City of Visalia

Federal Transit Administration
TITLE VI PROGRAM

Adopted: May 17, 2021
Resolution No. 2021- 25

Prepared for:

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Prepared by:

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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.

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CITY OF VISALIA

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SECTION 1: NOTICE TO THE PUBLIC

The City of Visalia provides both fixed route and demand-response transit service to the general public. The service is marketed as Visalia Transit (VT). The City is committed to ensuring that no person shall be excluded from the equal distribution of VT services and amenities because of race, color or national origin in accordance with Title VI of the Civil Rights Act of 1964.

Discrimination under Visalia Transit's Title VI Program is an act (action or inaction) whether intentional or unintentional, through which a person believes that he or she, individually, or as a member of any specific class of persons, has been excluded from participation in, been denied the benefits of, or been subjected to discrimination on the basis of race, color, national origin, sex, age, disability or income level, under any program or activity receiving financial assistance from the U.S. Department of Transportation (USDOT), with regard to:

- The availability and equitable distribution of transit services and benefits;
- The level and quality of transit service that are sufficient to provide equal access and mobility for all persons;
- The opportunity to participate in the transit planning and decision making processes; and,
- The right to fair decisions on the location of transit services and facilities.

The City of Visalia's Title VI non-discrimination notice (see page 1-2) is posted at all City of Visalia Transit-owned facilities, in places that are easily accessible and generally visited by the general public and City/transit employees. The public notice is also posted on every transit vehicle utilized by the City of Visalia for purposes of public transportation. The notice is posted in both English and Spanish (the web-based notice is posted in English, but can be translated to other languages via a Google Translate link). Spanish is the predominate language spoken by residents within the service area who do not speak English as their first language.

- Visalia Transit Center (main customer area)
  425 E. Oak Ave., Visalia, CA 93291
- Visalia Transit Administrative Office (lobby/reception area)
  425 E. Oak Ave., Suite 301, Visalia, CA 93291
- Visalia Transit Operations and Maintenance Facility (lobby/reception area)
  525 N. Cain St., Visalia, CA 93292
- On-board all Visalia Transit vehicles (bus car cards)
- The City of Visalia's website (Visalia Transit-Title VI page)
  http://www.visalia.city/depts/transportation_services/transit/title_vi.asp

TITLE VI

Passenger Rights

- The City of Visalia operates its Transit services without regard to race, color and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Visalia.
- For more information on the City's Civil Rights program, and obligations and procedures to file a complaint, contact 713.4100 or visit our office at 425 E. Oak Ave, Ste. 301, Visalia

VISALIA

www.VisaliaTransit.com

Los Derechos de Pasajeros

- La ciudad de Visalia opera sus servicios de Transito sin consideracion a raza, color de piel, nationalidad ni origen de acuerdo con Titulo VI del Acto de Derechos Civiles. Cual quier persona que siente que se le ha desciminado puede exponer su queja con la Ciudad de Visalia.
- Para mas informacion respecto al programa de Derechos Civiles se puede llamar 713.4100 o visitar nuestra ofecina en 425 E. Oak Ave. Ste. 301, Visalia

VISALIA

www.VisaliaTransit.com

SECTION 2: COMPLAINT PROCEDURES

How to File a Title VI Complaint with the City of Visalia

Any individual or group that believes she or he has been discriminated against on the basis of race, color, national origin, sex, age, disability and/or income level with regards to any City of Visalia transit service, program, activity, or facility may file a Title VI complaint by completing and submitting a Visalia Transit Title VI Complaint Form. A complaint may be filed by the affected party or by a representative within 180 days after the date of the alleged discrimination. The complaint must be made in writing and signed by the complainant or her/his representative. Provisions will be made for persons with limited English proficiency, and in cases where the complainant is unable or incapable of providing a written statement, the City of Visalia will, if necessary, assist the complainant in converting verbal complaints to writing and will interview the complainant. The City of Visalia will promptly investigate all complete complaints; complaints received with incomplete information may result in delayed investigations and responses. At a minimum, the complaint should include the following information:

- Name, mailing address, and complainant's contact information (i.e., telephone number, address, email, etc.)
- How, when, where, and why complainant alleges she/he was discriminated against.
- Complainant's signature.
- Any additional information that might be helpful.

Complaint forms (and instructions) can be obtained at:

- Visalia Transit Center (Administrative Office)
  425 E. Oak Ave., Suite 301, Visalia, CA 93291
  Or by calling: (559) 713-4100
- The City of Visalia's website (Visalia Transit-Title VI page)
  http://www.visalia.city/depts/transportation_services/transit/title_vi.asp

All complaints alleging discrimination should be submitted in writing directly to the City at the address listed below. The City's Title VI Coordinator shall be responsible for overseeing investigations and responses to complaints of discrimination.

City of Visalia Transit Division
Attn: Title VI Coordinator
425 E. Oak Ave., Ste. 301
Visalia, CA 93291

A complainant may also file a complaint directly with the Federal Transit Administration, by contacting:

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

https://www.transit.dot.gov/title6

Visalia Transit Title VI Complaint Form

VISALIA TRANSIT

OFFICE USE ONLY - COMPLAINT FOLLOW UP

DATE RECEIVED: _____ Follow Up: Call Date / Time / Contact made? Y or N:

COMPLAINT # : _____ 1st Call: _____ /_____ / _____

REVIEWED BY: _____ 2nd Call: _____ /_____ / _____

3rd Call: _____ /_____ /_____

COMMENT / COMPLIMENT / COMPLAINT

STEP 1

☐ MR. ☐ MRS. PHONE NUMBER / E-MAIL :

ADDRESS: CITY: STATE: ZIP CODE:

LOCATION OF INCIDENT:

DATE OF INCIDENT: TIME: ROUTE #: BUS # :

NAME/DESCRIPTION OF PERSON(S) INVOLVED:

↓ PLEASE CHECK APPROPRIATE BOX ↓

☐ GENERAL COMMENT/ COMPLIMENT/ COMPLAINT → SKIP TO SECTION 1

☐ TITLE VI-DESCRIMINATION AGAINST RACE, COLOR, ORIGIN, SEX, ETC. → SKIP TO SECTION 2

☐ ADA-AMERICANS WITH DISABILITIES ACT COMPLAINT- SKIP TO SECTION 3 → SKIP TO BACK PAGE

STEP 2

SECTION 1-GENERAL COMMENT/ COMPLIMENT/ COMPLAINT:

HELP US UNDERSTAND THE NATURE OF YOUR COMMENT/ COMPLIMENT/ COMPLAINT:

SECTION 2 - TITLE VI COMPLAINT-DESCRIMINATION AGAINST RACE, COLOR, ORIGIN, SEX, ETC.

DID YOU FILE THIS COMPLAINT WITH ANOTHER FEDERAL, STATE, OR LOCAL AGENCY? ☐ NO ☐ YES, SELECT ALL THAT APPLY:

☐ FEDERAL AGENCY ☐ STATE AGENCY ☐ LOCAL AGENCY ☐ FEDERAL COURT ☐ STATE COURT

PLEASE PROVIDE THE CONTACT INFORMATION OF THE COURT OR AGENCY WHERE YOU FILED THE COMPLAINT:

HELP US UNDERSTAND THE NATURE OF YOUR COMPLAINT:

Page 1 of 2

SECTION 3-ADA (AMERICANS WITH DISABILITIES) COMPLAINT

→ In cases where the complainant is unable or incapable of providing a written statement, if necessary, the City of Visalia will assist the person in converting verbal complaints to writing and will interview the complainant. The complainant or his/her representative will sign all complaints.

→ *Title II of the Americans with Disabilites Act of 1990 Title II-Public Services, section 202: discrimination states:*

Subject to the provisions of this title, no qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity, or be subjected to discrimination by any such entity.

→ *The law sets forth specific requirements for vehicle and facility accessibility and the provision of service, including complimentary paratransit service.*

PERSON FILING THE COMPLAINT:

☐ SAME AS COMPLAINANT

FIRST / LAST NAME: PHONE NUMBER / E-MAIL:

HELP US UNDERSTAND THE NATURE OF YOUR COMPLAINT:

STEP 3

PLEASE SIGN BELOW (ATTACH ANY DOCUMENTS THAT PERTAIN TO THIS INCIDENT)

SIGNATURE : DATE:

** OPTIONAL - DO YOU HAVE A SUGGESTION AS TO HOW TO BEST CORRECT THE VIOLATION?
(ANY SUGGESTION(S) WILL BE APPRECIATED)

A complaint must be filed within one-hundred and eighty (180) days after the incident.

RETURN TO:
CITY OF VISALIA
TRANSIT DIVISION
425 E OAK AVENUE., STE 301
VISALIA, CA 93291

OFFICE USE ONLY - VISALIA TRANSIT

DATE RECEIVED:_____

COMPLAINT # : _____

EMAILED: _____

REVIEWED BY: _____

Page 2 of 2

Visalia Transit Title VI Complaint Form (Spanish)

VISALIA TRANSIT

PARA USO DE OFICINA- COMPLAINT FOLLOW UP	
DATE RECEIVED: _____	Follow Up: Call Date / Time / Contact made? Y or N:
COMPLAINT # : _____	1st Call: _____/_____/ _____
REVIEWED BY: _____	2nd Call: _____/_____/ _____
	3rd Call: _____/_____/_____

COMENTARIO / CUMPLIMIENTO / RECLAMO

Paso 1

☐ SEÑOR ☐ SEÑORA NÚMERO DE TELÉFONO / CORREO ELECTRÓNICO:

DOMICILIO: CIUDAD : ESTADO: CÓDIGO POSTAL:

UBICACIÓN DEL INCIDENTE:

FECHA DEL INCIDENTE: HORA: # RUTA : # DE AUTOBUS:

NOMBRE / DESCRIPCIÓN DE LA (S) PERSONA (S) INVOLUCRADA (S):

↓ POR FAVOR MARQUE LA CAJA APROPIADA ↓

☐ COMENTARIO GENERAL / CUMPLIMIENTO / RECLAMO → PASE A LA SECCIÓN 1

☐ TÍTULO VI: DESCRIMINACIÓN CONTRA RAZA, COLOR, ORIGEN, SEXO, ETC. → PASE A LA SECCIÓN 2

☐ DEMANDA DE LA LEY DE ADA-AMERICANOS CON DISCAPACIDADES - PASE A LA SECCIÓN 3 →PASE A LA PÁGINA ANTERIOR

PASO 2

SECCIÓN 1 - COMENTARIO GENERAL / CUMPLIMIENTO / RECLAMO:

AYÚDENOS A COMPRENDER LA NATURALEZA DE SU COMENTARIO / CUMPLIMIENTO / RECLAMO:

SECCIÓN 2 - TÍTULO VI RECLAMO-DESCRIMINACIÓN EN CONTRA DE RAZA, COLOR, ORIGEN, SEXO, ETC.

