HAZLETON PUBLIC TRANSIT
Making Life Easier

TITLE VI+ PROGRAM

Hazleton Public Transit

Delta Development Group, Inc.

9/29/2016

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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 profile maps 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. One 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. It operates both fixed-route and American with Disabilities Act (ADA) paratransit services seven days a week. 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 September 6, 2016, 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 its Title VI+ Program. 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. 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. HPT uses the following service standards:
  - Vehicle Load Standard
  - Vehicle Headway Standard
  - On-time Performance Standard
  - Service Availability Standard
- Service Polices 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 will periodically review its services to ensure the policies are adhered to.
  - 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.
  - Vehicle Assignment Policy - It is HPT's policy to equitably assign vehicles to its routes. HPT does not discriminate on assigning vehicles to 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 2016-118

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 6th day of September, 2016.*

Presented	*Gavio*
Seconded	*Mope*
Cuozzo	*Y*
Gavio	*Y*
Mope	*Y*
Sosar	*Y*
Mundie	*Y*

RESOLUTION PASSES UNANIMOUSLY ON 9/6/2016

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 -2.0 percent; the median age of Hazleton is 35.6 and the proportion of seniors age 65 or older is 15 percent. The 2010-2014 5-year estimate for the City of Hazleton shows the proportion of the Hispanic or Latino population for Hazleton is at 46.3 percent and the Black or African American population is at 2.4 percent. The 2010-2014 estimates of persons with disabilities are 14.8 percent. The median household income in Hazleton was $30,947 per year and households making $25,000 or less were 36.3 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 4,953 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 May 2016 for Hazleton was 10.5 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 2015 was 24,825. The population decreased -2.0 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 0.8 percent.

TABLE 1 – TOTAL POPULATION

	2010	2015	2010 TO 2015 PERCENT CHANGE
City of Hazleton	25,340	24,825	-2.0%
Luzerne County	320,918	318,449	-0.8%
Pennsylvania	12,702,887	12,802,503	0.8%

Source: US Census Quick Facts

4.2 Age Characteristics

The median age in 2013 was lower in Hazleton (35.6) than in Luzerne County (42.0) and Pennsylvania (40.6).

Table 2 – Median Age 2013

	Medium Age
City of Hazleton	35.6
Luzerne County	42.0
Pennsylvania	40.6

Source: City-Data.com

The proportion of Senior Citizens was lower in Hazleton (15.0 percent) than in Luzerne County (18.4 percent) or Pennsylvania (16.0 percent).

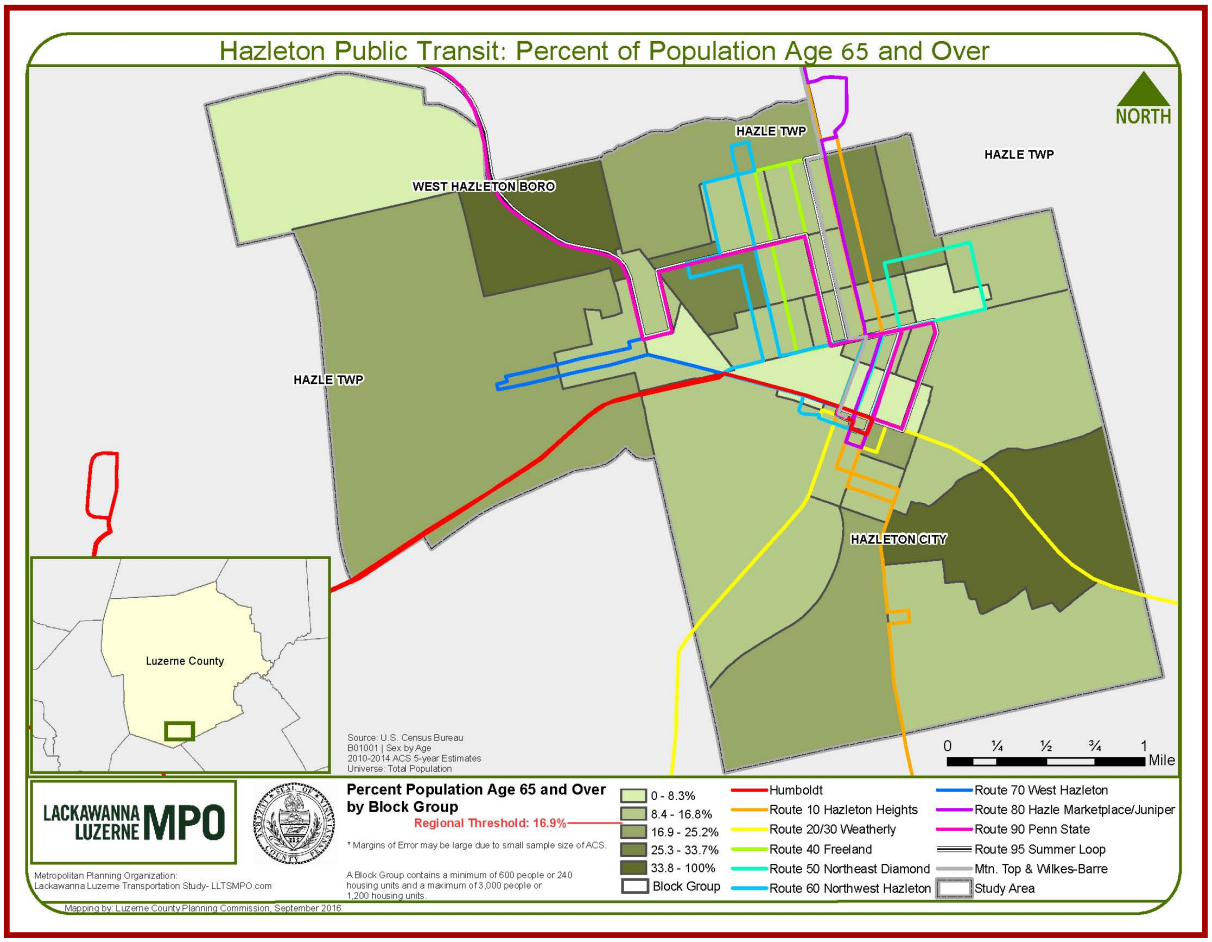
Table 3 – Percentage of Population Age 65 or Older

	Total	Age 65 and Over	Percent
City of Hazleton	25,179	3,776	15.0%
Luzerne County	320,392	58,926	18.4%
Pennsylvania	12,758,729	2,041,558	16.0%

Source: U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates

The following map illustrates the population age 65 and over in HPT's primary service area (urbanized area of Hazleton and West Hazleton) with an overlay of its routes.

MAP 1 – MAP OF POPULATION AGE 65 AND OVER



Source: Luzerne County Planning Commission- Lackawanna Luzerne MPO

4.3 MINORITY CHARACTERISTICS

The percentage of the Hispanic or Latino population for Hazleton (46.25 percent) is significantly more than Luzerne County (8.0 percent) and the state on Pennsylvania (6.15 percent).

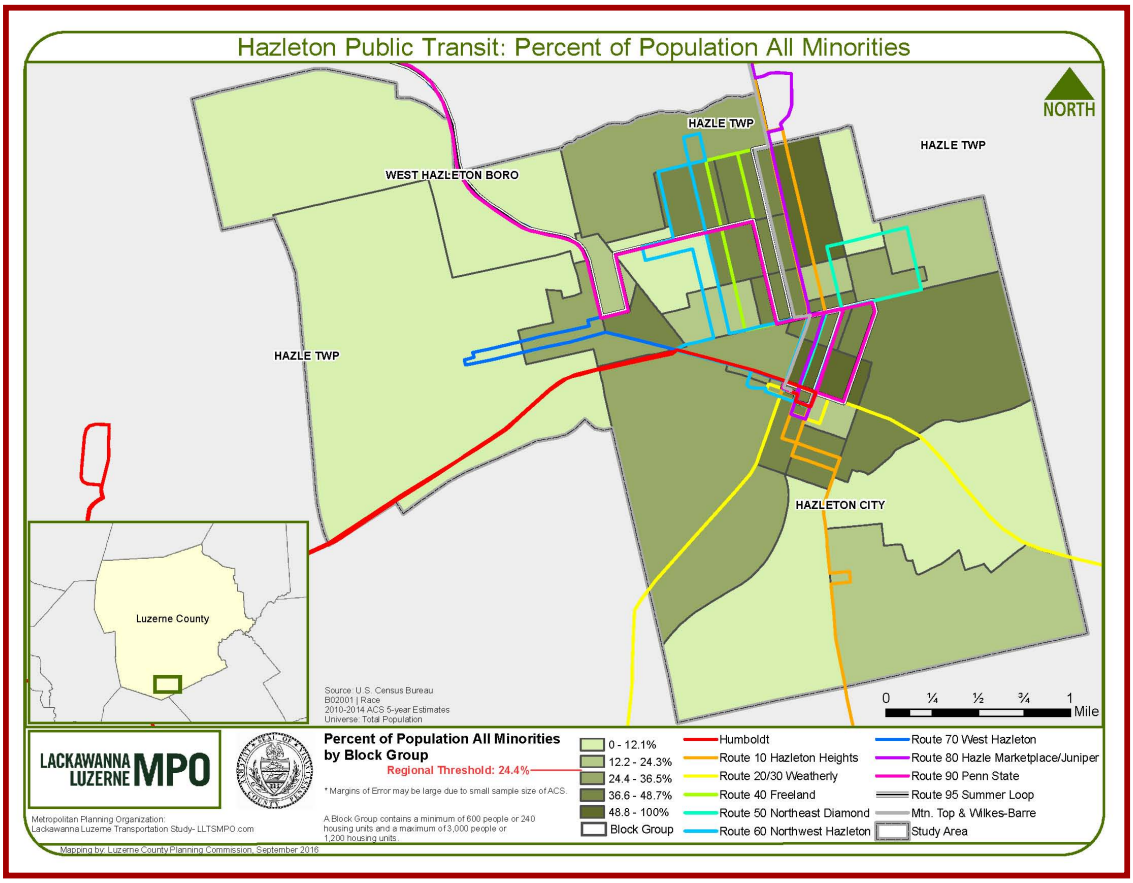
TABLE 4 – RACE AND ETHNICITY

	CITY OF HAZLETON		LUZERNE COUNTY		PENNSYLVANIA	
Total population	25,179	100.0%	320,392	100.0%	12,758,729	100.0%
American Indian and Alaska Native	8	0.03%	399	0.12%	15,199	0.12%
Asian	105	0.42%	3,185	0.99%	374,994	2.94%
Black or African American	613	2.43%	10,271	3.21%	1,340,926	10.51%
Native Hawaiian and Other Pacific Islander	13	0.05%	122	0.04%	2,023	0.02%
Hispanic or Latino (of any race)	11,645	46.25%	25,629	8.00%	784,562	6.15%
White	12,494	49.62%	277,197	86.52%	10,020,439	78.54%
Some other race	37	0.15%	178	0.06%	19,180	0.15%
Two or more races	264	1.05%	3,411	1.06%	201,406	1.58%

Source: U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates

The following map illustrates HPT's primary service area's minority population with an overlay of its routes.

