



Umpqua Public Transit

2025

Civil Rights Program

Title VI, Limited English Proficiency Plan



Umpqua Public Transportation District – **ADOPTED 3.17.25**

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Introduction

This program reflects Umpqua Public Transportation District's commitment 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.

Umpqua Public Transportation District 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 the Umpqua Public Transportation District Compliance Manager assuring Umpqua Public Transportation District's (UPTD) compliance with Title VI of the Civil Rights Act of 1964 can be found as *Appendix A*.

Notification of Umpqua Public Transportation District's Title VI obligations

Umpqua Public Transportation District (UPTD) publicizes its Title VI program by posting information, its commitment to providing services without regard to race, color, or national origin, in all buses, at the Umpqua Public Transportation District Administrative Building, the driver breakroom, and in all the Umpqua Public Transportation District's Bus Shelters. Furthermore, Umpqua Public Transportation District provides information regarding obligations on the UPTD website www.umpquatransit.com.

The posters and website provide information in English that includes:

- A statement that Umpqua Public Transportation District operates programs without regard to race, color, or national origin.

- Contact information for questions or comments about Umpqua Public Transportation District's non-discrimination policies or to file a complaint.

A sample specific notification can be found in:

Appendix B.

Filing a Title VI Complaint

Umpqua Public Transportation District has a standard process for investigating all complaints filed with Umpqua Public Transportation District. Members of the public may file a signed, written complaint up to one hundred and eighty (180) days from the date of the alleged discrimination. Once a Title VI complaint has been filed it enters a formal Title VI Complaint process. The complaints can be found as *Appendix C*.

At a minimum, the complaint should include the following information:

- Name, mailing address, and how to contact complainant (i.e., telephone

number, email address, etc.)

- How, when, where, and why complainant alleges she/he was discriminated against. Include the location, names, and contact information of any witnesses.
- Other significant information

The complaint may be filed in writing with Umpqua Public Transportation District at the following addresses:

Mail:

Umpqua Public Transportation District

Compliance Manager
3076 NE Diamond Lake Blvd
Roseburg, OR 97470

ODOT Office of Civil Rights-MS 23

800 Airport Road SE
Salem, OR 97301

Federal Transit Administration Office of Civil Rights

Attn: Complaint Team
East Building, 5th Floor-TCR 1200 New Jersey Ave. SE Washington DC, 20590

Record of Title VI investigations, complaints, or lawsuits

To date, Umpqua Public Transportation District has had two Title VI complaints, investigations, or lawsuits filed in the past 3 years.

Umpqua Public Transportation District's Limited English Proficiency Outreach Plan

A full copy of Umpqua Public Transportation District's outreach plan for individuals with limited English proficiency can be found in *Appendix D*. Based on the four-factor analysis, UPTD is not required to translate documents into other languages. At such point that populations other than English speaking populations reach 5% of the total population serviced, UPTD will print all media in English and the alternate language.

Title VI – Compliance Officer & Limited English Proficiency Plan (LEP) Coordinator

The Umpqua Public Transportation District's Compliance Manager, who reports to the General Manager serves as the Title VI Compliance Officer and the Office Manager serves as Umpqua Public Transportation District's Limited English Proficiency Plan (LEP) Coordinator. The Compliance Officer is responsible for ensuring that Umpqua Public Transportation District is meeting its obligations under Title VI of the Civil Rights Act of 1964. The Limited English Proficiency Plan Coordinator ensures Umpqua Public Transportation District satisfies the intent of the Limited English Proficiency Plan by

making information available to LEP individuals, offering ways for them to participate in Umpqua Public Transportation District's public participation efforts and ensuring the process is in place for direct input and feedback.

Summary of Public Participation Efforts

The Umpqua Public Transportation 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 mechanisms for the public to participate is to attend the quarterly Umpqua Public Transportation District Special Transportation Advisory Committee meetings; Umpqua Public Transportation District Special Transportation Advisory Committee (UPTDTAC) meetings held February, May, August, and November or the Umpqua Public Transportation District Board of Directors meetings held every 3rd Monday of each month. These meetings are advertised in the local paper and are open public meetings. All three meetings are held in locations that are wheelchair accessible.

