



City of Visalia

Federal Transit Administration

TITLE VI PROGRAM

Adopted: June 15, 2015
Resolution No. 2015-22

Prepared for:

City of Visalia Transit
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Prepared by:

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This document was prepared to comply with Title VI of the Civil Rights Act of 1964, including new provisions detailed in U.S. Department of Transportation's FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients."

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CITY OF VISALIA

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SECTION 1: NOTICE TO THE PUBLIC

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

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

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

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

- Visalia Transit Center (main customer area)
425 E. Oak Ave., Visalia, CA 93291
- Visalia Transit Administrative Office (lobby/reception area)
425 E. Oak Ave., Suite 201, Visalia, CA 93291
- Visalia Transit Operations and Maintenance Facility (lobby/reception area)
525 N. Cain St., Visalia, CA 93292
- On-board all Visalia Transit vehicles (bus cards)
- The City of Visalia's website (Visalia Transit-Title VI page)
http://www.ci.visalia.ca.us/depts/transportation_services/transit/title_vi.asp

TITLE VI

Passenger Rights

- The City of Visalia operates its Transit services without regard to race, color and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Visalia.
- For more information on the City's Civil Rights program, and obligations and procedures to file a complaint, contact 713.4100 or visit our office at 425 E. Oak Ave, Ste. 201, Visalia
- 如果需要另一種語言的接觸713.4100



Los Derechos de Pasajeros

- La ciudad de Visalia opera sus servicios de Transito sin consideracion a raza, color, de piel, nacionalidad ni origen de acuerdo con Titulo VI del Acto de Derechos Civiles. Cual quier persona que siente que se le ha desciminado puede exponer su queja con la Ciudad de Visalia.
- Para mas informacion respecto al programa de Derechos Civiles se puede llamar 713.4100 o visitar nuestra ofecina en 425 E. Oak Ave. Ste. 201, Visalia



SECTION 2: COMPLAINT PROCEDURES

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

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

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

Complaint forms (and instructions) can be obtained at:

- Visalia Transit Center (Administrative Office)
425 E. Oak Ave., Suite 201, Visalia, CA 93291
Or by calling: (559) 713-4100
- The City of Visalia's website (Visalia Transit-Title VI page)
http://www.ci.visalia.ca.us/depts/transportation_services/transit/title_vi.asp


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

City of Visalia Transit Division
Attn: Title VI Coordinator
425 E. Oak Ave., Ste. 201
Visalia, CA 93291

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

FTA Office of Civil Rights
Attn: Title VI Program Coordinator
East Building, 5th Floor – TRC
1200 New Jersey Ave., SE
Washington, DC 20590
www.fta.dot.gov/civilrights/12328_5104.html

Visalia Transit Title VI Complaint Form



VISALIA
TRANSIT

Complaint # _____
 Emailed _____ MV Log _____
 E - File _____

Initial Review:	Supervisor Review
Title VI Incident?	

**VISALIA TRANSIT
INQUIRY/COMPLAINT
FORM**

Date Received:	Log #:
Supervisor	Bus Operator

Mr. _____
 Ms. _____

Street _____ Apt. # _____
 _____, CA _____
 City _____ Zip Code _____

Home Phone _____
 Work Phone _____

Incident Date: _____ Time: _____ a.m. / p.m. Route#: _____ Bus#: _____

Location: _____ Travel Direction: _____

Driver's Name or Description: _____

COMPLAINT: _____

FOLLOW UP:	DATE:	TIME:	Contact made?
First Call:	___/___/___	___:___	
Second Call:	___/___/___	___:___	
Third Call:	___/___/___	___:___	

RESOLUTION: _____

Return to: City of Visalia or MV Transit
 Transit Division Operations Manager
 425 E Oak Ave., Ste 201 525 N. Cain St
 Visalia, CA 93291 Visalia, CA 93292

