



**City of Harrisonburg
Department of Public Transportation
Title VI Program
&
Limited English Proficiency (LEP) Assessment**

475 East Washington Street
Harrisonburg VA 22802
Phone 540.432.0492 • Fax 540.432.0495

Approved by City of Harrisonburg City Council: September 22, 2015
Resolution _____

Prepared By:
City of Harrisonburg
Department of Public Transportation
475 E Washington Street
Harrisonburg, VA 22802
www.hdpt.com

<u>TITLE VI NON-DISCRIMINATION POLICY STATEMENT</u>	<u>3</u>
<u>INTRODUCTION AND OBJECTIVES</u>	<u>3</u>
<u>TITLE VI NOTIFICATION OF THE PUBLIC'S RIGHTS</u>	<u>4</u>
<u>STATEMENT OF ANNUAL TITLE VI CERTIFICATION AND ASSURANCE</u>	<u>5</u>
<u>TITLE VI SERVICE STANDARDS AND POLICIES</u>	<u>5</u>
<u>PUBLIC OUTREACH AND INVOLVEMENT ACTIVITIES</u>	<u>8</u>
<u>CONSTRUCTION PROJECTS</u>	<u>10</u>
<u>CIVIL RIGHTS REVIEW ACTIVITIES</u>	<u>11</u>
<u>TITLE VI COMPLAINT PROCEDURES</u>	<u>11</u>
<u>LIMITED ENGLISH PROFICIENCY PLAN (LEP)</u>	<u>14</u>
<u>APPENDIX LIST</u>	<u>19</u>

TITLE VI COMPLAINT FORM
 SAMPLE LETTER: ACKNOWLEDGING RECEIPT OF COMPLAINT
 SAMPLE LETTER: NOTIFYING COMPLAINANT THAT THE COMPLAINT IS SUBSTANTIATED
 SAMPLE LETTER: NOTIFYING COMPLAINANT THAT THE COMPLAINT IS NOT SUBSTANTIATED
 NOTIFYING THE PUBLIC OF RIGHTS
 PUBLIC NOTICE
 PUBLIC PARTICIPATION PLAN

TITLE VI NON-DISCRIMINATION POLICY STATEMENT

HDPT is committed to ensuring that no person is excluded from participation in, or denied the benefits of, or be subject to discrimination in the receipt of its services or programs on the basis of race, color or national origin or any other characteristics protected by law, including Title VI of the Civil Rights Act of 1964, as amended. Further, under the Americans with Disabilities Act (ADA) of 1990, no entity shall discriminate against an individual with a physical or mental disability in connection with the provision of transportation service.

To obtain more information on HDPT's nondiscrimination obligations or to file a Title VI complaint, contact: Cheryl Spain, Program Support Specialist, Senior, 475 E. Washington Street, Harrisonburg, VA, 22802 by mail, phone 540.432.0492 or fax 540.432.0495.

You may file a written complaint no later than 180 calendar days after the date of the alleged discrimination.

Information on non-English alternative formats may be obtained from the City of Harrisonburg Department of Public Transportation (HDPT).

HDPT is committed to a policy of non-discrimination in the conduct of its business, including its Title VI responsibilities. HDPT will deliver equitable and accessible transportation services. HDPT will utilize its best efforts to assure that no person 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 its program of transit service delivery and related benefits. This program for HDPT provides information to reflect compliance with Title VI of the Civil Rights Act of 1964; Title 59, Chapter 53, Section 5332 of the United States Code and the Federal Transit Administration's circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients", dated October 1, 2012. Limited English Proficient Persons (LEP) Guidance prepared by FTA and published April 13, 2007 was utilized for this program.

Toward this end, it is HDPT's objective to:

1. Operate its transportation service and programs without regard to race, color, or national origin;
2. Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations;
3. Promote the full and fair participation of all affected populations in transportation decision making;
4. Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations;
5. Ensure meaningful access to programs and activities by persons with limited English proficiency.

The Director of Public Transportation has the responsibility for carrying out HDPT's commitment to this program. The Program Support Specialist, Senior and the Transit Superintendent are responsible for the development, promotion and operations of the program and the investigation of Title VI complaints. All managers, supervisors and employees share in the responsibility for making the program a success.

Title VI Notification of the Public's Rights

The City of Harrisonburg operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Harrisonburg.

For more information on the City of Harrisonburg's civil rights program, and the procedures to file a complaint, contact 540-432-0492 x2723, (TTY 711); email Cheryl.Spain@harrisonburgva.gov; or visit our administrative office at 475 East Washington Street, Harrisonburg, VA 22802, or our website: www.hdpt.com.

A complainant 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 540-432-0492.

Si necesita información en otro idioma llámenos al 540-432-0492

Title VI Program Update

Public transportation in the City is provided by the Harrisonburg Department of Public Transportation (HDPT), a department within the City government. HDPT operates fixed-route bus service, Americans with Disabilities Act (ADA) paratransit service, and scheduled routes to Bridgewater and Dayton. The transit system operates six full-time routes geared toward City residents, and several more seasonal routes during the school year, geared toward James Madison University (JMU) students. JMU accounts for about 90% of the system's ridership. HDPT is a department within the municipality of the City of Harrisonburg. HDPT operates all fixed route and paratransit service in-house. The 2014 population of HDPT's service area is approximately 53,013. HDPT does not have subrecipients.

A map of transit routes is available at: <http://www.harrisonburgva.gov/index.php?id=168>

Transit routes are available in all census tracts within the City of Harrisonburg.

Annual Title VI Certification and Assurance

In accordance with 49 CFR Section 21.7, HDPT submits the FTA Civil Rights Assurance annually stating that the applicant will carry out the program in compliance with DOT's Title VI regulations.

Service Standards and Policies

A summary of service standards and policies are outlined below

Service Standards

A. Vehicle Load

HDPT routes provide transportation throughout the City of Harrisonburg serving both the citizens of Harrisonburg and the JMU community. Due to the nature of some of HDPT's routes serving major apartment complexes and inner campus service while JMU is in session, some routes experience more frequent standee volumes than others. The following are HDPT's Vehicle Load Standards:

Vehicle Type	Average Passenger Capacities			
	Seated	Standing	Total	Max Load Factor
Small Bus	12	7	19	1.6
35' Transit Bus (JMU)	32	38	70	2.2
35' Transit Bus (City)	32	5	37	1.2

HDPT will examine and introduce ways to alleviate overcrowding when the vehicle load factor exceeds the recommended maximum load factor per vehicle type. HDPT defines overcrowding as being when ridership on any given trip exceeds the seated capacity of the bus normally assigned to that route an average of at least once per week over a period of a month (defined as “chronic overcrowding”).

B. Vehicle Headway

Vehicle headways for HDPT services vary by route and time of day. Headway variation among routes is based on ridership demand which is driven largely by JMU during peak class times as well as workplace populations at or near transfer locations.

Weekday	Peak	Base	Evening	Night
City Routes	30	30	--	--
JMU Routes	15	15	--	--
Express Routes	15	--	--	--
Night Routes	--	--	30	30

* Peak: 7:30am-9:30am and 4pm-6pm; Base 6:30am-7:30am and 9:30am-4pm; Evening: 6pm-9:30pm; Night: 9:30pm-Midnight
 "--" Means no service is provided during that time period.

Saturday	Day	Evening	Night
City Routes	30	--	--
JMU Routes ¹	--	--	--
Night/Late Night Routes	--	30	30

* Day: 8:30am-6pm; Evening 6pm-9:30pm; Night: 9:30pm-Midnight
 "--" Means no service is provided during that time period.

