



**City of Harrisonburg  
Department of Public Transportation  
Title VI Program  
&  
Limited English Proficiency (LEP) Assessment**

**Submitted To:**

Federal Transit Administration, Region III  
1760 Market Street, Suite 500  
Philadelphia, PA 19103-4124

**Prepared By:**

City of Harrisonburg Department of Public Transportation  
475 E Washington Street  
Harrisonburg, VA 22802

Approved by City of Harrisonburg City  
Council: September 24, 2024  
Program Update September 2024

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## **INTRODUCTION**

The City of Harrisonburg Department of Public Transportation (HDPT) is a recipient of federal funds. Recipients of public transportation funding from 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.

The recipient must ensure that no person shall, on the grounds of race, color, or national origin, be excluded from participating in, or be denied the benefits of, or be subject to discrimination under any program or activity receiving Federal financial assistance without regard to whether specific projects or services are federally funded. The recipient must ensure that all transit services and related benefits are distributed in an equitable manner.

HDPT's Title VI Program incorporates nondiscrimination policies and practices in providing services to the public. HDPT's Title VI policies and procedures are documented in this plan and its appendices. This plan will be updated at least every three years to incorporate changes as required by FTA.

## **I. OVERVIEW OF SERVICES**

Public transportation in the City of Harrisonburg is provided by the Harrisonburg Department of Public Transportation (HDPT), a department within the city government. HDPT operates fixed-route bus service and Americans with Disabilities Act (ADA) paratransit service.

The transit system operates six year-round routes geared toward city residents and numerous seasonal routes during the school year, geared toward the needs of James Madison University (JMU) students. Historically, ridership associated with JMU has accounted for about 90% of the total system ridership. HDPT receives funding assistance from the City of Harrisonburg, JMU, Virginia Department of Rail and Public Transportation (VDRPT), and the Federal Transit Administration (FTA). HDPT also generates contract revenue and has an advertising program, which provides some revenue as local funding.

The city serves as a center of commerce for the Central Shenandoah Valley and is home to an increasing immigrant community, who receive assistance through the Church World Services refugee re-settlement program and the New Bridges Immigrant Resource Center.

## **II. POLICY STATEMENT AND AUTHORITIES**

### **A.**

## **TITLE VI POLICY STATEMENT**

**The City of Harrisonburg Department of Public Transportation (HDPT) assures that no person is excluded from participation in, be denied the benefits of, or be subjected to discrimination in the receipt of its services or programs on the grounds of race, color or national origin or any other characteristics protected by law, including Title VI of the Civil Rights Act of 1964, as amended. Further, under the Americans with Disabilities Act (ADA) of 1990, no entity shall discriminate against an individual with a physical or mental disability in connection with the provision of transportation service**

**To obtain more information on HDPT's nondiscrimination obligations or to file a Title VI complaint, contact:**

**Katelynn Noser, Grants Program Manager,  
475 E. Washington Street, Harrisonburg, VA, 22802 by mail, phone 540.432.0492 or fax 540.217.4789.**

**You may file a written complaint no later than 180 calendar days after the date of the alleged discrimination.**

HDPT is committed to a policy of non-discrimination in the conduct of its business, including its Title VI responsibilities. HDPT will deliver equitable and accessible transportation services. HDPT will 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.

### **B. Authorities**

HDPT submits this Title VI Plan in compliance with Title VI of the Civil Rights Act of 1964, 49 CFR Part 21, and the guidelines of FTA Circular 4702.1B, published October 1, 2012.

### **III. CITY COUNCIL APPROVAL DOCUMENTATION**

The Title VI Program received approval at the City of Harrisonburg City Council meeting on September 24, 2024. The City of Harrisonburg Council adopted Resolution, a Resolution Approving HDPT's Title VI Program. The Resolution approving Harrisonburg Department of Public Transportation's Title VI Program is included as Appendix A.

## IV. ORGANIZATION AND TITLE VI PROGRAM RESPONSIBILITIES

### *It is HDPT's objective to:*

1. Operate transportation service and programs without regard to race, color, or national origin;
2. 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;
3. Promote the full and fair participation of all affected populations in transportation decision making;
4. Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations;
5. Ensure meaningful access to programs and activities by persons with limited English proficiency.\_

The Director of Public Transportation has the responsibility for carrying out HDPT's commitment to this program. The Deputy Director, Grants Program Manager and the Transit Superintendent are responsible for the development, promotion and operations of the program and the investigation of Title VI complaints. All managers, supervisors and employees share in the responsibility for making the program a success.

### **Title VI Notification of the Public's Rights**

The City of Harrisonburg operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Harrisonburg.

For more information on the City of Harrisonburg's civil rights program, and the procedures to file a complaint, contact 540-432-0492 x2728, (TTY 711);

email [Katelynn.Noser@harrisonburgva.gov](mailto:Katelynn.Noser@harrisonburgva.gov); or visit our administrative office at 475 East Washington Street, Harrisonburg, VA 22802, or our website:

<https://www.harrisonburgva.gov/bus-service>

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Director, FTA Office of Civil Rights, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

An online version of FTA Civil Rights complaint form can be found here:

<https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/fta-civil-rights-complaint-form>

If information is needed in another language, contact 540-432-0492.

Si necesita información en otro idioma llámenos al 540-432-0492

## Public Notice

HDPT post the public notice at all transit stops, all revenue vehicles, as well as on our website: <https://www.harrisonburgva.gov/bus-service> and in public areas of the transit office, example: front vestibule where the public visits for customer service.

Title VI Notice to the Public is included as Appendix B

## Title VI Program Update

Public transportation in the City is provided by the Harrisonburg Department of Public Transportation (HDPT), a department within the City government. HDPT operates fixed-route bus service, and Americans with Disabilities Act (ADA) paratransit service. The transit system operates six full-time routes geared toward City residents, and several more seasonal routes during the school year, geared toward James Madison University (JMU) students.

