

Title VI Plan

Confederated Tribes of the Umatilla Indian Reservation

Planning Department

Public Transit Program

Title VI Plan

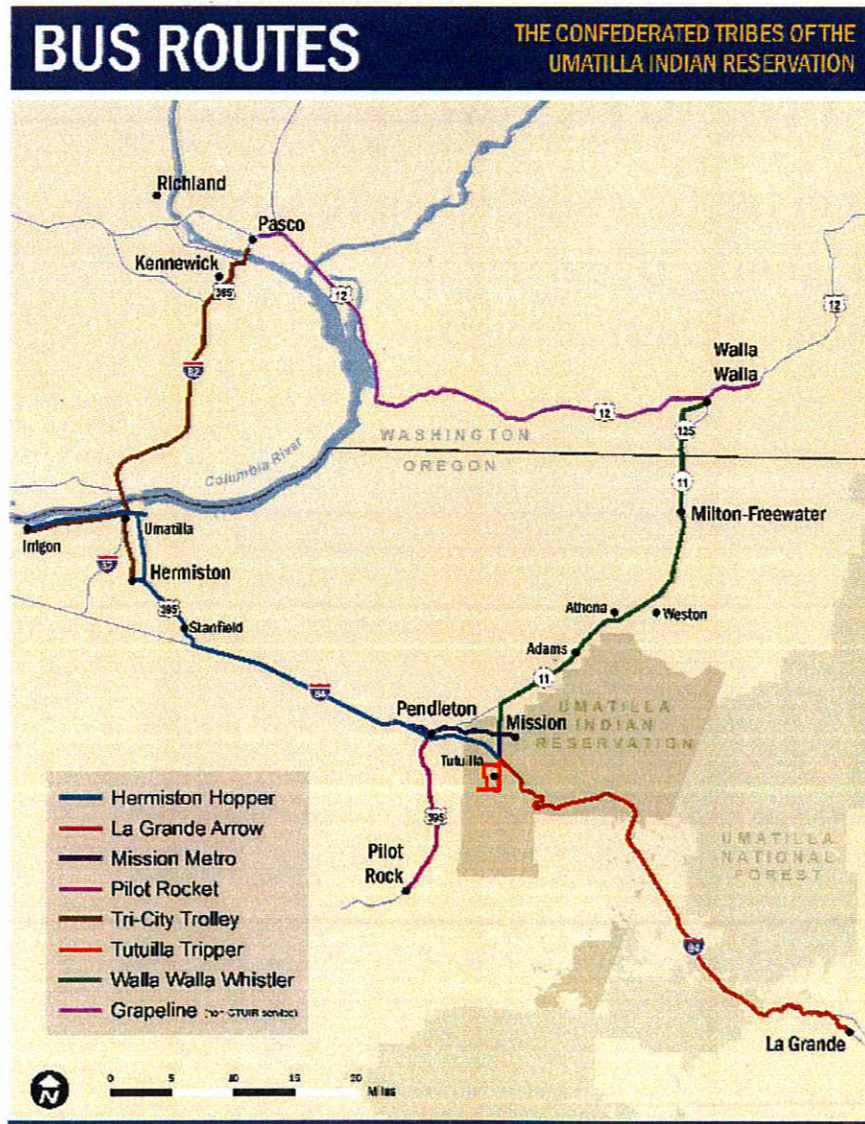
FTA Circular 4702.1B Title VI and Title VI Dependent Guidelines for Federal Transit Administration Recipients.

History

The CTUIR Planning Department began developing the Title VI Plan in 2013 and implementing Title VI protections in conjunction with the development of this plan.

Service and Service Area

The CTUIR Public Transit Program provides fixed route and commuter route transportation in Southeastern Washington and Northeastern Oregon with stops in fourteen cities (and sixteen communities, Mission and Tutuilla) within five counties located in our service area. The CTUIR Public Transit Program is not within a large UZA of over 200,000 people.



Service Standards Policy

Vehicles will be assigned to routes according to their size and capability to meet the ridership needs for each route. Vehicles are equipped with air conditioning, heating, request stop rope, and drivers vocally announce each stop they make along the scheduled routes.

Purpose

This policy establishes guidelines to effectively monitor that the Confederated Tribes of the Umatilla Indian Reservation Public Transit (CPT) is in compliance with all FTA Title VI requirements and regulations in order to carry out the provisions of the Department of Transportation's (DOT) Title VI Regulations at 49 CFR Part 21 and to integrate considerations expressed in the DOT's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient ("LEP") Persons (70 FR 74087, December 14, 2005).

