



Title VI Policy: Language Assistance Plan



Ensuring Meaningful Access for Limited English Proficient Individuals

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Trailblazer Joint Powers Board
Title VI: Language Assistance Plan

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1) Purpose

The purpose of this Language Assistance Plan (hereinafter “LAP”) is to meet Federal Transit Administration’s (FTA’s) requirements to comply with Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, or national origin.

“No person shall, on 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.” - Civil Rights Act of 1964

As a sub recipient of FTA funds, Trailblazer Joint Powers Board, dba Trailblazer Transit, resolves to take reasonable steps to provide meaningful access to its public transit services for persons who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English. The FTA refers to these persons as Limited English Proficient (LEP) persons. For LEP individuals, meaningful access denotes access that is not significantly restricted, delayed, or inferior as compared to programs or activities provided to English proficient individuals.

The completion of this LAP for persons with Limited English Proficiency conforms to the requirements of the FTA Circular 4702.1B Title VI Requirements and Guidelines for FTA Recipients.

The U.S. DOT’s FTA Office of Civil Rights’ publication “Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient Persons – A Handbook for Public Transportation Providers,” dated April 13, 2007, was used in the preparation of this plan.

The LAP provides guidance to Trailblazer Transit staff who may interact directly with LEP individuals or whose work involves providing information or services to the public. The plan provides protocols for identifying LEP individuals, language assistance measures, and staff responsibilities and training related to ensuring meaningful access for LEP individuals.

The DOT LEP Guidance recommends that all recipients, especially those who serve large LEP populations, should develop an implementation plan to address the needs of the LEP populations they serve. The DOT LEP Guidance recommends that effective language assistance plans would typically include the following five elements:

1. Identifying LEP individuals who need language assistance (Four Factor Analysis)
2. Providing language assistance tools
3. Staff training
4. Providing notice to LEP individuals
5. Monitoring, evaluating, and updating the plan

For further questions regarding this plan, please contact:

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2) Definitions

Disproportionate Burden: Refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable.

Four Factor Analysis: The assessment provided by federal regulation to help the Transit system determine the level of language assistance required for a program or activity.

Interpretation: The act of listening to a communication in one language (source language) and orally converting it to another language (target language) while retaining the same meaning.

Language Assistance Guide: Provides an itemized list of non-English languages and can be used as a tool to help an LEP individual identify their preferred language to the Transit system staff.

Language Assistance: Oral and written language services needed to help LEP individuals communicate effectively with staff and ensure meaningful access to, and equal opportunity to fully participate in, the programs and activities provided by the Transit system.

Limited English Proficient (LEP): Individuals whose primary language is a not English and who have a limited ability to read, speak, write, or understand English. Individuals may be proficient in English for certain types of communication (e.g., speaking or understanding), but still be LEP for other purposes (e.g., reading or writing).

Meaningful Access: Language assistance that results in accurate, timely, and effective communication at no cost to the LEP individual. For LEP individuals, meaningful access denotes access that is not significantly restricted, delayed, or inferior as compared to programs or activities provided to English proficient individuals.

Public Engagement: Any process that (1) involves the public in identifying and solving challenges and problems and uses public input to make sustainable decisions, (2) educates or informs the public about a topic or issue, or (3) seeks to build meaningful connections and trust with the public through communication and interaction.

Timely: Language assistance provided at a time and place that avoids the effective denial of the service, benefit, or right at issue or the imposition of undue burden on or delay in important rights, benefits, or services to LEP individuals.

Translation: The replacement of a word, phrase, or text in one language (source language) with an equivalent- meaning word, phrase, or text in another language (target language).

Vital Documents: Paper or electronic written material containing information that is (1) critical for accessing programs, services, benefits, or activities, (2) directly and substantially related to public safety, or (3) required by law.

3) Identification of LEP Individuals: Four-Factor Analysis Explained

Title VI and its regulations require sub recipients to take reasonable steps to ensure meaningful access to the transit system's information and services for those with language barriers. What constitutes reasonable steps to ensure meaningful access is contingent on a four-factor analysis established by the U.S. Department of Justice.¹

The four-factor analysis is an individualized assessment for each transit system that should be applied to all transportation system programs and activities within an agency to determine what reasonable steps must be taken to ensure meaningful access for LEP individuals.

Trailblazer Transit has completed the four-factor analysis attached as **Appendix A**. The analysis is intended to assist in ensuring compliance with federal Limited English Proficiency guidance and Title VI of the Civil Rights Act of 1964. This analysis does not cover every situation, and compliance determinations are made on a case-by-case basis.

Safe Harbor for Written Translations

U.S. DOT LEP Guidance provides a "safe harbor" to help ensure greater clarity regarding whether a sub recipient is meeting its obligation to provide written translations. These provisions only apply to the translation of written documents and do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language assistance services are needed and reasonable.

¹ Enforcement of Title VI of the Civil Rights Act of 1964 - National Origin Discrimination against Persons with Limited English Proficiency, effective August 11, 2000. Available here: <https://www.justice.gov/sites/default/files/crt/legacy/2010/12/14/eolep.pdf>

A. Language Assistance Measures

Various language assistance services or protocols are necessary to ensure meaningful access to LEP individuals. Trailblazer Transit has identified available language assistance services and operational tools where language assistance is needed based on the first two factors in the four-factor analysis.

Based on our analysis, Trailblazer Transit has determined the importance of language assistance to our program(s), activity(ies), or service(s) as:

- A. ☐ Low level (little to no LEP population)
- B. ☒ Mid-Level (some LEP population)
- C. ☐ High Level (significant LEP population)

Trailblazer Transit has looked at the following different ways to communicate with LEP populations about transit services and related information:

- 1.) Language Identification Card: A guide to identify the foreign language spoken by non-English speakers (**Appendix C**).
- 2.) Language Line Solutions: Upon request or upon realization that a language barrier is present, Trailblazer Transit staff will connect with an interpreter by initiating a three-way call among themselves, the customer, and Language Line Solutions.

- 3.) Google Translate (or similar app): Employees and customers can utilize translation technology on their cell phones or other electronic devices.
- 4.) Other Considerations: Trailblazer Transit staff are trained to communicate potential need in the communities in which they live.

Documenting Use of Language Assistance Services

Trailblazer Transit has the responsibility to document all interpretation and translation services provided proactively or upon request. A written log documenting all language assistance services provided must be maintained. A template for the Language Service/Public Participation Log is attached as **Appendix E**.

Trailblazer Transit provides language assistance services that fulfill requests for interpretation and translation services in a timely manner. The following outlines how each of these services would be provided:

Translation (written): Translation is the replacement of a word, phrase, or text in one language (source language) with an equivalent meaning word, phrase, or text in another language (target language).

- a. Trailblazer Transit will contact an appropriate translator, private for profit, through Sibley, McLeod, or Wright Counties for assistance.

Interpretation (oral): Interpretation is the act of listening to a communication in one language (source language) and orally converting it to another language (target language) while retaining the same meaning.

- a. Upon request or upon realization that a language barrier is present, Trailblazer Transit staff will connect with an interpreter by initiating a three-way call among themselves, the customer, and Language Line Solutions.

Public Engagement/Participation

Trailblazer Transit has incorporated Title VI and LEP considerations into an established Public Participation Plan. The Public Participation Plan, which outlines the steps the agency follows, is attached as **Appendix D**. The attached plan provides a clear process for engaging and involving the public, including minority and LEP populations. Consideration of LEP communities is documented by first using the results of the four-factor analysis that determines the level and type of language assistance necessary for a particular public engagement plan or activity.

The plan aims to seek out and consider the viewpoints of minority, low-income, and LEP populations in the course of conducting public outreach and involvement activities. Trailblazer Transit's public participation strategy offers adequate notice of public participation activities, as well as early and continuous opportunities for public review and comments at key decision points to identify social, economic, and environmental impacts of proposed transportation decisions. Reasonable effort is made to involve minority and LEP populations in effective participation in our decision-making process.

All language assistance services provided during public engagement or community outreach will be recorded on the Language Service/Public Participation Log (**Appendix E**).

B. Staff Training

To ensure transit staff, and/or appropriate overall agency staff, understand the obligations to provide meaningful access to information and services for LEP individuals, all employees in public contact positions will be properly trained. This plan outlines the training provided on an annual, on-going and/or on-demand basis to implement the following:

- A) Staff have been trained and understand meaningful LEP policies and procedures.
- B) New staff will have appropriate training as part of the orientation for new employees.
- C) Staff who have contact with the public are trained to work effectively with in-person and telephone interpreters.
- D) Management staff, even if they do not interact regularly with LEP individuals, will be fully aware of and understand the plan to reinforce the importance of the program and ensure it is implemented accordingly by/to staff.
- E) All initial training material is reviewed by management staff on a periodic basis.

Trailblazer Transit has developed standard presentations, resource connections, and other language assistance trainings that provide for cost-effective and flexible opportunities for staff and management to understand the LAP Plan, the Public Participation Plan, and responsibilities. Existing employees, especially managers and those who work with the public will be offered re-training or new training sessions to keep up to date on their responsibilities to LEP individuals.

The following outlines the information incorporated within the training provided annually, on-going, or on-demand:

- Standardized orientation provided to new employees with responsibility to LEP populations:
 - Information will be included on transit agency's responsibilities to LEP populations.
 - Summary of Language Assistance Plan.
 - Demographic data about local LEP population.
 - Frequency of contacts between LEP populations and the transit system's services, programs, and activities.
 - The importance of community outreach and inclusion of activities for LEP populations.
 - Description of the type of language assistance currently provided and instructions on how staff can access these products and services.
 - Description of Trailblazer Transit and/or overall agency's cultural sensitivity policies and practices.
- Printed LEP resources:
 - Understanding the information and how to use it
 - Methods of presenting information to LEP populations.
- Resources and methods in response to verbal requests for transit service in a foreign language.
- Responsibility to notify managers about any LEP persons' unmet needs

Staff Training Program and Training Log

An outline of the training material used is listed below:

- "Breaking Down the Language Barrier: Translating Limited English Proficiency into Practice." This video, which is available as a streaming video link on www.lep.gov, explains the language access requirements of Title VI and Executive Order 13166 through vignettes that expose the problems resulting from the absence of language assistance. The video goes on to show how these same

situations could have been handled more appropriately if the service provider took reasonable steps to provide meaningful access

- “How to Engage Low-Literacy and Limited English Proficient Populations in Transportation Decision making,” available at https://www.fhwa.dot.gov/planning/publications/low_limited/index.cfm This report documents “best practices” in identifying and engaging low-literacy and LEP populations in transportation decision making. These “best practices” were collected during telephone interviews with individuals in 30 States.
- “Guidelines for Developing Traffic Safety Educational Materials for Spanish-Speaking Audiences,” a manual developed by the Education in Traffic Safety project, Education Development Center, Inc., with funding from the National Highway Traffic Safety Administration. The manual is organized into three sections: research and planning, creating materials, and dissemination and evaluation. Available at http://www.casaferoutestoschool.org/wp-content/uploads/2011/05/TSEM_Guidelines.pdf
- “Understanding and Abiding by Title VI of the Civil Rights Act of 1964.” This video explains the protections of Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance, the individuals who are covered by these protections, the entities that must follow this law, and how Title VI is enforced. Available at <https://www.lep.gov/video/understanding-and-abiding-title-vi-civil-rights-act-1964>

A sample of the training log that identifies the training schedule (during orientation, annually, on-going, and/or on-demand) is included in **Appendix F: Staff Training Resources and Training Log**.