JMU accounts for about 88% of the system's ridership.

HDPT directly operates all fixed route and paratransit service. The 2022 population of HDPT's service area is approximately 53,058. HDPT does not have subrecipients.

A map of transit routes is available at:

[Bus Schedules and Maps | City of Harrisonburg, VA \(harrisonburgva.gov\)](#)

Transit routes are available in all census tracts within the City of Harrisonburg.

## Annual Title VI Certification and Assurance

In accordance with 49 CFR Section 21.7, HDPT submits the FTA Civil Rights Assurance annually stating that the applicant will carry out the program in compliance with DOT's Title VI regulations.



## V. TITLE VI COMPLAINT PROCEDURES AND LIST OF COMPLAINTS

### HDPT's Title VI Complaint Procedures

Any person who believes that he or she has been subjected to discrimination under Title VI on the basis of race, color or national origin may file a Title VI complaint with HDPT within 180 days from the date of the alleged occurrence. HDPT will process complaints that are complete.

#### *Filing a Complaint with HDPT:*

- Online: Complaints may be filed using our online form available at <https://www.harrisonburgva.gov/hdpt-forms>.
- By Mail: Complaints may be filed with HDPT in writing and may be addressed to:

City of Harrisonburg Department of Public Transportation  
 Grants Program Manager  
 475 East Washington Street  
 Harrisonburg, Virginia 22802

HDPT will provide appropriate assistance to complainants who are limited in their ability to communicate in English.

#### *Complaint Investigation*

1. Written complaint received by the Grants Program Manager. A letter acknowledging the receipt of the complaint will be mailed to the complainant.
2. The complaint will be logged into the Civil Rights database by the Grants Program Manager and updated at each step.
3. Determine the acceptability, need for additional information and the investigative merit of the complaint. The Transit Director shall review the complaint and decide if other members of the department or other city departments are needed to evaluate the complaint.
4. Once the course of action is determined, the complainant will be notified in writing of the determination within ten (10) calendar days. Either a letter notifying the complainant that the complaint is substantiated or a letter notifying the complainant that the complaint is not substantiated will be mailed. If further explanation is needed the Complainant shall provide details in writing or in person as needed. Appeal information will also be sent.
5. A complaint is determined to be substantiated if following apply:  
*The complaint must be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant.*  
*The allegation(s) must involve a covered basis such as race, color, national origin, disability, age, or sex.*  
*The allegation(s) must involve a program or activity that receives Federal financial assistance.*
6. A complaint may be determined to be not substantiated for the following reasons:  
*The complaint does not fall within the guidelines of #5.*  
*The complainant requests withdrawal of the complaint.*  
*The complainant fails to respond to repeated requests for additional information needed to process the complaint.*

*The complainant cannot be located after reasonable attempts.*

HDPT, Title VI Program 10

7. Within 45 days of the receipt of the complaint, the Grants Program Manager will prepare a written investigative report to be reviewed by HDPT staff and the City Attorney.
8. The report will be modified as needed and finalized for release to the parties. The complainant has the right to file a complaint with FTA within seven (7) calendar days of receipt of the final decision shall be included in the report.

HDPT will investigate all complaints received. HDPT shall have sixty (60) days from receipt of the written complaint to investigate the complaint and respond to the complainant in writing with a determination. The complainant may appeal this determination to the Federal Transit Administration or the United States Department of Transportation within thirty (30) days of receipt of the determination.

FTA PROCESS: The letters of finding and resolution will offer the complainant and the recipient the opportunity to provide additional information that would lead FTA to reconsider its conclusions. In general, FTA requests that the parties in the complaint provide this additional information within 60 days of the date the FTA letter of finding was transmitted. After reviewing this information, FTA's Office of Civil Rights will respond either by issuing a revised letter of resolution or finding to the party, or by informing the party that the original letter of resolution or finding remains in force. FTA strives to transmit these letters within 30 to 60 days of receiving the complaint.

#### *Filing a Complaint Directly to the U.S. Department of Transportation*

A complaint may file a Title VI complaint with the U.S. Department of Transportation by contacting the Department at:

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

#### *Title VI Complaint Form*

The HDPT Title VI Complaint Form is included as Appendix C.

#### *Complaint Database*

The Civil Rights Complaint Database includes:

- The name and address of the person(s) filing the complaint
- Type of complaint: Title VI
- Date of the complaint, investigation or lawsuit
- The basis of the complaint
- Summary of the allegations
- Actions taken by HDPT
- Status of the complaint, investigation, or lawsuit
- Date the complaint is considered to have been "resolved."

## List of Complaints:

There have been no Title VI investigations, lawsuits, or complaints since the last submission of November 24, 2021. Program Status as of this submission: Concur.

## VI. PUBLIC OUTREACH AND INVOLVEMENT ACTIVITIES

A summary of public outreach and involvement activities undertaken, and a description of steps taken to ensure all persons have meaningful access to the transit system and planned projects are noted below.

### 1. **HDPT notifies the public of Title VI protections by**

Providing information on its website, <https://www.harrisonburgva.gov/bus-service>;

Placing a notification in all revenue service vehicles and bus shelters.

Placing the HDPT Title VI statement in the printed bus schedule;

Also, the front page of the current Bus Schedule states: ENLARGED SCHEDULES AVAILABLE FOR THE VISUALLY IMPAIRED

Notifying the Public of Rights notification is included in the Appendix.

### 2. **Involvement with community organizations – Summary of Public Participation**

HDPT takes steps to offer early and continuous opportunities for the public, including minority and LEP populations, to be involved in the identification of social, economic, and environmental impacts of proposed transportation decisions.