 Signature of Complainant

 Date

cc: Alan Powers (alan.powers@mvtransit.com)
 Judith Weese (judith.weese@mvtransit.com)
 Albert Barragan (Alberto.Barragan@mvtransit.com)
 Jaye Tee Carlos (jcarlos@ci.visalia.ca.us)
 Christine Chavez (christine.chavez@ci.visalia.ca.us)

Visalia Transit Title VI Complaint Form (Spanish)



Initial Review:	Supervisor Review	VISALIA TRANSIT FORMA PARA QUEJA DE DISCRIMINACION	Date Received:	Log #:
-----------------	-------------------	---	----------------	--------

Sr. _____
 Sra. _____
 Srta. _____

_____ Telefono de Domicilio

_____ Telefono de Trabajo

Calle _____ Depto. # _____
 _____, CA _____
 Ciudad _____ Código postal _____

Fecha del incidente: _____ Hora: _____ a.m.
 _____ p.m.

- USTED FUE DISCRIMINADO EN BASE A:
- RAZA NACIONALIDAD
 - TONO DE PIEL OTRO

Explique de una manera clara lo que sucedió y como fue usted discriminado/a. Indique quien esta involucrado. Asegúrese de incluir el nombre y la información de contacto de cualquier testigo. Si necesita mas espacio, utilice la parte posterior de esta forma.

Ha puesto esta queja con alguna otra Agencia Federal, Estatal o Local: o con alguna Corte Federal o Estatal?

____ Si _____ No

Si, señale cual/es: _____ Agencia Federal _____ Agencia Estatal
 _____ Agencia local _____ Corte Federal _____ Corte Estatal

Proporcione información de una persona en la Agencia/Corte donde ha puesto la queja:

Nombre: _____
 Dirección: _____
 Ciudad, Estado, Código Postal: _____

Por favor, firme. Usted puede agregar cualquier documento o información que crea es relevante para su queja.

 Firma Fecha

Devolver a: City of Visalia Transit Division cc: Judith Weese (judith.weese@mvtransit.com)
 Attn: Title VI Coordinator Alan Powers (alan.powers@mvtransit.com)
 425 E Oak Ave., Ste 201 Albert Barragan (alberto.barragan@mvtransit.com)
 Visalia, CA 93291 Jaye Tee Carlos (jcarlos@ci.visalia.ca.us)
 Christine Chavez (christine.chavez@ci.visalia.ca.us)

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

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

Table 2-1: Title VI Investigations, Complaints, and Lawsuits					
Investigations Complaints	Date (filed)	Summary (of allegation)	Status	Action(s) Taken	
	None	None	None	None	
1.	04/08/2013	Reported denial of service to complainant and companion based on sexual orientation. Basis of complaint*: Other	Closed 04/14/2013	Inquiry into incident was conducted. Complainant was satisfied with inquiry, and asked that efforts be discontinued.	
2.	05/21/2013	Reported driver rudeness towards complainant based on disability discrimination; driver made complainant walk to the bus with a cane to use the ramp. Basis of complaint: Other	Closed 06/04/2013	Attempted to reach complainant, but phone number had been disconnected.	
3.	07/26/2014	Reported sexual harassment profiling of complainant by driver; driver would not leave complainant on-board bus with passenger of the opposite sex. Basis of complaint: Other	Closed 07/31/2013	Inquiry into incident uncovered a miscommunication; driver informed complainant that she/he would have to wait to board bus when driver returned.	
4.	08/15/2013	Reported racial and disability discrimination by driver towards complainant regarding placement of bicycle on rack. Basis of complaint: Race and Other	Closed 08/20/2013	Inquiry into incident was conducted. Driver was reminded that that bike rack access is first come first serve.	

