



**TARGHEE REGIONAL PUBLIC
TRANSPORTATION
AUTHORITY**

**TITLE VI, LEP & SYSTEM
WIDE
PLAN
2017-2018**

I. Title VI Policy Statement

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin, sex, age, disability or retaliation in programs and activities receiving Federal financial assistance.

Civil Rights Restoration Act of 1987 (Public Law 100.259) and subsequent related acts, provides that no person shall be excluded from participation in, be denied the benefits of, or otherwise subjected to discrimination under any program or activity receiving Federal financial assistance from the Department of Transportation. See also FTA Circular 4702.1.B

This Title VI Policy Statement and its contents also apply to any and all of TRPTA's sub-recipients.

If you feel you are being denied participation in or being denied benefits of the transit services provided by TRPTA, or otherwise being discriminated against because of your race, color, national origin, gender, age, or disability, you may contact TRPTA's Title VI Officer at:

TRPTA
Attn: Title VI Officer, Varinia Wood
1810 W. Broadway Suite #7
Idaho Falls, ID 83402
208-535-0356
vwood@trpta.net

II. Title VI Information Dissemination

Title VI information posters shall be prominently and publicly displayed in the TRPTA facilities and in the revenue vehicles. The name of the Title VI coordinator is available on TRPTA's website, at www.trpta.org Additional information relating to nondiscrimination obligation can be obtained from the TRPTA Title VI Coordinator.

Title VI information shall be disseminated to TRPTA employees annually via Mandatory Driver Training. Employees will be asked to sign a checklist that they have been reminded of TRPTA Policy statement and of their responsibilities in their daily work and duties.

During New Hire Orientation, new employees shall be informed of the provisions of Title VI, and TRPTA's expectations to perform their duties accordingly.

All employees shall be provided a copy of the Title VI Plan and are required to sign an Acknowledgement of Receipt.

III. Subcontractors and Vendors

All contractors and vendors who receive payments from TRPTA where funding originates from any federal assistance are subject to the provisions of Title VI of the Civil Rights Act of 1964 as amended.

Written contracts shall contain non-discrimination language, either directly or through the bid specification package which becomes an associated component of the contract.

IV. Record Keeping

The Title VI Coordinator will maintain permanent records, which include, but are not limited to, signed acknowledgements of receipt from the employees indicating the receipt of TRPTA's Title VI Plan, copies of the Title VI complaints or lawsuits and related documentation, records of correspondence to and from complainants, and Title VI investigations.

V. Title VI Complaint Procedures

How to file a Title VI Complaint?

The complainant may file a signed, written complaint up to one hundred and eighty (180) days from the date of the alleged discrimination. The complaint should include the following information:

- Name, mailing address, and how to contact you (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.
- Other information that you may deem significant.

The Title VI Complaint Form may be used to submit the complaint information. The complaint may be filed in writing to TRPTA at the following address:

Targhee Regional Public Transportation Authority
1810 W. Broadway Ste #7
Idaho Falls, Idaho 83402

NOTE: TRPTA 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 Title VI Coordinator as soon as possible, but no later than 180 days from the alleged date of the discrimination.

What happens to the complaint after it is submitted?

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

A letter acknowledging receipt of complaint will be mailed within seven (7) days. 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.

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

TRPTA will send a final written response letter to the complaint. In the case a letter notifying complainant that the complaint is not substantiated, 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 TRPTA, and/or 2) file a complaint externally with the U. S. Department of Transportation and/or Federal Transit Administration (FTA). Every effort will be made to respond to Title VI complaints within 60 working days of receipt

In addition to the complaint process described above, a complainant may file a Title VI complaint with the following offices:

Christopher C. MacNeith
Regional Civil Rights
Federal Transit Administration- Reg-10
Attention: Title VI Program Coordinator
915 Second Ave, Suite 3142
Seattle, Washington 98174
(206) 220-4462
(206) 220-7959 Fax
christopher.macneith@dot.gov

or

Idaho Department of Transportation
Title VI/Civil Rights Officer
P.O. Box 7129
Boise, ID 83707-1129
(208) 334-8152

VI. Limited English Proficiency (LEP) Plan

TRPTA shall provide quality language assistance services to individuals with limited English proficiency, in a timely manner, to ensure meaningful access to programs, services and activities.

Plan Purpose

To eliminate or reduce limited English proficiency as a barrier or impediment to accessing TRPTA's core services.

TRPTA focus will be on representatives with activities that have the most interactions with LEP individuals and on programs that have vital information that affect the provision of a service, benefit, or the imposition of a burden. TRPTA representatives should assess the general nature, purpose and consequences of their interactions with the general public or LEP populations using the following category definitions:

- Category 1---Representatives whose mission or primary function is the provision of services, information, or assistance to the general public may have significant contact or interaction with LEP populations.

- Category 2—Representatives whose primary function is to serve the internal management and administrative needs of TRPTA itself may have interactions with LEP individuals that are infrequent and secondary to the services performed by these representatives.

Category 3—Representatives whose primary function is the provision of services, information, or assistance to the public may have predictable and periodic interactions with identifiable LEP populations.

Category 4—Representatives whose primary function is to serve the legal, investigative, and policy needs of TRPTA

Category 5—Representatives whose primary function is the provision of services, information, or assistance to third party entities that are not generally limited English proficiency, may serve no significant LEP populations.

Representatives whose mission meets the definition of Categories 1 thru 5 will be required to follow this written LEP plan or designate an LEP point of contact, in accordance with all regulations and guidelines. Only those representatives who certify that they do not operate or administer any program or activity that provides services, information, or assistance, to the general public and their programs and activities have no significant predictable or periodic contact or interaction with identifiable LEP population; and, their interactions with the public do not involve direct and immediate impact on the person's health, personal security, or other important interest, may designate and LEP contact.

