



Title VI Program

FFY 2017-2020

Final

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General Requirements and Guidelines

1. TJPAMC will annually submit Title VI program Certifications and assurances to the Federal Transit Administration.
2. TJPAMC has developed procedures for investigating and tracking Title VI complaints filed against the TJPA and will make procedures for filing a complaint available to members of the public upon request.
3. TJPAMC will maintain a list of any active investigations conducted by FTA and non-FTA entities, lawsuits, or complaints naming the TJPA that allege discrimination on the basis of race, color, or national origin. This list shall include the date of the investigation, lawsuit, or complaint; a summary of the allegations(s); the status of the investigation, lawsuit, or complaint; and actions taken by TJPA in response to the investigation, lawsuit, or complaint.
4. TJPAMC will ensure individuals who are Limited English Proficient (LEP) have meaningful access to TJPA programs and activities. Interpreting services are available for individuals who are LEP at The Bus administrative office as well as through the transit dispatch. Brochures will be available in Spanish at kiosks and on the transit website.
5. TJPAMC operates programs without regard to race, color, and national origin. The Title VI Statement policy documents procedures that the public should follow in order to request additional information on TJPAMC's nondiscrimination obligations as well as procedures to file a discrimination complaint against TJPAMC.
6. If requested, TJPAMC will provide information other than that required of FTA C 4701.1B in writing to investigate complaints of discrimination or to resolve concerns about possible non-compliance with Title VI.
7. The TJPAMC will update its Title VI program every three years and submit update to the Federal Transit Administration. The next Title VI program will be submitted and uploaded to TRAMS 60 days prior to the due date.

Minority Representation on Committees and Councils Selected by the Recipient

Background

Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by the recipient, must provide a table depicting the membership of those committees broken down by race, and a description of efforts made to encourage the participation of minorities on such committees. The table below shows all of our committees and councils, some committees are appointed by our governing board and others are selected by our TJPA staff.

Membership of Committees, Councils, Broken Down by Race

	Caucasian	Latino	African American	Asian American	Native American
Social Services Transit Advisory Committee	20%	60%	0%	20%	0%

Our committee has slots that are filled by representing parties for the low income and individuals with disabilities. We also have other open slots for individuals and we encourage the participation of minorities, by posting flyers on all of our buses regarding how to get information to be a part of our committee and sending the information to our contacts at the various agencies, and programs.

Program Elements

1. No person on the basis of race, color, or national origin will be subjected to discrimination in the level and quality of transportation services and transit-related benefits.
2. The TJPA will compile, maintain, and submit in a timely manner Title VI Information required by the Federal Transit Administration.
3. Those persons alleging discrimination on the basis of race, color, or national origin as it relates to the provision of transportation services and transit-related benefits may file a complaint with TJPAMC, the Federal Transit Administration (FTA), and/or the U.S. Department of Justice.

Statement Policy

Transit Joint Powers Authority for Merced County (TJPAMC), a federal grant direct recipient, is required by the Federal Transit Administration (FTA) to conform to Title VI of the Civil Rights Act of 1964 and its amendments. Title VI of the Civil Rights Act of 1964 requires that no person in the United States, shall, on the grounds of race, color or national origin, be excluded from, be denied the benefits of, or be subjected to discrimination, under any program or activity receiving federal financial assistance. Presidential Executive Order 12898 addresses environmental justice in minority and low-income populations. Presidential Executive Order 13166 addresses services to those individuals with Limited English proficiency. The rights of women, the elderly and the disabled are protected under related statutes. These Presidential Executive Orders and the related statutes fall under the umbrella of Title VI.

TJPAMC is committed to enforcing the provisions of Title Vi and protecting the rights and opportunities of all persons associated with TJPA or affected by its programs. TJPA's commitment

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includes vigorously enforcing all applicable laws and regulations that affect TJPA and those organizations, both public and private, which participate and benefit through TJPA's programs.

TJPAMC will take positive and realistic affirmative steps to ensure that all persons and/or firms wishing to participate in TJPA's programs are given an equal and equitable chance to participate.

TJPAMC's sub recipients and contractors (if any) are required to prevent discrimination and ensure nondiscrimination in all of their programs, activities and services.

TJPAMC is responsible for providing leadership, direction and policy to ensure compliance with Title VI of the 1964 Civil Rights Act. Any person or firm, who feels that they have been discriminated against or would like more information, is encouraged to contact the TJPA or Federal Transit Administration (FTA):

Attn: Transit Manager
369 West 18th Street
Merced, CA 95340
(209) 723-3100
(209) 722-0322 (fax)

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

List of locations where the Title VI notice below is posted:

1. On all of our buses
2. Merced Transpo our main bus station
3. Our vendor locations (2)
4. Our main Admin office
5. Our meeting room

Title VI Public Notice

Your Rights under TITLE VI of the Civil Rights Act of 1964

The Transit Joint Powers Authority for Merced County (TJPAMC), which is the governing body for The Bus, operates its programs and services without regards to race, color or national origin in accordance with Title VI of the Civil Rights Act.

Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a written complaint with TJPAMC "The Bus" or with the Federal Transit Administration (FTA), or the Department of Justice (DOJ). Federal and State law requires complaints be filed within one-hundred eighty (180) calendar days of the alleged incident and include the signature of the complainant. For more information on The Bus civil rights program and the procedure to file a complaint contact:

The Bus
ATTN: Transit Manager
369 W. 18th St. Merced, CA 95340. (209) 723-3100 Fax (209) 723-0322
customerservice@mercedthebus.com

Complaint Forms can also be obtained on The Bus's website at www.mercedthebus.com or at the Merced Transpo Center, 760 W. 16th Street, Merced, CA 95340

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights Attention: Title VI Program Coordinator East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590.

Sus Derechos en virtud del Título VI del Acta de Derechos Civiles de 1964

La autoridad de Poderes conjunto de Transito del Condado de Merced, que es la autoridad de THE BUS, opera sus programas y servicios sin tomar en cuenta su raza, color u origen nacional, de conformidad con el Titulo VI del Acta de Derechos Civiles. Cualquier persona que crea que ha sido agraviada por cualquier práctica discriminatoria ilegal bajo el Titulo VI puede presentar una queja por escrito ante TJPAMC "The Bus" o con la administración Federal de Transito (FTA), o el Departamento de Justicia (DOJ). La ley federal y estatal requiere que las quejas deben presentarse dentro de ciento ochenta días calendarios a partir del supuesto incidente e incluye la firma del denunciante. Para obtener más información sobre el programa de derechos civiles de autobuses y el procedimiento para presentar una queja comuníquese con:

The Bus
Attn: Transit Manager
369 W 18th St. Merced, CA 95340 (209) 723-3100 Fax (209)723-0322
Customerservice@mercedthebus.com

El formulario para las quejas también se pueden obtener en el sitio web en www.mercedthebus.com o en el Transpo Center, 710 W. 16th Street Merced, CA 95340

Un demandante puede presentar una queja directamente con la Administración Federal de Transito mediante la presentación de una queja ante la oficina de Derechos Civiles. Title VI prgram Coordinator East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590

Complaint Procedures

This document outlines the Title VI complaint procedures related to providing programs, services, and benefits. It does not deny the complainant the right to file formal complaints with the California Department of Transportation, the Secretary of the US Department of Transportation, Equal Employment Opportunity Commission (EEOC), Federal Highway Administration (FHWA), Federal Transit Administration (FTA), or to seek private counsel for complaints alleging discrimination, intimidation, or retaliation of any kind that is prohibited by law.

