



TCRTA

Title VI Program

2025

Adopted:
Resolution No.:

Prepared by:

**Tulare County Regional Transit Agency
200 E. Center Avenue
Visalia, CA 93291
(559) 623-0832**

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 Recipient"

TULARE COUNTY REGIONAL TRANSIT AGENCY (TCRTA)

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I. Introduction

Tulare County Regional Transit Agency (TCRTA)

Federal Transit Administration (FTA) Circular 4702.1B requires Tulare County Regional Transit Agency (TCRTA) as a provider of public transit that receives federal funds to prepare a Title VI Program triennially. The TULARE COUNTY REGIONAL TRANSIT AGENCY (“TCRTA” or “Transit Agency”) is a joint powers agency formed by the Cities of Dinuba, Exeter, Farmersville, Lindsay, Tulare, Woodlake, and the County of Tulare (each, a “Member Agency” and together, the “Member Agencies”) pursuant to Section 6500 et seq. of the Government Code of the State of California through the adoption of a Joint Powers Agreement that became effective on August 17, 2020 (the “Joint Powers Agreement”).

Subsequently, the TCRTA Board authorized the membership of the Tule River Indian Tribe of California to the agency at a special meeting held on August 24, 2022.

The purpose of the Joint Powers Agreement is to empower the Member Agencies to exercise their common powers by the formation and operation of TCRTA, with full power and authority to own, operate, and administer a public transportation system. TCRTA is and shall operate as a public agency separate and apart from the Member Agencies.

Currently, TCRTA member agencies provide Fixed Route, ADA Paratransit, and on-demand/Microtransit services. TCRTA is governed by an 8-member Board of Governors. This Board is composed of one representative and an alternate from each of the six cities, Tule River Tribe and one member and alternate from the County of Tulare. County Counsel from the County of Tulare provides legal support. TCRTA had formed several committees but disbanded them in the last year.

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

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

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

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

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

II. TCRTA's Title VI Notice to the Public



Notification of Rights Under Title VI

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

- TCRTA provides its services and programs without regard to race, color, and national origin in full compliance with Title VI.
- Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI while using the transit services of TCRTA may file a complaint with TCRTA.
- For more information about TCRTA's Title VI civil rights program, and the procedures to file a complaint, contact the TCRTA Office at (559) 623-0832, visit our website <http://www.gotcрта.org/>; or visit our administrative office at 200 E. Center Ave, Visalia, CA 93291.
- A complainant may file a complaint directly with the Federal Transit Administration at the following address:

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

If information is needed in another language, contact (559) 623-0832.

Si se necesita esta información en español, llame (559) 623-0832.

TCRTA Executive Director



CITY OF DINUBA CITY OF EXETER CITY OF FARMERSVILLE CITY OF LINDSAY
CITY OF TULARE CITY OF WOODLAKE COUNTY OF TULARE
TULE RIVER TRIBE OF CALIFORNIA

List of Locations Where Title VI Notice is Posted

TCRTA's Title VI notice to the public is currently posted at the following locations:

- TCRTA's front reception area
- TCRTA's conference room
- TCRTA's break room
- TOMF (reception area)
2530 Road 140
Visalia, CA 93277
- Dinuba Transit Center (main customer area)
180 W. Merced Street
Dinuba, CA 93618
- Porterville Transit Center (main customer area)
61 W. Oak Avenue
Porterville, CA 93257
- Tulare Transit Center (main customer area)
360 N. K Street
Tulare, CA 93274
- Posted on all TCRTA vehicles (bus cards)
- TCRTA's website: [https://gotcртом.org/?s=Title+VI](https://gotcрта.org/?s=Title+VI)

III. Title VI Complaint Procedures

How to File a Title VI Complaint with TCRTA

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

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

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

- any planned extension to the 30-day rule.
- Following the investigation, the Title VI Coordinator will issue one of two letters to the complainant: 1) a closure letter or 2) a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur.
- TCRTA's personnel files are confidential; therefore, specific information on disciplinary actions resulting from the complaints will not be divulged.
- If the complainant is unsatisfied with the decision, he/she has 30 days after the date of TCRTA's closure letter or the LOF to appeal to the TCRTA's Board of Governors. The complainant is entitled to review the denial, to present additional information and arguments, and to separation of functions (i.e., a decision by a person not involved with the initial decision to deny eligibility).
- The complainant is entitled to receive written notification of the decision of the appeal and the reasons for it.
- Any timeline set forth herein may be extended by TCRTA upon a showing of good cause. The complainant will be notified in writing of such a change.
- The complainant may also file a complaint directly with the Federal Transit Administration (FTA), by contacting:

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

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

TCRTA Title VI Complaint Form

SECTION I: Please write legibly		
Name:		
Address:		
City:	State:	ZIP Code:
Telephone:	Secondary Phone (<i>Optional</i>):	
Email Address:		
Accessible Format Requirements?	☐ Large Print	☐ Audio Tape
	☐ TDD	☐ Other
SECTION II:		
Are you filing this complaint on your own behalf?	YES*	NO
*If you answered “yes” to this question, go to Section III.		
If you answered “no” to this question, please supply the name and relationship of the person for whom you are complaining?		
Please explain why you have filed for a third party:		
Please confirm that you have obtained permission from the aggrieved party to file on their behalf.	YES	NO
SECTION III:		
I believe the discrimination I experienced was based on (<i>check all that apply</i>): ☐ Race ☐ Color ☐ National Origin		
Date of alleged discrimination (mm/dd/yyyy)		
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all person(s) who were involved. Include the name and contact information of the person(s) who discriminated against you (if known), as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.		

TCRTA Title VI Complaint Form

Page 2

SECTION IV:		
Have you previously filed a Title VI complaint with TCRTA?	YES	NO
SECTION V:		
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? ☐ YES* ☐ NO *If yes, check all that apply: ☐ Federal Agency _____ ☐ State Agency _____ ☐ Federal Court _____ ☐ Local Agency _____ ☐ State Court _____		
If you answered "yes" to previous question, provide information about a contact person at the agency/court where the complaint was filed.		
Name: _____		
Title: _____		
Agency: _____		
Address: _____		
Telephone: _____		Email: _____
SECTION VI:		
Name of agency complaint is against: _____		
Contact person: _____		
Title: _____		
Telephone number: _____		

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

Signature and date are required below to complete the form:

Signature _____ Date _____

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

Tulare County Regional Transit Agency (TCRTA)

Title VI Coordinator

200 E. Center Avenue

Visalia, CA 93291

List of Title VI Investigations, Complaints, and Lawsuits

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

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

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

IV. Public Participation Plan

Introduction

TCRTA is committed to providing an open and visible decision-making process for its transit services, by involving traditionally under-served persons such as persons of race, color or national origin, low-income and the elderly, those addressed by the Americans with Disabilities Act (ADA) and Native American tribal governments and communities in any transit-related decisions. This includes implementing strategies for engaging minority, low-income, and Limited English Proficient (LEP) populations 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 TCRTA's Public Participation Plan for its transit services establishes strategies for involving the public in transit planning efforts to ensure that all groups are represented, and their needs considered. TCRTA is committed to ensuring it serves its residents fairly, consistently and in the most cost-efficient and appropriate manner within available resources. Through collaboration with riders, prospective riders, and the community at-large, TCRTA will be able to assess the quality of its service, measure potential impacts to the community from TCRTA transit planning and decision-making activities and ensure that it provides valuable transit services to the residents and visitors of its transit service area.