In order to achieve the goal of meaningful access to programs and activities by LEP persons, each representative, program and activity of TRPTA shall:

- Perform a needs and capacity assessment
- Arrange for oral language assistance, as appropriate

Translate vital documents in languages other than English upon request or as appropriate
Train front-line and managerial staff
Provide notification to customers of the availability of language assistance

Plan Implementation

Needs and capacity assessment:

Representatives will identify direct public points of contact. These could include information offices, telephone numbers regularly used by the public, including 800 numbers, 211 CARELINE, outreach activities, clearinghouses and public service education announcements. These contacts may be face-to-face, telephonic, written or electronic in nature.

Representatives will define their target audiences. This may include individuals of a region or county, class or status. For example: low-income households or medical providers.

Representatives with interactions with the public will collect and record data. Customers should be asked his or her language preference, and that information should be recorded for future contact and for statistical purposes.

Representatives will assess on an ongoing basis the language assistance needs of its customers and the capacity of the program to meet these needs. An annual needs assessment is recommended.

Oral language assistance:

Representatives will arrange oral language assistance for customers in a face-to-face or telephone contact within a reasonable period of time. This assistance may take the form of a bilingual staff, oral interpreters, staff personnel, volunteers, or telephone language assistance services.

Public points of contact. Translations of commonly requested documents, bilingual staff, and telephone interpreter services should be made available at locations that are readily accessible to the public, such as the dispatch office, and public telephone areas.

Competency of bilingual staff and contractors. Bilingual staff or contractors must be assessed for bilingual proficiency, interpretation skills, and sensitivity to the special confidentiality issues raised by interpreting for others. Representatives should ensure that individuals providing interpretative services possess a level of fluency and comprehension appropriate to the specific nature, type, and purpose of information at issue.

Unacceptable practices. Representatives should not use family members or friends to translate or interpret for LEP persons. If the LEP customer insists upon using friend or family member, it should be allowed only after language services have been offered and refused. Minor children should never be used to interpret, except in emergencies.

Use of contractors. Contractual translation or interpreter services may be an option for some programs where the needs assessment suggest less frequent contact with LEP customers. Some interpreter services require payment. This must be approved by the executive director prior to making the arrangement.

Translation of written material:

TRPTA shall have vital documents translated into languages other than English where a significant number or percentage of the customers served, are limited English proficient.

This includes written material and electronic documents and websites. "Vital documents" are documents that convey information that critically affects the ability of the program recipient to make decisions about his or her participation in an activity. Vital documents include applications, public notices, consent forms, letters containing important information regarding participation in an activity or program, and anything pertaining to the Company's services. It is a good business practices to develop procedures to endure that the translation of documents is ongoing and that revisions take place as needed.

Training:

Each TRPTA representative shall be trained on the policies and procedures of its language assistance program. These representatives will be employees whose routing duties include interactions with the public, such as the drivers and dispatchers and management.

Notification of availability of language assistance services and outreach:

Representatives identified as warranting language assistance measures, shall inform LEP customers of the availability of free language assistance services. The notification shall be made orally or in writing, and should be given at the first point of contact when possible and shall be given in the language of the LEP customer. The LEP customer should be advised that they may choose to secure the assistance of an interpreter of their own choosing at their own expense.

Technical Assistance

TRPTA's Human Resources department and Federal Transit Administrations Civil Rights department will provide technical assistance to each TRPTA representative that administers activities and/or programs. Technical assistances will consist of advising programs on the requirements of this plan and its implementation, including assistance in developing individual program plans, availability of technical and professional translating and interpreter resources and telephone translation services.

Compliance and Enforcement

TRPTA's managerial staff shall have primary responsibility for ensuring compliance with the LETP Plan. Human Resources and the Civil Rights Officer will assess whether the program's

policies and procedures allow LEP persons to overcome language barriers and participate in a meaningful way in the activities and benefits of the Company. Conversely, certain practices may constitute a violation of the program's responsibility under the LEP Plan. Examples may include:

- Providing services to LEP persons that are more limited in scope or low quality
- Subjecting LEP persons to unreasonable delays in the delivery of services.
- Limiting participation in a service on the basis of English proficiency
- Providing ineffective services to LEP persons
- Failing to inform LEP person of the rights to receive **free** interpreter services and/or **requiring** LEP persons to provide their own interpreter.

Human Resources and the Civil Rights Officer shall institute a process for handling complaints from customers about language assistance, and data reporting. The complaint process shall inform customers and clients on how to file a complaint, and provide a means of recording and resolving complaints. In addition, complaint data should be included in TRPTA's Annual Workload and Performance data report (Executive Order 12250 Information and Reporting Requirements)

Complaints by LEP persons will be investigated in the manner prescribed by the laws governing federally assisted programs and activities. These procedures include complaint investigations, compliance reviews, efforts to secure voluntary compliance, and technical assistance.

