



City of Tulare

Federal Transit Administration TITLE VI PROGRAM

Adopted: **September 19, 2017**

Resolution No. 17-xx

City of Tulare
411 E. Kern Ave.
Tulare, CA 93274
(559) 684-4227

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."

CITY OF TULARE

2017 CITY COUNCIL

Carlton Jones, Mayor (District 3)
Maritsa Castellanoz, Vice Mayor (District 2)
Jose Sigala, Council Member (District 1)
David Macedo, Council Member (District 4)
Greg Nunley, Council Member (District 5)



CITY STAFF (TRANSIT)

Joseph Carlini, City Manager
Paul Melikian, Deputy City Manager
Darlene Thompson, Finance Director/Title VI Administrator
Steve Bonville, General Services Director
Paul Echevarria, Transit Analyst



Table of Contents

SECTION 1: NOTICE TO THE PUBLIC 1-1

SECTION 2: COMPLAINT PROCEDURES 2-4

 How to File a Title VI Complaint with the City of Tulare 2-5

 TIME Title VI Complaint Form 2-7

 TIME Title VI Complaint Form (Spanish)..... 2-11

 List of Transit-Related Title VI Investigations, Complaints, and Lawsuits 2-15

SECTION 3: PUBLIC PARTICIPATION PLAN 3-1

 Introduction 3-1

 Identification of Affected Stakeholders 3-1

 Minority Populations 3-1

 Low-Income Populations 3-1

 Limited English Proficient Populations 3-2

 Outreach Plan to Engage Minority, Low-income, and LEP Populations 3-2

 Public Outreach Strategies 3-3

 Public Comment for Fare Increases and Major Service Changes 3-4

 Summary of Outreach Efforts 3-4

 Published Timetables 3-4

 Bilingual Outreach 3-4

 Monthly Transit Meetings 3-4

 Short Range Transit Plan (SRTP)..... 3-5

 Annual Unmet Transit Needs Process 3-5

SECTION 4: LIMITED ENGLISH PROFICIENCY (LEP) PLAN 4-1

 Introduction 4-1

 Plan Summary 4-1

 Four-Factor Analysis 4-2

 Implementation Plan 4-6

 Language Assistance Measures..... 4-6

 Providing Notice to LEP Persons 4-6

 Staff LEP Training..... 4-7

Monitoring and Updating the LEP Plan 4-7

Dissemination of the LEP Plan 4-7

SECTION 5: PARTICIPATION TABLE 5-1

 Table Depicting the Membership of Non-Elected Committees and Councils 5-1

SECTION 6: EQUITY ANALYSIS 6-1

 Title VI Equity Analysis 6-1

SECTION 7: SYSTEM-WIDE STANDARDS & POLICIES 7-1

 TIME Service Standards 7-1

 Vehicle Load Standards 7-1

 Vehicle Headway Standards 7-1

 On-time Performance Standards 7-2

 Service Availability Standards 7-2

 TIME Service Policies 7-2

 Vehicle Assignment Policy 7-2

 Transit Amenities Policy 7-2

SECTION 8: COUNCIL RESOLUTION 8-1

SECTION 1: NOTICE TO THE PUBLIC

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



Notifying the Public of Rights Under Title VI The City of Tulare



The City of Tulare operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Tulare.

For more information on the City of Tulare's civil rights program, and the procedures to file a complaint, contact (559) 684-4227 or visit our office at 411 E. Kern Ave., Tulare.

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 28590.

If information is needed in another language, contact (559) 684-4227.

This public notice has also been translated into Spanish, and will be displayed alongside the English version with the following wording:

Notificando al Público de Derechos en Virtud del Título VI

Ciudad de Tulare

La Ciudad de Tulare opera sus programas sin distinción de raza, color y origen nacional, de conformidad con el Título VI del Acta de Derechos Civiles. Cualquier persona que cree que él o ella han sido agraviada por cualquier práctica discriminatoria ilegal bajo el Título VI, puede presentar una queja ante la Ciudad de Tulare.

Para obtener más información sobre el programa de derechos civiles de la Ciudad Tulare, y los procedimientos para presentar una queja, contacte a (559) 684-4227 o visite nuestra oficina en 411 E. Kern Ave. Tulare.