MAP 2 – MAP OF MINORITY POPULATION



Source: Luzerne County Planning Commission- Lackawanna Luzerne MPO

4.4 PEOPLE WITH DISABILITIES

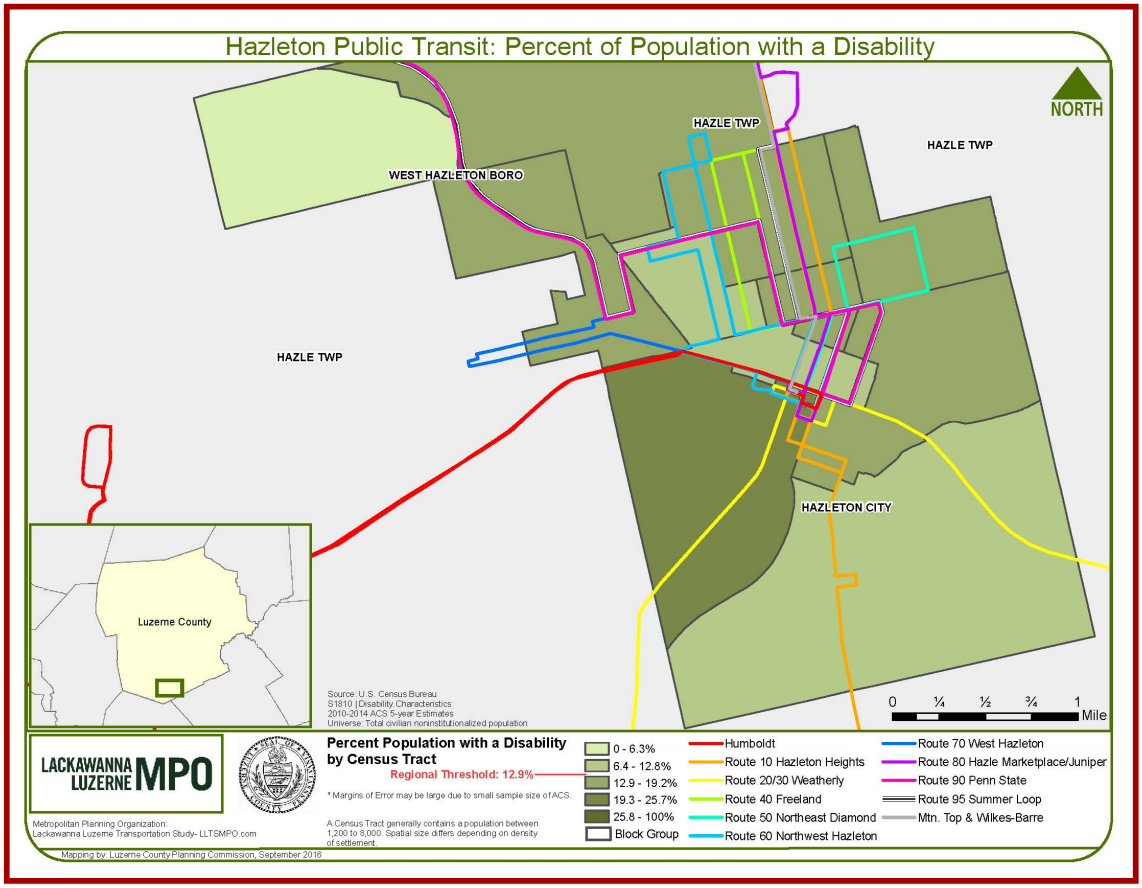
The number of non-institutionalized civilian population with disabilities in Hazleton (14.8 percent) was less than Luzerne County (15.5 percent) and higher in Pennsylvania (13.3 percent). The table shows the percentage of population with disabilities and the map illustrates the disabled population in HPT's service area with an overlay of its routes.

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	24,790	100%	312,864	100%	12,553,967	100%
With a disability	3,665	14.80%	48,572	15.50%	1,671,703	13.30%
Under 18 years	6,582	100%	63,529	100%	2,733,362	100%
With a disability	451	6.90%	3,649	5.70%	137,259	5.00%
18 to 64 years	14,628	100%	193,056	100%	7,858,793	100%
With a disability	1,975	13.50%	23,855	12.40%	850,248	10.80%
65 years and over	3,580	100%	56,279	100%	1,961,812	100%
With a disability	1,239	34.60%	21,068	37.40%	684,196	34.90%

Source: U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates

Map 3 – Map of Population with a Disability



Source: Luzerne County Planning Commission- Lackawanna Luzerne MPO

4.5 Unemployment Rate

Unemployment is consistently higher in Hazleton than in Luzerne County and Pennsylvania. Unemployment for May 2016 was 10.5 percent in Hazleton; it is higher by 6.4 percent for Luzerne County and 5.0 percent for Pennsylvania.

Table 6 – Unemployment Rate, May 2016

	City of Hazleton	Luzerne County	Pennsylvania
Unemployment rate	10.5%	6.4%	5.5%

Source: U.S. Bureau of Labor Statistics

4.6 Median Household Income

The median household income in 2014 inflation dollars was 31.41 percent lower in Hazleton than in Luzerne County and 41.74 percent lower than Pennsylvania.

Table 7 – Median Household Income

	2014
City of Hazleton	$30,947
Luzerne County	$45,118
Pennsylvania	$53,115

Source: U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates

4.7 Low-Income Population

Hazleton's percentage of households making $25,000 or less was higher (36.31 percent) that Luzerne County (28.18 percent) and Pennsylvania (23.17 percent).

Table 8 – Households Making Less Than $25,000 Per Year

	City of Hazleton		Luzerne County		Pennsylvania	
Total households	9,068	100%	129,335	100%	4,957,736	100%
Less than $10,000	876	9.70%	10,271	7.90%	345,127	7.00%
$10,000 to $14,999	958	10.60%	9,182	7.10%	266,940	5.40%
$15,000 to $24,999	1,459	16.10%	16,995	13.10%	536,854	10.80%

Total	3,293	36.31%	36,448	28.18%	1,148,921	23.17%

Source: U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates

4.8 POVERTY

Hazleton's total population below poverty level was 28.70 percent which is 12.4 percent higher than Luzerne County and 15.2 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	24,768	7,097	28.70%	308,711	50,295	16.30%	12,346,333	1,667,858	13.50%

Source: U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates

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

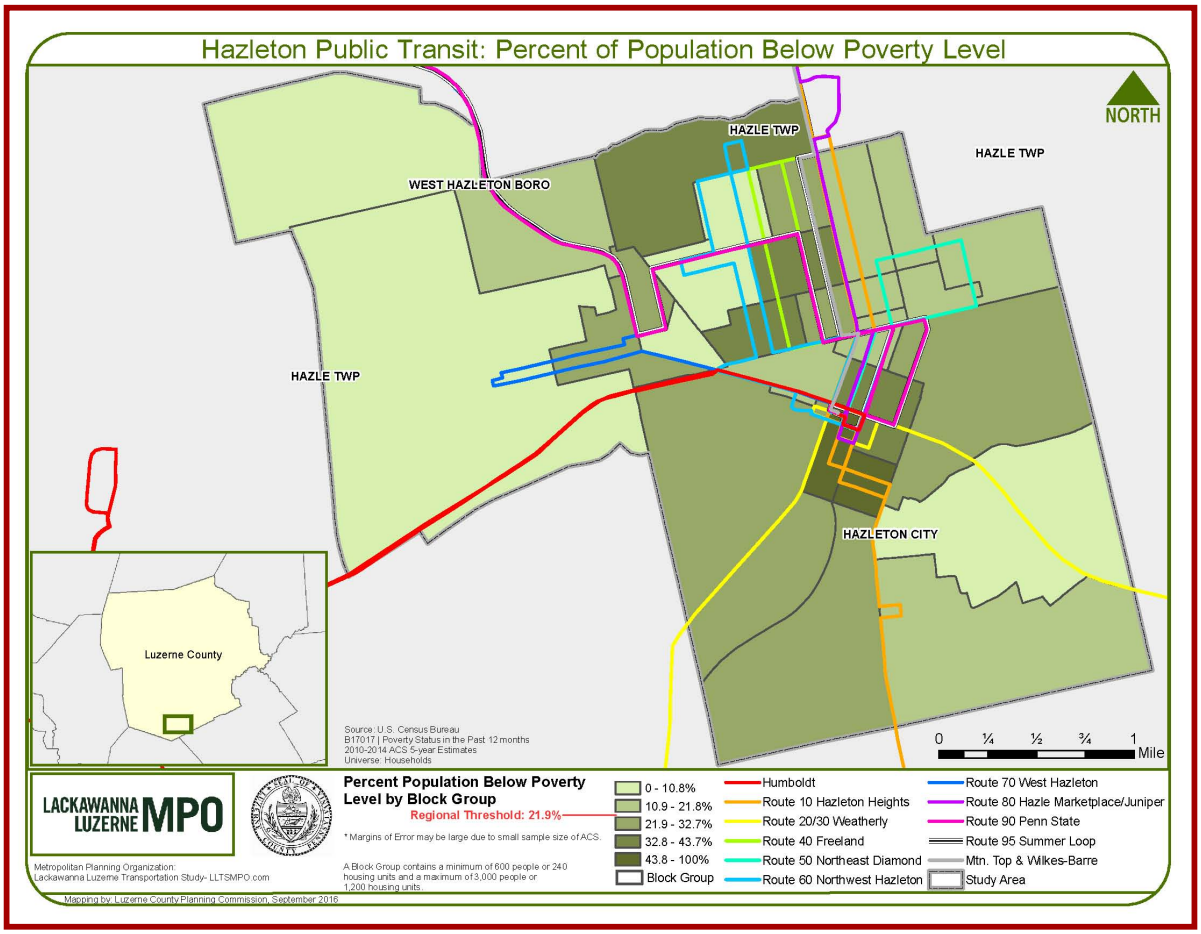
TABLE 10 – FAMILIES BELOW POVERTY LEVEL

	CITY OF HAZLETON		LUZERNE COUNTY		PENNSYLVANIA	
Number of People in Family	Total	Percent below poverty level	Total	Percent below poverty level	Total	Percent below poverty level
2 people	2,233	15.00%	40,689	9.20%	1,553,427	7.60%
3 or 4 people	2,510	21.30%	33,439	12.40%	1,296,291	9.80%
5 or 6 people	906	43.00%	6,877	21.00%	311,172	13.70%
7 or more people	285	58.20%	1,245	47.10%	43,049	24.60%

Source: U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates

The map below illustrates HPT's primary service area's low income population with an overlay of its routes.

