



TITLE VI PROGRAM



A Division of City of Porterville
Public Works Department
15 E. Thurman Ave., Suite A
Porterville, CA 93257
(559) 782-7448

Adopted by Porterville City Council on October 18, 2016

INTRODUCTION

The City of Porterville (City) operates Porterville Transit and is responsible for providing bus and paratransit service in Porterville, California and within the unincorporated community of East Porterville, California.

Title VI (codified at 42 U.S.C §2000d et seq.) was enacted as part of the landmark Civil Rights Act of 1964 signed by President Lyndon B. Johnson. It prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance.

In accordance with the FTA Title VI Circular, the City is required to submit a Title VI Program triennially. The Title VI Program is a compilation of documents, plans, maps, policies and standards, etc. that demonstrate the City's compliance with Title VI. Guidance provided by FTA Title VI Circular 4702.1B requires, for the first time, approval of City's Title VI Program by its City Council.

Porterville Transit is a sub-recipient of the California Department of Transportation (Caltrans).

This document was prepared by Porterville Transit, a division of the City of Porterville Public Works Department and approved by the City of Porterville City Council to comply with the Title VI of the Civil Rights Act of 1964, including new provisions detailed in the U.S. Department of Transportation's FTA Circular 4702.1B, "Title VI Requirement and Guidelines for Federal Transit Administration Recipients."

This plan is for FY 2016 through FY 2019 and is effective, October 18, 2016.

The Table of Contents was created from FTA Title VI Circular 4702.1b, Appendix A-1: Title VI Program Checklist.

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TITLE VI POLICY AND PROCEDURES

Title 49 CFR Section 21.9(d) requires recipients to provide information to the public regarding the recipient's obligations under DOT's Title VI regulations and apprise members of the public of the protections against discrimination afforded to them by Title VI. At a minimum, recipients shall disseminate this information to the public by posting a Title VI notice on the agency's website and in public areas of the agency's office(s), including the reception desk, meeting rooms, etc. Recipients should also post Title VI notices at stations, stops, and/or on transit vehicles. The notices shall be translated into languages other than English, as needed and consistent with the DOT LEP Guidance and the recipient's language assistance plan.

Title VI Notice to the Public



Porterville Transit grants all citizens equal access to its transportation services. Porterville Transit is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color, or national origin as protected by Title VI of the Civil Rights Act of 1964, amended ("Title VI").

Any person who believes she or he has been aggrieved by an unlawful discriminatory practice under Title VI may file a complaint. For more information on Porterville Transit's civil rights program and the procedures to file a complaint, contact (559) 782-7448 or TDD 711, email rtree@ci.porterville.ca.us or visit our offices at 15 E. Thurman Ave., Suite A, Porterville, CA 93257. For more information, visit www.ridept.com.

If information is needed in another language, contact Porterville Transit at (559) 782-7448.

Si se necesita información en otro idioma, póngase en contacto con Porterville Transit al (559) 782-7448.

Porterville Transit's Title VI policy is posted at its administration office, at the transit center, and on Porterville Transit vehicles. It is also posted on the Porterville Transit website at www.ridept.com

Título VI Aviso al Público



Porterville Transit otorga a todos los ciudadanos la igualdad de acceso a sus servicios de transporte. Porterville Transit tiene el compromiso de garantizar que ninguna persona sea excluida de participar o que se le nieguen los beneficios de sus servicios sobre la base de raza, color u origen nacional, según se proteja por el Título VI de la Ley de Derechos Civiles de 1964, y sus enmiendas ("Título VI").

Toda persona que crea que ha sido perjudicada por cualquier práctica discriminatoria ilegal conforme al Título VI puede presentar una queja. Para obtener más información sobre el programa de derechos civiles de Porterville Transit y los procedimientos para presentar una queja, comuníquese al (559) 782-7448 o TDD 711, envíe un correo electrónico a rtree@ci.porterville.ca.us o visite nuestras oficinas en 15 E. Thurman Ave, Suite A, Porterville, CA 93257. Para obtener más información, visite www.ridept.com.

Si se necesita información en otro idioma, póngase en contacto con Porterville Transit al (559) 782-7448.

La Política conforme al Título VI de Porterville Transit está publicada en sus oficina administrativa, en el centro de tránsito, y en los vehículos de Porterville Transit. También está publicada en el sitio web de Porterville Transit en www.ridept.com.

List of Locations Where Title VI Notice is Posted

Location Name	Location
Porterville Transit Center	61 W. Oak Ave., Porterville, CA 93257
Porterville Transit Administration Office	15 E. Thurman Ave., Porterville, CA 93257
City of Porterville, City Hall	291 N. Main St., Porterville, CA 93257
Porterville Transit Website	www.ridept.com

Title VI Complaint Procedures

Any person who believes she or he has been discriminated against on the basis of race, color, and/or national origin may file a complaint with Porterville Transit by completing and submitting Porterville Transit's Title VI Complaint Form or by contacting the Federal Transit Administration (see below for contact information).

Complaints will be made in writing and will include all information relevant to a determination of discrimination. If a complaint form is received and is not complete, Porterville Transit will be unable to process the complaint. A complaint will be filed within one hundred eighty (180) days after alleged discrimination. If a complainant is unable or incapable of providing a written statement, a Porterville Transit designee will, if necessary, assist the person in converting verbal complaints to writing and will interview the complainant. The complainant or his/her representative will sign all complaints.

Within five (5) business days of receiving a complaint, a letter will be sent to the complainant acknowledging receipt of the completed form or requesting the complaint be completed and returned within ten (10) business days. If the requested information is not received within ten (10) business days the case will be closed.

Within thirty (30) business days of receiving the complaint, Porterville Transit administration will review the complaint, which will include, but not be limited to, interviewing all appropriate personnel, the complainant, witnesses and review Porterville Transit's policies and service standards. The complainant will be notified in writing of the cause to any planned extension to the 30-day rule. If it is found that discrimination did not occur, the complainant will be notified in writing and the procedure will be terminated. At that time the complainant will be advised of their right to challenge the decision of Porterville Transit by submitting a written request for a hearing within five (5) days of the receipt of the determination.

If after review of the complaint, it is found that discrimination may have occurred, a formal hearing will be held. The complainant will be notified of this determination within reasonable time of the submission of the complaint. The hearing will occur on an available and mutually agreed upon date among both parties and will be attended by the Public Works Director, the complainant and appropriate personnel. Following the hearing, Porterville Transit will make final determination. The complainant will be notified of this determination within ten (10) business days of the hearing. If justified, appropriate remedial action will be taken. The decision will be considered final.

If the Administrator finds the discrimination did not occur, the complainant will be notified of that disposition and will advise the complainant of their right to submit their complaint to the Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington DC 20490, for further investigation.

Title VI Complaint Form

Porterville Transit, a division of the City of Porterville Public Works Department

15 E. Thurman Ave., Suite A, Porterville, CA 93257

Title VI Discrimination Complaint Form

Complainant's Name: _____

Street Address: _____

Mailing Address: _____

City/State/ZIP: _____

Phone: _____ E-Mail Address: _____

Date of Violation: _____ Time of Violation: _____

Date of Complaint: _____ Place of Violation: _____

Bus Number: _____ Bus Route: _____

Discrimination because of: ☐ Race ☐ Color ☐ National Origin

Please provide the name(s) of the Porterville Transit employee(s) who allegedly discriminated against you, including their job titles (if known).