Umpqua Public Transportation District complies with grant-related public involvement requirements as defined by grant applications documents. The following is a summary of Umpqua Public Transportation District's public participations efforts over the last reporting cycle:

- Umpqua Public Transportation District Special Transportation Advisory Committee (UPTD STAC) meetings are public meetings. UPTDC serves as the State Transportation Improvement Fund Advisory Committee. Public meetings are held quarterly, February, May, August, and November.
- Umpqua Public Transportation District Transit Board of Directors meetings are public meetings and held monthly on the 3rd Monday of each month.
- Outreach efforts – employer, community, booths, or other activities
- Umpqua Public Transportation District website updates.
- Customer information such as bus schedules, Title VI documents, comment forms, etc. are provided on the website.
- Printed bus schedules are available in English and are distributed throughout Umpqua Public Transportation District at key locations, libraries, city hall, transit hubs, senior centers and available on all Umpqua Public Transportation District buses and at the Transit Center

Overview of Umpqua Public Transportation District Transit Service Standards and Policies

The Umpqua Public Transportation District Board of Directors adopted the Umpqua Public Transportation District Transit Development Plan (TMP) in October 2022. Service Standards and Policies are included in the TMP. It can be found in *Appendix F*

Appendix A

Signed Non-Discrimination Policy Statement



Umpqua Public Transit

**Umpqua Public Transportation District Non-Discrimination
Policy Statement**

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 financial assistance.”

Umpqua Public Transportation District/Umpqua Public Transportation District is committed to complying with the requirements of Title VI and all its programs and activities.

George Carrillo, Compliance Manager

Appendix B

Title VI Notice to the Public of Non-Discrimination

UMPQUA PUBLIC TRANSPORTATION DISTRICT (UPTD) RESPECTS CIVIL & ADA RIGHTS

Umpqua Public Transportation District (UPTD) operates its programs without regard to race, color or national origin, in accordance with Title VI of the Civil Rights Act, and ORS Chapter 659A, Title II of the ADA, where it is illegal to discriminate against an individual based on disability, or other applicable law. For more information contact Cindy Johnson, Office Manager, by phone at 541.671.0766 or email at cjohnson@umpquatransit.org.

UMPQUA PUBLIC TRANSPORTATION DISTRICT (UPTD) TITLE VI POLICY STATEMENT

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 financial assistance.”

UPTD is committed to complying with the requirements of Title VI for all federally funded programs and activities.

MAKING A TITLE VI OR ADA COMPLAINT

Any person who believes he or she has been aggrieved by an unlawful discriminatory practice under Title VI or Title II may file a complaint with Umpqua Public Transportation District within 180 days following the date of the alleged discriminatory occurrence.

REASONABLE MODIFICATIONS

Reasonable modifications in policies, practices, or procedures are available to avoid discrimination on the basis of disability. To request an accommodation please contact Umpqua Public Transportation District's Office Manager, Cindy Johnson by phone 541.671.0766 or by email cjohnson@umpquatransit.org.

ACCESSIBLE FORMATS

Accessible formats are available upon request. To initiate a request, please contact Umpqua Public Transportation District by phone 541.671.0766. Dial “711” for text-to-voice relay.

Appendix C

UPTD Title VI / ADA Complaint Form

Date: _____
Name: _____
Address: _____
City: _____ State: _____ Zip Code: _____
Telephone: _____
Email: _____

Do you feel you were discriminated against because of your (check all that apply):

Race Color National Origin Americans with Disabilities
Other _____

Date & time of the alleged incident: _____
Route and/or bus number: _____
Driver's name or description: _____

Explain as clearly as possible what happened and how you were discriminated against. Be sure to include the names and contact information of any witnesses. If more space is needed, please use additional pages:

Have you filed this complaint with any other federal, state, or local agency or with any court? Yes No

If yes, check and identify all that apply:

- Federal Agency
- Federal Court
- State Agency
- State Court
- Local Agency
- Local Court

Please provide information for a contact person at the Agency or Court where the complaint was filed:

Name: _____
Address: _____
City: _____ State: _____ Zip Code: _____
Telephone: _____
Email: _____

Please sign below. You may attach any additional written materials or other information you believe is relevant to your complaint.

Signature Date

Please send completed form to:

Mail:
Umpqua Public Transportation District 3076 NE Diamond Lake Blvd, Roseburg, OR 97470

Email: cjohnson@umpquatransit.org

In person:
Umpqua Public Transportation District 3076 NE Diamond Lake Blvd, Roseburg, OR 97470

Title VI Complaint Procedure

1. Title VI of the Civil Rights Act of 1964 states that “No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” Any person, who believes that he/she, has been subjected to discrimination prohibited by Title VI of the Civil Rights Act of 1964, may file a complaint with Umpqua Public Transportation District/Umpqua Public Transportation District. A complaint may also be filed by a representative on behalf of such person. All complaints will be referred to the Umpqua Public Transportation District Compliance Manager for review and action.
2. To have the complaint considered under this procedure, the complainant must file the complaint no later than 180 days after:
 - a. The date of alleged act of discrimination; or
 - b. Where there has been a continuing course of conduct, the date on which that conduct was discontinued.