Policy

This policy will ensure that its programs and activities comply with the Department of Transportation's (DOT) Title VI regulations. The Public Transit Program is committed to maintaining a public transit service that is free of all forms of discrimination. Under direction from the CTUIR Planning Department, the Public Transit Program will take whatever preventive, corrective and disciplinary action is necessary to deter and correct violations of this policy and the rights and privileges it is designed to protect.

Annual Title VI Certification and Assurance

To ensure accordance with 49 CFR Section 21.7, every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with Title VI of the Civil Rights Act of 1964. This requirement shall be fulfilled when the applicant submits its annual certifications and assurances to FTA. The text of FTA's annual certifications and assurances is available on FTA's Web site. The Public Transit Program complies with this instruction annually in order to receive FTA funding. **The CTUIR Public Transit Program prohibits discrimination in its employment practices on the basis of race, color, national origin, sex, religion, age, disability, sexual orientation, parental status, and genetic information". See Attachment A, Title VI Policy Statement.**

Subrecipients

The CTUIR Public Transit Program does not have subrecipients.

Equity Analysis to Determine Site or Location of Facilities

The CTUIR Public Transit Program is not required to submit an equity analysis because it has not conducted any projects requiring land acquisition and the displacement of persons from their residences and businesses *for which a NEPA process has not been completed*. "Facilities" does not include bus shelters, transit stations, or power substations. (Title VI Chapter III, 13).

Authorities

Title VI of the 1964 Civil Rights Act provides that no person in the United States shall,

on the grounds of race, color, national origin, or sex, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance (refer to 23 CFR 200.9 and 49 CFR21).

The Civil Rights Restoration Act of 1987 broadened the scope of Title VI coverage by expanding the definition of the terms "programs or activities" to include all programs or activities of Federal Aid recipients, subrecipients, and contractors, whether such programs and activities are federally assisted or not (Public Law 100259 [S. 557] March 22, 1988).

Additional Authorities and Citations

Title VI of the Civil Rights Act of 1964, 42 United States Code 2000d to 2000-4; 42 United States Code 4601 to 4655; 23 United States Code 109(h); 23 United States Code 324; Department of Transportation Order 1050.2; Executive Order 12250; Executive Order 12898; 28 Code of Federal Regulations 50.

Notification of beneficiaries of protection under Title VI.

In order to comply with 49 CFR Section 21.9(d), recipients shall provide information to the public regarding their Title VI obligations and apprise members of the public of the protections against discrimination afforded to them by Title VI. Recipients that provide transit service shall disseminate this information to the public through measures that can include but shall not be limited to a posting on the agency's website. The Public Transit Program has information to this effect on its website as well as signage posted on all buses and on transit bus schedules. **See Attachment B, Title VI Public Notice.**

Title VI Public Participation Plan.

FTA Circular 4702.1B requires that recipients maintain a public participation plan that includes an outreach plan to engage minority and limited English proficient populations. The Public Transit Program publishes meeting notices in local newspapers and the Tribal newspaper.

The Public Transit Program will review and update the CTUIR Coordinated Human Services Public Transportation Plan tri-annually at a series of meetings with the public and affected agencies. At these public meetings attendees will be asked if they require special assistance or facilities to participate.

Local and Tribal radio stations will be requested to broadcast the times and venues for these periodic public meetings.

Notices will be posted in all Public Transit Program vehicles to draw attention to the upcoming public meetings. **See Attachment G, Outreach/Participation Plan**

Provision for meaningful access to Limited English Proficient (LEP) persons.

The FTA requires that grant recipients take reasonable steps to ensure those persons with limited English proficiency (LEP) have meaningful access to the benefits, services,

information, and other important portions of their programs and activities. The Public Transit Program's bus schedules and brochures are primarily designed for an English speaking audience; however printed timetables written in Spanish are available upon request. The Public Transit Program provides Spanish speaking dispatchers through one of its contracts for LEP persons and provides this information on the Title VI Public Notice (Attachment B).

The Public Transit Program does not have a transit-related, non-elected planning board, advisory council or committee, or similar body. The Public Transit Program is a Direct Recipient of FTA funds, not a Primary Recipient. **See Attachment C, LEP Plan.**

Organization

The Executive Director of CTUIR is the Title VI Coordinator and is responsible for ensuring the implementation of the agency's Title VI programs, the overall management of the Title VI programs and the day-to-day administration.

A. Structure

The CTUIR has designated the Executive Director to perform the duties of the Title VI Coordinator to ensure implementation of the CTUIR's Title VI Federally Funded Transit Program. The Executive Director has other duties and responsibilities in addition to Title VI.

