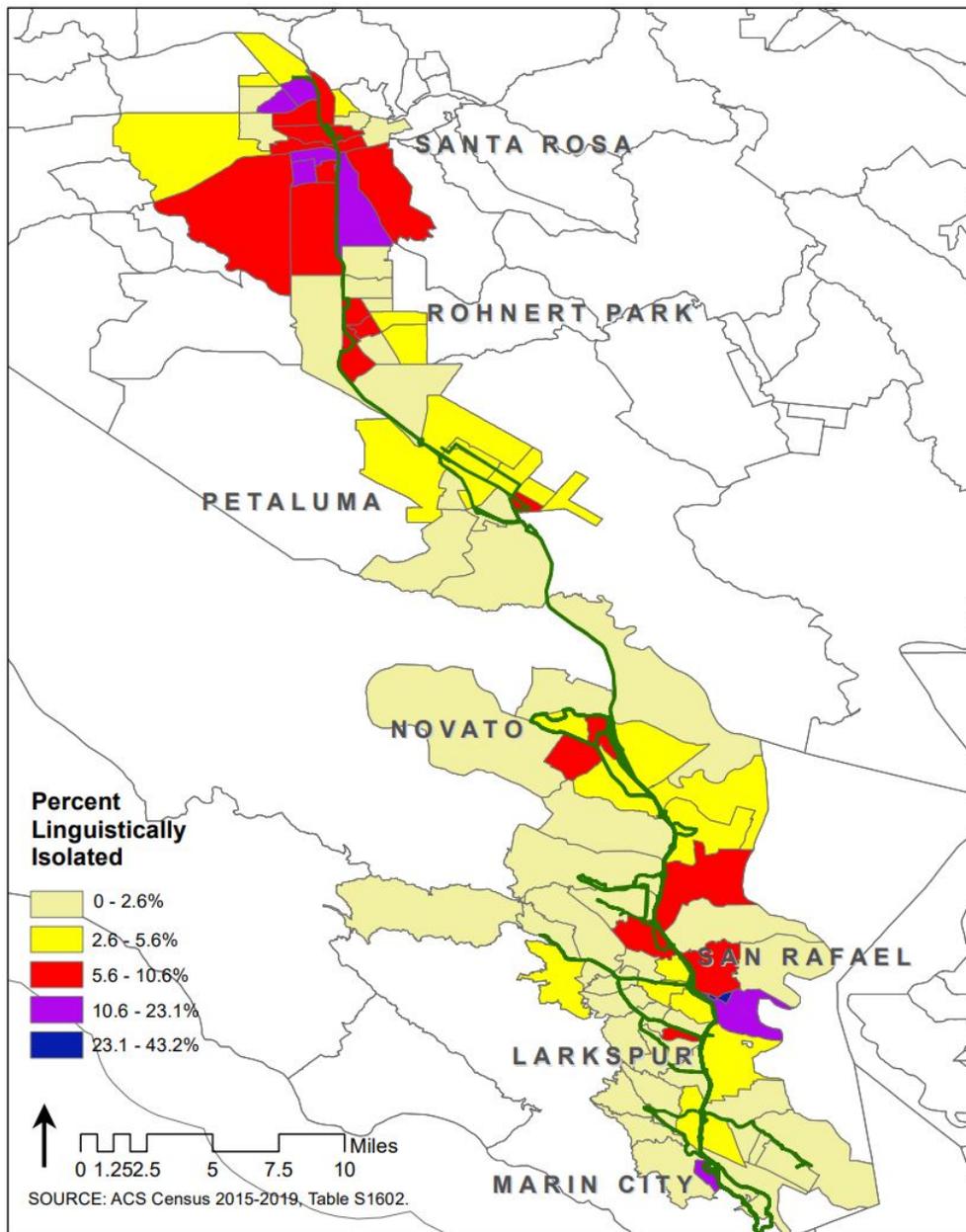
|        |        |        |   |
|--------|--------|--------|---|
| 5.9%   | 12.6%  | 9.2%   | % Linguistically Isolated - Spanish Speakers                      |
| 7,206  | 5,541  | 12,747 | Other Languages - Speaks English Less Than 'Very Well'            |
| 3.0%   | 2.3%   | 2.7%   | % Linguistically Isolated - Non-Spanish Speakers                  |
| 21,221 | 35,312 | 56,533 | Total Linguistic Isolation - Speaks English Less Than 'Very Well' |
| 8.9%   | 14.9%  | 11.9%  | % Linguistically Isolated - All Speakers                          |

The table below is Census data illustrating the top five languages spoken in the service area:

| Language                  | Total Golden Gate Service Area | Speaks English "Very Well" | Speaks English Less Than "Very Well" | % of Total Golden Gate Service Areas Speaking English Less Than "Very Well" |
|---------------------------|--------------------------------|----------------------------|--------------------------------------|---|
| Speak only English        | 334484                         |                            |                                      |   |
| Spanish or Spanish Creole | 81394                          | 44015                      | 37379                                | 8.21%   |
| Chinese                   | 3467                           | 1861                       | 1606                                 | 0.35%   |
| Vietnamese                | 2094                           | 686                        | 1408                                 | 0.31%   |
| Tagalog                   | 2634                           | 1781                       | 853                                  | 0.19%   |
| Russian                   | 1851                           | 1001                       | 850                                  | 0.19%   |

## Map of LEP Concentrations in District's Service Area

### LINGUISTIC ISOLATION IN GOLDEN GATE SERVICE AREA



#### Findings:

This census data shows that the proportion of linguistically isolated individuals in the District's service area is 11.9% or 56,866 people. Of these, the Spanish-speaking linguistically isolated population is most statistically common, with 9.2% or 43,786 people. All other languages combine for 2.7% of the total population or 12,747 people.

