



ROGUE VALLEY
TRANSPORTATION DISTRICT
TITLE VI PROGRAM

Program Years
2021-2023

October 1, 2020 – September 30, 2023

**ROGUE VALLEY TRANSPORTATION
TITLE VI PROGRAM**

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EXHIBITS:

- A. NON-DISCRIMINATION COMPLAINT PROCEDURES AND COMPLAINT FORM (ENGLISH/SPANISH)
- B. PUBLIC INFORMATION CONCERNING TITLE VI OF THE CIVIL RIGHTS ACT OF 1964 FOR POSTING (ENGLISH/SPANISH)
- C. 'I SPEAK' CARD

ROGUE VALLEY TRANSPORTATION DISTRICT

JACKSON COUNTY

OREGON

* * *

RESOLUTION NO. 20-02

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

WHEREAS, as a recipient of federal funds, Rogue Valley Transportation District ("RVTD") is required to comply with the requirements of the Act and applicable implementing regulations; and

WHEREAS, pursuant to FTA Circular 4702.1B, RVTD is required to submit its Title VI Program to the government board for approval; and

WHEREAS, the RVTD Board of Directors has considered and determined to approve RVTD's Title VI Program, attached hereto as Exhibit A, to be effective through September 30, 2023; and

WHEREAS, the RVTD Board has the authority under ORS Chapter 267 to approve by resolution the "Title VI Program."

NOW, THEREFORE, BE IT RESOLVED that the RVTD Board of Directors approves RVTD's FFY 2021-2023 Title VI Program, policies and activities as set forth in Exhibit A.

This Resolution adopted this 26th day of August 2020.



Chair of the Board

ATTEST:


Secretary to the Board



ROGUE VALLEY TRANSPORTATION DISTRICT TITLE IV PROGRAM

Title VI provides that *“no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”* (42 U.S.C. Section 2000d).

I. PLAN STATEMENT

The Rogue Valley Transportation District is committed to compliance with Title VI of the Civil Rights Act of 1964 and all related regulations and directives. RVTD assures that no person shall on the grounds of race, color, national origin, gender, age or disability be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any RVTD service, program or activity. RVTD also assures that every effort will be made to prevent discrimination through the impacts of its programs, policies and activities on minority and low-income populations. In addition, RVTD will take reasonable steps to provide meaningful access to services for persons with Limited English Proficiency (LEP).

II. PROGRAM OVERVIEW

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color or national origin in programs or activities 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. These Presidential Executive Orders fall under the umbrella of Title VI. The Environmental Justice Policy Guidance for Federal Transit Administration Recipients (FTA C 4703.1 provides further guidance to incorporate environmental justice principles in plans, projects and activities that receive funding from FTA.)

The Title VI Program is responsible for providing leadership, direction and policy to ensure compliance with Title VI of the 1964 Civil Rights Act and environmental justice principles. The Rogue Valley Transportation District is proud of its longstanding policy to ensure that social impacts to communities and people are recognized early and continually throughout the transportation decision-making process to ensure nondiscrimination in all of its programs, activities and services.

III. GOALS AND OBJECTIVES

The Rogue Valley Transportation District (RVTD) has established a Title VI Program in accordance with Department of Transportation regulation 49 CFR Part 21. RVTD is the recipient of federal financial assistance from the Department of Transportation and as a condition of receiving this financial assistance RVTD signed an assurance that it will carry out the program in accordance with requirements of Title VI of the Civil Rights Act of 1964.

The primary objectives of RVTD's Title VI Plan are to:

- a) Ensure that the level and quality of transportation service is provided without regard to race, color, national origin, gender, age or disability;
- b) Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of plans, projects and activities on minority populations and low-income populations;
- c) Promote the full and fair participation of all affected populations in transportation decision making;
- d) Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority population or low-income populations; and
- e) Ensure meaningful access to programs and activities by persons with Limited English Proficiency (LEP).

IV. TITLE VI COORDINATOR ACTIVITIES

CONTACT

The Administration Manager has been delegated as the Title VI Compliance Coordinator. In that capacity, the Administration Manager is responsible for implementing all aspects of the Title VI Program. Implementation of the Title VI Program is accorded the same priority as compliance with all other legal obligations incurred by RVTD in its financial assistance agreements with the Department of Transportation.

Any questions or comments regarding this plan should be directed to:

Luanne Spencer, Administration Manager
Compliance Coordinator
Rogue Valley Transportation District
3200 Crater Lake Avenue
Medford, OR 97504-9075
lspencer@rvtd.org
Phone: 541-608-2401
Fax: 541-773-2877

or

Julie Brown, General Manager
Compliance Officer
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TITLE VI NOTICE TO THE PUBLIC

See Exhibit A for the Title VI Public Notice in English and Spanish full text version.

See Exhibit B for the Title VI Public Notice in English and Spanish abbreviated versions used in the fixed-route and paratransit vehicles.

List of locations where notice is posted:

- All RVTB fixed-route motor bus vehicles
- All RVTB paratransit vehicles
- All RVTB Connector Services vehicles
- Within the Administrative Building receptionist lobby
- Within the Valley Lift/Translink receptionist lobby
- Online at www.rvtd.org on the main How To Ride webpage

V. PUBLIC PARTICIPATION PLAN

i. REVIEW OF CURRENT SERVICE

RVTB strives to maintain service for transportation-disadvantaged populations while improving service for choice riders. Staff works closely with regional agencies and committees that focus on low-income needs, the needs of youth and older adults and the needs of populations with language barriers. These agencies and non-profits include United Way of Jackson County, ACCESS Community Action Partnership, ARC of Jackson County, Jackson County Community Services Consortium, Rogue Action Center, Southern Oregon Health-E, the Hispanic Interagency Committee and the Hispanic Chamber of Commerce.

RVTB's planned service enhancements are described in full detail in RVTB's 2040 Transit Master Plan (2017-2042). In September 2003 RVTB adopted two trunk routes, Route 10 serving Medford, Phoenix, Talent and Ashland and Route 60 serving Medford and White City; when combined these routes support 64% of the ridership. The 2040 Transit Master Plan identifies service enhancements that will be implemented over the course of 25 years. Each service enhancement was individually evaluated to quantify the effect on surrounding communities with a specific focus on low-income, LEP, and minority populations.

The 2040 Transit Master Plan was vetted extensively with community groups and jurisdictions prior to adoption by the RVTB Board in 2019. As of 2019, RVTB has nearly completed the short range planning list due to additional state funding. Service has been added with the Route 24 to east Medford on 20 minute headways along with expanding the route into a previously unserved neighborhood. A new route was established in East Medford that provides service to medical campuses as well as educational facilities, a crosstown route was added which connects to eight different routes across the system allowing for greater access and increased transfer ability. A route to Eagle Point, a

previously unserved city, was added on one-hour headways which provides access to the entire RVTD system. Lastly, an express route was added from Medford to Ashland on one hour headways which allows students and service workers commuting into Ashland a higher level of service than they have traditionally had. .

RVTD will continue to monitor the progress of implementing services outlined in the 2040 Transit Master Plan and update the plan when deemed necessary. A checklist of performance monitoring questions will be reviewed to determine if updates to the 2040 Transit Master Plan are necessary.

ii. REVIEW OF SERVICE CHANGES 2017-2020

In 2017 the Oregon state legislature passed HB 2017 which created a permanent funding source for transit agencies across the state. Funding is collected by the state through a 0.1% employee payroll tax and is distributed to transportation providers statewide to increase access to jobs, improve mobility, relieve congestion, and reduce greenhouse gas emissions, while providing a special focus on low-income populations. The new funding source created by the passage of HB 2017 allowed RVTD to implement service enhancements outlined in the short-range timeframe of the 2040 Transit Master Plan.

To conduct Title VI analysis RVTD began using the FDOT and CUTR Transit Boarding Estimation Tool (TBEST) in 2013 which can analyze not only ridership changes due to service availability but also demographics of residents in the service area at the parcel level. RVTD has the capacity to run the model to see the impacts of service changes to certain populations including Title VI designated populations. RVTD also uses a web-based transit modeling tool called Remix that can provide Title VI impacts quickly to aid with service planning decisions.