The CTUIR Executive Director has designated Title VI Liaisons in special emphasis program areas subject to receiving Federal assistance through grants or other types of transportation related funding and are responsible for implementing directives and policies to ensure civil rights compliance and equal opportunity.

B. Title VI Liaisons

Title VI Liaisons will work with the Title VI Coordinator to ensure their respective programs comply with Title VI regulations and assurances, meet Title VI Plan objectives, meet state and Federal reporting requirements, and provide adequate training opportunities for appropriate staff.

Title VI Liaisons will work with the Title VI Coordinator to ascertain Title VI compliance by contractors, subcontractors, suppliers and other sub-recipients under Federally funded projects or programs.

Title VI Liaisons will work with the Title VI Coordinator to obtain data of participants in and beneficiaries of the CTUIR Public Transit program. Maintenance of data will be used to complete the annual Title VI reports and for other administrative needs.

Title VI Liaisons:

- CTUIR Planning Director
- CTUIR Public Transit Program Manager
- CTUIR Fleet & Safety Manager
- CTUIR Public Transit Clerk

Program Administration

The Title VI Coordinator shall be responsible for coordinating the overall administration of the Title VI program, plan, and assurances (see Addendum 1). The Title VI Coordinator, will be responsible for the day-to-day administration of the program as follows:

A. Administration

Administer the Title VI program and implementation of the plan. Ensure compliance and perform Title VI reviews to assess successful compliance and make necessary improvements as required.

B. Complaints

If any individual believes that s/he or any other program beneficiaries have been subjected to unequal treatment or discrimination in their receipt of benefits and/or services, or on the grounds of race, color, national origin, income, sex, or disability, s/he may exercise their right to file a complaint with the CTUIR Public Transit Program. Every effort will be made to resolve complaints informally at the regional/division, recipient, and subrecipient, and contractor level (Attachment E, Title VI Complaint Form).

C. Data Collection

Periodic review of the statistical data gathering performed by the Title VI Liaisons will ensure sufficiency of data for meeting the requirements of the Title VI program administration.

D. CTUIR's Title VI Program Reviews

CTUIR's Title VI Program reviews will be performed by the Title VI Coordinator to assess the agency's administrative procedures, staffing, and resources available for Title VI compliance.

E. Operational Guidelines

All operational guidelines to contractors and special emphasis program areas will be reviewed by Title VI Liaisons annually to include Title VI language and provisions, and related requirements, where applicable.

F. Training Program

Assist FTA in the distribution of information on training programs regarding Title VI and related statutes. Conduct or facilitate training on Title VI issues and

regulations for appropriate employees, contractors, and sub-recipients. A summary of training conducted will be reported in the annual update.

G. Annual Report

The Title VI Coordinator, with assistance from Title VI Liaisons, will prepare an annual report of Title VI accomplishments and changes to the program in the preceding Federal fiscal year, identify goals and objectives for the upcoming year as required, and submit by September 30 of each year.

H. Title VI Plan Update

The Title VI Coordinator, with assistance from Title VI Liaisons, will complete an annual Title VI Plan Update that will be submitted to the FTA in November of each year. The update will report on any accomplishments and changes to the program occurring during the preceding year. The update report will also include goals and objectives for the upcoming year.

I. Public Dissemination

The Title VI Coordinator will work with Title VI Liaisons to disseminate Title VI Program information to CTUIR employees, contractors, and beneficiaries, as well as the general public. Public dissemination will include electronic posting of public statements on the agency's web site, on the Public Transit social media sites, shared with employees, contractors, beneficiaries, and stakeholders via email, and notice of the annual update process will be published in newspapers having a general circulation in the vicinity of proposed projects, and announcements of forums, hearings and meetings.

J. Remedial Action

CTUIR will actively pursue the prevention of Title VI deficiencies and violations and will take the necessary steps to ensure compliance with all administrative program requirements, both within the CTUIR and with the CTUIR's subrecipients. When conducting Title VI compliance reviews on subrecipients, CTUIR will reduce to writing a remedial action agreed upon by the CTUIR and FTA to be necessary, all within a period not to exceed 90 days.

The CTUIR will seek the cooperation of subrecipients in correcting deficiencies found. The CTUIR will also provide the technical assistance and guidance needed to aid the subrecipients to comply voluntarily. Subrecipients placed in a deficiency status will be given a reasonable time, not to exceed 90 days after receipt of the deficiency letter, to voluntarily correct deficiencies.

