



Title VI Program

2022

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Prepared by:

**Tulare County Association of Governments
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Visalia, CA 93291
(559) 623-0450**

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

TULARE COUNTY REGIONAL TRANSIT AGENCY (TCRTA)

TCRTA STAFF

Richard Tree, Executive Director

TCRTA is currently receiving support from the Tulare County Association of Governments (TCAG).

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I. Introduction

Tulare County Regional Transit Agency (TCRTA)

Federal Transit Administration (FTA) Circular 4702.1B requires Tulare County Regional Transit Agency (TCRTA) as a provider of public transit that receives federal funds to prepare a Title VI Program triennially. TCRTA was recently created to consolidate transit services within Tulare County. Tulare County Association of Governments (TCAG) led the effort to improve regional transit service by facilitating the creation of TCRTA. This was a lengthy process in which all eight incorporated cities and the County of Tulare were involved. The Joint Powers Agreement creating the Tulare County Regional Transit Agency was effective August 11, 2020. There are eight member agencies in the TCRTA, including the City of Dinuba, City of Exeter, City of Farmersville, City of Lindsay, City of Porterville, City of Tulare, City of Woodlake, and the County of Tulare. The City of Visalia was the only agency that elected to continue operating their own transit service.

TCRTA provides public transportation within approximately 4,788 square miles of Tulare County. Although TCRTA has the authority to serve a portion of the City of Reedley in Fresno County, a portion of the City of Kingsburg in Fresno/Tulare County, and a portion of the City of Delano in Kern County, its official jurisdictional boundary is confined to its seven member cities and the unincorporated areas of Tulare County. TCRTA provides fixed route (local and commuter), ADA paratransit (demand-response), and on-demand (microtransit) services within its service area.

TCRTA is governed by an 8-member Board of Directors. This Board is composed of one elected representative and an alternate from each of the seven member cities, and one elected representative and an alternate from the County of Tulare. The agency is led by an Executive Director. The Tulare County Association of Governments temporarily provides legal and administrative support.

TCRTA also has a Technical Advisory Committee (TAC), comprised of a representative from each member agency and a representative of the Tulare County Association of Governments, that meets monthly to discuss local transit needs, service planning, and TCRTA projects. In addition, the TCRTA Board of Directors recently approved the formation of Board Executive Committee to involve members of the Board in discussions regarding government affairs, human resources, budget and fiscal policy, funding and purchasing, administrative policy, ADA policy, service planning, etc. The Board Executive Committee will be comprised of four members of the Board of Directors.

TCRTA is committed to ensuring that no person shall be excluded from the equal distribution of transit services based on race, color, or national origin in their programs or activities, and it obligates Federal funding agencies to enforce compliance. The program objectives are as follows:

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

Section 601 of Title VI of the Civil Rights Act of 1964 states the following:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

TCRTA is committed to ensuring all persons have equal access to its projects, programs, and activities. Discrimination on the basis of race, color, national origin, Limited English Proficiency (LEP), sex, age or disability will not be tolerated at any time. The following document establishes a framework to ensure that TCRTA is compliant with Title VI.

II. TCTRA's Title VI Notice to the Public



Notification of Rights Under Title VI

Tulare County Regional Transit Agency (TCRTA) is committed to ensuring that no person shall be excluded from the equal distribution of transit services and amenities because of race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964.

- TCRTA provides its services and programs without regard to race, color, and national origin in full compliance with Title VI.
- Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI while using the transit services of TCRTA may file a complaint with TCRTA.
- For more information about TCRTA's Title VI civil rights program, and the procedures to file a complaint, contact the TCRTA Title VI Coordinator at (559) 623-0450, visit our website <http://www.tularecog.org/>; or visit our administrative office at 210 N. Church St., Suite B, Visalia, CA 93291.
- A complainant may file a complaint directly with the Federal Transit Administration at the following address:

Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor-TCR
1200 New Jersey Ave., SE
Washington, DC 20590

If information is needed in another language, contact (559) 623-0450.

Si se necesita esta información en español, llame (559) 623-0450.

List of Locations Where Title VI Notice is Posted

TCRTA is currently leasing office space out of the TCAG offices, therefore TCRTA's Title VI Notice to the Public is currently posted at the following locations:

- Tulare County Association of Governments (reception area/conference rooms/break room)
210 N. Church St., Suite B
Visalia, CA 93291
- Transit Operations & Maintenance Facility (TOMF) (reception area)
25430 Rd. 140
Visalia, CA 93277
- Dinuba Transit Center (main customer area)
180 W. Merced St.
Dinuba, CA 93618
- Porterville Transit Center (main customer area)
61 W. Oak Ave.
Porterville, CA 93257
- Tulare Transit Center (main customer area)
360 N. K St.
Tulare, CA 93274
- Woodlake (Whitney) Transit Center (main customer area)
201 E. Lakeview Ave.
Woodlake, CA 93286
- TCAG's website: <https://tularecog.org/tcag/about-us/title-vi-program/>
- On-board all TCRTA vehicles (bus car cards)

III. Title VI Complaint Procedures

How to File a Title VI Complaint with TCRTA

Any person who believes he or she has been discriminated against on the basis of race, color, or national origin by TCRTA may file a complaint by completing and submitting TCRTA's Title VI Complaint Form. A complaint may be filed by the individual or by a representative. Complaints must be filed within 180 days after the date of the alleged discrimination. TCRTA will promptly investigate all complete complaints; complaints received with incomplete information may result in delayed investigations and responses.

The following procedures will be followed to investigate formal Title VI complaints:

- Within 10 business days of receiving a written complaint, the Title VI Coordinator or his/her designee shall send a letter to the complainant acknowledging receipt of the complaint and determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing him/her whether the complaint will be investigated by our office and will be provided with a contact name and phone number of the personnel assigned to investigate the complaint.
- The investigation will be conducted and completed within 30 days of the receipt of the formal complaint.
- If more information is needed to resolve the complaint, TCRTA may contact the complainant. The complainant has 10 business days from the date of the request to send the additional information to the investigator assigned to the case (Title VI Coordinator or his/her designee). If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, TCRTA can administratively close the case.
- A case can be administratively closed if the complainant no longer wishes to pursue their case.
- The complainant will be notified in writing of the cause to any planned extension to the 30-day rule.
- Following the investigation, the Title VI Coordinator will issue one of two letters to the complainant: 1) a closure letter or 2) 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. A 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.

- TCRTA's personnel files are confidential; therefore, specific information on disciplinary actions resulting from the complaints will not be divulged.
- If the complainant is unsatisfied with the decision, he/she has 30 days after the date of TCRTA's closure letter or the LOF to appeal to the TCRTA's Board of Governors. The complainant is entitled to review the denial, to present additional information and arguments, and to separation of functions (i.e., a decision by a person not involved with the initial decision to deny eligibility).
- The complainant is entitled to receive written notification of the decision of the appeal and the reasons for it.
- Any timeline set forth herein may be extended by TCRTA upon a showing of good cause. The complainant will be notified in writing of such a change.
- The complainant may also file a complaint directly with the Federal Transit Administration (FTA), by contacting:

FTA Office of Civil Rights
ATTN: Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 20590

<https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>

TCRTA Title VI Complaint Form

SECTION I: Please write legibly		
Name:		
Address:		
City:	State:	ZIP Code:
Telephone:	Secondary Phone (<i>Optional</i>):	
Email Address:		
Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
SECTION II:		
Are you filing this complaint on your own behalf?	YES*	NO
*If you answered "yes" this question, go to Section III.		
If you answered "no" to this question, 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 permission of the aggrieved party to file on their behalf.	YES	NO
SECTION III:		
I believe the discrimination I experienced was based on (<i>check all that apply</i>): <input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin		
Date of alleged discrimination (mm/dd/yyyy)		
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.		