Table 2-1 Continued

5.	04/05/2014	Reported driver misconduct regarding authorization of a service animal; disability discrimination. Basis of complaint: Other	Closed 04/08/2014	Inquiry into incident was conducted. Complainant was apologized to, and driver was given sensitivity training.
6.	06/27/2014	Reported driver rudeness towards complainant based on disability discrimination; complainant missed bus stop and driver would not let she/he ride the bus until stop was reached again. Basis of complaint: Other	Closed 06/27/2014	Inquiry into incident was conducted. Complainant was satisfied with inquiry.
Lawsuits	None	None	None	None

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

SECTION 3: PUBLIC PARTICIPATION PLAN

Introduction

The City of Visalia is committed to providing an open and visible decision-making process for its Visalia Transit (VT) services, by offering ample opportunities for the public to be involved in the identification of social, economic, and environmental impacts of proposed transit-related decisions. This includes implementing strategies for engaging minority, low-income, and Limited English Proficient (LEP) populations in the course of conducting public outreach activities, in accordance with Federal Transit Administration (FTA) Circular 4702.1B Chapter III-5 *Promoting Inclusive Public Involvement*.

The City of Visalia's Public Participation Plan for VT establishes strategies for involving the public in VT planning efforts to ensure that all groups are represented and their needs considered. The City of Visalia is committed to ensuring it serves its residents fairly, consistently and in the most cost-efficient and appropriate manner within available resources. Through collaboration with riders, prospective riders, and the community at-large, the City will be able to assess the quality of its service, measure potential impacts to the community from VT planning and decision-making activities and ensure that it is providing valuable transit services to the residents and visitors of the VT service area.

Identification of Affected Stakeholders

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

Minority Populations

According to the U.S. Census Bureau, racial and ethnic minority populations are defined as persons other than "non-Hispanic White alone." Table 3-1 (on the following page) shows a breakdown of VT's service area population by race and ethnicity.

Table 3-1: VT Service Area Population by Race/Ethnicity

Category	City of Visalia	City of Exeter	City of Farmersville	Goshen (CDP)	Service Area Total	% of Service Area Popn.
<i>Total Population</i>	124,442	10,334	10,588	3,006	148,370	100.0%
Hispanic	57,262	4,703	8,876	2,482	73,323	49.4%
White	55,081	5,171	1,455	366	62,073	41.8%
Black or African American	2,166	53	15	65	2,299	1.6%
American Indian & Alaska Native	811	80	51	21	963	0.6%
Asian	6,421	126	69	10	6,626	4.5%
Native Hawaiian & Other Pacific Islander	129	7	4	1	141	0.1%
Other & Mixed	2,572	194	118	61	2,945	2.0%

Source: U.S. Census Bureau, 2010 Census

Minority populations comprise over 58% of the population within the VT service area. Hispanics are the largest minority, comprising nearly 50% of the total population. Asians comprise the next largest minority group at 4.5% of the service area’s total population.

Low-Income Populations

According to the U.S. Census Bureau, low-income households are classified as below poverty “if their total family income or unrelated individual income was less than the poverty threshold specified for the applicable family size, age of householder, and number of related children under 18 present.” Low-income populations are less likely to have access to a vehicle making them more dependent on transit for their travel needs.

Census data from the 2009-2013 American Community Survey (ACS) indicates that 15.5% of families living in Visalia, 35.2% of families living in Exeter, 28.7% of families living in Farmersville, and 17.4% of families living in Goshen were living below the poverty level during the 12 months prior to data collection. In addition, 33.9% of single mothers residing in Visalia live below the poverty level. Low-income populations are less likely to have access to a vehicle making them more dependent on transit for their travel needs.

Limited English Proficient Populations

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

Census data from the 2009-2013 ACS revealed that 13,650 persons (12% of the overall population) residing in Visalia have limited English proficiency; that is, they speak English less

than “very well”. Of those persons with limited English proficiency, 11,123 (10% of Visalia’s total population) speak Spanish; the remaining 2,527 persons speak sixteen other languages, each accounting for 1% or less of the population. Therefore, under the Department of Justice’s Safe Harbor Provision, which outlines circumstances that can provide a “safe harbor” for recipients regarding translation of written materials for LEP populations that constitute at least 5% (or 1,000 persons, whichever is less) of the total population being served, the City of Visalia is required to translate all vital VT documents into Spanish. Spanish is also the only “safe harbor” language spoken within the Visalia Urbanized Area. See Section 4 (LEP Plan) for information regarding languages spoken throughout the entire Visalia Urbanized Area (UZA).

