



TITLE VI+ PROGRAM

Hazleton Public Transit

Updated 12/18/2019

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1.0 INTRODUCTION

Hazleton Public Transit (HPT) operates its programs and services without regard to race, color, and national origin. HPT incorporates the Environmental Justice (EJ) principles into transportation decision making.

Title VI of the Civil Rights Act of 1964 specifically provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." Title VI includes providing Limited English Proficiency (LEP) individuals with meaningful access to programs and services.

HPT embraces both the Title VI and EJ objectives and principles, which include the following:

- "Ensuring that the level and quality of public transportation service is provided in a nondiscriminatory manner;
- Promoting full and fair participation in public transportation decision-making without regard to race, color, or national origin;
- Ensuring meaningful access to transit-related programs and activities by persons with LEP;
- Avoiding, minimizing, or mitigating disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low-income populations;
- Ensuring the full and fair participation by all potentially affected communities in the transportation decision-making process; and
- Preventing the denial of, reduction of, or significant delay in the receipt of benefits by minority and low-income populations."

The primary reference materials for HPT's 2016 Title VI+ Program are as follows:

- 49 CFR Part 21, *Nondiscrimination in Federally-Assisted Programs of the Department of Transportation - Effectuation of Title VI of the Civil Rights Act of 1964*.
- Federal Transit Administration Circular FTA C 4702.1B, *Title VI Requirements and Guidelines for Federal Transit Administration Recipients*, October 1, 2012.
- Executive Order 12898 of February 11, 1994, *Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations*.
- Department of Transportation (DOT) Order of April 15, 1997, *DOT Order to Address Environmental Justice in Minority Populations and Low-Income*.
- Department of Justice, June 18, 2002, *Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons*.
- Federal Transit Administration Circular FTA C 4703.1, *Environmental Justice Policy Guidance for Federal Transit Administration Recipients*, August 15, 2012.

- Executive Order 13166 of August 11, 2000, *Improving Access to Services for Persons with Limited English Proficiency*.
- DOT Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons, December 14, 2005.
- Federal Transit Administration Office of Civil Rights, *Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons, A Handbook for Public Transportation Providers*, April 13, 2007.

In addition to incorporating Title VI requirements, this plan includes demographic data and EJ provisions and, as such, the Program is titled Title VI+ Program.

2.0 ABOUT HPT

HPT is a service of the City of Hazleton's Department of Public Service and its governing board is the Mayor and City Council. Funding sources include federal, state, Luzerne County, City of Hazleton, and farebox revenues. HPT operates public transportation services for the City of Hazleton and surrounding communities primarily in lower Luzerne County. The agency provides fixed route and Americans with Disabilities Act (ADA) service seven days a week with reduced service on Saturdays and limited service on Sundays. One fixed route operates between Hazleton and Wilkes-Barre connecting to Luzerne County Transit Authority, three routes go into Carbon County, and one touches into Schuylkill County. HPT's fixed-route fleet consists of 12 buses. Fixed-route and demand response services are provided by one (1) contractor. The Contractor is aware that they are required to comply with HPT's Title VI+ Program and have been provided a copy of the Program. HPT's Administrative Office is located at 126 West Mine Street, Hazleton, PA.

3.0 GOVERNING ENTITY'S APPROVAL

Hazleton's City Council is HPT governing body. On December 17, 2019, HPT's Title VI+ Program was officially reviewed and approved by City Council. Approval included all components of the Program, including service standards and policies.

Following is a summary of the Resolution followed a copy of City Council's Resolution approving HPT's Title VI+ Program.

FIGURE 1 – SUMMARY OF RESOLUTION

Ralph Sharp, Director of Hazleton Public Transit respectfully requests approval of Title VI+ Program Update. Following is a summary of the Program.

**SUMMARY OF HAZLETON PUBLIC TRANSIT TITLE VI+ PROGRAM
REQUIRING APPROVAL FROM MAYOR AND CITY COUNCIL**

As a recipient of Federal Transit Administration funds, Hazleton Public Transit (HPT) is required to have a Title VI Program that incorporates Environmental Justice principles. The Program is required to be updated every three years. This Program and its components are required to be approved by HPT's Governing Body. Failure to provide a timely and compliant Program can result in jeopardizing HPT's federal funding.

The purpose of the Program is to ensure that HPT operates its programs and services without regard to race, color, and national origin including providing Limited English Proficiency (LEP) individuals with meaningful access to programs and services and incorporating Environmental Justice (EJ) principals into transportation decision making. This Program complies with the Federal Transit Administration requirements and can result in HPT increasing ridership.

HPT's Title VI+ Program includes the following required components:

- Title VI Policy, Complaint Process, Complaint Form, Locations of Postings
- Public Participation Plan to increase outreach and develop partnerships to ensure its programs:
 - are provided in a non-discriminatory manner,
 - promotes full and fair public participation without regard to race, color, national origin or income, and
 - provide meaningful access to persons with limited English proficiency.
- Language Assistance Plan for LEP Populations to ensure that HPT provides meaningful access to LEP individuals.
- Service Standards are qualitative guidelines for HPT to use to make decisions about fixed route transit service with the goal of providing fair and equitable services. HPT periodically reviews data to ensure its services are meeting the guidelines. Following are the required service standards:
 - Vehicle Load Standard
 - Vehicle Headway Standard
 - On-time Performance Standard
 - Service Availability Standard
- Service Policies are principles that guide HPT to ensure service design and operation practices do not result in discrimination on the basis of race, color, or national origin. HPT periodically reviews its services to ensure the policies are adhered to.
 - Distribution of Transit Amenities Policy - It is HPT's policy to equitably distribute transit amenities.
 - Vehicle Assignment Policy - It is HPT's policy to equitably assign vehicles to its routes.
 - Fare Change Policy - It is the policy of HPT to engage the public in any fare changes (increase or decrease in fares). HPT will engage the public as outlined in its Public Participation Plan and conduct public hearings.
 - Major Service Change Policy - It is the policy of HPT to engage the public in any major service change. Major service change is an increase or decrease of 25% in route miles or route hours. HPT will engage the public as outlined in its Public Participation Plan and conduct public hearings.

FIGURE 2 – RESOLUTION APPROVING HPT’S TITLE VI+ PROGRAM

RESOLUTION 2019-55

Approving Hazleton Public Transit’s Title VI+ Program

NOW, THEREFORE, BE IT HEREBY RESOLVED by the Council of the City of Hazleton that it approves Hazleton Public Transit's Title VI+ Program in its entirety; and

BE IT FURTHER RESOLVED that the Council of the City of Hazleton approves each component of Hazleton Public Transit's Title VI+ Program, including the following:

- *Title VI Policy;*
- *Complaint Process;*
- *Complaint Form;*
- *Public Participation Plan;*
- *Language Assistance Plan for LEP Populations;*
- *Vehicle Load Standard;*
- *Vehicle Headway Standard;*
- *On-Time Performance Standard;*
- *Service Availability Standard for Minority Populations;*
- *Service Availability Standard for Low-Income Populations;*
- *Distribution of Transit Amenities Policy;*
- *Vehicle Assignment Policy;*
- *Fare Change Policy; and*
- *Major Service Change Policy.*

ADOPTED BY COUNCIL this 17th day of December, 2019.

/s/ Robert Gavio, City Council President

I, Eileen Matenkoski, City Clerk of the City of Hazleton, do hereby certify that this is a true and correct copy of Resolution 2019-55, which was adopted by City Council on the 17th day of December, 2019.

Given under my hand and the Seal of the City of Hazleton, County of Luzerne, Commonwealth of Pennsylvania, this 18th day of December, 2019.

Eileen Matenkoski

Eileen Matenkoski, City Clerk



4.0 DEMOGRAPHICS

Demographic and economic data for the market area was obtained from the U.S. Census Bureau and U.S. Bureau of Labor Statistics. Data is presented for the City of Hazleton, Luzerne County and the Commonwealth of Pennsylvania. The following information provides an overview of population, age, minority characteristics, people with disabilities, unemployment rate, median household income, low-income population and poverty levels. Detailed information for LEP populations is located in this document under the Language Assistance Plan for LEP Persons (Section 9.0).

In summary, the total population of the City of Hazleton decreased -1.8 percent; the median age of Hazleton is 33.5 and the proportion of seniors age 65 or older is 14.3 percent. The 2013-2017 5-year estimate for the City of Hazleton shows the percentage of the Hispanic or Latino population for Hazleton is at 54.2 percent and the Black or African American population is at 2.7 percent. The 2013-2017 estimates of persons with disabilities in the City of Hazleton was 13.0 percent. The median household income in Hazleton was \$39,950 per year and households making \$25,000 or less were 32.2 percent. All three measurements for families below the poverty level for Hazleton show a significant higher percentage than Luzerne County. The City of Hazleton has 5,748 persons who speak Spanish at home and English less than very well. The U.S. Bureau of Labor Statistics indicates that the unemployment rate in 2017 for Hazleton was 9.9 percent.

Based on the demographics, HPT’s transportation decisions need to take into consideration minority populations (with a primary focus on the Hispanic or Latino population, followed by Black or African American), low-income populations, persons who speak Spanish at home with LEP, and persons with disabilities.

4.1 TOTAL POPULATION

The total population in Hazleton in 2017 was 24,882. The population decreased -1.8 percent when compared with 2010. The decrease is more significant than Luzerne County’s decrease of -0.8 percent for the same comparison period. The State of Pennsylvania’s population increased 0.7 percent.

TABLE 1 – TOTAL POPULATION

	2010	2017	2010 TO 2017 PERCENT CHANGE
City of Hazleton	25,340	24,882	-1.8%
Luzerne County	320,918	318,222	-0.8%
Pennsylvania	12,702,887	12,790,505	0.7%

Source: U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates

4.2 AGE CHARACTERISTICS

The median age in 2017 was lower in Hazleton (33.5) than in Luzerne County (43.0) and Pennsylvania (40.7).

TABLE 2 – MEDIAN AGE 2017

	MEDIUM AGE
City of Hazleton	33.5
Luzerne County	43.0
Pennsylvania	40.7

Source: U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates

The percentage of senior citizens was lower in Hazleton (14.3 percent) than in Luzerne County (19.1 percent) or Pennsylvania (17.1 percent).

TABLE 3 – PERCENTAGE OF POPULATION AGE 65 OR OLDER

	TOTAL	AGE 65 AND OVER	PERCENT
City of Hazleton	24,882	3,544	14.3%
Luzerne County	318,222	60,908	19.1%
Pennsylvania	12,790,505	2,181,022	17.1%

Source: U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates

4.3 MINORITY CHARACTERISTICS

The percentage of the Hispanic or Latino population for the City of Hazleton (54.2 percent) is significantly more than Luzerne County (10.1 percent) and the state on Pennsylvania (6.9 percent).

TABLE 4 – RACE AND ETHNICITY

	CITY OF HAZLETON		LUZERNE COUNTY		PENNSYLVANIA	
Total population	24,882	100.0%	318,222	100.0%	12,790,505	100.0%
American Indian and Alaska Native	0	0.0%	388	0.1%	14,315	0.1%
Asian	138	0.6%	3,770	1.2%	414,492	3.2%
Black or African American	682	2.7%	11,071	3.5%	1,358,263	10.6%
Hispanic or Latino (of any race)	13,490	54.2%	32,188	10.1%	874,833	6.8%

Native Hawaiian and Other Pacific Islander	0	0.0%	63	0.0%	2,243	0.0%
White	10,363	41.6%	266,682	83.8%	9,881,135	77.3%
Some other race	15	0.1%	113	0.0%	20,232	0.2%
Two or more races	194	0.8%	3,947	1.2%	224,992	1.8%
<i>Source: U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates</i>						

4.4 PEOPLE WITH DISABILITIES

The number of non-institutionalized civilian population with disabilities in Hazleton (13.7 percent) was less than Luzerne County (15.5 percent) and higher than Pennsylvania (13.0 percent). The table shows the percentage of population with disabilities.

TABLE 5 – PERCENTAGE OF CIVILIAN NON-INSTITUTIONALIZED POPULATION WITH DISABILITIES

	CITY OF HAZLETON		LUZERNE COUNTY		PENNSYLVANIA	
	POPULATION	PERCENTAGE	POPULATION	PERCENTAGE	POPULATION	PERCENTAGE
Total Civilian Noninstitutionalized Population	24,499	100%	310,400	100%	12,586,845	100%
With a disability	3,189	13.0%	48,143	15.5%	1,730,190	13.7%
Under 18 years	6,334	100%	62,326	100%	2,681,443	100%
With a disability	265	4.2%	3,524	5.7%	140,996	5.3%
18 to 64 years	14,853	100%	190,208	100%	7,803,834	100%
With a disability	1,930	13.0%	23,321	12.3%	869,035	11.1%
65 years and over	3,312	100%	57,866	100%	2,101,568	100%
With a disability	994	30.0%	21,298	36.8%	720,159	34.3%
<i>Source: U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates</i>						

4.5 UNEMPLOYMENT RATE

Unemployment is higher in Hazleton than in Luzerne County and Pennsylvania. Unemployment for 2017 was 9.9 percent in Hazleton; it was 7.0 percent for Luzerne County and 6.5 percent for Pennsylvania.

TABLE 6 – UNEMPLOYMENT RATE, MAY 2017

	CITY OF HAZLETON	LUZERNE COUNTY	PENNSYLVANIA
Unemployment rate	9.9%	7.0%	6.5%
<i>Source: 2013-2017 American Community Survey 5-Year Estimates</i>			

4.6 MEDIAN HOUSEHOLD INCOME

The median household income in the City of Hazleton was 17,001 less than Pennsylvania and \$9,340 less than Luzerne County.

TABLE 7 – MEDIAN HOUSEHOLD INCOME

	MEDIAN HOUSEHOLD INCOME
City of Hazleton	\$39,950
Luzerne County	\$49,290
Pennsylvania	\$56,951
<i>Source: U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates</i>	

4.7 LOW-INCOME POPULATION

Hazleton’s percentage of households making \$25,000 or less was higher (32.2% percent) than Luzerne County (25.9 percent) and Pennsylvania (21.5 percent).

TABLE 8 – HOUSEHOLDS MAKING LESS THAN \$25,000 PER YEAR

	CITY OF HAZLETON		LUZERNE COUNTY		PENNSYLVANIA	
Total households	8,927	100%	128,247	100%	5,007,442	100%
Less than \$10,000	1,029	11.5%	9,471	7.4%	335,813	6.7%
\$10,000 to \$14,999	589	6.6%	7,824	6.1%	240,293	4.8%
\$15,000 to \$24,999	1,255	14.1%	15,969	12.5%	502,208	10.0%
Total	2,873	32.2%	33,264	25.9%	1,078,314	21.5%
<i>Source: 2013-2017 American Community Survey 5-Year Estimates</i>						

4.8 POVERTY

Hazleton’s total population below poverty level was 23.5 percent which is 8.3 percent higher than Luzerne County and 10.4 percent higher than Pennsylvania.

TABLE 9 – POPULATION BELOW POVERTY LEVEL

	CITY OF HAZLETON			LUZERNE COUNTY			PENNSYLVANIA		
	Total	Below poverty level	Percent	Population	Below poverty level	Percent	Population	Below poverty level	Percent
Population	24,489	5,760	23.5%	306,391	46,537	15.2%	12,377,251	1,623,537	13.1%
<i>Source: 2013-2017 American Community Survey 5-Year Estimates</i>									

The percentages of Hazleton’s families below poverty for all family sizes are greater than Luzerne County and Pennsylvania.