TCRTA Title VI Complaint Form

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SECTION IV:		
Have you previously filed a Title VI complaint with TCRTA?	YES	NO
SECTION V:		
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? <input type="checkbox"/> YES* <input type="checkbox"/> NO		
*If yes, check all that apply:		
<input type="checkbox"/> Federal Agency _____		
<input type="checkbox"/> State Agency _____		
<input type="checkbox"/> Federal Court _____		
<input type="checkbox"/> Local Agency _____		
<input type="checkbox"/> State Court _____		
If you answered "yes" to previous question, provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:		
Agency:		
Address:		
Telephone: _____ Email: _____		
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 are required below to complete form:

Signature _____ Date _____

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

Tulare County Regional Transit Agency
Title VI Coordinator
210 N. Church Street, Suite B
Visalia, CA 93291

List of Title VI Investigations, Complaints, and Lawsuits

TCRTA has not been involved in any Title VI investigations, complaints, or lawsuits.

Below is the summary table TCRTA utilizes to Record Title VI complaints.

Table 3-1				
Tulare County Regional Transit Agency Title VI Complaint Log				
Case #	Date Filed (mm/dd/yyyy)	Basis of Complaint (race, color or national origin)	Status	Disposition action(s) taken
Complaints	None	N/A	N/A	N/A
1.				
2.				
Investigations	None	N/A	N/A	N/A
1.				
2.				
Lawsuits	None	N/A	N/A	N/A
1.				
2.				

IV. Public Participation Plan

Introduction

TCRTA is committed to providing an open and visible decision-making process for its transit services, by involving traditionally under-served persons such as persons of race, color, or national origin, low-income and the elderly, those addressed by the Americans with Disabilities Act (ADA) and Native American tribal governments and communities in any transit-related decisions. This includes implementing strategies for engaging minority, low-income, and Limited English Proficient (LEP) populations while conducting public outreach activities, in accordance with Federal Transit Administration (FTA) Circular 4702.1B Chapter III-5 Promoting Inclusive Public Involvement.

The TCRTA Public Participation Plan establishes strategies for involving the public in transit planning efforts to ensure that all groups are represented, and their needs considered. TCRTA is committed to ensuring it serves its residents fairly, consistently and in the most cost-efficient and appropriate manner within available resources. Through collaboration with riders, prospective riders, and the community at-large, TCRTA will be able to assess the quality of its service, measure potential impacts to the community from TCRTA transit planning and decision-making activities and ensure that it is providing valuable transit services to the residents and visitors of its transit service area.

Identification of Affected Stakeholders

In developing the Public Participation Plan, TCRTA analyzed the demographics for minority, and LEP populations within their transit service area (Cities of Dinuba, Exeter, Farmersville, Lindsay, Porterville, Tulare, Tulare County and Woodlake).

Minority Populations

According to the U.S. Census Bureau, racial and ethnic minority populations are defined as persons other than “non-Hispanic White alone.” Table 4-1 (on the following page) shows a breakdown of the TCRTA’s service area population by race and ethnicity.

Minority populations comprise over 78% of the population within the TCRTA service area. Hispanics are the largest minority, with nearly 67% of the total population. Asians comprise the next largest minority group at 3.6% of the service area’s total population.

Low-Income Populations

According to the U.S. Census Bureau, low-income households are classified as below poverty “if their total family income or unrelated individual income was less than the poverty threshold specified for the applicable family size, age of householder, and number of related children under 18 present.” Low-income populations are less likely to have access to a vehicle making them more dependent on transit for their travel needs.

Table 4-1										
Service Area Population by Race/Ethnicity (U.S. Census April 1, 2020)										
Category	City of Porterville	City of Tulare	City of Exeter	City of Farmersville	City of Dinuba	City of Lindsay	City of Woodlake	Tulare County	Service Area Total	% of Service Area Pop.
Total Population	59,599	68,875	10,321	10,397	24,563	12,659	7,419	274,330	468,163	100.00%
Hispanic	39,096	43,805	4,861	9,222	21,345	10,899	6,707	170,685	306,620	65.49%
White	15,257	19,285	4,789	977	2,407	1,557	467	84,480	129,219	27.60%
Black or African American	357	2,480	144	83	98	51	37	7,042	10,292	2.20%
American Indian & Alaska Native	655	895	134	104	172	51	22	11,222	13,255	2.83%
Asian	2,979	1,584	320	10	368	114	171	13,438	18,984	4.05%
Native Hawaiian & Other Pacific Islander	238	138	0	0	0	0	22	511	909	0.19%
Two or More Races	2,264	6,681	444	1,476	1,719	1,367	497	6,181	20,629	4.41%

Purpose of the Public Participation Plan

As a newly formed transit agency TCRTA is committed to providing an open and visible decision-making process for its transit services. TCRTA, has prepared this Public Participation Plan to involve the public in transit planning efforts. It offers ample opportunities for the public to be involved in the identification of social, economic, and environmental impacts of proposed transit-related decisions. This includes implementing strategies for engaging minority, low-income, and limited English

Proficient (LEP) populations while conducting public outreach activities, in accordance with Federal Transit Administration (FTA) Circular 4702.1B Chapter III-5 Promoting Inclusive Public Involvement. Public participation is a vital part of the process to ensure the transit riders, prospective riders, and the public, are involved in any decisions that are made in the operation of the transit system.

TCRTA will encourage broad comment and input, including complaints, on any proposed fare changes, service changes, and any transit policies to be implemented or already in place.

Public Involvement Processes

The public participation process will be considered at the earliest stages of any TCRTA transit project or decision that may impact the surrounding community, TCRTA riders, or potential riders. Project specific outreach efforts will be tailored to the populations affected and the type of plan, project, or service under consideration.

TCRTA will establish and maintain contacts with local non-profit organizations, advocacy groups, and public agencies that aid minority, low-income, and LEP clients. These agencies have insight into the transportation needs of their clients and prove valuable in overcoming barriers to public participation.

Outreach Strategies

The following strategies will ensure that public input is invited and all foreseeable impacts to the community are considered for all transit projects. The TCRTA may elect to use all or some of these outreach strategies as deemed appropriate to the specific project.

At a minimum, TCRTA staff will implement the following outreach strategies:

- Public meetings will be held in locations that are accessible to transit riders, potential riders, LEP individuals, low-income, minorities and people with disabilities, and will be scheduled at times that are convenient for members of the public to attend. When possible, a video conference (e.g., Zoom) will also be held.
- Public meetings and hearings will be broadly advertised in the community in both English and Spanish. This will be accomplished by placing posters at all TCRTA transit centers, on board all TCRTA buses, at major transit stops, on the TCRTA website and in the local paper.
- Notification will be provided regarding the availability of language assistance at public meetings and hearings. Spanish interpretation or translation at

public meetings will be provided by TCRTA staff, or an outside interpreter, as is appropriate and necessary.