A Service Changes Policies and Procedures document was completed in 2008 to provide staff with direction on how to analyze service changes objectively based on performance measures. The plan also provides steps for notifying the public and public hearing procedures. The plan was updated in 2013 to include the TBEST model capabilities for analyzing service changes and to include the process for analyzing how low-income and Title VI designated populations may be affected by a service change.

Service Changes Overview:

- Service in 2017 remained largely unchanged except Route 61 that was first introduced in 2016 was increased from 4 ‘commuter’ trips per day to service every hour. This route serves the RCC Table Rock Campus in White City with high non-traditional student enrollment. The Route 61 also achieved a Medford School District vision to have Senior Highschool students access a direct transportation link to the RCC TRC which is 12 miles away and provided early college education opportunities.

- In 2018 Route 21 to north Medford resumed service providing access to several modestly priced grocery stores and a high older adult population residential area along Royal Ave and Poplar Ave.
- The Route 25 to southwest Medford was increased from 60 minute to 30 minute frequency. This route was added with the 2016 local property tax levy and identified as a higher than average low-income and LEP population area. Title VI Service Analysis shows a 13% higher low-income population and a 12% higher minority population live within a 1/4 mile of the Route 25 than the RVTD system average.
- Also in 2018 RVTD increased service on the busy Route 10 on Saturdays to 30 minute frequency to mitigate passenger load concerns. Previously at one hour frequency the Route 10 was seeing 18 PPRH average over the day on Saturdays. Weekdays, the Route 10 is at 20 minute service.
- In July of 2019 RVTD realigned the Route 24 to expand the route's footprint into an additional neighborhood that was previously unserved by transit. The increase in area served resulted in an additional 1,827 individuals being captured within a 0.25 mile, 7.5% of which are below the 100% poverty level. In addition to expanding the physical footprint of the route, the frequency was increased from 30 minutes to 20 minutes as well as adding an additional three service hours on Saturdays.
- A second new route was added in July of 2019; the Route 26 provides service to the East Medford neighborhood which did not previously have access to public transit services. The new route operates on a 30 minute frequency Monday through Friday and hourly service on Saturdays. Route 26 provides a key connection to one of the region's largest employers, the Rogue Regional Medical Center and creates the ability for the estimated 8,405 residents of the East Medford neighborhood that are within a 0.25 mile of the route to access shopping and medical care providers.
- An express service named the Route 1X was added to the RVTD system in September of 2019 which connects Medford to Ashland with limited stops. Prior to the implementation of the 1X the only available transit connection for Ashland and Medford was the Route 10 which often faces delays and takes approximately one hour to complete a one way trip from Medford to Ashland. The 1X operates Monday through Friday on an hourly basis and allows passengers seeking a direct connection from Medford to Ashland a condensed travel time. Using the 1X allows students commuting to the Southern Oregon University campus or retail and food service jobs within Ashland's commercial district to complete the trip in approximately 20 minutes, rather than an hour.
- In December of 2019 RVTD utilized STIF funding allocated to providing service out of the district boundary to implement a new route to serve Eagle Point. Route 63 provides service to the city of Eagle Point which has never had access to a fixed-route transportation system. The route operates on an hourly frequency Monday through Saturday and allows residents of Eagle Point to travel down the Highway 62 corridor into the city of Medford where they are able access an increased number of services and jobs as well as access to the region's VA Rehabilitation Center and Clinic.

- The last of RVTB's fixed route service enhancements was in December 2019 when the Route 27 began service to the West Medford area. The West Medford neighborhood that is served by Route 27 previously did not have transit services and now has access to 30 minute service Monday through Friday and hourly service on Saturdays. Route 27 functions as a crosstown route and allows passengers from West Medford to travel to the East Medford neighborhood without requiring a trip to the main transfer station. Route 27 creates connections to eight other routes across the RVTB system and removes the need for many passengers to travel to the main transfer station to make a connection to another route.
- RVTB was awarded discretionary funds through the STIF competitive grant program. The funds have been utilized to create an 18 month pilot program of an on-demand microtransit system that serves the city of Ashland. Due to physical constraints on street size and elevation, the fixed route system through Ashland is limited to the main road through Ashland. As a result many residents of the city are not within a 0.25 mile radius of the fixed route system and are unable to access transit. RVTB's microtransit program allows passengers to book a trip on-demand and be dropped off at their destination. The microtransit system follows the same \$2 fare as the fixed route and allows for a free transfer to the fixed route system. All vehicles for this service are lift-equipped.

Changes to RVTB Fare:

- In 2016 RVTB piloted the nation's first account-based electronic fare collection system provided by Delerok (now owned by Cubic). The TouchPass product is available to passengers on smart phone mobile app or a thick mil card. Account holders can access their account through the cloud to load fare, call RVTB personnel to add fare by phone, send a check to RVTB to add fare or visit one of three RVTB locations to add fare. Most time based and value based passes remained unchanged and are still available to the public on the TouchPass platform. Cash, tokens and some paper passes are still eligible on RVTB's services. As of 2019, RVTB was experiencing 60% of transactions on the TouchPass platform. This electronic fare allows greater access to fare products where passenger were required to visit one of the three locations to purchase fare before the TouchPass was adopted. Additionally it has greatly improved schedule adherence by reducing delays at the farebox.
- HB 2017 and the STIF funds for transit providers required mitigation to low-income communities by adopting fare subsidies or reduction programs. RVTB allocates \$50,000 annually toward this goal through a program called STIF Low Income Bus Passes. RVTB accepted applications from the region's low-income service providers to receive sums of single-ride, 6-ride and 20-ride passes. The passes were distributed based on need and evaluated by the STIF Advisory Committee.

Public Participation Activities:

- Public presentations and Public Hearings at a regular Board meetings
- Public Notices in the newspaper and online at rvtd.org
- Rider Alerts posted in buses and at Front Street Station
- Public Notice in Caminos (local latino publication)
- Comment forms provided to all reception personnel for phone comments
- Announcements at community groups and meetings
- Press Releases and articles written in local publications

iii. **PLANNING ACTIVITIES COMPLETED DURING 2017-2020 REPORT PERIOD**

1. In February 2018 RVTB completed an onboard passenger survey as a part of creation of the 2040 Transit Master Plan. This is an onboard survey RVTB completes every three years and will be conducted again in 2021. Each route and each run of the day are surveyed for both the weekday and weekend schedules. A total of 726 valid surveys were collected during the 2018 process. Below are key findings from the survey report that are pertinent to Title VI.

TABLE 1. Ethnicity by Route

Route	Asian	Black/ African American	Hispanic/ Latino	Native American	White	Other/ Prefer Not to Answer
2	0%	4%	9%	2%	71%	14%
10	3%	1%	11%	2%	69%	14%
24	4%	4%	8%	2%	66%	16%
25	0%	0%	0%	22%	78%	0%
30	0%	7%	9%	7%	68%	9%
40	2%	3%	14%	4%	62%	15%
60	1%	5%	12%	5%	66%	11%
61	2%	5%	2%	0%	88%	3%
Total	2%	3%	10%	4%	68%	13%

TABLE 2. Income by Route

Route	Less than \$10,000	\$10,000-\$14,999	\$15,000-\$24,999	\$25,000-\$49,999	\$50,000-\$74,999	\$75,000 or More	Prefer Not to Answer
2	26%	14%	16%	2%	0%	0%	28%
10	24%	10%	15%	4%	3%	0%	34%
24	42%	16%	14%	4%	0%	0%	16%
25	0%	0%	56%	0%	0%	0%	44%
30	32%	9%	9%	7%	14%	0%	22%
40	26%	9%	9%	3%	3%	0%	32%
60	27%	10%	18%	2%	0%	0%	29%
61	26%	7%	22%	5%	2%	0%	20%
Total	27%	11%	16%	3%	2%	0%	30%

2. In the 2014-2017 Title VI plan horizon, RVTD updated the Coordinated Human Services Public Transportation document, “United We Ride Plan 2017-2021”. The planning process engaged several focus groups to hear feedback including La Clinica, who serves Latino populations, Veterans Affairs, major employers such as Amy’s Kitchen, and involved a steering committee who represented older adults, people with disabilities and low-income. This plan will need to be updated in 2021.
3. The Campus Master Plan begins in 2020 and will be adopted in 2021. This plan will assist RVTD with facilities, environmental review, and preparing plans for additional staff offices and ancillary buildings that support transit operations at the RVTD headquarters located at 3200 Crater Lake Ave.
4. RVTD completed the 2040 Transit Master Plan and identified several other planning efforts that need to be completed to support the transit services in the plan. One of these is a strategic plan for Transportation Options, otherwise known as Transportation Demand Management. RVTD has housed a TDM program for 30 years providing employer, school and residential based programs and subsidized transit passes. The program also reach youth, older adults, people with disabilities and LEP populations with travel training and other efforts to improve their mobility. This plan will begin in 2021 and be adopted in FFY 2022.