In either case Umpqua Public Transportation District may extend the time for filing or waive the time limit in the interest of justice if Umpqua Public Transportation District specifies in writing the reason for so doing.

3. Complaints shall be in writing and shall be signed by the complainant and/or the complainant’s representative. Complaints shall set forth as fully as possible the facts and circumstances surrounding the alleged discrimination. If a person makes a verbal complaint of discrimination to an officer or employee of Umpqua Public Transportation District, the person shall be interviewed by the Umpqua Public Transportation District Office Manager. If necessary, the Office Manager will assist the person in reducing the complaint to writing and submit the written version of the complaint to the person for signature. The complaint shall then be handled according to the Umpqua Public Transportation District’s investigative procedures.
4. Within 30 days, the Umpqua Public Transportation District Compliance Manager will acknowledge receipt of the allegation, inform the complainant of action taken or proposed action to process the allegation, and advise the complainant of other avenues of redress available, such as ODOT and USDOT.
5. Umpqua Public Transportation District will advise ODOT and/or USDOT within 10 days of receipt of the allegations. Generally, the following information will be included in every notification of ODOT and/or USDOT:
 - a. Name, address, and phone number of the complainant(s)

- b. Name(s) and address(es) of alleged discriminating official(s)
 - c. Basis of complaint (i.e., race, color, or national origin)
 - d. Date of alleged discriminatory act(s)
 - e. Date of complaint received by the recipient.
 - f. A statement of complaint
 - g. Other agencies (state, local, or Federal) where the complaint has been filed
 - h. An explanation of the actions Umpqua Public Transportation District has taken or proposed to resolve the issue in the complaint.
6. Within 60 days, the Umpqua Public Transportation District Compliance Manager will investigate the allegation and based on the information obtained, will render a recommendation for action in a report of findings to the Umpqua Public Transportation District Legal Counsel and the Umpqua Public Transportation District Board of Directors. The Board of Directors will vote on action based on the report finding. The Board's final decision will be sent to the complainant. The complaint should be resolved by informal means whenever possible. Such informal attempts and their results will be summarized in the report findings.
7. Within 90 days of receipt of the complaint, the Umpqua Public Transportation District Compliance Manager will notify the complainant in writing of the final decision reached by Umpqua Public Transportation District Legal Counsel and Umpqua Public Transportation District Board of Directors, including the proposed disposition of the matter. The notification will advise the complainant of his/her appeal rights with ODOT and/or USDOT, if they are dissatisfied with the final decision rendered by Umpqua Public Transportation District. The Umpqua Public Transportation District Compliance Manager will also provide ODOT and/or USDOT with a copy of this decision and summary of findings upon completion of the investigation.
8. Contact for the different Title VI administrative jurisdictions are as follows:

Federal Transit Administration
Office of Civil Rights Attention: Title VI Program Coordinator
East Building, 5th Floor – TCR 1200 New Jersey Avenue
SE Washington, DC 20590

Appendix D

Adopted Limited English Plan (LEP) 2025-2027

Limited English Proficiency (LEP) Plan Adopted March 17, 2025

Signed: Jeana Beam Title: Board of Directors Chair

Umpqua Public Transportation District 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). Umpqua Public Transportation District consulted the USDOT's LEP Guidance and performed a four-factor analysis of contact with the public to determine the appropriate mix of LEP services to offer.

Four Factor Analysis

1. The nature and importance of service provided by Umpqua Public Transportation District

Umpqua Public Transportation District provides important transit services to Umpqua Public Transportation District through its fixed route, commuter route, Dial-A-Ride, and Paratransit service. Umpqua Public Transportation District services the transit needs of Umpqua Public Transportation District and provides critical links to one (1) provider:

- a. Reedsport Dial a Ride

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

Data was gathered from the following sources to identify information on persons who speak languages other than English at home, who speak less than very well and are therefore classified as limited English proficient of "LEP"

2023 Census Data

- Census Bureau's 2023 American Community Survey 5-year Estimates

A review of the census data and the 2023 American Community Survey 5-year estimates on the number of LEP persons revealed that in Umpqua Public Transportation District the highest percentage of total population 5 years and over that spoke a language other than English at home are Spanish speakers.