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

Title VI Complaint Procedure

1. Title VI complaint forms may be downloaded from www.mercedthebus.com or requested from Transit Administration. The complainant may also submit a written statement that contains all of the following information:
 - a. Name, address, and telephone number of the complainant.
 - b. The basis of the complaint (race, color, national origin).
 - c. The date or dates on which the alleged discriminatory event or events occurred.
 - d. The nature of the incident that led the complainant to feel discrimination was a factor.
 - e. Names, addresses and telephone numbers of persons who may have knowledge of the event.
 - f. Other agencies or courts where complaint may have been filed and a contact name.
 - g. Complainant's signature and date.
2. If the complainant is unable to write a complaint, TJPA staff will assist the complainant, if requested by complainant.
3. Complainants have the right to complain directly to the appropriate federal agency. Complaints must be filed within one-hundred eighty (180) calendar days of the last alleged incident.
4. TJPA will begin an investigation within fifteen (15) working days of receipt of a complaint.
5. TJPA will contact the complainant in writing no later than thirty (30) working days after receipt of complaint for additional information, if needed. If the complainant fails to provide the requested information in a timely basis, TJPA may administratively close the complaint.
6. TJPA will complete the investigation within ninety (90) days of receipt of the complaint. If additional time is need for investigation, complainant will be contacted. A written investigation report will be prepared by the investigator. This report shall include a summary description of the incident, findings and recommended corrective action.
7. A closing letter will be provided to the complainant and the respondent or respondent department. Parties will have five (5) working days from receipt of the closing letter to appeal. If neither party appeals, the complaint will be closed.
8. If required, the investigation report will be forwarded to the appropriate federal agency.

Complaints may be mailed, faxed or emailed to the address below:

TJPA
ATTN: Transit Manager
369 W. 18th St. Merced, CA 95340.
(209) 723-3100 Fax (209) 723-0322
customerservice@mercedthebus.com

or Federal Transit Administration
Office of Civil Rights
1200 New Jersey Avenue SE
Washington, DC 20590

Complaint Form

Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail 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 not, 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 the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
Section III:				
I believe the discrimination I experienced was based on (check all that apply):				
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin				
Date of Alleged Discrimination (Month, Day, Year): _____				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.				

Procedimiento de Queja

Este documento describe los procedimientos de queja del Título VI relacionados con la prestación de programas, servicios y beneficios. NO niega al demandante el derecho a presentar quejas formales ante el Departamento de Transporte de California, el Secretario del Departamento de Transporte de Estados Unidos, la Comisión de Igualdad de Oportunidades de Empleo (EEOC), la administración Federal de Carreteras (FHWA), la Administración Federal de Transito (FTA), o buscar un abogado privado para denuncias de discriminación, intimidación o represalias de ningún tipo que esté prohibido por la ley.

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

Procedimiento de Quejas del Título VI

1. Los formularios de queja del Título VI pueden ser descargados de www.mercedthebus.com o solicitarse a la Administración de Transito. Asimismo, el demandante podrá presentar una declaración por escrito que contenga toda la información siguiente:
 - a. Nombre, Domicilio, y número de teléfono del demandante.
 - b. La base de la queja (raza, color, origen nacional)
 - c. La fecha o fechas en que se produjo el evento o eventos discriminatorios alegados.
 - d. La naturaleza del incidente que llevo al autor a sentir la discriminación fue un factor.
 - e. Nombres, domicilios y números de teléfono de las personas que pueden tener conocimiento del evento.
 - f. Otras agencias o corte donde se pudo haber presentado denuncia y un nombre de contacto.
 - g. Firma y fecha del demandante.
2. Si el demandante es incapaz de escribir una queja, el personal de TJPA asistirá al demandante, a petición del demandante.
3. Los denunciante tienen derecho a quejarse directamente a la agencia federal correspondiente. Las quejas deben ser presentadas dentro de los ciento ochenta (180) días calendarios a partir de la última presunto incidente.
4. TJPA comenzara una investigación dentro de los quince (15) días siguientes de recibir una queja del Demandante.
5. TJPA se pondrá en contacto con el demandante por escrito no más tarde de treinta (30) días hábiles después de recibir la queja para obtener información adicional, si es necesario. Si el demandante no puede proporcionar la información solicitada en forma oportuna, TJPA puede cerrar administrativamente la denuncia.
6. TJPA completara la investigación dentro de los noventa (90) días siguientes a recibir la queja. Si se necesita más tiempo para la investigación, el denunciante será contactado. Un informe de investigación escrito será preparado por el investigador. Este informe incluirá una descripción resumida de los hechos, las conclusiones y las acciones correctivas recomendadas.
7. Una carta para cerrar la queja será proporcionada al demandante y el demandado o el departamento respondiente. Todos tendrán cinco (5) días hábiles desde el día que la carta es recibida para apelar. Si ninguna apelación es recibida de ambas partes, la queja será cerrada.

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8. Si es necesario, el informe de la investigación será remitida a la agencia federal correspondiente.

Las Quejas pueden ser enviadas por correo, por fax o por correo electrónico a la siguiente dirección:

TJPA
 369 W. 18th St. Merced, CA 95340.
 (209) 723-3100 Fax (209) 723-0322
customerservice@mercedthebus.com

Or Federal Transit Administration
 Office of Civil Rights
 1200 New Jersey Avenue SE
 Washington, DC 20590

Formulario de Quejas

Sección I:				
Nombre:				
Domicilio:				
Teléfono (Hogar):			Teléfono (Trabajo):	
Correo electrónico:				
Requisitos de formato Accesibles:	Letra Grande		Cinta de Audio	
	TDD		Otro	
Sección II:				
¿Está usted presentando esta queja en su propio nombre?			SI*	No
* Si usted Contesto "Si" a esta pregunta, ve a sección III.				
Si no es así, por favor proporcione el nombre y la relación de la persona a la que usted está ayudando:				
Por favor, explique porque usted ha presentado por una queja por esta persona:				
Por favor, confirme que ha obtenido el permiso de la persona perjudicada, si usted está presentando en su nombre.			Si	No
Sección III:				

Creo que la discriminación que experimente fue basado en (marque lo que corresponda):
 Raza Color Origen Nacional

Fecha presunta de la discriminación (Mes, Día, Año): _____

Explique lo más claramente posible lo que paso y porque cree que fue discriminado.
 Describa todas las personas que estuvieron involucradas, incluya el nombre y la información de contacto de la persona (s) que lo discrimino (si se conoce), así como los nombres y la información de contacto con los testigos. Si se necesita más espacio por favor use el reverso de este formulario.

Sección IV

¿Ha presentado anteriormente una queja del Título VI con esta agencia?	Si	No
--	----	----

Sección V

Ha presentado esta queja ante cualquier otro del Estado, Federal o Agencia local o cualquier corte Federal o Estatal?

Si No

Si respondió "Si", marque todo lo que corresponde:

Agencia Federal: _____

Corte Federal _____ Agencia Estatal _____

Corte Estatal _____ Agencia Local _____

Por favor de proporcionar información acerca de una persona de contacto de la agencia/corte donde se presentó la queja.

Nombre: _____

Título: _____

Agencia: _____

Domicilio: _____

Teléfono: _____

Sección VI
Nombre de la agencia que la queja es en contra:
Persona de Contacto:
Título:
Numero de teléfono:

List of Investigations, Lawsuits and Complaints

All recipients shall prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin:

- Active investigations conducted by FTA and entities other than FTA;
- Lawsuits; and
- Complaints naming the recipient.