MAP 4 – MAP OF POPULATION BELOW POVERTY LEVEL



Source: Luzerne County Planning Commission- Lackawanna Luzerne MPO

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

Title VI Policy -
Notice to the Public

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.

For more information on HPT's Title VI Program, obligations, procedures and/or to file a complaint, please:

- 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.

Complaint procedures and forms are also available on HPT's website at www.ridehpt.com.

A complaint may also be filed directly with the Federal Transit Administration or the U.S. Department of Transportation. The addresses are:

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

U.S. Department of Transportation
Federal Transit Administration's Office of Civil Rights
1760 Market Street, Suite 500
Philadelphia, PA 19103-4124

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).

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

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 o el Departamento de Transporte de los EE.UU. Las direcciones son:

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

U.S. Department of Transportation
Federal Transit Administration's Office of Civil Rights
1760 Market Street, Suite 500
Philadelphia, PA 19103-4124

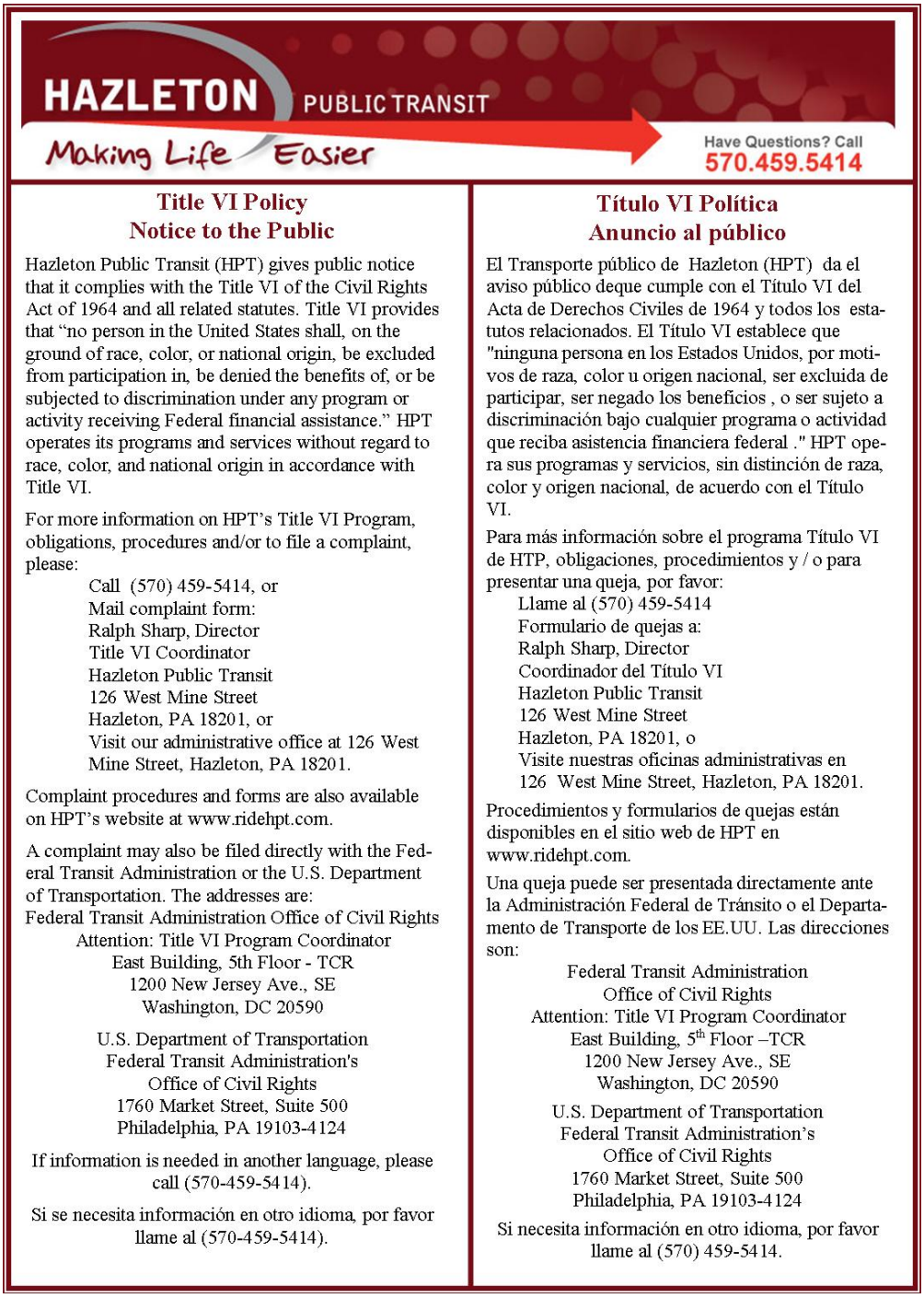
Si necesita información en otro idioma, por favor llame al (570) 459-5414.

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



HAZLETON PUBLIC TRANSIT

Making Life Easier

Have Questions? Call 570.459.5414

Title VI Policy
Notice to the Public

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.

For more information on HPT's Title VI Program, obligations, procedures and/or to file a complaint, please:

Call (570) 459-5414, or
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.

Complaint procedures and forms are also available on HPT's website at www.ridehpt.com.

A complaint may also be filed directly with the Federal Transit Administration or the U.S. Department of Transportation. The addresses are:

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

U.S. Department of Transportation
Federal Transit Administration's
Office of Civil Rights
1760 Market Street, Suite 500
Philadelphia, PA 19103-4124

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).

Título VI Política
Anuncio al público

El Transporte público de Hazleton (HPT) da el aviso público deque 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 o el Departamento de Transporte de los EE.UU. Las direcciones son:

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

U.S. Department of Transportation
Federal Transit Administration's
Office of Civil Rights
1760 Market Street, Suite 500
Philadelphia, PA 19103-4124

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

Source: Hazleton Public Transit

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

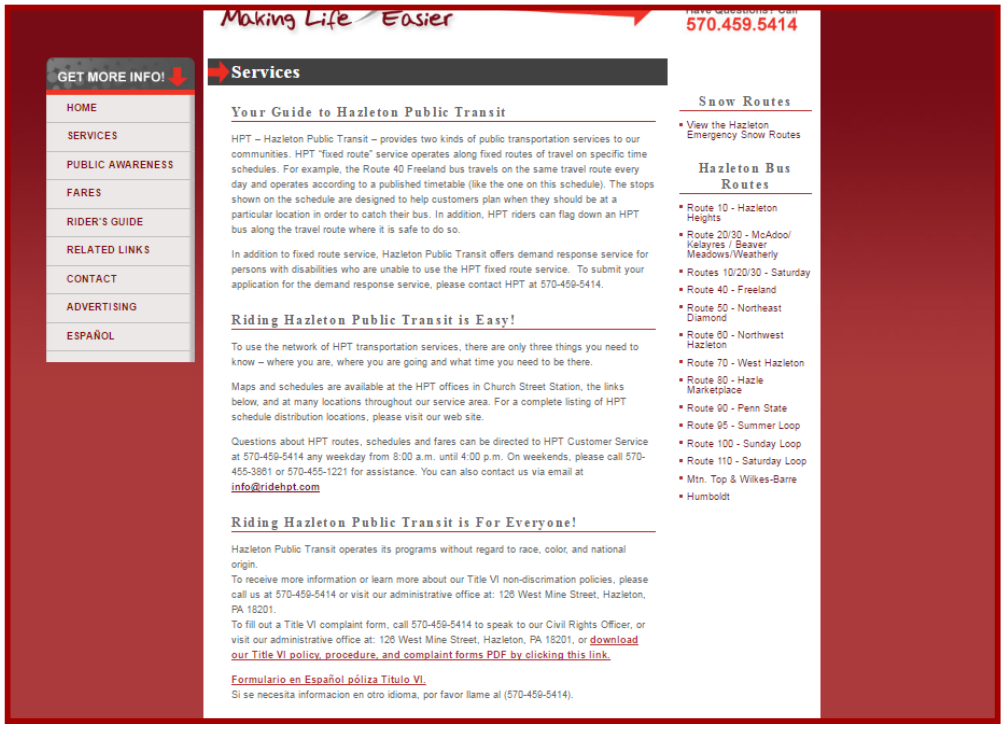
TABLE 11 – HPT TITLE VI POLICY LOCATIONS

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 (http://www.ridehpt.com/Hazleton-bus-services.htm) illustrates HPT's website service page that contains the link to the Title VI information.

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 llevara 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):
☐ Large Print ☐ Audio Tape ☐TDD ☐Other, please specify _____

Section 2

Are you filing this complaint on your own? ☐Yes (If yes, Go to Section 3) ☐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. ☐Yes ☐No

Section 3

I believe that the discrimination experienced was based on (check all that apply):
☐Race ☐Color ☐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)? ☐Yes ☐No

Section 5

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?
☐Yes ☐No If yes, check all that apply and provide the name of the agency or court: ☐ Federal
Agency: _____ ☐ Federal Court: _____ ☐ State Agency: _____
☐ State Court: _____ ☐ 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

You may attach any written materials or other information that you think is relevant to your complaint.

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 (Alterno) Correo electrónico_____
Si necesita algunos de estos formatos marque las casillas correspondientes:
Letras Grandes Cintas De audio TDD Otro, por favor especifique

Seccion 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 (Section3)

Creo que la discriminación experimentada se basó en (Marque todo lo que corresponda)
Raza Color Origen de nacionalidad (Incluye dominio limitado del Ingles)
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.