When a subrecipient fails or refuses to voluntarily comply with requirements within the time frame allotted, the CTUIR will submit to FTA and FHWA two copies of the case file and a recommendation that the recipient be found in noncompliance.

A follow-up review will be conducted within 180 days of the initial review to ensure that the subrecipient has complied with the Title VI Program requirements in correcting deficiencies previously identified. If the subrecipient refuses to comply, the CTUIR may, with FTA and FHWA's concurrence, initiate sanctions per 49 CFR.

Title VI Responsibilities for Program Areas

Planning

A comprehensive transportation planning process is used which incorporates input from the public. The process further entails the monitoring and collection of varied data pertaining to transportation issues.

Operational Guidelines:

23 CFR 450
RCW 47.80

Title VI Responsibilities:

Ensure that all aspects of the planning process operation complies with Title VI

Ensure that participation of a cross section of various social, economic, and ethnic interest groups are represented in the planning process by disseminating program information to minority media and ethnic/gender related organizations

Assist the Title VI Coordinator in gathering and organizaing the Annual Title VI Update Report

Consultant Contracts Coordination

Consultants are selected on combination of factors including qualifications, agreed scope of work, price, and agreed time schedules. Selection is made by committee of elected officials and member staff personnel involved with the project.

Operational Guidelines:

48 CFR 31
23 CFR 172
RCW 39.29
RCW 39.80

Title VI Responsibilities:

Monitor DBE program requirements

Ensure that all federally funded consultant contracts have the appropriate Title VI provisions included in this plan

Review directives and procedures to ensure Title VI compliance

Maintain necessary data and documentation required for completion of the Title VI Update Annual Report

Ensure contractor provides equal access to training and offers appropriate training for employees

Ensure that contractor maintains administrative documentation and data necessary for preparation of Annual Title VI Plan update

Contractor Responsibilities

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "Contractor"), agree as follows:

A. Compliance with Regulations

The Contractor shall comply with the Regulations relative to nondiscrimination in federally assisted programs of the Department of Transportation (hereinafter referred to as DOT), Title 49, Code of Federal Regulations, part 21, as they may be amended from time to time, (hereinafter referred to as the Regulations), which are herein incorporated by reference and made a part of this contract.

B. Nondiscrimination

The Contractor, with regard to the work performed by it during the contract, shall not discriminate on the grounds of race, color, sex, or national origin in the selection and retention of subcontractors, including procurement of materials and leases of equipment. The Contractor shall not participate either directly or indirectly in discrimination prohibited by Section 21.5 of the Regulations, including employment practices when the contract covers a program set forth in Appendix B of the Regulations.

C. Solicitations for Subcontracts, Including Procurement of Materials and Equipment

In all solicitations either by competitive bidding or negotiations made by the Contractor for work to be performed under a subcontract, including procurement of materials or leases of equipment, each potential subcontractor or supplier shall be notified by the Contractor of the Contractor's obligations under this contract

and the Regulations relative to nondiscrimination on the ground of race, color, sex, or national origin.

D. Information and Reports

The Contractor shall provide all information and reports required by the Regulations or directives issued pursuant thereto, and shall permit access to its books, records, accounts, other sources of information and its facilities pertinent to ascertain compliance with such Regulations, orders, and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish this information, the Contractor shall so certify to the CTUIR, or the FTA as appropriate, and shall set forth what efforts it has made to obtain the information.

E. Sanctions for Noncompliance

In the event of the Contractor's noncompliance with the nondiscrimination provisions of this contract, the CTUIR shall impose such contract sanctions as it or the FTA may determine to be appropriate, including, but not limited to:

- i. Withholding of payments to the Contractor under the contract until the Contractor complies; and/or
- ii. Cancellation, termination, or suspension of the contract, in whole or in part.

F. Incorporation of Provisions

The Contractor shall include the provisions of paragraphs (1) through (5) in every subcontract, including procurement of materials and leases of equipment, unless exempt by the Regulations, or directives issued pursuant thereto. The Contractor shall take such action with respect to any subcontractor or procurement as the CTUIR or the FTA may direct as a means of enforcing such provisions including sanctions for noncompliance.

G. Provided, however, that in the event a Contractor becomes involved in, or is threatened with, litigation with a subcontractor or supplier as a result of such direction, the Contractor may request the CTUIR enter into such litigation to protect the interests of the state and, in addition, the Contractor may request the United States to enter into such litigation to protect the interests of the United States.