La persona con la queja puede presentar la queja directamente con la Administración Federal de Tránsito mediante la Oficina de Derechos Civiles, Atención: Coordinador de Programa del Título VI, East Building, 5th Floor-TCR, 1200 New Jersey Avenue, SE, Washington, DC 28590.

Si se necesita información en otro idioma, contacte (559) 684-4227.

Passenger Rights

The City of Tulare operates its programs and 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 Tulare.

For more information on the City's civil rights program, and the procedures to file a complaint, contact (559) 684-4227 or visit our office at 411 E. Kern Ave, Tulare



Los Derechos de Pasajeros

La ciudad de Tulare opera sus programas sin consideración a raza, color de piel, nacionalidad o origen de acuerdo con Título VI del Acto de Derechos Civiles. Cual quiere persona que siente que se la ha descaminado puede exponer su queja con la Ciudad de Tulare.

Para más información sobre el programa de derechos civiles de la Ciudad y los procedimientos para presentar una queja, contacte a (559) 684-4227 o visite nuestra oficina en

411 E. Kern Ave, Tulare

The City of Tulare's general Title VI non-discrimination policy is posted in all City government buildings in places that are easily accessible and generally visited by the general public and City/transit employees.

- Tulare City Hall
411 E. Kern Ave., Tulare, CA 93274
- Tulare Transit Center
360 N. "K" St., Tulare, CA 93274
- TIME Fleet Maintenance Center
3981 S. "K" St., Tulare, CA 93274

The Title VI public notice for passengers is posted on every transit vehicle utilized by the City of Tulare for purposes of public transportation. The notice is posted in both English and Spanish. Spanish is the predominate language spoken by residents within the service area who do not speak English as their first language.

- Tulare Transit Center
360 N. "K" St., Tulare, CA 93274
- Inside all TIME vehicles.
- The City of Tulare's website (transit page)

www.tulare.ca.gov/departments/finance/transit

SECTION 2: COMPLAINT PROCEDURES

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

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin with regard to any City of Tulare transit service, program, activity, or facility may file a Title VI complaint by completing and submitting the Tulare InterModal Express 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. The complaint form is available in accessible and alternative formats, such as large print, TDD and Spanish. The complainant or her/his representative will sign all complaints. The City of Tulare will promptly investigate all complete complaints; complaints received with incomplete information may result in delayed investigations and responses.

Complaint forms (and instructions) can be obtained at:

- Tulare Transit Center, 360 N. "K" St., Tulare, CA 93274
- Tulare City Hall, 411 E. Kern Ave., Tulare, CA 93274
- City of Tulare website (transit page)
www.tulare.ca.gov/departments/finance/transit

All complaints alleging discrimination should be submitted in writing directly to the City at the address listed below. The complainant will be contacted within 10 business days of the City's receipt of the complaint form. A lead investigator, assigned by the City's Title VI Administrator, shall be responsible for overseeing investigations and responses to complaints of discrimination.

City of Tulare
Attn: Transit Division
411 E. Kern Ave.
Tulare, CA 93274

The investigation generally will be conducted and completed within 60 days of receipt of a complete complaint form. The investigation may include discussion(s) of the complaint with all affected parties to determine the nature of the problem. Based on all information received, an investigation report will be submitted to the City's Transit Title VI Administrator.

After investigation of a complaint, a written statement of findings summarizing the allegations and outlining a process for resolution of the complaint will be provided to the complainant. If no action is taken, the response will state the reasons for the decision and the procedures for the complainant to appeal the decision. City employees' and service contractor personnel files are confidential; therefore, specific information on disciplinary actions resulting from complaints will not be divulged.

The 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
www.fta.dot.gov/civilrights/12328_5104.html

TIME Title VI Complaint Form



Re: TIME Title VI Discrimination Complaint Form

Dear Tulare InterModal Express (TIME) Customer:

Title VI of the Civil Rights Act of 1964 requires that “No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

The City of Tulare is committed to ensuring that no person shall be excluded from the equal distribution of its services and amenities because of race, color or national origin as protected by Title VI, as amended. If you believe you have been subjected to discrimination under Title VI, you may file a written complaint.