Practices incorporated by HDPT include:

- Meetings scheduled at times and locations that are convenient and accessible for minority and LEP members of the community
- Vary meeting sizes and formats
- Coordinate with community organizations, educational institutions, and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and or LEP communities
- HDPT considers radio, social media or newspaper ads in media that serve LEP populations
- Public Outreach with the Harrisonburg Rockingham Metropolitan Planning Organization (HRMPO). Includes representatives of minority groups, including low-income, disabled, persons with mobility impairments and LEP populations.

Public Outreach Activities are listed in Appendix D

### 3. **Planning and public involvement activities**

HDPT is part of The Harrisonburg-Rockingham Metropolitan Planning Organization (HRMPO) through the Technical Advisory Committee and the Policy Board. Through the HRMPO, transit employees are given the opportunity for community involvement to be able to share information about our service, programs, and plans. A public comment opportunity is given at each scheduled meeting. Sign language or non-English language interpreters are provided if needed and requested in advance, for any meeting of the HRMPO Policy Board and/or Technical Advisory Committee.

Public Notices for the HRMPO offer sign language or non-English language interpreters. Sample Public Notice included in the Appendix.

Notices for Public Hearings for the City of Harrisonburg offer sign language or non-English language interpreters.

For spoken translation, The City of Harrisonburg uses a program called Voiance with persons either in person or by phone. HDPT employees provide written translation. Schedules in Spanish are printed and available on the website.

#### **4. Public Participation Plan**

The Public Participation Plan for HDPT and HRMPO was Adopted July 19, 2007 and Amended May 17, 2019.

This plan describes procedures for inclusive public participation that ensures access to low-income and minority populations to the transit agency's activities and programs. The HRMPO values and welcomes public participation in its transportation planning and programming efforts, initiatives, and decision-making processes. The purpose of the HRMPO PPP is to provide a meaningful planning process that seeks a range of representation in public input from different points of view, different needs, and different backgrounds. Points of view that should be represented are demographics (including race, ethnicity, age, income, disability, LEP, gender, and sexual orientation), economic and environmental impact, education and health backgrounds, all modes of transportation, and geography. The 2019 Amended Public Participation Plan is included as Appendix F.

#### **5. Civil Rights Compliance Review Activities**

HDPT had a Civil Rights Compliance Review during the 2022 Triennial Review. As part of the 2022 Triennial Review the following was recorded:

Finding: During this Triennial Review of HDPT, no deficiencies were found with the FTA requirements for Title VI. There have not been any other Title VI compliance reviews conducted by other local, state or federal agencies during the last three (3) years.

### **VII. MINORITY REPRESENTATION ON ADVISORY BODIES**

Harrisonburg Department of Public Transportation reports to City Council.

The City Council is the elected governing body of the City of Harrisonburg and is made up of five members elected at-large.

City Council website: [City Council | City of Harrisonburg, VA \(harrisonburgva.gov\)](https://www.harrisonburgva.gov/city-council)

All members of City Council are elected officials, a racial breakdown of these advisory councils is not required.

### **VIII. EQUITY ANALYSIS IN SITING AND LOCATION OF FACILITIES**

The City of Harrisonburg did not identify a site or location for a new facility during the period covered by the Title VI Program.

The City of Harrisonburg has not constructed a transit facility within the last three (3) years. There are currently no pending construction projects which would negatively impact minority communities being performed by HDPT.

Facilities included in this provision include, but are not limited to, storage facilities, maintenance facilities, and operations centers. Facilities do not include bus shelters as they are considered transit amenities, nor do they include transit stations, power substations, and similar facilities as they are evaluated during project development and the National Environmental Policy Act (NEPA) process.

## IX. MONITORING SUBRECIPIENTS

City of Harrisonburg does not have subrecipients.

## X. REQUIREMENTS FOR FIXED ROUTE TRANSIT PROVIDERS

### Service Standards and Policies

*FTA Circular 4702.1B, Chapter III, Paragraph 10: All fixed route transit providers shall set service standards and policies for each specific fixed route mode of service they provide.*

HDPT has prepared standards for all modes it operates including fixed route and paratransit.

### Service Standards

#### A. Vehicle Load

*Vehicle load for each mode: Generally expressed as the ratio of passengers to the number of seats on a vehicle, relative to the vehicle's maximum load point.*

HDPT routes provide transportation throughout the City of Harrisonburg serving both the citizens of Harrisonburg and the JMU community. Due to the nature of some of HDPT's routes serving major apartment complexes and inner campus service while JMU is in session, some routes experience more frequent standee volumes than others. The average of all loads during the operating period should not exceed vehicles' achievable capacities, which are 19 for Small Bus, 70 for 35' Transit Bus (JMU), and 37 for 35' Transit Bus (City).

Vehicle Type	Average Passenger Capacities			
	Seated	Standing	Total	Max Load Factor
Small Bus	12	7	19	1.6
35' Transit Bus (JMU)	32	38	70	2.2
35' Transit Bus (City)	32	5	37	1.2

HDPT defines overcrowding as being when ridership on any given trip exceeds the seated capacity of the bus normally assigned to that route an average of at least once per week over a period of a

month (defined as “chronic overcrowding”).

## B. Vehicle Headway

*HDPT defines Vehicle Headway as being the length of time it takes a bus from the start of a trip to the end of the trip for a particular route.*

Vehicle headways for HDPT services vary by route and time of day. Headway variation among routes is based on ridership demand which is driven largely by JMU during peak class times as well as workplace populations at or near transfer locations.

<b>Weekday</b>	<b>Peak</b>	<b>Off-Peak</b>	<b>Night</b>
City Routes	45	45	--
JMU Routes	30	30	--
Night Routes	--	--	30

\* Peak: 7:30am-9:30am and 4pm-6pm; Off-Peak: 6:30am-7:30am and 9:30am-4pm;

Night: 7:00pm-11:00pm

“--” Means no service is provided during that time period.

<b>Saturday</b>	<b>Day</b>	<b>Night</b>
City Routes	45	--
JMU Routes <sup>1</sup>	45	--
Night Routes	--	25

\* Day: 8:30am-6pm; Night 6pm-11:00pm

“--” Means no service is provided during that time period.

