



**Humboldt Transit Authority**  
**Title VI Program**

**Updated**  
**August 21, 2023**

# *Humboldt Transit Authority*

## *Title VI Program*

### INTRODUCTION

---

Title VI of the Civil Rights Act of 1964, a federal statute, provides 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. In addition, Presidential Executive Order 13166 requires recipients, sub-recipients of federal funds to take reasonable steps to address the needs of individuals who have limited-English proficiency in order to ensure no discrimination occurs based upon national origin.

On October 1, 2012, the Federal Transit Administration (FTA) released Circular 4702.1B to comply with the newly revised Department of Transportation (DOT) regulation issued to implement the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and Executive Order 13166. The Humboldt Transit Authority's Title VI Program has been updated to reflect the requirements of the new circular. As a part of the program implementation, Humboldt Transit is also required to submit a Title VI compliance report to the CalTrans Division of Mass Transportation every three years. This plan and report highlight the Humboldt Transit Authority's efforts to support and comply with all aspects of Title VI.

### *Program Objectives*

---

Humboldt Transit Authority's Title VI Program goals are;

- Ensuring that the level and quality of public transportation service is provided in a nondiscriminatory manner;
- Promoting full and fair participation in public transportation decision-making without regard to race, color, or national origin;
- Ensuring meaningful access to transit-related programs and activities by persons with limited-English proficiency.

**Humboldt Transit Authority**  
**Title VI & LEP Plan**  
**Table of Contents**

**Contents**

---

Complaints	1
Complaint Procedures	2
Policy Statement	3
Spanish Complaint Process	4
Title VI Complaint Form - English	6
Title VI Complaint Form- Spanish	9
Agency Overview	12
Standards and Polices	12
Vehicle Load Standard	12
Service Routes	13
Equity Analysis	14
On Time Performance Standard	
Service Availability Standard	
Vehicle Assignment Policy	
Transit Amenities Policy	
Language Assistance Plan	16
Public Participation Plan	21

**Appendices**

---

Resolutions	25
HTA Public Outreach Dates	27
Table of Non-Elected Committees and Councils	28
List of Location Title VI Notice	30
Table Title VI Complaints Form	31
Use the California Relay Service (CRS)	32
Transit Amenities Policy for Each Mode	33



# **TITLE VI COMPLAINT PROCEDURES**

## **HUMBOLDT TRANSIT AUTHORITY**

### **What is Title VI?**

Title VI is a section of the Civil Rights Act of 1964 requiring 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 assistance.” Note that the Title VI does not address gender discrimination. It only covers race, color and national origin. Other Civil Rights laws prohibit gender discrimination.

Any person who feels that he or she, individually or as member of any class of persons, on the basis of race, color, or national origin has been excluded from or denied the benefits of, or subjected to discrimination caused by the Humboldt Transit Authority System may file a written complaint with the Humboldt Transit Authority (HTA), Title VI Administrator or the Federal Transit Administration (FTA).

### **Filing a Complaint with The Humboldt Transit Authority**

The preferred method of filing a complaint is to file your complaint in writing with using the Title VI complaint form, and sending it to:

**Humboldt Transit Authority  
Attention: Title VI Administrator  
133 V Street  
Eureka, CA 95501**

A complaint form is available in hard copy at the administrative office of Humboldt Transit Authority or may be downloaded and submitted online at [www.hta.org](http://www.hta.org). Such complaints must be filed within 180 calendar days after the date the discrimination occurred.

### **The Complaint Process**

Upon receipt of the complaint, the Title VI Administrator will record the complaint in the Title VI Complaints, Investigations and Lawsuit Log. This Log included the date of investigation, lawsuit, or complaint; summary of the allegation (s); the status of the investigation, lawsuit or complaint; and actions taken by recipient or subrecipient in response to complaint.

## **TITLE VI COMPLAINT PROCEDURES**

Should a complaint be filed with Humboldt Transit Authority and an external agency simultaneously, the external complaint shall supersede the Humboldt Transit Authority complaint and Humboldt Transit Authority's complaint procedures will be suspended pending the external agency's findings.

If filed with Humboldt Transit Authority, the Title VI Administrator will begin assessment or investigation of the complaint within fifteen (15) working days of receiving the complaint. Based upon all of the information received, the Title VI Administrator will prepare a draft written response subject to review by the Humboldt Transit Authority Governing Board of Directors. If more time is required, the Administrator shall notify the complainant of the estimated timeframe for completing the review, not to exceed (60) calendar days of the receipt of the formal complaint. If appropriate, Humboldt Transit Authority may administratively close the complaint.

If final written response is determined to be needed, the complainant will receive a letter stating the final decision of the General Manager and the complainant will be advised of his/her right to file a complaint with the Federal Transit Administration (FTA), Office of Civil Rights should the complainant feel dissatisfied with the decision.

### **Filing a Complaint with the Federal Transit Administration**

To file a complaint with the Federal Transit Administration, fill out a Title VI complaint form and mail it to:

**Federal Transit Administration Office of Civil Rights  
Attention: Title VI Program Coordinator  
East Building, 5<sup>th</sup> Floor – TCR  
1200 New Jersey Ave., SE  
Washington, DC 20590**

The complaint form may be downloaded from FTA's website.  
Go to <http://www.fta.dot.gov/civilrights/title6/civilrights5104.html> for more information.

*Upon request, assistance in the preparation of any necessary written material will be provided to a person or persons who are unable to read or write.*

## **TITLE VI NON-DISCRIMINATION POLICY STATEMENT**

The Humboldt Transit Authority is committed to ensuring that no person is excluded from participation in, or denied the benefits of, or be subject to discrimination in the receipt of its services or programs on the basis of race, color or national origin or other characteristics protected by law, including Title VI of the Civil Rights Act of 1964, as amended. Further, under the American with Disabilities Act (ADA) of 1990 , no entity shall discriminate against an individual with a physical or mental disability in connection with the provision of transportation service.

To obtain more information on The Humboldt Transit Authority's nondiscrimination obligations or to file a Title VI complaint, contact:

Consuelo Espinosa, ADA Specialist  
Humboldt Transit Authority  
133 "V" Street  
Eureka CA 95501

Main: (707) 443-0826

Fax: (707) 443-2032

You may file a written complaint no later than 180 calendar days after the date of the alleged discrimination.

Information on non-English alternative formats may be obtained from The Humboldt Transit Authority Office.

**TÍTULO VI PROCEDIMIENTOS PARA QUEJAS  
HUMBOLDT TRANSIT AUTHORITY**

Humboldt Transit Authority opera sus programas sin distinción de raza, origen nacional, o color, conformidad con el título VI de la ley de derechos civiles, o de otras leyes aplicables. Para mas información:

Llame a Teléfono: (707) 443-0826  
O Escriba a: Humboldt Transit Authority  
133 V Street  
Eureka, CA 95501

O envíe un Correo electrónico: [admin@hta.org](mailto:admin@hta.org)

**Humboldt Transit Authority Declaración de política de transito**

Título VI de la ley de derechos civiles de 1964 declara que:

**Ninguna persona en los Estados Unidos, por motivos de raza, color u origen nacional, se excluirá de la participación en, ser negado los beneficios de o ser objeto de discriminación bajo ningún programa o actividad que reciba asistencia financiera Federal.**

Humboldt Transit Authority se compromete a cumplir con los requisitos del Título VI en todas sus actividades o programas financiados por el Gobierno Federal.

## **Haciendo una Queja bajo la ley de Título VI**

Cualquier persona que cree que él o ella ha sido perjudicada por una práctica discriminatoria ilegal bajo el título VI puede presentar una queja debe ser por escrito y presentada con la ciudad dentro de los 180 días siguientes a la fecha de la supuesta ocurrencia discriminatoria.

Para obtener más información sobre las obligaciones de no discriminación de Humboldt Transit Authority o para presentar una queja sobre el Título VI , póngase en contacto con :

Consuelo Espinosa , Especialista de ADA  
Humboldt Transit Authority  
133 " V " Street  
Eureka CA 95501

Teléfono: (707) 443-0826  
Fax : (707) 443-2032  
Correo electrónico: admin@hta.org

## **Presentación de quejas ante la Administración Federal de Tránsito**

Para presentar una queja ante la Administración Federal de Tránsito , llene un formulario de queja del Título VI y envíelo por correo a:

**Oficina Federal de Administración de Tránsito de los Derechos Civiles**  
**Atención: Coordinador del Programa del Título VI**  
East Building, 5th Floor - TCR  
1200 New Jersey Ave . , SE  
Washington, DC 20590

El formulario de queja puede ser descargado desde el sitio web de TLC. Ir a <http://www.fta.dot.gov/civilrights/title6/civilrights5104.html> para más información .

A petición, se prestará asistencia en la preparación de cualquier material escrito necesario para que una persona o personas que no saben leer ni escribir.

## TITLE VI COMPLAINT FORM

Before filling out this form, please read the Humboldt Transit Authority Title VI Complaint Procedures located on our website or by visiting our office.

The following information is necessary to assist us in processing your complaint. If you require assistance in completing this form, please call us at the phone number listed above. Complaints must be filed within 180 calendar days after the date alleged discrimination occurred.

<b>Complaint's Name:</b>		
<b>Street Address:</b>		
<b>City:</b>	<b>State:</b>	<b>Zip Code:</b>
<b>Telephone Number Home:</b>	<b>Other:</b>	

Where you discriminated against because of:

\_\_\_\_\_ Race

\_\_\_\_\_ National Origin

\_\_\_\_\_ Color

Date of Alleged Incident \_\_\_\_\_

Time of Incident \_\_\_\_\_

Person discriminated against (if someone other than complaint):

<b>Name:</b>		
<b>Address:</b>		
<b>City:</b>	<b>State:</b>	<b>Zip Code:</b>

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 provide name of agency and contact information:

	<b>Federal Agency:</b>	<b>Contact:</b>
<b>Telephone # For Contact:</b>		<b>Email:</b>
	<b>Federal Court:</b>	<b>Contact:</b>
<b>Telephone # For Contact:</b>		<b>Email:</b>
	<b>State Agency:</b>	<b>Contact:</b>
<b>Telephone # For Contact:</b>		<b>Email:</b>
	<b>State Court:</b>	<b>Contact:</b>
<b>Telephone # For Contact:</b>		<b>Email:</b>
	<b>Local Agency:</b>	<b>Contact:</b>
<b>Telephone # For Contact:</b>		<b>Email:</b>
	<b>Other:</b>	<b>Contact:</b>
<b>Telephone # For Contact:</b>		<b>Email:</b>

Have you filed a lawsuit regarding this complaint: Yes\_\_\_\_\_ No\_\_\_\_\_

Note: If litigation is pending regarding the same issues, we defer to the decision of the court.



## FORMULARIO DE QUEJA TÍTULO VI

Antes de llenar este formulario, por favor, lea los Procedimientos de Quejas de Humboldt Transit Authority Título VI que se encuentra en nuestra página web o visitando nuestra oficina.

La siguiente información es necesaria para ayudarnos a procesar su queja. Si necesita ayuda para completar este formulario, por favor llámenos al número de teléfono que aparece arriba. Las quejas deben ser presentadas dentro de los 180 días, después de que ocurrió la supuesta discriminación.

<b>Nombre:</b>		
<b>Dirección:</b>		
<b>Ciudad:</b>	<b>Estado:</b>	<b>Código Postal :</b>
<b>Número de Teléfono de la casa :</b>	<b>Otros:</b>	

Cual de los siguientes describe mejor la razón por la supuesta discriminación? (Marque uno)

- Raza  
 Origen Nacional  
 Color

Fecha del supuesto Incidente \_\_\_\_\_

Hora del Incidente \_\_\_\_\_

Persona discriminada:

<b>Nombre:</b>		
<b>Dirección :</b>		
<b>Ciudad:</b>	<b>Estado:</b>	<b>Código Postal :</b>

¿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 proporcionar el nombre de la agencia y la información de contacto :

	Agencia Federal :	Póngase en contacto con :
N ° de teléfono de contacto:		Email:
	Tribunal Federal:	Póngase en contacto con :
N ° de teléfono de contacto:		Email:
	Agencia Estatal :	Póngase en contacto con :
N ° de teléfono de contacto:		Email:
	Corte Estatal:	Póngase en contacto con :
N ° de teléfono de contacto:		Email:
	Agencia Local:	Póngase en contacto con:
N ° de teléfono de contacto:		Email:
	Otros:	Póngase en contacto con:
N ° de teléfono de contacto:		Email:

¿Ha presentado una demanda respecto a esta queja : Si \_\_\_\_\_ No \_\_\_\_\_

Nota: Si el litigio está pendiente en relación con los mismos problemas, nos remitimos a la decisión de la corte.



## AGENCY OVERVIEW

### Humboldt Transit Authority

The Humboldt Transit Authority (HTA) was established in 1974 under a joint-powers agreement between the cities of Arcata, Eureka, Fortuna, Rio Dell and Trinidad and the County of Humboldt. Humboldt Transit Authority is headquartered in the county seat of Eureka. Humboldt Transit Authority is governed by a seven-member Board of Directors comprised of one representative each from the five incorporated cities and two representatives from the County of Humboldt. The Authority is administered by the General Manager, and is supported by office staff.

Humboldt Transit Authority is the primary intercity public transit system in the county, providing a fixed-route trunk service along the U.S. 101 Corridor as well as an extension to Willow Creek along Highway 299. Humboldt Transit Authority also provides both intercity and local transit service in the southern portions of the county. In addition, Humboldt Transit Authority, contracted by the City of Eureka operates the intra-city fixed route service in the City of Eureka under the name Eureka Transit Service (ETS).