¹ Exception of JMU Routes running on Saturday include Campus Shuttle and Shopper Saturday

Sunday	Day	Evening	Night
City Routes	--	--	--
JMU Routes ¹	30	30	30
Night/Late Night Routes	--	--	--

* Day: 11am-6pm; Evening 6pm-9:30pm; Night: 9:30pm-Midnight
 "--" Means no service is provided during that time period.

¹ JMU Routes running include Sunday Shuttles 1 & 2

C. Service Availability

Riders using HDPT fixed route utilize main transfer hubs throughout the City including the East Gay St. Transfer Center, Godwin Transit Center (JMU), and the Cloverleaf Shopping Center. These major transfer locations located throughout the City as well as on JMU's campus create a large network of possible riders creating a very large potential catchment area. Routes 1-6 and the Bridgewater/Dayton Shuttle operate throughout the year while Routes 7-18, Shopper, Inner Campus Shuttles, Campus Shuttle, Shopper Saturday, Night Campus Shuttle, Routes 31-33, and Routes 35-40 run only while JMU is in session. Routes are structured to serve major points of JMU's campus, Apartment Complexes, and other major points of interest in the City of Harrisonburg.

D. On-Time Performance

HDPT utilizes the CAD/AVL system called Nextbus that provides system-wide on-time performance data. HDPT will begin integrating monthly reviews of on-time performance data and establishing baselines and standards, policies, and monitoring practices.

Using the CAD/AVL system Nextbus, HDPT staff reviews on-time performance of each route on a monthly basis showing deficiencies in the route. HDPT defines insufficient on-time performance as being if a route is found to be more than 10 minutes late more than 10% of the time. Please see example below

Schedule adherence by Route, for selected routes
for 1 month ending at 6/30/2015

Route	Percent of Timepoints			Number of Timepoints				
	Early	On Time	Late	Early	On Time	Late	Total	
1		0%	99%	1%	7	2789	21	2817
2		2%	97%	1%	54	2501	16	2571
3		1%	98%	1%	31	2863	26	2920
4		1%	97%	1%	38	2475	36	2549
5		1%	95%	4%	26	2527	116	2669
6		13%	87%	1%	322	2222	15	2559
Totals:		3%	96%	1%	478	15377	230	16085

=====

Parameters:

End Date	Number of Days	Service Classes	Start Time	End Time	Routes	Early	Late
6/30/2015	1 month	all	7:00 am	8:00 pm	1,2,3,4,5,6	1	10

Query Time: 1.069 sec

Service Policies

A. Vehicle Assignment

HDPT utilizes 35' transit buses with various seating arrangements. Bus seating arrangement types are made appropriate to service type. Due to a generally higher ridership and higher volume of standees, buses with parameter style seating arrangements are assigned to Inner Campus routes as well as routes with higher volume during peak JMU class times.

B. Transit Amenities

HDPT's transit amenities (bus shelters, trash cans, lighting, benches, etc.) are distributed on a system-wide basis.

Public Outreach and Involvement Activities

A summary of public outreach and involvement activities undertaken and a description of steps taken to ensure all persons have meaningful access to the transit system and planned projects are noted below.

1. **HDPT notifies the public of Title VI protections by**

Providing information on its website, www.hdpt.com;

Placing a notification in all revenue service vehicles and bus shelters;

Placing the HDPT Title VI statement in the printed bus schedule;

Also, the front page of the current Bus Schedule states: ENLARGED SCHEDULES AVAILABLE FOR THE VISUALLY IMPAIRED

Notifying the Public of Rights notification is included in the Appendix.

2. **Involvement with community organizations**

1/08/2014– HDPT's Transit Superintendent, Paratransit Coordinator, and Supervisor met with Resident Services Manager of Virginia Mennonite

Retirement Community Bob Horst and approximately 20 residents to explain services provided by HDPT as well as engage in a Ride the Bus Program.

07/01//2014– HDPT’s Transit Superintendent, Paratransit Coordinator, and Supervisor met with Resident Services Manager of Virginia Mennonite Retirement Community Bob Horst and approximately 20 residents to explain services provided by HDPT as well as engage in a Ride the Bus Program.

9/10/2014– HDPT’s Transit Superintendent and Harrisonburg’s Public Information Officer met with the ARC’s Op Shop to discuss service options and explain paratransit versus fixed route options for employees with disabilities.
<http://www.hrarc.org/>

2/11/2015– HDPT’s Transit Superintendent, Paratransit Coordinator, and Supervisor met with Resident Services Manager of Virginia Mennonite Retirement Community Bob Horst and approximately 20 residents to explain services provided by HDPT as well as engage in a Ride the Bus Program.

5/19/2015– HDPT’s Transit Superintendent and Supervisor met with Assistant Director of JMU’s Orientation and Student Leadership for the Office of International Programs Thomas Lavenir. It was proposed that a Ride the Bus Program be coordinated and presented to staff members and others involved in the organization as needed. If needed, an interpreter will be provided by the organization.

6/12/2015– HDPT’s Transit Superintendent, Paratransit Coordinator, and Supervisor met with Resident Services Manager of Virginia Mennonite Retirement Community Bob Horst and approximately 20 residents to explain services provided by HDPT as well as engage in a Ride the Bus Program.

7/9/2015 – HDPT’s Director, Transit Superintendent, and Supervisor met with Executive Director of the Harrisonburg Rockingham Free Clinic Keith Gnagey to discuss barriers clients have with transportation. In addition, information was highlighted about services that are provided by HDPT’s Transit and Paratransit system.

7/23/2015 – HDPT’s Transit Superintendent Paratransit Coordinator and Supervisor met with Leeanne Shepherd, Director of Harrisonburg People Helping People.
<http://peoplehelpingpeople-harrisonburg.org/> A Ride the Bus Program will be coordinated and presented to staff members and others involved in the organization as needed. If needed, an interpreter will be provided by the organization.

3. Planning and public involvement activities

HDPT is part of The Harrisonburg-Rockingham Metropolitan Planning Organization (HRMPO) through the Technical Advisory Committee and the Policy Board. Through the HRMPO, transit employees are given the opportunity for community involvement to be able to share information about our service, programs, and plans. A public comment opportunity is given at each scheduled meeting. Sign language or non-English language interpreters are provided if needed and requested in advance, for any meeting of the HRMPO Policy Board and/or Technical Advisory Committee.

Public Notices for the HRMPO offer sign language or non-English language interpreters. Sample Public Notice included in the Appendix.

Notices for Public Hearings for the City of Harrisonburg offer sign language or non-English language interpreters.

For spoken translation, The City of Harrisonburg uses a program called Language Line with persons either in person or by phone. When written translation is needed, a contractor or volunteer are used. HDPT used a volunteer to translate and produce Bus Schedules in Spanish beginning in 2004. Schedules in Spanish are printed and available on the website.

4. Public Participation Plan

The Public Participation Plan for HDPT and HRMPO was Adopted 19 July 2007. This plan describes procedures for inclusive public participation that ensures access to low-income and minority populations to the transit agency's activities and programs. PPP is included in the Appendix.

Construction Project

The City of Harrisonburg submitted documentation for a categorical exclusion (CE) by completing and submitting FTA's standard CE checklist, which includes a section on community disruption and environmental justice. A response for NEPA Class of Action Determination was received July 30, 2012 from Reginald Lovelace, Acting Director, Region III. The Class of Action for the Harrisonburg Bus Maintenance Facility Project is a Class II documented Categorical Exclusion as set forth in 23 CFR 771.117(d).

Civil Rights Compliance Review Activities

HDPT had a Civil Rights Compliance Review during the 2015 Triennial Review. As part of the 2015 Triennial Review the following was recorded:

Findings: It was found that HDPT needed to implement and define Title IV Service Standards. In addition, it was found that HDPT needed to implement training as defined. There have not been any other Title VI compliance reviews conducted by other local, state or federal agencies during the last three years.