Identify what Porterville Transit service, program, or activity did not comply with the Title VI of the Civil Rights Act of 1964.

Identify any witnesses that have information relating to the violation by name, address and phone number. _____

Explain as clearly as possible what happened, how you feel you were discriminated against and who was involved. Please include how other individuals were treated differently from you. If more space is needed additional page(s) may be attached.

Signature of Complainant: _____ Date: _____

The Porterville Transit Title VI Public Notice, Complaint Form (as well as complaint procedures and complete program information) may be printed from the Porterville Transit website (www.ridept.com) or be requested in person or by phone from the Porterville Transit Administration Office.

Procedimientos de Queja del Título VI

Cualquier persona que crea que ha sido discriminada por motivos de raza, color y / o origen nacional puede presentar una queja con Porterville Transit completando y presentando el formulario de reclamación de Título VI de Porterville Transit o poniéndose en contacto con la Administración Federal de Tránsito (ver información de contacto).

Las quejas serán hechas por escrito e incluirán toda la información relevante a la determinación de la discriminación. Si se recibe un formulario de queja y no está completo, Porterville Transit no podrá procesar la queja. Una queja será archivada dentro de ciento ochenta (180) días después de la supuesta discriminación. Si un denunciante no puede o no puede proporcionar una declaración por escrito, un designado de Porterville Transit, si es necesario, ayudará a la persona a convertir las quejas verbales por escrito y entrevistará al demandante. El reclamante o su representante firmarán todas las quejas.

Dentro de cinco (5) días hábiles después de recibir una queja, se enviará una carta al reclamante acusando recibo del formulario completado o solicitando que la queja sea completada y devuelta dentro de diez (10) días hábiles. Si la información solicitada no se recibe dentro de diez (10) días hábiles, el caso será cerrado.

Dentro de los treinta (30) días hábiles de recibir la queja, la administración de Porterville Transit revisará la queja, la cual incluirá, pero no se limitará a, entrevistar a todo el personal apropiado, al reclamante, a los testigos y revisar las políticas y estándares de servicio de Porterville Transit. El reclamante será notificado por escrito de la causa a cualquier extensión prevista a la regla de 30 días. Si se comprueba que no se ha producido discriminación, se notificará al demandante por escrito y se dará por concluido el procedimiento. En ese momento, se informará al reclamante de su derecho a impugnar la decisión de Porterville Transit mediante la presentación de una solicitud por escrito para una audiencia dentro de los cinco (5) días siguientes a la recepción de la determinación.

Si después de revisar la queja, se encuentra que la discriminación ha ocurrido, se llevará a cabo una audiencia formal. El denunciante será notificado de esta determinación dentro de un plazo razonable de la presentación de la queja. La audiencia ocurrirá en una fecha disponible y mutuamente acordada entre ambas partes y contará con la presencia del Director de Obras Públicas, el demandante y el personal apropiado. Después de la audiencia, Porterville Transit hará la determinación final. El reclamante será notificado de esta determinación dentro de los diez (10) días hábiles de la audiencia. Si se justifica, se tomarán medidas correctivas apropiadas. La decisión será considerada definitiva.

Si el Administrador encuentra que la discriminación no ocurrió, se notificará al demandante de esa disposición y le informará al denunciante de su derecho a presentar su queja ante la Administración Federal de Tránsito, Oficina de Derechos Civiles, Atención: Coordinador del Título VI del Edificio Este , 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington DC 20490, para más investigación.

Formulario de Queja de Título VI

Porterville Transit, una división del Departamento de Obras Públicas de la Ciudad de Porterville
15 E. Thurman Ave., Suite A, Porterville, CA 93257
Formulario de Queja de Discriminación Título VI

Nombre del demandante: _____
Dirección: _____
Dirección de envío: _____
Código postal: _____
Teléfono: _____ Dirección de correo electrónico: _____
Fecha de la infracción: _____ Hora de la infracción: _____
Fecha de la queja: _____ Lugar de la infracción: _____
Número del autobús: _____ Ruta del autobús: _____
Discriminación por: ☐Raza ☐Color ☐Origen Nacional

Sírvase indicar el (los) nombre (s) de los empleados de Porterville Transit que supuestamente discriminaron contra usted, incluyendo sus títulos de trabajo (si se conocen).

Identifique qué servicio, programa o actividad de Porterville Transit no cumplió con el Título VI de la Ley de Derechos Civiles de 1964.

Identifique a los testigos que tengan información relacionada con la violación por nombre, dirección y número de teléfono.

Explique lo más claramente posible lo que sucedió, cómo se siente que fue discriminado y quién estuvo involucrado. Incluya por favor cómo otros individuos fueron tratados diferentemente de usted. Si se necesita más espacio, se pueden adjuntar páginas adicionales.

Firma del demandante: _____ Fecha: _____

El Aviso Público Título VI de Porterville, el Formulario de Queja (así como los procedimientos de quejas y la información completa del programa) pueden ser impresos desde el sitio web de Porterville Transit (www.ridept.com) o ser solicitados en persona o por teléfono desde la Oficina de Administración de Transportación de Porterville.

Transit-Related Title VI Investigations, Complaints, and Lawsuits

In order to comply, Porterville Transit will prepare and maintain a list of any active investigations conducted by Porterville Transit or any other entities other than the FTA, lawsuits of complaints naming Porterville Transit and/or its subcontractor(s) that allege discrimination on the basis of race, color, or national origin.

This list will include:

- The date the investigation, lawsuit or complaint was filed;
- A summary of the allegation(s);
- The status of the investigation, lawsuit or complaint;
- Actions taken by Porterville Transit in response to the investigation, lawsuit or complaint.

To date, Porterville Transit has no transit related Title VI Complaints.

Type of Process	Date	Summary (including basis of complaint)	Status	Action(s) Taken
Investigations				
1.				
2.				
Lawsuits				
1.				
2.				
Complaints				
1.				
2.				



PUBLIC PARTICIPATION PLAN



A Division of City of Porterville
Public Works Department
15 E. Thurman Ave., Suite A
Porterville, CA 93257
(559) 782-7448

Adopted by Porterville City Council on October 18, 2016

2016 Porterville Transit Title VI Program

Introduction

Porterville Transit is committed to ensuring it serves the communities in which it operates fairly, consistently and in the most cost-efficient and appropriate manner using available resources. Through conversation and collaboration with riders, prospective riders, and the Social Services Transportation Advisory Council, Porterville Transit continually assesses the quality of its service, measures potential impacts from Porterville Transit proposed initiatives and ensures that it is providing valuable services to the residents and visitors of Porterville Transit. Public participation is a vital part of the process.

Purpose of the Public Participation Plan

As part of the Title VI Program, Porterville Transit, a division of the City of Porterville Public Works Department, is bolstering its public participation processes and enhancing its strategies for engaging under-served groups, including those with limited English. This plan outlines the importance of and provides guidelines for involving the public in Porterville Transit planning efforts to ensure that all groups are represented and their needs considered.

Public Participation Process

A public participation process will be considered at the earliest stages of any Porterville Transit project that may impact the general public and/or potential riders. As the scope of projects vary in time and size, the public participation process may vary for each, as well as the extent of public participation.