¿PRESENTÓ ESTA RECLAMO CON OTRA AGENCIA FEDERAL, ESTATAL O LOCAL? ☐NO ☐SI SELECCIONE TODO LO QUE APLIQUE:

☐ AGENCIA FEDERAL ☐ AGENCIA ESTATAL ☐ AGENCIA LOCAL ☐ TRIBUNAL FEDERAL ☐ TRIBUNAL DE ESTADO

POR FAVOR PROPORCIONE LA INFORMACIÓN DE CONTACTO DEL TRIBUNAL O LA AGENCIA DONDE PRESENTÓ RECLAMO:

AYÚDENOS A COMPRENDER LA NATURALEZA DE SU RECLAMO:

Page 1 of 2

SECCIÓN 3-ADA (AMERICANOS CON DISCAPACIDADES) RECLAMO

En los casos en que el demandante no pueda proporcionar una declaración por escrito, de ser necesario, la Ciudad de Visalia ayudara a la persona a convertir los reclamos verbales en redacción y entrevistará al denunciante. El denunciante o su representante firmará todas los reclamos..

→ ***Titulo II de ADA-AMERICANOS CON DISCAPACIDADES de 1990 Titulo II-Servicios públicos, SECCIÓN 202: discriminación declara:***

Prohíbe discriminación por motivos de discapacidad por parte de "entidades públicas", las cuales consisten de programas, servicios y actividades ofrecidos por gobiernos estatales y locales.

Requiere que entidades públicas procuren que sus programas, servicios y actividades sean accesibles a personas con discapacidades.

Describe los requisitos para auto-evaluación y planificación; para hacer modificaciones razonables a las políticas, prácticas y procedimientos para evitar discriminación donde sea necesario; para la identificación de barreras arquitectónicas; y para comunicarse eficazmente con personas con discapacidades auditivas, visuales y del habla.

→ ***La ley establece requisitos específicos para el acceso a los vehículos y las instalaciones y la provisión de servicios, incluyendo servicio de paratransporte por cortesía.***

PERSONA QUE PRESENTA LA

☐ **IGUAL QUE QUERELLANTE:**

PRIMER NOMBRE / APELLIDO: **NÚMERO DE TELÉFONO / CORREO ELECTRÓNICO:**

AYÚDENOS A COMPRENDER LA NATURALEZA DE SU RECLAMO:

PASO 3

POR FAVOR FIRMAR A CONTINUACIÓN (ADJUNTE CUALQUIER DOCUMENTO QUE CORRESPONDA A ESTE INCIDENTE)

FIRMA : **FECHA:**

****OPCIONAL: ¿TIENE ALGUNA SUGERENCIA EN CUANTO A LA MEJOR CORRECCIÓN DE LA VIOLACIÓN? (CUALQUIER SUGERENCIA SERÁ APRECIADA)**

Un reclamo debe presentarse dentro de ciento ochenta (180) días después del incidente.

VOLVER A:
CIUDAD DE VISALIA
DIVISIÓN DE TRÁNSITO
425 E OAK AVENUE., STE 301
VISALIA, CA 93291

PARA USO DE OFICINA - VISALIA TRANSIT

DATE RECEIVED:

COMPLAINT # :

EMAILED:

RECEIVED BY:

List of Transit-Related Title VI Investigations, Complaints, and Lawsuits

Following is a list of transit-related Title VI complaints that the City of Visalia has received since its last report to the Federal Transit Administration (FTA). The City has not conducted any formal investigations or been a party to any lawsuits regarding Civil Rights violations since its last report to FTA.

Table 2-1: Title VI Investigations, Complaints, and Lawsuits

	Date (filed)	Summary (of allegation)	Status	Action(s) Taken
Investigations	None	None	None	None
Complaints				
1	01/16/2018	Passenger was refused service due to a bag of recyclables he was carrying. He states they were small enough to be carried on his lap, and they were not leaking. Passenger feels like it was due to his Jewish heritage. Basis of Complaint: Race	01/16/2018	Multiple attempts to contact passenger have been made. Video was pulled. The driver was within policy by informing passenger he could not bring recyclables on the bus. The driver was not rude or disrespectful. The passenger did become upset using profanity towards driver and making inappropriate comment.
2	05/02/2018	PASSENGER: Passenger's wife is white and every time they take the bus, the bus driver always gives them verbal attacks and starts telling them they cannot ride the bus. Today she verbally attacked passenger about smelling like marijuana.	05/02/2018	MV Transportation will continue to place a strong and compelling interest in customer satisfaction and safety throughout our division of drivers. At this time, we are requesting that at the very least this passenger is banned from riding this driver's bus.
3	07/13/2018	Passenger was on the bus and witnessed bus driver pass several stops with people on them. He believes the bus driver was only picking up white people and nobody of color. There was another complaint made same time from an actual person standing at one of the bus stops passenger was talking about.	07/03/2018	Viewed video, however, was not recording at the time. Spoke with driver and he does not recall any such incident happening. Checked all complaints that day and no one else complained about missing 7A. Spoke with complainant and apologized and told him we don't tolerate discrimination.

4	08/17/2018	Caller was waiting for 7B at Transit, Bus driver was on bus eating fruit with door closed. Maria knocked on door. The bus driver ignored her. She feels as though bus driver ignored her request to board the bus because she is Mexican. She would like a call back.	08/21/2018	MV Transportation has complete an investigation - Bus driver was on break. Formal written letter is on file.
5	09/14/2018	Passenger complaint that the driver was discriminating on a Caucasian couple for not allowing them to board the bus with two large and full grocery carts.	09/14/2018	The review found the driver acted within Visalia Transit guidelines by exercising good judgement and common sense in this case. The driver called dispatch to ask for a Supervisor to assist with the decision by the time the Supervisor arrived the passengers had already left. The passenger in the bus that made the complaint is heard in the video telling the Caucasian male to report the driver for not allowing him to board the bus and the Caucasian male responds that "he has nothing against the driver that he is only doing his job." The couple left and did not complain, they accepted the driver's decision and made alternative means of transportation.
6	09/14/2018	Sofie, was riding bus 2. and was seated in a seat that allowed her to have her walker in front of her. Bus driver did not allow a couple on the bus. Sofie said the actions towards the "white" couple were of race nature while the bus driver was friendly to the Hispanic woman.	09/14/2018	Review found that the driver had acted within Visalia Transit guidelines. The driver called supervisor to assist with decision making, the passenger was heard telling the couple they should report the bus driver. The couple said they were not mad at the bus driver he was just doing his job.
7	11/06/2018	Torry was waiting to ask a question and Daniel ignored then. Filing complaint based on color	11/06/2018	Roxanne spoke with the passenger to get additional information regarding the complaint on 11/17/18. The driver named in the complaint was not at the TC at the time given (was at Ferguson/County Center). When the passenger was called he said he was having a bad day, as his car had broken down and just wanted bus

				information. He stated he did not want the driver to get in trouble. We were unable to substantiate the claim with the information available to us. If the City would like to pull the videos from the TC from that date/time we can see if we are able to witness any interaction.
8	01/06/2019	Complainant was exiting the bus via the rear door and the driver closed the door abruptly catching her left foot. She also claims that there was a Hispanic couple waiting to board at the stop and the driver closed the door so that they would not board.	01/16/2019	The review found that upon exiting the bus, complainant was followed by a male passenger thus making it impossible for complainant's foot to get caught in the door. Operations Manager, reviewed the video footage and saw there was no Hispanic couple waiting to board. There was only one male and He boarded the bus with no issue. No further information was provided or available to substantiate the claim.
9	01/23/2020	Passenger reported a feeling of discrimination by a driver. Upon entering the bus the driver turned off the heater, when asked to turn it back on passenger reported he was given a look "like he was crazy for asking" Passenger asked multiple times to please turn it on. When driver turned on the heater it was left on only briefly. Passenger reported that this had happened other times in the past. Basis of complaint: Race	Completed 01/27/2020	The review found the driver was not at any point being rude nor discriminatory. Safety Manager and supervisor reviewed video footage and found that the driver turned the heater on high after being requested and driver closed the driver window as a courtesy so that no cool air would enter the bus. It was also observed that the driver did not reach for the heater controls while the passenger was boarding, so he did not turn the heater off at that time.
10	06/26/2020	Passenger stated that she felt discriminated against because the bus driver asked her to toss her drink even though she had a lid on the drink. She's Hispanic. She feels this way because a white family boarded the bus and the driver allowed the family to eat and drink on the bus.	Completed 9/26/20	First Transit has completed an investigation of the Title VI complaint. After reviewing the footage, it was found that there was no interaction with any female Hispanic passenger and the driver in regard to tossing a drink. The footage did show customer eating but the food was in a backpack and not visible to the driver. Road supervisors, dispatchers, and drivers have

		Basis of complaint: Race		been refreshed in the monthly meetings about giving great customer service. We will continue to monitor and ensure that the drivers have the training in customer service as well as the City of Visalia's policies regarding food and drinks on the units.
11	01/11/2021	Passenger called and stated that he was attempting to board the bus thru the rear door and the driver opened the front door. He also claimed that he requested the driver turn on the heater and the driver ignored his request. He believes that this was an intentional discrimination against his race.	01/20/2021	First Transit has completed an investigation of the Title VI complaint. After reviewing the video footage, it was found that the complaint was unfounded. On January 15, 2021, the supervisor reviewed the video footage and found that the operator was courteous and professional during all encounters with complainant.
12	02/23/2021	This specific driver passed Deshawn at the Auto Zone even though he was clearly waving her down with money in his hand. In times past this driver does not give him a transfer when he requests a transfer to the TcaT. He is now going to miss the TCaT because of her. He requested that I type this quote: "I don't care and I am sick of this shit. The white bitch passes me up everday. I am black and she must be racist." This has been happening since January. I wear glasses with a Yankees Hat everyday. Anywhere she sees me she is passing me up. Every other driver respects me, knows me and doesn't pass me up."	02/23/2021	Supervisor reviewed video footage. Video shows the operator turn her hazard lights on and start merging into the bus stop. It also shows, the person standing at the bus stop waving the driver on. At this point, the operator canceled her turn signals and proceeded to merge back into traffic.

**Basis of complaint options include: race, color, national origin, or "other".*

SECTION 3: PUBLIC PARTICIPATION PLAN

Introduction

The City of Visalia is committed to providing an open and visible decision-making process for its Visalia Transit (VT) services, by offering 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*.

The City of Visalia's Public Participation Plan for VT establishes strategies for involving the public in VT planning efforts to ensure that all groups are represented, and their needs considered. The City of Visalia 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, the City will be able to assess the quality of its service, measure potential impacts to the community from VT planning and decision-making activities and ensure that it is providing valuable transit services to the residents and visitors of the VT service area.

Identification of Affected Stakeholders

In developing the Public Participation Plan, the City analyzed the demographics for minority, low-income, and LEP populations of the VT service area (Visalia city limits, Exeter city limits, Farmersville city limits, and the census designated place (CDP) of Goshen).

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 3-1 (on the following page) shows a breakdown of VT's service area population by race and ethnicity.

Table 3-1: VT Service Area Population by Race/Ethnicity						
Category	**City of Visalia**	**City of Exeter**	**City of Farmersville**	**Goshen (CDP)**	**Service Area Total**	**% of Service Area Pop.**
Total Population	*134,605*	*10,485*	*10,703*	*3,304*	***159,097***	*100.0%*
Hispanic	70,264	4,792	9,483	2,514	**87,053**	54.7%
White	51,688	5,001	1,017	508	**58,214**	36.5%
Black or African American	3,096	157	64	0	**3,317**	2.08%
American Indian & Alaska Native	1,481	105	75	21	**1,682**	1.06%
Asian	8,211	388	54	168	**8,821**	5.54%
Native Hawaiian & Other Pacific Islander	135	0	0	18	**153**	0.10%
Other & Mixed	5,653	231	450	75	**6,409**	4.03%

Source: U.S. Census Bureau, Population Estimates, July 1, 2019

Minority populations comprise 68% of the population within the VT service area. Hispanics are the largest minority, comprising nearly 55% of the total population. Asians comprise the next largest minority group at 5.54% 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.

