

Yosemite Area Regional Transportation System (YARTS)

Title VI Program

FFY 2014-2017

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Overview

Background

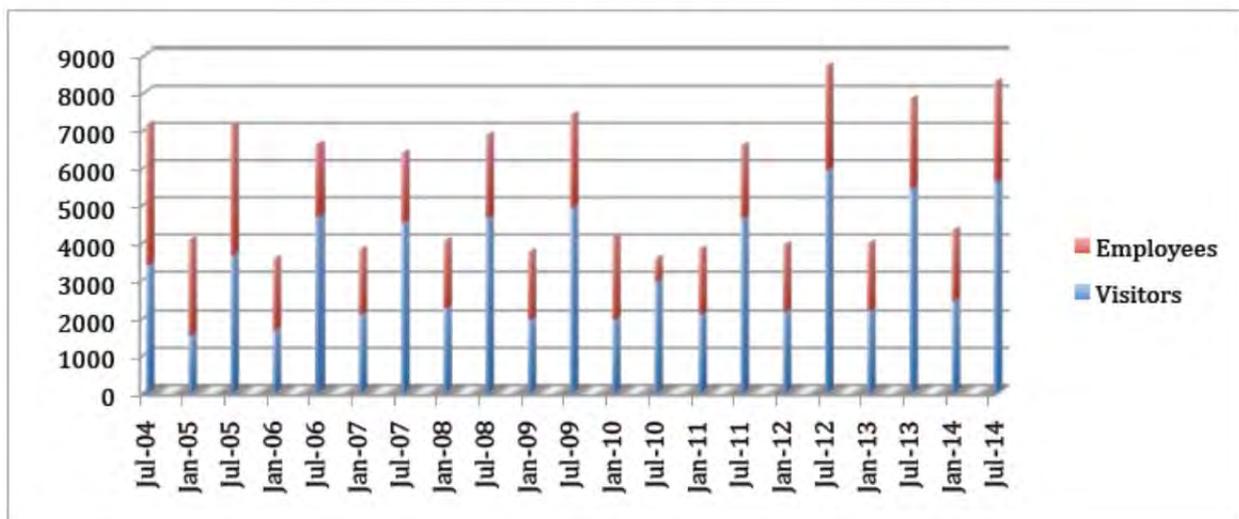
The Yosemite Area Regional Transportation System (YARTS) provides intercity transit service between Yosemite National Park (YNP) and the surrounding counties of Merced, Mariposa, Mono, and Tuolumne.

The following is the mission statement for YARTS:

YARTS will provide a safe and convenient public transit alternative for access to Yosemite National Park and communities along its service corridors in the Yosemite region, serving visitors, employees, and residents in a cost-effective manner. YARTS will achieve high customer satisfaction with reliable service. YARTS will provide good connectivity to regional transportation providers in order to guarantee convenient public transportation access in the gateway corridors to Yosemite National Park. YARTS service is not intended to replace auto access or trans-Sierra travel, but is intended to provide a viable alternative that offers a positive experience, emphasizing comfort and convenience for riders while guaranteeing access to the Park.

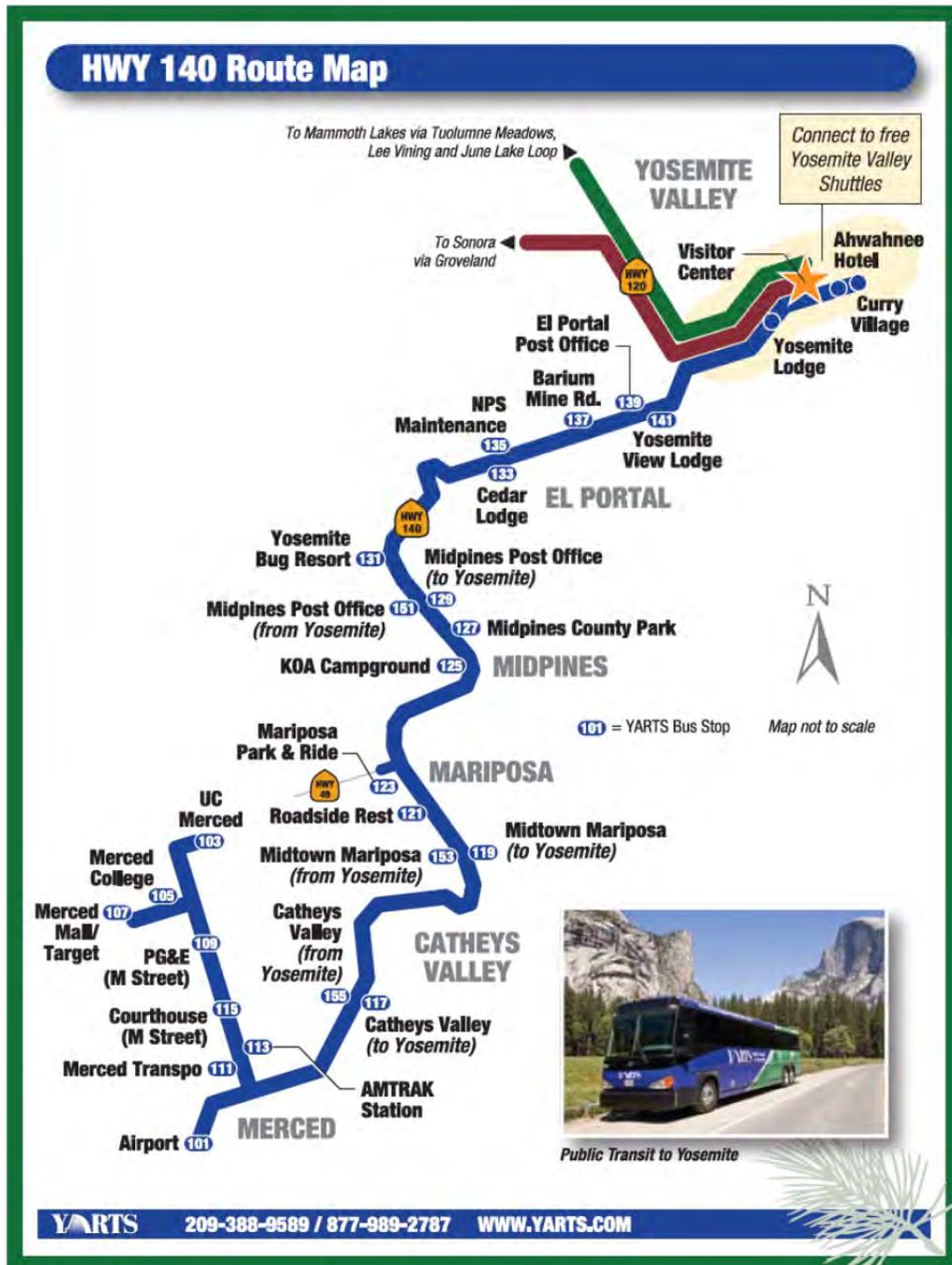
The Yosemite National Park (YNP) receives millions of visitors annually. On top of that, park employees travel in and out of the YNP daily. These two groups make up a large bulk of the YARTS transit ridership. Ridership also includes those making trips into Merced for shopping, academics (at Merced College or at U.C. Merced), recreational, medical, and transportation connection purposes. As a benefit, YARTS provides transit service as a means to reduce congestion in the YNP caused by single-occupancy vehicles. YARTS tickets to the YNP cover the park entrance fees.