Nondiscrimination Complaint Procedures

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, Civil Rights Restoration Act of

1987, and the Americans with Disabilities Act of 1990, relating to any program or activity administered by the CTUIR as to sub-recipients, consultants, and contractors. Intimidation or retaliation of any kind is prohibited by law. The procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies, or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and the Title VI Coordinator may be utilized for resolution. **See Attachment D, Title VI Complaint Form.**

1. Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited by Title VI nondiscrimination provisions may file a written complaint with CTUIR's Title VI Coordinator. A formal complaint must be filed within 180 calendar days of the alleged occurrence.
2. Upon receipt of the complaint, the Title VI Coordinator will determine its acceptability and need for additional information, as well as investigate the merit of the complaint. In cases where the complaint is against a sub recipient of federal funds, CTUIR will assume jurisdiction and will investigate and adjudicate the case.
3. Once the CTUIR decides to accept the complaint for investigation, the complainant and the respondent will be notified in writing of such determination within five calendar days. The complaint will receive a case number and will then be logged in the CTUIR's Public Transit Program records identifying its basis and the race, color, national origin, and gender of the complainant.
4. In cases where the CTUIR assumes the investigation of the complaint, the CTUIR will provide the respondent with the opportunity to respond to the allegations in writing. The respondent will have 10 calendar days to furnish the CTUIR his/her response to the allegations.
5. Within 50 calendar days of receipt of the complaint, a CTUIR Title VI Liaison will prepare an investigative report for the Executive Director's (Title VI Coordinator) review. The report shall include a narrative description of the incident, identification of persons interviewed, findings, and recommendations for disposition. The investigative report and its findings will be sent to the Office of Legal Counsel for review. The Office of Legal Counsel will review the report and associated documentation and will provide input within 10 calendar days.
6. Any comments or recommendations from the Office of Legal Counsel will be reviewed by CTUIR Title VI Liaison. The Investigator will discuss the report and

recommendations with the Executive Director. The report will be modified as needed and made final for its release.

7. Once CTUIR's investigative report becomes final, the parties will be properly notified of the outcome and appeal rights.
8. The CTUIR's investigative report and a copy of the complaint will be forwarded to Oregon Department of Transportation (ODOT) within 60 calendar days of the receipt of the complaint.
9. If the complainant is not satisfied with the results of the investigation, s/he shall be advised of their rights to appeal the CTUIR's determination to the ODOT; United States Department of Transportation (USDOT); or the United States Department of Justice (USDOJ). Appeals must be filed within 180 days after CTUIR's final resolution. Unless new facts not previously considered come to light, reconsideration of the CTUIR's determination will not be available.
10. The CTUIR will serve as appealing forum to a complainant that is not satisfied with the outcome of an investigation conducted by a sub-recipient. The CTUIR will analyze the facts of the case and will issue its conclusion to the appellant within 60 days of the receipt of the appeal.

The CTUIR hereby gives public notice that it is the policy of the agency to assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, Executive Order 12898 on Environmental Justice, and related statutes and regulations in all programs and activities. Title VI requires that no person in the United States of America shall, on the grounds of race, color, sex, or national origin, be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which CTUIR receives federal financial assistance. Any person who believes they have been aggrieved by an unlawful discriminatory practice under Title VI has a right to file a formal complaint with CTUIR.

Any such complaint must be in writing and filed with the CTUIR Title VI Coordinator within one hundred eighty (180) days following the date of the alleged discriminatory occurrence. A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590. **Attachment D, Title VI Complaint Form.**

Record Keeping of Title VI investigations, complaints and lawsuits.

In order to comply with 49 CFR Section 21.9(b), recipients shall prepare and maintain a list of any active investigations conducted by entities other than the FTA, lawsuits, or complaints naming the recipient that allege discrimination on the basis of race, color, or

national origin. This list shall include the date of the investigation, lawsuit or complaint filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response to the investigation, lawsuit, or complaint. CPT has never had a Title VI complaint, lawsuit or investigation since its inception in October 2001. For future reporting CPT will use the FTA suggested format. **See Attachment E, Form To Use In Reporting Transit-Related Title VI Investigations, Complaints, and Lawsuits.**

Service Standards For Fixed Route Transit.

The CTUIR Public Transit Program is a fixed route transit provider of public transportation. As such, FTA requires that it develop quantitative standards for the following indicators: vehicle load for each mode, vehicle headways for each mode, on-time performance for each mode, and service availability for each mode. The CTUIR Public Transit Program will maintain a record of the quantitative standards in a format suggested by the FTA. **See Attachment F, Service Standards For Fixed Route Transit Provider.**

Provision of additional information upon request.