HDPT's Title VI Complaint Procedures

Any person who believes that he or she has been subjected to discrimination under Title VI on the basis of race, color or national origin may file a Title VI complaint with HDPT within 180 days from the date of the alleged occurrence. HDPT will process complaints that are complete.

Filing a Complaint with HDPT:

- Online: Complaints may be filed using our online form available at www.hdpt.com
- By Mail: Complaints may be filed with HDPT in writing and may be addressed to:

City of Harrisonburg Department of Public Transportation
Program Support Specialist, Senior
475 East Washington Street
Harrisonburg, Virginia 22802

HDPT will provide appropriate assistance to complainants who are limited in their ability to communicate in English.

Complaint Investigation

1. Written complaint received by the Program Support Specialist, Senior. A letter acknowledging the receipt of the complaint will be mailed to the complainant.
2. The complaint will be logged into the Civil Rights database by the Program Support Specialist, Senior and updated at each step.
3. Determine the acceptability, need for additional information and the investigative merit of the complaint. The Transit Director shall review the complaint and decide if other members of the department or other city departments are needed to evaluate the complaint.
4. Once the course of action is determined, the complainant will be notified in writing of the determination within ten (10) calendar days. Either a letter notifying

the complainant that the complaint is substantiated or a letter notifying the complainant that the complaint is not substantiated will be mailed. If further explanation is needed the Complainant shall provide details in writing or in person as needed. Appeal information will also be sent.

5. A complaint is determined to be substantiated if following apply:
The complaint must be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant.
The allegation(s) must involve a covered basis such as race, color, national origin, disability, age or sex.
The allegation(s) must involve a program or activity that receives Federal financial assistance.
6. A complaint may be determined to be not substantiated for the following reasons:
The complaint does not fall within the guidelines of #5.
The complainant requests withdrawal of the complaint.
The complainant fails to respond to repeated requests for additional information needed to process the complaint.
The complainant cannot be located after reasonable attempts.
7. Within 45 days of the receipt of the complaint, the Program Support Specialist, Senior will prepare a written investigative report to be reviewed by HDPT staff and the City Attorney.
8. The report will be modified as needed and finalized for release to the parties. The complainant has the right to file a complaint with FTA within seven (7) calendar days of receipt of the final decision shall be included in the report.

HDPT will investigate all complaints received. HDPT shall have sixty (60) days from receipt of the written complaint to investigate the complaint and respond to the complainant in writing with a determination. The complainant may appeal this determination to the Federal Transit Administration or the United States Department of Transportation within thirty (30) days of receipt of the determination.

FTA PROCESS The letters of finding and resolution will offer the complainant and the recipient the opportunity to provide additional information that would lead FTA to reconsider its conclusions. In general, FTA requests that the parties in the complaint provide this additional information within 60 days of the date the FTA letter of finding was transmitted. After reviewing this information, FTA's Office of Civil Rights will respond either by issuing a revised letter of resolution or finding to the party, or by informing the party that the original letter of resolution or finding remains in force. FTA strives to transmit these letters within 30 to 60 days of receiving the complaint.

Filing a Complaint Directly to the U.S. Department of Transportation

A complaint may file a Title VI complaint with the U.S. Department of Transportation by contacting the Department at:

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

Title VI Complaint Form

The HDPT Title VI Complaint Form is included in the Appendix.

Complaint Database

The Civil Rights Complaint Database includes:

- The name and address of the person(s) filing the complaint
- Type of complaint: Title VI
- Date of the complaint, investigation or lawsuit
- The basis of the complaint
- Summary of the allegations
- Actions taken by HDPT
- Status of the complaint, investigation or lawsuit
- Date the complaint is considered to have been “resolved.”

There have been no Title VI investigations, lawsuits, or complaints since the last submission of November 9, 2012, which was approved November 13, 2012.

Limited English Proficiency Plan (LEP)

REQUIREMENT TO PROVIDE 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).

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 agency to publish guidance 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, including all transit departments receiving federal grant funds.

The U.S. DOT's FTA Office of Civil Rights' publication "*Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient Persons – A Handbook for Public Transportation Providers*" was used in the preparation of this plan.

Contents

This plan contains:

1. A needs assessment based on the four-factor analysis
2. Language assistance measures
3. A staff training plan
4. Providing notice to LEP persons
5. Methods for monitoring, evaluating and updating plan

LEP Needs Assessment – the Four-Factor Analysis

Provider: City of Harrisonburg					
Date Completed: July 2015			2013 Data – 5 Year Estimates		
Factor 1: NUMBER OR PROPORTION OF LEP's:					
Go to the U.S. Census website (www.census.gov) and list the racial make-up of each town or county you serve (number and percentage). (Enter the town or county name and state into the "population finder." Select "go." Select link for "fact sheet.")					
Town/County	White	Black or African American	American Indian or Alaska Native	Asian	Hispanic or Latino
City of Harrisonburg Total Population Estimate: 66,543	49,208	3,202	84	2,170	10,047
Dayton Total Population Estimate: 5,894	5,310	36	0	8	522
Bridgewater Total Population Estimate: 9,048	8,155	237	78	7	528

DATA FOR HARRISONBURG RESIDENTS AND THEIR ABILITY TO SPEAK ENGLISH IS SHOWN IN THE TABLE BELOW:

S1601: LANGUAGE SPOKEN AT HOME

Subject	Harrisonburg city, Virginia					
	Total		Percent of specified language speakers			
			Speak English "very well"		Speak English less than "very well"	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population 5 years and over	36,449	+/-1,038	89.7%	+/-1.6	10.3%	+/-1.6
Speak only English	79.3%	+/-2.2	(X)	(X)	(X)	(X)
Speak a language other than English	20.7%	+/-2.2	50.5%	+/-5.5	49.5%	+/-5.5
Spanish or Spanish Creole	12.9%	+/-1.8	44.4%	+/-6.7	55.6%	+/-6.7
Other Indo-European languages	4.8%	+/-1.2	72.3%	+/-8.7	27.7%	+/-8.7
Asian and Pacific Island languages	1.7%	+/-0.7	50.2%	+/-23.4	49.8%	+/-23.4
Other languages	1.2%	+/-0.8	29.6%	+/-17.6	70.4%	+/-17.6
SPEAK A LANGUAGE OTHER THAN ENGLISH						
Spanish or Spanish Creole	4,701	+/-690	44.4%	+/-6.7	55.6%	+/-6.7
5-17 years	1,165	+/-314	76.8%	+/-9.9	23.2%	+/-9.9
18-64 years	3,413	+/-454	34.7%	+/-8.1	65.3%	+/-8.1
65 years and over	123	+/-98	6.5%	+/-12.1	93.5%	+/-12.1
Other Indo-European languages	1,759	+/-452	72.3%	+/-8.7	27.7%	+/-8.7
5-17 years	355	+/-190	100.0%	+/-9.4	0.0%	+/-9.4
18-64 years	1,292	+/-355	67.2%	+/-12.4	32.8%	+/-12.4
65 years and over	112	+/-61	43.8%	+/-29.8	56.3%	+/-29.8
Asian and Pacific Island languages	635	+/-251	50.2%	+/-23.4	49.8%	+/-23.4
5-17 years	91	+/-91	17.6%	+/-44.4	82.4%	+/-44.4
18-64 years	509	+/-193	55.6%	+/-20.2	44.4%	+/-20.2
65 years and over	35	+/-36	57.1%	+/-57.1	42.9%	+/-57.1
Other languages	453	+/-309	29.6%	+/-17.6	70.4%	+/-17.6
5-17 years	59	+/-85	35.6%	+/-64.4	64.4%	+/-64.4
18-64 years	383	+/-238	26.6%	+/-19.2	73.4%	+/-19.2
65 years and over	11	+/-17	100.0%	+/-92.8	0.0%	+/-92.8
CITIZENS 18 YEARS AND OVER						
All citizens 18 years and over	28,803	+/-944	96.3%	+/-1.4	3.7%	+/-1.4
Speak only English	89.7%	+/-1.6	(X)	(X)	(X)	(X)
Speak a language other than English	10.3%	+/-1.6	63.8%	+/-10.5	36.2%	+/-10.5
Spanish or Spanish Creole	5.6%	+/-1.4	55.1%	+/-13.6	44.9%	+/-13.6
Other languages	4.7%	+/-0.9	74.3%	+/-10.4	25.7%	+/-10.4
PERCENT IMPUTED						
Language status	3.4%	(X)	(X)	(X)	(X)	(X)
Language status (speak a language other than English)	0.4%	(X)	(X)	(X)	(X)	(X)
Ability to speak English	1.3%	(X)	(X)	(X)	(X)	(X)