5. STIF 2021-2023 Plan- the state of Oregon requires transit providers to prepare and adopt a new STIF project list each biennium. RVTD will prepare the 2021-2023 biennium plan in the spring of 2021 with implementation over the biennium.
6. The 2040 Transit Plan transitions RVTD from a hub and spoke or pulse system to a network. Routes added in 2019 were away from the main hub in downtown Medford and have required staff to be creative with transfers. Instead of only allowing one transfer within a 90-minute period, RVTD now offers two transfers to be taken on the same ticket within a 9minute period. This allows all passengers to complete a full one-way trip across the system. In 2023, staff would like to prepare a transfer center facilities plan that will identify real estate acquisition, public private partnerships and other transit center concepts to support the new routes.

iv. **ANTICIPATED PLANNING ACTIVITIES 2021-2023**

2021	2022	2023
<ul style="list-style-type: none"> ● Triennial Onboard Passenger Survey ● UWR Plan ● Campus Master Plan 	<ul style="list-style-type: none"> ● Transportation Options Strategic Plan ● STIF 2021-2023 Plan 	<ul style="list-style-type: none"> ● Transit Center Facilities Plan

v. **ANALYSIS OF CONSTRUCTION PROJECTS**

During the report period RVTD purchased a vacant parcel of land adjacent to the main offices at 3200 Crater Lake Ave. The parcel of land was undeveloped and zoned as high-density residential, but was changed through a City of Medford General Land Use Plan amendment to light industrial following the sale to RVTD.

RVTD completed two renovation construction projects during the reporting period. In 2019 the Front Street Station was remodeled to improve the interior break area for drivers as well as adding a second story to the building to house RVTD staff. In 2019 RVTD began construction on a renovation of the main Administrative offices which increased additional office space for administration employees and created a larger conference room for the District. RVTD is familiar with and has used Chapter IV, Section 8, Guidance on Conducting an Analysis of Construction Projects, components a-f.

Bus Stop signage project- In 2019 RVTD began a project to modify the current bus stop signage to be easier to understand. The primary bus stop sign will be changed to a more standard bus logo easily recognizable by the general public. RVTD is also exploring static way finding signage on the bus stops to provide schedule and route information.

In 2020-2021 RVTD will be completing two major ITS projects. The first is a replacement of the CAD/AVL system on board fixed route buses. The second is the installation of Transit Signal Priority on the Hwy 99 corridor. Both of these projects will enhance the reliability of transit for the community. The onboard system will also enhance RVTD's ability to provide stop announcements in multiple formats not currently available.

vi. **SERVICE STANDARDS**

Section 4 – Title VI Plan: System-wide Service Standards

Pursuant to requirements set forth in the Federal Transit Administration's (FTA) Circular 4702.1B, RVTD must establish and monitor its performance under quantitative Service Standards and qualitative Service Policies. These service standards contained herein are used to develop and maintain efficient and effective fixed-route transit service. In some cases, these standards differ from standards used by RVTD for other purposes.

The FTA requires all fixed-route transit providers of public transportation to develop quantitative standards for the following indicators. Individual public transportation providers set these standards; therefore, these standards will apply to each individual agency rather than across the entire transit industry:

- A. Vehicle Load
- B. Vehicle Headways
- C. On-time Performance
- D. Service Availability

A. **VEHICLE LOAD**

Vehicle Load Factor is described as follows by FTA Circular 4702.1B:

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

RVTD calculates Vehicle Load Factor by dividing the average passenger load on each route by the number of seats on the type of bus typically assigned to that route. RVTD calculates the number of seats available by the number of buses in service on the route each hour. For example, the Route 10 has 20 minute service and has a 120

minute trip length. For the Route 10 there are 5 vehicles in service during each hour. Seat configurations vary slightly and RVTB has determined that there is a 30 seat average for the 35 foot buses and 24 seat average for the 30 foot buses.

Vehicle Load Factor is monitored regularly to ensure customer comfort and to determine whether additional capacity needs to be added to specific trips or routes based on changing demand patterns. Vehicle Load Factor standards are presented in the exhibit below.

TABLE 3. Vehicle Load by Route

Route	Weekday load factor	Saturday Load Factor
1X	0.50	no service
2	0.58	0.42
10	1.36	1.06
21	0.49	no service
24	0.31	0.43
25	0.42	0.28
26	0.13	0.22
27	0.15	0.22
30	0.51	0.53
40	0.97	1.03
60	0.99	0.64
61	0.30	0.38
63	0.31	0.24

B. VEHICLE HEADWAYS

Vehicle headway is described as follows by FTA Circular 4702.1B:

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

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

RVTD calculates headway by determining the average length of time between buses on each route during peak and off-peak times. In the event a route regularly exceeds Vehicle Load Factor standards, RVTD will evaluate whether frequency on that route should be adjusted within the confines of existing or expected funding levels. Vehicle headway standards are presented in the exhibit below

TABLE 4. Vehicle Headways by Route

Route	Weekday Headway	Saturday Headway
1X	60	no service
2	30	60
10	20	30
21	60	no service
24	20	40
25	30	60
26	30	60
27	30	60
30	60	60
40	30	60
60	30	60
61	60	60
63	60	60

C. ON-TIME PERFORMANCE

On-time performance is described as follows by FTA circular 4702.1B: *On-time performance is a measure of runs completed as scheduled. This criterion first must define what is considered to be “on time.” For example, a transit provider may consider it acceptable if a vehicle completes a scheduled run between zero and five minutes late in comparison to the established schedule. On-time performance can be measured against route origins and destinations only, or against origins and destinations as well as specified time points along the route. Some transit providers*

set an on-time performance standard that prohibits vehicles from running early (i.e., ahead of schedule) while others allow vehicles to run early within a specified window of time (e.g., up to five minutes ahead of schedule). An acceptable level of performance must be defined (expressed as a percentage). The percentage of runs completed system-wide or on a particular route or line within the standard must be calculated and Category measured against the level of performance for the system. For example, a transit provider might define on-time performance as 95 percent of all runs system-wide or on a particular route or line completed within the allowed “on-time” window.

A bus is determined to be late if it departs its scheduled “time point” five or more minutes later than the published time. Buses are considered early if they depart from a published time point at any time prior to the scheduled departure. It is RVTD’s goal to be on-time at least 95% of the time during off peak routes and 90% of the time during peak routes. Bus Transportation staff also regularly monitor on-time performance and counsel operators who consistently fail to meet on-time performance standards that are within their control. Discussions with bus operators are also used to identify vehicle scheduling issues which are corrected through service changes four times annually. On-time performance standards are presented in the exhibit below:

TABLE 5. On-Time Performance by Route

Route	Weekday Percentage Late	Saturday Percentage Late
1X	2.2%	N/A
2	15.5%	13.9%
10	18.7%	14.8%
21	14.3%	N/A
24	13.6%	9.5%
25	5.6%	5.4%
26	14.6%	21.3%
27	17.4%	16.3%
30	13.6%	9.5%
40	30.8%	27.2%
60	20.6%	15.7%
61	12.2%	7.2%
63	6.4%	5.9%

D. SERVICE AVAILABILITY

Service availability/transit access is described as follows by FTA Circular 4702.1B: *Service availability is a general measure of the distribution of routes within a transit provider's service area. For example, a transit provider might set a service standard to distribute routes such that a specified percentage of all residents in the service area are within a one-quarter mile walk of bus service or a one-half mile walk of rail service. A standard might also indicate the maximum distance between stops or stations. These measures related to coverage and stop/station distances might also vary by population density. For example, in more densely populated areas, the standard for bus stop distance might be a shorter distance than it would be in less densely populated areas, and the percentage of the total population within a one-quarter mile walk of routes or lines might be higher in more densely populated areas than it would be in less densely populated areas. Commuter rail service or passenger ferry service availability standards might include a threshold of residents within a certain driving distance as well as within walking distance of the stations or access to the terminal.*

RVTD measures service availability using the Transit Boardings Estimation and Simulation Tool (TBEST). TBEST features a Title IV toolset which includes a series of 'service availability' reports. RVTD's transit network was built into the TBEST modeling environment, which includes Census 2010 and American Community Survey 5 –year estimates projected to 2020.