At the discretion of the FTA, information other than that required by the referenced circular may be requested, in writing, from a recipient in order to investigate complaints of discrimination or to resolve concerns about possible noncompliance with Title VI requirements. The CTUIR Planning Department Office Manager and the transit supervisors are available to provide additional information as needed and to respond to any inquiry.

Preparation and submission of the Title VI Compliance Program.

FTA requires recipients to report certain general information to determine their compliance with Title VI. The collection and reporting of this program constitute the recipients' Title VI Program. To ensure compliance with 49 CFR Section 21.9(b), FTA requires that all recipients document their compliance with this chapter by submitting a Title VI Plan to FTA's regional civil rights officer once every three years. The Public Transit Program will review and provide and updated Title VI Plan every three years as required.

This Title VI Plan was reviewed and approved by the Executive Director and Title VI Coordinator for the Confederated Tribes of the Umatilla Indian Reservation:

Evidence of Approval
J. David Tovey, Jr.
Executive Director and Title VI Coordinator
Confederated Tribes of the Umatilla Indian
Reservation

Date

Title VI Plan Attachments

Attachment A Title VI Policy Statement

Title VI of the Civil Rights Act of 1964 states:

“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.”

The CTUIR Public Transit Program is committed to complying with the requirements of Title VI, in all of its programs and activities, and will not permit any discrimination in its public service and accommodations, based on race, color, sex, national origin, or any other protected classification.

Jeanine Gordon
CTUIR Public Transit Program Manager

Attachment B

Title VI Public Notice

(Posted at Public Transit Center and on all Public Transit Vehicles)

YOUR RIGHTS UNDER TITLE VI

THE CONFEDERATED TRIBES OF THE UMATILLA INDIAN RESERVATION

- The Confederated Tribes operates its transportation program and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Confederated Tribes' Planning Department.
- For more information on the Confederated Tribes' Title VI Plan and the procedures to file a complaint, contact Chelsey Dick, Public Transit Clerk at ChelseyDick@ctuir.org ; or visit the Planning Department at 46411 Timine Way, Pendleton, OR 97801. For more information visit www.umatilla.nsn.us
- You may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590
- If information is needed in another language, contact the Planning Department at 541-429-3099. **Si se necesita información en otro idioma, comuníquese con el Departamento de Planificación al 541-429-3099.**

**Attachment C
LIMITED ENGLISH PROFICIENCY (LEP) PLAN**

June 1, 2013

The CTUIR Public Transit Program is required to take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of our programs and activities of individuals who are Limited English Proficient (LEP). CPT consulted the US DOT's LEP Guidance and performed a four factor analysis of our contact with the public to determine the appropriate mix of LEP services to offer.

Four Factor Demographic Analysis:

1) The nature and importance of service provided by CPT

Until October of 2015, The CTUIR Public Transit Program provided important transit services to the public through its fixed route, commuter, on-demand and paratransit programs. The CTUIR Public Transit Program is the only major, regional public transportation provider in the Umatilla county area serviced. The CTUIR Public Transit Program provides a link between the Tri-Cities UZA, to the west comprising the cities of Pasco, Kennewick and Richland and to the Walla Walla UZA to the north. This urban area offers shopping, healthcare, employment, education and other transportation services that the public needs to access frequently.

2) The number or proportion of LEP persons in the service area.

Data was gathered from the following sources to identify information on persons who do speak languages other than English at home and who speaks it less than well or not at all and would be classified as limited English proficient or "LEP":

a. 2010 Census Data.

A review of the data from the source listed, revealed that the main minority language spoken throughout the transit service area is Spanish.

➤ Total Service Area population (as of 2010):	416,583
➤ Spanish Spoken at Home:	75,698 (18%)
English spoken less than very well:	40,960 (10%)
➤ Other Indo-European Languages:	6,360 (2%)
English spoken less than very well:	1,768 (.42%)
➤ Asian Pacific Islander Languages:	5,891 (1%)
English Spoken less than very well:	2,591 (.62%)
➤ Other Languages:	1,206 (.29)
English spoken less than very well:	512 (.12%)

A review of the above demographic data revealed that the main minority language spoken throughout the transit service area is Spanish.

3) The frequency with which LEP individuals come into contact with the service.

Since commencement of CPT operations in 2001, there have been no Title VI investigations, complaints or law suits. There have also been no reported requests for minority language assistance since that time. The conclusion is that the majority of local Spanish speaking passengers are also proficient in the use of English.

4) The resources available to the recipient of the federal funds to assure meaningful access to the service by LEP persons.