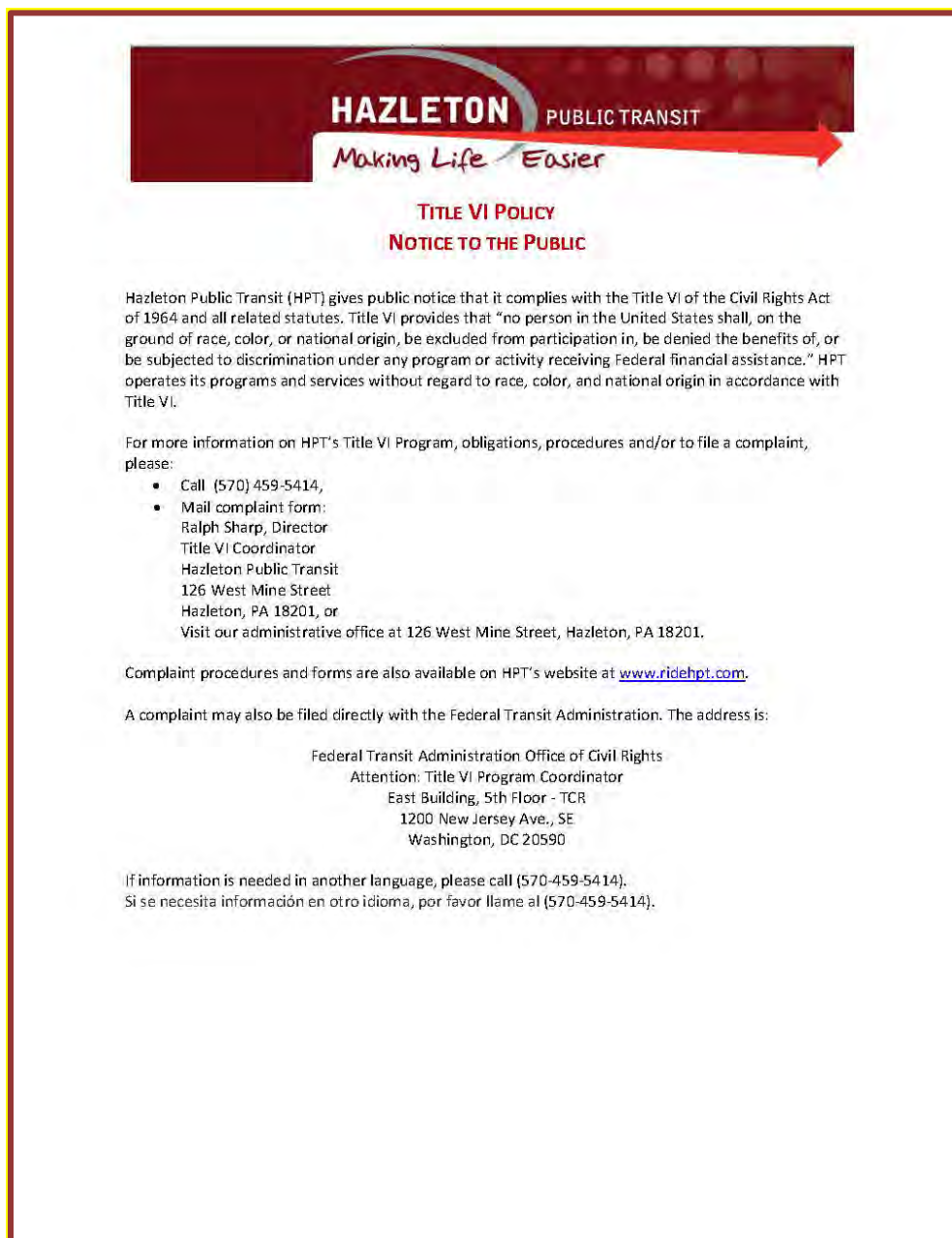
TABLE 10 – FAMILIES BELOW POVERTY LEVEL

Number of People in Family	CITY OF HAZLETON		LUZERNE COUNTY		PENNSYLVANIA	
	Total	Percent below poverty level	Total	Percent below poverty level	Total	Percent below poverty level
2 people	2,451	12.5%	40,643	8.0%	1,574,311	7.2%
3 or 4 people	2,260	23.3%	32,903	13.5%	1,289,078	9.3%
5 or 6 people	1,247	24.7%	7,439	17.2%	310,131	13.6%
7 or more people	168	41.7%	918	32.9%	43,526	22.0%
<i>Source: 2013-2017 American Community Survey 5-Year Estimates</i>						

5.0 TITLE VI NOTICE TO THE PUBLIC

The following is HPT’s Title VI Policy and Notice to the Public (in English):

FIGURE 3 – HPT’S TITLE VI POLICY – NOTICE TO THE PUBLIC



Source: Hazleton Public Transit

The following is HPT’s Title VI Policy and Notice to the Public (in Spanish):

FIGURE 4 – HPT’S TITLE VI POLICY – NOTICE TO THE PUBLIC IN SPANISH



HAZLETON PUBLIC TRANSIT
Making Life Easier

TITLE VI POLICY

**Título VI Política
Anuncio al público**

El Transporte público de Hazleton (HPT) da el aviso público de que cumple con el Título VI del Acta de Derechos Civiles de 1964 y todos los estatutos relacionados. El Título VI establece que "ninguna persona en los Estados Unidos, por motivos de raza, color u origen nacional, ser excluida de participar, ser negado los beneficios, o ser sujeto a discriminación bajo cualquier programa o actividad que reciba asistencia financiera federal." HPT opera sus programas y servicios, sin distinción de raza, color y origen nacional, de acuerdo con el Título VI.

Para más información sobre el programa Título VI de HTP, obligaciones, procedimientos y / o para presentar una queja, por favor:

- Llame al (570) 459-5414
- Formulario de quejas a:
Ralph Sharp, Director
Coordinador del Título VI
Hazleton Public Transit
126 West Mine Street
Hazleton, PA 18201, o
Visite nuestras oficinas administrativas en 126 West Mine Street, Hazleton, PA 18201.

Procedimientos y formularios de quejas están disponibles en el sitio web de HPT en www.ridehpt.com

Una queja puede ser presentada directamente ante la Administración Federal de Tránsito:

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

Si necesita información en otro idioma, por favor llame al (570) 459-5414.

Source: Hazleton Public Transit

5.1 TITLE VI POSTING LOCATIONS

HPT has used the following document to post at key locations:

FIGURE 5 – TITLE VI POLICY IN ENGLISH AND SPANISH

<p>TITLE VI POLICY NOTICE TO THE PUBLIC</p>	<p>TÍTULO VI POLÍTICA ANUNCIO AL PÚBLICO</p>
<p>Hazleton Public Transit (HPT) gives public notice that it complies with the Title VI of the Civil Rights Act of 1964 and all related statutes. Title VI provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." HPT operates its programs and services without regard to race, color, and national origin in accordance with Title VI.</p> <p>For more information on HPT's Title VI Program, obligations, procedures and/or to file a complaint, please:</p> <ul style="list-style-type: none"> • Call (570) 459-5414, • Mail complaint form: Ralph Sharp, Director Title VI Coordinator Hazleton Public Transit 126 West Mine Street Hazleton, PA 18201, or Visit our administrative office at 126 West Mine Street, Hazleton, PA 18201. <p>Complaint procedures and forms are also available on HPT's website at www.ridehpt.com.</p> <p>A complaint may also be filed directly with the Federal Transit Administration. The address is: 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</p> <p>If information is needed in another language, please call (570-459-5414). Si se necesita información en otro idioma, por favor llame al (570-459-5414).</p>	<p>El Transporte público de Hazleton (HPT) da el aviso público de que cumple con el Título VI del Acta de Derechos Civiles de 1964 y todos los estatutos relacionados. El Título VI establece que "ninguna persona en los Estados Unidos, por motivos de raza, color u origen nacional, ser excluida de participar, ser negado los beneficios, o ser sujeto a discriminación bajo cualquier programa o actividad que reciba asistencia financiera federal." HPT opera sus programas y servicios, sin distinción de raza, color y origen nacional, de acuerdo con el Título VI.</p> <p>Para más información sobre el programa Título VI de HPT, obligaciones, procedimientos y / o para presentar una queja, por favor:</p> <ul style="list-style-type: none"> • Llame al (570) 459-5414 • Formulario de quejas a: Ralph Sharp, Director Coordinador del Título VI Hazleton Public Transit 126 West Mine Street Hazleton, PA 18201, o Visite nuestras oficinas administrativas en 126 West Mine Street, Hazleton, PA 18201. <p>Procedimientos y formularios de quejas están disponibles en el sitio web de HPT en www.ridehpt.com</p> <p>Una queja puede ser presentada directamente ante la Administración Federal de Tránsito: 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</p> <p>Si necesita información en otro idioma, por favor llame al (570) 459-5414.</p>

Source: Hazleton Public Transit

HPT has posted its Title VI Policy at the following key locations:

TABLE 11 – HPT TITLE VI POLICY LOCATIONS

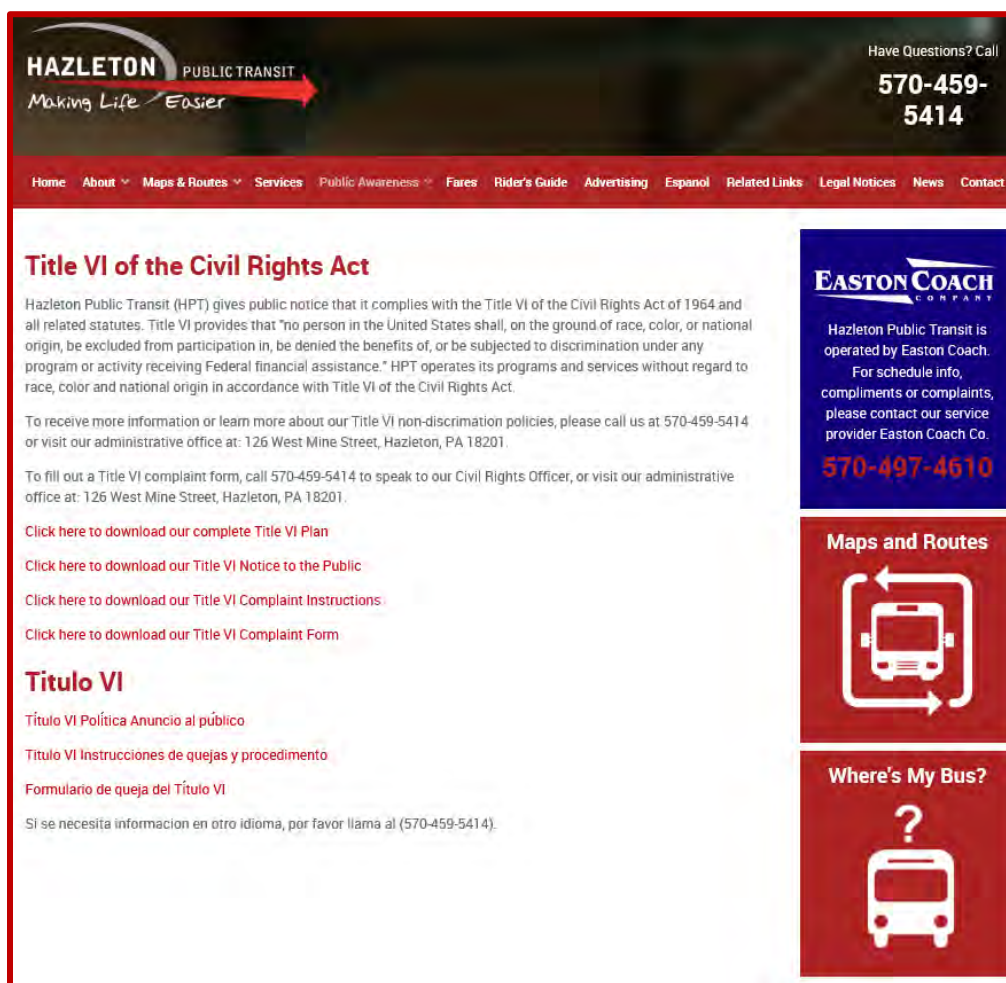
LOCATION	POLICY	
	ENGLISH	SPANISH
Website: www.ridehpt.com	✓	✓
Administrative Offices, Reception Area	✓	✓
Administrative Offices, Conference Room	✓	✓
Administrative Offices, Drivers' Break Room	✓	✓
2-Customer Bulletin Boards, Church Street Station	✓	✓
Placed in all fixed-route vehicles (12) operated by Easton Coach	✓	✓
Placed in all paratransit vehicles (4) operated by Easton Coach	✓	✓

Source: Hazleton Public Transit

HPT’s website also contains the English and Spanish versions of the Title VI Policy, Complaint Instructions and Procedure and the Complaint Form. The following screen shot (<https://ridehpt.com/public-awareness/title-vi-of-the-civil-rights-act>) illustrates one HPT’s website pages that contains a link to the Title VI information. The Title VI documents can be accessed from three website pages:

- Public Awareness - <https://ridehpt.com/public-awareness/title-vi-of-the-civil-rights-act>
- Espanol/Spanish - <https://ridehpt.com/espanol>
- Legal Notices - <https://ridehpt.com/legal-notice>

FIGURE 6 – HPT’S WEBSITE SERVICE PAGE WITH LINK TO TITLE VI DOCUMENTS.



Source: Hazleton Public Transit’s Website

5.2 TITLE VI COMPLAINT INSTRUCTIONS AND PROCEDURE

Following is HPT’s Title VI Complaint Instructions and Procedure:

TITLE VI COMPLAINT INSTRUCTIONS AND PROCEDURE

If information is needed in another language, please call (570) 459-5414.
 Si se necesita información en otro idioma, por favor llame al (570) 459-5414.

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by HPT may file a Title VI complaint by completing and submitting HPT’s Title VI Complaint Form. HPT investigates all completed complaint forms that are filed no later than 180 calendar days following the date of the incident in question.

HOW TO FILE A COMPLAINT:

- A complaint can be filed in writing and mailed to the following address:
Ralph Sharp, Director
Title VI Coordinator
Hazleton Public Transit
126 West Mine Street
Hazleton, PA 18201
 - The preferred method is to file a complaint in writing by completing HPT’s Title VI Complaint Form.
 - If you do not use HPT’s Title VI Complaint Form, your written complaint must be signed and, at a minimum, must contain the following:
 1. Contact information, including name, mailing address, telephone number(s), and e-mail address, etc.
 2. A description of how, when, where, and why you believe you were discriminated against, including location, names, and contact information of any witnesses.
 3. Other information that you deem significant or important.
- A complaint can be filed verbally by calling Ralph Sharp, Director, Title VI Coordinator, at (570) 459-5414.
- You also have the right to file a complaint with an external entity, such as the Department of Transportation (DOT), a federal or state agency, or a federal or state court.

TITLE VI PROCEDURE:

1. When a complaint is received by HPT, the Title VI Coordinator will provide written acknowledgement within ten (10) days by registered mail. If a complaint is incomplete, additional information will be requested, and the Complainant will be provided thirty (30) business days to submit the required information. If the information is not received within 30 business days, the case can be administratively closed by HPT. A case can also be administratively closed if the complainant no longer wishes to pursue their case.
2. Should a complaint be filed with HPT and an external entity simultaneously, the external complaint shall supersede HPT’s complaint and HPT’s complaint procedures will be suspended pending the external entity’s findings.
3. Within fifteen (15) business days from receipt of a complete complaint, a determination will be made if the complaint has sufficient merit to warrant investigation as a Title VI complaint. The Complainant will be notified of the decision, by registered mail within five

(5) days of the date the decision is made. If the decision is not to investigate as a Title VI complaint, the notification shall specifically state the reason for the decision.

4. Investigation
 - a. The investigation will address complaints against HPT and will be conducted in conjunction with and under the advice of the City Administrator.
 - b. The investigation may include discussion(s) of the complaint with all affected parties to determine the problem. The Complainant may be represented by an attorney or other representative of his/her own choosing and may bring witnesses and present testimony and evidence in the course of the investigation.
 - c. The investigation will be conducted and completed within sixty (60) days of the acceptance of the formal complaint.
 - d. Based upon all the information received, an investigation report will be written.
5. The Complainant will receive a letter stating the final decision by the end of the 60-day limit.
6. The Complainant shall be notified of his/her right to appeal the decision.

Following is HPT’s Title VI Complaint Instructions and Procedure in Spanish:

TÍTULO VI INSTRUCCIONES DE QUEJAS Y PROCEDIMIENTO

Si necesita información en otro idioma, por favor llame al (570) 459-5414.

Cualquier persona que cree o que ha sido objeto de discriminación por motivos de raza, color u origen nacional por HPT puede presentar una queja del Título VI, completando y enviando el Formulario de Queja del Título VI. HPT investiga todas las hojas de reclamaciones completadas que se presentan dentro de los 180 días siguientes a la fecha de los hechos.

CÓMO PRESENTAR UNA QUEJA:

- Una queja puede ser presentada por escrito y enviarse por correo a la siguiente dirección:

Ralph Sharp, Director
Title VI Coordinator
Hazleton Public Transit
126 West Mine Street
Hazleton, PA 18201

- El método preferido es el de presentar una queja por escrito al completar Título VI Formulario de Queja del HPT.
- Si usted no usa Título VI Forma de Queja de HPT, su queja por escrito debe ser firmada Y como mínimo contendrá lo siguiente:

1. Información, incluyendo nombre, dirección postal, número de teléfono (s) y dirección de contacto (Correo electrónico, etc.);
2. Una descripción de cómo, cuándo, dónde y por qué cree que fue discriminado incluyendo la localización, nombres e información de contacto de los testigos, y
3. Otra información que considere importante o importante.
 - Una queja puede ser presentada verbalmente llamando al Ralph Sharp Coordinador del Título VI al (570) 459-5414.
 - Usted también tiene el derecho de presentar una queja ante una entidad externa, como el Departamento de Transporte (DOT), una agencia federal o estatal, o por un tribunal federal o estatal.

