

**SHARED RIDE**  
2009 WYOMING AVE.  
FORTY FORT, PA 18704  
(570) 288-8420  
FAX (570) 288-7455



**FIXED ROUTE**  
315 NORTHAMPTON ST.  
KINGSTON, PA 18704  
(570) 288-9356  
FAX (570) 288-7327  
[www.lctabus.com](http://www.lctabus.com)

# TITLE VI PROGRAM



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## **LCTA Title VI Officer Contact:**

**Mr. Joe Roselle, Director of Administrative Services & IT/Title VI Program Officer**  
**Phone: (570) 287-2148 x221**  
**Fax: (570) 288-7327**

# Title VI Program

Submitted: August 24, 2021

Prepared by:

Luzerne County Transportation Authority  
Office of Administrative Services & Regulatory Compliance  
315 Northampton Street  
Kingston, PA 18704  
P: 570-288-9356  
E: [www.lctabus.com](http://www.lctabus.com)

The Luzerne County Transportation Authority (LCTA) is an independent local governmental unit, classified as a Pennsylvania Municipal Authority, which is responsible for providing fixed route bus and paratransit public transportation services in greater Luzerne County, Pennsylvania.

Title VI (codified at 42 U.S.C §2000d et seq.) was enacted as part of the landmark Civil Rights Act of 1964 signed by President Lyndon B. Johnson. It prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance.

In accordance with the FTA Title VI Circular, the Authority shall submit a Title VI Program on a triennial basis. This Title VI Program is a compilation of documents, plans, policies and standards that demonstrate the Authority's compliance with Title VI. Guidance provided by FTA Title VI Circular 4702.1B requires approval of LCTA's Title VI Program by the LCTA Board of Directors.

## Mission Statement

The Luzerne County Transportation Authority ("the Authority" or "the LCTA"), through the operation of fixed route and shared ride divisions, seeks to provide high quality affordable public transportation services that are safe, reliable, useful, accessible and efficient. To this end, members of the Board of Directors and all employees shall conduct themselves in a professional manner; work to ensure the safety and security of passengers; seek new opportunities to improve and/or expand services; and coordinate public transit services with other agencies, organizations, and transit providers.

## About LCTA

The Luzerne County Transportation Authority currently provides the Wilkes-Barre, Pennsylvania urbanized area with scheduled mass transportation bus service. LCTA's bus fleet operates on routes serving 33 municipalities within the urbanized area, so that approximately 88% of the population resides within one-quarter of a mile of a bus route. Route frequency of the various routes averages out to about every forty-five minutes, with some routes operating every half-hour. Our current service hours are between approximately 5:30 AM and 1:12 AM, Monday thru Friday and between approximately 9:00 AM and 6:00 PM on Saturdays. The Luzerne County Transportation Authority also assists persons with disabilities in fulfilling their transportation needs and to meet requirements of the Americans with Disabilities Act of 1990 via the Shared Ride Paratransit Program. This special Transportation Efforts Program (S.T.E.P.) is available in the general service area of the Luzerne County Transportation Authority.

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## **Introduction**

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, 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.*" (42 U.S.C. Section 2000d).

The Civil Rights Restoration Act of 1987 clarified the intent of Title VI to include all programs and activities of Federal-aid recipients, sub-recipients, and contractors whether those programs and activities are federally funded or not.

The Federal Transit Administration (FTA) has placed emphasis on Title VI compliance issues, including providing meaningful access to persons with Limited English Proficiency (LEP) via Circular 4702.1B.

Recipients of public transportation funding from the FTA are required to develop policies, programs, and practices that ensure that federal transit dollars are used in a manner that is nondiscriminatory as required under Title VI.

This document details how the Luzerne County Transportation Authority ("*the Authority*" or "*the LCTA*") incorporates nondiscrimination policies and practices in providing transportation services to the public. The Authority's Title VI policies and procedures are documented in this plan, and within its appendices and attachments. This plan will be updated on a triennial basis (at least every three years) to incorporate changes and additional responsibilities that arise.

## **I. General Requirements**

### **Section 1: Title VI Notice to the Public & Plan Statement**

#### **Title VI Information Dissemination**

Regulation 49 CFR Section 21.9(d) requires recipients of federal funding to provide information to the public regarding the recipient's obligations under DOT's Title VI guidelines and appraises members of the public of the protections against discrimination afforded to them by Title VI (see Exhibit A).

Title VI information shall be disseminated externally by displaying posters prominently and publicly in the following locations:

- The LCTA Operations and Administrative Offices, located at 315 Northampton Street, Kingston, PA (Reception area of lobby, dispatch office, and board room).
- The LCTA Shared Ride Program Administrative Offices, located at 2009 Wyoming Avenue, Forty-Fort, PA 18704 (Employee lunch room and main lobby).
- At the City of Wilkes-Barre, Pennsylvania Intermodal Transportation Center, located at 47 South Washington Street, Wilkes-Barre, PA 18706 (LCTA Customer Service desk and public information bulletin board).
- On the interior of all Authority fixed route and demand response revenue vehicles.

- The Authority website, at [www.lctabus.com](http://www.lctabus.com), will contain PDF copies of the full Title VI plan, public notice statement, and complaint forms (see Exhibit B).
- The Authority Facebook page will contain a website link to a PDF copy of the full Title VI Plan, public notice statement, and complaint forms (see Exhibit B).
- Public dissemination will also be included in postings of official statements, inclusion of Title VI language in contracts or other agreements, in informational brochures, and public meeting notices.
- The Authority will ensure public service announcements or notices are posted of proposed projects, hearings, meetings, or formation of public advisory boards, in newspapers or other print and social media reaching the affected community. Additional information relating to the Authority's non-discrimination obligation may be obtained from the Authority Title VI Officer. The full contact information of the Title VI Officer will be made available on all Title VI Program documents.

Title VI information shall be disseminated internally in the following locations and methods:

- The LCTA Administrative and Operations Offices (Title VI Officer's office, Executive Director's office, employee bulletin board, employee lunch room, dispatch office, and driver's room bulletin board).
- To all Authority employees annually, via Title VI employee training course (see Exhibit C). This annual and new hire training will remind employees of the LCTA policy statement, and of their Title VI responsibilities in their daily work and duties.
- During new employee orientation, all new employees shall be informed of the provisions and expectations of the Authority's Title VI Program. All employees shall be provided an opportunity to obtain copy of the Title VI Plan, and are required to sign an acknowledgement of receipt (see Exhibit D).
- The Title VI notice shall be translated into languages other than English and in accessible formats, as needed, and consistent with the DOT LEP Guidance and the Authority's Language Assistance Plan.

### **LCTA Title VI Officer Contact Information**

Mr. Joe Roselle, Title VI Officer/Director of Administrative Services & IT  
 Luzerne County Transportation Authority  
 315 Northampton St.  
 Kingston, PA 18704

E: [JRoselle@lctabus.com](mailto:JRoselle@lctabus.com)  
 P: (570) 288-9356 x221  
 F: (570) 288-7327  
 TDD: 1-800-654-5984

### **LCTA Title VI Plan Statement of Policy**

The Luzerne County Transportation Authority ("*the LCTA*") is committed to a policy of non-discrimination in the conduct of its business, including its Title VI responsibilities and the delivery of equitable and accessible public transportation services. The LCTA recognizes its responsibilities to the communities in which it operates, and to the society in which it serves.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving federal financial assistance. Specifically, 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.*" (42 U.S.C. Section 2000d)

It is the LCTA's policy to utilize its best efforts to assure that no person shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under its program of transit service delivery and related benefits. Toward this end, it is the LCTA's objective to:

- Ensure that the level and quality of transportation services provided is operated without regard to race, color, or national origin;
- Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations;
- Promote the full and fair participation of all affected populations in transportation decision making;
- Prevent the denial, reduction or delay in benefits related to programs and activities that benefit minority populations and/or low-income populations; and
- Ensure meaningful access to programs and activities by persons with Limited English Proficiency (LEP).

The responsibility for carrying out LCTA's commitment to this program has been delegated to the Executive Director by the LCTA Board of Directors. The staff person designated as the LCTA Title VI Officer is Mr. Joe Roselle, Director of Administrative Services & IT, who is responsible for the day-today operations of LCTA's Title VI Program and will receive and investigate Title VI complaints which come through the complaint procedure. However, all managers, supervisors and employees share in the responsibility for making LCTA's Title VI Program a success.

If you feel that you are being denied participation in, or being denied benefits of public transportation services provided by the LCTA, or otherwise being discriminated against because of your race, color or national origin, you may contact our office at:

Luzerne County Transportation Authority  
Attn: Mr. Joe Roselle, Title VI Officer  
315 Northampton St.  
Kingston, PA 18704

Additional information concerning LCTA's Title VI obligations and the complaint procedure can be obtained by calling the LCTA at (570) 283-1683, or by visiting our website at [www.lctabus.com](http://www.lctabus.com).

## **Section 2: Title VI Complaint Procedure**

The Luzerne County Transportation Authority is committed to providing safe, convenient, reliable and courteous transportation for our customers. The Authority grants all individuals equal access to all its transportation services. It is the intent of the Authority, that all individuals are aware of their rights to such access. This Title VI Program document and associated Title VI posters are designed to serve as an educational tool for individuals, so that they may understand one of the civil rights laws that protect their benefit of LCTA public transportation programs and services, specifically, as it relates to Title VI of the Civil Rights Act of 1964.



## How do I file a complaint?

If you believe that you have received discriminatory treatment by the Authority on the basis of your race, color or national origin, you have the right to file a Title VI complaint with the Authority Title VI Officer. All Title VI complaint(s) must be filed no later than 180 calendar days from the date of the alleged incident.

The easiest and most convenient way to file a Title VI complaint is to simply call (570) 283-1683. An Authority Customer Service Representative will mail you a Title VI Complaint Form, and/or refer the information to the Title VI Officer for investigation, tracking, and resolution. All Title VI and related statute complaints are considered formal-there is no informal process. All Title VI complaints must be in writing and signed by the complainant on the form provided. All Title VI complaints must include the complainant's name, address and phone number, and be detailed to specify all issues and circumstances of the alleged discrimination. Allegations must be based on factual evidence of issues involving race, color, or national origin.

The Title VI Complaint Form (see Exhibit E) must be used to submit written complaint information to the Authority. The Title VI Complaint Form is available in both the English and Spanish languages, and other languages upon request.

Written Title VI complaints may also be delivered in person to the LCTA administrative offices on weekdays between the hours of 9:00 a.m. and 5:00 p.m. The completed Title VI complaint form should be mailed to or dropped off at the following address:

Luzerne County Transportation Authority  
Attention: Mr. Joe Roselle, Title VI Officer  
315 Northampton St.  
Kingston, PA 18704

**NOTE: The Authority encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily. For complaints originally submitted by facsimile, an original signed copy of the complaint must be mailed to the Authority Title VI Officer as soon as possible, but no later than 180 days from the alleged date of the incident.**

Verbal complaints will be accepted and transcribed by a LCTA Customer Service Representative or the LCTA Title VI Officer. However, the complaint form must be signed by the complainant. To make a verbal complaint, call (570) 283-1683.

Complaints may also be filed with external entities such as the Federal Transit Administration (FTA) at:

Federal Transit Administration Office of Civil Rights  
Attention: Title VI Program Officer  
East Building, 5<sup>th</sup> Floor – TCR  
1200 New Jersey Ave., SE  
Washington, DC 20590

Please review information on the respective agency (FTA/LCTA) website for details on filing a Title VI complaint.

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

All complaints alleging discrimination based on race, color, or national origin in a service or benefit provided by the Authority will be directly addressed by the LCTA Title VI Officer. The Authority shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in the English language. Additionally, the Authority shall make every effort to address all complaints in an expeditious and thorough manner.

### **What happens to the complaint after it is submitted?**

Upon receiving the formal written complaint, the LCTA Title VI Officer will determine its jurisdiction, acceptability, the need for additional information, and the investigative merit of the complaint. In some situations, the LCTA Title VI Officer may request an independent outside agency to conduct the investigation.

If additional information is needed, the LCTA Title VI Officer will contact the complainant or their representative in writing. The LCTA Title VI Officer will provide appropriate assistance to complainants, including those persons with disabilities, or those who are limited in their ability to communicate in the English language. Failure of the complainant to provide the requested information by a certain date may result in the administrative closure of the complaint.

Once the LCTA Title VI Officer decides their course of action, the complainant will be notified in writing of such determination within five (5) business days. The complaint will be logged into the records of the Title VI Officer, and the basis for the allegation identified including race, color, or national origin.

A letter acknowledging receipt of complaint will be mailed within five (5) business days to the complainant (see Exhibit F). Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

### **Investigations**

All Title VI complaints alleging discrimination based on race, color or national origin will be documented, and an investigation will be initiated within five (5) business days of receiving the complaint. Within five (5) business days of receipt of the formal complaint, the LCTA Title VI Officer will notify the complainant and begin an investigation (unless the complaint is filed with an external entity first or simultaneously). The investigations will address complaints against any Authority department(s).

In cases where the Authority assumes investigation of the complaint, the LCTA Title VI Officer will provide the respondent with the opportunity to respond to the allegations in writing. The respondent will have ten (10) calendar days upon receipt, to furnish the LCTA Title VI Officer with his/her response to the allegations.

Within sixty (60) business days of receipt of the complaint, the LCTA Title VI Officer will prepare a written investigative report. The report shall include a narrative description of the incident, identification of persons interviewed, findings and recommendations for disposition.

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.

The recommendation shall be reviewed with the Authority solicitor or outside legal counsel. The Authority solicitor may discuss the report and recommendations with the Title VI Officer and other appropriate Authority staff. The report will be modified as needed and made final for its release to the parties involved.

The investigation will be conducted and completed within sixty (60) business days of the receipt of the formal complaint. Based upon all the information received, an investigation report will be written by the LCTA Title VI Officer for submittal to both the LCTA Executive Director and LCTA Board of Directors.

Once the investigative report becomes final, briefings will be scheduled with each party within fifteen (15) days. Both the complainant and the respondent shall receive a copy of the investigative report during the briefings and will be notified of their respective appeal rights.

### **How will the complainant be notified of the outcome of the complaint?**

The LCTA Title VI Officer will send a final written response letter notifying complainant that the complaint is substantiated (see Exhibit G) to the complainant. The complainant will receive a letter stating that final decision by the end of the sixty (60) business day time limit.

In the letter notifying complainant that the complaint is not substantiated (see Exhibit H), the complainant is also advised of his or her right to: 1) appeal within seven (7) calendar days of receipt of the final written decision from LCTA; and/or 2) file a complaint externally with the Federal Transit Administration Office of Civil Rights. All Title VI complaints will be responded to within sixty (60) business days of receipt. The complainant has 180 calendar days after the appropriate LCTA final resolution to appeal to USDOT/FTA.

*Once sufficient information for investigating the complaint is received by the Authority, a written response will be drafted and subject to review by the Authority solicitor. If appropriate, the Authority solicitor may administratively close the complaint. In this case, the Authority will notify the complainant of the action within the sixty (60) business day time limit.*

### **Record Keeping**

The LCTA Title VI Officer will maintain permanent records, which include, but are not limited to:

- Signed acknowledgements of receipt from employees indicating the opportunity to obtain receipt and distribution of the LCTA Title VI Program.
- Records of correspondence, to and from, complainants.
- Copies of Title VI complaints, lawsuits, investigations, and related documentation.

An annual *Log of Complaints* will be maintained by the LCTA Title VI Officer. The log of complaints and investigations will contain the following information for each complaint filed (see Table 1):

- The name and address of the person filing the complaint.
- The date of the complaint.
- The basis of the complaint.
- Associated documents and/or attachments.
- The disposition of the complaint.

## Section 3: Title VI Complaint Form

Exhibit E.



# TITLE VI CIVIL RIGHTS COMPLAINT FORM

The Luzerne County Transportation Authority (LCTA) is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. Title VI complaints must be filed within 180 days from the date of the alleged discrimination.

Title VI of the 1964 Civil Rights Act requires 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." Please call for our policy or visit our website at [www.LCTABus.com](http://www.LCTABus.com).

If you feel you have been discriminated against in public transit services, please print and complete the following form, sign (signature required) and return to:

**Luzerne County Transportation Authority**  
**Attention: Title VI Officer**  
**315 Northampton St.**  
**Kingston, PA 18704**

**Telephone: (570) 288-9356**  
**Fax: (570) 288-7327**

### LCTA Office Use Only:

Date Received: \_\_\_\_\_

Received By: \_\_\_\_\_

## Section 1:

Please print CLEARLY

1. Name (Complainant):

---

2. Home Address:

---

City, State, Zip Code:

---

3. Telephone Number: \_\_\_\_\_ Email Address \_\_\_\_\_

## Section 2:

1. Are you filing this complaint on your own behalf?  Yes  No

(If you answered "yes" to this question, please go to Section 3.

2. If you answered "no" to question 2(1.), please describe your relationship to the person (Complainant) for whom you are filing and why you are filing for a third party:

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3. Have you obtained permission of the aggrieved party (Complainant) to file this complaint on his or her behalf?

Yes  No

## Section 3:

1. Date of Incident: \_\_\_\_\_

2. If applicable, name of person(s) who allegedly discriminated against you:

---

3. Discrimination based on (please check all that apply):  Race  Color  National Origin

Other, please describe \_\_\_\_\_

### Section 3 (Continued):

4. Please provide a brief explanation of the incident and how you feel you were discriminated against including how you feel others may have been treated differently than you.

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5. Please list addresses and phone numbers of all witnesses' names or others we can contact to support or clarify your complaint.

Name	Address	Phone Number
<hr/>		
<hr/>		
<hr/>		

6. What type of corrective action would you like to see taken?

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7. Please attach any documents you have which support the allegation. Attached  Yes  No

**8. Have you previously filed a Title VI complaint with the Luzerne County Transportation Authority?**

Yes  No If yes, please provide date of incident. \_\_\_\_\_

### Section 4:

Signature: \_\_\_\_\_ Date of Filing: \_\_\_\_\_

Print your name: \_\_\_\_\_

**PLEASE NOTE: The Luzerne County Transportation Authority cannot accept your complaint without a signature.**

# LCTA TITLE VI DISCRIMINATION COMPLAINT FORM

## IDENTITY CONSENT/RELEASE

(Please Print Legibly)

_____ First Name	_____ MI	_____ Last Name	
_____ Street Address	_____ City	_____ State	_____ Zip Code

As a complainant, I understand that in the course of an investigation it may become necessary to reveal my identity to persons at the organization or institution under investigation. I am also aware of the obligations of LCTA to honor requests under the Freedom of Information Act. I understand that it may be necessary for LCTA to disclose information, including personally identifying details, which it has gathered as part of its investigation of my complaint. In addition, I understand that as a complainant I am protected by LCTA policies and practices from intimidation or retaliation for having taken action or participated in action to secure rights protected by nondiscrimination statutes and regulations which are enforced by the Transit Administration of the U.S. Department of Transportation.

### Please check one:

**I CONSENT** and authorize to have LCTA, as part of its investigation, reveal my identity to persons at the organization, business or institution, which has been identified by me in my formal complaint of discrimination. I also authorize LCTA to discuss, receive and review materials and information about me from the same and with appropriate administrators or witnesses for the purpose of investigating this complaint. In doing so, I have read and understand the information at the beginning of this form. I also understand that the material and information received will be used for authorized civil rights compliance activities only. I further understand that I am not required to authorize this release, and do so voluntarily.

**I DENY CONSENT** to have LCTA reveal my identity to persons at the organization, business or institution under investigation. I also deny consent to have LCTA disclose any information contained in this complaint with any witnesses I have mentioned in the complaint. In doing so, I understand that I am not authorizing LCTA to discuss, receive nor review any materials and information about me from the same. In doing so, I have read and understand the information at the beginning of this form. I further understand that my decision to deny consent may impede this investigation and may result in the unsuccessful resolution of my case.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## **SECTION 4: LIST OF TITLE VI RELATED INVESTIGATIONS, COMPLAINTS, AND LAWSUITS**

For compliance purposes, the LCTA Title VI Officer shall prepare and maintain a database list of any active investigations conducted internally or any other entities other than the FTA, lawsuits of complaints naming the Authority and/or its subcontractor(s) that allege discrimination on the basis of race, color, or national origin. The database list includes the following criteria:

- The date the complaint, investigation, or lawsuit was filed;
- A summary of the allegation(s);
- The status of the complaint, investigation, or lawsuit;
- Actions taken by the Authority in response to the complaint, investigation, or lawsuit.

The LCTA has not had any Title VI-related lawsuits since the triennial submission of its last Title VI Program. At the time of this writing, there are currently no active Title VI-related investigations. The list of complaints and investigations since the submission of LCTA's last Title VI Program is shown in Table 1.

Additionally, the LCTA did not incur any instances of any internal or external subrecipient Title VI investigations, complaints, or lawsuits for the following LCTA fiscal years:

- July 1, 2018 – June 30, 2019
- July 1, 2019 – June 30, 2020
- July 1, 2020 – June 30, 2021

## **SECTION 5: PUBLIC PARTICIPATION PLAN**

### **COMMUNITY OUTREACH**

*Community & Public Outreach is a requirement of Title VI. Recipients and subrecipients shall seek out and consider the viewpoints of minority and low-income populations in the course of conducting public outreach. Recipients have wide latitude to determine what specific measures are most appropriate and should make this determination based on the composition of the affected population, the public involvement process, and the resources of the recipient.*

As a public transit agency receiving federal financial assistance, the Authority has made the following community outreach efforts as part of its Public Participation Plan:

### **PROCESS**

In compliance with FTA's Title VI requirements, this public participation plan component is designed to both solicit and document public participation. Public participation is a necessary and integral part of the transit planning process. This public participation plan will provide for: (1) early and continuing public involvement; (2) clear, accurate, and timely information; and (3) full public access to citizens, public agencies, and the community segments affected by any proposed changes in transportation services and programs provided by the Luzerne County Transportation Authority ("*the Authority*").



This document contains the Authority's public participation process and requirement to open a 30-day public comment period containing public meeting(s) that shall be followed when any of the subsequent situations occur:

1. **Fare Change**: A fare change is defined as: (1) a change in the basic fare structure (fare increase); (2) a change in fare media (tickets, electronic cards) collection methods; or (3) when a fare change will be longer in duration than 180 days. Fare decreases are specifically excluded.

Any proposed fare changes shall first be approved by the Authority Executive Director and Director of Finance (in consultation with the Authority Title VI Officer and Operations Director), and then by the Authority Board of Directors for final approval, as detailed in in this document.

2. **Major Service Reduction**: A major service reduction is defined as: (1) any decrease in service that represents a net loss of twenty-five (25%) percent of total service miles and/or service hours, excluding tripper service; (2) when a service change will be longer in duration than 180 days; (3) when a new transit route is established that triggers the 25% threshold; and (4) when an entire transit route is eliminated that would trigger the 25% threshold.

In determining whether this procedure applies to a specific service reduction, the Authority shall calculate and compare the total current service miles or hours to the proposed estimated total service miles and/or service hours to be provided after reduced service would be implemented.

All other service reductions are considered routine and minor, and are not subject to these procedures. Any proposed major service reduction shall be first approved by the Authority Executive Director (in consultation with the Authority Title VI Officer, Finance Director, and Operations Director), and then by the Authority Board of Directors, as detailed in this document.

3. **Route Modification**: A major route modification is defined as: (1) any change in any fixed route transit service that exceeds twenty-five (25%) percent of the total inbound and outbound trip mileage of a route, excluding tripper service; or (2) When the number of changes on a route in a single fiscal year add up to the 25% threshold.

All other route modifications are considered routine and minor, and are not subject to these procedures. Route and/or schedule modifications occur primarily for several reasons:

- Public complaints;
- Employee/operator complaints;
- On-time performance;
- Local conditions (construction/zoning); and/or
- Overcrowding/diminished ridership.

All proposed route modifications are to be first reviewed and approved by the Authority Director of Operations, Title VI Officer, Director of Finance, Director of Maintenance, and Executive Director. If the recommendation is to move forward with a major route modification, such final modification shall be approved by the Authority Board of Directors.

#### 4. **Planning Activities**

- a) Invite participation of a cross section of the populace from socioeconomic groups in the planning process by disseminating written program information to minority media and ethnic organizations, and by providing public service announcements to all local media, when forming advisory committees, and requesting involvement in service or fare changes.
- b) To ensure access to public meetings, evening meetings will be conducted in a variety of community buildings throughout the LCTA service area, including those along transit routes. Translation services and ADA accommodations are available if anticipated. Public meetings will be held in communities when transportation projects will specifically impact the public in those locales.
- c) As any future formal/official advisory committees are formed, a table will be created depicting the racial and gender demographics of the committee members.

#### **Exceptions to the Public Meeting Requirement**

The following exceptions to the public meeting requirement shall apply:

- Reduced or free promotional fares, which are instituted on a daily basis or periodically within a temporary period of 180 days or less.
- Headway adjustments of up to five (5) minutes in peak hour revenue service, and up to fifteen (15) minutes during non-peak hour revenue service.
- Standard seasonal variations in service levels, unless the number, timing, or the types of standard seasonal variations change.
- Experimental service changes may be instituted, as long as they are no more than 180 days in duration.