Census data from the 2019 U.S. Census Bureau indicates that 17.5% of families living in Visalia, 25.9% of families living in Exeter, 28.9% of families living in Farmersville, and 41.6% of families living in Goshen were living below the poverty level during the 12 months prior to data collection. Low-income populations are less likely to have access to a vehicle making them more dependent on transit for their travel needs.

Limited English Proficient Populations

Limited English Proficient (LEP) persons are individuals for whom English is not their primary language and who have a limited ability to speak, understand, read, or write English. This definition includes people who reported to the U.S. Census that they do not speak English "very well" or do not speak English at all.

Census data from the 2015-2019 ACS revealed that 16,002 persons (13.3% of the overall population) residing in Visalia have limited English proficiency; that is, they speak English less than "very well". Of those persons with limited English proficiency, 13,498 (11.2% of Visalia's

total population) speak Spanish; the remaining 2,504 persons speak in nine other languages categories, each accounting for 1% or less of the population. Therefore, under the Department of Justice's Safe Harbor Provision, which outlines circumstances that can provide a "safe harbor" for recipients regarding translation of written materials for LEP populations that constitute at least 5% (or 1,000 persons, whichever is less) of the total population being served, the City of Visalia is required to translate all vital VT documents into Spanish. Spanish is also the only "safe harbor" language spoken within the Visalia Urbanized Area. See Section 4 (LEP Plan) for information regarding languages spoken throughout the entire Visalia Urbanized Area (UZA).

Outreach Plan to Engage Minority, Low-income, and LEP Populations

The public participation process will be considered at the earliest stages of any City of Visalia transit project or decision that may impact the involved communities, VT 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.

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

Public 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 City may elect to use all or some of these outreach strategies as deemed appropriate for the specific project. The City currently employs all the listed strategies.

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

- Public meetings are held in locations that are accessible to transit riders and people with disabilities and are scheduled at times that are convenient for members of the public to attend.
- Public meetings and hearings are broadly advertised in the community in both English and Spanish through posters at the Transit Center, onboard VT buses, at major transit stops, on the City's website, and in the local newspaper.
- Notification is provided regarding the availability of language assistance at public meetings and hearings. Spanish interpretation or translation at public meetings is provided by City staff, or an outside interpreter, as is appropriate and necessary.

In addition, City transit has implemented 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, and radio announcements (if funding allows).
- Make presentations to schools, non-profit and community organizations, public agencies, businesses, senior centers, etc. Some of the materials distributed during presentations include: V-line brochures, transit guides, Sequoia shuttle brochures, and a copy of the presentation (Power Point). Question and answer sessions also take place.
- Attend already existing community meetings and events, such as school meetings, fairs/festivals, faith-based events, and other community activities in order to invite participation from minority, low-income, and LEP populations who may not attend City hosted public events.
- Conduct rider and non-rider surveys every 3-5 years.

City staff consults FTA Circular 4703.1 ("Environmental Justice Policy Guidance for Federal Transit Administration Recipients") 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 hearings are scheduled as part of a regular Visalia City Council meeting. The hearing is broadly advertised in the community in both English and Spanish through posters at the Transit Center, onboard VT buses, and at major transit stops, on the City's website, and in the local newspaper. The hearing is also advertised through targeted outreach to community organizations and individuals, as appropriate regarding the proposed change. The public hearing consists of a staff report before the City Council, 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 are presented to the City Council prior to Council approval of the proposed fare increase or major service change.

Summary of Outreach Efforts

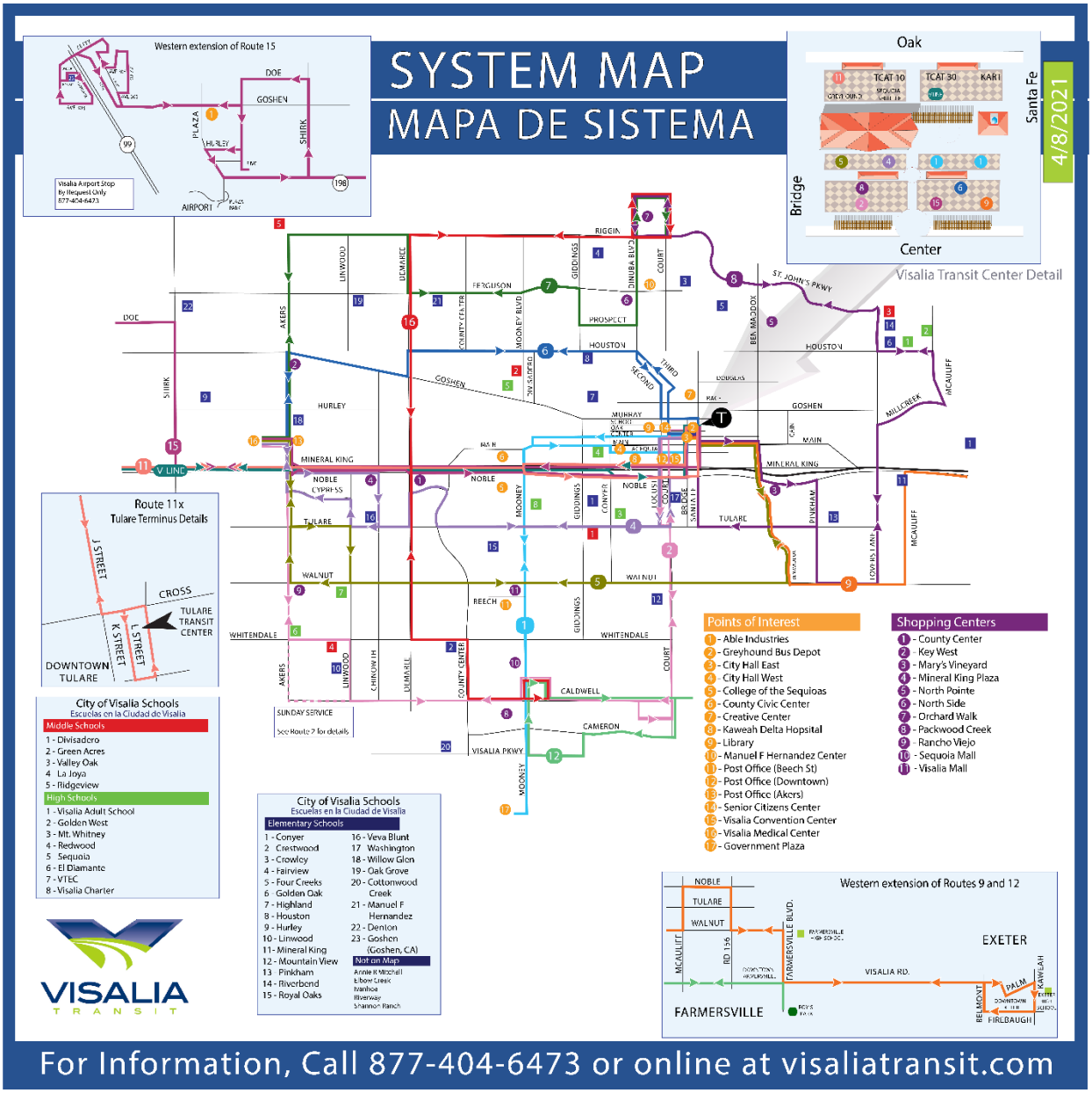
The City of Visalia currently conducts the following public outreach for VT services and activities:

Social Media

Visalia Transit maintains a Facebook page. Visalia Transit encourages an open dialogue on issues of importance to riders. This page is a forum for meaningful discussion, exchange of ideas, and opportunities for solutions. For more information on Visalia Transit's Facebook page, please visit: https://www.facebook.com/VisaliaTransit/

Published Timetables

The Transit Guide includes English and Spanish sections and is available on the City of Visalia's website (transit pages). Route changes are advertised/posted in English and Spanish.



Bilingual Outreach

Currently, the City's transit program has four City staff and forty-seven contracted employees (First Transit) that are fluent in Spanish as well as English. At least one is on duty during all service/operating hours. Bilingual staff is also available at the Transit Center to answer phone inquiries and provide Spanish-speaking customers with information on public transit services during normal working hours. Bilingual assistance is also utilized at public meetings/hearings when needed and appropriate. LanguageLine Solutions, a translation service, is used by city staff when individuals need assistance in other languages that are not spoken by staff.

In addition, the Greenline Call Center provides information in Spanish; the Greenline is a toll-free help line (877-404-6473) that provides information (route schedules, route transfers, etc.) for all public transit services within Tulare County, including VT. Staff working at Greenline Call Center also use LanguageLine Solutions to communicate with individuals that need information in other languages.

Community Organizations

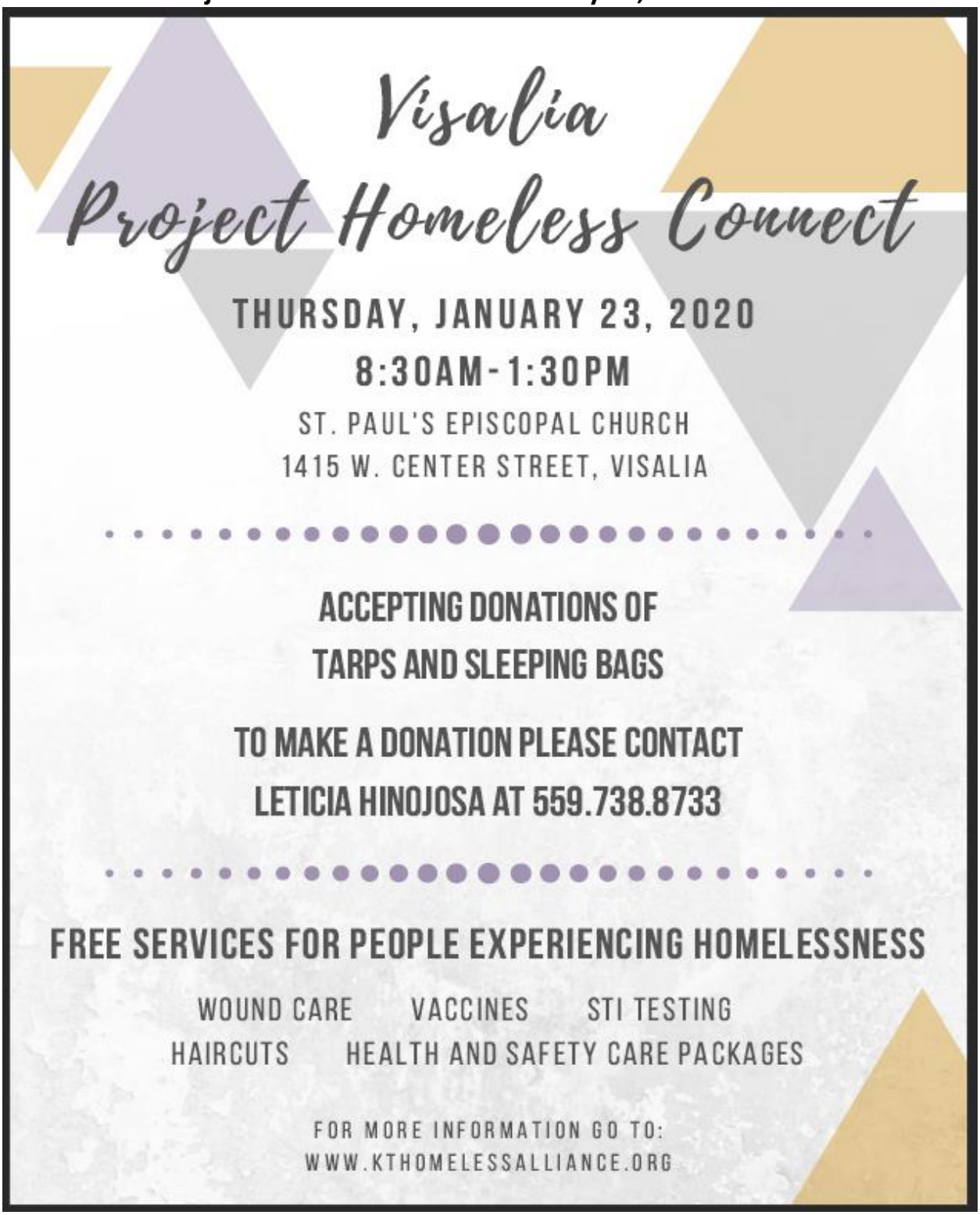
The City's transit outreach and marketing initiatives have yielded a list of community organizations that serve populations with limited English proficiency. The City maintains contact with the following community organizations and school systems to assist in gathering information about the transit services sought by LEP populations.