**Historical YARTS Ridership
High Summer (July) and Low Winter (January)**

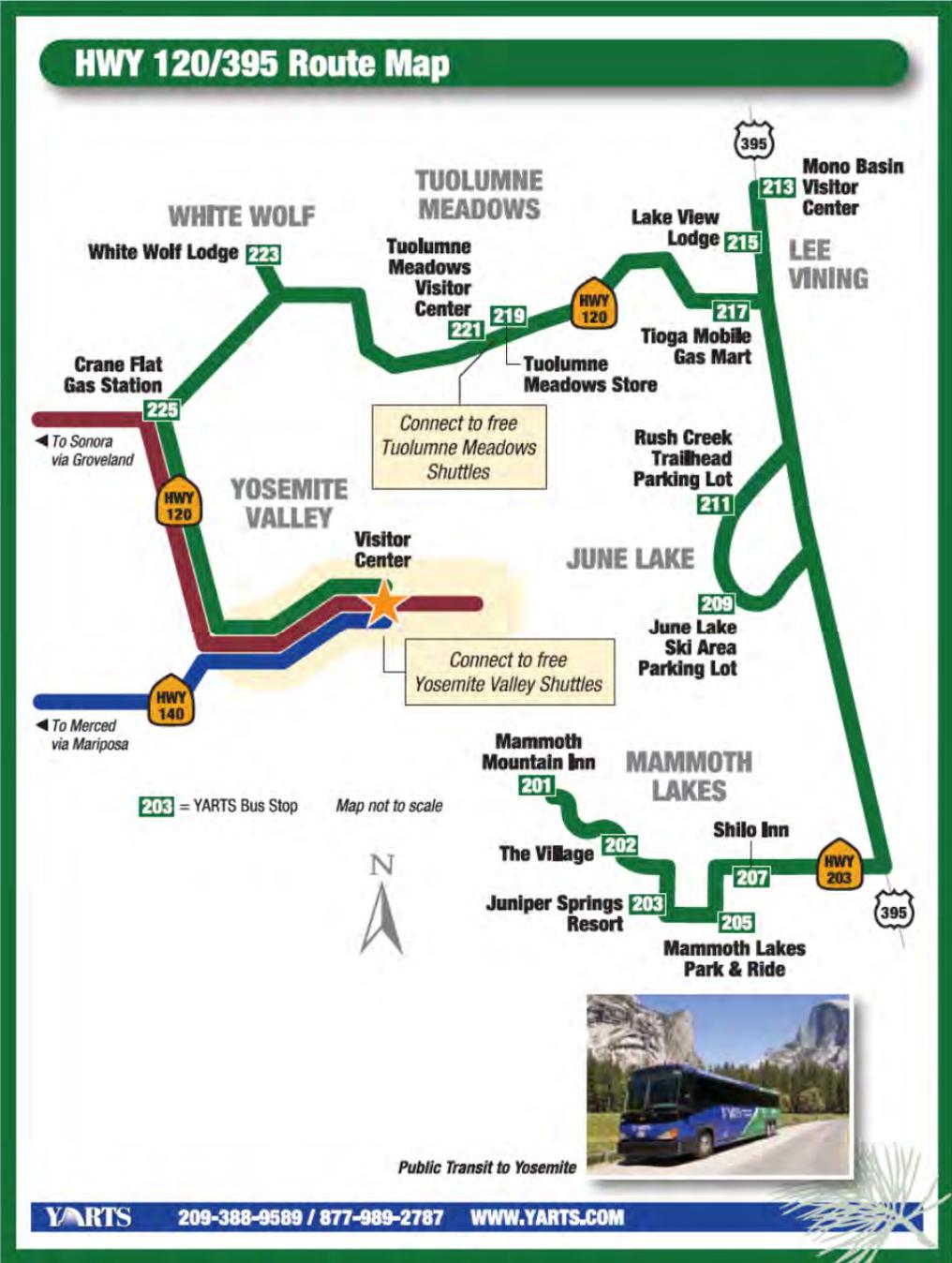


YARTS operates the following service corridors:

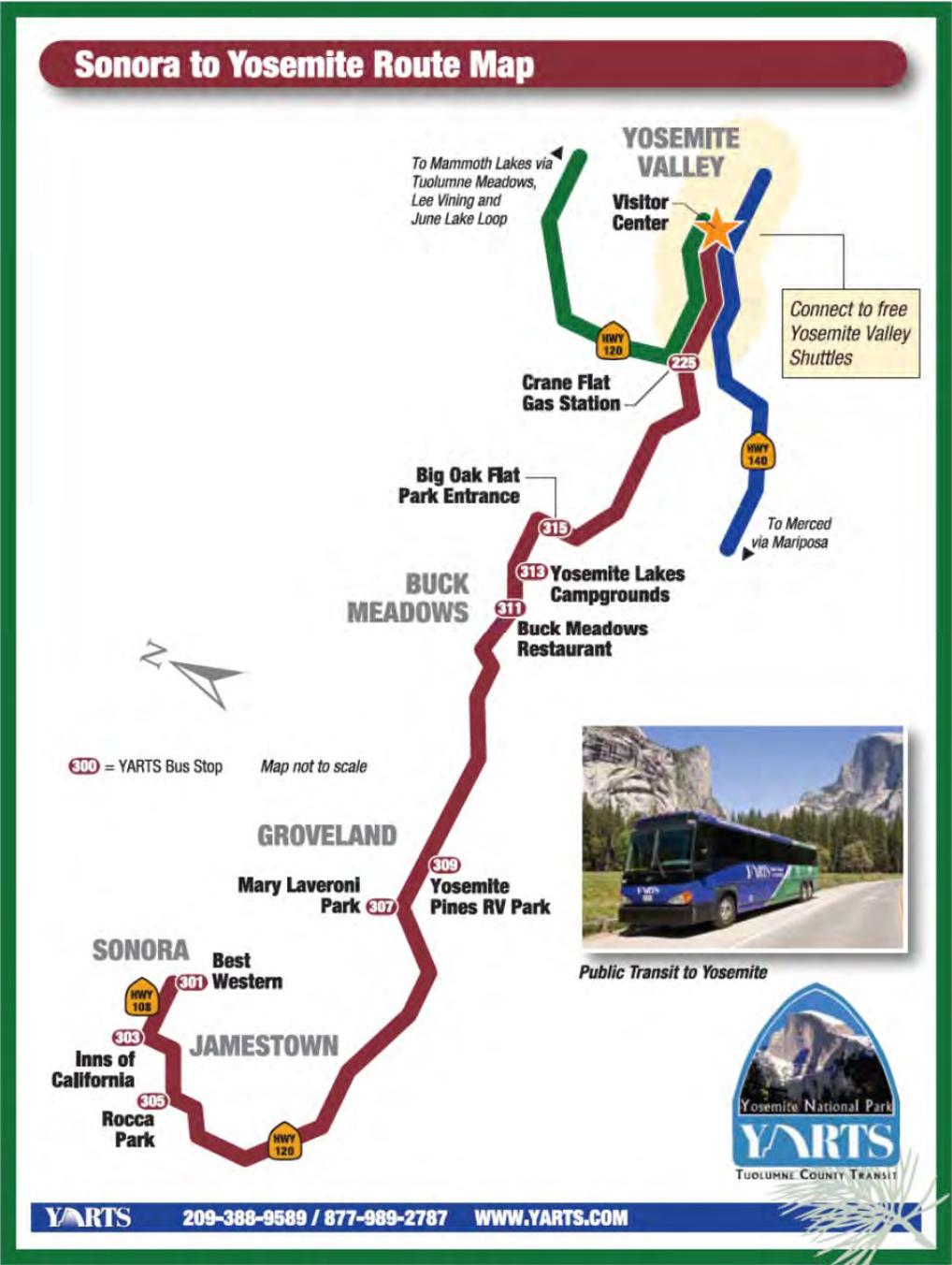
- Year-round along Highway 140 (Merced-Mariposa-YNP): YARTS operates year-round on Highway 140 between Merced and Yosemite National Park, through Mariposa County with multiple trips per day. The number of trips varies by season. In Merced, YARTS connects with Greyhound, Amtrak, and the Merced Airport. The National Park Service has provided funding for expanded service during the summer on Highway 140, which adds two runs to the schedule daily.



- Summer-only on Highway 120 East and Highway 395 (Mammoth Lakes-June Lake-Lee Vining –YNP): This service typically operates June through September, with June and September being weekends only and July and August being daily. This service connects with the local transit provider, “The Crest” in Mammoth Lakes. The Crest has Reno, Nevada, (Amtrak, Greyhound and Reno Airport) and Lancaster, CA, (Metrolink) as final destinations to the north and south. A Yosemite-funded second run in June and in July operates between Mammoth Lakes and Tuolumne Meadows twice daily.