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

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

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

Public Outreach Strategies

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

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

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

In addition, City transit will implement the following outreach strategies to complement minimum requirements, as appropriate:

- Advertise public meetings at additional venues (libraries, community centers, senior centers, human service organizations, schools, etc.), through email blasts, and radio announcements (if funding allows).
- Make presentations to schools, non-profit and community organizations, public agencies, businesses, etc.
- Attend already existing community meetings and events, such as school meetings, fairs/festivals, faith-based events, and other community activities in order to invite participation from minority, low-income, and LEP populations who may not attend City hosted public events.
- Conduct rider and non-rider surveys.

City staff may consult FTA Circular 4703.1 (“Environmental Justice Policy Guidance for Federal Transit Administration Recipients”) for additional strategies that may be incorporated into the Public Participation Plan.

Public Comment for Fare Increases and Major Service Changes

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

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

Summary of Outreach Efforts

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

Published Timetables

The VT schedule is included in the Tulare County Transit Guide. The Transit Guide includes English and Spanish sections, and is available on the City of Visalia’s website (transit pages). Route changes are advertised/posted in English and Spanish.

Bilingual Outreach

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

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

Community Organizations

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

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

Transit 101 Training

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

Monthly Transit Meetings

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

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

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

Short Range Transit Plan (SRTP)

The City conducts onboard rider and general awareness surveys for the VT system annually, and through VT's SRTP process. The City of Visalia completes a SRTP for VT every three to five years. The *Visalia Transit Five Year Short Range Transit Plan (FY 2010/11 to 2015/16)* was completed in March of 2013. Onboard surveys were conducted to garner information from riders regarding their perceptions of public transportation and public transportation needs. All surveys were printed in both English and Spanish, and Spanish-speaking surveyors were present to administer the surveys.

Public outreach for the SRTP process entails marketing materials (in English and Spanish), a project website, and public meetings. Public meetings are held in all affected cities/communities.

Annual Unmet Transit Needs Process

The Tulare County Association of Governments (TCAG), as the regional transportation planning agency for Tulare County, is required under the California Transportation Development Act (TDA) to conduct an annual formal hearing process that solicits information about transit needs within Tulare County. Public participation is a key component of the TDA. Prior to making any allocation to member agencies (such as the City of Visalia) not directly related to public transportation services, specialized transportation services, or facilities provided for the exclusive use of pedestrians and bicycles, TCAG must annually identify the unmet transit needs of all residents in the County and those needs that are reasonable to meet. This process involves public outreach and a public hearing before the TCAG Board to solicit comments on unmet needs that might be reasonable to meet by establishing or expanding public transportation services, and the adoption by resolution of findings related to public comments. The City of Visalia is responsible for implementing service changes to accommodate any unmet needs within its jurisdiction that are found to be "reasonable to meet", prior to receiving TDA funding for that year.

Public comments are invited through a wide array of mailing lists and agency contacts, by surface mail or email, and through testimony received in-person, by phone, or at the hearing. Bilingual posters and comment cards are posted at key stakeholder agencies and community organizations, as well as at all transit centers and onboard all buses that operate within Tulare

County. The hearing is conducted in both English and Spanish, and Spanish interpreters are present to assist with public testimony.