#### **Implementing Procedures**

In the following situations: (1) Fare Change, (2) Major Service Reduction and/or (3) Route Modification, the Authority shall receive public comment on any proposed change prior to final implementation via the Authority Board's vote to adopt the change.

Once a proposed change is adopted by the Authority Board, the following steps shall take place:

- Open a 30-day (minimum) to 45-day (maximum) public comment period.
- Schedule a minimum of 1 to 2 stand-alone public meetings to solicit public comment within the public comment period, in addition to public comment sessions at both the monthly Authority Board Meeting and Public Transit Riders Forum Meeting.
- Hold internal meetings to gather the input and comment from employees.
- Document, evaluate, and consideration/response of public comments received during the public comment period.

- Draft final proposed plan, which includes any changes/revisions.
- The Authority Executive Director shall present the proposed final Fare/Service/Route change information to both the public and Authority Board members at the monthly Authority Board Meeting.
- The Authority Board shall take a roll-call vote to either, adopt or not adopt, the proposed change(s).

Once the measure is formally approved by the Authority Board, the Authority shall utilize a 14-to-21-day lead time to implement the final change internally (printing schedules, technical updates, training, etc.), and post notification of the change to the public.

- One (1) to Two (2) weeks prior to the implementation of the change, new route/fare schedules will be made available to the public via the Authority's official website ([www.lctabus.com](http://www.lctabus.com)), with print versions available at the Intermodal Transportation Center box office and the Authority administration office lobby.
- When the changes are implemented, the Authority's Customer Service Representatives will be on site at the Intermodal Transportation Center to provide information and assistance to passengers who may not be aware of the new changes. Additionally, at least two (2) weeks prior to implementation, all operations staff will be briefed and trained on any associated fare/route/customer service changes.

Information regarding the changes will remain available to the public for a 60-day period beyond the adopted implementation date of the changes.

### **Public Hearing Procedures & Guidelines**

When a public hearing is required, the Authority shall make every effort to ensure that scheduling and locations are accessible to the public, this includes:

- Location(s) near public transportation;
- Community-oriented and easily known/accessible locations;
- Convenient meeting times;
- A time and day when public transportation is available; and/or
- An accessible building/room for individuals with disabilities.

All public information meetings shall be held in a central location to inform the public of the planning process, solicit ideas, input, and feedback. The intent of holding a public hearing at a central location is to inform the public of the proposed changes, and receive public comments based on the proposed changes.

Upon request, the Authority shall provide: interpreters for those who do not speak the English language; written materials for those who do not read the English language; alternative formats of written and presentation materials for those who are disabled; and sign language interpreters. Additionally, upon request, the Authority shall provide notices of public hearing(s) to person(s) or groups identified in having a LEP. The Authority shall be proactive and reach out to local agencies in an effort to accommodate LEP populations.

## **Public Hearing Notice**

When a public hearing is required, the public hearing shall be advertised for at least one week prior to the meeting. The advertisement shall contain the following content:

- An explanation and purpose of the public hearing;
- The date, time, and location of the public hearing;
- The open and close date of the public comment period;
- Instructions for submitting public comments, including the use of the public comment card;
- Statement and contact information for LEP/ADA/disability needs; and
- Contact information for questions or additional information.

The advertisement of the public hearing shall be distributed to the public using the following methods:

- The Authority's website homepage, including link to public comment card.
- The Authority's social media accounts, including link to public comment card.
- The Authority's "Rider Alerts" text notification system.
- In the legal section of both local newspapers having a general circulation in the Authority's general service area.
- An event invitation letter will be issued to partner agencies (social services, community & advocacy groups, regional colleges, local senior centers, regional public libraries, economic development agencies, county & municipal government agencies, and local/county/state/federal elected officials).
- A press release will be issued by the Authority and distributed to local television news stations located in the Authority's general service area.
- Print advertisement: Posted on the interior of Authority revenue vehicles (fixed route bus & paratransit), and in the interior lobby bulletin board at both the Authority administrative offices and downtown Intermodal Transportation Center.

## **Public Hearing Processes**

The following process and decorum shall be observed when conducting a public meeting regarding a fare change, major service reduction or route modification:

- Sign-in form to document attendance (Name, organization & contact information).
- Distribution of meeting agenda, resources, public comment card, and public speaker sign-in sheet.

- Ensure ADA/LEP populations are accounted for, and resources are in place for event participation.
- Executive Director welcome and explanation of public hearing requirements.
- Executive Director & staff presentation with review and explanation of proposed changes (PowerPoint presentation & verbal commentary).
- Q & A Session from attendees:
  1. Each public individual wishing to speak at the meeting shall complete both a speaker sign-in sheet & Public Comment Card. Each public speaker will be given three minutes to provide public commentary.
  2. Documentation of public comment (written/verbal).
  3. Follow-up responses to public comment.
- Adjourn public meeting.

## **Documentation of Public Comment & Responses**

### Overview:

The Authority shall document comments received during the course of the 30–45-day public input process. The Authority shall also document how the agency responded to the public comments. The Title VI Officer shall record and prepare formal minutes of the public hearing. In addition, written comments, via the use of the public comment card, will be accepted for at least one week following the public hearing, but within the 30–45-day public comment period. Comments will be evaluated and incorporated into the recommendation and decision regarding the fare increase, route or service change.

### Public Comment Card:

The utilization of public comment card is to provide a uniform format to document public input in a consistent manner (see Exhibit I). Public comment cards will be utilized any time a fare change, major service reduction, or route modification takes place. In addition to being available at stand-alone public meetings, public comment cards will be made available during the public comment period at the following locations:

- The LCTA website ([www.lctabus.com](http://www.lctabus.com));
- Lobby at the LCTA administrative office;
- Authority ticket/information office at the Intermodal Transportation Center; and
- At monthly public Authority Board and Ridership Forum meetings.

The Authority will also make efforts to include maps, photos, or other visual tools to aid in assisting passengers and the public in understanding the proposed changes. When transit plans, maps, or programs are proposed to change, copies of the existing document and proposed changes will be made available as well. All information provided (along with public comment cards) will be done so at the beginning of the public comment period.

While written comments will be encouraged, Authority staff will also chronicle verbal comments. Each individual member of the public wishing to speak at the meeting shall complete a speaker sign-in sheet. Each public speaker will be given three minutes to provide commentary. Following receipt of a relevant verbal public comment, the Authority Executive Director will document his or her written response per the Documentation of Public Comment and Responses procedures outlined below. Comments received prior to the Authority Board meeting in which a proposed change (fare, service or route) is scheduled for official Board action, will be summarized and provided to the Board Chairperson prior to Board action.

#### Comments Received:

Documentation of comments may be accomplished in a manner appropriate to the project and the nature of the comments. Documentation shall consist of meeting minutes, files of letters, transcripts, PowerPoint presentations, and/or a memo that summarizes the comments. An Authority staff member will record and prepare formal minutes of the public hearing. A recording and transcript of the major points made during public meetings will be made part of the written record. A written summary of comments and responses shall be prepared by the Executive Director to provide feedback to the public, and made available upon request.

#### Review & Response to Comments:

The senior management staff of the Authority shall review all public comments received at the conclusion of each public meeting and at the conclusion of the public comment period. Any comments requiring responses and/or Authority Board action will be recorded, and made available upon request. Comments will be evaluated and incorporated, where applicable, into the recommendation and decision regarding the fare increase or service change. A summary of the public comment(s) received shall be prepared, analyzed for policy amendments, and public reply formulated.

Responses to verbal/written comments received at a public hearing will be documented for record keeping purposes. Written and/or e-mail comments received will be responded to in writing. Where applicable, the Authority Executive Director will respond, to questions or comments from the public concerning the public participation process in a timely manner. The written reply will be an aggregate response to all applicable comments in its totality. This written response shall be posted on the Authority website, presented to the Authority Board, distributed to local media outlets, and posted at the Intermodal Transit Center and in the lobby of the Authority's administrative offices.

A summary analysis and report on disposition of comments shall be made a part of the final plan (if applicable). Rationale for policy decisions will be available to the public in writing, if requested. Although the Authority is required to consider each suggestion made in the public participation process, the Authority is not required to implement each suggestion. Thus, if Authority management does not think it appropriate to implement a suggestion, documentation will indicate the reason the suggestion should not be implemented.

#### **OUTREACH EFFORTS TO ENCOURAGE PARTICIPATION**

The Authority values the ethnic and cultural diversity of the public it serves in Luzerne County. Accordingly, the Authority actively seeks and encourages the participation of underrepresented groups on its non-elected/informal committees, and when formally filling Board appointment vacancies.

The Authority makes concerted efforts to provide the opportunity for individuals from underrepresented groups to join advisory committees so that these bodies more accurately represent the diversity of Luzerne County. The Authority shall utilize a number of strategies to promote meaningful participation by underrepresented groups, including targeted outreach. Methods may include, but are not limited to, one or more of the following:

- Utilize paid and free notices in the local media, especially those culturally-based for the targeted group we are trying to reach. This effort includes print, televised, electronic and social media outreach campaigns.
- Translate and post meeting notices into the native language of the targeted group.
- Post meeting notifications on the Authority website.
- Visit and conduct presentations and workshops at civic, cultural, or human services organizations known to serve the targeted group, informing attendees of any participation opportunities.
- Send a diversity support letter to Luzerne County Council and community organizations that represent target populations in order to highlight LCTA's Title VI obligations when an appointed Authority Board vacancy occurs (see Exhibits J and K).
- Place notification bulletins on LCTA revenue vehicles, shelters, and intermodal transit center announcing public participation opportunities.
- Distribute emails and/or written letters notifying organizations that represent target populations in the community of board vacancies and the application process (see Exhibit K).

#### **SUMMARY OF PUBLIC OUTREACH ACTIVITIES**

- Scheduling of public meetings and hearings at times and locations that are convenient and accessible for minority, low-income, and LEP communities.
- Regular Authority staff attendance at monthly Public Transportation Ridership Forum meetings. This informal Ridership Forum is composed of three Authority Board members, as well as frequent riders of the transportation system. Riders are given the opportunity to make service recommendations, and bring concerns and questions to the Authority's attention. These meetings have allowed the Authority to commit to ensuring access to the decision-making process for low income and minority populations.
- A specific amount of time is set aside for public comment availability at all Authority public meetings, including providing opportunities for public participation through means other than written communication, such as personal interviews, focus groups, or the use of audio or video recording devices to capture oral comments.
- To consider the use of radio, local television news outlets, social media, print media (newspapers) advertising, and in television programming (WVIA, local access) to relay public participation opportunities to minority and LEP populations, and the overall community.
- Coordinate with area community groups, civil rights organizations, institutions of higher education, media sources, non-profit organizations, and economic development organizations to implement public engagement strategies that reach out specifically to members of affected minority, low-income, and/or LEP communities.
- A public hearing is held when new service or fare change is proposed and/or implemented. All service and/or fare changes are communicated to the public fourteen (14) to twenty-one (21) calendar days in advance of implementation via print, televised, and electronic media.
- A customer complaint process has been implemented for citizens to contact the Authority and file a formal complaint or compliment. All complaints/comments are logged into a database for tracking purposes, and then distributed to the relevant manager who researches the complaint and respond back to the citizen with a resolution letter.
- Conduct onboard rider customer service and focus group surveys, every two years, to assist in gathering feedback and information to improve service.

- Authority staff attends various community information events throughout the year, such as: The Annual Senior Expo, Community Day, Provider’s Association Meeting, and travel program awareness events at local colleges, schools, non-profit organizations, public housing and low-income high-rise buildings.
- All proposed fixed route service changes will be announced fourteen (14) to twenty-one (21) calendar days in advance by posting notifications on all revenue vehicles and at the transit center, social media, the Authority website, and local media (newspapers/TV).
- Conduct “Travel Trainings” for potential riders (including senior center residents), at community resource centers, and for stakeholders in order to help them understand how to use the website, ride the bus, and interpret the bus route schedule.
- Coordinate with community service organizations & agencies to attend or present information at meetings and public events.
- A summary of Title VI public outreach events can be seen in Table 2.

## **SECTION 6: LIMITED ENGLISH PROFICIENCY (LEP) PLAN**

### **INTRODUCTION**

The Authority’s Limited English Proficiency (“LEP”) Plan has been prepared to address its responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq., and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color, or national origin.

Executive Order 13166, titled: Improving Access to Services for Persons with Limited English Proficiency, indicates that differing treatment based upon a person’s inability to speak, read, write or understand the English language is a type of national origin discrimination. It directs each federal agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies that receive federal funding, including the Authority, which receives federal assistance through the Federal Transit Administration (FTA).

### **LEP PLAN SUMMARY**

The Authority has developed this *Limited English Proficiency Plan* to help identify reasonable steps for providing language assistance to persons with limited English Proficiency (LEP) who wish to access services provided by the Authority. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English.

This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP population(s) that communication assistance is available.

In order to prepare this plan, the Authority is using the United States Department of Transportation (U.S. DOT) outline of a four-factor LEP analysis, which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter a LCTA program, activity or service.
2. The frequency with which LEP persons come in contact with LCTA programs, activities or services.



3. The nature and importance of programs, activities or services provided by the LCTA to the LEP population.
4. The resources available to the LCTA and overall cost to provide LEP assistance.

A summary of the results of the LCTA four-factor analysis is in the following section.

#### **FOUR-FACTOR ANALYSIS**

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

Authority staff reviewed the most recent (2019 ACS) U.S. Census Bureau data and determined the following information (see Table 3):

The total population of Luzerne County, five (5) years of age and over, is 300,721. It was found that 40,292 persons, or 13.4% of the population, indicated that they speak language other than English. Of that population, 4.9% of the 13.4% indicated that they speak English “Less than Very Well”.

Of those persons with Limited English Proficiency, 30,965 (10.3%) speak Spanish, 6,631 (2.2%) speak other Indo-European languages, and 1,534 (0.5%) speak Asian and Pacific Island languages. When a population with Limited English Proficiency reaches a 5% or more threshold trigger, as such as in this case, all vital transit-related documents and signage will be translated and posted for public utilization in the language identified by the LEP population (Spanish).

There are no large geographic concentrations of any type of LEP individuals in the Luzerne County Transportation Authority service area. Fragmented LEP populations are present in about 1/3 of the LCTA service area. The overwhelming majority of the service area population, 86.6%, speaks only the English language. Additionally, an internal analysis utilizing Remix Software, showed a LEP population of between 50 to 100 people per square mile within the ¼ mile zone of the 1/3 of the LCTA transit system service area at the route level, which uses block group data sources.

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

The Authority continues to assess the frequency with which staff and drivers have, or could have, contact with LEP persons. This includes documenting phone and document requests for translation, and surveying vehicle operators. In accessing the frequency of LEP encounters, based on information provided by drivers and dispatch, the contact is unpredictable and infrequent. At the time of this writing, Spanish is the language which requires our attention due to meeting the 5% LEP trigger threshold with new Census data released during this triennial period. This data set will be continually monitored for assessment. At this time, vital documents and information related to public use of the LCTA transit system currently is, and shall be, made available in the Spanish language.

Services provided by the Authority that are most likely to encounter LEP individuals are the fixed route bus system which serves the general public, the demand response (Shared Ride) paratransit system which serves primarily senior and disabled persons, and during customer service interactions via the Authority website, ticket office, and when calling 570-BUS-TIME (570-288-8463), or the LCTA Customer Service phone line. All Authority employees are trained in the use of Language ID Cards (see Exhibit L), and how to fill out a LEP Interaction Survey (see Exhibit M). All LEP interactions are tracked by the Authority Title VI Officer in a database and reviewed on a quarterly basis.

At the time of this writing, over the course of the triennial period, our records indicate that the Authority has received a fair number of requests for telephonic translation/interpretation since the last Title VI submission (see Table 4).

The Authority currently provides incoming and outgoing language translation and interpretation services to communicate with LEP person(s). A 2019 internal survey of fixed route bus operators showed they may encounter an average of 13 LEP individuals per month, with all speaking the Spanish language. A 2019 internal survey report of the LCTA Shared Ride Paratransit program showed that out of 3,547 active clients, there were 56 (1.6%) clients who spoke the Spanish as their primary language (see Table 5.2). Also, during this time period (2018-2021), the Authority has received no requests for translation services in order to participate at any public meetings. Although the Authority has received no requests for its documents to be translated into another language, vital documents will be posted in Spanish language, and furnished in other languages, upon request, within 48 hours or two business days.

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

Onboard PennDOT survey data from 2018 shows that LCTA fixed route service is mostly utilized for transportation to medical appointments, school, work, and shopping (see Table 5.1). The number of LEP individuals actively utilizing LCTA demand response/ADA Paratransit (Shared Ride) public transportation service in 2019 is also very low in number due at 1.6% of all active clients. Data indicated minimal requests for translations service at 1%. LCTA's paratransit service is mostly utilized for medical appointments by disabled and elderly clients.

There was an average of 18 requests per month occurring during Q1 2018 for verbal translation and interpretation services when interacting with LEP individuals over the telephone. All requests were for Spanish language interpretation services. The LCTA Shared Ride Program (demand response) is an important transportation program in order for individuals to get to and from medical appointments. Per Ecolane data, in 2019, a total of 140,513 Shared Ride trips were performed, with approximately 78,000 medical-related trips provided.

### **4. The resources available to LCTA and overall cost to provide LEP assistance.**

Internally, the Authority Title VI Program Officer works closely with the Authority Procurement Manager and Marketing Coordinator, who manages all respective contracts and communications as they relate to interpreter services, and collective outreach activities with local community organizations.

The Authority provides several options to assist in communicating with person(s) having a Limited English Proficiency (LEP). The Authority contracts with Interpreters Unlimited, LLC. (<http://www.interpretersunlimited.com>) to provide language translation and interpretation services. A person should identify their communication needs upon contacting the Authority, and an Authority staff member (CSR/Dispatch) will conference call in a certified language interpreter/ translator. For person(s) who are hearing or speech impaired, LCTA encourages the use of the PA Relay Service (<http://relayservices.att.com/content/4/parelay.html>). The PA Relay Service can be accessed by calling 711. The LCTA TDD phone number is 1-800-654-5984. Additionally, the Authority website (<http://www.lctabus.com>) has the ability to be displayed and translated into 80 different user-selected languages with the use of Google Translate service.

All translation and interpretation communication services are provided to LEP individuals free of cost. However, the on-going annual translation and printing costs for providing alternative language documents and route schedule brochures is estimated to be at \$20,000.

Based on the four-factor analysis, the Authority developed its LEP Plan as outlined in the following section.

## **LIMITED ENGLISH PROFICIENCY (LEP) PLAN OUTLINE**

### **How LCTA staff may identify an LEP person who needs language assistance:**

- Analyze LEP interaction data to determine if requests for language assistance have been received in the past, either at meetings, reviewing monthly interpretation service invoices or over the phone, to monitor whether language assistance might be needed at future events or in daily operations.
- Language Identification Cards will be available onboard all LCTA transit vehicles to assist vehicle operators in identifying specific language assistance needs of passengers. If such individuals are encountered, the vehicle operator will be instructed to try to obtain contact information to give to the transit system operations manager for follow-up. Dispatchers, customer service representatives, and schedulers will also be instructed to obtain contact information from LEP individuals they encounter, either in- person or over the telephone
- Language Identification cards are available at the Wilkes-Barre Intermodal Transportation Center LCTA ticket office, and available at the main LCTA Administrative Office reception desk for customer service staff use in interacting with LEP individuals. It is especially important for the Intermodal Center to have these cards available, since it is the central hub for the transit system.
- Vehicle operators and other front-line staff, like dispatchers, customer service representatives and paratransit schedulers, will be surveyed monthly on their experience concerning any contacts with LEP persons during the previous month. This information will be monitored and tracked using an electronic database.
- Program performance monitoring will measure key program areas to assess major points of contact with the public, such as:
  - Encounters during use of fixed route bus and demand response service;
  - Purchase of passes and tickets through the LCTA website, in-person, and over the phone;
  - Participation in public meetings;
  - Customer service interactions;
  - Requests for translations services (documents/interpretation, monthly invoices);
  - Ridership surveys & focus groups; and
  - Operator and internal operations surveys.

## LANGUAGE ASSISTANCE MEASURES

Although there is a low percentage of LEP individuals in LCTA's service area, (*persons who self-identified as speaking English "Less Than Very Well"*) LCTA will ensure that the following measures are instituted in due to now meeting the 5% LEP trigger threshold to provide information in a specific language:

- Language Identification cards are available at all times in LCTA vehicles, the Wilkes-Barre Intermodal Transit Center, and the LCTA Administrative Offices.
- The Authority weighed the cost and benefits of translating documents for potential LEP groups, outside of the Spanish language. Considering the expense of translating the documents, the likelihood of frequent changes in documents and other relevant factors, at this time it is an unnecessary burden to have any documents translated outside of the Spanish language. However, vital documents will be furnished in other languages than English and Spanish, upon request, within 48 hours.
- Both the LCTA fare structure and vehicle safety notices are posted within all LCTA revenue vehicles in the Spanish language.
- Contact local community, cultural and human service organizations that provide services to LEP individuals, and seek opportunities to provide information on LCTA programs and services.
- The Authority website utilizes the "Google Translate" translation service. This service allows users to translate any, or all, parts of the website into their native language.
- The Authority Title VI Policy and Limited English Proficiency Plan will be posted on the website, [www.lctabus.com](http://www.lctabus.com).
- Include the statement, "*Bilingual or Spanish speaking a plus*", on vehicle operator and customer service staff recruitment flyers and employment vacancy advertisements.
- When an interpreter is needed, either in person or on the telephone, the Authority staff member will attempt to determine what language is required and then access language assistance services from the contracted translator services.

## STAFF TRAINING

Title VI Program training is the responsibility of the divisional (Fixed Route or Paratransit) Authority Safety and Training Manager in partnership with the LCTA Title VI Program Officer. All employees will receive training on Title VI policies and procedures upon hiring. All Authority managers shall receive expanded training in Title VI concepts. In addition, training will be provided when any Title VI-related policies or procedures change (agency-wide training), or when appropriate in resolving a complaint (see Exhibit N).

The following training will be provided to all Authority personnel:

- Information on the LCTA Title VI Policy and LEP obligations;
- Title VI and LEP Management Concepts (Managers & senior staff only);

- Description of language assistance services offered to the public;
- Use of the Language Identification cards;
- Documentation of language assistance requests; and
- Procedures to file a Title VI/LEP complaint.

## **OUTREACH TECHNIQUES**

The Authority has taken the following approach to outreach as adopted from the external dissemination section of our EEO Program:

- When Authority staff prepares a document or schedules a meeting, for which the target audience is expected to include LEP individuals, then documents, meeting notices, flyers, and agendas are printed in an alternative language based on the known or anticipated LEP population;
- The Authority's informational transit documents and applications will be available in other languages upon request;
- Authority management staff regularly attends community organization meetings; and
- Authority management and staff hosts a monthly ridership forum committee meeting to provide information and to answer rider questions.

## **MONITORING AND UPDATING THE LEP PLAN**

The Authority shall update this LEP Plan, as required by U.S. DOT/FTA. At a minimum, the plan will be reviewed and updated triennially, use the most recent U.S. Census data available (2019-2020), or when it is clear that higher concentrations of LEP individuals are present in the LCTA service area by reviewing quarterly LEP interaction data. Updates will include the following:

- The number and location of documented LEP person contacts encountered annually;
- How the needs of LEP persons have been addressed;
- Monitor the current LEP population in the service area as updated Census information is made available for analysis;
- Determine whether language assistance programs have been effective and sufficient to meet the needs of LEP individuals;
- Determine whether the Authority's financial resources are sufficient to fund additional language assistance resources, as needed;
- Determine whether the Authority continues to fully comply with the goals of this LEP Plan; and
- Determine whether complaints have been received concerning the Authority's failure to meet the needs of LEP individuals.

## **DISSEMINATION OF THE LCTA LEP PLAN**

A public notice poster of the LCTA LEP Plan and Available Resources notice will be posted in the same areas as the Title VI Policy Statement and Public Notice as it appears in Section 1 (see Exhibit O). Any person or agency with internet access will be able to access and download the plan from the LCTA website ([www.lctabus.com](http://www.lctabus.com)).

Alternatively, any person or agency may request a copy, at no cost, of the plan via telephone, fax, mail, or in-person. LEP individuals may also request copies of the plan in an alternative format or translated into another language. Questions or comments regarding the LEP Plan, or requests for copies of the LEP Plan may be submitted to the LCTA Title VI Program Officer at:

Luzerne County Transportation Authority  
Attn: Mr. Joe Roselle, Title VI Program Officer  
315 Northampton Street  
Kingston, PA 18704

Telephone: (570) 288-9356 x221

Fax: (570) 288-7327

TDD: 1-800-654-5984

Email: jroselle@lctabus.com

## **SECTION 7: MINORITY REPRESENTATION ON PLANNING AND ADVISORY BODIES**

Efforts to encourage the participation of minority individuals at committee meetings or public hearings include outreach to minority organizations in the community and social service agencies. At the start of each calendar year, a letter/email detailing the available public participation opportunities sponsored by the Authority shall be sent to local minority organizations and social service agencies advising the many opportunities to serve and/or become involved with Authority community planning initiatives. Additionally, a notification letter/email will also be sent to these constituencies when an Authority Board member vacancy exists, and to provide notification of when public comment hearings will take place. Members of the public who attend Authority community events and/or public meetings are also made aware of opportunities to serve and/or become involved in Authority community planning initiatives. During the triennial period from 2019-2021, there were no requests made for LEP assistance, ADA alternative formats, or accessibility modifications at any LCTA public meeting or event.