Anyone who believes that he or she has been discriminated against because of their national origin may file a complaint with the:

Christopher C. MacNeith
Regional Civil Rights
Federal Transit Administration – Reg. 10
915 Second Ave, Suite 3142
Seattle, Washington 98174
(206) 220-4462
(206) 220-7959 Fax

Idaho Transportation Department
EEO/DBE Program Manager
P.O. Box 7129
Boise, ID 83707-1129
(208) 334-8266 office
(208) 334-4423 Fax

LEP Point of Contact:

Adelita Woolf—Interpreter
1810 W. Broadway Ste #7
Idaho Falls, ID 83402
208-529-1489

Gricelda Palacios- Interpreter/translator/document translator
1810 W. Broadway Ste #7
Idaho Falls, ID 83402
208-529-1489

Pilar Saslow—Interpreter and translator
1610 Summer Way
Idaho Falls, ID 83404
208-542-0337
208-520-3772 cell
psaslow@cablone.net

Community Outreach

Community Outreach is a requirement of Title VI. Recipients and sub recipients 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 an agency receiving federal financial assistance, we have made the following community outreach efforts:

Public Meetings: TRPTA holds public and stakeholder meetings to introduce possible pilot projects, routes or schedules change when needed.

Board Meetings: Targhee Regional Public Transportation Authority's Board of Directors meets every third Thursday each month at 12 noon and the public is invited to attend.

TRPTA regularly attends Health and Human Services meetings in the cities, in which, it serves. In the past, TRPTA has used public hearings and public comment sessions for programs such as Transit Improvement Plan (TIP).

TRPTA also participates in community resource fairs and public marketing and outreach activities.

TRPTA submits to the Idaho Transportation Department annually an application for funding. The application requests funding for both capital and operating assistance and a part of the application process requires public notice, which includes a 30-day public comment period.

Current and Past Investigations

TRPTA does not have any past or current investigations, complaints or lawsuits alleging discrimination on basis of race, color, or national origin with respect to service or other transit benefits provided filed with the agency in the past three years.

Civil Rights Compliance Reviews

TRPTA did not have any civil rights compliance reviews conducted by other local, state or federal agencies during the last three years.

Four Factor Analysis

In order to ensure meaningful access to programs and activities TRPTA shall use the information obtained in this Four Factor Analysis to determine the specific language services that are appropriate to provide and to access planning needed.

1. TRPTA has determined below the number of proportion of LEP person's eligible to be served or likely to be encountered by the program or recipient based on the population of LEP of cities by race.

That LEP persons interact with TRPTA by talking with the operators and dispatchers they have first contact with, by phone, by email, by visiting the office or visiting agencies within the community which they use the most. They also have access to TRPTA's website and other agencies.

The chart below identifies TRPTA's LEP communities and cities and the proportion of LEP persons for each language group, which determines the appropriate language services needed.

TRPTA annually evaluates the literacy report retrieved from the Library to determine if commercial or other visual type presentations are needed. If so, TRPTA will create information videos or presentations.

TRPTA combines the LEP population report with service area map to determine underutilization of services.

2. TRPTA frequently interacts with LEP communities daily Monday through Friday during operation hours of 7:00 am to 5:30 pm as staff provides service as well as during attendance at meetings, events and presentations with the community and agencies such as Eastern Idaho Community Action Partnership, United Way, Housing Task Force, Bonneville Interagency Council, and various health and human services agencies.

TRPTA does not operate rail service, but does have a four-bus fixed route service along with a 17 bus demand/paratransit service.

TRPTA does not currently have a method for purchase of passes electronically or over the phone. All passes are bought from the main office or from the bus operators.

TRPTA has a public participation plan which disseminates information to Agency's that serves LEP persons. TRPTA posts to our web site and to all bus's and also to local stores and businesses in the LEP neighborhoods.

TRPTA interacts with our LEP customers through Trip Coordinators, Operator's, Management and Supervisors'.

Generally, TRPTA hired consultants to make service changes, and who also provided surveys. TRPTA will do annual surveys to gather demographics.

Generally, TRPTA hired consultants to make operator changes, and who also provided surveys. TRPTA will do annual surveys to gather demographics of employee's

The following chart lists our LEP community. The proportion of LEP for each language group determines the appropriate language services for each language group.

LEP 2016 United States Census Bureau

Geographic Area	Total City population	White	Black or African American	American Indian and Alaska Native	Asian
Ammon city	14,960	90%	1%	1%	1%
Driggs city	1,689	74%	0.48%	0.24%	0.48%
Idaho Falls city	59,184	89%	0.7%	1.0%	1.0%
Iona city	2,056	87%	0.15%	0.26%	0.10%
Newdale city	307	93%	0.0%	0.0%	0.0%
Rexburg city	27,663	93.8%	0.6%	0.2%	1.2%
Rigby city	4,029	91.2%	0.4%	1.4%	0.5%
Ririe city	637	87%	0.00%	0.16%	0.00%
St. Anthony city	3,442	88%	0.49%	0.87%	0.46%
Sugar City city	1,328	97%	0.07%	0.44%	0.37%
Teton city	709	83%	0.70%	0.70%	0.28%
Tetonia city	278	89%	0.00%	0.74%	0.00%
Ucon city	1,132	94%	0.00%	0.00%	0.09%
Victor city	1,961	78%	0.46%	0.98%	0.46%

Geographic Area	Total City population	Native Hawaiian and Other Pacific Islander	Some Other Race	Two or More Races	Hispanic or Latino (of any race)
Ammon city	14,960	0.1%	0.0%	1.8%	6.4%
Driggs city	1,689	0.4%	23.4%	2.0%	31.6%
Idaho Falls city	59,184	0.1%	0.0%	2.3%	12.9%
Iona city	2,056	0.0%	0.0%	1.0%	3.6%
Newdale city	307	0.0%	7.8%	1.94%	13.3%
Rexburg city	27,663	0.2%	0.0%	1.7%	5.6%
Rigby city	4,029	0.2%	0.0%	1.6%	10.4%
Ririe city	637	0.0%	1.0%	0.9%	2.1%
St. Anthony city	3,442	0.2%	10.9%	1.7%	21.5%
Sugar City city	1,328	0.0%	7.4%	1.3%	12.1%
Teton city	709	0.0%	6.3%	0.7%	10.7%
Tetonia city	278	0.0%	6.3%	0.7%	10.7%
Ucon city	1,132	0.3%	2.2%	1.4%	5.9%
Victor city	1,961	0.1%	16.7%	1.9%	22.4%