Source: U.S. Census Bureau, 2009-2013
American Community Survey

Factor 2: The Frequency with Which LEP Individuals Come into Contact with our programs, activities and services:

Interviews with drivers, dispatchers and city staff about contact with LEP persons were used to determine that the procedures currently in place are sufficient for HDPT in serving LEP persons. Drivers and dispatchers report very little contact with LEP persons during operations. "Usually" the contact would be with someone speaking Spanish and at this time we have not had problems communicating with them. During training drivers are instructed to pass a schedule in Spanish to the passenger so they can show the driver their destination. Another comment received was that sometimes the dialect or accent of a person is difficult to understand but with patience the challenge is met. Virginia Relay service is used when communicating with hearing impaired riders. HDPT has also installed inside destination signs in fixed route buses. James Madison University students account for 90% of our ridership and no problems have been reported with students regarding the lack of English proficiency. In an ongoing effort to meet the present and future needs of the community, HDPT staff will continue to identify LEP individuals in our service area. To date, HDPT has had no requests for interpreters.

Factor 3: The Importance to LEP Persons of our programs, activities and services:

HDPT considers transit to be an increasingly important and essential service for many people living in our service area. Our goal is to continue to communicate with Human Service Organizations, Medical Organizations and Community Programs in our area to identify any LEP person's inability to utilize effectively public transportation that may adversely affect his or her ability to obtain health care, education, or access to employment.

Factor 4: The Resources Available to HDPT and Cost to Deliver LEP Program:

HDPT is a small urban recipient with a limited budget. Using community resources and technological advances available, with limited staff we have been able to meet the needs of LEP persons in the City of Harrisonburg transportation area. The department has not had a need to utilize the Language Line used by the City of Harrisonburg. In the future, a departmental account may be set up if needed.

Language Assistance Measures

Language assistance measures currently used and planned to be used:

- Continue to produce Bus Schedules and maps in Spanish in print and on our website
- Continue to produce Large Print Schedules
- Provide instructions to vehicle operators and dispatch who regularly interact with the public on how to respond to an LEP customer as needed (new hire, departmental meetings). Drivers interviewed said they are usually able to ask another passenger on the bus to help them understand or point to the routes or destination on the schedule. Community service groups also help passengers by writing their destination on paper to give to the bus drivers.

HDPT Operator Training Plan

HDPT Operators should know their obligations to provide meaningful access to information and services for LEP persons.

The following training will be provided to all staff:

- Information on the Title VI Policy and LEP responsibilities.
- Description of language assistance services offered to the public.
- Documentation of language assistance requests.
- How to handle a potential Title VI/LEP complaint.
- HDPT staff will also take advantage of any “outside” training provided by FTA, Virginia Department of Rail and Public Transportation, MPO or the City.

City of Harrisonburg – City Council

The City Council is the elected governing body of the City of Harrisonburg and is made up of five members elected at-large.

Providing Notice to LEP Persons

HDPT will continue to follow the following measures to notify LEP persons of language assistance services available:

- HDPT will work with community-based organizations and other stakeholders to inform LEP individuals of HDPT’s services;
- Provide Spanish copies of the Bus Schedule at dispatch and on the buses;
- Provide Spanish translation of the HDPT website.

Methods for Monitoring, Evaluating and Updating the Plan

HDPT will update the LEP Plan as needed. Updates will be submitted to FTA as part of the Title VI submission every three years. At a minimum, the plan will be reviewed annually and updated as a result of the review or when it is clear that higher concentrations of LEP individuals are present in the area served. Monitoring and evaluating the plan will allow HDPT to track outreach efforts to help improve future efforts. Updates will include the following:

- Information from drivers and dispatchers to evaluate if the number of LEP person contacts encountered is increasing.
- How the needs of LEP persons have been addressed based on feedback received.
- Determination of the current LEP population in the service area by using census data.
- 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 HDPT fully complies with the goals of this LEP Plan.
- Determine whether complaints have been received concerning the agency's failure to meet the needs of LEP individuals.
- Maintain a Title VI complaint log, including LEP to determine issues and basis of complaints. This log will be maintained as part of the Civil Rights Database.

This LEP Plan is available at no cost in English upon request by telephone, fax, mail or in person. If requested to be provided in another language and it is feasible to have it translated, it shall be provided at no cost to the requestor.

HDPT will post signs at conspicuous and accessible locations notifying LEP persons of the LEP Plan.

APPENDIX

TITLE VI COMPLAINT FORM

SAMPLE LETTER: ACKNOWLEDGING RECEIPT OF COMPLAINT

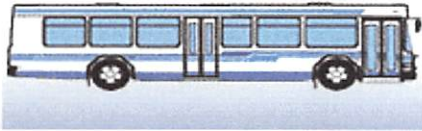
SAMPLE LETTER: NOTIFYING COMPLAINANT THAT THE COMPLAINT IS SUBSTANTIATED

SAMPLE LETTER: NOTIFYING COMPLAINANT THAT THE COMPLAINT IS NOT SUBSTANTIATED

NOTIFYING THE PUBLIC OF RIGHTS

PUBLIC NOTICE

PUBLIC PARTICIPATION PLAN



Title VI Complaint Form
Harrisonburg Department of Public Transportation (HDPT)

HDPT is committed to ensuring that no person is excluded from participation on or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. All comments and questions are welcome at our office.

Title VI complaints must be filed within 180 days from the date of the alleged discrimination. The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form in full, please contact the Program Support Specialist by calling (540) 217-4783. The completed form must be returned by mail to the HDPT Office c/o Program Support Specialist, 475 East Washington Street, Harrisonburg, VA, 22802.

NAME

PHONE NUMBER(S)

STREET ADDRESS

CITY, STATE, ZIP CODE

PERSON DISCRIMINATED AGAINST (If Different Person)

CONTACT INFORMATION

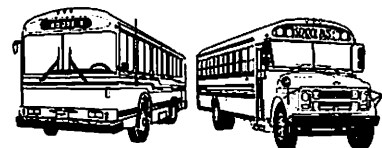
Which best describes the reason for the alleged discrimination? (Circle one)
Race **Color**
National Origin (Limited English Proficiency)

Date of Incident:



**CITY OF HARRISONBURG
PUBLIC TRANSPORTATION DEPARTMENT**

475 East Washington St.
Harrisonburg, VA 22802
Phone (540) 432-0492
Fax (540) 432-0495
www.hdpt.com



September 15, 2015

Letter Acknowledging Receipt of Complaint

Ms. Jo Doe
1234 Vine St.
Harrisonburg, Virginia 22802

Dear Ms. Doe:

This letter is to acknowledge receipt of your complaint against the City of Harrisonburg Department of Public Transportation alleging _____.