Please complete the enclosed form to initiate a formal complaint and investigation process. The form is available in accessible and alternative formats, such as large print, TDD and Spanish. Your completed form should be returned to us at:

City of Tulare, Transit Division
411 E. Kern Ave
Tulare, CA 93274

This form must be filed within 180 calendar days of the alleged discriminatory incident. After the form is submitted, you will be contacted within 10 business days of our receipt of the form. A lead investigator will be assigned to the complaint. If you or another person identified as the primary contact for the complaint does not get confirmation of receipt of the complaint form within 10 business days, please visit our office or contact us at (559) 684-4227

Español al otro lado

Tulare InterModal Express Title VI Complaint Form



The City of Tulare is committed to ensuring that no person shall be excluded from the equal distribution of its services and amenities because of race, color, or national origin. Any person who believes they have been discriminated against based on one of these categories may file a complaint. Complaints must be filed within 180 calendar days of the incident.

Within 10 working days of receipt of your completed complaint form, the City of Tulare will contact you to confirm receipt of your complaint form and begin an investigation (unless the complaint has been filed with an external entity first of simultaneously). The investigation may include discussion(s) of the complaint with all affected parties to determine the nature of the problem. The investigation generally will be conducted and completed within 60 days of receipt of a complete complaint form. Based on all information received, an investigation report will be submitted to the Director of Finance. The complainant will receive a letter stating the City of Tulare's final decision by the end of the 60-day time period.

Please complete the form below and send to:

City of Tulare, Transit Division
411 E. Kern Ave.
Tulare, CA 93274

Section 1: Contact Information

Name: <input type="text"/>		
Address: <input type="text"/>		
City: <input type="text"/>	State: <input type="text"/>	Zip: <input type="text"/>
Phone (Home): <input type="text"/>	Phone (Cell): <input type="text"/>	
<i>Please note if any of the phone numbers are for TDD or TTY</i>		
Email: <input type="text"/>		

Section 2: Filing for Another Person

Are you filing this complaint on your own behalf? Yes No

If you answered yes, go to section 3

If not, please supply the name and relationship of the person for whom you are filing the complaint:

Please explain why you have filed for a third party:

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party

Yes

No

Section 3: Discrimination Complaint

Which of the following describes the reason you believe the discrimination took place? Was it because of your:

Race

Color

National Origin

Please describe the race, color, or national origin of the aggravated party:

Date and Time of the alleged discrimination (Month, day, year):

Where did the discrimination take place? Specific information is helpful (e.g. route or vehicle number)

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. Attach additional paper if necessary.

Section 4: Previous or Existing Complaints

Have you previously filed a complaint with the City of Tulare?

Yes, for this incident Yes, for a different incident No

Have you filed this complaint with any other agencies or a court?

Yes No

If yes, please check all that apply:

Federal Agency

Federal Court

State Court

State Agency

Local Agency

Please provide contact person information for the agency/court where the complaint was filed:

Name/Office: _____

Address: _____

City: _____

State: _____

Zip Code: _____

Phone number: _____

Section 5: Signature

Please sign below to attest to the truthfulness of the above. You may attach any written materials or other information that you think is relevant to your complaint.

Signature _____

Date _____

TIME Title VI Complaint Form (Spanish)**Re: TIME Formulario de Queja Título VI Discriminación**

Querido Tulare Intermodal Express (TIME) Cliente:

Título VI del Acta de Derechos Civiles de 1964 requiere que " Ninguna persona en los Estados Unidos, por motivos de raza, color u origen nacional , ser excluida de participar en, ser negado los beneficios de, o ser sujeto a discriminación bajo cualquier programa o actividad que reciba asistencia financiera federal. "

La Ciudad de Tulare está compromete a garantizar que ninguna persona debe ser excluida de la distribución equitativa de sus servicios e instalaciones por motivos de raza, color u origen nacional como protegida por el Título VI, en su versión modificada. Si usted cree que ha sido sujeto a discriminación bajo el Título VI, puede presentar una queja por escrito.

Por favor complete el formulario adjunto para iniciar un proceso de denuncia y de investigación formal. El formulario está disponible en formatos accesibles y alternativos, tales como letra grande, TDD y español. Su formulario completo debe ser devuelto a nosotros en:

City of Tulare; Transit Division
411 E. Kern Ave.
Tulare, CA 93274

Este formulario debe ser presentado dentro de los 180 días calendario del incidente discriminatorio alegado. Después de enviar el formulario, nos comunicaremos con usted dentro de los 10 días hábiles de haber recibido de la forma. Un investigador principal será asignado a la queja. Si usted u otra persona identificada como contacto principal para la queja no obtiene la confirmación de la recepción del formulario de queja dentro de 10 días hábiles, por favor visite nuestra oficina o comuníquese con nosotros al (559) 684 -4227.