PROCEDIMIENTO DEL TÍTULO VI:

1. Cuando una queja es recibida por HPT, el Coordinador del Título VI le dejara saber que ha recibido su queja y le enviara un escrito dentro de los diez (10) días por correo certificado. Si la queja está incompleta, se solicitará información adicional y al demandante se le proporcionará treinta (30) días hábiles para presentar la información requerida. Si la información no se recibe dentro de 30 días hábiles, el caso puede ser cerrado administrativamente por HPT. Un caso también puede ser cerrado administrativamente si el autor ya no desea seguir su caso.
2. En caso de que una reclamación se presentará ante HPT y una entidad externa al mismo tiempo, la entidad externa sustituirá la queja de HPT y los procedimientos de reclamación de HPT se suspenderán en espera de los resultados de la entidad externa.
3. Dentro de los quince (15) días hábiles de haber recibido una denuncia completa, una determinación será hecha, si la queja tiene suficiente valor para justificar una investigación como una queja del Título VI. El demandante se le notificará de la decisión por correo certificado dentro de los cinco (5) días siguientes a la fecha en que se tomó la decisión. Si la decisión no es investigar como una queja del Título VI, la notificación se hará constar expresamente el motivo de la decisión.
4. Investigación
 - a. La investigación se ocupará de las denuncias contra la HPT y se llevará a cabo en conjunto con y bajo el asesoramiento del Administrador de la Ciudad.
 - b. La investigación puede incluir la discusión (es) de la queja con todas las partes afectadas para determinar el problema. El demandante puede ser representado por un abogado u otro representante de su / su propia elección, y puede presentar testigos y presentar testimonios y pruebas en el curso de la investigación.
 - c. la investigación se llevará a cabo y completada dentro de los sesenta (60) días siguientes a la aceptación de la queja formal.
 - d. Basada en toda la información recibida se escribirá un informe de investigación.
5. El demandante recibirá una carta informándole la decisión final del plazo de 60 días.
6. Al demandante se le notificará de su derecho de apelar la decisión.

5.3 TITLE VI COMPLAINT FORM

Following is HPT’s Title VI Complaint Form:

FIGURE 7 – TITLE VI COMPLAINT FORM

TITLE VI COMPLAINT FORM			
Section 1			
Name: _____			
Address: _____			
Street Address	City	State	Zip Code
Telephone (Home): _____ Telephone (Alternate): _____			
Electronic Mail Address: _____			
If you require accessible format(s), please check the appropriate box(es): <input type="checkbox"/> Large Print <input type="checkbox"/> Audio Tape <input type="checkbox"/> TDD <input type="checkbox"/> Other, please specify _____			
Section 2			
Are you filing this complaint on your own? <input type="checkbox"/> Yes (If yes, Go to Section 3) <input type="checkbox"/> No (If no, go to next line)			
Please provide the name and address of the person who alleges discrimination:			
Name: _____			
Address: _____			
Street Address	City	State	Zip Code
Please explain why you are filing this claim for a third party:			
Please confirm that you have obtained permission. <input type="checkbox"/> Yes <input type="checkbox"/> No			
Section 3			
I believe that the discrimination experienced was based on (check all that apply): <input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin (includes Limited English Proficiency)			
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 and 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 the form or another sheet of paper.			

Section 4			
Have you previously filed a complaint with Hazleton Public Transit (HPT)? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Section 5			
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, check all that apply and provide the name of the agency or court: <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: _____		Telephone Number: _____	
Address: _____			
Section 6			
<i>You may attach any written materials or other information that you think is relevant to your complaint.</i>			
I affirm that I have read the above and that it is true to the best of my knowledge, information and belief.			
Signature and date required.			
Complainant’s Signature _____		Date _____	
Please submit this form and any additional materials in person or mail to: Title VI Coordinator, Hazleton Public Transit, 126 West Mine Street, Hazleton, PA 18201.			
Si se necesita información en otro idioma, por favor llame al (570-459-5414).			
Hazleton Public Transit’s use only: Date Received: _____		Person receiving complaint: _____	

Source: Hazleton Public Transit

Following is HPT’s Title VI Complaint Form in Spanish:

FIGURE 8 – TITLE VI COMPLAINT FORM IN SPANISH

Formulario de queja del Título VI

Sección 1 (Section 1)

Nombre: (Name) _____
 Dirección: (Address) _____ Ciudad (City) _____ Estado (State) _____ Zona Postal (Zip Code) _____
 Teléfono (Home) _____ Teléfono (Alternativo) _____ Correo electrónico _____
 Si necesita algunos de estos formatos marque las casillas correspondientes:
 Letras Grandes Cintas De audio TDD Otro, por favor especifique _____

Sección 2 (Section 2)

¿Está usted llenando esta queja usted mismo? (Si es “SI” vaya a la sección 3) (Si es no Vaya a la próxima línea)
 Por favor provea el nombre y la dirección de la persona que alega discriminación
 Nombre: _____
 Dirección: _____ Ciudad _____ Estado _____ Zona Postal _____
 Por favor explique porque usted está llenando esta reclamación para un tercero.
 Por favor confirme que usted el permiso Si No

Sección 3 (Section 3)

Creo que la discriminación experimentada se basó en (Marque todo lo que corresponda)
 Raza Color Origen de nacionalidad (Incluye dominio limitado del Inglés)
 Fecha de la supuesta discriminación (Mes, Día, Año) _____
 Explique lo más claramente posible lo que pasó y porque cree que fue discriminado. Describir todas las personas que participaron incluya el nombre y la información de contacto de la persona (s) que se discrimino si se conoce, así como los nombres e información de contacto de cualquier testigo. Si necesita más espacio, por favor use la parte de atrás de este formulario o de otra hoja de papel.

Sección 4 (Section 4)

Ha presentado previamente una denuncia ante Hazleton Public Transit (HPT)

Sección 5 (Section 5)

¿Ha presentado esta queja con cualquier otra agencia federal, estatal o local, o ante cualquier tribunal federal o estatal?
 Sí No En caso afirmativo, marque todo lo que aplique y provea el nombre de la agencia o corte: Agencia Federal _____ Corte Federal _____ Agencia Estatal _____
 Corte Estatal _____ Agencia Local _____
 Por favor proporcione información acerca de una persona de contacto en la corte / entidad donde se presentó la queja.
 Nombre: _____ Cargo: _____ Organismo: _____ Número de teléfono: _____
 Dirección: _____

Sección 6 (Section 6)

Puede adjuntar cualquier material escrito o cualquier otra información que usted considere relevante para su queja.
 Afirmo que he leído lo anterior y que es fiel a lo mejor de mi conocimiento, la información y la creencia. **Se requiere Firma y fecha.**
 Firma del Demandante Fecha _____
 Por favor, envíe este formulario y cualquier material adicional en persona o por correo al: Coordinador del Título VI, Hazleton Public Transit 126 West Mine Street, Hazleton, PA 18201.
 Si SE NECESITA información en Otro idioma, Por favor LLAME al (570-459-5414)
 Sólo para uso de Hazleton Public Transit: Fecha de recepción: _____
 Persona que recibe quejas: _____

Source: Hazleton Public Transit

6.0 TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS

HPT does not and has not had any transit-related Title VI active investigations conducted by FTA or entities other than FTA, or any lawsuits or complaints naming HPT, alleging discrimination on the basis of race, color, or national origin. HPT has developed a spreadsheet to track and maintain a list and summary of transit-related Title VI investigations, lawsuits, or complaints. HPT’s Title VI Coordinator will maintain this list, and HPT has developed a spreadsheet with two worksheets to be used as the tracking mechanism. The first worksheet is titled “Tracking” and the second is titled “Summary.”

Following is a list of the column headers for the tracking form followed by a copy of the worksheet. Column Headers: Case Number; Case Type-Investigation, Lawsuit or Complaint; Name; Address; Basis of Complaint-Race, Color and/or National Origin; Summary of Complaint, Date Submitted, Date of Alleged Incident; Complaint Complete? Acknowledgement Due; Acknowledgement Sent; Decision to Investigate? Complainant Notification Due; Actual Date Complainant Notified; Investigation Completion Date; Actual Investigation Completed; Comments; Actions Taken; and Status.

Tracking form worksheet:

FIGURE 9 – TITLE VI INVESTIGATIONS, LAWSUITS AND COMPLAINTS TRACKING FORM

Case Number	Case Type Investigation, Lawsuit or Complaint	Name	Address	Phone #	Email	Basis of Complaint Race, Color and/or National Origin	Summary of Complaint	Date Submitted	Date of Alleged Incident	Complaint Complete?

Case Number	Acknowledgement Due Date	Acknowledgement Sent	Decision to Investigate?	Complainant Notification Due	Actual Date Complainant Notified	Investigation Completion Date	Actual Investigation Completed	Comments	Action Taken	Status

7.0 PUBLIC PARTICIPATION PLAN

During the past three years, HPT has worked with the following groups regarding its transit services:

- Anthracite Regional Center for Independent Living, 8 West Broad Street, Suite 228, Hazleton, PA
- Career Link, 75 North Laurel Street, Hazleton, PA
- Catholic Social Services, 214 W. Walnut Street, Hazleton, PA
- Commission on Economic Opportunity, 100 W Broad Street, #11, Hazleton, PA
- Community Services for Sight, 1201 N. Church St., Suite 409, Hazleton, PA
- Freeland Active Adult Center, 701 Chestnut Street, Freeland, PA
- Friends Can Make It Happen, 52 Foster Avenue, Freeland, PA
- Greater Hazleton Chamber of Commerce, 20 West Broad Street, Hazleton, PA
- Hazleton Active Adult Center, 24 East Broad Street, Hazleton, PA
- Hazleton Area School District, 1515 West 23rd Street, Hazleton, PA
- Hazleton One Community Center, 225 East 4th Street, Hazleton, PA
- Luzerne County Children & Youth Services, The Markle Building, 8 West Broad Street, Suite 500, Hazleton, PA
- Luzerne County Community College, Hazleton Campus: Broad Street Business Exchange, 100 West Broad Street, Hazleton, PA and Nanticoke Campus: 1333 South Prospect Street, Nanticoke, PA
- Luzerne County Transportation Authority, 315 Northampton Street, Kingston, PA

Working with the above groups provided HPT with the opportunity to learn about the transit needs of underserved populations, including minority, LEP, and low-income populations.

The purpose of the Public Participation Plan is to show the actions that HPT will take to involve the public in its transportation decisions. In addition to the public-at-large, HPT specifically targets its efforts to include minority and low-income populations and reaches out to other underserved populations, including seniors, the disabled, and LEP persons.

Major transportation projects and plans will be coordinated with the Lackawanna/Luzerne Metropolitan Planning Organization (MPO) and public participation efforts will be consistent with their *Public Involvement Plan*.

The principles of EJ will be considered through all of HPT’s public outreach and participation efforts. The principles are to:

- avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low-income populations;
- ensure the full and fair participation by all potentially affected communities in the transportation decision-making process; and
- prevent the denial of, reduction of, or significant delay in the receipt of benefits by minority and low-income populations.

EJ principles and public participation plans will be incorporated in all National Environmental Policy Act (NEPA) decision making and documented accordingly.

PLAN STEPS

The first three steps of the plan are actions that HPT will take to increase its outreach and develop new partnerships for underserved populations in order to have meaningful input into HPT's transportation decisions. The remaining steps are actions that HPT will take when it is undertaking a program, plan, or activity, and the public participation plan will be tailored to the type of activity and the degree of impact on the community.

ONGOING STEPS

1. HPT will actively reach out to the community to learn more about the people it serves with the goal of identifying "linguistic, institutional, cultural, economic, historical or other barriers" that prevent or reduce community participation.
 - a. Types of activities include: community activities, neighborhood groups, educational institutions, faith-based organizations, businesses, social services, advocacy groups, organizations, and agencies.
2. HPT will develop additional partnerships with community organizations, including those that serve the underserved populations.
3. HPT will develop additional ways to reduce or eliminate barriers for LEP persons to participate in its transportation programs.

STEPS FOR PROGRAM, PLAN, OR ACTIVITY

The following steps are taken by HPT to ensure that its transportation programs

- are provided in a nondiscriminatory manner;
 - promote full and fair public participation without regard to "race, color, national origin or income"; and
 - provide meaningful access to persons with limited English proficiency.
1. Identify the program, plan, or activity.
 2. Obtain and analyze demographics of areas impacted.
 - Minority
 - LEP persons
 - Low income
 - Disabled persons
 - Senior citizens
 3. Conduct an EJ analysis if minority and/or low-income populations will be affected. These analyses are conducted separately.

4. Review any fare and major service changes and contact the FTA to determine if further analysis, such as equity analysis, should be conducted.
5. Identify the degree of impact that the program, plan, or activity will have on the community.
6. If demographics show an impact on minority, low-income, and/or LEP persons, HPT will develop an outreach plan identifying desired outcomes. HPT will implement proactive strategies (consistent with the magnitude of activity and HPT's resources) to encourage the affected group(s) participation.
7. Develop plan
 - Determine desired outcome of plan.
 - Determine type of public participation plan from basic to comprehensive. The type of public participation plan or public outreach will depend on the magnitude of HPT's initiative and its impact on the community.
 - Determine audience based on topic and demographic analyses activity impact. Audience can be the community-at-large and/or community segments with or without targeted group(s).
 - Determine type of public outreach such as printed material, direct mail, surveys, or meetings. If a meeting, further define, such as, formal public meeting, informal public meeting, public hearing, town hall, open house, community forum, workshop, focus group, and nontraditional (i.e., community-led meetings or partnerships).
 - Determine public outreach format such as formal, informal, question and answer, participatory, brainstorming, charrette, informational kiosks, or public feedback.
 - Determine meeting logistics, including number of meetings, location, room size, time, registration table, flexible setup, audiovisual equipment, flip charts, event signage, accessibility issues (e.g., disabled, LEP, low-income persons, etc.).
 - ✓ Flexible setup to change the arrangement and format of the room and meeting to accommodate the room to the number of attendees. For example, if there is a large turnout, you may want to restrict the public comments to "x" minutes.
 - ✓ Meeting time and location must be convenient and accessible for minority, LEP communities, low-income and disabled persons.
 - ✓ Meeting location accessible by transit.
 - ✓ Meeting room should be comfortable.
 - ✓ Meeting time should be selected for maximum participation of minority and low-income populations.
 - Determine the audience's preferred communication method and identify presenters and facilitators.
 - Identify a person responsible for ensuring that the meeting is accessible to all, including accommodating the needs of persons who are linguistically and culturally isolated, LEP persons, and disabled persons.
 - Identify presentation materials, handouts, and visualization techniques, including PowerPoint, flyers, posters, brochures, flip charts, etc. Material should be designed to reach multiple educational levels and learning styles, including visual (charts, graphs, photos, maps) and tactile tools. Ensure materials meet the community's needs (i.e., LEP and disabled persons).
 - Determine the process for obtaining public comments, such as written, personal interviews, audio, and video.

- Determine who and how the public outreach will be documented, including public comments.
 - Develop meeting notice and determine how the notice will be advertised, including: radio, television, local and community newspapers, ethnic or community media, audio programs on podcasts, targeted billboards, community businesses, event booths, transit stops, transit shelters, transfer centers, on transit vehicles (flyers and bus advertisements), HPT’s website, other websites and/or digital media, including video sharing, social networking, and blogs.
 - ✓ Accessible formats, including LEP and disabled persons, such as printings in another language and braille.
 - Notices, presentations, documents, and materials should be written in clear, concise, and plain language.
 - ✓ Use words that the audience will clearly understand. Avoid technical terminology and acronyms.
 - ✓ Information and materials should be electronically accessible.
8. Post notices.
 9. Post major activity documents on HPT’s website, bulletin boards at Church Street Station, and at local public library branches.
 10. Conduct meeting.
 11. If applicable, monitor and conduct follow-up.
 12. Evaluate public input and if appropriate. Take actions to avoid, minimize, or mitigate negative effects on minority, low-income persons, LEP persons, and disabled persons.
 13. Incorporate public input into HPT’s program, plan, or activity.
 14. Document public participation plans, desired outcomes, efforts, and results.

8.0 SUMMARY OF OUTREACH EFFORTS

During the past three years, HPT has not made any significant service changes or increase its’ fare. HPT’s last fare increase was July 6, 2015. HPT had one public meeting for its’ proposed bus maintenance storage facility. A public meeting was conducted on January 24, 2018. The meeting was scheduled and facilitated by Michael Baker International and the Pennsylvania Department of Transportation, Bureau of Public Transportation.

HPT has developed partnerships and met with the following organizations to discuss its transportation services during the past three years:

- Anthracite Regional Center for Independent Living
- Career Link
- Catholic Social Services
- Chamber of Commerce
- Commission on Economic Opportunity
- Community Services for Sight
- Freeland Active Adult Center
- Friends Can Make It Happen, Inc.

- Greater Hazleton Chamber of Commerce
- Hazleton Active Adult Center
- Hazleton Area School District
- Hazleton One Community Center
- Hazleton Town Hall Meeting at the Dominican House of Hazleton
- Humboldt Park Association
- Keystone Job Corps
- Luzerne County Community College
- Luzerne County Transportation Authority
- Senior Expos
- Veterans Crosstalk Meeting Luzerne

HPT has developed and implemented outreach to the Spanish community through members of Hazleton One Community Center including Amilcar Arroyo. Efforts include translating documents, advertising, and/or providing articles for a monthly newspaper titled *El Mensajero*. This newspaper is in Spanish and is read by members of the Hazleton community. Following is an example:

FIGURE 11 – EXAMPLES OF HPT ADVERTISEMENTS IN EL MENSAJERO

Septiembre 2019 EIM

HAZLETON INTERMODAL
TERMINAL TERRESTRE

HAZLETON
PUBLIC TRANSIT

Making Life Easier

126 West Mine Street
Hazleton, PA 18201
570 - 459 - 5414
www.ridehpt.com

**Ahora de
Lunes a Viernes**

**Llegamos a Humboldt
Industrial Park!**



PRETIUM * HERSHEY Y OTROS

**Si es mayor de
65 años usted**

**califica para
viajar gratis**

**EN LOS BUSES
DE LA CIUDAD**



**Ahora te llevamos
al nuevo Centro Comunitario de la
esquina Hayes St y la 4ta calle**

De Lunes a Sábado
te llevamos al Wyoming Valley Mall
de Wilkes-Barre y al casino Mohegan Sun!