The RVTD District Boundaries serve as the primary analysis area. RVTD also defined a market capture distance of .25 miles around each route, which serves as the secondary boundary for the analysis. Exhibits 4 and 5 below show the composition of minority population and low-income households within the boundaries.

TABLE 6. Title VI Populations within 1/2 Mile of Routes

System Area	Total Population Affected	Total Minority Population Affected	Percent Minority	Total Households Affected	Total Low Income HH Affected	Percent Low Income Households
RVTD Boundary	162,862	15,190	9.3%	66,553	9,2562	13.9%
.25 mile around routes	103,111	10,848	10.5%	42,7664	5,495	12.8%

TABLE 7. Title VI Populations within 1/2 Mile by Route

Route	Total Population Affected	Total Monthly Population Affected	Percent Minority	Total HH Affected	Low Income HH Affected	Percent Low Income HH
1X	2,993	211	7.00%	1,255	41	3.30%
2	10,748	1,527	14.20%	4,045	618	15.30%
10	21,626	2,238	10.30%	9,937	1,257	12.70%
21	5,735	629	11%	2,947	393	13.30%
24	5,576	448	8%	2,461	184	7.50%
25	12,845	1,790	13.90%	4,844	729	14.90%
26	7,936	573	7.20%	3,186	100	3.10%
27	12,587	1,348	10.60%	5,077	480	9.30%
30	8,047	867	10.80%	3,299	355	10.80%
40	14,328	1,396	9.70%	5,748	615	10.70%
60	20,151	2,465	12.20%	7,623	958	12.60%
61	7,208	751	10.40%	3,472	398	11.50%
63	3,738	401	10.70%	1,458	60	4.10%

vii. SERVICE POLICIES

RVTD adopted a service policy in 2006 which reads as follows:

STANDARD OPERATING PROCEDURE OBTAINING PUBLIC COMMENT ON FIXED-ROUTE SERVICE CHANGES EFFECTIVE SEPTEMBER 2006

The Rogue Valley Transportation District (RVTD) will provide an opportunity for public comment on any proposed changes in the fixed-route service that falls within described criteria: *Any change in fixed-route service that is greater than five (5) percent of any fixed-route's annual revenue hours.*

The public will be given an opportunity to comment on proposed changes at two public hearings, scheduled in conjunction with regular monthly Board meetings, prior to implementing any intended change in the fixed-route service. A notice of the public hearing will be placed in a newspaper of general circulation, specifying the date, time and location of the meeting and the nature of the change or changes being proposed. Members of the public who are unable to attend the public hearing are encouraged and directed to submit their concerns in writing to the General Manager.

All comments made at the public hearings are recorded in written minutes of the Board meeting. Members of the public who submit comments in writing are sent a letter of acknowledgement and then their comments are forwarded to the appropriate RVTD staff member(s) and the Board of Directors. All comments are reviewed and given full and careful consideration by both RVTD staff and the Board prior to implementing any and all proposed changes in the fixed-route service.

VII. LIMITED ENGLISH PROFICIENCY (LEP) PLAN

Limited English Proficiency (LEP) is a term used to describe people who do not speak English as their primary language and who also may have limited ability to read, write, or understand English.

AUTHORITY AND GUIDANCE

Presidential Executive Order (EO) 13166 – Improving Access to Services for Persons with Limited English Proficiency (LEP) is directed at implementing the protections afforded by Title VI of the Civil Rights Act of 1964 and related regulations. Discrimination in providing services to LEP persons is covered in Title VI under national origin discrimination.

The 1987 Civil Right Restoration Act broadened the coverage of Title VI to include all of the federal fund recipient's programs and activities, whether they are federally funded or not. These requirements filter down through RVTD to all sub-recipients, contractors, consultants and agents doing business on behalf of RVTD.

EO 13166 states that recipients must provide LEP persons an equal opportunity to benefit from and ensure meaningful access to its programs and services that are normally provided in English.

The following federal publications provide implementing guidance:

- US Department of Transportation Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons, Federal Register/Vol. 70, No. 239/December 2005.
- US Department of Justice Policy Guidance, Enforcement of Title VI of the Civil Rights Act of 1964-National Origin Discrimination Against Persons With Limited English Proficiency, Federal Register/Vol. 65, No. 159, August 2000, www.usdoj.gov/crt/cor
- US Department of Justice Clarifying Memo dated October 26, 2001. www.usdoj.gov/crt/cor/lep/Oct26/

i. FOUR FACTOR ANALYSIS

A recipient may conduct an individualized assessment that balances the following four factors:

1. The number or proportion of LEP persons served or encountered in the eligible service population ("served or encountered" includes those persons who would be served or encountered by the recipient if the persons received adequate education and outreach and the recipient provided sufficient language services);
2. The frequency with which LEP persons come into contact with the program;
3. The nature and importance of the program, activity, or service provided by the program; and
4. The resources available and costs to the recipient.

Summary of Findings:

The Rogue Valley Transportation District (RVTD) provides public transportation services for the greater Jackson County area with a population of 219,164. The American Community Survey 1-year estimates for 2018 show that 13.2 % or 29,042 of the residents of Jackson County identified themselves as being of Hispanic or Latino origin (this is an increase of 2.2% from the previous Title VI Plan). Of those 29,042 individuals, 6,174 identified themselves as speaking English "less than very

well” or 21% of the Latino population (this is an increase of 4.6% from the previous Plan). The 2018 passenger Survey found that 10% of passengers are of Hispanic ethnicity (this is an increase of 2% from the previous Plan).

FACTOR 1

The table below provides data on the total Hispanic population within Jackson County from the ACS 2018 1-year estimates.

TABLE 8. Jackson County ACS Data

Race and Hispanic Origin	
White alone, percent	91.80%
Black or African American alone, percent (a)	1%
American Indian and Alaska Native alone, percent (a)	1.60%
Asian alone, percent (a)	1.60%
Native Hawaiian and Other Pacific Islander alone, percent (a)	0.40%
Two or More Races, percent	3.60%
Hispanic or Latino, percent (b)	13.50%

The following were linked notes within the cells:

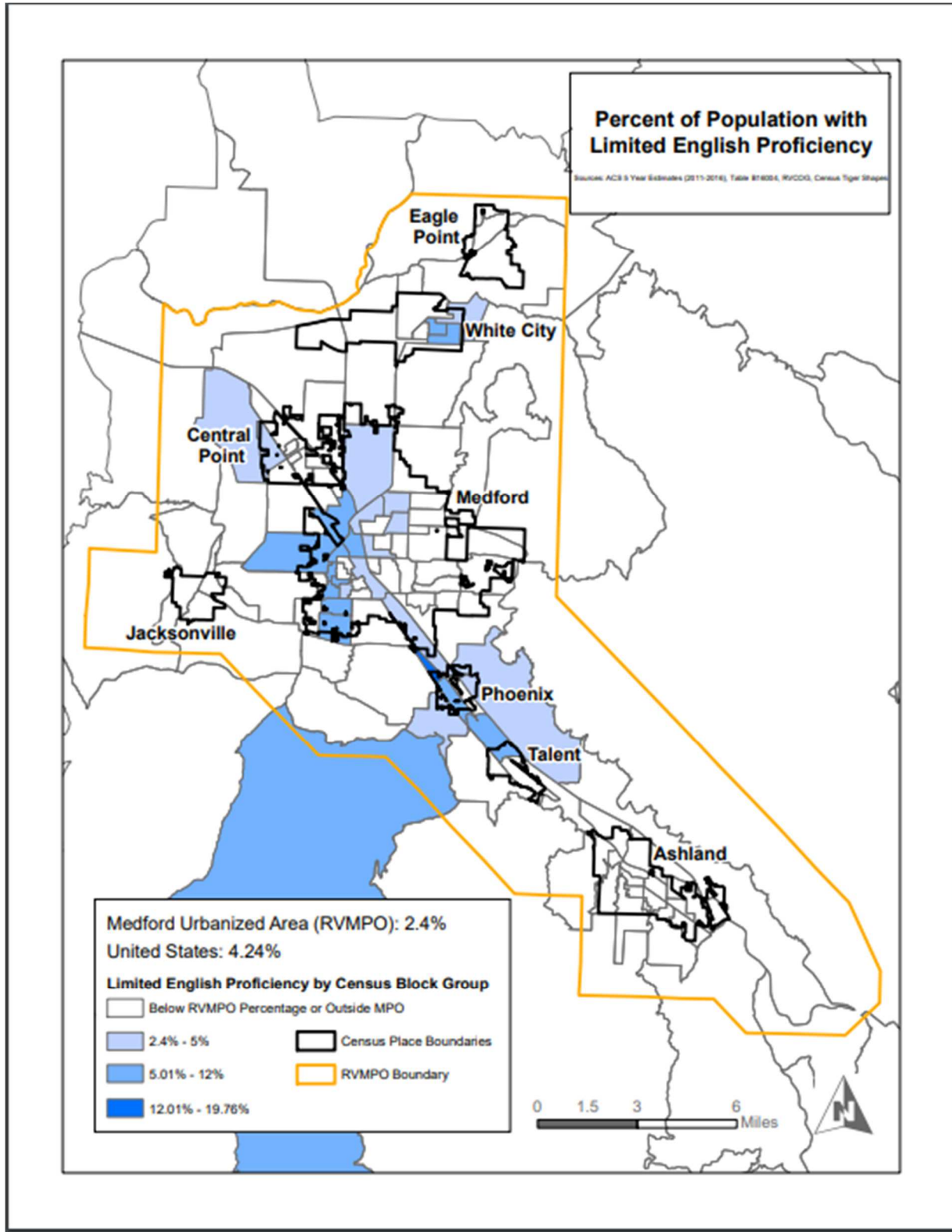
(a) Includes persons reporting only one race

(b) Hispanics may be of any race, so are also included in applicable race categories

Of the total 219,164 Jackson County population, the estimated population who are Hispanic with LEP is 2.8%. (Other ethnicities having LEP, numbering less than 200 persons, are: French, Chinese and Vietnamese).

(Maps provided by the Rogue Valley Metropolitan Planning Organization (RVMPO) for the MPO Title VI Plan.)

Map 1: Limited English Proficiency Population (RVMPD 2018)



FACTOR TWO

Rogue Valley Transportation District's on board passenger survey final report dated 2018 indicates that 10.0% of its transit passengers are of Hispanic origin and that the Route 40, which operates in the central core of Medford and Central Point, has the largest Hispanic ridership at 14% (Table 1). The second most used route by persons of Hispanic origin is Route 60 at 12%, which serves the central core of Medford and White City.

FACTOR THREE

RVTD is the only public transportation provider in Jackson County. RVTD provides an average of 1 million trips per year and operates Monday through Friday generally between 5am to 8pm and Saturday 7am to 6pm. The transit service is an effective way to get to employment, medical appointments, shopping trips and higher education. The majority of passengers are low-income and do not own a vehicle, making transit a dependable transportation option.

FACTOR FOUR

The decision to provide language assistance services should include an assessment of the number or proportion of LEP persons from a particular language group served or encountered in the surrounding community area. The greater the number or proportion of LEP persons served or encountered, the more likely language services are needed. Generally, identifying any community where the LEP population equals 5 percent or more in a given language automatically triggers providing language assistance services as a mandatory and normal part of a program's operation. RVTD's target population for LEP services is Hispanic and Latino.

To comply with federal regulations (Executive Order 13166) to "Improve Access to Services for Persons with Limited English Proficiency" by providing meaningful access to the benefits, services, information, and other important portions of Rogue Valley Transportation District programs and activities for individuals with limited English proficiency.

- Translate "vital documents" into Spanish and, if necessary, replace text with pictograms or universal icons if economically feasible.
- Subscribe to a translation service to assist call takers and other staff in communicating to customers by patching through a linguistic specialist.
- Notify the Spanish-speaking population of the availability of free translation and interpretation services, upon request, for non-vital but important documents and information.
- Identify service changes that affect areas with high concentrations of LEP persons and develop mitigation strategies.

- To develop programs and materials to educate both community leaders who serve Spanish speaking LEP populations and LEP community members about RVTB's services and programs.
- Contact LEP partners to determine culturally appropriate travel-training materials and contact methods for members of their specific communities.
- Using input from community leaders, develop and provide customer orientation to familiarize transit coordinators at community centers and LEP customers with all RVTB services and programs.
- Gather community input for designing new pictograms to replace the text in signage where possible.

To educate RVTB staff regarding LEP programs and policies:

- Work with the Operations Department training staff to improve bus operator training programs related to transporting and communicating with LEP customers.
- Provide staff with translation service information to have available near all phones.

ii. LEP PARTICIPATION

This program will utilize existing networks within the Spanish-speaking community to contact, engage, and educate community leaders serving Spanish-speaking LEP populations and LEP community members about RVTB's services and programs. These include: community based organizations (CBO's), churches, social clubs, business organizations and state, county and city social service agencies.

Primary Target Audience: New immigrants whose primary language is Spanish and who read at least some Spanish.

Members of this group vary in age, education, and income. However, they tend to live in urban or suburban settings, have access to RVTB services, have low incomes, and are transit dependent. Ridership patterns include men and women commuting to work and school, men and women taking children to school and medical appointments, youth riding to school and jobs, and the elderly going to medical appointments and social activities.

Secondary Target Audience: Recent immigrants from rural areas of Mexico, Central America, and South America. This group is noteworthy because they comprise much of the recent Latino population growth.

Internal: RVTB management and staff needing to communicate with the Spanish-speaking LEP community regarding legal, service, and ridership issues.

External: Spanish-speaking LEP communities; community-based organizations (CBOs) serving Spanish-speaking LEP populations; Rogue Community College; and state, county and city governments serving Spanish-speaking LEP populations.

Program Elements

Outreach – External Stakeholders:

- CBOs serving Spanish-speaking LEP populations
- Urban Spanish-speaking LEP communities
- Rural Spanish-speaking LEP communities
- Hispanic Interagency Committee
- Hispanic Chamber of Commerce
- State, county, and city governments
- Bilingual RVTB staff person at public hearings, open houses, and other service outreach activities when available or upon request

Outreach – Internal Stakeholders:

- Employee training
- Service and scheduling
- Capital projects

Media –

- Include Spanish when promoting RVTB services in all forms of media when financially feasible.

Training – RVTB Employees and Contracted Service Employees –

- Provide employee training (initial focus on front-line staff: bus operators, customer service/dispatch agents, reception).
- Provide staff with a description of the language assistance services offered by RVTB.
- Offer basic/functional Spanish classes for employees.
- Provide staff with specific procedures to be followed when serving a LEP customer, including how to handle a potential Title VI/LEP complaint.

Translation Service –

- Use of ‘I Speak’ card to ascertain language assistance needs (Attachment C)
- In house oral and written translation services
- Subscription telephone interpreter
- Google website translation service

Recruit/Hire Bilingual/Bicultural Individuals –

- Place job announcements at the state employment office, in local newspapers, on RVTB’s website, in e-mail notifications, and any other medium used to attract potential employees, encouraging bilingual (English/Spanish)/bicultural individuals to apply.

iii. LANGUAGE ASSISTANCE PLAN

Some options for providing language assistance are:

- Bilingual staffing
- Telephone interpretation
- Volunteer interpreters from community minority organizations
- Qualified paid interpreters
- Use of 'I Speak' cards to identify language
- Translation of vital documents