SECTION 4: LIMITED ENGLISH PROFICIENCY (LEP) PLAN

Introduction

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

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

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

Plan Summary

The City of Visalia is the public transit operator within its jurisdictional boundaries, operating as Visalia Transit (VT). In addition to the City of Visalia, VT serves surrounding cities within the Visalia Urbanized Area (UZA), including the City of Exeter, the City of Farmersville, and Goshen, a census designated place (CDP) located just west of Visalia. The City has developed this LEP plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided by VT. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English. This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, how to notify LEP persons that assistance is available, and staff training that may be required to assist LEP persons.

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

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

Four-Factor Analysis

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

To identify the languages spoken by individuals within the VT service area the City used available U.S. Census data. A review of the 2009-2013 American Community Survey (ACS) revealed that 35,896 persons (31% of the population) in the City of Visalia speak a language other than English. Of those 35,896 persons 13,650 (38%, or 12% of the overall population) have limited English proficiency; that is, they speak English less than "very well". Of those persons with limited English proficiency, 11,123 (10% of Visalia's total population) speak Spanish; the remaining 2,527 persons speak sixteen other languages, each accounting for 1% or less of the population.

As shown in Table 4-1, Spanish is the only language that falls within the Safe Harbor Provision of over 5% or 1,000 persons (whichever is less) of the total population within the service area, with regards to the written translation requirements of vital documents. Although VT's service area does not include the entire Visalia UZA, data for the Visalia UZA is included to show that no other languages within the UZA fall within the boundaries of the Safe Harbor Provision. Although 828 Portuguese/Portuguese Creole speakers (or 1,134 people with the +/-306 margin of error) within the Visalia UZA reportedly speak English less than "very well", more than 70% of those people reside within the City of Tulare, which is not within VT's service area.

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

	City of Visalia		Visalia UZA	
	Population	% of Popn.	Population	% of Popn.
<i>Total Population (5 years and older)</i>	114,311	100.00%	202,238	100.00%
Speak only English	78,415	68.59%	124,220	61.42%
Speak Language other than English	35,896	31.40%	78,018	38.57%
Speak English less than "very well"	13,650	11.94%	33,112	16.37%
Speak English less than "very well" by primary language spoken				
Spanish	11,123	9.73%	28,911	14.29%
French (incl. Patois, Cajun)	22	0.01%	31	0.01%
Italian	n/a	n/a	24	0.01%
Portuguese/Portuguese Creole	89	0.07%	828	0.40%
German	19	0.01%	20	0.009%
Yiddish	13	0.01%	13	0.006%
"Other" West Germanic	82	0.07%	93	0.04%
Polish	n/a	n/a	11	0.005%
Serbo-Croatian	n/a	n/a	32	0.01%
Persian	57	0.04%	68	0.03%
"Other" Indic	n/a	n/a	100	0.04%
Chinese	225	0.19%	327	0.16%
Japanese	16	0.01%	26	0.01%
Korean	183	0.16%	222	0.10%
Hmong	371	0.32%	480	0.23%
Laotian	266	0.23%	266	0.13%
Vietnamese	105	0.09%	164	0.08%
"Other" Asian	509	0.44%	626	0.30%
Tagalog	293	0.25%	567	0.28%
"Other" Pacific Island	257	0.22%	257	0.12%
Hungarian	n/a	n/a	21	0.01%
Arabic	20	0.01%	25	0.01%

Source: U.S. Census Bureau, 2009-2013 American Community Survey & 2010 Census (Visalia UZA data)

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

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

The most frequent contact with LEP persons is experienced by bus drivers, dispatch, and City transit staff at the Transit Center. Spanish-speaking individuals are regular users of the City’s transit services. City transit administrative staff speak Spanish and can translate in person or over the phone as needed. Administrative staff take approximately 150 calls per month. Approximately 5% of calls received are from Spanish speakers.

The City also operates the Sequoia Shuttle which transports tourists between Visalia and Sequoia National Park. This service runs seasonally between Memorial Day weekend (late May) and September, and provides transportation to many foreign-speaking visitors from around the world.