### **LCTA Board of Directors**

All Authority board meetings, unless otherwise noted, occur on the fourth (4<sup>th</sup>) Tuesday of each month, and begin with a Work Session at 4:00 pm followed by the Public Board Meeting at 5:00 pm. Meetings take place in the Administrative Offices of the Authority in Kingston, PA. Meetings are advertised in accordance to the Commonwealth of Pennsylvania Sunshine Act.

The members of the Authority Board of Directors are chosen externally and independently of the Authority. Board members are chosen and confirmed by Luzerne County Council. Therefore, LCTA has no formal jurisdiction in selecting board members in compliance with this Title VI and/or EEO Program. When an Authority Board member vacancy exists, the Authority EEO Officer encourages diversity in board appointment selections by sending a "Diversity Support" letter to members of Luzerne County Council and community organizations that represent target populations (see Exhibits J and K). The demographic makeup of the LCTA Board of Directors for the triennial period can be found in Table 6.

### **LCTA Public Transit Ridership Forum (LCTA Ridership Committee)**

The Authority holds a Public Transit Ridership Forum at monthly meeting on the third (3<sup>rd</sup>) Tuesday of each month. These meetings are presided over by the Authority Board member responsible for chairing the Board Operations/Ridership Committee. In addition, the Authority Executive Director, Director of Administrative Services, Compliance Analyst, Marketing/Public Relations Manager, and/or Operations Director attend each meeting. All members of the Authority Board of Directors are encouraged to attend. There are no formal membership requirements for the Authority Public Transit Ridership Forum meetings. Attendance by the public at Ridership Committee meetings is open to anyone participate. Minutes are recorded at each meeting, and show an average attendance of eight members of the public at each meeting for the triennial time period of 2019-2021. Meetings are relatively informal, and contain no elected committee members. Ridership Forum meetings are advertised via advertising notices placed on the Authority website and Facebook account, on the interior of all LCTA revenue vehicles, local print and television media, at the meeting site, and on the information bulletin board at the Wilkes-Barre Intermodal Transit Center. Meetings are advertised in accordance to the Commonwealth of Pennsylvania Sunshine Act. Ridership Forum meetings are currently held various community-oriented locations throughout Luzerne County service area, and employee different meeting formats (focus groups, surveys, discussion, Zoom/GO TO Meeting, Facebook, and presentation). Ridership Forum meetings are held at differing times that are convenient for citizens and riders to participate.

### **Luzerne County public Transportation Advisory Council (PTAC)**

The Luzerne County Public Transportation Advisory Council (PTAC) is a group that is external, informal and independent of the Authority. PTAC meetings are held every second (2<sup>nd</sup>) Saturday at a restaurant near to the downtown Intermodal Transportation Center in Wilkes-Barre, PA. PTAC members are primarily members of the general public who ride public transportation on a frequent basis. The PTAC President regularly attends both Authority Board Meetings and the Authority Ridership Forum Committee meetings to discuss the operational effectiveness of the transit system from the perspective of the rider, and to facilitate a two-way dialog between the group and Authority management.

## **SECTION 8: DESCRIPTION OF HOW RECIPIENTS ARE MONITORED**

The Authority did not utilize any subrecipients during the previous triennial period to present. No DOT/FTA funds received by the Authority are passed to any other entities. In the event the Authority decides to contract a subrecipient contractor, all subcontractors and vendors who receive payments from the Authority where funding originates from any federal assistance shall be subject to the provisions of Title VI of the Civil Rights Act of 1964, as amended. All written contracts contain non-discriminatory language provisions, either directly or through the bid specification package which becomes an associated component of the contract.

As applicable, the Authority shall monitor its subrecipient obligation by ensuring that the entity meets the criteria outlined in Chapter III of Title VI Circular 4702.1B. The Authority shall collect and review each subrecipient's Title VI Program which was approved by the subrecipient's governing board. The Authority shall also review the subrecipient's website to confirm that a Title VI Notice, Title VI complaint process, and Title VI complaint form are displayed and available to the public.

Upon adoption of this Title VI Program update, as applicable, the Authority's subrecipient shall submit a copy of its Title VI Program triennially; at least 120 days (4 months) prior to the due date of the Authority's Title VI Program submission to the FTA. The Authority's subrecipient Title VI Program monitoring includes the following information:

1. A copy of the Title VI notice to the public that indicates the subrecipient's compliance with Title VI, and informs members of the public of the protections against discrimination afforded to them by Title VI.
2. A copy of the subrecipient's instructions to the public explaining how to file Title VI discrimination complaints, including a copy of the complaint form.
3. A list of any public transportation-related Title VI investigations, complaints, or lawsuits filed with the subrecipient. The list only contains investigations, complaints, or lawsuits that pertain to allegations of discrimination on the basis of race, color, or national origin.
4. A copy of the subrecipient's plan for providing language assistance to persons with limited English proficiency, based on DOT LEP guidance.
5. Description of how LCTA subrecipients are monitored for Title VI Program compliance.
6. On-site visit to each agency for evaluation of program operations:
  - Review of financial records for proper recording, matching of grant revenue, and to ensure a compliance audit was conducted;
  - Random check of vehicles providing service;
  - Document that the agency meets Federal certifications and assurances consistent with the designated recipient as appropriate; and
  - Review that each agency has completed appropriate registrations and program notifications.

## **SECTION 9: TITLE VI EQUITY ANALYSIS FOR CONSTRUCTION OF A FACILITY**

The Authority has not built any transit facilities since the submission of its last Title VI Program during the preceding triennial period. However, the Authority is actively planning to construct a new operations, maintenance and administrative headquarters (Murray Complex Project) at the time of this writing. However, ground breaking and release of contracts for bid has been delayed to late Q3 2021 to Q1 2022. To the extent that any transit facilities are actively planned for construction during current triennial period, the Authority has completed the required analyses as detailed below.

In January 2019, the Pennsylvania Department of Transportation, contracted with Michael Baker International to conduct the required Categorical Exclusion Evaluation, on behalf of the Authority. The purpose of this Categorical Exclusion Evaluation (CEE) is to evaluate the potential social, economic, and environmental impacts of the proposed purchase of the Murray Complex site and construction of the LCTA bus storage, maintenance, and administration facility. The CEE serves as the primary document to facilitate review of the proposed project by federal, state, and local agencies and the public, as applicable. This CEE has been produced pursuant to the FTA Procedures for Considering Environmental Impacts (23 CFR 771 and 23 CFR 774).



The Title VI equity analysis performed within this document to determine whether minority and/or low-income populations would experience disproportionate and/or adverse impacts from the proposed construction project. The term “minority” includes American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, and Native Hawaiian and other Pacific Islander persons.

The 2012-2016 American Community Survey 5-Year Estimate demographic data from the U.S. Census Bureau is summarized in the chart below:

**Race/Ethnicity of Residential Population**

	<b>Census Tract 2005<sup>1</sup></b>	<b>City of Wilkes-Barre<sup>1</sup></b>
<b>Total Population</b>	2,828	40,964
<b>Race/Ethnicity of Residential Population, as a Percentage of Total Population</b>		
<b>Population that is White</b>	65.7%	75.9%
<b>Population that is American Indian and Alaska Native</b>	0.3%	0.2%
<b>Population that is Asian</b>	3.2%	1.8%
<b>Population that is Black or African American</b>	20.8%	14.3%
	<b>Census Tract 2005<sup>1</sup></b>	<b>City of Wilkes-Barre<sup>1</sup></b>
<b>Population that is Native Hawaiian and Other Pacific Islander</b>	0.0%	0.2%
<b>Some Other Race</b>	4.7%	4.0%
<b>Two or More Races</b>	5.3%	3.6%
<b>Population that is Hispanic or Latino</b>	24.9%	15.9%
<b>Total Minority<sup>2</sup></b>	<b>59.2%</b>	<b>40.0%</b>
<sup>1</sup> U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates		
<sup>2</sup> Total minority is the sum of the populations for all non-white races and the population for white-Hispanic.		

In this instance, a minority population is defined as any readily identifiable group of minority persons who live in geographic proximity of the Subject Parcel. The U.S. Census Bureau identifies sizable minority populations within Census Tract 2005, which includes the Subject Parcel, and has a greater minority population percentage than the City of Wilkes-Barre.

When FTA funds are combined with other Department of Transportation funds, then the term low-income means a person whose median household income is at or below the Department of Health and Human Services (HHS) poverty guidelines. As shown in the chart below, the median household income of Census Tract 2005 is below the HHS poverty guidelines.

**Income Data**

	Census Tract 2005 <sup>1</sup>	City of Wilkes-Barre <sup>1</sup>	HHS Guidelines <sup>2</sup>
<b>Median Household Income</b>	\$22,679	\$31,248	\$24,300
<sup>1</sup> U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates			
<sup>2</sup> HHS 2016 Poverty Guidelines for the 48 Contiguous States and the District of Columbia, for a family of 4			

The population of this Census Tract meets both the definition of minority population and the definition of low-income population, for the purpose of this equity analysis. In order to satisfy FTA equity analysis requirements, the design and planning of this project must avoid disproportionately high and adverse human health and environmental effects, including social and economic effects on minority and low income populations; must ensure the full and fair participation by all potentially affected communities in the transportation decision making process; and must prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low income populations. Consequently, all property acquisitions will conform with the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, and displaced persons must be treated equitably and receive proper and timely assistance.

No relocations or displacements will be required for this project. Potential adverse impacts, related to Section 4(f) resources (Section 5.4), traffic (Section 5.11), local air quality (Section 5.12), noise and vibration (Section 5.13) or construction impacts (Section 5.14), are addressed throughout the full CEE document, and it was determined that no significant individual or cumulative effects to human health, community function, or the environment are anticipated. Property owners and other Consulting Parties will continue to be consulted on the project (see Section 5.3.3 of the CEE). There will be no denial or delay in receipt of benefits and improved public transit services associated with the new LCTA facility will benefit all local populations. For example, surrounding populations will have convenient access to the bus transfer station, and LCTA may be able to add additional routes once the new facility is constructed.

Field observations noted the presence of a homeless population adjacent to the project area within the railroad corridor and under the South Street Bridge. There was also evidence of vagrancy within the structures in the project area. If any homeless populations will be displaced by the project, PennDOT will attempt to provide assistance to these individuals, as appropriate.

**SECTION 10: APPROVAL OF TITLE VI PROGRAM BY GOVERNING ENTITY**

The LCTA Board of Directors approved the updated 2022 Title VI Program and System Service Standards Policy on Tuesday, August 24, 2021 at their monthly meeting (see Exhibits P and Q).

## **II. Requirements of Transit Providers**

### **OVERVIEW**

Every three years, the Luzerne County Transportation Authority (“*the Authority*” or “*the LCTA*”) submits a Title VI Program to the FTA documenting compliance with the established Title VI requirements. In accordance with this submittal, the Authority will monitor and evaluate system performance relative to the system-wide service standards and policies, contained herein, no less than every three years.

The Authority is committed to the enforcement of USDOT’s Title VI regulations, which state that no person or group of persons shall be discriminated against with regard to the routing, scheduling, or quality of transit service on the basis of race, color, or national origin.

As outlined in Title VI Circular 4702.1B and Environmental Justice Circular 4703.1, the Federal Transit Administration (FTA) requires that all fixed route transit providers establish and monitor a set of service standards and policies that can be used to measure system performance and ensure that transit services are being provided in a fair and equitable manner. The purpose of this document is to establish the new Title VI standards and policies that will be used by the Authority and ultimately submitted to the FTA as part of the Triennial Review process.

These standards and policies apply to all LCTA fixed route transportation service and passenger facilities. General oversight for the following Title VI policies is performed by LCTA’s Title VI Program Officer. The LCTA Operations Department is responsible for the ongoing implementation and execution of these policies.

Any significant service deficiencies identified through this process must be evaluated further to determine the extent to which minority and low-income populations are affected. If the negative effect on minority persons is proportionally higher than the effect on non-minority persons, additional steps may be necessary to address the discrepancy.

In accordance with FTA Title VI requirements, Authority shall regularly monitor the performance of its fixed route bus routes relative to system-wide standards for indicators to ensure that routes are being operated in an equitable manner.

Chapter IV of FTA Circular 4702.1B provides program-specific guidance for recipients that operate 50 or more fixed-route vehicles in peak service and are located in a geographic area with a population of 200,000 or greater. Since the last triennial submission of this Title VI Program to present day, the current fleet composition of the Authority has remained unchanged and does not exceed 50 or more fixed route vehicles in peak service. Because the Authority currently, at the time of this writing, operates only 32 vehicles in peak service and has a total fixed route fleet of 40 vehicles, the LCTA is required to set System-wide Service Standards and Policies, where other guidelines identified in Circular 4702.1B are not applicable in this Title VI Program.

Federal Title VI requirements of the Civil Rights Act of 1964 were recently updated by the Federal Transit Administration (FTA), and now require each public transportation provider’s local governing board to approve both the System-wide Standards (Section 11) and System-wide Service Policies (Section 12) as part of this Title VI Program submission update:

## 11. System-Wide Service Standards

- A. Vehicle load for each mode.
- B. Vehicle headway for each mode.
- C. On-time performance for each mode.
- D. Service availability for each mode.

## 12. System-Wide Service Policies

- A. Distribution of transit amenities for each mode.
- B. Vehicle assignment for each mode.

## SECTION 11: SYSTEM-WIDE SERVICE STANDARDS

Pursuant to requirements set forth in The Federal Transit Administration's (FTA) Title VI Circular 4702.1B, The Authority must establish and monitor its performance under quantitative Service Standards and qualitative Service Policies. These service standards contained herein are used to develop and maintain efficient and effective fixed-route transit service. In some cases, these standards differ from standards used by the Authority for other purposes.

The FTA requires all fixed-route transit providers of public transportation to develop quantitative standards for the following indicators. Individual public transportation providers set these standards; therefore, these standards will apply to each individual agency rather than across the entire transit industry:

- A. Vehicle Load
- B. Vehicle Headways
- C. On-time Performance
- D. Service Availability

### A. VEHICLE LOAD

Vehicle Load Factor is described as follows by FTA Circular 4702.1B:

*Vehicle load can be expressed as the ratio of passengers to the total number of seats on a vehicle. For example, on a 40-seat bus, a vehicle load of 1.3 means all seats are filled and there are approximately 12 standees. A vehicle load standard is generally expressed in terms of peak and off-peak times. Transit providers that operate multiple modes of transit must describe the specific vehicle load standards for peak and off-peak times for each mode of fixed-route transit service (i.e., bus, express bus, bus rapid transit, light rail, heavy rail, commuter rail, passenger ferry, etc., as applicable), as the standard may differ by mode.*

Vehicle load is the ratio of passengers to the number of seats on a vehicle, relative to the vehicle's maximum load point. The standard load factor for fixed route bus service provided by the Authority, is 1.25, and not to exceed 1.50 on a regular basis. Therefore:

- A typical 35' bus in the LCTA fleet has 32 seats, and the capacity of 36 standees. A total of 41 passengers is standard; 50 or more total passengers exceeds the maximum load standard.

The Authority calculates Vehicle Load Factor by dividing the average peak passenger load on each route by the number of seats on the type of bus typically assigned to that route. The Authority does not distinguish between load standards for peak vs off-peak times. Vehicle Load Factor is monitored regularly with data recorded by service period to ensure customer comfort and to determine whether additional capacity needs to be added to specific trips or routes based on changing demand patterns (see Table 7).

If the Authority's fixed route Operations Department receives reports of crowding, it will monitor the route and/or trips affected. If overcrowding can be documented on five (5) separate occasions over a period of one month, service will be added at the next available opportunity, pending the availability of equipment and operators. To ensure service quality, if any route exceeds its respective load factor standard, Authority operations staff will review the service to determine if additional capacity should be provided via a "helper" bus and/or by increasing headway frequency on a specific day/time the route is operating.

Vehicle overcrowding is dependent upon ridership activity and the seating capacity of each vehicle assigned to the route. The Authority operates two-vehicle sub-groups each with varying capacities, fuel-types, and overall length. To account for the difference in seating, the vehicle load will be measured as an average from the maximum load point (see Table 8).

## **PROCEDURES**

1. The largest vehicles will be assigned to those routes that carry the highest number of passengers per revenue hour.
  - a. The Authority will evaluate the maximum passenger loads for selected high-volume routes to ensure that the vehicle(s) assigned to these routes can accommodate peak passenger loads.
2. Buses will be assigned to routes based upon factors such as seating capacity and local/state road/bridge GVWR restrictions related vehicle size/weight.
  - a. When a new bus has a smaller capacity than the bus it is to replace, passenger loads will be evaluated by each route, to ensure the new bus will accommodate the market/passenger demand.
  - b. The Authority will monitor bus assignments and the distribution of the fleet within the service area.
3. The Authority maintains a bus inventory within its Transit Asset Management Plan, which includes vehicle length, GVWR, seating capacity, ancillary equipment, purchase date, condition, SGR, mileage, and useful life of the vehicle.

## **B. VEHICLE HEADWAY**

Vehicle headway is described as follows by FTA Circular 4702.1B:

*Vehicle headway is the amount of time between two vehicles traveling in the same direction on a given line or combination of lines. A shorter headway corresponds to more frequent service. Vehicle headways are measured in minutes (e.g., every 15 minutes); service frequency is measured in vehicles per hour (e.g., four buses per hour). Headways and frequency of service are general indications of the level of service provided along a route. Vehicle headway is one component of the amount of travel time expended by a passenger to reach his/her destination.*

*A vehicle headway standard is generally expressed for peak and off-peak service as an increment of time (e.g., peak: every 15 minutes; and off peak: every 30 minutes). Transit providers may set different vehicle headway standards for different modes of transit service. A vehicle headway standard might establish a minimum frequency of service by area based on population density. For example, service at 15-minute peak headways and 30-minute off-peak headways might be the standard for routes serving the most densely populated portions of the service area, whereas 30-minute peak headways and 45-minute off-peak headways might be the standard in less densely populated areas. Headway standards are also typically related to vehicle load. For example, a service standard might state that vehicle headways will be improved first on routes that exceed the load factor standard or on routes that have the highest load factors.*

At the time of this writing and since the last triennial submission of this Title VI Program, the fixed route scheduling composition of the transit system has increased with the addition of 5 weekday night service routes in the fall of 2019, taking the total number of routes from 18 to 23. A service equity analysis was not completed, because the threshold was not met, whereby some service on routes that did not carry any passengers was eliminated to free up available mileage for the new night service routes. All of the LCTA's 23 fixed routes have a system headway average of 54 minutes for weekday service and 56 minutes for Saturday service. Each route leaves and returns to the Intermodal Transportation Center in downtown Wilkes-Barre at a system average of 65 minutes (trip duration). System-wide, a route repeats and departs at a system average of every 55 minutes (see Table 9). No route shall have headways wider than every 75 minutes. Authority staff is working to actively improve base headways, and hopes to improve this service standard in future versions of this document.

Service levels and service periods are monitored and adjusted based on key route attributes in relation to overall system performance and ridership (demand) requirements. These factors determine the establishment of headways, to include:

- Ridership trends;
- Load factor;
- Service span of operating hours;
- Population density and population trends;
- Stop spacing: Standard "start and end" times of major destinations along the route;
- Route spacing, service frequency, and proximity to other routes;
- Stop amenities;
- Access to service;
- Connectivity; and
- Customer Demand: Number of passengers boardings and alighting.

## **PROCEDURES**

1. Routes and schedules will be monitored continuously and evaluated on a semi-annual basis to improve system connectivity and timed transfers.
2. Routes will be evaluated on a semi-annual basis according to passenger productivity to determine the need for improved service frequency, additional service, and/or discontinuation.

## **C. ON-TIME PERFORMANCE**

On-time performance is described as follows by FTA Circular 4702.1B:

*On-time performance is a measure of runs completed as scheduled. This criterion first must define what is considered to be “on time.” For example, a transit provider may consider it acceptable if a vehicle completes a scheduled run between zero and five minutes late in comparison to the established schedule. On-time performance can be measured against route origins and destinations only, or against origins and destinations as well as specified time points along the route. Some transit providers set an on-time performance standard that prohibits vehicles from running early (i.e., ahead of schedule) while others allow vehicles to run early within a specified window of time (e.g., up to five minutes ahead of schedule).*

*An acceptable level of performance must be defined (expressed as a percentage). The percentage of runs completed system-wide or on a particular route or line within the standard must be calculated and measured against the level of performance for the system. For example, a transit provider might define on-time performance as 95 percent of all runs system-wide or on a particular route or line completed within the allowed “on-time” window.*

An Authority fixed route bus is determined to be late and behind schedule if it departs a scheduled “time point” five (5) or more minutes later than the published time. Buses are considered early if they depart from a published time point one (1) or more minutes prior to the scheduled departure time. It is the Authority’s performance goal to be on-time at least ninety percent (90%) of the time for all system-wide trips.

The Authority regularly monitors on-time performance on a daily basis to increase service reliability and to determine if running time changes are needed. As part of the quarterly schedule update process, running times on each route are reviewed and adjusted, as warranted by changing traffic conditions. Actual bus arrival times will be determined by FRITS (Fixed Route Intelligent Transportation System) AVL software, which was implemented in 2019 as part of a PennDOT mandate. The FRITS AVL program is a computer-aided transit dispatch and vehicle locator system which uses GPS technology to assist in monitoring transit system performance.

The Authority Operations Department regularly monitors on-time performance with an aggregate report each month, and counsels vehicle operators who consistently fail to meet on-time performance standards that are within their control. Discussions with bus operators are also used to identify vehicle scheduling issues which are corrected through service changes.

Bus on-time performance can be impacted by traffic congestion, detours, road construction, weather, a larger number of boarding’s, and boarding’s of passengers with accessibility needs. Complementary paratransit service is by reservation only, and on-time performance is tracked by each individual appointment.

## **PROCEDURES**

1. The count of on-time departures is divided by the total number of scheduled departures; the resulting percentage is the on-time performance rate.
2. Standards used to measure on-time performance data are as follows:
  - On-time and On-Target: 85% or better;
  - Needs Improvement: 75% to 84%; and/or
  - Fail: Below 75%.

3. Routes that fall below target for six (6) consecutive weeks shall be reviewed. The Authority's Operations department will remedy poorly performing routes by adjusting running times on a quarterly basis.
4. Each month, the Authority's Operations Department will follow up and evaluate customer complaints, operations report(s), and review AVL reports which pertain to on-time performance.
5. The Authority's Operations Department will monitor on-time performance to determine the cause for delays and recommend changes in scheduling or routing when necessary.

#### **D. SERVICE AVAILABILITY**

Service availability/transit access is described as follows by FTA Circular 4702.1B:

*Service availability is a general measure of the distribution of routes within a transit provider's service area. For example, a transit provider might set a service standard to distribute routes such that a specified percentage of all residents in the service area are within a one-quarter mile walk distance of bus service or a one-half mile walk distance of rail service. A standard might also indicate the maximum distance between stops or stations. These measures related to coverage and stop/station distances might also vary by population density.*

*For example, in more densely populated areas, the standard for bus stop distance might be a shorter distance than it would be in less densely populated areas, and the percentage of the total population within a one-quarter mile walk of routes or lines might be higher in more densely populated areas than it would be in less densely populated areas. Commuter rail service or passenger ferry service availability standards might include a threshold of residents within a certain driving distance as well as within walking distance of the stations or access to the terminal.*

Service availability is a measurement of the distance a person must travel to gain access to transit service. Access can be measured in time/distance intervals, so that it can be included as a component of the calculation of travel time. Transit access is a general measure of the distribution of transit service within a transit system. Standards developed with respect to transit access would apply to existing services as well as any proposed service modifications affecting transit service levels. The LCTA makes every effort to ensure transit services are accessible to all persons in LCTA service area, and are provided in a manner that is without regard to race, gender, or national origin.

At the time of this writing, LCTA currently operates eighteen (23) fixed route bus routes (see Maps 1 and 2). Standard service availability is as follows:

- Service area residents within ¼ mile of a bus stop: 60%; and/or
- Service area residents within ½ mile of a bus stop with weekday all-day service: 80% (see Map 8).

For the purposes of this writing, public transit access is determined by mapping all active bus routes within the system and then calculating the population within one-half mile radii of those routes. This information is then compared to the total municipal and Luzerne County populations.



The LCTA's fixed route bus service availability is largely shaped by the use of a market-based approach in determining when and where transit service will be operated. This approach allows for the efficient and effective expenditure of transit funds, and for realizing the highest return on investment in terms of public good and ridership productivity by being able to provide frequent, high-quality service to the areas with the highest ridership demand and trip generation (see Maps 8 through 16).

Although LCTA utilizes a ridership demand-based approach to service availability, the agency has developed stop spacing standard goals of:

- 0.24 to 0.50 miles between stops for each route (see Table 10); and
- 90% of all stops composing the total system average are at a distance of 1/2 (0.50) miles or less between stops (see Table 11).

Ridership Productivity: LCTA identified a series of ridership-based standards that are used to monitor and evaluate route performance. Based on historical ridership data and staff analysis, the primary standard for measuring route service performance is the amount of boarding's per revenue hour.