Seccion 4 (section4)

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

Seccion 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 informacion 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

Summary form worksheet:

FIGURE 10 – TITLE VI INVESTIGATIONS, LAWSUITS AND COMPLAINTS SUMMARY FORM

Case Number	Case Type Investigation, Lawsuit or Complaint	Date Submitted	Basis of Complaint (Race, Color and/or National Origin	Summary of Complaint	Actions Taken	Status

7.0 Public Participation Plan

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

- Career Link, 75 North Laurel Street, Hazleton, PA
- Catholic Social Services, 214 W. Walnut St., Hazleton, PA
- Commission on Economic Opportunity, 100 W Broad St #11, Hazleton, PA
- Community Services for Sight, 1201 N. Church St., Ste. 409, Hazleton, PA
- Greater Hazleton Chamber of Commerce, 20 West Broad Street, Hazleton, PA
- Hazleton Active Adult Center, 24 E. Broad Street, Hazleton, PA
- Hazleton Area School District, 1515 W 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 W Broad Street, Hazleton, PA and Nanticoke Campus: 1333 S 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 needs of transit 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 will specifically target its efforts to include minority and low-income populations and will reach 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 initiated any major transportation projects. HPT did increase its base fare by 25 cents. During the past three years, HPT has developed partnerships and met with the following organizations to discuss its transportation services:

- Amazonride
- Career Link
- Catholic Social Services
- Commission on Economic Opportunity
- Community Services for Sight
- Greater Hazleton Chamber of Commerce
- Hazleton Active Adult Center
- of Hazleton Area School District
- Hazleton One Community Center
- Keystone Job Corps
- Luzerne County Children & Youth Services
- Luzerne County Community College
- Luzerne County Transportation Authority
- Senior Expos

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 are two examples:

FIGURE 11 – EXAMPLES OF HPT ADVERTISEMENTS IN *EL MENSAJERO*

HPT increased its base fare from $1.25 to $1.50 on October 1, 2015. The last fare increase was October 1, 2006. The transfer cost of 50 cents remained unchanged. HPT lowered the Wilkes-Barre base fare from $2.00 to $1.50. Public meetings were conducted on July 6, 2015.

Prior to implementing the fare, HPT discussed the fare change with PennDOT, Hazleton City Administration, Bus Operators and Contractors and conducted public meetings. The public meetings were conducted at Church Street Station which is centrally located and served by all of HPT's routes. On June 19, 2015, HPT placed signage in its revenue vehicles and its intermodal center advertising the public meetings. HPT also advertised the public meetings in its local newspaper, *Standard Speaker.* One person attended the public meeting and indicated that the fare increase was still a very reasonable cost for travel. HPT did not receive any telephone calls, letters, e-mails or customer complaints regarding its planned fare changes. Based on HPT's outreach it determined that the fare changes did not have a negative impact on underserved populations including low income and minority and as such, implemented the fare changes on October 1, 2015.

Following are examples of HPT fare change public meeting notice in Spanish.

FIGURE 12 – PUBLIC MEETING NOTICE (ENGLISH)

NOTICE

Hazleton Public Transit will be holding two public meetings on Monday July 6, 2015 at 10:30am & 5:30pm at the Church Street Station 126 West Mine Street, to solicit comments from interested persons concerning a proposed fare increase of 25 cents. This proposal will raise the base fare from $1.25 to $1.50.

FIGURE 13 – PUBLIC MEETING NOTICE (SPANISH)

AVISO PUBLICO

Hazleton Public Transit realizara dos (02) reuniones publicas el Lunes 06 de Julio del 2015 a las 10:30am y a las 5:30pm en el Terminal de Buses (Church Street Station) ubicado en el 126 West Mine Street-Hazleton, para conocer la opinion del publico respecto a la propuesta de incremento de .25 centavos en el pasaje en los buses. Esta propuesta aumentara el precio del pasaje de $1.25 a $1.50.

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

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:

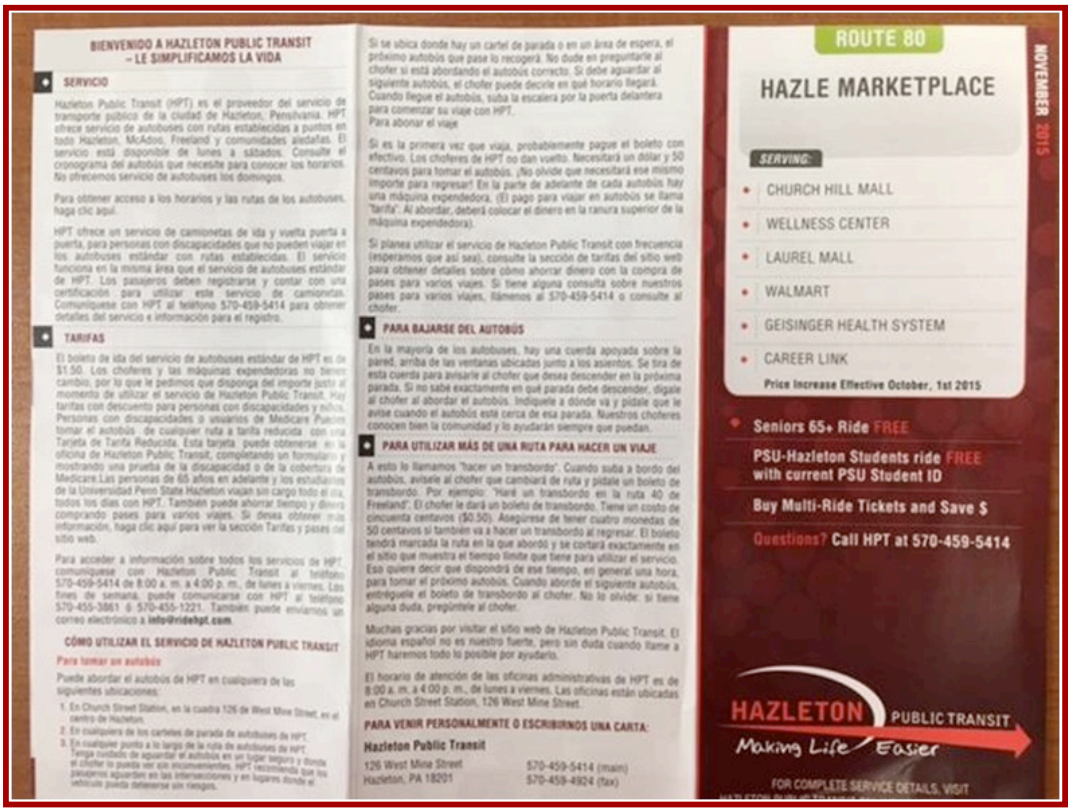
> Hazleton Public Transit provides free interpreter services to help you with transportation services. For assistance, please contact us at 570-459-5414 or visit our administrative offices at 126 West Mine Street, Hazleton, PA 18201.

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

FIGURE 14 – SIGNAGE IN VEHICLES NOTIFYING PATRONS THAT HPT ACCEPTS CREDIT CARDS IN SPANISH

FIGURE 15 – SIGNAGE IN FIXED ROUTE VEHICLES NOTIFYING PASSENGERS OF FARES IN SPANISH

FIGURE 16 – EXAMPLE OF HPT TIMETABLE AND SERVICE BROCHURE 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 8:00 a. m. a 4:00 p. m., de lunes a viernes. Los fines de semana, puede comunicarse con HPT al teléfono 570-455-3861 ó 570-455-1221. 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, dígale al chofer al abordar el autobús. Indíquele 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 50 centavos si también va a hacer un transbordo al regresar. El boleto tendrá marcada la ruta en la que abordó y se contará 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
Hazleton, PA 18201

570-459-5414 (main)
570-459-4924 (fax)

ROUTE 80

HAZLE MARKETPLACE

NOVEMBER 2015

SERVING:

- CHURCH HILL MALL
- WELLNESS CENTER
- LAUREL MALL
- WALMART
- GEISINGER HEALTH SYSTEM
- CAREER LINK

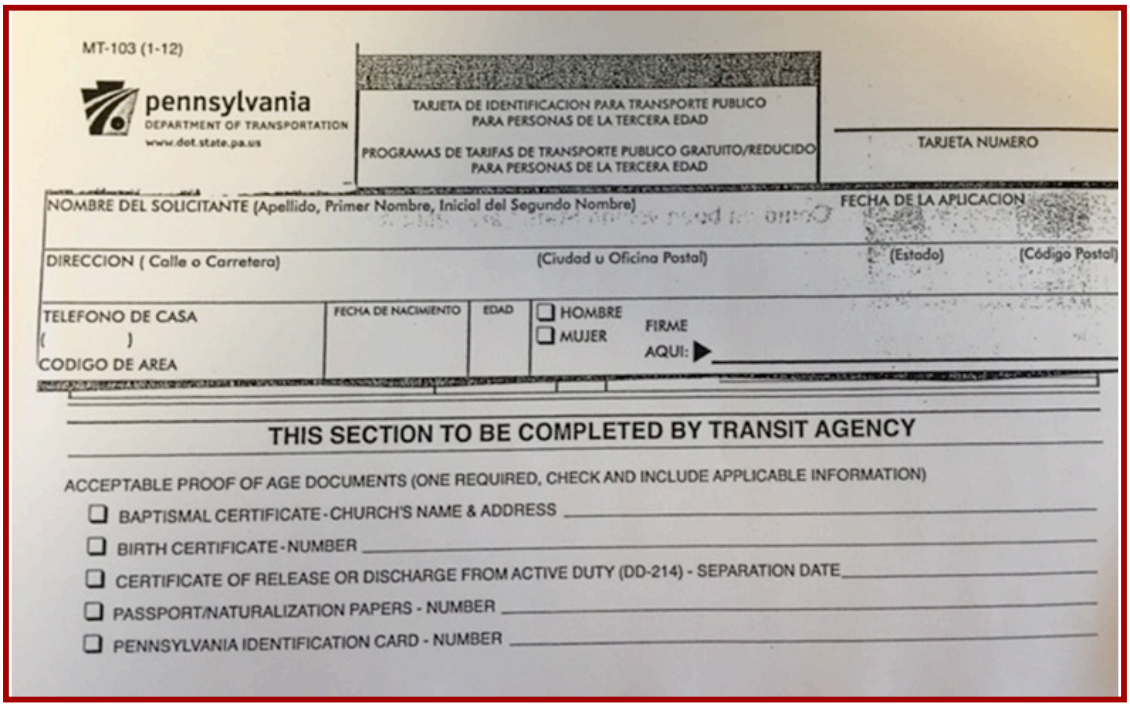
Price Increase Effective October, 1st 2015