This list shall include the date that the transit-related Title VI investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response, or final findings related to the investigation, lawsuit, or complaint. This list shall be included in the Title VI Program submitted to FTA every three years.

List of Investigations, Lawsuits and Complaints

	Date (Month, Day, Year)	Summary (included basis of complaint: race, color, or national origin)	Status	Action(s) taken
Investigation	None			
1.				
2.				
Lawsuits	None			
1.				
2.				
Complaints	None			

Limited English Proficiency plan (LEP)

Introduction

This Limited English Proficiency (LEP) Plan has been prepared to address the Transit Joint Powers Authority for Merced County (TJPA) responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, Federal Transit Administration Circular 4702.1B dated October 1, 2012, which state that no person 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 understands English is a type of national origin discrimination. It directs each federal 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.

Plan Summary

TJPAMC is the owner and operator for TJPAMC and has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided by The Bus. 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.

In order to prepare this plan, TJPA 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 a TJPA program, activity or service.
2. The frequency with which LEP persons come in contact with TJPA programs, activities or services.
3. The nature and importance of programs, activities or services provided by TJPA to the LEP population.
4. The resources available to TJPA and overall cost to provide LEP assistance.

Summary of four-factor analysis

Based on the four-factor analysis, TJPA developed its LEP plan as outlined in the following section.

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter a TJPA program, activity or service.

TJPA staff used the GIS mapping for LEP populations and reviewed the 2010 U.S. Census Report and determined that 239,899 persons in Merced County [51.9% of the population] speak a language other than English. In Merced County, 105,555 persons [44.0%] have limited English proficiency; that is, they speak English less than “very well”

In Merced County, of those persons with limited English proficiency, 45,549 (19%) speak Spanish, 4,608 (2%) speak other Indo-European languages and 4,409 (1.8%) speak Asian and Pacific Island languages.

Merced County			
subject	total	total speak English less than "very Well"	speak English less than "very Well" percentage
population 5 years and over	239,899	54,696	22.80%
speak Spanish or Spanish creole	101,673	45,549	19%
speak other Indo-European	11,352	4,608	1.9%
speak Asian and Pacific	10,887	4,409	1.8%

Source: U.S. Census Bureau 2010-2014 American Community Survey; Language spoken at home.

2. The frequency with which LEP persons come in contact with TJPA programs, activities or services. TJPA assessed the frequency with which staff and drivers have, or could have, contact with LEP persons.

This includes documenting phone inquiries and surveying vehicle operators for requests for interpreters and translated documents. To date, the most frequent contact between LEP persons is with bus drivers. By using language identification cards given out to our passengers by our drivers, we have determined using even though we have a percentage of 19% of our population that Spanish and less than very well English we only come into contact with 6.64% on our bus system. That is why we will continue to translate all document which include postings on all buses relating to fares, important meetings and transit rules written in both English and Spanish. Any time we have any important changes or meetings our staff makes an effort to always ride routes, set up workshops at our transpo centers in order to reach our LEP persons to ensure they are getting the information. Because our service area includes agricultural rural areas we have learned that their need for verbal communication is sometimes needed due to their inability to read, our Bilingual transit staff rides routes when trying to get information to our passengers.

I SPEAK LANGUAGE IDENTIFICATION CARD FINDINGS									
ENGLISH ONLY	ENGLISH AND SPANISH	HMONG AND ENGLISH	OTHER ASIAN AND ENGLISH	OTHER INDO-EURO AND ENGLISH	SPANISH ONLY	OTHER INDO-EUROPEAN ONLY	HMONG ONLY	OTHER ASIAN ONLY	TOTAL COUNT
410	253	9	16	6	50	3	3	3	753
54.45%	33.60%	1.20%	2.12%	0.80%	6.64%	0.40%	0.40%	0.40%	100.00%

3. The nature and importance of programs, activities or services provided by TJPA to the LEP population.

The largest geographic concentration of LEP individuals in the TJPA service area is Spanish. Approximately 19% of the population speaks Spanish while speaking English less than “very well”, and based on our analysis we come into contact with at least 6.64% of that population. These individuals are expected to utilize both the Fixed Route and Paratransit systems throughout the countywide system. All posted materials on the Fixed Route and Paratransit buses will be displayed in both English and Spanish. It is expected that TJPA will interact with LEP individuals at community events, workshops, public hearings and The Bus administration office where tickets are sold.

4. The resources available to TJPA and overall cost to provide LEP assistance.

TJPAMC assessed its available resources that could be used for providing LEP assistance, including determining how much a professional interpreter and translation service would cost on an as needed basis. TJPA has three existing staff, averaging approximately \$48 per hour that are used for translating documents, interpreting over the phone and interpreting at every public event. Staff is required to attend meetings and review documents as part of their regular duties, so there is typically no additional cost for this type of LEP assistance. The United Way is another resource that could be used but have limited availability. The annual budget includes costs for printing of materials in both English and Spanish.

SAFE HARBOR

Based off the four-factor analysis we have determined that Spanish is the only language that must be translated. The only two groups besides English and Spanish are a small amount less than 2% and our Agency will provide interpreters if requested by an individual, free of cost. Most of our passengers that are limited English proficient including our Spanish community have very low literacy skills therefore even if it is not requested we always provide a Spanish interpreter.

Language Assistance

Our agency provides interpreters for anyone who requests, at no cost. Notices are posted on our buses to inform passengers that interpreters may be requested. If we have special outreach or public meetings spanish interpreters are always present.

Limited English Proficiency (LEP) Plan Outline

How TJPA and staff may identify an LEP person who needs language assistance:

1. Examine records to see if requests for language assistance have been received in the past, either at meetings or over the phone, to determine whether language assistance might be needed at future events or meetings.
2. Have a staff person greet participants as they arrive to TJPA sponsored events. By informally engaging participants in conversation it is possible to gauge each attendee's ability to speak and understand English.
3. Have Census Bureau Language Identification Flashcards available at TJPA meetings. This will assist TJPA in identifying language assistance needs for future events and meetings.
4. Have Census Bureau Language Identification Flashcards on all transit vehicles to assist vehicle operators in identifying specific language assistance needs of passengers. If such individuals are encountered, vehicle operators will be instructed to try to obtain contact information to give to TJPA's management for follow-up.
5. Vehicle operators and other front-line staff, like dispatchers, para-transit schedulers, and service development planners, will be surveyed on their experience concerning any contacts with LEP persons during the previous year.
6. MCAG staff ride routes and engage with passengers often, which helps them to identify future needs for LEP persons, and helps us get feedback to improve our efforts.

Language Assistance Measures

There are numerous language assistance measures available to LEP persons, including both oral and written language services. There are also various ways in which TJPA staff responds to LEP persons, by telephone or in writing, as well as in-person.