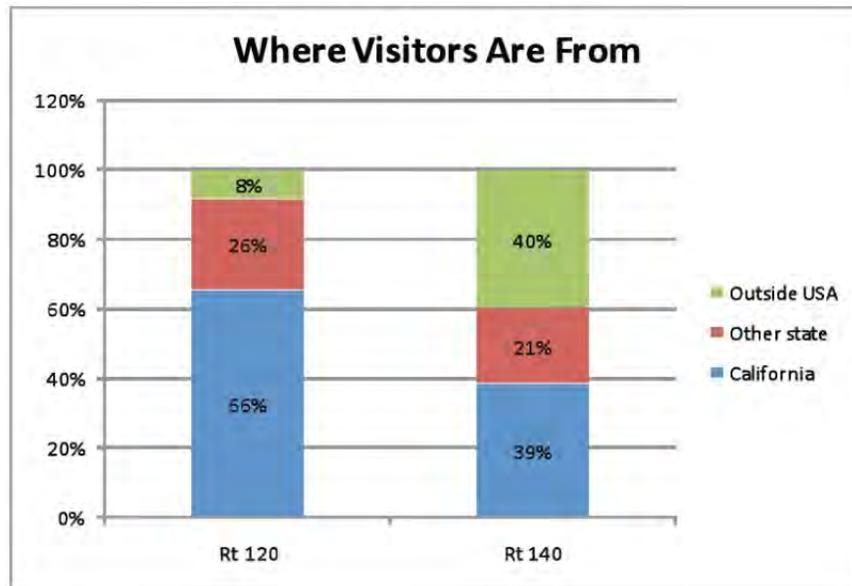


- Summer-only on Highway 120 North (Sonora-Jamestown-Groveland-YNP): Since 2011, there has been a summer-only route between Sonora and Yosemite Valley, through Groveland, on Highway 120 North. This service has two runs per day from May through September. This service is paid for through funding from the National Park Service, Yosemite.



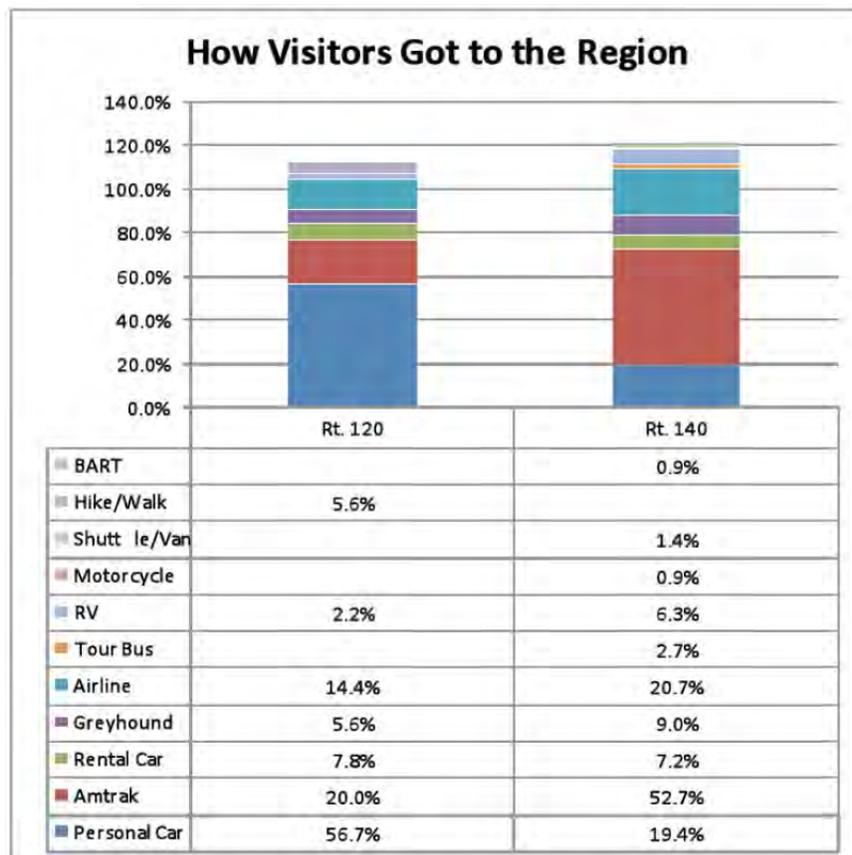
- Highway 41 Service to Fresno: Pending full funding to be provided by Fresno Council of Governments (FresnoCOG), using Congestion Mitigation Air Quality (CMAQ) monies, YARTS will undertake a two-year-pilot, transit service on Highway 41, between Fresno and YNP. Currently, YARTS is moving through contract negotiations with FresnoCOG, and is including the representation of new stakeholders in its Authority Advisory Committee (AAC) and Board. The next revision of this Title VI Program will address this new service.

An interesting profile of YNP visitors using YARTS is shown by service corridor.



Source: YARTS Short Range Transit Plan - 2011

On the Highway 120 East service, most visitors arrive to the YARTS connections by personal vehicles or via original YARTS service along Highway 140 (from Amtrak and Greyhound). On the Highway 140 service, 40% of the visitors come from outside the U.S., and 62% of the visitors arrived to the YARTS connections via Amtrak and Greyhound.



Source: YARTS Short Range Transit Plan - 2011

Federal Transit Administration (FTA) Grant Recipient Requirements

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

Federal Title VI Requirement

In accordance with Federal law, any agency receiving Federal financial assistance must establish and execute a program to ensure that all operations and activities do not discriminate against minority individuals or communities. Title VI of the Civil Rights Act of 1964 (Title VI) state:

“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.”

As a recipient of Federal Transit Administration (FTA) funding, Yosemite Area Regional Transportation System (YARTS) is required to file a report to the FTA demonstrating adherence to Title VI of the 1964 Civil Rights Act. Pursuant to the reporting requirements established in FTA Circular 4702.1B, dated October 1, 2012, the following report describes how YARTS’ activities, programs, and policies adhere to the provisions established in Title VI.

Federal Financial Assistance

The following table identifies the Federal (FTA) financial assistance, in which YARTS is the designated recipient of.

Grant Program	Project Description	Funding Amount
FTA 5311(f) Intercity Bus	Operations & Maintenance	\$ 300,000 annually

General Requirements and Guidelines

1. YARTS will annually submit Title VI program Certifications and assurances to the Federal Transit Administration.
2. YARTS has developed procedures for investigating and tracking Title VI complaints filed against YARTS and will make procedures for filing a complaint available to members of the public upon request.
3. YARTS will maintain a list of any active investigations conducted by FTA and non-FTA entities, lawsuits, or complaints naming YARTS that allege discrimination on the basis of race, color, or national origin. This list shall include the date of the investigation, lawsuit, or complaint; a summary of the allegations(s); the status of the investigation, lawsuit, or complaint; and actions taken by YARTS in response to the investigation, lawsuit, or complaint.

4. YARTS will ensure individuals who are Limited English Proficient (LEP) have meaningful access to YARTS programs and activities. Interpreting services are available for individuals, who are LEP. Information will be available in Spanish.
5. YARTS operates programs without regard to race, color, and national origin. The Title VI statement policy documents procedures that the public should follow in order to request additional information on YARTS' nondiscrimination obligations as well as procedures to file a discrimination complaint against YARTS.
6. If requested, YARTS will provide information other than that required of FTA C 4701.1B in writing to investigate complaints of discrimination or to resolve concerns about possible non-compliance with Title VI.
7. YARTS will update its Title VI program every three years and submit update to the Federal Transit Administration. The next Title VI program will be submitted and uploaded to TEAM 60 days prior to the due date.

Statement Policy

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

YARTS is committed to enforcing the provisions of Title VI and protecting the rights and opportunities of all persons associated with YARTS or affected by its programs. YARTS' commitment includes vigorously enforcing all applicable laws and regulations that affect YARTS and those organizations, both public and private, which participate and benefit through YARTS' programs.

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

YARTS' subrecipients and contractors (if any) are required to prevent discrimination and ensure nondiscrimination in all of their programs, activities and services.

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

YARTS
Attn: Dick Whittington
369 West 18th Street
Merced, CA 95340
(209) 723-3153; (209) 722-0322 (fax)

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

General Reporting Requirements

Monitoring Subrecipients

Chapter III, Section 12 of the Circular requires primary recipients to monitor their subrecipients for compliance with the US DOT Title VI regulations. YARTS is the primary recipient for FTA 5311 (f) Intercity Bus funding. Subrecipients are required to enter into agreements with YARTS for projects, and must comply with all pertinent federal requirements, including but not limited to Title VI. YARTS includes language in all contracts with subrecipients that indicate adherence with all federal contract provisions, including Civil Rights – Section 13 requirements.

List of Posting Locations of the Title VI Notice

The Title VI Notice can be found in Appendix B. This notice is posted on the YARTS website, at the transit service administrative site, on the transit buses, and at the Transpo Center.

Title VI Complaint Procedures

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

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

1. Title VI complaint forms may be downloaded from www.yarts.com. The complainant may also submit a written statement that contains all of the following information:
 - a. Name, address, and telephone number of the complainant.
 - b. The basis of the complaint (race, color, national origin).
 - c. The date or dates on which the alleged discriminatory event or events occurred.
 - d. The nature of the incident that led the complainant to feel discrimination was a factor.
 - e. Names, addresses and telephone numbers of persons who may have knowledge of the event.
 - f. Other agencies or courts where complaint may have been filed and a contact name.
 - g. Complainant's signature and date.