For data collection, monitoring and evaluation purposes, a specific numerical standard is applied to each route, service period category, and operating day of the week. This standard is recalibrated each quarter based on the average boardings per revenue hour for each route, service period category and operating day of the week, with a minimum standard of seventeen (17) passenger boardings per revenue hour. Fixed route bus routes that consistently operate below their respective thresholds and are unresponsive to marketing, restructuring, and operational refinements are subject to discontinuation with the exception of special circumstances, such as loss of ridership due to a pandemic, natural disaster, et.al. (see Table 12).

## **PROCEDURES**

1. The LCTA will maximize the general coverage of transit service in the service area, while following a market-driven implementation strategy.
2. Any change in fares or service will require approval by the LCTA Board of Directors. Advance notification to the public will be made in accordance with Section 5.
3. Routes that are not meeting performance standards will be evaluated to determine the productivity of route segments that are duplicative. Any proposed realignment will then be evaluated based upon the number of transit generators and attractors within a quarter-mile of transit service. Routes that are not meeting performance standards will be evaluated to determine segments where ridership exists and recommend those segments be combined with existing routes, if possible.
4. The LCTA will evaluate routes, on a quarterly basis, that are recommended for elimination to determine the impact on minority and low-income users.
5. The LCTA will request that municipal, county, and Commonwealth governmental entities include LCTA in the development review process for pedestrian accessibility to transit stops. LCTA staff will recommend locations that are of mixed use and include multiple points of direct and convenient pedestrian access to transit stops.
6. The LCTA will continue to conduct periodic market research to determine the distance most users must travel to gain access to transit service. Market research should be undertaken at minimum every three years.

## SECTION 12: SYSTEM-WIDE SERVICE POLICIES

System-wide Service Policies are intended to provide guidance and instruction to ensure that vehicle assignment and passenger amenity distribution practices do not result in discrimination on the basis of race, color or national origin. The following system-wide policies differ from service standards in that they are not necessarily based on meeting a quantitative threshold, but rather qualitative evaluation of local conditions and asset performance.

The FTA requires fixed-route transit providers to develop a policy for each of the following service indicators. Transit providers also may opt to set policies for additional indicators:

- A. Vehicle Assignment
- B. Transit Amenities

### A. VEHICLE ASSIGNMENT

Vehicle assignment is described as follows by FTA Circular 4702.1B:

*Vehicle assignment refers to the process by which transit vehicles are placed into service in depots and on routes throughout the transit provider's system. Policies for vehicle assignment may be based on the age of the vehicle, where age would be a proxy for condition. For example, a transit provider could set a policy to assign vehicles to depots so that the age of the vehicles at each depot does not exceed the system-wide average. The policy could also be based on the type of vehicle. For example, a transit provider may set a policy to assign vehicles with more capacity to routes with higher ridership and/or during peak periods. The policy could also be based on the type of service offered. For example, a transit provider may set a policy to assign specific types of vehicles to express or commuter service. Transit providers deploying vehicles equipped with technology designed to reduce emissions could choose to set a policy for how these vehicles will be deployed throughout the service area.*

Since the last triennial submission of the Title VI Plan, and at the time of this writing, there have been some minor changes to the LCTA fixed route bus fleet composition by removing older buses from service that have met their useful life, and by replacing them with new CNG-fueled replacements. The LCTA currently operates a total of forty (40) vehicles in its fixed route bus fleet (see Table 8). All LCTA fixed route vehicles are stored and maintained at the LCTA Operations and Administration Building in Kingston, Pennsylvania. All fixed route vehicles deadhead from the maintenance garage located in Kingston to the Intermodal Transportation Center located in downtown Wilkes-Barre. The distance traveled between deadhead points is 1.04 miles.

All of LCTA's fixed route vehicles contain the same level of amenities available to all riders, to include:

- ADA accessible ramp or lift to board mobility-limited individuals;
- ADA accessible seating/securement area (2) for wheelchairs and electric power chairs;
- Dispatch radio equipped;
- Bike rack (2);
- Climate control (A/C and heat);
- Interior lighting;
- FRITS AVL tracking capabilities for use with the LCTA Bus Locator website; and
- ADA automatic stop announcement display board with verbal annunciations both inside and outside of the vehicle.

Vehicle assignment refers to the process by which vehicles are placed into service on routes throughout the system. It is LCTA's vehicle assignment policy to randomly assign buses to all routes without regard to race, color, or national origin. Fixed route buses are not assigned to specific communities within LCTA's service area based on vehicle age or physical condition, but rather to serve specific routes that call for vehicles of differing length/width/weight, that are based street/road/bridge limitations and passenger capacity loads.

Exceptions to this policy are necessary due to other external factors and circumstances, such as bus service span, fuel capacity, fulfilling ADA regulations, passenger capacity, local road conditions, or special bus length or turning radius (smaller buses) considerations. All routes serve multiple communities (city, suburb & rural) with diverse populations and road/terrain conditions (see Maps 1 through 16). Given LCTA's strict standards with respect to maintenance, vehicle age does not serve as a viable proxy for diminished quality.

## **B. TRANSIT AMENITIES**

Transit amenities are described as follows by FTA Circular 4702.1B:

*Transit amenities refer to items of comfort, convenience, and safety that are available to the general riding public. Fixed-route transit providers must set a policy to ensure equitable distribution of transit amenities across the system. Transit providers may have different policies for the different modes of service that they provide. Policies in this area address how these amenities are distributed within a transit system, and the manner of their distribution determines whether transit users have equal access to these amenities. This is not intended to impact funding decisions for transit amenities. Rather, this applies after a transit provider has decided to fund an amenity.*

It is the policy of LCTA that all transit amenities shall be distributed equitably, on a system-wide basis without regard to race, color, or national origin. Transit amenities include shelters, benches, information boards, schedule information kiosks, lighting fixtures, and trash receptacles. The location of transit amenities is determined by factors such as ridership demand, individual requests, jurisdictional limitations, and staff recommendations. In situations where LCTA does not directly own, operate, or control a transit facility or amenity, the LCTA shall seek to coordinate with the controlling entity and/or municipality to ensure compliance with Title VI requirements. External controlling entities are to abide by FTA regulations where a transit system operates.

Currently, all of LCTA's fixed route vehicles operate (outbound origin and inbound destination) from the Intermodal Transportation Center in downtown Wilkes-Barre, Pennsylvania. The Intermodal Transportation Center is owned and operated by the City of Wilkes-Barre and Martz Trailways, respectively. The Luzerne County Transportation Authority leases space at the intermodal in the form of a ticket box office and shared bus stalls. Transit amenities that are the responsibility of LCTA at the intermodal include both a static and electronic schedule information board, and an information desk within the ticket box office, and a static information bulletin board. LCTA does not own or operate the passenger lobby of the building that contains the waiting area. The LCTA Operations Department coordinates with the City of Wilkes-Barre Facilities Manager to provide guidance on LCTA's Title VI obligations, and to ensure that transit amenities are equitably made available to passengers without regard to race, color, or national origin. The City of Wilkes-Barre is responsible for providing trash receptacles, security, seating, lighting, and maintenance for the Intermodal Transportation Center. However, ultimate responsibility for purchasing, placement, operations and compliance of the majority of transit amenities, is that of the City of Wilkes-Barre.

Additionally, LCTA staff monitors the location of all transit amenities along a route to ensure they are equitably distributed without regard to race, color, or national origin. LCTA maintains an inventory database of all bus stops and transit-related amenities distributed within the fixed route transit system. The LCTA coordinates with each municipal jurisdiction to provide transit amenities to the public at all applicable fixed route bus stops. All FTA-defined transit amenities must meet ADA and local zoning standards.

Bus stop transit amenities are provided by several sources, including local governments, citizen groups, advertising companies, and private developers. This can lead to situations where amenities are installed without the direction or control of LCTA. When this situation occurs, LCTA shall seek to coordinate with the entity to provide guidance on LCTA's Title VI obligations, inventory the transit amenity and ownership status, and ensure that transit amenities are equitably made available to passengers without regard to race, color, or national origin.

The primary factor in assessing what type of bus stop transit amenity that should be implemented at a particular location is the amount of daily passenger activity that typically occurs. The potential for bus passenger activity at any particular spot can be influenced by a number of variables, including the population and employment density of the surrounding area, the intensity and type of nearby land use, trip generator type, the accessibility and design of the site, and the condition of the adjacent facilities. All capital equipment, facilities, and transit amenities under the jurisdiction of LCTA shall be equitably distributed throughout the LCTA service area.

The installation of transit amenities along bus routes are based on the number of passengers boarding and alighting at stops along these routes. LCTA's main transit amenities for fixed route service are benches and shelters. Bus stops are generally placed within a goal range of every ¼ mile to ½ mile distance on LCTA's fixed route system.

The LCTA's transit amenity distribution standard is that all stops with at least seventeen (17) average daily passenger boardings or stops that have high concentrations of individuals at a stop, particularly those who are elderly or disabled, shall have a shelter installed. All stops with at least ten (10) average daily passenger boardings shall have a bench installed (unless available space and local conditions prevent this, as determined in consultation with each municipality and property owner). The LCTA strives to place benches and shelters at bus stops in areas with adequate space if there's a reasonable need and based on availability.

## **CONCLUSION**

The Luzerne County Transportation Authority is committed to the enforcement of United States Department of Transportation Federal Transit Administration's Title VI regulations and will provide the most effective and efficient transit service possible, with full accountability and accessibility to those it serves. Through the use of the established service standards and policies, the LCTA will ensure that no person or group of persons shall be discriminated against with regard to the routing, scheduling, amenities and/or quality of transit service on the basis of race, color, or national origin. This Title VI Program shall be updated on a triennial basis (at a minimum), unless a major system, operational or administrative change takes place.

This Luzerne County Transportation Authority Title VI update has been prepared pursuant to Title VI of the Civil Rights Act of 1964, and FTA Circular 4702.1B. The objectives detailed in this Title VI Program include: ensuring that Federally-assisted benefits and related services are made available and equitably distributed; ensuring that the level and quality of Federally-assisted services are sufficient to provide equal access and mobility to all persons;

ensuring adequate opportunities for all to participate in planning and decision-making processes; and ensuring that placement of transit services and facilities is equitable. Additionally, this Title VI update ensures that corrective and remedial actions are taken for all applications and receipts of federal assistance to prevent discriminatory treatment of any beneficiary, provides procedures for investigating Title VI complaints, ensures that meaningful access to programs and activities is provided for LEP populations, and provides steps for informing the public of their rights under Title VI.

# APPENDIX

## APPENDIX: Exhibits

### Exhibit A: Title VI Program Policy Statement & Public Notice



## TITLE VI PROGRAM POLICY STATEMENT

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The Luzerne County Transportation Authority (LCTA) operates its programs and services in accordance with the United States Department of Transportation Title VI of the Civil Rights Act Regulations (49 CFR part 21). LCTA grants all citizens' equal access to all of its transportation services under Title VI of the Civil Rights Act and it is also the intent of LCTA, that all citizens are aware of their rights to such access.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of **race, color, or national origin** in programs and activities receiving Federal financial assistance. Specifically, Title VI (42 U.S.C. Section 2000d) 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."

Any person who believes they have received any discriminatory practice under Title VI may file a complaint with LCTA. For more information on LCTA's civil rights program, and the procedures to file a complaint, contact us at 570-288-9356, visit us on the web at [www.lctabus.com/aboutus/titlevi.html](http://www.lctabus.com/aboutus/titlevi.html), or visit our administrative offices at 305 Northampton St., Kingston, PA 18704 from 9 am to 5 pm on weekdays.

Complaints related to Title VI must be made in writing, and must be filed no later than 180 calendar days of the alleged discriminatory incident. The preferred method of submitting a Title VI complaint to LCTA is to file your complaint in writing using the Title VI Complaint Form, and sending it to:

**Luzerne County Transportation Authority**  
315 Northampton St.  
Kingston, PA 18704  
Attn: Mr. Joe Roselle, Title VI Officer

Verbal complaints will be accepted and transcribed by the Title VI Officer. To make a verbal complaint, call 570-288-9356 and ask for the Title VI Officer. LCTA will also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English.

A complainant may also file complaint directly with the federal Transit Administration by filing a complaint with the FTA Office of Civil Rights, Attention: Title VI program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590.

If information is needed in another language or an accessible format, contact 570-288-9356.

## Exhibit B: LCTA Title VI Webpage



HOME FOR RIDERS SCHEDULES SHARED RIDE **ABOUT US** CONTACT US

### Title VI

[Policy](#) // [Complaints](#) // [Limited English Proficiency](#) // [Additional Contacts](#) // [Resources](#)



#### Title VI Statement of Policy

The Luzerne County Transportation Authority ("The Authority", "Authority") is committed to a policy of non-discrimination in the conduct of its business, including its Title VI responsibilities and the delivery of equitable and accessible public transportation services. The Authority recognizes its responsibilities to the communities in which it operates, and to the society in which it serves.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving federal financial assistance. Specifically, 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." (42 U.S.C. Section 2000d)

It is The Authority's policy to utilize its best efforts to assure that no person shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under its program of transit service delivery and related benefits. Toward this end, it is The Authority's objective to:

- Ensure that the level and quality of transportation services provided is operated without regard to race, color, or national origin;
- Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs – and activities on minority populations and low-income populations;
- Promote the full and fair participation of all affected populations in transportation decision making;
- Prevent the denial, reduction or delay in benefits related to programs and activities that benefit minority populations or low-income populations; and
- Ensure meaningful access to programs and activities by persons with Limited English Proficiency (LEP).

The responsibility for carrying out The Authority's commitment to this program has been delegated to the Executive Director by the Board of Directors. The staff person designated as The Authority's Title VI Officer is Mr. Joe Roselle, Director of Administrative Services, who is responsible for the day-to-day operations of The Authority's Title VI Program and will receive and investigate Title VI complaints which come through the complaint procedure. However, all managers, supervisors and employees share in the responsibility for making The Authority's Title VI Program a success.

#### CART

No products in the cart.

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- [;Se buscan opiniones!](#)
- [Frances Slocum 2021](#)

The Authority provides a formal process for the investigation and resolution of any complaint that alleges exclusion or denial of benefits based on race, color or national origin.

If you feel that you are being denied participation in, or being denied benefits of public transportation services provided by The Authority, or otherwise being discriminated against because of your race, color or national origin, you may contact our office at:

Luzerne County Transportation Authority  
Attn: Title VI Officer  
315 Northampton St.  
Kingston, PA 18704

Additional information concerning The Authority's Title VI obligations and the complaint procedure can be obtained by calling (570) 283-1683, or by visiting our website at <https://www.lctabus.com>.

## Title VI Complaint Policy

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### **Who can file a complaint?**

Any person who believes that they have, individually or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color or national origin, may file a Title VI complaint with the Luzerne County Transportation Authority ("The Authority", "Authority", "LCTA"). A complaint must be filed within 180 days after the date of the alleged discrimination.

### **How do I file a Title VI Complaint?**

If you believe you have been discriminated against, you may file a signed, written complaint within 180 days of the date of alleged discrimination. Complaints shall provide all pertinent facts and circumstances surrounding the alleged discrimination that will help The Authority reach a decision. The complaint should include the following information:

- Your name, address and contact information (i.e., telephone number, email address, etc.)
- How, when, where and why you believe you were discriminated against. Include the location, names and contact information of any witnesses.

Complaints sent to The Authority should be mailed or dropped off at the following address:

Luzerne County Transportation Authority  
Attn: Title VI Officer  
315 Northampton St.  
Kingston, PA 18704

Printable Title VI Complaint Forms are located at the bottom of this page.



### **Complaint Assistance**

The Authority Customer Service will assist with writing a complaint if the complainant is unable to do so.

In addition to your right to file a complaint with The Authority, you have the right to file a Title VI complaint with the U.S. Department of Transportation:

United States Department of Transportation  
Federal Transit Administration  
Office of Civil Rights  
Attention: Complaint Team  
East Building, 5th Floor – TCR  
1200 New Jersey Ave., SE  
Washington, DC 20590

### **What happens to my complaint at LCTA?**

All complaints alleging discrimination based on race, color or national origin will be documented and an investigation will be initiated within 10 days of receiving the complaint. If additional information is needed, The Authority will contact the complainant or their representative in writing. The Authority will provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Failure of the complainant to provide the requested information by a certain date may result in the administrative closure of the complaint.

### **How will I be notified of the outcome?**

The Authority will make every effort to respond to Title VI complaints within 90 working days of receipt. The Authority will send a final written response to the complainant and advise the complainant of his or her right to file a complaint externally. The complainant will also be advised of their right to appeal the response to federal and state authorities as appropriate.

### **How can I request additional information about LCTA's Title VI obligations?**

To receive additional information on The Authority's Title VI nondiscrimination obligations, please contact The Authority's Title VI Officer at 570.283.1683.

## **Limited English Proficiency (LEP) Policy and Available Resources**

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### **Notice of Availability of Free Language Assistance**

The Luzerne County Transportation Authority ("The Authority", "Authority", "LCTA") provides vital documents translated into languages other than English. Written translations are available as follows:

- All vital and many non-vital documents are provided in English and Spanish.
- The Title VI Complaint Form is available in other languages upon request.
- The Title VI Information and Complaint Process is available in other languages using the Google Translate widget incorporated into the top of the webpage. (A Spanish version is also readily available via web link).
- Additional vital documents readily available in other languages upon request include: LCTA Rider's Guide, Shared Ride applications, and applications for reduced fare identification cards.
- All vital Authority documents will be provided in any language identified above upon request, The Authority may translate outreach materials and other documents for a specific event or change as necessary, as warranted by the local population affected.

Verbal interpretation for vital service information is available as follows:

- Front-line administrative and customer service representative assistance (Authority Information and Authority Customer Service, The Authority's Shared Ride office) is readily available in other languages upon request.
- Interpretive assistance is available, upon request, through The Authority's contract with Interpreters Unlimited, Inc.
- The Authority may offer interpretive services for a specific event as necessary, as warranted by the local population affected.

## Additional Contacts

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### United States Department of Transportation

Federal Transit Administration  
Office of Civil Rights  
Attention: Complaint Team  
East Building, 5th Floor – TCR  
1200 New Jersey Ave., SE  
Washington, DC 20590

### Pennsylvania Department of Transportation

Bureau of Equal Opportunity  
P.O. Box 3251  
Harrisburg, PA 17105-3251  
Phone: (717) 787-5891 or (800) 468-4201  
Fax: (717) 772-4026  
Email: penndotreports@pa.gov

## Resources

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[Title VI Program](#)

[Title VI Complaint Form](#)



[Título VI Formulario de Denuncia de Discriminación](#)



#### FIXED ROUTE

 315 Northampton Street  
Kingston, PA 18704  
 570-288-9356

#### SHARED RIDE

 2009 Wyoming Avenue  
Forty Fort, PA 18704  
 570-288-8420

#### SOCIAL PROFILES



## Exhibit C: Title VI Employee Education Training Course Syllabus



# Title VI Program Employee Training Course Syllabus

**Instructor:** Mr. Joe Roselle, Title VI Program Manager, Dir. Admin. Services & IT.

**Phone:** 570-287-2146 ext.221

**Course Title:** LCTA Title VI Employee Training Program

**Department:** Operations

**Course Description:** This course is designed to introduce and familiarize all LCTA employee to the LCTA policies and procedures related to Title VI.

### **Learning Objectives:**

All LCTA employees will establish a strong foundation within the classroom and in in practice, in regards to Title VI policies and procedures.

### **Sequence of topics:**

- Class Sign-in Sheet
- FTA Title VI Regulations
- LCTA Title VI Program
- LCTA Title VI Obligations
- How to file a Title VI Complaint & Complaint Procedure
- LEP Plan & LEP Assistance and Employee/Customer Resources
- Public Participation Plan
- Documentation of LEP Requests
- Q & A Session
- Adjourn

Rev: 11/2014, 5/2015, 6/2018

## Exhibit D: Employee Title VI Plan Acknowledgement Receipt



### Acknowledgement of Receipt of Title VI Plan

I hereby acknowledge the receipt of the LCTA's Title VI Plan. I have read the plan and am committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.A.

\_\_\_\_\_  
Your signature

\_\_\_\_\_  
Print your name

\_\_\_\_\_  
Date

Please Return Completed Form to Your Immediate Supervisor

**Exhibit E: LCTA title VI Complaint Form (English)**



## TITLE VI CIVIL RIGHTS COMPLAINT FORM

The Luzerne County Transportation Authority (LCTA) is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. Title VI complaints must be filed within 180 days from the date of the alleged discrimination.

Title VI of the 1964 Civil Rights Act requires 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." Please call for our policy or visit our website at [www.LCTABus.com](http://www.LCTABus.com).

If you feel you have been discriminated against in public transit services, please print and complete the following form, sign (signature required) and return to:

**Luzerne County Transportation Authority  
Attention: Title VI Officer  
315 Northampton St.  
Kingston, PA 18704**

**Telephone: (570) 288-9356  
Fax: (570) 288-7327**

**LCTA Office Use Only:**

Date Received: \_\_\_\_\_

Received By: \_\_\_\_\_

**Exhibit E: LCTA title VI Complaint Form (English)**

**Section 1:**

Please print CLEARLY

1. Name (Complainant):

\_\_\_\_\_

2. Home Address:

\_\_\_\_\_

City, State, Zip Code:

\_\_\_\_\_

3. Telephone Number: \_\_\_\_\_ Email Address \_\_\_\_\_

**Section 2:**

1. Are you filing this complaint on your own behalf?  Yes  No  
(If you answered "yes" to this question, please go to Section 3.)

2. If you answered "no" to question 2(1.), please describe your relationship to the person (Complainant) for whom you are filing and why you are filing for a third party:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. Have you obtained permission of the aggrieved party (Complainant) to file this complaint on his or her behalf?  Yes  No

**Section 3:**

1. Date of Incident: \_\_\_\_\_

2. If applicable, name of person(s) who allegedly discriminated against you:

\_\_\_\_\_

3. Discrimination based on (please check all that apply):  Race  Color  National Origin  
 Other, please describe \_\_\_\_\_

Exhibit E: LCTA title VI Complaint Form (English)

Section 3 (Continued):

4. Please provide a brief explanation of the incident and how you feel you were discriminated against including how you feel others may have been treated differently than you.

Multiple horizontal lines for text entry.

5. Please list addresses and phone numbers of all witnesses' names or others we can contact to support or clarify your complaint.

Table with columns: Name, Address, Phone Number. Includes horizontal lines for data entry.

6. What type of corrective action would you like to see taken?

Horizontal lines for text entry.

7. Please attach any documents you have which support the allegation. Attached  Yes  No

8. Have you previously filed a Title VI complaint with the Luzerne County Transportation Authority?

Yes  No If yes, please provide date of incident. \_\_\_\_\_

Section 4:

Signature: \_\_\_\_\_ Date of Filing: \_\_\_\_\_

Print your name: \_\_\_\_\_

PLEASE NOTE: The Luzerne County Transportation Authority cannot accept your complaint without a signature.

Exhibit E: LCTA title VI Complaint Form (English)

**LCTA TITLE VI DISCRIMINATION COMPLAINT FORM**

**IDENTITY CONSENT/RELEASE**

(Please Print Legibly)

First Name	MI	Last Name	
Street Address	City	State	Zip Code

As a complainant, I understand that in the course of an investigation it may become necessary to reveal my identity to persons at the organization or institution under investigation. I am also aware of the obligations of LCTA to honor requests under the Freedom of Information Act. I understand that it may be necessary for LCTA to disclose information, including personally identifying details, which it has gathered as part of its investigation of my complaint. In addition, I understand that as a complainant I am protected by LCTA policies and practices from intimidation or retaliation for having taken action or participated in action to secure rights protected by nondiscrimination statutes and regulations which are enforced by the Transit Administration of the U.S. Department of Transportation.

**Please check one:**

**I CONSENT** and authorize to have LCTA, as part of its investigation, reveal my identity to persons at the organization, business or institution, which has been identified by me in my formal complaint of discrimination. I also authorize LCTA to discuss, receive and review materials and information about me from the same and with appropriate administrators or witnesses for the purpose of investigating this complaint. In doing so, I have read and understand the information at the beginning of this form. I also understand that the material and information received will be used for authorized civil rights compliance activities only. I further understand that I am not required to authorize this release, and do so voluntarily.

**I DENY CONSENT** to have LCTA reveal my identity to persons at the organization, business or institution under investigation. I also deny consent to have LCTA disclose any information contained in this complaint with any witnesses I have mentioned in the complaint. In doing so, I understand that I am not authorizing LCTA to discuss, receive nor review any materials and information about me from the same. In doing so, I have read and understand the information at the beginning of this form. I further understand that my decision to deny consent may impede this investigation and may result in the unsuccessful resolution of my case.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



**Exhibit E: LCTA title VI Complaint Form (Spanish)**



**FORMULARIO DE DENUNCIA DE LOS DERECHOS CIVILES TÍTULO VI**

La autoridad del transporte del Condado de Luzerne (LCTA) se compromete a garantizar que ninguna persona es excluida de la participación en o negada los beneficios de sus servicios sobre la base de raza, color u origen nacional, conforme a lo dispuesto por el título VI de la ley de derechos civiles de 1964 según enmendada. Quejas de título VI deben ser presentadas dentro de 180 días desde la fecha de la supuesta discriminación.