1. TJPA Hispanic Education and Outreach Programs will continue to provide vital information to LEP Groups on TJPA programs and services;
2. Network with local human service organizations that provide services to LEP individuals and seek opportunities to provide information on TJPA programs and services;
3. Provide a bilingual Community Outreach Coordinator at community events, and public hearings;
4. Placement of statements in notices and publications that interpreter services are available for these meetings, with three-day advance notice;
5. Survey bus drivers and other front-line staff, like dispatchers, para-transit schedulers, and service development planners, annually on their experience concerning any contacts with LEP persons during the previous year;

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6. Provide Language Identification Flashcards onboard the TJPA fleet, in road Supervisor vehicles and at the administrative office;
7. Post the TJPA Title VI Policy and LEP Plan and PPP plan on the agency website, www.mercedthebus.com;
8. Provide group travel training to LEP persons with the assistance of bilingual staff;
9. Include language "Spanish a plus" on bus driver recruitment flyers and onboard recruitment posters;
10. The TJPA website has google translate for our LEP persons, with about 7% of our passengers using it.
11. All Posting and/or newspaper ads regarding meetings, changes or any important information is always translated. The following is a list of translated documents:
 - Newspaper Ads
 - Surveys
 - Meetings
 - Schedule brochures
 - Passenger rules
 - Flyers
12. When an interpreter is needed, for a language other than Spanish, in person or on the telephone, staff will attempt to access language assistance services from a professional translation service, which usually is a private consultant or qualified community volunteers.

Staff Training

The following training is provided to TJPA staff:

1. Information on the TJPA Title VI Procedures and LEP responsibilities
2. Description of language assistance services offered to the public
3. Use of Language Identification Flashcards
4. Documentation of language assistance requests
5. Use of language line service
6. How to handle a potential Title VI/LEP complaint

Outreach Techniques

When staff prepares a document or schedules a meeting, for which the target audience is expected to include LEP individuals, then documents, meeting notices, flyers, and agendas will be printed in an alternative language based on the known LEP population. Interpreters will be available as needed.

Monitoring and Updating the LEP Plan

TJPA will update the LEP every 3 years as required by U.S. DOT. At minimum, the plan will be reviewed and updated when data from the 2020 U.S. Census is available, or when it is clear that higher concentrations of LEP individuals are present in the TJPA service area. Updates will include the following:

- The number of documented LEP person contacts encountered annually
- How the needs of LEP persons have been addressed
- Determination of the current LEP population in the service area
- Determination as to whether the need for translation services has changed
- Determine whether local language assistance programs have been effective and sufficient to meet the need
- Determine whether TJPA's financial resources are sufficient to fund language assistance resources needed
- Determine whether TJPA has fully complied with the goals of this LEP Plan
- Determine whether complaints have been received concerning TJPA's failure to meet the needs of LEP individuals

Dissemination of the LEP Plan

A link to the TJPA LEP Plan and the Title VI Procedures is included on the TJPA website at www.mercedthebus.com.

Any person or agency with internet access will be able to access and download the plan from the TJPA website. Alternatively, any person or agency may request a copy of the plan via telephone, fax, mail, or in person and shall be provided a copy of the plan at no cost. LEP individuals may request copies of the plan in translation which TJPA will provide.

Questions or comments regarding the LEP Plan may be submitted to:

Title VI Administrator:

Transit Joint Powers Authority for Merced County

369 W. 18th Street

Merced, CA 95340

Phone: 209-723-3100

Fax: 209-723-0322

Public Participation Plan (PPP)

Introduction

The Transit Joint Powers Authority for Merced County (TJPAMC) exists as a Joint Powers Authority (JPA) to provide consolidated public transit service in Merced County. TJPAMC by formal Memorandum of Understanding (MOU) with its member agencies (City of Atwater, City of Dos Palos, City of Gustine, City of Livingston, City of Los Banos, City of Merced, and County of Merced) work together coordinating public transportation services in Merced County.

TJPAMC public transportation service planning functions (on behalf of its member agencies) include, but are not limited to, the following:

- Acquiring, developing and providing for the provision of Transit services in a manner that will meet the standards for maximizing public use in the most equitable, expedient, convenient, and manner that is compatible with the public health, safety and well-being;
- Implementing specific transit programs selected for implementation by the Governing Board of Directors;
- Record and compute transit service use and report the same as required by local, state and federal laws;
- Ensure through cooperation, coordination, and the pooling of common resources, maximum efficiency and economy in governmental operations with respect to providing Transit Services;
- Inventory, classify and identify problems that may be solved with respect to Transit Services, through a comprehensive plan involving multi-city and county cooperation.

Purpose of the Public Participation Plan

TJPAMC has developed this Public Participation Plan (PPP) as a guide to meeting the requirements for public participation. This procedural document is intended to give the TJPAMC Governing Board, member agencies, staff, and stakeholders, guidance for public involvement and interagency consultation in the public transportation planning process. It contains procedures and strategies TJPAMC will use to seek and foster greater public involvement regarding public transit service. TJPAMC's documented participation plan defines a process for providing reasonable opportunities to be involved in the any changes related to public transit service.

Public Participation Plan Development

While updating the Public Participation Plan in compliance with Federal legislation (Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users, known as SAFETEA-LU), TJPAMC embarked upon an evaluation of our current public participation practices by requesting input and consultation on how to best engage the public and interested parties in our transportation planning process. TJPAMC accomplished public outreach and through regularly standing committee meeting agendas (Technical Planning Committee – TPC, Citizens Advisory Committee – CAC, Technical Review Board – TRB, and Governing Board –GB).

A draft of this PPP document was on the December 2013 agendas. TJPAMC received a single comment requesting that the listing of agency contacts needed to be expanded. TJPAMC staff has included a more robust listing of agency contacts (see page 29) for outreach.

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Revisions or updates to the MCAG Public Participation Plan include a 45-day public review period and public hearing. MCAG staff will conduct a periodic review of the effectiveness of the Public Involvement Process to determine if current strategies are effective.

Outreach Procedures

In its public participation process, TJPAMC utilize the following procedures:

1. Provide adequate public notice of public participation activities and time for public review and comment at key decision points, including but not limited to, a reasonable opportunity to comment on the proposed implementation or changes to: The Transit Development Act (TDA) - Annual Unmet Transit Needs process; Short Range Transit Plan (SRTP) Update; and Transit Service Reductions or Transit fare increases.
2. Provide timely notice and reasonable access to information about TJPAMC's issues and processes;
3. Employ visualization techniques to describe or show any changes;
4. Make public information (technical information and meeting notices) available in electronically accessible formats and means, such as the internet;
5. Hold any public meetings at convenient and accessible locations and times;
6. Demonstrate explicit consideration and response to public input received during the implementation or changes to SRTP, unmet needs hearing, service changes or fare increase;
7. Seek out and consider the needs of those traditionally underserved by existing transportation systems, such as low-income and minority households, who may face challenges accessing employment and other services;
8. Provide an additional opportunity for public comment, if the final SRTP change differs significantly from the version that was made available for public comment by the TJPAMC and raises new material issues which interested parties could not reasonably have foreseen from the public involvement efforts;
9. Coordinate with the statewide transportation planning public involvement and consultation processes;
10. Periodically review the effectiveness of the procedures and strategies contained in this PPP to ensure a full and open participation process.
11. Update the PPP document every 3 years as a requirement component of Title VI Requirements and Guidelines for Federal Transit Administration Recipients (FTA Circular (FTA C 4702.1B).

Public Participation Policies

The following requirements will apply as deemed appropriate by the TJPAMC management staff and the TJPAMC Governing Board Chair:

1. No person shall be denied participation;
2. As required, a public notice will be placed in the legal advertising sections of at least one newspaper of general circulation within the affected community, including a Spanish-language publication.
3. TJPAMC shall provide appropriate assistance, auxiliary aids, a translator/interpreter for non-English speaking and hearing impaired individuals and/or services when necessary if requested 3 working days in advance of the meeting, to afford disabled individuals an equal opportunity. If

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TJPAMC is unable to accommodate a request for a public hearing then the hearing will be continued on a specified date when accommodations are available;

4. TJPAMC Meeting agendas and minutes are currently made available upon written request via regular mail, and they are added regularly to Merced County Association of Governments (MCAG) internet website www.mcagov.org. Agendas are also posted at meeting locations are posted at least 72 hours before regular meetings of advisory or standing committees or 24 hours before special meetings.