According to the 2023 American Community Survey, 96.08% of the population in Douglas County speak English only. There is currently not 5% or more of the population that speaks languages other than English. Refer to table 1 below for details regarding LEP population's ability to speak English in Umpqua Public Transportation District,

Table 1 Ability to Speak English in the Umpqua Public Transportation District Area

Language Spoken at Home	Estimate	% of Population
Population 5 years and older	106,503	
Speak only English	102,329	96.08%
Speak Spanish, and English less than “very well”	850	.80%
Speak Haitian or Cajun, and English less than “Very well”	0	.0%
Speak German or other West Germanic languages, and English less than “very well”	89	.08%
Speak Russian, Polish, or other Slavic languages, and English less than “very well”	69	.06%
Speak Indo-European languages, and English less than “very well”	83	.08%
Speak Korean, and English less than “very well”	19	.02%
Speak Chinese (incl. Mandarin, Cantonese): and English less than “very well”	0	.0%
Speak Vietnamese, and English less than “Very well”	34	.03%
Speak Tagalog (incl. Filipino); and English less than “very well”	62	.06%
Speak other Asian and Pacific Island, and English less than “very well”	20	.02%
Speak Arabic, and English less than “very well,”	0	.0%
Speak other and unspecified languages, and English less than “very well”	72	.07%

3. **The frequency with which LEP individuals encounter the service.**

Umpqua Public Transportation District will translate any documents into other languages other than English upon request. At such point that populations other than English speaking populations reach 5% of the total population served, and funding permits, UPTD will print all media in English and the alternate language.

All Umpqua Public Transportation District Transit buses are stocked with brochures and an Umpqua Public Transportation District Transit comment card. Passengers will be able to submit a comment, question, or complaint and request that someone contact them so they may have full and effective access to Umpqua Public Transportation District Transit services and programs.

As you can see in the maps in *Appendix E*, Umpqua Public Transportation District Transit provides meaningful transit coverage throughout Umpqua Public Transportation District. Areas with high low-income or minority populations are served consistently throughout the service day, and access from those areas to stops is readily available. A full overview of our service standards/performance measures as they relate to service provision can be found in *Appendix F*.

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

Umpqua Public Transportation District has been providing information in English such as surveys, bus routes, schedules and fares, public service announcements and general information on the website. Interpreters are not available at public meetings. Umpqua Public Transportation District will translate any documents into other languages other than English upon request.

5. **Construction**

Umpqua Public Transportation District has not completed the construction of any facilities since the last Title VI was approved and does not anticipate the construction of any facilities (other than the placement of bus shelters or stops) over the next three (3) years.

6. **Minority representation on Planning or Advisory Boards**

Umpqua Public Transportation District's main advisory board is the Umpqua Public Transportation District Special Transportation Advisory Committee (UPTD STAC). This committee is made up of at least 5 community members representing the different municipalities in Umpqua Public Transportation District area. Membership criteria is based on the requirements of the State Transportation Improvement Fund (STIF) rules for membership. UPTDTAC members meet these requirements. Members serve a four-year term. Member terms are staggered to ensure some consistency on

the board. As a vacancy on the committee becomes available the UPTD STAC solicits interest, recommendations, and applications from various community organizations throughout Douglas County. The applications are reviewed by the UPTD STAC Committee and the General Manager. The final selection is made by the Umpqua Public Transportation District Board of Directors (UPTD BOD) based on the recommendations of the UPTD Committee and General Manager. Umpqua Public Transportation District will continually seek minority representation when vacancies occur.