Título VI de la ley de derechos civiles de 1964 requiere que "ninguna persona en los Estados Unidos, por razón de raza, color u origen nacional, se excluirá de la participación en, ser negada los beneficios de o ser sujeta a discriminación bajo cualquier programa o actividad recibir asistencia financiera federal". Para nuestra política, o visite nuestro sitio web en [www.LCTABus.com](http://www.LCTABus.com).

Si usted siente que ha discriminado en los servicios de transporte público, por favor imprima y complete el siguiente formulario, firmar (firma) y volver al:

**Luzerne County Transportation Authority**  
**Atención: Título VI oficial**  
**315 Northampton St.**  
**Kingston, PA 18704**

**Teléfono: (570) 288-9356**  
**Fax: (570) 288-7327**

**LCTA Oficina uso sólo:**

Date Received: \_\_\_\_\_

Received By: \_\_\_\_\_

**Exhibit E: LCTA title VI Complaint Form (Spanish)**

**Sección 1:**

Por favor imprima claramente

1. nombre (querellante): \_\_\_\_\_

2. domicilio: \_\_\_\_\_

Ciudad, estado, código postal: \_\_\_\_\_

3. teléfono: \_\_\_\_\_ correo electrónico Address \_\_\_\_\_

**Sección 2:**

1. está presentando esta denuncia en su nombre?  Sí  No  
(Si contestó "sí" a esta pregunta, por favor vaya a la sección III.

2. Si respondiste "no" a la pregunta 6, por favor describa su relación con la persona (demandante) quien está presentando y por qué está presentando para un tercero:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. cuente con autorización de la parte agraviada (querellante) para presentar esta queja en nombre de su?  Sí  No

**Sección 3:**

1. fecha del incidente: \_\_\_\_\_

2. si procede, nombre de la persona que presuntamente discriminó

\_\_\_\_\_

3. discriminación basada en el (por favor marque todas las que aplican):  raza  Color  Origen nacional  Otro, por favor describa \_\_\_\_\_

\_\_\_\_\_

**Exhibit E: LCTA title VI Complaint Form (Spanish)**

4. proporcionar una breve explicación sobre el incidente y cómo se siente que fueron discriminados incluyendo cómo te sientes que otros pueden han sido tratados diferentemente que usted.

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5. por favor, lista direcciones y números de teléfono de nombres de los testigos u otros nos podemos en contacto para apoyar o aclarar su denuncia.

Nombre	dirección	número de teléfono
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6. ¿Qué tipo de acción correctiva ¿quieres ver tomado?

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7. adjuntar todos los documentos tienes que apoyan la denuncia. Adjunto  sí  No

8. han presentado anteriormente una denuncia de título VII con la autoridad de transporte del Condado de Luzerne?  Sí  No Si sí, por favor proporcione fecha de los hechos. \_\_\_\_\_

**Sección 4:**

firma: \_\_\_\_\_ fecha de presentación: \_\_\_\_\_

imprime tu nombre: \_\_\_\_\_

**NOTA: La Luzerne County Transportation Authority no puede aceptar su queja sin firma.**

Rev: 5/2018

Exhibit E: LCTA title VI Complaint Form (Spanish)

**LCTA título VI discriminación queja forma**  
**IDENTIDAD CONSENTIMIENTO Y SUELTE**

(Letra de molde legible)

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Primera nombre	Segundo nombre	Último nombre
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Calle dirección	Estado de la ciudad Zip código
-----------------	--------------------------------

Como un denunciante, entiendo que en el curso de una investigación se puede ser necesario a revelar mi identidad a personas en la organización o institución en investigación. Me estoy también cuenta de las obligaciones de LCTA a honor solicitudes de bajo el libertad de información ley. Entiendo que puede ser necesario para LCTA a revelar información, como personalmente identificación datos, que ha reunido como parte de su investigación de mi queja. En además, entiendo que como el demandante me estoy protegida por LCTA políticas y prácticas de intimidación o venganza para que toman acción o participado en acción a seguro derechos protegida por no discriminación estatutos y Reglamento que se aplican por el tránsito administración de de la U.S. Departamento de de Transporte.

**Por favor Compruebe uno:**

- I consentimiento** y autorizar a han LCTA, como parte de su investigación, descubrir mi identidad a personas en el organización business o institución, que ha sido identificado por me en mi formal queja de la discriminación. I también autorizar LCTA a discutir, recibe y revisar materiales y información sobre de la misma y con apropiado administradores o testigos para la fin de investigación esta denuncia. En hacer, I han leer y entender la información en la Inicio de esto forma. me entiendo que la material y información recibió le ser utilizado para autorizado civil derechos actividades de cumplimiento solamente. Más entiendo que me estoy no requiere a autorizar esto libertad, y hacer para voluntariamente.
  
- I negar consentimiento** a han LCTA revelan mi identidad a personas en la organización business o institución bajo investigación. I también negar consentimiento a han LCTA revelar cualquier información contenidos en este queja con cualquier testigos I han mencionado en la queja. En hacer, entiendo que I no soy autorizar LCTA a discutir, recibir ni revisar cualquier materiales y información de me de la misma. En hacer, I han leer y entender la información en la Inicio de esto forma. I entiendo que mi decisión a negar consentimiento puede impedir esto investigación y puede resultado en el éxito resolución de mi caso.

\_\_\_\_\_  
Firma

\_\_\_\_\_  
Fecha

## Exhibit F: Letter Acknowledging Receipt of Title VI Complaint

### Letter Acknowledging Receipt of Title VI Complaint

Today's Date

Ms. Jane Doe  
1234 Main St.  
Wilkes Barre, PA 18701

Dear Ms. Doe:

This letter is to acknowledge receipt of your complaint against the LCTA alleging

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An investigation will begin shortly. If you have additional information you wish to convey to LCTA or questions concerning this matter, please feel free to contact this office by telephoning 570-288-9356 x221, or write to me at this address.

Luzerne County Transportation Authority  
315 Northampton Street  
Kingston, PA 18704

Sincerely,

Joe Roselle, Title VI Officer/Director of Administrative Services

## Exhibit G: Letter Notifying Complainant that the Title VI Complaint Is Substantiated

### Letter Notifying Complainant that the Title VI Complaint Is Substantiated

Today's Date

Mr. John Doe  
1234 Main St.  
Wilkes-Barre, PA 18702

Dear Mr. Doe,

The matter referenced in your letter dated 00/00/0000 against the Luzerne County Transportation Authority alleging a Title VI violation has been fully investigated.

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

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

Sincerely,

Joe Roselle, Title VI Officer/Director of Administrative Services

## Exhibit H: Letter Notifying Complainant that the Complaint Is Not Substantiated

Today's Date

Ms. Jo Doe  
1234 Main St.  
Wilkes Barre, PA 18701

Dear Ms. Doe:

The matter referenced in your complaint of \_\_\_\_\_ dated (00/00/0000) against the Luzerne County Transportation Authority alleging a Title VI violation in the form of \_\_\_\_\_ has been fully investigated.

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

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

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

You have the right to 1) appeal within seven calendar days of receipt of this final written decision from LCTA, and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the Federal Transit Administration at:

Federal Transit Administration Office of Civil Rights Attention: Title VI Program Coordinator  
East Building, 51h Floor - TCR 1200 New Jersey Ave., SE Washington, DC 20590

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

Sincerely,

Joe Roselle, Title VI Officer/Director of Administrative Services

**Exhibit I: Sample Public Comment Card**



# Public Comment Survey

**Instructions:** Please complete this survey to provide feedback on the proposed January 2018 Fixed Route Bus Fare Adjustment.

**A. Tell us about yourself. (Optional)**

All information provided is confidential and will not be shared. These questions are designed to assist the LCTA in ensuring that the public engagement process is inclusive and equitable.

<b>Name:</b>	<b>ZIP Code:</b>	<b>Date:</b>
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**1. Which best describes you? (Check all that apply):**

- Regular Transit Rider (# of bus rides per month: \_\_\_\_\_ )
- Member of the Public
- Other: \_\_\_\_\_
- LCTA Partner/Stakeholder

**2. What is your race? (Check all that apply):**

- African American/Black
- American Indian or Alaska Native
- Asian
- Caucasian/White
- Hispanic/Latino
- Native Hawaiian/Pacific Islander
- Other (please specify): \_\_\_\_\_

**3. What is your Annual Household Income?**

- Less than \$10,000
- \$20,000 to \$19,999
- \$25,000 to \$34,999
- \$35,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 to \$99,999
- \$100,000 or more
- Decline to identify

**4. The LCTA complies with all applicable non-discrimination rules and regulations. Please help us by checking any of these statements that apply to you:**

- I am a disabled community member.
- I am older than 64 years of age.
- I do not own my own car.
- I am under the age of 18.
- My yearly income is less than \$25,000 (# of people in household \_\_\_\_\_).

**B. Leave us feedback.** Provide input on the fixed route bus fare adjustment. This feedback will help LCTA refine the plan.

**1. How did you hear about the public meeting concerning the fixed route fare adjustment? (Check all that apply)**

- LCTA Website
- Ad on Vehicle
- Ad at Intermodal
- Newspaper
- Social Media: \_\_\_\_\_
- Other: \_\_\_\_\_

Be sure to complete reverse side



**Exhibit I: Sample Public Comment Card**

3. Please provide personal comments regarding the fixed route bus fare structure adjustment. If more space is needed, attach an additional sheet of paper. PLEASE WRITE CLEARLY SO COMMENTS ARE LEGIBLE.

*\*\* If you want a response to your comment, fill in box below\*\**

Name: _____		
Phone: _____	Email: _____	

To submit your comments, please return this form to LCTA staff at the public meeting you are attending. Alternatively, you can mail or drop-off this form at the address printed below:

**Luzerne County Transportation Authority  
Attn: Fare Adjustment  
315 Northampton Street  
Kingston, PA 18704**

LCTA will accept comments concerning the proposed fixed route bus fare adjustment until 5:00 PM on Thursday, December 7, 2017.

**Thank you for your participation!**

All comments will be reviewed and considered as part of the planning process.

## Exhibit J: Luzerne County Council Diversity Support Letter

**SHARED RIDE**  
2009 WYOMING AVE.  
FORTY FORT, PA 18704  
(570) 288-8420  
FAX (570) 288-7455



**FIXED ROUTE**  
315 NORTHAMPTON ST.  
KINGSTON, PA 18704  
(570) 288-9356  
FAX (570) 288-7327  
[www.lctabus.com](http://www.lctabus.com)

(Date)

Luzerne County Government  
c/o: Luzerne County Council  
200 North River Street  
Wilkes-Barre PA 18711

Dear Luzerne County Council,

The Luzerne County Transportation Authority (LCTA) is concerned that it fulfills its Federal Transit Administration (FTA) Title VI Program requirements. We request your vigorous support in our efforts as it relates to providing an equal opportunity for women, minority individuals, individuals with disabilities, and covered veterans to serve as an appointed member on the LCTA Board of Directors when a vacancy occurs.

Utilization of any agency/organization is predicated upon their full compliance with LCTA's Title VI Program obligations. We welcome your appointment choice to the LCTA Board of Directors, and ask that your appointment choice is made without regard to race, color or national origin. Furthermore, we ask that you consider those individuals who are qualified women, minority individuals, individuals with disabilities, and veterans.

We appreciate your support of our commitment to diversity and equal opportunity.

Thank you.

Sincerely,

---

Joe Roselle  
LCTA EEO Officer

CC: LCTA Board Chairman, Luzerne County Manager.

## Exhibit K: Diversity Support Letter to Local Community Organizations

**SHARED RIDE**  
2009 WYOMING AVE.  
FORTY FORT, PA 18704  
(570) 288-8420  
FAX (570) 288-7455



**FIXED ROUTE**  
315 NORTHAMPTON ST.  
KINGSTON, PA 18704  
(570) 288-9356  
FAX (570) 288-7327  
[www.lctabus.com](http://www.lctabus.com)

(Date)

(Community Organization)  
c/o: (Director)  
(## Street Address)  
(City, State Zip)

Dear (Community Organization Director),

The Luzerne County Transportation Authority (LCTA) is concerned that it fulfills its Federal Transit Administration (FTA) Title VI Program requirements. We request your vigorous support in our efforts as it relates to providing an equal opportunity for women, minority individuals, individuals with disabilities, and covered veterans to serve as an appointed member on the LCTA Board of Directors. Appointment choices are made without regard to race, color, or national origin.

The appointment of LCTA Board Members is external to the operations of the Luzerne County Transportation Authority. The Luzerne County Council selects and appoints individuals to serve on Boards and Commissions for a specific term.

The purpose of this letter is to inform your organization that a current vacancy exists on the LCTA Board of Directors. We ask that you forward this letter to individuals served by your organization that may be interested in an appointment to the LCTA Board of Directors. More information about the application and selection process can be found by contacting The Luzerne County Council Clerk at (570) 825-1634, or by visiting the Luzerne County website at <http://www.luzernecounty.org/county/boards-authorities>.

We appreciate your support of our commitment to diversity.

Sincerely,

---

Joe Roselle  
LCTA EEO Officer

CC: LCTA Board Chairman, Luzerne County Manager.

Exhibit L: LEP Language ID Card



# Language Identification Card

**How to determine which language a person speaks:**

- The Language ID Card lists the languages most frequently encountered in North America, grouped by the geographical region where they are commonly spoken.
- To use the Language ID Card efficiently, locate the geographical region where you believe the non-English speaker may be from. (Pacific Islands, Europe, etc.)
- Show the person the languages listed for that region. The message underneath each language states: “Show us what language you speak, we will provide an interpreter.” Once the person identifies their language, contact your supervisor or the dispatch office for further instruction, and to connect to a translation and interpretation service.

**If you are unable to identify the language, contact your supervisor or the dispatch office for assistance.**

Please note: Listing of languages within this card does not guarantee availability of interpreters in these languages. Only the most requested languages are listed here. This list is subject to change based upon demand.

Rev. 9/2015

Europe		Pacific Islands	
70 <b>Albanian</b> Tregoni me gisht gjuhën që flitni. Do të gjejmë një përkthyes për ju.	Shqip	153 <b>Icelandic</b> Bentu á þitt tungumál. Það verður hringt í túlk.	Íslenska
72 <b>Armenian</b> Յոց ստեփ ո՞ր մէկ լեզուն և՛ խօսի՞ր՝ Գրպահի թարգմանիչ մը կանչել տանք.	Հայերէն	59 <b>Italian</b> Faccia vedere qual è la sua lingua. Un interprete sarà chiamato.	Italiano
136 <b>Basque</b> Zeure izkuntza atzamarragaz erakutsi. Euzkerazai bateri deituko deutsagu.	Euzkera	75 <b>Lithuanian</b> Parodyk tavo kalbamą kalbą. Vertėjas bus pakviestas.	Lietuvių Kalba
69 <b>Bulgarian</b> Посочете Вашия език. Ние ще ви помогнем преводач за Вас.	Български език	68 <b>Macedonian</b> Posočete molim Vaš jezik. Ke vikame prevodilac Vas da doide.	Makedonski
132 <b>Catalan</b> Assenyali amb el dit el seu idioma. Es trucarà a un intèrpret.	Català	54 <b>Norwegian</b> Pek på ditt språk. En tolk vil bli tilkalt.	Norsk
67 <b>Croatian</b> Molim Vas, pokažite nam Vaš jezik. Zvat ćemo tumača za Vas.	Hrvatski	62 <b>Polish</b> Proszę wskazać na swój język ojczysty. Tłumacz zostanie poproszony do telefonu.	Polski
65 <b>Czech</b> Ukážte, který je váš jazyk. Zavoláme tlumočnicka.	Česky	61 <b>Portuguese</b> Aponite seu idioma. Providenciaremos um intérprete.	Português
55 <b>Danish</b> Peg på dit sprog. En tolk vil blive tilkaldt.	Dansk	66 <b>Romanian</b> Indicați limba pe care o vorbiți. Veți fi pus în legătură cu un interpret.	Românește
56 <b>Dutch</b> Wij uw taal aan. Wij zullen u een tolk geven.	Nederlands	78 <b>Russian</b> Укажите, на каком языке Вы говорите. Сейчас Вам вызовут переводчика.	Русский Язык
77 <b>Estonian</b> Näidake oma emakeelele. Me muretseme teile tõlgi.	Eesti Keel	148 <b>Serbian</b> Molim Vas, pokažite nam Vaš jezik. Zvaheмо тумача за Вас.	Српски
52 <b>Finnish</b> Osoittakaa teidän kielenne. Tulkki kutsutaan autamaan teitä.	Suomi	64 <b>Slovak</b> Ukážte na vašu reč. Zavoláme tlmočnicka.	Slovensky
58 <b>French</b> Montrez-nous quelle langue vous parlez. Nous vous fournissons un/e interprète.	Français	60 <b>Spanish</b> Señale su idioma. Se llamará a un intérprete.	Español
57 <b>German</b> Zeigen Sie auf Ihre Sprache. Wir rufen einen Dolmetscher an.	Deutsch	53 <b>Swedish</b> Peka ut Ett språk. En tolk kommer att tillkallas.	Svenska
71 <b>Greek</b> Δείξτε ποιά γλώσσα μιλάτε και θα κάληθεί ένας διαμενέας.	Ελληνικά	76 <b>Ukrainian</b> Покажіть, якою мовою ви говорите. Зараз викличуть вам перекладача.	Українська Мова
65 <b>Hungarian</b> Válassza ki az ön által beszélt nyelvet. Kaposoljuk a tolmácsot.	Magyar	135 <b>Yiddish</b> וויסן אן אונק איבער שפראך מענטש אנקלינגען אן איבערזעצער.	יידיש
		120 <b>Akran</b> Ituro mo ro atong hambac. Magtawag kami et mag-interprete.	Akranon
		127 <b>Fijian</b> Dusia na nomu vosa. Ena qai kacivi edua mi vakavaka dewa.	Kaiviti
		113 <b>Ilocano</b> Itudom iti saom. Umayab kam iti interprete.	Ilokano
		50 <b>Indonesian</b> Tunjukkan bahasamu. Jurubahasa akan disediakan.	Bahasa Indonesia
		51 <b>Malay</b> Tunjukkan yang mana bahasa anda. Seorang jurubahasa akan diberitahu.	Bahasa Malaysia
		126 <b>Samoan</b> Tusi lou 'a'ao i lau gagana. O le a vala'auina se tasi e fa'amatala 'upu mo 'oe.	Gagana Samoa
		117 <b>Tagalog</b> Pakitiro mo nga ang iyong wika. Magpapatawag ako ng interprete.	Tagalog
		128 <b>Tongan</b> Tuhū kihe lea 'oku ke lea 'aki. 'E fetu'utaki kihe fakatonulea.	Tonga
		North America, South America, and Caribbean	
		58 <b>French</b> Montrez-nous quelle langue vous parlez. Nous vous fournissons un/e interprète.	Français
		129 <b>Haitian Creole</b> Montre lang ou-a. Yap voye chèche yon enièprèt.	Kreyòl Ayisyen
		144 <b>Navajo</b> Saad bée honisnigii nìla' bee bik'idìlnìih. Aì' halmèe' la' nabich'ij' hoodonh.	Diné
		61 <b>Portuguese</b> Aponite seu idioma. Providenciaremos um intérprete.	Português
		60 <b>Spanish</b> Señale su idioma. Se llamará a un intérprete.	Español

# Exhibit L: LEP Language ID Card

India, Pakistan, and Southwest Asia		Africa		Middle East	
84	<b>Bengali</b> কালী ভাষা বাংলা ভাষা কৰা বোল - কালী। कालीयं भाषां बंगला भाषा कर्तव्यक काली।	বাংলা	27	<b>Amharic</b> ዓገሳዊ ቅዱስጊዮርጊስ ሐክሪጊዮርጊስ	ጎጃኛ
85	<b>Bhojpuri</b> बिहारी बोलभाषा का क्या ? बिहारीयै तूयै बुझावा कौसेब कइए ।	भोजपुरी	90	<b>Arabic</b> أمرأى اللغة العربية رسمي التفرع حالي.	اللغة العربية
83	<b>Gujarati</b> તપાલી બાષા ગુજરાતી બાષાવે. તપાલી મરે બાષાવેર ફેરાસ શોભાતી બાષાવે.	ગુજરાતી	19	<b>Bambara</b> I boŋo da i fakan kan. An benna kuma yelemabaga do wele.	Bamanankan
82	<b>Hindi</b> अपनी भाषा हमारे से दिखाइये । अपके लिखे सुनीयेवा कृपया ज्ञेयवा ।	हिन्दी	58	<b>French</b> Montrez-nous quelle langue vous parlez. Nous vous fournissons un/e interprète.	Français
88	<b>Malayalam</b> മലയാളം മലയാളം ഭാഷയിൽ കൊല്ലം / മലയാളം ഭാഷയിൽ	മലയാളം	22	<b>Hausa</b> Nuna yarenka/yarenki. A à kira tafinta.	Hausa
81	<b>Nepali</b> अपनी भाषा विनासु बुझ् । आपैको भाषा कसैले बुझ्नेकोस्यै छ ।	नेपाली	59	<b>Italian</b> Faccia vedere qual è la sua lingua. Un interprete sarà chiamato.	Italiano
80	<b>Punjabi</b> ਅਪਣੀ ਬੋਲੀ ਵਿਖਾਓ ਤਾਜ ਚਲੀ । ਤੁਹਾਡੇ ਲਿਖੇ ਖੁਸ਼ੀਆਂ ਸੋਚਣ ਵਾਲਾ ਖੁਸ਼ੀਆਂ ਜਾਣੇਗਾ ।	ਪੰਜਾਬੀ	61	<b>Portuguese</b> Aponte seu idioma. Providenciaremos um intérprete.	Português
89	<b>Sinhalese</b> අපේ භාෂාව දැක්වීමට දෙයිද. ඔබලා ඔබා භාෂාව දැක්වෙමින් ආවෙහිද.	සිංහල	141	<b>Portuguese Creole</b> Ponta pa bu lingua. Um interpreto ta ser chumado.	Cabo Verdiano
137	<b>Tamil</b> நான் தமிழில் பேசுகிறேன். இதை நீங்கள் என்ன மொழியில் சொன்னால் புரியும்? എന്ന മൊഴിയിൽ സംസാരിക്കണം. അതിനെ എങ്ങനെ മനസ്സിലാക്കാം?	தமிழ்	142	<b>Somali</b> Tilmaan afka aad ku hadasho. Tarjamaan aaya la wacayaaye.	Af Somali
79	<b>Urdu</b> آپ کون سی زبان میں بات کرنا پسند کریں گی؟ آپ کی مدد کیجئے، میں نے کبھی اس کی ترجمان کو بلا یا جانتے گا۔	اُردو	26	<b>Swahili</b> Onyesha lugha yako. Tutambana wita atakayekufasiria.	Kiswahili
			28	<b>Tigrinya</b> ናብዚኻታት ግዳማት ተረጓጎሚ ግዳማት	ትግርኛ
			20	<b>Wolof</b> Wan ñu sa lakk. Negal dinañu la wutal ab tekkikat.	Wolof
			21	<b>Yoruba</b> Tòka sí èdè rẹ. À ò pé oghifò wá.	Yorùbá
			90	<b>Arabic</b> أمرأى اللغة العربية رسمي التفرع حالي.	اللغة العربية
			72	<b>Armenian</b> Յոյգ առկա արդ թէն ինքն ին կը խօսի? Գրկնարկը թարգմանիչի մը կարկնի ստացից.	Հայերեն
			139	<b>Assyrian</b> ܐܘܪܝܝܢܐ ܐܘܪܝܝܢܐ ܕܘܚܝܢܐ ܕܘܚܝܢܐ.	ܐܘܪܝܝܢܐ
			111	<b>Dari</b> شما بکدام زبان کي موزمدا؟ پکي ترجمان مياوم.	دري
			107	<b>Farsi</b> برای من صحبت میکنید نشان دهید. برای شما مترجم میآوریم.	فارسی
			106	<b>Hebrew</b> הצבע על השפה שלך נקרא לתורגמן מיד.	עברית
			140	<b>Kurdish</b> زماڻی خۆت دهستیان بکە لەرێمه ومانبکە، بۆ پێشکە دهکەبێه سهڕنه لهفۆن.	کوردی
			110	<b>Pashto</b> خپه ژبه وینئ. ژبه ترجمان اړه سره خوږی وکړئ.	پښتو
			112	<b>Turkish</b> Kendi anadilinizi gösterin. Size bir tercüman çağırıyoruz.	Türkçe
<b>Asia</b>					
China 請指認您的語言 以便為您翻譯 請指认您的语言 以便为您翻译					
51	<b>Cantonese</b> 廣東話	广东话			話
58	<b>Chaochow</b> 潮州話	潮州话			話
52	<b>Fukienese</b> 福建話	福建话			話
35	<b>Mandarin</b> 國語	国语			話
37	<b>Shanghai</b> 上海話	上海话			話
33	<b>Taiwanese</b> 台灣話	台湾话			話
56	<b>Toishanese</b> 台山話	台山话			話

Asia		
42	<b>Burmese</b> ဗမာစကားကို သိပါ။ ကျွန်ုပ်တို့၏ ဗမာစကားကို သိပါ။ ကျွန်ုပ်တို့၏ ဗမာစကားကို သိပါ။	မြန်မာစကား
48	<b>Cambodian</b> សូមបង្ហាញភាសាខ្មែរ ជើងដំបូងបង្ហាញភាសាខ្មែរ	ភាសាខ្មែរ
46	<b>Hmong</b> Thov taw tes rau koj yam lus. Peb yuav hu ib tug neeg txhais lus rau koj.	Hmoob
50	<b>Indonesian</b> Tunjukkan bahasamu. Jurubahasa akan disediakan.	Bahasa Indonesia
40	<b>Japanese</b> あなたの話す言葉を指さしてください。 通訳を呼びます。	日本語
41	<b>Korean</b> 당신이 쓰는 말을 지적하세요. 통역관을 불러 드려주세요.	한국말
45	<b>Laotian</b> ສូមບັນຍາຍາທ່ານເຖິງພາສາທີ່ທ່ານສູນ ເຮົາຈະມາຮັບທ່ານເຖິງພາສາທີ່ທ່ານສູນ	ພາສາລາວ
51	<b>Malay</b> Tunjukkan yang mana bahasa anda. Seorang jurubahasa akan diberitahu.	Bahasa Malaysia
45	<b>Mien</b> Nuqv meih nyei waac mbuox yie liuz, yie heuc faan waac mienh bun meih oc.	Mienh
47	<b>Thai</b> บ่งชี้ภาษาที่คุณต้องการในป้ายภาษาที่ขึ้นอยู่ และเราจะจัดหาให้คุณ	ภาษาไทย
49	<b>Vietnamese</b> Chỉ rõ tiếng bạn nói. Sẽ có một thông dịch viên nói chuyện với bạn ngay.	Tiếng Việt

Exhibit M: LEP Interaction Survey Form

....., 20



# LEP Interaction Survey

Use this form to document each interaction with a Limited English Proficient (LEP) in person. Please return to your supervisor at the end of each month.