Note: The Brown Act (CA Government Code 54954.1) also states that any person may request a copy of the agenda or a copy of all the documents constituting the agenda packet, of any meeting of a legislative body be mailed to that person. That request is valid for the calendar year in which it is filed, and must be renewed following January 1 of each year. The legislative body may establish a fee for mailing the agenda or agenda packet, which fee shall not exceed the cost of providing the service;

5. Public hearings will be held prior to a decision point as a formal means to gather citizen comments and positions from all interested parties for public record and input into the decision making process. TJPAMC public outreach is required in many facets of state or federal transportation programs or planning documents. Notices for public hearings will be published in a general circulation newspaper. TJPAMC will accept comments from the public during the period between the notice and hearing date. These comments will be considered part of the public record. Also during this period, TJPAMC will accept questions and provide clarification on issues raised by the public;
6. TJPAMC's outreach media list includes newspapers, radio and television broadcast media, and appropriate business or government publications and contacts serving Merced County;
7. If major amendments are made to any plans or programs during the review and comment period, the plan(s) will be made available for an additional 30-45 day (as appropriate) public review and comment period prior to final adoption. Such changes shall also be advertised via news release to all media outlets, on community flyers and on the TJPAMC website as deemed necessary in the specific project area prior to final adoption.
8. The TJPAMC Executive Director or a designee will coordinate with the state to enhance public consideration for public transit related projects in the State Transportation Plan (STP) or the Federal State Transportation Improvement Plan (STIP); and
9. For high-profile projects/plans TJPAMC may form an ad hoc citizens' advisory committee specific to that particular plan or project, or determine what, if any, existing committees would appropriately review the plan or project.

Statutory and Regulatory Requirements

State Requirements

The Brown Act (State of California Government Code sections 54950-54962)

The Brown Act governs the meeting and actions of governing boards of local public agencies and their created bodies. Requirements of the Brown Act also apply to any committee or other subsidiary body of a local agency, whether permanent or temporary, decision-making or advisory, which is created by such a governing board. The Brown Act sets minimum standards for open meetings relative to access to the public, location of meetings, notice posting, agenda distribution, and public input. The public agency may adopt reasonable regulations ensuring the public's right to address the

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agency, including regulations to limit the total amount of time allocated for public testimony. The TJPAMC Board and its standing committees all adhere to these requirements involving proper noticing, access and the ability to address the Board and committees.

Due to time constraints, unscheduled comments by the public may be limited to 3 minutes in length, however the agency encourages interested citizens to provide written copies of presentations to the Board/Committees, particularly if the statement is too long to be presented in its entirety. Citizens unable to attend the meetings may submit their concerns and ideas in writing to staff, who will then present the comments to the respective Board/Committee in either a written or oral format.

Transportation Development Act (TDA)

The Mills-Alquist-Deddeh Act (SB 325) was enacted by the California Legislature to improve existing public transportation services and encourage regional transportation coordination. Known as the Transportation Development Act (TDA) of 1971 (PUC Section 99200). The 1971 TDA created Local Transportation Fund (LTF) revenues derived from a ¼ cent of the general retail sales tax collected statewide. The State Board of Equalization returns the 1/4-cent to each county according to the amount of tax collected in that county.

Additional changes were made to TDA in three separate legislative actions (SB 620, Chapter 161 of the Statutes of 1979; AB 2551, Chapter 322 of the Statutes of 1982; and SB 300, Chapter 105 of the Statutes of 1989) to create a second source of TDA revenue (State Transit Assistance Fund) revenues are derived from the statewide sales tax on diesel fuel and are to be used for planning and mass transportation purposes. STA provides funding to be allocated to transit and non-transit related purposes that comply with regional transportation plans.

Roles and Responsibilities

Question: Who is responsible for implementing the TDA?

Answer: State Government:

Responsible for governing statutes, oversees funding program, allocations to cities and counties, reviews transit financial and performance audits;

Regional Transportation Planning Agencies (RTPA), Metropolitan Planning Organizations (MPO), local government:

Responsible for authorizing funding to local transportation agencies, ensure public participation process and Annual Unmet Transit Need Process are conducted;

Transportation operators:

Receive capital and operating funds for transportation projects.

Unmet Needs Process

Question: What sections apply to the unmet transit needs finding process?

Answer: Sections 99238, 99238.5, 99401.5, and 99401.6 of the Public Utilities Code.

Answer: All counties eligible for funding under Article 8 must establish a Social Services Transportation Advisory Council (SSTAC) under Section 99238. Furthermore, all counties eligible for funding under Article 8 are required to establish and implement a process of citizen participation, utilizing the SSTAC to hear the transit needs of transit dependent or disadvantaged persons. Section 99238.5 (a)

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requires that this process provide for at least one public hearing annually. There are no exceptions or exemptions to this process in the TDA law.

Federal Requirements

Title VI of the Civil Rights Act of 1964 (Title VI)

Title VI of the Civil Rights Act of 1964 requires that transportation planning and programming be non-discriminatory on the basis of race, color, national origin or disability. The federal statute was further clarified and supplemented by the Civil Rights Restoration Act of 1987 and a series of federal statutes enacted in the 1990s relating to the concept of environmental justice. The fundamental principles of environmental justice include:

Avoiding, minimizing or mitigating disproportionately high and adverse health or environmental effects on minority and low-income populations;

Ensuring full and fair participation by all potentially affected communities in the transportation decision-making process; and

Preventing the denial, reduction or significant delay in the receipt of benefits by minority populations and low-income communities.

Presidential Executive Orders (EO)

An Executive Order is an order given by the President to federal agencies. As a recipient of Federal revenues, TJPAMC ensures that we are complying with these orders.

Executive Order 12898: Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations

In February 1994, President Clinton signed Executive Order 12898, Federal Actions to Address Environmental Justice for Minority Populations and Low-Income Populations, which mandates that federal agencies make achieving environmental justice part of their missions. This order requires that disproportionately high and adverse human health or environmental effects on minority and low-income populations be identified and addressed in order to achieve environmental justice. Minority populations are defined in the order as Black/African-American, Hispanic, Asian/Pacific Islander, American Indian and Alaskan Native. Low-income populations are defined in the order as persons whose household income (or in the case of a community or group, whose median household income) is at or below the U.S. Department of Health and Human Services poverty guidelines, with those at 0 percent of median income classified as low income and those at 50 percent of median income classified as very-low income.

Executive Order 13166: Improving Access to Services for Persons with Limited English Proficiency

Executive Order 13166 states that people who speak limited English should have meaningful access to federally conducted and federally funded programs and activities. It requires that all federal

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agencies identify any need for services to those with limited English proficiency and develop and implement a system to provide those services so all persons can have meaningful access to services.

Americans with Disabilities Act (ADA)

The Americans with Disabilities Act of 1990 (ADA) stipulates involving the community, particularly those with disabilities, in the development and improvement of services. All events held for programs or projects with Federal aid and open to the general public must be made accessible to everyone, including the disabled.

TJPAMC complies with the ADA by having accessible formats and public hearings, consulting with individuals from the disabled community, and conducting outreach by maintaining an extensive mailing and email lists , developing contacts, and other means of notification to participate in the planning process.