### SERVICE STANDARDS AND POLICES

The Humboldt Transit Authority has adopted the following service standards and policies in compliance with FTA Circular 4702.1B:

#### Vehicle Load Standard

##### Peak

The average of all loads during the peak operating period are likely not exceed each bus's achievable capacity. Peak loads are:

<u>Bus Type</u>	<u>Passenger Capacity</u>
Low Floor Electric 42'	37
Low Floor 40'	35
Standard 25'	20
Standard 33'	28
Low Floor 35'	30
Class A Cutaway 23'	9

### **Redwood Transit System (RTS)**

The Humboldt Transit mainline service, the Redwood Transit System (RTS), operates between the cities of Scotia and Trinidad from Monday through Sunday. Headways range from 30 minutes in the heaviest travel route sectors (between Humboldt State University and College of the Redwoods) to two hours. Destination served include Scotia, Rio Dell, Fortuna, Fernbridge, Loleta, College of the Redwoods, Fields Landing, King Salmon, Eureka, Arcata, Humboldt State University, Mckinleyville, Arcata-Eureka Airport, Westhaven, and Trinidad.

### **Willow Creek System**

The Willow Creek System operates Monday thru Saturday and connects from the Arcata Transit Center to the community of Willow Creek, including stops at Valley West Boulevard and Mckinleyville High School.

### **Southern Humboldt Intercity Bus System**

The Southern Humboldt Intercity Bus service provides service during peak travel times in the morning and afternoon, connecting the communities of Garberville and Eureka with stops in Redway Drive, Dean Creek, Phillipsville, Miranda, Benbow, Myers Flat, Weott, Fortuna, and College of the Redwoods.

### **Paratransit Service Eureka Dial-a-Ride (DAR)**

The service area for the Dial-a-Ride is the same as the Eureka Transit System. Riders can schedule appointments 24 hours and/or 14 days in advance for shopping trips, social visits, banking, bill paying, lunch programs, or medical appointments. From 6:00am to 7:00pm, Monday through Friday and 7:30am to 5:30pm, on Saturday; riders can contact the dispatcher to make travel arrangements. The dispatcher generally allows 30 minutes travel time to maintain on-time arrivals, while the driver picks up and delivers other scheduled riders on route.

### **Eureka Transit Service (ETS)**

The Eureka Transit Service operates four routes Monday thru Friday and three routes on Saturdays. Routes are designated by color and cover specific areas of Eureka. Most routes originate and/or terminate at the corner of H & 3rd Streets in downtown Eureka with the exception of the Green Route. All routes run every hour on the hour.

## **ETS Service**

**Gold Route:** Operates Monday through Friday from 8:00 a.m. to 5:00 p.m. and Saturdays from 10:00 a.m. to 5:00 p.m. Areas of the city served include downtown Eureka, Pine Hill, Bayshore Mall and Henderson Center.

**Green Route:** Operates Monday through Friday from 8:09 a.m. to 5:00 p.m. Areas of the city served include downtown Eureka, Myrtle town, Silvercrest, St. Joseph Hospital, and General Hospital as well as Bayshore Mall.

**Purple Route:** Operates Monday through Friday from 8:00 a.m. to 5:00 p.m. and Saturdays from 10:00 a.m. to 5:00 p.m. Areas served include downtown Eureka, Silvercrest, General Hospital, Henderson Center, and Burre Center.

**Rainbow Route:** Operates Saturdays from 10:00 a.m. and 5:00 p.m. and serves a broad area of the city such as downtown, Broadway, Bayshore Mall, Henderson Center, Sequoia Park, St. Joseph Hospital, General Hospital, and Myrtle town.

**Red Route:** Operates Monday through Friday from 8:00 a.m. to 5:00 p.m. and serves downtown Eureka, Broadway, Bayshore Mall, Henderson Center, Cutten and Sequoia Park.

## **Equity Analysis**

There has not been a need for new construction.

## **On-Time Performance Standard**

90% percent of vehicles will complete their established runs no more than 5 minutes late in comparison to the established schedule/published timetables.

## **Service Availability Standard**

Transit routes will be distributed so that 50 percent of all residents live within a quarter of a mile of a bus route.

## **Vehicle Assignment Policy**

Buses will be assigned to routes that each group of buses of the same age will be evenly distributed across the service area. Low-floor buses are deployed on frequent service and other high-ridership lines. These buses carry a higher share of ridership than their numerical proportion of the overall bus fleet. All buses are equipped with air conditioning and automated stop announcement systems.

Bus assignments take into account the operating characteristics of buses of various lengths, which are matched to the operating characteristic of the route.

## **Transit Amenities Policy**

Installation of Transit amenities along bus routes are based on the number of passengers boarding at bus stops along each route. (see attachments)

**HUMBOLDT TRANSIT AUTHORITY'S  
LANGUAGE ASSISTANCE PLAN**

**Adopted:  
August 21, 2023**

## **LANGUAGE ASSISTANCE PLAN**

Consistent with Title VI, DOT's implementing regulations, and Executive Order 13166, Humboldt Transit Authority takes reasonable steps to ensure meaningful access to benefits, services, information and other important transit activities for individuals who are limited-English proficient (LEP).

To provide meaningful access to Humboldt Transit Authority programs and services for persons who have limited English proficiency, a LEP plan was adopted. This plan is a training tool and guide for transit members on how to recognize a person who may need language assistance on how to provide that assistance.

Local demographic data revealed a need to provide language assistance in the Spanish-speaking community. It is the goal of Humboldt Transit Authority's program plan to provide bi-lingual English/Spanish editions of all public transit information materials. In addition, any service change notices are posted at major transit sites and displayed in all buses in both English and Spanish.

Humboldt Transit Authority operations have special customer service staff who are bilingual and are trained to assist persons with limited English language proficiency.

Humboldt Transit Authority will comply with the Safe Harbor Provision which outlines circumstances that can provide a "safe harbor" for recipients regarding translation of written materials for LEP populations. The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations. These safe harbor provisions apply to the translation of written documents only.

## INTRODUCTION

The limited English Proficiency Plan has been prepared to address the Humboldt Transit Authority responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English proficiency language skills. The plan has been prepared in accordance with the Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq, and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color or nation origin.

Executive Order 13166, titled **Improving Access to Services for Persons with Limited English Proficiency**, indicates that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination. It directs each agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal funds, including all Humboldt Transit Authority departments receiving federal grant funds.

### Plan Summary

The Humboldt Transit Authority has developed this Limited English Proficiency Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency (LEP) who wish to access services provided. As defined Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English. This plan outlines how to identify who may need language assistance, the ways in which assistance may be provided, staff personal who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

In order to prepare this plan, the Humboldt Transit Authority used the four-factor LEP analysis which considers the following factors:

1. The number of proportions of LEP persons in the service area who may be served by the Humboldt Transit Authority.
2. The frequency with LEP persons come in contact with Humboldt Transit Authority services.
3. The nature and importance of services provided by the Humboldt Transit Authority to the LEP population.
4. The interpretation services available to the Humboldt Transit Authority and overall cost to provide LEP assistance. A summary of the results of the four-factor is in the following section.

## MEANINGFUL ACCESS: FOUR-FACTOR ANALYSIS

### **1. The number of proportions of LEP persons in the service area who may be served or are likely to require Humboldt Transit Authority services.**

The Humboldt Transit Authority staff reviewed the 2020 U.S. Census Report and determined of 15,462 persons in Humboldt County, 13.48% speak a language other than English. Of those remaining 15,462, 3,733 persons (24.14%) have Limited English Proficiency; that is, they speak English "not well" or "not at all", this is only a 4.14% of the overall population in the service area. In the service area, of those persons with Limited English proficiency, 3055 speak Spanish, 322 speak Indo-European, 554 speak Asian, and Pacific Islander Languages, and 124 speak other foreign languages.

### **2. The frequency with which LEP persons come in contact with Humboldt Transit Authority services.**

The Humboldt Transit Authority staff reviewed the frequency with which the Humboldt Transit Authority Employees have, or could have, contact with LEP persons. This includes documenting phone inquiries, bus rides or office visits. Within the last three (3) years, the Humboldt Transit Authority has had (50) requests for interpreters and translated program documents.

### **3. The nature and importance of services provided by the Humboldt Transit Authority to the LEP population.**

The Humboldt Transit Authority provides important transit services to the public through its commuter, fixed route, and deviated fixed route services. The Humboldt Transit Authority is the primary resource for transit dependent individuals for daily life tasks such as medical appointments, shopping, commuting to school, and work.

Office staff and bus drivers are most likely to encounter LEP individuals through bus rides, office visits, and phone conversations.

### **4. The resources available to the Humboldt Transit Authority, and overall costs to provide LEP assistance.**

Currently, The Humboldt Transit Authority website provides the capability of being translated into over 30 languages using a tool called Google Translate. By clicking on a particular language, the web page is refreshed into the selected language. Humboldt Transit Authority provides all critical documents in Spanish including rider guides, applications, information brochures, and all route or schedule changes. Humboldt Transit Authority has bilingual staff providing verbal assistance to LEP individuals. For those who have limitations seeing, hearing, speaking, remembering, moving, specially-trained Communications Assistant (CA) can relay telephone conversations by dialing 711.

## LANGUAGE ASSISTANCE

A person who does not speak English as their primary language and who has a limited ability to read, write, speak, or understand English may be a Limited English Proficient person and may be entitled to language assistance with respect to Humboldt Transit Authority services. Language assistance can include interpretation, which means oral or spoken transfer of a message from one language into another language and/or translation, which means the written transfer of a message from one language into another language.

How the Humboldt Transit Authority employees identify an LEP person who needs language assistance:

- All Humboldt Transit Authority employees will be provided with "I Speak" cards to assist in identifying the language interpretation needed if the occasion arises.
- All Humboldt Transit Authority employees will be surveyed periodically on their experience concerning any contacts with LEP persons during the previous year.
- Post notice of Title VI Policy Statement and the availability of interpretation or translation services free of charge in languages LEP persons would understand.
- Providing customer service staff who are bi-lingual and are trained to assist persons with limited English Language proficiency.

### Language Assistance Measures

The Humboldt Transit Authority is committed to making its services and programs available to LEP persons and recognizes the need to continue providing language services in Humboldt County. Humboldt Transit Authority is committed to continuing the following practices:

1. Humboldt Transit Authority employees will take reasonable steps to provide the opportunity for meaningful access to LEP clients who have difficulty communicating English.
2. The following resources will be available to accommodate LEP persons:
  - a. Network with local human service organizations that provide services to LEP individuals and seek opportunities to provide information on Humboldt Transit Authority programs and services.
  - b. When the Humboldt Transit Authority sponsors an informational meeting or event, an advanced public notice of the event should be published including special needs related to offering a translator (LEP) or interpreter with advance notice.
  - c. Post the Humboldt Transit Authority Title VI Policy Statement and Complaint Procedures on the agency website, [www.hta.org](http://www.hta.org) and 133 V. Street, Eureka CA 95501.

## **STAFF TRAINING**

**The following training has been provided to all staff:**

- Information on the Title VI Policy and LEP responsibilities.
- Description of language assistance services offered to the public.

***For Example; The most common questions asked by limited English proficient individuals are:***

Which bus should I take to [specific location]?

What time does the bus come?

How much is the fare?

How do I make my connection/transfer?

***Suggestions offered by HTA staff for language assistance measures include:  
(please refer to your Title VI Packets)***

"I" Speak Cards - to identify language for an LEP individual

Language Line Solutions - access an interpreter

Spanish Schedules

HTA website - translates into over 30 languages using the tool google translate

- Documentation and logging of language assistance requests.
- How to handle a potential Title VI/LEP complaint.

## **TRANSLATION OF DOCUMENTS**

The Humboldt Transit Authority weighed the cost and benefits of translating documents for potential LEP groups. At this time, it is an unnecessary burden to have any documents translated. Humboldt Transit Authority has special customer service staff who are bilingual and trained to provide translation of critical documents, as well as assist persons with limited English Proficiency.

### **Humboldt Transit Authority's (HTA) Public Participation Program**

#### **Introduction and Policy Statement**

The Humboldt Transit Authority is committed to providing an open and visible decision-making process to which Humboldt County residents will have equal access. The Humboldt Transit Authority will actively solicit the involvement of citizens in the public decision-making process, through public notification, media exposure, neighborhood meetings, and public hearings.

Further, the Humboldt Transit Authority will offer early and continuous opportunities for the public to be involved in the identification of social, economic, and environmental impacts of proposed

transportation decisions. This includes seeking out and considering the viewpoints of minority, low income, and limited English proficiency (LEP) populations (as well as older adults and people with limited mobility) in the course of conducting public outreach activities, consistent with Federal Transit Administration (FTA) Circular 4702.1B (“Title VI Requirements and Guidelines for Federal Transit Administration Recipients”).

### **Public Involvement Plan**

When a project, program, or an issue may have identifiable impacts on a neighborhood or citizen group, a Public Involvement Plan shall be submitted to the Humboldt Transit Authority Governing Board of Directors at the beginning of the project or program. The Plan shall be designed to:

1. Ensure responsiveness to the level of interest and concern expressed by the public;
2. Ensure visibility and understanding by the agencies, groups and individuals who may participate; and
3. Ensure that public involvement is carefully and systematically included as part of the decision-making process.

Prior to implementation, the Humboldt Transit Authority Governing Board of Directors will review and approve the Public Involvement Plans for initiated projects. This plan will be also be included as part of staff reports to the Board.