Porterville Transit's public participation process ensures that:

- Information about public participation opportunities will be advertised and/or posted appropriately. Any public members with concerns or interests will have an appropriate opportunity to participate in decisions about Porterville Transit services and will be notified of these opportunities to provide input.
- At the beginning of all projects staff will determine which strategies might have the highest potential to encourage public participation and best serve all those affected or possibly affected by the project, including those in the under-served communities. At any time during the project, it may be reevaluated and if appropriate, additional public participation activities will be explored.
- Community involvement and contributors will be included in the development of the plans, passenger amenities and improvements at Porterville Transit.
- Comments and concerns of all persons or groups participating in the process will be considered in the development of the plans and locations of transit services and amenities.
- At any time, members of the public are welcome to submit comments or concerns to Porterville Transit via email (rtree@ci.porterville.ca.us); by submitting a "Comment" on Porterville Transit's webpage; in person at the Porterville Transit Administration Office,

15 E. Thurman Ave., Suite A, Porterville, CA; by mail at 15 E. Thurman Ave., Suite A, Porterville, CA 93257; or by calling Porterville Transit at (559) 782-7448.

Public Participation Outreach Options

Porterville Transit uses several strategies to provide interested parties with reasonable opportunities to be involved in the planning process. The following is a non-inclusive list of participation strategies and techniques that have been utilized:

- **Notify the public**
Posting and/or distributing notices and/or flyers at key community locations, in buses and at bus stops; creating public utility bill inserts; notifying stakeholders such as Health and Human Services, Human Response Network, and Behavioral Health.
- **Hold public meetings and workshops**
Partner with community-based organizations and/or agencies for targeted outreach; hold a facilitated discussion or question and answer session using visual aids such as maps, charts, illustrations, and/or photographs; hold meetings at varied dates, times and locations to ensure that all riders and potential riders in the Porterville Transit service area have equal access and opportunity to participate.
- **Conduct surveys**
Rider surveys and interviews on board the transit vehicles and/or community locations; electronic surveys via websites or email; printed surveys distributed at meetings.
- **Utilize local media and news sources**
Advertising in the weekly newspaper and Advertiser; news releases; submitting human interest stories centered around Porterville Transit projects; inserts into utility bills; public service announcements (radio and/or internet resources).
- **Electronic access to information**
Posting on the Porterville Transit website planning information, down-loadable materials, surveys, advance notice of public meetings and events, calendars; email notices to local service agencies to distribute to their clients.

Beyond Transit's Public Participation Plan

Porterville Transit is committed to serving the local communities throughout its service area and will continue providing public participation opportunities and outreach activities as well as execute various strategies to monitor the service area's transit needs against services provided and future plans.

Transit's Public Presence and Assistance

In the past Porterville Transit has used various ways to engage, train, and distribute information to the public.

- Participating in the Porterville Christmas Parade.
- Participating in the Porterville Veterans Day Parade.

- Participating in the Porterville Freedom Fest.
- Participating in the Porterville Fair with bus on site for the public to board and view inside –with a Transit representative available for questions.
- 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.
- Conducting “Travel Trainings” for potential riders (including senior center residents), at community resource centers, and for stakeholders in order to help them understand how to use the website, ride the bus, and interpret the bus route schedule.
- Attending coordination meetings with connecting transportation agencies such as Tulare County Area Transit and Orange Belt.
- Coordinating with service agencies to attend or present information at meetings.

Unmet Transit Needs Process

Each year the Tulare County Association of Governments (TCAG) consults with the Social Service Transportation Advisory Council at a publicly advertised meeting regarding Unmet Transit Needs. Prior to the meeting the Unmet Transit Needs process is advertised in the local newspaper and all transit buses requesting Unmet Transit Needs comments. A public hearing is then held to consider the submitted comments.



LANGUAGE ASSISTANCE PLAN



A Division of City of Porterville
Public Works Department
15 E. Thurman Ave., Suite A
Porterville, CA 93257
(559) 782-7448

Adopted by Porterville City Council on October 18, 2016

2016 Porterville Transit Title VI Program

Introduction

This Limited English Proficiency Plan has been prepared to address the Porterville Transit'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 person shall be subjected to discrimination on the basis of race, color, or national origin.

The Title VI of the 1964 Civil Rights Act is one of two federal mandates that guarantee the provision of meaningful access to federally-funded services for LEP individuals:

- Title VI of the 1964 Civil Right Act provides that no person in the United States shall on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives federal financial assistance. This includes meaningful access to LEP customers.
- President's Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (August 11, 2000): instructs federal agencies to improve access to services by mandating that any federally conducted or assisted programs of activities (i.e. recipients of federal funding) must provide meaningful access to LEP customers.

Porterville Transit's Title VI Plan in its entirety is available at www.ridept.com

Plan Summary

Porterville Transit has developed this Limited English Proficiency Plan in order to address Porterville Transit's responsibilities as a recipient of federal funding and to help identify reasonable steps for providing language assistance to persons with limited English proficiency (LEP) who wish to access services provided.

LEP individuals are those who do not speak English as their primary language and have limited ability to read, write or understand English.

Porterville Transit's goal is to provide meaningful access for LEP customers to all of its services, information and materials. Efforts to effectively engage LEP individuals will ensure that Limited English Proficient (LEP) persons can equally contribute to and benefit from the development and improvement of Porterville Transit services and passenger amenities.

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

Results of the Four Factor Analysis

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the Porterville Transit program.

Estimating the number or proportion of LEP individuals that may be encountered by Porterville Transit services will help identify the populations covered by the USDOT's Safe Harbor Provision. This provision stipulates that if an LEP group speaking a given non-English language constitutes five percent or 1,000 persons, whichever is less, of the total population of persons likely to be encountered by transit services, then the service provider must make the following materials and services available to speakers of that language:

- Documents critical for accessing recipients services or benefits;
- Letters requiring response from customer;
- Informing customers of free language assistance;
- Complaint forms, and;
- Notification of rights.

Porterville Transit used available census data from the U.S. Census Bureau 2010-2014 American Community Survey to determine and identify LEP populations within its geographic service boundary.

As demonstrated in the table below, it was determined that out of Porterville's population of 72,470 residents over the age of five, 41,406 speak a language other than English and 16,704 speak English less than "very well" (23.05%)

The most common LEP persons are those who speak Spanish (52.75%). This significant population means the Safe Harbor Provision would apply to the city's Spanish-speaking population, requiring Porterville Transit to provide the materials listed above.

	Population	Speaks English Only	Speaks Spanish	Speaks English "less than very well"	All other languages spoken	Speak English "less than very well"
Porterville	66,548	29,383	34,056	13,484	3,109	1,094
East Porterville	5,922	1,681	4,175	2,090	66	36
Total Number of Persons	72,470	31,064	38,231	15,574	3,175	1,130
% of Population	100%	42.86%	52.75%	21.49%	4.38%	1.55%

Factor 2: The frequency with which LEP persons come into contact with the program.

- A. To determine the frequency of contact between LEP person and Porterville Transit services, Porterville Transit conducted passenger surveys between August 29, 2016 and September 7, 2016 (**Appendix C**).

Passenger Survey Results: As demonstrated in the tables below, of the 104 responses from riders, 13% responded that they did not speak English “very well”, and 18% indicated they did not read English “very well”. Of the 104 responses, 40% speak a language other than English at home (Spanish); 63% read and speak English “very well”, “somewhat well”, and 19% “not very well”; 65% telephoned the Porterville Transit office during normal office hours and were able to communicate with staff “very well”, 31% “somewhat well”, and 4% “not very well”, 68% use the service frequently, 12% moderately, and 20% infrequently.