Although the census data indicates that the most statistically common linguistically isolated population is Spanish-speaking, another source of data was checked to confirm

this finding. The **2015 Golden Gate Transit Onboard Survey** conducted by Corey, Canapary & Galanis examined demographic characteristics of the District's passengers. Of Golden Gate Transit riders who speak a language other than English at home, 15% speak English less than very well.

|                        | TOTAL | HOME LOCATION |                 |                  |             |                     | LENGTH OF TIME USING GGT |                |             |
|------------------------|-------|---------------|-----------------|------------------|-------------|---------------------|--------------------------|----------------|-------------|
|                        |       | MARIN         | SONOMA/<br>NAPA | SAN<br>FRANCISCO | EAST<br>BAY | OUTSIDE<br>BAY AREA | UNDER<br>1 YEAR          | 1 - 5<br>YEARS | 6+<br>YEARS |
| BASE - ALL RESPONDENTS | 4190  | 2174          | 526             | 460              | 308         | 141                 | 1285                     | 1253           | 1590        |
| VERY WELL              | 85%   | 90%           | 95%             | 84%              | 84%         | 75%                 | 81%                      | 88%            | 88%         |
| WELL                   | 9%    | 7%            | 3%              | 9%               | 8%          | 17%                 | 13%                      | 8%             | 6%          |
| NOT WELL               | 5%    | 3%            | 1%              | 7%               | 6%          | 8%                  | 5%                       | 4%             | 5%          |
| NOT AT ALL             | 1%    | 1%            | 1%              | 1%               | 2%          | 0%                  | 1%                       | 1%             | 1%          |
| TOTAL                  | 100%  | 100%          | 100%            | 100%             | 100%        | 100%                | 100%                     | 100%           | 100%        |

The second table (below) discloses in which language respondents speak at home, Spanish being the most common.

### Languages Spoken in the Home

Q15. What languages do you regularly speak at home? (Multiple responses accepted)

Most riders (88%) speak English in the home. Spanish is the second most common language spoken in the home, at 15%.

(Multiple responses accepted)

|                            | TOTAL | HOME LOCATION |                 |                  |             |                     | LENGTH OF TIME USING GGT |                |             |
|----------------------------|-------|---------------|-----------------|------------------|-------------|---------------------|--------------------------|----------------|-------------|
|                            |       | MARIN         | SONOMA/<br>NAPA | SAN<br>FRANCISCO | EAST<br>BAY | OUTSIDE<br>BAY AREA | UNDER<br>1 YEAR          | 1 - 5<br>YEARS | 6+<br>YEARS |
| BASE - ALL RESPONDENTS     | 4190  | 2174          | 526             | 460              | 308         | 141                 | 1285                     | 1253           | 1590        |
| ENGLISH                    | 88%   | 92%           | 98%             | 88%              | 87%         | 72%                 | 84%                      | 91%            | 91%         |
| SPANISH                    | 15%   | 12%           | 10%             | 17%              | 23%         | 14%                 | 14%                      | 14%            | 14%         |
| CHINESE - ALL              | 2%    | 2%            | 1%              | 3%               | 1%          | 6%                  | 4%                       | 2%             | 1%          |
| CHINESE (TYPE UNSPECIFIED) | 2%    | 2%            | 1%              | 3%               | 1%          | 6%                  | 3%                       | 2%             | 1%          |
| CANTONESE                  | <1%   | <1%           | <1%             | <1%              | <1%         | -                   | <1%                      | <1%            | <1%         |
| MANDARIN                   | <1%   | <1%           | <1%             | <1%              | -           | -                   | <1%                      | <1%            | -           |
| FRENCH                     | 2%    | 1%            | 1%              | 3%               | 1%          | 2%                  | 2%                       | 2%             | 1%          |
| GERMAN                     | 1%    | 1%            | <1%             | 1%               | 1%          | 1%                  | 1%                       | 1%             | <1%         |
| RUSSIAN                    | 1%    | 1%            | -               | 1%               | <1%         | 2%                  | 1%                       | 1%             | 1%          |

Following the Department of Transportation's guidelines on identifying "Safe Harbor" languages (defined as a language spoken by 5% or 1,000 persons, whichever is less, of the total population served), Spanish is the only language in the District's service area that qualifies.

Although all information on the website is available in close to 100 languages using Google Translate, historically the District primarily provides supplemental materials in Spanish. On occasion, informational pieces are translated in other languages, if the target market or area being served warrants it.

## **FACTOR 2: THE FREQUENCY WITH WHICH LEP INDIVIDUALS COME IN CONTACT WITH THE PROGRAM, ACTIVITY, OR SERVICE**

Knowing the frequency with which LEP persons come in contact with the District's services is critical for the District to understand the nature and importance of the District's relationship with the public, in turn guiding decisions on when, where and how to provide enhanced language services. This information can be obtained, in part, through detailed tracking of LEP individuals requesting help from the District. The most critical contact occurs both at community meetings or public hearings and through our Customer Service Center where LEP individuals require additional language services. LEP individuals also access already translated materials on the District's website.

The District utilizes telephone Language Line Services to provide free access to translation services for LEP individuals. The average call volume requesting translation services is 16 calls per month, or 192 calls per year. Of those calls, 97% are requests for Spanish language assistance. The District's Spanish language website pages are also the most accessed translation with approximately 8,375 users annually. The Customer Service Center staff estimates they come into contact with, on average, 20 LEP individuals per day.

### **Estimated Annual Language Line Translations**

- Spanish – 186 calls/year
- Other – 5 calls/year

### **Estimated Total Calls to Translations**

- English – 16,000 calls/year
- All Translations – 190 calls/year

The percent of all calls translated is 1.19%.

### FACTOR 3: THE NATURE AND IMPORTANCE OF THE PROGRAM, ACTIVITY, OR SERVICE PROVIDED BY THE PROGRAM

Looking at data is imperative to help the District understand the nature and importance of its services to its riders. In the Redhill Group's 2013 Passenger Study, the following data illustrates the importance of District services to its riders:

#### Alternatives to Golden Gate Transit

Q13. What other type of transportation could you have used instead of Golden Gate Transit for this trip today? (Multiple responses accepted)

- About half of all riders (51%) would drive if they could not use Golden Gate Transit for their surveyed trip, while 31% would use Golden Gate Ferry instead.
- Notably, 25% of riders say Golden Gate Transit is their only option.
  - Residents of San Francisco and the East Bay are more likely to say it is their only option than those living elsewhere.
  - Riders who have used Golden Gate Transit more than 6 years are slightly more likely to say Golden Gate Transit is their only option than newer riders.
  - Basic Riders (36%) are about twice as likely to say Golden Gate Transit is their only option than Commute riders (17%).

|   | TOTAL | HOME LOCATION |                 |                  |             |                     | LENGTH OF TIME USING GGT |                |             |
|---|-------|---------------|-----------------|------------------|-------------|---------------------|--------------------------|----------------|-------------|
|   |       | MARIN         | SONOMA/<br>NAPA | SAN<br>FRANCISCO | EAST<br>BAY | OUTSIDE<br>BAY AREA | UNDER<br>1 YEAR          | 1 - 5<br>YEARS | 6+<br>YEARS |
| BASE - ALL RESPONDENTS                                      | 4190  | 2174          | 526             | 460              | 308         | 141                 | 1285                     | 1253           | 1590        |
| DRIVE/CARPOOL   | 51%   | 54%           | 69%             | 37%              | 44%         | 39%                 | 49%                      | 55%            | 51%         |
| GOLDEN GATE FERRY   | 31%   | 41%           | 21%             | 23%              | 14%         | 14%                 | 28%                      | 33%            | 33%         |
| NONE - GOLDEN GATE TRANSIT IS<br>MY ONLY OPTION (EXCLUSIVE) | 25%   | 19%           | 21%             | 38%              | 42%         | 26%                 | 24%                      | 23%            | 27%         |

If a Golden Gate Transit bus were unavailable for their trip, 25% of riders would not make the trip.