- Visalia Adult School
- Visalia Unified School District
- American Friends/Proyecto Campesino
- Child Welfare Services
- Employment Development Department
- Proteus
- Tulare County WIC Program
- Exeter Unified School District
- Farmersville Unified School District
- Farmersville Health Care Center
- Farmersville Youth Center
- Goshen Family Resource Center
- Workforce Investment Board

VT's staff is actively involved in the community to promote transit. At all these events we set up a booth and answer questions on transportation. Staff hands out Transit Guides, Sequoia Shuttle information, in addition we giveaway items with the Green Line call center telephone number. Some of the events that VT is involved in includes, but is not limited to:

Visalia Transit Public Outreach Events

- **Visalia Project Homeless Connect – January 23, 2020**



- **St. Patricks Day Parade – March 17, 2018**

pd. 02/13/18

ST. PATRICKS DAY PARADE

FEE $25

Lineup info will be available March 15th and will be e-mailed to those with an e-mail address.

All entries need to check-in March 17th starts at 8:00 am and no later than 9 am at

Arts Visalia. 214 E. Oak Ave.

Event Date: Saturday, March 17, 2018
Check-In Time: 8:00am
Event Start Time: 1 0:00am
Event End Time: 11 am
Location: Line up on Church north of Main Street

PARADE ENTRY FORM

Please fill out the entry form in its entirety. Make checks out to **Visalia Breakfast Lions Club**
return the signed form along with your check by Monday, March 12th, 2018, to Visalia Breakfast Lions Club, PO. Box 1347, Visalia, CA 93279
or go on-line to register@ VisaliaBreakfastLions.org

- **Earth Day – April 13, 2019**

EARTH DAY 2019
"KEEP ON ROLLING"

Family Fun Activities
Live Music

Bicycle Raffle

Electric & Hybrid Vehicle Showcase

Mill Creek Cleanup Project

Exhibitor & Food Booths

Earth Day
Saturday
April 13, 2019

The City of Visalia Environmental Committee & Imagine U Interactive Children's Museum invites everyone to come out and celebrate Earth Day 2019 with family fun activities, live music, an electric & hybrid vehicle showcase, and lots of exhibitor and food booths. Visalia Transit Department will offer FREE rides on Earth Day, so walk, ride a bike, drive, or take a Visalia Transit bus for free and come celebrate Earth Day in downtown Visalia.

When: Saturday April 13, 2019
Time: 10:00am to 2:00pm.
Where: Corner of Tipton St. & Oak Ave - (In front of Imagine U Interactive Children's Museum)

Sponsorhip and Exhibitor opportunities available.
For more information call 559-713-4531
or visit us at: www.GoGreenVisalia.com

- **Sequoia Legacy Tree Dedication – April 28, 2018**

- **Senior Day at the Park – May 18, 2018 – no pictures**
  May 3, 2019

- **Farmersville Memorial Day Parade – May 28, 2018 – no pictures**
- **Senior Center Spring Open House – no pictures**

VISALIA
CONVENTION CENTER

Visalia Convention Center
Health and Fitness Expo
Sponsorship Package

Sunday, June 24, 2018

Location: Visalia Convention Center
Time: 11:00am to 4:00pm
Cost: General Admission - $5, Children 12 and under FREE

Event Description:

The Visalia Convention Center inaugural Health and Fitness Expo will take place on Sunday, June 24, 2018. The expo is a family friendly health and fitness event featuring classes and demonstrations plus health and fitness vendors displaying and selling a whole host of health and fitness related products and services. Meet instructors, ask questions and take part in free fitness classes. Also available will be a healthy foods demonstration cooking stage, kid's zone, and free wellness assessments and seminars.

Our Mission:

The Visalia Convention Center Health and Fitness Expo was created to be all about YOU and to provide information about all of the programs, services and opportunities that are available. Together we can educate the community about health, fitness and wellness opportunities to improve quality of life.

Marketing Campaign:

The Visalia Convention Center marketing campaign will include print, web, and radio. Marketing efforts will also include distribution of flyers and posters as well as exposure on community calendars. Social media campaigns will be targeted and heavily promoted. The event will also be promoted through the City of Visalia, as well as event vendors and partners.

Questions:

Please contact Shelley Ellis at shelley.ellis@visalia.city or 559-713-4004.

Healthy Visalia

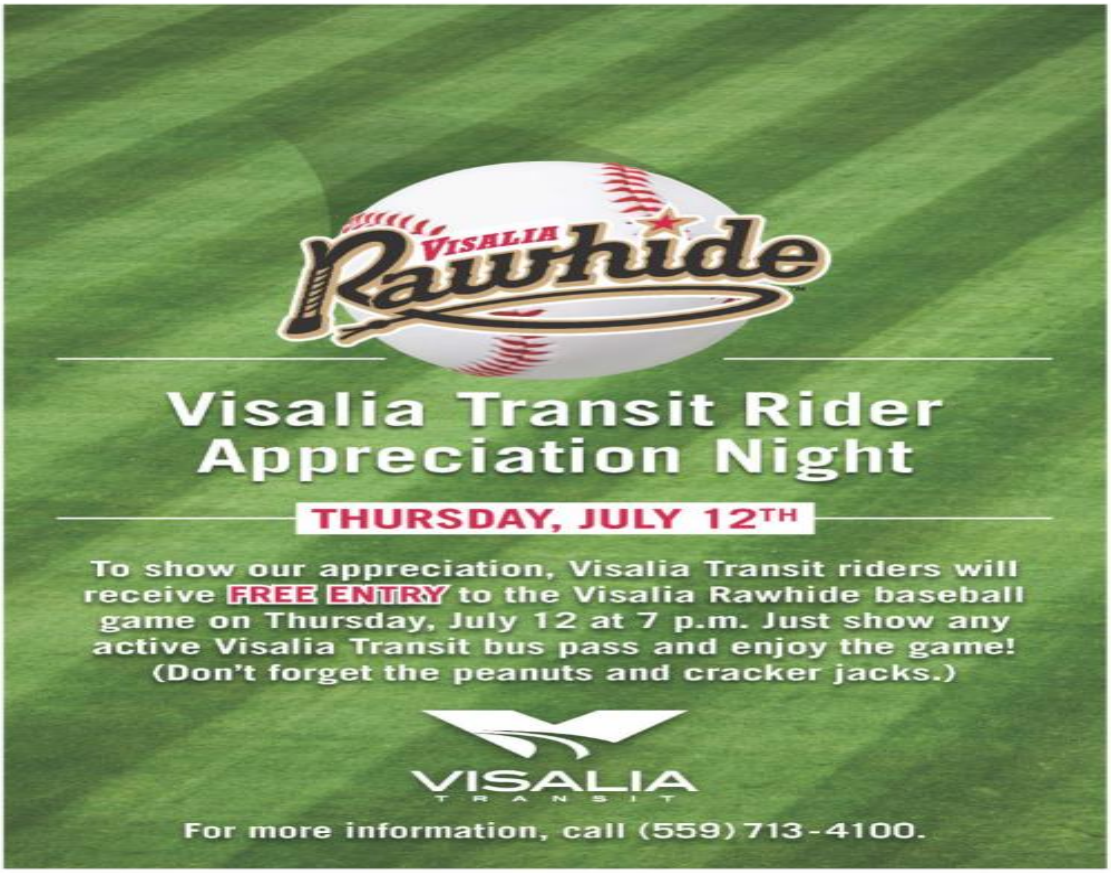
www.healthyvisalia.com

Healthy Visalia Festival

Date: Saturday, September 29, 2018
Time: 10:00 a.m. – 1:00 p.m. (Set-up 8:00am-9:30am)
Location: Riverway Sports Park 3611 N Dinuba Blvd, Visalia, CA 93291

Booth Registration

- **Visalia Rawhide – Transit Rider Appreciation Night April 19th & July 12th**


VISALIA
Rawhide
Visalia Transit Rider
Appreciation Night
THURSDAY, JULY 12TH
To show our appreciation, Visalia Transit riders will receive FREE ENTRY to the Visalia Rawhide baseball game on Thursday, July 12 at 7 p.m. Just show any active Visalia Transit bus pass and enjoy the game! (Don't forget the peanuts and cracker jacks.)
VISALIA
TRANSIT
For more information, call (559) 713-4100.

VISALIA
Rawhide
Visalia Transit Rider
Appreciation Night
FRIDAY, APRIL 19TH
To show our appreciation, Visalia Transit riders will receive FREE ENTRY to the Visalia Rawhide baseball game on Friday, April 19 at 7 p.m. Just show any active Visalia Transit bus pass and enjoy the game! (Don't forget the peanuts and cracker jacks.)
VISALIA
TRANSIT
For more information, call (559) 713-4100.

- **Visalia Health Fair – August 24, 2019**

- **Hispanic Heritage Celebration – September 16, 2018**

- **Senior Center Fall Open House – September 12, 2018**

VISALIA PARKS & RECREATION PROUDLY PRESENTS

Senior Center Fall Open House

You're invited to be a vendor at the Visalia Senior Center Fall Open House!

Wednesday, September 12th
10:00AM - 1:00PM

This event connects families, care-givers and seniors to local resources. Entertainment, lunch, raffles and more will make this Groovy Open House one the Seniors and you won't want to miss! Vendors are encouraged to bring giveaways and any other promotional materials for distribution at information booth. Vendors are required to bring a door prize worth a minimum of $15.

We invite all vendors to participate in our Vendor Booth Contest! Our theme is a Groovy Open House! Decorate your booth in groovy décor (think bell bottoms, peace signs and tie dye.) The winning booth will be voted on by the Seniors!