Of the 104 Respondents	
Do not speak English “very well”	18%
Do not read English “very well”	13%
Speak a language other than English at home	*40%
*Of the 40% who speak a language other than English at home	
Read & Speak English “very well”	63%
Read & Speak English “somewhat well”	18%
Read & Speak English “not very well”	19%
Called the Porterville Transit office & able to communicate with staff “very well”	65%
Called the Porterville Transit office & able to communicate with staff “somewhat well”	31%
Called the Porterville Transit office & able to communicate with staff “not very well”	4%
Use the Porterville Transit service frequently (more than 10 times a month)	68%
Use the Porterville Transit service moderately (6-10 times a month or less)	12%
Use the Porterville Transit service infrequently (1-5 times a month or less)	20%

- B. Additionally Porterville Transit polled office staff and transit drivers to determine the frequency and nature of any contact with LEP persons over the course of their employment (**Appendix D**).

Staff Survey Results: Of the 41 responses from office staff and transit drivers, all 41 office staff and transit drivers noted that they have interacted with LEP individuals. Only 4 of the 41 office staff and transit drivers felt they were unable to fully assist the LEP individual.

Conclusion from the passenger and staff surveys: The frequency which LEP persons come into contact with the Porterville Transit program is extremely high.

Complete results of all both surveys can be viewed in **Appendix F**.

Monitoring the frequency with which LEP persons come into contact with the program.

In an effort to improve our language assistance program in an on-going manner, Porterville Transit is committed to monitoring the frequency and nature of contact LEP persons have with our program. We will conduct annual passenger surveys during the peak times; office staff and drivers will communicate each incident of contact with LEP persons, affording us the ability to assess and record the frequency and nature of inquiries as they occur.

Additionally, we will work closely with various social service organizations and agencies in our service area to stay aware of transportation needs specific to LEP persons as they become evident.

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

Porterville Transit understands that its services are used for life-sustaining activities, such as transportation to and from work, non-emergency medical appointments, social service appointments and grocery shopping, as well as life-enriching activities, such as school, recreation and social events and also in order to connect with other transportation services. As evident from survey results below, for transit-dependent individuals, Porterville Transit services are very important. For this reason, Porterville Transit is committed to improving its services for riders and potential riders on a continual basis.

To determine the nature and importance of services that riders use the Porterville Transit most often for, destination questions were included in the passenger surveys conducted between August 29, 2016 and September 7, 2016 **(Appendix C/F)**.

From the 104 respondents (some of which use the service for multiple destinations):

Transportation to and from Life-Sustaining Destinations	
Work	25
Medical Appointments	45
Social Service Appointment	22
Grocery Shopping	60
Transportation to and from Life-Enriching Destinations	
School	41
Recreation	20
Social Events	19

Results: Because riders often use the service for multiple destinations, of the 104 responses from riders, 152 marks were given to services for destinations which fall under the life-sustaining activities category; 80 marks given for destinations which fall under life-enriching activities and connections to other buses.

Additionally, the August 2016 survey covered the importance of Porterville Transit services relative to rider's transportation options via access to and ability to drive another vehicle.

Results: Of the 104 responses from riders, 45% do not have access to a vehicle.

Conclusion from the passenger survey: The nature and importance of the services which Porterville Transit provides in its service area is extremely important to many people. Therefore, in terms of outreach, it is important Porterville Transit continue its efforts to address language-related barriers faced by the Spanish-speaking population, such as ensuring key written materials such as rider information are translated, and that bilingual staff members are available as needed.

Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with the outreach.

As a Factor 1 demonstrates, the Spanish-speaking LEP population is sufficiently large that Porterville Transit must take measures to minimize language barriers faced by these groups. To address these barriers and fulfill the LEP requirements required under the Safe Harbor Provision, Porterville Transit provides staff, written materials, and online and phone services in Spanish.

Spanish-Speaking Staff

According to the 2031 Title VI plan, Porterville Transit provides several forms of language assistance for Spanish speakers. Among office staff, there is a bilingual staffer available at the Transit Center during normal business hours on each service day.

Written Materials Translated into Spanish

Supplementing the bilingual personnel are translations of all essential rider information and service notice documents. Such documents include the "How to Ride Guide," bus schedules, all notices related to service changes or updates, as well as a flyer in Spanish informing riders of their rights under Title VI.

A large portion of Porterville Transit LEP outreach efforts will be possible through continuing to cultivate relationships with key stakeholders (Social Service agencies) within the LEP community. Keeping these contacts informed about Porterville Transit activities, services and events, and working with them to connect with the LEP populations will be an important outreach activity with little or no associated costs.

The table below identifies potential translation based outreach strategies that may be utilized as is appropriate and their associated costs.

Specific Element	Unit Cost
Translation of Written Documents	
Vital Documents	
Title VI Notice to the Public	\$0.29 per page
Complaint Form	\$0.29 per page
Complaint Procedures	\$0.29 per page
Rider's Guide	\$0.29 per page
ADA Application	\$0.29 per page
Signage advertising Porterville Transit's language assistance program	\$0.29 per page
System Map	\$0.29 per page
Route Schedules	\$0.29 per page
Ad-hoc Documents	
Fliers, Advertisements, Surveys, Announcements	To be determined
Common Transit phrases for staff/drivers	To be determined
Social Events	To be determined
Website	To be determined
Interpretation and Translation Services	
Language Line	\$3.95 per minute utilized
Interpreter at public meetings/workshops	To be determined
Spanish-speaking consultant	To be determined
Advertisements and Outreach	
Availability of language assistance poster	\$.29 per page
Spanish-language radio spots	To be determined
Advertisements in Spanish-language publications	To be determined

Overview of Existing Language Assistance Services

As described in the 4-factor analysis, the largest LEP populations within the Porterville Transit service area include Spanish, Laotian, and Tagalog. However, the Spanish-speaking LEP population is the one whose members are most likely to encounter language-related barriers to using Porterville Transit services. In addition, with a population of approximately 15,000, Spanish-speaking LEP persons are protected under the Federal DOT's Safe Harbor Provision, requiring Porterville Transit to provide translation services and written materials in Spanish.

To address the language-related needs of the Spanish-speaking LEP population, Porterville Transit provides all essential written materials related to rider information in Spanish. In addition, a bilingual staff person provides customer assistance at the Transit Center and Administration Office.

Current Efforts to Notify LEP Populations of Availability of Language Assistance

Through frequent interactions with bilingual drivers and other Transit staff, LEP persons are made aware of bilingual staff members who are available to assist them and also have an opportunity to ask about any other services they may need provided in Spanish. In addition to bilingual staff, rider information notices translated to Spanish are regularly posted on transit vehicles.

Current Employee Training Specific to Language Assistance

As the driver survey revealed, 24 of 41 drivers reported speaking Spanish as a part of their daily work. This finding indicates many drivers are already at least partly bilingual and therefore would not need any additional training for working with Spanish-speaking LEP riders. However, if drivers encounter riders whose language they do not speak (e.g. Tagalog and Laotian), drivers will generally try to assist such riders using hand signals, nodding, and other physical gestures.