An investigation will begin shortly. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office by telephoning 540-217-4783, or write to me at 475 East Washington Street, Harrisonburg, Virginia, 22802.

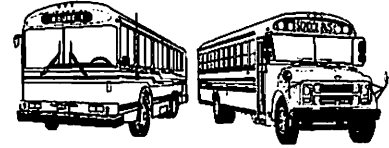
Sincerely,

Cheryl Spain
Program Support Specialist



**CITY OF HARRISONBURG
PUBLIC TRANSPORTATION DEPARTMENT**

475 East Washington St.
Harrisonburg, VA 22802
Phone (540) 432-0492
Fax (540) 432-0495
www.hdpt.com



September 15, 2015

Letter Notifying Complainant that the Complaint Is Substantiated

Ms. Jo Doe
1234 Vine St.
Harrisonburg, Virginia 22802

Dear Ms. Doe:

The matter referenced in your letter of _____ (date) against the *City of Harrisonburg Department of Public Transportation* alleging Title VI violation has been investigated.

(An/Several) apparent violation(s) of Title VI of the Civil Rights Act of 1964, including those mentioned in your letter (was/were) identified. Efforts are underway to correct these deficiencies.

Thank you for calling this important matter to our attention. You were extremely helpful during our review of the program. *(If a hearing is requested, the following sentence may be appropriate.)* You may be hearing from this office, or from federal authorities, if your services should be needed during the administrative hearing process.

Sincerely,

Cheryl Spain
Program Support Specialist



**CITY OF HARRISONBURG
PUBLIC TRANSPORTATION DEPARTMENT**

475 East Washington St.
Harrisonburg, VA 22802
Phone (540) 432-0492
Fax (540) 432-0495
www.hdpt.com



September 15, 2015

Letter Notifying Complainant that the Complaint Is Not Substantiated

Ms. Jo Doe
1234 Vine St.
Harrisonburg, Virginia 22802

Dear Ms. Doe:

The matter referenced in your complaint of _____ (date) against the *City of Harrisonburg Department of Public Transportation (HDPT)* alleging _____ has been investigated.

The results of the investigation did not indicate that the provisions of Title VI of the Civil Rights Act of 1964, had in fact been violated. As you know, Title VI prohibits discrimination based on race, color, or national origin in any program receiving federal financial assistance.

HDPT has analyzed the materials and facts pertaining to your case for evidence of the *HDPT's* failure to comply with any of the civil rights laws. There was no evidence found that any of these laws have been violated.

I therefore advise you that your complaint has not been substantiated, and that I am closing this matter in our files.

You have the right to appeal within seven calendar days of receipt of this final written decision from *HDPT*, and/or file a complaint externally with the U.S. Department of Transportation Federal Transit Administration at:

Federal Transit Administration
Office of Civil Rights
1760 Market Street, Suite 500
Philadelphia, PA 19103-4124

Thank you for taking the time to contact us. If I can be of assistance to you in the future, do not hesitate to call me.
Sincerely,

Cheryl Spain
Program Support Specialist

NOTIFYING THE PUBLIC OF RIGHTS

THE CITY OF HARRISONBURG DEPARTMENT OF PUBLIC TRANSPORTATION

The City of Harrisonburg Department of Public Transportation operates its programs without regard to race, color, and 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 City of Harrisonburg Department of Public Transportation.

For more information on the City of Harrisonburg Department of Public Transportation civil rights program, the obligations, and procedures to file a complaint, contact 540-432-0492, (TTY 7-1-1), email Cheryl.Spain@harrisonburgva.gov ; visit our administrative office at 475 East Washington Street, Harrisonburg, VA 22802, or our website: www.hdpt.com

If information is needed in another language, contact, 540-432-0492



NOTIFICAR AL PÚBLICO DE LOS DERECHOS

EL TRANSPORTE DE DEPARTAMENTO DE PÚBLICO DE LA CIUDAD DE HARRISONBURG

La ciudad de Harrisonburg Departamento de transporte público opera sus programas sin distinción de raza, color y origen nacional con arreglo al título VI de la ley de derechos civiles.

Cualquier persona que cree que han sido ofendidos por cualquier práctica discriminatoria ilegal bajo el título VI puede presentar una queja con la ciudad de Harrisonburg Departamento de transporte público.

Para obtener más información sobre la ciudad de Harrisonburg Departamento de transporte público programa de derechos civiles, las obligaciones y procedimientos para presentar una queja, póngase en contacto con 540-432-0492, (TTY 7-1-1),

Cheryl.Spain@harrisonburgva.gov ; visite nuestra oficina

administrativa en 475 East Washington Street, Harrisonburg, VA 22802, o nuestra página web: www.hdpt.com

Si información es necesitada en otro idioma, contacto, 540-432-0492



DAILY NEWS-RECORD

STATE OF VIRGINIA
CITY/COUNTY OF ROCKINGHAM

Subscribed and sworn to before me in
the jurisdiction aforesaid this
22nd day of April, 2014 by

Sharon L. Posey

Certificate of Publication

CENTRAL SHEN PLANNING DIS

THIS IS TO CERTIFY that the attached
advertisement of:

HRMPO PUBLIC NOTICE

PO#:

appeared in the DAILY NEWS-RECORD
on the following dates:

04/21/2014

At 16.75 per inch, ~~line~~ Cost \$100.50

DUPLICATE by *Sharon L. Posey*

Pamela R. Smith
Pamela R. Smith - Notary Public
My commission expires 6/30/2014
Notary Registration Number: 7040502

HRMPO PUBLIC NOTICE

The Harrisonburg-Rockingham Metropolitan Planning Organization (HRMPO) hereby releases for public comment the Draft FY15 Unified Planning Work Program (UPWP) and the FY15-18 Transit TIP. Copies of the UPWP and Transit TIP may be reviewed on the HRMPO website at www.hrmpo.org, public notice section or call 540-685-5174. Written comments may be submitted to HRMPO Administrator, 112 MacTandy Place, Staunton, VA 24401 or via e-mail to hrmpo@hrmpo.org by 5:00 p.m., May 14, 2014. The HRMPO will be voting to approve these documents at their meeting on May 15, 2014, at the Rockingham County Administration Center, 20 East Gay Street, Harrisonburg, Virginia. The public is welcome to attend. The HRMPO ensures nondiscrimination and equal employment in all programs and activities in accordance with Title VI and Title VII of the Civil Rights Act of 1964. If you have questions or concerns about your civil rights in regards to this program, or if special assistance for persons with disabilities or limited English proficiency is required, please contact the HRMPO at 540-685-5174. Sign language or non-English language interpreters will be provided if needed and requested in advance of any meeting by contacting the HRMPO.

Public Participation Plan



Adopted 19 July 2007



**Harrisonburg / Rockingham County, Virginia
Metropolitan Planning Organization**

c/o Central Shenandoah Planning District Commission
112 MacTanly Place
Staunton, VA 24401
540-885-5174

www.hrvampo.org :: rita@cspdc.org

**Public Participation Plan
Harrisonburg / Rockingham MPO
19 July 2007**

This Plan is prepared on behalf of the Harrisonburg-Rockingham Metropolitan Planning Organization (HRMPO) through a cooperative process involving the City of Harrisonburg, County of Rockingham, Town of Bridgewater, Town of Dayton and Town of Mt. Crawford, Virginia, Department of Transportation, Virginia Department of Rail and Public Transportation, Federal Highway Administration, and the Federal Transit Administration.