In addition, TCRTA will consider implementing the following outreach strategies to complement minimum requirements, as appropriate:

- Advertise public meetings at additional venues (libraries, community centers, senior centers, human service organizations, schools, etc.), through email blasts, radio, TV, or newspaper ads on stations and in publications that serve LEP populations. Use Instagram, Facebook announcements/ads, Twitter, and other social media sites if appropriate.
- Make presentations to schools, non-profit and community organizations, public agencies, businesses, etc. TCRTA staff will set up a booth at non-profit organizations, and community organizations.
- Coordinate with community- and faith-based organizations, educational institutions, and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities.
- Post schedules and fare information at many locations throughout Tulare County and adjacent counties such as Community Resource Centers, Human Services, Behavioral Health, and Domestic Violence Agencies, as well as common shopping and social areas.
- Attend already existing community meetings and events throughout Tulare County, such as school meetings, local fairs/festivals, parades, faith-based events, and other community activities to invite participation from minority, low-income, and LEP populations who may not attend TCRTA hosted public events.
- Conduct “Travel Trainings” for potential riders (including senior center residents), at community resource centers, and for stakeholders to help them understand how to use the website, ride the bus, and interpret the bus route schedule.
- Coordinate with service agencies to attend or present information at meetings.
- Provide 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.
- Conduct rider surveys on board all TCRTA buses.

Annual Unmet Transit Needs Process

The Tulare County Association of Governments (TCAG), as the regional transportation planning agency for Tulare County, is required under the California Transportation Development Act (TDA) to conduct an annual formal hearing process that solicits information about transit needs within Tulare County. Public participation is a key component of the TDA. Prior to making any allocation to member agencies (such as the TCRTA) not directly related to public transportation services, specialized transportation services, or facilities provided for the exclusive use of pedestrians and bicycles, TCAG must annually identify the unmet transit needs of all residents in the County and those needs that are reasonable to meet. This process involves public outreach and a public hearing before the TCAG Board to solicit comments on unmet transit needs that might be reasonable to meet by establishing or expanding public transportation services, and the adoption by resolution of findings related to public comments. TCRTA is responsible for implementing service changes to accommodate any unmet needs within its jurisdiction that are found to be “reasonable to meet,” prior to receiving TDA funding for that year.

Public comments are invited through a wide array of mailing lists and agency contacts, by surface mail, email, on Facebook (FB) and through testimony received in-person, by phone, or at the hearing. Bilingual posters and comment cards are posted at key stakeholder agencies and community organizations, as well as at all transit centers and onboard all buses that operate within Tulare County including TCRTA. The hearing is conducted in both English and Spanish, and Spanish interpreters are present to assist with public testimony.

The establishment of the Social Service Transportation Advisory Council (SSTAC) was required in the legislation. The SSTAC assists TCAG in soliciting input of transit dependent and transit disadvantaged persons, including the elderly, handicapped, LEP and persons of limited means. TCAG consults with the SSTAC at a publicly advertised meeting regarding Unmet Transit needs. After all the transit providers have reviewed and responded to any comments received via the unmet transit needs process the SSTAC reviews the comments and responses. The Council votes on each need to determine if it is an Unmet Transit Needs that is reasonable to meet, an Unmet Transit Need that is not reasonable to meet, or it is an operational issue and therefore not an unmet transit need. Any comments that are deemed an Unmet Transit Need that is reasonable to meet within the TCRTA service area must be addressed by TCRTA the following fiscal year.

Your Ride.



Your Voice.

March 2022 is Unmet Transit Needs Month!

Tell us how we can make public transportation work for you!
¡Cuéntenos cómo podemos hacer que el transporte público funcione para usted!

We want to hear about ways we can improve transit in Tulare County. Send us a comment or participate in a public hearing! All mailed comments must be received by March 31, 2022



Queremos saber cómo podemos mejorar el tránsito en el condado de Tulare. ¡Envíanos un comentario o participa en una audiencia pública! Todos los comentarios enviados por correo deben recibirse antes del 31 de marzo de 2022.

SEND COMMENTS TO:

210 N. Church Street, Suite B
Visalia, CA 93291

Enviar comentarios a:

559-623-0450 • tcaginfo@tularecog.org

Or Participate in a Public Hearing on
Monday, March 21, 2022 AT 1:00 PM
Lamp Liter Inn
3300 W. Mineral King Ave, Visalia, CA 93291
Or Via Zoom: Toll Free Call In:
1(888) 475-4499
| Meeting ID: 744 710 0343
| Passcode: 82243742
And also MONDAY, MARCH 21, 2022 AT
5:30 PM
Via Zoom only



O participe en una audiencia pública el
Lunes, 21 de marzo de 2022 a las 13:00
Lamp Liter Inn
3300 W. Mineral King Ave, Visalia, CA 93291
O a través de Zoom: Llame gratis al:
1 (888) 475-4499
| ID de la reunión: 744 710 0343
| Código de acceso: 82243742
Y también el Lunes 21 de marzo de 2022 a las 5:30
Solo a través de Zoom

www.tularecog.org

Sa karagdagan impormasyon o para isubmit ang kailangang transportasyon, maari po lamang tumawag sa (559) 623-0450 para mabigyan ng kadagdagang instruksyon.

The SSTAC is comprised of a diverse group of public citizens from the community and takes public comments and/or testimony prior to initiation of each meeting. TCRTA will collaborate with TCAG and attend the SSTAC annual Unmet Transit Needs Public Hearings as well as attend all the quarterly meetings.

TCRTA staff may consult FTA Circular 4703.1 (Environmental Justice Policy Guidance for Federal Transit Administration Recipients <https://www.transit.dot.gov/regulations-and-guidance/fta-circulars/environmental-justice-policy-guidance-federal-transit>) for additional strategies that may be incorporated into the Public Participation Plan.

Public Comment for Fare Increases and Major Service Changes

The FTA requires that all transit agencies operating in urbanized areas hold a public hearing prior to the implementation of a fare increase or a major service change. A “major” service change is defined as a modification that affects 25% or more of a single route, or 25% or more of all routes.

The public hearing will be scheduled as part of a regular TCRTA Board meeting. The hearing will be broadly advertised in the community in both English and Spanish through posters at all transit centers, onboard TCRTA buses, and at major transit stops, on

TCRTA’s website, and in the local newspaper. In addition, 3 x 5 cards will be handed out onboard all TCRTA buses to passengers boarding the bus. The hearing will be advertised through targeted outreach to community organizations and individuals, as appropriate to the proposed change. The public hearing will consist of a staff report before the TCRTA Board, followed by public testimony. Public comments may be submitted in person at the hearing or may be submitted prior to the meeting date. All comments will be presented to the TCRTA Board prior to approval of the proposed fare increases or major service change.



TCRTA ON-DEMAND (MICROTRANSIT) VEHICLE

Public Participation Plan (PPP) Updates

The Public Participation Plan (PPP) is not intended to be a static document. It will be periodically reviewed to evaluate its effectiveness in promoting public participation for LEP persons in TCRTA’s transportation planning processes. The Plan will be comprehensively reviewed every three years (at a minimum) in conjunction with the updating of the Title VI Program. In addition, the PPP is subject to additional updates due to changes in state and federal law and to address any needed changes as a result from the input of the public, other public agencies, organizations, and other stakeholders which represent various segments of the public in transportation planning processes.

TCRTA will continually strive to track and document all our outreach events. Our staff is committed to reach out to all minority, low income and LEP individuals when holding any transportation outreach events.

We want to hear from you!