Ongoing Monitoring and Updating of the Language Assistance Plan

The Porterville Transit Language Assistance Plan was last reviewed in the Federal Transit Administration 2013 Title VI Program Update and deemed to be in compliance with the requirements set out in FTA Circular 4702.1B. These requirements include:

- Results of the Four Factor Analysis;
- Description of how Porterville Transit provides language assistance for each non-English language;
- Description of how Porterville Transit notifies LEP persons about the availability of language assistance;
- How Porterville Transit monitors and evaluates the language assistance plan; and
- How Porterville Transit trains employees to provide language assistance to LEP populations.

Actions to Ensure Compliance with Title VI Language Requirements

Document Translation

It is recommended that Porterville Transit provide key informational materials in Spanish. All of these materials should be easily accessible and, where possible, presented in highly visible areas likely to be seen by patrons, including onboard vehicles, at the Transit Center and Administration Office, and stops throughout the system. For more significant changes, such as new service or removal of service, additional notices should be provided in local news outlets to maximize awareness among all patrons. Specific written materials Porterville Transit should provide in Spanish include:

- Schedules and maps,
- Notices related to service changes and events that could affect service (e.g., special events, construction),
- Rider guides that provide information on how to use transit services and fare information,

- Notices of fare changes,
- Customer service contact information,
- Notices of all public hearings and meetings at which transit service will be discussed, and
- Title VI Notifications and Complaint Forms.

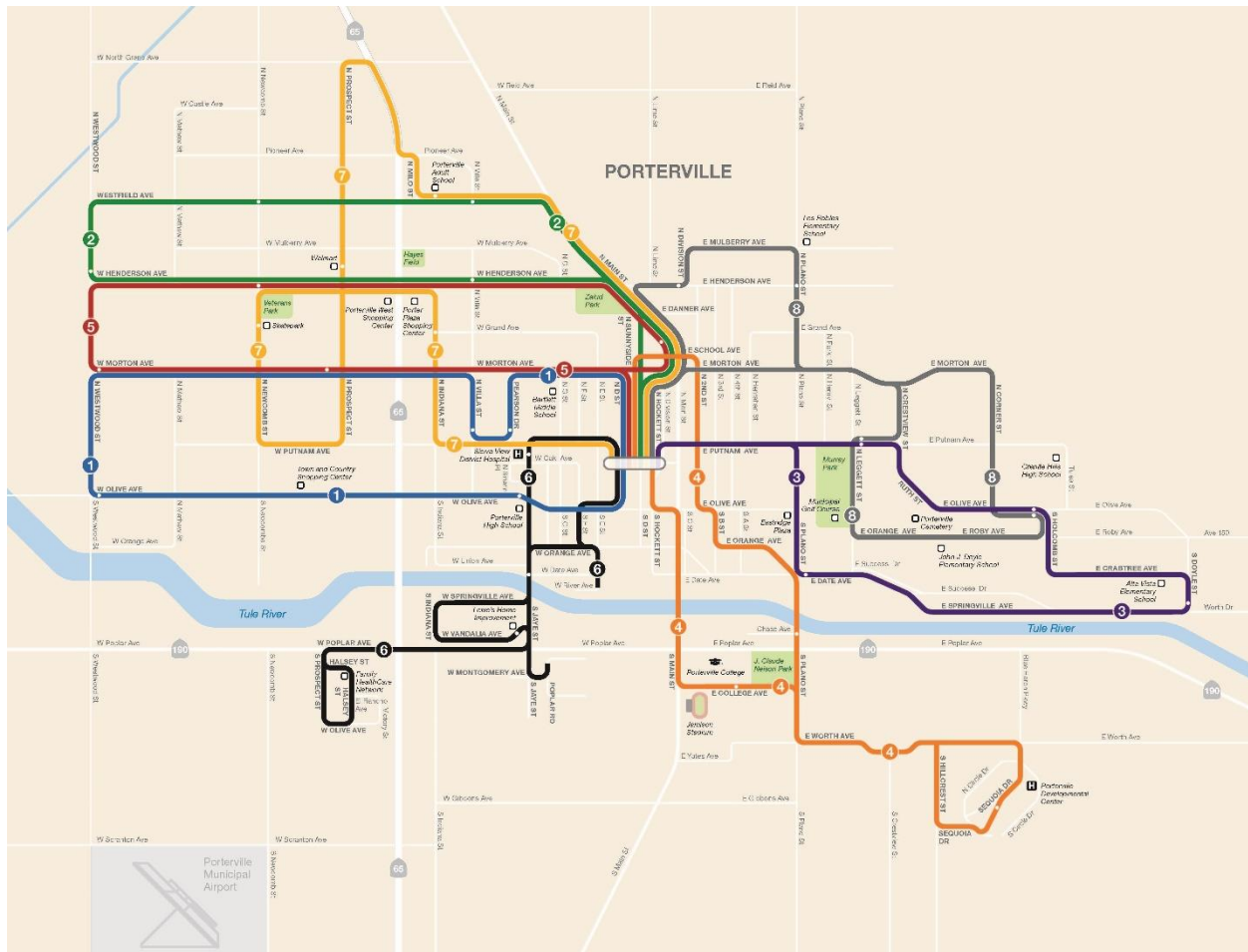
Driver Training to Assist LEP Patrons Who Speak Languages Other than Spanish

Although Spanish speakers are the only LEP population in Porterville Transit service area currently protected by the Safe Harbor clause, Porterville Transit should work to minimize language-related barriers to using Porterville Transit among other LEP populations, including Tagalog, Laotian, Vietnamese, and speakers of other languages. In particular, it is recommended that basic driver training include elements to prepare drivers to work with patrons whose language they do not speak. Recommended elements include in this training are:

- Learning to identify what language is being spoken using the Census Bureau's Language Identification Cards,
- Knowing what language assistance services Porterville Transit offers and how patrons can access those services, and
- How to document requests for language assistance.

Service Analysis

The City of Porterville funds the Porterville Transit and COLT Paratransit Program. Porterville Transit operates bus service along nine fixed routes while COLT provides complementary, ADA-required paratransit service within a ¾ mile radius of fixed routes. A map of the Porterville Transit Service is below.



Frequency and Operating Hours

Porterville Transit buses generally operate with 40 to 80-minute headways, depending on the line, with the schedule and frequencies set up to facilitate time transfers at the Transit Center. While service hours vary among routes, most fixed-route services operate between 6:00 am to 10:40 pm on weekdays, 8:00 am and 10:40 pm on Saturdays, and 8:00 am and 6:00 pm on Sundays. The table below provides the specific operating hours and frequencies for each route.