English on other side

Tulare InterModal Express Formulario de Queja Discriminación según el Título VI



La ciudad de Tulare está comprometido a garantizar que ninguna persona sea excluida de la distribución equitativa de servicios y instalaciones por cuestiones de raza, color o origen nacional. Cualquier persona que se sienta víctima de discriminación en alguna de las categorías anteriores puede presentar una queja. Las quejas deben presentarse dentro de los 180 días calendario a partir del incidente.

Dentro de los siguientes 10 días hábiles de recepción del formulario de queja, la ciudad de Tulare le contactará para confirmar la recepción de su queja y comenzará una investigación (a menos que la queja sea presentada ante una entidad externa antes o simultáneamente). La investigación puede incluir debate(s) acerca de la queja con todas las partes afectadas para determinar la naturaleza del problema. Por lo general, la investigación se llevará a cabo dentro de los 60 días siguientes a partir de la recepción del formulario de queja completo. En base a toda la información recibido, un reporte de investigación sera presentado a la Directora de Finanzas. El reclamante recibirá una carta con la decisión final de La ciudad de Tulare al finalizar los 60 días del tiempo límite.

Por favor proporcione la información requerida abajo y enviarlo a la División de Tránsito de la Ciudad:

City of Tulare, Transit Division
411 E. Kern Ave.
Tulare, CA 93274

Sección 1: Información de contacto

<i>Nombre:</i> <input style="width: 90%;" type="text"/>		
<i>Domicilio:</i> <input style="width: 90%;" type="text"/>		
<i>Ciudad:</i> <input style="width: 45%;" type="text"/>	<i>Estado:</i> <input style="width: 20%;" type="text"/>	<i>Código postal:</i> <input style="width: 30%;" type="text"/>
<i>Teléfono (Casa):</i> <input style="width: 60%;" type="text"/>	<i>Teléfono (móvil):</i> <input style="width: 60%;" type="text"/>	
Señale si alguno de los números telefónicos son TDD o TTY		
<i>E-correo:</i> <input style="width: 90%;" type="text"/>		

Sección 2: Llenado del formulario para otra persona

¿Está llenando este formulario por usted mismo? Si No

Si la respuesta es "sí", vaya Sección 3

Si la respuesta es "no", proporcione el nombre y su relación con la persona para quien llena el formulario:

Explique la razón por la que presenta la queja como tercera persona:

Confirme que cuenta con el permiso de la parte agraviada para presentar esta queja como tercera persona

Si No

Sección 3: Queja de Discriminación

¿Cuál de las siguientes opciones describe la razón por la que cree que la discriminación se llevó a cabo? ¿Fue por su:

Raza Color Origen nacional

Describa la raza, color u origen nacional de la parte agraviada:

Fecha y hora de la supuesta discriminación:

¿Dónde ocurrió la discriminación? Información Específica es útil (por ejemplo, ruta o número del vehículo):

Explique mayor claridad posible lo que pasó y por qué cree que fue discriminado. Describa de todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la persona que(s) quién lo discriminó (si se conoce), además de nombre e información de contacto de los testigos. Adjunte más papeles si es necesario.

Sección 4: Las denuncias anteriores o existentes

¿Cuenta con alguna queja previa sobre discriminación según el Título VI con la ciudad de Tulare?

Sí, por este incidente

Sí, por otro incidente

No

¿Ha llevado esta queja a alguna otra agencia o a una corte?

Sí

No

En caso afirmativo, por favor marque todas las que apliquen::

Agencia federal

Corte federal

Corte estatal

Agencia estatal

Agencia local

Otro (especifique)

Por favor proporcione la información de contacto de la persona que lo atendió en la agencia/corte donde presentó la queja:

Nombre / Oficina: _____

Domicilio: _____

Ciudad: _____

Estado: _____

Código postal: _____

Teléfono: _____

Sección 5: Firma

Por favor firme a continuación para dar fe de la información anterior. Puede incluir escrito adicional y relevante información que con su queja.

Firma

Fecha

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

The City of Tulare has received no complaints, conducted no investigations and been a party to no lawsuits regarding Civil Rights violations since its last report to FTA.