Date of Interaction	Fixed Route or Shared Ride	Interaction Type (Phone/In-Person)	Language Believed to be Spoken	Were Translation Services Provided?	Final Outcome

Date of Submission: \_\_\_\_\_

Submitted by (print): \_\_\_\_\_

Title/LCTA Department: \_\_\_\_\_

Signature: \_\_\_\_\_

## Exhibit N: Title VI Program Employee Training Course Syllabus



# Title VI Program Employee Training Course Syllabus

**Instructor:** Mr. Joe Roselle, Title VI Program Manager, Dir. Admin. Services & IT.

**Phone:** 570-287-2146 ext.221

**Course Title:** LCTA Title VI Employee Training Program

**Department:** Operations

**Course Description:** This course is designed to introduce and familiarize all LCTA employee to the LCTA policies and procedures related to Title VI.

### **Learning Objectives:**

All LCTA employees will establish a strong foundation within the classroom and in in practice, in regards to Title VI policies and procedures.

### **Sequence of topics:**

- Class Sign-in Sheet
- FTA Title VI Regulations
- LCTA Title VI Program
- LCTA Title VI Obligations
- How to file a Title VI Complaint & Complaint Procedure
- LEP Plan & LEP Assistance and Employee/Customer Resources
- Public Participation Plan
- Documentation of LEP Requests
- Q & A Session
- Adjourn

Rev: 11/2014, 5/2015, 6/2018

## Exhibit O: Public Notice of LEP Plan and Available Resources



# Title VI Program Employee Training Course Syllabus

**Instructor:** Mr. Joe Roselle, Title VI Program Manager, Dir. Admin. Services & IT.

**Phone:** 570-287-2146 ext.221

**Course Title:** LCTA Title VI Employee Training Program

**Department:** Operations

**Course Description:** This course is designed to introduce and familiarize all LCTA employee to the LCTA policies and procedures related to Title VI.

### **Learning Objectives:**

All LCTA employees will establish a strong foundation within the classroom and in in practice, in regards to Title VI policies and procedures.

### **Sequence of topics:**

- Class Sign-in Sheet
- FTA Title VI Regulations
- LCTA Title VI Program
- LCTA Title VI Obligations
- How to file a Title VI Complaint & Complaint Procedure
- LEP Plan & LEP Assistance and Employee/Customer Resources
- Public Participation Plan
- Documentation of LEP Requests
- Q & A Session
- Adjourn

Rev: 11/2014, 5/2015, 6/2018



## Exhibit O: Public Notice of LEP Plan and Available Resources



### Limited English Proficiency Policy Statement & Notification of Available Resources

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Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq., provides that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives Federal financial assistance. Title VI and its implementing regulations require that FTA recipients take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP).

The Luzerne County Transportation Authority (LCTA) provides several options to assist in communicating with individuals who do not speak English. LCTA contracts with Interpreters Unlimited to provide translation and interpretation language services. Customers should identify their need upon calling LCTA at 570-288-9356 and LCTA will conference call in the interpreter. For individuals who are hearing impaired, LCTA encourages customers to use the PARElay service. This service can be accessed by calling 711. Additionally, information on LCTA transportation programs and services can be provided in an alternative format to those individuals who are disabled. All translation, interpretation, and language services are provided free of charge.

LCTA provides vital documents translated into languages other than English.

Written translations are available as follows:

- All vital and many non-vital documents are provided in English and Spanish.
- The Title VI Complaint Form is available in other languages upon request.
- The Title VI Information and Complaint Process is available in other languages using the Google Translate widget incorporated into the top of the webpage. (A Spanish language version is also readily available via web link).
- Additional vital documents readily available in other languages upon request include: LCTA Rider's Guide, Shared Ride applications, and applications for reduced fare identification cards.
- All vital LCTA documents will be provided in any language identified above upon request. LCTA shall translate outreach materials and other documents for a specific event or change as necessary, as warranted by the local population affected.

Verbal interpretation for vital service information is available as follows:

- Front-line administrative and customer service representative assistance (LCTA Information and LCTA Customer Service, LCTA Shared Ride office) is readily available in other languages upon request.
- Interpretive assistance is available, upon request, through the LCTA's contract with Interpreters Unlimited, Inc.
- LCTA may offer interpretive services for a specific event as necessary, as warranted by the local population affected.

For more information about LCTA's LEP Policy and available resources, contact us at 570-288-9356, visit us on the web at [www.lctabus.com/aboutus/titlevi.html](http://www.lctabus.com/aboutus/titlevi.html), or visit our administrative offices at 305 Northampton St., Kingston, PA 18704 from 9 am to 5 pm on weekdays.

**Exhibit P: 8/24/2021 LCTA Board Meeting Agenda**

**LUZERNE COUNTY TRANSPORTATION AUTHORITY  
BOARD OF DIRECTORS MEETING**

**AGENDA  
August 24, 2021**

Charles Sciandra	Chair	Lynette Villano	Personnel / Secretary / Health	Dennis Driscoll	Strategic / Finance
Michael Cefalo	Vice Chair / Personnel / Strategic	Valerie Kepner Ph.D	Treasurer/ Ridership / Personnel	Thomas Bindus	Operation / Ridership
Joe Padavan	Personnel / Health	Gary Polakoski	Personnel / Operation / Safety	John Young	Personnel / Strategic
Atty. Joseph Blazosek	Solicitor			Atty. Matt Carmody	Asst. Solicitor
Interim Executive Director – Lee Horton					

**WORK SESSION 4:00 pm.**

Action Items & Discussion Items:

1. LSA Request with Wilkes-Barre City
2. Virtual Food Drive with CEO
3. POP “Program of Projects”
4. Title VI Board Resolution
5. Drug and Alcohol Policy 2021 Update
6. Child Development Council of NE PA, INC.
7. Donation of (9) desktop computers from 2012
8. Recommendation for Executive Director

**Executive Sessions, if needed, will take place after the work session and before the voting session.**

**VOTING SESSION 5:00 pm**

1. PLEDGE OF ALLEGIANCE – Chair - Charles Sciandra
2. ROLL CALL
3. PUBLIC COMMENT
4. APPROVAL OF MINUTES – June 22<sup>nd</sup> 2021 Minutes
5. TREASURERS REPORT – Valerie Kepner Ph.D.
6. CHAIRMAN’S REPORT – Charles Sciandra
7. SOLICITOR’S REPORT- Attorney Joseph Blazosek
8. EXECUTIVE DIRECTORS REPORT – Interim Executive Director Lee Horton

**ACTION & FORMAL ITEMS:**

1. Motion to approve the Program of Projects “POP”
  2. Motion to approve the Title VI Board Resolution
  3. Motion to approve the updated the Drug and Alcohol Policy
  4. Motion to approve the contract with Child Development Council of NE PA, INC.
  5. Motion to approve the Recommendation for Executive Director
9. BOARD COMMITTEE REPORTS:
- PUBLIC TRANSIT RIDERSHIP FORUM COMMITTEE- Dr. Valerie Kepner
  - SAFETY & OPERATIONS COMMITTEE- Tom Bindus
  - STRATEGIC PLANNING COMMITTEE– Mike Cefalo
  - HEALTH & PENSION – Lynette Villano
  - PERSONNEL COMMITTEE – Charles Sciandra
  - BUDGET COMMITTEE - Valerie Kepner Ph.D.
10. OLD BUSINESS
1. Murray Complex Update and New Building Update
11. NEW BUSINESS

**Exhibit Q: LCTA Board Approval of Updated Title VI Program**

315 Northampton St. • Kingston, PA 18704 • (570) 288-9356 • FAX (570) 288-7327



GARY POLAKOSKI  
VALERIE KEPNER, Ph.D.  
JOHN YOUNG

DENNIS DRISCOLL  
LYNETTE VILLANO  
CHARLES SCIANDRA

MICHAEL CEFALO  
TOM BINDUS  
JOSEPH PADAVAN

LEE HORTON, EXECUTIVE DIRECTOR

**Motion to Approve Board Action**

Motion to approve, accept or ratify items listed on consent agenda as submitted:

- **Adoption of Updated LCTA Title VI Program (Effective: 10/1/2021).**

I certify that the foregoing resolution was duly adopted by the Luzerne County Transportation Authority Board of Directors at a properly noticed open meeting held on this 24<sup>th</sup> day of August, 2021 at which a quorum was present.

By:   
Board Chairman

Date: 8-24-2021

By:   
Interim Executive Director

Date: 8-24-2021

**APPENDIX: Tables**

**Table 1: Title VI Complaints and Investigations**

**Table 1.1**

LCTA List of Title VI Investigations, Lawsuits and Complaints (2018 to 2021)				
Type	Date	Event Summary	Status	Action(s) Taken
Active Pending Investigations	N/A	N/A	N/A	N/A
Active Pending Lawsuits	N/A	N/A	N/A	N/A
Active Pending Compliants	N/A	N/A	N/A	N/A

Source: LCTA Title VI officer, Files.

**Table 1.2**

**Title VI Complaint Tracking Sheet**

Type of Process	Complaint Date	Summary (Including basis of complaint)	Status	Action(s) Taken
<b>Investigations</b>				
1.				
2.				
<b>Lawsuits</b>				
1.				
2.				
<b>Complaints</b>				
1.				
2.				

Source: LCTA Title VI Officer Files.


**Table 2: Summary of Title VI Public Outreach Events**

<b>Summary of Title VI Public Outreach Events: October 2018 to September 2021</b>		
<b>Event Date</b>	<b>Event Title</b>	<b>Community Engaged</b>
1/18/2018	College Focus Group and Campus Survey (LCCC)	College Students, Low Income, Disabled, Minority
1/18/2018	PennDOT Murray Complex EJ & Title VI Analysis, & Categorical Exclusion Evaluation	Minority, Low Income, Senior, Disability
3/20/2018	College Focus Group and Campus Survey (Wilkes University)	College Students, Low Income, Disabled, Minority
5/17/2018	PennDOT Rider Feedback and Customer Satisfaction Surveys	All Communities
10/16/2018	Monthly Ridership Meeting	All Communities
11/2/2018	Monthly LEP Interaction Report Review: CSR/Dispatch	LEP
11/19/2018	Monthly Ridership Meeting	All Communities, Seniors, Disabled, Low Income
11/30/2018	Travel Training: LIU & West Side Tech CTC	Students, minority, low income, Disabled
12/3/2018	Monthly LEP Interaction Report Review: CSR/Dispatch	LEP
12/6/2018	Community Transition Event: NE Sight Services	Disabled, Low Income
12/11/2018	Monthly Ridership Meeting	All Communities
1/4/2019	Monthly LEP Interaction Report Review: CSR/Dispatch	LEP
1/15/2019	Monthly Ridership Meeting	All Communities
2/4/2019	Monthly LEP Interaction Report Review: CSR/Dispatch	LEP
2/19/2019	Monthly Ridership Meeting	All Communities
3/4/2019	Monthly LEP Interaction Report Review: CSR/Dispatch	LEP
3/19/2019	Monthly Ridership Meeting	All Communities
4/5/2019	Monthly LEP Interaction Report Review: CSR/Dispatch	LEP
4/16/2019	Monthly Ridership Meeting	All Communities
5/3/2019	Monthly LEP Interaction Report Review: CSR/Dispatch	LEP
5/21/2019	Monthly Ridership Meeting	All Communities
5/30/2019	Wilkes-Barre Pedestrian Study Outreach Event	All Communities
6/4/2019	Monthly LEP Interaction Report Review: CSR/Dispatch	LEP
6/7/2019	Arena Free Public Dental Clinic	All Communities, Low Income, Disabled
6/10/2019	Wilkes-Barre Pedestrian Study Outreach Event	All Communities
6/18/2019	Monthly Ridership Meeting	All Communities
6/25/2019	LEP Travel Training	LEP
6/27/2019	Wilkes-Barre Farmer's Market Outreach	All Communities
7/9/2019	Monthly LEP Interaction Report Review: CSR/Dispatch	LEP
7/12/2019	NEPA MOVES Community Meeting	All Communities
7/18/2019	Wilkes-Barre Farmer's Market Outreach	All Communities
7/18/2019	Monthly Ridership Meeting	Senior, Minority, and Low Income Riders
8/6/2019	Monthly LEP Interaction Report Review: CSR/Dispatch	LEP
8/20/2019	Monthly Ridership Meeting	All Communities
9/5/2019	Monthly LEP Interaction Report Review: CSR/Dispatch	LEP
9/10/2019	Student Welcome Back Bash, Luzerne County Community College (LCCC)	Students, minority, low income
10/8/2019	Monthly LEP Interaction Report Review: CSR/Dispatch	LEP
10/11/2019	Wyoming Valley Senior Expo	Senior, Minority, Disabled, and Low Income
11/5/2019	Monthly LEP Interaction Report Review: CSR/Dispatch	LEP
12/3/2019	Monthly LEP Interaction Report Review: CSR/Dispatch	LEP

## Summary of Title VI Public Outreach Events: October 2018 to September 2021

<b>Event Date</b>	<b>Event Title</b>	<b>Community Engaged</b>
2/4/2020	Monthly LEP Interaction Report Review: CSR/Dispatch	LEP
2/20/2020	NE Sight Services Transportation Outreach Event	Disabled, Low Income
3/3/2020	Monthly LEP Interaction Report Review: CSR/Dispatch	LEP
4/7/2020	Monthly LEP Interaction Report Review: CSR/Dispatch	LEP
5/6/2020	Monthly LEP Interaction Report Review: CSR/Dispatch	LEP
6/5/2020	NEPA MOVES Community Meeting	All Communities
6/9/2020	Monthly LEP Interaction Report Review: CSR/Dispatch	LEP
7/8/2020	Monthly LEP Interaction Report Review: CSR/Dispatch	LEP
7/21/2020	Monthly Ridership Meeting	All Communities
8/6/2020	Monthly LEP Interaction Report Review: CSR/Dispatch	LEP
9/7/2020	Monthly LEP Interaction Report Review: CSR/Dispatch	LEP
9/16/2020	Monthly Ridership Meeting	All Communities
10/6/2020	Monthly LEP Interaction Report Review: CSR/Dispatch	LEP
11/5/2020	Monthly LEP Interaction Report Review: CSR/Dispatch	LEP
11/18/2020	Monthly Ridership Meeting	All Communities
12/8/2020	Monthly LEP Interaction Report Review: CSR/Dispatch	LEP
1/7/2021	Monthly LEP Interaction Report Review: CSR/Dispatch	LEP
2/9/2021	Monthly LEP Interaction Report Review: CSR/Dispatch	LEP
2/17/2021	Monthly Ridership Meeting	All Communities
3/1/2021	Free Rides to Covid 19 Vaccination Clinics (3/21 to Present)	All Communities
3/4/2021	Monthly LEP Interaction Report Review: CSR/Dispatch	LEP
4/8/2021	Monthly LEP Interaction Report Review: CSR/Dispatch	LEP
5/5/2021	Monthly LEP Interaction Report Review: CSR/Dispatch	LEP
4/21/2021	Monthly Ridership Meeting	All Communities
6/3/2021	Monthly LEP Interaction Report Review: CSR/Dispatch	LEP
6/23/2021	Monthly Ridership Meeting	All Communities
7/6/2021	Monthly LEP Interaction Report Review: CSR/Dispatch	LEP
8/4/2021	Community Covid Survey (Transportation Habits, Changes)	All Communities
8/20/2021	Monthly Ridership Meeting	All Communities
12/10/2021	YMCA Health Equity Tour	All Communities

**Table 3: U.S. Census Bureau LEP Data, Luzerne County, Pennsylvania**



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ALL TABLES MAPS PAGES

// Search / Tables / DP02

**SELECTED SOCIAL CHARACTERISTICS IN THE UNITED STATES**

Survey/Program: American Community Survey    TableID: DP02    Product: 2019: ACS 1-Year Estimates Data Profiles ▼

Notes
 Selections
1 Geo
 Years
 1 Topic
 1 Survey
123
 Codes
 Filter
 Hide
 Transpose
 Margin of Error
 Restore
 Excel
 Download
 Print
 More Data
 Map

Luzerne County, Pennsylvania			
Label	Estimate	Margin of Error	Percent
▼ LANGUAGE SPOKEN AT HOME			
▼ Population 5 years and over	300,721	±199	300,721
English only	260,429	±3,488	86.6%
▼ Language other than English	40,292	±3,502	13.4%
Speak English less than "very well"	14,710	±1,785	4.9%
▼ Spanish	30,965	±2,425	10.3%
Speak English less than "very well"	12,845	±1,640	4.3%
▼ Other Indo-European languages	6,631	±1,934	2.2%
Speak English less than "very well"	1,278	±543	0.4%
▼ Asian and Pacific Islander languages	1,534	±759	0.5%
Speak English less than "very well"	525	±321	0.2%
▼ Other languages	1,162	±640	0.4%
Speak English less than "very well"	62	±84	0.0%

**Table 4: LEP Customer Interaction Data (2018-2021)**

<b>LCTA LEP Interaction Data (Customer Service)</b>											
<b>2018 LEP Interaction Report Data</b>			<b>2019 LEP Interaction Report Data</b>			<b>2020 LEP Interaction Report Data</b>			<b>2021 LEP Interaction Report Data</b>		
<b>Month</b>	<b>Occurences</b>	<b>Location</b>	<b>Month</b>	<b>Occurences</b>	<b>Location</b>	<b>Month</b>	<b>Occurences</b>	<b>Location</b>	<b>Month</b>	<b>Occurences</b>	<b>Location</b>
January	23	SR CSR	January	11	SR CSR	January	19	SR CSR	January	17	SR CSR
	13	FR CSR		0	FR CSR		1	FR CSR		No Data	FR CSR
February	0	SR CSR	February	14	SR CSR	February	21	SR CSR	February	No Data	SR CSR
	15	FR CSR		0	FR CSR		2	FR CSR		No Data	FR CSR
March	32	SR CSR	March	19	SR CSR	March	15	SR CSR	March	No Data	SR CSR
	13	FR CSR		0	FR CSR		No Data	FR CSR		No Data	FR CSR
April	0	SR CSR	April	17	SR CSR	April	6	SR CSR	April	26	SR CSR
	0	FR CSR		0	FR CSR		No Data	FR CSR		No Data	FR CSR
May	0	SR CSR	May	31	SR CSR	May	6	SR CSR	May	20	SR CSR
	0	FR CSR		0	FR CSR		No Data	FR CSR		No Data	FR CSR
June	0	SR CSR	June	19	SR CSR	June	19	SR CSR	June		SR CSR
	0	FR CSR		0	FR CSR		No Data	FR CSR			FR CSR
July	22	SR CSR	July	31	SR CSR	July	No Data	SR CSR	July		SR CSR
	1 (deaf)	FR CSR		0	FR CSR		No Data	FR CSR			FR CSR
August	18	SR CSR	August	23	SR CSR	August	No Data	SR CSR	August		SR CSR
	0	FR CSR		0	FR CSR		No Data	FR CSR			FR CSR
September	17	SR CSR	September	25	SR CSR	September	No Data	SR CSR	September		SR CSR
	2	FR CSR		0	FR CSR		No Data	FR CSR			FR CSR
October	17	SR CSR	October	39	SR CSR	October	64	SR CSR	October		SR CSR
	0	FR CSR		0	FR CSR		3	FR CSR			FR CSR
November	19	SR CSR	November	33	SR CSR	November	40	SR CSR	November		SR CSR
	0	FR CSR		0	FR CSR		1	FR CSR			FR CSR
December	19	SR CSR	December	0	SR CSR	December	25	SR CSR	December		SR CSR
	0	FR CSR		0	FR CSR		No Data	FR CSR			FR CSR

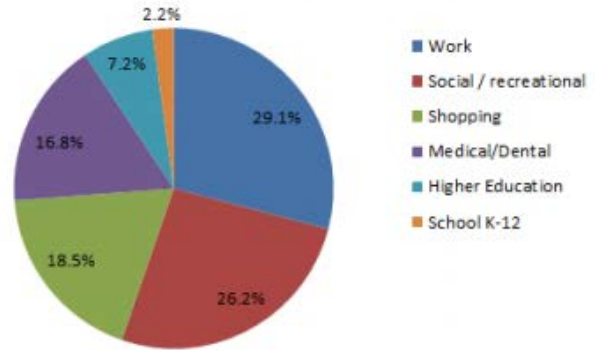
Source: Interpreters Unlimited Monthly Invoice. Language: Spanish 99.9%, Polish/Russian 00.1%.



**Table 5: Public Transportation Use & Rider Demographic Data**

**Table 5.1**

What is the primary reason you use the bus?	
Answer	Percent (%)
Work	29.1%
Social / recreational	26.2%
Shopping	18.5%
Medical/Dental	16.8%
Higher Education	7.2%
School K-12	2.2%



**Table 5.2**

<b>Shared Ride Division: Client Language (2019)</b>	
Total Number of Trips	140,513
Total Number of Clients	3,547
Total Number of English Speaking Clients	3,490 (98.4%)
Total Number of Spanish Speaking Clients	56 (1.6%)
Total Number of Polish Speaking Clients	1 (0.03%)

Source(s): PennDOT/LCTA Fixed Route Public Transit Rider Customer Service Survey (5/2018); and Shared Ride Paratransit Program Ecolane Rider Demographic & Language Report (7/2021).

**Table 6: LCTA Board of Directors Demographics (2019-2021)**

<b>LCTA Board of Directors Demographic Data (1/2019 to 6/2021)</b>								
<b>2019</b>			<b>2020</b>			<b>2021</b>		
<b>Title</b>	<b>Race</b>	<b>Gender</b>	<b>Title</b>	<b>Race</b>	<b>Gender</b>	<b>Title</b>	<b>Race</b>	<b>Gender</b>
Board member 1	W	M	Board member 1	W	F	Board member 1	W	M
Board Member 2	W	M	Board Member 2	W	M	Board Member 2	W	M
Board Member 3	W	F	Board Member 3	W	M	Board Member 3	W	M
Board Member 4	W	M	Board Member 4	W	M	Board Member 4	W	F
Board Member 5	W	M	Board Member 5	W	F	Board Member 5	W	M
Board Member 6	W	F	Board Member 6	W	M	Board Member 6	W	M
Board Member 7	W	M	Board Member 7	W	M	Board Member 7	W	M
Board Member 8	W	M	Board Member 8	W	M	Board Member 8	W	M
Board Member 9	W	F	Board Member 9	W	M	Board Member 9	W	F

Board Demographics: Race: 100% Gender: 78% Male, 22% Female  
 Source: LCTA Board Meeting Minutes

**Table 7: LCTA Fixed Route Vehicle Load Standard**

<b>Vehicle Load Standard*</b>	
<b>Service Category</b>	<b>Max Load Standard</b>
LCTA Fixed Route Bus Service	Range: 1.25, Not to Exceed 1.50

\*Vehicle load standards are consistent for peak and off-peak service periods.

