REDDING AREA BUS AUTHORITY
777 Cypress Avenue, Redding, California 96001
(530) 225-4170 ~ FAX (530) 245-7024
www.RabaRide.com

Redding Area Bus Authority

Title VI Program

As a recipient of Federal Transit Administration (FTA) financial assistance, the Redding Area Bus Authority (RABA) is required to implement programs, policies and activities that comply with the U.S. Department of Transportation's Title VI regulations (49 CFR part 21) and to integrate into it's programs and activities considerations expressed in the Department's Order on Environmental Justice (Order 5610.2), and Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient ("LEP") Persons (70 FR 74087, December 14, 2005). The following program elements describe the procedures RABA will follow to ensure that its programs, policies, and activities comply with these regulations.

1. ANNUAL TITLE VI CERTIFICATION AND ASSURANCE.

   RABA will submit the annual Title VI assurance as part of their annual Certification and Assurance submission to FTA by January 1 of each year. These Title VI assurances must be submitted as part of a standard list of assurances provided by FTA and submitted through FTA's TEAM on-line reporting program. The Certificates and Assurances are submitted by both the Transportation Manager and RABA Counsel.

2. TITLE VI COMPLAINT PROCEDURES.

   In order to comply with 49 CFR Section 21.9(b), RABA has developed procedures for investigating and tracking Title VI complaints filed against them. The procedures are available to the general public upon request and through the RABA's website at www.rabaride.com. Attachment A contains a copy of those procedures.

3. TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS.

   In order to comply with 49 CFR Section 21.9(b), RABA has prepared and maintains a list of any active investigations conducted by entities other than FTA, lawsuits, or complaints naming RABA that alleges discrimination on the basis of race, color, or national origin. This list includes the date of the investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by RABA in response to the investigation, lawsuit, or complaint.

4. MEANINGFUL ACCESS TO LEP PERSONS.

   Title VI and its implementing regulations require that FTA recipients take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP). As such RABA has developed an LEP Implementation Plan. This Plan ensures that LEP persons have meaningful access to RABA programs and activities. The Plan was developed pursuant to the recommendations in Section VII of the DOT LEP Guidance. RABA's LEP Plan is included in Appendix B. It is also available upon request and on RABA's website at www.rabaride.com.

5. NOTIFICATION OF PROTECTION UNDER TITLE VI.

In order to comply with 49 CFR Section 21.9(d), RABA provides information to the public regarding its Title VI obligations and apprises members of the public of the protections against discrimination afforded to them by Title VI. RABA disseminates this information to the public through a posting on the RABA's web site at www.rabaride.com.

The notice includes:

(1) A statement that the agency operates programs without regard to race, color, and national origin.

(2) A description of the procedures that members of the public should follow in order to request additional information on RABA's nondiscrimination obligations.

(3) A description of the procedures that members of the public should follow in order to file a discrimination complaint against RABA.

Information is also available at the Downtown Transit Center translated in English as well as Spanish language and on the fleet vehicles. The website contains a translate function to assist those LEP persons.

6. ADDITIONAL INFORMATION UPON REQUEST.

At the discretion of FTA, RABA will provide any and all information that may be requested, in writing, to investigate any complaints of discrimination or to resolve concerns about possible noncompliance with Title VI.

7. PREPARE AND SUBMISSION OF A TITLE VI PROGRAM.

To ensure compliance with 49 CFR Section 21.9(b), RABA will document its compliance with this chapter by submitting a Title VI Program to FTA's regional civil rights officer once every three years on a date required by the FTA.

a. Contents. The submission will include the following information:

(1) A summary of public outreach and involvement activities undertaken since the last submission and a description of steps taken to ensure that minority and low-income people had meaningful access to these activities.

(2) A copy of the RABA's LEP Plan for providing language assistance for persons with limited English proficiency.

(3) A copy of RABA's procedures for tracking and investigating Title VI complaints.

(4) A list of any Title VI investigations, complaints, or lawsuits filed with RABA since the time of the last submission.

(5) A copy of RABA's notice to the public that it complies with Title VI and instructions to the public on how to file a discrimination complaint.

(6) Title VI equity analysis if constructed any vehicle storage facilities, maintenance facilities or operations center.

(7) A copy of board meeting documentation showing the Board of Directors reviewed and approved the Title VI Program.

b. Eliminating Redundancy. If, prior to the deadline for subsequent reports, RABA has not altered its language assistance policies, procedures for tracking and investigating a Title VI complaint, or its notice to the public that it complies with Title VI and instructions to the public on how to file a Title VI complaint, RABA will submit a statement to this effect in lieu of copies of the original documents.