** Consiga la aplicación en el terminal de buses
** Verifique horarios de la ruta. Consiga un
folleto en el terminal de buses.

9.0 LANGUAGE ASSISTANCE PLAN FOR LEP POPULATION

HPT has developed Language Assistance Plan (LAP) measures for its Spanish LEP population. These measures include placing key information in Spanish about HPT’s services on its website and public timetables. The key information includes the following:

- Summary of HPT’s services
- Fare information
- How to use HPT’s services
- How to catch your bus
- How to pay for the trip
- How to get off the bus
- How to use more than one bus to take a trip
- Senior Rider Application Form
- ADA information

HPT has posted, in Spanish, its Title VI Policy, Procedure and Complaint Form on its website and in key locations. HPT’s fareboxes post the fares in Spanish and onboard public service announcements are in both English and Spanish.

HPT has partnered with Hazleton One Community Center (Hispanic Organization). This organization has provided assistance in translating documents and advising HPT of the needs of the Spanish community.

At its administrative offices and Church Street Station, the following is posted to notify people of free language services:

Hazleton Public Transit provides free interpreter services to help you with transportation services. For assistance, please contact us at 570-459-5414 or visit our administrative offices at 126 West Mine Street, Hazleton, PA 18201.

Following are examples of a few of HPT’s Spanish materials.

FIGURE 12 – SIGNAGE IN VEHICLES NOTIFYING PATRONS THAT HPT ACCEPTS CREDIT CARDS IN SPANISH

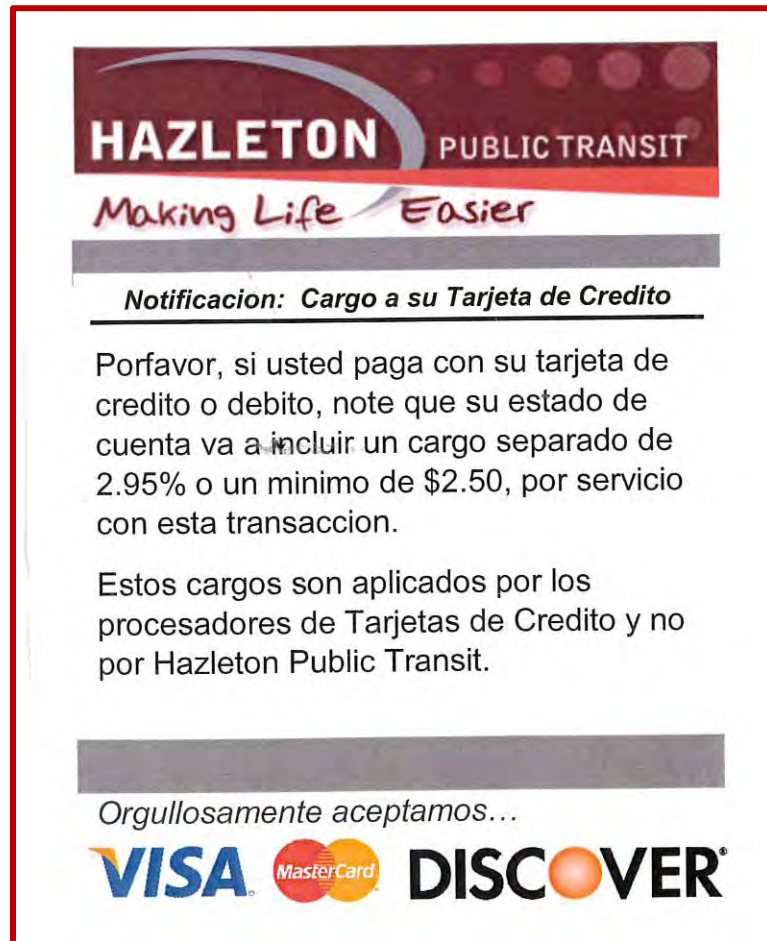


FIGURE 13 – SIGNAGE IN FIXED ROUTE VEHICLES NOTIFYING PASSENGERS OF FARES IN SPANISH



FIGURE 14 – EXAMPLE OF HPT TIMETABLE WITH SERVICE DESCRIPTION IN SPANISH

**BIENVENIDO A HAZLETON PUBLIC TRANSIT
– LE SIMPLIFICAMOS LA VIDA**

SERVICIO

Hazleton Public Transit (HPT) es el proveedor del servicio de transporte público de la ciudad de Hazleton, Pensilvania. HPT ofrece servicio de autobuses con rutas establecidas a puntos en todo Hazleton, McAdoo, Freeland y comunidades aledañas. El servicio está disponible de lunes a sábados. Consulte el cronograma del autobús que necesite para conocer los horarios. No ofrecemos servicio de autobuses los domingos.

Para obtener acceso a los horarios y las rutas de los autobuses, haga clic aquí.

HPT ofrece un servicio de camionetas de ida y vuelta puerta a puerta, para personas con discapacidades que no pueden viajar en los autobuses estándar con rutas establecidas. El servicio funciona en la misma área que el servicio de autobuses estándar de HPT. Los pasajeros deben registrarse y contar con una certificación para utilizar este servicio de camionetas. Comuníquese con HPT al teléfono 570-459-5414 para obtener detalles del servicio e información para el registro.

TARIFAS

El boleto de ida del servicio de autobuses estándar de HPT es de \$1.50. Los choferes y las máquinas expendedoras no tienen cambio, por lo que le pedimos que disponga del importe justo al momento de utilizar el servicio de Hazleton Public Transit. Hay tarifas con descuento para personas con discapacidades y niños. Personas con discapacidades o usuarios de Medicare Pueden tomar el autobús de cualquier ruta a tarifa reducida con una Tarjeta de Tarifa Reducida. Esta tarjeta puede obtenerse en la oficina de Hazleton Public Transit, completando un formulario y mostrando una prueba de la discapacidad o de la cobertura de Medicare. Las personas de 65 años en adelante y los estudiantes de la Universidad Penn State Hazleton viajan sin cargo todo el día, todos los días con HPT. También puede ahorrar tiempo y dinero comprando pases para varios viajes. Si desea obtener más información, haga clic aquí para ver la sección Tarifas y pases del sitio web.

Para acceder a información sobre todos los servicios de HPT, comuníquese con Hazleton Public Transit al teléfono 570-459-5414 de 8:30 a. m. a 4:00 p. m., de lunes a viernes. Los fines de semana, puede comunicarse con HPT al teléfono ó 570-497-9810. También puede enviarnos un correo electrónico a info@ridehpt.com

CÓMO UTILIZAR EL SERVICIO DE HAZLETON PUBLIC TRANSIT

Para tomar un autobús

Puede abordar el autobús de HPT en cualquiera de las siguientes ubicaciones:

1. En Church Street Station, en la cuadra 126 de West Mine Street, en el centro de Hazleton.
2. En cualquiera de los carteles de parada de autobuses de HPT.
3. En cualquier punto a lo largo de la ruta de autobuses de HPT. Tenga cuidado de aguardar el autobús en un lugar seguro y donde el chofer lo pueda ver sin inconvenientes. HPT recomienda que los pasajeros aguarden en las intersecciones y en lugares donde el vehículo pueda detenerse sin riesgos.

Si se ubica donde hay un cartel de parada o en un área de espera, el próximo autobús que pase lo recogerá. No dude en preguntarle al chofer si está abordando el autobús correcto. Si debe aguardar al siguiente autobús, el chofer puede decirle en qué horario llegará. Cuando llegue el autobús, suba la escalera por la puerta delantera para comenzar su viaje con HPT. Para abonar el viaje

Si es la primera vez que viaja, probablemente pague el boleto con efectivo. Los choferes de HPT no dan vuelto. Necesitará un dólar y 50 centavos para tomar el autobús. ¡No olvide que necesitará ese mismo importe para regresar! En la parte de adelante de cada autobús hay una máquina expendedora. (El pago para viajar en autobús se llama "tarifa". Al abordar, deberá colocar el dinero en la ranura superior de la máquina expendedora).

Si planea utilizar el servicio de Hazleton Public Transit con frecuencia (esperamos que así sea), consulte la sección de tarifas del sitio web para obtener detalles sobre cómo ahorrar dinero con la compra de pases para varios viajes. Si tiene alguna consulta sobre nuestros pases para varios viajes, llámenos al 570-459-5414 o consulte al chofer.

PARA BAJARSE DEL AUTOBÚS

En la mayoría de los autobuses, hay una cuerda apoyada sobre la pared, arriba de las ventanas ubicadas junto a los asientos. Se tira de esta cuerda para avisarle al chofer que desea descender en la próxima parada. Si no sabe exactamente en qué parada debe descender, dígame al chofer al abordar el autobús. Indíquelo a dónde va y pídale que le avise cuando el autobús esté cerca de esa parada. Nuestros choferes conocen bien la comunidad y lo ayudarán siempre que puedan.

PARA UTILIZAR MÁS DE UNA RUTA PARA HACER UN VIAJE

A esto lo llamamos "hacer un transbordo". Cuando suba a bordo del autobús, avísele al chofer que cambiará de ruta y pídale un boleto de transbordo. Por ejemplo: "Haré un transbordo en la ruta 40 de Freeland". El chofer le dará un boleto de transbordo. Tiene un costo de cincuenta centavos (\$0.50). Asegúrese de tener cuatro monedas de 25 centavos si también va a hacer un transbordo al regresar. El boleto tendrá marcada la ruta en la que abordó y se cortará exactamente en el sitio que muestra el tiempo límite que tiene para utilizar el servicio. Eso quiere decir que dispondrá de ese tiempo, en general una hora, para tomar el próximo autobús. Cuando aborde el siguiente autobús, entréguele el boleto de transbordo al chofer. No lo olvide: si tiene alguna duda, pregúntele al chofer.

Muchas gracias por visitar el sitio web de Hazleton Public Transit. El idioma español no es nuestro fuerte, pero sin duda cuando llame a HPT haremos todo lo posible por ayudarlo.

El horario de atención de las oficinas administrativas de HPT es de 8:00 a. m. a 4:00 p. m., de lunes a viernes. Las oficinas están ubicadas en Church Street Station, 126 West Mine Street.

PARA VENIR PERSONALMENTE O ESCRIBIRNOS UNA CARTA:

Hazleton Public Transit

126 West Mine Street	570-459-5414 (main)
Hazleton, PA 18201	570-459-4924 (fax)

FIGURE 15 – SENIOR RIDER APPLICATION FORM IN SPANISH

MT-103 (1-12)  DEPARTMENT OF TRANSPORTATION www.dot.state.pa.us		TARJETA DE IDENTIFICACION PARA TRANSPORTE PUBLICO PARA PERSONAS DE LA TERCERA EDAD PROGRAMAS DE TARIFAS DE TRANSPORTE PUBLICO GRATUITO/REDUCIDO PARA PERSONAS DE LA TERCERA EDAD		TARJETA NUMERO _____	
NOMBRE DEL SOLICITANTE (Apellido, Primer Nombre, Inicial del Segundo Nombre) LA APLICACION _____					FECHA DE _____
DIRECCION (Calle o Carretera) _____		(Ciudad u Oficina Postal) _____		(Estado) _____	(Codigo Postal) _____
TELEFONO DE CASA () _____		FECHA DE NACIMIENTO _____	EDAD _____	<input type="checkbox"/> HOMBRE FIRME AQUI _____ <input checked="" type="checkbox"/> MUJER X _____	
THIS SECTION TO BE COMPLETED BY TRANSIT AGENCY					
ACCEPTABLE PROOF OF AGE DOCUMENTS (ONE REQUIRED, CHECK AND INCLUDE APPLICABLE INFORMATION)					
<input type="checkbox"/> ARMED FORCES DISCHARGE/SEPARATION PAPERS – SEPARATION DATE _____					
<input type="checkbox"/> BAPTISMAL CERTIFICATE-CHURCH'S NAME & ADDRESS _____					
<input type="checkbox"/> BIRTH CERTIFICATE-NUMBER _____					
<input type="checkbox"/> PASSPORT/NATURALIZATION PAPERS – NUMBER _____					

FIGURE 16 – ADA INFORMATION IN SPANISH

See Attachment A

HPT's Language Assistance Plan is shown below.

9.1 INTRODUCTION

Hazleton Public Transit (HPT) has developed this Language Assistance Plan (LAP) to ensure that LEP persons have meaningful access to HPT's programs, services, and activities. This plan was developed primarily utilizing the following:

- Federal Transit Administration Office of Civil Rights, April 13, 2007, handbook for Public Transportation Providers entitled "Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons."
- Federal Coordination and Compliance Section, Civil Rights Division, U.S. Department of Justice May 2011 publication entitled "Language Access Assessment and Planning Tool for Federally Conducted and Federally Assisted Programs."
- Federal Register, Vol. 70, No. 239, Wednesday, December 14, 2005, Notices 7, "Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons."
- Department of Justice, June 18, 2002, "Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons."
- Executive Order 13166 of August 11, 2000, "Improving Access to Services for Persons with Limited English Proficiency."

The purpose is to ensure that no person shall, on the grounds of race, color, or national origin, be excluded from participating in, or be denied the benefits of, or be subject to discrimination under, any HPT program, or activity.

Implementing this plan increases public outreach to LEP persons and provides HPT with a mechanism to increase participation of LEP persons at HPT's public forums.

9.2 SERVICE OVERVIEW

HPT is the public transportation provider for the City of Hazleton and surrounding communities in the lower Luzerne County area. HPT is a service of the City of Hazleton's Department of Public Service. It operates both fixed-route and ADA demand response services seven days a week.

9.3 PLAN SUMMARY

HPT has developed this LEP Plan to help identify steps for providing language assistance to persons with LEP who wish to access services provided by HPT. This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training, how to notify LEP persons that assistance is available, and information for future plan

updates. One of HPT’s LEP Plan goals is to provide meaningful access for LEP persons to all of its services, programs, and activities.

HPT conducted a needs assessment using the U.S. Department of Transportation’s four-factor analysis:

- Factor 1: The number and proportion of LEP persons served or encountered in HPT’s eligible service population.
- Factor 2: The frequency with which LEP persons come in contact with HPT’s programs, activities, or services.
- Factor 3: The nature and importance of programs, activities, or services provided by HPT to the LEP population.
- Factor 4: The resources available and overall cost to provide LEP assistance.

9.4 SUMMARY OF FOUR-FACTOR ANALYSIS

Factor 1: The number and proportion of LEP persons served or encountered in HPT’s eligible service population.

Task 1, Step 1: Examine prior experience with LEP individuals.

In September 2019, employees of HPT and operators were surveyed and asked about the frequency with which they come into contact with non-English speaking customers and the language they speak (if known). The following chart summarizes the survey results:

TABLE 12 – HPT SURVEY OF EMPLOYEES AND OPERATORS

	NEVER	RARELY	OCCASIONALLY	FREQUENTLY
Frequency	0	1	13	10
	Language (if known)			
Spanish		1	13	10
Romanian			1*	
Unknown				
*One person indicated Spanish, Romanian, Russian and Chinese				

Source: Hazleton Public Transit

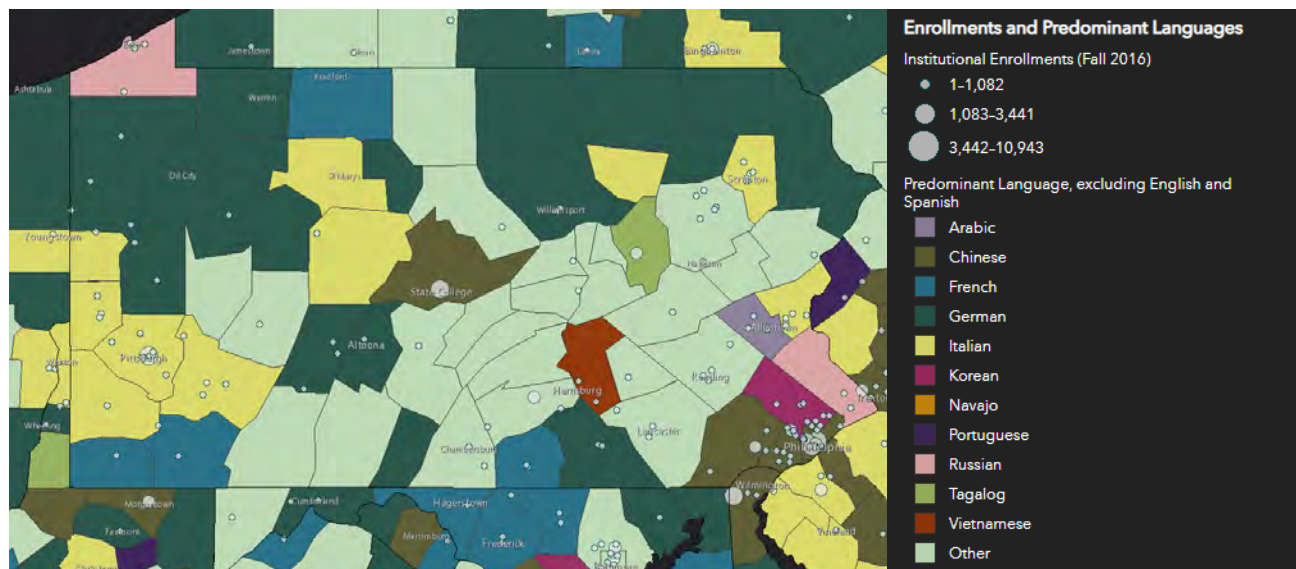
Operators and office staff are the most likely to interact with LEP persons on a frequent basis or occasional basis and the language they encountered was Spanish. The administrative staff provided the following observations about their experiences with LEP persons:

- Utilize list of most common questions posted at customer service windows.
- Frequently, LEP customers will have a person with them that translate.
- Most customers speak some English and we are able to communicate.