2. If the complainant is unable to write a complaint, YARTS staff will assist the complainant, if requested by complainant.
3. Complainants have the right to complain directly to the appropriate federal agency. Complaints must be filed within one-hundred eighty (180) calendar days of the last alleged incident.
4. YARTS will begin an investigation within fifteen (15) working days of receipt of a complaint.
5. YARTS will contact the complainant in writing no later than thirty (30) working days after receipt of complaint for additional information, if needed. If the complainant fails to provide the requested information in a timely basis, YARTS may administratively close the complaint.
6. YARTS will complete the investigation within ninety (90) days of receipt of the complaint. If additional time is need for investigation, complainant will be contacted. A written investigation report will be prepared by the investigator. This report shall include a summary description of the incident, findings and recommended corrective action.
7. A closing letter will be provided to the complainant and the respondent or respondent department. Parties will have five (5) working days from receipt of the closing letter to appeal. If neither party appeals, the complaint will be closed.
8. If required, the investigation report will be forwarded to the appropriate federal agency.

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

YARTS
Attn: Dick Whittington
369 W. 18th St. Merced, CA 95340.
(209) 723-3153 Fax (209) 723-0322
Dick.whittington@yarts.com

Appendix C is the Spanish version of the Title VI Complaint Procedures.

Complaint Form: English



Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party: _____				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
Section III:				
I believe the discrimination I experienced was based on (check all that apply):				
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin				
Date of Alleged Discrimination (Month, Day, Year): _____				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.				

Section IV				
Have you previously filed a Title VI complaint with this agency?			Yes	No
Section V				
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? <input type="checkbox"/> Yes <input type="checkbox"/> No				

If yes, check all that apply:	
<input type="checkbox"/> Federal Agency: _____	
<input type="checkbox"/> Federal Court _____	<input type="checkbox"/> State Agency _____
<input type="checkbox"/> State Court _____	<input type="checkbox"/> Local Agency _____
Please provide information about a contact person at the agency/court where the complaint was filed.	
Name:	
Title:	
Agency:	
Address:	
Telephone:	
Section VI	
Name of agency complaint is against:	
Contact person:	
Title:	
Telephone number:	
You may attach any written materials or other information that you think is relevant to your complaint.	
Signature and date required below	
_____	_____
Signature	Date
Please submit this form in person, or mail this form to the address below:	
YARTS ATTN: Dick Whittington 369 W. 18th St. Merced, CA 95340 (209) 723-3153 Fax (209) 723-0322 Dick.Whittington@yarts.com	Federal Transit Administration Office of Civil Rights 1200 New Jersey Avenue SE Washington, DC 20590

Appendix B is the Spanish version of the Title VI Complaint Form.

List of Investigations, Lawsuits, and Complaints

YARTS has neither been involved in any civil rights compliance review activities nor has received any Title VI complaints in the past three years. Furthermore, YARTS has not been named in any lawsuit or compliance issue alleging discrimination on the basis of race, color, or national origin.

Limited English Proficiency (LEP) Plan

Introduction

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

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

Plan Summary

YARTS, as the owner and operator, 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. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English. This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

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

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

Summary of Four-Factor Analysis

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

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

Staff reviewed the U.S. Census Data for the transit service area and generally determined that 14,571 persons [15.0% of the service area population] have limited English proficiency; that is, they speak English less than “very well.” Of those persons with limited English proficiency, 11,029 (11.3%) speak Spanish, and 2,719 (2.8%) speak Asian and Pacific Island languages.

The biggest LEP service area populations exist in Merced, where 9,535 persons (9.8%) speak Spanish, and 2,696 persons (2.8%) speak Asian and Pacific Island languages.

	Yosemite Valley	Highway 140					Hwys 120 / 295			Highway 120 North btwn. YNP & Sonora				System
		Merced	Catheys Valley	Mariposa	Midpines	El Portal	Lee Vining	June Lake	Mammoth Lakes	Buck Meadows	Groveland	Jamestown	Sonora	
Population 5 years and over	882	71,564	785	1,716	578	444	288	418	11,437	6	554	3,805	4,734	97,211
English only	835	38,104	705	1,306	568	444	102	418	8,896	0	554	3,561	4,402	59,895
Language other than English	47	33,460	80	410	10	0	186	0	2,541	6	0	244	332	37,316
Speak English less than "very well"	12	12,949	14	70	0	0	159	0	1,203	0	0	52	112	14,571 15.0%
Spanish	47	24,698	80	299	10	0	186	0	2,388	0	0	149	192	28,049
Speak English less than "very well"	12	9,535	14	70	0	0	159	0	1,144	0	0	52	43	11,029 11.3%
Other Indo-European languages	0	1,681	0	0	0	0	0	0	115	6	0	95	102	1,999
Speak English less than "very well"	0	673	0	0	0	0	0	0	59	0	0	0	46	778 0.8%
Asian and Pacific Islander languages	0	6,880	0	0	0	0	0	0	29	0	0	0	33	6,942
Speak English less than "very well"	0	2,696	0	0	0	0	0	0	0	0	0	0	23	2,719 2.8%
Other languages	0	201	0	111	0	0	0	0	9	0	0	0	5	326
Speak English less than "very well"	0	45	0	0	0	0	0	0	0	0	0	0	0	45 0.0%

Source: U.S. CENSUS 2008-2012 American Community Survey 5-Year Estimates.

YARTS ridership is mostly made up of visitors and employees going into and coming from the Yosemite National Park (YNP). As shown in a previous chart, many of the YNP visitors come from outside the region (with significant numbers from outside California and from outside the U.S.). Park employees use the Highway 140 Route. A small amount of other ridership also exists on the Highway 140 Route, with Merced being the destination.

Examining the U.S. Census Data, how many LEP visitors and employees can be expected to use YARTS? Most employees live in close proximity to the YNP, which lessens park employee ridership from Merced. From the U.S. Census, about 35% of the Merced City population has income below the poverty level. With the minority populations in Merced City having very low incomes, the number of LEP, who have leisure-spending money to visit the YNP on a recreational trip, might be limited.

Regardless, YARTS addresses the LEP population in Merced by preparing visually-easy-to-understand schedules and maps, by having some Spanish-speaking drivers, by

providing call-in assistance with Spanish-speaking service staff, by noticing of public meetings in the local Spanish newspaper, and by providing translation services at public meetings, as needed if requested. Translation is also provided on the YARTS website.

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

This includes documenting phone inquiries and surveying vehicle operators for requests for interpreters and translated documents.

LEP persons could have contact with the bus drivers. Some of the YARTS drivers (about 7 of 35) are Spanish-speaking. Since there are frequently foreign riders also with English deficiencies, it proves difficult to discern if the passengers are LEP persons from the region. As previously noted, YARTS receives substantial ridership from foreign visitors.

LEP persons, in need of assistance, could be directed to the YARTS helpline. Phone inquiries are logged by the YARTS service provider, VIA. Of the hundreds of calls that YARTS receive each month, less than 1% (fewer than 10 calls annually) is LEP-oriented.

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

YARTS provides transit service to the Yosemite Region for Park visitors and employees. Recreational trips on YARTS make up a significant portion of the YARTS ridership. Most employees (non-LEP) live in close proximity to the YNP in El Portal and Midpines. YARTS also carries a small amount of riders making trips to Merced for shopping, academics (at Merced College or at U.C. Merced), recreational, medical, and transportation connection purposes.

The largest LEP population exists in Merced, with 9,535 (9.8%) speaking Spanish and 2,696 (2.8%) speaking Asian and Pacific Islander languages. YARTS could provide Merced's LEP population with recreational transit trips to the Yosemite National Park.

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

Spanish-translated documents relating to fares, important meetings, and transit rules have been posted on all buses, at the Transpo Center, the YARTS web and social media, and in local newspapers. Any time there are important changes or meetings, staff provides translated notices to reach out to LEP persons. It is expected that YARTS will interact with LEP individuals at community events, workshops, public hearings and also at the downtown Merced Transpo Center where tickets are sold.

YARTS has a helpline that has Spanish-speaking customer service staff. YARTS' service provider, VIA, receives public inquiries, and assists LEP callers in Spanish, as needed. Some of the YARTS drivers (about 7 of 35) are Spanish-speaking. On an as-needed basis, YARTS provides Spanish interpretation and translation of notices and meeting materials, and could have Spanish-speaking staff on-hand at public meetings.