**Table 8: LCTA Fixed Route Bus Fleet & Load Capacity Data (6/2018)**

Vehicle Year	Vehicle Make	Vehicle Model	Total Seated Capacity (Not Incl. Driver)	Total Standing Capacity	Wheelchair Capacity	Total Vehicle Capacity (Not Incl. Driver)	Vehicle Load Factor (Standard)	Vehicle Load Factor (Max)	Fuel Type	Vehicle Length	Qty.	Active Status
2006	Gillig Corporation	Phantom	36	29	2	67	1.25	1.5	Diesel	35.0'	4	YES
2009	Gillig Corporation	Low Floor	36	29	2	67	1.25	1.5	Diesel	35.0'	2	YES
2009	Gillig Corporation	Low Floor	32	41	2	75	1.25	1.5	Diesel Electric Hybrid	35.0'	3	YES
2010	Gillig Corporation	Low Floor	25	15	2	42	1.25	1.5	Diesel Electric Hybrid	35.0'	3	YES
2010	Gillig Corporation	Low Floor	32	38	2	72	1.25	1.5	Diesel Electric Hybrid	30.0'	2	YES
2013	Gillig Corporation	Low Floor	32	39	2	73	1.25	1.5	Diesel Electric Hybrid	35.0'	7	YES
2018	Gillig Corporation	Low Floor	32	36	2	70	1.25	1.5	CNG	35.0'	2	YES
2019	Gillig Corporation	Low Floor	32	36	2	70	1.25	1.5	CNG	35.0'	5	YES
2020	Gillig Corporation	Low Floor	32	36	2	70	1.25	1.5	CNG	35.0'	1	YES
2021	Gillig Corporation	Low Floor	32	36	2	70	1.25	1.5	CNG	35.0'	11	YES

**Table 9: LCTA Fixed Route System Trip Duration and Headway Data**

<b>LCTA Fixed Route System Trip Duration and Headway (6/2021)</b>				
<b>Route #</b>	<b>Average Weekday Time Duration of Trip (Round Trip/Minutes)</b>	<b>Average Saturday Time Duration of Trip (Round Trip/Minutes)</b>	<b>Average Weekday Headway (Minutes)</b>	<b>Average Saturday Headway (Minutes)</b>
1	48	41	42	59
2	69	0	74	0
3	34	35	44	70
5	64	50	57	58
6	84	75	47	73
7	39	35	40	66
8	60	61	69	65
10	38	40	31	38
11	84	89	38	46
12	60	63	57	58
13	51	49	43	51
14	89	84	46	43
15	70	59	55	56
16	83	89	51	83
17	133	130	105	97
18	54	66	52	31
19	66	70	78	95
22	61	67	46	66
51	78	N/A	80	N/A
52	118	N/A	96	N/A
53	85	N/A	71	N/A
54	83	N/A	70	N/A
55	28	N/A	120	N/A
<b>Total System Average</b>	<b>69 Minutes</b>	<b>63 Minutes</b>	<b>61 Minutes</b>	<b>56 Minutes</b>
	<b>66 Minutes</b>		<b>59 Minutes</b>	
Source: LCTA Fixed Route Bus Schedules, 6/2021.				

**Table 10: System Total: Average Distance Between Stops Per Route**

Average Distance Between Stops: Systems Total (10/2019)	
Route #	System Total By Route (Mi.)
1	0.2
2	0.61
3	0.22
5	0.26
6	0.28
7	0.25
8	0.24
10	0.67
11	0.26
12	0.28
13	0.41
14	0.31
15	0.52
16	0.30
17	1.22
18	0.48
19	1.47
22	0.33
51	0.21
52	0.21
53	0.20
54	0.20
55	0.20
<b>Total System Average:</b>	0.41 Mi.
Source: Remix Planning Software, LCTA System Fixed Route Stops Data Layer, 10/2019	

**Table 11: LCTA Fixed Route System Total: Aggregate Distance Between Stops**

Distance (Mi.)	Total	
	Number	Percent
0.09 or Less	421	41%
0.10 to 0.24	380	37%
0.25 to 0.50	123	12%
0.51 to 0.99	72	7%
1.00 +	31	3%
<b>Total System Stops</b>	<b>1027</b>	<b>100.00%</b>

Source: Remix Planning Software, LCTA System Fixed Route Data Layer (8/2019)

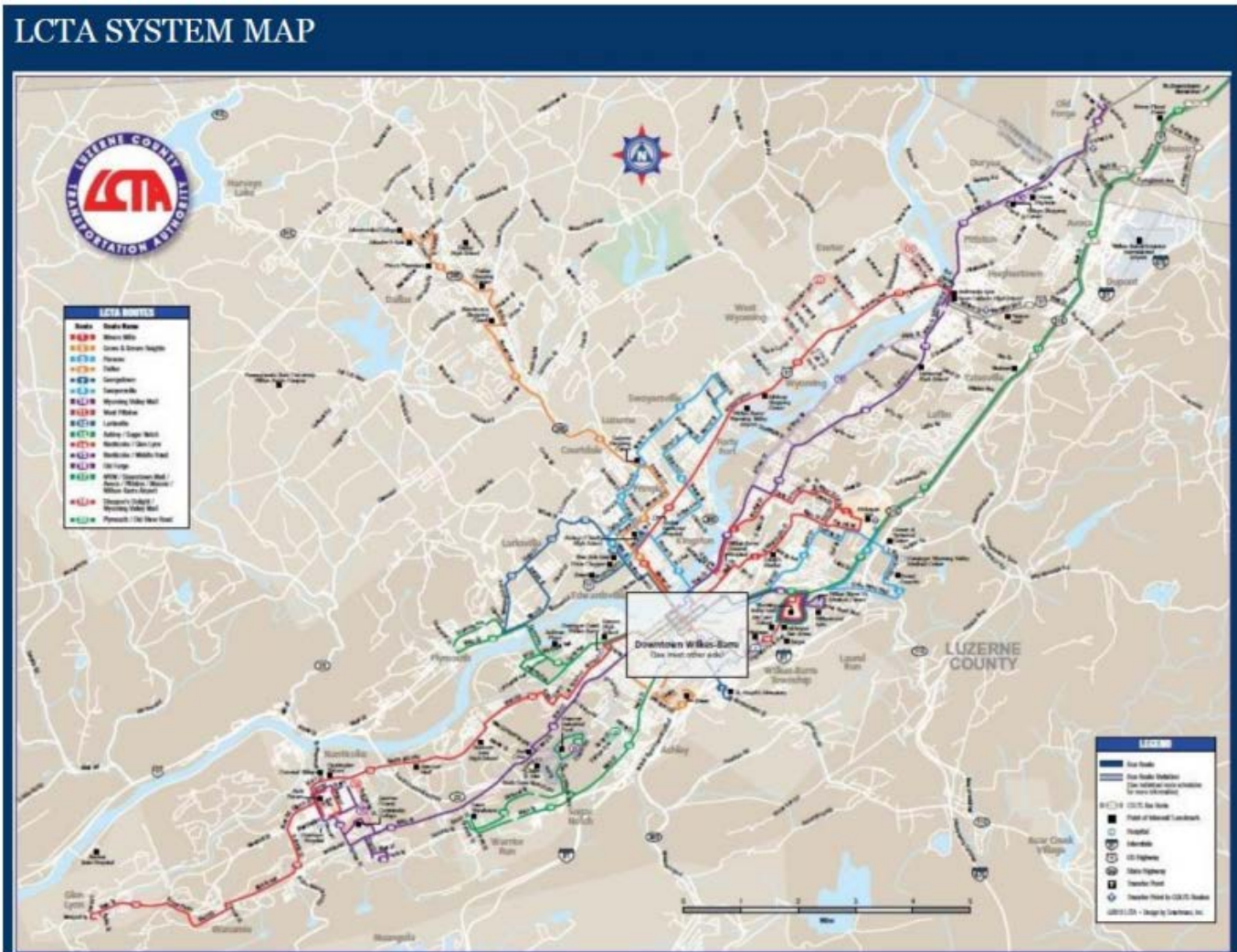
**Table 12: Ridership Productivity Standards**

Route*	Weekday Service Period						Saturday Service Period					
	Am Service	AM Peak	Midday	PM peak	Evening	Night Service	AM Service	AM Peak	Midday	PM Peak	Evening	Night Service
1	17	17	17	17	17	N/A	17	17	17	17	17	N/A
2	17	17	17	17	17	N/A	17	17	17	17	17	N/A
3	17	17	17	17	17	N/A	17	17	17	17	17	N/A
5	17	17	17	17	17	N/A	17	17	17	17	17	N/A
6	17	17	17	17	17	N/A	17	17	17	17	17	N/A
7	17	17	17	17	17	N/A	17	17	17	17	17	N/A
8	17	17	17	17	17	N/A	17	17	17	17	17	N/A
10	17	17	17	17	17	N/A	17	17	17	17	17	N/A
11	17	17	17	17	17	N/A	17	17	17	17	17	N/A
12	17	17	17	17	17	N/A	17	17	17	17	17	N/A
13	17	17	17	17	17	N/A	17	17	17	17	17	N/A
14	17	17	17	17	17	N/A	17	17	17	17	17	N/A
15	17	17	17	17	17	N/A	17	17	17	17	17	N/A
16	17	17	17	17	17	N/A	17	17	17	17	17	N/A
17	17	17	17	17	17	N/A	17	17	17	17	17	N/A
18	17	17	17	17	17	N/A	17	17	17	17	17	N/A
19	17	17	17	17	17	N/A	17	17	17	17	17	N/A
22	17	17	17	17	17	N/A	17	17	17	17	17	N/A
51	N/A	N/A	N/A	N/A	N/A	17	N/A	N/A	N/A	N/A	N/A	N/A
52	N/A	N/A	N/A	N/A	N/A	17	N/A	N/A	N/A	N/A	N/A	N/A
53	N/A	N/A	N/A	N/A	N/A	17	N/A	N/A	N/A	N/A	N/A	N/A
54	N/A	N/A	N/A	N/A	N/A	17	N/A	N/A	N/A	N/A	N/A	N/A
55	N/A	N/A	N/A	N/A	N/A	17	N/A	N/A	N/A	N/A	N/A	N/A

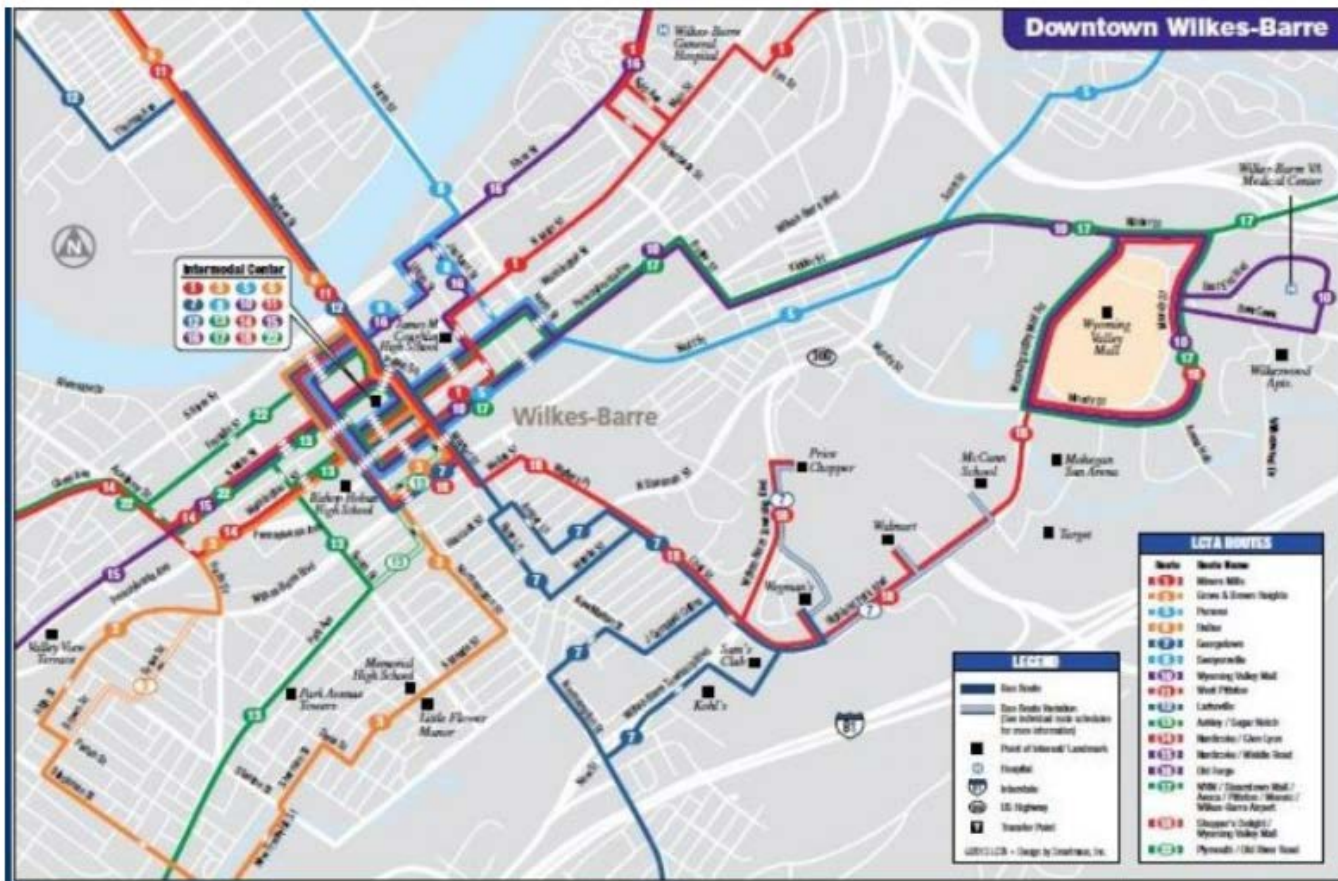
\* Ridership standard based upon PennDOT Performance Findings. Ridership standard is based upon average passenger boardings per revenue service hour, at a minimum of 17 passenger boardings per each revenue hour.

# APPENDIX: Maps

Map 1: LCTA System Map

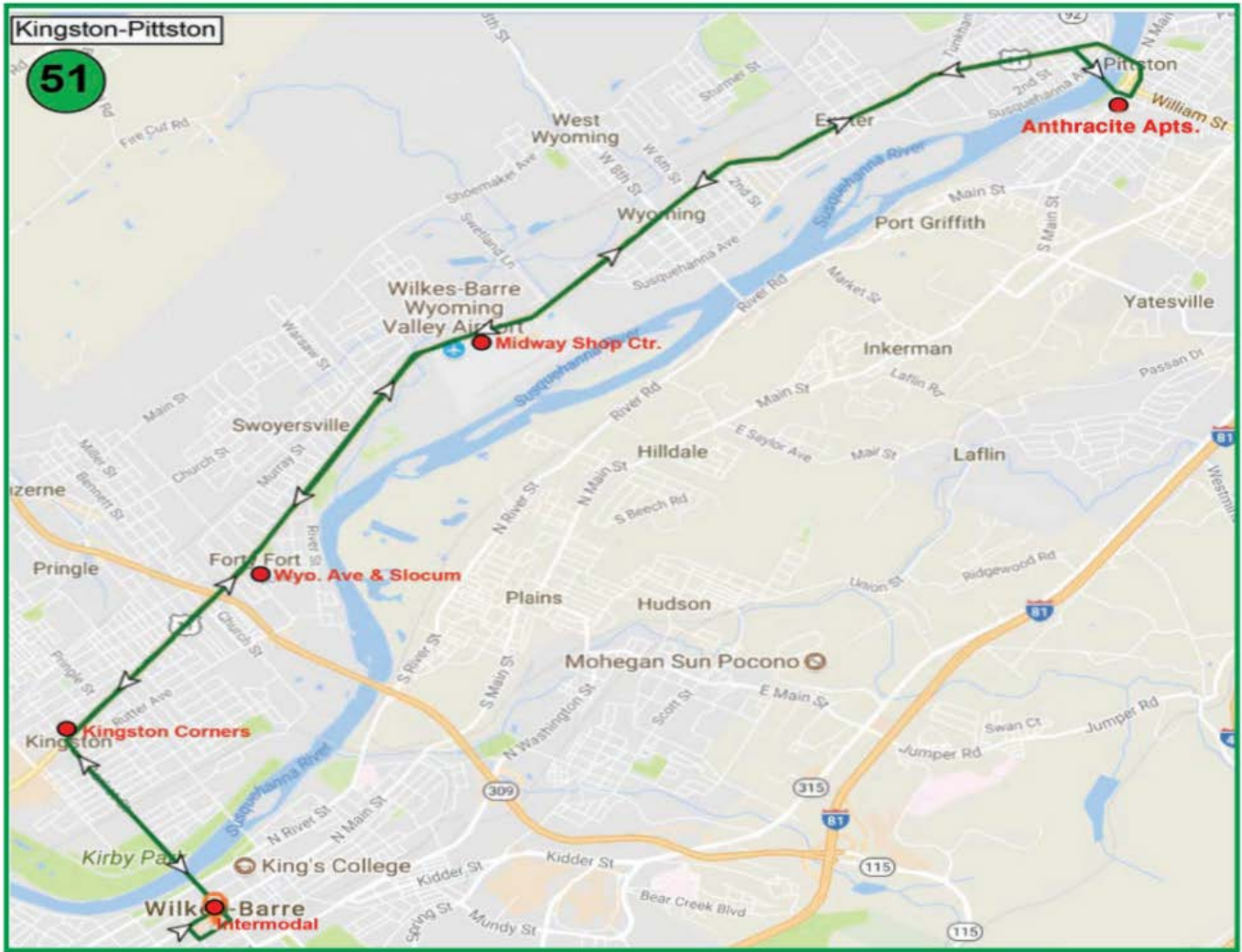


Map 2: LCTA System Map: Routes Originating from Downtown Wilkes-Barre Intermodal Transit Center

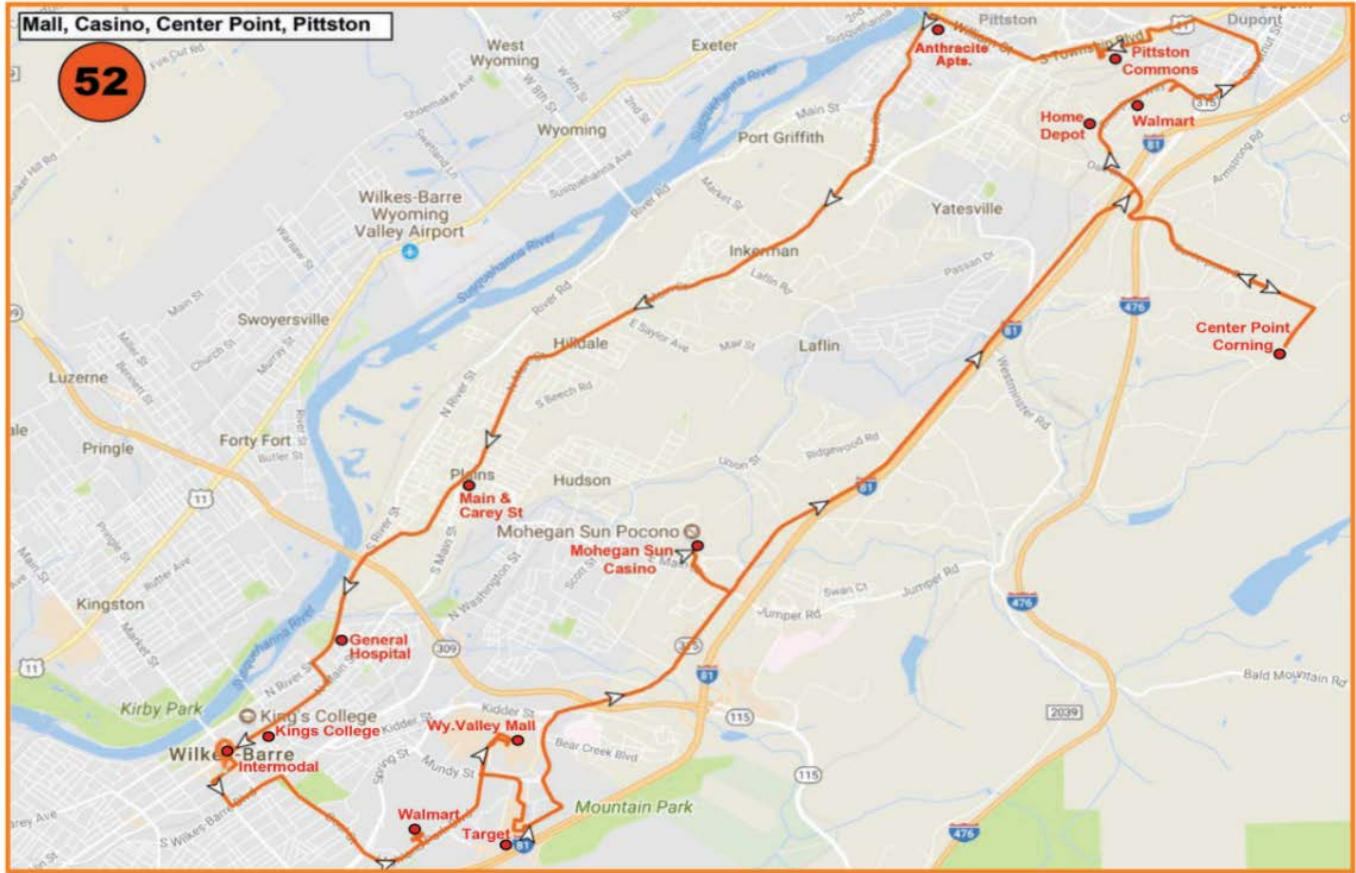




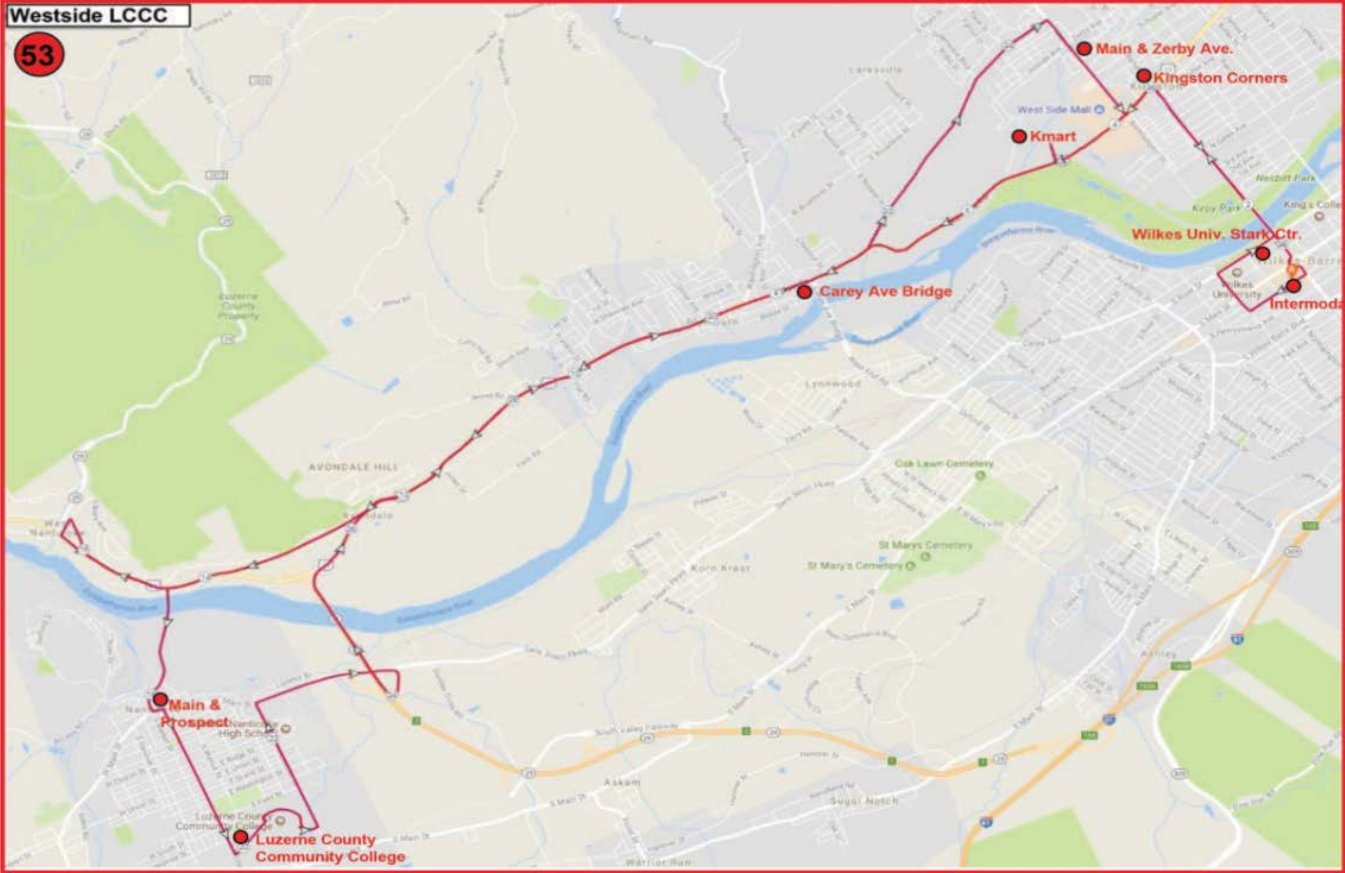
Map 3: LCTA System Map Route 51 (Night Service Loop)