Booth set up begins at 8:00 a.m. Booth assignments are based on order of arrival **day of event**. All booths must be in place no later than 9:30 a.m. Any vendors not present at this time will be considered "no shows."

Your non-refundable fee includes a booth space, table, 2 chairs and up to 2 lunch tickets. Please indicate on registration form the number of lunch tickets you will need. Additional lunch tickets are available for purchase, $5 per person.

Vendor space is limited, register your organization early.
We hope you will join us!

310 N. LOCUST ST, VISALIA CA 93291
(559) 713 - 4381 - WWW.LIVEANDPLAYVISALIA.COM

Parks Make Life Better!

- **VUSD Community Resource Fair! – September 12, 2018**

Visalia
UNIFIED SCHOOL
DISTRICT
"We Create Futures"

Community Resource Fair!

Visalia Unified School District invites you to the Community Resource Fair. During the fair, there will be over 500 staff members attending in order to have a better understanding of the services that are provided through your agency. This will help the District provide additional support to the students and families that we serve.

We hope to see you there!

Date: September 12, 2018
Time: 2:00 p.m. - 4:30 p.m.
Location: Oaks Professional Building
4950 W. Kaweah Ct.
Visalia, CA 93277

Registration Link:
2018 VUSD Resource Fair

For more information please contact:

Erica Gomes
egomes@vusd.org
(559) 730-7498

John Tapia
jtapia@vusd.org
(559) 730-7498

Over 20 different agencies will provide information regarding:

- Mental Health
- Housing & Utility Assistance
- Emergency Food & Clothing
- Legal Services
- Recreational Programs
- Parent/Family Education
- Employment Assistance
- Health Services
- AND MORE

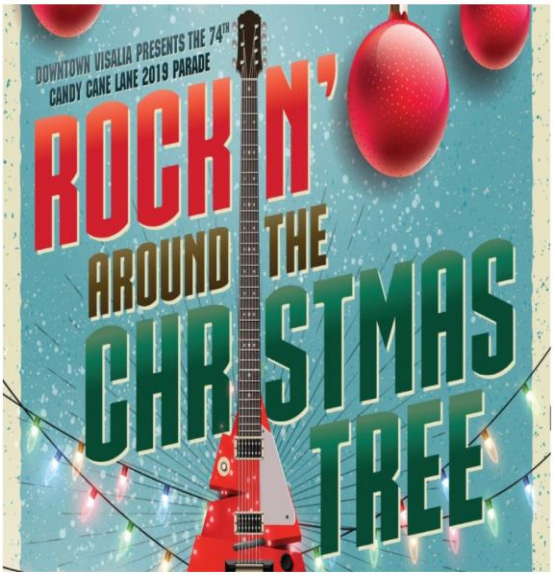
Building Stronger Communities

- **VUSD Job Fair - Fall**

- **Tulare County Fair - Fall**

- **Tulare County Job Fair – September 25, 2019**

- **Santa Claus is Coming! December 18, 2018 & December 17, 2019**



- **Healthy Living Expo – 2019 & 2020**

- **VUSD Job Fair - 2019**

- **Workability Transition and Job Fair – February 8, 2019**

WorkAbility Transition and Job Fair

Part 1

Friday - February 8, 2019

Enroll and Learn About the WorkAbility Program

Participate in Mock Interviews

Information on Applying For Replacement Social Security Cards

Part 2

Tuesday – March 12, 2019

Review WorkAbility Student Packets

Discuss Work Placement Sites

Information regarding Youth Programs and Services

To be Held at the District Office Boardroom

5000 W Cypress Visalia CA

9:00 am-12:00 pm

Visalia UNIFIED SCHOOL DISTRICT

"We Create Futures"

- **2019 Visalia Senior Games Spring 2019**

- **Senior Center Spring Open House**

CITY OF VISALIA – PARKS & RECREATION PRESENTS:

Senior Center Spring Open House

Thank you for your interest in the
Visalia Senior Center Spring Open House!

Vendors are required to bring a door prize worth a minimum of $15. Feel free to bring giveaways and any other promotional materials for distribution at your booth.

Booth set up begins at 8:00 a.m. All booths must be in place no later than 9:30 a.m. Vendors cannot break down booths until after 12:30 p.m.

Your non-refundable fee includes a booth space, table, 2 chairs and includes up to 2 lunch tickets. Please indicate on registration form the number of tickets you will need.
Vendor space is limited, register your organization early.

We invite all vendors to participate in our Vendor Booth Contest. Our theme is Anchors Aweigh! Decorate your booth in fun nautical décor. The winning booth will be voted on by the Seniors and will receive a prize!

Date: Wednesday, April 10th
Time: 10:00AM – 1:00PM

We hope you will join us!

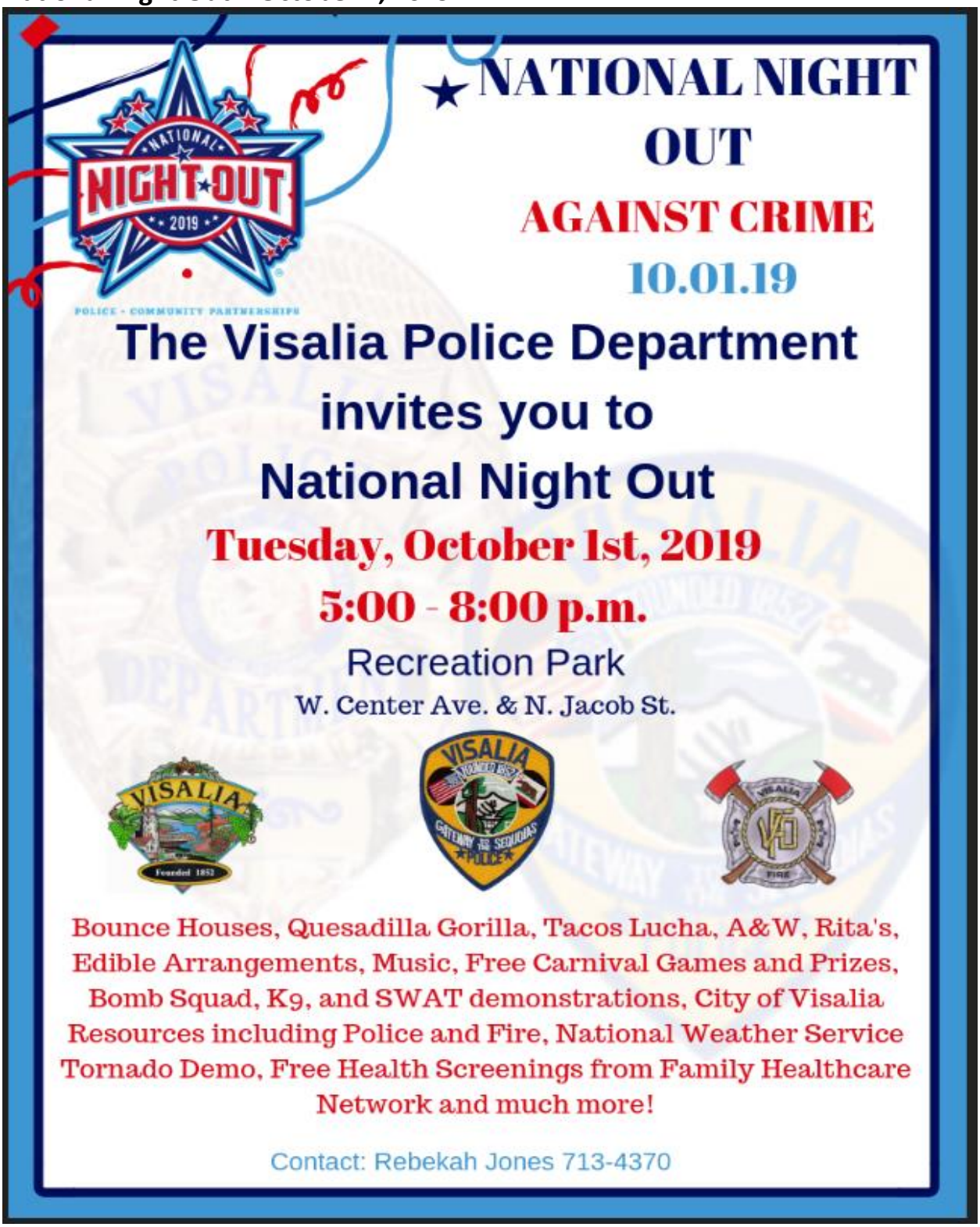
Parks Make Life Better!

310 N LOCUST ST, VISALIA CA 93291 – (559) 713 – 4381

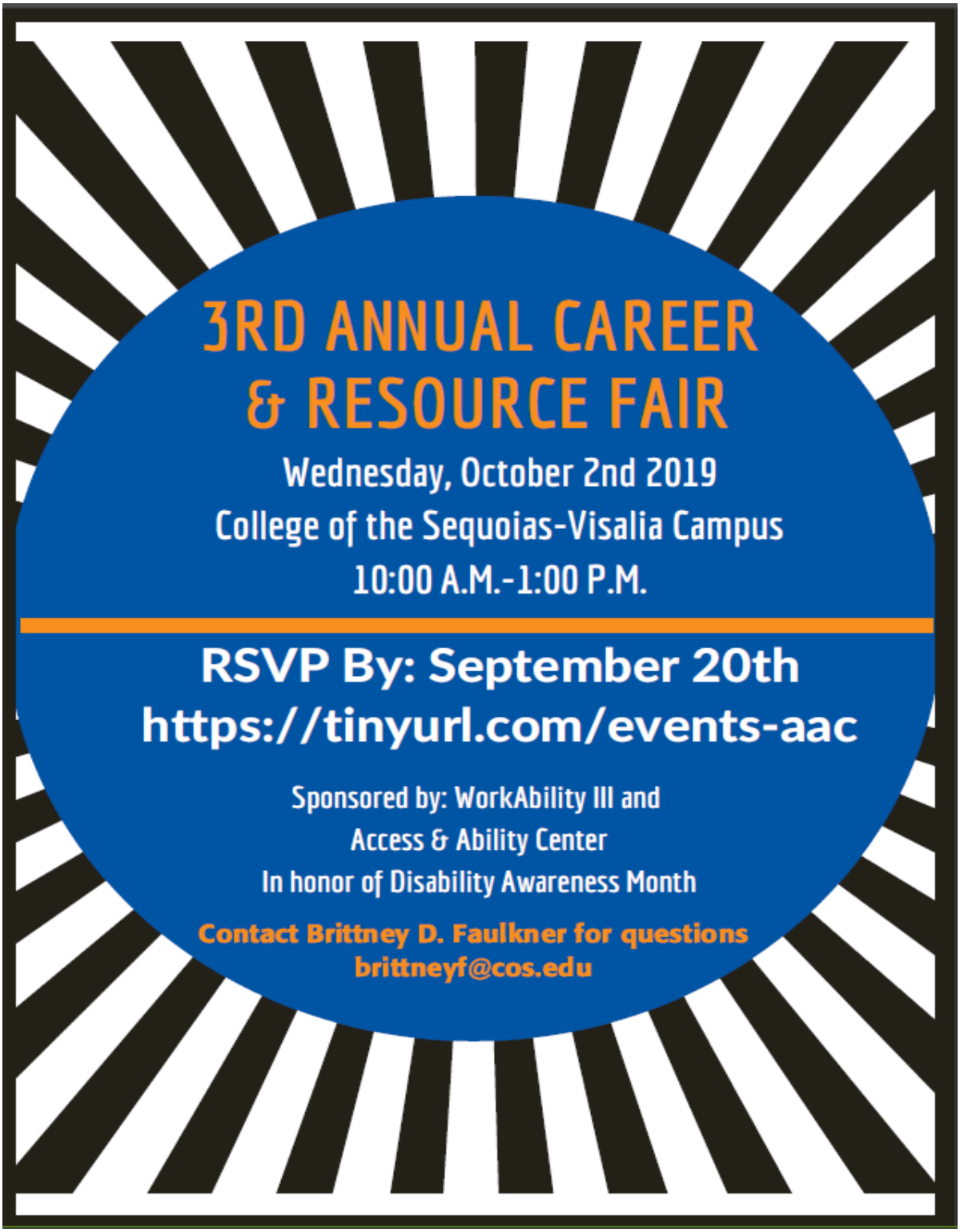
- **Job & Career Expo 2019**

- **Riverway Sports Park – Special Event Promenade 2019**

- **National Night Out – October 1, 2019**



- **Career & Resource Fair – October 2, 2019**



- **Visalia Rescue Mission – October 18, 2019**

- **Farmworkers Women's Conference – November 1, 2019**

- **Visalia Farmers Market Booth**

- **Sequoia Shuttle Event @ Visalia Transit Center**

Dial-A-Ride

– ADA Program –

Includes information on eligibility, the application process, hours of operation, trip reservation procedures, cancellation policies, fares and passes, and tips for riding. The ADA program application is separate.