8. CONDUCTING AN ANALYSIS OF CONSTRUCTION PROJECTS.

RABA will integrate an environmental justice analysis into any National Environmental Policy Act (NEPA) documentation required for construction projects requiring NEPA analysis. For projects requiring only a categorical exclusion (CE), RABA will complete FTA's standard CE checklist, which includes a section on community disruption and environmental justice. For projects requiring preparation of an environmental assessment (EA) or environmental impact statement (EIS), the following components will be addressed:

a. A description of the low-income and minority population within the study area affected by the project, and a discussion of the method used to identify this population (e.g., analysis of Census data, minority business directories, direct observation, or a public involvement process).

b. A discussion of all adverse effects of the project both during and after construction that would affect the identified minority and low-income population.

c. A discussion of all positive effects that would affect the identified minority and low-income population, such as an improvement in transit service, mobility, or accessibility.

d. A description of all mitigation and environmental enhancement actions incorporated into the project to address the adverse effects, including, but not limited to, any special features of the relocation program that go beyond the requirements of the Uniform Relocation Act and address adverse community effects such as separation or cohesion issues; and the replacement of the community resources destroyed by the project.

e. A discussion of the remaining effects, if any, and why further mitigation is not proposed.

f. For projects that traverse predominantly minority and low-income and predominantly non-minority and non-low-income areas, a comparison of mitigation and environmental enhancement actions that affect predominantly low-income and minority areas with mitigation implemented in predominantly non-minority or non-low-income areas. RABA will document why there is no basis for such a comparison if appropriate.

9. PROMOTING INCLUSIVE PUBLIC PARTICIPATION.

RABA will seek out and consider the viewpoints of minority, low-income, and LEP populations in the course of conducting public outreach and involvement activities as appropriate. As such, RABA will follow those procedures listed in RABA Board of Directors *Policy 116: Public Involvement Policy for Transportation Planning*. This Policy outlines strategies that offer early and continuous opportunities for the public to be involved

in the identification of social, economic, and environmental impacts of proposed transportation decisions. The Policy is included as Appendix C.

10. SERVICE STANDARDS AND POLICIES

RABA adheres to the following Service Standards:

Vehicle Load Standards

For the fixed route service, the average of all vehicle loads during peak periods should not exceed the vehicles achievable capacities which are 50 passengers for the 35-foot and 55 passengers for the 40-foot buses. Paratransit system van loads will not exceed the number of seats available on the van.

Vehicle Headway Standards – See Attachment D

On-time Performance Standards – See Attachment D

Service Availability Standards

RABA strives to distribute transit service so that 90% of the housing units located in the service area in locations with densities of 6 dwelling units per acre are within ½ mile walk to the service. Bus stop locations should be spaced approximately ¼ mile apart along urban areas of each route. Spacing is limited to consolidated housing and major service centers along rural routes.

Vehicle Assignment Policy

Since RABA's fleet is standardized with only 35-foot and 40-foot Gillig Phantom buses, all fixed route vehicles are rotated and used on all routes regardless of age or size. Because Routes 11 and 14 carry a higher number of passengers, they are typically assigned the 40-foot buses but may be assigned 35-foot buses as well. Route 4 is limited to 35-foot buses due to the tight turnaround radius at the intersection of Hilltop Drive and Maraglia Street.

Transit Amenities Policy

Installation of transit amenities such as shelters and benches along bus routes are based on several factors including number of passenger boardings at stops, public requests, and stops adjacent to major human service centers such as grocery, governmental and school facilities.

APPENDIX A

TITLE VI COMPLAINT PROCEDURES

Redding Area Bus Authority

TITLE VI COMPLAINT PROCEDURES AND FORM

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

It is further the intent of RABA that all citizens be aware of their rights to such access. These procedures and this website are designed to serve as educational tools for citizens to understand the civil rights laws that protect their benefit of RABA programs and services.

RABA's Complaint Procedures

File a discrimination complaint with RABA

File a complaint with FTA

You may also download a complaint form from FTA's website. Go to www.fta.dot.gov/civilrights for more information.

For more information regarding Title VI or need further language assistance, please contact RABA by E-mail at Contact, Comments, Complaints or call 530.241.2877

REDDING AREA BUS AUTHORITY

TITLE VI COMPLAINT PROCEDURES

What is Title VI?