- Seniors 65+ Ride FREE
- PSU-Hazleton Students ride FREE with current PSU Student ID
- Buy Multi-Ride Tickets and Save $
- Questions? Call HPT at 570-459-5414

HAZLETON PUBLIC TRANSIT
Making Life Easier

FOR COMPLETE SERVICE DETAILS, VISIT

FIGURE 17 – SENIOR RIDER APPLICATION FORM IN SPANISH



MT-103 (1-12)

pennsylvania
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)

FECHA DE LA APLICACION

DIRECCION (Calle o Carretera)

(Ciudad u Oficina Postal)

(Estado)

(Código Postal)

TELEFONO DE CASA
( )
CODIGO DE AREA

FECHA DE NACIMIENTO

EDAD

☐ HOMBRE
☐ MUJER

FIRME
AQUI: ▶

THIS SECTION TO BE COMPLETED BY TRANSIT AGENCY

ACCEPTABLE PROOF OF AGE DOCUMENTS (ONE REQUIRED, CHECK AND INCLUDE APPLICABLE INFORMATION)

☐ BAPTISMAL CERTIFICATE - CHURCH'S NAME & ADDRESS
☐ BIRTH CERTIFICATE - NUMBER
☐ CERTIFICATE OF RELEASE OR DISCHARGE FROM ACTIVE DUTY (DD-214) - SEPARATION DATE
☐ PASSPORT/NATURALIZATION PAPERS - NUMBER
☐ PENNSYLVANIA IDENTIFICATION CARD - NUMBER

HPT's Language Assistance Plan is shown below.

9.1 INTRODUCTION

Hazleton Public Transit (HPT) has developed this Limited English Proficiency (LEP) Plan 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 2016, 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	MINIMAL	FREQUENTLY
Frequency	0	9	10
Language (if known)			
Spanish		8	9
Romanian			1*
Unknown		1	1
*One person indicated Spanish and Romanian			

Source: Hazleton Public Transit

Operators are the most likely to interact with LEP persons on a frequent basis and the experience with office staff was minimal. The administrative staff provided the following observations about their experiences with LEP persons:

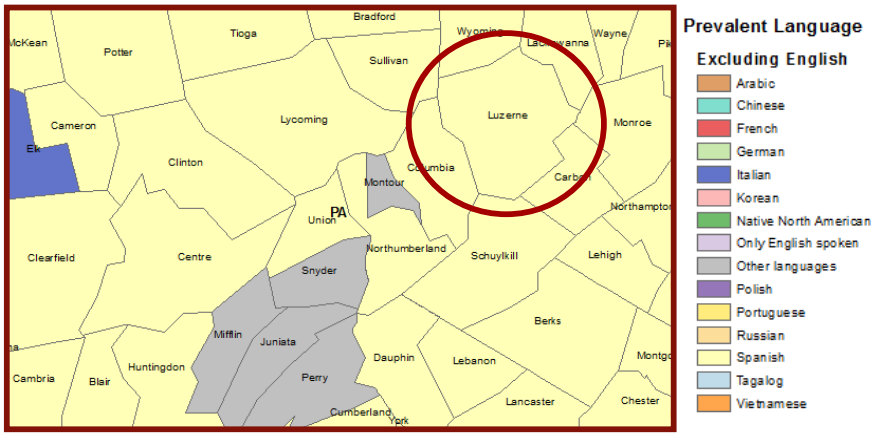
- Utilize list of most common questions posted at customer service windows.
- Frequently, LEP customers will have a person with them that translate.
- Most customers speak some English and we are able to communicate.

According to the ACS 2010-2014 5-year estimate shows for the City of Hazleton has a total of 5,216 people that speak English less than very well and 4,953 speak Spanish at home who speak English less than very well. In Luzerne County, 11,238 speak English less than very well and 8,389 speak Spanish at home who speak English less than very well.

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 18 – MODERN LANGUAGE ASSOCIATION MAP



Source: Modern Language Association

The ACS 2010-2014 5-year estimate shows that the City of Hazleton has 5,216 persons who speak English less than very well which is 22.3 percent of the total population 5 years of age and over. This percentage is significantly higher the Luzerne County (3.7 percent), the Commonwealth of Pennsylvania (4.0 percent) and the United States (8.6 percent). The table below illustrates the language spoken at home in Hazleton, Luzerne County, Pennsylvania and the United States.

TABLE 13 – LANGUAGE SPOKEN AT HOME

LANGUAGE SPOKEN AT HOME	HAZLETON		LUZERNE COUNTY		PENNSYLVANIA		US	
Population 5 years and over	23,393	100.0%	304,211	100.0%	12,038,788	100.0%	294,133,373	100.0%
English only	13,263	56.7%	276,313	90.8%	10,773,301	89.5%	232,724,203	79.1%
Speak English "very well"	4,914	21.0%	16,660	5.5%	779,073	6.5%	36,103,968	12.3%
Speak English less than "very well"	5,216	22.3%	11,238	3.7%	486,414	4.0%	25,305,202	8.6%

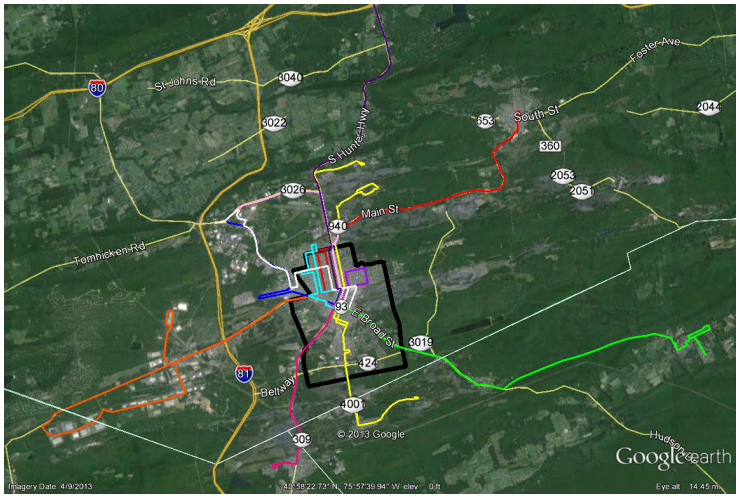
Source: ACS 2010-2014 5-year Estimate

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

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

The following map shows the outline of the City of Hazleton (in black) and its routes.

FIGURE 19 – 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)

	PENNSYLVANIA	LUZERNE COUNTY	HAZLETON
Total:	12,038,788	304,211	23,393
Speak only English	10,773,301	276,313	13,263
Spanish or Spanish Creole:	541,221	18,742	9,477
Speak English "very well"	325,692	10,353	4,524
Speak English less than "very well"	215,529	8,389	4,953
French (incl. Patois, Cajun):	39,453	640	65
Speak English "very well"	29,702	495	59
Speak English less than "very well"	9,751	145	6
French Creole:	17,263	40	0
Speak English "very well"	10,414	40	0
Speak English less than "very well"	6,849	0	0
Italian:	43,948	1,298	128
Speak English "very well"	31,869	1,036	77
Speak English less than "very well"	12,079	262	51
Portuguese or Portuguese Creole:	12,685	129	7
Speak English "very well"	7,598	123	7
Speak English less than "very well"	5,087	6	0
German:	48,433	437	8
Speak English "very well"	38,989	380	0
Speak English less than "very well"	9,444	57	8
Yiddish:	1,706	13	0
Speak English "very well"	1,513	0	0
Speak English less than "very well"	193	13	0
Other West Germanic languages:	64,132	237	0
Speak English "very well"	44,122	169	0
Speak English less than "very well"	20,010	68	0
Scandinavian languages:	3,355	22	0
Speak English "very well"	2,895	22	0
Speak English less than "very well"	460	0	0
Greek:	14,214	25	0
Speak English "very well"	10,578	17	0
Speak English less than "very well"	3,636	8	0

Russian:	36,081	446	39
Speak English "very well"	18,663	243	39
Speak English less than "very well"	17,418	203	0
Polish:	22,007	1,090	52
Speak English "very well"	14,977	799	26
Speak English less than "very well"	7,030	291	26
Serbo-Croatian:	8,589	115	45
Speak English "very well"	5,342	81	11
Speak English less than "very well"	3,247	34	34
Other Slavic languages:	18,758	527	19
Speak English "very well"	12,242	353	5
Speak English less than "very well"	6,516	174	14
Armenian:	1,979	0	0
Speak English "very well"	1,490	0	0
Speak English less than "very well"	489	0	0
Persian:	4,277	51	4
Speak English "very well"	2,923	51	4
Speak English less than "very well"	1,354	0	0
Gujarati:	18,112	172	0
Speak English "very well"	10,881	100	0
Speak English less than "very well"	7,231	72	0
Hindi:	21,621	302	0
Speak English "very well"	16,877	281	0
Speak English less than "very well"	4,744	21	0
Urdu:	9,586	71	5
Speak English "very well"	7,121	61	5
Speak English less than "very well"	2,465	10	0
Other Indic languages:	26,886	421	60
Speak English "very well"	14,680	176	21
Speak English less than "very well"	12,206	245	39
Other Indo-European languages:	19,251	672	87
Speak English "very well"	11,664	415	39
Speak English less than "very well"	7,587	257	48
Chinese:	78,148	602	41
Speak English "very well"	35,059	208	41
Speak English less than "very well"	43,089	394	0
Japanese:	6,528	130	0
Speak English "very well"	3,755	85	0
Speak English less than "very well"	2,773	45	0
Korean:	29,222	272	0