Line/Service	Operating Hours	Frequency (minutes)
1	6:00am – 10:40 pm weekdays 8:00am – 10:40 pm Saturday 8:00am – 6:00 pm Sunday	40
2	6:00am – 10:40 pm weekdays 8:00am – 10:40 pm Saturday 8:00am – 6:00 pm Sunday	40
3	6:00am – 10:40 pm weekdays 8:00am – 10:40 pm Saturday 8:00am – 6:00 pm Sunday	40
4	6:00am – 10:40 pm weekdays 8:00am – 10:40 pm Saturday 8:00am – 6:00 pm Sunday	40
5	6:00am – 10:40 pm weekdays 8:00am – 10:40 pm Saturday 8:00am – 6:00 pm Sunday	40
6	6:00am – 10:40 pm weekdays 8:00am – 10:40 pm Saturday 8:00am – 6:00 pm Sunday	40
7	6:00am – 10:40 pm weekdays 8:00am – 10:40 pm Saturday 8:00am – 6:00 pm Sunday	80
8	6:00am – 10:40 pm weekdays 8:00am – 10:40 pm Saturday 8:00am – 6:00 pm Sunday	80
9	6:00am – 10:40 pm weekdays 8:00am – 10:40 pm Saturday 8:00am – 6:00 pm Sunday	60
COLT	6:00am – 10:40 pm weekdays 8:00am – 10:40 pm Saturday 8:00am – 6:00 pm Sunday	Demand-Response

Fare Structure

The table below lists the fare structure for Porterville Transit fixed-route and COLT services. Reduced fares are available to seniors age 65 and older, persons with disabilities, Medicare cardholders, and Veterans.

Fare Type	Cost
Adult 1-way	\$1.50
Reduced 1-way	\$0.75
Children Age 5 and younger	Free
General Day Pass	\$3.00
Reduced Day Pass	\$1.50
General 31-day Pass	\$40.00
Reduced 31-day Pass	\$20.00
Student 31-day Pass	\$25.00
COLT General One-Ride	\$5.00
COLT Reduced One-Ride	\$2.50

Fixed-Route Key Performance Indicators

The table below summarizes key operating statistics and how Porterville Transit scored on several common performance metrics during Fiscal Year 2015.

Operating Statistics	
Unlinked Trips	
Farebox Revenue	
Vehicle Service Miles (VSM)	
Vehicle Service Hours (VSH)	
Performance Measures	
Operating Cost per VSH	
Operating Cost per VSM	
Passengers per VSH	
Passengers per VSM	
Farebox Recovery	



System-Wide Service Standards & Policies



Porterville Transit Title VI Program (2016-2019)
October 18, 2016

System-Wide Service Standards & Policies

Purpose

As outlined in Title VI Circular 4702.1B and Environmental Justice Circular 4703.1, the Federal Transit Administration (FTA) requires that all fixed route transit providers establish and monitor a set of service standards and policies that can be used to measure system performance and ensure that transit services are being provided in a fair and equitable manner. The purpose of this document is to establish the new Title VI standards and policies that will be used by Porterville Transit and submitted to the FTA as part of the triennial Title VI Program.

Scope

These standards and policies apply to all Porterville Transit service and passenger facilities.

Responsibilities

General oversight and ongoing implementation and execution for the following Title VI policies is performed by Porterville Transit's Transit Manager.

Policy

In accordance with FTA Title VI requirements, Porterville Transit shall regularly monitor the performance of its fixed bus routes relative to system-wide service standards for the following indicators to ensure that minority and non-minority routes are being operated in a fair and equitable manner.

- Vehicle Load;
- Vehicle Headways;
- On-Time Performance;
- Service Availability; and
- Ridership Productivity

Any significant service deficiencies identified through this process must be evaluated further to determine the extent to which minorities are affected. If the negative effect on minority persons is proportionally higher than the effect on non-minority persons, additional steps may be necessary to address the discrepancy.

Porterville Transit shall also monitor its vehicle assignments and the distribution of transit amenities based on the policies outlined in this document to prevent discriminatory practices.

A. Route Categories

In order to develop appropriate standards for the different types of Porterville Transit service, each route is classified as belonging to one of the six categories listed below. These classifications are used to identify service standards which are specific to each route category.

1. **Core.** Core bus routes provide high-frequency service with extended service spans to some of the busiest corridors in the region. The routes are longer and serve major trip generators such as colleges, shopping malls, and high-density housing and employment areas.
2. **Local.** Local bus service usually operates on medium-length corridors and offers slightly lower levels of service. These routes will often serve smaller trip generators such as schools, hospitals, small shopping centers, and medium-density housing and employment sites.
3. **Community Bus/Shuttles.** Community bus routes are typically shorter and operate with less frequent service. These routes tend to operate within specific neighborhoods and connect small trip generators with transit centers and other nearby destinations. Shuttles are operated or managed are included in this category.
4. **Express/Limited Stop.** Express and Limited Stop bus routes provide quicker, more direct service along major corridors and to large employment centers. These routes are designed for commuters and typically only operate during weekday peak periods.
5. **Bus Rapid Transit.** BRT routes provide enhanced, rapid, high-frequency service in major transit corridors.
6. **Light Rail.** Light rail trains operate on dedicated tracks.

B. System-wide Service Standards

The following sections outline the five primary service indicators that will be used to monitor Porterville Transit service and draw comparisons between minority and non-minority routes. Each standard is set based on the six service categories listed above and the specified time periods. Porterville Transit defines weekday peak periods as 7:00 am to 9:00 am and 3:00 pm to 7:00 pm.

The data samples used to compare route performance to these standards should be collected over a representative time period to ensure that they provide an accurate snapshot of each route. To ensure consistency, Porterville Transit typically uses data from March, April, September or October, which represent the busiest months of the year in terms of ridership. These months also serve as good comparison points because schools are in session and few major holidays are observed. Data collection time periods may also fluctuate based on data availability.

Vehicle Loads

The FTA Title VI Circular describes vehicle loads as follows:

Vehicle load can be expressed as the ratio of passengers to the total number of seats on a vehicle. For example, on a 40-seat bus, a vehicle load of 1.3 means all seats are filled and there are approximately 12 standees. A vehicle load standard is generally expressed in terms of peak and off-peak times. Transit providers that operate multiple modes of transit must describe the specific vehicle load standards for peak and off-peak times for each mode of fixed route transit service (i.e., bus, express, bus rapid transit, light rail, heavy rail,

commuter rail, passenger ferry, etc., as applicable), as the standard may differ by mode.

Porterville Transit monitors load factor data on all routes to prevent overcrowding and determine when additional service is needed. The load factor for each route is calculated based on the average maximum load of each trip on a route during the peak and midday weekday periods. Load factors are not typically a major influence on weekend service planning decisions so no weekend load data is included.

The following table outlines the vehicle load factor standards, which are based upon historical data, industry practices, and staff analyses. If a route exceeds its respective load factor standard, Porterville Transit staff will review the service to determine if additional capacity should be provided. Express and Limited Stop routes are subject to a reduced load factor standard to ensure passenger safety on routes that operate on highways.

Table 1 – Vehicle Load Factor Standards

Category	Seated Capacity	Peak		Midday	
		Load Factor	Passengers	Load Factor	Passengers
Core	32	1.2	38.4	1.0	32.0
Local	32	1.2	38.4	1.0	32.0
Community Bus	25	1.2	30.0	1.0	25.0
Express/Limited Stop	32	1.0	32	1.0	32.0
Bus Rapid Transit	Not Provided				
Light Rail	Not Provided				

Vehicle Headways

The FTA Title VI Circular describes vehicle headways as follows:

Vehicle headways is the amount of time between two vehicles traveling in the same direction on a given line or combination of lines. A shorter headway corresponds to more frequent service. Vehicle headways are measured in minutes (e.g., every 15 minutes); service frequency is measured in vehicles per hour (e.g., 4 buses per hour). Headways and frequency of service are general indications of the level of service provided along a route. Vehicle headway is one component of the amount of travel time expended by a passenger to reach his/her destination. A vehicle headway standard is generally expressed for peak and off-peak service as an increment of time (e.g., peak: every 15 minutes; and off peak: every 30 minutes). Transit providers may set different vehicle headway standards for different modes of transit service. A vehicle headway

standard might establish a minimum frequency of service by area based on population density. For example, service at 15-minute peak headways and 30-minute off-peak headways might be the standard for routes serving the most densely populated portions of the service area, whereas 30-minute peak headways and 45-minute off-peak headways might be the standard in less densely populated areas. Headway standards are also typically related to vehicle load. For example, a service standard might state the vehicle headways will be improved first on routes that exceed the load factor standard or on routes with the highest load factors.