7. **Implementation plan**

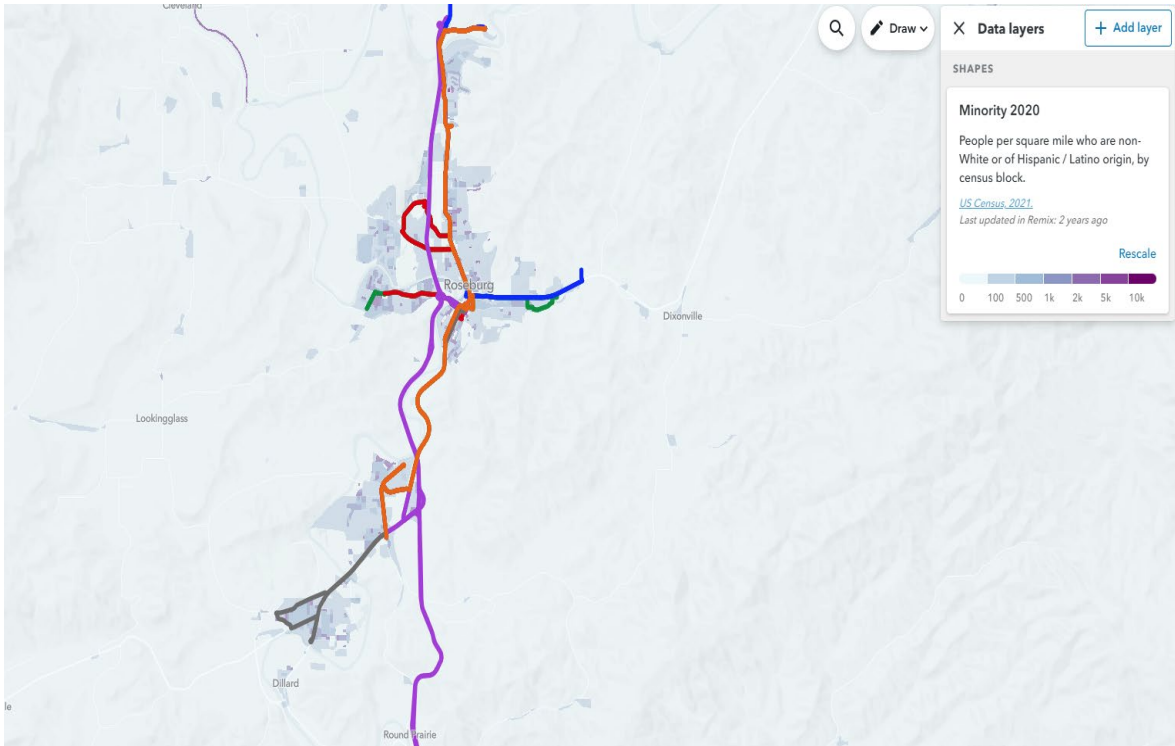
Based on the four-factor analysis, UPTD is not required to translate documents into other languages. At such point that populations other than English speaking populations reach 5% of the total population serviced, UPTD will print all media in English and the alternate language.

Umpqua Public Transportation District will continue to contact the community organizations that serve LEP persons, as well as LEP individuals themselves, and perform four-factor analysis every three years to identify what, if any, additional information, or activities might better improve Umpqua Public Transportation District Transit services to assure non-discriminatory service to LEP persons. Umpqua Public Transportation District Transit will then evaluate the projected financial and personnel needed to provide the requested services and assess which of these can be provided cost effectively.