The CTUIR Public Transit Program previously contracted for vehicle operators with Elite Taxi of Pendleton and TC Transportation of Tri-Cities. Approximately 85% of the CPT service area Hispanic population was served by TC Transportation, which employs bi-lingual drivers for routes and operates a 24/7 call center with Spanish speaking translators who are available to any CTUIR Public Transit rider who might need assistance from a Spanish speaking dispatcher.

Elite Taxi gave preference to bi-lingual vehicle operators when hiring and provided access to TC Transportation call center as necessary for those with limited language skills.

The CTUIR Public Transit Program will post signs on buses and at bus shelters a statement of public rights under Title VI, printed in both English and Spanish. The CTUIR Public Transit Program will give preference to bilingual applicants when hiring employees. We will also provide brochures showing bus routes and schedules in English with contact information for riders needing assistance in Spanish at the call center and on various web sites with linkages to all destinations.

Title VI Implementation Plan:

Based on the four factor analysis, the CTUIR Public Transit Program recognizes the need to continue providing improved Spanish language services in this service delivery area. A review of routes and programs being offered as of January 2013 includes the following goals:

- Spanish speaking translators, available upon request during normal business hours.
- Future transit surveys conducted will be available in Spanish.
- Prior to public meetings, citizens are asked if they require Spanish language literature.
- Spanish language signs are fitted to each bus, prompting passengers to call a Spanish speaking dispatcher.
- The CTUIR Public Transit Program works closely with area agencies which are expected to have minority participation, such as CAPECO, local housing authorities social, education and business groups.

**Attachment D
Title VI Complaint Form**

This form is available on our website, on our Facebook page, at our bus facility, and in our main office.

Use this form to file any Title VI Complaint with the CTUIR Public Transit Program.

Section I:			
Name:			
Address:			
Telephone (Home):		Telephone (Work):	
Electronic Mail Address:			
Accessible Requirements?	Format	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 Tribal, Federal, State, or local agency, or with any Tribal, Federal or State court? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, check all that apply: <input type="checkbox"/> Tribal Court _____ <input type="checkbox"/> Tribal Agency _____ <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 at the address below, or mail this form to:

Planning Department Attn: Planning Director

Confederated Tribes of the Umatilla Indian Reservation

46411 Timine Way

Pendleton, OR 97801

Utilice este formulario para presentar cualquier queja del Título VI de la Gerencia de Urbanismo CTUIR.

SECCIÓN I			
Nombre			
Dirección:			
Teléfono (Casa):		Teléfono (trabajo):	
Dirección de correo electrónico:			
Requisitos formato accesible?	en letra grande	Cinta de Audio	
	TDD	Otras	
SECCIÓN II			
¿Está presentando esta queja en su nombre?		Si	No
* Si usted contestó "sí" a esta pregunta, ve a la sección III.			
Si no es así, por favor proporcione el nombre y la relación de la persona a la que usted se queja:			
Por favor, explique por qué se han declarado en un tercero: _____			
Por favor, confirme que ha obtenido el permiso de la parte perjudicada, si usted está presentando en nombre de un tercero.		Si	No
SECCIÓN III			
Creo que la discriminación que experimenté fue basado en (marque todo lo que corresponda): <input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Origen Nacional Fecha de la supuesta discriminación (Mes, Día, Año): _____ Explique lo más claramente posible lo que pasó y por qué usted cree que fue discriminado. Describa todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la persona (s) que le discriminó (si se conoce), así como los nombres e información de contacto de cualquier testigo. Si 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 tribunal, federal, estatal, o local, o con cualquier tribunal tribal, federal o estatal? Sí No En caso afirmativo, marque lo que corresponda: <input type="checkbox"/> Corte Tribal _____ <input type="checkbox"/> Agencia Tribal _____ <input type="checkbox"/> Agencia Federal: _____ <input type="checkbox"/> Tribunal Federal _____ <input type="checkbox"/> Agencia Estatal _____ <input type="checkbox"/> Corte del Estado _____ <input type="checkbox"/> Agencia Local _____			
Sírvanse proporcionar información acerca de una persona de contacto en la corte agencia / donde se presentó la queja.			
Nombre			

Título:
Agencia:
Dirección:
Teléfono:
Sección VI
Nombre de la agencia queja es contra:
Persona de contacto:
Título:
Número de teléfono:

Puede adjuntar cualquier material escrito o cualquier otra información que usted considere relevante para su queja.