(3) The nature and importance of the program, activity, or service provided by the program to people's lives. Generally speaking, the more important the program, the more frequent the contact and the likelihood that language services will be needed. The provision of public transportation is a vital service, especially for people without access to personal vehicles. An MPO's regional planning activities will impact every person in a region. Development of a coordinated plan to meet the specific Chap. III-8 FTA C 4702.1B transportation needs of seniors and people with disabilities will often also meet the needs of LEP persons. A person who is LEP may have a disability that prevents the person from using fixed route service, thus making the person eligible for ADA complementary paratransit. Transit providers, States, and MPOs must assess their programs, activities and services to ensure they are providing meaningful access to LEP persons. Facilitated meetings with LEP persons are one method to inform the recipient on what the local LEP population considers to be an essential service, as well as the most effective means to provide language assistance. TRPTA has Mobility Outreach Coordinators who work specifically with LEP person's and persons with disabilities. These Coordinator's provide travel training. TRPTA also provides information about services, and planning activities and how they can affect service.

(4) The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach. Resource and cost issues can often be reduced by technological advances, reasonable business practices, and the sharing of language assistance materials and services among and between recipients, advocacy groups, LEP populations and Federal agencies.

Large entities and those entities serving a significant number of LEP persons should ensure that their resource limitations are well substantiated before using this factor as a reason to limit language assistance. The State of Idaho has a web site www.labor.idaho.gov which serves LEP persons maneuvering within the State or moving in to the State TRPTA is also a part of the www.211.org, available resources to LEP persons. Also, persons with no internet can call 211 and get language assistance. TRPTA also utilizes information on the Department of Labor's website.

Appendix A



TRPTA System-Wide Service Standards and Policy

TRPTA operates under Title 49 CFR Section 21.5 states the general prohibition of discrimination on the grounds of race, color, or national origin. Section 21.5(b) (2) specifies that a recipient shall not “utilize criteria or methods of administration which have the effect of subjecting persons to discrimination because of their race, color, or national origin, or have the effect of defeating or substantially impairing accomplishment of the objectives of the program with respect to individuals of a particular race, color, or national origin.” Section 21.5(b) (7) requires recipients to “take affirmative action to assure that no person is excluded from participation in or denied the benefits of the program or activity on the grounds of race, color, or national origin.” Finally, Appendix C to 49 CFR part 21 provides in Section (3) (iii) that “[n]o person or group of persons shall be discriminated against with regard to the routing, scheduling, or quality of service of transportation service furnished as a part of the project on the basis of race, color, or national origin. Frequency of service, age and quality of vehicles assigned to routes, quality of stations serving different routes, and location of routes may not be determined on the basis of race, color, or national origin.”

These standards and policies must address how service is distributed across TRPTA’s transit system, and must ensure that the manner of the distribution affords users access to these assets. TRPTA uses consultants to formulate distribution and type of standards provided in its area. These consultants are all contracted to survey and do public meetings for input.

TRPTA Fixed Route Vehicle Load

Vehicle #	Vehicle Year	Location of Vehicle	Vehicle Length	Wheelchair Capacity	Vehicle Capacity	Standing	Total	Maximum load factor
273	2000	IF	25	2	20	6	26	1.3
479	2009	IF	25	2	16	4	20	1.3
800	2010	IF	25	2	16	4	20	1.3
801	2010	IF	25	2	16	4	20	1.3
822	2008	IF	25	2	18	5	23	1.3
824	2008	IF	25	2	18	5	23	1.3
Z14	2007	IF	25	2	16	4	20	1.3

Vehicle Headways:

TRPTA Headways and Period of Operation

Weekdays	Peak	Base	Evening	Night
Blue Fixed Route	30	30	30	N/A
Green Fixed Route	30	30	30	N/A
Red Fixed Route	30	30	30	N/A
Yellow Fixed Route	30	30	30	N/A

Morning 7:00 am -11:00 am*Peak Morning 10:00 am –12:00 pm*Afternoon Peak 12:00 pm-4:00 pm*Evening 4:00 pm -6:00pm

TRPTA Headways and Period of Operation

Weekends	Peak	Base	Evening	Night
Blue Fixed Route	N/A	N/A	N/A	N/A
Green Fixed Route	N/A	N/A	N/A	N/A
Red Fixed Route	N/A	N/A	N/A	N/A
Yellow Fixed Route	N/A	N/A	N/A	N/A

TRPTA does not run on weekends

Vehicle on Time Performance:

10-2014 to 9-2015

Fixed Route on Time Performance

Late Arrivals

Route Trips	Month Total	Oct	% late	Month Total	Nov	% late
Blue	6,226	1,065	17%	5,205	1,101	21%
Green	7,155	446	6%	6,200	468	8%
Red	4,998	654	13%	4,143	807	19%
Yellow	5,858	299	5%	4,908	391	8%
Early Arrivals						
Route Trips	Month Total	Oct	% early	Month Total	Nov	% early
Blue	6,226	110	2%	5,205	94	2%
Green	7,155	134	2%	6,200	139	2%
Red	4,998	89	2%	4,143	89	2%
Yellow	5,858	127	2%	4,908	75	2%
Late Arrivals						
Route Trips	Month Total	Dec	% late	Month Total	Jan	% late
Blue	6,026	1,379	23%	5,787	482	8%
Green	6,018	709	12%	6,628	709	11%
Red	4,656	883	19%	4,394	566	13%
Yellow	5,616	515	9%	5,197	589	11%