### **Citizens Input**

The Humboldt Transit Authority will solicit public input on an ongoing basis thru a multifaceted social media strategy including, but not necessarily limited to, the County’s website and other tools. This approach will provide opportunities for proactive, early, and continuing public participation for HTA projects, programs and decision making. This multi-pronged strategy will allow staff wide latitude to adapt to take advantage of changing communications technologies and to interact with individuals, group, businesses and strategic partners to ensure citizen access and participation. Mailings and other outreach efforts may be made to solicit input from a forum of organizations serving minorities, low- and moderate-income persons, as well as persons with disabilities and limited English proficient populations. More structured meetings may be held on specific proposals and projects, to expand support and encourage broad based public participation in the development and review of programs and projects.

Public input may be drawn from, but not necessarily limited to, entities such as:

1. Transit users
2. The general public
3. Non-profit organizations that provide services to the homeless, LEP populations

## **Monitoring and Evaluation**

The Humboldt Transit Authority will continuously monitor, evaluate and improve its public participation process. Regular review will be accomplished by tracking website usage and activity including the number of individuals on the HTA's contact list, that receive meeting notices, agendas, and other related materials. Furthermore, the public will be encouraged to provide comments and suggestions through various channels and open dialogue will be maintained with advisory groups throughout the community on transportation and planning issues. A record of public comments and those of institutional representatives will be kept, as well as responses to such comments, where pertinent.

## **The Solicitation of Public Comment**

It is HTA's policy to disseminate information and to solicit and respond to public comment regarding transportation projects in a manner which is reasonable and practical. Specific elements of this policy are as follows:

- Except when impossible because of an emergency condition, advance notice of not less than fifteen (15) days will be provided to neighborhood and communities affected by transportation projects. The methods of providing such notice include, but are not limited to, distribution of revised timetables, handouts, posted notices and/or media releases. Moreover, notices will be published in a newspaper of general circulation and also, if applicable, in newspapers oriented to the specific groups or communities affected. Such published notices will include information as to the date, time and location of any public hearings. At least one public hearing will be held no sooner than fifteen (15) days after the notices are published.

## **Additional Information on Process for Soliciting Public Comment**

Informational materials (available in English and Spanish) will be placed on the buses and used as handouts at public informational meetings and hearings. In order to direct interested individuals to these materials, flyers and posters will be posted on the buses, transit offices, transfer centers, and facilities (libraries, senior communities, human service organizations, schools, etc.) which may likely be impacted by the service changes.

Any interested individual is invited to make comments. Comments may be submitted in person at the public informational meetings and public hearings. They may also be submitted by mail and by Comment Card. In addition, comments may be submitted over the phone to HTA representatives, via email, and online via the website.

Information about scheduled public meetings is available via:

1. Bus posters
2. Humboldt Transit Authority Governing Board of Director's agenda
3. Posters in Transit Division offices and transfer stations
4. HTA website

5. Appropriate venues, such as senior communities, human service organizations, and schools
6. Email notification and social media

All comments received, are reviewed by HTA staff and considered in the final decisions. The goal of the HTA is to always provide the best possible service to the most current riders or potential riders.

### **Complaints**

Any and all Title VI complaints, may be directed to the Humboldt Transit Authority Title VI Coordinator:

Humboldt Transit Authority  
Attn: Title VI Coordinator  
133 V Street  
Eureka, CA 95501  
consuelo@hta.org  
Phone: 707-443-0826 ext. 105  
Fax: 707-443-2032

### **RACIAL BREAKDOWN TRANSIT RELATED NON-ELECTED COUNCILS OR COMMITTEES**

As for the table depicting membership of committees, HTA participates on HCAOG's SSTAC and TAC, however we do not have authority in selecting the committee members.

\* HTA does not have non-elected committees

### **MONITORING**

**Monitoring and Updating the LEP Plan** - The Humboldt Transit Authority will update the LEP Plan as required. At minimum, the plan will be reviewed and updated when data from the Census is available, or when it is clear that higher concentrations of LEP individuals are present in the Humboldt Transit Authority service area. Updates will include the following:

- How the needs of LEP persons have been addressed.
- Determination of the current LEP population in the service area.
- Determination as to whether the need for translation services has changed.
- Determine whether the Humboldt Transit Authority language assistance programs have been effective and sufficient to meet the need.
- Determine where HTA's financial resources are sufficient to fund language assistance resources needed.
- Maintain a Title VI complaint log, including LEP to determine issues and basis of complaints.

## **DISSEMINATION OF THE HUMBOLDT TRANSIT AUTHORITY LEP PLAN**

A link to the **Humboldt Transit Authority LEP Plan** and the **Title VI Procedures** is included on the **HTA website at [www.hta.org](http://www.hta.org)**.

Any person or agency with internet access will be able to access and download the plan from the HTA website. Alternatively, any person or agency may request a copy of the plan via email, telephone, fax, mail, or in person and shall be provided a copy of the plan at no cost.

Questions or comments regarding the LEP Plan may be submitted to;

Title VI Administrator  
Humboldt Transit Authority  
133 V Street  
Eureka, CA 95501.

Phone: 707-443-0826  
Fax: 707-443-2032  
Email: [admin@hta.org](mailto:admin@hta.org)

RESOLUTION 13-10

THE BOARD OF DIRECTORS OF THE HUMBOLDT TRANSIT AUTHORITY AUTHORIZING  
THE TITLE VI COMPLIANCE PLAN FOR THE AGENCY

WHEREAS, the agency desires to comply with Title VI of the Civil Rights Act of 1964, including new provisions detailed in the U.S. Department of Transportation's FTA Circular 4702.1B, "Title VI Requirement and Guidelines for Federal Transit Administration Recipients."

WHEREAS, Humboldt Transit Authority Board wishes to authorize approval of the Compliance Plan developed by staff to comply with necessary provisions.

WHEREAS, Humboldt Transit Authority, a state of California joint powers public entity assures that all of its programs and activities will be free from discrimination, whether those programs are federally funded or not.

NOW, THEREFORE BE IT RESOLVED, The Humboldt Transit Authority Governing Board of Directors approves and adopts the Title VI Policy and the Limited English Proficiency.

AND BE IT FURTHER RESOLVED, That the General Manager is authorized to implement components of the plan in order to meet federal requirements and update policies that may be necessary to comply with subsequent revisions or interpretations to the Civil Rights Act.

PASSED, APPROVED AND ADOPTED this eighteenth day of December 2013, on the following vote:

AYES: *Alvarez, Woodruff, Ferguson, Bohm, Fennell*

NOES:

ABSENT: *Atkins*

Signed: *Michael Winkler*  
Chair of the HTA Governing  
Board of Directors

Attest: *Diana Ferguson*  
Secretary to the Board

RESOLUTION 17-07

A RESOLUTION ADOPTING A TITLE VI OF THE CIVIL RIGHTS ACT OF 1964  
PUBLIC PARTICIPATION PLAN PROGRAM FOR THE  
HUMBOLDT TRANSIT AUTHORITY

WHEREAS, the federal government enacted Title VI of the Civil Right Act of 1964, as amended, to prevent discrimination on the grounds of race, color, sex, age, disability or national origin and to ensure that individuals are not excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any program or activity receiving federal financial assistance of the basis of race, color, sex, age, disability or national origin;

WHEREAS, throughout the years, additional regulations, statutes, directives, cases and executive orders, have been passed which expand the scope of the Title VI; and

WHEREAS, it is a requirement of the Humboldt Transit Authority, as a sub-recipient receiving federal financial assistance to adopt a Public Participation Plan Program;

NOW THEREFORE BE IT RESOLVED, The Humboldt Transit Authority Governing Board of directors approves and adopts the Public Participation Plan Program;

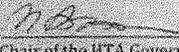
AND BE IT FURTHER RESOLVED: That the General Manager is authorized to implement components of the plan, in order to meet federal requirements and update policies that may be necessary to comply with subsequent revisions or interpretations to the Civil Rights Act.

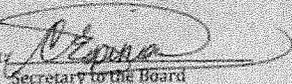
PASSED, APPROVED AND ADOPTED this nineteenth day of April 2017, on the following vote:

AYES: Trent, Marks, Arroyo, Bahn, Pitino, Ludwig

NOES:

ABSENT:

Signed:   
Chair of the HTA Governing  
Board of Directors

Attest:   
Secretary to the Board

RESOLUTION 20-07

THE BOARD OF DIRECTORS OF THE HUMBOLDT TRANSIT AUTHORITY AUTHORIZES AND APPROVES THE TITLE VI PLAN PURSUANT TO THE CIVIL RIGHTS ACT OF 1964

WHEREAS, the agency desires to comply with Title VI of the Civil Rights Act of 1964, including new provisions detailed in the U.S. Department of Transportation's FTA Circular 4702.1B, "Title VI Requirement and Guidelines for Federal Transit Administration Recipients."

WHEREAS, Section 601 of the Title VI of the Civil Rights Act of 1964 states that no person in the United States 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 receiving Federal financial assistance.

WHEREAS, the Humboldt Transit Authority ensures that the level and quality of public transportation service is provided in a nondiscriminatory manner;

WHEREAS, the Humboldt Transit Authority promotes full and fair participation in public transportation decision-making without regard to race, color, or national origin;

WHEREAS, the Humboldt Transit Authority ensures meaningful access to all transit-related programs and activities by persons with limited English proficiency.

WHEREAS, Humboldt Transit Authority wishes to authorize approval of the Title VI Plan developed by Humboldt Transit Authority staff to comply with necessary provisions.

WHEREAS, Humboldt Transit Authority, a state of California joint powers public entity assures that all of its programs and activities will be free from discrimination, whether those programs are federally funded or not.

WHEREAS, each Title VI Plan must be submitted every three years.

WHEREAS, the 2020 Title VI Plan has been reviewed and approved through the Humboldt Transit Authority Board of Directors.

NOW, THEREFORE BE IT RESOLVED, The Humboldt Transit Authority certifies compliance with the policies, procedures and plans with regard to the Title VI of the Civil Rights Act of 1964 as required and hereby adopts the updated 2020 Title VI Plan.

AND BE IT FURTHER RESOLVED, That the General Manager is authorized to implement components of the plan in order to meet federal requirements and update policies that may be necessary to comply with subsequent revisions or interpretations to the Civil Rights Act of 1964.

PASSED, APPROVED AND ADOPTED this fifth day of August 2020, on the following vote:

AYES: *Pittino, Bohn, Trent, Woodall, Castellano (A/H)*

NOES:

ABSENT: *Wilson, Kadwiy*

Signed:



Chair of the HTA Governing Board of Directors

Attest:



Secretary to the Board

## HUMBOLDT TRANSIT AUTHORITY PUBLIC OUTREACH

2020-2023

Location	Date	Other Information
Tri-County Independent Living Disability & Senior Resource Expo Eureka, California	September 14, 2018 September 5, 2019 May 20, 2022	Persons with disabilities, seniors, family members friends, and the general public learn about information, programs, services, and products available to promote independent living. The expo is designed to promote disability self-advocacy, and increase awareness of disability and senior related issues.
Humboldt Transit Authority Public Relations Focus Group 133 V Street Eureka, California	<b>September 2017</b>  (Informal group, typically meeting monthly)	In 2015 HTA established a small informal group of individuals (social service agencies, senior center, members of the public) in order to improve the experience of using our local public transit system for the general public and the disabled community. The group reviews service aspects of the local public transportation system and provides advice on best methods for meeting customer needs.
Glen Paul School Large Transportation Day Eureka, California	September 28, 2017 September 25, 2018 September 27, 2019 September 21, 2022	Glen Paul School is a special day program for severely handicapped students. Children were educated on how to board the bus, how the bus lift worked and rules and conduct.
HSU Transportation Day Arcata, California	November 18, 2019 September 13, 2022	Outreach tour and orientation for future students.
Zane Middle School After School Program Eureka, California	May 13, 2019	Middle School kids were educated on how to “ride the bus”, purchase tickets, how to get wheelchairs and walkers on the bus.
Dow’s Prairie Elementary School Transportation Day McKinleyville, California	May 2022	Elementary School kids were educated on public transportation options.

## SOCIAL SERVICES TECHNICAL ADVISORY COMMITTEE

The SSTAC is established to advise HCAOG on public transportation needs in the region. The SSTAC is required to have a minimum of nine members representing the transit community, including persons with disabilities, senior transit users, social service provider representatives, low-income representatives, and representatives of the Consolidated Transportation Service Agency (CTSA). The HCAOG Board has appointed additional members to the SSTAC in accordance with PUC 99238(b).

When seats become available on the SSTAC a solicitation process takes place. HCAOG advertises in the local newspapers throughout the region and a member is selected through HCAOG Board approval. Meetings are held quarterly.