MAP-21

On July 6, 2012, President Obama signed the most recent Federal Surface Transportation Bill, Moving Ahead for Progress in the 21st Century (MAP-21). MAP-21 reauthorizes federal surface transportation programs through fiscal year 2014. Each reauthorization amends the Federal Transit Laws codified in 49 USC Chapter 53. MAP-21 took effect on October 1, 2012. MAP-21 continues with the focus of public outreach established in the prior federal transportation bill (The Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users -SAFETEA-LU (2005) which underscored the need for public involvement and requires metropolitan planning agencies to provide citizens, affected public agencies, representatives of transportation agency employees, private providers of transportation and other interested parties with a reasonable opportunity to comment on transportation plans and programs (Regional Transportation Plan –RTP, Federal Transportation Improvement Program –FTIP).

Project or Plan Specific Public Participation Requirements

There are a few key transportation initiatives that are specially called out in federal law as needing early and continuing opportunities for public participation — implementation or changes to Short Range Transit Plan (SRTP), unmet needs hearing, service reduction or fare increase.

Short Range Transit Plan (SRTP)

The Short Range Transit Plan (SRTP) reviews the existing public transit services within Merced County, lays out a 5-Year Vision (or a longer term) for an enhanced transit network and proposes a stepwise approach to pursuing that vision over the next five years or longer. The adopted SRTP recommends a preferred for implementation of public transit service in Merced County that includes transit performance standards, and financial revenues.

Regional Transportation Plan (RTP)

The Regional Transportation Plan (RTP) document focuses on Merced County transportation needs over a 20-year planning horizon. Any RPT document updates reflects reaffirmed or new planning priorities and changing projections of growth and travel demand based on a reasonable forecast of future revenues available to the region. As necessary, MCAG as the MPO for Merced County prepares two technical companion documents for RTP updates: a program-level Environmental Impact Report (EIR) per the California Environmental Quality Act (CEQA) guide lines, and a transportation air quality conformity analysis (to ensure clean air mandates are met) per federal Clean Air Act (CAA) requirements. Certain revisions to the RTP may warrant a revision or update to these technical documents.

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Public outreach and Public Notice requirements differ by type of modification to the RTP document, including: RTP Amendments – Major revision, RTP Administrative Modification- minor revision. MCAG’s PPP document included more detailed information on RTP public notice requirements. MCAG utilizes public meetings, workshops, surveys during the RTP development process to solicit public dialogue and comment on the RTP process.

Federal Transportation Improvement Program (FTIP)

The Federal Transportation Improvement Program (FTIP) implements the policy and investment priorities expressed by the public and adopted by MCAG in the Regional Transportation Plan (RTP). In this way, public comments made as part of the RTP are reflected in the FTIP as well. The FTIP covers a four-year timeframe, and all projects included in the FTIP must be consistent with the RTP. The FTIP is a comprehensive listing of Merced County Area surface transportation projects — including transit, highway, local roadway, bicycle and pedestrian investments — that: Receive federal funds, or are; Subject to a federally required action, or are; Regionally significant projects, for federal air quality conformity purposes.

The FTIP includes a financial plan that demonstrates there are sufficient revenues to ensure that the funds committed (or “programmed”) to the projects are available to implement the projects or project phases. Adoption of the FTIP also requires a finding of conformity with federal transportation-air quality conformity mandates. The FTIP is updated every two years, with amendments occurring as needed.

FTIP document modifications or updates come in many different forms (Administrative Modifications – Type 1 Amendment, Formal Amendment: Funding Changes – Type 2 Amendment, Formal Amendment: Exempt Projects – Type 3 Amendment, Formal Amendment: Conformity Determination that Relies on a Previous Regional Emissions Analysis – Type 4 Amendment, Formal Amendment: Conformity Determination and New Regional Emissions Analysis – Type 5 Amendment, Expedited Process Selection Procedures – EPSP, Lump Sum Project Listings). MCAG’s PPP document includes more detailed information on the public outreach requirements for FTIP modification.

Transit Joint Powers Authority’s Program of Projects (POP)

MCAG public participation process satisfies the Transit Joint Powers Authority’s public participation for the Program of Projects. All public notices for the Federal Transportation Improvement Program adoption or amendments will state that the public notice of public involvement activities and time established for public review of and comments on the FTIP will also satisfy the Program of Projects requirements for TJPAMC.

Federal Transit Administration (FTA) Grant Recipient Requirements

TJPAMC As a direct recipient of federal funds from the U.S. Department of Transportation via the Federal Transit Administration (FTA), TJPAMC must comply with public outreach requirements addressed in many different codified federal regulations (Title VI, ADA, Executive Orders, MAP-21) or delineated in other written federal documents (Circulars, Guidance, Administrator Policy letters, Annual Certifications and Assurances (C&A), Master Agreements, Grant Agreements, Program Supplemental Agreements, or Cooperative Agreements, etc.).

An example of an FTA Circular Guidance is that TJPAMC must have a policy that addresses public outreach on a transit “Fare Increase and Major Service Reduction”. Here is TJPAMC’s Board adopted policy:

Transit Joint Powers Authority for Merced County Procedures for Public Comments on Proposed Fare Increases or Service Reductions

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The Transit Joint Powers Authority (TJPA) shall implement the procedures contained herein prior to raising fares or implementing a major service reduction.

DEFINITIONS:

1. A **Fare Increase** is defined as an increase in the basic fare structure. Fare decreases and special fares are specifically excluded.
2. **Major Service Reductions** are defined as decreases in service that represent a net loss of five percent (5%) of total system revenue miles.

IMPLEMENTING PROCEDURES:

Calculation of Revenue Miles:

In determining whether this procedure applies to a specific service reduction, the TJPA shall calculate and compare the total current revenue miles for six (6) calendar days to the proposed estimated total revenue miles to be provided for a six (6) calendar day period after reduced service would be implemented.

Public Participation Process:

Upon determination of applicability of this procedure, the process for soliciting and considering public comment before raising fares or implementing a major service reduction are as follows:

1. Public transportation passengers will be notified of a proposed fare increase or major service reduction not less than thirty (30) days before such changes are scheduled to take place. Such notification will take place by display of information on the modesty panel or similar location on each bus on a posting of at least 8½" x 11". The posting will include the proposed change, the proposed date of the change, and will provide passengers with the opportunity to provide written comment and/or to request a public hearing. The address to which written comment can be sent will be included in the notice. The deadline for written comment or request for public hearing will be included in the posting. Finally, the posting will include the date at which the TJPA will consider the proposed fare increase or major schedule reduction, inviting the public to attend.
2. A public notice will be placed in the newspaper not less than thirty (30) days before such changes are scheduled to take place. Such notification will include the proposed change, the proposed date of the change, and will provide the public with the opportunity to comment and/or to request a public hearing. The public notice will include the address at which written comment or request for public hearing will be received, and a deadline for receipt of such written request. In addition, the public will be invited to attend the TJPA meeting when the proposed fare increases or major service reduction is considered.
3. Upon completion of the public comment period, TJPA staff will:
 - a. Determine whether a request for a public hearing has been made; and
 - b. Compile all correspondence received regarding the proposed fare increase and/or major service reduction.

If a written request for public hearing is received, TJPA staff will schedule and hold a public hearing at the earliest possible date, but not less than seven (7) calendar days after such public hearing date has been established by the TJPA. Copies of any written comments regarding the fare increase and/or major service reduction will be prepared for presentation to the TJPA at the date and time stated in public notices as described above, along with specific information regarding the proposed fare increase and/or proposed major service reduction. If no request for public hearing has been received, TJPA staff will request that the TJPA consider and accept a fare increase and/or major service reduction on the nearest possible date following the TJPA meeting.