Title VI is a section of the Civil Rights Act of 1964 requiring that "No person in the United States shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." Note that Title VI does not address gender discrimination. It only covers race, color and national origin. Other Civil Rights laws prohibit gender discrimination.

Any person who feels that he or she, individually or as a member of any class of persons, on the basis of race, color, or national origin has been excluded from or denied the benefits of, or subjected to discrimination caused by the RABA may file a written complaint with the Redding Area Bus Authority, Title VI Administrator or the Federal Transit Administration (FTA).

Filing a Complaint with RABA

The preferred method of filing a complaint is to file your complaint in writing using the Title VI complaint form, and sending it to:

RABA
Attention: Title VI Administrator
777 Cypress Avenue
Redding, CA 96001

A complaint form is available in hard copy at the administrative office of RABA or may be downloaded and submitted online at www.rabaride.com. Such complaints must be filed within 180 calendar days after the date the discrimination occurred.

The Complaint Process

Upon receipt of the complaint, the Title VI Administrator will record the complaint in the Title VI Complaints, Investigations and Lawsuit Log. This Log includes the date of investigation, lawsuit, or complaint; a summary of the allegation(s); the status of the investigation, lawsuit or complaint; and actions taken by recipient or subrecipient in response to complainant.

Should a complaint be filed with RABA and an external agency simultaneously, the external complaint shall supersede the RABA complaint and RABA's complaint procedures will be suspended pending the external agency's findings.

If filed with RABA, the Title VI Administrator will begin an assessment or investigation of the complaint within fifteen (15) working days of receiving the complaint. Based upon all of the information received, the Title VI Administrator will prepare a draft written response subject to review by RABA's Executive Director. If more time is required, the Administrator shall notify the complainant of the estimated time frame for completing the review, not to exceed sixty (60) calendar days of the receipt of the formal complaint. If appropriate, RABA may administratively close the complaint.

If a final written response is determined to be needed, the complainant will receive a letter stating the final decision of the Executive Director and the complainant will be advised of his/her right to file a complaint with the Federal Transit Administration (FTA), Office of Civil Rights should the complainant feel dissatisfied with the decision.

Filing a Complaint with the Federal Transit Administration

To file a complaint with the Federal Transit Administration, fill out a Title VI complaint form and mail it to:

Federal Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor - TCR
1200 New Jersey Ave., SE
Washington, DC 20590

The complaint form may be downloaded from FTA's website.
Go to www.fta.dot.gov/civilrights/title6/civil_rights_5104 for more information.

Upon request, assistance in the preparation of any necessary written material will be provided to a person or persons who are unable to read or write.

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www.RabaRide.com

TITLE VI COMPLAINT FORM

Before filling out this form, please read the Redding Area Bus Authority Title VI Complaint Procedures located on our website or by visiting our office.

The following information is necessary to assist us in processing your complaint. If you require assistance in completing this form, please call us at the phone number listed above. Complaints must be filed within 180 calendar days after the date alleged discrimination occurred.

Complainant's Name:_____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone Number (Home): _____ Other: _____

Date of alleged discrimination: _____

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

Was it because of your: Race/Color: _____ National Origin: _____

Person discriminated against (if someone other than complainant):

Name: _____
Address: _____
City: _____ State: _____ Zip Code: _____

Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court? Yes _____ No _____

If yes, check each box that applies:
Federal Transit Administration ☐ Dept of Transportation ☐ Dept of Justice ☐ EEOC ☐

Other: _____

Have you filed a lawsuit regarding this complaint: Yes _____ No _____

Note: If litigation is pending regarding the same issues, we defer to the decision of the court.

In your own words, describe the alleged discrimination. Explain what happened and whom you believe was responsible. You should include specific details such as names, dates, times, route numbers, witnesses, and any other information that would assist us in our investigation of the allegations. Please also provide any other documentation that is relevant to this complaint.

_____ _____

Complainant's Signature Date

Federal Transit Administration
Office of Civil Rights
Complaint Form

Section I

Name:_____

Address:_____

Telephone Numbers:

(Home)_____(Work)_____

Electronic Mail Address:_____

Accessible Format Requirements?

Large Print _____ Audio tape _____

TDD _____ Other_____

The Federal Transit Administration (FTA) Office of Civil Rights is responsible for civil rights compliance and monitoring, which includes ensuring that providers of public transportation properly abide by Title VI of the Civil Rights Act of 1964, Executive Order 12898, "Federal Actions To Address Environmental Justice in Minority Populations and Low Income Populations," and the Department of Transportation's Guidance to Recipients on Special Language Services to Limited English Proficient (LEP) Beneficiaries.

