

C.A.C. Transportation Inc. Policy Effective Date: 12/01/2021
DbA: Central Oregon Breeze

TITLE VI OF THE CIVIL RIGHTS ACT

STATEMENT OF POLICY

C.A.C. Transportation Inc. is committed to providing services that are free of all forms of discrimination based on factors that include, but are not limited to, race, ethnicity, age, disability status, gender/gender identification, and sexual orientation. The Company will take preventive, corrective, and/or disciplinary action, when necessary, against behavior that violates this policy or the rights and privileges it is designed to protect.

C.A.C. TRANSPORTATION INC.

Central Oregon Breeze provides bus service between Bend and Portland area for passengers needing to travel to Portland area for many different reasons; travel to other areas, medical, court appointments, attend events, or just to see friends and family as well as multiple other reasons. For riders' convenience we have stops at Bend, Redmond, Madras, Gresham, as well as Portland Airport and Amtrak. Passengers can connect with other buses traveling in Oregon at the Amtrak Station also known as Union Station.

APPLICABILITY

This policy applies to all C.A.C. Transportation Inc. staff members and contractors for C.A.C. Transportation Inc.

DEFINITIONS

For the purpose of this policy, unless otherwise specified, the following definitions shall apply:

- **Color**: Skin color or complexion
- **Discrimination**: An intentional or unintentional action through which a person, solely because of race, color, national origin, religion, gender/gender identification, or sexual orientation has been subjected to unequal treatment.
- **National Origin**: A persons, or his or her ancestor's, place of birth. May also refer to the physical, cultural, or linguistic characteristics associated with ethnicity or ancestry.
- **Race**: A social classification of people which includes, but may not be limited to, White, Hispanic or Latino, Black or African American, American Indian or Alaska Native, Asian, Native Hawaiian or Other Pacific Islander as defined by the U.S. Census.

- Limited English Proficiency (LEP): One who does not speak English as a primary language and who has limited ability to read, speak, write, or understand English.

PROCEDURES

Title VI Coordinator:

Joseph, Title VI Coordinator, for C.A.C. Transportation Inc. and acts as the focal point for Title VI implementation and monitoring. Nita, Assistant Title VI Coordinator, for C.A.C. Transportation Inc.

Public Notice:

A Title VI Notice to the Public will be posted on C.A.C. Transportation Inc. website at www.cobreeze.com A copy of the C.A.C. Transportation Inc. Title VI Notice to the Public is attached to this document as Appendix A.

Complaints:

Any person who believes she or he has been discriminated against by C.A.C. Transportation Inc. on the basis of race, color, or national origin may file a complaint by completing and submitting a Title VI Complaint Form. Complaints must be complete in both form and content to be reviewed. A copy of the C.A.C. Transportation Inc. [Title VI Complaint Form](#) is available on our website as a fillable PDF which you may print off and mail or email to us.

- Call 541-389-7469 Joseph or Nita
- Write to our Mailing Address:
C.A.C. Transportation Inc.
Attn: Joseph or Nita, Title VI Coordinator
25890 Walker Road Bend,
OR 97701
- Download the document from C.A.C. Transportation Inc. at www.cobreeze.com

Complaints must be submitted to Joseph, Title VI Coordinator, C.A.C. Transportation Inc. by U.S. postal service to the mailing address shown above.

When applicable, a complainant may also file a Title VI complaint may also be filed directly with any federal agency that supplies funding to C.A.C. Transportation Inc. in support of the applicable program or service in which the alleged incident occurred. Federal agencies that provide funding to the C.A.C. Transportation Inc. are Department of Transportation. Contact information for the Office of Civil Rights operating in such agencies may be found online.

At such time as the complaint is received, Joseph, Title VI Coordinator and/or Nita, assistant Title VI Coordinator, at C.A.C. Transportation Inc. will review it to determine if C.A.C. Transportation Inc. has jurisdiction over the matter. The complainant will receive an acknowledgement letter stating whether the complaint will be investigated by C.A.C. Transportation Inc.

C.A.C. Transportation Inc. will investigate complaints within no more than 180 days after the alleged incident occurs. If more information is needed to resolve the case, the assigned investigator may contact the complainant. The complainant has 10 business days from the date of the letter to return the requested information to the investigator. If the investigator is not contacted by the complainant or does not receive the requested information within 10 business days, Deschutes County will administratively close the case. A case will also be administratively closed upon withdrawal by the complainant.