Vehicle headways are largely determined by ridership demand and vary widely by route, time and day. Based on changes in ridership levels, headways may be adjusted during the annually scheduled change process by agency staff.

Table 2 – Vehicle Headway Standards

Category	Peak	Off-Peak
Core	40	40
Local	40/80	40/80
Community Bus	40	40
Express/Limited Stop	60	60
Bus Rapid Transit	Not Provided	
Light Rail	Not Provided	

Porterville Transit calculates headways as the average length of time between the scheduled arrival times of subsequent vehicles on a specific route. The preceding table outlines the vehicle headway standards by route category and time of day. These standards represent typical headways for each route category; however, routes may operate with more frequent service based on ridership demand.

On-Time Performance

The FTA Title VI Circular describes on-time performance as follows:

On-time performance is a measure of runs completed as scheduled. This criterion first must define what is considered to be “on time.” For example, a transit provider may consider it acceptable if a vehicle completes a scheduled run between zero and five minutes late in comparison to the established schedule. On-time performance can be measured against route origins and destinations only, or against origins and destinations as well as specified time points along the route. Some transit providers set an on-time performance standard that prohibits vehicles from running early (i.e., ahead of schedule) while others allow vehicles to run early within a specified window of time (e.g., up to five minutes ahead of schedule). An acceptable level of performance must

be defined (expressed as a percentage). The percentage of runs completed system-wide or on a particular route or line within the standard must be calculated and measured against the level of performance of the system. For example, a transit provider might define on-time performance as 95 percent of all runs system-wide or on a particular route or line completed within the allowed “on-time” window.

Porterville Transit regularly monitors on-time performance to increase service reliability and determine if running time changes are needed. As part of the annual schedule update process, running times on each route are reviewed and adjusted as warranted by changing traffic conditions.

Porterville Transit has previously established an on-time performance goal of 95 percent for all modes. For bus routes, “on time” is defined as arriving no more than three minutes before or five minutes after the scheduled arrival time. The 95 percent goal continues to apply as the weekday on-time performance standard for all six route categories.

Table 3 – On-Time Performance Standards

Category	OTP
Core	95.0%
Local	95.0%
Community Bus	95.0%
Express/Limited Stop	95.0%
Bus Rapid Transit	Not Provided
Light Rail	Not Provided

Service Availability

The FTA Title VI Circular describes service availability as follows:

Service availability is a general measure of the distribution of routes within a transit provider’s service area. For example, a transit provider might set a service standard to distribute routes such that a specified percentage of all residents in the service area are within a one-quarter mile walk or bus service or a one-half mile walk of rail service. A standard might also indicate the maximum distance between stops or stations. These measures related to coverage and stop/station distances might also vary by population density. For example, in more densely populated areas, the standard for bus stop distance might be a shorter distance than it would be in less densely populated areas, and the percentage of the total population within a one-quarter mile walk of routes or lines might be higher in less densely populated areas than it would be in less densely populated areas. Commuter rail service or passenger ferry service availability standards might include a threshold of residents within a

certain driving distance as well as within walking distance of the stations or access to the terminal.

The Porterville Transit approach to service availability is shaped largely by the Porterville Transit Sustainability Policy. This policy mandates the use of a market-based approach in determining when and where transit service will be operated. More specifically, it “provides a framework for the efficient and effective expenditure of transit funds, and for realizing the highest return on investment in terms of public good and ridership productivity.” Therefore, instead of requiring Porterville Transit to make service available to a larger geographic region, these guidelines enable Porterville Transit to provide frequent, high-quality service to the areas with the highest ridership demand. This approach has proven to be particularly effective at fulfilling the transit needs of Tulare County’s minority and low income populations.

Table 4 – Service Availability Standards

Category	Stop Spacing (mi)
Core	0.25
Local	0.25
Community Bus	0.25
Express/Limited Stop	0.50
Bus Rapid Transit	Not Provided
Light Rail	Not Provided

Although Porterville Transit utilizes this ridership-based approach to service availability, the agency has developed stop-spacing standards for each route categories. These standards are based on the current average distance between stops for all of the routes for each category. Distances between individual stops vary significantly based on nearby land uses, development densities, geographic characteristics, ridership demand and other local conditions.

Ridership Productivity

Porterville Transit’s Sustainability Policy identifies a series of ridership-based standards that are used to monitor and evaluate route performance. Based on historical ridership and staff analysis, the primary standard for measuring service performance is boardings per revenue hour. For evaluation purposes, a specific standard is applied to each route category and day. This standard is recalibrated each quarter based on the average boardings per revenue hour for each route category with a minimum standard of 15 boardings per revenue hour. Bus routes that consistently operate below their respective thresholds and are unresponsive to marketing, restructuring, and operational refinements are subject to discontinuation.

A complete summary of the minimum ridership productivity standards by service category is shown below.

Table 5 – Ridership Productivity Standards

Category	Weekday	Saturday	Sunday
Core	15.0	13.0	12.0
Local	15.0	13.0	12.0
Community Bus	15.0	13.0	12.0
Express/Limited Stop	15.0	13.0	12.0
Bus Rapid Transit	Not Provided		
Light Rail	Not Provided		

System-wide Service Policies

These policies are intended to provide guidance and instruction to ensure that vehicle assignment and passenger amenity distribution practices do not result in discrimination on the basis of race, color or national origin.

Vehicle Assignment

The FTA Title VI Circular describes vehicle assignment as follows:

Vehicle assignment refers to the process by which transit vehicles are placed into service in depots and on routes throughout the transit provider's system. Policies for vehicle assignment may be based on the age of the vehicle, where age would be a proxy for condition. For example, a transit provider could set a policy to assign vehicles to depots so that the age of vehicles at each depot does not exceed the system-wide average. The policy could also be based on the type of vehicle. For example, a transit provider may set a policy to assign vehicles with more capacity to routes with higher ridership and/or during peak periods. The policy could also be based on the type of service offered. For example, a transit provider may set a policy to assign specific types of vehicles to express or commuter service. Transit providers deploying vehicles equipped with technology designed to reduce emissions could choose to set a policy for how these vehicles will be deployed throughout the service area.

The Porterville Transit fleet features over 20 active vehicles. The bus fleet includes a mix of three different vehicle types: standard 30-foot diesel buses, 30-foot compressed natural gas (CNG) buses, and 25-foot gasoline community buses. Buses are typically assigned to the operational or ridership characteristics of certain routes.

Currently, all CNG buses must operate as the active fleet.

Porterville Transit Language Assistance Plan

Passenger Survey

In order for the Porterville Transit bus system to meet the needs of persons with Limited English Proficiency (LEP) we are conducting a simple survey. We appreciate your input, thank you!