C. Notice to LEP individuals

Based on the four-factor analysis, Trailblazer Transit has determined that language services will be provided for the LEP populations identified as having a need. For those languages that meet the translation need for written documents threshold based on Safe Harbor guidance, notices will be in the language the LEP individual would understand. For languages that do not meet the written document requirement based on the Safe Harbor guidance, Trailblazer Transit will provide meaningful access to LEP individuals through competent oral interpreters where oral language assistance services are needed and reasonable. All notifications will provide that identified services are available free of charge to LEP individuals. Examples of notification considered include transit intake area, signs on buses, and website notices.

All facilities where Trailblazer Transit interacts in-person with the public will have a Public Notice of Rights Under Title VI posted clearly and conspicuously, including non-English versions of the notice if deemed necessary after conducting the four-factor analysis. This notice is attached as **Appendix G** in English. When necessary, employees will use a language assistance tools to interact with LEP individuals. All interactions with LEP individuals will be recorded on the Language Service/Public Participation Log as specified in **Appendix E**.

This Language Assistance Plan and the Public Notice are available on our website at <https://www.trailblazertransit.com/title-vi-civil-rights-act/>

D. Monitoring, Evaluating, and Updating the Language Assistance Plan

Trailblazer Transit has developed a process for determining whether new documents, programs, services, and activities need to be made accessible for LEP individuals and will provide notice of any changes in services to the LEP public and to staff. The process includes a bi-annual review to consider changes in demographics, types of services, or other needs that may require an annual reevaluation. This step is completed prior to board review and approval of the plan every two years.

The Language Assistance Plan considers the following five elements:

1. Identifying LEP individuals who need language assistance (Four-Factor Analysis)
2. Providing language assistance tools
3. Training staff
4. Providing notice to LEP individuals
5. Monitoring, evaluating, and updating the plan

Areas of consideration when monitoring, evaluating, and updating include:

- Current LEP populations in the service area or population affected or encountered.
- Frequency of encounters with LEP language groups.
- Nature and importance of activities to LEP persons.
- Availability of resources, including technological advances and sources of additional resources, and the costs imposed.
- Whether existing assistance is meeting the needs of LEP persons.
- Whether staff knows and understands the LEP plan and how to implement it.
- Whether identified sources for assistance are still available and viable.
- Whether staff training is sufficient.
- Review any complaints from LEP individuals received during the past year.

E. Complaints

Trailblazer Transit is committed to ensuring that no person is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination on the basis of race, color, or national origin in Sibley, McLeod, and Wright counties. Persons who allege that a violation to the Title VI requirements has been made may file a Title VI complaint by completing and submitting the Title VI Complaint Form to Trailblazer Transit and/or to MnDOT Office of Transit and Active Transportation Attn: Compliance Coordinator.

Trailblazer Transit and/or MnDOT, will investigate complaints received no more than 180 days after the alleged incident. All complaints that are complete will be processed and responded to based on the Title VI Complaint Procedures attached as **Appendix H**. Trailblazer Transit has created and made available a Title VI Complaint Form for use by customers who wish to file a Title VI complaint. The complaint form is available on Trailblazer Transit's website at <https://www.trailblazertransit.com>. The Title VI Complaint Form specifies the three classes protected by Title VI (race, color, and national origin) and allows the complainant to select one or more of those protected classes as the basis/bases for discrimination.

The Title VI Complaint Form is a vital document. If a Limited English Proficient (LEP) population in the Trailblazer Transit area meets the Safe Harbor threshold, then the complaint form and procedures must be provided in English and in any other language(s) spoken by LEP populations that meet the Safe Harbor Threshold. Attached as **Appendix I** is the Title VI Complaint Form.

4) Periodic Review & Contact Information

Based on the feedback received from Trailblazer staff, community members, LEP populations, and other key stakeholders, incremental changes may be needed for the type of written and oral language assistance provided to LEP populations, along with any staff training and community outreach efforts.

This Language Assistance Plan will be reviewed by Trailblazer Transit every other year, and any revisions will be approved by the Trailblazer Governing Board. Plans must include the date of the most recent revisions. The next review of this plan is scheduled to occur in the fall of 2027.

Questions or comments about this plan may be submitted to:

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Appendix A

Limited English Proficiency Four-Factor Analysis

Completed by: Annette Bernstein, Fiscal Supervisor & Erin Peters, Office manager

Briefly describe the program or activity subject to analysis:

Title VI and its regulations require sub recipients to take reasonable steps to ensure meaningful access to the transportation system's information and services. The four-factor analysis is an individualized assessment that should be applied to all transportation system programs and activities to determine what reasonable steps must be taken to ensure meaningful access for LEP individuals. This population will be program-specific and includes people who are in the transit system's primary geographic area.

The results of MnDOT's LEP Data Tool indicate the language spoke most often other than English is Spanish.

The total population of Spanish speaking individuals (435 persons, 3.09%) does not meet the Safe Harbor amounts for the required translation of vital documents.

Factor #1: The number or proportion of LEP persons eligible to be served or likely to be encountered through the program or activity?

The greater the number or proportion of LEP individuals from a particular language group served or encountered in the eligible service population, the more likely language assistance services are necessary. Ordinarily, "individuals eligible to be served or likely to be encountered" by a program or activity are those who are in fact, served or encountered in the eligible service population. This population will be program-specific and includes people who are in the transit system's geographic area.

Trailblazer Transit first examined prior experiences with LEP individuals and determined the number and proportion of LEP persons served or encountered within the service area. Included in our examination, a transit system user survey was completed in December 2021 and included questions to address experiences with LEP individuals and their language assistance service needs. Trailblazer Transit also included LEP populations that are eligible to be served or likely to be affected or encountered.

To support the efforts of conducting the four-factor analyses, Trailblazer Transit referred to the data compiled from the [MnDOT's LEP Data Tool](#) for our system's jurisdiction of services at the city and county-level attached as **Appendix B**.

Primary Languages for Transit System County Programs or Information

The data provided in **Appendix B** identified Spanish, Russian/Polish/Slavic, and Other Asian/Pacific Islanders languages as the top three LEP groups in the jurisdiction providing service.

We looked at the total population of the three counties and calculated the LEP percentage by taking the LEP population of 3,090 and dividing that by 192,944, which is the total population of the three counties. The percentage of LEP population in these three counties is 1.6%. We also looked at the five largest cities in the service area, all with populations over 10,000, including Buffalo, Hutchinson, Monticello, Otsego, and St. Michael. The combined LEP population for these cities is 1,107; we

divided this by the total combined population of 85,942. The percentage of LEP population in these cities is 1.28%.

1. Counties (City) served:
 - Sibley County
 - McLeod County
 - Wright County
2. Total county/counties population:
 - Sibley = 14,836,
 - McLeod = 36,771
 - Wright = 141,337.
 - The total population of our service area is 192,944
3. Total number of LEP individuals in our service area: 3,090.
 - Total Spanish speaking LEP individuals: 2,206.
4. Proportion (percentage) of LEP population to the total eligible service population: 1.6%.
 - The proportion (percentage) of Spanish speaking LEP is 1.1%.

Reliable External Data Sources for Identifying LEP Groups

Trailblazer Transit used reliable external data sources to determine the number or proportion of individuals eligible to be served or likely to be affected or encountered based on the expected geographic area served (i.e. city, county, regional area, etc.) Reliable external data sources included:

- ☒ [MnDOT's LEP Data Tool](#): Allows sub recipients to identify LEP language groups by county, city, and school district. Webpage includes further details about how to use the tool.
- ☒ [American Community Survey](#): An annual survey conducted by the U.S. Census Bureau providing vital demographic information and is widely considered the most reliable source of detailed information about the United States population.

In addition to identifying and examining prior experiences with LEP individuals and the external data sources outlined above, Trailblazer Transit looked at local data resources to determine the number or proportion of LEP individuals who may be eligible to be served. These include:

- ☒ Survey results (Describe):
 - Human Service Client Survey/Rider Survey
 - Trailblazer Transit is a demand response public transit system, each phone call is a survey in and of itself in which customers provide important data wherein successful rides and denials are tracked and customers are welcome and encouraged to share other information about their transit needs.
- ☒ Locally Coordinated Human Services/Transit Plan
- ☒ Other Human Services data (**Appendix N**)
- ☒ Reports from drivers, dispatchers, and others about contact with LEP persons

Safe Harbor for Written Translations

U.S. DOT LEP Guidance provides a “safe harbor” to help ensure greater clarity regarding whether Trailblazer Transit is meeting its obligation to provide written translations. These provisions only apply to the translation of written documents and do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language assistance services are needed and reasonable.

The following actions by Trailblazer Transit are considered as meeting the compliance with the written-translation obligations:

- (a) Providing written translations of vital documents for each eligible LEP language group that constitutes **5% or 1,000 people**, whichever is less, of the population of individuals eligible to be served or likely to be affected or encountered. Translation of non-vital documents, if needed, can be provided orally; or
- (b) If there are fewer than 50 individuals in a language group that reaches the 5% trigger in (a), the vital written materials are not translated, but written notice of the right to receive free, competent oral interpretation of those vital written materials in the primary language of the LEP language group of is provided.

Failure to meet the actions provided does not mean there is noncompliance, but rather provide a resource to obtain greater certainty of compliance with a fact-intensive, four-factor analysis. Generally, it would not be necessary to translate vital documents when it would be so burdensome as to defeat the legitimate objectives of a program. Other ways of providing meaningful access, such as effective oral interpretation of certain vital documents, might be acceptable under such circumstances.

The findings from the graphs within Appendix B did not indicate any LEP language groups meet the safe harbor threshold. However, Trailblazer Transit decided that it will translate the following written documents to Spanish **(these documents are included in Appendix M)**. Additionally, efforts will be made to reasonably accommodate any language access requests that may arise.

- Fare Structure
- General Operating Policies
- System Overview
- ADA Compliant Form
- Title VI Complaint Form

Factor #2: The expected frequency with which LEP individuals will interact with the program, activity, or service?

Trailblazer Transit conducts an assessment process, as accurately as possible, to obtain updated information regarding the frequency with which the transit system would have or should have contact with LEP individuals from different language groups seeking assistance. The assessment is completed on an ongoing, daily basis through each call made to dispatch to schedule a ride. Successful rides and denials are tracked via our software system and we hear first-hand from our customers their needs. Additionally, all uses of language service assistance is tracked and logged. Trailblazer staff are prepared to use telephone interpretation services for immediate interpreter

services or the use of staff person who can translate for the involved parties. Trailblazer Transit will remain aware of ways they can increase their outreach efforts to all LEP language groups.

LEP persons may interact in several ways other than for public transit travel opportunities with Trailblazer Transit, including but not limited to:

- Public meetings
- Community events
- Project-specific meetings, events, and discussions
- Online engagement
- Walk-in requests for information
- Phone communications
- Customer service interactions
- Surveys for information

The conclusions drawn from examining this information about LEP persons seeking transit services are as follows: Most LEP persons in our service area are aware of Trailblazer Transit's services and utilize friends, family, co-workers and other individuals to help communicate when needed.

The frequency of interactions that our dispatchers and drivers have with LEP persons in our service area have been low to moderate.

Trailblazer Transit will continue to document over the next 3-year period the frequency in which LEP individuals from different language groups come into contact with Trailblazer Transit programs, activities, and/or services.

Factor #3: The nature and importance of the program, activity, or service provided by the program to the people's lives?

The obligations to communicate rights to LEP individuals who need access to services or information is a priority in meaningful transportation. Trailblazer Transit has identified programs or activities that would have serious consequences to individuals if language barriers would prevent a person from benefiting from the service.

Our transit system considers transit to be an important and essential service for many people living in our service area. Trailblazer Transit works with the community organizations, such as Seneca Foods in Glencoe, Minnesota, to provide opportunities for access and information to public transit services. For example, Trailblazer Transit regularly offers to provide pre-scheduled, recurring transportation to specific locations that are commonly requested.