After the investigator reviews the complaint, she or he will issue one of two letters to the complainant: A closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and investigation, indicates that a Title VI violation did not occur, and states that the case will be closed. An LOF summarizes the allegations and investigation and explains whether any disciplinary action, staff training, or other action will occur. If the complainant wishes to appeal the decision, she or he has 30 days after the date of the letter or the LOF to do so.

“Consistent with Title VI, The C.A.C Transportation Inc will provide, upon request, a list of all active investigations, lawsuits, or complaints made on the basis of discrimination, on the basis of race, color, national origin,” “C.A.C. Transportation Inc will also log respond to, and keep records on, investigations, lawsuits and complaints made on the basis of ethnicity, age, disability status, gender/gender identification, and sexual orientation.” A copy of the C.A.C Transportation Inc List of Title VI Investigations, Complaints, and Lawsuit form is attached to this document as Appendix B and contains a name, date of filing, summary of the allegation(s), status of the investigation, and action(s) taken.

Advisory Committee:

C.A.C. Transportation Inc. is a private business and does not have a board or advisory committee.

Reporting:

C.A.C Transportation Inc will periodically report information required to determine compliance with Title VI of the Civil Rights Act as required by federal and state government agencies for grant funding and other purposes. The contents and format of such reports will be determined by the requesting party.

**C.A.C TRANSPORTATION INC.
DbA: Central Oregon Breeze
TITLE VI NOTICE**

C.A.C Transportation Inc operates its services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been subjected to an unlawful discriminatory practice as defined under Title VI of the Civil Rights Act may file a complaint with C.A.C Transportation Inc.

For more information about C.A.C Transportation Inc civil rights program and the obligations and procedures required to file a complaint:

- Call 541-389-7469 or TTY, TTD 711 or write: Joseph or Nita
Attn: Joseph, Title VI Coordinator
C.A.C Transportation Inc
25890 Walker Road
Bend, OR 97701
- Download the document Combined Discrimination Form from C.A.C Transportation Inc website at www.cobreeze.com

When applicable, a complainant may also file a Title VI complaint directly with any federal agency that supplies funding to C.A.C Transportation Inc in support of the applicable program or service in which the alleged incident occurred. Federal agencies that provide funding to C.A.C Transportation Inc are Department of Transportation. Contact information for the Office of Civil Rights operating in such agencies may be found online.

If this information is needed in another language or format, please call 541-389-7469 or TTY, TTD 711

COMPLAINT LOG

	Date (Month, Day, Year)	Summary (Include complaint basis: race, color, or national origin)	Status	Action(s) Taken
Investigations				
1.				
2.				
Lawsuits				
1.				
2.				
Complaints				
1.				
2.				

Appendix C

Language Assistance Plan

C.A.C. Transportation Inc. will maintain a translation service for those that need to call us on the phone and do not speak English. Website will be translated into Spanish.

LANGUAGE	ESTIMATE	PERCENT
Spanish	350,388	10.6%
Vietnamese	28,985	0.7%
Chinese	27,843	0.7%
Russian	23,453	0.6%
Tagalog	12,206	0.3%
Arabic	9,964	0.3%
Korean	9,951	0.3%
Ilocano, Samoan, Hawaiian or Austronesian	9,885	0.3%
Japanese	9,655	0.2%
Amharic	9,120	0.2%
Other Indo-European	8,467	0.2%
Ukrainian	7,235	0.2%
Persian	6,819	0.2%
Hindi	6,329	0.2%

FIXED ROUTE SERVICE STANDARDS and POLICIES

1. The average of all loads during the peak operating period should not exceed vehicles achievable capacities. Which is the exact number of seats on the bus.
2. COVID and Governor mandates may change the available seats from time to time.

Vehicle Type	Average Passenger Capacities			
	Seated	Standing	Total	Max Load Factor
38 Foot Bus	28	0	28	1
33 Foot Bus	28	0	28	1
31 Foot Bus	23	0	23	1

C.A.C Transportation Inc. operates one route to and from Portland weekly. Due to COVID we are currently operating 4 days a week, Sunday, Monday, Tuesday, and Thursday. Days were chosen for travel are based on past passenger counts on given days of the week.