In addition, the District has identified specific aspects of its service that are critical for LEP persons. The information deemed critical that would prove problematic if not translated could include fares, service disruptions and changes, safety, security, and emergency instructions. The locations where translated materials help support access to transit service could include transit centers/hubs, onboard vehicles/vessels, in all public lobbies, and at the Customer Service Center.

## **FACTOR 4: THE RESOURCES AVAILABLE AND THE COSTS ASSOCIATED WITH PROVIDING LANGUAGE SERVICES**

Adequate resources are critical for a successful LEP program. Many costs associated with delivery of service to LEP individuals are already included in the daily cost of doing business in a diverse environment. The District currently spends an average of \$3,640 annually on telephone Language Line services and \$1,975 per year on translation services for District printed and web site materials/information.

Monitoring translation, printing and other such costs on an on-going basis will help the District to appropriately budget for needed District language assistance. The District can also look for low-cost ways to enhance language services such as use of technology, sharing of materials and services (such as the regionally-developed translated glossary of transit terms), use of bilingual staff resources, efficiently-procured contract services, and involvement of multi-lingual community resources.

### **PROVIDING LEP INDIVIDUALS ACCESS TO DISTRICT SERVICES**

#### **Information Dissemination**

The District employs a number of methods to inform the public of information, such as on fare and service changes, in a timely manner, including but not limited to the following:

- News releases
- Quarterly Transit Guide
- Distribution of “take one” notices distributed on the buses and ferries
- Passenger newsletters
- Ads in local newspapers within the service area
- Community meetings/workshops
- Transit fairs or other outreach efforts
- Discussion of changes with the Citizens Advisory Committees
- Information posted on the District’s website (utilizes Google Translate)
- On-street signage (posters and “sandwich boards”) at key locations
- Posters and signage onboard the buses and ferries
- Facebook and Twitter postings
- Email subscription alerts (with customizable, opt-in features)
- Animations (translated into 12 languages)

Documents that are routinely translated into Spanish include public hearing notices, outreach documents, fare increase notices, service change notices, bus stop signage, Rider Alerts, the agency’s website ([www.goldengate.org](http://www.goldengate.org)) utilizing Google Translate and available in a broad array of languages, and street/stop banners or signage. All District information lists the toll-free number for the District’s Customer Service Center, which can handle calls in over 170 languages (through use of the telephone Language Line

Services). The District has deployed an English/Spanish Interactive Voice Response telephone system that provides automated schedule data and other important agency information. MTC has launched an automated phone system at 511 that offers schedule information in Spanish and Chinese. The District also uses pictograms when possible to reach as many non-English speakers as possible.

The District is committed to ensuring language is not a barrier to access. The information deemed critical for translation include information on services, fares, service disruptions and changes, safety, security, and emergency instructions. The locations where translated materials help support access to transit service could include transit centers/hubs, onboard vehicles/vessels, in all public lobbies, and at the Customer Service Center.

The District also partners with Community-Based Organizations (CBOs) to reach the LEP population in the service area. See Appendix D for a list of CBOs.

All district outreach is done in accordance to the policies and processes outlined in the District's Public Participation Plan.

### **Vital Documents for Translation**

The District defines Vital Documents as any written document that is critical for obtaining information on programs and services or any document that is required by law to be translated. The following is a list of what the District considers Vital Documents and provides translations as standard operating procedure:

- Portions of the Transit Guide
- Title VI notice, complaint instructions and form
- Select outreach materials
- Fare increase notices
- Service change notices
- Bus stop signage
- Rider alerts
- The website
- Select onboard bus posters, e.g., emergency information
- Safety alerts
- Title VI information
- Language assistance services notices
- Surveys

### **Customer Service Center**

The District's Customer Service Center (CSC) subscribes to the Language Line which provides for oral transmittal of a message from one language into one of over 170 other languages. The CSC is open weekdays from 7 a.m. to 6 p.m. Bilingual District employees also provide outreach assistance at transit fairs, community meetings and other venues as needed.

The District Customer Relations Assistant training manual has a unit on how to use Language Line, a glossary of translated transit terms and other resources on how to handle contact with LEP individuals.

### **Improvement Measures**

The District is in the process of developing materials to train bus operators and ferry vessel staff on how to successfully interact with LEP individuals.

## LANGUAGE IMPLEMENTATION PLAN

This schedule identifies various language assistance activities performed by the District, including those listed in the FTA Handbook for Public Transportation Providers, April 13, 2007. These include:

- Identifying LEP individuals who need language assistance
- Providing language assistance measures
- Training staff
- Providing notice to LEP persons of the availability of language assistance
- Monitoring and updating the LEP plan

Over the past several years, LIP measures have been implemented as part of the District's business practices. However, the District continues to look for refinements and/or adjustments to existing procedures and practices as needed.

| ITEM  | COMPLETED/<br>CURRENT | FY22 | FY23 | FY24 |
|---|-----------------------|------|------|------|
| <b>IDENTIFY LEP INDIVIDUALS WHO NEED ASSISTANCE</b>   |                       |      |      |      |
| Conduct four-factor analysis. Conduct an evaluation of the District's LEP plan to gauge its effectiveness and determine if updates are needed every two years. Staff will lead the evaluation with the help of staff familiar with Title VI language access requirements and the LEP plan. The evaluation will: <ul style="list-style-type: none"> <li>• Determine the number of LEP individuals in the District's service district</li> <li>• Assess whether existing language assistance services are meeting the needs of clients with LEP</li> <li>• Assess whether staff members understand the District's LEP policies and procedures, how to carry them out, and whether language assistance resources and arrangements for those resources are still current and accessible.</li> </ul> | <b>X</b>              |      |      |      |
|   |                       |      |      |      |