In the FTA complaint investigation process, we analyze the complainant's allegations for possible Title VI and related deficiencies by the transit provider. If deficiencies are identified they are presented to the transit provider and assistance is offered to correct the inadequacies within a predetermined timeframe. FTA also may refer the matter to the U.S. Department of Justice for enforcement.

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

Have you previously filed a Title VI complaint with FTA? Yes____ No___

If yes, what was your FTA Complaint Number? _____

[Note: This information is needed for administrative purposes; we will assign the same complaint number to the new complaint.]

Have you filed this complaint with any of the following agencies?

Transit Provider _____ Department of Transportation ____

Department of Justice_____ Equal Employment Opportunity Commission _____

Other _____

Have you filed a lawsuit regarding this complaint? Yes_____ No____

If yes, please provide a copy of the complaint form.

[Note: This above information is helpful for administrative tracking purposes. However, if litigation is pending regarding the same issues, we defer to the decision of the court.]

Section IV

Name of public transit provider complaint is against:

_____

Contact person: _____ Title: _____

Telephone number: _____

On separate sheets, please describe your complaint. You should include specific details such as names, dates, times, route numbers, witnesses, and any other information that would assist us in our investigation of your allegations. Please also provide any other documentation that is relevant to this complaint.

Section V

APPENDIX B

RABA LEP PLAN

REDDING AREA BUS AUTHORITY
777 Cypress Avenue, Redding, California 96001
530-225-4170p ~ (FAX) 530-245-7024
www.RabaRide.com

LIMITED ENGLISH PROFICIENCY (LEP) PLAN
REDDING AREA BUS AUTHORITY

I. INTRODUCTION

This Limited English Proficiency (LEP) Plan has been prepared to address the Redding Area Bus Authority's (RABA) 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 4702.1A dated May 13, 2007, 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 understand 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

RABA has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided by RABA. 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, RABA 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 RABA program, activity or service.
2. The frequency with which LEP persons com in contact with RABA programs, activities or services.
3. The nature and importance of programs, activities or services provided by RABA to the LEP population.
4. The resources available to RABA and overall costs to provide LEP assistance.

II. RABA FOUR-FACTOR ANALYSIS

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

RABA staff reviewed the 2010 U.S. Census Report and determined that 14,224 persons in Shasta County [8.5 % of the population] speak a language other than English. In Shasta County, only 4,635 persons [2.8 %] have limited English proficiency; that is, they speak English "less than very well."

In Shasta County, of those persons with limited English proficiency, 2,387 speak Spanish, 1,337 speak Asian and Pacific Island languages, and 774 speak other Indo-European languages.

2. The frequency with which LEP persons come in contact with RABA programs, activities or services.

RABA assessed the frequency with which staff and drivers have, or could have, contact with LEP persons. This includes documenting phone inquiries and surveying vehicle operators for requests for interpreters and translated documents. To date, the most frequent contact between LEP persons is with bus drivers. However, there have been very few instances of contact. A Spanish translated ride guide is available for drivers and dispatchers to utilize when in contact with LEP persons that contains information regarding the fares, routes and times of service.

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

Although a very small percentage of the overall population, the largest geographic concentration of LEP individuals in the RABA service area is Spanish [54 % of the LEP persons]. The most consentrated areas of Spanish speaking LEP persons is in the enterprise area within census tracts 108.07 and 112.09. Services provided by RABA that are most likely to encounter LEP individuals are the fixed route system which serves the general public and the demand-response system which serves primarily disabled persons.

It is also likely that RABA will encounter LEP individuals at the Downtown Transit Center where discount tickets are sold, and community outreach events and posters are displayed relating to transit events.

4. The resources available to RABA and overall costs to provide LEP assistance.

RABA assessed its available resources that could be used for providing LEP assistance, including determining how much a professional interpreter and translation service would cost on an as-needed basis, which of its documents would be the most valuable to be translated if the need should arise, and taking an inventory of available organizations that RABA could partner with for outreach and translation efforts. The amount of staff and vehicle operating training that might be needed was also considered. Based on the four-factor analysis, RABA developed its LEP Plan as outlined in the following section.