Appendix E

Census Data Service Maps

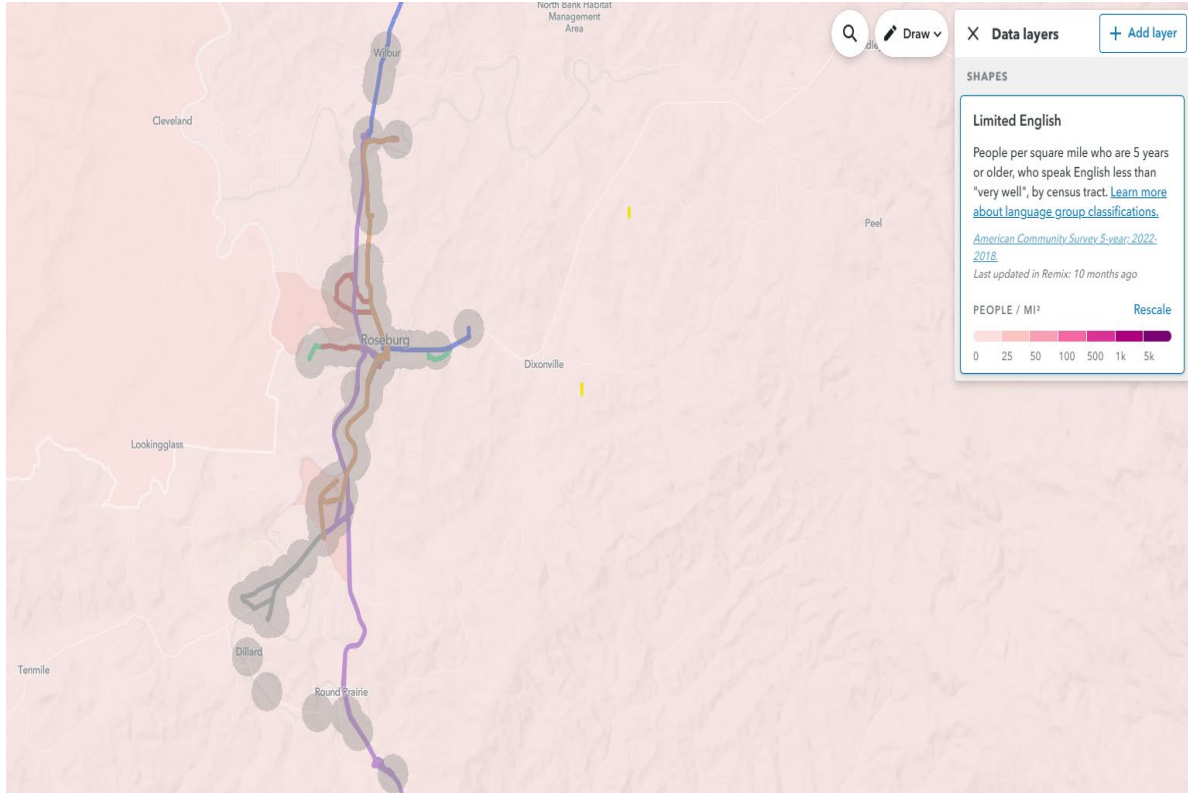
Non-white & Non-Hispanic Population



Appendix E

Census Data Service Maps

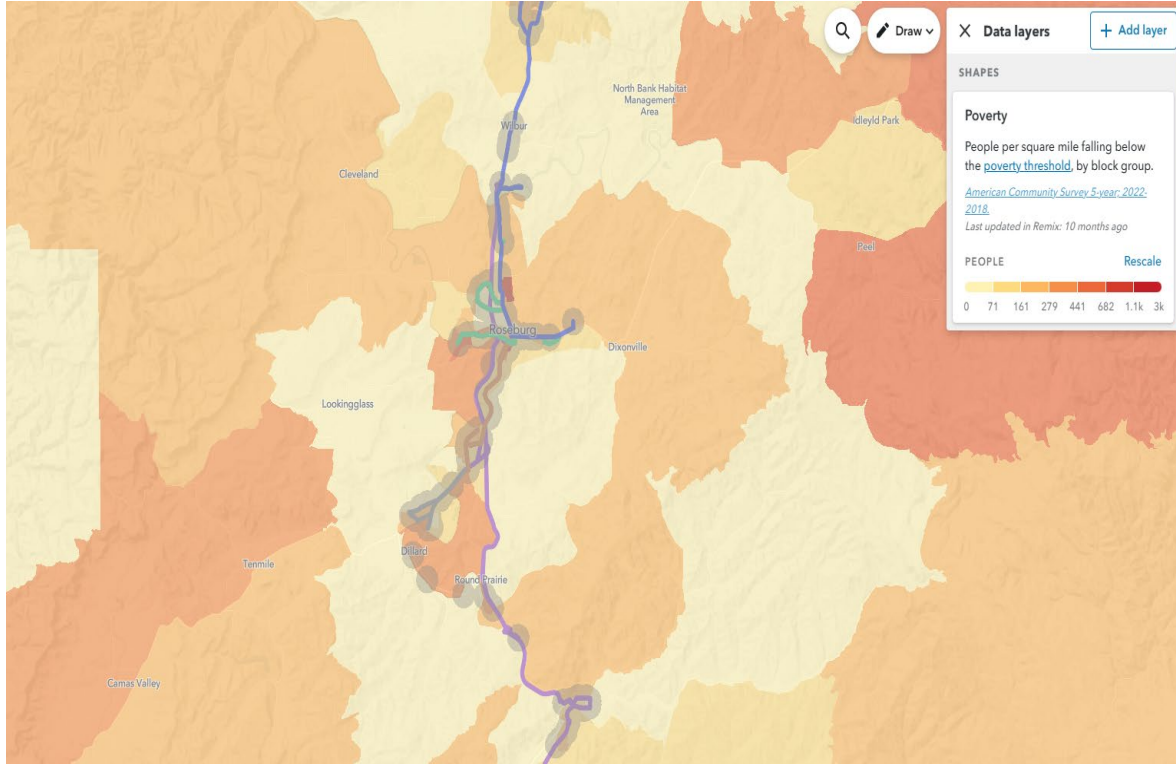
Households with Limited English Spoken



Appendix E

Census Data Services Maps

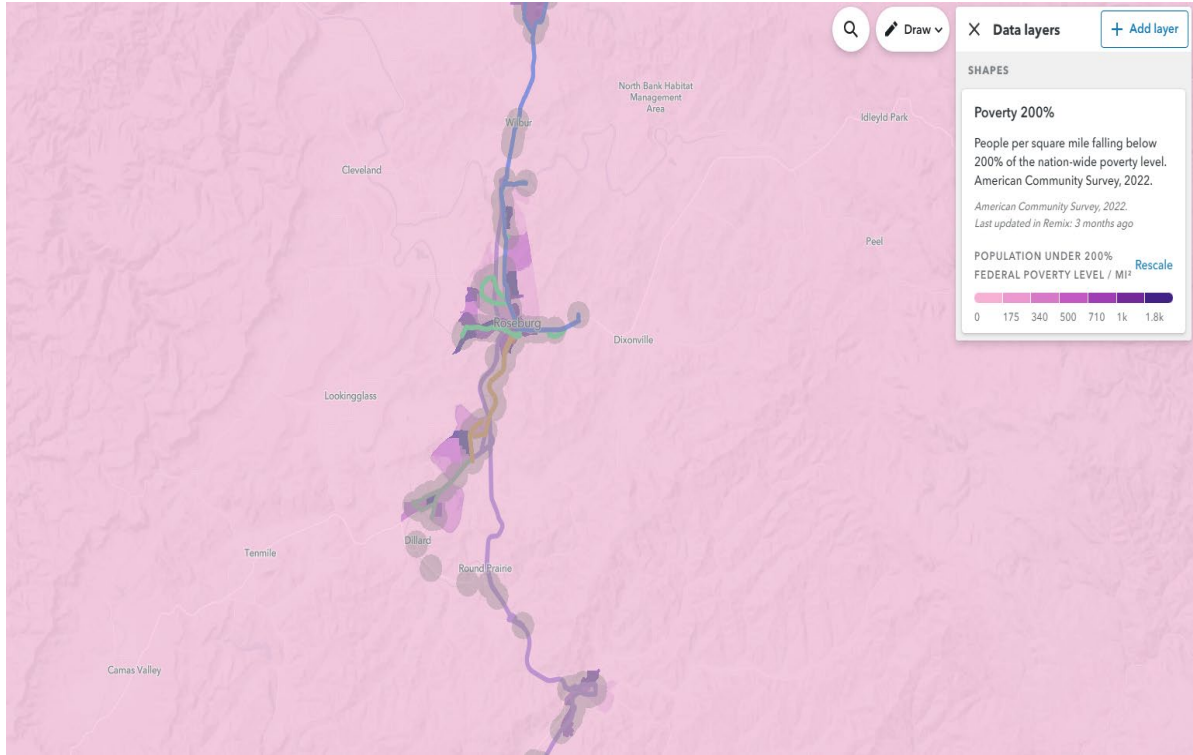
People below Poverty Threshold



Appendix E

Census Data Service Maps

People below 200% Poverty



Appendix F

Umpqua Public Transportation District Service Standards and Policy for Title VI Compliance – 2025

The FTA requires all providers of fixed route public transportation to develop qualitative policies for the following procedures:

- Vehicle Assignment
- Transit Amenities

The FTA requires all providers of fixed route public transportation to develop service standards for the following particulars:

- Vehicle load for each mode
- Vehicle headway for each mode
- On-time performance for each mode
- Service availability for each mode

Policies

Vehicles are assigned to each route, fixed and commuter, based on vehicle size and available seats. The minimum number of seats can be no less than the average passenger load. Low floor vehicles are assigned to routes 1) with the highest number of disabled riders; 2) the highest passenger loads.

Transit amenities currently fall into three categories: 1) shelters, 2) Simme Seats and 3) Trash receptacles. Shelters are placed based on passenger use, passenger need and passenger max loads at transfer points. Simme Seats are distributed and placed based upon passenger request, passenger use and known need for seating by elderly and disabled passengers. Trash receptacles are placed based on overall stop usage and overall tendency to generate trash.

Service Standards

Vehicle loads will not exceed a ratio of 1.3 of overall seated capacity for all fixed route services. This is expressed in peak and off-peak times.

Vehicle headway will not be less than 60 minutes, all day, for any fixed route service. Commuter fixed route service will be maintained at a minimum of seven runs per day.

On time performance is expressed as no more than 1 minute early and 7 minutes late at the listed origin and final destination of each route. This standard will be maintained 95% of the time during all service hours. A total of 99% of all runs for all fixed route services will be completed.