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

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

The largest concentration of LEP individuals in the VT service area is comprised of Spanish speakers. According to the 2010 Census, Hispanics make up approximately 49% of the total service area population. Each of the four areas that comprise the VT service area were identified as having significant percentages of populations identified as Hispanic; Hispanics comprise 46% of Visalia's total population, 45% of Exeter's total population, 83% of Farmersville's total population, and 82% of Goshen's total population.

To help gauge how important VT services are to LEP individuals, the onboard passenger surveys conducted in January of 2012 for the *City of Visalia 2013 Short Range Transit Plan* were reviewed. The largest population of LEP individuals in the VT service area is Spanish. The surveys were printed and conducted verbally in both English and Spanish. Although the Plan doesn't include a count of the number of surveys completed in Spanish, census data and interviews with transit staff indicate that a large percentage of VT riders speak Spanish. Of total respondents, 78% indicated that they did not have a car available to make the trip if the bus was not available, and 74% indicated that their household income was below \$20,000 demonstrating that VT may be the only transportation option available to LEP riders. When asked the purpose of their trip, respondents indicated that they use VT primarily to get to school, work, and for personal business, indicating that LEP riders are using VT services for life-sustaining and life-enriching purposes.

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

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

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

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

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

The cost for the translation of most written materials is included within City transit staff salaries. Oral translation is included within City staff and service contractor salaries. Phone translation services through LanguageLine Solutions cost approximately ten dollars (\$10) per use. LanguageLine is generally used a couple of times each year to assist foreign travelers with the Sequoia Shuttle service. The Tulare County Transit Guide is published and paid for by TCAG through local contributions.

Visalia Transit's current annual operating budget includes \$100,000 for marketing and outreach. These funds include printed materials in both English and Spanish.

Implementation Plan

Language Assistance Measures

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

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

Providing Notice to LEP Persons

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

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

Staff LEP Training

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

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

The following training is provided to current service contractor (MV Transportation) staff:

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

Monitoring and Updating the LEP Plan

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

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

Dissemination of the LEP Plan

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

http://www.ci.visalia.ca.us/depts/transportation_services/transit/title_vi.asp

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

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

City of Visalia Transit Division
Attn: Title VI Coordinator
425 E. Oak Ave., Ste. 201
Visalia, CA 93291
Phone: (559) 713-4100

SECTION 5: PARTICIPATION TABLE

Table Depicting the Membership of Non-Elected Committees and Councils

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

The TAC is currently made up of 6 members as well as transit staff (the TAC can have up to 9 members and 2 alternates). All members serve two-year terms, and may serve three (3) back-to-back terms (for a total of six years). All appointments and reappointments require formal action of the City Council. The following table depicts the racial breakdown of the membership of the TAC:

	Hispanic	White	Black/African American	American Indian	Asian
Service Area Population*	49.4%	41.8%	1.6%	0.6%	4.5%
TAC	50%	50%	0%	0%	0%

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

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

SECTION 6: SUBRECIPIENT COMPLIANCE

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

The Cities of Exeter and Tulare receive pass through Federal funding from the City of Visalia/VT and thus are considered by FTA to be subrecipients whose activities must conform to applicable Title VI requirements. The Cities of Visalia and Exeter work collaboratively to provide public transit services within and through Exeter. Fixed route service in Exeter is provided by VT. Exeter Dial-A-Ride, operated by the City of Exeter, provides weekday demand-response service within Exeter, while VT provides early morning, weeknight, and weekend demand-response service. The City of Tulare, operating as Tulare InterModal Express (TIME), provides fixed route and demand-response service within the Tulare city limits, and to adjoining communities. Visalia and Tulare jointly operate a regional route that runs between the Tulare and Visalia transit centers.