Within our analysis, Trailblazer Transit will identify necessary language assistance measures, including the possible translation of vital documents into an identified LEP population that seeks services or information on a regular basis and is likely to be affected.

Vital documents are paper or electronic written materials that contain information that is:

- 1) Critical in accessing programs, services, benefits, or activities;
- 2) Directly related to public safety; and/or
- 3) Required by law.

Determining whether a document or the information is “vital” may depend on the importance of the information or service involved and the consequences to the LEP individual if the information is neither accurate nor timely.

Examples of vital documents in the U.S. DOT LEP Guidance include:

- Emergency transportation information
- Notices advising LEP individuals of free language assistance
- Instructions on how to participate in a program or activity or receive service

No languages were identified as meeting the safe harbor threshold for translating vital written materials. However, Trailblazer Transit has decided to voluntarily post the following documents in Spanish on its website (Appendix M):

- Fare Structure
- General Operating Policies
- System Overview
- ADA Accommodation Form
- ADA Complaint Form
- Title VI Complaint Form

Should future analysis indicate a LEP group meets the safe harbor threshold, Trailblazer Transit will evaluate its vital documents and provide translations in accordance with the analysis and federal regulations.

Factor #4: The resources available to the public for LEP outreach, as well as the costs associated with providing meaningful language access.

Trailblazer Transit has weighed the demand for language assistance against the agency's current and projected financial and personnel resources. In our analysis, we have determined if the language services, or lack of language services, currently provided is cost effective and commit to plan for any necessary and/or appropriate future investments that will provide the most needed assistance to the greatest number of LEP individuals within our service jurisdiction. Trailblazer Transit will determine on a case-by-case basis whether language assistance costs outweigh the benefits.

Our current annual budget for marketing to or communicating with LEP individuals or populations in their language about transit services that are available to them is \$0.00 (zero). The figures regarding the number of staff and percentage of staff time that is associated with providing language assistance will be variable over the next three years as the need for LEP services is identified.

Trailblazer Transit has taken into consideration that “reasonable steps” may cease to be reasonable when the costs imposed substantially exceed the benefits, and we have carefully explored the most cost-effective means of delivering competent and accurate language services before limiting such services due to the resource concerns. Our efforts to be resourceful have considered the impact in utilizing technology advances, such as telephone and video conferencing interpretation services, translating vital documents posted on our website, reasonable business practices, and sharing of language assistance materials and services among and between other transit agencies, bilingual staff that provide language assistance on an ad hoc or regular basis, and advocacy groups and the affected populations. The range in services may be from using telephone-based interpretation services to providing in-person interpretation at a public event.

In all cases, however, Trailblazer Transit will proactively identify how to provide language assistance services efficiently and cost-effectively while ensuring meaningful access to LEP individuals.

Based on our analysis of demographic data and contact with community organizations and LEP individuals, we have determined that we have consistently addressed the needs of the LEP populations and our efforts in determining information that needs to be translated into additional languages or additional oral or written language service are being met, and that additional language assistance needs are being addressed or more widespread.

The following are resources outside of Trailblazer Transit that can help the transit system address the language needs of LEP persons:

- Language Line Solutions, Human service agencies in Sibley, McLeod, and Wright Counties have Spanish-speaking interpreters available for LEP persons wanting to schedule rides.
- Glencoe Regional Health Services has Spanish-speaking interpreters to assist LEP persons in scheduling rides to and from its facilities.

To ensure consistent and ongoing analysis Trailblazer Transit creates an annual list of specific measures that are needed to ensure meaningful access to its programs and activities.

Findings: What language assistance measures will you need to employ to ensure meaningful access to LEP individuals?

Based on the analysis above, how important will language assistance be to this program or activity?

- ☐ Not Important (little to no LEP population)
- ☒ Marginal Importance (some LEP population)
- ☐ Very Important (significant LEP population)

What non-English languages are most prevalent in your service area? What are the numbers and percentages for each, based on total populations?

- The total Spanish speaking population is 2,206 out of a total population of 192,944.
- The Spanish speaking population represents 1.1% of the total population.

Based on the findings of most prevalent non-English languages, will you need to translate documents for any or all of the identified populations? If so, what documents would need to be translated?

- Trailblazer Transit is not required to translate documents.

Will you need to provide interpreters for any public outreach or similar event(s)?

- Trailblazer Transit will provide interpreters as needed.

Appendix B

Limited English Proficiency (LEP) Data*

American Community Survey (5-Year Estimate 2015-2019, Table ID C16001)

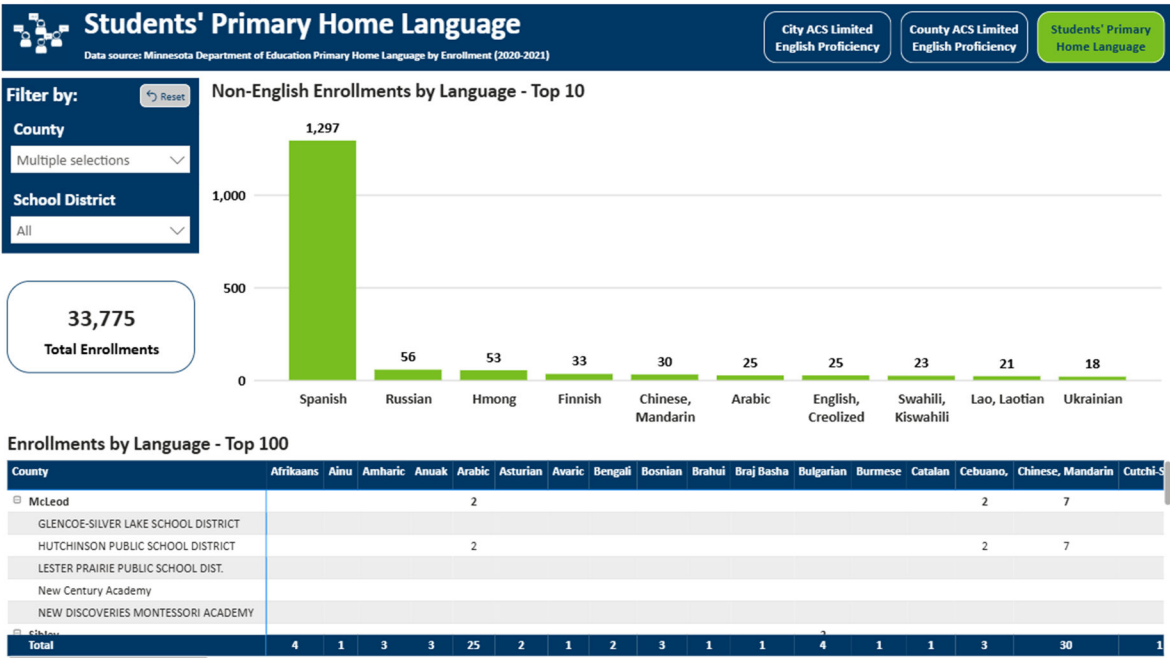
	McLeod County, Minnesota		Sibley County, Minnesota		Wright County, Minnesota	
Label	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Total:	33,748	±42	14,061	±14	123,291	±31
Speak only English	31,688	±264	12,714	±83	118,187	±626
Spanish:	1,580	±208	1,118	±66	2,671	±446
Speak English "very well"	928	±164	582	±96	1,669	±303
Speak English less than "very well"	652	±149	536	±87	1,002	±256
French, Haitian, or Cajun:	9	±7	8	±7	125	±59
Speak English "very well"	9	±7	7	±7	125	±59
Speak English less than "very well"	0	±18	1	±2	0	±20
German or other West Germanic languages:	136	±56	105	±32	386	±146
Speak English "very well"	124	±54	84	±24	300	±115
Speak English less than "very well"	12	±7	21	±20	86	±61
Russian, Polish, or other Slavic languages:	97	±89	36	±27	460	±380
Speak English "very well"	57	±68	15	±12	291	±240
Speak English less than "very well"	40	±50	21	±23	169	±157
Other Indo-European languages:	25	±15	9	±7	107	±69
Speak English "very well"	17	±14	9	±7	104	±69
Speak English less than "very well"	8	±6	0	±14	3	±4
Korean:	0	±18	1	±2	29	±23
Speak English "very well"	0	±18	1	±2	11	±12
Speak English less than "very well"	0	±18	0	±14	18	±21
Chinese (incl. Mandarin, Cantonese):	66	±55	21	±30	136	±95
Speak English "very well"	42	±52	4	±6	75	±81
Speak English less than "very well"	24	±36	17	±29	61	±41
Vietnamese:	2	±3	0	±14	85	±80
Speak English "very well"	2	±3	0	±14	48	±52
Speak English less than "very well"	0	±18	0	±14	37	±40
Tagalog (incl. Filipino):	3	±5	9	±9	72	±59
Speak English "very well"	0	±18	2	±3	49	±38
Speak English less than "very well"	3	±5	7	±8	23	±33
Other Asian and Pacific Island languages:	84	±62	0	±14	542	±211
Speak English "very well"	69	±55	0	±14	295	±158
Speak English less than "very well"	15	±19	0	±14	247	±141
Arabic:	11	±19	0	±14	50	±50
Speak English "very well"	11	±19	0	±14	50	±50
Speak English less than "very well"	0	±18	0	±14	0	±20
Other and unspecified languages:	47	±37	40	±27	441	±280
Speak English "very well"	34	±36	8	±6	389	±286
Speak English less than "very well"	13	±12	32	±29	52	±42

As of 10/13/2025 this table is unavailable at [C16001 Minnesota - Census Bureau Tables](#)

"Due to lapse of federal funding, this website is not being updated. Any inquiries submitted via data.census.gov will not be answered until appropriations are enacted."

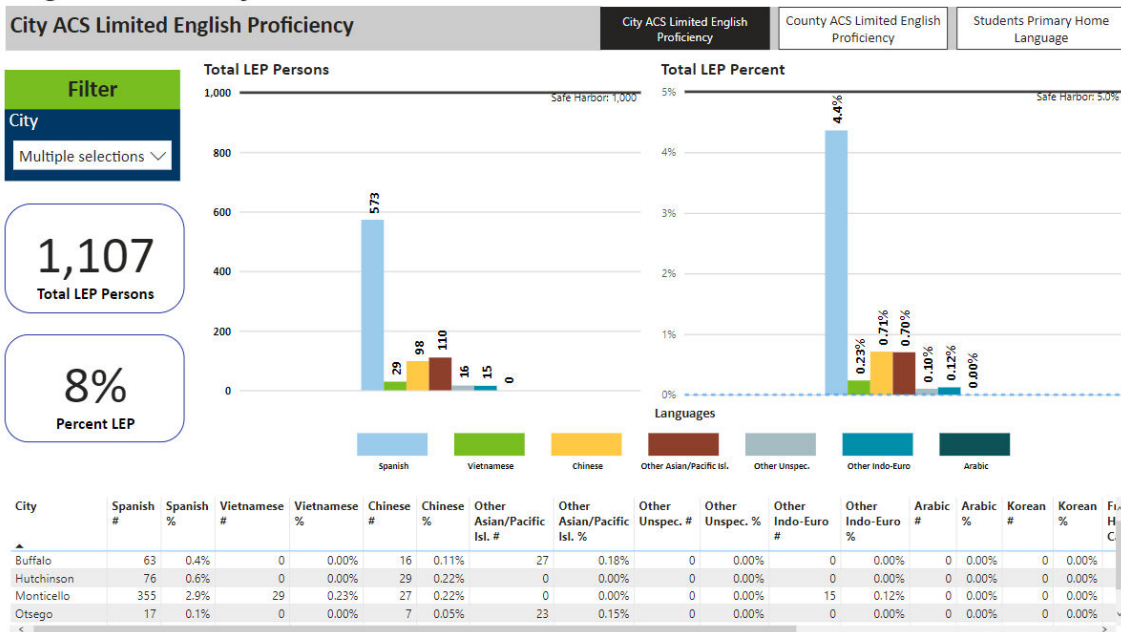
Minnesota Department of Education: Primary Home Language for Students

Limited English Proficiency Data Tool



The above chart shows the Top 10 Non-English Enrollments by Language in Sibley, McLeod, and Wright Counties.