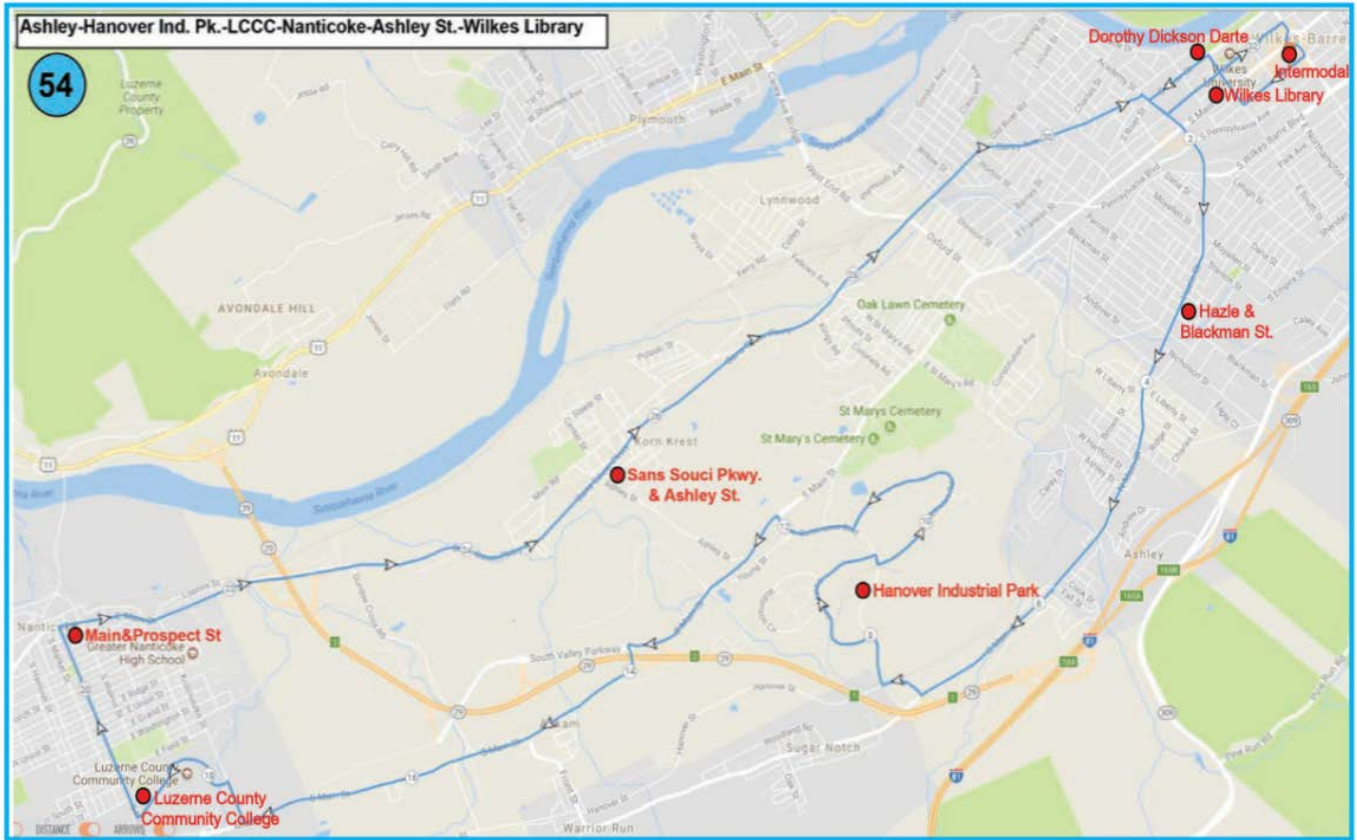
Map 4: LCTA System Map Route 52 (Night Service Loop)



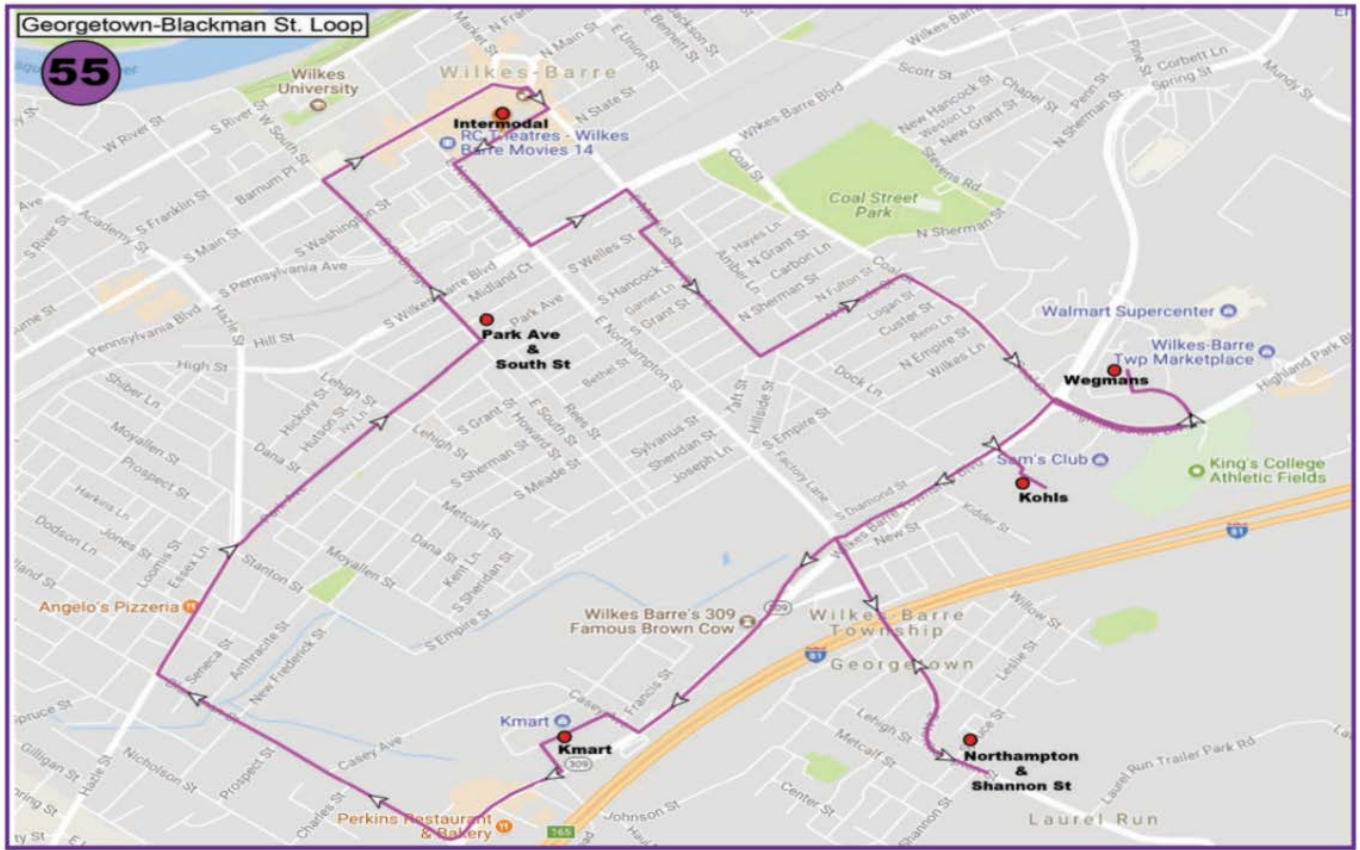
Map 5: LCTA System Map Route 53 (Night Service Loop)



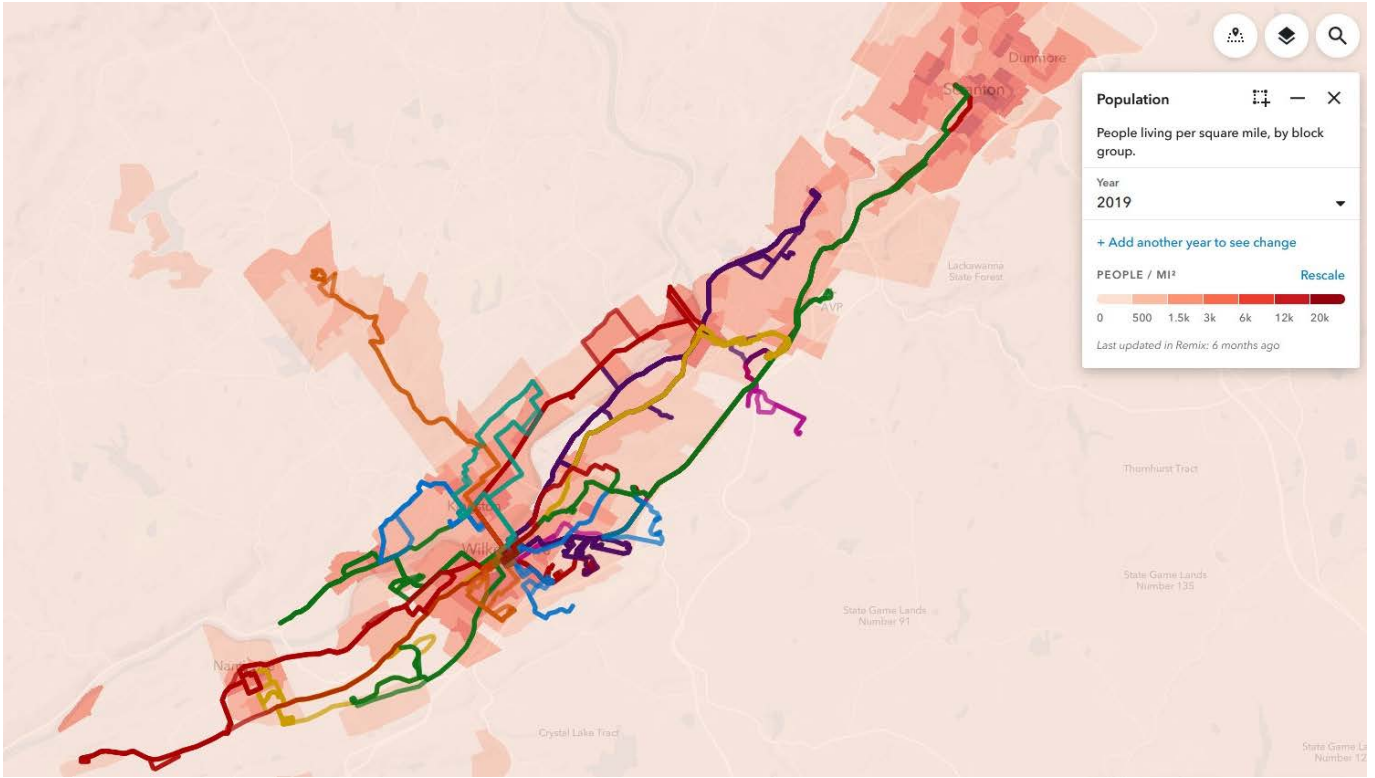
Map 6: LCTA System Map Route 54 (Night Service Loop)



Map 7: LCTA System Map Route 55 (Night Service Loop)



Map 8: LCTA System Map w/ Population Density Layer



Map 9: LCTA System Map w/ Jobs Density Layer



Map 10: LCTA System Map w/ Poverty Population Density Layer

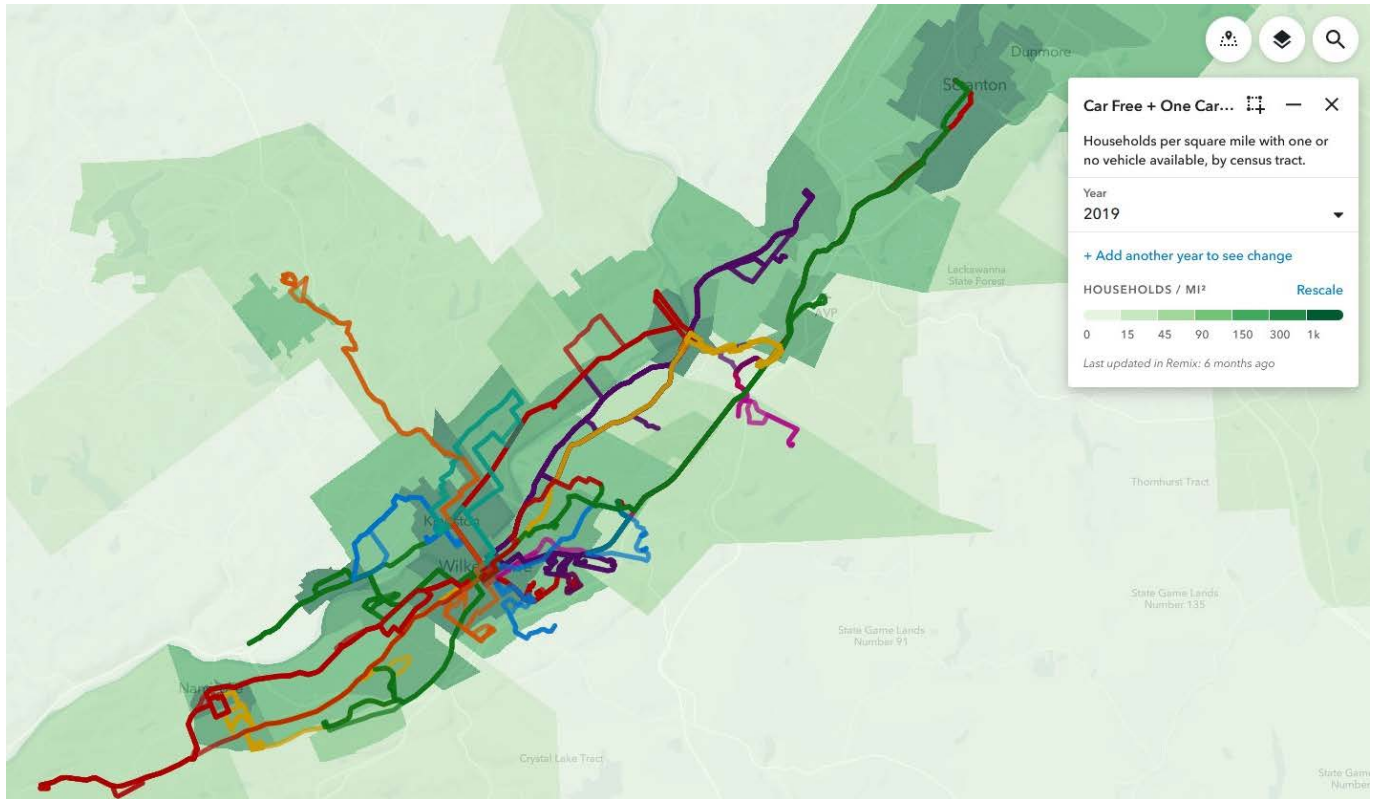




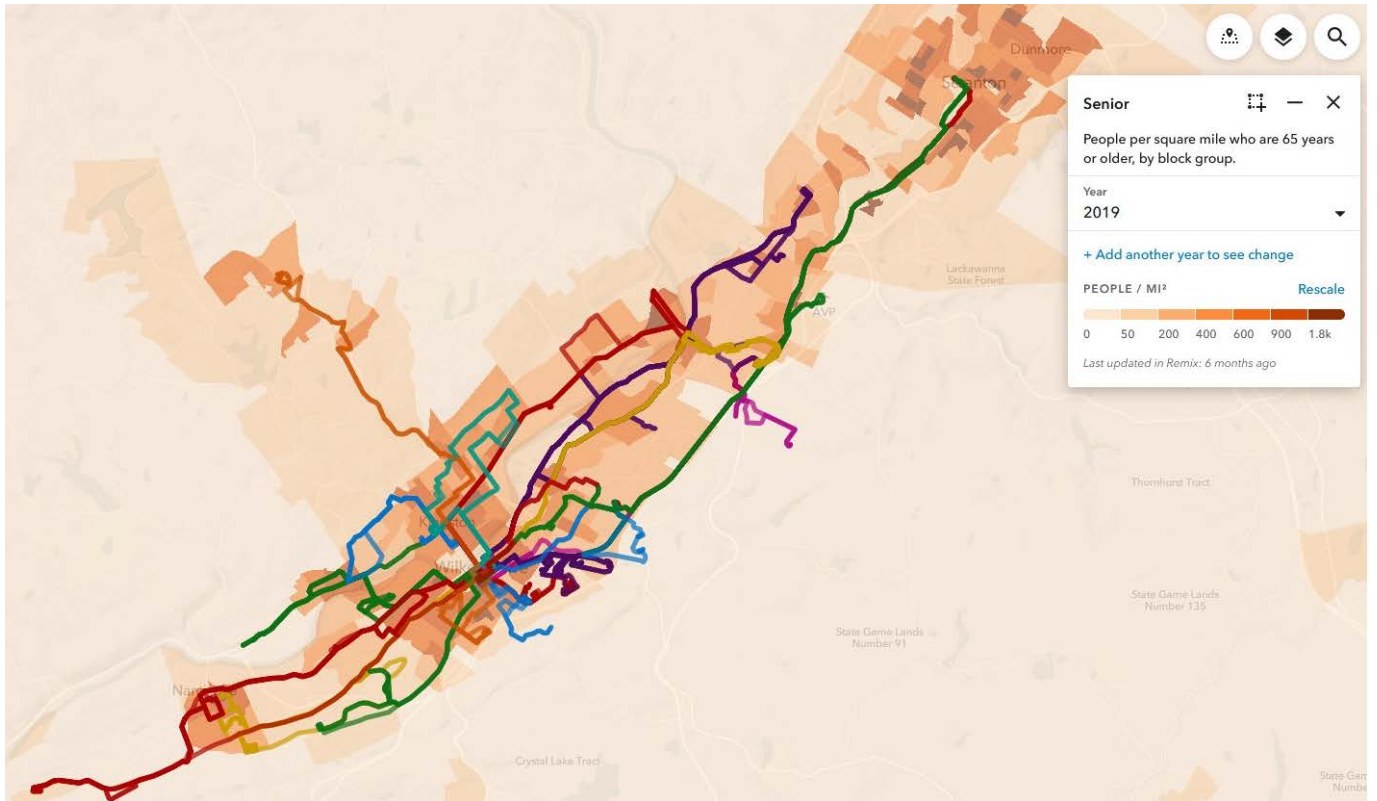
Map 11: LCTA System Map w/ Minority Population Density Layer



Map 12: LCTA System Map w/ Car Free Households Density Layer



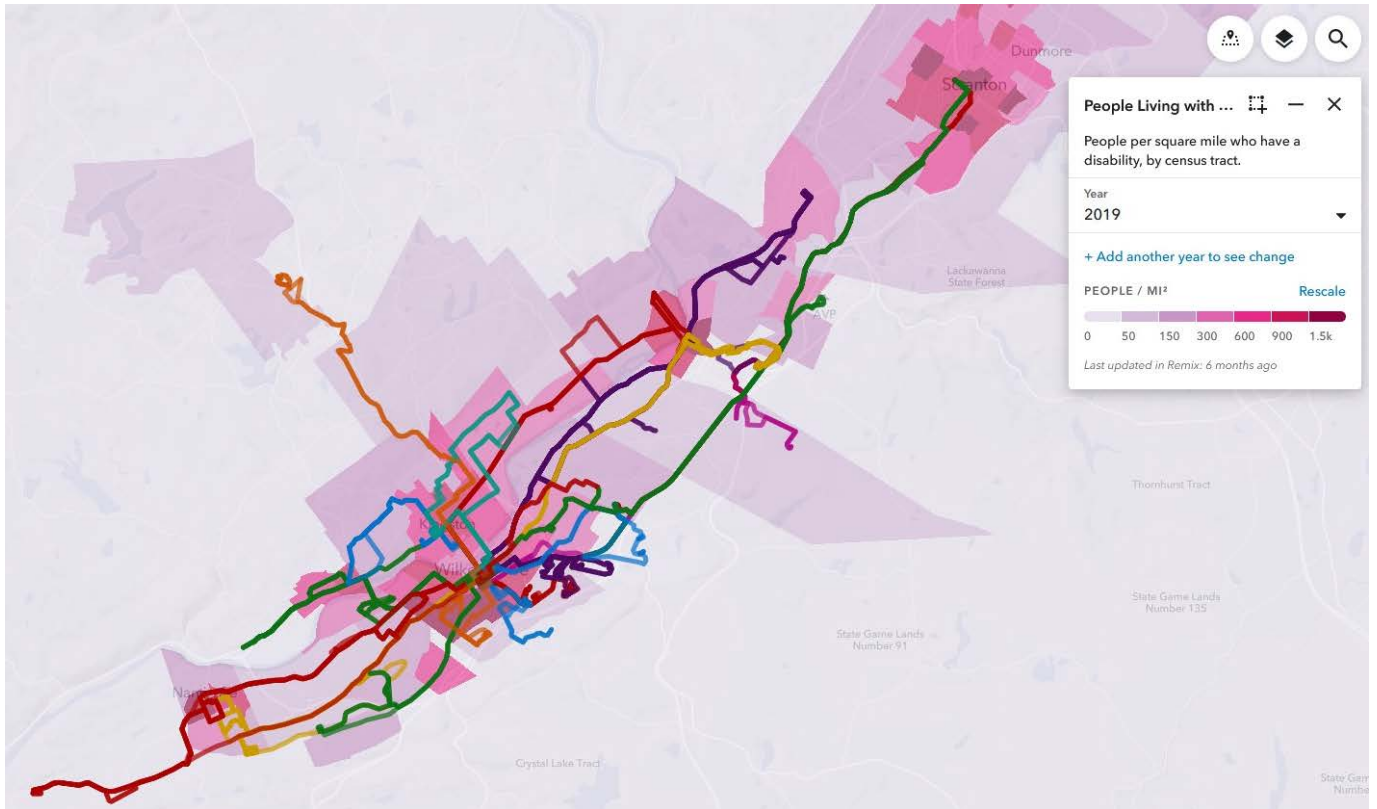
Map 13: LCTA System Map w/ Senior Population Density Layer



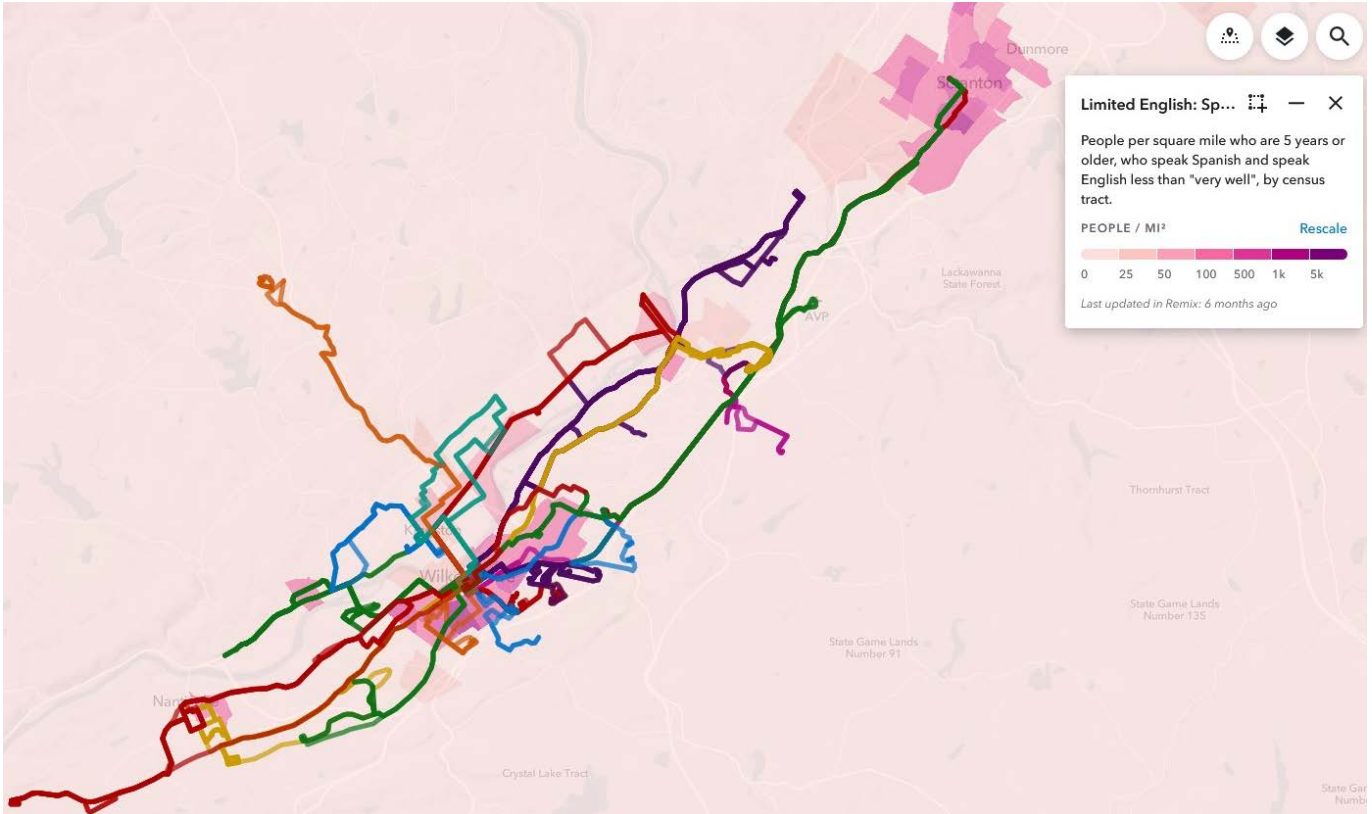
Map 14: LCTA System Map w/ Youth Population Density Layer



Map 15: LCTA System Map w/ Disabled Population Density Layer



Map 16: LCTA System Map w/ LEP Population Density Layer



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