<sup>1</sup> JMU Routes running on Saturday include Campus Shuttle and Shopper Saturday

<b>Sunday</b>	<b>Day</b>	<b>Night</b>
City Routes	--	--
JMU Routes <sup>1</sup>	45	45
Night Routes	--	--

\* Day: 11am-6pm; Night 6pm—11:00pm

“--” Means no service is provided during that time period.

<sup>1</sup> JMU Routes running include Sunday Shopper 1 & 2

### **C. Service Availability**

*Service availability for each mode: A general measure of the distribution of routes within an agency's service area.*

Riders using HDPT fixed route utilize main transfer hubs throughout the City including the East Gay St. Transfer Center, Godwin Transit Center (JMU), and the Cloverleaf Shopping Center. These major transfer locations located throughout the City as well as on JMU's campus create a large network of possible riders creating a very large potential catchment area. Routes are structured to serve major points of JMU's campus, Apartment Complexes, and other major points of interest in the City of Harrisonburg.

### **D. On-Time Performance**

*On-time performance for each mode: A measure of runs completed as scheduled.*

One of the most important of HDPT's service standards is its On-Time Performance or adherence to published schedules.

HDPT utilizes Passio Technologies for CAD/AVL. Passio provides system-wide on-time performance data. HDPT reviews on-time performance data and establishing baselines and standards, policies, and monitoring practices.

Using Passio, HDPT staff reviews on-time performance of each route monthly showing deficiencies in the route. HDPT defines insufficient on-time performance as being if a route is found to be more than 7 minutes late or leaving early more than 10% of the time.

## **Service Policies**

### **E. Vehicle Assignment**

HDPT utilizes 35' transit buses with various seating arrangements. Bus seating arrangement types are made appropriate to service type. Due to a generally higher ridership and higher volume of standees, buses with parameter style seating arrangements are assigned to Inner Campus routes as well as routes with higher volume during peak JMU class times.

### **F. Transit Amenities**

HDPT's transit amenities (bus shelters, trash cans, lighting, benches, etc.) are distributed on a system-wide basis.

**APPENDIX A- HDPT CITY COUNCIL RESOLUTION**



**RESOLUTION APPROVING AND ADOPTING  
THE CITY OF HARRISONBURG DEPARTMENT OF TRANSPORTATION TITLE VI  
PROGRAM AND LIMITED ENGLISH PROFICIENCY (LEP) ASSESSMENT**

WHEREAS, the City of Harrisonburg operates a public transportation system in the city through its Department of Public Transportation; and

WHEREAS, the city is committed to ensuring that no person is excluded from participating in, or denied benefits of, the city's public transportation system, nor subject to discrimination in the receipt of such services or programs on the basis of race, color or national origin or any other characteristics protected by law, including Title VI of the Civil Rights Act of 1964; and

WHEREAS, the city is further committed to ensuring that under the Americans with Disabilities Act of 1990, no person is discriminated against in connection with the provision of transportation services due to a physical or mental disability; and

WHEREAS, the city is committed to ensuring meaningful access to the benefits, services, information and other programs and activities of the city's public transportation system for individuals who are limited English proficient; and

WHEREAS, the Harrisonburg Department of Public Transportation has prepared and presented to Council the Department's Title VI Program and Limited English Proficiency (LEP) Assessment in order to carry out the commitment of the city of the objectives set forth in this Resolution and in the Title VI Program and LEP Assessment; and

WHEREAS, the Harrisonburg City Council has reviewed the Harrisonburg Department of Transportation's Title VI Program and LEP Assessment and desires to approve and implement such program.


**NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF HARRISONBURG, VIRGINIA:**

1. The Council hereby approves and adopts the City of Harrisonburg Department of Transportation's Title VI Program and Limited English Proficiency (LEP) Assessment.
2. This resolution shall take effect immediately upon its adoption

Adopted by the City Council of the City of Harrisonburg, Virginia, this 24 day of September, 2024.

  
\_\_\_\_\_  
Mayor

Atteste:

  
\_\_\_\_\_  
Clerk  
City Council of the City of Harrisonburg, Virginia

[SEAL]

# NOTIFYING THE PUBLIC OF RIGHTS

## THE CITY OF HARRISONBURG DEPARTMENT OF PUBLIC TRANSPORTATION

The City of Harrisonburg Department of Public Transportation operates its programs without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act.

Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Harrisonburg Department of Public Transportation.

For more information on the City of Harrisonburg Department of Public Transportation civil rights program, the obligations, and procedures to file a complaint, contact 540-432-0492, (TTY 7-1-1), email [Katelynn.Noser@harrisonburgva.gov](mailto:Katelynn.Noser@harrisonburgva.gov) ; visit our administrative office at 475 East Washington Street, Harrisonburg, VA 22802, or our website: [www.harrisonburgva.gov/bus-service](http://www.harrisonburgva.gov/bus-service)

If information is needed in another language, contact, 540-432-0492



# NOTIFICAR AL PÚBLICO DE LOS DERECHOS

## EL TRANSPORTE DE DEPARTAMENTO DE PÚBLICO DE LA CIUDAD DE HARRISONBURG

La ciudad de Harrisonburg Departamento de transporte público opera sus programas sin distinción de raza, color y origen nacional con arreglo al título VI de la ley de derechos civiles.

Cualquier persona que cree que han sido ofendidos por cualquier práctica discriminatoria ilegal bajo el título VI puede presentar una queja con la ciudad de Harrisonburg Departamento de transporte público.