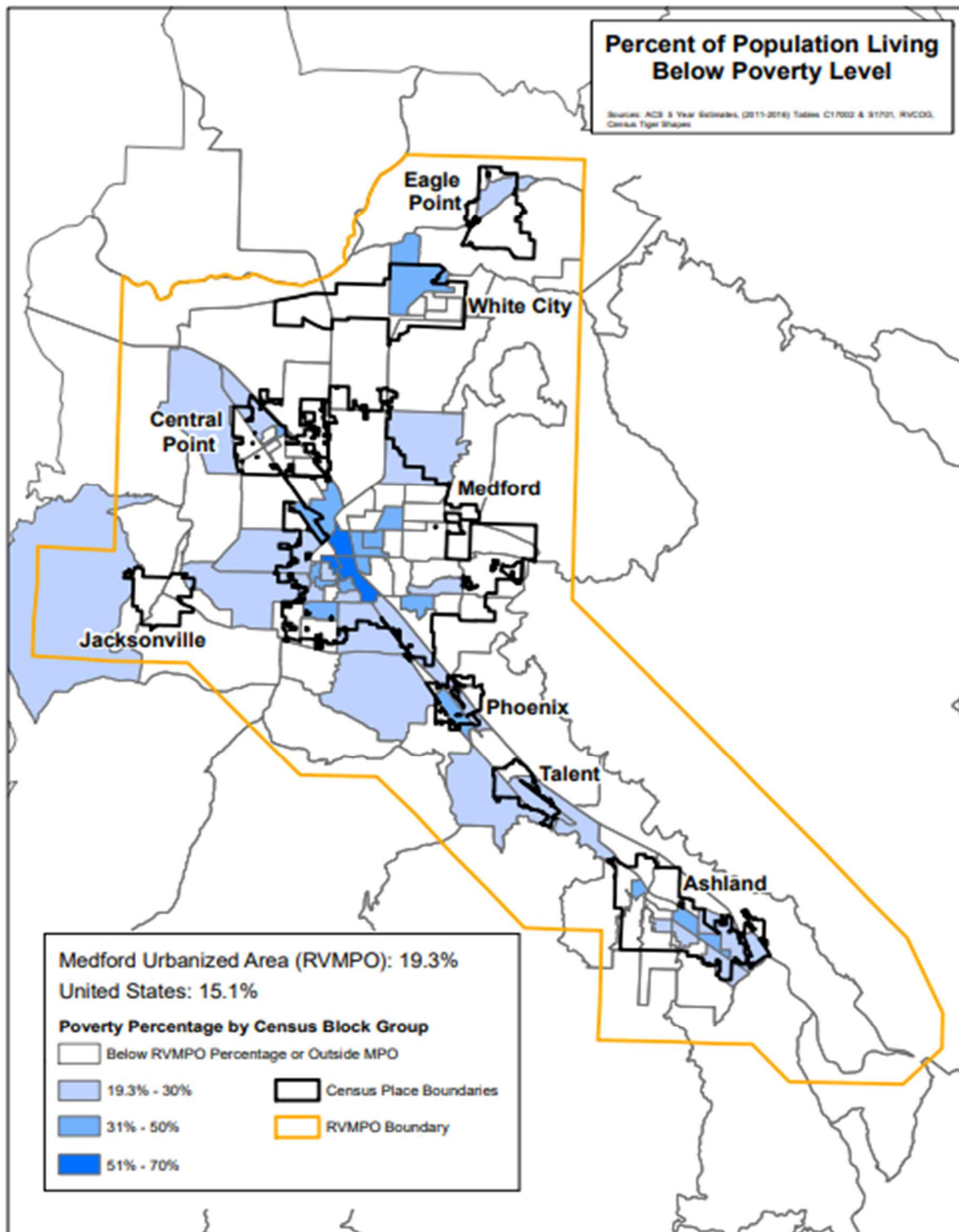
Language Assistance Resources/ Translation of Vital Documents

Rogue Valley Transportation District currently has the following resources available to provide meaningful access to RVTB services and programs by persons with LEP:

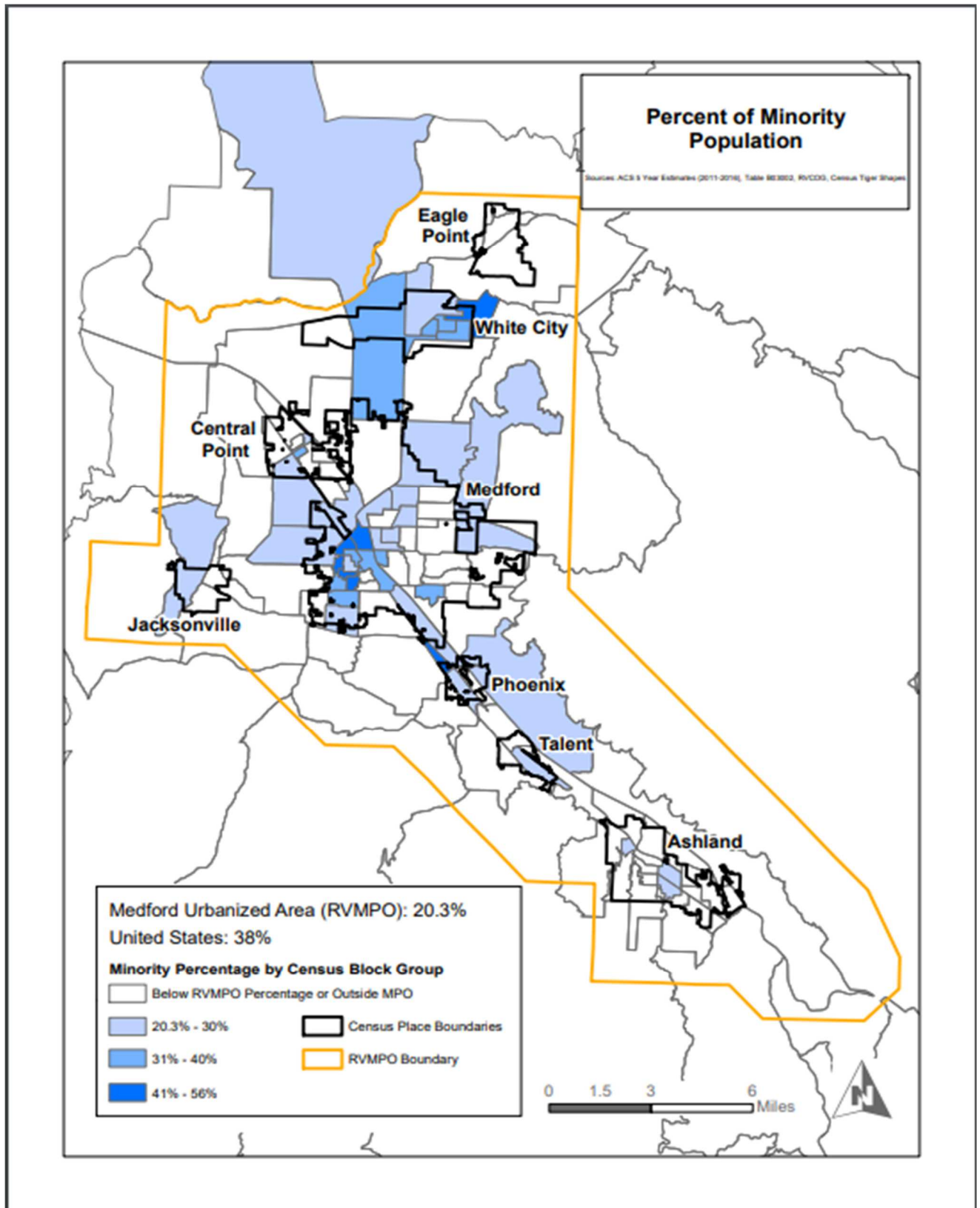
- Bilingual staffing in two of RVTB's locations
- Automated Bus Route Schedule Information (24 hours) in English/Spanish
- Automated telephone Information for Valley Lift paratransit service
- Bus Riding Rules and Bus Safety information posted inside all buses in English and Spanish
- Printed materials available in English/Spanish: Bus Schedules (to include fare information), ODOT Bicycle Manual, Bicycle Helmet Fitting Brochure, Bicycle Safety, Title VI Complaint Form and Procedures (Attachment A) and Public Notice of a Person's Rights under Title VI of the Civil Rights Act of 1964 (Attachment B)
- Membership in the Hispanic Chamber of Commerce

ADDITIONAL INFORMATION FOR TITLE VI POPULATIONS

Map 2: Population Living Below the Poverty Level



Map 3: Minority Population



MONITORING AND UPDATING THE LEP PLAN

This plan is designed to be flexible and should be viewed as a work in progress. As such, it is important to consider whether new documents and services need to be made accessible for LEP persons and it will be important to monitor changes in demographics and types of services as new census information becomes available.