Speak English "very well"	14,439	117	0
Speak English less than "very well"	14,783	155	0
Mon-Khmer, Cambodian:	11,908	3	0
Speak English "very well"	5,088	3	0
Speak English less than "very well"	6,820	0	0
Hmong:	1,189	0	0
Speak English "very well"	681	0	0
Speak English less than "very well"	508	0	0
Thai:	2,157	62	0
Speak English "very well"	1,121	62	0
Speak English less than "very well"	1,036	0	0
Laotian:	2,375	31	0
Speak English "very well"	1,102	20	0
Speak English less than "very well"	1,273	11	0
Vietnamese:	37,423	148	0
Speak English "very well"	13,511	110	0
Speak English less than "very well"	23,912	38	0
Other Asian languages:	36,343	240	19
Speak English "very well"	24,198	138	19
Speak English less than "very well"	12,145	102	0
Tagalog:	16,056	140	34
Speak English "very well"	11,751	83	16
Speak English less than "very well"	4,305	57	18
Other Pacific Island languages:	4,710	51	0
Speak English "very well"	2,670	29	0
Speak English less than "very well"	2,040	22	0
Navajo:	142	30	0
Speak English "very well"	76	30	0
Speak English less than "very well"	66	0	0
Other Native North American languages:	958	106	0
Speak English "very well"	817	106	0
Speak English less than "very well"	141	0	0
Hungarian:	3,630	47	26
Speak English "very well"	2,706	35	16
Speak English less than "very well"	924	12	10
Arabic:	30,136	436	14
Speak English "very well"	18,986	334	5
Speak English less than "very well"	11,150	102	9
Hebrew:	6,424	48	0

Speak English "very well"	5,427	37	0
Speak English less than "very well"	997	11	0
African languages:	23,196	77	0
Speak English "very well"	16,565	43	0
Speak English less than "very well"	6,631	34	0
Other and unspecified languages:	1,385	25	0
Speak English "very well"	889	25	0
Speak English less than "very well"	496	0	0

Source: ACS 2010-2014 5-year Estimate

Reviewing additional U.S. Census information for the City of Hazleton's Hispanic and Latino populations shows that over 3,313 people speak English not well or not at all. The table below illustrates the data.

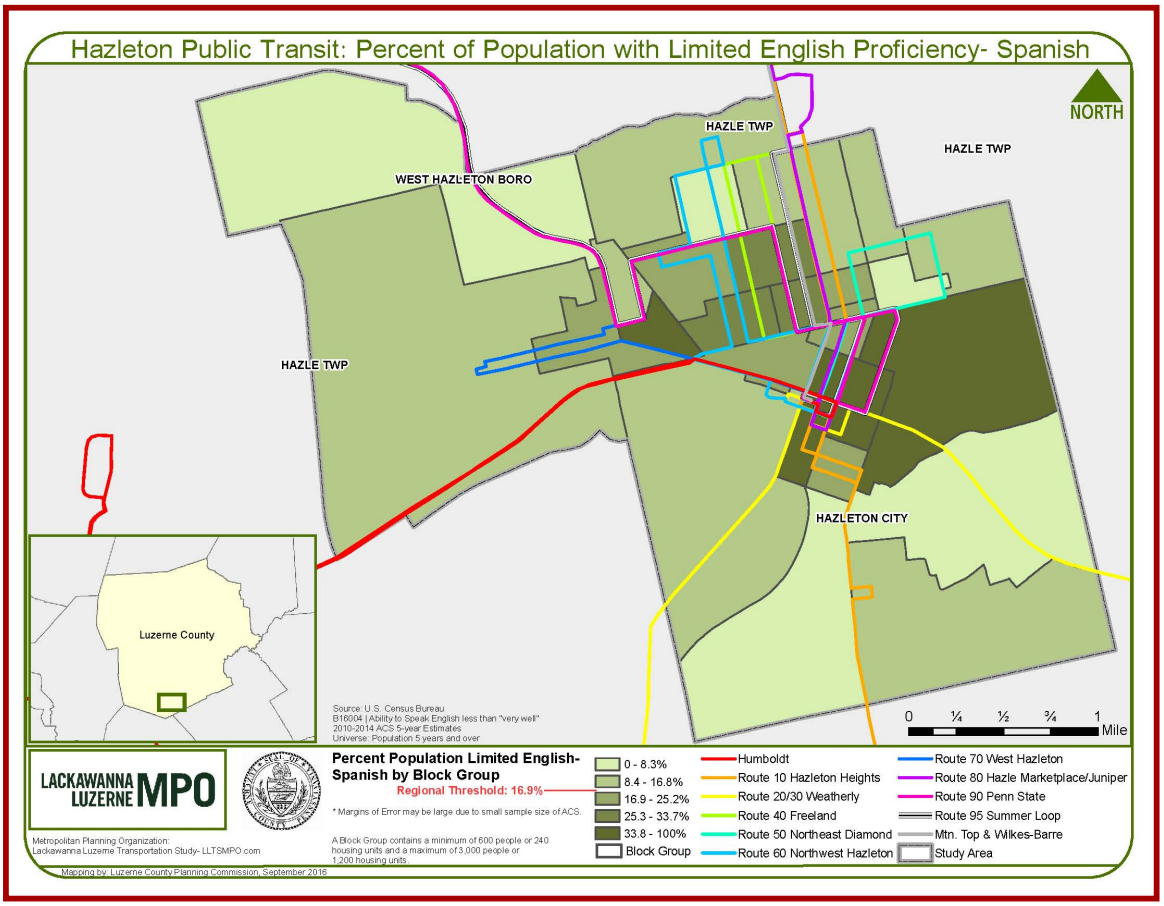
TABLE 15 – HISPANIC OR LATINO - LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH

Hispanic or Latino Population 5 years and over	City of Hazleton
Total:	10,374
Speak only English	1,081
Speak Spanish:	9,262
Speak English "very well"	4,321
Speak English "well"	1,628
Speak English "not well"	1,703
Speak English "not at all"	1,610
Speak other language	31

Source: ACS 2010-2014 5-year Estimate

The map below illustrates Spanish Speaking Population with Limited English Proficiency with an overlay of HPT's routes.

MAP 5 – MAP OF SPANISH SPEAKING POPULATION WITH LIMITED ENGLISH PROFICIENCY



Source: Lackawanna Luzerne MPO

Task 1, Step 2C: Analyze data.

HPT's LEP Plan focuses on persons who speak English less than very well. Spanish is the most prevalent language, 41 percent of the population in the City of Hazleton and 6 percent in Luzerne County speak Spanish at home. Fifty-two percent of the people who speak Spanish at home, speak English less than very well in the City of Hazleton as compared to 45 percent in Luzerne County. Reviewing other language categories show that people who speak English less than very well was .2 percent or less of the populations for the City of Hazleton and Luzerne County.

A summary of key data is as follows:

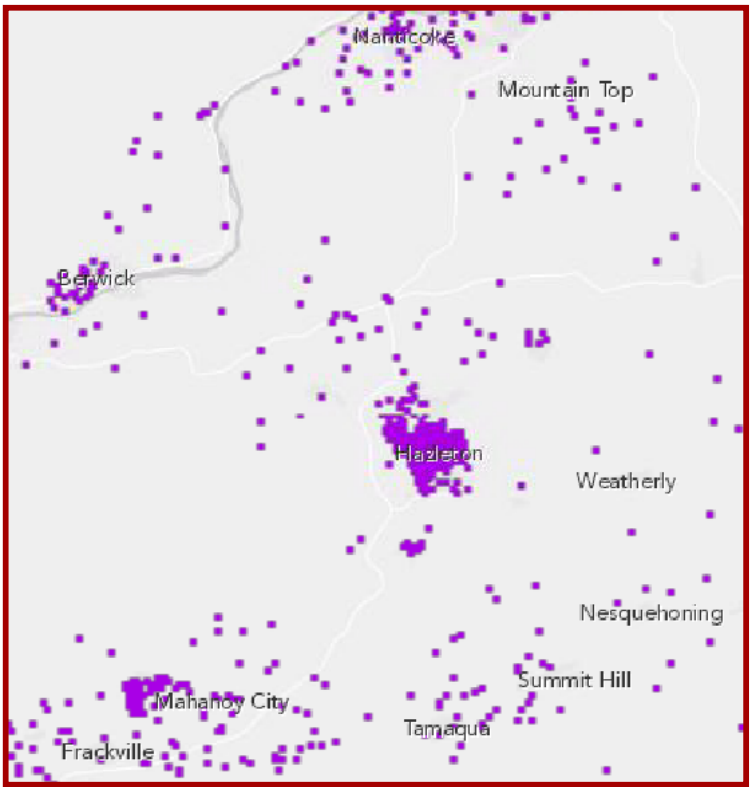
- Of the 9,477 people in the City of Hazleton that speak Spanish at home, 4,953 speak English less than very well. The 4,953 is 52 percent of the population that speak Spanish at home and 21 percent of the City population.
- In Luzerne County, there are 18,742 people who speak Spanish at home, 8,389 speak English less than very well. The 8,389 is 45 percent of the population who speak Spanish at home and 3 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, 2007-2011 ACS 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.

FIGURE 20 – 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 U.S. Department of Education (http://eddataexpress.ed.gov) indicates that for fiscal year 2014, 2.8 percent of the Pennsylvania student population was considered limited English proficient. The National Center for Education Statistics indicated that in fiscal year 2014, 44,777 Pennsylvania public school students participated in programs for English language learners. The number of Pennsylvania public school participants in English language programs increased by 1.7 percent comparing fiscal year 2013 to 2014 this increase in consistent with the United States increase of 1.4 percent for the same comparison period.

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

	FY 2004	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013	FY 2014
United States	4,217,026	4,439,514	4,364,510	4,370,004	4,389,325	4,397,318	4,460,956
Pennsylvania	33,664	44,853	44,359	44,729	44,242	44,017	44,777

Source: National Center for Education Statistics (https://nces.ed.gov)

A letter (https://www2.ed.gov/documents/press-releases/hazleton-area-school-district-letter.doc) from U.S. Department of Education to the Superintendent of Hazleton Public School District indicated that the school districts English Language Learners (ELL) student population grew significantly, "from just over 100 students in 2000 to 1,280 students in 2013" and "the total student enrollment at the District was 10,842 students, 39 percent of whom were Hispanic and 29 percent of whom were identified as having a primary home language other than English. The District's ELL population is mostly Spanish-speaking, with 31 students from 12 other language backgrounds, including Chinese-Mandarin, Buginese, Sandawi and Italian."

The PA Partnerships for Children's State of the Child County Profile shows that the percentage of Hazleton Area School District's public school students (includes charter schools and comprehensive career and technical centers) in fiscal year 2015 was less that the State for the three proficiency points.