Primary Recipient Efforts

In accordance with FTA Circular 4702.1B, VT is in the process of developing/documenting procedures to provide assistance to monitor subrecipients' compliance with Title VI. VT will require subrecipients to document that FTA funding was distributed in accordance with the requirements of Title VI by submitting an annual self-certification to demonstrate compliance by asserting whether the subrecipient: developed Title VI complaint procedures; kept records of all Title VI investigations, complaints, and lawsuits; provided meaningful access to persons with limited English proficiency; and provided notice to beneficiaries under Title VI.

The City of Tulare completed their last Title VI Program update in August of 2014. The Tulare Title VI Program was submitted to, and approved by, Caltrans. Tulare is a newly designated Urbanized Area operator (Tulare was incorporated into the Visalia Urbanized Area with the 2010 U.S. Census), and as such, is currently in the process of becoming a direct recipient to FTA. Once that process is completed, VT will no longer be responsible for monitoring Tulare's Title VI compliance.

The City of Exeter does not currently have a Title VI Program. VT will work with the City of Exeter to help them develop a Title VI Program that meets the criteria outlined in Chapter III of the Title VI Circular. At a later date, VT will send written correspondence to the City of Exeter informing them of the requirement to create a Title VI Program. This correspondence will include a due date for submission of the City of Exeter Title VI Program. VT will provide the City

of Exeter with assistance via the Title VI Circular, Title VI examples (VT Title VI notice, complaint forms, and Title VI Program), and Title VI information and updates (as available).

Upon completion, the City of Visalia/VT will review the City of Exeter's Title VI Program to determine if the update is compliant with the FTA Circular requirements. If compliant, VT will submit Exeter's Title VI Program to the FTA. The City of Exeter shall submit a copy of its Title VI Program to VT triennially (at least 120 days prior to the FTA due date).

SECTION 7: EQUITY ANALYSIS

Title VI Equity Analysis

The City of Visalia has no current plans for constructing any new transit-related facilities (including storage and maintenance facilities, and operation centers). Two construction projects have been undertaken since Visalia's last Title VI Program submittal, but both projects are located within the City's existing transit facilities, and therefore did not require a Title VI equity analysis. Project descriptions are included below:

Solar Photovoltaic Project

Photovoltaic (PV) solar systems to provide electricity were installed at the Visalia Transit Operations & Maintenance Facility located at 525 N. Cain St. The project is part of Visalia's Cool Cities pledge, a nationwide Climate Protection Agreement designed to reduce global warming at the community level. The goal of the project is to meet approximately 80%-90% of the electricity needs of the facility, factoring in planned energy efficiency projects and future potential for energy efficiency improvements.

SolarCity, a nationwide leader in solar technology, was selected to install and maintain the PV systems. The City entered into a 20-year pre-paid Power Purchase Agreement (PPA) with SolarCity, to provide electricity at a fixed rate.

Local Transportation funds were used for this project. The project was not a new facility, did not require land acquisition, and did not displace people from their residences or businesses.

CNG Expansion Project

The City is making upgrades to its CNG fueling station to accommodate the City's fleet conversion to compressed natural gas (CNG) vehicles, and to facilitate more widespread use of the facility within the community. The City is the owner of the CNG fueling station located at 439 N. Cain St., which is operated and maintained by Trillium CNG. The station provides fuel for all City CNG vehicles, Tulare County Area Transit, AT&T, general public and local fleets, and provides back-up fueling for the Visalia Unified School District and the City of Tulare. The upgrade project will be owned by the City and operated by Trillium CNG under a current ten-year agreement with the City. The station upgrades will include additional time-fill stations, upgrades to hoses, valves and control system to improve flow rates, a new compressor, and dispenser upgrades to increase fleet card acceptance and improve the consumer fueling experience.

The \$1,050,000 project will be funded in part by a \$700,000 grant from the San Joaquin Valley Air Pollution Control District and a \$300,000 grant from the Clean Energy Commission, with the remaining funds coming from Local Transportation Funds (LTF) and Trillium CNG. The project is not a new facility, does not require land acquisition, and will not displace people from their residences or businesses.