SECTION 3: PUBLIC PARTICIPATION PLAN

Introduction

The City of Tulare is committed to providing an open and visible decision-making process for its Tulare InterModal Express (TIME) 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 in the course of conducting public outreach activities, in accordance with Federal Transit Administration (FTA) Circular 4702.1B Chapter III-5 *Promoting Inclusive Public Involvement*.

The City of Tulare's Public Participation Plan for TIME establishes strategies for involving the public in TIME planning efforts to ensure that all groups are represented and their needs considered. The City of Tulare 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 TIME planning and decision-making activities and ensure that it is providing valuable transit services to the residents and visitors of Tulare.

Identification of Affected Stakeholders

In developing the Public Participation Plan, the City analyzed the demographics for minority, low-income, and LEP populations of the TIME service area (Tulare city limits, plus the census designated places (CDPs) of East Tulare Villa, and the Matheny Tract).

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 the TIME's service area population by race and ethnicity.

Minority populations comprise over 65% of the population within the TIME service area. Hispanics are the largest minority, with nearly 58% of the total population. Black or African Americans comprise the next largest minority group at 3.3% 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 3-1: TIME Service Area Population by Race/Ethnicity

Category	Tulare City Limits	East Tulare Villa (CDP)	Matheny Tract (CDP)	Service Area Total	Percent
<i>Total Population</i>	59,278	778	1,212	61,268	100.0%
Hispanic	34,062	428	890	35,380	57.7%
White	20,597	316	250	21,163	34.5%
Black or African American	1,987	8	34	2,029	3.3%
American Indian and Alaska Native	296	5	14	315	0.5%
Asian	1,144	10	4	1,158	1.8%
Native Hawaiian and Other Pacific Islander	52	0	0	52	<0.1%

Source: U.S. Census Bureau, 2010 Census

Census data from the 2011-2015 American Community Survey (ACS) indicates that 18.2% of families living in Tulare, 16.4% of families living in East Tulare Villa, and 29.5% of families living in the Matheny Tract were living below the poverty level during the 12 months prior to data collection. In addition, 40.6% of single mothers residing in Tulare live below the poverty level. 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 2011-2015 ACS revealed that 12,604 persons (23% of the overall population) residing in Tulare have limited English proficiency; that is, they speak English less than “very well”. Of those persons with limited English proficiency, 11,110 (20% of Tulare’s population) speak Spanish; the remaining 1,494 respondents speak fourteen other languages, with Portuguese accounting for slightly over 1% with of the remaining languages accounting for less than 1% 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 Tulare is required to translate all vital TIME documents into Spanish.

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 Tulare transit project or decision that may impact the surrounding community, TIME 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 provide assistance to 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 to the specific project.

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

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

In addition, City staff should 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, and radio announcements (if funding allows).
- Presentations to schools, non-profit and community organizations, public agencies, businesses, etc.
- 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.

City staff may consult 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 hearing will be scheduled as part of a regular Tulare City Council meeting. The hearing will be broadly advertised in the community in both English and Spanish through posters at the Transit Center, onboard TIME buses, and at major transit stops, on the City’s website, and in the local newspaper. The hearing will also 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 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 will be 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 Tulare currently conducts the following public outreach for TIME services and activities:

Published Timetables

The TIME schedule is included in the Tulare County Transit Guide. The Transit Guide includes English and Spanish sections, and is available on the City of Tulare’s website (transit page).

Bilingual Outreach

Currently, the City’s transit program has eleven contracted employees (MV Transportation) that are fluent in Spanish as well as English, and one that is fluent in Portuguese and English. There are six full-time drivers who are fluent in Spanish. At least one is on duty during all service/operating hours. A bilingual employee is also available at the Transit Center to answer phone inquiries and provide Spanish-speaking customers with information on public transit services. Bilingual assistance is also utilized at public meetings/hearings when needed and appropriate.

In addition, the Green Line Call Center provides information in Spanish; the Green Line is a toll-free help line that provides information (route schedules, route transfers, etc.) for all public transit services within Tulare and County, including TIME.

Monthly Transit Meetings

The general public is invited to attend monthly meetings of the City of Tulare’s public transit program (TIME), hosted by City transit staff at the Tulare Transit Center. Meetings are held the second Tuesday of each month.

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 in English and Spanish, and having drivers provide information to riders.