Task 1, Step 2: Become familiar with data from the U.S. Census.

The Modern Language Association uses U.S. Census data, and the following map shows that Spanish is the prevalent language other than English in Luzerne County. The Modern Language Association is a professional organization that produces publications and has extensive resources on languages.

FIGURE 17 – MODERN LANGUAGE ASSOCIATION MAP



Source: Modern Language Association

According to the ACS 2013-2017 5-year estimate shows the City of Hazleton has a total of 5,949 people that speak English less than very well and 5,748 speak Spanish at home who speak English less than very well. In Luzerne County, 12,949 speak English less than very well and 10,478 speak Spanish at home who speak English less than very well.

The ACS 2013-2017 5-year estimate shows that the City of Hazleton has 5,949 persons who speak English less than very well which is 26.0 percent of the total population 5 years of age and over. This percentage is significantly higher the Luzerne County (4.3 percent) and the Commonwealth of Pennsylvania (4.2 percent).The table below illustrates the language spoken at home in City of Hazleton, Luzerne County and Pennsylvania.

TABLE 13 – LANGUAGE SPOKEN AT HOME

POPULATION 5-YEARS AND OVER SPEAK A LANGUAGE OTHER THAN ENGLISH					
City of Hazleton		Luzerne County		Pennsylvania	
Speak English less than "very well"	Percent of Total Population	Speak English less than "very well"	Percent of Total Population	Speak English less than "very well"	Percent of Total Population
5,949	26.0%	12,949	4.3%	509,028	4.2%

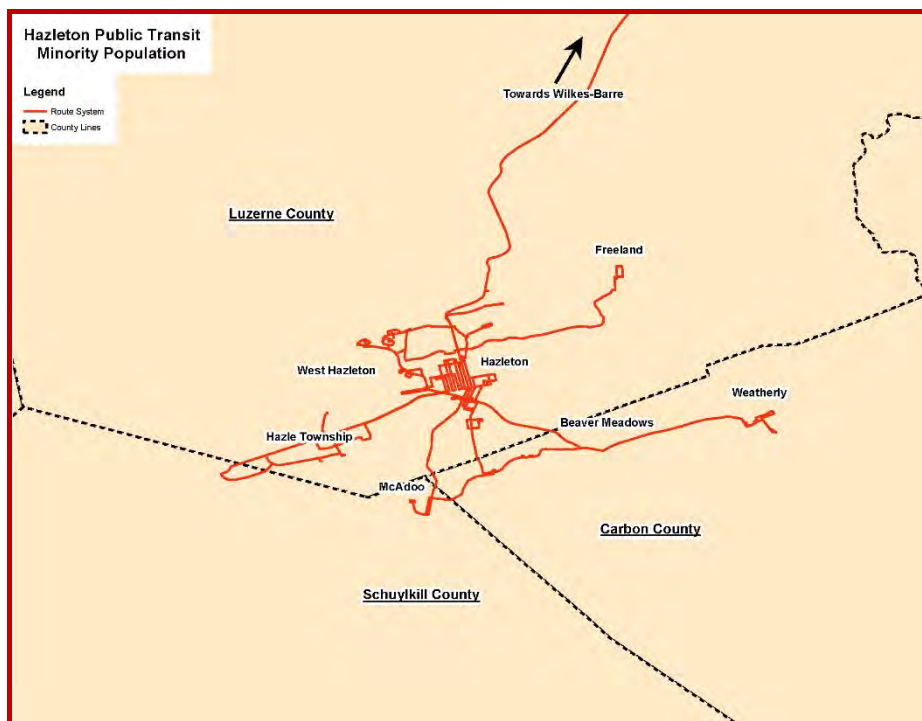
POPULATION 5-YEARS AND OVER SPEAK SPANISH AT HOME					
Speak English less than "very well"	Percent of Population that Speak Spanish at Home	Speak English less than "very well"	Percent of Population that Speak Spanish at Home	Speak English less than "very well"	Percent of Population that Speak Spanish at Home
5,748	53.0%	10,478	43.3%	227,321	39.4%
Source: 2013-2017 American Community Survey 5-Year Estimates					

Task 1, Step 2A: HPT’s geographic boundaries.

HPT’s service area is primarily the City of Hazleton followed by surrounding communities outside the city’s limits in the southern portion of Luzerne County.

The following map shows HPT’s fixed routes.

MAP 1 – HPT’S FIXED ROUTES



Source: Delta Development Group, Inc

Task 1, Step 2B: Obtain census data on the LEP population in HPT’s service area.

The following chart shows that for the City of Hazleton and Luzerne County, persons who speak Spanish at home and speak English less than very well make up the largest percentage when compared to other languages spoken at home.

TABLE 14 – LANGUAGE SPOKE AT HOME (POPULATION 5 YEARS OF AGE AND OVER)

	CITY OF HAZLETON	LUZERNE COUNTY	PENNSYLVANIA
Total:	22,917	302,176	12,078,858
Speak only English	11,440	269,215	10,750,803
Spanish:	10,855	24,166	576,232
Spanish: - Speak English "very well"	5,107	13,688	348,911
Spanish: - Speak English less than "very well"	5,748	10,478	227,321
French, Haitian, or Cajun:	33	778	56,042
French, Haitian, or Cajun: - Speak English "very well"	27	642	40,752
French, Haitian, or Cajun: - Speak English less than "very well"	6	136	15,290
German or other West Germanic languages:	18	719	115,327
German or other West Germanic languages: - Speak English "very well"	18	646	85,163
German or other West Germanic languages: - Speak English less than "very well"	-	73	30,164
Russian, Polish, or other Slavic languages:	114	1,669	82,007
Russian, Polish, or other Slavic languages: - Speak English "very well"	82	1,188	48,555
Russian, Polish, or other Slavic languages: - Speak English less than "very well"	32	481	33,452
Other Indo-European languages:	237	2,819	178,080
Other Indo-European languages: - Speak English "very well"	151	2,023	118,627
Other Indo-European languages: - Speak English less than "very well"	86	796	59,453
Korean:	7	295	29,007
Korean: - Speak English "very well"	7	209	14,442
Korean: - Speak English less than "very well"	-	86	14,565
Chinese (incl. Mandarin, Cantonese):	-	515	87,245
Chinese (incl. Mandarin, Cantonese): - Speak English "very well"	-	132	39,646

Chinese (incl. Mandarin, Cantonese): - Speak English less than "very well"	-	383	47,599
Vietnamese:	-	174	36,930
Vietnamese: - Speak English "very well"	-	77	13,949
Vietnamese: - Speak English less than "very well"	-	97	22,981
Tagalog (incl. Filipino):	19	182	16,657
Tagalog (incl. Filipino): - Speak English "very well"	12	157	11,331
Tagalog (incl. Filipino): - Speak English less than "very well"	7	25	5,326
Other Asian and Pacific Island languages:	98	721	71,460
Other Asian and Pacific Island languages: - Speak English "very well"	59	515	43,974
Other Asian and Pacific Island languages: - Speak English less than "very well"	39	206	27,486
Arabic:	47	513	36,129
Arabic: - Speak English "very well"	32	360	22,299
Arabic: - Speak English less than "very well"	15	153	13,830
Other and unspecified languages:	49	410	42,939
Other and unspecified languages: - Speak English "very well"	33	375	31,378
Other and unspecified languages: - Speak English less than "very well"	16	35	11,561
<i>Source: ACS 2013-2017 5-year Estimate</i>			

Reviewing additional U.S. Census information for the City of Hazleton’s Hispanic and Latino populations shows that over 3,420 people speak English not well or not at all. The table below illustrates the data.

TABLE 15 – HISPANIC OR LATINO - LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH

HISPANIC OR LATINO POPULATION 5 YEARS AND OVER	CITY OF HAZLETON
Estimate; Total:	11,914
Speak only English	1,407

Speak Spanish:	10,480
Speak English "very well"	4,767
Speak English "well"	2,293
Speak English "not well"	1,924
Speak English "not at all"	1,496
Speak other language	27
<i>Source: ACS 2013-2017 5-year Estimate</i>	

Task 1, Step 2C: Analyze data.

HPT’s Plan focuses on persons who speak English less than very well. Spanish is the most prevalent language, 47.4 percent of the population in the City of Hazleton and 8.0 percent in Luzerne County speak Spanish at home. Fifty-three percent of the people who speak Spanish at home, speak English less than very well in the City of Hazleton as compared to 43.4 percent in Luzerne County. Reviewing other language categories show that people who speak English less than very well in City of Hazleton was 201 or 0.9 percent of the total population.

A summary of key data is as follows:

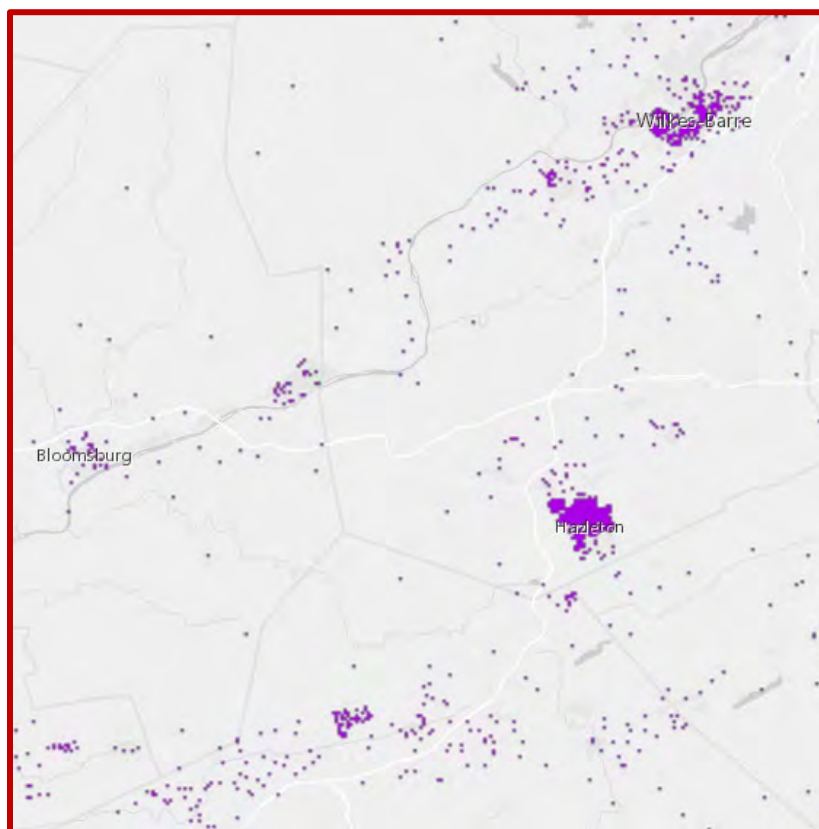
- Of the 10,855 people in the City of Hazleton that speak Spanish at home, 5,748 speak English less than very well. The 5,748 is 53.0 percent of the population that speak Spanish at home and 25.1 percent of the City population.
- In Luzerne County, there are 24,166 people who speak Spanish at home, 10,478 speak English less than very well. The 10,478 is 43.4 percent of the population who speak Spanish at home and 3.5 percent of the County’s population.

Task 1, Step 2D: Identify any concentrations of LEP persons within your service area.

The City of Hazleton has the largest concentration of Spanish LEP persons.

The following 2011 Language Mapper from the U.S. Census Bureau shows the concentration of people who speak Spanish at home. One (1) dot equals approximately ten (10) people. The majority of people who speak Spanish at home live in the Greater Hazleton area.

MAP 2 – CONCENTRATION OF PEOPLE WHO SPEAK SPANISH AT HOME



Source: U.S. Census Language Mapper

Task 1, Step 3: Consult state and local sources of data.

The National Center for Education Statistics (<https://nces.ed.gov>) indicates that for fall 2016, 3.3 percent of the Pennsylvania student population was considered limited English proficient. The U.S. Department of Education indicated that in fiscal year 2016, 56,142 Pennsylvania public school students participated in programs for English language learners. The number of Pennsylvania public school participants in English language programs increased by 19.2 percent comparing fiscal year 2010 to 2016 this increase is more than threefold that of the United States increase of 6.1 percent for the same comparison period.

TABLE 16 – NUMBER OF PUBLIC-SCHOOL STUDENTS PARTICIPATING IN PROGRAMS FOR ENGLISH LANGUAGE LEARNERS

	FY 2010	FY 2011	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016
United States	4,665,488	4,638,534	4,853,236	4,931,996	4,815,789	4,855,837	4,950,400
Pennsylvania	47,091	49,465	52,054	48,446	51,511	52,515	56,142

Source: U.S. Department of Education (<http://eddataexpress.ed.gov>)

The number of English Language Learners in the Hazleton School District increased 26.1 percent from school year 2016-2017 to 2018-2019. Hazleton Area Highschool had the largest number (770) of ELL students. The majority (99.0 percent) of ELL students in school year 2018-2019 were Spanish speaking.

TABLE 17 - HAZLETON AREA SCHOOL DISTRICT ENGLISH LANGUAGE LEARNERS

HAZLETON AREA SCHOOL DISTRICT			
School Year	2016-2017	2017-2018	2018-2019
Number of ELL	1,796	2,137	2,265
Number of Spanish Speaking ELL	N/A	2,113	2,242
Number of ELL Student by School			
Arthur Street El Sch	103	114	130
Drums El/MS	7	11	16
Freeland El/MS	37	49	56
Hazle Township Early Learning Center	105	117	110
Hazleton Area HS	629	754	770
Hazleton Area SD	0	1	3
Hazleton El/MS	209	252	244
Heights Terrace El/MS	251	297	322
Maple Manor El/MS	182	215	237
McAdoo-Kelayres El/MS	45	61	70
Valley El/MS	8	12	11
West Hazleton El/MS	220	254	296
<i>Source: PA Department of Education, Data and Reporting, English Learners</i>			

Task 1, Step 4: Reach out to community organizations that serve LEP persons.

HPT has developed a partnership with Hazleton One Community Center. This Center is a focal point for Hazleton’s Spanish population. This Center provides educational, cultural, and athletic opportunities for the community. This Center is the site for the “Hazleton Integration Project” that “engages children in wholesome activities while fostering trust and respect among all of our region’s ethnic cultures.” HPT has also partnered with Amilcar Arroyo who is active in the Hazleton One Community Center and assists HPT with outreach and document translation. Mr. Arroyo is also the publisher of a local Spanish newspaper that HPT advertises its service in.

Task 1, Step 4A: Identify community organizations. 4B: Contact relevant community organizations.

HPT identified and contacted the following community organizations: Catholic Social Services, Friends Can Make It Happen, Hazleton One Community Center, Hazleton Area School District, Luzerne County Community College, Hazleton Active Adult Center, Luzerne County Transportation Authority, Luzerne County Children and Youth Services, and Greater Hazleton Chamber of Commerce

Task 1, Step 4C: Obtain information.

HPT's contacted organizations listed in task 1, step 4A and provided information about its transit services as well as learned more about LEP persons in its service area. Topics included:

- Geographic area served
- Number of people served
- Languages spoken by the population served
- Needs or expectations for public services
- Need for public transportation
- Key travel destinations
- Any issues with HPT
- Identification of ways to obtain input

Future contacts with organizations will include the topics listed above and may also include:

- Education and literacy level
- Age and gender of population served
- Change in number of people served

Factor 2: The frequency with which LEP individuals come into contact with HPT's programs, activities or services.

Based on the internal survey, employees frequently and occasionally came into contact with Spanish speaking people.

Task 2, Step 1: Review the relevant programs, activities, and services you provide.

HPT has identified that individuals with LEP, on a daily basis, utilize both fixed-route and paratransit services. Administrative staff have frequently encountered LEP individuals.

Task 2, Step 2: Review information obtained from community organizations.

Feedback from community organizations indicate that there is a need for HPT to provide key information in Spanish and that there is a need for its services. Public transportation was an important element to the community and members relied on public transit to get them to where they need to go, including to work, shopping and to medical appointments. Students were identified as people who need transit to travel throughout the Hazleton area for work, school, and recreational activities.