TCRTA is also holding
PUBLIC HEARINGS
Virtual meeting link will be available at
www.TCRTAcares.com and FaceBook

Wednesday	4/27	6:00 PM
Thursday	4/28	6:00 PM
Wednesday	5/4	6:00 PM
Thursday	5/5	6:00 PM
Monday	5/16	6:00 PM*

*The public is invited to attend in person at
210 N. Church St., Suite B
Visalia, CA 93291

TCRTA is seeking your input regarding the planned changes designed to enhance mobility, improving fare payment and rider experience. Take a few minutes to answer our brief online survey and you could win one of ten \$15 gift cards to local businesses as our way of saying "thank you" for your time!

TCRTAcares
Tulare County Regional Transit Agency

www.TCRTAcares.com

PUBLIC HEARING FLYER APRIL 2022

¡Queremos escuchar de ti!

TCRTA también ha programado
AUDIENCIAS PÚBLICAS
El enlace de la reunión virtual estará disponible en www.TCRTAcares.com y Facebook

Miércoles	4/27	6:00 PM
Jueves	4/28	6:00 PM
Miércoles	5/4	6:00 PM
Jueves	5/5	6:00 PM
Lunes	5/16	6:00 PM*

*Se invita al público a asistir en persona en
210 N. Church St., Suite B
Visalia, CA 93291

TCRTA está buscando su opinión sobre los cambios planificados diseñados para mejorar la movilidad, mejorar el pago de tarifas y la experiencia del pasajero. Tómese unos minutos para responder nuestra breve encuesta y podría ganar una de las diez tarjetas de regalo de \$15 para negocios locales como nuestra forma de decir "gracias" por su tiempo!

TCRTACuidados
Agencia de Tránsito Regional del Condado de Tulare

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PUBLIC HEARING FLYER APRIL 2022 (SPANISH)

V. Limited English Proficiency (LEP) Plan

Introduction

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

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

TCRTA has developed this Limited English Proficiency (LEP) Plan to address the agency's responsibilities as a recipient of federal financial assistance as they relate to the needs of Limited English Proficient individuals (LEP) who wish to use the transit services provided by TCRTA. As defined in Executive Order 13166 LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write, or understand English.

This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

Background

TCRTA administers fixed route (local and commuter), ADA paratransit (demand-response), and on-demand (microtransit) services that are operated by a third-party contractor, Transdev, beginning July 1, 2022. TCRTA has a policymaking board which is made up of several entities (City of Dinuba, Exeter, Farmersville, Lindsay, Porterville, Tulare, County of Tulare and Woodlake. On July 1, 2021, the Tulare County Regional Transit Agency assumed the existing public transportation services from the Cities of Dinuba, Tulare, and Woodlake and is in the process of assuming the services from the County of Tulare and the City of Porterville on July 1, 2022.

In order to prepare this plan, TCRTA undertook the U.S. Department of Transportation (U.S. DOT) four-factor LEP analysis which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter TCRTA transit programs, activities, or services.
2. The frequency with which LEP persons come in contact with TCRTA transit programs, activities, or services.
3. The nature and importance of programs, activities or services provided by TCRTA to the LEP population.
4. The resources available to TCRTA and overall cost to provide LEP assistance.

A summary of the results of TCRTA's four-factor analysis is reflected in the following section.

Four-Factor Analysis

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by TCRTA.

The currently available U.S. Census data was used to determine the geographic boundaries of its service area and identify LEP populations within that area. A review of the 2020 American Community Survey (ACS) revealed that 419,508 individuals live within Tulare County. The survey revealed that 215,904 persons (51.47%) speak a language other than English. In addition, the survey revealed that 111,761 persons (27% of the total population) have limited English proficiency; that is, they speak English less than "very well".

As demonstrated in Table 5-1 below, Spanish is the only language that falls outside of the Safe Harbor Provision of over 5% or 1,000 individuals (whichever is less) of the total population within the service area, with regards to the written translation requirements of written documents.

Table 5-1

TCRTA - Languages Spoken at Home										
Ability to Speak English	Unincorporated areas of Tulare County pop.	%	City of Tulare pop.	%	City of Porterville pop.	%	City of Dinuba pop.	%	City of Exeter pop.	%
<i>Total Population (5 years and older)</i>	130,884	100%	58,720	100%	54,868	100%	22,173	100%	9,627	100%
Speak only English	51,547	39%	31,625	49%	25,092	46%	7,159	30%	6,636	67%
Speak language other than English	79,337	61%	27,095	40%	29,776	54%	15,014	71%	2,991	33%
Speak English less than "very well"	48,358	37%	14,097	22%	16,381	28%	6,141	28%	1,586	20%
Spanish	46,675	36%	12,720	20%	15,067	26%	6,003	27%	1,485	19%
French (incl. Haitian, or Cajun)	0	0.00%	4	0.00%	0	0.0%	0	0.00%	0	0.00%
German or other West Germanic Languages	19	0.01%	0	0.00%	11	0.0%	0	0.00%	18	0.18%
Russian, Polish or other Slavic languages	124	0.09%	9	0.01%	0	0.0%	0	0.00%	0	0.00%
Other Indo-European languages	419	0.32%	767	1.40%	68	0.1%	0	0.00%	83	1.00%
Chinese (incl. Mandarin, Cantonese)	119	0.09%	0	0.09%	118	0.1%	0	0.00%	0	0.00%
Korean	0	0.00%	0	0.00%	5	0.0%	0	0.00%	0	0.00%
Vietnamese	0	0.00%	236	0.05%	265	0.2%	34	0.21%	0	0.00%
Other Asian & Pacific Island Languages	822	0.63%	242	0.30%	507	1.0%	53	0.34%	0	0.00%
Tagalog (incl. Filipino)	36	0.03%	43	0.09%	290	0.6%	17	0.14%	0	0.00%
Arabic	141	0.11%	49	0.02%	55	0.2%	34	0.48%	0	0.00%
Other and unspecified languages	3	0.00%	27	0.02%	0	0.0%	0	0.00%	0	0.00%

Source: U.S. Census Bureau, 2020 American Community Survey

Table 5-1 continued

TCRTA - Languages Spoken at Home								
Ability to Speak English	City of Farmersville	%	City of Lindsay	%	City of Woodlake	%	TOTAL Cities & Tulare County	%
<i>Total Population (5 years and older)</i>	9,965	100%	12,384	100%	6,882	100%	305,134	100%
Speak only English	2,447	25%	2,655	21%	1,445	21%	128,784	42%
<i>Speak language other than English</i>	7,518	75%	9,729	79%	5,437	79%	176,350	58%
Speak English less than "very well"	3,156	35%	6,155	50%	2,618	38%	98,369	32%
Spanish or Spanish Creole	3,147	34%	5,805	47%	2,577	37%	93,410	31%
French (incl. Haitian, Patois, Cajun)	0	0.00%	0	0.00%	41	0.60%	4	0.00%
German or other Germanic Languages	0	0.00%	0	0.00%	0	0.00%	48	0.02%
Russian, Polish or other Slavic languages	0	0.00%	52	0.42%	0	0.00%	191	0.06%
Other Indo-European languages	0	0.00%	0	0.00%	0	0.00%	1,350	0.44%
Chinese (incl. Mandarin, Cantonese)	0	0.00%	16	0.13%	0	0.00%	237	0.08%
Korean	0	0.00%	0	0.00%	0	0.00%	5	0.00%
Vietnamese	0	0.00%	0	0.00%	0	0.00%	535	0.18%
Other Asian & Pacific Island Languages	0	0.00%	43	0.35%	0	0.00%	1,673	0.55%
Tagalog (incl. Filipino)	0	0.30%	0	0.00%	0	0.00%	386	0.13%
Arabic	0	0.00%	239	1.93%	0	0.00%	491	0.16%
Other and unspecified languages	9	0.06%	0	0.00%	0	0.00%	39	0.01%