YARTS receives substantial ridership from foreign visitors, who may or may not have difficulties with English. Given the many different countries of origin, other than having available Google Translate on the YARTS website, YARTS cannot feasibly accommodate translations in the varied languages.

SAFE HARBOR

Based off the four-factor analysis, we have determined that Spanish is the only language that must be translated. Besides English and Spanish, the Asian group is a small amount, and our Agency will provide interpreters if requested, free of cost. Overall, the LEP passengers, who are limited English proficient including our Spanish community, will be provided an interpreter as requested.

Language Assistance

Our agency provides interpreters for anyone who requests, at no cost. Notices are posted on our buses to inform passengers that interpreters may be requested. For special outreach or public meetings, interpreters may also be requested.

Limited English Proficiency (LEP) Plan Outline

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

1. Examine records to see if requests for language assistance have been received in the past, either at meetings or over the phone, in order to determine whether language assistance might be needed at future events or meetings.
2. Have a staff person greet participants as they arrive to YARTS sponsored events. By informally engaging participants in conversation, it is possible to gauge each attendee's ability to speak and understand English.
3. Vehicle operators and other front-line staff, like dispatchers and customer service representatives, will be surveyed on their experience concerning any contacts with LEP persons during the previous year.
4. YARTS staff ride routes and engage with passengers, which helps to identify future needs for LEP persons, and helps to get feedback to improve our efforts.

Language Assistance Measures

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

1. YARTS Hispanic Education and Outreach Programs will continue to provide vital information to LEP Groups on YARTS programs and services;
2. Network with local human service organizations that provide services to LEP individuals and seek opportunities to provide information on YARTS programs and services;
3. Placement of statements in notices and publications that interpreter services are available for these meetings, with three day advance notice;
4. Survey bus drivers and other front-line staff, like dispatchers and customer service representatives, annually on their experience concerning any contacts with LEP persons during the previous year;
5. Post the YARTS Title VI Program, inclusive of the Policy, LEP Plan, and PPP plan, on the agency website, www.yarts.com;
6. Include language "Spanish a plus" on bus driver recruitment flyers and onboard recruitment posters;
7. The YARTS website has Google Translate for our LEP riders;

8. All postings and/or newspaper ads regarding meetings, changes, or any important information are always translated, as needed.
9. When an interpreter is needed, for a language other than Spanish, in person or on the telephone, staff will attempt to access language assistance services from a professional translation service, which usually is a private consultant or qualified community volunteers.

Staff Training

The following training is provided to YARTS staff:

1. Information on the YARTS Title VI Procedures and LEP responsibilities;
2. Description of language assistance services offered to the public;
3. Documentation of language assistance requests;
4. How to handle a potential Title VI / LEP complaint.

Outreach Techniques

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

Monitoring and Updating the LEP Plan

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

- The number of documented LEP person contacts encountered annually;
- How the needs of LEP persons have been addressed;
- Determination of the current LEP population in the service area;
- Determination as to whether the need for translation services has changed;
- Determine whether local language assistance programs have been effective and sufficient to meet the need;

- Determine whether YARTS's financial resources are sufficient to fund language assistance resources needed;
- Determine whether YARTS has fully complied with the goals of this LEP Plan;
- Determine whether complaints have been received concerning YARTS's failure to meet the needs of LEP individuals.

Dissemination of the LEP Plan

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

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

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

YARTS
Re: Title VI
369 W. 18th Street
Merced, CA 95340
Phone: 209-723-3153
Fax: 209-723-0322
Email: Dick.Whittington@yarts.com

Public Participation Plan (PPP)

Introduction

The Yosemite Area Regional Transportation System (YARTS) provides intercity transit service for the Counties of Merced, Mariposa, Mono, and Tuolumne.

YARTS transportation service planning functions include, but are not limited to, the following:

- Acquiring, developing and providing for the provision of Transit services in a manner that will meet the standards for maximizing public use in the most equitable, expedient, convenient, and manner that is compatible with the public health, safety and well-being;
- Implementing specific transit programs selected for implementation by the YARTS Board;
- Recording and computing transit service use and reporting the same as required by local, state and federal laws;
- Ensuring through cooperation, coordination, and the pooling of common resources, maximum efficiency and economy in governmental operations with respect to providing transit services;
- Inventorying, classifying and identifying problems that may be solved with respect to transit services, through a comprehensive plan involving multi-jurisdictional cooperation.

Purpose of the Public Participation Plan

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

Public Participation Plan Development

While updating the Public Participation Plan in compliance with Federal legislation, YARTS embarked upon an evaluation of our current public participation practices by requesting input and consultation on how to best engage the public and interested parties in our transportation planning process. YARTS also performs public outreach

through quarterly meetings of the YARTS Authority Advisory Committee (AAC) and the YARTS Board, with the agendas posted on the website.

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

Public Participation Policies

The following requirements will apply as deemed appropriate by the YARTS management staff and the YARTS Board:

1. No person shall be denied participation;
2. As required, a public notice will be placed in the legal advertising sections of at least one newspaper of general circulation within the affected community, including a Spanish-language publication.
3. YARTS shall provide appropriate assistance, auxiliary aids, a translator/interpreter for non-English speaking individuals and/or services when necessary if requested 3 working days in advance of the meeting, to afford individuals an equal opportunity. If YARTS is unable to accommodate a request for a public hearing then the hearing will be continued on a specified date when accommodations are available;
4. YARTS meeting agendas and minutes are currently made available upon written request via regular mail, and they are added regularly to the YARTS internet website <http://www.yarts.com/board-advisory-committee/>. Agendas are also posted at meeting locations are posted at least 72 hours before regular meetings of advisory or standing committees or 24 hours before special meetings.

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

5. Public hearings will be held prior to a decision point as a formal means to gather citizen comments and positions from all interested parties for public record and input into the decision making process. YARTS public outreach is required in many facets of state or federal transportation programs or planning documents. Notices for public hearings will be published in a general circulation newspaper. YARTS will accept comments from the public during the period between the notice and hearing date. These comments will be considered part of the public record. Also, during this

period, YARTS will accept questions and provide clarification on issues raised by the public;

6. YARTS' outreach media list includes the YARTS website, social media, newspapers, radio, and appropriate business or government publications and contacts;
7. If major amendments are made to any plans or programs during the review and comment period, the plan(s) will be made available for an additional 30-45 day (as appropriate) public review and comment period prior to final adoption. Such changes shall also be advertised via news release to all media outlets, on community flyers and on the YARTS website as deemed necessary in the specific project area prior to final adoption.
8. For high-profile projects/plans, YARTS calls upon the Authority Advisory Committee (AAC) to review the plan or project.

Outreach Procedures

In its public participation process, YARTS will utilize the following procedures:

1. Provide adequate public notice of public participation activities and time for public review and comment at key decision points, including but not limited to, a reasonable opportunity to comment on the proposed implementation or changes to:
 - Annual Unmet Transit Needs process. YARTS receives Local Transportation Fund (LTF) monies from the Counties of Mariposa and Mono. YARTS staff participates in the Unmet Transit Needs process of these member counties.
 - Short Range Transit Plan (SRTP) Update;
 - Fare Increases;
 - Service Reduction.
2. Provide timely notice and reasonable access to information about YARTS' issues and processes;
3. Employ visualization techniques to describe any changes;
4. Make public information (technical information and meeting notices) available in electronically accessible formats and means, such as the internet;
5. Hold any public meetings at convenient and accessible locations and times;
6. Demonstrate explicit consideration and response to public input received during the implementation or changes to SRTP, unmet needs hearing, service changes, or fare increase;
7. Consider the needs of those traditionally-underserved by existing transportation systems, such as low-income and minority households;

- Post ads with information and updates in the local Spanish newspaper;
 - Give presentations to the Hispanic Chamber;
 - Give presentations at meetings/events held by community organizations and forums, which service the low-income and minority populations of Merced and Mariposa Counties;
 - Have public open house, with Spanish-interpretation aids available upon request;
8. Provide an additional opportunity for public comment, if the final SRTP change differs significantly from the version that was made available for public comment by YARTS and raises new material issues which interested parties could not reasonably have foreseen from the public involvement efforts;
 9. Periodically review the effectiveness of the procedures and strategies contained in this PPP to ensure a full and open participation process.
 10. Update the PPP document every 3 years as a requirement component of Title VI Requirements and Guidelines for Federal Transit Administration Recipients (FTA Circular (FTA C 4702.1B).