We also use Driver's availability, using the following criteria but not limited to the reasons listed. Availability of the driver according to the rules set forth by ODOT, other jobs the driver may be working thus being available to C.A.C. Transportation Inc., religious liberty, driver's classification to operate the bus that is needed for that day, and availability of drivers that may be out due to COVID quarantining.

SERVICE STANDARDS

C.A.C. Transportation Inc. Dba: The Central Oregon Breeze (all future references will be The Central Oregon Breeze) has set standards and policies that address how services are distributed across the transit system service area to ensure that the distribution affords users equitable access to these services. The Central Oregon Breeze service is available to all passengers without regard for race, color or national origin.

The following system-wide service standards are used to guard against service design or operations decisions from having disparate impacts. The Central Oregon Breeze service meets established standards thus it is judged that this service is provided equitably to all persons in the service area, regardless of race, color, or national origin.

- **Vehicle load** - Vehicle load is expressed as the ratio of passengers to the total number of seats on a vehicle at its maximum load point. The standard for maximum vehicle load is no standees - The Central Oregon Breeze service meets this standard.
- **Vehicle headway** - Vehicle headway is the amount of time that one vehicle spends traveling in the same direction on a given route. A shorter headway would still be no greater than one bus per day, per route/direction. Our standard for vehicle headway is One Bus Per route/direction, 4 days per week, (working at our current Pandemic Service Level- but hoping to transition to a 6 day a week service headway); The Central Oregon Breeze service meets this standard.
- **On-time performance** - On-time performance is a measure that indicates the percentage of time a route is in adherence to its schedule. It is calculated by dividing the number of timepoints that are met as scheduled by the total number of timepoints. Non-end-of-line timepoints are considered on-time if a bus departs a stop 1 minute before to 15 minutes after the scheduled departure time. End-of-line timepoints are considered on-time if the bus arrives at a stop 1 minute before to 15 minutes after the scheduled arrival time. The Central Oregon Breeze has set an average monthly on-time target of 80% - The Central Oregon Breeze service meets this target.
- **Service availability** - Service availability is a general measure of the distribution of routes within a transit provider's service area or the span of service. The standard for service availability is 4 times a week at the scheduled time (one in-bound trip and one out-bound trip) –The Central Oregon Breeze service meets this standard.

Service and Operating Policies

The Central Oregon Breeze service and operating policies also ensure that operational practices do not result in discrimination on the basis of race, color, or national origin.

- **Distribution and Siting of Transit Amenities** - Transit amenities refer to items of comfort, convenience, and safety that are available to the general riding public. It is The Central Oregon Breeze's policy to ensure the equitable distribution of transit amenities across the system.

Vehicle Assignment - Vehicle assignment refers to the process by which transit vehicles are placed into service and on routes throughout the system. The Central Oregon Breeze assigns vehicles with the goal of providing equitable benefits to minority and low-income populations. Vehicles are assigned with regard to service type and ridership demand patterns (routes with greater numbers of passengers need vehicles with larger capacities). For each type of assignment, newer vehicles are rotated to ensure that no single route or service always has the same vehicle. The Central Oregon Breeze is operating one bus 4 days a week (one route to and a return from)

The Central Oregon's service and operating policies also ensure that operational practices do not result in discrimination on the basis of race, color, or national origin.

- **Distribution and Siting of Transit Amenities** - Transit amenities refer to items of comfort, convenience, and safety that are available to the general riding public. It is The Central Oregon Breeze's policy to ensure the equitable distribution of transit amenities across the system.
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Fare and Service Changes

The Central Oregon Breeze reviews fare increases for equality. The Central Oregon Breeze considers the relative impacts on, and benefits to, minority and low-income populations, including LEP populations. All planning efforts for changes to existing services or fares, as well as new services, have a goal of providing equitable service.

The Central Oregon Breeze defines the threshold for major service changes as +/- 25% or more in revenue miles or revenue hours, and for a fare increase of 25% or more. Any change that is a temporary or interim change due to construction, maintenance projects, natural or catastrophic disasters, or seasonal and special events is exempted from the definition and is not considered a "major service change".