4. The TJPA will review and consider written comment regarding the proposed fare increase and/or major service reductions at the time and place published in the public information notices distributed as outlined in this procedure. The TJPA will also offer the opportunity for public comment at the place in the agenda where the proposed transit fare increases and/or major service reduction is discussed.

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5. Upon receipt of all public comment and all written comment, the TJPA will be asked to approve or reject the proposed fare increase or major service reduction. All public comment, whether in writing or verbal, shall be considered by the TJPA in their decision.

Other Requirements

A number of other federal and state laws call on TJPAMC to involve and notify the public in its decisions. TJPAMC complies with all other public notification requirements of the California Public Records Act, the California Environmental Quality Act, as well as other applicable state and federal laws.

Public Participation Outreach Strategies

- Participate in or speak at meetings of existing agencies/community groups
- Co-host workshops with community groups, business associations, etc.
- Partner with community-based organizations in low-income and minority communities for targeted outreach

Public Outreach Formats

A list of participation format options that includes tried-and-true approaches as well as new suggestions received during the Public Participation Plan development process. MCAG staff will define appropriate outreach strategies for each plan/program on a case-by-case basis, and select appropriate options from the following lists.

- Open Houses;
- Facilitated discussions;
- Question-and-Answer sessions with planners and policy board members;
- Break-out sessions for smaller group discussions on multiple topics;
- Interactive exercises;
- Customized presentations
- Information booths at community events and public gathering spaces

Public Outreach Techniques – Toolbox

MCAG Staff uses several techniques to provide interested parties with reasonable opportunities to be involved in the planning process. Staff understands that prior to involvement in MCAG's planning activities, members of the public must understand what MCAG's mission is, and what issues are under consideration.

Visualization

- Maps
- Charts, illustrations, photographs
- Table-top displays and models
- Web content and interactive games
- Electronic voting
- PowerPoint slide shows

Polls/Surveys

- Telephone polls
- Electronic surveys via Web
- Interviews where people congregate, such as at transit hubs

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- Printed surveys distributed at meetings, transit hubs, on transit vehicles, etc.

Focus Groups

- Participants recruited randomly from telephone polls
- Participants recruited by interest area

Printed Materials

- User-friendly documents (including use of executive summaries and simplified language)
- Post cards
- Maps, charts, photographs, and other visual means of displaying information

Targeted Mailings/Flyers

- Work with community-based organizations to hand deliver flyers
- Mail to targeted database lists
- Distribute flyers to key community organizations
- Place notices on board transit vehicles and transit hubs

Utilize local media

- News Releases
- Submit human interest stories that center around projects
- Invite reporters to news briefings
- Meet with editorial staff
- Opinion pieces/commentaries
- Purchase display ads/radio & TV advertising
- Negotiate inserts into local printed media
- Visit minority media outlets to encourage use of news releases
- Place speakers on Radio/TV talk shows
- Public Service Announcements on radio and TV
- Develop content for public access/cable television programming
- Civic journalism partnerships

Electronic Access

- Web site with updated content and simplified layouts
- Audio/video casts of current and past public meetings/workshops
- Electronic duplication of open house/workshop materials
- Interactive Web with surveys, comment line
- Access to maps, charts, plans
- Provide information in advance of public meeting
- Post event/meeting information on online news sites, calendars, community & discussion websites

Public Notification

- E-mail
- Notice widely disseminated through new partnerships with community-based and interest organizations
- Newsletters
- Printed materials
- Electronic access to information
- Local Media
- Notices placed on board transit vehicles and at transit hubs

Newsletters

- MCAG's newsletter

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- Project specific email and print newsletters
- Board Action Summaries
- Submit articles for publication in community/corporate/online newsletters

Reporting Techniques - Impact of Public Comments

- Summarize key themes of public comments in staff reports and report to MCAG standing committees
- Use Direct mail and/or email notification summaries of public comments received at meetings and from survey participants;
- Direct mail and/or email final report outcomes to stakeholders;
- Newsletter articles
- Regularly Update Web content

Environmental Justice (EJ) Communities -Involvement Techniques

- Make regular reports to MCAG's ongoing committees
- Grants to community-based organizations to organize & tailor meetings, customize presentation materials, provide incentives and remove barriers to participation in their communities
- Flyers on transit vehicles and transit hubs
- Establish public outreach during community functions (flea markets, churches, health centers, etc.)
- Translate materials; have translators available at meetings as requested
- Include information on meeting notices on how to request translation assistance
- Robust use of "visualization" techniques, including maps and graphics to illustrate trends, choices being debated, etc.
- Use of community and minority media outlets to announce participation opportunities

Agency List for Transit Public Outreach

Agency list for Transit Public Outreach								
Agency Name	Fixed Route	Para- Transit	Adult	Senior	Student	Fare Increase	Service Changes	PPP
AARP		X		X		X	X	X
Area on Aging		X		X		X	X	X
H.S.A.	X	X	X	X	X	X	X	X
COVE	X	X	X			X	X	X
Senior Cherishes		X		X		X	X	X
Resources for Independence	X	X	X		X	X	X	X
Merced Disability Advocacy Team	X	X	X		X	X	X	X
Building Healthy Communities	X		X		X	X	X	X
Merced Ahead/United Way	X	X	X	X	X	X	X	X
Golden Valley Health Center	X	X	X	X	X	X	X	X
Dos Palos Oro Loma School District	X				X	X	X	X
Merced Seniors Club	X	X		X		X	X	X
Merced College	X				X	X	X	X
UC Merced Transportation	X				X	X	X	X
CVRC	X	X	X			X	X	X
CVTC	X	X	X			X	X	X
WORKNET	X	X	X			X	X	X
BI INC	X		X	X	X	X	X	X
MCOE	X				X	X	X	X

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ASPIRA NET	X		X		X	X	X	X
Mental Health	X		X			X	X	X
MUHSD	X				X	X	X	X
Daybreak	X	X		X		X	X	X
Day Out	X	X		X		X	X	X
Merced City School District	X				X	X	X	X
Merced Medical Center	X		X			X	X	X
Public Health	X		X			X	X	X
Aegis Medical Systems	X		X			X	X	X
LB H.S.A.	X	X	X	X	X	X	X	X
Amtrak	X		X		X	X	X	
Challenge	X	X	X			X	X	X
Los Banos Chamber of Commerce	X	X	X	X	X	X	X	X
Merced Chamber of Commerce	X	X	X	X	X	X	X	X
Hispanic Chamber of Commerce	X	X	X	X	X	X	X	X
Merced County CCA	X		X	X	X	X	X	X
Commute Connection	X		X		X	X	X	

Outreach Completed since last PPP Document Update

TJPAMC has utilized many Public Outreach Strategies and Techniques for the following public transit related processes since the last TJPAMC document was updated:

Date	Event
7/1/2013	promoting new routes at transpo all day
8/27/2013	Los Banos workshop
9/27/2013	Los Banos Senior Fair
10/1/2013	BI INC. rider presentation
10/10/2013	Low Vision Fair
1/15/2014	Promoted on Buses in Atwater 7am-5pm
1/16/2014	Promoted on buses in Merced 7am-2pm
1/17/2014	Promoted on buses in Merced 7am-12pm
1/27/2014	Le Grand Town Hall Meeting, informational booth
1/28/2014	promoted on M6 route 7am-12pm
1/28/2014	promoted on L route 12pm-5pm
1/29/2014	promoted route changes at transpo all day
1/30/2014	promoted route changes at transpo all day
1/31/2014	promoted route changes at transpo all day
2/8/2014	parent conference at GVH
3/14/2014	Merced Community Forum; united way
3/15/2014	Youth leadership conference
4/12/2014	Week of the young child
4/30/2014	Los Banos Fair