Firma y fecha requerida por debajo de

Firma

Fecha

Por favor envíe este formulario en persona en la dirección indicada más abajo, o envíe por correo este formulario a:

Planning Department Attn: Planning Director
 Confederated Tribes of the Umatilla Indian Reservation
 46411 Timine Way
 Pendleton, OR 97801

Attachment E

Form to use in reporting transit-related Title VI investigations, complaints, and lawsuits

CTUIR Public Transit will maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin:

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

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

For this purpose, CPT will use the following form when submitting its 3 year report.

List of Investigations, Lawsuits and Complaints

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations				
1.				
2.				
Lawsuits				
1.				
2.				
Complaints				
1.				
2.				

Attachment F
Service Standards for Fixed Route Transit Provider

The CPT will maintain quantitative standards in conformity with the following:
 Background - FTA requires all fixed route transit providers of public transportation to develop *quantitative* standards for the following indicators

Vehicle Loads - Generally expressed as the ratio of passengers to the number of seats on a vehicle, relative to the vehicle's maximum load point.

CPT Vehicle Loads by Route

<u>Route</u>	<u>Bus Capacity</u>	<u>Average Annual Load (Apr. 12 - Mar. 13)</u>	<u>Peak Load *</u>	<u>Peak Trip Time</u>
Mission Metro (fixed)	22	0.41	0.95	Aug. / Mid-AM / Friday
Walla2 Whistler (commuter)	28	0.46	1.14	Oct. / AM / Thursday
Hermiston Hopper (commuter)	22	0.38	1.01	July / PM / Wednesday
La Grande Arrow (commuter)	24	0.33	0.88	January / AM / Tuesday
Pilot Rocket (commuter)	22	0.11	0.41	July / Noon / Monday
Tutuilla Tripper (commuter)	7	0.37	1.14	August / PM / Wednesday
Tri-City Trolley	14	.21	.64	October / PM / Wednesday

- Peak load was calculated for the month with the largest volume of riders and so it's not known how frequently this occurs without further analysis.

Vehicle Load Standards

CTUIR Public Transit Program's only fixed route by definition is the Mission Metro.

Vehicle Type	Average Passenger Capacities			
	Seated	Standing	Total	Maximum Load Factor
Mission Metro	22	5	27	1.23
Whistler	28	0	28	1.0
Hopper	22	0	28	1.0
Arrow	24	0	24	1.0
Rocket	22	0	22	1.0
Tripper	7	0	7	1.0
Trolley	14	0	14	1.0

Because there are multiple stops in a relative short distance at lower speeds, standing riders is not optimal but considered acceptable.

The commuter routes are primarily destinations ranging between 30 minutes to one hour. Most are on state highways with few stops in between trip origin and destination. Standing creates a greater liability for operators and inconvenience for riders and therefore discouraged.

Vehicle Headways - The only headway time for two vehicles on the same route is 1.5 hours for the Walla Walla Whistler commuter. All other routes depart and return using a single vehicle.

On-time Performance – no recorded data but we estimate that buses are within a couple of minutes early or late of the schedule 95% of the time.

Performance Standard - Ninety-five (95) percent of the Public Transit Program vehicles will complete their established runs no more than 5 minutes early or late in comparison to the established schedule/published timetables.

Service Availability – See attached Map of CPT Service Area (Attachment H). The Public Transit Program distributes its commuter services to all incorporated cities in Southeast Washington and Northeastern Oregon. Typically only one stop is made per town at a downtown location typically post offices or other transit stations. The fixed route system makes several stops in down town Pendleton and the Mission Community and deviates upon request.

Service Availability Standards - The Public Transit Program will distribute transit service so that 75% of all residents in the fixed route service area are within a ¼ mile walk of bus stops. Public Transit Program demand response and Para-Transit services operate 22 / 7 and service 100% of the Pendleton / Mission Urban Area.

Attachment G
Outreach/Participation Plan

- By far the most predominant non-English language spoken in the service area is Spanish.
- The Public Transit Program currently contracts for vehicle operators with Elite Taxi of Pendleton and TC Transportation of Tri-Cities.
- Approximately 85% of the service area Hispanic population is served by TC Transportation that employs bi-lingual drivers for CPT routes and operate a 24/7 call center with Spanish speaking translators. This contact information is on Title VI Public Notices placed at the Public Transit Center and on all Public Transit Program vehicles.
- Elite Taxi will give preference to bi-lingual vehicle operators when hiring and provide access to TC Transportation call center as necessary for those with limited language skills.
- Copies of bi-lingual schedules will be made available at the CTUIR Public Transit Program office.
- Contract operators will assure opportunities are made available to LEP individuals through local media when hiring vehicle operators.
- Announcements of plan updates will be made available in Spanish and English for public postings.