Category	Member	Email
Advocate for persons with limited means	Isa Pritting	<a href="mailto:isa@ncsheadstart.org">isa@ncsheadstart.org</a>
Social Service Provider for Disabled	Juliannah Harris	<a href="mailto:juliannah@tilinet.org">juliannah@tilinet.org</a>
Transit Provider/CTSA	Greg Pratt	<a href="mailto:greg@hta.org">greg@hta.org</a>
Member	Jaison Chand	<a href="mailto:jaison.chand@gmr.net">jaison.chand@gmr.net</a>
Senior Transit Provider	Cameron Mull	<a href="mailto:cmull@ci.fortuna.ca.us">cmull@ci.fortuna.ca.us</a>
Member	Keenan Hilton	<a href="mailto:keenan.a.hilton@gmail.com">keenan.a.hilton@gmail.com</a>
Advocate for Senior Transit Users	Richard Johnson	<a href="mailto:rfjbr@gmail.com">rfjbr@gmail.com</a>
Social Service/Countywide	Tess Martin	<a href="mailto:tmartin@a1aa.org">tmartin@a1aa.org</a>
Public Representative	Sharon Batini	<a href="mailto:sbatini@aol.com">sbatini@aol.com</a>
CTSA	Sherry Dunlap	<a href="mailto:sherry@hta.org">sherry@hta.org</a>
Social Service Provider (Disabled)	Catherine Sundquist	<a href="mailto:csundquist@caetransport.com">csundquist@caetransport.com</a>
County Public Works	Charlotte Merkel	<a href="mailto:cmerkel@co.humboldt.ca.us">cmerkel@co.humboldt.ca.us</a>
Advocate for persons with Disabilities	Gavin Smiley	<a href="mailto:caneslinger@gmail.com">caneslinger@gmail.com</a>
Transit Operator	Netra Khatri	<a href="mailto:nkhatri@cityofarcata.org">nkhatri@cityofarcata.org</a>
Transit Operator	Shane Drummond	<a href="mailto:sdrummond@bluelakerancheria-nsn.gov">sdrummond@bluelakerancheria-nsn.gov</a>
Social Service Provider (Seniors)	Nicholas Vulich	<a href="mailto:nvulich@humsenior.org">nvulich@humsenior.org</a>
HSU Transit	Krista Paddock	<a href="mailto:krista.paddock@humboldt.edu">krista.paddock@humboldt.edu</a>
Caltrans	Suresh Ratnam	<a href="mailto:suresh.ratnam@dot.ca.gov">suresh.ratnam@dot.ca.gov</a>
Transit Operator	Sammy Martinez	<a href="mailto:smartinez@yuroktribe.nsn.us">smartinez@yuroktribe.nsn.us</a>

## TECHNICAL ADVISORY COMMITTEE

HCAOG's TAC advises the Board on technical matters, funding allocations, and transportation programs. This committee consists of representatives of public works or transportation staff of each of the Joint Powers entities, as well as Native American Tribes, Rancherias, Transit Managers, Caltrans, and the California Highway Patrol. The members of the TAC are selected or hired by each individual entity to represent their individual city or tribe or agency. The HCAOG Board approves membership requests and meetings are held monthly.

<b>Entity</b>	<b>TAC Member</b>	<b>Email</b>
Blue Lake Rancheria	Shane Drummond	<a href="mailto:sdrummond@bluelakerancheria-nsn.gov">sdrummond@bluelakerancheria-nsn.gov</a>
City of Rio Dell	Steven Pearl	<a href="mailto:steven.pearl@ghd.com">steven.pearl@ghd.com</a>
City of Fortuna	Brendan Byrd	<a href="mailto:bbyrd@ci.fortuna.ca.us">bbyrd@ci.fortuna.ca.us</a>
HTA	Greg Pratt	<a href="mailto:greg@hta.org">greg@hta.org</a>
City of Arcata	Netra Khatri	<a href="mailto:nkhatri@cityofarcata.org">nkhatri@cityofarcata.org</a>
City of Ferndale	Michelle Nielson	<a href="mailto:michellen@planwestpartners.com">michellen@planwestpartners.com</a>
Yurok Tribe	Brandi Natt	<a href="mailto:bnatt@yuroktribe.nsn.us">bnatt@yuroktribe.nsn.us</a>
City of Eureka	Jesse Willor	<a href="mailto:jwillor@ci.eureka.ca.gov">jwillor@ci.eureka.ca.gov</a>
Hoopla Tribe	Jeff Hodge	<a href="mailto:hvtdot@gmail.com">hvtdot@gmail.com</a>
City of Trinidad	Josh Wolf	<a href="mailto:Josh.Wolf@ghd.com">Josh.Wolf@ghd.com</a>
Fortuna Transit	Cameron Mull	<a href="mailto:cmull@ci.fortuna.ca.us">cmull@ci.fortuna.ca.us</a>
Trinidad Tribe	Jacque Hostler-Carmesin	<a href="mailto:cherae.roads@gmail.com">cherae.roads@gmail.com</a>
Karuk Tribe	Misty Rickwalt	<a href="mailto:mrickwalt@karuk.us">mrickwalt@karuk.us</a>
City of Blue Lake	Jordan Ludtke	<a href="mailto:jludtke@shn-engr.com">jludtke@shn-engr.com</a>
County Public Works	Tom Mattson	<a href="mailto:tmattson@co.humboldt.ca.us">tmattson@co.humboldt.ca.us</a>
BRBRR Tribe	John McGinnis	<a href="mailto:johndmcginnis@brb-nsn.gov">johndmcginnis@brb-nsn.gov</a>
Caltrans	Saskia Rymer-Burnett	<a href="mailto:saskia.rymer-burnett@dot.ca.gov">saskia.rymer-burnett@dot.ca.gov</a>
CHP	Larry Depee	<a href="mailto:ldepee@chp.ca.gov">ldepee@chp.ca.gov</a>

**LIST OF LOCATION WHERE TITLE VI NOTICE IS POSTED**

Humboldt Transit Authority's Title VI notice to the public is currently posted at the following locations:

Location Name	Address	City
www.hta.org		
Humboldt Transit Authority	133 V Street	Eureka, Ca
Bus Shelters		
Reception Area	133 V Street	Eureka, Ca
Eating Areas	133 V Street	Eureka, Ca
Interior of Buses		
Meeting Rooms	133 V Street	Eureka, Ca

**HUMBOLDT TRANSIT AUTHORITY**

**LIST OF TRANSIT-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS**

	<b>Date (Month, Day, Year)</b>	<b>Summary (include basis of complaint: race, color, or national origin)</b>	<b>Status</b>	<b>Action (s) Taken</b>
<b>Investigations</b>				
<b>1.</b>	<b>None</b>			
<b>2.</b>				
<b>Lawsuits</b>				
<b>1.</b>	<b>None</b>			
<b>2.</b>				
<b>Complaints</b>	<b>None</b>			
<b>1.</b>				
<b>2.</b>				

## Use the California Relay Service (CRS)

If you have limitations seeing, hearing, speaking, remembering, or moving, specially-trained Communications Assistant (CA) can relay telephone conversations for all of your calls.



Dial 711 to reach the California Relay Service (CRS). Dialing 711 is for everyone, not just those who have difficulty hearing on a standard telephone. Friends, family, and business contacts can dial 711 for relay calls, too.

If you prefer having your calls immediately answered in your mode of communication but don't have a preferred provider, dial one of the toll-free modality and language-specific numbers below. The call will be routed to one of the CRS providers.

Type of Call	Language	Toll-free 800 Number
TTY/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to-Speech	English & Spanish	1-800-854-7784

CRS provides a variety of modalities: Modalities are the type of service used based on the communication needs of the call parties.

Federal regulations specify very strict confidentiality requirements for CAs of all relay services. No part of the conversation that takes place between callers is revealed or recorded in written, verbal, or any other form. CRS CAs do not participate in the conversation and acquire no benefit from information relayed.

## Bus Shelter Locations

<b>Route</b>	<b>Stop Name</b>
B	Broadway & McCullen
E	Henderson Center
SI B	Broadway & W Hawthorne
E/R	Broadway & McCullens
SI/R	5th & D
SI/R	5th & H
R	5th & K
R	5th & O
R	5th & U
E	3rd & H
SI/R	4th & H
Si/B	Bayshore Mall
R	Rio Dell
R	Westhaven
R	Trinidad
R	HSU
R	Valley West -Arcata
R	Valley East - Arcata
R	Mckinleyville Shops
R	School Road
E	Target
R	Manila Comm Center
E	6th & L
E	Senior Center
E	Vets Clinic
E	Harris & Elizabeth
E	Sequoia Park
E	Granada
E	General Hospital
E	Sunny Ave
E	Burre Center
R	College of the Redwoods
R	11th & N Fortuna
R	Redwood Memorial Hospital
R	Rigiby & Davis
R	Rio Dell City Hall
SI	Miranda
SI	Redway
<b>Total</b>	<b>46</b>

# Reasonable Modifications Request

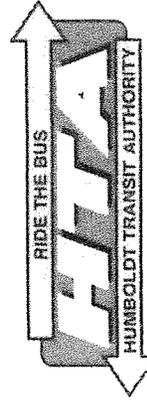
A reasonable modification for the purpose of a fixed route or ADA Paratransit, is a modification to Humboldt Transit Authority's' policies, practices or procedures that is requested by an eligible customer to ensure they are able to use the system.

To request a reasonable modification to current policies, practices or procedures, such as beyond the service, please call Customer Service at (707) 443-0826 to request a Reasonable Modification Request Form.

Humboldt Transit Authority may deny requests for modifications where:

- Granting the request would fundamentally alter the nature of Humboldt Transit Authority Services, programs, or activities
- Granting the request would create a direct threat to the health and safety of others
- It is determined that the customer is able to fully use the entity's services, programs, or activities for their intended purpose without the requested modification
- Granting the request would cause an unreasonable financial or administrative burden

For more information visit [www.hta.org](http://www.hta.org) or contact the Reasonable Modification Coordinator at (707) 443-0826 or by email at [admin@hta.org](mailto:admin@hta.org).



133 "V" Street  
Eureka CA 95501  
(707) 443-0826

# Solicitudes Para Modificación Razonable

Una modificación razonable con respecto a ruta fija y paratransito ADA es una modificación de políticas, practicas o procedimientos de Humboldt Transit Authority que sea solicitada por un cliente para asegurar que puedan utilizar el sistema de paratransito.

Para solicitar una modificación razonable a las políticas, practicas o procedimientos actuales, como el servicio mas allá del servicio, por favor llame al Servicio de Cliente al (707) 443-0826 para solicitar un formulario de solicitud de modificación razonable.

Humboldt Transit Authority puede negar solicitudes de modificaciones cuando:

- La concesión de la solicitud alteraría fundamentalmente la naturaleza de los servicios, programas o actividades de Humboldt Transit Authority
- La concesión de la solicitud crearía una amenaza directa a la salud o seguridad de los demás
- Se determina que el cliente es capaz de hacer pleno uso de los servicios, programas o actividades de la entidad sin la modificación solicitada
- La concesión de la solicitud causaría una carga financiera o administrativa irrazonable

Para obtener mas información, visite [www.hta.org](http://www.hta.org) o comuníquese con el Coordinador de Modificación Razonable al (707) 443-0826 o por correo electrónico a [admin@hta.org](mailto:admin@hta.org).



133 "V" Street  
Eureka CA 95501  
(707) 443-0826

# Humboldt Transit Authority Conducta del Pasajero

La conducta de las personas que utilizan el sistema de tránsito está regulada por la ley del Estado, la Ley Federal, y las pólizas de Humboldt Transit Authority para hacer nuestro sistema seguro para todos los clientes.  
(La Sección 99170 del Código de Servicios Públicos y el Código Penal de California 640)

## Conducta del Pasajero:

1. No fumar o usar e-cigs/plumas de vapores en los autobuses, en cualquier lugar de tránsito, o paradas de autobús a menos que se trate de una zona de fumadores
  - Fumar dentro de 25 pies de una casilla de autobús está prohibido
2. No tocar música a alto volumen o crear demasiado ruido
3. Comportamiento inadecuado no será tolerado
4. No tirar/botar basura o escupir
5. Poseer cualquier líquido inflamable, las armas de fuego ilegales, materiales peligrosos ( fuegos artificiales, baterías o gasolina) está prohibido
6. No consumir bebidas alcohólicas o estar en posesión de una bebida alcohólica abierta
7. Las personas involucradas en actividades ilegales o no autorizadas están sujetas a enjuiciamiento o extracción de todos los autobuses de Humboldt Transit Authority por un mínimo de 30 días, y hasta la suspensión permanente
8. NO cometer vandalismo o crear graffiti alrededor de los autobuses o en las paradas de autobús
  - Vandalismo es un delito

## Además, mientras que en el autobús:

1. Camisas y zapatos deben ser utilizados en el autobús
2. Guarde sus pertenencias libre del pasillo y asientos
3. Hable silencioso al usar medios de comunicación para no molestar a otros pasajeros
4. No comer o beber en el autobús

## Animales de Servicio

1. Los animales de servicio deben estar en una correa o arnés
  - Bósales no son necesarios
2. Deben permanecer bajo control del pasajero en todo momento
3. Deben permanecer a los pies o con el pasajero
4. NO DEBEN ocupar un asiento en cualquier momento

## Bicicletas:

1. Deben ser aseguradas en la montura exterior designada para bicicletas
2. A discreción del chofer, solamente se permiten las bicicletas adentro del autobús

De forma anónima, puede informar de cualquier caso de vandalismo, abuso de condiciones inseguras, fraude u otros problemas que experimenta u observar sobre Humboldt Transit a (707) 443-0826

**VER ALGO, DECIR ALGO!**

# Humboldt Transit Authority Passenger Conduct

*The conduct of persons using the transit system is regulated by State Law, Federal Law, and the Humboldt Transit Authority Polices in order to make our system safe and secure for all customers.  
(Public Utilities Code Section 99170 and California Penal Code 640)*

## **Passenger Conduct:**

1. No smoking or using e-cigs/vapor pens in buses, anywhere in a transit facility, or bus stops unless in a designated smoking area
  - Smoking within 25 feet of a bus shelter is prohibited
2. No playing loud music or creating loud noise
3. Harassing behavior will not be tolerated
4. No littering or spitting
5. Possessing any flammable liquid, unlawful firearms, hazardous materials (fireworks, batteries, or gasoline) is prohibited
6. No consuming an alcoholic beverage or being in possession of an open alcoholic beverage
7. Persons involved in unauthorized or illegal activities are subject to prosecution and/or removal from all Humboldt Transit Authority Buses for a minimum of :  
days, up to permanent suspension
8. Do NOT vandalize or create graffiti in or around buses or bus stops
  - Vandalism is a crime