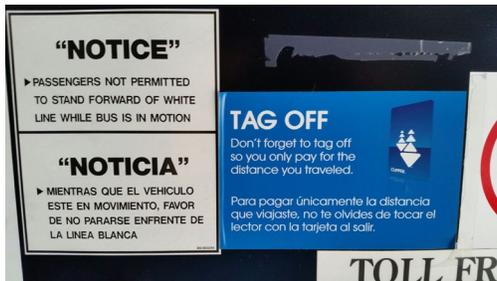
| ITEM   | COMPLETED/<br>CURRENT | FY22 | FY23 | FY24 |
|--|-----------------------|------|------|------|
| Review and adjust existing procedures for interaction at front desk, Customer Service Center or on revenue vehicles.   | X                     |      |      |      |
| Develop and distribute English/Spanish quick reference guide for front-line personnel.   | X                     |      |      |      |
| Maintain provision of available LEP services through use of comment cards, public hearing notices, ads and other public information media in English/Spanish.  | X                     |      |      |      |
|  |                       |      |      |      |
| <b>LANGUAGE ASSISTANCE MEASURES (How Provided)</b>   |                       |      |      |      |
| Review and adjust existing procedures addressing provision of foreign language service to public.  | X                     |      |      |      |
| Continue provision of verbal foreign language services through Customer Service Center staff, telephone Language Line, on-call translation services, and through the IVR.  | X                     |      |      |      |
| Maintain written translation service for various public documents and notices, such as Rider Alerts, Notice to Customers, bus stop signage, public hearing and workshop notices, fare increase notices, outreach event notices and service changes.  | X                     |      |      |      |
| Website – New website uses Google Translate to provide full translation of the site in close to 100 languages.   | X                     |      |      |      |
| Record bus stop announcements in different languages.  |                       |      | X    | X    |
| Place foreign-language ads in publications serving second language populations to demonstrate the District's commitment to full information, to share significant current, service-related announcements, and to increase comfort levels regarding access to information in a native language. | X                     |      |      |      |
| Provide one-on-one and group travel training to LEP persons through use of a bilingual staff, including a group of Spanish-speaking Bus Operators which provides on-the-street bilingual   | X                     |      |      |      |

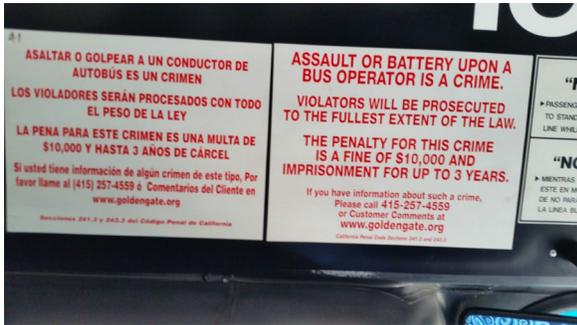
| ITEM   | COMPLETED/<br>CURRENT | FY22 | FY23 | FY24 |
|--|-----------------------|------|------|------|
| travel and trip planning assistance during significant service changes.  |                       |      |      |      |
| Establish partnerships and work closely with community organizations that serve LEP populations.   | X                     |      |      |      |
| Continue use of pictograms to replace text in signage when possible.   | X                     |      |      |      |
| Monitor and update based on feedback.  | X                     |      |      |      |
|  |                       |      |      |      |
| <b>TRAINING STAFF</b>  |                       |      |      |      |
| Review existing procedures for provision of foreign language services.   | X                     |      |      |      |
| Identify and maintain list of responsible language speaking staff.   | X                     |      |      |      |
| Identify gaps and work with responsible departments on training (coordinate training with Human Resources and Equal Employment Opportunity departments).   | X                     | X    | X    |      |
| Monitor and update based on feedback.  | X                     |      |      |      |
| Prepare training program and aids of how to communicate and interact with LEP customers.   | X                     | X    | X    |      |
|  |                       |      |      |      |
| <b>NOTICE TO LEP PERSONS OF AVAILABLE SERVICES/ BENEFITS</b>   |                       |      |      |      |
| Ensure contract language on all bid documents and special projects contain Title VI/LEP notice and rights (Title VI of the Civil Rights Act of 1964, "Nondiscrimination under Programs Receiving Federal Financial Assistance through the U.S. Department of Transportation"). | X                     |      |      |      |
| Determine which District documents meet the definition of "vital documents"; stay aware of new documents that may be considered "vital".   | X                     |      |      |      |
| Review all new contracts and special projects for compliance.  | X                     |      |      |      |

| ITEM   | COMPLETED/<br>CURRENT | FY22 | FY23 | FY24 |
|--|-----------------------|------|------|------|
| Provide oversight role on fare and service changes including public hearings, community meetings and other outreach methods.   | X                     |      |      |      |
| Ensure Title VI notice is posted in Transit Guide, on website and at various employee facilities.  | X                     |      |      |      |
| Identify customer comment card for tracking and recordkeeping.   | X                     |      |      |      |
| Production, printing and distribution of comment card.   | X                     |      |      |      |
| Ensure comment card at front desk, Customer Service Center and on revenue vehicles.  | X                     |      |      |      |
| Provide telephone interpretation for basic transit questions and trip planning assistance in virtually any language by ensuring telephone Language Line is available through the Customer Service Center.                            | X                     |      |      |      |
| Develop and use a standard “translation dictionary” (Regional Glossary of Transit Terms) for contracted translators to use to maintain consistency with description of terms.  | X                     |      |      |      |
| Conduct outreach activities with community, special interest groups, etc.  | X                     |      |      |      |
| Develop a process for determining: <ul style="list-style-type: none"> <li>• If a particular document needs to be translated</li> <li>• For which languages it should be translated.</li> </ul>                                       | X                     |      |      |      |
| Maintain and continue to produce public hearing, community workshops or other outreach events in Spanish.  | X                     |      |      |      |
| Identify routes serving areas with high concentrations of LEP individuals living or travelling in or around that area, and ensure that signage in those areas is available in the predominant primary language of those individuals. | X                     |      |      |      |
|  |                       |      |      |      |
|  |                       |      |      |      |