This Public Participation Plan is the second amendment to the original Public Involvement Plan (PIP) adopted by HRMPO on 20 April 2006. The first series of amendments to the PIP occurred on 21 September 2006. The second series of amendments to the PIP resulted in a wholesale reorganization of the document in order to make it compliant with SAFETEA-LU regulations. The PIP thus became the Public Participation Plan (PPP) on 19 July 2007.

The preparation of this work program was financially aided through grants from the Federal Highway Administration, Federal Transit Administration, Virginia Department of Transportation, Virginia Department of Rail and Public Transportation, and the five localities comprising the HRMPO. Administrative support and technical assistance was provided by the Central Shenandoah Planning District Commission.

HRMPO Public Participation Plan, (Staunton, VA: Harrisonburg Rockingham Metropolitan Planning Organization, 19 July 2007).

Repository: Central Shenandoah Planning District Commission, 112 MacTanly Place, Staunton, VA 24401. phone: 540.885.5174. e-mail: espdc@espdc.org

**Public Participation Plan
Harrisonburg / Rockingham MPO
19 July 2007**

TABLE OF CONTENTS

Basis for Plan2

MPO Policy Board and TAC Membership As of PPP Adoption5

Resolution6

Section 1: Purpose.....7

Section 2: Goals, Desired Outcomes and Performance Measures7

Section 3: Opportunities for Participation9

Section 4: Public Notice.....10

Section 5: Public Information and Education12

Section 6: Public Meetings14

Section 7: Periodic Review and Amendment of PPP15

Section 8: Contract List.....15

**Public Participation Plan
Harrisonburg / Rockingham MPO
19 July 2007**

This Page Intentionally Left Blank

**Public Participation Plan
Harrisonburg / Rockingham MPO
19 July 2007**

The following membership rosters represent those serving at the time the PPP was adopted and is presented for information purposes only.

MPO Policy Board (PB)

Officers:

Chair - Charles R. Chenault, City of Harrisonburg
Vice Chair - Dr. Carol A. Scheppard, Town of Mt. Crawford
Secretary/Treasurer – A. Ray Griffin, Jr., Central Shenandoah PDC (*non-voting*)

Members:

Charles W. Ahrend, Rockingham County
William B. Kyger, Jr. – Rockingham County
Joseph S. Paxton, Rockingham County
Roger Baker, City of Harrisonburg
Ted Byrd, City of Harrisonburg
George W. Pace, City of Harrisonburg
Reggie Smith, City of Harrisonburg
Bob F. Holton, Town of Bridgewater
Rick L. Chandler, Town of Dayton
Garrett Moore, Virginia Department of Transportation
Ivan Rucker, Federal Highway Administration (*non-voting*)
Tony Cho, Federal Transit Administration (*non-voting*)
Chip Badger, Virginia Department of Rail & Public Transit (*non-voting*)
Stephen King, Rockingham County, (*non-voting*)
William Vaughn, Rockingham County, (*non-voting*)

MPO Technical Advisory Board (TAC)

Officers

Chair - Bill Blessing, City of Harrisonburg
Vice Chair – Rhonda Henderson, Rockingham County

Members:

William L. Vaughn, Rockingham County
Stephen King, Rockingham County
James D. Baker, City of Harrisonburg
Dan Rublee, City of Harrisonburg
Vicki Conley, City of Harrisonburg
Donovan Branche, City of Harrisonburg
Jeffrey J. Riddleberger, Town of Bridgewater
Shane D. Stevens, Town of Mt. Crawford
O. Wade Hill, Town of Dayton
Bob Ball, Virginia Department of Transportation
Don Komara, Virginia Department of Transportation
Chip Badger, Virginia Department of Rail and Public Transportation
Ivan Rucker, Federal Highway Administration (*non-voting*)
Tony Cho, Federal Transit Administration (*non-voting*)

Harrisonburg—Rockingham Metropolitan Planning Organization

City of Harrisonburg • Rockingham County
Town of Bridgewater • Town of Dayton • Town of Mt. Crawford



A RESOLUTION OF THE HARRISONBURG / ROCKINGHAM METROPOLITAN PLANNING ORGANIZATION APPROVING THE PUBLIC PARTICIPATION PLAN

WHEREAS, public involvement and participation is an essential part of the metropolitan transportation planning process; and

WHEREAS, Title VI and other Federal regulations require an ongoing public involvement process that documents outreach to disadvantaged, low income and minority communities and other stakeholders; and

WHEREAS, this Public Participation Plan has been developed in consultation with representatives from agencies and officials responsible for other planning activities within the MPO that are affected by transportation, and stakeholders including but not limited to the traditionally underserved and disadvantaged and minority communities; generators and users of freight; representatives of users of public transportation, bikeways, greenways, etc.

NOW, THEREFORE, BE IT RESOLVED, that the Harrisonburg-Rockingham Metropolitan Planning Organization Policy Board does hereby approve and adopt the Public Participation Plan on this, the 19th day of July 2007 and in so doing, repeals the Public Involvement Plan approved on 20 April 2006 as amended on 21 September 2006.

ATTEST:



Charles R. Chenault
Chairman
Harrisonburg-Rockingham Metropolitan
Planning Organization Policy Board



A. Ray Griffin, Jr.
Secretary—Treasurer
Harrisonburg-Rockingham Metropolitan
Planning Organization Policy Board

Section 1: Purpose

The purpose of the Harrisonburg-Rockingham Metropolitan Planning Organization (HRMPO) Public Participation Plan (PPP) is to provide a plan that provides a meaningful process that allows citizens, affected public agencies, representatives of public transportation employees, freight shippers, providers of freight transportation services, private providers of transportation, representatives of users of public transportation, representatives of users of pedestrian walkways and bicycle transportation facilities, representatives of the disabled, low and moderate income persons, minority groups and other interested parties with reasonable opportunities to be involved in the metropolitan transportation planning process. The HRMPO values and welcomes public participation in its transportation planning and program efforts, initiatives and decision making processes.

Section 2: Goals, Desired Outcomes and Measures

2.1 The goals of the HRMPO relative to the public participation process are as follows:

- 2.1.1 Provide adequate public notice for public review, input, participation and comment on key decisions regarding the Constrained Long Range Transportation Plan (CLRTP), Transportation Improvement Program (TIP), Unified Planning Work Plan (UPWP), amendments to the Public Participation Plan (PPP), and transportation planning initiatives and programs of significance; and
- 2.1.2 Utilize multiple means of public notice to ensure that transportation planning information reaches the broadest possible audience; and
- 2.1.3 Conduct meetings at convenient times and accessible locations; and
- 2.1.4 Seek out and consider the needs of those traditionally underserved by existing transportation systems, such as low income and minority households who may face challenges accessing employment and other services; and
- 2.1.5 Use technology to make planning documents understandable through use of visualization techniques where appropriate as a means to help describe transportation plans and the TIP; and
- 2.1.6 Demonstrate explicit consideration and thoughtful response to public input received during the development of the CLRTP and the TIP and other planning initiatives; and
- 2.1.7 Periodically review the effectiveness of this plan and its procedures and strategies to ensure a full and open participation process; and

2.2 The desired outcomes of the HRMPO relative the public participation process are as follows:

Public Participation Plan
Harrisonburg / Rockingham MPO
DD MM 2007

- 2.2.1 An engaged and well informed citizenry and stakeholders that provides thoughtful and meaningful input and participation to the metropolitan planning process; and
- 2.2.2 A meaningful and effective partnership between citizens, stakeholders and the MPO Policy Board (MPOPB) and Technical Advisory Committee (TAC); and
- 2.2.3 An effective CLRP and other transportation related plans and programs that addresses the needs and interests of the community.