Para obtener más información sobre la ciudad de Harrisonburg Departamento de transporte público programa de derechos civiles, las obligaciones y procedimientos para presentar una queja, póngase en contacto con 540-432-0492, (TTY 7-1-1),

[Katelynn.Noser@harrisonburgva.gov](mailto:Katelynn.Noser@harrisonburgva.gov) ; visite nuestra oficina administrativa en 475 East Washington Street, Harrisonburg, VA 22802, o nuestra página web: [www.harrisonburgva.gov/bus-service](http://www.harrisonburgva.gov/bus-service)  
Si información es necesitada en otro idioma, contacto, 540-432-0492



Federal Transit  
Administration

**APPENDIX C - TITLE VI COMPLAINT FORM AND NOTIFICATIONS****Title VI Complaint Form**

Harrisonburg Department of Public Transportation (HDPT) Title VI Complaint Procedure is made available in the following locations: *(check all that apply)*

- ✓ Agency website, either as a reference in the Notice to Public or in its entirety
  - ✓ Hard copy in HDPT's Administrative Office
  - ✓ Available in appropriate languages for LEP populations.
- 

This form is designed to assist you in filing a Title VI complaint with HDPT. You are not required to use this form, your complaint may be filed in any manner, such as a letter, that contains the same information. However, for HDPT to perform a complete investigation, it is important to include all of the information that this form asks for.

**SECTION I:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Home Telephone: \_\_\_\_\_ Cell or Alternate Telephone: \_\_\_\_\_

**SECTION II:**

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

If you answered "Yes" go to Section III.

Name of person discriminated against if other than yourself:

\_\_\_\_\_

Please explain why you are filing for a third party: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Please confirm that you have obtained permission to file on this person's behalf: Yes ☐ No ☐

**SECTION III:**

Have you filed this complaint with any other agency : Yes ☐ No ☐

If you answered "Yes" please provide the following:

Name of agency: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

## SECTION IV:

Title VI protects members of three protected classes – Race, Color, National Origin. Please specify which protected class/classes that you feel is/are being discriminated against:

- ☐
- Race
- ☐
- Color
- ☐
- National Origin

## SECTION V:

Program that you feel discriminated against you: \_\_\_\_\_

Do you know the name of the individual?: \_\_\_\_\_

If not, could you please describe the individual?: \_\_\_\_\_

Please provide the following information regarding the incident:

Date: \_\_\_\_\_ Time: \_\_\_\_\_ Bus Route/Number: \_\_\_\_\_

Location: \_\_\_\_\_

## SECTION VI

What type of harm or discriminatory action was taken against you?

- ☐ Service ☐ Accommodation
- ☐ Hostile Environment ☐ Other

*If "Other", please specify:*

---

## SECTION VII:

Please provide a detailed description of the incident:

[illegible]

**SECTION VIII:**

Were there any other witnesses to this incident?    Yes ☐    No ☐

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

**SECTION IX:**

Is there any other information that you would like to provide to assist us in our investigation of this incident:

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---

---

**SECTION X:**

What remedy would you like HDPT to consider?

---

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---

---

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

***NOTE: COMPLAINT WILL NOT BE ACCEPTED WITHOUT A SIGNATURE.***

HDPT's Grants Program Manager will investigate all complaints. At the conclusion of our investigation we will send a letter of finding to the complainant. If our investigation determines that we were not in violation of Title VI, our letter will explain why we were in compliance. If it is determined that there was a violation of Title VI, our letter will document the violation and the action that HDPT will take to become compliant.

No one may intimidate, threaten, coerce, or engage in other discriminatory conduct against anyone because he or she has filed a complaint to secure rights protected by the nondiscrimination statutes we enforce. Any individual alleging such harassment or intimidation may file a complaint with HDPT or the Federal Transit Administration.

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

Harrisonburg Department of Public Transportation  
Grants Program Manager  
475 E. Washington Street  
Harrisonburg, Va 22802



# CITY OF HARRISONBURG PUBLIC TRANSPORTATION

Septmeber 10, 2024

## Letter Notifying Complainant that the Complaint Is Not Substantiated

Ms. Jo Doe  
1234 Vine St.  
Harrisonburg, Virginia 22802

Dear Ms. Doe:

The matter referenced in your complaint of \_\_\_\_\_ (date) against the *City of Harrisonburg Department of Public Transportation (HDPT)* 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.

*HDPT* has analyzed the materials and facts pertaining to your case for evidence of the HDPT'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 appeal within seven calendar days of receipt of this final written decision from *HDPT*, and/or file a complaint externally with the U.S. Department of Transportation Federal Transit Administration at:

Federal Transit Administration  
Office of Civil Rights  
Attention: Civil Rights Coordinator  
East Building, 5<sup>th</sup> 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,

Katelynn Noser  
Grants Program Manager, Public Transportation



Event Date	HDPT Staff	Event	Communication Method	Outreach Method	Notes
10/14/2021 10/20/2022 10/19/2023	Director Deputy Director Fleet Manager Transit Superintendent	Citizens Academy at HDPT	Website: <a href="https://harrisonburgcitizenacademy.org/">Harrisonburg Citizen Academy   City of Harrisonburg, VA (harrisonburgva.gov)</a>	Meeting and Tour	
1/22/2023 2/21/2024	Transit Superintendent and Supervisor	JMU Spring Housing Fair	JMU marketing and website	Event table, bus schedules	Off campus housing and transit discussion
5/17/2024	Director Deputy Director	Public Comment Transit Strategic Plan	Online comment form advertised on website and social media.	website and social media.	comment period ran 30 days.
6/4/2021 6/16/2022 8/16/2023 8/14/2024	Transit Supervisor	Orientation Peer Advisor Training	JMU marketing and website	Meeting / presentation- explain benefits of public transportation	To aid first year students
5/8/2021	Transit Superintendent and Supervisor	Transfer Student presentation	JMU marketing and website	Meeting / presentation	
10/3/2023	Transit Superintendent and Supervisor	JMU Fall Housing Fair	JMU marketing and website	Event table, bus schedules	Off campus housing and transit discussion
8/2/2024	Grants Program Manager Program Support Specialist	Harrisonburg Rockingham Community Services Board	Email, phone, zoom training.	Met with Mental Health Case Manager to review Paratransit application process and provide training to 12 staff members.	
6/20/2021	Director Transit Superintendent City Manager	Open Doors planning	Scheduled meeting	Meeting with Open Doors (represent the homeless population)	approach for transit operations
6/16/2021	Director of Communications	Public Survey – Input for Multimodal Transit Center	Press Release	Input for developing an improved passenger transfer	

Event Date	HDPT Staff	Event	Communication Method	Outreach Method	Notes
		Feasibility Study		center for community bus routes	
10/26/2023 11/1/2023	Superintendent and Supervisor	HDPT Transit Strategic Plan Outreach popup events	On site at farmers market and popular transit stops.	Meeting to explain the TSP 10 year plan and get public feedback on route changes.	