III. LIMITED ENGLISH PROFICIENCY PLAN OUTLINE

A. The way in which RABA staff and contract operators may identify an LEP person who needs language assistance include:

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

B. 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 RABA staff responds to LEP persons, whether in person, by telephone or in writing.

- Network with local human service organizations that provide services to LEP individuals and seek opportunities to provide information on RABA programs and services;
- Provide a bilingual Community Outreach Coordinator, if requested, at community events, public hearings and Board of Director meetings;
- Placement of statements in notices and publications that interpreter services are available for these meetings, with seven day advance notice;
- Survey bus drivers and other front-line staff, like dispatchers, demand response schedulers, and service development planners, annually on their experience concerning any contacts with LEP persons during the previous year;
- Provide Language Identification Flashcards at the Downtown Transit Center, onboard the RABA fleet, in Road Supervisor vehicles and at transit systems administrative offices;
- Post the RABA Title VI Policy and LEP Plan on the agency website, www.rabaride.com;
- Provide group travel training to LEP persons with the assistance of bilingual staff, if requested;
- 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 or qualified community volunteers. A list of volunteers will need to be developed.

C. Staff Training

The following training will be provided to RABA staff:

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

D. 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 if requested.

E. Monitoring and Updating the LEP Plan

RABA will update the LEP as required by U.S. DOT. At minimum, the plan will be reviewed when it is clear that higher concentrations of LEP individuals are present in the RABA 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 RABA's financial resources are sufficient to fund language assistance resources needed
- Determine whether RABA has fully complied with the goals of this LEP Plan
- Determine whether complaints have been received concerning RABA's failure to meet the needs of LEP individuals

F. Dissemination of the RABA LEP Plan

A link to the RABA LEP Plan and the Title VI Procedures is included on the RABA website at www.rabaride.com. Any person or agency with internet access will be able to access and download the plan from the RABA 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 RABA will provide, if feasible.

Questions or comments regarding the LEP Plan may be submitted to the Redding Area Bus Authority, Title VI Administrator:

Redding Area Bus Authority
777 Cypress Avenue
Redding, CA 96001
Phone: 530-225-4071
Fax: 530-345-7024
Email: rabastaff@ci.redding.ca.us

APPENDIX C

RABA BOARD POLICY 116

REDDING AREA BUS AUTHORITY
BOARD POLICY

SUBJECT	RESOLUTION NUMBER	POLICY NUMBER	EFFECTIVE DATE
PUBLIC PARTICIPATION POLICY FOR TRANSPORTATION PLANNING	RABA-115	116	11/20/95
AMENDED	RABA-160	116	05/21/07

BACKGROUND

The Federal Highway Administration and Federal Transit Administration of the U.S. Department of Transportation strongly support public participation throughout transportation planning and project development. Transportation providers are encouraged to develop, with the public, effective participation processes which are customized to local conditions.

PURPOSE

To develop public participation policies and procedures that shall be proactive and provide complete information, timely public notice, full public access to key decisions, and opportunities for early and continuing participation.

POLICY

It is the policy of the Redding Area Bus Authority (RABA) to:

1. Require a minimum public comment period of 45 days before the public participation process is initially adopted or revised;

2. Provide timely information about transportation issues and processes to citizens, affected public agencies, representatives of transportation agency employees, other affected employee representatives, private providers of transportation, and other interested parties.

3. Encourage those persons traditionally under-served by existing transportation systems, such as low income or minority housing and the elderly, to take part in the public participation process.

4. Provide reasonable public access to technical and policy information used in the development of plans and programs.

5. Provide adequate public notice of public participation activities and time for public review and comment at key decision points, including but not limited to, fare increases or a reduction in transit services.

6. Require a minimum of one public meeting held by RABA staff and advertised in the local media to solicit comments on any draft transportation plan developed under the direction of the RABA.

7. Demonstrate explicit consideration and response to public input received during the planning and program development processes.

8. Provide a summary, analysis, and report on the disposition of comments when significant written and oral comments are received on a draft transportation plan.

9. At the option of RABA, provide an additional opportunity for public comment on any Shasta County Regional Transportation Planning Agency (RTPA) revised and/or final transit plan if it differs significantly from the one which was made available for public comment by RABA and raises new material issues which interested parties could not reasonably have foreseen from the public participation efforts.

10. Review public participation processes periodically in terms of their effectiveness in assuring that the process provides full and open access to all.

11. Use buildings that are wheelchair accessible for all public meetings in conformance with the Americans with Disabilities Act. Special provisions will be made available for hearing impaired and vision impaired community participants upon request.