For **reservations**, call **(559) 713-4750**.
For **information**, call **(559) 713-4100**.

VISALIA
TRANSIT

Dial-A-Ride

Solicitud de Transporte por Teléfono

– Programa ADA –

Este folleto proporciona información sobre la elegibilidad, el proceso de solicitud, horarios de operación, cómo hacer una reservación, políticas de cancelación, tarifas, pases y sugerencias para los pasajeros.
La solicitud para el programa ADA es por separado.

Para **reservaciones**, llame al **(559) 713-4750**.
Para **información**, llame al (**(559) 713-4100**.

VISALIA
TRANSIT

Transit 101 Training

City transit staff conducts Transit 101 training for the public, as requested. There were 47 Transit 101 training courses offered in the past three years. The presentation provides information about the public transportation system within Tulare County, and teaches the public about how to use the bus system countywide. The training is conducted in Spanish, if requested.

Monthly Transit Meetings

The Visalia Transit Advisory Committee (TAC) is a citizen-based committee that meets monthly to discuss and receive feedback on the VT system. The general public is invited to attend these meetings and provide public comments. Meetings are held the third Wednesday of each month at the Transit Center.

These meetings afford the general public an opportunity to learn more about the City's transit program, provide insights and recommendations on improving the program, and to file concerns and complaints regarding service, routes, schedules and other transit-related topics.

The City encourages participation from all residents and is particularly eager to receive feedback and participation from persons who are disabled, minority populations, persons who have limited English proficiency, low-income persons, seniors, and any individual who relies heavily on public transit services. Outreach efforts to encourage public attendance include posting notices of meetings at the Transit Center.

Short Range Transit Plan (SRTP)

The City conducts onboard rider and general awareness surveys for the VT system annually, and through VT's SRTP process. The City of Visalia completes a SRTP for VT every three to five years. The *Visalia Transit Five-Year Short-Range Transit Plan (FY 2010/11 to 2015/16)* was completed in December of 2017. Onboard surveys were conducted to garner information from riders regarding their perceptions of public transportation and public transportation needs. All surveys were printed in both English and Spanish, and Spanish-speaking surveyors were present to administer the surveys.

Public outreach for the SRTP process entails marketing materials (in English and Spanish), a project website, and public meetings. Public meetings are held in all affected cities/communities. For more information regarding Visalia Transit's SRTP, visit the link at https://www.visalia.city/depts/transportation_services/transit/getting_involved/transit_planning.asp. The request for proposal for the Visalia Short-Range Transit Plan is currently in process.

Visalia Transit Survey

Take this Survey online by visiting:
www.visaliatransit.com or at:
https://www.surveymonkey.com/r/Visalia_Transit

Please return your completed survey by March 4, 2016 to the box or mail to Visalia Transit, 425 E Oak Ave, Suite 301, Visalia, CA 93291

We Need Your Input!

The City of Visalia's transit service provides local and regional public transit service. The City is conducting a *Short Range Transit Plan* to define the future of transit in our community, and this survey is one way for residents who may or may not use the bus to provide input about the system. We want to know your thoughts on current transit services and areas for improvement that may be important to you and our community.

What you have to say is important in helping to make improvements and plan for the future.
Thank you for your participation.

PLEASE TELL US ABOUT YOUR USE OF TRANSIT AND YOUR TRAVEL PATTERNS.

1. Are you a resident of the City of Visalia? Yes ☐ No ☐

2. What type of transportation do you or other members of your household use in a typical week and for what purpose? Please check all that apply.

	Work	Social / Recreational	Shopping	Doctor / Medical	School/ Education	Other
a. Car (as *Driver or Passenger*)	☐	☐	☐	☐	☐	☐
b. Visalia Transit **local** bus service	☐	☐	☐	☐	☐	☐
c. Visalia **Towne Trolley** bus service	☐	☐	☐	☐	☐	☐
d. V-LINE service (Visalia to/from Fresno)	☐	☐	☐	☐	☐	☐
e. Dial-A-Ride (ADA) Paratransit	☐	☐	☐	☐	☐	☐
f. Regular Taxi or Ride Share Service (i.e. Uber, Lyft, etc.)	☐	☐	☐	☐	☐	☐
g. Bicycle	☐	☐	☐	☐	☐	☐
h. Walk	☐	☐	☐	☐	☐	☐
i. Other (specify) _____	☐	☐	☐	☐	☐	☐

2. a) If you use Visalia Transit bus service, we want to know what you think of the transit service: (If you do not use Visalia Transit bus service, please go to Question 3).

	Almost always	Often	Unsure	Not very often	Almost never
a. Service is convenient and easy to use	☐	☐	☐	☐	☐
b. The travel times are reasonable	☐	☐	☐	☐	☐
c. I feel safe on the transit service	☐	☐	☐	☐	☐
d. Transit information is readily available	☐	☐	☐	☐	☐
e. Transit arrives on schedule (is punctual)	☐	☐	☐	☐	☐
f. Transit fares are reasonable	☐	☐	☐	☐	☐
g. Transfers are convenient	☐	☐	☐	☐	☐
h. Overall, I am satisfied with the transit service	☐	☐	☐	☐	☐

2.b) How do you typically locate information about Visalia Transit services?

☐ Greenline Call Center ☐ Website ☐ Mobile app ☐ Facebook ☐ At the bus stop

☐ Other (specify) _____

VISALIA

3. If you do NOT use Visalia Transit service, why not? (Please check all that apply)

- ☐ Infrequent service
- ☐ It doesn't go close enough to where I travel to and from
- ☐ It is too expensive
- ☐ It takes too long to travel by bus
- ☐ Buses are too crowded
- ☐ I don't know what bus to take
- ☐ Bus routes aren't direct enough
- ☐ Transit doesn't operate the hours s of the day or the days of week that I would want to travel. Specify_____
- ☐ I would not feel safe and secure on public transit or waiting for transit
- ☐ Other (please state) _____
- ☐ I wouldn't take transit under any circumstances

4. The types of Visalia Transit service improvements that I would like to see: (Please check all that apply)

- ☐ Better information on how to use transit
- ☐ Extended weekend service
- ☐ Later week night service
- ☐ Earlier weekday morning service
- ☐ More bus stops
- ☐ More frequent bus service
- ☐ More shelters or benches at bus stops
- ☐ Fewer transfers required
- ☐ A mobile phone app for real-time information
- ☐ Improved bus service to - specify location(s) _____
- ☐ Other (please state) _____

5. Please indicate how likely it is that you would use Visalia Transit if the improvements you noted in Question 4 above were available.

Based on the improvements noted in Q.4- above	Would Certainly Use	Would Likely Use	Might Use	Not Very Likely Use	Would Never Use	Would Not Make a Difference
	☐	☐	☐	☐	☐	☐

IN THIS SECTION PLEASE TELL US ABOUT YOU AND YOUR HOUSEHOLD [OPTIONAL]

6.a) How many people live in your household? _____ **6. b) How many cars or SUVs?** _____

7. Which of the following categories best matches your annual household income?

☐ Prefer not to answer ☐ Under $20,000 ☐ $21-$34,000 ☐ $35-$50,000 ☐ over $50,000

8. Which of the following age categories matches your age?

☐ Prefer not to answer ☐ Under 18 ☐ 19-35 ☐ 36-59 ☐ 60 or over

COMMENTS

_____

_____

_____

Thank you for your participation

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 City of Visalia) 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 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. The City of Visalia 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, ads are placed on Facebook, placed on TCAG website, ads were placed in local newspapers in English and Spanish, by surface mail or email, 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. The hearing is conducted in both English and Spanish, and Spanish interpreters are present to assists with public testimony. Visalia Transit advertises the Unmet Transit Needs Hearing and places poster at their transit center as well as on the buses.

Visalia Transit bus - Unmet Transit Needs Poster

SECTION 4: LIMITED ENGLISH PROFICIENCY (LEP) PLAN

Introduction

This Limited English Proficiency (LEP) Plan has been prepared to address the City of Visalia's responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, Federal Transit Administration Circular 4702.1B dated October 1, 2012 which states that no person shall be subjected to discrimination on the basis of race, color or national origin.

On August 11, 2000, President Clinton signed Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," which indicates that differing treatment based upon a person's inability to speak, read, write, or understand English is a type of national origin discrimination. The Executive Order requires agencies to examine the services they provide, identify any need for services to those with limited English proficiency (LEP), and develop and implement a system to provide those services so LEP persons can have meaningful access to them. The Order applies to all state and local agencies which receive federal funds.

In addition, the Department of Transportation (DOT) has adopted the Department of Justice's (DOJ) Safe Harbor Provision which stipulates that a recipient of DOT funds must provide written translation of vital documents for all eligible LEP language groups that constitute "five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered." Vital documents are documents that convey information that critically affects the ability of the customer to make informed decisions about her/his participation in the program, such as: consent and complaint forms; application forms; written notices of rights; notices of denials, losses, or decreases in benefits or services; and notices advertising LEP individuals of free language assistance services.

Plan Summary

The City of Visalia is the public transit operator within its jurisdictional boundaries, operating as Visalia Transit (VT). In addition to the City of Visalia, VT serves surrounding cities within the Visalia Urbanized Area (UZA), including the City of Exeter, the City of Farmersville, the City of Tulare and Goshen, a census designated place (CDP) located just west of Visalia. The City has developed this LEP plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided by VT. 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, how to notify LEP persons that assistance is available, and staff training that may be required to assist LEP persons.

To prepare this plan, the City undertook the U.S. Department of Transportation (U.S. DOT) four-factor LEP analysis (see results on next page) which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served by VT.
2. The frequency with which LEP persons come in contact with VT services.
3. The nature and importance of services provided by VT to the LEP population.
4. The resources available to the City and overall costs associated with providing LEP assistance.