Limited English Proficiency Plan (LEP)
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REQUIREMENT TO PROVIDE MEANINGFUL ACCESS TO LEP PERSONS

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).

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 English is a type of national origin discrimination. It directs each agency to publish guidance clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal funds, including all transit departments receiving federal grant funds.

The U.S. DOT's FTA Office of Civil Rights' publication "*Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient Persons – A Handbook for Public Transportation Providers*" was used in the preparation of this plan.

**Contents**

This plan contains:

1. A needs assessment based on the four-factor analysis
2. Language assistance measures
3. A staff training plan
4. Providing notice to LEP persons
5. Methods for monitoring, evaluating and updating plan

## LEP Needs Assessment – the Four-Factor Analysis

**Factor 1 – Demography:** Identifies the number or proportion of LEP Persons served and the languages spoken in the service area.

Provider: City of Harrisonburg					
Date Completed: Septmeber 10, 2024			2022 Data – 5 Year Estimates		
Factor 1: NUMBER OR PROPORTION OF LEP's: Go to the U.S. Census website (www.census.gov) and list the racial make-up of each town or county you serve (number and percentage). (Enter the town or county name and state into the “population finder.” Select “go.” Select link for “fact sheet.”) US Census 2020 5 Year Survey (Table BO3002)					
City / Town	White	Black or African American	American Indian or Alaska Native	Asian	Hispanic or Latino
City of Harrisonburg Total Population Estimate: 51,814	33,789	4,218	297	2,116	11,394

**Factor 2: Frequency** identifies the frequency staff encounters LEP persons.

LEP persons are persons identified as speaking English less than very well, not well or not at all. Just because a person speaks a language other than English doesn't mean they don't speak English or are identified as LEP.

Interviews with drivers, dispatchers and city staff about contact with LEP persons were used to determine that the procedures currently in place are sufficient for HDPT in serving LEP persons. HDPT has an increasingly diverse team of drivers who speak many different languages. Drivers utilize fellow coworkers in the field to assist non-English speaking passengers. The City of Harrisonburg recognizes the value of having bi-lingual or multi-lingual employees by having an incentive program that tests their proficiency. A passing score of the language proficiency test entitles that employee to an hourly wage increase.

Drivers and dispatchers report very little contact with LEP persons during operations. During training drivers are instructed to pass a schedule in Spanish to the passenger so they can show the driver their destination. Virginia Relay service is used when communicating with hearing impaired riders. In an ongoing effort to meet the present and future needs of the community, HDPT staff will continue to identify LEP individuals in our service area.

To date, HDPT has had several requests for contracted interpreters. Mostly for transit service and a few for paratransit service instructions. Interpretation services are available 24/7 at no cost to city departments by VOIANCE, a Cyra Com International Company. When an interpreter is needed, in person or on the telephone, staff will attempt to determine which language is needed and contact VOIANCE.

**Factor 3: The Importance to LEP Persons of our programs, activities and services:**

HDPT considers transit to be an increasingly important and essential service for many people living in our service area. Our goal is to continue to communicate with Human Service Organizations, Medical Organizations and Community Programs in our area to identify any LEP person's inability to utilize effectively public transportation that may adversely affect his or her ability to obtain health care, education, or access to employment.

#### **Factor 4: The Resources Available to HDPT and Cost to Deliver LEP Program:**

HDPT is a small urban recipient with a limited budget. Using community resources and technological advances available, with limited staff we have been able to meet the needs of LEP persons in the City of Harrisonburg transportation area. The department has used interpretation services twice.

#### **Safe Harbor Provision**

Per FTA Circular 4702.1B, FTA has adopted the Safe Harbor Provision that states an indicator of compliance is if vital written documents are provided for any LEP population that constitutes 5% or 1,000 persons eligible to be served, whichever is less.

Spanish is the only limited English proficient language group above the safe harbor threshold, having 4,521 individuals who speak English “less than very well.”

#### **Language Assistance Measures**

Language assistance measures currently used and planned to be used:

- Continue to produce documents in Spanish in accordance with the Safe Harbor Provision including:  
Title VI Notice to the Public – posted in all buses and on our website  
Bus Schedules and maps in Spanish in print and on our website  
Paratransit Service Information  
Public Notices
- Continue to produce Large Print Schedules
- Provide instructions to vehicle operators and dispatch who regularly interact with the public on how to respond to an LEP customer as needed (new hire, departmental meetings). Drivers interviewed said they are usually able to ask another passenger on the bus to help them understand or point to the routes or destination on the schedule. Community service groups also help passengers by writing their destination on paper to give to the bus drivers.
- Should a passenger need language assistance, the bus operators are trained to contact non-emergency ECC, or have a dispatcher assist if necessary. The ECC dispatcher will connect the passenger, or the HDPT dispatcher, with a translator to assist with communication. The City of Harrisonburg uses VOIANCE for interpretation services. A listing of languages is on each bus (VOIANCE flyer).
- Dispatch and other staff members are trained to use interpretation services by calling non-emergency ECC and connecting to VOIANCE. Interpretation services are available 24/7. Information is posted in dispatch as well as in the front vestibule where the public is assisted by customer service.

## HDPT Operator Training Plan

HDPT Operators should know their obligations to provide meaningful access to information and services for LEP persons.

The following training will be provided to all staff:

- Information on the Title VI Policy and LEP responsibilities.
- Description of language assistance services offered to the public.
- Documentation of language assistance requests.
- How to handle a potential Title VI/LEP complaint.
- HDPT staff will also take advantage of any “outside” training provided by FTA, Virginia Department of Rail and Public Transportation, MPO or the City.

# INTERPRETERS AVAILABLE

*You have access to interpretation services 24/7 at no personal cost to you.  
This chart includes languages commonly spoken in your community, additional languages are available.*

**English: Do you speak [language]?**

**We will provide an interpreter at no personal cost to you.**

<p><b>Spanish</b> Español ¿Habla español? Le proporcionaremos un intérprete sin costo alguno para usted.</p>	<p><b>Arabic</b> اللغة العربية هل تتحدث اللغة العربية؟ سوف نوفر لك مترجماً فوراً بدون أي تكلفة عليك.</p>
<p><b>Russian</b> Русский Вы говорите по-русски? Мы абсолютно бесплатно предоставим вам переводчика.</p>	<p><b>Kurdish</b> کوردی به کوردی دهوینیت؟ نینمه وەرگیرت بو. دهستایس دهکمین بهخواری.</p>
<p><b>Swahili</b> Kiswahili Je, unazungumza Kiswahili? Tutakupatia mkalimani bila gharama yoyote kwako.</p>	<p><b>Urdu</b> اردو کیا آپ اردو بولتے ہیں؟ ہم بغیر آپ کے ذاتی لاگت کے آپ کے لئے ترجمان فراہم کریں گے۔</p>
<p><b>Mandarin</b> 中文 您讲国语吗？我们将免费为您提供翻译。</p>	<p><b>Japanese</b> 日本語 日本語を話しますか？個人的な負担なしで通訳を提供致します。</p>
<p><b>Korean</b> 한국어 한국어를 사용하십니까? 무료로 통역 서비스를 제공해 드리겠습니다.</p>	<p><b>French</b> Français Parlez-vous français ? Nous vous fournirons gratuitement un interprète.</p>
<p><b>German</b> Deutsch Sprechen Sie Deutsch? Wir stellen Ihnen unentgeltlich einen Dolmetscher zur Verfügung.</p>	<p><b>Persian</b> فارسی صحبت می کنید؟ یک مترجم شفاهی رایگان در اختیار شما قرار خواهیم داد.</p>

Employees are instructed to call Non-Emergency ECC for connection to an interpreter



Table: ACSST5Y2019.S1601

Data for Harrisonburg residents and their ability to speak English is shown in the table below:

Harrisonburg city, Harrisonburg city, Virginia - S1601 - LANGUAGE SPOKEN AT HOME - 2019 ACS 5-Year Estimates												
Label	Total		Percent		Percent of specified language speakers							
	Estimate	Margin of Error	Estimate	Margin of Error	Speak English only or speak English "very well"		Percent speak English only or speak English "very well"		Speak English less than "very well"		Percent speak English less than "very well"	
Population 5 years and over	50,545	±42	(X)	(X)	44,123	±762	87.3%	±1.5	6,422	±753	12.7%	±1.5
Speak only English	37,643	±746	74.5%	±1.5	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Speak a language other than English	12,902	±746	25.5%	±1.5	6,480	±587	50.2%	±4.4	6,422	±753	49.8%	±4.4
SPEAK A LANGUAGE OTHER THAN ENGLISH												
Spanish	8,290	±431	16.4%	±0.9	3,769	±468	45.5%	±5.4	4,521	±535	54.5%	±5.4
5 to 17 years old	2,085	±171	4.1%	±0.3	1,672	±260	80.2%	±9.3	413	±189	19.8%	±9.3
18 to 64 years old	6,053	±386	12.0%	±0.8	2,085	±307	34.4%	±5.2	3,968	±452	65.6%	±5.2
65 years old and over	152	±82	0.3%	±0.2	12	±17	7.9%	±10.4	140	±79	92.1%	±10.4
Other Indo-European languages	2,278	±606	4.5%	±1.2	1,338	±388	58.7%	±10.2	940	±369	41.3%	±10.2
5 to 17 years old	398	±203	0.8%	±0.4	255	±142	64.1%	±23.9	143	±129	35.9%	±23.9
18 to 64 years old	1,622	±398	3.2%	±0.8	974	±259	60.0%	±10.2	648	±251	40.0%	±10.2
65 years old and over	258	±113	0.5%	±0.2	109	±74	42.2%	±24.2	149	±96	57.8%	±24.2
Asian and Pacific Island languages	1,268	±286	2.5%	±0.6	720	±191	56.8%	±9.5	548	±182	43.2%	±9.5
5 to 17 years old	141	±113	0.3%	±0.2	137	±113	97.2%	±8.4	4	±11	2.8%	±8.4
18 to 64 years old	1,119	±217	2.2%	±0.4	575	±149	51.4%	±11.2	544	±182	48.6%	±11.2
65 years old and over	8	±13	0.0%	±0.1	8	±13	100.0%	±100.0	0	±29	0.0%	±100.0
Other languages	1,066	±386	2.1%	±0.8	653	±281	61.3%	±11.8	413	±181	38.7%	±11.8
5 to 17 years old	301	±169	0.6%	±0.3	246	±167	81.7%	±18.2	55	±45	18.3%	±18.2
18 to 64 years old	754	±257	1.5%	±0.5	407	±191	54.0%	±15.6	347	±158	46.0%	±15.6
65 years old and over	11	±18	0.0%	±0.1	0	±29	0.0%	±92.8	11	±18	100.0%	±92.8
CITIZENS 18 YEARS AND OVER												
All citizens 18 years old and over	39,009	±661	(X)	(X)	37,419	±671	95.9%	±0.8	1,590	±325	4.1%	±0.8
Speak only English	34,383	±600	88.1%	±1.1	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Speak a language other than English	4,626	±465	11.9%	±1.1	3,036	±321	65.6%	±5.0	1,590	±325	34.4%	±5.0
Spanish	2,775	±448	7.1%	±1.1	1,650	±304	59.5%	±6.7	1,125	±279	40.5%	±6.7
Other languages	1,851	±290	4.7%	±0.7	1,386	±229	74.9%	±6.4	465	±151	25.1%	±6.4