2.3 **Performance measures to be used by HRMPO** in helping access its effectiveness in achieving its PPP goals and desired outcomes are as follows:

2.3.1 Product and Service Results:

- 2.3.1.1 Turnaround Time in Responding to Request for Information for Advertised Plans: MPO staff will respond to a request for information regarding plans advertised for public comment within three (3) working days of receiving a request.
- 2.3.1.2 Turnaround Time in Responding to Request for General Information: MPO staff will respond to a request for information within five (5) working days after such request has been made.
- 2.3.1.3 100% Percent Compliance Findings Resolved: Any compliance findings relative the PPP will be resolved in a timely fashion.

2.3.2 Stakeholder Satisfaction Results:

- 2.3.2.1 80% Satisfaction Rating for MPO Policy Board
- 2.3.2.2 80% Satisfaction Rating for MPO TAC
- 2.3.2.3 80% Satisfaction Rating for MPO Staff Professionalism and Courtesy

2.3.3 Employee Training Results:

- 2.3.3.1 Title VI Compliance Training: MPO employees will attend Title VI Compliance training on an annual basis.
- 2.3.3.2 SAFETEA-LU and other Compliance Training: MPO employees will attend 5 to 10 hours training per year on SAFETEA-LU and other regulatory Compliance training and education.

2.3.4 Organizational Effectiveness Results:

2.3.4.1 Key Plans Receive State and Federal Approval: All key transportation plans (CLRP, TIP, UPWP and PPP) will receive the appropriate State and Federal approvals.

2.3.5 Leadership Results

2.3.5.1 Ethical Behavior: The MPO Policy Board, TAC and Staff will perform their duties and responsibilities in a professional, ethical manner. The target is for zero ethical violations.

2.3.5.2 Regulatory Compliance: HRMPO will strive to achieve 100% compliance with Title VI and other Regulations governing the MPO.

2.3.5.3 Audit Findings: The MPO's target is to receive an unqualified audit opinion each and every year.

2.3.5.4 MPO Policy Board and TAC Training: Policy and TAC leadership will receive Title VI training on an annual basis.

Section 3.0: Opportunities for Participation

The HRMPO will take a proactive approach to providing an opportunity for the public and stakeholders to be involved early and with a continuing involvement in all phases of the transportation planning process. Section 4 outlines the various guidelines and methods that will be used to provide for meaningful public participation. HRMPO will operate in a manner consistent with Title VI Regulations

Section 3.1: Advisory Committees and Coordination with State and Local Agencies

3.1.1 Technical Advisory Committee (TAC): The TAC is a permanent committee that is composed of technical, planning and/or managerial staff representatives from each of the participating agencies of the Harrisonburg-Rockingham MPO. Subcommittees of the TAC may be utilized to study issue areas not requiring the full TAC participation.

Public Participation Plan
Harrisonburg / Rockingham MPO
DD MM 2007

- 3.1.2 Other Advisory Committees: Other Advisory Committees may be appointed by the Harrisonburg-Rockingham Policy Board as it deems appropriate.
- 3.1.3 The TAC and other MPO appointed Committee(s): These committees will also solicit input and recommendations from other citizen groups and interested stakeholders when reviewing various transportation plans and programs.
- 3.1.4 Coordination with Statewide Transportation Planning process. The VDOT Staunton District Civil Rights Manager and District Planner will and do work with the Committee(s) to provide information and offer assistance on various issues. HRMPO will actively coordinate and participate with the Commonwealth on the statewide transportation planning process as requested and as appropriate.
- 3.1.5 Coordination with State and Local Agencies. HRMPO will prepare its major transportation plans and programs, CLRP and TIP, in consultation with state and local agencies, including those responsible for land use regulation.

Section 4: Public Notice

Reasonable public notice shall be provided to the public as prescribed in the following subsections.

4.1 Notice of Public Participation Activities

Public notice shall be provided for all public participation activities. Public participation activities include:

- 4.1.1 MPO Policy Board meetings, both regular and special
- 4.1.2 TAC meetings, both regular and special
- 4.1.3 Any citizen advisory, ad-hoc or other formal committees that may be established by the Policy Board
- 4.1.4 Other meetings of the MPO Policy Board and/or TAC that are designed to solicit community comment and information on metropolitan transportation planning efforts and/or plans
- 4.1.5 Any approval of the CLRP, TIP, UPWP, PPP, or any other major programs and/or plans; and
- 4.1.6 Any amendment to the CLRP, TIP, PPP; and
- 4.1.7 Any substantive amendment to the UPWP and any other major programs and/or plans.

Public Participation Plan
Harrisonburg / Rockingham MPO
DD MM 2007

4.2 Public Notice Requirements for Meetings

- 4.2.1 Public Notification for Regularly Scheduled MPO Policy Board and/or TAC Meetings: In November, or the last regular meeting, of each year, a meeting schedule providing for the dates, time and location of meetings will be approved and published once in a local newspaper and posted continuously on the HRMPO web site.
- 4.2.2 Public Notification for Special Meetings of the MPO Policy Board and/or TAC: A notice advising the public of the date, time and location of the special meeting shall be published in a local newspaper and posted to the HRMPO web site not less than seven calendar days prior to the meeting.
- 4.2.3 Public Notification for Special Meetings held within the community for the purpose of presenting plans, gathering public input and participation shall be published in a local newspaper and posted to the HRMPO web site not less than fourteen days prior to the meeting.

4.3 Public Notice Requirements for Approval and/or Amendment of Plans

- 4.3.1 Approval of the Constrained Long Range Plan, Transportation Improvement Program, Unified Planning Work Plan and other major plans shall be subject to public comment. A notice of such plan's consideration and solicitation of public comment and invitation to the meeting at which it will be considered for final adoption shall be published in a local newspaper and on the HRMPO web site for a period of not less than 21 calendar days.
- 4.3.2 Amendments to the Constrained Long Range Plan, Transportation Improvement Program and other major plans shall be subject to public comment. A notice of such plan's proposed amendment and solicitation of public comment and invitation to the meeting at which it will be considered for final adoption shall be published in a local newspaper and on the HRMPO web site for a period of not less than 21 calendar days.
- 4.3.3 Substantive amendments to the Unified Planning Work Plan that change the scope of work, i.e., adding or deleting work plans (but not programs de-programmed in order to be carried forward into the subsequent fiscal year) shall be subject to public comment. A notice of such plan's amendment and solicitation of public comment and invitation to the meeting at which it will be considered for final adoption shall be published in a local newspaper and on the HRMPO web site for a period of not less than 21 calendar days.
- 4.3.4 Approval of and/or amendments to the Public Participation Plan shall be done in consultation with the various interested citizens and representatives of interested parties as identified in Section 1 and shall be subject to public comment. A notice of the Public Participation Plan's proposed adoption and/or amendment and solicitation of public comment and invitation to the meeting at which it will be considered for final adoption

Public Participation Plan
Harrisonburg / Rockingham MPO
DD MM 2007

shall be published in a local newspaper and on the HRMPO web site for a period of not less than 45 calendar days.

4.4 Public Notice Requirements for Harrisonburg Public Transit System

4.4.1 The Harrisonburg Department of Public Transportation (HDPT) utilizes the HRMPO as the vehicle for its public participation process. To that end, the MPO will comply with transit planning requirements. Each public notice for HDPT will state that “public notice of public involvement activities and time established for the public review and comments on the TIP will satisfy the Program of Projects requirements.”