RVTD will update the LEP Plan as required by the U.S. DOT. At a minimum, the plan will be reviewed and updated every three years as required, or when it is clear that higher concentrations of LEP individuals are present in the RVTD service area.

VIII. TITLE VI INFORMATION DISSEMINATION

RVTD will post the LEP Plan, complaint procedures and complaint form on its website at www.rvtd.org. A copy of the Public Notice Concerning Title VI of the Civil Rights Act will be posted in English and Spanish at the District's Front Street bus transfer station, in the receptionist lobby of the Administration and TransLink buildings, and on all District buses and Paratransit vehicles (Attachment B). Copies of the Title VI Plan will be provided to District staff and to any person or agency requesting a copy. LEP persons may obtain copies/translations of the plan upon request.

SCHEDULE PROGRAM ELEMENTS – ACTION AND PRELIMINARY TIMELINE

2021	2022	2023
<ul style="list-style-type: none">● Continue to evaluate and monitor existing plan and activities (ongoing)● Continue to develop a more comprehensive LEP training program for new drivers● Continue to encourage bilingual/bicultural individuals to apply for job openings	<ul style="list-style-type: none">● Continue to monitor existing plan and activities (ongoing)● Incorporate LEP information into RVTD employee handbook● Continue to provide some media in Spanish	<ul style="list-style-type: none">● Continue to monitor plan and activities (ongoing)● Continue to provide media in Spanish

IX. TITLE VI COMPLAINTS

RVTD had no Title VI civil rights complaints during the previous reporting period and received 1 (one) Title VI civil rights complaint during the current reporting period.

The singular complaint was received on August 6, 2018 by Tucker J. Nielsen regarding a driver's handling of Mr. Nielsen's disability while using RVTD's fixed route system. RVTD sent a letter to Mr. Nielsen in response to the alleged disability discrimination on August 13, 2018 from Julie Brown notifying him that an investigation was being conducted. RVTD conducted the investigation and notified Federal Transit Administration's Chris MacNeith of the complaint. After further review RVTD took the necessary disciplinary steps with the driver involved with the incident and also required all drivers to have discrimination training and be recertified with the PASS course. A letter was sent to Mr. Nielsen on October 2, 2018 notifying him of RVTD's actions and notifying him of his right to appeal to FTA. No further action was taken by Mr. Nielsen and RVTD has deemed this complaint resolved.

EXHIBIT A

ROGUE VALLEY TRANSPORTATION DISTRICT (RVTD) **NONDISCRIMINATION COMPLAINT PROCEDURES**

These procedures apply to all complaints filed under Title VI of the Civil Rights Act of 1964, relating to any program or activity administered by RVTD or its sub-recipients, consultants and/or contractors. Intimidation or retaliation of any kind is prohibited by law.

These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies, or to seek private counsel for complaints alleging discrimination. These procedures are part of an administrative process that **does not provide for remedies that include punitive damages or compensatory remuneration for the complainant.**

Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and the Title VI Compliance Officer may be utilized for resolution, at any stage of the process. The Title VI Compliance Officer will make every effort to pursue a resolution of the complaint. Initial interviews with the complainant and the respondent will request information regarding specifically requested relief and settlement opportunities.

Procedures.

1. Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited by title VI nondiscrimination provisions may file a written complaint within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant. The complaint must meet the following requirements:

- a. Complaint shall be in writing and signed by the complainant(s).
- b. Include the date of the alleged act of discrimination (date when the complainant(s) became aware of the alleged discrimination), or the date on which that conduct was discontinued or the latest instance of the conduct.
- c. Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complained-of incident.
- d. Allegations received by fax or e-mail will be acknowledged and processed, once the identity(ies) of the complainant(s) and the intent to proceed with the complaint have been established. **The complainant is required to mail a signed, original copy of the fax or e-mail transmittal for RVTD to be able to process it.**
- e. Allegations received by telephone will be reduced to writing and provided to complainant for confirmation or revision before processing. **A complaint form will be forwarded to the complainant for him/her to complete, sign, and return to RVTD for processing.**

2. Upon receipt of the complaint, the Title VI Compliance Officer will determine its jurisdiction, acceptability, and need for additional information, as well as investigate the merit of the complaint. In cases where the complaint is against any of RVTB's sub-recipients of Federal funds, RVTB will assume jurisdiction and will investigate and adjudicate the case. Complaints against RVTB will be referred to the Federal Transit Administration, Office of Civil Rights, for proper disposition pursuant to their procedures.
3. In order to be accepted, a complaint must meet the following criteria:
 - a. The complaint must be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant.
 - b. The allegation(s) must involve a covered basis such as race, color, or national origin.
 - c. The allegation(s) must involve a program or activity of a Federal-aid recipient, sub-recipient, or contractor.
4. A complaint may be dismissed for the following reasons:
 - a. The complainant requests the withdrawal of the complaint.
 - b. The complainant fails to respond to requests for additional information needed to process the complaint.
 - c. The complainant cannot be located after reasonable attempts.
5. Once RVTB decides to accept the complaint for investigation, the complainant and the respondent will be notified in writing of such determination within seven (7) calendar days. The complaint will receive a case number and will then be logged into RVTB's records identifying its basis and alleged harm.
6. In cases where RVTB assumes the investigation of the complaint, RVTB will provide the respondent with the opportunity to respond to the allegation(s) in writing. The respondent will have ten (10) calendar days, from the date of RVTB written notification of acceptance of the complaint, to furnish his/her response to the allegation(s).
7. RVTB's final investigative report and a copy of the complaint will be forwarded to the Federal Transit Administration, Office of Civil Rights, and affected parties within sixty (60) calendar days of the acceptance of the complaint.
8. RVTB will notify the parties of its final decision.
9. If complainant is not satisfied with the results of the investigation of the alleged discrimination and practices, the complainant will be advised of the right to appeal to the Federal Transit Administration, Office of Civil Rights, 915 Second Avenue, Suite 3142, Seattle, WA 98174-1002.

Title VI/ADA Complaint Form

Note: The following information is needed to assist in processing your complaint.

Complainant's Information:

Name: _____
Address: _____
City/State/Zip: _____
Telephone Number (Home): _____
Telephone Number (Work): _____

Person Discriminated Against (someone other than complainant):

Name: _____
Address: _____
City/State/Zip: _____
Telephone Number (Home): _____
Telephone Number (Work): _____

Which of the following best describes the reason you believe the discrimination took place:

Race/Color (Specify): _____ National Origin (Specify): _____
Gender/Age (Specify): _____ Disability: _____

On what date(s) did the alleged discrimination take place: _____

Describe the alleged discrimination. Explain what happened and whom you believe was responsible (if additional space is needed, add a sheet of paper):

[illegible]

Title VI Complaint Form (cont.)

List names and contact information of persons who may have knowledge of the alleged discrimination:

Have you filed this complaint with any other federal, state, or local agency, or with a federal or state court? Check all that apply.

Federal Agency _____ Federal Court _____
State Agency _____ State Court _____
Local Agency _____

Please provide information about the contact person at the agency/court where the complaint was filed.

Name: _____

Address: _____

City/State/Zip: _____

Telephone Number (Work): _____

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

Complainant Signature

Date

Attachments: Yes _____ No _____

Submit form and any additional information to:

Rogue Valley Transportation District
Title VI Compliance Officer
3200 Crater Lake Avenue
Medford, OR 97504-9075
Phone: (541) 779-5821
Fax: (541) 773-2877

If you need this information in another language, contact (541) 779-5821, Ext. 1401. *Si necesita información en otro idioma, favor de llamar al (541) 779-5821, Ext. 1401.*

Título VI Formulario de Queja

Nota: La siguiente información es necesaria para ayudar en la tramitación de su queja.

Información del Demandante:

Nombre:

Dirección:

/ Estado / Código Postal:

Número de Teléfono (Casa):

(Trabajo):

Persona discriminada (alguien que no sea demandante):

Nombre:

Dirección:

Ciudad / Estado / Código Postal:

Número de Teléfono (Casa):

Número de Teléfono (Trabajo):

¿Cuál de las siguientes opciones describe mejor la razón que usted cree que la discriminación tuvo lugar:

Raza / Color (Especificar): _____ Origen Nacional (especificar): _____

Género / Edad (Especificar): _____ Discapacidad: _____

¿En qué fecha (s) ocurrió la supuesta discriminación llevará a cabo:

Describa la presunta discriminación. Explique lo que ocurrió y quien considera que fue responsable (si necesita más espacio, agregue una hoja de papel):

[illegible]

Título VI Formulario de Queja (cont.)