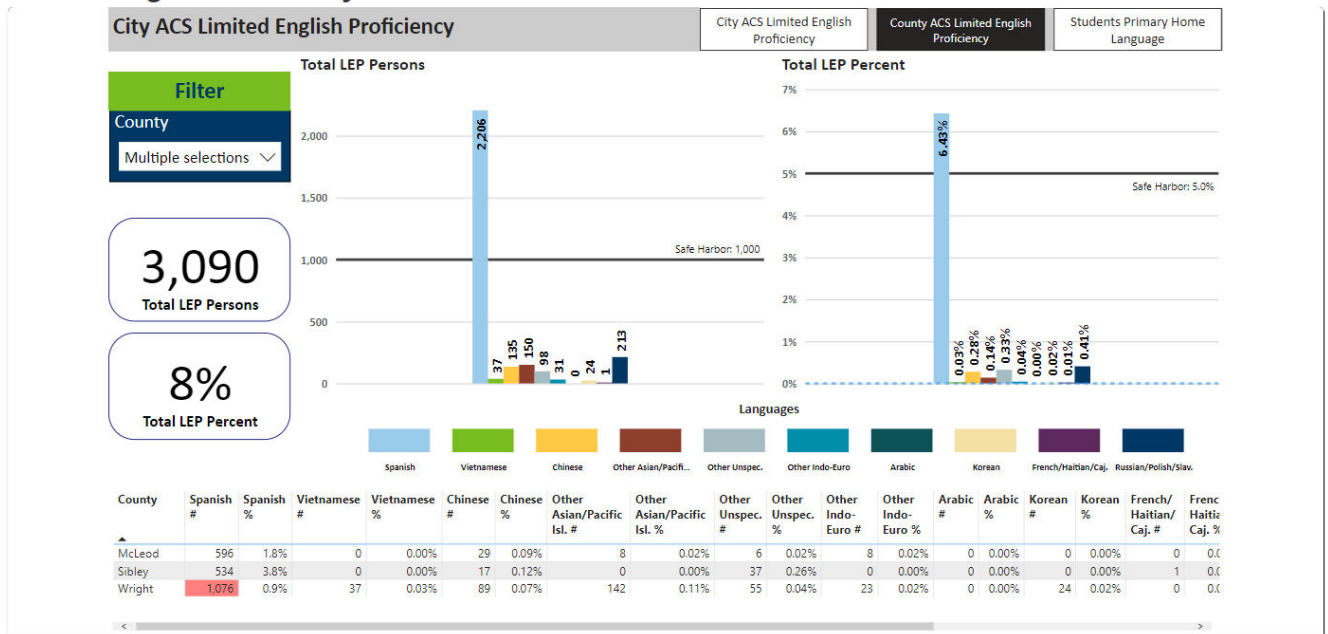
Limited English Proficiency Data Tool



NB: The 8% LEP shown on this graph is not calculated correctly. The 8% amount was reached by adding the percentage for each language together which is not a true percentage. The actual percentage is 1.28%, this total was reached by taking the total LEP persons amount of 1,107 divided by the total population of the 5 cities on this graph, 85,942.

NB:
The
8%
LEP
shown
on this
graph
is not

Limited English Proficiency Data Tool



calculated correctly. The 8% amount was reached by adding the percentage for each language together which is not a true percentage. The actual percentage is 1.6%, this total was reached by taking the total LEP persons amount of 3,090 divided by the total population of the 3 counties, 192,944.

Appendix C

Language Identification

One way to determine the language of communication is to use language identification cards (or “I speak cards”), which invite LEP persons to identify their language needs to staff. Such cards, for instance, might say, “I speak Spanish” in both Spanish and English, or “I speak Vietnamese” in both English and Vietnamese

Language Identification Cards

Side 1 of 2

Instructions: Place a check by the language spoken. ☒

☐ Mark this box if you read or speak English.	<i>English</i>
☐ ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.	<i>Arabic</i>
☐ Խոսողում ե՞նք նշում կատարե՞ք այս քառակուսում, եթե խոսում կամ կարդում եք հայերեն:	<i>Armenian</i>
☐ যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।	<i>Bengali</i>
☐ ឈ្មួញក្នុងប្រអប់នេះ បើអ្នកមាន ឬនិយាយភាសា ខ្មែរ ។	<i>Cambodian</i>
☐ Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro.	<i>Chamorro</i>
☐ 如果你能读中文或讲中文，请选择此框。	<i>Simplified Chinese</i>
☐ 如果你能讀中文或講中文，請選擇此框。	<i>Traditional Chinese</i>
☐ Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.	<i>Croatian</i>
☐ Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.	<i>Czech</i>
☐ Kruis dit vakje aan als u Nederlands kunt lezen of spreken.	<i>Dutch</i>
☐ اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید.	<i>Farsi</i>

Appendix D

Public Participation Plan

Organization Legal Name: Trailblazer Joint Powers Board

Transit System Name: Trailblazer Transit

Plan Adopted: 10/06/2022

Plan Revisions: 11/17/2025

Purpose:

To integrate consideration of the viewpoints of minority, low-income, and limited English proficiency (LEP) populations into the transit system's community outreach activities. The public participation strategy offers early and continuous opportunities for the public to be involved in the identification of social, economic, and environmental impacts of proposed transportation decisions.

Strategies

Trailblazer Transit offers adequate notice of public participation activities in the planning stages and throughout the process. When appropriate, notice of free language assistance will be posted in areas that the public and staff have access to during all public activities. All language assistance services provided during public engagement or community outreach will be recorded on the Language Service / Public Participation Log, attached as **Appendix E**.

Trailblazer Transit monitors the involvement and percentage of transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, and their membership of which is selected by the system, and provides annually an updated table with the following areas shown as in the attached **Appendix K**.

Virtual Engagement

Microsoft Teams is a tool that can be used in communication with LEP individuals attending an online public engagement event. Microsoft Teams allows for real-time closed caption translations during a Teams [meeting](#) or [live event](#). Meeting organizers will provide information to attendees at the beginning of the meeting or live event on tools to use translated closed captions. For a Teams live event, the event lead can turn on the ability for attendees to view closed captioning in up to 6 languages. Instructions for this is available [here](#). For Teams meetings, there is no ability to automatically set up closed captioning for attendees. Attendees can also turn on closed captioning for their view only. Instructions for this is available [here](#).

Surveys to the public and current ridership

Of paramount importance to this item are the many phone calls trailblazer Transit dispatchers receive daily. Because Trailblazer Transit is a demand response model, each phone call is a survey in and of itself in which customers provide important data wherein successful rides and denials are tracked and customers are welcome to share other information about their transit needs. These surveys are an opportunity to gain public input and obtain insight on opinions of and feedback on the usage or lack of use of the public transit system, services, and information.

Website and Online Documents

Based on the four-factor analysis no languages were identified as needing written language translation. Spanish, Russian/Polish/Slavic, Other Asian/Pacific Islanders languages are the top three LEP groups in the three-county service area. As appropriate, Trailblazer Transit provides notice

of the availability of free language assistance and written language translation. Documents can be translated as needed and provided on the website in an easily accessible and identifiable location. Though the four-factor analysis indicates no need for written language translation, documents that have been translated into Spanish are available on the Trailblazer Transit website and upon request (**Appendices M-R**).

In-Person

All facilities that have in-person interaction with the public will display the Public Notice of Rights under Title VI in an accessible location. Non-English versions of the notice will be posted if the results of the four-factor indicate a particular language was identified as needed. This notice in English is attached as **Appendix G**. Staff will use language guides when necessary, if bilingual staff are not available to assist. Language guide resources are available in **Appendix C**.

Phone

Planned resources will be identified and utilized when bilingual staff are not available to assist. This resource is Language Line Solutions, Inc. 1-800-367-9559.

Email or Other Written Communication

We will contact an appropriate translator, private for profit or through one of the three counties, for assistance

Outreach practices

The nature of language assistance provided will be based in part on the number and proportion of LEP individuals served, the frequency of contact between Trailblazer Transit and the LEP population, and the importance of the service provided to the LEP population. Trailblazer Transit will assess the needs of the populations frequently encountered or affected by their program or activity to determine whether translation of outreach materials is needed.

The following outlines the practices that Trailblazer Transit takes in community outreach:

☒ Scheduling meetings at times and locations that are convenient and accessible for minority and LEP communities:

- Trailblazer Transit will work with area stakeholders, such as Public Health and Health and Human Services to get notices in the appropriate places to reach the targeted LEP and Minority populations.
- Adequate effort will be made to ensure meeting times and locations are in convenient and accessible locations to meet the demonstrated LEP and minority community needs.
- Efforts to involve minority and LEP populations in public involvement activities include working with area stakeholders, such as Public Health and Health and Human Services to better understand the needs of the LEP and minority communities.

☒ Implementing adjustable/innovative meeting strategies, locations, and group sizes to gain viewpoints of minority, low-income, and limited English proficiency participation:

- Efforts implemented include:
 - Trailblazer Transit will work with area stakeholders, such as Public Health and Health and Human Services to meet the demonstrated needs of the LEP and Minority communities.

- Use of Microsoft Teams.
- ☒ **Preparing for public engagement activities by determining ways to provide language assistance, when no interpreter is present or may or may not be needed, providing written documents in other languages, if requested.**
- ☒ **Providing opportunities for public participation through means other than written communication, such as personal interviews or use of audio or video recording devices to capture oral comments.**
 - Efforts implemented include use of Microsoft Teams.

Appendix E

Language Service/Sample of Public Participation Log

Organization Legal Name: Trailblazer Joint Powers Board

Transit System Name: Trailblazer Transit

Last Updated: 11/17/2025

Staff Instructions

Trailblazer Transit staff should make an effort to track all language services requested or proactively provided throughout the year. Trailblazer Transit has designated the following staff position to be primarily responsible for ensuring the log is consistently utilized: Dispatchers and Dispatch Managers

Date of Service: This is the date the translation or interpretation service was available to the public. For instance, the date of service for a translated service brochure would be the date of its first distribution to the public. If the same brochure is used multiple times, that can be noted in the Additional Comments column.

Request or Proactive: Select "Proactive" if Trailblazer Transit proactively determined the language services was necessary. Select "Request" if a member of the public requested the language service be provided.

Translation or Interpretation: Translation refers to converting written materials from one language to another and interpretation refers to converting spoken word from one language to another.

Description of Service Provided: The description should include an associated public engagement reference or product title and brief details explaining the service provided (i.e. what was translated, what event/meeting, particular audience, etc.)

Vital Document: A "vital document" is a paper or electronic written material that contains information that is critical for accessing programs, services, benefits, or activities; directly and substantially related to public safety; or required by law. It is at the designated staff discretion to determine whether a document is deemed a vital document.

Service Provider: The name of the qualified language services provider that completed the request through service provider or in-house.

Type of Service Provider: Note whether you used specified staff person, a collaborative partner, or an outreach consultant to complete the language services request. Use the "other" option was used or for unique situations (i.e. bilingual staff providing assistance) and make a note explaining further in the Additional Comments column.