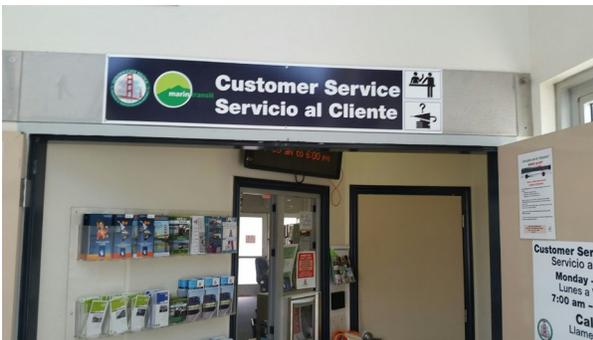
| ITEM  | COMPLETED/<br>CURRENT | FY22 | FY23 | FY24 |
|---|-----------------------|------|------|------|
| <b>DISCRIMINATION COMPLAINT PROCEDURES</b>  |                       |      |      |      |
| TRANSLATE “vital documents”, procedures and notices.  | X                     |      |      |      |
| Develop curriculum and train frontline and other key staff in: <ul style="list-style-type: none"> <li>• awareness of type of language services available;</li> <li>• how staff and/or LEP customers can obtain these services;</li> <li>• how to respond to LEP callers;</li> <li>• how to respond to correspondence from LEP customers;</li> <li>• how to respond to LEP customers in person;</li> <li>• how to document LEP needs; and</li> <li>• how to respond to civil rights complaints.</li> </ul> | X                     |      |      |      |
|   |                       |      |      |      |
| <b>INCLUSIVE PUBLIC PARTICIPATION</b>   |                       |      |      |      |
| Review, maintain and implement inclusive communication processes per District’s Public Participation Plan.  | X                     |      |      |      |
| Publish public hearing notices in foreign language (English/Spanish) in local papers, at key stops, and onboard vehicles.   | X                     |      |      |      |
| Make meeting notices and materials available in advance and in foreign languages (available free of charge). Interpretive services also available free of charge with advanced request.   | X                     |      |      |      |
| Locate public meeting interpretation services, with the identified bilingual staff or telephone Language Line as primary back-up.   | X                     |      |      |      |
| District Secretary manages requests for foreign language interpretation.  | X                     |      |      |      |
| Monitor and update participation procedures based on feedback.  | X                     |      |      |      |

## Appendix A: Examples of Translated Safety and Fare Signage on Buses

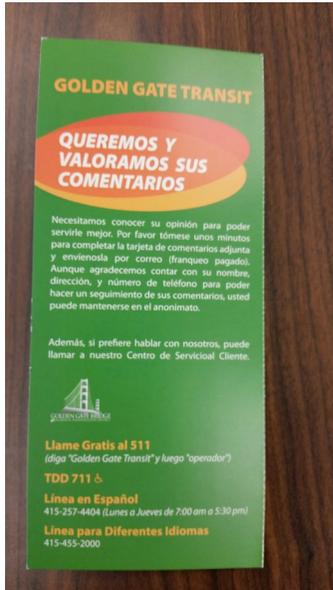




## Appendix B: Examples of Use of Pictograms



## Appendix C: Examples of Translated Materials



Location of Incident: *Lugar del Incidente:*

\_\_\_\_\_

\_\_\_\_\_

Would you like a response regarding your concern, suggestion or commendation?  
(Please note: It may take up to 10 business days to investigate and respond to your  
*¿ Le gustaría recibir una respuesta con respecto a su inquietud, sugerencia o elogio?*  
(Nota: Puede tomar hasta 10 días hábiles para investigar y responder a su pregunta.)

Name: *Nombre:* \_\_\_\_\_

Address: *Dirección:* \_\_\_\_\_

City: *Ciudad:* \_\_\_\_\_ State: *Estado:* \_\_\_\_\_ ZIP: *Código* \_\_\_\_\_

Telephone (if you would like to be contacted by telephone): \_\_\_\_\_  
*Teléfono (si desea que lo contacten telefónicamente)*

Email: *Correo electrónico:* \_\_\_\_\_ @ \_\_\_\_\_

Thank you for commenting on Golden Gate Transit! Your feedback will help us serve you better.  
*¡ Gracias por su comentario acerca de Golden Gate Transit! Su opinión nos ayudará a servirle mejor.*



A screenshot of a web browser displaying the Golden Gate Bridge website. The browser's address bar shows "goldengate.org". The website's navigation bar includes links for "PAY A TOLL", "BUS FARE TABLES", "FERRY FARE TABLES", "DOING BUSINESS", "CONTACT", and "CAREERS". A "SELECT LANGUAGE" dropdown menu is open, displaying a grid of languages. The menu also includes a search icon and a "SERVICE ALERTS" button. Below the menu, there are several service alerts, including one for "ROUTE 101 RIDER ALERT 1/5/22 CONSTRUCTION DETOUR ROHNERT PARK/COTATI". The main content area features the text "Golden Gate Transit SONOMA - MARIN - SAN FRANCISCO - CONTRA COSTA COUNTIES" and a "Trip Planner" button. The Windows taskbar at the bottom shows the time as 2:06 PM on 1/20/2022.

Website Translations

**金門大橋使用費繳費選擇**

**FasTrak 帳戶 (FasTrak Account)**

駕駛人每年若在加州使用超過一次收費橋樑、快速道路、或收費道路，使用FasTrak最方便的使用費繳費方式。在互聯網上用信用卡開設此帳戶最簡單。帳戶內必須預存 \$25 到 \$50。使用 FasTrak 是唯一可獲金門大橋使用費折扣優惠 (雙輪車輛每次優惠使用費為 \$6.25) 的繳費方式。

**車牌帳戶 (License Plate Account)**

開設車牌帳戶後，每次只有在通過金門大橋時才繳付折扣的使用費 (雙輪車輛每次使用費為 \$7.25)。如果您使用信用卡開設車牌帳戶，過橋費會自動由信用卡過帳。如果車牌帳戶採用預存現金方式付費，帳戶內必須儲存一次過橋使用費的金額。

**一次性繳費**

不常使用金門大橋的駕駛人、外地旅客、和擬採現金付費的顧客可採用一次性付費。一次性付費可透過互聯網、電話、郵遞指定繳費處繳付。一次性付費可在過橋前30天預繳，或過橋後48小時內繳付 (駕駛租用車輛除外)。

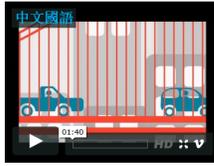
**收費發票**

顧客若未開設 FasTrak 帳戶、車牌帳戶、或不採用一次性付費方式，收費發票會郵寄給登記車主。為免遺漏和罰款，收費發票必須在2天內繳付。

**使用租車人士**

請向租車公司查詢關於代繳金門大橋使用費的服務及其附加費。最方便就是選擇使用租車公司提供的代繳費服務。

如果您不想使用租車公司提供的代繳費服務，又或許租車公司沒有代繳費服務，您必須在每次駛過金門大橋 (南向進入舊金山) 前採用一次性繳費。在取得租車車輛時，記下車牌號碼，以一次性繳費方式繳費。