1. How well do you read English? ☐ Very Well ☐ Somewhat well ☐ Not very well
 2. How well do you speak English? ☐ Very Well ☐ Somewhat well ☐ Not very well
 3. Do you speak a language other than English at home? ☐ No ☐ Yes, I speak _____
 4. Which destinations do you most often use the transit system for? (select all that apply)
☐ Work ☐ Shopping ☐ Medical ☐ Recreation ☐ School
☐ Social Service ☐ Other _____
 5. How often do you use the Porterville Transit service each month?
☐ 1-5 time ☐ 6-10 times ☐ More than 10 times
 6. Have you ever called the Transit Office?
☐ Yes ☐ No
- If yes, how well were you able to communicate with the staff?
☐ Very Well ☐ Somewhat well ☐ No very well
7. How do you get information about Porterville Transit services? (select all that you use)
☐ Ask bus drivers ☐ Read maps & schedules ☐ Transit website
☐ Call the Transit Office ☐ Ask other people ☐ Other _____
 8. Other than riding the bus, do you have access to and drive a vehicle sometimes?
☐ Yes ☐ No
 9. Do you have friends or family who speak little to no English, and do not use the bus system?
☐ Yes ☐ No

If yes, to the best of your knowledge, what is the reason they do not use the bus system?

- ☐ They prefer driving their own vehicle
☐ They do not understand the system due to language limitations
☐ The bus schedules/destinations do not fit their needs
☐ Other: _____

Comments or questions: _____

Plan de asistencia de idioma de tránsito de Porterville
Para Ayudar Con el Idioma ~ Encuesta Para los Pasajeros

Para poder ayudar a las personas de Ingles limitado, Porterville Transit está llevando a cabo una encuesta sencilla. ¡Apreciamos su cooperación. Muchas gracias!

1. ¿Qué tan bien lee usted Inglés? ☐ Muy bien ☐ Algo bien ☐ No muy bien
2. ¿Qué tan bien habla usted Inglés? ☐ Muy bien ☐ Algo bien ☐ No muy bien
3. ¿Habla usted una idioma otro de Inglés en casa? ☐ No ☐ Si, hablo _____
4. ¿Para ir a cuál de estos sitios o lugares, lo usa usted?
☐ El trabajo ☐ La escuela ☐ De compras ☐ Servicios Sociales
☐ Servicios Médicos ☐ Recreación ☐ Otro _____
5. ¿Qué tan seguido usa usted el sistema de transportación publica de Porterville por mes?
☐ 1 a 5 veces ☐ 6 a 10 veces ☐ Más de 10 veces
6. ¿Alguna vez ha llamado a la oficina de transito de Porterville?
☐ Si ☐ No
Y si ha llamado, ¿qué tan bien pudo comunicarse con el personal?
☐ Muy bien ☐ Algo bien ☐ No muy bien
7. ¿Cómo obtiene información acerca del servicio de transportación publica de Porterville?
(Marcar todas las que use.)
☐ Le pregunto al conductor ☐ Consulto mapas y horarios
☐ Voy al sitio/website de Porterville Transit ☐ Llamo a la oficina de transito
☐ pregunto a otra personas ☐ Otro _____
8. Aparte de usar autobús/camión, ¿usted tiene acceso a otro tipo de transporte?
☐ Si ☐ No
9. ¿Tiene familiares o amistades que hablan poco o no Ingles y que no usan el sistema de transportación publica?
☐ Si ☐ No
Si contesto si, ¿según usted, cuál sería la razón por la que no lo usan?
☐ Prefieren usar su propio auto.
☐ No entienden el sistema porque no entienden el Ingles muy bien.
☐ Los horarios y sitios o lugares no les convienen.
☐ Otro: _____

Comentarios o preguntas: _____

Porterville Transit Language Assistance Plan

Staff Survey

In order for the Porterville Transit bus system to meet the needs of persons with Limited English Proficiency (LEP) as well as the drivers and office staff who may have occasion to assist LEP passengers, we are conducting a simple survey which may aide in the development of our Language Assistance Plan. Please take a moment to complete the survey below.

(Feel free to use the back of survey if you need more room)

1. Can you communicate in a language other than English? ☐Yes ☐No
If so, the name of the language: _____
To what proficiency? ☐Fluently ☐Somewhat(can get by ok) ☐Barely (very limited)
2. How many times during your employment here have you interacted in any capacity with someone who did not speak English proficiently? _____ times in _____years/months
3. Briefly describe the most involved incident (including their language if you recognized it):

4. Did you feel you were able to assist the person? ☐Yes ☐No
(Why/why not)

5. Can you think of any resources/tools that could help staff be better equipped to assist LEP persons?

6. Can you speculate as to why more persons with limited English do not use the transit system?

7. Can you think of a way we can pro-actively encourage more LEP ridership?

Your input and experience are valuable...thank you for taking the time to help make Porterville Transit the best transit system we can.

Your Name (print): _____

RESOLUTION NO. 74-2016

A RESOLUTION OF THE CITY COUNCIL OF THE
CITY OF PORTERVILLE AFFIRMING AND APPROVING
THE 2016 TITLE VI PROGRAM UPDATE

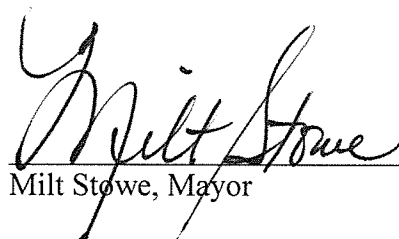
WHEREAS, pursuant to Title VI of the Civil Rights Act of 1964, 42 U.S.C. §2000d et seq (“the Act”) and 49 CFR Part 21, the U.S. Department of Transportation and the Federal Transit Administration (FTA) prohibit discrimination on the basis of race, color or national origin; and

WHEREAS, as a recipient of federal funds, the City of Porterville is required to comply with the requirements of the Act and applicable implementing regulations; and

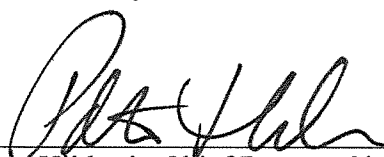
WHEREAS, pursuant to FTA Circular 4702.1B, the City of Porterville is required to submit its Title VI Program to its governing entity for approval.

NOW THEREFORE, BE IT RESOLVED by the City Council of the City of Porterville does hereby affirm and approve the City’s 2016 Title VI Program as set forth in the attachment entitled “2016 Title VI Program Update.”

PASSED, ADOPTED AND APPROVED this 18th day of October, 2016.


Milt Stowe, Mayor

ATTEST:
John D. Lollis, City Clerk

By: 
Patrice Hildreth, Chief Deputy City Clerk

STATE OF CALIFORNIA)
CITY OF PORTERVILLE) SS
COUNTY OF TULARE)

I, JOHN D. LOLLIS, the duly appointed City Clerk of the City of Porterville do hereby certify and declare that the foregoing is a full, true and correct copy of the resolution passed and adopted by the Council of the City of Porterville at a meeting of the Porterville City Council duly called and held on the 18th day of October, 2016.

THAT said resolution was duly passed, approved, and adopted by the following vote:

Council:	REYES	WARD	STOWE	HAMILTON	GURROLA
AYES:	X	X	X	X	X
NOES:					
ABSTAIN:					
ABSENT:					

JOHN D. LOLLIS, City Clerk


By: Luisa M. Zavala, Deputy City Clerk