Appendix F

Title VI Staff Training Log

Organization Legal Name: Trailblazer Joint Powers Board

Transit System Name: Trailblazer Transit

Last Updated: 11/17/2025

Date of Training	Frequency	Type of Training	Length of Training	Target Audience
8/05/2025 8/12/2025	Orientation Every three years	"Understanding and Abiding by Title VI Civil Rights Act of 1964" - Video	25 minutes	Trailblazer Management and Administrative Staff
8/05/2025 8/12/2025	Orientation Annual Review	"Breaking Down the Language Barrier: Translating Limited English Proficiency into Practice" – Video	36 minutes	Trailblazer Management and Administrative Staff
8/05/2025 8/12/2025	Orientation Annual Review Ongoing	Managers and Supervisors reviewed importance of Title VI with staff	15 minutes	Dispatchers and other Office Staff
8/05/2025 8/12/2025	Orientation Annual Review Ongoing	Managers and Supervisors gave instructions for using Language Line Interpretation Services	15 minutes	Dispatchers and other Office Staff

Appendix G

Public Notice of Rights under Title VI

Organization Legal Name: Trailblazer Joint Powers Board

Transit System Name: Trailblazer Transit

Last Updated: 11/17/2025

NOTICE TO THE PUBLIC: YOUR RIGHTS UNDER TITLE VI OF THE CIVIL RIGHTS ACT



Trailblazer Joint Powers Board is committed to ensuring that no person is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination on the basis of race, color, or national origin under any program or activity receiving Federal financial assistance without regard to whether specific projects or services are federally funded. Transit programs and services are distributed in accordance with Title VI of the Civil Rights Act and related nondiscrimination authorities. Additionally, Trailblazer Transit is committed to ensuring that its programs incorporate access for people with limited English proficiency.

Any person who believes that they, individually, or as a member of any specific class of persons, have been subjected to discrimination on the basis of race, color, or national origin may file a discrimination complaint with Trailblazer Transit using the complaint form located on Trailblazer Transit's website. The complaint form and procedures are also available in hard copy in, additional languages upon request. Trailblazer Transit's website is:
<https://www.trailblazertransit.com>

Complaints can be submitted directly to Trailblazer Transit and/or to the Minnesota Department of Transportation (MnDOT), Office of Civil Rights, MS 170, Attention: Title VI Program, 395 John Ireland Blvd, St. Paul, MN 55155

Alternatively, a complaint may be directly filed with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

If you need information translated into another language, or require information in an alternative format, please contact:

Trailblazer Transit, Attn: Gary R. Ludwig
207 W 11th St, Glencoe, MN, 55336
gludwig@trailblazertransit.com.

For more information about Trailblazer Joint Powers Board's Title VI Program, and the procedures to file a complaint, please reference the *Language Assistance Plan*, and *Appendix H: Title VI Complaint Procedure* located on Trailblazer Transit's website, under Title VI – Civil Rights Act tab; by phone 320-864-1000; email gludwig@trailblazertransit.com or visit our administrative office at 207 W 11th St, Glencoe, MN 55336.

Gary R. Ludwig, Executive Director
Trailblazer Transit

Date

Appendix H

Title VI Complaint Procedure

Organization Legal Name: Trailblazer Joint Powers Board

Transit System Name: Trailblazer Transit

Last Updated: 11/17/2025

Trailblazer Joint Powers Board is committed to ensuring that no person is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination on the basis of race, color, or national origin by the Trailblazer Joint Powers Board, providing programs and services in the following counties: Sibley, McLeod, and Wright (hereinafter referred to as "Trailblazer Transit,"). The complainant may file a Title VI complaint by completing and submitting Trailblazer Transit's Title VI Complaint Form. Trailblazer Transit investigates complaints received no more than 180 days after the alleged incident. Trailblazer Transit will process complaints that are complete.

Once the complaint is received, Trailblazer Transit will review it to determine if our office has jurisdiction or if the complaint will be handled by MnDOT OTAT Compliance Coordinator and/or MnDOT Office of Civil Rights Title VI Coordinator. The complainant will receive written acknowledgement informing her/him that the complaint has been received and by whom it will be handled.

Trailblazer Transit and/or MnDOT, has 30 days to investigate the complaint. If more information is needed to resolve the case, Trailblazer Transit and/or MnDOT, may contact the complainant. The complainant has 15 business days from the date of the written notification to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, Trailblazer Transit and/or MnDOT can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two written documentations to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has 15 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with MnDOT, Office of Transit and Active Transportation, ATTN: Compliance Coordinator at 395 John Ireland Blvd., MS 430, St. Paul, MN 55155-1899 or email complaint form to jean.meyer@state.mn.us. As an alternative, a person may file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

Appendix I

Title VI Complaint Form

Organization Legal Name: Trailblazer Joint Powers Board

Transit System Name: Trailblazer Transit

Last Updated: 11/17/2025

Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party:				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
Section III:				
I believe the discrimination I experienced was based on (check all that apply): ☐ Race				
☐ Color ☐ National Origin				
Date of Alleged Discrimination (Month, Day, Year):				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.				

Section IV		
Have you previously filed a Title VI complaint with this agency?	Yes	No
Section V		
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? ☐ Yes ☐ No If yes, check all that apply: ☐ Federal Agency: ☐ Federal Court _____ ☐ State Agency_ ☐ State Court ☐ Local Agency		
Please provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:		
Agency:		
Address:		
Telephone:		
Section VI		
Name of agency complaint is against:		
Contact person:		
Title:		
Telephone number:		

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

Signature and date required below:

Signature

Date

Please submit this form in person at the address below, or mail this form to:

Trailblazer Transit
 Gary R. Ludwig, Executive Director
 207 West 11th Street
 Glencoe, MN 55336

Appendix J

Title VI Investigations, Complaints, and Lawsuits Log

Organization Legal Name: Trailblazer Joint Powers Board

Transit System Name: Trailblazer Transit

Last Updated: 11/17/2025

2023 Complaints/Investigations/Lawsuits Chart				
Complaints	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
0				
Investigations	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
0				
Lawsuits	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
0				
2024 Complaints/Investigations/Lawsuits Chart				
Complaints	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
0				
Investigations	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
0				
Lawsuits	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
0				
2025 Complaints/Investigations/Lawsuits Chart				
Complaints	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
0				
Investigations	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
0				
Lawsuits	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
0				

Appendix K

Title VI Non-elected Decision Makers

Organization's Legal Name: Trailblazer Joint Powers Board

Transit System Name: Trailblazer Transit

Last Updated: 11/17/2025

Title VI Non-elected Decision Makers

N/A. Trailblazer Transit is a government agency that does not have appointed membership on transit related advisory committees.

Name of Decision-Making Body	Caucasian	Latino	African American	Asian American	Native American
Population Distribution of Service Area	McLeod 90.5% Sibley 88% Wright 91.8%	6.5% 9.1% 3.1%	0.6% 0.9% 1.7%	0.6% 0.7% 1.3%	0% 0.2% 0.2%
Trailblazer Transit Board of Directors / Legal non-elected Body	100%	0%	0%	0%	0%

Appendix L

Language Assistance Plan Resolution

Organization Legal Name: Trailblazer Joint Powers Board

Transit System Name: Trailblazer Transit

Last Updated: 11/17/2025



Serving Sibley, McLeod, and Wright Counties

207 West 11th Street • Glencoe, MN 55336

Phone (320) 864-1000 • Fax (320) 864-1910

Trailblazer Joint Powers Board Resolution Number 75

Endorsement of Title VI Program

WHEREAS, Trailblazer Transit, under Title VI of the Civil Rights Act of 1964, is committed to a Title VI Program that prohibits discrimination by Trailblazer Transit based on race, color, or national origin.

WHEREAS, Trailblazer Transit must establish a Title VI Program that meets Federal Transit Administration (FTA) guidelines (Circular 4702), as stated and provided in Trailblazer Transit's MnDOT data management system known as BlackCat.

WHEREAS, the Title VI Program requires the following compliance elements:

- Notification to the Public of an individual's rights under Title VI of the Civil Rights Act;
- A complaint process and complaint form;
- A list of transit-related Title VI investigations, complaints, and lawsuits;
- A Public Participation Program;
- A Language Assistance Plan to ensure reasonable access to information for those with Limited English Proficiency;
- A chart of the minority status of members of any non-elected decision-making boards and committees;
- Title VI training for Trailblazer Transit employees;
- Governing Body Resolution endorsing the Title VI Program Plan.

NOW, THEREFORE, BE IT RESOLVED that Trailblazer Transit will follow the Title VI Program compliance elements to ensure that all passengers and staff are treated equally.

BE IT FURTHER RESOLVED that the Trailblazer Governing Board shall review and endorse the Title VI Program every three (3) years. Said tri-annual Governing Board endorsement shall include a public comment period for input into the plan.

BE IT FURTHER RESOLVED that Trailblazer Joint Powers Board authorizes its Executive Director to implement and oversee compliance of Trailblazer Transit's Title VI Program and to make updates to the program as needed.

CERTIFICATION

I hereby certify that the foregoing resolution is a true and correct copy of the resolution presented to and adopted by Trailblazer Joint Powers Board at a duly authorized meeting held on October 6, 2022.


Derek Vetsch, Chairperson

10/6/22
Date




Doug Krueger, Recorder

10/6/22
Date



Appendix M

Fare Structure Translated into Spanish

Estructura tarifaria del sistema de transporte público Trailblazer

Trailblazer Transit es parte del Programa de Participación en el Transporte Público 5311 administrado por la Oficina de Tránsito y Transporte Activo de MnDOT y brinda un servicio de autobús Dial-A-Ride coordinado al público en general.

Servicio de autobús – (Las tarifas de autobús se pueden facturar o pagar en el autobús)

La tarifa de autobús es de \$4.00 por viaje por persona si la distancia total es menor a 25 millas por carretera. La tarifa aumenta a \$8.00 por viaje por persona si el cliente recorre 25 millas o más. Las tarifas se calculan asumiendo que el autobús viajaría directamente al destino del cliente. No se incluyen las millas adicionales recorridas para transportar a otros clientes. La tarifa de autobús se reduce a \$2.00 por viaje por persona si el origen y el destino se encuentran completamente dentro de los mismos límites urbanos corporativos de cualquier ciudad dentro del área de servicio. En general, el área de servicio incluye los condados de Sibley, McLeod y Wright, además de algunas áreas geográficas adicionales. Un viaje se define como el transporte de una persona del punto A al punto B.

Nota: Las fichas de autobús cuestan \$2.00 cada una y no son reembolsables. Además, solo son válidas como pago al subir al autobús y no pueden utilizarse para pagar viajes facturados.