## **In addition, while on the bus:**

1. Shirts and shoes must be worn on the bus
2. Keep your belongings clear of the aisle and other seats
3. Speak quietly when using mobile communication devices so as not to disturb other passengers
4. No eating or drinking on the bus

## **Service Animals:**

1. Service animals must be on a leash or harness
  - Muzzles are not required
2. Must remain under passenger control at all times
3. Must remain at passengers feet or on passengers lap
4. **MAY NOT** sit or lay on vehicle seat at anytime

## **Bicycles:**

1. To be stored on the exterior rack
2. **ONLY** allowed on board at the drivers discretion
3. If a passenger with a wheelchair wishes to board, the bike must be removed

**You can anonymously report any instance of  
vandalism, abuse, unsafe conditions, fraud or  
other problems you experience or observe on  
Humboldt Transit at (707) 443-0826**

**SEE SOMETHING, SAY SOMETHING!**

# Humboldt Transit Authority Responsabilidad del Pasajero

**Los horarios que aparecen en el formulario son los horarios de salida**

## **Derechos del Pasajero**

1. Tener un autobús seguro, cómodo y limpio
2. Tener un personal amable y conocedor del autobús
3. Contar con servicio de autobús que funciona en horario
4. Tener acceso fácil a información de programación
5. Tener el llamado de paradas en puntos de transferencia, las principales intersecciones, puntos de interés y otras ubicaciones solicitadas
6. Recibir respuestas a todas las observaciones y preocupaciones sobre todas las cuestiones relativas al tránsito
7. Ser tratados con dignidad y respeto por todos los empleados de HTA

## **Responsabilidad del Pasajero**

- . Este preparado para abordar su autobús
- . Tener el cambio exacto, pagar la tarifa correcta y mostrar una identificación adecuada cuando sea necesario
- . Cómprale un boleto al chofer o dele validez a su tarjeta cuando borde el autobús
- . Mantenga su tarjeta o transferencia de boleto para su propio uso
  - Los pasajeros no deben dar tarjetas o boletos de transferencia a otro pasajero
- . Aquellos pasajeros que utilizan equipo de movilidad, asegúrese que el botón de volumen este a bajo nivel antes de subir al autobús
- . Mantenga los pasillos libres de obstrucciones
- . Solo tres (3) bolsas de compras son permitidas, o no más de lo que puedes llevar en un solo viaje
- . Evite el uso de los asientos para almacenar sus artículos
- . Obedecer todas las reglas, regulaciones y ordenanzas
- 0. Respete a otros pasajeros y al chofer de autobús
- 1. Ayude a mantener el autobús limpio y libre de basura, derrames líquidos, y grafiti
- 2. Ceder asientos designados para pasajeros discapacitados, ancianos, o a personas con equipo de movilidad
- 3. Comprender que los retrasos del servicio puede ser el resultado de circunstancias que están más allá del control del chofer como los retrasos de tráfico o las inclemencias del tiempo
- 4. Abstenerse de ruido excesivo y lenguaje vulgar u ofensivo
- 5. La higiene personal es un requisito para viajar en autobús

**Viajar en los autobuses de Humboldt Transit Authority por lo general implica la interacción con el conductor y otros pasajeros. Cada pasajero tiene la responsabilidad de comportarse de una manera que asegure la seguridad y comodidad de todos los pasajeros y los conductores cuando viajan en un autobús en el Condado de Humboldt.**

# Humboldt Transit Authority Passenger Responsibility

**TIMES LISTED ON  
YOUR SCHEDULE  
ARE DEPARTURE  
TIMES**

## Passenger Rights

1. To have safe, comfortable and clean bus
2. To have a courteous and knowledgeable bus operator
3. To be provided with bus service that operates on schedule
4. To have easy access to accurate schedule information
5. To have stops called at transfer points, major intersections, points of interest and other requested locations
6. To receive a prompt response to all comments and concerns on all transit issues
7. To be treated with dignity and respect by all HTA employees

## Passenger Responsibilities

- . Be prepared to board your bus
- . Have exact change, pay the correct fare, and show proper identification when required
- . Purchase a ticket from the driver or validate your card when boarding
- . Keep your card or transfer ticket for your own use
  - Passengers must not lend cards or transfer tickets to another passenger
- . Those passengers using mobility devices, use "Dial Down" feature when boarding the bus
- . Keep aisles clear from obstruction
- . Carry no more than three (3) shopping bags or more than you can handle in one single trip
- . Avoid stowing bags and other items on seats
- . Obey all posted rules, regulations, and ordinances
- 0. Respect other passengers and the bus operator
  1. Help keep the bus clean and free of trash, spills, and graffiti
  2. Yield designated seats to elderly, disabled passengers, or mobility devices
  3. Understand that service delays may result from circumstances that are beyond the control of the operator such as traffic delays or inclement weather
  4. Refrain from excessive noise and vulgar or offensive language
  5. Personal hygiene is a requirement to ride the bus

*Traveling on Humboldt Transit Authority buses usually involves interaction with the driver and other riders. It is every passenger's responsibility to behave in a manner that ensures the safety and comfort of all riders and drivers when traveling on a bus within Humboldt County*

3	5	7	9	11	13	15	17	19	21	23	25	27	29	31	33	35	37	39	41	43	45	47	49	51	53
8:58							11:58						2:53							5:58			7:22		
8:54							11:54						2:49							5:54			7:18		
8:52							11:52						2:47							5:52			7:16		
8:48							11:48						2:43							5:48			7:12		
8:46							11:46						2:41							5:46			7:10		
8:43	9:38				10:38		11:43	12:38			1:38		2:38		3:39			4:37		5:43		6:42	7:07	7:34	8:41
8:39	9:34				10:34		11:39	12:34			1:34		2:34		3:35			4:33		5:39		6:38	7:03	7:30	8:37
8:37	9:32				10:32		11:37	12:32			1:32		2:32		3:33		4:18	4:31		5:37		6:36	7:01	7:28	8:35
8:33	9:28				10:28		11:33	12:28			1:28		2:28		3:29		4:14	4:27		5:33		6:32	6:57	7:24	8:31
8:32	9:27				10:27		11:32	12:27			1:27		2:27		3:28		4:13	4:26		5:32		6:31	6:56	7:23	8:30
8:30	9:25				10:25		11:30	12:25			1:25		2:25		3:26		4:11	4:24		5:30		6:29	6:54	7:21	8:28
8:28	9:23				10:23		11:28	12:23			1:23		2:23		3:24		4:09	4:22		5:28		6:27	6:52	7:19	8:26
8:24	9:19				10:19		11:24	12:19			1:19		2:19		3:20		4:05	4:18		5:24		6:23	6:48	7:15	8:22
8:21	9:16				10:16		11:21	12:16			1:16		2:16		3:16		4:02	4:15		5:21		6:20	6:45	7:12	8:19
7:36	8:15	8:39	9:10	9:35	10:10	10:38	11:15	11:42	12:10	12:37	1:10	1:38	2:10	2:41	3:10	3:37	3:56	4:09	4:39	5:15	5:36	6:14	6:39	7:07	8:14
7:34	8:11	8:37	9:06	9:33	10:06	10:36	11:11	11:40	12:06	12:35	1:06	1:36	2:06	2:39	3:06	3:35	3:52	4:05	4:37	5:11	5:34	6:10	6:35	7:05	8:12
7:32	8:09	8:35	9:04	9:31	10:04	10:34	11:09	11:38	12:04	12:33	1:04	1:34	2:04	2:37	3:04	3:33	3:50	4:03	4:35	5:09	5:32	6:08	6:33	7:03	8:10
7:29	8:05	8:32	9:00	9:28	10:00	10:31	11:05	11:35	12:00	12:30	1:00	1:31	2:00	2:34	3:00	3:30	3:46	3:59	4:31	5:05	5:29	6:04	6:29	6:59	8:06
7:19		8:22	8:49	9:18	9:49	10:21	10:56												4:56		5:55				7:57
7:17	7:47	8:20	8:47	9:16	9:47	10:19	10:47	11:23	11:47	12:18	12:47	1:19	1:47	2:22	2:47	3:18	3:33	3:46	4:18	4:47	5:17	5:46	6:16	6:46	7:48
7:16	7:46	8:19	8:46	9:15	9:46	10:18	10:46	11:22	11:46	12:17	12:46	1:18	1:46	2:21	2:46	3:17	3:32	3:45	4:17	4:46	5:16	5:45	6:15	6:45	7:47
7:15	7:45	8:18	8:45	9:14	9:45	10:17	10:45	11:21	11:45	12:16	12:45	1:17	1:45	2:20	2:45	3:16	3:31	3:44	4:16	4:45	5:15	5:44	6:14	6:44	7:46
7:14	7:44	8:17	8:44	9:13	9:44	10:16	10:44	11:20	11:44	12:15	12:44	1:16	1:44	2:19	2:44	3:15	3:30	3:43	4:15	4:44	5:14	5:43	6:13	6:43	7:44
7:10	7:39	8:12	8:39	9:08	9:39	10:11	10:39	11:15	11:39	12:10	12:39	1:11	1:39	2:14	2:39	3:10	3:26	3:39	4:10	4:39	5:09	5:39	6:08	6:39	7:39
7:06	7:35	8:08	8:35	9:04	9:35	10:07	10:35	11:11	11:35	12:06	12:35	1:07	1:35	2:10	2:35	3:06	3:22	3:35	4:06	4:35	5:05	5:35	6:04	6:35	7:35
7:02	7:29	8:04	8:29	9:00	9:29	10:03	10:29	11:07	11:31	12:02	12:31	1:03	1:29	2:06	2:31	3:02	3:18	3:31	4:02	4:29	5:01	5:30	6:00	6:31	7:29
6:57	7:24		8:24		9:24		10:24		11:26		12:26		1:24		2:26		3:13	3:26		4:24		5:25		6:26	7:24
6:55	7:22		8:22		9:22		10:22		11:24		12:24		1:22		2:24		3:11	3:24		4:22		5:23		6:24	7:22
6:54	7:21		8:21		9:21		10:21		11:23		12:23		1:21		2:23		3:10	3:23		4:21		5:22		6:23	7:21
6:49	7:16	7:56	8:16	8:52	9:16	9:55	10:16	10:59	11:18	11:54	12:18	12:55	1:16	1:58	2:18	2:54	3:05	3:18	3:54	4:16	4:53	5:17	5:52	6:18	7:16
			8:04						11:06									3:06				5:05		6:06	
			7:59						11:01									3:01				5:00		6:01	
			7:56						10:58									2:58				4:57		5:58	
6:32	6:59	7:53	8:59				9:59		10:55		12:01		12:57		1:59			2:55		3:56		4:54		5:55	6:59
6:27	6:54	7:48	8:54				9:54		10:50		11:56		12:52		1:54			2:50		3:51		4:49		5:50	6:54
6:25	6:52	7:46	8:52				9:52		10:48		11:54		12:50		1:52			2:48		3:49		4:47		5:48	6:52
6:24	6:51	7:45	8:51				9:51		10:47		11:53		12:49		1:51			2:47		3:48		4:46		5:47	6:51
6:18	6:46	7:40	8:46				9:46		10:42		11:48		12:44		1:48			2:42		3:41		4:41		5:42	6:46
			8:44				9:44		10:38		11:44		12:40		1:45			2:38		3:42		4:37		5:38	6:45
			8:44				9:45		10:38		11:44		12:43		1:45			2:38		3:42		4:37		5:38	6:45
6:34	7:28	8:34	9:35				10:35		11:33		12:33		1:33		2:33			3:32		4:32		5:32		6:35	7:33
6:33	7:27	8:33	9:34				10:34		11:32		12:32		1:32		2:32			3:31		4:31		5:31		6:34	7:32
6:31	7:25	8:31	9:32				10:32		11:30		12:30		1:30		2:30			3:29		4:29		5:29		6:32	7:30
6:27	7:21	8:27	9:28				10:28		11:26		12:26		1:26		2:26			3:25		4:25		5:25		6:28	7:26

READ BOTTOM UP

READ BOTTOM UP

READ BOTTOM UP

1	3	5	7
10:58		1:42	
10:54		1:38	
10:52		1:36	
10:49		1:33	
10:48		1:32	
10:45		1:29	
10:41		1:25	
10:39		1:23	
10:35		1:19	
10:34		1:18	
10:32		1:16	
10:30		1:14	
10:26		1:10	
10:24	12:22	1:08	2:40
10:18	12:16	1:02	2:34
10:16	12:14	1:00	2:32
10:13	12:11	12:57	2:29
10:09	12:07	12:53	2:25
10:00			
11:57	12:43	2:15	3:1
11:55	12:41	2:13	3:1
11:53	12:39	2:11	3:1
11:52	12:38	2:10	3:1
11:51	12:37	2:09	3:1
11:46	12:32	2:04	2:1
11:41	12:27	1:59	2:1
11:38	12:22		2:1
11:29			
9:14			
9:09			
9:06			
9:03		12:05	2:1
8:58		12:00	2:1
8:56		11:58	2:1
8:55		11:57	2:1
8:51			
8:50			
8:48		11:51	2:1
8:37		11:41	2:1
8:36		11:40	2:1
8:34		11:38	2:1
8:30		11:34	2:1