Task 2, Step 3: Consult directly with LEP persons.

HPT did not need to conduct a survey or focus group; however, it will review the possibility during the next few years of conducting a survey or focus group. If HPT conducts a survey or focus group, they will use, as a foundation, the following questions found in the FTA's 2007 LEP handbook:

- Do you use public transportation?
- If a person answers “yes,” ask the following questions:
 - How often do you use public transportation?
 - What kinds of public transportation do you use fixed route or paratransit services?
 - When do you use public transportation? For what purpose?
 - Are you satisfied with the transportation you use?
 - Do you have any suggestions how the people who run the transportation services could improve it to make it work better for you? Please be as specific as you can.
- If a person answers “no” to the first question, ask the following questions:
 - How do you travel if you have to go somewhere in your area?
 - Would you use public transportation if it were set up differently?
 - If the person answers “yes,” to this question, then ask:
 - Which transit systems would you use?
 - How can the people who run that system improve it to make it work better for you?

HPT determined that its schedules that are printed in Spanish provide route information and times as well as basic information about using the services was beneficial to LEP persons.

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

HPT's services are vital to LEP persons because the services enable people to travel the area for day-to-day activities.

Task 3, Step 1. Identify your agency's most critical services.

HPT believes that the following services we provide to our community are critical:

- Fixed-Route Services – These services are critical because many of the riders are transit dependent and as such, have no other way to travel in the area for work, shopping, recreation, school, and medical activities. These services are also affordable and benefit low-income populations.
- Paratransit Services – These services are vital and primarily used by disabled and senior populations and many are transit dependent and as such, have no other way to travel in the area for work, shopping, recreational, school, and medical activities.
- HPT's Website – This information provides riders and potential riders with details of the services we offer. Key information is available in both English and Spanish.
- HPT's Public Timetables – This information provides riders and potential riders with specific route information, including routing, scheduled times, fares, and information on how to ride the bus and transfer.

- Fare Information Onboard Vehicle – This information provides riders with the cost of a trip and is extremely beneficial for the new and occasional rider.
- Acceptance of Credit Cards – This informs riders and potential riders that HPT accepts credit cards.
- Paratransit information and application.

Task 3, Step 2. Review input from community organizations and LEP persons.

Feedback from community organizations confirmed that HPT should continue providing its customers with key information on the public timetables and website in Spanish as well as posting the fares in Spanish on fixed route vehicles. Customers transfer from one route to another and as such, providing a reduced fare (50 cents) is also beneficial. The reduced student fare enables students to travel economically throughout Hazleton including the Hazleton One Community Center.

Factor 4: The resources available to HPT and overall cost to provide LEP assistance.

Task 4, Step 1: Inventory language assistance measures currently being provided along with associated costs.

HPT is fortunate to have document and oral translation services that have been free. These services are provided by Amilcar Arroyo who is active in the Hazleton One Community Center.

Following are the language assistance measures provided by HPT and to date, these services have been nominal (paper for posting) or at no cost to the agency:

- Key information on website translated in Spanish
- Key information on public timetables translated in Spanish
- Telephone call interpretation through referral to Amilcar Arroyo
- Onboard poster notifying customers that HPT accepts credit cards
- Fare information is posted onboard vehicles in Spanish
- Title VI Policy, Procedures, and Complaint Form translated in Spanish
- Title VI Posting translated in Spanish
- ADA Paratransit Information translated in Spanish

HPT also advertises its services and provides HPT service related announcements in the local Spanish newspaper, *El Mensajero*.

If Mr. Arroyo was not available, the following chart indicates the estimated cost for translation services:

TABLE 18 - ESTIMATED COST FOR TRANSLATION SERVICES

TRANSLATION SERVICES	ESTIMATED COST
Document Translation	9¢ to 20¢ per word
On-site Interpreter Community Meetings/Events	\$120 per hour, plus travel expenses. Standard and simultaneous.
Telephone Interpretation (inbound and outbound)	\$1.33 per minute

Video Interpretation	\$1.33 per minute
<i>Source: Delta Development Group, Inc.</i>	

Task 4, Step 2: Determine what, if any, additional services are needed to provide meaningful access.

Through HPT’s contact with community groups and a review of its customer complaints and suggestions, HPT has determined that its current language assistance measures are beneficial and adequate. HPT will continue to monitor and meet with community organizations.

Task 4, Step 3: Analyze your budget.

HPT is committed to ensuring LEP persons have meaningful access to its programs, services, and activities. HPT has limited resources; however, if HPT identifies language assistance measures that are needed through its public outreach, a cost/benefit analysis will be performed and presented to the City of Hazleton for funding.

Task 4, Step 4: Consider cost-effective practices for providing language services.

Currently, HPT receives document and oral translations for free. An increase in volume may result in costs. Cost reducing measures include the following:

- Partnering with other members in the community to provide the service.
- Working with organizations to provide information about HPT and educating their members about HPT services.
- Developing partnerships with local schools and sharing resources.
- Increasing dissemination of public timetables.

9.5 HPT’S LAP IMPLEMENTATION PLAN

In summary, HPT conducted the following to implement its LAP:

- Conducted a self-assessment
- Determined how LEP persons interact with HPT
- Identified and assessed LEP communities
- Trained staff on policies and procedures
- Provided notice of language assistant services
- Monitored, evaluated, and updated

Task 1: Identifying LEP individuals who need language assistance.

HPT’s service area is primarily the urbanized area City of Hazleton, Hazle Township and West Hazleton. Demographic data reviewed included both the City of Hazleton and Luzerne County. After conducting the four-factor analysis, which included the review of demographic data, it was noted that the largest number of LEP individuals primarily speak Spanish. This is also consistent with the internal survey conducted at HPT of staff and operators.

HPT worked with community organizations, employees and contractors’ employees to determine LEP individuals who need language assistance.

Task 2: Language assistance measures.

HPT's language assistance measures include the following:

- For both written and oral translations, HPT has partnered with Amilcar Arroyo who is an active member of the Hazleton One Community Center.
- Key information is translated in Spanish on HPT's website
- Key information is translated in Spanish on HPT's public timetables
- Title VI Policy, Procedures and Complaint Form are translated in Spanish
- Title VI Posting is translated in Spanish
- HPT's fixed-route fares are displayed on its fareboxes in Spanish
- Customer notification that HPT accepts credit cards is translated in Spanish
- ADA information is translated in Spanish
- 4-bilingual operators
- 1-bilingual security guard

During the past three years, HPT reviewed and determined that at this time a "Language Line" and additional materials were not necessary. HPT will continue to review the following initiatives to enhance its services to LEP individuals:

- "Language Line" option to handle phone calls from Spanish speaking LEP individuals
- Work with Hazleton One Community Center and other Hispanic Organizations to determine the following :
 - Other information and documents that should be translated to benefit LEP persons
 - Where HPT should post notices of the availability of language assistance
- Place Census Bureau Language Identification Flashcards on all transit vehicles to assist operators in identifying specific language assistance needs of passengers.
- Review routes and service materials for the purpose of increasing symbolic signs (pictographs).
- Meet with contractor to discuss ways to enhance the LEP Program.
- Determine if there is a need to translate additional paratransit information.

HPT will review, monitor, and update this LAP Plan and take the following steps:

- Ensure that our internal and external translators demonstrate their ability to accurately translate English and the other language in which they are fluent.
- Ensure that outside resources are versed in our industry terminology so they can better serve the community.
- Instruct the interpreter or translator that they should not deviate into a role as counselor, legal advisor, or any other role aside from interpreting or translating.
- Request that the interpreter or translator attest that they will not have a conflict of interest on the issues for which they would be providing interpretation services.
- Review demographics, public outreach, and adjust the Plan, as needed.

Task 3: Training staff.

Task 3, Step 1: Identify agency staff who are likely to come into contact with LEP persons, as

well as management staff.

Task 3, Step 2: Identify existing staff training opportunities.

HPT's administrative staff and operators (contractor's employees) are likely to come into contact with individuals who are LEP.

Task 3, Step 3: Design and implement LEP training for agency staff.

HPT follows the Department of Transportation's guidelines in the design and implementation of the Plan. As part of the guidelines, we disseminate and post the Plan to employees and provide copies to our contractor for dissemination to their employees.

HPT provides training to its own employees and works with the contractor to provide training to operators and administrative staff. The training includes the following:

- LEP Policy
- LEP Procedures
- Responding to LEP callers
- Responding to LEPs in person
- Responding to correspondence from LEPs
- Responding to document LEP needs
- Responding to Title VI/LEP complaints

Task 4: Providing notice to LEP persons.

Task 4, Step 1: Inventory the existing public service announcements and community outreach the agency currently performs.

HPT's public service announcements are currently done onboard vehicles, website, newspapers (including Spanish newspapers), vehicle postings, public timetables, and bulletin boards at Church Street Station.

Community outreach included the following: Catholic Social Services, Friends Can Make It Happen, Greater Hazleton Chamber of Commerce Hazleton Active Adult Center, Hazleton Area School District, Hazleton One Community Center, Luzerne County Children and Youth Services, Luzerne County Community College and Luzerne County Transportation Authority.

HPT will continue to work with Amilcar Arroyo of the Hazleton One Community Center to review the need for posting HPT materials and documents in multi-language (or in Spanish) onboard vehicles and/or at key locations.

HPT will continue to conduct public outreach to determine additional community partners and public announcements that would benefit the community with an emphasis on LEP populations.

Task 4, Step 2: Incorporate notice of the availability of language assistance into existing outreach methods.

HPT will continue to conduct community outreach to determine additional locations to place notices of the availability of language assistance measures.

Task 4, Step 3: Conduct targeted community outreach to LEP populations.

HPT will continue to attend community events and work with the Hazleton One Community Center to determine other community organizations to provide transit information, bilingual materials, and the availability of free language assistance.

Task 5, Steps 1-5: Monitoring and updating the LEP Plan.

Periodically, HPT will provide the following services:

- Analyze demographics
- Maintain a record of Plan activities
- Conduct an internal survey to determine frequency of encountering LEP persons and their LEP language group and whether HPT’s language assistance measures are working
- Review nature and importance of HPT’s activities and services to LEP persons with input from community outreach
- Conduct cost/benefit analysis of LEP initiatives
- Establish a process and monitor whether HPT’s language services are meeting the needs of LEP persons
- Obtain feedback from the community to determine demographic changes, satisfaction with HPT’s language assistance measures, satisfaction with HPT’s outreach, and suggestions for improvement
- Conduct staff training and ascertain whether or not an LEP Plan can be successfully implemented
- Monitor compliance to evaluate whether the LEP Plan is successful, including monitoring complaints and the response rate to LEP individuals and LEP issues
- Update LEP resources
- Review new services for the possibility of providing language assistance measures
- Update and implement language assistance measures
- Update the LEP Plan, including policies, procedures, and training

10.0 TRANSIT-RELATED, NONELECTED BOARDS, COUNCILS, OR COMMITTEES

At this time, HPT does not have any transit-related, nonelected planning boards, advisory councils, or committees and as such, HPT cannot submit a table showing racial breakdown and description of efforts to encourage minorities to participate.

11.0 SUBRECIPIENT MONITORING

HPT does not have subrecipients and therefore, the following Title VI requirement is not applicable: “Primary recipients shall include a description of how the agency monitors its subrecipients for compliance with Title VI, and a schedule of sub-recipient Title VI Program submissions.”

12.0 TITLE VI EQUITY ANALYSIS

The Pennsylvania Department of Transportation, Bureau of Public Transit engaged the services of Michael Baker International to manage the design and build of an operations and maintenance facility. The Consultant, Michael Baker International conducted a Title VI Equity Analysis for HPT’s new operations and maintenance facility. It included an examination of demographics, analyses of potential equity impacts and feedback from the community. The report indicated that “the evaluation of the poverty rate, nationality by birth, and minority population rate in the vicinities of the sites show a significantly lower percentage of minorities, foreign born, and those in poverty than the surrounding region.” The analysis concluded that the proposed “new operations and maintenance facility does not present any apparent disparate impacts.”

13.0 SERVICE STANDARDS

Service Standards are guidelines for HPT to use to make decisions about fixed-route transit service with the goal of providing fair and equitable services.

13.1 VEHICLE LOAD STANDARD

Vehicle Load is a capacity guideline that the number of passengers will not exceed the maximum load factor at the maximum load point in the prevailing direction. HPT employs a maximum load standard of plus (+10) the total seated capacity. HPT’s vehicle load standard states that: the average of a specific trip time will not exceed the vehicles’ capacities, which are 46 passengers for 35’ Gillig Phantom; 41 passengers for 30’ Gillig Phantom and 30’ Gillig Low Floor; 38 passengers for 29’ Gillig Low Floor and 29’ Gillig Low Floor CNG; and, 29 passengers for 26’ Ford Challenger.

TABLE 19 – VEHICLE LOAD STANDARD

Fixed-Route Vehicles	Seated	Standing	Maximum Load Standard
35’ Gillig Phantom	36	10	46
30’ Gillig Phantom	31	10	41
29’ Gillig Low Floor	28	10	38
30’ Gillig Low Floor	31	10	41
26’ Ford Challenger	19	10	29
29’ Gillig Low Floor CNG	28	10	38

Source: Hazleton Public Transit

HPT reviews complaints and trip data to identify trips that consistently exceed seated load for possible increase in service. The review includes addressing and taking corrective actions on negative impacts on minority or low-income routes.

During the past three years, HPT had zero complaints or reports of overcrowding.

13.2 VEHICLE HEADWAY STANDARD

HPT operates two types of fixed-route service - regular and limited. HPT operates seven days a week. Service on Sunday is limited to only one route. The following table shows the span of service and HPT’s primary service hours by day type.

TABLE 20 – SPAN OF SERVICE AND PRIMARY SERVICE HOURS

DAY TYPE	SPAN OF SERVICE	PRIMARY SERVICE HOURS
Weekday	5:20 a.m. to 10:44 p.m.	7:30 a.m. to 4:00 p.m.
Saturday	8:00 a.m. to 9:52 p.m.	9:30 a.m. to 4:00 p.m.
Sunday	11:00 a.m. to 6:00 p.m.	Limited

Source: Hazleton Public Transit

The table below outlines HPT’s Headway (frequency) standard. The majority of HPT’s service is not peak oriented and as such, the headway standard is not by peak periods. This standard establishes policy frequencies for HPT service (not demand frequencies). HPT’s Headway Standard is applicable to Regular Routes, Monday through Saturday. Sunday service is limited. Span of service and headways may deviate from standards for reasons including ridership, route productivity, connectivity, trip generators’ hours of operation, and available resources.

The policy headway standards for HPT’s Regular Routes are as follows: for weekdays it is 120 minutes and for Saturdays it is 180 minutes; the standard applies to HPT’s primary service hours.

TABLE 21 – POLICY HEADWAY STANDARD – REGULAR ROUTES

DAY TYPE	POLICY HEADWAY	PRIMARY SERVICE HOURS
Weekday	120 minutes	7:30 a.m. to 4:00 p.m.
Saturday	180 minutes	9:30 a.m. to 4:00 p.m.
Sunday	Not applicable, Service Limited	Not applicable, Service Limited

Source: Hazleton Public Transit

HPT reviewed and will continue to review its headway standards and determine if there is an impact on minority or low-income routes, it will take actions to address disparities. During the past three years, HPT’s headway standards did not negatively impact minority or low income routes.

All of HPT’s regular routes meet or exceed the policy headway and primary service hours. The following table summarizes HPT routes by type (regular and limited) and category (minority and low income) and indicates if each route meets the policy headway standard and operates within the primary service hours.