Source: U.S. Census Bureau, 2020 American Community Survey

2. The frequency with which LEP persons come into contact with TCRTA's services.

TCRTA's contact with LEP persons was determined by reviewing each agency's service's most recent Short Range Transit Plan (SRTP) or by conducting a survey of all transit agency workers (contractor and city transit staff). This review revealed that transit agency staff contact with LEP persons has been primarily with Spanish speakers. Transit staff members and contracted bus drivers provide information about the routes, how to buy a bus pass, request a transit guide, or ask about transit fares. The City of Visalia administers a service for all transit providers in Tulare County called The Greenline. This toll-free bus information help line provides customers and the public with information about routes, schedules, trip planning and other general transit questions regarding all transit services that operate within Tulare County. In the future we will use the Greenline information to track the type of calls being received and how many individuals are Spanish speaking or speak another language other than English. To date, TCRTA has had no requests for interpreters and no requests for translated program documents.

TCRTA staff will continue to collaborate with local community-based organizations about what transit services our agency provides. By continuing the partnerships with these organizations, we will try to reach out to individuals such as LEP, low-income, minority households, the elderly, and those addressed by the Americans with Disabilities Act (ADA).

During the Unmet Transit Needs process TCRTA staff will place bilingual posters in all transit buses, at the transit centers and on some of the bus shelters.

3. The nature and importance of TCRTA's transit services to LEPs lives.

TCRTA is aware that their LEP transit riders use transit to go to and from work, non-emergency medical appointments, appointments to social service agencies, grocery shopping as well as to take advantage of life-enriching activities like school, recreation and social events.

4. The resources available to TCRTA for LEP outreach, as well as the costs associated with that outreach.

TCRTA will provide non-English language translation on their website and any other media used to disseminate information about their transit services. At the present time TCRTA is using the TCAG website to disseminate information about their transit services.

TCRTA will maintain all the existing outreach procedures that were in place. TCRTA has Spanish speaking bus drivers, travel training provide training on a regular basis and there is a full time Spanish speaking employee to ensure that the large portion of Spanish speaking LEP individuals are served. Interpreters will be available (upon

request) at all public hearings to promote attendance and engagement by Spanish speaking LEP persons. TCRTA provides bus schedules, fares, and information about available services in both English and Spanish and the information is available on all buses and in customer service locations. All ridership surveys are provided in English and Spanish. TCRTA will ensure an adequate number of bilingual bus operators and that all customer service representatives are bilingual.

Title VI Outreach Budget

TCRTA was awarded a Sustainable Communities Planning Grant to allow them to provide regional transit outreach for the newly created regional transit agency. The awarded funds total \$97,383 and will span fiscal years 2021/22 and 2022/23. This Regional Transit Outreach project will initiate enhanced interactive transit outreach with the public for the newly created TCRTA. Outreach strategies will be developed and implemented during this project in order to inform the planning of safe, environmentally friendly, efficient, and equitable transit services that help meet the needs of local residents and the community. The outreach will go beyond asking current riders what can be done to improve their transit travel across Tulare County, it will also look at populations with low ridership and strategize how to increase their participation in public transit. Feedback will occur on the topics of public perception, safety, how transit plays a role as an essential service, and look at how transit information is disseminated in Tulare County. All outreach efforts will be conducted in both English and Spanish.

Language Assistance Measures

TCRTA will use a variety of methods to help Tulare County residents access its transit services and inform the public about any fare or service changes to those transit services. The following is a list of the methods that will be used to reach the residents of our county:

- Provide bilingual staffing at all the existing transit centers
- The TCRTA monthly agenda provides a notice that if special assistance is needed to participate in the meeting, including auxiliary aids, translation requests, or other accommodations they can contact our office at least 3 days prior to the meeting.
- All TCRTA documents such as any public hearings and special transportation studies will be posted on the TCRTA website. TCRTA provides translation of its website content into Spanish.

- TCRTA staff will set up a booth at non-profit organizations and community organizations and seek opportunities to provide information about our transit services to LEP, low-income, disabled and minorities;
- Provide non-English translation at meetings or for written documents when necessary or upon request;
- Tailor public participation activities to reflect the unique LEP population within a respective community;
- Avoid complex terminology and technical terms to help target the presentation in a way that is appropriate when addressing the general public and LEP persons;
- Continue the relationships developed with local social service organizations, and public agencies that provide services to LEP persons and seek opportunities to provide information about TCRTA transit services;
- Survey front-line transit staff (contractor staff and TCRTA staff) on an annual basis regarding their experiences with LEP individuals;
- Post the TCRTA Title VI Program on the TCRTA website, at all transit centers and TCRTA facilities;
- When an interpreter is needed, for a language other than Spanish, TCRTA will use a professional interpreter service.

Providing Notice to LEP Persons

In order to make sure the public is aware of the language assistance available from TCRTA, the following will be provided:

- At the present time TCRTA staff work within TCAG's offices so notices will be posted in the reception area and meeting rooms of the TCAG office. When TCRTA establishes a separate office location then the reception area and all meeting rooms will post Title VI notice.
- Notice will be posted on the TCRTA website in Spanish.
- Flyers for major community workshops and similar meetings include instructions on how to request translation services.
- TCRTA will provide a link to the Title VI notice and the complaint forms once the TCRTA website is established.

Monitoring and Updating the LEP Plan

TCRTA will monitor and update the LEP Plan as needed. At a minimum, the LEP Plan will be reviewed and updated every three years in conjunction with TCRTA's submission of their Title VI Program to FTA. TCRTA will monitor and evaluate the LEP Plan as follows:

- The LEP Plan has been assigned to TCRTA's Title VI Coordinator, who will ensure compliance and correct implementation.
- Maintain on-going communication with organizations serving LEP populations.

Staff LEP Training (TCRTA Staff & Contractor Staff)

The following training procedure will be implemented by the TCRTA Title VI Coordinator:

1. Staff will be trained on Title VI procedures and LEP responsibilities.
2. Staff will be informed of the language assistance services offered to the public by TCRTA.
3. Staff will be trained on whom to contact when professional interpreter services are required.
4. Staff will receive training on how to handle a potential Title VI/LEP complaint.
5. Staff will receive training on how to document language assistance requests.

The Title VI Coordinator will develop a schedule for training of new employees about Title VI requirements. Any new employees will be trained about the Title VI requirements.

VI. Minority Representation on Non-Elected Transit Advisory Councils

Title 49 CFR Section 21/5(b)(1)(vii) states that a recipient may not, on the grounds of race, color, or national origin, “deny a person the opportunity to participate as a member of a planning, advisory, or similar body which is an integral part of the program.” Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.

TCRTA has no transit related, non-elected planning boards, advisory councils, or transit advisory committees at this time. If they have any planning and/or transit advisory committees in the future, they will comply with this requirement. TCAG has established a Social Services Transportation Advisory Council (SSTAC). TCRTA will participate in the SSTAC’s meetings throughout the year.