Early Arrivals						
Route Trips	Month Total	Dec	% early	Month Total	Jan	% early
Blue	6,026	109	2%	5,787	96	2%
Green	6,018	115	2%	6,628	99	1%
Red	4,656	91	2%	4,394	70	2%
Yellow	5,616	141	3%	5,197	89	2%
Late Arrivals						
Route Trips	Month Total	Feb	% late	Month Total	March	% late
Blue	5,504	409	7%	5,070	334	7%
Green	6,718	546	8%	6,060	247	4%
Red	4,382	521	12%	4,113	319	8%
Yellow	4,965	428	9%	4,694	198	4%
Early Arrivals						
Route Trips	Month Total	Feb	% early	Month Total	March	% early
Blue	5,504	68	1%	5,070	105	2%
Green	6,718	117	2%	6,060	84	1%
Red	4,382	72	2%	4,113	106	3%
Yellow	4,965	31	1%	4,694	34	1%
Late Arrivals						
Route Trips	Month Total	April	% late	Month Total	May	% late
Blue	6,105	626	10%	5,736	628	11%
Green	7,200	515	7%	6,581	672	10%
Red	4,845	524	11%	4,232	589	14%
Yellow	5,464	302	6%	5,121	392	8%
Early Arrivals						
Route Trips	Month Total	April	% early	Month Total	May	% early
Blue	6,105	56	1%	5,736	23	0%
Green	7,200	116	2%	6,581	50	1%
Red	4,845	110	2%	4,232	90	2%
Yellow	5,464	34	1%	5,121	29	1%

Late Arrivals						
Route Trips	Month Total	June	% late	Month Total	July	% late
Blue	6,171	763	12%	6,103	955	16%
Green	7,178	834	12%	7,356	1,037	14%
Red	4,856	815	17%	4,888	866	18%
Yellow	5,146	627	12%	5,693	667	12%

Early Arrivals						
Route Trips	Month Total	June	% early	Month Total	July	% early
Blue	6,171	39	1%	6,103	29	0%
Green	7,178	102	1%	7,356	48	1%
Red	4,856	61	1%	4,888	59	1%
Yellow	5,146	22	0%	5,693	20	0%

Late Arrivals						
Route Trips	Month Total	Aug	% late	Month Total	Sep	% late
Blue	5,521	999	18%	5,659	646	11%
Green	6,914	910	13%	7,047	581	8%
Red	4,547	925	20%	4,563	597	13%
Yellow	5,057	460	9%	5,397	443	8%
Early Arrivals						
Route Trips	Month Total	Aug	% early	Month Total	Sep	% early
Blue	5,521	27	0%	5,659	37	1%
Green	6,914	68	1%	7,047	134	2%
Red	4,547	69	2%	4,563	71	2%
Yellow	5,057	33	1%	5,397	13	0%

Vehicle on Time Performance:
10-2015 to 9-2016

Fixed Route on Time Performance

Late Arrivals

Route Trips	Month Total	Oct	% late	Month Total	Nov	% late
Blue	6,123	874	14%	5,625	1,576	28%
Green	7,073	1,238	18%	6,446	2,034	32%
Red	4,508	845	19%	4,405	1,687	38%
Yellow	5,548	731	12%	4,978	1,059	21%
Early Arrivals						
Route Trips	Month Total	Oct	% early	Month Total	Nov	% early
Blue	6,123	219	4%	5,625	189	3%
Green	7,073	132	2%	6,446	160	2%
Red	4,508	147	3%	4,405	102	2%
Yellow	5,548	208	4%	4,978	168	3%
Late Arrivals						
Route Trips	Month Total	Dec	% late	Month Total	Jan	% late
Blue	5,432	1,616	30%	5,469	1,118	20%
Green	6,330	2,4226	38%	6,303	1,571	25%

Red	4,338	1,899	43%	4,104	1,322	32%
Yellow	4,759	1,429	30%	4,771	671	14%
Early Arrivals						
Route Trips	Month Total	Dec	% early	Month Total	Jan	% early
Blue	5,432	176	3%	5,469	364	7%
Green	6,330	151	2%	6,303	243	4%
Red	4,338	91	2%	4,104	137	3%
Yellow	4,759	190	4%	4,771	247	5%
Late Arrivals						
Route Trips	Month Total	Feb	% late	Month Total	March	% late
Blue	5,366	891	17%	6,260	1,034	17%
Green	6,232	1,752	28%	7,552	1,760	23%
Red	4,304	1,541	36%	5,137	1,343	26%
Yellow	4,756	5,106	107%	5,472	747	14%
Early Arrivals						
Route Trips	Month Total	Feb	% early	Month Total	March	% early
Blue	5,366	233	4%	6,260	318	5%
Green	6,232	257	4%	7,552	291	4%
Red	4,304	140	3%	5,137	196	4%
Yellow	4,756	945	20%	5,472	559	10%
Late Arrivals						
Route Trips	Month Total	April	% late	Month Total	May	% late
Blue	5,773	1,068	18%	5,870	1,384	24%
Green	6,781	1,393	21%	7,016	2,170	31%
Red	4,421	1,536	35%	4,603	1,638	36%
Yellow	4,850	795	16%	5,257	1,029	20%
Early Arrivals						
Route Trips	Month Total	April	% early	Month Total	May	% early
Blue	5,773	290	5%	5,870	226	4%
Green	6,781	235	3%	7,016	114	2%
Red	4,421	132	3%	4,603	125	3%
Yellow	4,850	361	7%	5,257	388	7%
Late Arrivals						
Route Trips	Month Total	June	% late	Month Total	July	% late
Blue	5,630	1,276	23%	4,483	1,098	24%
Green	7,296	1,611	22%	5,456	1,209	22%
Red	4,512	968	21%	3,629	1,162	32%