TABLE 22 – SUMMARY OF HPT ROUTES BY HEADWAY AND SPAN OF SERVICE

WEEKDAY									
Policy Headway Standard 120 minutes/Primary Service Hours 7:30 a.m. to 4:00 p.m.									
Route	Minority Route	Low Income Route	Route Name	Route Type	Headway	Span of Service		Meet minimum Headway Standard?	Span covers primary Service Hours?
						Start	End		
5	Minority	Non Low Income	Humboldt	Limited	Limited	5:20 a.m.	5:56 p.m.	Not applicable	Not applicable
10	Minority	Low Income	Hazleton Heights/ Tresckow	Regular	25-120 min	5:45 a.m.	5:29 p.m.	YES	YES
10A	Minority	Low Income	Lattimer, Pardeeesville	Limited	Limited	10:30 a.m.	4:59 p.m.	Not applicable	Not applicable
15	Non-Minority	Non Low Income	Wilkes-Barre/Mt. Top	Limited	Limited	8:25 a.m.	3:20 p.m.	Not applicable	Not applicable
20	Non-Minority	Low Income	Beaver Meadows/Weatherly	Limited	Limited	7:15 a.m.	4:57 p.m.	Not applicable	Not applicable
30	Non-Minority	Low Income	Kelayres/McAdoo	Regular	83-120 min	7:00 a.m.	4:20 p.m.	YES	YES
40	Non-Minority	Low Income	Freeland	Regular	60-90 min	5:25 a.m.	5:39 p.m.	YES	YES
50	Minority	Low Income	Northeast Diamond	Regular	60-120 min	7:30 a.m.	4:54 p.m.	YES	YES
60	Minority	Low Income	Northwest Diamond	Regular	60-120 min	7:00 a.m.	5:24 p.m.	YES	YES
70	Minority	Low Income	West Hazleton	Regular	46 - 85 min	6:00 a.m.	6:02 p.m.	YES	YES
80	Minority	Low Income	Hazle Marketplace	Regular	45-62 min	6:15 a.m.	5:38 p.m.	YES	YES
90	Minority	Non Low Income	Penn State	Regular	60-110 min	6:15 a.m.	10:44 p.m.	YES	YES
95	Minority	Low Income	Summer Loop	Limited	Limited	6:30 a.m.	9:44 p.m.	Not applicable	Not applicable
Saturday									
Policy Headway Standard 180 minutes/Primary Service Hours 9:30 a.m. to 4:00 p.m.									
Route	Minority Route	Low Income Route	Route Name	Route Type	Headway	Span of Service		Meet minimum Headway Standard?	Span covers primary Service Hours?
						Start	End		
*10	Minority	Low Income	Hazleton Heights/ Tresckow	Limited	Limited	8:30 a.m.	4:17 p.m.	Not applicable	Not applicable
15	Non-Minority	Non Low Income	Wilkes-Barre/Mt. Top	Limited	Limited	8:25 a.m.	3:20 p.m.	Not applicable	Not applicable
*20	Non-Minority	Low Income	Beaver Meadows/Weatherly	Limited	Limited	10:00 a.m.	2:52 p.m.	Not applicable	Not applicable
*30	Non-Minority	Low Income	Kelayres/McAdoo	Limited	Limited	9:00 a.m.	5:25 p.m.	Not applicable	Not applicable
40	Non-Minority	Low Income	Freeland	Regular	70-120 min	8:00 a.m.	5:40 p.m.	YES	YES
50	Minority	Low Income	Northeast Diamond	Regular	60-120 min	9:00 a.m.	4:24 p.m.	YES	YES
60	Minority	Low Income	Northwest Diamond	Regular	60 min	9:00 a.m.	4:24 p.m.	YES	YES
70	Minority	Low Income	West Hazleton	Regular	46-60 min	9:00 a.m.	6:02 p.m.	YES	YES
80	Minority	Low Income	Hazle Marketplace	Regular	57-63 min	8:30 a.m.	5:25 p.m.	YES	YES
110	Minority	Low Income	Saturday Night Loop	Limited	Limited	6:00 p.m.	9:52 p.m.	Not applicable	Not applicable
*Routes 10, 20 and 30 operate on a combined scheule on Saturday									
Sunday									
Policy Headway and Primary Service Hours, Not applicable. Limited Service Only.									
Route	Minority Route	Low Income Route	Route Name	Route Type	Headway	Span of Service		Meet minimum Headway Standard?	Span covers primary Service Hours?
						Start	End		
100	Minority Route	Low Income	Sunday Loop	Limited	Limited	11:00 a.m.	6:00 p.m.	Not applicable	Not applicable

Source: Hazleton Public Transit

13.3 ON-TIME PERFORMANCE STANDARD

HPT measures fixed-route schedule adherence based on “on-time” performance. On-time performance is defined as zero (0) minutes before the scheduled time and up to six minutes after the scheduled bus arrival time.

HPT reviews its complaints and periodically checks its on-time performance and take actions to address disparities if there is an impact on minority or low-income populations. During the past three years, HPT had zero complaints of vehicles running early and one for vehicles running late.

13.4 SERVICE AVAILABILITY STANDARD

The purpose of the Service Availability standard is to ensure that HPT service is serving the needs of minority and low-income populations and that the service design does not result in discrimination, disparate impact, and/or disproportionate burden.

In addition to this standard, HPT has Vehicle Load Standards (Section 13.1), Vehicle Headway Standard that includes Policy Headway Standard (Section 13.2), Distribution of Amenities Policy (Section 14.1.1) and Vehicle Assignment Policy (Section 14.2.1).

HPT’s primary service area is defined as the City of Hazleton and surrounding communities within a 10-mile radius of HPT’s Church Street Station. The service area does not include the Wilkes-Barre route because it is limited service (2 trips per day) and it connects with Luzerne County Transit Authority, the transit provider for northern Luzerne County.

HPT’s Service Availability Standards are as follows:

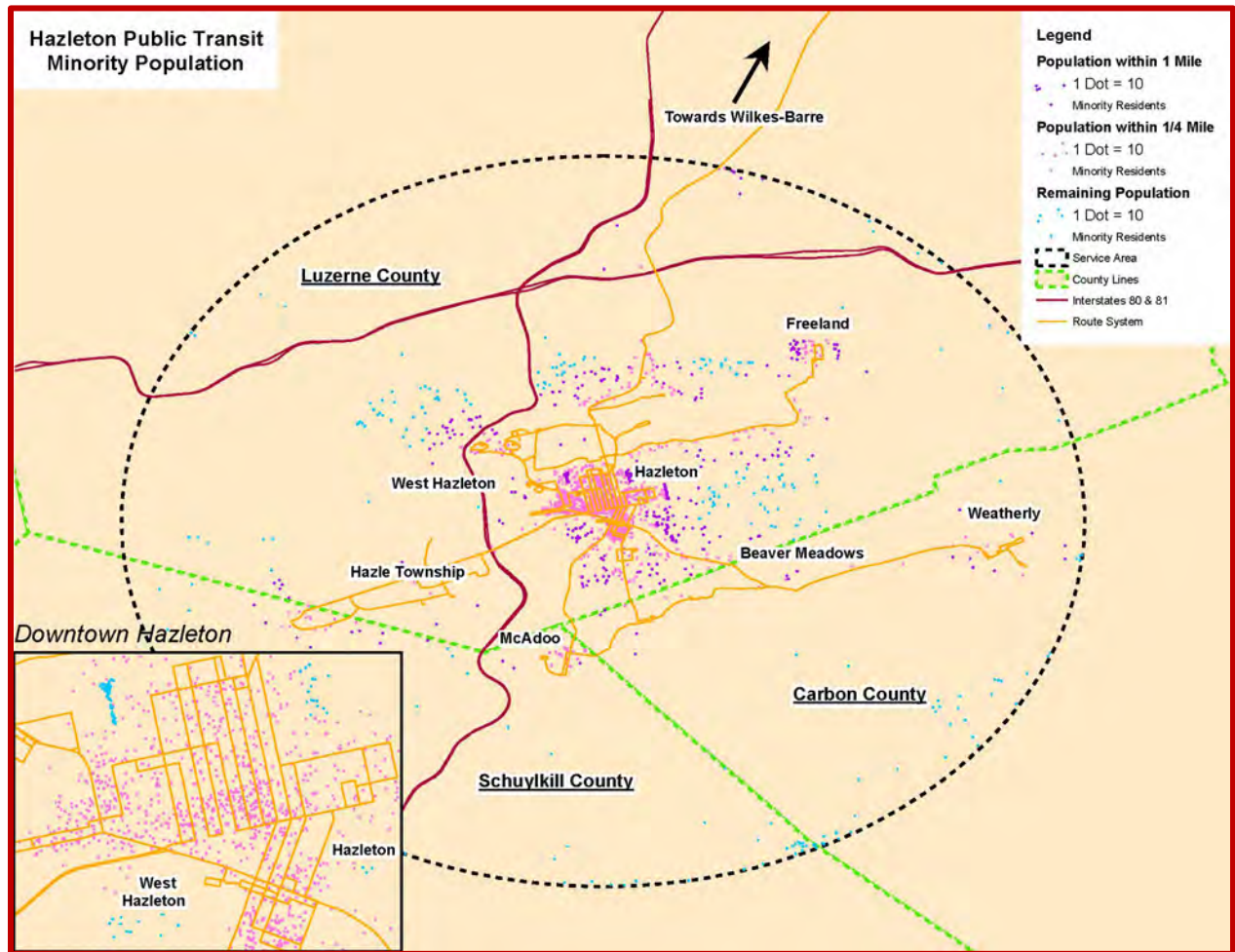
- 80 percent of the minority population will be within one mile of a route
- 70 percent of the minority population will be within one-quarter of a mile of a route
- 80 percent of the low-income population will be within one mile of a route
- 70 percent of the low-income population will be within one-quarter mile of a route

The following maps depict HPT’s routes with minority and low-income populations.

HPT’s current service design exceeds the standards, as follows:

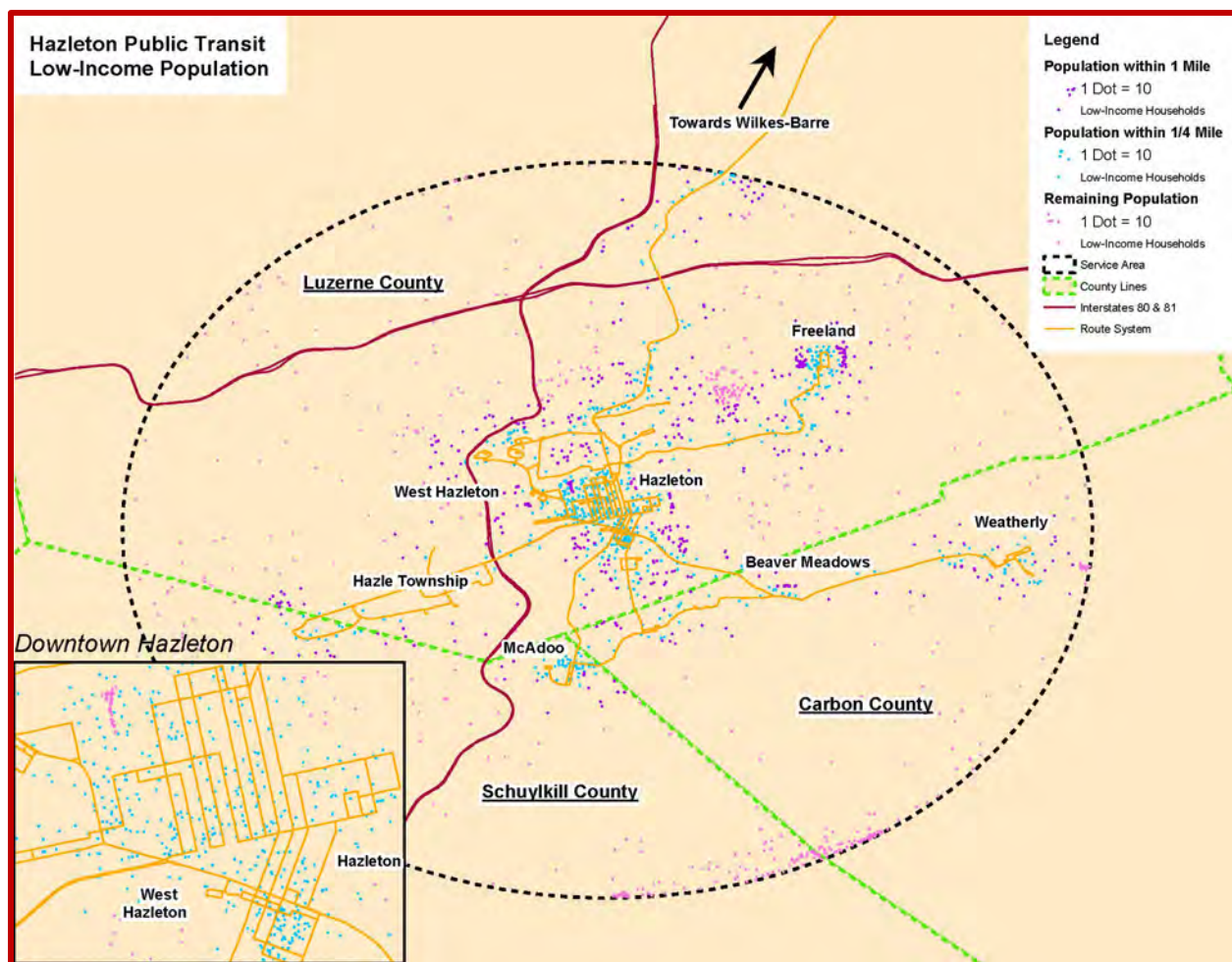
- 97.4 percent of the minority population is within one mile of a route
- 88.9 percent of the minority population is within one-quarter mile of a route
- 92.5 percent of the low-income population is within one mile of a route
- 72.3 percent of the low-income population is within one-quarter mile of a route

MAP 3 – MAP OF MINORITY POPULATION WITHIN ¼ MILE AND 1 MILE OF HPT ROUTE



Source: Delta Development Group, Inc.

MAP 4 – MAP OF LOW INCOME POPULATION WITHIN ¼ MILE AND 1 MILE OF HPT ROUTE



Source: Delta Development Group, Inc.

14.0 SERVICE POLICIES

14.1 TRANSIT AMENITIES OVERVIEW

HPT’s transit amenities consist of the following:

- All transit vehicles are handicapped accessible
- All fixed-route vehicles are equipped with Diamond fareboxes, Avail Technologies systems for Automated Announcements, Automated Vehicle Locator Systems and Visual Displays.
- Three shelters located at Laurel Mall, Wal-Mart, and Center and South in Freeland
- Church Street Station

HPT is a small transit agency and operates its system with “flag” stops and as such, HPT does not have bus stop signs. Years ago, the City of Hazleton did have bus stop signs and there may be some still in existence. “Flag” stops mean that customers wishing to board a bus, waves his/her hand and the operator will pick up the passenger, provided the location is safe.

All three shelters are new and of the same condition.

14.1.1 DISTRIBUTION OF TRANSIT AMENITIES POLICY

It is HPT’s policy to equitably distribute transit amenities. HPT does not discriminate in the distribution of its transit amenities. HPT reviews its transit amenities to ensure equitable distribution.

HPT reviewed and will continue to review its distribution on transit amenities and take actions to address disparities if there is an impact on minority or low-income populations. During the past three years, HPT did not receive any complaints on its shelters or vehicles’ equipment.

14.2 VEHICLE ASSIGNMENT

HPT owns the vehicles; however, they are maintained by the contractor. At this time, all of HPT’s vehicles have basically the same amenities, including technologies. All vehicles are handicapped accessible. Vehicles vary in size and age. Assigning a vehicle to a specific route includes the following:

- Average Passenger Load (i.e., low-density routes use smaller vehicles with less passenger seating)
- Vehicle Maneuverability
 - Terrain
 - Height clearances (bridges, trestles, protruding structures at entrances)

- Narrow roadways

14.2.1 VEHICLE ASSIGNMENT POLICY

It is HPT's policy to equitably assign vehicles to its routes. HPT does not discriminate on assigning vehicles to routes. To ensure that the assignment of vehicles is equitable, HPT periodically reviews its vehicle assignments to ensure that vehicles are assigned equitably. The review includes addressing and taking corrective actions on negative impacts on minority or low-income routes.

During the past three years, HPT receives zero complaints for vehicle assignment, vehicle cleanliness and vehicle safety. In addition to monitoring complaints, HPT periodically reviews its vehicle assignments. Vehicles were assigned fairly.

14.3 FARE CHANGE POLICY

It is the policy Hazleton Public Transit (HPT) to periodically review its fixed route base fare to determine if it should be adjusted for inflation. If HPT determines that the base fare should be adjusted, HPT will engage the public as outlined in its Public Participation Plan and will conduct public hearings.

HPT will compare the National Consumer Price Index (CPI) as published by the Bureau of Labor Statistics (BLS) for the year the most recent base fare took effect to the current year under review and apply the inflation factor to determine a projected base fare.

If the projected base fare increase is 10 cents or more, HPT will consider increasing the fixed route base fare. Base fare increases will be capped at 25 cents to minimize the burden on riders as well as reduce administrative costs.

HPT will review any fare changes (increase or decrease in fares) and identify the following:

- Adverse effects on minority and low-income populations
- Disparate impact on minorities (race, color, or national origin)
- Disproportionate burden on low-income populations

HPT will take actions to eliminate, reduce, and/or mitigate the impacts.

HPT will contact its FTA and/or PennDOT Representatives for additional guidance.

HPT did not increase its' fare during the past three years.

14.4 MAJOR SERVICE CHANGE POLICY

It is the policy of HPT to engage the public in any major service change. A major service change is an increase or decrease of 25 percent in route miles or route hours. HPT will engage the public, as outlined in its Public Participation Plan, and will conduct public hearings.

HPT will review the change and identify the following:

- Adverse effects on minority and low-income populations
- Disparate impact on minorities (race, color, or national origin)
- Disproportionate burden on low-income populations

HPT will take actions to eliminate, reduce, and/or mitigate the impacts.

HPT will contact its FTA representative for additional guidance.

During the past three years, HPT did not make any service changes.

15.0 ATTACHMENT A – ADA APPLICATION AND INFORMATION

POR FAVOR ASEGÚRESE:

- ✓ La parte A debe ser completada por el pasajero
- ✓ La parte B debe ser completada por su doctor o profesional médico
- ✓ Ha firmado en la página 4
- ✓ Ha completado y firmado la página de declinación.
- ✓ Usted firmó la página 6 de la Parte B

¡GRACIAS!