VII. TCRTA Determination of Site or Location of Facilities

TCRTA as the new regional transit provider within Tulare County has no plans for constructing any new transit-related facilities (including storage and maintenance facilities, and operation centers). In determining the site or location of facilities, TCRTA will not make selections with the purpose or effect of excluding persons from, denying them the benefits of, or subjecting them to discrimination on the grounds of race, color, or national origin. At any time TCRTA determines the construction of facilities is needed a Title VI equity analysis will be conducted during the planning stage to ensure the location is selected without regard to race, color, or national origin. Transit stations are not included as they are evaluated during the National Environmental Policy Act (NEPA) process. Bus Shelters are not included as they are transit amenities.

VIII. TCRTA System-Wide Standards & Policies

System-wide service standards (quantitative) and service policies (qualitative) are required of all fixed-route transit providers of public transportation that receive federal financial assistance. While portions of TCRTA fixed routes do operate within an Urbanized Area (UZA) of 200,000 people or more (the Visalia Urbanized Area), the system operates less than 50 fixed-route vehicles in peak service and is therefore not subject to any additional requirements contained within Chapter IV of the FTA Circular 4702.1B. The following service standards and policies are based on the standards developed for TCRTA's legacy services by its member agencies.

This section will demonstrate the means by which each of the existing transit operations fulfill these requirements that are specific to transit providers pursuant to FTA Circular 4702.1B.

Service Standards

To comply with Title VI of the Civil Rights Act of 1964; Title 49, Chapter 53, Section 5332 of the United States Code; and the FTA Circular 4702.1B, the FTA requires all fixed route transit providers of public transportation to develop quantitative service standards for all fixed route modes of operation regarding:

- Vehicle Loads
- Vehicle Headways
- On-time Performance
- Service Availability

Vehicle Load Standards

The average for all loads during the peak operating period should not exceed 1.25 passengers per seat (one standee for every four occupied bus seats, or no more than 25% standees) on the fixed route system. If it is observed that a trip/route is consistently reaching or exceeding a 1.25 load factor, steps will be taken to add frequency or an overload service to minimize over-crowding.

Table 8-1				
Vehicle Loads - Local Fixed Routes				
Service Area: Vehicle Type	Average Passenger Capacities			Peak Period Maximum Load Factor
	Seated	Standing	Total	
25' Cutaway*	14	3	17	1.25
32' Cutaway	18	4	22	1.25
32' Cutaway	29	7	36	1.25
33' Cutaway	20	5	25	1.25
32' Bus*	27	6	33	1.25
35' Bus*	20	5	25	1.25
35' Bus	28	7	35	1.25
40' Bus	32	8	40	1.25

*Includes Emergency/Contingency vehicles.

Table 8-2				
Vehicle Loads - Commuter Routes				
Service Area: Vehicle Type	Average Passenger Capacities			Peak Period Maximum Load Factor
	Seated	Standing	Total	
25' Cutaway*	14	3	17	1.25
32' Cutaway	20	5	25	1.25
32' Cutaway	29	7	36	1.25
32' Bus	29	7	36	1.25
35' Bus	28	7	35	1.25

*Includes Emergency/Contingency vehicles.

Vehicle Headway Standards

Service headways should be such that passenger load standards are not exceeded on a continual basis. TCRTA fixed route buses operate with 30 to 120-minute headways. TCRTA local fixed routes generally operate on a timed-transfer system with headways that typically vary between 30 to 60 minutes throughout the day. TCRTA commuter routes connect communities within the county on headways that typically vary between 30 to 120 minutes throughout the day. Vehicle headways on commuter routes are/will be determined by ridership and available resources to operate the service.

All TCRTA services (local fixed routes, commuter routes, complementary ADA paratransit, and on-demand) operate on the same service days. All local fixed routes operate the same service hours: Monday through Saturday from 7:00 am to 7:00 pm, and limited service on Sundays from 8:00 am to 5:00 pm. Commuter route service hours/days vary by line.

Scheduling involves the consideration of a number of factors including: ridership productivity, transit/pedestrian friendly streets, density of transit-dependent population and activities, relationship to the *Regional Transportation Plan*, relationship to major transportation developments, land use connectivity, and transportation demand management.

Table 8-3		
Vehicle Headways - Local Fixed Routes		
Route Number/Name	Operating Hours	Frequency (minutes)
D1/D3	Monday – Saturday: 7:00 am to 7:00 pm Sunday: 8:00 am to 5:00 pm	60 (or 30/30)
D2/D4	Monday – Saturday: 7:00 am to 7:00 pm Sunday: 8:00 am to 5:00 pm	60 (or 30/30)
P1	Monday – Saturday: 7:00 am to 7:00 pm Sunday: 8:00 am to 5:00 pm	40
P2	Monday – Saturday: 7:00 am to 7:00 pm Sunday: 8:00 am to 5:00 pm	40
P3	Monday – Saturday: 7:00 am to 7:00 pm Sunday: 8:00 am to 5:00 pm	40
P4	Monday – Saturday: 7:00 am to 7:00 pm Sunday: 8:00 am to 5:00 pm	30
P5	Monday – Saturday: 7:00 am to 7:00 pm Sunday: 8:00 am to 5:00 pm	40
P6	Monday – Saturday: 7:00 am to 7:00 pm Sunday: 8:00 am to 5:00 pm	40
T1	Monday – Saturday: 7:00 am to 7:00 pm Sunday: 8:00 am to 5:00 pm	30
T2	Monday – Saturday: 7:00 am to 7:00 pm Sunday: 8:00 am to 5:00 pm	30
T3	Monday – Saturday: 7:00 am to 7:00 pm Sunday: 8:00 am to 5:00 pm	30
T4	Monday – Saturday: 7:00 am to 7:00 pm Sunday: 8:00 am to 5:00 pm	30
T5	Monday – Saturday: 7:00 am to 7:00 pm Sunday: 8:00 am to 5:00 pm	30
T6 (previously T7)	Monday – Saturday: 7:00 am to 7:00 pm Sunday: 8:00 am to 5:00 pm	30

Table 8-4

Vehicle Headways - Commuter Routes		
Route Number/Name	Operating Hours	Frequency (minutes)
DC (Dinuba Connection)	Monday – Friday: 7:00 am to 7:00 pm Summer/Winter Break M-F: 7:00 am to 3:00 pm	60
11X	Monday – Friday: 6:30 am to 9:30 pm Saturday: 9:30 am to 6:30 pm Sunday: 9:30 am to 6:30 pm	60
10	Generally, Monday – Saturday: 5:00 am to 9:00 pm Generally, Sunday: 8:00 am to 8:00 pm	30 120
20	Generally, Monday – Saturday: 5:00 am to 9:00 pm Generally, Sunday: 8:00 am to 8:00 pm	varies*
30	Generally, Monday – Saturday: 5:00 am to 9:00 pm Generally, Sunday: 8:00 am to 8:00 pm	varies*
40	Generally, Monday – Saturday: 5:00 am to 9:00 pm Generally, Sunday: 8:00 am to 8:00 pm	varies*
50	Monday – Friday: 8:30 am to 6:30 am Saturday: 9:30 am to 3:30 pm	varies*
70	Monday – Friday: 6:00 am to 6:30 pm	varies*
80	Monday – Friday: 6:00 am to 6:30 pm	varies*
90	Monday – Friday: 6:00 am to 6:30 pm	varies*

*Schedules vary throughout the day. Routes 70, 80, and 90 are interlined.

On-Time Performance Standard

Ninety (90) percent of all TCRTA fixed route revenue bus trips will depart the route start point and arrive at the route end point within 0 to 5 minutes of the published schedule. No fixed route bus shall depart a designated (published) time point early.