Yellow	5,248	1,065	20%	3,715	1,012	27%
Early Arrivals						
Route Trips	Month Total	June	% early	Month Total	July	% early
Blue	5,630	270	5%	4,483	243	5%
Green	7,296	343	5%	5,456	207	4%
Red	4,512	224	5%	3,629	94	3%
Yellow	5,248	372	7%	3,715	257	7%

Late Arrivals						
Route Trips	Month Total	Aug	% late	Month Total	Sep	% late
Blue	2,562	723	28%	5,391	1,656	31%
Green	3,085	836	27%	7,038	1,811	26%
Red	1,964	711	36%	4,596	1,239	27%
Yellow	2,120	388	18%	4,728	895	19%
Early Arrivals						
Route Trips	Month Total	Aug	% early	Month Total	Sep	% early
Blue	2,562	79	3%	5,391	176	3%
Green	3,085	139	5%	7,038	224	3%
Red	1,964	50	3%	4,596	155	3%
Yellow	2,120	213	10%	4,728	365	8%

Vehicle on Time Performance:
10-2016 to 9-2017

Fixed Route on Time Performance

Late Arrivals

Route Trips	Month Total	Oct	% late	Month Total	Nov	% late
Blue	5,466	1,779	33%	5,895	1,532	26%
Green	6,639	1,774	27%	6,720	1,857	28%
Red	4,502	1,474	33%	4,619	1,519	33%
Yellow	4,981	873	18%	5,215	927	18%
Early Arrivals						
Route Trips	Month Total	Oct	% early	Month Total	Nov	% early
Blue	5,466	189	3%	5,895	189	3%
Green	6,639	215	3%	6,720	240	4%
Red	4,502	79	2%	4,619	112	2%
Yellow	4,981	328	7%	5,215	452	9%
Late Arrivals						

Route Trips	Month Total	Dec	% late	Month Total	Jan	% late
Blue	5,133	2,185	43%	5,172	2,365	46%
Green	4,126	1,785	42%	4,883	1,862	38%
Red	4,021	1,949	48%	4,501	2,004	45%
Yellow	4,397	1,772	40%	5,326	1,589	30%
Early Arrivals						
Route Trips	Month Total	Dec	% early	Month Total	Jan	% early
Blue	5,133	128	2%	5,172	95	2%
Green	4,216	86	2%	4,883	90	2%
Red	4,021	84	2%	4,501	49	1%
4%Yellow	4,397	167	4%	5,326	222	4%
Late Arrivals						
Route Trips	Month Total	Feb	% late	Month Total	March	% late
Blue	5,373	871	16%	6,125	1,152	19%
Green	6,325	1,181	19%	7,373	1,124	15%
Red	4,052	950	23%	4,974	1,143	23%
Yellow	5,049	700	14%	5,736	736	13%
Early Arrivals						
Route Trips	Month Total	Feb	% early	Month Total	March	% early
Blue	5,373	174	3%	6,125	171	3%
Green	6,325	176	3%	7,373	217	3%
Red	4,052	81	2%	4,974	141	3%
Yellow	5,049	371	7%	5,736	431	8%
Late Arrivals						
Route Trips	Month Total	April	% late	Month Total	May	% late
Blue	5237	391	7%	6122	1812	30%
Green	6688	431	6%	7266	1679	23%
Red	4393	222	5%	4887	1466	30%
Yellow	4974	190	4%	5288	944	18%
Early Arrivals						
Route Trips	Month Total	April	% early	Month Total	May	% early
Blue	5237	34	1%	6122	132	2%
Green	6688	72	1%	7266	160	2%
Red	4393	73	2%	4887	109	2%
Yellow	4974	24	0%	5288	341	6%
Late Arrivals						
Route Trips	Month Total	June	% late	Month Total	July	% late

Blue	5829	1171	20%	5412	1633	30%
Green	1774	1280	18%	6614	1024	15%
Red	4681	1173	25%	4494	1111	25%
Yellow	5164	587	11%	4702	754	16%
Early Arrivals						
Route Trips	Month Total	June	% early	Month Total	July	% early
Blue	5829	177	3%	5412	132	2%
Green	7224	211	3%	6614	163	2%
Red	4681	130	3%	4494	195	4%
Yellow	5164	346	7%	4702	266	6%

Late Arrivals						
Route Trips	Month Total	Aug	% late	Month Total	Sep	% late
Blue	5431	1433	26%	4,541	1,580	35%
Green	6981	15601484	21%	6,568	2,423	37%
Red	4863	10031560	32%	4,413	1,872	42%
Yellow	5179	1003	19%	4,834	1,162	24%
Early Arrivals						
Route Trips	Month Total	Aug	% early	Month Total	Sep	% early
Blue	5431	152	3%	4,541	141	3%
Green	6981	141	2%	6,568	74	1%
Red	1560	132	3%	4,413	51	1%
Yellow	1003	280	5%	4,834	284	6%

Vehicle on Time Performance:
10-2017 to 9-2018

Fixed Route on Time Performance

Late Arrivals

Route Trips	Month Total	Oct	% late	Month Total	Nov	% late
Blue	5762	1839	32%	5,097	1,666	33%
Green	7150	2106	29%	6,568	1,773	27%
Red	4851	1605	33%	4,275	1,277	30%
Yellow	5052	863	17%	4,477	928	21%
Early Arrivals						
Route Trips	Month Total	Oct	% early	Month Total	Nov	% early
Blue	5,762	236	4%	5,097	194	4%
Green	7,150	122	2%	6,568	222	3%
Red	4,851	53	1%	4,275	84	2%