Esperamos poder ayudarle a viajar en el **futuro.**



Solicitud de transporte ADA

Hay dos tipos de transporte disponibles en todo el estado de Pennsylvania:

Los autobuses de ruta fija brindan servicio a las paradas de autobús designadas a lo largo de rutas específicas en horarios establecidos. Muchos autobuses de ruta fija ahora tienen características para facilitar el manejo de personas con discapacidades, como ascensores para sillas de ruedas, funciones para arrodillarse, autobuses de piso bajo y anuncios de voz.

El Servicio de paratransporte es un servicio de transporte público de puerta a puerta para personas cuya discapacidad les impide viajar en los autobuses de Ruta Fija. Debe llamar al número de teléfono para hacer una reserva para viajar.

Si su discapacidad / condición médica o accesibilidad del sistema / barreras ambientales, le impiden viajar en autobuses de ruta fija: puede ser elegible para el servicio de paratransporte parte o todo el tiempo. Si su discapacidad simplemente dificulta o incomoda el uso de la Ruta Fija, es posible que no sea elegible para el Servicio de paratransporte según la Ley de Estadounidenses con Discapacidades (ADA). Su capacidad para viajar en los autobuses de ruta fija se evaluará mediante el uso de esta aplicación y, en algunas circunstancias, una entrevista en persona.

¿Qué es el Acta de Americanos con Discapacidades (ADA)?

El Acta de Americanos con Discapacidades (ADA) es una ley de derechos civiles. La intención de la ADA es eliminar las barreras que han impedido que las personas con discapacidades participen plenamente en la vida.

Bajo la ruta fija de ADA, los autobuses serán el principal medio de transporte público para todos, incluidas las personas con discapacidades.

Entrenamiento de viaje

HPT ofrece capacitación individual gratuita o grupal para enseñar a las personas con discapacidades a conducir

Autobuses de ruta fija. Llame a uno de nuestros empleados de la oficina para obtener más información en la oficina de HPT: 570-459-5414

El servicio de paratransporte está pensado como una red de seguridad solo para aquellas personas cuyas discapacidades les impiden utilizar los autobuses de ruta fija.

IMPORTANTE: la condición médica o la elegibilidad para otros programas de discapacidad no lo califican necesariamente para usar el servicio de paratransporte.

El proceso de solicitud:

Toda la información que suministre es confidencial y solo se utilizará para determinar si puede utilizar los autobuses de Rutas fijas o si es elegible para el servicio de paratransporte.

Para ayudar con una evaluación adecuada de su capacidad para viajar en los autobuses de ruta fija y / o su necesidad del servicio de paratransporte, es posible que se le programe una entrevista en persona. Esta entrevista les dará a los solicitantes la oportunidad de presentar sus problemas en "sus propias palabras". También brindará la oportunidad de hacer preguntas de seguimiento para tener una comprensión clara de las habilidades y necesidades del solicitante.

Se programará una entrevista en persona si se determina que la ruta fija puede satisfacer algunas o todas sus necesidades de transporte. Se llevará a cabo una revisión exhaustiva de las rutas necesarias para satisfacer sus necesidades, incluido un análisis de la accesibilidad de las rutas, y las paradas, así como las barreras ambientales que puedan existir. También se puede realizar una entrevista en persona si no se puede hacer una determinación de elegibilidad solo en la solicitud.

Todas las preguntas deben ser respondidas para que su solicitud se considere completa.

Se le notificará si es o no elegible para el servicio de paratransporte dentro de los 21 días. Si no es elegible, se le enviará información sobre cómo apelar. Además, un capacitador de viajes de HPT lo contactará para ayudarlo a comprender y / o utilizar las otras opciones de transporte disponibles para usted.

Si tiene alguna pregunta o necesita ayuda para completar esta solicitud, comuníquese con HPT al 570-459-5414.

Por favor devuelva su solicitud a:

Hazleton Public Transit
426 West Mine Street
Suite A
Hazleton, PA 18201



Solicitud de Transporte

Todas las preguntas deben ser respondidas antes de que su solicitud sea considerada

PARTE A. "Para ser completado por el solicitante o en representación del solicitante.

FAVOR DE IMPRIMIR

Masculino Femenino

Apellido _____ Nombre _____

Segundo nombre _____

Dirección de la residencia: Calle _____ # de apartamento _____

Desarrollo _____ Ciudad _____

Estado _____ Zip _____

Dirección postal (si es diferente):

Por favor, proporcione detalles adicionales con respecto a su dirección que nos ayudarán a localizarlo. (nombre y / o dirección de la carretera, color de la casa, puntos de referencia, nombre del hogar de ancianos, hogar grupal, etc.)

Teléfono de casa _____ Teléfono móvil _____

Teléfono del trabajo _____ Ext. _____ TTY _____

Correo Electrónico (opcional) _____

CONTACTO DE EMERGENCIA (REQUERIDO)

Nombre _____ Relación _____

Teléfono de casa _____ Teléfono móvil _____

Teléfono de trabajo _____ Ext. _____ TTY _____

Correo electrónico _____

Dirección _____

INFORMACIÓN DEL APLICANTE:

1. Es usted un/a?
Nuevo solicitante
Pasajero actual
 2. ¿Cuál de las siguientes condiciones, en su caso, le impide utilizar el sistema de ruta fija?
Ninguno
Físico
Visual
Enfermedad Mental
Daño Cerebral
- Marque todas las que apliquen:
Retraso Mental
Sordo/ con problemas de audición
Otro

Explique brevemente porque esto le impide utilizar autobuses de ruta fija

3. ¿Hay algún efecto de su discapacidad que debemos tener en cuenta?

4. Es su discapacidad o condición de salud

- Permanente
- Varia diariamente
- Temporal; se espera que dure hasta _____

5. Indique las principales ayudas de movilidad que utiliza cuando viaja en la comunidad

- | | |
|----------------------|----------------------------|
| Atención de apoyo | Tablero de imágenes |
| Largo bastón blanco | Tablero del alfabeto |
| Animal de servicio | Silla de ruedas motorizada |
| Audífono | Silla de ruedas manual |
| Tanque de oxígeno | Scooter |
| Aparatos ortopédicos | Ninguna |
| Muletas | Otro _____ |
| Caminante | |
| Prótesis | |
| Dispositivo auditivo | |

Nota: HPT puede no ser capaz de acomodarlo si su silla de ruedas o su scooter tiene más de 48" o más de 30" o si su peso total con su silla de ruedas es de más de 600 libras. (ADA 537,165)

6. ¿Puede subir tres escalones con una barandilla, sin ayuda?
Si
No
A veces
7. ¿Necesita un asistente de cuidado personal (PCA) para ayudarlo a viajar? Un PCA es una persona específicamente empleada o designada para ayudarlo con sus necesidades de la vida diaria.
Si
No
A veces
8. ¿Ha solicitado y se le ha negado el uso del servicio de paratransito con HPT anteriormente?
Si
No
Si es si, como ha cambiado su situación: _____

9. ¿Alguna vez ha usado o ha recibido capacitación para usar los autobuses de ruta fija HPT?
Si
No
10. Marque los elementos enumerados a continuación que podrían ayudarlo a utilizar los autobuses de ruta fija HPT:
Ayuda con la planificación del viaje
Ayuda para comunicarse
Alguien me enseña
Ascensor para silla de ruedas en el autobús
Paradas de bus más cerca de mi casa
Ruta accesible a paradas de autobús.
11. ¿Cuál es la ruta de autobús más cercana a tu casa?
Ruta # _____
Yo no se
12. Favor de contestar las siguientes preguntas:
12a ¿Puedes viajar 200 pies sin la ayuda de otra persona?
Si
No

A veces

12b ¿Puede viajar (1/4 de milla) sin la ayuda de otra persona?

Si

No

A veces

12c ¿Puede viajar (3/4 de milla) sin la ayuda de otra persona?

Si

No

A veces

12d ¿Puedes subir tres peldaños de 12 pulgadas sin ayuda?

Si

No

A veces

12e ¿Puedes esperar afuera sin apoyo por diez minutos?

Si

No

A veces

La solicitud debe estar firmada en la parte inferior para ser considerada completa.

Persona que complete este formulario si no es solicitante (marque uno)

Certifico que la información en esta solicitud es verdadera y correcta según la información que me proporcionó el solicitante.

Certifico que la información proporcionada en esta solicitud es verdadera y correcta según mi propio conocimiento de la condición de salud o discapacidad del solicitante o tengo autoridad legal para completar esta solicitud.

Expediciones o adiciones:

Nombre impreso _____ Número
teléfono _____ Dirección _____
Ciudad _____ Estado _____ Zip _____
Firma _____ Fecha _____ Relación al aplicante

Nombre de la agencia _____

Firma del solicitante

Entiendo que el propósito de este formulario de solicitud es determinar si hay ocasiones en que no pueda usar los autobuses de ruta fija HPT y requerirá servicios de paratransporte. Entiendo que la información en esta solicitud se mantendrá confidencial y se compartirá solo con los profesionales involucrados en la evaluación de mi elegibilidad. Certifico que, según mi leal saber y entender, la información de esta solicitud es verdadera y correcta. Entiendo que proporcionar información falsa o engañosa podría resultar en la cancelación de mi estado de elegibilidad.

Doy permiso para que el personal de HPT se comunique con el profesional que ha llenado esta solicitud o que haya dado una verificación complementaria de mi condición.

Firma del solicitante x _____ Fecha _____

Nombre impreso _____

Fin de la aplicación

Nombre (favor de imprimir su apellido, primer nombre, segunda inicial)

FORMA DE DECLINACIÓN

¿SI USTED NO ESTA INSCRITO DONDE VIVE, LE GUSTARÍA APLICARSE PARÁ VOTAR AQUÍ HOY?

- si
- No
- No, ya estoy inscrito para votar donde vivo ahora

SI USTED NO MARCA UNA CAJA, SE CONSIDERARÁ HÁBER DECIDIDO DE NO INSCRIBIRSE PARA VOTAR EN ESTE TIEMPO.

Si usted aplica para votar, su aplicación en la oficina donde se somete su información será confidencial.

No se utilizará ninguna información referente a una declinación de inscribirse para votar para ningún propósito con excepción para del registro del votante.

Si usted quisiera ayuda en llenar el formulario de inscripción del registro, le ayudaremos. La decisión de buscar o aceptar ayuda es suya. Usted puede completar el formulario de inscripción en privado,

Para ser calificado para inscribirse para votar, usted debe tener por lo menos 18 años de la edad en el día de la elección siguiente, usted debe haber sido un ciudadano de los Estados Unidos para por lo menos un mes antes de la elección siguiente y haber residido en Pennsylvania y el distrito de elección en donde usted planea votar por lo menos 30 días antes de la elección siguiente.

Si usted cree que alguien ha interferido con su derecho de inscribirse o de declinar al registro al voto, su derecho en decidir esto en privado, o su derecho de escoger su propio partido político u otra preferencia política, usted puede archivar una queja con la oficina del **Secretario de Estado de Pennsylvania al 302 North Office Building, Harrisburg, PA, 17120** o llamar el Departamento gratis al **1-877-VOTESPA (1-877-868-3772)**.

Firma _____ Fecha _____

PARTE B. Para ser completado por un profesional que tenga conocimiento sobre la discapacidad del solicitante.

Estimado profesional médico:

Ayúdenos en nuestro proceso de determinación de elegibilidad de transporte de ADA proporcionando información adicional sobre el solicitante que figura en la Verificación médica / profesional

Formar:

No incluya el diagnóstico como motivo de la necesidad de servicios de paratransito; necesitamos saber cómo la limitación que tiene el solicitante limitará su capacidad para cubrir un bus de ruta fija. Lo siguiente es necesario para que procesemos la solicitud del solicitante.

El detalle completo de las limitaciones funcionales del solicitante y cómo inhiben la capacidad de esa persona para abordar, usar y desembarcar de un autobús de ruta fija.

El detalle completo de las limitaciones cognitivas del solicitante, y cómo inhiben la capacidad de esa persona para navegar usando un autobús de ruta fija.

El detalle completo de las limitaciones físicas del solicitante, y cómo inhiben la capacidad de esa persona para llegar a una parada de autobús o al destino desde una parada de autobús.

Según la Ley de Estadounidenses con Discapacidades (ADA, por sus siglas en inglés), si una persona tiene la capacidad funcional de usar los autobuses de ruta fija HPT, esa persona no es elegible para los servicios de paratransporte. La discapacidad solo y la

distancia hacia y desde la parada de autobús, por sí sola, no califican a una persona para el Servicio de paratransporte de HPT.

Muchos de los autobuses de ruta fija de HPT ofrecen autobuses equipados con elevadores que están disponibles para personas que tienen dificultades o que no pueden utilizar los pasos para abordar y desembarcar el autobús. Además, todos los autobuses de ruta fija de HPT se arrodillan ", lo que baja el autobús. hacia el suelo, lo que hace que el primer paso desde el bordillo sea más fácil de hacer. Finalmente, HPT ofrece capacitación en viajes para personas que necesitan entrenamiento individualizado utilizando los autobuses de ruta fija.

Si cree que el solicitante podría beneficiarse de los servicios indicados en el párrafo anterior, anote el formulario de verificación para que se pueda determinar mejor su elegibilidad y se puedan proporcionar los servicios adecuados.

Gracias por su asistencia. Si tiene alguna pregunta al completar el formulario de verificación, no dude en comunicarse conmigo al 570-459-5414.

Ralph Sharp, director interino
Hazleton Public Transit

**INFORMACIÓN DE ELEGIBILIDAD ADA
FORMULARIO DE VERIFICACION MEDICA / PROFESIONAL**

Solicitante _____

Para el solicitante: firme abajo para permitir la divulgación de información del profesional que llenará este formulario.

Por la presente solicito que la información relacionada con mis limitaciones que me impide utilizar los autobuses de Ruta Fija se envíe a HPT para una determinación adicional de mi paratransito ADA.

Firma _____ Fecha _____

A la persona que completara este formulario:

Este formulario debe ser completado por un profesional que tenga conocimiento sobre la discapacidad del solicitante y sus limitaciones. Por favor, marque las casillas correspondientes a la persona que completa este formulario.

- Consejero de rehabilitación vocacional
- Trabajador social con licencia
- Terapeuta respiratorio
- Psicólogo
- Psiquiatra
- Audiólogo
- Especialista en vida independiente
- O & M instructor
- Médico
- Fisioterapeuta
- Consejero de salud mental
- Podólogo
- Otomatrista

1. Indique la naturaleza de la discapacidad del solicitante (marque todas las que correspondan)

- Alzheimer
- Parálisis cerebral
- Demencia
- Discapacidad neurológica
- Artritis, especifique extremidad; _____
- Deambulacion alterada o asistida. Especifique ayuda a la movilidad: _____
- Enfermedad mental
- Retraso mental (indicar uno): Moderado__

- Severo__
- Profundo__
- Pulmonar. ¿El aplicante usa tanque de oxígeno móvil? Si__ No__
- Convulsiones. Especifique naturaleza _____
- Autismo
- Accidente cerebrovascular
- Enfermedad del riñón
- Severamente impedido visual
- Cardíaco

Sordos / problemas de audición	Otro
Legalmente ciego	_____

2. ¿Cómo la discapacidad del solicitante limita su capacidad para usar un autobús de ruta fija equipado con un elevador? (debe completar)

3. ¿Cuál es la duración esperada de la discapacidad del solicitante?

Permanente

Temporal, duración esperada _____

4. ¿El solicitante requiere que un asistente de cuidado personal ayude con el viaje? Un PCA es una persona específicamente empleada o designada para ayudar con las necesidades de la vida diaria.

Sí

No

A veces _____

5. ¿Hay algún otro aspecto de la discapacidad que ayude a HPT a determinar la capacidad del solicitante para usar los autobuses de ruta fija?

6. Si el solicitante tiene una discapacidad que afecta la movilidad, conteste lo siguiente:

6a. Suponiendo que la longitud de una manzana es de 500 pies, ¿cuántas cuadras puede caminar esta persona sin asistencia?

6b ¿Esta persona usa algún dispositivo de movilidad?

Sí

No

- En caso afirmativo, enumere: _____
- 6c Con el uso de ayuda (s) para la movilidad, ¿cuántos bloques puede viajar de forma independiente? _____
- 6d ¿Cuántos pasos de 7 pulgadas puede subir esta persona sin ayuda?

- 6e ¿Cuántos peldaños de 10 pulgadas puede subir esta persona sin ayuda?

- 6f ¿Cuánto tiempo puede esperar esta persona por una parada de autobús?
10
15
20
Otro

Esta sección debe completarse para que la solicitud se considere completa.

Certifico que la información contenida en esta solicitud es verdadera y correcta a mi leal saber y entender.

Firma _____ Fecha _____

Nombre impreso _____

Título profesional _____

Clínica/agencia _____

Dirección _____

Teléfono _____

Si la Parte B de esta solicitud se completa por separado de la Parte A,

Favor de devolver las páginas 6 y 7 a:

Hazleton public Transit
126 West Mine Street
Suite A
Hazleton, PA 18201

Si tiene alguna pregunta sobre cómo completar esta sección de la solicitud, comuníquese con:

