

ORANGE COUNTY DEPARTMENT OF PLANNING

TITLE VI

SUBMISSION TO THE FEDERAL TRANSIT ADMINISTRATION

TABLE OF CONTENTS

1.	Title VI Assurances.....	1
2.	Title VI Complaint Procedures	1
2.1.	<i>General Overview</i>	1
2.2.	<i>Who do these Title VI procedures apply to?</i>	1
2.3.	<i>Who may file a Title VI complaint?</i>	2
2.4.	<i>What is discrimination under Title VI?</i>	2
2.5.	<i>How and where is a discrimination complaint filed?</i>	2
2.6.	<i>How long will it take for my complaint to be resolved?</i>	2
3.	Title VI Investigations, Complaints, and Lawsuits.....	2
4.	Limited English Proficiency (LEP) Plan	3
5.	Notification to Beneficiaries of Protection Under Title VI.....	3
6.	Information Request.....	5
7.	Title VI Program	5
8.	Environmental Justice - Construction Projects	6
9.	Inclusive Public Participation Strategy.....	6
10.	Demographic Data	6
11.	Systemwide Service Standards and Policies	8
11.1.	<i>Vehicle Load</i>	8
11.2.	<i>Vehicle Assignment</i>	9
11.3.	<i>Vehicle Headways</i>	10
11.4.	<i>Distribution of Transit Amenities</i>	11
11.5.	<i>Transit Access</i>	11
11.6.	<i>On-Time Performance</i>	11
11.7.	<i>Transit Security</i>	12
12.	Service and Fare Changes	12
13.	Transit Service Monitoring	13

ORANGE COUNTY DEPARTMENT OF PLANNING

TITLE VI SUBMISSION TO THE FEDERAL TRANSIT ADMINISTRATION

The following documentation is submitted by the Orange County Department of Planning to fulfill reporting requirements outlined in FTA Circular - 4702.1A. The information provided follows the requirements and guidelines for reporting as set forth in the program circular.

1. Title VI Assurances

Orange County Department of Planning will submit its Title VI Certification and Assurances via TEAM at the beginning of the Federal Fiscal Year when the announcement is made in the Federal Register. The County also ensures that it does not pass on any FTA funding to its sub-recipients until its sub-recipients acknowledge compliance with such guidelines.

2. Title VI Complaint Procedures

2.1. *General Overview*

49 C.F.R. Part 21.1, provides that, "No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal financial assistance from the Department of Transportation."

In order to comply with Title VI and all of the regulations of 49 C.F.R. Part 21, the Orange County, acting by and through its Planning Department provides the following complaint procedures for those persons who believe that they have been subjected to discrimination under any program or activity receiving Federal financial assistance from the United States Department of Transportation. These procedures do not deny the right of the complainant to file a formal complaint with other State or Federal agencies or to seek private counsel for complaints alleging discrimination.

2.2. *Who do these Title VI procedures apply to?*

Title VI applies to any program for which Federal financial assistance is authorized under a law administered by the United States Department of Transportation. Federal financial assistance includes grants and loans of Federal loans; the grant or donation of Federal property and interests in property; the detail of Federal personnel; the sale and lease of and the permission to use Federal property or any interest in such property without consideration or at a nominal consideration, or in recognition of the public interest to be served by such sale or lease to the recipient and any Federal agreement, arrangement or other contract which has as one of its purposes the provision of assistance

2.3. Who may file a Title VI complaint?

A complaint may be filed by any person who believes himself, herself, or any specific class of persons to be subjected to discrimination.

2.4. What is discrimination under Title VI?

Discrimination under Title VI of the Civil Rights Act of 1964, as amended, is an act (action or inaction), whether intentional or unintentional, through which a person, solely because of race, color, national origin, creed, sex, age or disability, has been otherwise subjected to unequal treatment or impact under any program or activity receiving Federal financial assistance from the United States Department of Transportation.

2.5. How and where is a discrimination complaint filed?

A complaint must be in writing, signed by the person(s) or their representative(s) and must include the complainant(s) name, address and telephone number. Attached is a Discrimination Complaint Form that may be used, however, a complaint may also be filed by sending the complaint via facsimile or electronic mail.

A signed written complaint must be filed within 180 days of the date of the alleged discrimination. The signed complaint must be sent to:

**Commissioner
Orange County Department of Planning
124 Main Street
Goshen, NY**

2.6. How long will it take for my complaint to be resolved?

The complaint will be reviewed by the Transit Coordinator of the Orange County Department of Planning. Where practicable, the complainant shall be notified, in writing, of the findings and remedial action, if any, within a period not to exceed 60 days.

Enclosed are **Attachment A** - Complaint Form and **Attachment B** - Sample Complaint Tracking Form

3. Title VI Investigations, Complaints, and Lawsuits

There have been **no** investigations, complaints, or lawsuits filed with or against the Orange County Department of Planning for Title VI violations during the past three (3) years.

4. Limited English Proficiency (LEP) Plan

The Orange County Department of Planning has developed a LEP Plan (attached as **Attachment C**) designed to provide LEP populations meaningful access to transportation services, programs, and activities within Orange County. The document has been prepared to conform to the LEP requirements identified in the document titled, "Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons - A Handbook for Public Transportation Providers," which was released by the Federal Transit Administration Office of Civil Rights on April 13, 2007.

5. Notification to Beneficiaries of Protection Under Title VI

The Department recognizes the importance of informing the public of its Title VI rights and providing and distributing general information to the public in a manner and language citizens can disseminate. The Orange County Department of Planning and its sub-recipients periodically post the following statement through various media outlets, including the Department's website, Orange County guide to transit services - Transit Orange (also available online at www.transitorange.info), flyers, and postings on buses and in main transportation facilities, to notify the public of their rights under Title VI. The figure provided on the following page is the official notification posted to notify individuals of their Title VI rights.

**ORANGE COUNTY
DEPARTMENT OF PLANNING
TITLE VI POLICY STATEMENT**

Orange County Department of Planning (OCDP) assures that no person shall on the grounds of race, color, sex, age, disability or national origin, as provided by Title VI of the Civil Rights Act of 1964, and the Civil Rights Restoration Act of 1987 (P.L. 100.259) be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity associated with public transportation and/or transit services. OCDP further assures every effort will be made to ensure nondiscrimination in all of its programs and activities, whether those programs and activities are federally funded or not. In the event that OCDP distributes federal aid funds to another entity, it will include Title VI language in all written agreements and will monitor for compliance.

Additional Information:

Individuals and/or organizations who would like more information concerning OCDP's non-discrimination obligations should contact:

**Commissioner
Orange County Department of Planning
124 Main Street
Goshen, NY**

Complaint Procedures:

Individuals or organizations who believe they have been denied the benefits of, excluded from participation in, or subject to discrimination on the grounds of race, color, or national origin can file an administrative complaint with the OCDP under Title VI of the Civil Rights Act of 1964 and send to the above address. If desired, individuals and organizations may file a complaint by completing the attached Title VI complaint form or a copy of the form is available on-line at <http://www.transitorange.info> . Complaints should be signed and include contact information.

In addition to notifying citizens of their rights, OCDP has examined the language needs specific to its ridership within its LEP Plan and produces public materials to meet the identified language needs of its riders. One of such efforts is creating Orange County guide to transit services providing coordinated service under the name “Transit Orange”.

OCDP is the designated coordinating agency for providing federal funding for transit operators in Orange County and as a matter of policy, the Orange County Transit Guide (which outlines basic information on the County’s transit alternatives) is printed in English and Spanish. OCDP is currently working with transit operators in distributing service schedules, maps, brochures, and other transit information in English and in other languages in targeted areas identified through the Limited English Proficiency Plan. All planning activities and notices which are advertised to the press are shared with news sources that serve a variety of Orange County’s LEP communities. Such publications include official newspapers like The Sentinel, Warwick Advertiser Photo News, News of the Highlands, Der Blatt, KJ Bulletin, The Journal, Time Community Newspapers, and Hudson Valley Press. The County’s legislative branch also publishes notices in the Times Herald Record, though it is not an official newspaper.

6. Information Request

The Orange County Department of Planning and its sub-recipients will provide additional information, in writing, upon request by the FTA when investigate complaints of discrimination or to resolve concerns about possible noncompliance with Title VI.

7. Title VI Program

The Orange County Department of Planning is committed to marketing efforts that reach and inform all current and/or potential transit customers through various strategies and outlets, including those focused on reaching LEP ridership. This is currently achieved through a variety of measures and is continuously being updated and enhanced.

OCDP is part of the County sponsored Volunteer Translator Program, which operates across various Departments to provide language assistance to those in need. These translators are well versed in a number of languages including Spanish, French, Italian, Polish, Hindi, Dutch, Hungarian, Egyptian, Talagog (Philippines), and American Sign Language. **Attachment D** provides the name and department of volunteer translators and their language of expertise along with their contact information.

OCDP staff have presented at a number of community workshops to discuss transit alternatives in Orange County and there use. Over the last year, these workshops have been targeted at human service organizations or groups, such as Crystal Run Village, Orange County AHRC, Occupations, and the Orange County Mental Health Department, in order to raise awareness and promote transit usage. Additionally, in November of 2008, OCDP began a trial outreach program for human service providers called “Transit Orange Free Ridership” which allowed case managers to introduce their clients to transit at no charge. This program received a warm response from case managers who stated the program was a valuable and cost effective tool to helping transit dependent residents overcome their fears of taking the bus.

Additionally, offices providing social services, such as the Department of Health and the Department of Social Services frequently interact with low-income individuals and families. Those offices have been provided with transit maps that highlight locations relevant to the services offered, such as clinic locations and the bus routes used to reach them.

Lastly, printed media, such as the Transit Guide has provided a good opportunity to reach passengers speaking English as a second language. **Attachments E and F** include a copy of the latest Transit Guide in English and Spanish, respectively. On-board advertisements and information signs have also been printed in English and Spanish. Additionally, a large population of Yiddish and/or Hebrew speaking passengers is directly reached through community newspapers, such as Der Blatt, KJ Bulletin, and The Journal.

8. Environmental Justice - Construction Projects

The Orange County Department of Planning has **not** undertaken any construction projects within the last three years which required an environmental impact analysis.

9. Inclusive Public Participation Strategy

The Orange County Department of Planning recognizes the importance of engaging members of the public, particularly those who depend upon public transit services, in planning activities. OCDP recognizes that it is particularly important to make special efforts to reach out to and engage members of disadvantaged segments of the community such as lower income, minority, and LEP populations.

Opportunities for public participation are primarily provided through public workshops and presentations; where participants are invited to share comments and/or submit written comment to OCDP staff. General public sessions occur through OCTC meetings; however most workshops have occurred by request and/or through targeted outreach programming at specific transit markets. As stated previously, over the last year, these workshops have targeted human service organizations or groups.

OCDP also participates in the County's volunteer translators program, which offers language assistance to members of the public if requested. Currently, the program can provide language assistance in eleven languages, including Spanish and Hebrew.

OCDP contacts local churches, synagogues, and other houses of worship prior to undertaking a data collection or public outreach session to ensure that OCDP's activities do not interfere with religious holidays or observances. Additionally, OCDP coordinates with the Orange County Transportation Council (OCTC), the region's Metropolitan Planning Organization. A copy of OCTC's Public Involvement Procedures are provided in **Attachment G**.

10. Demographic Data

All demographic data presented was obtained from the 2000 Census and serve as the base data for requested maps and charts.

Orange County maintains a total population of 341,367, of which 30,952 identified themselves as Black (9.1%), 39,738 identified themselves as Hispanic (11.6%), 6,377 identified themselves as Asian (1.9%), and 2,895 identified themselves as American Indian (0.8%). Between 1990 and 2000, minority population grew at a rapid rate compared to that of the total population.

Median Family Income for Black, Hispanic, and American Indian populations was lower as compared to the population as a whole. Asian families reported a higher family income than the county average. Black and Hispanic populations both had higher rates of unemployment in 2000 than the entire population (10.85% and 8.44% vs. 4.98%) and the percentage of minority population who depend on public transportation to work was much higher (Black 9.2%, American Indian 9.7%, Asian 6.9% and Hispanic 7.3%) compared to the percentage for the total population (4.7%). All of these characteristics suggest a minority population with less economic strength and more dependence on public transportation. There are 26 census tracts with higher concentrations of minority population than the County average. These include:

Table 1 Orange County Tracts with Higher Concentrations of Minority Population

Tract	2000 Census Population	Minority Population	Minority Population as a Percentage of Total Population
Tract 1	3,270	1,608	49.17 %
Tract 2	2,336	1,011	43.28 %
Tract 3	6,175	4,341	70.30 %
Tract 4	5,587	4,683	83.82 %
Tract 5	7,869	6,803	86.45 %
Tract 6	3,161	1,850	58.53 %
Tract 11	4,341	1,823	41.99 %
Tract 12	2,614	1,624	62.13 %
Tract 13	2,972	706	23.76 %
Tract 14	5,049	2,292	45.40 %
Tract 15	4,463	2,131	47.75 %
Tract 16	5,116	1,845	36.06 %
Tract 17	1,091	541	49.59 %
Tract 103	3,637	815	22.41 %
Tract 105	7,454	1,750	23.48 %
Tract 111	7,036	2,053	29.18 %
Tract 112	3,669	1,143	31.15 %
Tract 113	5,996	2,334	38.93 %
Tract 115	6,639	2,123	31.98 %
Tract 121	4,430	1,083	24.45 %
Tract 124	915	304	33.22 %
Tract 126	6,589	1,869	28.37 %
Tract 127	4,207	930	22.11 %
Tract 137	2,546	900	35.35 %
Tract 143.01	5,684	1,629	28.66 %
Tract 147	4,132	1,470	35.58 %
Orange County	341,367	76,100	22..29 %

Attached to this report (**Attachment H-1 through H-5**) are the demographic and service profile maps to fulfill the requirement outlined in Chapter 5 of FTA C 4702.1A.

11. Systemwide Service Standards and Policies

Service standards are collected quarterly or when a major service change occurs by analyzing data received from bus operators within the County. The data includes the results of the following transit service indicators: vehicle loads, vehicle assignments, vehicle headways, distribution of transit amenities and transit access.

Transit services offered within Orange County can be categorized into four service types: Commuter Bus, Local Bus (Fixed Route), Dial-a-Bus, and Paratransit services. Providers include Coach USA/Shortline, Monroe Bus Corporation, Monsey Trails, and NJ Transit operating the commuter bus service. Fixed route local bus services are operated by the Main Line (Coach USA), Middletown Transit Corporation, Newburgh-Beacon Bus Corporation, and the Village of Kiryas Joel. Dial-a-bus service is provided by the Towns of Goshen and Chester with service in Hamptonburgh, Town of Highlands, Town of Monroe, Towns of Montgomery and Crawford, Towns of New Windsor and Cornwall, Town of Newburgh, City of Port Jervis, Town of Wallkill, and the Town of Warwick. Paratransit services are provided by Newburgh-Beacon Bus, currently under contract from competition, and the Town of Monroe.

The following service indicator data is provided for the four transit operators currently receiving Urbanized Area Formula Program (Section 5307) funding from the FTA.

11.1. *Vehicle Load*

Information indicates load factors ranging from 0.22 to 0.53. The higher load factors are found on the Newburgh-Beacon bus which operates on two local routes in the city of Newburgh extending into the towns of Newburgh and New Windsor. It also operates a shuttle between Stewart International Airport, Newburgh and Metro-North’s Beacon station. The following table reports on the finding for the vehicle load analysis for OCDP’s operators.

Table 2: Vehicle Load Profile

Operator	Annual Number of Runs	Vehicle Capacity	Annual Number of Seats	Average Annual Number of Passengers	Load Factor
Middletown	8,636	28	241,808	52,179	21.6%
Newburgh-Beacon	6,650	36	239,400	125,969	52.6%
Kiryas Joel	4,680	28	131,040	59,871	45.7%
Coach USA	67,704	-	3,682,448	1,693,096	46.0%
<i>Long Island</i>	3,640	55	200,200	40,768	20.4%
<i>Newburgh - Middletown</i>	4,940	55	271,700	43,472	16.0%
<i>Middletown</i>	10,244	55	563,420	339,076	60.2%
<i>Kerhonkson</i>	3,432	55	188,760	106,049	56.2%
<i>Main Line</i>	3,016	38	114,608	30,160	26.3%

<i>Central Valley - Goshen</i>	14,924	55	820,820	428,318	52.2%
<i>River</i>	15,652	55	860,860	543,124	63.1%
<i>IBS</i>	2,652	55	145,860	10,608	7.3%
<i>Port Jervis</i>	4,004	55	220,220	61,301	27.8%
<i>GWB Eastbound</i>	2,600	55	143,000	54,600	38.2%
<i>OWL</i>	2,600	55	153,000	35,620	23.3%

11.2. Vehicle Assignment

The vehicle assignment report was obtained from the vehicle assignment records of each operator. Currently there are limited number of routes and amenities are distributed equally. A significant portion of fleet across these transit companies is relatively new and as the changeover occurs, operators are required to track and catalog vehicle conditions. This information is made available from the quarterly reports submitted by operators. Supporting service indicator documentation for vehicle assignments for operators can be found in the following table.

Table 3 – Vehicle Assignment Records

Kiryas Joel Vehicles	Minority Status	Routes Serviced	Age	Amenities
10	*	Local, Town, Woodbury	12	AC, W/C
15	*	Local, Town, Woodbury	8	AC, W/C
16	*	Local, Town, Woodbury	8	AC, W/C
17	*	Local, Town, Woodbury	5	AC, W/C
18	*	Local, Town, Woodbury	5	AC, W/C
19	*	Local, Town, Woodbury	3	AC, W/C
20	*	Local, Town, Woodbury	3	AC, W/C
Middletown Vehicles	Minority Status	Routes Serviced	Age	Amenities
906	*	1, 2, 3, 4	8	AC, W/C
907	*	1, 2, 3, 4	8	AC, W/C
908	*	1, 2, 3, 4	8	AC, W/C
Newburgh Vehicles	Minority Status	Routes Serviced	Age	Amenities
205	*	Northside, Southside	10	AC, W/C
211	*	Northside, Southside	2	AC, W/C
215	*	Northside, Southside	2	AC, W/C
304	*	Northside, Southside	7	AC, W/C
Coach USA Vehicles	Minority Status	Routes Serviced	Age*	Amenities
-		Long Island	7.1	AC,Lav,W/C

* Coach USA Hudson Transit has a fleet of 149 vehicles with an average age of 7.1 years old. A fleet manifest outlining the usage, model, age, and amenities of each vehicle is available.

-	*	Newburgh - Middletown	7.1	AC,Lav,W/C
-	*	Middletown	7.1	AC,Lav,W/C
-		Kerhonkson	7.1	AC,Lav,W/C
-	*	Main Line	7.1	AC,Lav,W/C
-		Central Valley - Goshen	7.1	AC,Lav,W/C
-	*	River	7.1	AC,Lav,W/C
-	*	IBS	7.1	AC,Lav,W/C
-		Port Jervis	7.1	AC,Lav,W/C
-		GWB Eastbound	7.1	AC,Lav,W/C
-	*	OWL	7.1	AC,Lav,W/C

11.3. Vehicle Headways

This information lists the headways for all of the various routes serving Orange County, by operator. The lowest headways reflect service on Newburgh Beacon Bus – Broadway route of 60 minutes while the highest headways are 120 minutes on Kiryas Joel routes and Newburgh Beacon Bus – North and South side routes. Supporting service indicator documentation for vehicle headways for operators can be found in the following table.

Table 4: Vehicle Headways

Operator/Route	Minority Status	Peak	Off-Peak
Middletown			
Route 1	*	75 min.	75 min.
Route 2	*	75 min.	75 min.
Route 3	*	75 min.	75 min.
Route 4	*	75 min.	75 min.
Newburgh-Beacon			
Northside Route	*	120 min.	120 min.
Southside Route	*	120 min.	120 min.
Broadway Route	*	60 min.	60 min.
Kiryas Joel			
Town Route	*	120 min.	120 min.
Woodbury Common Route	*	120 min.	120 min.
Coach USA			
Long Island		180 min.	180 min.
Newburgh - Middletown	*	50 min.	90 min.
Middletown	*	8 min.	120 min.
Kerhonkson		100 min.	180 min.
Main Line	*	230 min.	230 min.
Central Valley - Goshen		8 min.	180 min.
River	*	25 min.	120 min.
IBS	*	60 min.	240 min.
Port Jervis		60 min.	240 min.
GWB Eastbound		30 min.	-
OWL	*	30 min.	-

11.4. Distribution of Transit Amenities

An accompanying Transit Base Map (see **Attachment H1**) identifies the location of transit offices and facilities, including Park-N-Ride lots. Park and Ride lots are identified because they are not only located at commuter bus terminal stations like Newburgh bus terminal, and along Shortline terminals in Middletown and Monroe, but also along commuter bus routes providing increased transit access to all populations.

11.5. Transit Access

Transit services in Orange County are provided in four general categories: Commuter Bus Service, Local Bus (Fixed Route), Dial-a-Bus service and Paratransit Service.

Commuter bus service carry a majority of the County's transit riders providing service between Orange County and New York City. Local bus services are operated in the cities of Middletown, Newburgh, and Village of Kiryas Joel and their surrounding areas. These services can be used to make connections to commuter services and other places within the County.

Local buses provide transit service along a fixed route and operate by a "flag down" system, which allows a rider to access or exit the bus system at any safe location along the route. Areas in Middletown, Monroe, Kiryas Joel, and Newburgh are served by more than one transit service.

Dial-a-bus is a demand response system providing curb-to-curb services that the riders can schedule by calling 24 hours in advance. Dial-a ride provide transit access in areas of Orange County that are not served by fixed routes. As a result dial-a-bus systems fill to transit accessibility roles: (1) transit service in non-fixed route areas and (2) act as a feeder into the fixed route system.

Paratransit services are provided in accordance with the Americans with Disability Act (ADA) in all areas with local bus services provided the origin and destination of the trip are within 3/4th of a mile from an existing fixed bus route.

Commuter bus fares vary by the transit provider and the length of trip. NJ Transit fares are based on zone structure, and transfers are allowed as long as the trip falls within a single zone. Fare information is available online or by paper schedules. One-way fares from Monsey to Manhattan or Williamsburg is \$11 and \$12 to Boro Park one-way. Local fixed route bus services charge a regular fare of \$1.50 and offer half fares for seniors and disabled people. Complimentary ADA Paratransit services charge a fare of seventy-five cents per trip. Dial-a-bus operators charge \$1.00 for regular tickets and \$0.50 for seniors or disabled people, but have different limits on the age of children who are allowed to drive free of cost when accompanied by a fare paying adult.

11.6. On-Time Performance

OCDP's is implementing an on-time performance monitoring program designed to maintain that on-time performance standards are universally tracked and upheld by transit operators.

The Department will be defining a vehicle as being “on-time” if it arrives at defined locations five minutes before or five minutes after the scheduled arrival time. Buses arriving within this time frame are considered on-time.

On-time performance will be evaluated for each route quarterly through an on-time performance analysis. Analysis comprises of a random selection of one run per route on a quarterly basis. During the sampled run, analyst will observe and record the time when vehicles arrive at scheduled time-points. These figures will then be compared with scheduled time-points to establish the on-time performance. Results are to be submitted in writing 30 days after the end of each quarter. In addition to the formal on-time performance monitoring, OCDP will be asking passengers to comment on system performance through a scheduled market surveying effort. The results from that effort will be compared to result from the on-time performance monitoring program for comparative analysis.

11.7. Transit Security

Each transit operator is required to develop a System Safety and Security Preparedness Plan as required by the New York State Department of Transportation. Enclosed in **Attachment I** are the latest security and safety plans that have been submitted to OCDP by its operators.