12. Establish a RABA Transit Advisory Committee. The California Transportation Development Act statutes and regulations require that each transportation planning agency shall provide for the establishment of a Social Services Transportation Advisory Council (SSTAC) under Section 99238 of the Public Utilities Code, Chapter 4, Transportation Development. To minimize duplication, RABA staff shall utilize the committee established by the RTPA.

13. Comply with the requirements with regard to public participation in paratransit planning and implementation as specified in the ADA regulations.

PROCEDURE

To encourage a greater public participation in the planning process and in plan and program development, the following procedures shall be followed:

1. Staff shall solicit comments from the community on transit related issues, including, but not limited to, modifications to service, fare increases, service reductions, etc., and solicit comments from the community groups:

    a. Publish display ads in one or more newspapers, depending on the scope of the subject, or leaflet homes within two blocks of the affected bus routes (old and new), whichever is deemed most effective.

    b. Design, produce and distribute information brochures/notices through the mail to regular punch card purchasers, on the buses, and at schedule rack locations.

    c. Establish contacts with school districts, homeowners' associations, churches, community centers, and other agencies for this purpose.

    d. Comments made in response to an action under consideration by the Board and received by mail, e-mail, or telephone prior to the meeting will be provided to the Board for consideration as if they were received during the public hearing comment period.

Include member jurisdictions to distribute public meeting information using newsletters/publications (if available), and any other current locations utilized by member jurisdictions, as follows:

a. Inform RABA staff of publication dates and deadlines for newsletters/publications.

b. Inform RABA staff of the name of one member jurisdiction staff member to be responsible for coordinating information distribution with RABA.

c. Provide RABA with a list of locations where public posting may be made and written authorization to use these locations.

Include the Shasta County Regional Transportation Planning Agency (RTPA) to distribute public meeting information to assist RABA staff with the following activities:

a. Contact agencies, applicable RTPA committees, and other organizations in their jurisdiction to inform them of the public meetings.

2. Meetings

a. All meetings of the Board and the Committee shall be open to the public and shall provide opportunities for public comment either oral or written.

b. Meetings, other than for emergencies, shall be held at times and in places that are convenient and readily accessible to the public and shall be convened only after at least 72 hours notice to the members of the Board, the press, and the public. Special meetings shall be convened only after at least 24 hours notice.

c. Meeting notices will be mailed to individuals who have asked for them.

d. Time shall be set aside at every meeting of RABA, whether or not they have been scheduled as public hearings, to receive comments and/or requests from citizens. When citizen comments and/or requests are submitted, they will be responded to verbally or in writing in a timely manner, but in no case longer than 30 days.

3. Public Hearings

a. Public hearings shall be published at least ten (10) days prior to the date of the meeting of the public hearing in the non-legal section (display ad) of a newspaper of general circulation.

b. The public hearings shall be held at times and locations convenient to those parties interested in transit issues and held in wheelchair accessible buildings in conformance with the Americans with Disabilities Act.

c. If circumstances occur that prevent a lower-income person from participation in the public involvement process because of a language barrier or other specific handicap, accommodations will be made to provide the technical assistance necessary for their participation.

4. Public Hearing Notices

a. The Redding Record Searchlight, a local daily general circulation newspaper, and the following local weekly newspapers will be utilized as appropriate to attract participation in areas served by RABA:

Name	Readership
Redding Record Searchlight P.O. Box 492397 Redding CA 96049-2397 (530) 246-2626 FAX: (530) 225-8212	Redding, Shasta County
Valley Post P.O. Box 1148 Anderson CA 96007 (530) 365-2797	Anderson, Southern Shasta County
Shasta Lake Bulletin P.O. Box 8025 Shasta Lake CA 96019 (530) 275-1716 FAX: (530) 275-1699	Shasta Lake, Northwestern Shasta County

b. Public service announcements may be provided to local television stations (KRCR TV, Redding) and local radio stations (KQMS, Redding; and KAVA, Burney).

c. Public notices shall be distributed and posted at the following locations.

- Post Offices in the areas served by RABA
- Redding City Hall
- Shasta County Courthouse
- RABA Intermodal Passenger Facility
- RABA Maintenance Facility

d. Meeting notices will be mailed to individuals who have expressed interest.

APPENDIX D

GOALS AND PERFORMANCE STANDARDS FROM SHORT RANGE TRANSIT PLAN

3. Goals and Performance Standards

This chapter provides a recommended framework for establishing overall goals for the Redding Area Bus Authority (RABA), and providing the means for ongoing measurement of achieving these goals.

Draft Mission Statement

RABA will provide efficient and reliable service to the transportation disadvantaged while maximizing revenue through service to demand intensive origins and destinations and fostering partnerships with providers of basic human services.

RABA Transit Goals and Performance Standards

The goals establish a general direction for policies and operation, are value-driven and provide a long-range perspective. The minimum performance standard is the recommended minimum performance standard for achieving the goal. The recommended target performance objective is what RABA should strive to achieve during the next five years. Importantly, the data source for ongoing monitoring is identified for each recommended performance standard.

1. *Continue to provide safe transportation services to the residents of the RABA service area. (Safe transit goal)*

<u>Total Accidents:</u> The minimum standard should be 100,000 miles between accidents with damage more than $1,000 with a target objective of 500,000 between all accidents with damage of $1,000 or more.

<u>Training and Safety Plan:</u> Minimum standard and target objective is 100% compliance with the employee selection, drug testing, and training requirement included in the operator contract. A summary of training and safety compliance should be included in the operator contract and validated by RABA staff.

2. *Provide convenient transit service in the RABA service area for employment, shopping, education and social service trips, so long as service can be provided in a cost-effective manner and is affordable within available financial resources. (Convenient transit goal)*

Important Note: It is recognized that service convenience is a function of funding availability. The target standard for the convenient transit goal are not affordable within available

financial resources. If funding becomes available, the section at the end of Chapter 4 on Fixed Route services provides priorities for expansion of service.

Service Frequency: For fixed route service, the minimum standard is 60 minutes for all routes. The target standard is to provide 30-minute service for routes that achieve an average productivity of 25 passengers per hour or more or exceed a 20% farebox recovery ratio, at a minimum during the peak six service hours.

Span of Service: Minimum standard is to provide access to public transportation within the RABA area between 6:30 am with the last run starting at 6:30 pm on weekdays and 9:30 am to the last runs starting at 6:30 pm on Saturdays. The target objective is to provide public transportation services to residents within the RABA service area between 6:00 am and 9:00 pm on weekdays, service on Saturdays between 8:00 am and 6:30 pm, and Sundays between 9:00 am and 4:00 pm, subject to the service efficiency standards and funding availability.

3. *Ensure than all transit programs can be provided at a high quality of service. Quality of service is more important than expansion of service. (Service quality goal)*

On-time performance: Minimum standard is 0.5% of trips are not early and 95% of time point departures on a random sample day are no more than 5 minutes late. Target objective is zero percent of trips that are not early and 99% of trips that are no more than 5 minutes late. For fixed route services, this should be measured independently at least four times per year. When RABA purchases new AVL equipment for the buses, this can be independently measured and reported on an ongoing basis. For dial-a-ride, the contractor report should provide an analysis based on one randomly selected day per month.

Transfer connection: Minimum standard is to have all connecting buses arrive at the transfer center a minimum of 2 minutes before the scheduled departure time of other connecting buses at the transfer center location 95% of the time. Target standard is to have all connecting buses arrive a minimum of 2 minutes before the schedule departure time of the other connecting buses 99% of the time. Until RABA purchases AVL equipment to independently measure this standard, RABA staff should independently measure four times a year.

Road Calls: A minimum standard of 10,000 miles between road calls for all buses in the fleet that are within their normal useful life. A road call is when the bus is taken out of revenue service due to any mechanical or safety factor. A target objective of 20,000 miles between road calls for all buses in the fleet that are within their normal useful life. The contractor report should report

on road calls for buses within their useful life and any road calls for buses being utilized that are outside their useful life.

Customer Satisfaction: Annually, RABA staff should conduct a brief intercept survey on customer satisfaction at key transfer locations and report the results. The minimum standard for overall satisfaction rating of RABA bus service should be an average of 3.75 on a scale of 1 to 5, with 5 being highly satisfied. The target standard should be 4.5 on a scale of 1 to 5, with 5 being highly satisfied.

4. *Provide an effective level of service in response to demonstrated community market needs. (Service effectiveness goal)*

Service productivity: The following are target objectives and minimum standards for measuring productivity as passengers per vehicle service hour:

	Passengers per Vehicle Service Hour	
	Minimum	Target
Fixed Route Averages		
Redding Route	15.0	20.0
Intercity Route	10.0	16.0
Special/Partnership Routes	25.0	40.0
All Fixed Routes	14.0	20.0
Demand Response	3.0	4.0
Systemwide	11.5	17.0

The following are target objectives and minimum standards for measuring productivity as passengers per vehicle service mile:

	Passengers per Vehicle Service Mile	
	Minimum	Target
Fixed Route		
Redding Route Average	1.0	1.3
Intercity Route	0.60	0.75
Special/Partnership Routes	1.5	1.8
All Fixed Routes	1.1	1.4
Demand Response	0.17	0.2
Systemwide	0.70	1.0

5. *Provide public transportation services that are financially sustainable within existing local, state and federal funding programs and regulations in a cost-efficient manner. (Service cost-efficiency goal)*

Farebox Recovery: The minimum standard adopted by the Shasta Regional Transportation Authority (SRTA) systemwide is 15.0%. The target objective systemwide is 19%. The annual systemwide farebox recovery ratio is provided in the CAFR Report.

The minimum standard for fixed route farebox recovery is 17.0% and the target farebox recovery for fixed route service is 20.0%.

The minimum standard for demand response farebox recovery is 10% and the target farebox recovery ratio is 13%.

Cost Per Vehicle Service Hour: The minimum standard should be no more than 110% of six northern California peer systems. The target objective should be 90% of five northern California peer systems. This data would need to be collected and reported on annual basis by RABA staff from the National Transit Database for the previous fiscal year. Appendix B provides the FY 2011/12 figures for cost per vehicle service hour and service mile.

Cost Per Vehicle Service Mile: The minimum standard should be no more than 110% of six northern California peer systems. The target objective should be 90% of five northern California peer systems.

Figure 3-1 is a summary of the goals, minimum performance standards, and target objectives for RABA.

Figure 3-1 Summary of Goals, Minimum Standards and Target Objectives

Goal	Minimum Standards	Target Standard
1. Continue to provide safe transportation services to the residents of the RABA service area.	Total Accidents: 100,000 miles between accidents Training and safety plan: 100% compliance with the employee selection, drug testing, and training requirement included in the operator contractor.	Total Accidents: 500,000 miles between all accidents. Training and safety plan: Same
2. Provide convenient transit service in the RABA service area for employment, shopping, educations and social service trips.	Span of Service: Provide public transportation within the RABA service area between 6:30 am and 6:30 pm on weekdays and 8:30 to 5:00 pm on Saturdays. Frequency: For local fixed route service, the minimum standard is 60 minutes for all routes.	Span of Service: Provide RABA services between 6:00 am and 9:00 pm on weekdays, Saturdays between 8:00 am and 6:30 pm, and Sundays between 9:00 am and 4:00 pm. (If and when affordable.) Frequency: 30 minute service for all routes that can sustain 25 passengers per hour or more. (If and when affordable)
3. Ensure that all transit programs can be provided at a high quality of service. Quality of service is more important than expansion of service.	On-time performance: 0.5% percent of trips are not early and 95% of time points that are no more than 5 minutes late. Road Calls: 10,000 miles between road calls for all buses in the fleet that are within their normal useful life. Customer Satisfaction Survey: Annually, 3.75 average satisfaction rate on a scale from 1 to 5.	On-time performance: Zero percent of trips that are not early and 99% of trips that are no more than 5 minutes late. Road Calls: 12,500 miles between road calls for all buses in the fleet within their normal useful life. Customer Satisfaction Survey: Annually, 4.50 average satisfaction rate on a scale from 1 to 5.
4. Provide an effective level of service in response to demonstrated community market needs.	Passengers Per Vehicle Service Hour: Systemwide: 11.5 Fixed Route: 14.0 DR: 3.0 Passengers Per Vehicle Service Mile: Systemwide: 0.70 Fixed Route: 1.1 DR: 0.17	Passengers Per Vehicle Service Hour: Systemwide: 17.0 Fixed Route: 20.0 DR: 4.0 Passengers Per Vehicle Service Mile: 1.0 Systemwide: 1.0 Fixed Route: 1.4 DR: 0.2
5. Provide public transportation services that are financially sustainable within existing local, state and federal funding programs in a cost-efficient manner.	Farebox Recovery: The minimum standard systemwide is 15.0%. Cost Per Vehicle Service Hour and Mile: The minimum standard should be no more than 110% of six California peer systems.	Farebox Recovery: Systemwide target is 19%. Cost Per Vehicle Revenue Hour: 90% of six California peer systems.