SECTION 8: SYSTEM-WIDE STANDARDS & POLICIES

System-wide service standards (quantitative) and service policies (qualitative) are required of all fixed route transit providers of public transportation that receive Federal financial assistance. While Visalia Transit (VT) does operate within an Urbanized Area (UZA) of 200,000 people or more (the Visalia Urbanized Area), it operates less than 50 fixed route vehicles in peak service, and is therefore not subject to any additional requirements contained within Chapter IV of the FTA Circular 4702.1B.

VT Fixed Route Service Standards

Vehicle Load Standards

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

Vehicle Type	Average Passenger Capacities			Maximum Load Factor
	Seated	Standing	Total	
35' CNG Bus	32-34	6	38-40	1.2
35' Diesel Bus	37	7	44	1.2
40' CNG Bus	41	8	49	1.2
40' Diesel Bus	31	6	37	1.2

Vehicle Headway Standards

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

VT Local Routes

VT operates twelve (12) local fixed routes Monday through Sunday during the following hours:

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

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

VT Intercity Route

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

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

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

Visalia Towne Trolley

The Visalia Towne Trolley service runs Monday through Saturday during the following hours:

Monday – Saturday	11:00 am to 2:00 pm
Thursday*	5:00 pm to 9:30pm
Friday – Saturday**	5:00 pm to 10:30 pm

Trolley service is provided every 15 minutes during operating hours.

*Operates only during Downtown Visalia Farmers Market season.

**Operates only when Visalia Rawhide (Baseball Club) has home games.

On-time Performance Standards

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

Service Availability Standards

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

VT Fixed Route Service Policies

Vehicle Assignment Policy

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

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

Transit Amenities Policy

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

Bus Stops

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

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

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

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

Shelters/Benches

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

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

- Location of stop (i.e., major streets, retail centers);
- Necessary improvement is cost-efficient.

Trash Receptacles

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

Information Holders

While information holders are already available in the VT service area, the type used has presented VT staff with maintenance problems due to its cylindrical shape. For all future purchases, a square or rectangular shape is recommended. Information holders, depending on the type selected, have a unit cost ranging from \$75 to \$125. Laminating the inserts extends their life expectancy. Experience with other systems indicates that at a minimum, color inserts will need to be replaced every six to nine months, while black and white inserts have a life expectancy of one year. The continued use of information holders is recommended, as they are effective marketing and customer service tools.

SECTION 9: COUNCIL RESOLUTION

See attached resolution.

425 E. Oak Ave., Suite 301, Visalia, CA 93291



Tel: (559) 713-4512 Fax: (559) 713-4800

June 17, 2015

I, Michelle Nicholson, Chief Deputy City Clerk of the City of Visalia, do hereby certify that the attached is a true and accurate copy of:

RESOLUTION 2015-22

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

Passed and adopted at a regular Visalia City Council meeting on June 15, 2015. The original is on file with the City of Visalia City Clerk's office.

Michelle Nicholson


Chief Deputy City Clerk

RESOLUTION NO. 2015-22

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

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

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

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

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

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

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

PASSED AND ADOPTED: June 15, 2015

MICHAEL OLMOS, CITY CLERK

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

I, Michael Olmos, City Clerk of the City of Visalia, certify the foregoing is the full and true Resolution 2015-22 passed and adopted by the Council of the City of Visalia at a regular meeting held on June 15, 2015.

Dated: June 16, 2015

MICHAEL OLMOS, CITY CLERK


By Michelle Nicholson, Chief Deputy City Clerk

APPENDIX A: FTA TITLE VI PROGRAM CHECKLIST

FTA C 4702.1B

App. A-1

APPENDIX A

TITLE VI PROGRAM CHECKLIST

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

General Requirements (Chapter III)

All recipients must submit:

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

Requirements of Transit Providers (Chapter IV)

All Fixed Route Transit Providers must submit:

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

App. A-2

FTA C 4702.1B

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

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

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