Yellow	5,052	481	10%	4,477	321	7%
Late Arrivals						
Route Trips	Month Total	Dec	% late	Month Total	Jan	% late
Blue	5,067	2,312	46%			
Green	6,381	2,863	45%			
Red	4,033	1,782	44%			
Yellow	4,852	1,459	30%			
Early Arrivals						
Route Trips	Month Total	Dec	% early	Month Total	Jan	% early
Blue	5,067	193	4%			
Green	6,381	102	2%			
Red	4,033	48	1%			
Yellow	4,852	259	5%			

Late Arrivals						
Route Trips	Month Total	Feb	% late	Month Total	March	% late
Blue						
Green						
Red						
Yellow						
Early Arrivals						
Route Trips	Month Total	Feb	% early	Month Total	March	% early
Blue						
Green						
Red						
Yellow						
Late Arrivals						
Route Trips	Month Total	April	% late	Month Total	May	% late
Blue						
Green						
Red						
Yellow						
Early Arrivals						
Route Trips	Month Total	April	% early	Month Total	May	% early
Blue						
Green						
Red						
Yellow						

Late Arrivals						
Route Trips	Month Total	June	% late	Month Total	July	% late
Blue						
Green						
Red						
Yellow						
Early Arrivals						
Route Trips	Month Total	June	% early	Month Total	July	% early
Blue						
Green						
Red						
Yellow						

Late Arrivals						
Route Trips	Month Total	Aug	% late	Month Total	Sep	% late
Blue						
Green						
Red						
Yellow						
Early Arrivals						
Route Trips	Month Total	Aug	% early	Month Total	Sep	% early
Blue						
Green						
Red						
Yellow						
Yellow						

Appendix B



Acknowledgement of Receipt of Title VI Plan

I hereby acknowledge the receipt of Targhee Regional Public Transportation Authority 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 B.

Employee Name Printed

Employee Signature

Date

APPENDIX C



TARGHEE REGIONAL PUBLIC TRANSPORTATION AUTHORITY

1810 W. BROADWAY #7, IDAHO FALLS, ID 83402-5072

Phone: (208) 535-0356 Fax: (208) 524-0216

DISCRIMINATION COMPLAINT FOR Title VI

Section I:			
Name:			
Address:			
Telephone (Home):		Telephone (Work):	
E-Mail Address:			
Accessible Format Requirements?	Large Print		Audio Tape
	TDD		Other
Section II:			
Are you filing this complaint on your own behalf?		Yes*	No
*If you answered "yes" to this question, go to Section III.			
If not, please supply the name and relationship of the person for whom you are complaining:			
Please explain why you have filed for a third party: _____			
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.		Yes	No
Section III:			
My Complaint is based on (check all that apply):			
<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin	
<input type="checkbox"/> Religion	<input type="checkbox"/> Disability	<input type="checkbox"/> Sex	
<input type="checkbox"/> Age	<input type="checkbox"/> Retaliation	<input type="checkbox"/> Familial Status	
<input type="checkbox"/> Other			
Date of Alleged Complaint (Month, Day, Year): _____			
Explain as clearly as possible what happened. Describe all persons who were involved. Include the name and contact information of the person(s) who were involved (if known) as well as names			

and contact information of any witnesses. If more space is needed, please use the back of this form.

Section V:

Have you previously filed a complaint with this agency?	Yes	No
---	-----	----

Section VI:

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

Yes No

If yes, check all that apply:

Federal Agency: _____

Federal Court _____

State Court _____

State Agency _____

Local Agency _____

Please provide information about a contact person at the agency/court where the complaint was filed.

Name:

Title:

Agency:

Address:

Telephone:

Section VII:

Name of agency complaint is against:

Contact person:

Title:

Telephone number:

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

Signature and date required below:

Signature

Date

Please submit this form in person at the address below, or mail this form to:

TRPTA

(Attn: Varinia Wood) ext.118 or

1810 W Broadway Ste #7, Idaho Falls, Idaho 83402
(208) 535-0356

Appendix D



TARGHEE REGIONAL PUBLIC TRANSPORTATION AUTHORITY

1810 W. BROADWAY #7, IDAHO FALLS, ID 83402-5072

Phone: (208) 535-0356 Fax: (208) 524-0216

Letter of Acknowledging Receipt of Complaint

Date:

Mr./Mrs. Jane Doe
1234 Main
Idaho Falls, Idaho 83402
Phone

Dear Mrs. Doe:

This letter is to acknowledge receipt of your complaint against Targhee Regional Public Transportation Authority alleging _____.

An investigation will begin shortly. If you have additional information you wish to convey or questions this matter, please feel free to contact this office by telephoning 208-535-0356 or write to me at 1810 W. Broadway, Suite #7 Idaho Falls, ID 83402.

Sincerely,

Varinia Wood
Title VI Coordinator

APPENDIX E



TARGHEE REGIONAL PUBLIC TRANSPORTATION AUTHORITY

1810 W. BROADWAY #7, IDAHO FALLS, ID 83402-5072

Phone: (208) 535-0356 Fax: (208) 524-0216

Letter Notifying Complainant that the Complaint Is Substantiated

Date

Name of Complainant

Address

City, State, Zip

Phone

Dear Jane Doe:

The matter referenced in your letter of _____(date) against Targhee Regional Public Transportation Authority (T.R.P.T.A) alleging Title VI violation has been investigated.