Run Number

603	605	601/2	605	60
-----	-----	-------	-----	----

I.D.	4	8	10	12	14	16	18	20	22	24	26	28	30	32	34	36	38	40	42	44	46	48	50	52	54
1282	6:46		9:46					12:46						3:40											6:40
1281	6:50		9:50					12:50						3:44											6:44
1898	6:53		9:53					12:53						3:47											6:47
4000	6:57		9:57					12:57						3:51											6:51
3999	6:59		9:59					12:59						3:53											6:53
1270	7:02	7:57	10:02		11:02		11:57		2:02		5:02	5:58	6:56												
3998	7:06	8:01	10:06		11:06		12:01		2:06		5:06	6:02	7:00												
3997	7:09	8:04	10:09		11:09		12:04		2:09		5:09	6:05	7:03												
3995	7:13	8:08	10:13		11:13		12:08		2:13		5:13	6:09	7:07												
3994	7:14	8:09	10:14		11:14		12:09		2:14		5:14	6:10	7:08												
3993	7:15	8:10	10:15		11:15		12:10		2:15		5:15	6:11	7:09												
3992	7:17	8:12	10:17		11:17		12:12		2:17		5:17	6:13	7:11												
1264	7:22	8:17	10:22		11:22		12:17		2:22		5:22	6:18	7:16												
1263	7:24	8:19	10:24		11:24		12:19		2:24		5:24	6:20	7:18												
1262	7:31	8:26	10:31	10:05	11:31	12:01	12:26	1:05	1:31	1:57	2:31	3:07	3:52	4:18											
3991	7:34	8:29	10:34	10:08	11:34	12:04	12:29	1:08	1:34	2:00	2:34	3:10	3:55	4:21											
1260	7:39	8:34	10:39	10:12	11:38	12:08	12:33	1:12	1:38	2:04	2:38	3:14	3:49	4:25											
1287	7:43	8:38	10:43	10:16	11:42	12:12	12:37	1:16	1:42	2:08	2:42	3:18	3:53	4:29											
2673		8:46					12:46							4:46											7:46
1258	7:19	8:18	10:18	9:19	10:18	11:18	12:18	1:18	1:26	1:53	2:18	2:52	3:20	3:52	4:17										6:48
1257	7:21	8:20	10:20	9:21	10:20	11:20	12:20	1:20	1:28	1:55	2:20	2:54	3:22	3:54	4:19	4:54	5:21	5:31	5:54	6:20	6:48				7:54
1256	7:22	8:21	10:21	9:22	10:21	11:21	12:21	1:21	1:29	1:56	2:21	2:55	3:23	3:55	4:20	4:55	5:22	5:32	5:55	6:21	6:49				7:55
1255	7:23	8:22	10:22	9:23	10:22	11:22	12:22	1:22	1:30	1:57	2:22	2:56	3:24	3:56	4:21	4:56	5:23	5:33	5:56	6:22	6:50				7:56
1254	7:24	8:23	10:23	9:24	10:23	11:23	12:23	1:23	1:31	1:58	2:23	2:57	3:25	3:57	4:22	4:57	5:24	5:34	5:57	6:23	6:51				7:57
3987	7:29	8:28	10:28	9:29	10:28	11:28	12:28	1:28	1:36	2:04	2:28	3:04	3:30	4:04	4:27	5:04	5:29	5:41	6:04	6:30	6:56				8:03
1252	7:35	8:34	10:34	9:35	10:34	11:34	12:34	1:34	1:42	2:11	2:34	3:11	3:36	4:11	4:33	5:11	5:35	5:48	6:11	6:37	7:03				8:07
3968	7:37	8:36	10:36	9:37	10:36	11:36	12:36	1:36	1:44	2:13	2:36	3:13	3:38	4:13	4:35	5:13	5:37	5:50	6:13	6:39	7:05				8:09
1289	8:17		10:17		12:17				2:17		3:17			4:17		5:17									7:13
1899	8:19		10:19		12:19				2:19		3:19			4:19		5:19									7:15
1895	8:20		10:20		12:20				2:20		3:20			4:20		5:20									7:16
1250	7:45	8:44	10:44	9:45	10:44	11:44	12:44	1:44	1:52	2:21	2:44	3:21	3:46	4:21	4:43	5:21	5:45	5:58	6:21	6:47	7:13				8:20
3969			10:38				1:38		2:38		3:38			4:38		5:38									6:38
1248		9:43	10:43				1:43		2:43		3:43			4:43		5:43									6:43
1247		9:45	10:45				1:45		2:45		3:45			4:45		5:45									6:45
1246	8:43	9:50	10:50		12:43		1:50		2:43		3:50			4:43		5:50									7:39
1245	8:46	9:53	10:53		12:46		1:53		2:46		3:53			4:46		5:53									7:42
1894		9:55							3:55		4:55			5:55		6:55									7:44
1244		9:56							3:56		4:56			5:56		6:56									7:46
1243		10:00							4:00		5:00			6:00		7:00									7:48
1242		10:01							4:01		5:01			6:01		7:01									7:50
1241	8:47	10:54	11:47		12:47		1:54		2:47		3:47			4:47		5:47									8:40
1273		10:05	10:57		12:50		1:57		2:48		3:48			4:48		5:48									7:44
3981	8:48		11:48						2:48		3:48			4:48		5:48									7:44
3974	8:58		11:58						2:58		3:58			4:58		5:58									7:54
1239	8:59		11:59						2:59		3:59			4:59		5:59									7:55
2674	9:00		12:00						3:00		4:00			5:00		6:00									7:56
	9:04		12:04						3:04		4:04			5:04		6:04									8:00

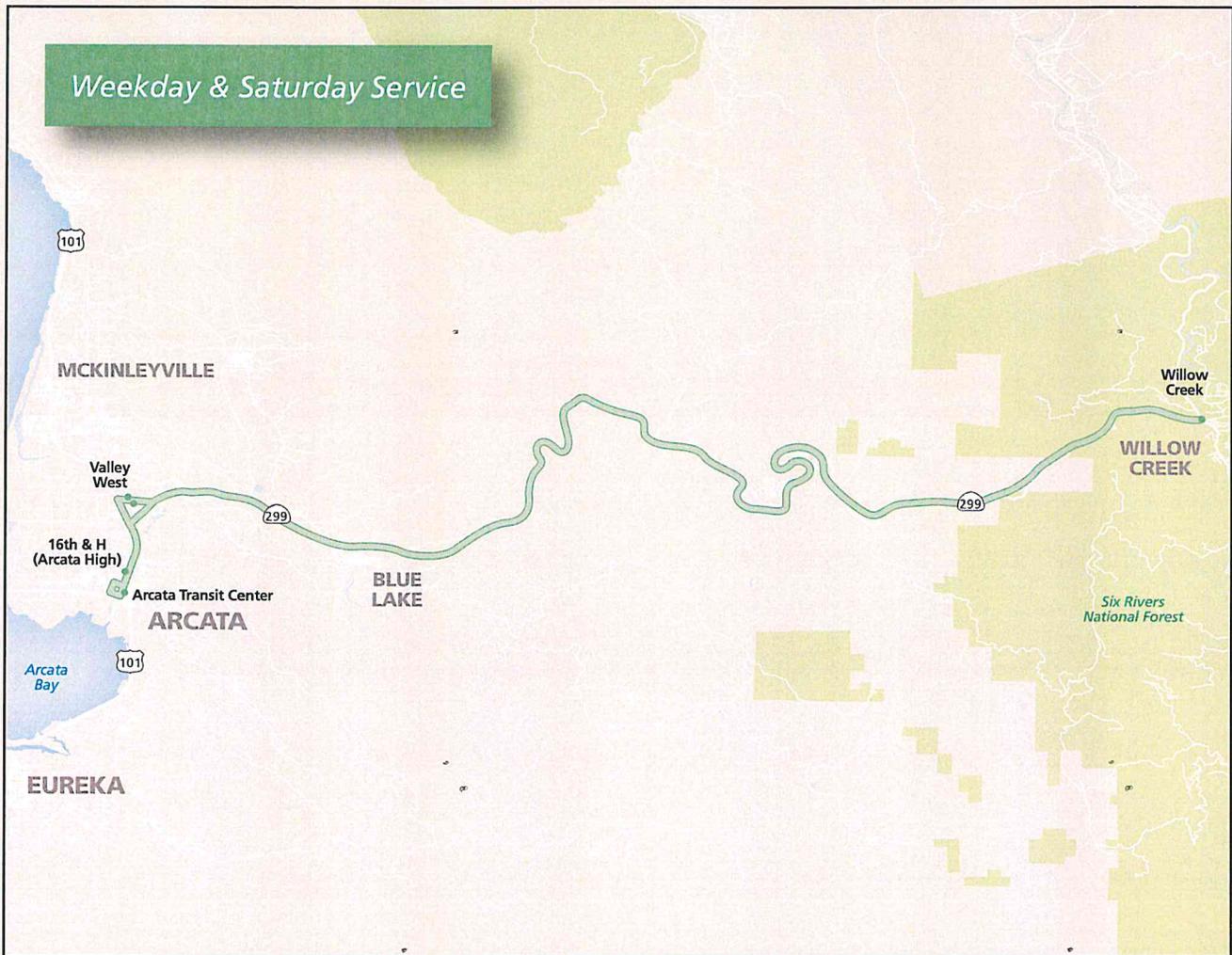
READ TOP DOWN

READ TOP DOWN

READ TOP DOWN

2	4	6	8
Trinidad Park & Ride	8:30	11:18	2
Westhaven P.O.	8:34	11:22	2
Moonstone Beach	8:37	11:25	2
Clam Beach Inn	8:41	11:29	2
Grange Road	8:43	11:32	2
Airport Terminal	8:46	11:35	2
Central Ave & Murray St	8:50	11:39	2
McKinleyville High	8:53	11:41	2
Railroad Ave & Central Ave	8:57	11:45	2
McKinleyville Shops	8:58	11:46	2
School Rd	8:59	11:48	2
Bella Vista Ave	9:01	11:49	2
Valley West	9:06	10:17	1:54 1:07 2
Valley East	9:08	10:19	1:56 1:09 2
Humboldt State Library	9:14	10:25	12:02 1:15 2
14th St & B St (Arcata)	9:17	10:27	12:04 1:17 2
Arcata Transit Center	9:20	10:30	12:08 1:20 2
H St & 6th St	9:24	10:33	12:11 1:23 2
Manila Community Center	9:33		
4th St & U St/Eureka	10:43	12:21	1:33 3
4th & Q/Greyhound Station	9:41	10:45	12:22 1:35 3
4th St & K St	9:42	10:47	12:25 1:37 3
4th St & H St/ETS	9:44	10:48	12:27 1:38 3
4th St & D St	9:45	10:49	12:28 1:39 3
Broadway & Del Norte St	9:50	10:54	12:33 1:44 3
Bayshore Mall	9:57	10:59	12:38 1:49 3
Broadway & McCullen Ave	9:59	11:01	12:40 3
Spruce Point/Humboldt Hill	10:03		
King Salmon Ave	10:05		
Fields Landing	10:07	12:45	3
College of the Redwoods	11:09		
Scenic Dr & Loleta Dr	10:19		
Fernbridge	10:24		
Palmer Blvd	10:27		
11th St & N St (Fortuna)	10:31	1:03	3
Fortuna Blvd & Smith Ln	10:34	1:06	3
Redwood Village Shops	10:36	1:08	3
Redwood Memorial	10:37	1:09	3
Rohnerville Rd & School St	10:41		
Campton Heights Market	10:42		
O'Riley's Auto Supply			
Fortuna Overlook			
Fortuna Park & Ride	10:46	1:13	3
Center St & Rigby Ave	10:57	1:24	4
Rigby Ave & Davis St	10:59	1:26	4
Rio Dell City Hall	11:00	1:27	4
Hobby's Market (Scotia)	11:04	1:31	4

## Weekday & Saturday Service



### Weekday Service

#### Westbound

	Run	1	3	5
Willow Creek		7:00	9:20	4:45
Valley West		<i>drop off on request only</i>		
Arcata Transit Center		7:55	10:15	5:30

#### Eastbound

	Run	2	4
16th & H (Arcata High)			3:32
Arcata Transit Center		8:10	3:40
Valley West		8:15	
Willow Creek		9:05	4:30

pm times in bold

### Saturday Service

#### Westbound

	Run	2	4	6
Willow Creek		9:35	11:40	6:50
Valley West		<i>drop off on request</i>		
Blue Lake (City Hall)		10:15	12:20	7:30
Arcata Transit Center		10:30	12:35	7:45

#### Eastbound

	Run	1	3	5
Arcata Transit Center		8:25	10:40	5:40
Valley West		8:30	10:45	5:45
Blue Lake (City Hall)		8:40	10:55	5:55
Willow Creek		9:20	11:35	6:35

pm times in bold

**Gold Route**

H & 3rd	:00
6th & G	:02
6th & C	:03
Summer & 7th	:04
Summer & Clark	:05
Summer & 15th	:06
Summer & Wabash	:07
Del Norte & California (Senior Center)	:08
California & Buhne	:09
California & Dollison	:09
Henderson & Summer	:10
Henderson & Spring	:10
Veterans Clinic	:12
Utah & South	:13
Utah & Allard	:14
Little Fairfield & Allard	:15
Little Fairfield & Sea	:16
Bingen & Lewis	:16
Alpha & Myers	:19
Eureka & Leonard	:20
Vance & Herrick	:21
Herrick & Elk River Rd	:22
Broadway & McCullens	:26
Bayshore Mall	:31
Harris & Central	:33
Harris & Elizabeth	:34
Harris & Summer	:34
Harris & Lowell	:35
F & Harris	:38
Break	
Leave F & Harris	:47
E & Dollison	:48
E & Hurtoon	:49
E & Del Norte	:50
E & 15th	:51
E & Clark	:52
E & 9th	:52
H & 3rd	:59