Statutory and Regulatory Requirements

Brown Act

The Brown Act (State of California Government Code sections 54950-54962) governs the meeting and actions of governing boards of local public agencies and their created bodies. Requirements of the Brown Act also apply to any committee or other subsidiary body of a local agency, whether permanent or temporary, decision-making or advisory, which is created by such a governing board. The Brown Act sets minimum standards for open meetings relative to access to the public, location of meetings, notice posting, agenda distribution, and public input. The public agency may adopt reasonable regulations ensuring the public's right to address the agency, including regulations to limit the total amount of time allocated for public testimony. The YARTS Board and its standing committees all adhere to these requirements involving proper noticing, access and the ability to address the Board and committees.

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

Federal Title VI

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

- Avoiding, minimizing or mitigating disproportionately high and adverse health or environmental effects on minority and low-income populations;
- Ensuring full and fair participation by all potentially affected communities in the transportation decision-making process; and
- Preventing the denial, reduction or significant delay in the receipt of benefits by minority populations and low-income communities.

Presidential Executive Orders (EO)

An Executive Order is an order given by the President to federal agencies. As a recipient of Federal revenues, YARTS ensures its compliance with these orders.

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

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

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

Executive Order 13166 states that people who speak limited English should have meaningful access to federally conducted and federally funded programs and activities. It requires that all federal agencies identify any need for services to those with limited English proficiency and develop and implement a system to provide those services so all persons can have meaningful access to services.

Americans with Disabilities Act (ADA)

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

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

All YARTS buses are equipped with ADA lifts.

Public Participation Outreach Strategies

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

Public Outreach Formats

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

- Open Houses (i.e. at facilities equipped with Spanish-translation aids);
- Facilitated discussions;
- Question-and-Answer sessions with planners and policy board members;
- Customized presentations;
- Information booths at community events and public gathering spaces.

Public Outreach Techniques – Toolbox

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

Visualization

- Maps;
- Charts, illustrations, photographs;
- Table-top displays and models;
- Web content (Google Translate is available);

- PowerPoint slide shows.

Polls/Surveys

- Interviews where people congregate, such as at transit hubs;
- Printed surveys distributed at meetings, transit hubs, on transit vehicles, etc.

Focus Groups

- Participants recruited via suggestions from key stakeholders;
- Participants recruited by interest area.

Printed Materials

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

Targeted Notices/Mailings/Flyers

- Work with community-based organizations to hand deliver flyers (also in Spanish);
- Mail to targeted database lists;
- Distribute flyers to key community organizations;
- Place notices on board transit vehicles and transit hubs.

Utilize local media

- News releases (also in local Spanish newspaper);
- Submit human interest stories that center around projects;
- Invite reporters to news briefings;
- Meet with editorial staff;
- Opinion pieces/commentaries;
- Purchase display ads/radio & tv advertising;
- Negotiate inserts into local and widespread printed media;
- Visit minority media outlets to encourage use of news releases;
- Place speakers on radio/tv talk shows;
- Public service announcements on radio and TV;
- Develop content for public access/cable television programming;
- Civic journalism partnerships.

Electronic Access

- Website with updated content and simplified layouts;
- Electronic duplication of open house/workshop materials;

- Google interpreting program for website;
- Access to maps, charts, plans;
- Provide information in advance of public meeting;
- Post event/meeting information on online news sites, calendars, community & discussion websites.

Public Notification

- E-mail;
- Notice widely disseminated through new partnerships with community-based and interest organizations;
- Newsletters;
- Printed materials;
- Electronic access to information;
- Local Media (including local Spanish newspaper);
- Notices placed on board transit vehicles and at transit hubs (also in Spanish).

Reporting Techniques - Impact of Public Comments

- Summarize key themes of public comments in staff reports and report to YARTS AAC and Board;
- Use direct mail and/or email notification summaries of public comments received at meetings and from survey participants;
- Direct mail and/or email final report outcomes to stakeholders;
- Newsletter articles;
- Regularly update web content.

Environmental Justice (EJ) Communities -Involvement Techniques

- Make regular reports to YARTS' ongoing committee;
- Flyers on transit vehicles and transit hubs (also in Spanish);
- Establish public outreach during community functions;
- Translate materials; have translators and Spanish-translation aids available at meetings, if requested;
- Include information on meeting notices on how to request translation assistance;
- Robust use of "visualization" techniques, including maps and graphics to illustrate trends, choices being debated, etc.;
- Use of community and minority media outlets (publish in local Spanish newspaper and post flyers in Spanish) to announce participation opportunities.

Program-Specific Requirements for Transit

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

These items are presented to the YARTS Authority Advisory Committee (AAC) and to the YARTS Board for review, discussion, and possible action. Public comments are presented on these items at these quarterly meetings.

YARTS AAC and Board

Authority Advisory Committee (AAC)

The AAC is made up of thirteen members: nine members nominated by the YARTS Board members (with each member county nominating three members), two members nominated by NPS, Yosemite, and two members nominated by the YARTS Executive Director. Recent changes will add five additional members: three from Fresno Council of Governments (COG), one from Tuolumne County, and one from Madera County. Per the AAC bylaws, the membership of the AAC is generally from the areas of transportation, visitor bureaus, economic development, tourism-related business or other such groups or organizations that may add perspective and expertise to items being considered by the AAC from time to time.

Merced County

1. Karen Baker, California Welcome Center
2. Sean Williams, Holiday Inn Express
3. One member vacancy

Mariposa County

1. Barbara Carrier, Mariposa Co. Public Works
2. Candy O'Donel-Browne, Mariposa Co. Econ. Dev. Corp.
3. Terry Selk, Yosemite/Mariposa Tourism Bureau

Mono County

1. Danna Stroud, Yosemite Gateway Partners (Chair)
2. Sandy Hogan, Mono Co. LTC
3. Jeff Simpson, Mono Co. Econ. Dev.

National Park Service (NPS)

1. Sheri Ogden, Yosemite NPS
2. Steve Smallcombe, Mariposa Co. Citizen

YARTS Exec. Director

1. Rich Green, The Bus, Merced
2. Caltrans

Board

In 2012, the Board was expanded to six members, two (county supervisors) each from the member-counties of Merced, Mariposa, and Mono. Recent changes will introduce additional, but non-voting board members: two from Fresno, one from Tuolumne County, and one from Madera County.

Short Range Transit Plan (SRTP)

The Short Range Transit Plan (SRTP) reviews the existing YARTS transit services, lays out a 5-year vision (or a longer term) for an enhanced transit system, and proposes a stepwise strategy to pursuing that vision over the next five years or longer. The adopted SRTP recommends a preferred approach for implementation of transit service that includes transit performance standards and financial revenues. The last SRTP was completed in the Spring 2011. When YARTS undertakes the next SRTP, staff will ensure that the LEP and PPP procedures are followed.

YARTS Procedures for Public Comments on Proposed Fare Increase

Over the past three years, YARTS has not made significant reduction to routes and/or fare increase, which would warrant public outreach and education. However, this Fall, YARTS plans to evaluate the implementation of a fare increase.

Per FTA Circular Guidance, YARTS must have a policy that addresses public outreach on a transit “Fare Increase.”

The Yosemite Area Regional Transportation System (YARTS) shall implement the procedures contained herein prior to raising fares.

DEFINITION: A fare increase is defined as an increase in the basic fare structure.

Public Participation Process:

Upon determination of applicability of this procedure, the process for soliciting and considering public comment before raising fares is as follows:

1. YARTS riders will be notified of a proposed fare increase not less than thirty (30) days before the YARTS Board takes action of the proposed fare change. Such notification will take place by display of information, in English and in Spanish, at the Merced Transpo Center and on each bus on a posting of at least 8½” x 11”. The posting will include the proposed change, the proposed date of the change, and will provide passengers with the opportunity to provide written comment and/or to request a public hearing. The address to which written comment can be sent will be included in the notice. The deadline for written comment or request for public hearing will be included in the posting. Finally, the posting will include the date at which the YARTS Board will consider the proposed fare increase, inviting the public to attend.
2. A public notice will be placed in the local newspapers, including the Spanish newspaper, not less than thirty (30) days before such changes are scheduled to be discussed by the YARTS Board. Such notification will include the proposed change, the proposed date of the change, and will provide the public with the opportunity to comment and/or to request a public hearing. The public notice will include the address at which written comment or request for public hearing will be received, and

a deadline for receipt of such written request. In addition, the public will be invited to attend the YARTS Board meeting when the proposed fare increase is considered.