Short Range Transit Plan (SRTP)

The City of Tulare completes a SRTP for TIME at least every five years. The *City of Tulare 2014 Short Range Transit Plan* was completed in June 2014. Both onboard and community awareness surveys were conducted to garner information from riders and the public regarding their perceptions of public transportation and public transportation needs. All surveys were printed in both English and Spanish.

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 Tulare) 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 Tulare 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 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 assist with public testimony.

SECTION 4: LIMITED ENGLISH PROFICIENCY (LEP) PLAN

Introduction

This Limited English Proficiency (LEP) Plan has been prepared to address the City of Tulare'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 Tulare is the public transit operator within its jurisdictional boundaries, operating as Tulare InterModal Express (TIME). The City of Tulare lies within the Visalia Urbanized Area (UZA), so the TIME service area includes the Tulare City Limits, as well as two census-designated places (CDP), the Matheny Tract and East Tulare Villa, that lie just outside of city limits, but within the UZA. 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 TIME. 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.

In order to prepare this plan, the City 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 by TIME.
2. The frequency with which LEP persons come in contact with TIME services.
3. The nature and importance of services provided by TIME 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 Tulare's transit services.

To identify the languages spoken by individuals within the TIME service area the City used available U.S. Census data. A review of the 2011-2015 American Community Survey (ACS) revealed that 24,674 persons (44% of the population) in the City of Tulare speak a language other than English. Of those 24,674 persons 12,604 (44%, or 23% of the overall population) have limited English proficiency; that is, they speak English less than "very well." Of those persons with limited English proficiency, 11,110 (20% of Tulare's total population) speak Spanish; the remaining 1,494 respondents speak fourteen other languages, Portuguese accounting for slightly over 1% with each of the remaining languages accounting for less than 1% of the population.

As shown in Table 4-1 below, 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. While no language data is available for the two census designated areas contained within the TIME service area, 2010 census demographic information indicates that Hispanics make up the majority of the population in both the Matheny Tract and East Tulare Villa. Seventy-three percent (73%) of people living in the Matheny Tract (890 out of a total population of 1,212), and 55% of people living in East Tulare Villa are Hispanic (428 out of a total population of 778). No other groups exist within the CDPs that would warrant additional languages to be included within Tulare's Safe Harbor Provision requirements.

Table 4-1: City of Tulare – Language Spoken at Home

Ability to Speak English	Population	Percent of Total
Total Population (5 years and older)	55,631	100.00%
Speak only English	30,957	55.65%
Language other than English	24,674	44.35%
Speaks English less than “very well”	12,604	22.66%
Spanish	11,110	19.97%
Portuguese	689	1.24%
“Other” West Germanic	11	0.02%
Russian	9	0.02%
Serbo-Croatian	27	0.05%
Persian	8	0.01%
“Other” Indic	34	0.06%
Chinese	142	0.26%
Japanese	11	0.02%
Hmong	82	0.15%
Vietnamese	34	0.06%
“Other” Asian	343	0.62%
Tagalog	76	0.14%
Arabic	15	0.03%
African	13	0.02%

Source: U.S. Census Bureau, 2011-2015 American Community Survey

2. The frequency with which LEP persons come into contact with the City’s transit services.

The City of Tulare used several strategies to assess the frequency with which staff and drivers have, or could have, contact with LEP persons, including staff interviews (both city and service contractor staff) and reviewing recent onboard and community awareness surveys.

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. Currently, the City’s transit program has eleven contracted employees (MV Transportation) that are fluent in Spanish as well as English, and one that is fluent in Portuguese and English. There are six full-time drivers who are fluent in Spanish and English. At least one is on duty during all service/operating hours. TIME currently has no Spanish-speaking dispatchers.

Onboard passenger surveys conducted in September of 2013 for the *City of Tulare 2014 Short Range Transit Plan* indicated that a large percentage of TIME passengers speak Spanish; when asked what languages were spoken at home almost half of respondents

(34%) indicated that Spanish is spoken in their homes, underscoring the need for all transit information to be made available in both English and Spanish. However, all survey forms were made available in both English and Spanish, and only 10% of riders surveyed filled out the Spanish language version, indicating that many Spanish-speaking TIME riders are bilingual.

A companion community awareness survey was conducted to gauge the general public's perceptions of TIME services. Community intercept surveys were conducted at the Tulare Farmers market and Tulare County Fair in September of 2013. The survey was also distributed to a random-sampling of 250 Tulare households, as well as made available on the City's website. Forty-eight percent (48%) of riders and 34% of non-riders indicated that they speak Spanish at home. All survey forms were made available in both English and Spanish, and conducted by a survey team comprised of bilingual (English/Spanish) surveyors. Twenty-four percent (24%) of community survey respondents (both riders and non-riders) elected to take the survey in Spanish.

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 TIME information is posted in Spanish in high volume areas, such as onboard buses, at the Transit Center, and on the City's transit webpage.

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

To help gauge how important TIME services are to LEP individuals, the onboard passenger surveys conducted in September of 2013 for the *City of Tulare 2014 Short Range Transit Plan* were reviewed. The largest population of LEP individuals in the TIME service area is Spanish. Although only 10% of riders surveyed filled out the Spanish language version, 60% of respondents identified themselves as Hispanic, and 34% indicated that Spanish is spoken in their homes. Of total respondents, 60% indicated that they did not have a car available to make the trip if the bus was not available, and 80% indicated that their household income was below \$20,000 demonstrating that TIME may be the only transportation option available to LEP riders. When asked the purpose of their trip, respondents indicated that they use TIME to get to work, school, and medical appointments, and for shopping trips, indicating that LEP riders are using TIME services for life-sustaining purposes.

Overall, the onboard and community surveys indicated that there are multiple non-English languages commonly spoken in Tulare, most notably Spanish and Portuguese. Census data reinforced this finding. However, Spanish speakers are most likely to depend on TIME and face language-related barriers to using the City's public transit services. 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 TIME documents are translated, and bilingual staff members are available as needed. Vital documents are those that demonstrate where and how to use TIME services, how to access services and

additional information, and information about TIME'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 Tulare 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 phone services in Spanish.

Currently, the City's transit program has eleven contracted employees (MV Transportation) that are fluent in Spanish as well as English, and one that is fluent in Portuguese and English. There are six full-time drivers who are fluent in Spanish. At least one is on duty during all service/operating hours. Bilingual staff is also available via phone to assist Spanish-speaking patrons with general customer service inquiries (559-685-2322 or 559-688-5706), and Spanish service information for TIME is available via the county-wide customer service line, the Green Line (1-877-40 GOGREEN). The City does not currently have a translation feature as part of its website, but transit information (which is presented as a link to a .pdf of the bilingual Tulare County Transit Guide) is available online. City staff is available to provide translation services at public hearings, 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 TIME's Title VI documents (notice to the public, complaint form/procedures, and notice regarding language assistance services).

Total cost figures for existing translation services are unavailable, though phone translation services cost approximately three dollars (\$3) per minute, and the translation of written materials costs approximately fourteen cents (14¢) per minute for Spanish. Oral translation is included within City staff and service contractor salaries. The Tulare County Transit Guide is published and paid for by TCAG through local contributions.

The *City of Tulare 2014 Short Range Transit Plan* recommended that 5% of TIME's overall operating budget be dedicated to marketing and outreach efforts. Some of these funds could be used for Spanish-language publications and radio spots, as needed.

Implementation Plan

Language Assistance Measures

The City of Tulare 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 TIME customer service phone lines, onboard TIME buses, and at City Council meetings;
- Provide all essential written material related to rider information in Spanish (including, but not limited to TIME schedules, public notices, ADA application and Title VI documents and procedures);
- Place statements in public notices that interpreter services are available at these public meetings;
- Develop relationships with local non-profit and community organizations, and public agencies that provide services to LEP individuals and seek opportunities to provide information about TIME services;
- Survey front-line transit staff (both City and service contractor employees) on an annual basis regarding their experiences with LEP individuals;
- Post and provide the TIME Title VI Policy and LEP Plan, Title VI Discrimination Complaint Forms and Instructions on the City's website, and at the Tulare Transit Center, www.tulare.ca.gov/departments/finance/transit;
- When an interpreter is needed, for a language other than Spanish, the City will utilize 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 TIME, the City provides the following:

- Bilingual transit staff during most TIME service hours for in-person and phone assistance;
- TIME schedules (in the Tulare County Transit Guide) including Spanish translation;
- All vital TIME documents printed and posted in Spanish at the Tulare Transit Center, on the City's website (transit webpage), and on all TIME 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 on important outreach documents, at the Tulare Transit Center, and on the City's website (transit webpage).