TABLE 17– HAZLETON AREA SCHOOL DISTRICT, ENGLISH LANGUAGE ARTS PROFICIENCY

FISCAL YEAR 2015	3RD GRADE	6TH GRADE	8TH GRADE
Pennsylvania	62.0%	60.7%	58.0%
Hazleton Area School District	54.0%	52.2%	45.0%

Source: PA Partnerships for Children (http://www.papartnerships.org)

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 community organizations. HPT worked with Career Link, Catholic Social Services, Commission of Economic Development, Community Services for Sight, 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 networks with local human service organizations that provide services to LEP individuals, seeks opportunities for feedback, and provides information on HPT's services and programs.

Task 1, Step 4C: Obtain information.
HPT's contacts with the organizations listed on task 1, step 4A was to provide information about transits services as well as to learn 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 employee and operator survey (see the table located under Task 1, Step 1: Examine prior experience with LEP individuals), coupled with the concentration of Spanish speaking persons with limited English proficiency, the contact ranged from minimal to frequent with frequent slightly higher.

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. On a less frequent basis, LEP individuals call HPT's Administrative Offices and contractors.

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—trains, buses, the city subway?
  - 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 the trains or buses 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 information provides 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 the fixed route vehicles. Customers transfer from one route to another and as such, continuing with a small transfer charge (50 cents) is also beneficial. The reduced student fare enables students to travel economically throughout Hazleton and 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 are translated in Spanish
- Title VI Posting is translated in Spanish
- Fare Hearing Notice

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 CONST FOR TRANSLATION SERVICES

TRANSLATION SERVICES	ESTIMATED COST

Document Translation	13¢ to .16¢ per word/$49 per page
On-site Interpreter Community Meetings/Events	$49 to $80 per hour, plus travel expenses. Standard and simultaneous.
Telephone Interpretation (inbound and outbound)	$1.35 per minute
Video Interpretation	$1.35 per minute

Source: Delta Development Group, Inc.

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
- HPT's fare hearing announcement was translated in Spanish
- Contractor has hired two bi-lingual operators

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
- Translate onboard destination announcements in Spanish
- 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 paratransit information.

HPT will review, monitor, and update this LEP 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 LEP 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 our LEP Plan. As part of the guidelines, we disseminate and post our LEP 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.

Career Link, Catholic Social Services, Commission of Economic Development, Community Services for Sight, 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 LEP 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 Title VI Equity Analysis does not apply to HPT because it has not constructed a facility.

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 37 passengers for 29' Chance Trolley, 41 passengers for 30' Standard Gillig and 30' Low Floor Gillig, 46 passengers for 35' Standard Gillig, 38 passengers for the 29' Low Floor Gillig and 30' 2012 Low Floor Gillig, 29 passengers for the 26' Ford Challenger Cutaway and 30 passengers for 20 passenger Ford Cutaway.

Table 19 – Vehicle Load Standard

Fixed-Route Vehicles	Seated	Standing	Maximum Load Standard
29' Chance Trolley	27	10	37
30' Standard Gillig	31	10	41
35' Standard Gillig	36	10	46
29' Low Floor Gillig	28	10	38
30' Low Floor Gillig	31	10	41
30' 2012 Low Floor Gillig	28	10	38
26' Ford Challenger Cutaway	19	10	29
20 passenger Ford Cutaway	20	10	30

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

WEEEKDAY									
Policy Headway Standard 120 minutes/Primary Service Hours 7:30 a.m. to 4:00 p.m.									
						Span of Service		Meet minimum	Span covers primary
Route	Minority Route	Low Income Route	Route Name	Route Type	Headway	Start	End	Headway Standard?	Service Hours?
5	Minority	Non Low Income	Humboldt	Limited	Limited	5:20 a.m.	5:58 p.m.	Not applicable	Not applicable
10	Minority	Low Income	Hazleton Heights/ Tresckow	Regular	30-120 min	5:45 a.m.	5:27 p.m.	YES	YES
10 A	Minority	Low Income	Lattimer, Pardeeesville	Limited	Limited	7:30 a.m.	4:43 p.m.	Not applicable	Not applicable
15	Non-Minority	Non Low Income	Wilkes-Barre/Mt. Top	Limited	Limited	8:25 a.m.	3:14 p.m.	Not applicable	Not applicable
20	Non-Minority	Low Income	Beaver Meadows/Weatherly	Limited	Limited	7:00 a.m.	4:55 p.m.	Not applicable	Not applicable
30	Non-Minority	Low Income	Kelayres/McAdoo	Regular	75-120 min	6:30 a.m.	5:30 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	60 min	6:00 a.m.	6:02 p.m.	YES	YES
80	Minority	Low Income	Hazle Marketplace	Regular	60 min	6:15 a.m.	5:30 p.m.	YES	YES
90	Minority	Non Low Income	Penn State	Regular	70-105 min	6:15 a.m.	10:44 p.m.	YES	YES
95	Minority	Low Income	Summer Loop	Regular	60-120 min	6:30 a.m.	9:44 p.m.	YES	YES
Saturday									
Policy Headway Standard 180 minutes/Primary Service Hours 9:30 a.m. to 4:00 p.m.									
						Span of Service		Meet minimum	Span covers primary
Route	Minority Route	Low Income Route	Route Name	Route Type	Headway	Start	End	Headway Standard?	Service Hours?
*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.	3:10 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	75-120 min	8:00 a.m.	5:40 p.m.	YES	YES
50	Minority	Low Income	Northeast Diamond	Regular	60-120 min	9:30 a.m.	4:54 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	60 min	9:00 a.m.	6:02 p.m.	YES	YES
80	Minority	Low Income	Hazle Marketplace	Regular	60 min	8:30 a.m.	4:55 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.									
						Span of Service		Meet minimum	Span covers primary
Route	Minority Route	Low Income Route	Route Name	Route Type	Headway	Start	End	Headway Standard?	Service Hours?
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 two 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.

HPT's Service Availability Standards are as follows:

- 85 percent of the minority population will be within one mile of a route
- 75 percent of the minority population will be within one-quarter of a mile of a route
- 85 percent of the low-income population will be within one mile of a route
- 75 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. The maps do 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 current service design exceeds the standards, as follows:

- 98.8 percent of the minority population is within one mile of a route
- 94.3 percent of the minority population is within one-quarter mile of a route
- 95.8 percent of the low-income population is within one mile of a route
- 83.0 percent of the low-income population is within one-quarter mile of a route

MAP 6 – MAP OF MINORITY POPULATION WITHIN ¼ MILE AND 1 MILE OF HPT ROUTE

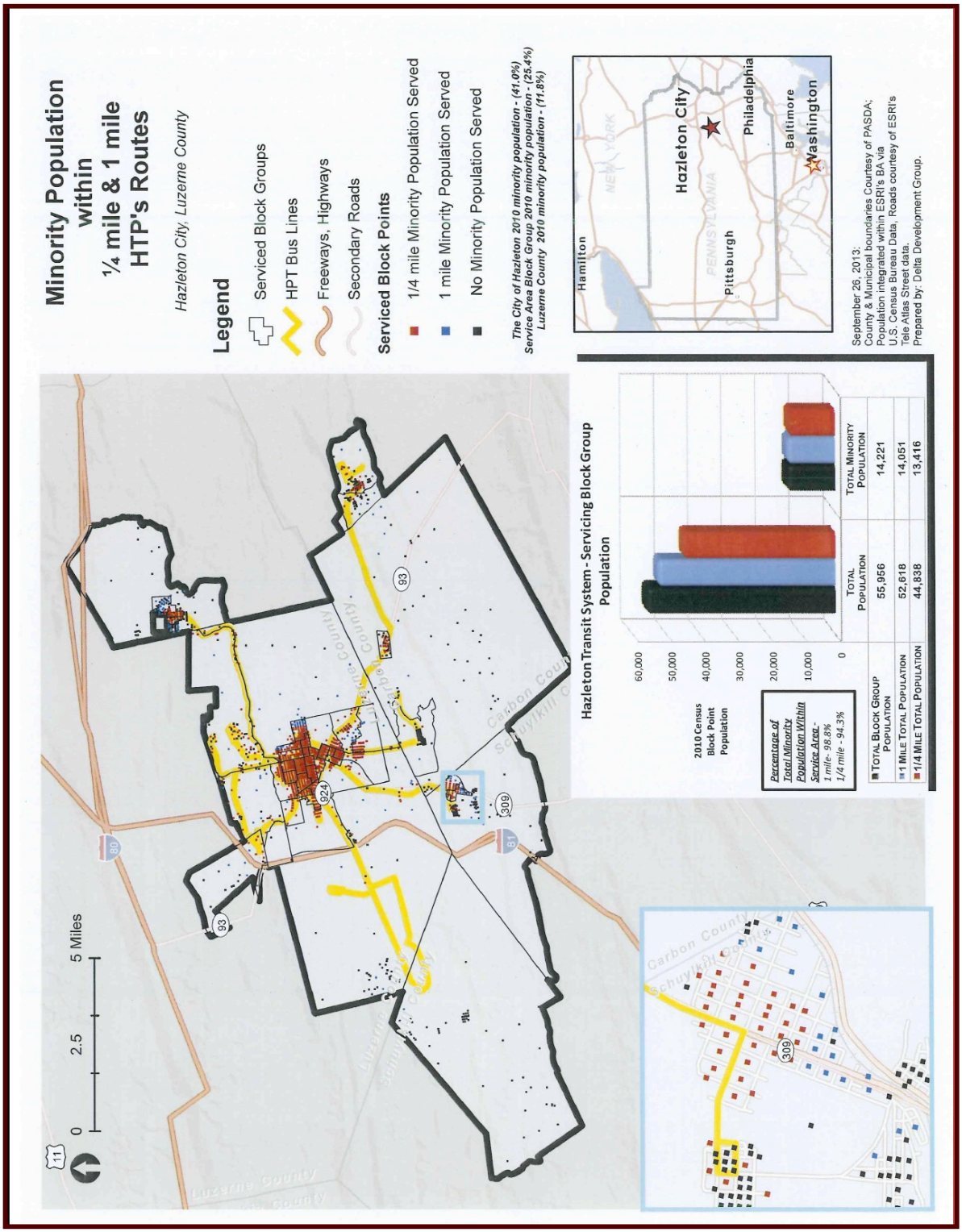
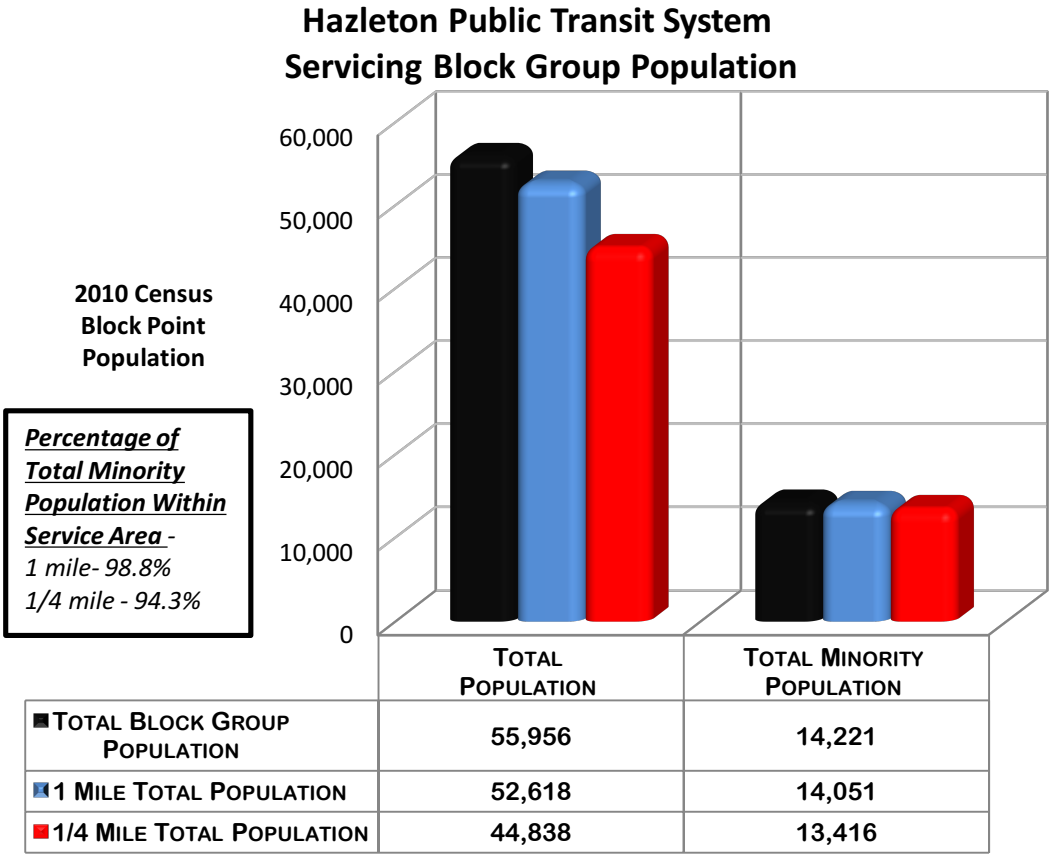