Precios y promociones del sistema de autobuses especiales

- A) **Viajes promocionales** – ¡Trailblazer Transit pagará la tarifa la primera vez que un cliente use el autobús! El cliente puede viajar ida y vuelta (o hasta dos viajes) a cualquier lugar dentro del área de servicio con esta promoción. Se excluyen las paradas adicionales del mismo viaje y los retiros en espera, así como los viajes para organizaciones con códigos de facturación registrados.
- B) **Niños menores de 2 años**– Trailblazer Transit pagará la tarifa de autobús de los niños menores de dos años que estén acompañados por un cuidador que pague y viajen al mismo destino.
- C) **Pases mensuales** – Los siguientes pases mensuales permiten a los clientes viajar un número ilimitado de veces al mes para un fin específico. Los pases solo se pueden comprar por mes calendario.
 - a. **Tarjeta de comedor (\$16)** – Viajes ilimitados desde y hacia cualquier establecimiento donde puedas comprar y comer allí mismo. (Incluye restaurantes, cafeterías, panaderías, centros de nutrición para adultos mayores y muchos otros lugares).
 - b. **Tarjeta combinada (\$24)** – Esta es una tarjeta de comedor mejorada que también te permite ir de compras. (Incluye supermercados, salones de belleza, bancos, oficinas de correos, tiendas de descuento, centros comerciales y prácticamente cualquier otro lugar donde puedas comprar un producto o servicio. No incluye guarderías ni citas médicas).
 - c. **Tarjeta de recreación de verano (\$16)** – Viajes ilimitados desde y hacia cualquier actividad o destino recreativo de verano. (Incluye piscinas, parques, festivales, ferias del condado, bibliotecas, escuela de verano, clases de manejo y guardería). Este pase mensual solo está disponible en junio, julio y agosto.
 - d. **Tarjeta de proveedor de cuidado infantil (\$60)** – Este pase permite a un proveedor de cuidado infantil, ya sea a domicilio o en un centro, transportar a niños menores de 12 años a cualquier destino, excepto para transferir las responsabilidades de cuidado entre la guardería y sus padres o tutores. Los

cuidadores de la guardería que acompañen a los niños también están cubiertos por este pase.

- D) **Tarifas por hora** – Cualquier número de clientes puede viajar en autobús a destinos ilimitados por \$65 por hora por autobús, según la hora real de llegada (antes de la carga) y la hora de salida (después de la descarga). Las tarifas por hora se cobran en incrementos de quince minutos, con un mínimo de una hora por autobús por día. El tiempo de carga y descarga, más el tiempo de espera, se incluirá en el cálculo del costo. ¡La tarifa por hora es excelente para salidas en grupo y servicio de transporte! Tenga en cuenta que Trailblazer no ofrece servicio de chárter privado y que el público en general puede viajar al mismo tiempo si hay espacio disponible. El tiempo adicional dedicado al transporte de otros clientes durante el servicio basado en una tarifa por hora no está incluido en el costo total. La política de horario de recogida no aplica para el servicio por hora.

Todas las tarifas de Trailblazer Transit son establecidas por la Junta Directiva de Trailblazer y están sujetas a cambios.

Para obtener más información, llame al 1-888-743-3828 o visite nuestro sitio web en www.TrailblazerTransit.com.

Appendix N

General Operating Policies Translated into Spanish

Políticas generales de funcionamiento del sistema de transporte público

Ventana de entrega

El autobús puede llegar para transportar a un cliente dentro de un margen de tiempo de 20 minutos, especificado al programar el viaje y confirmado con el cliente. Este margen de tiempo es esencial para el funcionamiento eficiente del sistema de transporte. En concreto, permite que el software de programación ajuste la hora estimada de recogida del cliente dentro de dicho margen para programar viajes adicionales posteriormente. Por lo tanto, los clientes deben estar listos para abordar el autobús al inicio del margen de tiempo. Lamentablemente, los autobuses no pueden esperar pasajeros. Debido a la naturaleza del servicio Dial-A-Ride, esperar a que los clientes suban generalmente causa retrasos para otros clientes que tienen viajes programados. Por lo tanto, es importante estar listo para abordar cuando el autobús llegue en cualquier momento dentro del margen de tiempo.

Programación y cancelaciones

No se requiere aviso previo para programar viajes, lo que significa que los clientes pueden llamar a la central para solicitar transporte inmediato. Sin embargo, los viajes se ofrecen según la disponibilidad de recursos, y los autobuses son compartidos por todos los que deseen viajar al mismo tiempo. Dada la alta demanda y los recursos limitados, las posibilidades de conseguir horarios favorables suelen mejorar, aunque no siempre, llamando con la mayor antelación posible para facilitar la coordinación. Se recomienda llamar con al menos un día de antelación.

Los clientes pueden programar VIAJES CASUALES (es decir, esporádicos u ocasionales) con un despachador hasta con una semana de anticipación. Sin embargo, los clientes pueden programar ÓRDENES PERMANENTES con hasta dos semanas de anticipación. Las órdenes permanentes son viajes regulares que se repiten exactamente a la misma hora en un día específico de la semana durante al menos cuatro semanas consecutivas. Las solicitudes de transporte para ir o volver de la escuela pueden presentarse a partir del 1 de agosto de cada año escolar. Sin embargo, los despachadores no programan órdenes permanentes de transporte para ir o volver de la escuela con más de dos semanas de anticipación al inicio del transporte.

Los viajes deben CANCELARSE con los despachadores al menos una hora antes de la hora de recogida programada, excepto las solicitudes de viajes matutinos, que deben recibirse antes de las 6:30 a. m. del día del servicio. Los viajes cancelados y reprogramados para una hora anterior también están exentos de este requisito. Se requiere un aviso con una hora de anticipación para cualquier viaje cancelado y reprogramado para una hora posterior.

No se present

Se considerará que un cliente no se presenta en las siguientes circunstancias:

1. Cuando un autobús llega a un punto de recogida programado para transportar a un cliente que no utiliza la cita que había concertado para usar el servicio de autobús.
2. Cuando un cliente no se encuentra en la entrada especificada o no está listo para abordar cuando el autobús llega dentro del plazo de recogida.
3. Cuando el cliente no cancela su viaje programado de acuerdo con la política.

No se considerará que un cliente no se presentó si el autobús no llega dentro de los 10 minutos posteriores a la hora de recogida programada y el cliente llama para cancelar el viaje. Incluso si el autobús llega tarde, no

cancelar el viaje resultará en una ausencia. Los clientes no están obligados a pagar la tarifa por una ausencia, ni el pago la exonerará.

Tiempo máximo de viaje y horarios de citas

El software de despacho permite una duración máxima de viaje de 90 minutos para facilitar la coordinación de viajes en una zona extensa. Sin embargo, los clientes pueden programar "citas" que garanticen la llegada a una hora específica y reduzcan el tiempo de viaje en autobús.

Asistencia al pasajero

Los conductores pueden brindar asistencia limitada a los pasajeros para brindarles apoyo y estabilidad. En el caso de un pasajero ambulatorio (es decir, alguien que puede caminar), los conductores solo pueden brindar asistencia entrelazando los brazos con el pasajero, de manera que mantengan el control y eviten resbalones o caídas. Una persona que necesite más ayuda, como una persona extremadamente débil o frágil, podría necesitar usar una silla de ruedas o buscar un cuidador que le brinde la asistencia necesaria.

Los conductores deben poder mantener el autobús a la vista en todo momento mientras prestan asistencia a los pasajeros. En residencias privadas, no se permite a los conductores traspasar el umbral de la puerta o entrada más exterior. En edificios abiertos al público, los conductores pueden asistir a alguien a través de las puertas de entrada simples o dobles para entrar o salir del vestíbulo inmediatamente contiguo a la entrada. Sin embargo, no pueden deambular por el vestíbulo ni los pasillos del edificio. Por lo tanto, no pueden acompañar a personas a sus habitaciones ni desde ellas dentro de complejos de apartamentos, residencias de ancianos e instalaciones similares.

Los conductores pueden ayudar a llevar comestibles y otros paquetes pequeños hacia o desde el autobús. Pueden ayudar con dos bolsas de comestibles o paquetes por pasajero, y cada bolsa o paquete no debe pesar más de 15 libras. Trailblazer no se responsabiliza por daños a los artículos que los conductores ayuden a llevar.

Los clientes deben estar preparados para solicitar ayuda, ya sea verbalmente o haciendo señas a los conductores. Sin embargo, los conductores pueden intentar brindar asistencia automáticamente si tienen motivos para creer que un cliente tendrá dificultades para subir o bajar del autobús. Los conductores no pueden ayudar a los clientes sin antes solicitar y recibir permiso, excepto en casos de emergencia.

Los conductores no son responsables de despejar los caminos. Los clientes, cuidadores y/o negocios deben mantener los caminos libres de nieve, hielo, obstáculos y otros peligros, incluyendo animales. Es posible que un conductor no pueda asistir ni transportar al cliente si el camino hacia o desde el autobús no está despejado o no es seguro para el paso.

Trailblazer no se responsabiliza de las lesiones que sufra una persona que se suba o baje del autobús, independientemente de si el conductor la ayudó o no. Recuerde que es responsabilidad del pasajero desplazarse hacia o desde el autobús. Trailblazer puede proporcionar asistencia limitada al pasajero solo como último recurso para quienes no cuentan con la ayuda de nadie más.

Retroceder, dar la vuelta y carreteras accesibles

Los conductores deben evitar que los autobuses se encuentren en una posición que les obligue a retroceder. En caso de circunstancias imprevistas que requieran que un autobús retroceda para continuar prestando servicio, los conductores deben salir y observar para identificar obstáculos y otros peligros potenciales antes de retroceder. Por lo tanto, los conductores generalmente no pueden entrar en entradas de vehículos, calles sin salida ni otras zonas estrechas. Las zonas rurales necesitan entradas de vehículos en buen estado con suficiente espacio para que los autobuses puedan dar la vuelta con seguridad. Trailblazer podría no poder transportar pasajeros si las carreteras o entradas de vehículos no se mantienen o diseñan adecuadamente.

Un autobús no puede circular por propiedades privadas no comerciales a menos que el propietario lo autorice previamente. Los conductores solo pueden utilizar las carreteras o estacionamientos disponibles para el público en general.

Estado de salud y emergencias médicas

La condición física del pasajero debe ser tal que el transporte en autobús no afecte negativamente su salud ni su bienestar, ni el de ningún otro pasajero. Los clientes que presenten signos de dolor o sufrimiento excesivo serán devueltos inmediatamente a su punto de recogida, trasladados al centro de atención más cercano o evaluados en el autobús por el personal de emergencias. Las personas con afecciones físicas que les impidan viajar eficazmente en el autobús podrán ser derivadas a un servicio de transporte alternativo.

Trailblazer no ofrece transporte para emergencias médicas. En caso de que un cliente sufra una lesión o enfermedad de moderada a grave (por ejemplo, sangrado, fiebre alta, vómitos), un miembro del equipo de Trailblazer se pondrá en contacto con el personal de emergencias correspondiente o le indicará que haga lo mismo.

Cuidadores y asistentes

No hay un requisito de edad mínima para viajar en autobús de forma independiente (es decir, sin la presencia de un cuidador en todo momento). Sin embargo, los clientes deben poder permanecer sentados erguidos y ser responsables de cuidar de sí mismos en el autobús sin interrumpir el servicio ni perjudicar al conductor ni a los demás pasajeros. Trailblazer requerirá que un cuidador acompañe a cualquier pasajero, independientemente de su edad, que no cumpla estas condiciones. Además, se le podría prohibir el uso del autobús a un pasajero si el cuidador no logra controlar cualquier comportamiento inaceptable.

Si un cliente puede viajar solo en el autobús, pero no puede tomar decisiones responsables sobre su cuidado o seguridad personal, un cuidador deberá estar presente y comunicarse de alguna manera con el conductor al recogerlo y dejarlo. Trailblazer no permitirá, a sabiendas, que un pasajero vulnerable baje del autobús sin cederle la responsabilidad a un cuidador.

Los alumnos de primer grado o superior pueden ser recogidos o dejados en una zona designada de la escuela sin necesidad de la presencia de un cuidador. Este requisito puede aplicarse también a cualquier lugar de recogida o entrega fuera de la escuela. Muchos niños de al menos 12 años, matriculados en sexto grado o superior, a menudo pueden ser recogidos o dejados en lugares fuera de la escuela sin la presencia de un cuidador. Sin embargo, los alumnos de grados superiores pueden requerir la presencia de un cuidador al ser recogidos o dejados, según las circunstancias.

En caso de que un pasajero no responda o no pueda comunicarse de ninguna manera, se requerirá que un asistente lo acompañe para observarlo y cuidarlo.