Lista de nombres e información de contacto de las personas que puedan tener conocimiento de la supuesta discriminación:

¿Ha presentado esta queja ante cualquier otro federal, estatal o local, o ante un tribunal federal o estatal? Marque las que correspondan.

Agencia Federal para el _____ Tribunal Federal de _____ Agencia Estatal de la
_____ Corte del Estado de _____ Agencia Local de _____

Sírvanse proporcionar información sobre la persona de contacto en la corte de la agencia / donde se presentó la queja.

Nombre:

Dirección:

Estado / Código Postal:

Número de Teléfono (Trabajo):

Por favor firme abajo. Usted puede adjuntar cualquier material escrito o cualquier otra información que considere relevante para su queja.

Demandante Fecha Firma Archivos adjuntos: Si _____ No _____

Envíe el formulario y cualquier otra información adicional a:

Rogue Valley Transportation District

Título VI Compliance Manager

3200 Crater Lake Ave.

Medford, OR 97504-9075

Teléfono: (541) 779-5821 Fax: (541) 773-2877

EXHIBIT B



ROGUE VALLEY TRANSPORTATION DISTRICT

Public Information Concerning **Title VI of the Civil Rights Act of 1964 and the Americans with** **Disabilities Act (ADA) of 1990, as amended**

Rogue Valley Transportation District (RVTD) is the recipient of Federal funding to provide public transportation. RVTD operates programs subject to the nondiscrimination requirements under Title VI and the ADA.

The following examples, without being exhaustive, illustrate the application of the nondiscrimination provisions of certain Department of Transportation operating administrations.

- Any person who is, or seeks to be, a patron of any public vehicle which is operated as a part of, or in conjunction with, a project shall be given the same access, seating, and other treatment with regard to the use of such vehicle as other persons without regard to their race, color, national origin, or disability.

Title VI / ADA information and documents are available on the District's website at www.RVTD.org or upon request by calling (541) 779-5821 or at the Administrative Offices located at 3200 Crater Lake Ave. Medford, OR.

Individuals or organizations who believe they have been denied the benefits of, excluded from participation in, or subject to discrimination on the grounds of race, color national origin, or disability by Rogue Valley Transportation District (RVTD) may file an administrative complaint with RVTD under Title VI of the Civil Rights Act of 1964 or the Americans with Disabilities Act (ADA) of 1990. If the complaint is not resolved satisfactorily by RVTD, individuals may file a complaint with the FTA Office of Civil Rights. Information is available at http://www.fta.dot.gov/civil_rights.html.

UPDATED 6/20/2018

EXHIBIT B
(Spanish Version)



ROGUE VALLEY TRANSPORTATION DISTRICT

Información Pública en relación a
Título VI del Ley de Los Derechos Civiles de 1964 y la Ley de
Estadounidenses con Discapacidades (ADA), versión
modificada

Rogue Valley Transportation District (RVTD) es el recipiente de financiamiento federal para proporcionar transporte público. RVTD opera programas en acuerdo con los requisitos de no discriminación bajo Título VI y ADA.

Los siguientes ejemplos, sin ser exhaustivos, ilustran el uso de las provisiones de no discriminación de cierto Departamento de Transportación funcionamiento administraciones.

- Toda persona que sea, o intenta ser, un patrón de cualquier vehículo público de quien se funcione como parte, o juntamente con, un proyecto será dado el mismo acceso, asientos, y otro tratamiento con respecto al uso del vehículo tal como otras personas sin consideración de su raza, color, u origen nacional.

La información y los documentos del Título VI están disponibles en el sitio de web de RVTD en www.RVTD.org o a pedido si llames (541) 779-5821 o en la oficina administrativa de RVTD en 3200 Crater Lake Avenue, Medford, Oregon.

Individuos o organizaciones que creen que han sido denegado de las ventajas de, excluidas de la participación, o expuesto a discriminación sobre la base de la raza, del color o del origen nacional por Rogue Valley Transportation District (RVTD) puede entrar una queja administrativa con RVTD bajo Título VI del Ley de los Derechos Civiles de 1964 y la Ley de Estadounidenses con Discapacidades (ADA) de 1990. Si la queja no resulta en acción satisfactoria por RVTD, individuos pueden entrar una queja con la oficina de FTA de las derechas civiles (FTA: Office of Civil Rights). Información está disponible en http://www.fta.dot.gov/civil_rights.html.

UPDATED 6/20/2018

Exhibit C

2004 Census Test	United States Census 2010 LANGUAGE IDENTIFICATION FLASHCARD
<input type="checkbox"/> ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.	1. Arabic
<input type="checkbox"/> Մարդկանք ենք հայեր կամ արմատավորված, եթե խոսում կամ կարդում եք հայերեն:	2. Armenia
<input type="checkbox"/> যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।	3. Bengali
<input type="checkbox"/> ល្អបញ្ជាក់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។	4. Cambod
<input type="checkbox"/> Motka i kahhon ya yangin untungnu' manaitai pat untungnu' kumentos Chamorro.	5. Chamorr
<input type="checkbox"/> 如果你能读中文或讲中文，请选择此框。	6. Simplifie Chinese
<input type="checkbox"/> 如果你能讀中文或講中文，請選擇此框。	7. Traditiona Chinese
<input type="checkbox"/> Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.	8.Croatian
<input type="checkbox"/> Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.	9. Czech
<input type="checkbox"/> Kruis dit vakje aan als u Nederlands kunt lezen of spreken.	10. Dutch
<input type="checkbox"/> Mark this box if you read or speak English.	11. English
<input type="checkbox"/> اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید.	12. Farsi

<input type="checkbox"/>	Cocher ici si vous lisez ou parlez le français.	13. French
<input type="checkbox"/>	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	14. German
<input type="checkbox"/>	Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.	15. Greek
<input type="checkbox"/>	Make kazyé sa a si ou li oswa ou pale kreyòl ayisyen.	16. Haitian Creole
<input type="checkbox"/>	अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ।	17. Hindi
<input type="checkbox"/>	Kos lub voj no yog koj paub twm thiab hais lus Hmoob.	18. Hmong
<input type="checkbox"/>	Jelölje meg ezt a kockát, ha megérti vagy beszéli a magyar nyelvet.	19. Hungarian
<input type="checkbox"/>	Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.	20. Ilocano
<input type="checkbox"/>	Marchi questa casella se legge o parla italiano.	21. Italian
<input type="checkbox"/>	日本語を読んだり、話せる場合はここに印を付けてください。	22. Japanese
<input type="checkbox"/>	한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.	23. Korean
<input type="checkbox"/>	ໃຫ້ໝາຍໂສ້ວຽນີ້ ຖ້າທ່ານອ່ານຫຼືປາກົດພາສາລາວ.	24. Laotian
<input type="checkbox"/>	Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.	25. Polish

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<input type="checkbox"/>	Assinale este quadrado se você lê ou fala português.	26. Portuguese
<input type="checkbox"/>	Însemnați această căsuță dacă citiți sau vorbiți românește.	27. Romanian
<input type="checkbox"/>	Пометьте этот квадратик, если вы читаете или говорите по-русски.	28. Russian
<input type="checkbox"/>	Обележите овај квадратик уколико читате или говорите српски језик.	29. Serbian
<input type="checkbox"/>	Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.	30. Slovak
<input type="checkbox"/>	Marque esta casilla si lee o habla español.	31. Spanish
<input type="checkbox"/>	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	32. Tagalog
<input type="checkbox"/>	ให้ทำเครื่องหมายลงในช่องถ้าท่านอ่านหรือพูดภาษาไทย.	33. Thai
<input type="checkbox"/>	Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga.	34. Tongan
<input type="checkbox"/>	Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою.	35. Ukrainian
<input type="checkbox"/>	اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔	36. Urdu
<input type="checkbox"/>	Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ.	37. Vietnamese
<input type="checkbox"/>	באצייןסט דעם קעסטל אויב איר ליינענט אדער רעדט אידיש.	38. Yiddish