Title VI Program

5/1/2014	Los Banos Fair
5/2/2014	Los Banos Fair
5/3/2014	Los Banos Fair
5/4/2014	Los Banos Fair
5/8/2014	Livingston Open Market
5/23/2014	Earth Day /Golden Valley Health Clinic
6/11-6/15/2014	Merced Fair
7/27/2014	Sacred Heart Event
9/4/2014	UC Community Involvement Day
9/30/2014	H.S.A Employee Health Fair
10/9/2014	Low Vision Fair
10/9/2014	Health Fair Merced
10/9/2014	Planada Health Fair
10/11/2014	Atwater Fall Festival
10/12/2014	Atwater Fall Festival
10/12/2014	Pedal Merced
10/18/2014	Think Pink Merced
11/14/2014	Stuff The Bus Merced County
12/5/2014	Livingston Christmas Parade
12/5/2014	Atwater Christmas Parade
12/5/2014	Stuff The Bus Merced County
12/10/2014	Merced Transpo- Outreach
12/10/2014	Atwater Transpo- Outreach
12/11/2014	Los Banos Community Center- Outreach
2/4/2015	Pedroza Town Hall Meeting
2/28/2015	Parent Institute Golden Valley High
3/28/2015	Egg-tastic (Beachwood) Event
4/11/2015	Livingston Kite Festival
4/18/2015	Day of the Child
4/24/2015	Earth Day
4/25/2015	Delhi Multicultural Event
4/29/15-5/3/15	Los Banos Fair
5/9/2015	Planada Community Day
5/13/2015	Older American Recognition Day
5/13/2015	Mature Drivers Course (Atwater Community Center)
6/10/15- 6/14/15	Merced Fair
6/30/2015	Mature Drivers Course (Merced College)

Title VI Program

7/1/2015	Rider Appreciation Day
7/15/15	Mature Drivers Course (Atwater)
7/23/15	Park Merced Outreach
8/22/15	Stephen Leonard Park Community Event
8/26/15	Mature Drivers Course (Merced)
9/3/15	UC Merced Business Fair
9/15/15	Merced College Outreach (Merced Campus)
9/15/15	Sierra Meadows Outreach
9/16/15	Merced College Outreach (Merced Campus)
9/19/15	Boys and Girls Club Day for Kids
9/24/15	Merced College Outreach (Los Banos Campus)
9/25/15	Salute to Seniors (Los Banos)
9/26/15	Franklin/Beachwood Community Event
10/8/15	Planada Health Fair
10/17/15	Cove Low Vision Fair
11/6/15	Merced County Office of Education (MCOE) Kids Event
11/11/2015	Veterans Day Parade
11/21/2015	Gustine 100 yr Anniversary
12/12/15	Downtown Kids Event Barbers and Businesses
1/20/16	Mature Drivers Course (Atwater)
2/17/16	Planada Transportation Travel Training
March	Unmet Needs Hearings (Merced, Atwater, Los Banos)
4/1/16	Franklin "Egg-tastic" Block Party
4/1/16	Golden Lion's Parade (Merced)
4/9/2016	Day of the Child / Applegate Park
4/13-4/14	Blue Devil Days (Merced College)
4/16/2016	South East Asia Mental Health Awareness Day
4/22/2016	Earth Day /Golden Valley Health Clinic
4/27-5/1	"Free Fare for the Fare"
4/27/2016	Merced County Spring Fair (Los Banos)
4/28/2016	Merced County Spring Fair (Los Banos)
4/29/2016	Merced County Spring Fair (Los Banos)
4/30/2016	Merced County Spring Fair (Los Banos)
5/1/2016	Merced County Spring Fair (Los Banos)
5/18/2016	Older Americans Recognition Day (Merced)
6/8-6/12	"Free Fare for the Fare"
6/8/2016	Merced County Fair (Merced)
6/9/2016	Merced County Fair (Merced)
6/10/2016	Friends Helping Friends at the Fair
6/10/2016	Merced County Fair (Merced)

Title VI Program

6/11/2016	Merced County Fair (Merced)
6/12/2016	Merced County Fair (Merced)
7/1/2016	20th Anniversary of TJPAMC's Consolidated Transit

Above is the list of public outreach events that we have done in the last 3 years.

Appendix A

System-wide Service Standards

In accordance with Title VI of the Civil Rights of 1964 and the FTA Circular 4702.1B, The Transit Joint Powers Authority for Merced County is required to have System-wide Service Standards, because it operates a fixed route public transportation service. Since the Transit Joint Powers Authority for Merced County does NOT operate fifty (50) or more fixed route vehicles in peak service, it is subject only to the requirement for system-wide standards and policies.

The Transit Joint Powers Authority of Merced County has adopted the following service standards and policies in compliance with these regulations:

Vehicle Load Standard

Peak

The average of all loads during the peak operating period should not exceed each bus's achievable capacity. Peak loads are:

<u>Bus Type</u>	<u>Passenger Capacity</u>
Low Floor 40'	42 +20st's = 62
Standard 35'	37+20st's = 57
Low Floor 30'	25+20st's = 45
Ford Glavals	16+2 = 18
Arbocs	19+2=21

Off-Peak

The average loads during off-peak hours should not exceed the number of seats in the bus. Seating capacities are:

<u>Bus Type</u>	<u>Seat Capacity</u>
Low Floor 40'	40
Standard 35'	37
Low Floor 30'	23
Ford Glavals	16
Arbocs	19

Vehicle Headway Standard

Vehicle headways are determined based on ridership demand, density of transit-dependent population, service type, time of day, and day of the week and our Short Range Transit Plan.

For weekday service the standard headway is 30 minutes for major and most minor urban corridors, 1 hour headways for some minor urban corridors, and 60-70 minutes' headways for intercity commuter corridors. Routes servicing rural communities or cities will be operated with 2 hour headways unless special conditions warrant more frequent service.

On-Time Performance Standard

Ninety percent of vehicles will complete their established runs no more than (10) minutes late and without departing any scheduled bus stop early.

Service Availability Standard

90% of our population in urbanized areas is located within ¼ mile of a bus route.

Vehicle Assignment Policy

Vehicles will be assigned to routes by taking in to account the operating characteristics of buses of various lengths, which are matched to the high or low volume of each route. Higher volume and commuter routes are usually assigned the 40-foot buses because of the need for higher capacity. The lower volume routes are usually assigned the smaller buses or cutaways. All buses will be evenly distributed across the service area when available.

Transit Amenities Policy

Installation of Transit amenities which include the following: shelters, benches, schedules, trash cans etc. along bus routes are based on:

1. The number of passengers boarding at bus stops along each route.
2. The availability of sidewalks space or property behind the sidewalks that could accommodate amenities.
3. The physical capabilities of passengers anticipated to use the amenities, stops used frequently by disproportionately large numbers of senior citizens or passenger with disabilities are more likely to receive amenities.
4. Developments that advantageously should provide bus shelter(s) and/or bench (es) include shopping centers, office buildings, hospitals, schools, large apartment complexes.