4.5 Public Notice Methodology for Adoption/Amendment of Plans & Special Meetings as Noted in Sections 4.1, 4.2, 4.3 and 4.4

4.5.1 Newspapers. Public notice as required in Section 4 shall be published in the non-legal section of the newspaper having the largest circulation within the MPO area, foreign language newspapers and other media sources as deemed appropriate to reach minority populations. Such notice shall state the date, time and location of the meetings and where information, plans, etc., about the meeting or plan to be considered can be reviewed.

4.5.2 HRMPO Web Site. All public notices shall be posted on the web site under the Public Notice tab. Such notice shall state the date, time and location of the meetings and where information, plans, etc., about the meeting or plan to be considered can be reviewed. If such information is available in a digital format, it shall be posted to the web site and linked to the public notice.

4.5.3 E-Mail/Direct Mail Notification. A list of interested persons, stakeholders and/or organizations that have requested to receive notification of meetings, copies of agendas, notice when key plans and decisions are to be made shall be maintained by the HRMPO staff. Notifications as required and articulated in Section 4 shall be sent to those on the notification list. Hard copies will not be sent if those on the list have e-mail.

4.5.4 Public Agencies. All interested and affected public agencies, State, Federal, regional and local, shall receive notification as required and articulated in Section 4. Hard copies will not be sent if these agencies have e-mail capability.

Section 5: Public Information and Education

HRMPO is committed to providing citizens, stakeholders and interested parties with access to its public records, plans, meetings and activities. It is also committed to helping educate the public about metropolitan transportation planning and how it can affect their lives and businesses by providing information.

5.1 Access to Information

HRMPO will provide the public with reasonable and timely access to technical and policy information relating to the data or content used in the development of transportation plans, programs and projects. Documents will be available for public inspection at the office of the MPO staff (Central Shenandoah Planning District Commission) located at 112 MacTanly Place, Staunton, Virginia during normal working hours. To the extent feasible, documents will be digitized and made available on the HRMPO website— www.hrvampo.org

Copies of draft plans and programs for public review will also be placed at the following locations:

- Rockingham County Department of Community Development, 20 East Gay Street, Harrisonburg, Virginia 22802
- City of Harrisonburg Public Works Department, 320 East Mosby Road, Harrisonburg, Virginia 22801
- City of Harrisonburg, City Manager's Office, City Hall, 345 S. Main St., Harrisonburg, Virginia
- Town of Bridgewater Town Office, 201 Green Street, Bridgewater, Virginia, 22812
- Town of Dayton Town Office, 125-B Eastview Street, Dayton, Virginia 22821
- Town of Mt. Crawford, available at Town of Bridgewater and Massanutten Regional Public Library.
- Massanutten Regional Public Library , 174 S. Main St., Harrisonburg, VA

5.2 Public Education and Information

- MPO Staff will perform routine maintenance and updating and posting of materials on the HRMPO website, www.hrvampo.org , to include but not be limited to: public notices for procurement, public comment, public meetings, policy documents of the HRMPO, meeting schedules, HRMPO events and activities calendar, major transportation plans including the CLRP, TIP, UPWP, PPP, etc., agendas and minutes of meetings for the Policy Board and TAC, etc.
- MPO Staff will compile an educational packet/brochure for distribution at public offices, agencies, libraries, and to post on the HRMPO website.
- HRMPO officials, staff and volunteers will make presentations as requested by citizen groups, public agencies, or local governmental bodies.
- HRMPO officials, staff and volunteers will attend public meetings sponsored by MPO member jurisdictions as deemed necessary and appropriate by those jurisdictions and their staff.
- HRMPO Staff will provide, as appropriate, public service announcements and interviews on radio and cable television local community channels to explain the subject matter and promote public participation.
- Articles and Press Releases will be provided to local media.
- HRMPO Staff/Officials will provide information presentations at regional sites, open houses, round tables, or other community forums as requested and/or appropriate.
- HRMPO Staff/Officials will provide formal presentations to various service clubs, civic and professional groups as requested.

Public Participation Plan
Harrisonburg / Rockingham MPO
DD MM 2007

- Mailings will be provided to select individuals, groups or organizations that have expressed interest or made comments at meetings.
- Information flyers will be distributed on public transit buses.

Section 6: Public Meetings

6.1 Location of Regular Meetings of MPO Policy Board/TAC

Regular meetings of the MPO Policy Board and TAC will be held at the Rockingham County Government Center or the City of Harrisonburg Fire and Rescue Building. These facilities are ADA and public transit accessible.

6.2 Location Public Information Meetings

Public information meetings will be held at various locations in the Harrisonburg-Rockingham County area to inform the public of the planning process and to solicit ideas, input and feedback. Public hearings and public information meetings will be held at locations accessible to and at times convenient to minority and disabled residents. To the extent feasible, meeting locations held within the community will be ADA and public transportation accessible.

6.3 Public Comment Opportunity

All regular and special meetings of the MPO Policy Board and TAC, and any other MPO appointed committee, will provide a public comment period after the meeting is called to order and the minutes of the prior meeting have been approved. This comment period may be used by citizens to address their concerns, provide input, etc. to matters on the agenda or of a general nature as long as they relate to metropolitan transportation planning. Additionally, when major plans as articulated in Section 4 are placed on the agenda, public comment time shall be provided as part of the Board's or TAC's discussion of that item. Public comment may also be received about an item or items to be discussed at a meeting via e-mail, mail, etc. prior to the meeting. In these cases, copies shall be provided to the Board and/or TAC members and noted for the public record during the meeting. Explicit attention to and consideration of public comments will be given and responses, when appropriate, provided to questions asked.

6.4 Interpreters

Sign language and/or non-English language interpreters will be provided if needed and requested at least seven working days in advance of a regular and/or special scheduled meeting. Request should be made with the MPO Staff identified in the Contact Section of this Plan.

6.5.0: Response to Public Input

- 6.5.1 Responses to questions and comments from the public concerning the public participation process, draft transportation plans, programs, or public agency consultation process will be made directly to the individual by email, letter or telephone call or some other appropriate means.
- 6.5.2 When significant written and oral comments are received on the draft CLRP, TIP and UPWP as a result of the participation process outlined in the PPP or the interagency consultation process, a summary and analysis of the comments and a report on the disposition of the comments shall be made as part of the final CLRP and TIP.

Section 6.6: Approval of Major Plans

The Policy Board of the Harrisonburg-Rockingham MPO will hold the final public hearing and/or meetings, as appropriate and required, on the transportation plans as noted above. After due consideration of all public comments received in writing and/or presented in person at the meeting/hearing, the Policy Board will deliberate upon all information that it has received and make a decision, via Resolution, on the transportation plan in question. However, an additional period of public comment will be provided to stakeholders if the final CLRP differs significantly from the version that was made available for public comment by HRMO and raises new material issues which interested parties could not reasonably have foreseen from the public involvement efforts.

Section 7.0: Periodic Review and Amendment of PPP

HRMPO will review and consider revisions to its PPP on a bi-annual basis to ensure that it remains a dynamic and effective document. Review and amendment of the PPP will be done in consultation with various stakeholders as outlined in Section 1.

Section 8.0: Contact Information

Citizens, stakeholders and interested parties may contact the following individuals for information regarding this PPP, MPO documents, plans and other public records, submit oral and/or written comments about any advertised plan, submit oral and/or written comments about the MPO and its planning efforts to:

1. MPO Secretary/Treasurer—Administrator, 112 MacTanly Pl, Staunton, VA 24401, 540-885-5174, espdc@espdc.org
2. MPO Administrative Assistant, same address as above.

Detailed contact information is also provided for each member of the MPO Policy Board and TAC on the HRMPO website, Board and Committee tab.

Public Participation Plan
Harrisonburg / Rockingham MPO
DD MM 2007

This Page Intentionally Left Blank