(由音樂: Lithia Park)



(由音樂: Lithia Park)

Chinese web page with animations



ゴールデンゲートブリッジの電子式通行料支払いシステムをご案内します。ゴールデンゲートブリッジを南方向 (サンフランシスコ方面) に通行する場合、電子的に通行料支払い処理が行われるため料金所で停車をしなくても大丈夫です。またそれに伴い、ゴールデンゲートブリッジ上でのお支払いは受け付けることができませんのでご了承ください。通行料のお支払いは4つの方法があります。下記の説明をご覧になり、最適な方法をお選びください。

**ゴールデンゲートブリッジ通行料支払い方法**

**FasTrak口座の開設**

FasTrakは、少なくとも1回はカリフォルニア州の有料橋、高速道路、または有料道をご利用される方にとって最も便利な通行料支払い方法です。FasTrak口座は、特にクレジットカードをインターネットで登録される場合とても簡単に開設できます。FasTrak口座には25ドル～50ドルの初期デポジットが必要となります。ゴールデンゲートブリッジで割引料金 (2輪車再の通行回につき6.25)



日本語 (Music by Lithia Park)

Japanese web page with animation

**LAS REGLAS DE ORO AL VIAJAR**  
Estamos juntos en esto.

Golden Gate Transit (autobús) | Golden Gate Ferry (transbordador) | Code of Conduct (en inglés)

**Las Reglas de Oro al Viajar de Golden Gate Transit**

A continuación están los puntos destacados de las reglas de Golden Gate Transit. Violar cualquiera de estas reglas puede resultar en arresto, multa, negación de servicio, y/o expulsión del sistema.

- Todos necesitan pagar su tarifa justa. Por favor, pague su tarifa.
- Por favor, deje al operador hacer su trabajo. No interfiere en el control del operador mientras el autobús esté en movimiento.
- No abuse ni ha ingerido bebidas alcohólicas. Es contra la ley.
- Se prohíbe fumar a bordo del autobús, o en un área de 20 pies alrededor de cualquier parada o terminal de autobús. Así lo exige la ley.
- No maltrate ni dañe propiedad o equipo, por ejemplo con graffiti, expone o vandalismo.
- Trate a los demás pasajeros de manera amable - no insulte, amenace ni use lenguaje obsceno.
- Para seguridad de todos, no cargue armas, explosivos, material inflamable, o líquidos corrosivos a bordo.
- Respete a los demás - no está permitido vender ni pedir limosnas.
- Por favor, deje que las personas discapacitadas, las personas en silla de ruedas, y los adultos mayores usen los asientos preferenciales.
- Escuche música o dispositivos de medios con audífonos.
- Mantenga conversaciones por teléfono celular lo menos posible.
- No ingiera alimentos ni bebidas a bordo del autobús.
- Todos los artículos que se introduzcan a bordo deben ser almacenados en los portaequipajes superiores, debajo del asiento o en su regazo.
- Golden Gate Transit se toma las actividades sospechosas muy en serio y las reportará de inmediato.

**Declaración de Política Sobre el Título VI**

El Golden Gate Bridge, Highway and Transportation District opera sus programas y servicios sin distinción de raza, color u origen nacional, de conformidad con el Título VI de la Ley de Derechos Civiles de 1964, el cual dispone que ninguna persona será, por motivos de raza, color u origen nacional, excluida de participar en servicios de transporte público, ni se le negarán los beneficios de los servicios, ni se verá sujeta a discriminación en la prestación de dichos servicios.

Para obtener más información sobre los programas de derechos civiles del Golden Gate Bridge, Highway and Transportation District, o información sobre los procedimientos para presentar una queja o para obtener información en otro idioma, comuníquese con:

**GOLDEN GATE BRIDGE DISTRICT EEO OFFICE**  
1011 Andersen Drive  
San Rafael, CA 94901-5318  
Tel: 511 (diga "Golden Gate Transit")  
Fax: (415) 257-4555  
Correo electrónico: TitleVIComplaint@goldengate.org

**Procedimiento de Queja Conforme al Título VI**

Cualquier persona que crea que ha sido objeto de discriminación por motivos de raza, color u origen nacional por el Golden Gate Bridge, Highway and Transportation District, incluyendo a Golden Gate Transit y Golden Gate Ferry (en lo sucesivo referido como "el Distrito") puede presentar una queja conforme al Título VI, llenando y enviando el [Formulario de Queja de Título VI](#) del Distrito. El Distrito investiga las quejas recibidas no más de 180 días después del presunto incidente.

Una vez que reciba un Formulario de Queja de Título VI, el Distrito abrirá una investigación sobre la supuesta discriminación. La investigación podrá incluir una revisión de todos los documentos, prácticas y procedimientos pertinentes, así como discusiones de la queja con todas las partes afectadas para determinar la naturaleza del problema. El Distrito investigará las quejas dentro de 60 días. Si se necesita más información para resolver el caso, el Distrito pudiera comunicarse con quien presenta la queja. Quien presenta la queja debe proporcionar la información adicional solicitada dentro de los quince (15) días laborables siguientes a la fecha de recepción de una solicitud de información adicional. Si quien presenta la queja no se comunica con el investigador, o este no recibe la información adicional dentro de los quince (15) días laborables, el Distrito podrá cerrar el caso administrativamente. También se puede cerrar el caso administrativamente si quien presenta la queja ya no desea continuar con su caso.