3. A public notice will also be posted on the YARTS website, which has Google translation utility.
4. YARTS staff will also give a presentation to the Hispanic Chamber.
5. Upon completion of the public comment period, YARTS staff will:
 - a. Determine whether a request for a public hearing has been made; and
 - b. Compile all correspondence received regarding the proposed fare increase;
 - c. If a written request for public hearing is received, staff will schedule and hold a public hearing at the YARTS Board quarterly meeting. Copies of any written comments regarding the fare increase will be prepared for presentation to the YARTS Board at the date and time stated in public notices as described above, along with specific information regarding the proposed fare increase. If no request for public hearing has been received, the YARTS Board will consider the fare increase for action at its scheduled quarterly meeting.
6. The YARTS Board will review and consider written comment regarding the proposed fare increase at the time and place published in the public information notices distributed as outlined in this procedure. The YARTS Board will also offer the opportunity for public comment at the place in the agenda where the proposed transit fare increase is discussed.
7. Upon receipt of all public comment and all written comment, the YARTS Board will be asked to approve or reject the proposed fare increase. All public comment, whether in writing or verbal, shall be considered by the YARTS Board in their decision.

Annual Unmet Transit Needs

YARTS receives Local Transportation Fund (LTF) monies from the Counties of Mariposa and Mono. YARTS staff participates in the Unmet Transit Needs processes of these member counties.

Appendix A
Title VI Program Checklist

CALTRANS DIVISION OF MASS TRANSPORTATION TITLE VI PROGRAM CHECKLIST

(Chapter III)

Agency Name: Yosemite Area Regional Transportation System (YARTS)

Agency Contact: Dick Whittington **Email:** Dick.Whittington@yarts.com **Phone:** 209-723-3153

Caltrans District #: District 10

Page #	Select One
--------	------------

- | | | |
|----------|------------------------------|---|
| Appdx. B | <input type="checkbox"/> Yes | 1. Notice to the public |
| | <input type="checkbox"/> Yes | a. Race, color and national origin (Sample notice in Appendix B) |
| | <input type="checkbox"/> Yes | b. Translated into non-English languages and consistent with the agency's Limited English Proficiency (LEP) Plan (Chapter III-4) |
| 9 | <input type="checkbox"/> Yes | 2. List of locations where notice is posted, at a minimum (Chapter III-4) |
| | <input type="checkbox"/> Yes | a. Agency's website |
| | <input type="checkbox"/> Yes | b. Public areas of the agency's office(s), including reception desk and meeting rooms |
| | <input type="checkbox"/> Yes | c. Stations or stops |
| | <input type="checkbox"/> Yes | d. Transit vehicles |
| 9 | <input type="checkbox"/> Yes | 3. How to file a title VI discrimination complaint and complaint form must be on agency's website (Chapter III-5 and Appendix C and D) |
| 12 | <input type="checkbox"/> Yes | 4. List of any public transportation Title VI investigations, complaints or lawsuits filed since last submission (see Appendix E) |
| 13-23 | <input type="checkbox"/> Yes | 5. Public Participation Plan - Promoting Inclusive Public Participation (Chapter III-5) |
| 24 | <input type="checkbox"/> Yes | a. Summary of outreach efforts made |
| 13-23 | <input type="checkbox"/> Yes | b. Outreach plan to engage minority and limited English proficient populations (can be a component of a larger outreach for those that are traditionally underserved) |
| 13-19 | <input type="checkbox"/> Yes | 6. Limited English Proficiency (LEP) Plan |
| 13-16 | <input type="checkbox"/> Yes | a. Four Factor Analysis (Chapter III-7) |
| 13 | <input type="checkbox"/> Yes | i. The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient. |
| 15 | <input type="checkbox"/> Yes | ii. The frequency with which LEP persons come into contact with the program. |
| 15 | <input type="checkbox"/> Yes | iii. The nature and importance of the program, activity, or service provided by the program to people's lives. |
| 15 | <input type="checkbox"/> Yes | iv. The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach. |
| 16 | <input type="checkbox"/> Yes | b. Safe Harbor Provision – applies to the translation of written documents only (Chapter III-9) |
| 15-16 | <input type="checkbox"/> Yes | c. Describe how the agency provides language assistance services by language (Chapter III-8) |
| 15-18 | <input type="checkbox"/> Yes | d. Describe how the agency provides notice to LEP persons about the availability of language assistance |

18	Yes
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18	Yes
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	No
--	----

	n/a
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Appdx. E	Yes
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e. Describe how the agency monitors, evaluates and updates the language access plan

f. Describe how the agency trains employees to provide timely and reasonable language assistance to LEP populations

7. Table depicting racial breakdown of transit-related, non-elected planning boards, advisory councils or committees. Also a description of efforts made to encourage minority participation (Chapter III-9 and Appendix F)

8. If a facility has been constructed, a Title VI equity analysis must have been conducted during the planning stage regarding the location. A copy of the analysis must be provided. (Chapter III-11)

9. Board Resolution or similar approving the Title VI Plan (Chapter III-1)

Comments:

FIXED ROUTE TRANSIT PROVIDERS – TITLE VI PROGRAM REQUIREMENTS (Chapter IV)

Page # **Select One**

Yes 1. Requirements are tiered – All fixed route transit providers must complete 2 and 3. Threshold: If an agency operates more than 50 fixed route vehicles in peak service and is located in an UZA of 200,000 or more, then all requirements of Chapter IV apply.

Appdx. D Yes 2. Requirement to set system-wide service standards (Chapter IV-4 and Appendix G)

- Yes a. Vehicle load for each mode
- Yes b. Vehicle headway for each mode
- Yes c. On-time performance for each mode
- Yes d. Service availability for each mode

Appdx. D Yes 3. Requirement to set service policies (Chapter IV-6 and Appendix H)

- Yes a. Distribution of transit amenities for each mode
 - Yes i. Seating (i.e., benches, seats at stops/stations)
 - Yes ii. Bus and rail shelters
 - n/a iii. Rail platform canopies
 - Yes iv. Passenger information
 - Yes 1. Printed signs, system maps, route maps and schedules
 - Yes 2. Digital equipment such as next vehicle arrival time signs along bus routes and at fixed guideway stations
 - n/a v. Escalators
 - n/a vi. Elevators
 - Yes vii. Waste receptacles (including trash and recycling)
- Yes b. Vehicle assignment for each mode

Comments:

Reviewer’s Signature Date

Compliance Branch Chief Signature Date

Appendix B
Title VI Notice to the Public

PUBLIC NOTICE
ADA Title II and Civil Rights Title VI

It is the policy of the Yosemite Area Regional Transportation System (YARTS) that no person shall be denied the benefits of or be subjected to discrimination in any County program, service, or activity on the grounds of race, color, national origin, age, and disability. The YARTS also requires its contractors and grantees to comply with this policy.

Questions, concerns, complaints, requests for reasonable accommodations, or other inquiries from the public with regard to the accessibility of services or facilities for YARTS shall be directed to:

Name: Dick Whittington
Address: 369 West 18th Street, Merced, CA. 95340
Phone Number: (209) 723-3153
Email: dick.whittington@yarts.com

AVISO PÚBLICO
Ley de Estadounidenses con Discapacidad (ADA) Título II
y Derechos Civiles Título VI

La política del Sistema de Transporte de área Regional en Yosemite (YARTS) dicta que a ninguna persona se le puede negar el beneficio o el acceso a programas, servicios o actividades del Condado basado en su raza, color, origen nacional, edad o incapacidad. El YARTS también exige a sus contratistas y concesionarios cumplir con esta política.

Preguntas, inquietudes, quejas, acomodaciones especiales dentro de lo posible, u otras consultas del público respecto del acceso a servicios o instalaciones deben ser dirigidos a:

Nombre: Dick Whittington
Dirección: 369 West 18th Street, Merced, CA. 95340
Número de Teléfono: (209) 723-3153
Correo Electrónico: dick.whittington@yarts.com

Posting Locations of the Title VI Notice to the Public:

- YARTS website: www.yarts.com
- Transit administrative office;
- Transpo Center;
- Transit buses.