Service Availability Standards

TCRTA will distribute transit service so that 90% of all residents in the incorporated portions of the service area are within ¼ mile of a local bus route or are served by on-demand (microtransit), and 75% of all residents in the unincorporated portions of the service area are within ¾ mile of a commuter bus route or are served by on-demand (microtransit). The ability to provide increased service levels will be determined by ridership and available resources to operate the service.

Bus stops will be spaced at a minimum of 1,320 feet (¼ mile) along each route, excluding interstate/express/commuter service. Stops may be located more closely than listed based on trip attractors, stop activity or demand, transfer points or other land uses that may warrant it provided that the increased stops do not cause operational delays.

Service Policies

To comply with Title VI of the Civil Rights Act of 1964; Title 49, Chapter 53, Section 5332 of the United States Code; and the FTA Circular 4702.1B, the FTA requires all fixed route transit providers of public transportation to develop qualitative service policies for the following procedures:

- Vehicle Assignment
- Transit Amenities

The following service policies are based on the policies developed for TCRTA's legacy services by its member agencies. These service policies will be officially adopted through TCRTA's inaugural Short Range Transit Plan (SRTP).

Vehicle Assignment Policy

The active TCRTA fleet features a mix of gasoline, compressed natural gas (CNG), and battery-electric buses. Buses are assigned to routes such that the passenger and fuel/charge capacity of a vehicle is matched to the operational characteristic of a route. Routes with high ridership require larger buses, and commuter routes with longer distance travel require buses with high fuel/charge capacities. Ridership is reviewed periodically. Ultimately, bus assignments vary from day-to-day based on availability. All vehicles within the TCRTA fleet are equipped with wheelchair lifts, heating, and air conditioning.

Transit Amenities Policy

The installation of transit amenities along TCRTA bus routes is predominantly based on the number of passenger boardings at stops along those routes, and improvements are prioritized based on critical repairs, ADA compliance, and safety.

Benches will be considered for individual stops where the average daily boardings exceed 10 passengers, and shelters (with lighting, if possible) will be considered where the average daily boardings exceed 20 passengers. Priority for benches and shelters will be given to bus stops serving senior housing, facilities that serve clients with mobility impairments, activity centers, and medical facilities.

System and route maps and schedules will be available and accessible at key locations; on the TCRTA, TCAG and other key websites; at all transit centers/hubs, and on-board all fixed route buses. Published timetables will be posted at all time points along a route. All bus stops will be clearly marked with proper signage, and electronic signs will be installed based on key boarding locations and at bus stops with an average per trip boarding of ten or more passengers.

Subrecipient Compliance Requirements

FTA Circular 4702.1B Section 5 requires subrecipients to submit Title VI compliance reports to the recipient from whom they receive funding. The recipient determines the schedule of submittal for the report. TCRTA complies with this requirement for each of its subrecipients as well as in its capacity as a subrecipient.

The Cities of Exeter and Farmersville (both member agencies of TCRTA) receive pass through Federal funding from the City of Visalia/Visalia Transit (VT) and thus are considered by FTA to be subrecipients whose activities must conform to applicable Title VI requirements. The Cities of Visalia, Farmersville and Exeter work collaboratively to provide public transit services within and through Farmersville and Exeter. Fixed route and Dial-A-Ride service in Exeter and Farmersville is provided by VT.

In accordance with FTA Circular 4702.1B, VT requires subrecipients to document that FTA funding was distributed in accordance with the requirements of Title VI by submitting an annual self-certification to demonstrate compliance by asserting whether the subrecipient: developed Title VI complaint procedures; kept records of all Title VI investigations, complaints, and lawsuits; provided meaningful access to persons with limited English proficiency; and provided notice to beneficiaries under Title VI.

TCRTA has been granted a California Department of Transportation (Caltrans) Planning Grant to comply with Title VI requirements.

IX. TCRTA Board Resolution

RESOLUTION: 2022-010

**A RESOLUTION OF THE BOARD OF DIRECTORS
OF THE TULARE COUNTY REGIONAL TRANSIT AGENCY APPROVING
THE TULARE COUNTY REGIONAL TRANSIT AGENCY'S
TITLE VI PROGRAM**

WHEREAS, the Secretary of Transportation is authorized to make grants for public transportation; and

WHEREAS, the Tulare County Regional Transit Agency is interested in making applications for available Federal funds to support local transit services; and

WHEREAS, the contract for financial assistance will impose certain obligations upon the applicant, including provisions for the local share of project costs; and

WHEREAS, it is required by the U.S. Department of Transportation in accordance with the provisions of Title VI of the Civil Rights Act of 1964, in connection with the filing of an application for assistance under 49 U.S.C. Chapter 53, the applicant gives an assurance that it will comply with Title VI of the Civil Rights Act of 1964 and the U.S. Department of Transportation requirements thereunder; and

WHEREAS, the Federal Transit Administration requires an active Title VI Program.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF THE TULARE COUNTY REGIONAL TRANSIT AGENCY, does hereby approve the Tulare County Regional Transit Agency's Title VI Program attached hereto as Exhibit 1, effective through July 31, 2025.

BE IT FURTHER RESOLVED, the Executive Director is hereby authorized to execute and file with such applications an assurance, or any other documents required by the U.S. Department of Transportation effectuating the purpose of Title VI of the Civil Rights Act of 1964.

PASSED AND ADOPTED this 22nd day of June 2022 by the Board of Directors of the Tulare County Regional Transit Agency.

RESOLUTION: 2022-010

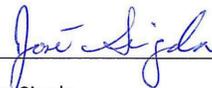
THE FOREGOING RESOLUTION was adopted upon motion of Member Thusu and seconded by Member Gomez at meeting thereof held on the 22nd day of June 2022.

AYES: Thusu, Gomez, Sigala, Martinez, and Valero

NOES:

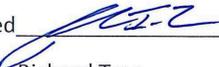
ABSTAIN:

ABSENT: Garver, Caudillo, and Stowe

Signed  _____
Jose Sigala
Board Chair

ATTEST:

I HEREBY CERTIFY that the foregoing Resolution 2022-010 was duly adopted by the Board of Directors of the Tulare County Regional Transit Agency at a regular meeting thereof held on the 22nd day of June 2022.

Signed  _____
Richard Tree
Executive Director

X. TCRTA Appendices

Appendix A: Title VI Notice to the Public (Spanish)

Appendix B: Title VI Complaint Form (Spanish)

Appendix C: FTA Title VI Program Checklist

Appendix A

Title VI Notice to the Public (Spanish)



Notificación al Público de los Derechos del Título VI

Tulare County Regional Transit Agency (TCRTA) opera sus servicios sin consideración a raza, color de piel, y origen nacional de acuerdo con el Título VI de la Ley de Derechos Civiles. Cualquier persona que crea que ha sido agraviada por cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja con TCRTA.