Four-Factor Analysis

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the City of Visalia's transit services.

To identify the languages spoken by individuals within the VT service area the City used available U.S. Census data. A review of the 2015-2019 American Community Survey (ACS) revealed that 42,563 persons (35.3% of the population) in the City of Visalia speak a language other than English. Of those 42,563 persons, 16,002 (13.3% of the overall population) have limited English proficiency; that is, they speak English less than "very well". Of those persons with limited English proficiency, 13,498 (11.2% of Visalia's total population) speak Spanish; the remaining 2,504 persons speak in nine other language categories, each accounting for 1% or less of the population.

As shown in Table 4-1, Spanish is the only language that falls within the Safe Harbor Provision of over 5% or 1,000 persons (whichever is less) of the total population within the service area, with regards to the written translation requirements of vital documents. Although VT's service area does not include the entire Visalia UZA, data for the Visalia UZA is included to show that no other languages within the UZA fall within the boundaries of the Safe Harbor Provision.

Table 4-1: Language Spoken at Home by Ability to Speak English

	City of Visalia		Visalia UZA	
	Population	**% of Pop.**	**Population**	**% of Pop.**
Total Population (5 years and older)	*120,547*	*100.00%*	*142,824*	*100.00%*
Speak only English	77,984	64.7%	88,083	61.7%
Speak Language other than English	42,563	35.3%	47,075	33%
Speak English less than "very well"	16,002	13.3%	22,157	15.5%
Speak English less than "very well" by primary language spoken				
Spanish or Spanish Creole	13,498	11.2%	19,419	13.6%
German	26	0.022%	43	0.03%
Russian, Polish, or other Slavic	0	0.00%	0	0.00%
Other Indo-European Languages	480	0.398%	614	0.43%
Korean	119	0.099%	119	0.083%
Chinese	390	0.324%	390	0.273%

Vietnamese	36	0.03%	36	0.025%
Tagalog	145	0.12%	174	0.122%
"Other" Asian & Pacific Island Languages	1,060	0.88%	1,108	0.776%
Arabic	177	0.15%	177	0.124%
Other and unspecified languages	71	0.06%	77	0.05%

Source: U.S. Census Bureau, 2015-2019 American Community Survey

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

The City of Visalia used several strategies to assess the frequency with which staff and drivers have, or could have, contact with LEP persons, including documenting phone inquiries and surveying staff (both city and service contractor staff).

The most frequent contact with LEP persons is experienced by bus drivers, dispatch, and City transit staff at the Transit Center. Spanish-speaking individuals are regular users of the City's transit services. City transit administrative staff speak Spanish and can translate in person or over the phone as needed. Administrative staff takes approximately 160 calls per month. Approximately 10% of calls received are from Spanish speakers. The survey that was completed by city staff and service contractor corroborated the demographic analysis presented. The surveys received indicated that a large majority of the VT riders that speak a language other than English are Spanish speakers. Transit employees come into contact with riders that are Spanish speakers on a daily basis. Riders generally request route information, want to buy a pass or need a Transit Guide.

The City also operates the Sequoia Shuttle which transports tourists between Visalia and Sequoia & Kings Canyon National Park. The shuttle also runs routes within Sequoia & Kings Canyon National Park that provided park and ride options for tourists. This service runs seasonally between Memorial Day weekend (late May) and Labor Day week (early September) and provides transportation to many foreign-speaking visitors from around the world. Due to the Covid-19 Pandemic the Sequoia Shuttle did not operate in 2020 and is only operating the shuttle within the Sequoia & Kings Canyon National Park in 2021.

Based on the above information, City staff will continue to incorporate bilingual staff, work with local community service agencies identified as having LEP (Spanish-speaking) clients, and ensure that VT information is posted in Spanish in high volume areas, such as onboard buses, at the Transit Center and transit administrative offices, and on the City's transit webpage.

3. The nature and importance of Visalia's transit services to affected LEP populations.

The largest concentration of LEP individuals in the VT service area is comprised of Spanish speakers. According to the 2019 Census, Hispanics make up approximately 54.7% of the total service area population. Each of the four areas that comprise the VT service area were identified as having significant percentages of populations identified as Hispanic; Hispanics

comprise 52.2% of Visalia's total population, 45.7% of Exeter's total population, 88.6% of Farmersville's total population, and 76.1% of Goshen's total population.

To help gauge how important VT services are to LEP individuals, the onboard passenger surveys conducted in 2016 for the *City of Visalia 2016 Short Range Transit Plan* were reviewed. The largest populations of LEP individuals in the VT service area are Hispanic. The surveys were printed and conducted verbally in both English and Spanish. Although the Plan doesn't include a count of the number of surveys completed in Spanish, census data and interviews with transit staff indicate that a large percentage of VT riders speak Spanish. Of total respondents, 63% indicated that they did not have a car available to make the trip if the bus was not available, and 54% indicated that their household income was below $20,000 demonstrating that VT may be the only transportation option available to LEP riders. When asked the purpose of their trip, respondents indicated that they use VT primarily to get to school, work, and for personal business, indicating that LEP riders are using VT services for life-sustaining and life-enriching purposes.

Low-income Spanish-speaking populations within the VT service area are most likely to be transit-dependent and face language-related barriers to using Visalia's public transit system. Therefore, in terms of outreach, the City is committed to continue its efforts to address language-related barriers faced by the Spanish-speaking population, such as ensuring vital VT documents are translated, and bilingual staff members are available as needed. Vital documents are those that demonstrate where and how to use VT services, how to access services and additional information, and information about VT's Americans with Disabilities Act (ADA) services and Title VI program. Implementation for translating these vital documents is detailed within this LEP plan.

4. **The resources available to the City of Visalia to provide adequate outreach to LEP populations to enable those populations to use the City's transit services, as well as the costs associated with that outreach.**

To minimize the language barriers faced by the Spanish-speaking LEP population, and to fulfill the LEP requirements required under the Safe Harbor Provision, the City provides staff, written materials, and online and phone services in Spanish.

Currently, the City's transit program has four City staff and forty-seven contracted employees (First Transit) that are fluent in Spanish as well as English. At least one is on duty during all service/operating hours. Bilingual staff is available at the Transit Center and onboard VT buses to assist Spanish-speaking persons. Bilingual staff is also available via phone to assist Spanish-speaking patrons with general customer service inquiries (559-713-4100) and Dial-A-Ride reservations (559-713-4750), and Spanish service information for VT is available via the county-wide customer service line, the Greenline (1-877-40 GOGREEN) which is staffed and managed by the City of Visalia. In addition, the City has an agreement with LanguageLine Solutions, an over-the-phone interpreting service, for providing translation services when necessary. The City also provides Spanish translation of its website content through Google

Translator, and City staff is available to provide translation services at public hearings and outreach meetings, as needed.

Supplementing the City's bilingual personnel are written translations of essential rider forms and service notice documents. Such documents include bus schedules (the Tulare County Transit Guide), all notices related to service changes/updates and public meetings/hearings, rider and community surveys, ADA application, and VT's Title VI documents (notice to the public, complaint form/procedures, and notice regarding language assistance services).

The cost for the translation of most written materials is included within City transit staff salaries. Oral translation is included within City staff and service contractor salaries. Phone translation services through LanguageLine Solutions cost approximately fifteen dollars ($15 Fare) per use. LanguageLine is generally used a couple of times each year to assist foreign travelers with the Sequoia Shuttle service. The Tulare County Transit Guide is published and paid for by TCAG through local contributions.

Visalia Transit's current annual operating budget includes $177,000 for marketing and outreach. These funds include printed materials in both English and Spanish.

Implementation Plan

Language Assistance Measures

The City of Visalia provides numerous language assistance services for LEP persons, including both oral and written measures.

- Provide bilingual staffing (both City transit and service contractor employees) to provide Spanish-speaking interpretation at the Transit Center, City Hall, via the customer service dispatch and Greenline phone lines, onboard VT buses, and at Visalia Transit Advisory Committee meetings, public outreach meetings, and City Council meetings, as needed;
- Provide all essential written material related to rider information in Spanish (including, but not limited to VT schedules, public notices, ADA application and Title VI documents and procedures);
- Place statements in public notices that interpreter services are available at public meetings;
- Develop/continue relationships with local non-profit and community organizations, and public agencies that provide services to LEP individuals and seek opportunities to provide information about VT services;
- Survey front-line transit staff (both City and service contractor employees) on an annual basis regarding their experiences with LEP individuals;
  - Post the Visalia Transit Title VI Program and LEP Plan on the City's website, http://www.visalia.city/depts/transportation_services/transit/title_vi.asp at the Visalia Transit Center, at the Visalia Transit Administrative Office, and at the Visalia Transit Operations and Maintenance Facility.
- When an interpreter is needed, for a language other than Spanish, the City will utilize LanguageLine Solutions (for phone translations) or a professional interpreter service.

Providing Notice to LEP Persons

In order to ensure that LEP individuals are aware of the language assistance measures related to VT, the City provides the following:

- Bilingual transit staff are present during all VT service hours for in-person and phone assistance;
- VT schedules (in the Tulare County Transit Guide) include Spanish translation;
- All vital VT documents are printed and posted in Spanish at the Visalia Transit Center, on the City's website (transit webpage), and on all VT buses. Such notices may also be posted or announced with local stakeholders, community centers, and at transit stops/shelters.
- A notice of the right to free language assistance will be included on important outreach documents, at the Visalia Transit Center, and on the City's website (transit webpage).

Staff LEP Training

The following training is provided to City of Visalia transit staff:

- Information on the City's VT Title VI Program (including language assistance services) and the City's LEP responsibilities;
- How to document language assistance requests;
- How to assist VT riders and the public in obtaining Title VI information, including how to file a complaint, and how to obtain translation services;
- How to handle a potential Title VI/LEP complaint.

The following training is provided to current service contractor (First Transit) staff:

- Annual "Sensitivity Training" that includes direction on how to manage non-English speaking persons.
- How to handle a potential Title VI/LEP complaint.

Monitoring and Updating the LEP Plan

The City of Visalia will update this LEP plan as required by the DOT. At a minimum, the plan will be reviewed and updated every three years in conjunction with the City's Title VI submission, or when it is clear that higher concentrations of LEP individuals are present in the VT service area, or as requested by the FTA. The City will monitor the LEP plan through the following techniques, and update the plan accordingly:

- Assign the day-to-day administration of the LEP program to the City's Title VI Coordinator, ensuring compliance and correct implementation;
- Add a question to all transit surveys to assess respondent's English proficiency and primary spoken language;
- Maintain on-going communication with organizations and agencies serving LEP populations;
- Review demographic changes reported by the US Census;
- Maintain internal monitoring of City and service contractor staff regarding their interaction with LEP persons;
- Determine whether VT's financial resources are sufficient to fund needed language assistance resources.

Dissemination of the LEP Plan

A link to the City of Visalia/VT Title VI Program (including the City's LEP Plan) is included on the City of Visalia's website at:
http://www.visalia.city/depts/transportation_services/transit/title_vi.asp

Alternatively, any person or agency may request a copy of the LEP plan via telephone, mail, or in person and shall be provided a copy of the plan at no cost. The City will provide translated copies of the LEP plan to LEP persons upon request, if feasible.