FIGURE 21 – GRAPH OF MINORITY POPULATION WITHIN ¼ MILE AND 1 MILE OF HPT ROUTE



	Total Population	Total Minority Population
Total Block Group Population	55,956	14,221
1 Mile Total Population	52,618	14,051
1/4 Mile Total Population	44,838	13,416

Source: Delta Development Group, Inc.

MAP 7 – MAP OF LOW INCOME POPULATION WITHIN ¼ MILE AND 1 MILE OF HPT ROUTE

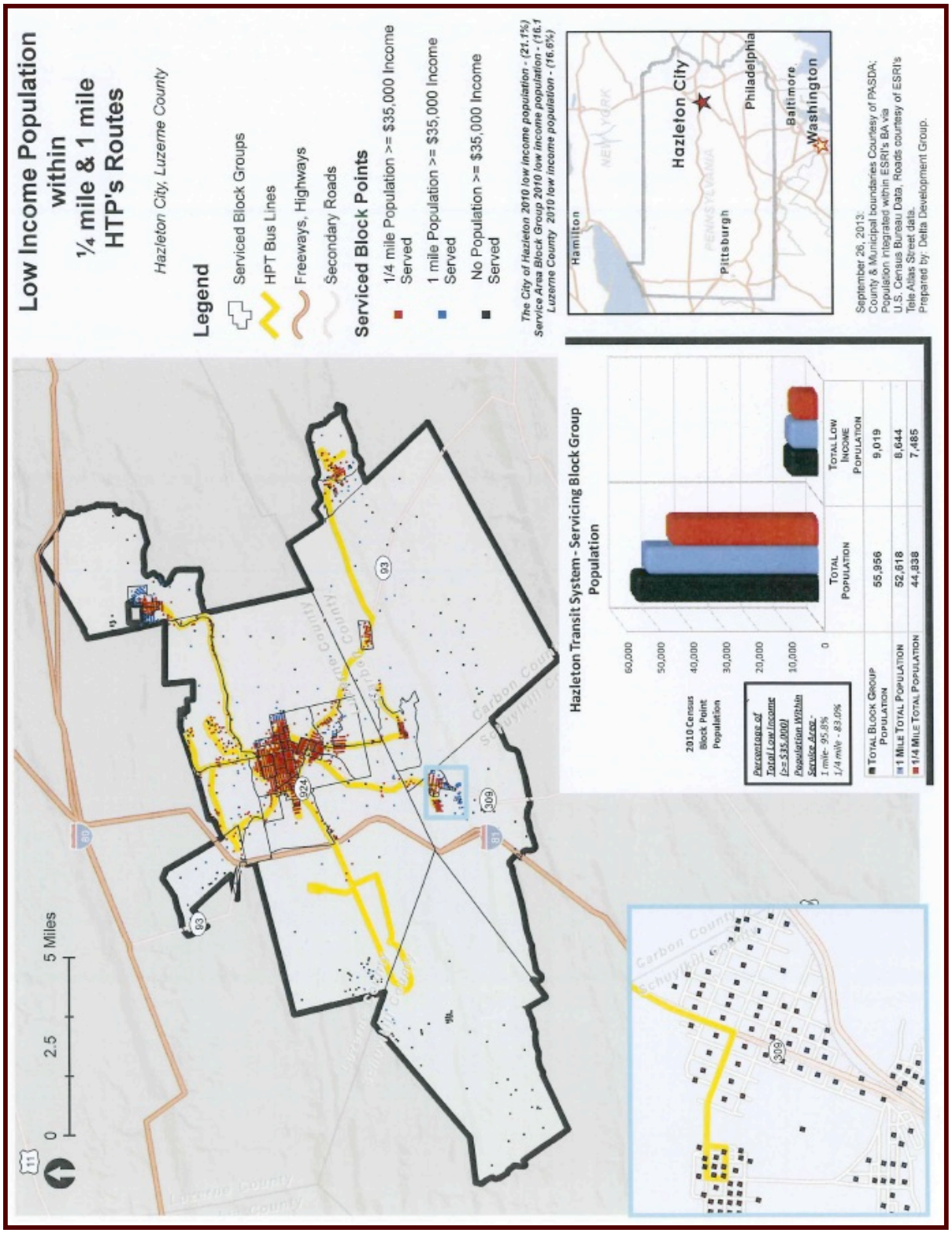
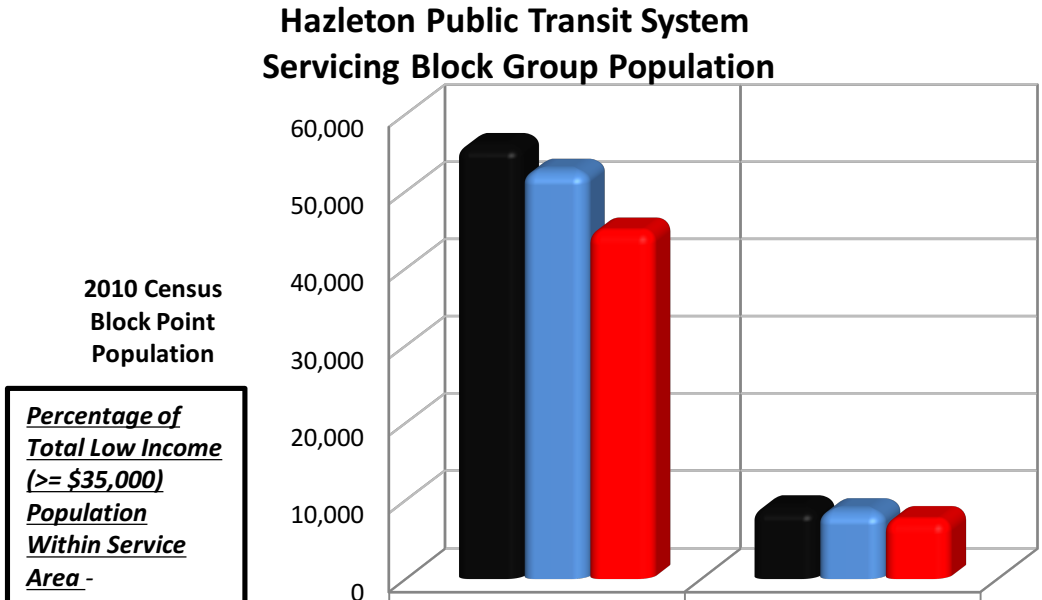


FIGURE 22 – GRAPH OF LOW INCOME POPULATION WITHIN ¼ MILE AND 1 MILE OF HPT ROUTE



	Total Population	Total Low Income Population
Total Block Group Population	55,956	9,019
1 Mile Total Population	52,618	8,644
1/4 Mile Total Population	44,838	7,485

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 Automated Announcements and Automated Vehicle Locator Systems
- 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.

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 as well as did not add or change any transit amenities.

14.2 Vehicle Assignment

HPT owns the vehicles; however, they are maintained by the contractors. 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 cleanliness and vehicle safety. In addition to monitoring complaints, HPT periodically reviews its vehicle assignments. Vehicles were assigned fairly.

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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 increased its base fare on October 1, 2015. Prior to implementing the fare, HPT discussed the fare change with PennDOT, Hazleton City Administration, Bus Operators and Contractors as well as conducted public meetings. The public hearings were advertised on its vehicles and in the intermodal center in English and Spanish. HPT also advertised its public meetings in the local newspaper, *Standard Speaker.*. Based on HPT's outreach it determined that the fare changes did not have a negative impact on underserved populations including low income and minority and as such, implemented the fare changes on October 1, 2015.

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.