Identification of Affected Stakeholders

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

Minority Populations

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

Minority populations comprise over 73% of the population within the TCRTA service area. Hispanics are the largest minority, with nearly 65% of the total population. Asians comprise the next largest minority group at 3.5% 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 2-1: Service Area Population by Race/Ethnicity

Category	City of Tulare	City of Exeter	City of Farmersville	City of Dinuba	City of Lindsay	City of Woodlake	Tulare County	Service Area Total	% of Service Area Pop.
<i>Total Population</i>	<i>71,093</i>	<i>10,280</i>	<i>10,336</i>	<i>25,201</i>	<i>12,572</i>	<i>7,651</i>	<i>275,876</i>	413,009	100.00%
Hispanic	49,038	5,665	9,213	22,281	11,126	6,755	163,985	268,063	64.90%
White	16,582	4,088	998	2,099	1,190	594	87,232	112,783	27.31%
Black or African American	1,113	14	0	69	51	86	4,387	5,720	1.38%
American Indian & Alaska Native	414	24	32	32	14	15	1,226	1,757	0.43%
Asian	2,970	263	27	200	151	79	10,904	14,594	3.53%
Native Hawaiian & Other Pacific Islander	236	0	22	0	14	20	95	387	0.09%
Two or More Races	471	189	44	304	0	86	6,878	7,972	1.93%
Some Other Race Alone	269	37	0	216	14	16	1,181	1,733	0.42%

Source: U.S. Census Bureau, American Community Survey (ACS) 2023 Census

Purpose of the Public Participation Plan

TCRTA is committed to providing an open and visible decision-making process for its transit services. TCRTA, by formal Memorandum of Understanding (MOU) with its member agencies (City of Tulare, City of Dinuba, City of Lindsay, City of Woodlake, Tule River Tribe and Tulare County) has prepared this Public Participation Plan to involve the public in transit planning efforts. It offers ample opportunities for the public to be involved in the identification of social, economic, and environmental impacts of proposed transit-related decisions. This includes implementing strategies for engaging minority, low-income, and limited English Proficient (LEP) populations while conducting public outreach activities, in accordance with Federal Transit Administration (FTA) Circular 4702.1B Chapter III-5 Promoting Inclusive Public Involvement. Public participation is a vital part of the process to ensure the transit riders, prospective riders, and the public, are involved in any decisions that are made in the operation of the transit system.

TCRTA will encourage broad comment and input, including complaints, on any proposed fare changes, service changes, and any transit policies on behalf of its member agencies. TCRTA provides public transportation planning services on behalf of its member agencies. These functions include, but are not limited to, the following:

- To operate a public transportation system to service the incorporated areas of the cities who are Member agencies and the unincorporated areas of Tulare County.
- To acquire, hold, and dispose of real and personal property
- To acquire, construct, manage, and/or operate any facilities or improvements
- To own, lease, operate, and maintain vehicles and other property and equipment, which are necessary or reasonable
- To expend funds. This power shall be limited only by the availability as indicated in Joint Powers Agreement
- To sue and be sued in its own name
- To make or enter into contracts for services
- To provide and enter into agreements for transportation services to locations outside the jurisdiction and boundaries of any of the Member Agencies

Public Involvement Processes

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

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

Outreach Strategies

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

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

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

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

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

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

Annual Unmet Transit Needs Process

The Tulare County Association of Governments (TCAG), as the regional transportation planning agency for Tulare County, is required under the California Transportation

Development Act (TDA) to conduct an annual formal hearing process that solicits information about transit needs within Tulare County. Public participation is a key component of the TDA. Prior to making any allocation to member agencies (such as the TCRTA) not directly related to public transportation services, specialized transportation services, or facilities provided for the exclusive use of pedestrians and bicycles, TCAG must annually identify the unmet transit needs of all residents in the County and those needs that are reasonable to meet. This process involves public outreach and a public hearing before the TCAG Board to solicit comments on unmet transit needs that might be reasonable to meet by establishing or expanding public transportation services, and the adoption by resolution of findings related to public comments. TCRTA is responsible for implementing service changes to accommodate any unmet needs within its jurisdiction that are found to be “reasonable to meet,” prior to receiving TDA funding for that year. Public comments are invited through a wide array of mailing lists and agency contacts, by surface mail, email, on Facebook (FB) and through testimony received in-person, by phone, or at the hearing. Bilingual posters and comment cards are posted at key stakeholder agencies and community organizations, as well as at all transit centers and onboard all buses that operate within Tulare County including TCRTA. The hearing is conducted in both English and Spanish, and Spanish interpreters are present to assist with public testimony.

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



Unmet Transit Needs

Tell us how we can make public transportation in Tulare County work for you!

Cuéntenos cómo podemos hacer que el transporte público del Condado de Tulare funcione para usted.

Send us a comment or participate in a public hearing! All mailed comments must be received by March 31, 2025.

¡Envíanos un comentario o participa en una audiencia pública! Todos los comentarios enviados por correo deben recibirse antes del 31 de marzo de 2025.

Send Comments To:

O COMUNÍQUESE CON NOSOTROS:



210 N. Church Street, Suite B, Visalia, CA 93291
559-623-0450 • tcaginfo@tularecag.ca.gov

**Unmet Needs Hearing is
Monday, March 17, 2025 at 1:00 PM**
*La audiencia pública de necesidades no
cumplidas es el*
Lunes, 17 de marzo de 2025 a las 13:00
Tulare County Board of Supervisors Chambers
2800 W. Burrell Ave., Visalia, CA 93291



BUS SYSTEM COMMENTS COMENTARIOS SOBRE EL SISTEMA DE AUTOBUS

Name | Nombre:

Address | Dirección:

City/Zip | Ciudad/Zona Postal:

Phone Number | Número de Teléfono:

Comments | Comentarios:

Please provide as much specific information about your request as possible.
Por favor describa detalles sobre su solicitud.

Comments are evaluated annually on March 31st.

Los comentarios son evaluados cada año para el 31 de Marzo.

www.TulareCOG.org - (559) 623-0450

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

Publicinput.com/transitneeds

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

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

Public Comment on Fare Increases and Major Service Changes

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

The public hearing will be scheduled as part of a regular TCRTA Board meeting. The hearing will be broadly advertised in the community in both English and Spanish through posters at all transit centers, onboard TCRTA buses, and at major transit stops, on TCRTA’s website, and in the local newspaper. The hearing will be advertised through targeted outreach to community organizations and individuals, as appropriate to the proposed change. The public hearing will consist of a staff report before the TCRTA Board, followed by public testimony. Public comments may be submitted in person at the hearing or may be submitted prior to the meeting date. All comments will be presented to the TCRTA Board prior to approval of the proposed fare increases or major service change.

Public Participation Plan (PPP) Updates

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

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

Included in this report are some of the outreach events that are highlighted in the PPP. TCRTA continually strives to track and document all our outreach events. Our staff is committed to reach out to all minority, low income and LEP individuals when holding any transportation outreach events.

Ducor Resource Fair 04/06/2023 5:00 p.m. to 7:00 p.m. – Ducor Union Elementary School



This page intentionally left blank.

Outreach Log: April 2023-Present

Outreach Location/Event	Date & Time	Materials/Info Distributed	Staff in Attendance	Program Description	Notes
Ducor Resource Fair @ Ducor Union Elementary School	4/6/2023, 5-7pm	Route Brochures (C70, C80, C90, C40)	Albert Barragan & Olivia Forte	Ducor Elementary Family Event/Community Resource Fair	High turn-out, many learned they had a bus route come through Ducor
Poplar Community Health Fair	4/7/2023, 3-6pm	Route Brochures (C70, C80, C90, C40)	Olivia Forte & Giancarlo Bruno (TCAG info)	Poplar - Health Fair Series/Community Resource Fair	High turn-out, many learned about route options to Porterville
Strathmore Community Health Fair	4/8/2023, 1-3pm	Route Brochures (C90, C40, C70)	Teresa Ortega & Olivia Forte	Strathmore - Health Fair Series/Community Resource Fair	Good turnout, Easter event – attendees awarded for visiting booth and interacting
Southern Sierra Century Ride - Woodlake	4/15/2023, 7:30am-3pm	Route Brochures (C30, 11X)*?	Albert Barragan & Olivia Forte, TCAG Staff	Bike Ride event through City of Woodlake	
Dinuba Transit Center – Public Notice Boothing	2/6/2024, 6-7pm	Dinuba & N. County Service Zone posters and flyers, TRANSPORT FAQ page, surveys for N. County <i>only</i> , public comment notice (Board meeting)	Teresa Ortega, Albert Barragan, & Abul Hassan	Provided attendees information on TRANSPORT service coming to the area and invited them to February Board meeting for public comment	No survey responses Photos in February Board agenda presentation "M:\Microtransit\Via Mobility\Public Outreach\Phase 2 Events"

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Woodlake Transit Center – outreach event community

TCRTA wants to hear from you!

The **Tulare County Regional Transit Agency** is making changes to its microtransit service. **TRANSPORT** is an accessible, shared-ride, on-demand service with a flexible on-call schedule allowing you to request a ride, as needed.

Join us to find out more:

Whitney Transit Center (210 E Lakeview)

February 7, 2024

6:00 pm to 7:00 pm



¡TCRTA quiere saber de usted!

La **Agencia de Transporte Regional del Condado de Tulare** está realizando cambios en su servicio de microtransito. **TRANSPORTE** es un servicio accesible, de viaje compartido y a pedido con un horario de guardia flexible que le permite solicitar un viaje, según sea necesario.

Únase a nosotros para saber más:

Centro de tránsito Whitney (210 E Lakeview)

7 de febrero de 2024

6:00 pm to 7:00 pm



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Whitney (Woodlake) Transit Center – Public Notice Boothng	2/7/2024, 6-7pm	Woodlake Service Zone poster and flyers, service surveys, TRANSPORT FAQ page, public comment notice (Board meeting)	Olivia Forte, Albert Barragan, & Abul Hassan	Provided attendees information on TRANSPORT service coming to the area and invited them to February Board meeting for public comment	Received 1.5 survey responses Photos in February Board agenda presentation "M:\Microtransit\Via Mobility\Public Outreach\Phase 2 Events"
Porterville Transit Center – Public Notice Boothng	2/8/2024, 6-7pm	Porterville-Lindsay Service poster and flyers, TRANSPORT FAQ page & app QR page, public comment notice (Board meeting)	Albert Barragan & Abul Hassan	Provided attendees information on TRANSPORT service coming to the area and invited them to February Board meeting for public comment	Photos in February Board agenda presentation "M:\Microtransit\Via Mobility\Public Outreach\Phase 2 Events"
Lindsay Branch Library – Public Notice Boothng	2/8/2024, 6-7pm	Porterville-Lindsay service area flyers, TRANSPORT FAQ page & app QR page, public comment notice (Board meeting)	Teresa Ortega, Olivia Forte, & Abul Hassan	Provided attendees information on TRANSPORT service coming to the area and invited them to February Board meeting for public comment	Photos in February Board agenda presentation "M:\Microtransit\Via Mobility\Public Outreach\Phase 2 Events"
Tulare Public Library – Public Notice Boothng	5/30/2024, 6-7pm	VIFT, T-SC, LSPCC service zone flyers, FAQ and app page, public comment notice (Board meeting)	Teresa Ortega & Olivia Forte	Provided attendees information on TRANSPORT service coming to the area and invited them to June Board meeting for public comment	Used in June 2024 board presentation on Microtransit Public Outreach

DINUBA TRANSIT CENTER – handing out transit information



Tulare County Health Fair 2024 – Visalia outreach event



Tulare County Health Fair- Visalia Convention Center	10/2/2024	FAQ and app page, banners, app QR, and giveaway items (branded by A&H)	Olivia Forte & Ashlee Compton; Teresa Ortega & Melissa Cashen	Tulare County Health Fair is attended by County employees and Retirees. Provided attendees with Micro Transit information through Service zone flyers, FAQ page, App QR code, banners, giveaway items branded by Archer and Hound.	
Farmworker Women's Conference – Visalia Convention Center	10/31/2024	FAQ and app page All five service zone flyers, banners, app QR, Fixed Route brochures, and giveaway items (branded by A&H)	Teresa Ortega & Ashlee Compton; Olivia Forte & Melissa Cashen	Provided attendees with information on TCRTA Micro Transit and Fixed routes. Service zone maps, FAQ page with app page, App QR code, banners, fixed route brochures. Giveaway items branded by Archer and Hound.	
Reedley College Resource Fair	2/5-2/6/2025	FAQ and app page. Banners, app QR, fixed route brochures, giveaway items (branded by A&H)	Clay Landis & Gali Cashen; Melissa Cashen & Gali Cashen	Provided attendees (college students from Reedley, Selma, Dinuba, etc.) with information on TCRTA microtransit	

				and fixed route services.	
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Reedley College Resource Fair – outreach event February 2025



Tulare County Fair Parade – September 2024 City of Tulare





Date: Wednesday, March 19, 2025

Time: 1:30 p.m. - 6:00 p.m.

Location: The Dream Center

Audience: Students, Families, and School Staff

Join us for the Tulare County Office of Education Foster and Homeless Youth Education Services Community Connection Expo! An empowering event dedicated to fostering strong bonds between families, districts, and community partners. This unique gathering serves as a dynamic platform where communities come together to share ideas, resources, and insights, creating a vibrant network of support.

Tour the Dream Center | Guest Speakers | Community Booths | Spring Family Photobooth
Health Screening | Arts and Crafts Activities | Student Raffle | Appetizers and Refreshments



The Dream Center
1730 W. Walnut Ave., Visalia CA 93277
Phone: (559) 302-3622
Email: dreamteam@tcoe.org

Tulare County
Office of Education
Tim A. Hine, County Superintendent of Schools



Fecha: Miercoles, Marzo 19, 2025

Tiempo: 1:30 p.m. - 6:00 p.m.

Localización: Centro de Sueño

Audiencia/Público: Estudiantes, Familias, y Personal Escolar

¡Te invitamos al Evento de Conexión Comunitaria de los Servicios de Educación para Niños en cuidado de Crianza y Personas Sin Hogar. Un evento para fortalecer la conexión entre las familias, los distritos escolares, y las organizaciones de la comunidad. Este evento está pensado para reunir a todos, compartir ideas, y recursos y construir una red apoyo para cada uno.

Visita al Centro de Sueños | Presentadores | Recursos de la Comunidad | Sesión de fotos para familias
Exámenes de Salud | Actividades para Niños | Rifa Escolar | Bocaditos y Bebidas



Centro de Sueño
1730 W. Walnut Ave., Visalia CA 93277
Phone: (559) 302-3622
Email: dreamteam@tcoe.org

Tulare County
Office of Education
Tim A. Hine, County Superintendent of Schools

City of Tulare Public Library – outreach event community

TCRTA wants to hear from you!

The **Tulare County Regional Transit Agency** is making changes to its microtransit service. **TRANSPORT** is an accessible, shared-ride, on-demand service with a flexible on-call schedule allowing you to request a ride, as needed.

Join us to find out more:

Tulare Public Library

475 N. 'M' Street, Tulare, CA 93274

May 30, 2024

6:00 pm to 7:00 pm



Powered by VIA
TCRTA



¡TCRTA quiere saber de usted!

La **Agencia de Transporte Regional del Condado de Tulare** está realizando cambios en su servicio de microtransito. **TRANSPORTE** es un servicio accesible, de viaje compartido y a pedido con un horario de guardia flexible que le permite solicitar un viaje, según sea necesario.

Únase a nosotros para saber más:

Biblioteca pública de Tulare

475 N. Calle 'M', Tulare, CA 93274

30 de mayo de 2024

6:00 pm a 7:00 pm



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TCRTA



Farmersville City Hall – Public Notice Boothng	5/31/2024, 12-1pm	All five service zone flyers, FAQ and app page, public comment notice (Board meeting)	Clay Landis & Melissa Cashen	Provided attendees information on TRANSPORT service coming to the area and invited them to June Board meeting for public comment	Used in June 2024 board presentation on Microtransit Public Outreach
Tipton Elementary School – Public Notice Boothng	6/5/2024, 5-6pm	All five service zone flyers, FAQ and app page, public comment notice (Board meeting)	Clay Landis & Teresa Ortega	Provided attendees information on TRANSPORT service coming to the area and invited them to June Board meeting for public comment	Used in June 2024 board presentation on Microtransit Public Outreach
Tulare County Library – Public Notice Boothng	6/6/2024	All five service zone flyers, FAQ and app page, public comment notice (Board meeting)	Melissa Cashen & Olivia Forte	Provided attendees information on TRANSPORT service coming to the area and invited them to June Board meeting for public comment	Used in June 2024 board presentation on Microtransit Public Outreach
Visalia Rawhide Game – Micro Campaign	8/27/2024	All five service zone flyers, banners, app QR, surveys, and giveaway items (branded by A&H)	Melissa Cashen & Olivia Forte	All five service zone flyers, banners, app QR, surveys	Survey info will be tabulated and provided to TCRTA by end of September 2024
Visalia Farmers' Market at Akers & Tulare	8/28/2024	All five service zone flyers, banners, app QR, surveys, and giveaway items (branded by A&H)	Teresa Ortega & Clay Landis	All five service zone flyers, banners, app QR, surveys	Survey info will be tabulated and provided to TCRTA by end of September 2024

FARMERWORKER WOMENS CONFERENCE 2024- outreach event



Visalia Rawhide Ballpark – outreach event



Reedley College Resource Fair	2/5-2/6/2025	FAQ and app page. Banners, app QR, fixed route brochures, giveaway items (branded by A&H)	Clay Landis & Gali Cashen; Melissa Cashen & Gali Cashen	Provided attendees (college students from Reedley, Selma, Dinuba, etc.) with information on TCRTA microtransit and fixed route services.	
TCOE Community Connection Expo	3/19/2025	Microtransit Presentation by Executive Director provided as well as microtransit materials (FAQ and app page, branded banners, app QR, and fixed route brochures)	Derek Winning and Ashlee Compton	Provided a presentation to attendants (fellow organizers, parents, and other district constituents.	



City of Farmersville – outreach event

County of Tulare Health Fair – Visalia Convention Center



The poster features a scenic background of rolling hills and mountains under a clear sky. The main title 'County of Tulare Employee HEALTH FAIR' is prominently displayed in white serif font. A green circular seal of the County of Tulare, California, is positioned in the upper right. A green banner with white text lists 'Master Gardeners & Master Food Preservers Demo' at 'San Joaquin A Room' starting at '11:00 AM'. Below this, three dark blue chevron-shaped boxes point right, containing 'FLU SHOTS BOOTH # 46', 'GLUCOSE TESTING BOOTH # 57 & # 58', and 'MASSAGE CHAIRS BOOTH # 54 - # 56'. An orange box on the left lists 'VENDOR BOOTHS, ACTIVITIES, DEMONSTRATIONS, RAFFLE PRIZES & MORE!' and mentions Vice Chair Vander Poel's speech. A green starburst highlights 'PET ADOPTION BOOTH # 4' with an illustration of a dog and a cat. A red speech bubble says 'New VENDOR ALERT!' with details for Sequoia Vein & Wound. The event location 'VISALIA CONVENTION CENTER' and address '303 E. ACEQUIA AVE, VISALIA' are listed, along with the date 'October 2, 2024' and time '8:00 AM - 4:00 PM' next to a red heart icon with a pulse line. A dark blue footer box contains a feedback survey notice. At the bottom left is the Human Resources & Development logo, and at the bottom right are contact details for phone and email.

County of Tulare Employee HEALTH FAIR

Master Gardeners & Master Food Preservers
Demo
San Joaquin A Room
11:00 AM

**FLU SHOTS
BOOTH # 46**

**GLUCOSE TESTING
BOOTH # 57 & # 58**

**MASSAGE CHAIRS
BOOTH # 54 - # 56**

**VENDOR BOOTHS,
ACTIVITIES,
DEMONSTRATIONS,
RAFFLE PRIZES &
MORE!**

Get inspired as
Vice Chair Vander Poel
delivers his welcoming
speech!

**PET
ADOPTION
BOOTH # 4**

New
**VENDOR
ALERT!**

Sequoia Vein & Wound
offering free vein ultrasounds!

VISALIA CONVENTION CENTER
303 E. ACEQUIA AVE, VISALIA
October 2, 2024
8:00 AM - 4:00 PM

We value your feedback! Complete the employee survey to
be entered in for a raffle prize. See raffle table for details.

 **HUMAN RESOURCES
& DEVELOPMENT**
TULARE COUNTY

+559-636-4911
OEHealth@tularecounty.ca.gov

V. Limited English Proficiency (LEP) Plan

Introduction

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

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

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

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

Background

TCRTA administers Fixed Route, Microtransit and Dial-A-Ride services that are operated by a third-party contractor, TransDev. TCRTA has a policymaking board which is made up of several entities (City of Tulare, Dinuba, Exeter, Farmersville, Lindsay, Woodlake, Tule River Tribe and County of Tulare). Exeter and Farmersville are a part of the City of Visalia's Transit system. TCRTA is fully established and operating in these cities transit system and the County of Tulare transit system.

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

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

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

Four-Factor Analysis

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

The currently available U.S. Census data was used to determine the geographic boundaries of its service area and identify LEP populations within that area. A review of the 2023 American Community Survey (ACS) revealed that 413,009 individuals live within Tulare County. The survey revealed that 175,966 persons (57%) speak a language other than English. In addition, the survey revealed that 98,369 persons (32% of the total population) have limited English proficiency; that is, they speak English less than "very well".

As demonstrated in Table 3-1 below, Spanish is the only language that falls outside of the Safe Harbor Provision of over 5% or 1,000 individuals (whichever is less) of the total population within the service area, with regards to the written translation requirements of written documents.

Table 3-1										
Languages Spoken	Unincorporated areas of Tulare County	TULARE COUNTY %	TULARE CITY pop.	TULARE CITY %	EXETER pop.	EXETER CITY %	DINUBA pop.	DINUBA CITY %	FARMERSVILL E pop.	FARMERSVILLE CITY %
Total Pop.	183,148	100%	64,025	100%	9,627	100%	23,364	100%	9,801	100%
Speak only English	75,458	41%	34,304	54%	6,636	69%	8,642	37%	3,270	33%
Lang Other than English	107,690	59%	29,721	46%	2,991	31%	14,722	63%	6,531	67%
Speaks English less than very well	56,933	31%	12,755	20%	1,586	16%	5,870	25%	2,441	25%
Spanish	54,344	30%	11,272	18%	1,485	15%	5,846	25%	2,441	25%
French, Haitian, or Cajun	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
German or other West Germanic	4	0.00%	32	0.05%	18	0.19%	0	0.00%	0	0.00%
Russian, Polish, or other Slavic	144	0.08%	106	0.17%	0	0.00%	0	0.00%	0	0.00%
Other Indo- European lang.	288	0.16%	580	0.91%	83	0.86%	7	0.03%	0	0.00%
Chinese (incl. Mandarin, Cantonese)	127	0.07%	20	0.03%	0	0.00%	0	0.00%	0	0.00%
Korean	5	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Vietnamese	31	0.02%	225	0.35%	0	0.00%	0	0.00%	0	0.00%
Other Asian & Pacific Island	570	0.31%	267	0.42%	0	0.00%	0	0.00%	0	0.00%
Tagalog (incl. Filipino)	759	0.41%	81	0.13%	0	0.00%	10	0.04%	0	0.00%
Arabic	597	0.33%	86	0.13%	0	0.00%	7	0.03%	0	0.00%
Other & unspecified languages	64	0.03%	86	0.13%	0	0.00%	0	0.00%	0	0.00%

Table 3-1								
Languages Spoken	WOODLAKE pop.	WOODLAKE CITY %	LINDSAY pop.	LINDSAY%	TOTAL ALL CITIES	ALL CITIES %	TOTAL Cities & Tulare County	ALL CITIES & COUNTY %
Total Pop.	7,083	100%	11,857	100%	125,762	100%	308,910	100%
Speak only English	1,599	23%	3,030	26%	57,483	46%	132,941	43%
Lang Other than English	5,484	77%	8,827	74%	68,279	54%	175,969	57%
Speaks English less than very well	2,915	41%	4,521	38%	30,089	24%	98,369	32%
Spanish	2,909	41%	4,436	37%	28,390	23%	82,734	27%
French, Haitian, or Cajun	0	0.00%	0	0.00%	0	0.00%	0	0.00%
German or other West Germanic	0	0.00%	0	0.00%	50	0.04%	54	0.02%
Russian, Polish, or other Slavic	0	0.00%	0	0.00%	106	0.08%	250	0.08%
Other Indo-European lang.	0	0.00%	0	0.00%	670	0.53%	958	0.31%
Chinese (incl. Mandarin, Cantonese)	0	0.00%	32	0.27%	52	0.04%	179	0.06%
Korean	0	0.00%	0	0.00%	0	0.00%	5	0.00%
Vietnamese	0	0.00%	0	0.00%	225	0.18%	256	0.08%
Other Asian & Pacific Island	6	0.08%	11	0.09%	284	0.23%	854	0.28%
Tagalog (incl. Filipino)	0	0.00%	42	0.35%	133	0.11%	892	0.29%
Arabic	0	0.00%	0	0.00%	93	0.07%	690	0.22%
Other & unspecified languages	0	0.00%	0	0.00%	86	0.07%	150	0.05%

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

TCRTA's contact with LEP persons was determined by conducting a survey of all transit agency workers (TransDev contractor and TCRTA transit staff). This review revealed that transit agency staff contact has been primarily with Spanish speakers. The transit staff members and contracted bus drivers provide information about the routes, buy a bus pass, request a transit guide, or ask about transit fares. The City of Visalia administers a service for all the transit providers in Tulare County called The Greenline. This service allows individuals to call this toll-free bus information help line. They are able to be provided with information about routes, schedules, trip plan and other general transit questions regarding all the transit systems that operate within Tulare County. In the future we will also use the Greenline information to track the type of calls being received and how many individuals are Spanish speaking or speak another language other than English.

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

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

3. The nature and importance of the program, activity or service provided by the program to people's lives.

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

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

TCRTA will provide non-English language translation on their website and any other media used to disseminate information about their transit services. TCRTA will use their website (<https://gotcрта.org/>) to disseminate information about their transit services.

TCRTA will maintain all the existing outreach procedures that the member agencies have in place. The transit agencies have Spanish speaking bus drivers, travel training provide training on a regular basis and there is a full time Spanish speaking employee to ensure that the large portion of Spanish speaking LEP individuals are served. Interpreters will be provided at all public hearings to promote attendance and engagement by Spanish speaking LEP persons. All the member agencies provide bus schedules, fares and information about available services in both English and Spanish and the information is available on all buses and in customer service locations. All

ridership surveys are provided in English and Spanish. TCRTA will ensure an adequate number of bilingual bus operators and that all customer service representatives are bilingual.

Outreach Budget Title VI

In the current physical year, the outreach budget for TCRTA is \$24,639. This Regional Transit Outreach budget will continue interactive transit outreach with the public for TCRTA. Outreach strategies will be developed and implemented during this year in order to inform the planning of safe, environmentally friendly, efficient, and equitable transit services that help meet the needs of local residents and the community. The outreach will go beyond asking current riders what can be done to improve their transit travel across Tulare County, it will also look at populations with low ridership and strategize how to increase their participation in public transit. Feedback will occur on the topics of public perception, safety, how transit plays a role as an essential service, and look at how transit information is disseminated in Tulare County.

Outreach Hearings Held for TCRTA 2022



TCRTA is also holding

PUBLIC HEARINGS

Virtual meeting link will be available at
www.TCRTAcares.com and FaceBook

Wednesday 4/27 6:00 PM

Thursday 4/28 6:00 PM

Wednesday 5/4 6:00 PM

Thursday 5/5 6:00 PM

Monday 5/16 6:00 PM*

*The public is invited
to attend in person at

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

TCRTA*cares*

Tulare County Regional Transit Agency

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

www.TCRTAcares.com

Language Assistance Measures

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

- Provide bilingual staffing at all the existing transit centers
- The TCRTA monthly agenda provides notice that if special assistance is needed to participate in the meeting, including auxiliary aids, translation requests, or other accommodations they can contact our office at least 3 days prior to the meeting.
- All TCRTA documents such as any public hearings and special transportation studies will be posted on the TCRTA website. TCRTA provides translation of its website content through Google Translator.
- TCRTA staff will set up a booth at non-profit organizations and community organizations and seek opportunities to provide information about our transit services to LEP, low-income, disabled and minorities.
- Provide non-English translation at meetings or for written documents when necessary or upon request.
- Tailor public participation activities to reflect the unique LEP population within a respective community.
- Avoid complex terminology and technical terms to help target the presentation in a way that is appropriate when addressing the general public and LEP persons.
- Continuing the relationships developed with local social service organizations, and public agencies that provide services to LEP persons and seek opportunities to provide information about TCRTA transit system;
- Survey front-line transit staff (contractor staff and TCRTA staff) on an annual basis regarding their experiences with LEP individuals.
- Post the TCRTA Title VI Program on the TCRTA's website, at all transit centers and where all existing member agencies have transit information posted.
- When an interpreter is needed, for a language other than Spanish, TCRTA will use a professional interpreter service.

Providing Notice to LEP Persons

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

- TCRTA staff have notices posted in the reception area and meeting rooms of the TCRTA office.
- Notice will be posted on the TCRTA website in Spanish.
- Flyers for major community workshops and similar meetings include instructions on how to request translation services.
- TCRTA have a link on their website transit section to the Title VI notice and the complaint forms. We will also place in the public areas on our member agencies Transit Centers so access to Title VI information is provided to all areas in which TCRTA operates in Tulare County.

Monitoring and Updating the LEP Plan

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

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

Staff LEP Training (TCRTA Staff & Contractor Staff)

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

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

5. Staff will receive training on how to document language assistance requests.

The Title VI Coordinator will develop a schedule for training new employees about Title VI requirements.

Outreach Booth at City Transit Center



VI. Minority Representation on Non-Elected Transit Advisory Committee

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

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

VII. TCRTA Determination of Site or Location of Facilities

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

VIII. TCRTA System-Wide Standards & Policies

TCRTA transit operates transit in four cities, Tule River Tribe and the County of Tulare. When TCRTA was founded all the existing system-wide standards and policies remained in place. 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 the City of Tulare 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. The system-wide service standards and policies for each city and the county that operate fixed routes are indicated below. TCRTA will be reviewing and consolidating all system-wide services standards and policies into one all-encompassing policy within the next two years.

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

Service Standards

City of Tulare

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).

Vehicle Load Standards				
	Average Passenger Capacities			
Vehicle	Seate	Standi	Total	Maximum Load
25' Cutaway	16	4	20	1.25
33'-35' Transit	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 City of Tulare headways are as follows:

City of Tulare Local Routes

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

Monday – Saturday	7:00 am to 7:30 pm
Sunday	9:30 pm to 6:30 pm

Fixed-route service is provided every 10 minutes Monday through Saturday. Local service operates on 10-minute headways on Sunday.

Intercity Route

TCRTA 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 & Sunday 9:30 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 TCRTA and the City of Visalia. TCRTA 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 TCRTA 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.

Service Policies

Vehicle Assignment Policy

Vehicles are assigned to routes based on the operating characteristics of the routes. Many of the 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 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.



Tulare Transit Center

SYSTEM-WIDE SERVICE POLICIES

Vehicle Assignment

City of Dinuba – D1-D4 Routes & Commuter Route

VEHICLE LOAD STANDARDS

Per adopted DART service 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).

DART Vehicle Load Standards				
	Average Passenger Capacities			
Vehicle Type	Seated	Standing	Total	Maximum Load Factor
25' Cutaway	20	4	24	1.25
30' Cutaway	27	6	33	1.25
33' Transit Bus	31	7	38	1.25
31' Trolley Bus	27	6	33	1.25

VEHICLE HEADWAY STANDARDS

Per adopted DART service standards, service headways should be such that passenger load standards are not exceeded on a continual basis. Current DART headways are as follows:

Local Route

Routes D1 through D4 provides flexroute service Monday through Sunday during the following hours:

Monday – Friday	7:00 am to 7:00 pm
Saturday & Sunday	8:30 am to 5:00 pm

Flexroute service is provided every 5 minutes during peak weekday hours. The service runs headways on Saturday and Sunday (all day), using one bus for both routes instead of two; the Route 1 runs every half hour, and the Route 2 runs half hour.

Commuter Route

The Dinuba Commuter Route provides service between Dinuba and Reedley, with stops at Reedley College and Adventist Health – Reedley Hospital, Monday through Sunday during the following hours:

School Year Schedule (mid-August through mid-June)

Monday – Friday	7:00 am to 7:20 pm
-----------------	--------------------

Summer Schedule (mid-June through mid-August)

Monday – Friday	7:00 am to 4:15 pm
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Commuter service is provided every 10 to 20 minutes during operating hours.

ON-TIME PERFORMANCE STANDARDS

Per adopted Dinuba service standards:

- Ninety (90%) percent of all revenue bus trips must depart the route start point and arrive at the route end point within 5 minutes of the time published in the schedule.
- No bus shall depart a formal time point before the time published in the schedule.
- Ninety (90%) percent of all demand-response same-day service will occur within 60 minutes of call time (call time to drop off).

SERVICE AVAILABILITY STANDARDS

Per adopted service standards, it is the City of Dinuba's goal to provide transit service to key trip origins and destinations throughout the city, such as apartments, clinics, retail centers, recreation centers and senior centers where ridership is expected to be high. The local route system will be designed such that approximately 70% of all city residences or activity centers will be within approximately one-quarter (1/4) mile walking distance of a bus stop or serviced by dial-a-ride. Bus stops will be spaced at a minimum of 1,200 feet along each route.

DINUBA SERVICE POLICIES

VEHICLE ASSIGNMENT POLICY

Dinuba vehicles are assigned to routes based on the operating characteristics of the routes. Local routes typically operate the smaller (25') more maneuverable cutaway type buses, while the Commuter service to Reedley College typically operates the larger (30'+) buses to accommodate longer distance travel and larger passenger loads. All vehicles within the Dinuba fleet are wheelchair lift-equipped, interior/exterior security surveillance camera systems-equipped, and are equipped with heating and air conditioning.

TRANSIT AMENITIES POLICY

Per adopted service standards, benches and/or shelters should be considered for individual stops where the average daily boardings exceed 20 passengers. Priority should be given to bus stops serving senior residences or activity centers, or facilities which serve clients with mobility impairments. All bus stops should be clearly marked with proper signage.

Dinuba Transit Center



City of Exeter & City of Farmersville

Currently the City of Farmersville is within the Urbanized area of the City of Visalia therefore it is being provided with transit services from Visalia Transit. City of Exeter was previously within the Urbanized are of the City of Visalia, but no longer is. Exeter is being provided transit services from the City of Visalia. At this time Visalia Transit will continue to service the cities. TCRTA does currently operate a Microtransit Pilot Program in both cities. Visalia Transit Route Service Standards apply to Exeter and Farmersville and so are indicated below.

VISALIA TRANSIT 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.

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.

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.



County of Tulare – TCRTA provides transit service to City of Lindsay

System-Wide Service Standards

Vehicle Load Standards

Vehicle load thresholds will be used to measure service effectiveness or to determine remediation. The average of all loads during peak operating period should not exceed 1.25 (25% standees) and 1.0 (0% standees) during off-peak periods on the fixed-route system.

Vehicle Load Standard	Vehicle Load Standard	Standees
Peak Period	1.25	25%
Off-Peak Period	1.0	0%

Vehicle Headway Standards

Vehicle headway is the time interval between vehicles on a route that allows passengers to gauge how long they will have to wait for the next vehicle. Similar to vehicle load, vehicle headway varies by mode and time of day. Vehicle headway will be determined by ridership and available resources to operate service.

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

On-Time Performance Standards

A vehicle is considered on-time if it departs a scheduled timepoint no more than one minute early and no more than eight minutes late. Tulare County's on-time performance objective is 90% or greater. Tulare County continuously monitors on-time performance and system results are published and posted as part of monthly performance reports covering all aspects of operations.

Service Availability Standards

Tulare County's service availability standards strive to ensure that 75% of residents in the service area are within three-quarters of a mile of bus service. Like vehicle headways, the ability to provide increased service levels will be determined by ridership and available resources to operate service.

System-Wide Service Policies

FTA requires that all providers of fixed-route public transportation develop qualitative policies for the following procedures:

- Vehicle Assignment
- Transit Amenities

Vehicle Assignment Policy

TCRTA will endeavor to deploy vehicle(s) assigned to each of the TCRTA fixed-routes such that the average age of the fleet serving each route does not exceed over seven years beyond the FTA useful life standard of the assigned vehicle type.

All vehicles will be equipped with air conditioning. The capacity of vehicles will be matched to the operating characteristic of the route.

Transit Amenities Policy

Several transit amenities and their siting will be considered to enhance TCRTA transit service and include but are not limited to those addressed below.

Installation of transit amenities along bus routes will be determined by factors such as ridership, boardings, individual requests, staff recommendations, and proximity to key origins and destinations. Consideration will be given to ensure amenities are being distributed throughout the transit system in an equitable manner, i.e., considering disparate impacts on the basis of race, color, or national origin, and taking corrective actions to remedy disparities to the maximum extent possible.

The following policies will be applied to funding allows:

- Seating (i.e., benches, seats at stops/stations)

Priority for benches and shelters should be given to bus stops serving senior housing, activity centers or facilities that serve clients with mobility impairments, and medical facilities. Seating/benches will be considered at bus stops with an average per trip boarding of five or more passengers.

- Bus shelters and canopies

Installation of shelter and/or canopies will be considered at a bus stop with an average per trip boarding of ten or more passengers.

- Provision of information

Printed signs, system maps, route maps and schedules. System and route maps and schedules will be available and accessible at key locations; on the TCRTA, TCAG and other key websites; and via the County's 1-877-40GoGreen telephone service open six days a week. Printed and/or electronic signs will be installed based on key boarding locations and at bus stops with an average per trip boarding of ten or more passengers.

Digital equipment such as next vehicle arrival time signs along bus routes and at fixed guideway stations. Installation of digital equipment will be considered at key boarding locations and bus stops with an average per trip boarding of ten or more passengers.

- Escalators

TCaT currently does not operate escalators but will consider the installation of escalators based on transit sites that must comply with the Americans with Disabilities (ADA) and/or an average trip boarding of thirty or more passengers.

- Elevator

TCaT currently does not operate elevators but will consider the installation of elevators based on transit sites that comply with the Americans with Disabilities (ADA) and/or an average trip boarding of thirty or more passengers.

- Waste receptacles (including trash and recycling)

Installation of waste receptacles will be considered at a bus stop with an average per trip boarding of ten or more passengers.

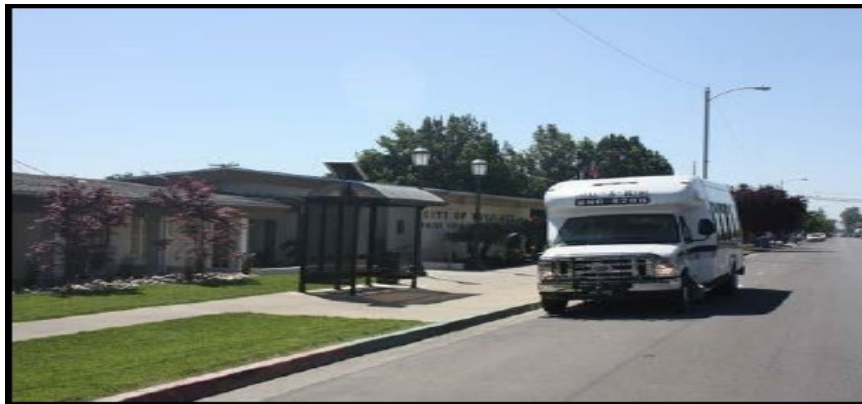
The City of Lindsay is provided with transit services by the TCRTA and therefore all system-wide standards and policies are those in place by TCRTA.



City of Woodlake

The City of Woodlake operates a Dial-A-Ride (DAR) system currently so it is not required to have any fixed-route system-wide service standards in place. The County of Tulare TCRTA buses stop at the Whitney Transit Center every 35 minutes as they travel from Visalia heading through Ivanhoe and then to Woodlake. The TCRTA bus then travels back to Visalia.

Woodlake Whitney Transit Center



On-Demand/Microtransit Service

TCRTA operates an On-Demand/Microtransit Service that is open to the public with no certifications necessary for use. TCRTA's Transport service is an accessible, shared-ride, on-demand service with a flexible, on-call schedule allowing riders to request a trip as needed. Using the TCRTA Transport app, riders can request a vehicle to pick them up and drop them off at their desired location within one of the five Transport service zones. Other passengers are picked up and dropped off during the trip. TCRTA Transport provides rides around Tulare County within designated service zones. Riders

can travel within, but not between zones. All TCRTA Transport vehicles are wheelchair equipped and ADA accessible. Paratransit riders can book rides through the app or through the call center. Riders are encouraged to download the Transport app to start using the transit service.

There are five zones that provide On-Demand/Microtransit Service to the residents of Tulare County.

- **Zone 1** provides service to Dinuba/North County. Service operates Monday-Saturday 7:00 a.m. to 7:00 p.m. and Sunday 8:00 a.m. to 5:00 p.m.
- **Zone 2** provides service to Woodlake. Service operates Monday -Saturday 7:00 a.m. to 7:00 p.m. and Sunday 8:00 a.m. to 5:00 p.m.
- **Zone 3** provides service to Visalia/Tulare Metro Area. Service operates Monday -Saturday 7:00 a.m. to 7:00 p.m. and Sunday 8:00 a.m. to 5:00 p.m.
- **Zone 4** provides service to Tulare/South County. Service operates Monday -Saturday 7:00 a.m. to 7:00 p.m. and Sunday 8:00 a.m. to 5:00 p.m.
- **Zone 5** provides service to Lindsay/Strathmore/Popular-Cotton Center. Service operates Monday -Saturday 7:00 a.m. to 7:00 p.m. and Sunday 8:00 a.m. to 5:00 p.m.

TCRTA Transport allows passengers to pay for their fare through the app or pay as they board. The fee is \$5.00 for general riders, when a passenger is traveling to or from a Transit Center the fee is \$4.00. For Senior/Disabled, Medicare Card Holders the fee is \$3.00. A reduced fare is not available in all zones.

Subrecipient Compliance Requirements

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

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

IX. TCRTA Board Resolution

APPENDIX

EXHIBIT A: Notifying the Public of Rights Under Title VI (Spanish)



Notificación de derechos en virtud del título VI

La Agencia Regional de Tránsito del Condado de Tulare (TCRTA, por sus siglas en inglés) se compromete a garantizar que ninguna persona sea excluida de la distribución equitativa de los servicios y comodidades de tránsito debido a su raza, color u origen nacional de acuerdo con el Título VI de la Ley de Derechos Civiles de 1964.

- TCRTA proporciona sus servicios y programas sin distinción de raza, color y origen nacional en pleno cumplimiento con el Título VI.
- Cualquier persona que crea que ha sido agraviada por cualquier práctica discriminatoria ilegal bajo el Título VI mientras utiliza los servicios de tránsito de TCRTA puede presentar una queja ante TCRTA.
- Para obtener más información sobre el programa de derechos civiles Título VI de TCRTA y los procedimientos para presentar una queja, comuníquese con la oficina de TCRTA al (559) 623-0832, visite nuestro sitio web <http://www.gotcrta.org/>; o visite nuestra oficina administrativa en 200 E. Center Ave, Visalia, CA 93291.
- Un reclamante puede presentar una queja directamente ante la Administración Federal de Tránsito en la siguiente dirección:

Oficina de Derechos Civiles
Atención: Coordinador del Programa del Título VI
Edificio Este, 5º Piso-TCR
1200 Avenida Nueva Jersey, SE
Washington, DC 20590

Si necesita información en otro idioma, comuníquese al (559) 623-0832.

Si se necesita esta información en español, llame (559) 623-0832.

TCRTA Executive Director

CIUDAD DE DINUBA CIUDAD DE EXETER CIUDAD DE FARMERSVILLE CIUDAD DE LINDSAY
CIUDAD DE TULARE CIUDAD DE WOODLAKE CONDADO DE TULARE
TRIBU DEL RÍO TULE DE CALIFORNIA

EXHIBIT B: TCRTA Title VI Complaint Form (Spanish)

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

EXHIBIT B: TCRTA Title VI Complaint Form (Spanish) Page 2

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

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

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

Firma _____ Fecha _____

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

TCRTA Coordinador del Título VI

210 N. Church St., Suite B

Visalia, CA 93291

EXHIBIT C: FTA Title VI Program Checklist

FTA C 4702.1B

App. A-1

APPENDIX A

TITLE VI PROGRAM CHECKLIST

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

General Requirements (Chapter III)

All recipients must submit:

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

Requirements of Transit Providers (Chapter IV)

All Fixed Route Transit Providers must submit:

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

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

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

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

Requirements of States (Chapter V)

States must submit:

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

Requirements of MPOs (Chapter VI)

Metropolitan Planning Organizations and other planning entities must submit:

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

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