Any questions or comments regarding this LEP Plan should be directed to:

City of Visalia Transit Division
Attn: Title VI Coordinator
425 E. Oak Ave., Ste. 301
Visalia, CA 93291
Phone: (559) 713-4100

Visalia Transit Center

SECTION 5: PARTICIPATION TABLE

Table Depicting the Membership of Non-Elected Committees and Councils

The Visalia Transit Advisory Committee (TAC) is a citizen-based committee that meets monthly to discuss and receive feedback on the Visalia Transit system. The TAC is focused to provide discussion and feedback from current, former, and future transit riders and stakeholders to review, consider and help improve public transportation services for the greater Visalia Urbanized Area. The TAC researches and analyzes the community's continuing transit needs, reviews operations, markets the transit program and makes recommendations about the business affairs of the transit system.

The TAC is currently made up of 8 members as well as transit staff (TAC is an ADHOC group, that has no limit on members, and anyone can join. The following table depicts the racial breakdown of the membership of the TAC:

Table 5-1: Minority Representation on Visalia's Transit Advisory Committee by Race

	Hispanic	White	Black/African American	American Indian	Asian
Service Area Population*	54.7%	36.5%	2.08%	1.06%	5.54%
TAC	37.5%	37.5%	unknown	unknown	unknown

**See Table 3-1 for full breakdown of all race categories*

The City of Visalia encourages participation by minorities on the Transit Advisory Committee via postings (in both English and Spanish) at the public library, city buildings (including the Transit Center and City Hall West), on the City's website, and through public notices in the Visalia Times Delta (local newspaper).

SECTION 6: SUBRECIPIENT COMPLIANCE

The City of Visalia/Visalia Transit (VT), as a primary federal grant recipient, is required by the Federal Transit Administration (FTA) to ensure that its subrecipients are complying with the Department of Transportation (DOT) Title VI regulations, and monitoring its subrecipients for compliance with the regulations. If a subrecipient is not in compliance with the Title VI requirements, then the primary recipient is not in compliance. However, if a subrecipient is also a direct recipient (applies for funds directly from FTA), the primary recipient is not responsible for monitoring.

The Cities of Exeter, Farmersville, and Tulare receive pass through Federal funding from the City of Visalia/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. The City of Tulare, operating as Tulare InterModal Express (TIME), provides fixed route and demand-response service within the Tulare city limits, and to adjoining communities. Visalia and Tulare jointly operate a regional route that runs between the Tulare and Visalia transit centers.

Primary Recipient Efforts

In accordance with FTA Circular 4702.1B, VT is in the process of developing/documenting procedures to provide assistance to monitor subrecipients' compliance with Title VI. VT will require 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.

The City of Tulare completed their last Title VI Program update in August 2020. The Tulare Title VI Program was submitted to, and approved by, Caltrans. Tulare is a newly designated Urbanized Area operator (Tulare was incorporated into the Visalia Urbanized Area with the 2010 U.S Census), and as such, is currently not a direct recipient to FTA.

SECTION 7: EQUITY ANALYSIS

Title VI Equity Analysis

The City of Visalia has no current plans for constructing any new transit-related facilities (including storage and maintenance facilities, and operation centers). There were no construction projects undertaken since Visalia's last Title VI Program submittal.

SECTION 8: SYSTEM-WIDE STANDARDS & POLICIES

CITY OF VISALIA BUS STOP SIGN
FINAL PROOF 2/1/17

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 Visalia Transit (VT) does operate within an Urbanized Area (UZA) of 200,000 people or more (the Visalia Urbanized Area), it 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.

VT Fixed Route Service Standards

Vehicle Load Standards

The average for all loads during the peak operating period should not exceed 1.2 passengers per seat.

Table 8-1: VT Vehicle Load Standards

	Average Passenger Capacities			
Vehicle Type	**Seated**	**Standing**	**Total**	**Maximum Load Factor**
35' CNG Bus	32-34	6	38-40	1.2
40' CNG Bus	41	8	49	1.2

Vehicle Headway Standards

Service headways should be such that passenger load standards are not exceeded on a continual basis. Current VT headways are as follows:

VT Local Routes

VT operates eleven (11) local fixed routes Monday through Sunday during the following hours:

Monday – Friday	6:00 am to 9:30 pm
Weekends	8:00 am to 6:30 pm

Local fixed route service is provided every 15-30 minutes during peak weekday hours (until 7 pm). The service runs 30-45 minute headways on weekdays (between 7:00 pm and 9:30 pm), buses operate anywhere between two to five buses on any given route for a total of twenty-four in-service vehicles.

VT Intercity Route

VT operates an express route (Route 11X) between Visalia and Tulare, with stops at College of the Sequoias (in Visalia) and the Tulare Transit Center. Service is provided Monday through Sunday during the following hours:

Monday – Friday	6:30 am to 9:30 pm
Weekends	9:00 am to 6:30 pm

VT Route 11X service is provided every 60 minutes during operating hours. Route 11X is jointly operated by the City of Visalia and the City of Tulare; Visalia operates trips that serve the Visalia Transit Center at the top of the hour while Tulare operates trips that serve the Visalia Transit Center at the bottom of the hour, resulting in 30-minute headways between each transit center.

V-LINE

The V-LINE service runs Monday through Sunday during the following hours:

Monday-Sunday	4:00 am to 9:15 pm

V-LINE provides service from Visalia to Fresno and back. V-LINE stops at the Visalia Transit Center, Visalia Municipal Airport, Fresno Yosemite International Airport, California State University, Fresno, and the Fresno Courthouse Park. V-LINE service provides six round trips during operating hours.

Sequoia Shuttle

The Sequoia Shuttle is a seasonal transit service to Sequoia National Park that runs from Memorial Day Weekend to mid-September. Due to the Covid-19 Pandemic the Sequoia Shuttle season was cancelled in 2020 and in 2021.

Monday-Sunday	6:00 am to 10:00 am departs Visalia
Monday-Sunday	2:30 pm to 6:30 pm returns from Sequoia National Park

On-time Performance Standards

A minimum of 90% of all fixed route revenue bus departures will be within 0 to 5 minutes after the scheduled departure time as indicated by published timetables. No fixed route bus shall depart a designated time point early.

Service Availability Standards

The local VT system will be designed such that 90% of the population (of Visalia) will be within a three-quarter (3/4) mile radius of the fixed route system (of a bus stop).

VT Fixed Route Service Policies

Vehicle Assignment Policy

VT vehicles are assigned to routes based on the operating characteristics of the routes. Many of the VT routes attract a greater number of riders, and as such require larger buses. Routes with lower ridership are assigned smaller vehicles to improve fuel efficiency. Ridership is reviewed

periodically. Ultimately, bus assignments vary from day-to-day based on availability. All vehicles within the VT fleet are lift-equipped, with heating and air conditioning.

Transit Amenities Policy

The installation of bus stops and transit amenities along routes are based on the following:

Bus Stops

The addition of a new bus stop should follow these guidelines:

- A minimum of nine documented requests should be received for the creation of the same stop over a three-month period;
- Requested stop should be located along an established bus route;
- The stop location must not create a traffic hazard and be deemed safe for passengers by City staff and law enforcement;
- A new stop should not be located within one-eighth mile of an existing stop;
- A new stop should be considered temporary for a period of ninety days. During the ninety-day temporary period, the City should collect four separate activity samples to measure the stop's effectiveness. If activity at the temporary stop does not meet the minimum criteria established by the City's policy, the stop should be eliminated as soon as possible.

The deletion of an existing bus stop should follow these guidelines:

- Stop activity is less than five boardings and alightings per weekday. To account for any unusual boarding activity, an average of five sample weekdays should be used as the activity criteria;
- Location of the stop has created a measurable safety or health concern for the passengers and/or area residents;
- A minimum of nine documented removal requests should be received for the deletion of the same stop over a three-month period;
- Elimination of a stop would not require a VT patron to travel more than one-quarter mile to the next established stop.

Shelters/Benches

The placement of bus shelters should be based on the following criteria:

- At least 20 passengers using the stop daily for shelters and 10 passengers using the stop daily for benches;
- Placement of shelter/bench does not create a safety or health concern for passengers, residents, and/or drivers;
- Placement complies with ADA regulations;
- Proximity to major traffic generators;
- Existing benches should be evaluated to determine their condition to warrant replacement;
- Location of stop (i.e., major streets, retail centers);

- Necessary improvement is cost-efficient.

Trash Receptacles

- It is recommended that trash receptacles be placed wherever there is a bench or shelter installed.
- Placement of a trash receptacle at other locations where there has been documentation of a trash problem by residents.
- Placement of a trash receptacle at stops that are located by fast-food restaurants.

Information Holders

All Fixed Route vehicles are equipped with information holders where Transit Guides and agency information is regularly posted. Timepoints are announced on-board the vehicle through the Automatic Voice Annunciation system available through Syncromatics CAD/AVL system installed on the fleet in 2017. Schedules are also available at every stop with a laminated timetable with details regarding the schedule of each route serviced by the stop.

GILLIG LLC/VISALIA, CA
On Board proof 2/28/13

SECTION 9: COUNCIL RESOLUTION

City of Visalia

City Clerk's Office

220 N. Santa Fe, Visalia, CA 93292

Tel: (559) 713-4512 www.visalia.city

May 21, 2021

CERTIFICATION

I, Michelle Nicholson, Chief Deputy City Clerk of the City of Visalia, State of California, do hereby certify the foregoing to be a full, true, and correct copy of Resolution 2021-25 as the same appears of record in the files of the City of Visalia.

RESOLUTION NO. 2021-25

RESOLUTION ADOPTING AN UPDATE OF THE CITY OF VISALIA 2021 TITLE VI PROGRAM

Michelle Nicholson
Chief Deputy City Clerk

RESOLUTION NO. 2021-25

RESOLUTION ADOPTING AN UPDATE OF THE CITY OF VISALIA 2021 TITLE VI PROGRAM

WHEREAS the City of Visalia operates Visalia Transit to include Fixed-Route, Dial-A-Ride, V-LINE Commuter Service and Trolley services; and

WHEREAS, the City of Visalia obtains financial assistance from the Federal Transit Administration (FTA) and must comply with applicable federal regulations including Title VI, Civil Rights Program, 49 CFR, and FTA Circular 4702.1B, "Title VI Requirement and Guidelines for Federal Transit Administration Recipients; and

WHEREAS, the purpose of the 2021 Title VI Program is to prohibit discrimination on the basis of race, color, or national origin in programs and activities; and

WHEREAS, the City of Visalia must update its Title VI Program every three years; and

NOW, THEREFORE, the Council of the City of Visalia hereby finds, orders, and resolves as follows:

1. The above recitals are true and correct.
2. The Council hereby adopts the updated City of Visalia 2018 Title VI Program.
3. This resolution is effective immediately upon adoption.

PASSED AND ADOPTED: May 17, 2021 RANDY GROOM, CITY CLERK

STATE OF CALIFORNIA)
COUNTY OF TULARE) ss.
CITY OF VISALIA)

I, Randy Groom, City Clerk of the City of Visalia, certify the foregoing is the full and true Resolution 2021-25 passed and adopted by the Council of the City of Visalia at a regular meeting held on May 17, 2021.

Dated: May 19, 2021

RANDY GROOM, CITY CLERK

Michelle Nicholson

By Michelle Nicholson, Chief Deputy City Clerk

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APPENDIX A: FTA TITLE VI PROGRAM CHECKLIST

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