Staff LEP Training

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

- Information on the City's TIME Title VI Program (including language assistance services) and the City's LEP responsibilities;
- How to document language assistance requests;
- How to assist TIME 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 (MV Transportation) staff:

- Annual "Sensitivity Training" that includes direction on how to manage non-English speaking persons.

Monitoring and Updating the LEP Plan

The City of Tulare 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 TIME service area, or as requested by the FTA or Caltrans. 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 Finance Director, and/or designated Title VI administrator 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 U.S. Census;
- Maintain internal monitoring of City and service contractor staff regarding their interaction with LEP persons;
- Determine whether TIME's financial resources are sufficient to fund needed language assistance resources.

Dissemination of the LEP Plan

A link to the City of Tulare/TIME Title VI Program (including the City's LEP Plan) is included on the City of Tulare website at:

www.tulare.ca.gov/departments/finance/transit

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:

Title VI Administrator
City of Tulare
411 E. Kern Ave.
Tulare, CA 93274
Phone: (559) 684-4227

SECTION 5: PARTICIPATION TABLE

Table Depicting the Membership of Non-Elected Committees and Councils

The City of Tulare does not currently have any transit-related non-elected planning boards, advisory councils or committees. Therefore, the City does not monitor the racial makeup of said entities. These functions are conducted through TCAG's Social Services Transportation Advisory Council (SSTAC).

The City does convene a monthly meeting of the public on transit issues to garner feedback, receive concerns or complaints, and solicit responses to changes in schedules, routes and fees. Participants are also encouraged to provide feedback on drivers, administrators, service, etc. No information is collected on the race of participants at these meetings. An administrative recommendation of the *City of Tulare 2014 Short Range Transit Plan*, developed by Moore & Associates, Inc. was the formation of a Technical Advisory Committee (TAC) based on this monthly roundtable. If such a committee is formed, the City will need to monitor its racial makeup.

SECTION 6: EQUITY ANALYSIS

Title VI Equity Analysis

The City of Tulare has no current plans for constructing any new transit-related facilities (including storage and maintenance facilities, and operation centers). The City has not engaged in any construction of facilities in support of its public transit program since 2008. In light of the absence of construction, the City does not presently have an equity analysis to report.

SECTION 7: 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 TIME 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.

TIME Service Standards

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).

Table 7-1: TIME Vehicle Load Standards				
Vehicle Type	Average Passenger Capacities			
	Seated	Standing	Total	Maximum Load Factor
25' Cutaway	16	4	20	1.25
33'-35' Transit Bus	30	7	37	1.25

Vehicle Headway Standards

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

TIME Local Routes

TIME operates six local fixed-routes Monday through Sunday during the following hours:

Monday – Friday	6:15 am to 9:15 pm
Saturday	8:15 am to 6:30 pm
Sunday	8:15 pm to 6:30 pm

Fixed-route service is provided every 30 minutes Monday through Saturday. Local service operates on 60-minute headways on Sunday.

TIME Intercity Route

TIME operates an express route (Route 11X) between Tulare and Visalia every 30 minutes with stops at College of the Sequoias (in Visalia) and the Visalia Transit Center. Service is provided Monday through Sunday during the following hours:

Monday – Friday	6:30 am to 9:30 pm
Saturday	8:30 am to 6:30 pm
Sunday	8:30 am to 6:30 pm

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

On-time Performance Standards

Ninety (90%) percent of all fixed route revenue bus trips must complete their established runs no more than 5 minutes late and 0 minutes early in comparison to the published schedule.

Service Availability Standards

The local TIME system will be designed such that 85% of activity centers in Tulare will be within one-quarter (1/4) mile of the fixed route system.

TIME Service Policies

Vehicle Assignment Policy

TIME vehicles are assigned to routes based on the operating characteristics of the routes. Many of the TIME 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. Given Tulare's strict standards with respect to maintenance, age does not serve as a viable proxy for diminished quality. All vehicles within the TIME fleet are lift-equipped, with heating and air conditioning.

Transit Amenities Policy

Transit amenity improvements are prioritized based on critical repairs, ADA compliance, passenger activity, and safety.

SECTION 8: COUNCIL RESOLUTION

See following page for resolution.