Después de que el investigador analice la queja, emitirá una de dos cartas a la persona que la presentó: una carta de cierre o una carta de fallo. Una carta de cierre resume las alegaciones y afirma que no hubo violación del Título VI y que el caso será cerrado. Una carta de fallo resume las alegaciones y la información obtenida mediante la investigación de la presunta discriminación, y explica si ocurrirá alguna acción disciplinaria, entrenamiento adicional del personal o alguna otra acción. Si quien presenta la queja desea apelar la decisión, puede apelar directamente al Departamento de Transporte de los Estados Unidos, Oficina de Derechos Civiles de la FTA. Una persona también puede presentar una queja directamente con la Dirección Federal de Tránsito (Federal Transit Administration: FTA), dirigiéndola a: FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

Usted puede descargar un formulario de queja haciendo clic aquí o visitando [www.goldengate.org](http://www.goldengate.org). También puede llamar al 511 y decir "Golden Gate Transit" o "Golden Gate Ferry" para comunicarse con el Departamento de Atención al Cliente y

GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

FORMULARIO DE QUEJA DE TÍTULO VI

|   |                     |                     |
|---|---------------------|---------------------|
| <b>Sección I:</b>   |                     |                     |
| Nombre:   |                     |                     |
| Dirección:  |                     |                     |
| Teléfono (Casa):  |                     | Teléfono (Trabajo): |
| Dirección de correo electrónico:                          |                     |                     |
| ¿Requiere formatos accesibles?                            | Letra grande<br>TDD | Audiocasete<br>Otro |
| <b>Sección II:</b>  |                     |                     |
| ¿Está presentando esta queja en su propio nombre?         | Si*                 | No                  |
| *Si contestó "SI" a esta pregunta, vaya a la Sección III. |                     |                     |

**Servicios de Traducción Bilingüe**  
Para servicios de traducción bilingüe en español, llame al 415/455-2000 lunes a viernes desde 7:00 am a 6:00 pm (excepto los días festivos).

**Tarifas de Autobuses**  
Las tarifas están determinadas por zonas (ver las Tarifas por Zona/Mapa de Servicios por Área en la página 6 o en la cubierta posterior del Mapa de Sistema) y varían según el largo del trayecto y el número de zonas transcurridas. Por lo tanto, por favor avise al conductor de su destino final al momento de abordar y tenga el monto exacto de la tarifa a mano.  
Para determinar su tarifa, use la Tabla de Tarifas en la página 6. Primero seleccione la Tabla de Tarifas apropiada (por ejemplo: Adulto, Joven/Tercera Edad/Persona con incapacidades); luego encuentre la Zona de Tarifa donde su viaje comienza y termina. Por ejemplo, si usted es un adulto y se encuentra en la Zona 3 y desea viajar a la Zona 6, use como referencia la tabla de tarifa de "Adulto" y busque la Zona número "3" en la fila superior, luego siga esa columna hacia abajo hasta que esté en la fila marcada Zona "6" a la izquierda. Su tarifa en este caso sería \$7.50.

**Tarifas con Descuentos**  
Los "commuters" (personas que viajan diariamente al trabajo) reciben un 20% de descuento con la compra de una Clipper Card (tarjeta de descuento). Los Marin County Adult Discount Value Card (tarjeta de descuento para adultos del condado de Marin), proporcionan un 10% de descuento para viajes dentro del Condado del Marin únicamente. Las Tarjetas de Descuento no pueden ser utilizadas para pases grupales o para pagos de estudiantes, personas de la tercera edad o tarjetas de descuento para personas con incapacidades descrito más adelante.  
Las Personas de la Tercera Edad, de 65 años o más, que tengan Tarjeta de Descuento Regional de Conexión de Tránsito (RTC), tarjeta de identificación para personas de la tercera edad de otro servicio de tránsito de California o tarjeta de Medicare, reciben un 50% de descuento de la tarifa en efectivo de adulto, al pagar en efectivo.  
Las Personas con incapacidades que tengan Tarjeta de Pasaporte de Identificación de Persona con incapacidades del Departamento de Vehículos Motorizados, Tarjeta de Descuento Regional de Conexión de Tránsito (RTC), tarjeta de Medicare o tarjeta de identificación para personas con incapacidades de otro servicio de tránsito, reciben 50% de descuento de la tarifa en efectivo de adultos si el pago es en efectivo.  
Los jóvenes entre 6-18 años de edad reciben 50% de descuento de la tarifa en efectivo de adultos. El conductor puede solicitar evidencia de edad.  
Los Niños de 5 años de edad y menores, viajan gratuitamente cuando son acompañados por un adulto (límite de dos niños por adulto).

**Marin Transit**  
Marin Transit determina el nivel de servicio de tránsito local dentro del Condado de Marin y las tarifas cobradas es ese servicio. Hay información disponible sobre los próximos cambios de rutas en [www.marintransit.org](http://www.marintransit.org). Para contactar a Marin Transit, llame al 415/226-0855 o al 415/499-6172 (TDD) o envíe un e-mail a [info@marintransit.org](mailto:info@marintransit.org).

**Objetos Perdidos**  
Llame al 415/455-2000 desde las 7:00 am a las 6:00 pm de lunes a viernes (excepto los días festivos).

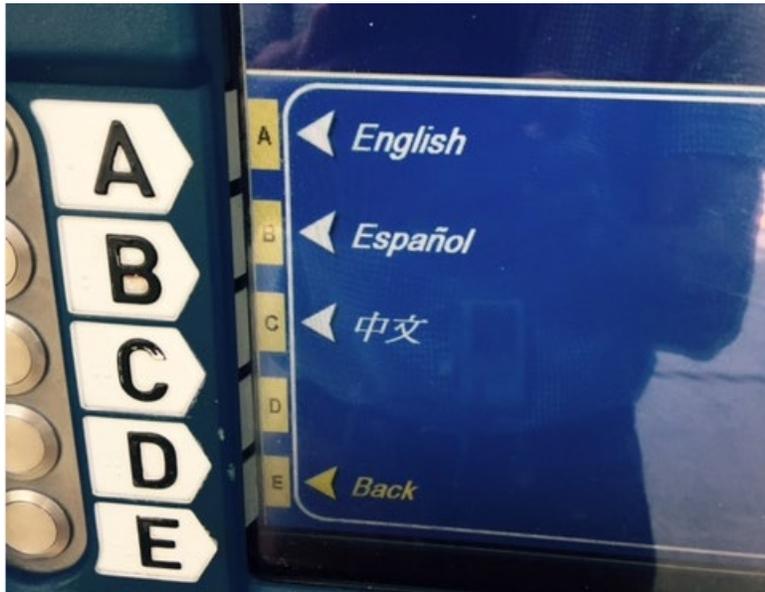
**Nueva Guía de Viajero**  
Para una copia gratuita de la Nueva Guía de Viajero bilingüe llámame al 415/455-2000 o enviando un e-mail a [contact@goldengate.org](mailto:contact@goldengate.org).

**Comentarios sobre los Servicios**  
Llame al 415/455-2000 desde las 7:00 am a las 6:00 pm de lunes a viernes (excepto los días festivos). Escríbala a Customer Relations, 1011 Andersen Drive, San Rafael, CA 94901.