Hours of Operation:  
8:00am - 5:00pm

**Green Route**

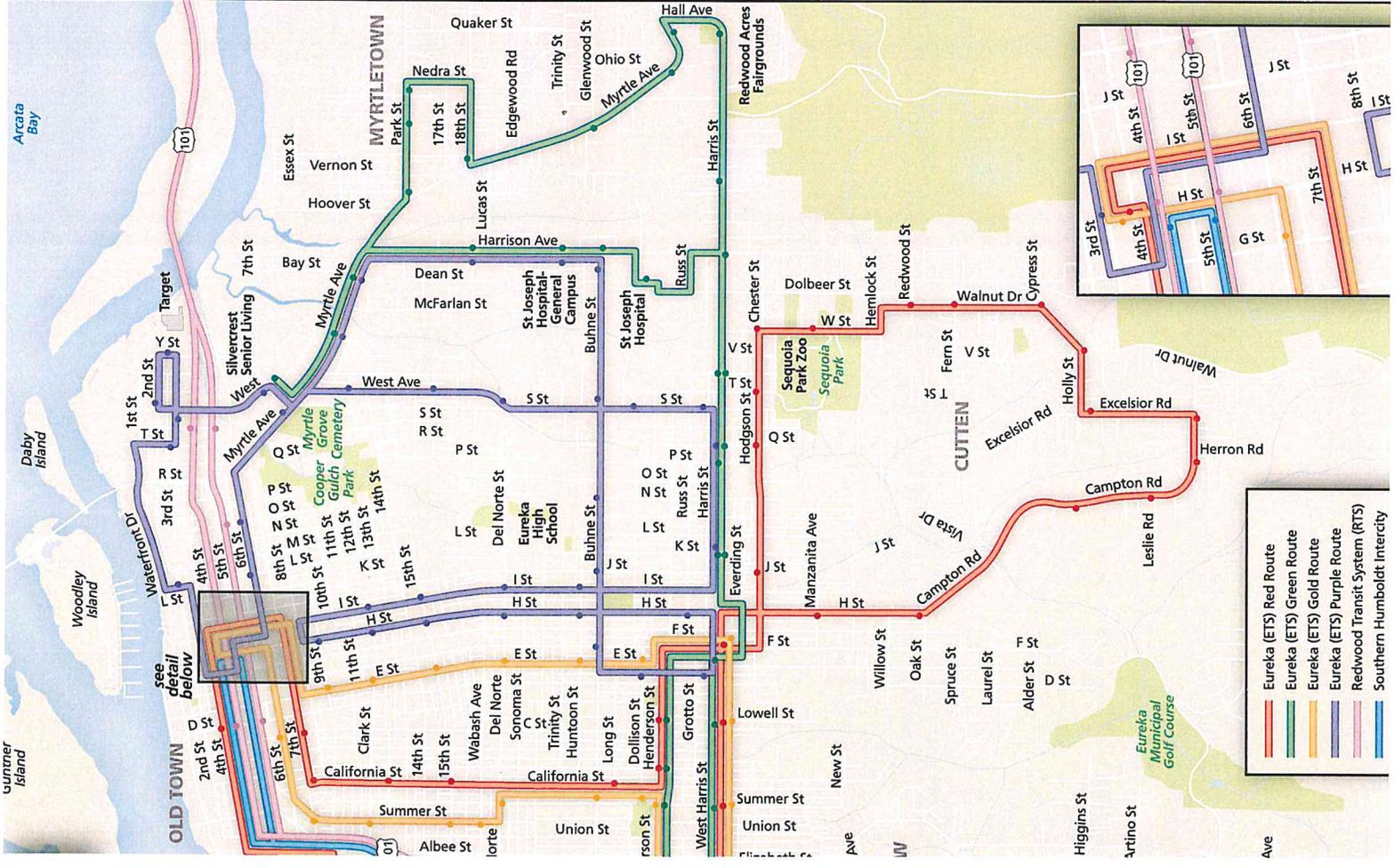
Harris & F	:52
Harris & K	:52
Harris & Q	:53
Harris & U	:54
Harrison & Harris	:56
St. Joseph's Hospital	:58
Harrison & Buhne	:59
General Hospital	:01
Harrison & 18th	:02
Silvercrest	:09
Myrtle & Sunny	:10
Myrtle & Dean	:11
Park & Myrtle	:12
Lafayette School	:13
Park & Nedra	:14
Nedra & 18th	:14
18th & Myrtle	:15
Myrtle & Glenwood	:16
Myrtle & Market	:16
Myrtle & Hall	:17
Redwood Acres	:18
Granada	:19
Harris & U	:20
Harris & P	:21
Harris & K	:22
F & Harris	:26
Leave F & Harris	:28
Henderson & Lowell	:29
Henderson & A	:30
Henderson & Summer	:30
Henderson & Spring	:31
Henderson & Central	:31
Forest Service	:34
Bayshore Mall	:37
Harris & Central	:39
Harris & Elizabeth	:40
Harris & Summer	:41
Harris & Lowell	:41
Harris & F	:44

Hours of Operation:  
8:09am - 5:09pm

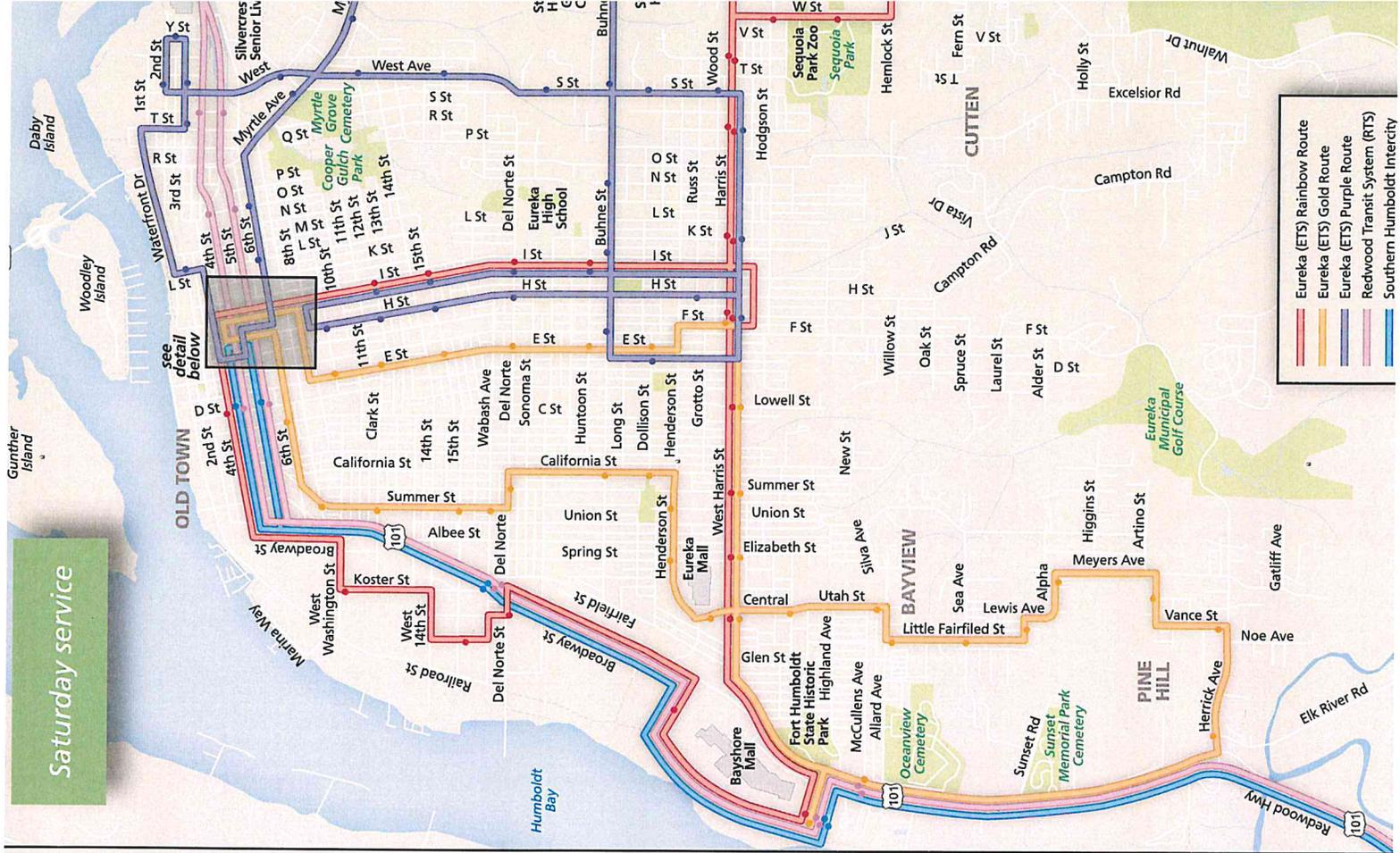
**Red Route**

H & 3rd	:00
4th & D	:01
Koster & Washington	:04
Costco	:05
Broadway & Del Norte	:06
Forest Service	:08
Bayshore Mall	:12
Harris & Central	:14
Harris & Elizabeth	:14
Harris & Summer	:15
Harris & Lowell	:15
Harris & F	:18
Break	
Leave Harris & F	:27
H & Manzanita	:28
H & Oak	:29
Moose Lodge	:31
Campton & Leslie	:31
Campton & Herron	:32
Excelsior & Campton	:32
Excelsior & Holly	:33
Holly & Walnut	:33
Walnut & Cypress	:34
Walnut & Fern	:35
Walnut & Redwood	:35
Sequoia Park	:36
W & Chester	:36
Hodgson & T	:37
Hodgson & Q	:38
Hodgson & J	:39
F & Harris	:45
Henderson & Lowell	:46
Henderson & A	:47
California & Long	:48
California & Del Norte (Sr. Center)	:49
California & 15th	:50
California & Simpson	:51
California & 7th	:52
7th & C	:52
H & 3rd	:59

Hours of Operation:  
8:00am - 5:00pm



# Saturday service



## Rainbow Route

3rd & H	:00
4th & D	:02
Koster & Washington	:04
Costco	:05
Broadway & Del Norte	:06
Forest Service	:08
Bayshore Mall	:10
Harris & Central	:12
Harris & Elizabeth	:13
Harris & Summer	:13
Harris & Lowell	:14
Harris & F	:15
Break	
Leaving Harris & F	:23
Harris & K	:24
Harris & Q	:25
Harris & U	:26
Chester & Dolbeer	:26
Walnut & Hemlock	:27
Sequoia Park	:28
Chester & W (Zoo)	:29
Harris & Harrison	:30
Harrison & Erie	:31
Buhne & Harrison	:32
General Hospital	:33
Harrison & 18th	:34
Myrtle Town Shops	:35
Myrtle & 18th	:36
Myrtle & Glenwood	:37
Myrtle Ave Market	:37
Myrtle & Hall	:37
Redwood Acres	:38
Harris & Granada	:39
Harris & U	:41
Harris & P	:42
Harris & K	:44
Harris & F	:47
Break	
Leaving Harris & F	:50
I & Huntton	:51
I & Del Norte	:52
I & 15th	:53
I & 12th	:53
H & 3rd	:57

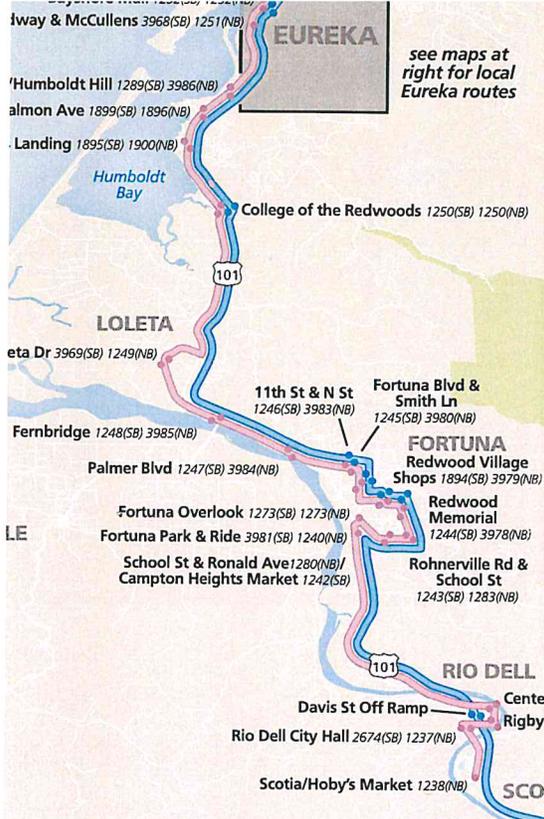
Hours of Operation:  
10:00am - 5:00pm

## Purple Route

H & 3rd	:00
2nd & L	:01
3rd & T	:02
3rd & V	:03
2nd & Y/Target	:04
2nd & V	:05
Silvercrest	:09
Myrtle & Sunny	:11
Myrtle & Dean	:12
Harrison & 18th	:13
General Hospital	:15
Buhne & Harrison	:16
Buhne & S	:17
Buhne & N	:18
Buhne & J	:19
Buhne & F	:20
E & Dollison	:21
Harris & F	:24
Break	
Leave Harris & F	:32
I & Huntton	:33
I & Del Norte	:34
I & 15th	:35
I & 12th	:35
H & 9th	:37
H & 12th	:37
H & 15th	:38
H & Del Norte	:38
H & Huntton	:39
H & Russ	:39
Harris & F	:44
Harris & K	:44
Harris & Q	:45
S & Wood	:46
S & Carson	:46
Zane	:47
West & 17th	:48
West & 13th	:48
Burre Center	:49
6th & O	:51
6th & L	:52
H & 3rd	:59