Service availability will be established signed stops of no more than 1,760 feet interval for any route operating within the UGB of Roseburg. Commuter runs will have a service of availability of stops, at a minimum, of every established community along the route.

Appendix G

Umpqua Public Transportation District – Transit Operation Policy

If a passenger refuses a reasonable request by a UPTD Transit Operator, that passenger can be subjected to a service suspension. Standard service suspensions are for 5 working days but can be extended depending on the severity of the offense. Additional violations will result in service suspensions that are progressive in nature.

Examples of reasonable requests are:

- Refusing to move from the seats reserved for the elderly and disabled when asked by a Transit Operator to do so. All reserved seats are clearly marked.
- Refusing to move from the mobility device securement area to accommodate a passenger and their mobility device.
- Disruption of service through delay or purposeful stalling.
- Continued distraction of the Transit Operator by talking to them while the bus is in operation, except for information facilitating their trip.
- Halting disruptive behavior when asked by a Transit Operator. Examples of disruptive behavior are, but not limited to:
 - Listening to music without the use of headphones
 - Use of cell phone while on speaker setting
 - Yelling or talking loudly on a cell phone
 - Yelling at other passengers or a Transit Operator
 - Continued harassment of any Transit Operator, UPTD employee, passenger on a vehicle or at a stop
 - Solicitations to collect money or sell or distribute anything, or solicitations for any purpose, on any transit vehicle or shelter, without written authorization of the Transit Manager or his or her designee
 - Use or possession of alcohol, marijuana, or illegal drugs (SB 1553) on a transit vehicle, a stop, or in a shelter, except alcoholic beverages that have not been unsealed
 - Place his or her feet on the seat of any transit vehicle or on any seat in a shelter
 - Not following UPTD policy on food and beverage use while riding the transit system

- Threats to self/others/Transit Operator/Transit Dispatcher
- Brandishing a weapon of any sort
- Failure to follow any other operational rule as listed in the published UPTD Route Schedule
- Act in any manner not specifically set forth above that will unreasonably interfere with the safe and efficient operations of the UPTD system, or which is in violation of local, state, or federal law.
- [Senate Bill 1553](#) heightens criminal charges for the use of illicit drugs on public transportation, making it the most serious of misdemeanors, punishable by up to 364 days in jail, a \$6,250 fine or both. It also classifies drug use on transit as a drug-designated misdemeanor, allowing those convicted access to state-funded treatment in many instances.

All service suspensions are subject to appeal. To appeal the decision, a person needs to make a request, in writing, within 5 days to:

UPTD Special Transportation Advisory Committee
 3076 NE Diamond Lake Blvd.
 Roseburg, OR 97470

All other rules for service suspensions and the appeal process apply as well.

This policy serves to further support ORS 166.116 – Interfering with Public Transportation

- 1) A person commits the crime of interfering with public transportation if the person:
 - (a) Intentionally or knowingly enters or remains unlawfully in or on a public transit vehicle or public transit station.
 - (b) Intentionally or knowingly interferes with the provision or use of public transportation services by, among other things, interfering with the movement of, or access to, public transit vehicles.
 - (c) While in or on a public transit vehicle or public transit station, engages in disorderly conduct in the second degree as defined in ORS [166.025 \(Disorderly conduct in the second degree\)](#); or
 - (d) Subjects a public transportation passenger, employee, agent or security officer or transit police officer to offensive physical contact.
- (2) Interfering with public transportation is a Class A misdemeanor.
- (3) As used in this section:
 - (a) "Enter or remain unlawfully" has the meaning given that term in ORS [164.205 \(Definitions for ORS 164.205 to 164.270\)](#).
 - (b) "Public transit station" includes all facilities, structures, lands and rights of way that are owned, leased, held or used for the purposes of providing public transportation services.

(c) "Public transit vehicle" means a vehicle that is used for public transportation or operated by or under contract to any public body in order to provide public transportation.

(d) "Public transportation" means transportation provided by a city, county, special district or any other political subdivision or municipal or public corporation. [2001 c.851 §3 (enacted in lieu of [166.115](#)); 2005 c.631 §4]

Appendix H

Minority Representation Table

Body	White	Latino	African American	Asian	American Indian or Alaska Native	Native Hawaiian or other Pacific Islander	Two or More	Prefer not to answer
Population 101,896	87%	.02%	.01%	.02%	.02%	.01%	.09%	0%
Citizens Advisory Council	38%	0%	0%	0%	0%	0%	0%	62%