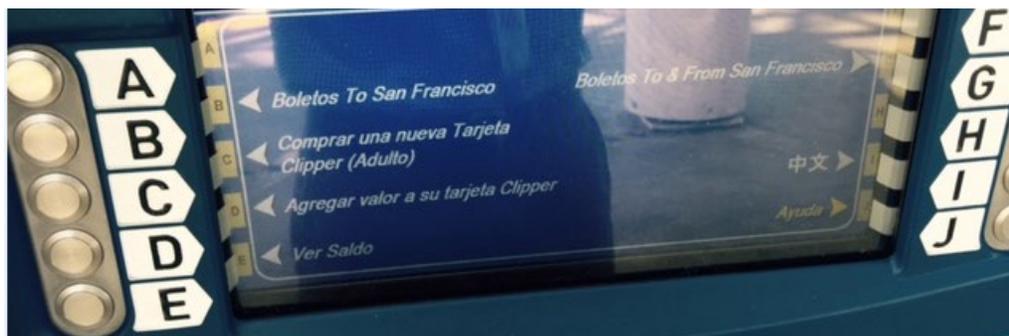
**Política antidiscriminatoria de Golden Gate**  
El Distrito está comprometido a garantizar que ninguna persona (en base a raza, color, o nacionalidad de origen), será excluida de la participación, se le negará los beneficios de, o se verá sujeta a discriminación bajo su programa de servicios de transporte. Toda persona que crea que ha sido discriminada puede presentar una queja conforme al Título VI. Para más información o para presentar una queja, llame al 511 y diga "Golden Gate Transit" o contacte directamente a los Servicios al Cliente al 415/455-2000 o visite el sitio [www.goldengate.org](http://www.goldengate.org) contact para obtener un Formulario de queja conforme al Título VI.

[www.goldengate.org](http://www.goldengate.org) 511 (711 TDD) 17

|   |   |
|---|---|
| <b>INFORMATION CONTACTS</b>   | <b>GOLDEN GATE</b>  |
| <b>TOLL FREE</b><br>(In the Bay Area)<br><b>511</b><br><i>(say "Golden Gate Transit,"<br/>then "Operator") 711 TDD &amp;</i>  | <b>LARKSPUR<br/>AND<br/>SAUSALITO</b>   |
| Monday – Friday:<br>7 am – 6 pm<br>Closed: Weekends, New Year's,<br>Presidents', Memorial, Independence,<br>Labor, Thanksgiving, and Christmas Days                 | <b>FERRY<br/>SERVICE</b>  |
| <br>Assistance available in over<br>150 languages: 415-455-2000                    |  |
| Lost and Found: 415-925-5565<br>Online Comment Form:<br><a href="http://goldengate.org/feedback/ferry">goldengate.org/feedback/ferry</a>                            | <b>TO/FROM SAN FRANCISCO</b><br><b>SEPT. 28 - DEC. 20, 2015</b>                   |
| <br><b>goldengate.org</b><br>Information subject to change.                        |   |
|   |   |



Ticket Vending Machines



## Appendix D: Community Based Organizations

|   |  |                   |    |            |
|---|--|-------------------|----|------------|
| Canal Alliance                                    | 91 Larkspur Street                                       | San Rafael        | CA | 94901      |
| Canal Ministry of San Rafael                      | 86 Belvedere Street                                      | San Rafael        | CA | 94901      |
| Canal Welcome Center                              | 141 Alto Street  | San Rafael        | CA | 94901      |
| Latino Council of Marin                           | 650 Las Gallinas Avenue                                  | San Rafael        | CA | 94903      |
| Latino Educational & Cultural Foundation of Marin | P.O. Box 364   | Kentfield         | CA | 94914      |
| Marin County Grassroots Leadership Network        | 2915-A Kerner Blvd.                                      | San Rafael        | CA | 94901      |
| Marin Education Fund                              | 781 Lincoln Avenue, Suite 140                            | San Rafael        | CA | 94901-3377 |
| Marin Tenants Union                               | 4136 Redwood Highway, Suite 9                            | San Rafael        | CA | 94903      |
| Marin Grassroots                                  | 30 N. San Pedro Road, Suite 290                          | San Rafael        | CA | 94903      |
| Marin City Community Service District             | 630 Drake Ave  | Marin City        | CA | 94965      |
| Marin City Health & Wellness Center               | 630 Drake Ave  | Marin City        | CA | 94965      |
| Marin City Community Development Corporation      | 441 Drake Avenue   | Marin City        | CA | 94965      |
| Marin City Network                                | 640 Drake Ave  | Sausalito         | CA | 94965      |
| Marguerite Johnson Senior Center                  | 640 Drake Ave  | Sausalito         | CA | 94965      |
| ISOJI & Southern Marin Intern Project             | ph: 415 883-1757<br>alt: 415 383-2073<br>staff@isoji.net | Marin City        | CA | 94965      |
| Manzanita Child Development Center                | 620 Drake Avenue   | Marin City        | CA | 94965      |
| Community Action Marin                            | 29 Mary Street   | San Rafael        | CA | 94901      |
| Bridge the Gap                                    | 105 Drake Avenue   | Sausalito         | CA | 94965      |
| County of Marin Public Assistance                 | 120 North Redwood Drive (West Wing)                      | San Rafael        | CA | 94903      |
| County of Marin Public Assistance                 | West Marin 100 6th Street                                | Pt. Reyes Station | CA | 94956      |
| Novato Human Needs Center                         | 1907 Novato Boulevard                                    | Novato            | CA | 94947      |
| COTS – Committee on the Shelterless               | 900 Hopper Street  | Petaluma          | CA | 94952      |
| Old Adobe Developmental Services (OADS)           | 1301 A Rand Street                                       | Petaluma          | CA | 94954      |
| Petaluma Community Foundation                     | 159 Kentucky Street, Ste 10                              | Petaluma          | CA | 94952      |
| Picklewood Park Community Center                  | 50 Canal Street  | San Rafael        | CA | 94901      |
| The Osher Marin Jewish Community Center           | 200 N San Pedro Road                                     | San Rafael        | CA | 94903      |
| Filipino Community of Sonoma County               | 3361 Fulton Road   | Santa Rosa        | CA | 95439      |
| Jewish Community Center                           | 1301 Farmers Lane  | Santa Rosa        | CA | 95404      |
| Margaret Todd Senior Center                       | 1560 Hill Road   | Novato            | CA | 94947      |