Sillas de ruedas y scooters

Las sillas de ruedas ocupadas deben estar en buen estado de funcionamiento, con frenos que funcionen correctamente y reposapiés instalados. Los pasajeros con sillas de ruedas personalizadas, fabricadas sin reposapiés, pueden estar exentos de esta política. Las sillas de ruedas utilizadas para trasladar a un pasajero hacia o desde un asiento del autobús no requieren reposapiés si el cliente consiente y el conductor no mueve la silla de ruedas cuando está ocupada.

Los ocupantes de sillas de ruedas deben usar cinturones de regazo y hombro si permanecen en sus sillas durante el transporte. Los conductores pueden empujar o jalar las sillas de ruedas hacia y desde los autobuses. Sin embargo, deben empujarlas hacia adelante en distancias superiores a 4.5 metros. Un pasajero

puede permanecer sentado en un patinete eléctrico durante el transporte solo si este está diseñado específicamente para ello. El patinete debe ser estable y ofrecer suficiente soporte para la espalda. Además, el conductor debe poder asegurar correctamente al pasajero al suelo del autobús mediante los cinturones de regazo y hombro de Trailblazer.

Si un scooter no cumple con los requisitos para que una persona viaje en él mientras el autobús está en movimiento, el pasajero que opte por usarlo deberá trasladarse a un asiento estándar del autobús para que pueda utilizar los dispositivos de seguridad adecuados. De no ser posible, se le derivará a un servicio de transporte alternativo.

Los conductores deben poder asegurar correctamente las sillas de ruedas, scooters y otros dispositivos de movilidad ocupados en el autobús, mirando hacia adelante, utilizando los dispositivos de sujeción estándar. Los dispositivos de movilidad que no cumplan con las especificaciones de la Ley de Estadounidenses con Discapacidades podrían no estar permitidos en el autobús, dependiendo del diseño del dispositivo y las circunstancias del viaje.

Trailblazer no proporciona sillas de ruedas, scooters ni otros dispositivos de movilidad para el uso de los clientes. Además, Trailblazer no transporta sillas de ruedas ni scooters vacíos a menos que el cliente se haya transferido a un asiento o que un asistente o auxiliar acompañe al dispositivo de movilidad vacío. Las sillas de ruedas, scooters y/o dispositivos de movilidad similares vacíos deben sujetarse al piso del autobús de la misma manera que los dispositivos de movilidad ocupados, con la excepción de los cinturones de regazo y hombro.

Pago y facturación

Los pasajeros deben presentar el pago exacto al conductor al subir al autobús, a menos que se haya acordado el pago con antelación con el despacho. Los conductores no dan cambio. Quienes no paguen el importe exacto podrían pagar de más, pero no se les otorgará crédito para viajes futuros ni se permitirán reembolsos. Sin embargo, los clientes pueden comprar fichas en el autobús y guardar las fichas no utilizadas para uso futuro.

Se solicita a los clientes que paguen cada vez que suben al autobús y que solo paguen el viaje actual. Se desaconseja encarecidamente el pago por adelantado para futuros viajes. La falta de pago puede resultar en la denegación del servicio.

Trailblazer enviará las facturas de los viajes facturados antes del día 25 del mes siguiente al servicio, y los clientes tienen 60 días a partir de la fecha de la factura para realizar el pago. Si no se paga el importe total adeudado antes de la fecha de vencimiento, se empezarán a acumular cargos financieros. Cualquier saldo vencido durante 90 días o más podrá ser enviado a una agencia de cobranza si el cliente no realiza y cumple con los acuerdos de pago.

Misceláneos

No se permite consumir alimentos ni bebidas en el autobús, excepto agua embotellada en envases de plástico transparente. Se permite transportar alimentos en cantidades limitadas, siempre que se tomen medidas para evitar derrames en los asientos o el suelo.

Trailblazer prohíbe estrictamente fumar, vapear y el uso de productos de tabaco en todos los autobuses y propiedades propiedad, alquiladas o administradas por el sistema de tránsito.

No se permiten armas en el autobús ni dentro de las instalaciones de Trailblazer, incluidas pistolas o cuchillos de ningún tipo, incluidas navajas. La gerencia de Trailblazer revisará caso por caso las solicitudes de pasajeros que suban al autobús con un objeto sospechoso.

Los pasajeros con andadores, paquetes, bolsas de la compra y otros artículos sueltos deben sujetarlos correctamente en el autobús. Los conductores pueden ayudar a asegurar estos artículos, que no pueden almacenarse en el pasillo ni en la zona del ascensor. Por lo tanto, no se permiten bicicletas ni otros objetos grandes en el autobús. Los ascensores no se pueden utilizar para elevar nada que no sea personas, sillas de ruedas y scooters que puedan sujetarse correctamente en el autobús.

Se permiten tanques de oxígeno pequeños, diseñados para ser portátiles y de mano, en el autobús. No se permiten tanques de oxígeno medianos ni grandes, a menos que estén firmemente sujetos a una silla de ruedas u otro dispositivo de movilidad. El oxígeno es altamente inflamable y debe estar debidamente asegurado.

No está permitido permanecer de pie mientras el autobús está en movimiento, y el número total de personas en el autobús durante el tránsito, incluido el conductor, no puede exceder la capacidad indicada del autobús.

No se permiten animales en el autobús, excepto los animales de servicio reconocidos por la Ley de Estadounidenses con Discapacidades (ADA). Se permite el transporte de animales en contenedores herméticos a prueba de derrames, según cada caso. Otros proveedores de transporte pueden ser una opción para quienes necesiten transportar mascotas.

Los pasajeros deben usar el cinturón de seguridad en el autobús, y los conductores pueden ofrecer asistencia para abrocharlo. Según la ley del estado de Minnesota, no se requieren asientos de seguridad para bebés en los autobuses de transporte público. Aunque Trailblazer no proporciona asientos de seguridad ni sistemas de retención infantil, se invita a los cuidadores a traer sus propios asientos. Los conductores no pueden ayudar con la instalación de asientos de seguridad ni con la sujeción de los niños. Los cuidadores son responsables de todo lo relacionado con el uso de un asiento de seguridad.

Se pueden usar carriolas en el autobús siempre que 1) el cuidador sea responsable de asegurar las carriolas y a sus ocupantes en todo momento y 2) las carriolas no ocupen el pasillo ni el área del ascensor. Los conductores no pueden ayudar a asegurar las carriolas ni a sus ocupantes. Generalmente, se desaconseja el uso de carritos y vagones en el autobús, pero se puede permitir según el caso, con autorización previa del conductor.

Los conductores no pueden aceptar propinas. Sin embargo, los clientes pueden ofrecer ocasionalmente a los empleados obsequios no monetarios de valor nominal como muestra de agradecimiento. Los clientes que insistan en hacer una donación monetaria o deseen dejar un recuerdo pueden hacerlo contribuyendo al Fondo para Empleados de Trailblazer, diseñado exclusivamente para ellos. Si bien estas contribuciones son muy apreciadas, los empleados de Trailblazer prestan sus servicios con gusto sin esperar una propina.

Los clientes y el personal de mantenimiento deben usar el servicio de transporte público de manera respetuosa. No se tolerará el acoso, la intimidación, el lenguaje ofensivo (incluyendo, entre otros, groserías, racismo, insultos, apodos e insinuaciones sexuales) ni ninguna otra forma de abuso físico o verbal en el autobús ni al interactuar con los despachadores u otro personal del transporte público. Se espera que cualquier persona que utilice el sistema de transporte público compartido se comporte de manera apropiada a las circunstancias y no moleste ni ofenda a otros clientes ni empleados del transporte público.

Consecuencias por violar las políticas operativas del cliente

Las políticas operativas descritas en este documento se han establecido para garantizar la operación segura y eficiente de un sistema de transporte público altamente coordinado. La respuesta de Trailblazer ante cualquier incumplimiento de estas políticas tiene un carácter más educativo que punitivo. Las consecuencias que se describen a continuación permiten a Trailblazer capacitar mejor a sus usuarios sobre el uso del sistema de transporte y aumentar su satisfacción general mediante la mejora del servicio.

- La primera violación de una política específica resultará en una advertencia verbal.

- La segunda violación de una política específica resultará en una advertencia por escrito.
- La tercera violación de una política específica dentro de un período de tres meses puede resultar en la suspensión de todos los servicios de Trailblazer Transit y SMART-RIDE por un período de un mes.
- Cualquier combinación de seis (6) infracciones dentro de un período de seis meses puede resultar en la suspensión de todos los servicios de Trailblazer Transit y SMART-RIDE por un período de un mes.

Trailblazer hará todo lo razonablemente posible para que el cliente cumpla con las políticas mediante capacitación y educación antes de la suspensión. El equipo de despacho emitirá todas las advertencias verbales y escritas al cliente (o a la persona encargada del cuidado) sobre la infracción de una política. Si un cliente incumple la misma política después de recibir una advertencia por escrito, el equipo de despacho remitirá el asunto a un gerente para su revisión. El gerente evaluará los detalles de cada infracción antes de tomar una decisión sobre la suspensión. Los clientes pueden presentar una apelación ante el sistema de transporte público para levantar o reducir la suspensión.

Preocupaciones de seguridad

Se puede prohibir a un pasajero usar el servicio de autobús en cualquier momento sin una acción progresista debido a problemas de seguridad que no puedan resolverse a satisfacción del sistema de transporte. Un cliente que no sigue las instrucciones legales y apropiadas del conductor constituye un problema de seguridad.

Quejas

Los clientes pueden presentar una queja general a un despachador o gerente en cualquier oficina de Trailblazer Transit. La queja puede comunicarse verbalmente, por escrito o por correo electrónico. Trailblazer debe responder a cualquier queja general lo antes posible, en un plazo máximo de 10 días hábiles. La mayoría de las quejas generales se atienden en un plazo de 24 horas desde su recepción. Sin embargo, tenga en cuenta que el sistema de transporte público opera sin distinción de raza, color ni origen nacional, de conformidad con el Título VI de la Ley de Derechos Civiles. Cualquier persona que considere haber sido perjudicada por una práctica discriminatoria ilegal en virtud del Título VI puede presentar una queja formal en virtud del Título VI a través del sitio web www.TrailblazerTransit.com. La política del Título VI y los formularios correspondientes para presentar una queja se encuentran disponibles en línea. Si tiene alguna pregunta sobre cómo presentar una queja, comuníquese con la oficina de Trailblazer Transit al número gratuito 1-888-743-3828 para obtener ayuda.

La información contenida en este folleto está disponible en un formato alternativo a pedido.

Appendix O

System Overview Translated into Spanish

Descripción general del Sistema

¿Qué es Trailblazer Transit?

Trailblazer Transit es un sistema de transporte público general que ofrece viajes a personas de todas las edades y prácticamente cualquier motivo. Conductores profesionales, empleados por la organización gubernamental Trailblazer Joint Powers Board, utilizan autobuses con ascensor para ofrecer servicio de transporte a domicilio en los condados de Sibley, McLeod y Wright, además de un servicio limitado a otras ciudades vecinas. Consulte el sitio web de Trailblazer Transit o llame al centro de despacho para obtener más información sobre los detalles del área de servicio designada.

¿Quién puede usar Trailblazer Transit y para qué?

Trailblazer Transit ofrece transporte público general, lo que significa que casi cualquier persona puede usar el servicio por casi cualquier motivo. No hay requisitos ni calificaciones para usar el sistema de transporte. Niños, jóvenes, adultos y personas mayores pueden viajar en los autobuses. Algunos destinos comunes incluyen centros médicos, restaurantes, bancos, farmacias y supermercados, salones de belleza, barberías y oficinas gubernamentales. Las personas también usan Trailblazer Transit para ir al trabajo, la escuela, la guardería, actividades recreativas y eventos sociales. Si necesita desplazarse por cualquier motivo, Trailblazer Transit puede llevarlo allí.