Appendix C
Title VI Complaint
Procedures & Form
in Spanish

Procedimiento de Queja

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

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

Procedimiento de Quejas del Título VI

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

Las Quejas pueden ser enviadas por correo, por fax o por correo electronico a la siguiente direccion:

YARTS

Attn: Dick Whittington

369 W. 18th St. Merced, CA 95340.

(209) 723-3153 Fax (209) 723-0322

Dick.whittington@yarts.com

Formulario de Quejas



Sección I:				
Nombre:				
Domicilio:				
Teléfono (Hogar):			Teléfono (Trabajo):	
Correo electrónico:				
Requisitos de formato Accesibles:	Letra Grande		Cinta de Audio	
	TDD		Otro	
Sección II:				
Esta usted presentando esta queja en su propio nombre?			SI*	No
* Si usted Contesto "Si" a esta pregunta, ve a sección III.				
Si no es así, por favor proporcione el nombre y la relación de la persona a la que usted está ayudando:				
Por favor, explique porque usted ha presentado por un esta persona:				
Por favor, confirme que ha obtenido el permiso de la persona perjudicada, si usted está presentando en su nombre.			Si	No
Sección III:				
Creo que la discriminación que experimente fue basado en (marque lo que corresponda):				
<input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Origen Nacional				
Fecha presunta de la discriminación (Mes, Día, Año): _____				
Explique lo más claramente posible lo que paso y porque cree que fue discriminado. Describa todas las personas que estuvieron involucradas, incluya el nombre y la información de contacto de la persona (s) que lo discrimino (si se conoce), así como los nombres y la información de contacto con los testigos. Si se necesita más espacio por favor use el reverso de este formulario.				

Sección IV				
Ha presentado anteriormente una queja del Título VI con esta agencia?			Si	No

Sección V

Ha presentado esta queja ante cualquier otro del Estado, Federal o Agencia local o cualquier corte Federal o Estatal? Si No

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

Agencia Federal: _____

Corte Federal _____

Agencia Estatal _____

Corte Estatal _____

Agencia Local _____

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

Nombre:

Título:

Agencia:

Domicilio:

Teléfono:

Sección VI

Nombre de la agencia que la queja es en contra:

Persona de Contacto:

Título:

Numero de teléfono:

Appendix D
Service Standards & Policies

Yosemite Area Regional Transportation System (YARTS) System-wide Service Standards and Service Policies

YARTS is unique from other traditional municipal transit systems as it includes long distance and multi-county routes, therefore, system-wide service standards will vary from traditional transit systems. YARTS provides alternate transportation into Yosemite National Park (YNP). Many of these standards are included in the YARTS Short Range Transit Plan (SRTP) adopted by the YARTS Board in 2011. This SRTP is valid for a period of 5 years, at which time a new plan will be implemented and the system-wide standards will be revised to the updated SRTP.

System-wide service standards

Vehicle load for each mode: Minimum standard load factor:
Summer/fall schedule route 140: 45%
Winter/spring schedule route 140: 35%
Summer route 120: 45%

The load factor in July during the peak ridership month is significantly higher than average.

Vehicle headway for each mode: The minimum standard is to provide a minimum of four round trips on Highway 140 and one round trip on Highway 120. The target objective is to meet consumer demands in all seasons with six to seven round trips daily as demand warrants.

On-time performance for each mode: YARTS minimum standard is 0.5% of trips that are not early and 95% of trips are no more than 10 minutes late to stops on average for a particular run on days without unusual weather or a traffic incident beyond control of the contractor. When a minimum of seven YARTS buses are in service, the target objective is zero percentage trips that are not early and 95% of trips that are no more than five minutes late.

Service availability for each mode: The minimum standard is to provide connection on two trips inbound to YNP and two trips outbound from YNP daily to both Amtrak and Greyhound. YARTS connects to the local transit providers in the communities we serve. YARTS provides regional transit service, linking to local transit service. The target standard is to provide connections on three trips inbound and outbound to YNP daily to both Amtrak and Greyhound. All buses in Merced go to both Amtrak and Greyhound.

Buses are rotated through the various scheduled routes to spread wear more evenly throughout the entire fleet. Our contractor's dispatcher schedules the buses on the various routes. In the summer, there is greater variance as the buses that operate in Tuolumne County and Mono County are out to those locations for about 10-day tours. All buses are cycled through the main garage for cleaning and preventive maintenance.

Service Policies

Transit Amenities

Seating: All YARTS owned buses are equipped with 3-point seat belts, infant seat tie downs, wheelchair lifts and secured wheelchair parking.

Bus shelters: Bus shelters are available, where practical. Since YARTS operates on the state highway system, it is at times not possible to install bus shelters at locations due to high costs (land acquisition; design and environmental work; construction) and Caltrans' restrictions (encroachment permits; non-allowance due to design standards or other) and/or additional requirements (construction of pullins, walkways, crosswalks, ADA ramps, etc.).

Rail platform canopies: By others (Amtrak)

Passenger information: Printed signs - Permanent signs are located at all stops, printed maps and schedules are available at many public locations in each community served by YARTS. YARTS website also has maps and schedules available as well as information from the YARTS help phone line. YARTS is marketed widely in all counties served. Digital equipment - Digital destination signs on all YARTS owned buses.

Escalators: N/A

Elevators: N/A

Waste receptacles: Waste receptacles are available on all buses and at a majority of the stops (where practical).

Vehicle assignments for each mode: All YARTS owned buses are 45' clean-diesel over-the-road coaches. All YARTS owned buses include 3-point seatbelts, infant seat tie downs, wheelchair lifts, secured wheelchair parking, air conditioning, heating, automatic chains and they kneel for easy access. YARTS currently contracts with VIA Adventures (current contract is 5 years) and uses their buses when necessary. VIA Adventures has both 40' and 45' buses. Bus assignments are spread so that buses wear evenly.

YARTS mission statement approved by the YARTS Board on January 24, 2011:

YARTS will provide a safe and convenient public transit alternative for access to Yosemite National Park and the communities along its service corridors in the Yosemite region, serving visitors, employees and residents in a cost-effective manner. YARTS will achieve high customer satisfaction with reliable service. YARTS will provide good connectivity to regional transportation providers in order to guarantee convenient public transportation access in the gateway corridors to Yosemite National Park. YARTS service is not intended to replace auto access or trans-Sierra travel, but is intended to provide a viable alternative that offers a positive experience, emphasizing comfort and convenience for riders while guaranteeing access to the Park.

Appendix E
Board Resolution

RESOLUTION No. 2015/07-27-01

RESOLUTION OF THE YOSEMITE AREA REGIONAL TRANSPORTATION SYSTEM (YARTS) APPROVING THE 2014-2017 TITLE VI PROGRAM AND POLICIES

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, YARTS is required to comply with the requirements of the Act and applicable implementing regulations; and

WHEREAS, pursuant to FTA Circular 4702.1B, YARTS is required to submit its Title VI program to its governing entity for approval; and

WHEREAS, YARTS is required to update the Title VI program every three years; and

WHEREAS, YARTS is committed to a policy of nondiscrimination in the conduct of its business, including its Title VI responsibilities, and to the delivery of equitable and accessible transportation; and

WHEREAS, the YARTS Board of Directors (Board) has considered and determined to approve the agency’s 2014-2017 Title VI program and policies, which includes the Limited English Proficiency Plan; and

WHEREAS, the Board has authority under ORS Chapter 267 to approve by resolution the “Title VI Program”;

NOW, THEREFORE, BE IT RESOLVED:

That the Board hereby approves the agency’s 2014-2017 Title VI program and policies as set forth in the attached Exhibit A entitled “Title VI Program”.

Dated: _____

John Carrier
YARTS Board Chair

Attest:

Recording Secretary

RESOLUTION No. 2015/07-27-01

RESOLUTION OF THE YOSEMITE AREA REGIONAL TRANSPORTATION
SYSTEM (YARTS) APPROVING THE 2014-2017 TITLE VI PROGRAM AND
POLICIES

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, YARTS is required to comply with the requirements of the Act and applicable implementing regulations; and

WHEREAS, pursuant to FTA Circular 4702.1B, YARTS is required to submit its Title VI program to its governing entity for approval; and

WHEREAS, YARTS is required to update the Title VI program every three years; and

WHEREAS, YARTS is committed to a policy of nondiscrimination in the conduct of its business, including its Title VI responsibilities, and to the delivery of equitable and accessible transportation; and

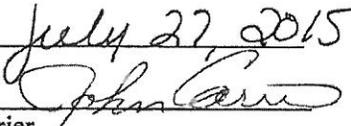
WHEREAS, the YARTS Board of Directors (Board) has considered and determined to approve the agency's 2014-2017 Title VI program and policies, which includes the Limited English Proficiency Plan; and

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

NOW, THEREFORE, BE IT RESOLVED:

That the Board hereby approves the agency's 2014-2017 Title VI program and policies as set forth in the attached Exhibit A entitled "Title VI Program".

Dated: July 27, 2015


John Carrier
YARTS Board Chair

Attest:


Recording Secretary