- Para obtener más información sobre el programa de derechos civiles del Título VI de TCRTA y los procedimientos para presentar una queja, comuníquese con el Coordinador del Título VI de TCRTA, correo electrónico (559) 623-0450; o visite nuestra oficina administrativa al 210 N. Church St., Suite B, Visalia, CA 93291. Para más información, visita <http://www.tularecog.org/>.
- Un reclamante puede presentar una queja directamente con la Administración Federal de Tránsito en la siguiente dirección:

Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor-TCR
1200 New Jersey Ave., SE
Washington, DC 20590

If information is needed in another language, contact (559) 623-0450

Si se necesita esta información en español, llame (559) 623-0450

Appendix B

TCRTA Title VI Complaint Form (Spanish)

SECCIÓN I:		
Nombre:		
Dirección (física):		
Ciudad:	Estado:	Código postal:
Teléfono:	Teléfono secundario (<i>opcional</i>):	
Correo electrónico:		
Requisitos accesible en que formato:	<input type="checkbox"/> Letra Grande	<input type="checkbox"/> Texto en cinta
	<input type="checkbox"/> Teletipo	<input type="checkbox"/> Por Otros Medios
SECCIÓN II:		
¿Está usted presentando esta queja en su propio nombre?	SÍ*	NO
*Si contestó "sí" a la pregunta anterior, pase a la Sección III.		
Si contestó "no" ¿de parte de quien está usted presentando esta queja?		
¿Qué es su relación con esta persona?:		
Por favor, explique por qué está presentando esta queja a nombre de otra persona:		
Por favor, confirme que ha recibido el permiso de la persona agraviado para presentar esta queja en su nombre.	SÍ	NO
SECCIÓN III:		
Creo que la discriminación a que fue sometido fue a causa de (<i>marque todo lo que aplique</i>): <input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Origen Nacional		
Fecha de la presunta discriminación (mm/dd/aaaa)		
Explique lo más claramente posible lo que pasó y por qué cree que fue discriminado. Incluya detalles específicos, tales como el nombre y la información de contacto de la persona(s) que lo discriminó (si se conoce), así como los nombres y la información de contacto de algún posible testigo, y cualquier otra información que nos ayudará a investigar su denuncia. Sí necesita más espacio para escribir, por favor use el dorso de esta forma.		

Appendix B

TCRTA Title VI Complaint Form (Spanish): Page 2

SECCIÓN IV:		
¿Ha presentado anteriormente una queja del Título VI con TCRTA?	SÍ	NO
SECCIÓN V:		
¿Ha presentado esta queja con alguna otra organización federal, estatal o local, o ante algún tribunal federal o estatal? [] SÍ* [] NO *Sí contesto "sí" a la pregunta anterior, marque todo lo que aplique: [] Agencia Federal _____ [] Agencia Estatal _____ [] Tribunal Federal _____ [] Tribunal Estatal _____ [] Agencia Local _____		
Sí contesto "sí", proporcione la información de contacto de un representante de la agencia/tribunal donde se presentó la queja.		
Nombre:		
Título de contacto:		
Agencia/Tribunal:		
Contacto dirección (agencia/tribunal):		
Teléfono de contacto (agencia/tribunal):		
Correo electrónico de contacto:		
SECCIÓN VI:		
Nombre de la agencia que la queja es en contra:		
Persona de contacto:		
Título de contacto:		
Teléfono de contacto:		

Puede adjuntar cualquier material escrito o cualquier información que usted considere relevante a su queja. La presentación de esta queja con TCRTA no le impide presentar una denuncia ante la Administración Federal de Tránsito.

Firma y la fecha son requeridos abajo para completar el formulario:

Firma _____ Fecha _____

Por favor envíe esta forma en persona o por correo a la siguiente dirección:

TCRTA Coordinador del Título VI
210 N. Church St., Suite B
Visalia, CA 93291

Appendix C

FTA Title VI Program Checklist

FTA C 4702.1B

App. A-1

APPENDIX A

TITLE VI PROGRAM CHECKLIST

Every three years, on a date determined by FTA, each recipient is required to submit the following information to the Federal Transit Administration (FTA) as part of their Title VI Program. Subrecipients shall submit the information below to their primary recipient (the entity from whom the subrecipient receives funds directly), on a schedule to be determined by the primary recipient.

General Requirements (Chapter III)

All recipients must submit:

- Title VI Notice to the Public, including a list of locations where the notice is posted
- Title VI Complaint Procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint)
- Title VI Complaint Form
- List of transit-related Title VI investigations, complaints, and lawsuits
- Public Participation Plan, including information about outreach methods to engage minority and limited English proficient populations (LEP), as well as a summary of outreach efforts made since the last Title VI Program submission
- Language Assistance Plan for providing language assistance to persons with limited English proficiency (LEP), based on the DOT LEP Guidance
- A table depicting the membership of non-elected committees and councils, the membership of which is selected by the recipient, broken down by race, and a description of the process the agency uses to encourage the participation of minorities on such committees
- Primary recipients shall include a description of how the agency monitors its subrecipients for compliance with Title VI, and a schedule of subrecipient Title VI Program submissions
- A Title VI equity analysis if the recipient has constructed a facility, such as a vehicle storage facility, maintenance facility, operation center, etc.
- A copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved the Title VI Program. For State DOT's, the appropriate governing entity is the State's Secretary of Transportation or equivalent. The approval must occur prior to submission to FTA.
- Additional information as specified in chapters IV, V, and VI, depending on whether the recipient is a transit provider, a State, or a planning entity (see below)

Requirements of Transit Providers (Chapter IV)

All Fixed Route Transit Providers must submit:

- All requirements set out in Chapter III (General Requirements)
- Service standards

- Vehicle load for each mode
- Vehicle headway for each mode
- On time performance for each mode
- Service availability for each mode
- ☑ Service policies
 - Transit Amenities for each mode
 - Vehicle Assignment for each mode

Transit Providers that operate 50 or more fixed route vehicles in peak service and are located in an Urbanized Area (UZA) of 200,000 or more people must submit:

- Demographic and service profile maps and charts
- Demographic ridership and travel patterns, collected by surveys
- Results of their monitoring program and report, including evidence that the board or other governing entity or official(s) considered, was aware of the results, and approved the analysis
- A description of the public engagement process for setting the “major service change policy,” disparate impact policy, and disproportionate burden policy
- Results of service and/or fare equity analyses conducted since the last Title VI Program submission, including evidence that the board or other governing entity or official(s) considered, was aware of, and approved the results of the analysis

Requirements of States (Chapter V)

States must submit:

- All requirements set out in Chapter III (General Requirements)
- The requirements set out in Chapter IV (Transit Provider) if the State is a provider of fixed route public transportation
- Demographic profile of the State
- Demographic maps that show the impacts of the distribution of State and Federal funds in the aggregate for public transportation projects
- Analysis of the State’s transportation system investments that identifies and addresses any disparate impacts
- A description of the Statewide planning process that identifies the transportation needs of minority populations
- Description of the procedures the agency uses to ensure nondiscriminatory pass-through of FTA financial assistance
- Description of the procedures the agency uses to provide assistance to potential subrecipients, including efforts to assist applicants that would serve predominantly minority populations

Requirements of MPOs (Chapter VI)

Metropolitan Planning Organizations and other planning entities must submit:

- All requirements set out in Chapter III (General Requirements)

- The requirements set out in Chapter IV (Transit Provider) if the MPO is a provider of fixed route public transportation
- Demographic profile of the metropolitan area
- A description of the procedures by which the mobility needs of minority populations are identified and considered within the planning process
- Demographic maps that show the impacts of the distribution of State and Federal funds in the aggregate for public transportation projects
- Analysis of the MPO's transportation system investments that identifies and addresses any disparate impacts
- Description of the procedures the agency uses to ensure nondiscriminatory pass-through of FTA financial assistance (if requested)
- Description of the procedures the agency uses to provide assistance to potential subrecipients in a nondiscriminatory manner (if requested)