¿Cuándo opera Trailblazer Transit?

Los autobuses operan de lunes a viernes de 6:30 a. m. a 5:30 p. m., con salida y llegada en las cocheras de Glencoe y Buffalo. La disponibilidad de viajes para cada cliente varía según el tiempo de viaje y otros factores.

¿Cómo obtener un viaje?

Los clientes deben llamar a Trailblazer Transit y hablar con un despachador para programar sus viajes. Trailblazer Transit ofrece el servicio Dial-A-Ride, lo que significa que los autobuses recogen y dejan pasajeros en los lugares especificados por los clientes. Por lo tanto, no hay rutas predefinidas y los horarios cambian con frecuencia. Un despachador hará una serie de preguntas y luego buscará horarios que se ajusten a los horarios de los autobuses. Los viajes en autobús se pueden programar con hasta una semana de anticipación, pero los pedidos permanentes se pueden programar con hasta dos semanas de anticipación. Se pueden atender solicitudes de viajes para el mismo día, pero se recomienda llamar con al menos 24 horas de anticipación o lo antes posible para programar los viajes.

Los autobuses son compartidos por muchos clientes al mismo tiempo, por lo que la posibilidad de programar un viaje depende del tiempo disponible para realizarlo y de cuántas personas usen el autobús al mismo tiempo.

Hay dos oficinas con despachadores que pueden procesar las solicitudes de viaje. Todas las llamadas entrantes se comparten entre las oficinas, por lo que los clientes pueden llamar a cualquiera de ellas para obtener asistencia **entre las 6:00 a. m. y las 6:00 p. m. de lunes a viernes.**

Oficina de Glencoe Llamada gratuita: 1-888-743-3828 Directo: (320) 864-1000
Oficina de Buffalo Llamada gratuita: 1-844-743-3828 Directo: (763) 682-1600

¿Cuánto cuesta y cómo se paga?

Las tarifas de autobús que se indican a continuación son para un viaje sencillo para una persona del punto A al punto B. Consulte el folleto de estructura de tarifas para obtener una explicación más detallada y una lista de promociones especiales. Las tarifas de autobús se pueden pagar al subir al autobús con efectivo, cheques o fichas, o se pueden facturar.

\$4.00 = Recorridos de menos de 40 kilómetros.

\$8.00 = Recorridos de 40 kilómetros o más.

\$2.00 = TARIFA DE DESCUENTO para recorridos que comiencen y terminen dentro de la misma ciudad.

¡También hay varios pases **mensuales disponibles** que hacen que viajar en autobús sea aún más asequible!

Para obtener información más detallada, visite nuestro sitio web en www.TrailblazerTransit.com.

Appendix P
ADA Accommodation Form Translated into Spanish

Formulario de apelación de adaptación razonable

Parte I.

Fecha: _____
Nombre: _____
Dirección: _____
Teléfono: _____
Correo electrónico: _____
Método de contacto preferido: ☐ Teléfono ☐ Correo electrónico
Mejor momento para contactarte: _____
Se necesitan formatos adicionales:
☐ Ninguno ☐ TDD ☐ Especificar otro: ☐ Letra grande ☐ Cinta de audio

Parte II.

¿Está presentando esta queja en su propio nombre?

☐ Sí >> Proceder a la Parte III
☐ No >> Proporcione el nombre de la persona a la que representa y su relación:
Nombre de la persona: _____
Su parentesco: _____

Explique por qué la persona solicitó un representante externo:

Confirmar:

☐ He obtenido permiso de la parte afectada para presentar este formulario en su nombre.
☐ No he confirmado permiso para presentar este formulario en nombre de la parte afectada.

Parte III.

Si considera que su solicitud de modificación razonable no fue atendida o no está de acuerdo con la decisión sobre las modificaciones del servicio que solicitó, proporcione la mayor cantidad de detalles posible sobre el asunto a continuación. Trailblazer Transit revisa las apelaciones recibidas en un plazo máximo de 30 días desde su recepción.

Fecha de la solicitud original de adaptaciones razonables: ____/____/____

Nombre(s) del(los) empleado(s) involucrado(s): _____

Explique lo más claramente posible por qué cree que su adaptación razonable no fue considerada o por qué su solicitud de adaptación razonable no fue concedida:

Se requiere firma y fecha a continuación:

Firma de la persona que presenta la queja

Fecha

Si necesita ayuda para completar este formulario, comuníquese con Trailblazer Transit al (320) 864-1000.

Una vez completado, devuelva una copia firmada y fechada a:

Trailblazer Transit
Gary R. Ludwig, Executive Director
207 West 11th Street. Glencoe, MN. 55336
gludwig@trailblazertransit.com

Appendix Q

ADA Complaint Form Translated into Spanish

Proceso de quejas de la Ley de Estadounidenses con Discapacidades

Fondo

La Ley de Estadounidenses con Discapacidades de 1990 (ADA) brinda protección para que ninguna persona con discapacidad pueda, por motivos de discapacidad, ser excluida de participar, se le nieguen los beneficios ni estar sujeta a discriminación en ningún programa, servicio o actividad financiado con fondos federales.

Trailblazer Transit se compromete a brindar un servicio no discriminatorio para garantizar que ninguna persona sea excluida de participar, se le nieguen los beneficios o esté sujeta a discriminación en la recepción de sus servicios al brindar protección para que ninguna persona con una discapacidad, por motivos de discapacidad, sea excluida de participar, se le nieguen los beneficios o esté sujeta a discriminación como se establece en la Ley de Estadounidenses con Discapacidades de 1990 (ADA).

Si considera que ha sido discriminado, proporcione la siguiente información necesaria para facilitar la tramitación de su queja. Si necesita ayuda para completar el formulario o tiene alguna pregunta, no dude en llamar a la persona de contacto que figura a continuación al (320)-864-1000.

Una vez completado este formulario, deberá devolver una copia firmada y fechada a:

Trailblazer Transit
Gary R. Ludwig, Director Ejecutivo
207 West 11th Street
Glencoe, MN 55336
gludwig@trailblazertransit.com

Nota: La información del formulario es necesaria para procesar correctamente su queja. Si necesita ayuda para completarlo, llame al (320) 864-1000.

Trailblazer Transit - Formulario de quejas de la ADA

POR FAVOR IMPRIMA

Sección I:				
Nombre de la persona que completa el formulario:				
Dirección de domicilio:				
Teléfono (Casa/Celular):			Teléfono (Trabajo):	
Correo electrónico (opcional):				
¿Necesita un formato accesible?	Letra grande		Cinta de audio	
	TTY/TDD		Otro:	
Sección II:				
¿Está presentando esta queja en su propio nombre?*			Sí	No
* Si respondió "sí" a esta pregunta, pase a la Sección III.				
En caso contrario, proporcione el nombre y la relación de la persona para quien está presentando la solicitud.:				
¿Ha obtenido permiso de esta persona para presentar la queja??			Sí	No
Sección III:				
Si cree que Trailblazer Transit discriminó por motivos de discapacidad, proporcione tantos detalles como sea posible sobre la presunta discriminación.				
Fecha de la presunta discriminación (mes, día, año): _____ Tiempo: _____				
Nombre(s) del empleado(s) involucrado(s): _____				
Explique con la mayor claridad posible qué sucedió y por qué cree que fue discriminado. Si necesita más espacio, utilice el reverso de este formulario.				

Sección IV		
¿Ha presentado previamente una queja ADA ante esta agencia?	Sí	No
En caso afirmativo, proporcione el nombre de contacto: Número Telefónico:		
Sección V		
¿Ha presentado la misma queja ante alguna otra agencia federal, estatal o local, o ante algún tribunal federal o estatal? ☐ Sí ☐ No		
En caso afirmativo, marque todas las que correspondan:		
☐ Agencia federal: _____ ☐ Agencia Estatal: _____ ☐ Agencia Local: _____ ☐ Tribunal Federal: _____ ☐ Tribunal Estatal: _____ ☐ Tribunal Local: _____		
Proporcione la información de contacto de la persona con la que se comunicó en cada una de las agencias enumeradas anteriormente (use el reverso de este formulario, si es necesario).		
Nombre del contacto:	Título:	
Nombre de la agencia:		
Dirección de domicilio:		
Teléfono:		

Aviso importante: Para proteger sus derechos, su queja debe presentarse dentro de los 180 días posteriores a la fecha de la presunta discriminación. Si no se presenta dentro de los 180 días, la queja podría ser desestimada automáticamente. Puede adjuntar a este formulario cualquier material escrito adicional u otra información que considere relevante para su queja.

Se requiere firma y fecha a continuación:

_____ de la persona que presenta la queja	_____ Firma Fecha
--	----------------------

Si necesita ayuda para completar este formulario, comuníquese con Trailblazer Transit al (320) 864-1000.

Una vez completado, devuelva una copia firmada y fechada a:

Trailblazer Transit
Gary R. Ludwig, Director Ejecutivo
207 West 11th Street
Glencoe, MN 55336
gludwig@trailblazertransit.com

Appendix R

Title VI Complaint Form Translated into Spanish

Formulario de queja del Título VI

Sección I:				
Nombre:				
Dirección de casa:				
Número de teléfono de casa:			Número de teléfono del trabajo:	
Dirección de correo electrónico:				
Requisitos de formato accessible?	Letra Grande		Cinta de audio	
	TDD		Otra	
Sección II:				
¿Está presentando esta queja en su propio nombre?			Sí*	No
*Si respondió afirmativamente a esta pregunta, pase a la sección III				
In caso contrario, indique el nombre y la relación de la persona por la que presenta la queja				
Por favor explique por qué ha presentado la solicitud para tercero: _____				
Por favor, confirme que ha obtenido el permiso de la parte afectada si presenta la solicitud en nombre de un tercero.			Sí	No
Sección III:				
Creo que la discriminación que sufrí se basó en (marque todas las que correspondan) ☐ Identidad Racial ☐ Color ☐ Origen Nacional				
Fecha de la presunta discriminación (Mes, Día, Año):				
Explique lo más claramente posible qué sucedió y por qué cree que fue discriminado.				
Describa a todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la(s) persona(s) que lo discriminaron (si se conocen), así como los nombres y la información de contacto de cualquier testigo. Si necesita más espacio, utilice el reverso de esta página.				

Sección IV		
¿Ha presentado anteriormente una queja del Título VI ante esta agencia?	Sección V	Sí No
Sección V		
¿Ha presentado esta queja ante alguna otra agencia federal, estatal o local, o ante algún tribunal federal o estatal?		
☐ Sí ☐ No En caso afirmativo, marque todas las que correspondan: ☐ Agencia federal ☐ Tribunal Federal ☐ Agencia Estatal ☐ Tribunal Estatal ☐ Agencia Local		
Proporcione información de contacto sobre una persona de contacto en la agencia/tribunal donde se presentó la queja.		
Nombre:		
Título:		
Agencia:		
Dirección del edificio:		
Número Telefónico:		
Sección VI		
Nombre de la agencia contra la cual se presenta la queja:		
Persona de contacto:		
Título:		

Puede adjuntar cualquier material escrito u otra información que considere relevante a su queja.
Se requiere firma y fecha a continuación

Firma

Fecha

Por favor, envíe este formulario personalmente a la dirección que figura a continuación, o envíelo por correo a:

Trailblazer Transit
Attn: Gary R. Ludwig, Executive Director
207 West 11th Street
Glencoe, MN 55336
gludwig@trailblazertransit.com