Hours of Operation:  
10:00am - 5:00pm

:00
:02
:03
:04
:05
:06
:07
:08
:09
:09
:10
:10
:12
:13
:14
:15
:16
:16
:19
:20
:21
:22
:26
:31
:33
:34
:34
:35
:38
:47
:48
:49
:50
:51
:52
:52
:59



see maps at right for local Eureka routes

↑ READ BOTTOM UP

	1	3	5
5th & H	10:12	2:46	7:02
5th & D			
Brd Del Norte			
Bayshore Mall			
Fortuna - 11th & N St			
Fortuna Blvd. & Smith			
Redwood Village Shops			
Redwood Memorial			
Davis St. Off Ramp			
Redcrest On Ramp	9:20	1:54	6:10
Founders Grove (Request stop)			
Weott Off Ramp	9:14	1:48	6:04
Myers Flat	9:08	1:42	5:58
Miranda (Sips Coffee & Miranda HS)	8:58	1:32	5:48
Maple Hills Road (Spirit Art Glass)	8:56	1:30	5:46
Phillipsville Fire Dept	8:52	1:26	5:42
Dean Creek Resort	8:45	1:19	5:35
Redway/Signature Coffee	8:43	1:17	5:33
Humboldt House Inn (G-Ville)	8:38	1:12	5:28
Garberville/Redwood Dr. & Melville	8:37	1:11	5:27
Benbow	8:30	1:04	5:20

↑ READ BOTTOM UP

5th St & H St	8:
5th St & D St	
Broadway & Del Norte St	
Bayshore Mall	
College of the Redwoods	
11th & N St (Fortuna)	
Fortuna Blvd & Smith Lane	
Redwood Village Shops	
Redwood Memorial	
Davis St Off Ramp (Rio Dell)	
Redcrest Off Ramp	7:
Founders Grove (Request Stop)	
Weott Off Ramp	7:
Myers Flat	7:
Miranda (Sips Coffee)	7:
Maple Hills Rd (Spirit Art Glass)	7:
Phillipsville Fire Department	7:
Dean Creek Resort	7:
Redway (Signature Coffee)	7:
Redway Clinic (West Coast Rd)	6:
Humboldt House Inn (Garberville)	6:
Redwood Dr & Melville Rd (Garberville)	6:
Benbow	6:

**Intercity**

Cash Fare.....

Reduced Cash Fare.....

Regional Card.....

Reduced Regional Card.....

Monthly Pass.....

Reduced Monthly Pass.....

**Benbow to Redcrest**

Cash Fare.....

Reduced Cash Fare.....

Regional Card.....

Reduced Regional Card.....

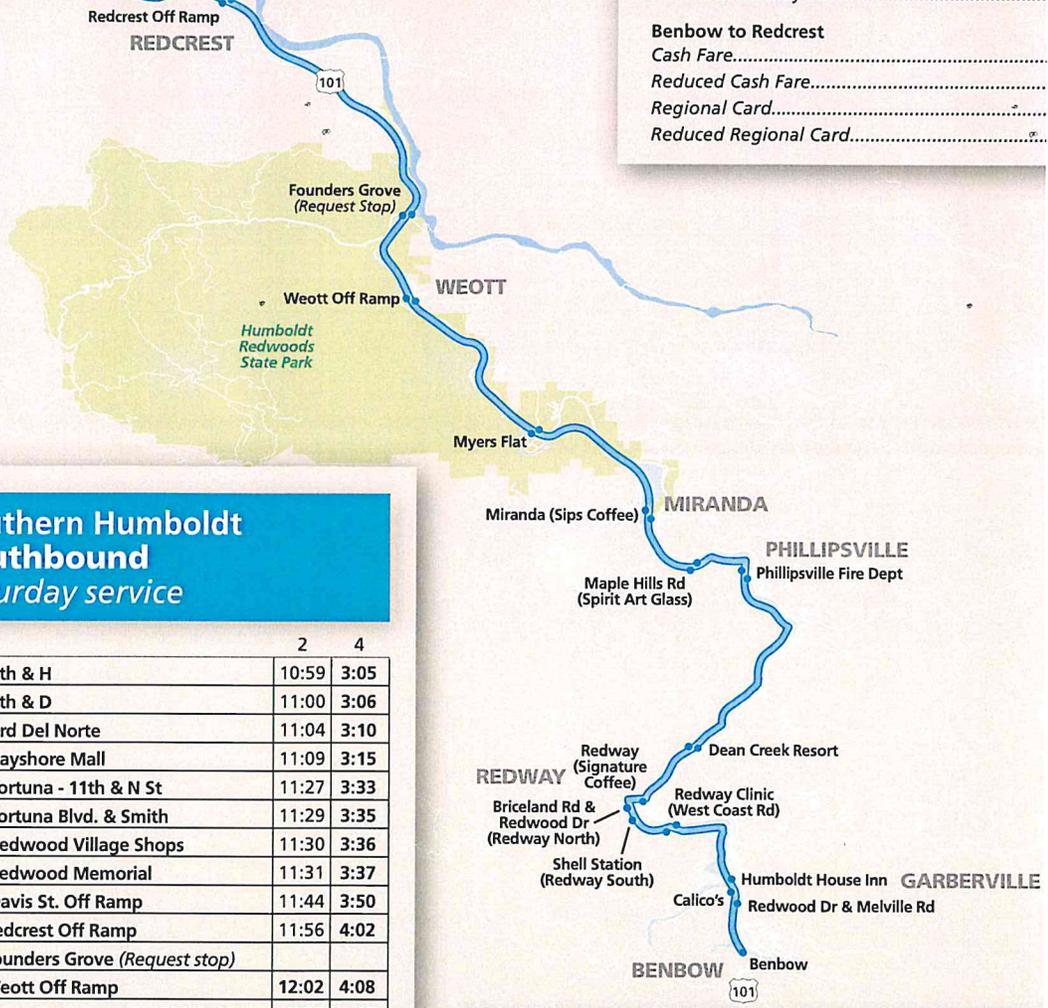
### Humboldt Southbound Service

	4	8
	9:15	3:05
	9:16	3:06
Del Norte St	9:20	3:10
	9:25	3:15
Redwoods		3:28
st (Fortuna)	9:43	3:43
& Smith Lane	9:45	3:45
age Shops	9:46	3:46
norial	9:47	3:47
nic (Fortuna)	9:48	3:48
amp (Rio Dell)	10:00	4:00
amp	10:12	4:12
re (Request Stop)		
np	10:18	4:18
	10:24	4:24
	10:36	4:36
l (Spirit Art Glass)	10:37	4:37
e Department	10:42	4:42
sort	10:48	4:48
Redwood Dr (Redway North)	10:51	4:51
Redway South	10:52	4:52
(West Coast Rd)	10:54	4:54
erville)	10:59	4:59
	11:05	5:05

### Southern Humboldt Southbound Saturday service

	2	4
4th & H	10:59	3:05
4th & D	11:00	3:06
Brd Del Norte	11:04	3:10
Bayshore Mall	11:09	3:15
Fortuna - 11th & N St	11:27	3:33
Fortuna Blvd. & Smith	11:29	3:35
Redwood Village Shops	11:30	3:36
Redwood Memorial	11:31	3:37
Davis St. Off Ramp	11:44	3:50
Redcrest Off Ramp	11:56	4:02
Founders Grove (Request stop)		
Weott Off Ramp	12:02	4:08
Myers Flat	12:09	4:15
Miranda	12:21	4:27
Maple Hills Road (Spirit Art Glass)	12:22	4:28
Phillipsville Post Office	12:27	4:33
Dean Creek Resort	12:33	4:39

↑ READ TOP DOWN



**REGIONAL TRANSIT PASS**

These passes are available for \$10 or \$20 which allows you to ride all four regional new discounted rate. If you are entitled to a reduced fare, inform the driver before you will be charged the full price. Passes are available from the driver, the HTA office,

System	Regular	Reduced



---

## Making <sup>(/)</sup>Reservations

Call (707) 442-4555 to schedule your ride, then provide the following information:

- Your first and last name
- The date of your requested trip
- Your preferred pick-up and return times
- Your origin and destination addresses and phone numbers at those locations (including building name and specific drop-off and pick-up information). If a medical appointment, include the name of the doctor and the suite number. Phone number and address will be provided to personnel, as needed.
- If you'll be traveling with an attendant, companion, or service animal
- If you or anyone accompanying you will be traveling using a wheelchair, scooter, or other equipment
- Any other information the driver should know to help you travel
- Buses with ramps or kneeling features to assist riders who use wheelchairs and other mobility devices or have difficulty getting up and down the bus steps

All requested pick-ups must be made before 6:30pm Monday – Friday, and 5:00pm on Saturday. Drivers will only be able to make one stop. Each time you get into the cab, it will count as a separate trip and require new tickets. Reservations can be made up to 14 days in advance, 7 days a week, 8:00am to 5:00pm. You **MUST** schedule your ride 24 hours in advance, and be ready to go when the vehicle arrives.

For example: If your negotiated “ready time” is 8:00 a.m., your 30-minute “Pickup Window” is 8:00 a.m. to 8:30 a.m. You will need to be ready to board at 8:00 a.m. By being ready when the vehicle arrives, you help keep everyone’s trips on schedule.

# Transit in Humboldt County

Transit in Humboldt County is administered through a joint powers authority between Humboldt County and the cities of Arcata, Eureka, Fortuna, Rio Dell and Trinidad. HTA provides riders with affordable fixed route and dial-a-ride transportation options that allow access throughout Humboldt County. Services span from Trinidad, south along Hwy. 101 to Benbow and east on Hwy. 299 from Arcata to Willow Creek, including the Arcata-Eureka Airport and the communities of McKinleyville, Eureka and Fortuna, with Blue Lake Rancheria providing service to Blue Lake.

## Administrative Information

About HTA (<http://hta.org/about-hta/>)

Staff Directory (<http://hta.org/staff-directory/>)

Advertise onboard (<http://hta.org/advertise-onboard/>)

Requests for Proposals/Qualifications (RFP)/(RFQ) (<http://hta.org/requests-for-proposals-rfp/>)

Jobs (<http://hta.org/jobs/>)

HTA Board of Directors & Agendas (<http://hta.org/board-meetings/>)

Local Government Links (<http://hta.org/local-government-links/>)

Transit Planning (<http://hta.org/transit-planning/>)

HTA Title VI Plan (<http://hta.org/wp-content/uploads/2018/03/2017-HTA-Title-VI-Plan.pdf>)

ADA Reasonable Modification Policy and Grievance Form (<http://hta.org/ada-reasonable-modification-policy-grievance-form/>)

ADA Plan (<http://hta.org/wp-content/uploads/2019/07/ADA-Plan.pdf>)

Reduced Fare ID Application (<http://hta.org/wp-content/uploads/2019/07/2019.HTA-Reduced-ID-Application.pdf>)

## HTA on Social Media

(<https://www.facebook.com/HumboldtTransit/>)

Title VI Non-Discrimination Policy and Complaint Procedure ([title-vi-non-discrimination-policy-and-complaint-procedure/](http://hta.org/title-vi-non-discrimination-policy-and-complaint-procedure/))

© 2020 Humboldt Transit | Site Credits (<http://hta.org/site-credits>)

**RESOLUTION 23-12**

**THE BOARD OF DIRECTORS OF THE HUMBOLDT TRANSIT AUTHORITY AUTHORIZES AND APPROVES THE TITLE VI PLAN PURSUANT TO THE CIVIL RIGHTS ACT OF 1964**

**WHEREAS**, the agency desires to comply with Title VI of the Civil Rights Act of 1964, including provisions detailed in the U.S. Department of Transportation's FTA Circular 4702.1B, "Title VI Requirement and Guidelines for Federal Transit Administration Recipients."

**WHEREAS**, Section 601 of the Title VI of the Civil Rights Act of 1964 states that no person in the United States 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 receiving Federal financial assistance.

**WHEREAS**, the Humboldt Transit Authority ensures that the level and quality of public transportation service is provided in a nondiscriminatory manner;

**WHEREAS**, the Humboldt Transit Authority promotes full and fair participation in public transportation decision-making without regard to race, color, or national origin;

**WHEREAS**, the Humboldt Transit Authority ensures meaningful access to all transit-related programs and activities by persons with limited English proficiency.

**WHEREAS**, Humboldt Transit Authority wishes to authorize approval of the Title VI Plan developed by Humboldt Transit Authority staff to comply with necessary provisions.

**WHEREAS**, Humboldt Transit Authority, a state of California joint powers public entity assures that all of its programs and activities will be free from discrimination, whether those programs are federally funded or not.

**WHEREAS**, each Title VI Plan must be submitted every three years.

**WHEREAS**, the 2023 Title VI Plan has been reviewed and approved through the Humboldt Transit Authority Board of Directors.

**NOW, THEREFORE BE IT RESOLVED**, The Humboldt Transit Authority certifies compliance with the policies, procedures and plans with regard to the Title VI of the Civil Rights Act of 1964 as required and hereby adopts the updated 2023 Title VI Plan.

**AND BE IT FURTHER RESOLVED**, That the General Manager is authorized to implement components of the plan in order to meet federal requirements and update policies that may be necessary to comply with subsequent revisions or interpretations to the Civil Rights Act of 1964.

**PASSED, APPROVED AND ADOPTED** this twenty-first day of August 2023, on the following vote:

**AYES:** Arroyo, Ladwig, Trent, Barnes, Castellano

**NOES:**

**ABSENT:** Stillman, Wilson, Woodall

Signed: \_\_\_\_\_

Chair of the HTA Governing  
Board of Directors

Attest: \_\_\_\_\_

Secretary to the Board