(There were or weren't) 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 there will be a hearing add the following sentence) You may be hearing from this office, or from federal authorities, if your services should be needed during the administrative hearing process.

Sincerely,

Varinia Wood
Title VI Coordinator

APPENDIX F



TARGHEE REGIONAL PUBLIC TRANSPORTATION AUTHORITY

1810 W. BROADWAY #7, IDAHO FALLS, ID 83402-5072

Phone: (208) 535-0356 Fax: (208) 524-0216

Letter Notifying Complainant that the Complaint is Not Substantiated

Date:

Name of Complainant

Address

City, State, Zip

Phone

Dear Jane Doe:

The matter referenced in your complaint of _____(date) against Targhee Regional Public Transportation Authority (T.R.P.T.A.) alleging _____ has been investigated.

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

T.R.P.T.A has analyzed the materials and FACTS pertaining to your case for evidence of it's failure to comply with any of the civil rights laws. There was no evidence found that any of these laws have been violated.

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

You have the right to 1) appeal within seven calendars of receipt of this final written decision from TRPTA, 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
915 Second Ave, Suite 3142
Seattle, Washington 98174
(206) 220-7954
(206) 220-7959 Fax

Thank you for taking the time to contact us. IF I can be of assistance to you in the future, do not hesitate to contact me at 208-535-0356 or by email at vwood@trpta.net

Sincerely,

Varinia Wood, Title VI Coordinator

APPENDIX G

Sample Letters for Public



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 200d).

TRPTA is 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.B. If you feel you are being denied participation in or being denied benefits of the transit services provided by TRPTA, or otherwise being discriminated against because of your race, color, national origin, gender, age, or disability, you may contact our office at:

TRPTA

Attn: Title VI Coordinator, Varinia Wood
1810 W. Broadway Suite #7
Idaho Falls, ID 83402
208-535-0356 ext. 118

For more information, visit our website at www.trpta.org



TRPTA

EEO Policy Statement

Targhee Regional Public Transportation Authority (hereafter referred to as TRPTA), offers employment solely on the basis of qualifications, merit, and physical capability to all persons without regard to age, race, creed, color, gender, national origin, religion, marital status, or disability unless such disability does not permit the individual to perform the job in a safe manner. It is the policy of TRPTA to comply with federal and state equal employment opportunity laws. This policy applies to recruiting and hiring plus other personnel actions including promotions, demotions, terminations, compensations, benefits, and training.

It is the policy of TRPTA not to discriminate against any employee or any applicant for employment because of age, race, religion, color, people with disabilities, gender, physical condition, developmental disability, sexual orientation, pregnancy, veteran status, or national origin. This policy shall include but not be limited to, the following: recruitment and employment, promotions, demotions, transfers, compensation, selection for training including apprenticeship, layoff, and termination. Except with respect to sexual orientation, TRPTA shall take affirmative action to ensure equal employment opportunities.

Affirmative Action establishes guidelines to develop a staff which reflects the diversity of the local community in both minorities and protected classes of citizens. Supervisors and managers are responsible for providing the direction required to make ensure all TRPTA employees are treated fairly at all times.

TRPTA's objective is to ensure individuals are treated in a fair and non-discriminatory manner throughout the employment process. It is unlawful for TRPTA to violate any federal, state or local law or regulation dealing with equal employment opportunity. Managers and Supervisors are prohibited from harassing and/or retaliating against individuals who make equal employment opportunity complains. Performance by managers and supervisors will be evaluated on the success of the EEO program the same way as their performance on other agency goals. A Workforce which reflects the diversity of the community enables TRPTA to better meet the needs of the entire community.

TRPTA's BBSI HR Representative is appointed as the Equal Employment Opportunity Officer, and is responsible for monitoring of affirmative action related employee and company issues. All management personnel all responsible for evaluating the in hiring and promoting of employees.

TRPTA shall take affirmative action to ensure equal employment and advancement opportunities through activities such as forums, educational programs and organizations meetings. This will also be done through TRPTA's website and by handing out print media such

as information flyers and public media sources such as radio, television, newspaper, magazines, and journals. TRPTA will continue to work cooperatively with community organizations (employment agencies, educational institutions, organizations, for the disabled Veteran Centers etc.....) and other government agencies.

Equal employment opportunity laws and regulations are extremely complex, and this Policy cannot deal with every specific issue that may arise. Therefore, every employee should always exercise good judgment in dealing with fellow TRPTA employee's and applicants. Successful achievement of EEO goals will provide benefits to the recipient/sub recipient/contractor through fuller utilization and development of previously underutilized human resources. Employees should contact their supervisor, or Human Resources Manager, if they have any questions regarding this policy. Anyone may contact the Human Resources Manager at the below address and phone number.

BBSI, Human Resources Representative for TRPTA is the designated EEO Officer. The HR Representative may be reached at 950 Pier View Driver, Ste B, Idaho Falls, ID 83402 or 208-542-5024. BBSI is responsible for implementing and working with managers and supervisors regarding on continuous utilization, adherence, monitoring and reporting of equal employment opportunity practices.

Applicants and employees have the right to file complaints alleging discrimination with TRPTA's EEO Officer at any time. If you feel you have been discriminated against in any manner, at any time, please contact your supervisor, BBSI HR Representative or email the Title VI Officer for TRPTA.

As Chairman of the board of Directors, I reaffirm my personal commitment, as well as the commitment of the Board of Directors, to our "EEO Plan." It is only by working together will all employees enjoy a positive work environment with equal opportunity for growth with the Company.

X

Michael O'Bleness,
Board Chair