Additionally, OCDP maintains a complete roster of vehicles serving within Orange County. Information on this roster included vehicle dimensions, passenger load, condition, mileage, as well as a unique “Operator Identification Number” for each vehicle. This number is also painted on the side and rear of the vehicle, and can be used to track and identify vehicles when in service. The transit vehicle roster can be found in **Attachment J**.

12. Service and Fare Changes

Pursuant to Federal Transit Administration (FTA) regulations, the Orange County Planning Department has established the following written procedures for public outreach when fare increases and/or major service reductions are proposed by transit operators receiving federal assistance.

1. Transit providers are required to submit written documentation to the Orange County Planning Commissioner detailing the intent, reasoning, and potential impacts associated with a fare increase and/or major service reduction[†].
2. A public meeting shall be scheduled to occur no sooner than 30 days upon the submission of the initial fare increase and/or major service reduction proposal to the Orange County Planning Commissioner. The public meeting announcement will be published as a legal

[†] A major service reduction event shall be defined as any time a route or schedule (or combination thereof) is reduced 25% by both total Vehicle Revenue Hours (VRH) and total Vehicle Revenue Miles (VRM). This criteria is intended to identify instances where there are true reductions in service. Not included are those circumstances where one indicator may be reduced, but not the other, or where there are temporary changes or emergencies.

notice in the “official county newspapers” and shall be posted at least 20 to 30 days prior to the public meeting date. Additionally, the provider will inform the public through, media coverage, sign postings on all buses, in municipal halls, libraries, key bus shelters and on its web site (if available).

3. The transit provider is responsible for making a presentation at the public meeting explaining the proposal and the reasoning behind the intended changes. Minutes of the meeting will be maintained and recorded, and statements from the public will be entered into a formal record and summarized.
4. All public meeting/comment materials and a memorandum outlining the proposed fare increases and/or major service reductions shall be submitted to the Orange County Planning Commissioner no more than 30 days after the public hearing is held.
5. Transit providers are required to notify the New York State Department of Transportation, Passenger Transportation Division, in writing, of the intended changes in writing no later than 14 days after submitting notice (Item Number 4) to the Commissioner of the Orange County Department of Planning.
6. Transit providers are responsible for submitting a public announcement of the intended fare increases and/or major service reductions to local newspapers in the form of a press release. Public notification must be distributed and posted through the same outlets as the public meeting notice. Fare increases and/or major service reductions shall not go into effect until at least 30 days have lapsed following the publication of the public announcement.

13. Transit Service Monitoring

OCDP’s monitoring program examines how well Transit Orange services meet the needs of Orange County residents, specifically those of minorities, people of lower incomes and LEP persons, to ensure that equitable transit services are provided to all segments of the service area’s population. OCDP will be conducting a Transit Service Analysis and Monitoring Program once every three years on-board all bus routes funded by the Department, during different parts of the service schedule day (morning period, evening period, late night, for example) in order to collect a sample of data that represents various sub-populations of transit ridership. OCDP will observe how well the transit services meet the Department’s standards and policies regarding equal and fair treatment for all users. In instances where abuses or inequities are observed, OCDP will develop a plan to address and correct those issues. For example, OCDP representatives conducting the monitoring program will look for service schedules, bulletins, legal notices and other information posted at transit stations and on-board buses to make sure they are available and visible in English and Spanish. Where those materials are not present, OCDP will take appropriate action to make them available for transit users. In addition, OCDP has hired a consultant to assist Department staff in working with transit operators in implementing the transit service monitoring program.

As the demographics of the Orange County population continue to change over time, OCDP are responsible for monitoring changes in the size, composition, and location of transit-

dependent and disadvantaged populations within the service area. To accommodate the needs of these populations arising out of changes to the demographic profile might require modifications to transit routing and scheduling of existing services and in some cases starting new services.

While transit operators are responsible for engaging members of affected community due to potential service changes like re-routing of existing transit routes and changes to schedules, or introduction of a new service, Orange County will continue to maintain an overall understanding of community needs at the county level, while demonstrating its emphasis on coordination and linkages between transit services provided between communities through out the County.