# PUBLIC PARTICIPATION PLAN (PPP)

**Adopted: July 19, 2007**

**Amended: May 17, 2019**



**Harrisonburg  
Rockingham**  
Metropolitan Planning  
Organization

112 MacTanly Place  
Staunton, VA 24401  
**Phone** (540) 885-5174  
**Fax** (540) 885-2687  
HRVAMPO.ORG

2019

## HRMPO Public Participation Plan

# Harrisonburg-Rockingham Metropolitan Planning Organization (HRMPO)

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**Randy Kiser** – Virginia Department of Transportation

**Dan Sonenklar**– Virginia Department of Rail and Public Transportation (non-voting)

**Kevin Jones** – Federal Highway Administration (non-voting)

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**Lee Eshelman** – James Madison University (non-voting)

**Rusty Harrington** – Virginia Department of Aviation (non-voting)



2019

# HRMPO Public Participation Plan

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**Michele DeAngelis – Federal Transit Administration (non-voting)**

**Lee Eshelman – James Madison University (non-voting)**

**Rusty Harrington – Virginia Department of Aviation (non-voting)**

2019

# HRMPO Public Participation Plan

## Report Contact and Documentation

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### Contact Information

Citizens, stakeholders, and interested parties may contact the following individuals for information regarding this PPP, HRMPO documents, plans and other public records. Submit oral and/or written comments about any advertised plan, and/or about the HRMPO and its planning efforts to:

- HRMPO Secretary/Treasurer  
Central Shenandoah Planning District Commission (CSPDC)  
112 MacTanly Place, Staunton, Virginia, 24401  
Phone: (540) 885-5174  
Fax: (540) 885-2687  
Email: [cspdc@cspdc.org](mailto:cspdc@cspdc.org)  
Website: [www.hrvampo.org](http://www.hrvampo.org)

### Title VI Manager and Additional Assistance

Please submit any inquiries or comments for the HRMPO Title VI Manager to CSPDC staff at the above contact information. Hearing and voice assistance are available from:

- Virginia Relay for Hearing and Voice Impaired: 7-1-1
- Outside Virginia: Voice 800-828-1140 | Hearing 800-828-1120

### Title

Harrisonburg-Rockingham Metropolitan Planning Organization Public Participation Plan

### Authors

Ann Cundy, Transportation Program Manager  
Zach Beard, Transportation Planner  
Jonathan Howard, Transportation Planner

### Plan Date

2019

### Granting/Sponsoring Agencies

Federal Highway Administration  
Federal Transit Administration  
Virginia Department of Transportation  
Virginia Department of Rail and Public Transit  
Local Funds



112 MacTanly Place  
Staunton, VA 24401

Phone (540) 885-5174  
Fax (540) 885-2687

[HRVAMPO.ORG](http://HRVAMPO.ORG)

2019

# HRMPO Public Participation Plan

## Abstract

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The Harrisonburg-Rockingham Metropolitan Planning Organization (HRMPO) Public Participation Plan (PPP) describes the HRMPO's responsibilities, goals, and strategies for engaging the public in its transportation planning work. The original PPP adopted by the HRMPO on July 19, 2007. The May, 2019 amendment ensures that the document is consistent with the HRMPO's Title VI Plan and the federal fairness and equity requirements outlined in Federal Regulation Code 450.316 under the Federal Highway Administration. This and other HRMPO documents are on repository at: Central Shenandoah Planning District Commission, 112 MacTanly Place, Staunton, Virginia, 24401.

## Acknowledgements

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This Plan was prepared on behalf of the HRMPO through a cooperative process involving the City of Harrisonburg, County of Rockingham, Town of Bridgewater, Town of Dayton, Town of Mt. Crawford, Virginia Department of Transportation, Virginia Department of Rail and Public Transportation, Federal Highway Administration, and the Federal Transit Administration. Administrative support and technical assistance were provided by the Central Shenandoah Planning District Commission (CSPDC).

The preparation of this Plan was financially aided through grants from the Federal Highway Administration, Federal Transit Administration, Virginia Department of Transportation, and the Virginia Department of Rail and Public Transportation.

## Disclaimer

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The HRMPO ensures non-discrimination and equal employment in all programs and activities in accordance with Title VI and Title VII of the Civil Rights Act of 1964. If you have questions or concerns about your civil rights regarding this document, or if you need special assistance for persons with disabilities or limited English proficiency, please contact the HRMPO. For more information, or to obtain a Title VI Complaint Form, see <http://HRVAMPO.org/public-participation-title-vi> or call (540) 885-5174.





## RESOLUTION APPROVING THE HARRISONBURG-ROCKINGHAM METROPOLITAN PLANNING ORGANIZATION'S (HRMPO) PUBLIC PARTICIPATION PLAN

**WHEREAS**, public involvement and participation is an essential part of the metropolitan transportation planning process; and

**WHEREAS**, Title VI and other Federal regulations require an ongoing public involvement process that documents outreach to disadvantaged, low income and minority communities and other stakeholders; and

**WHEREAS**, this Public Participation Plan has been developed in consultation with representatives from agencies and officials responsible for other planning activities within the MPO that are affected by transportation, and stakeholders including but not limited to the traditionally underserved and disadvantaged and minority communities; generators and users of freight; representatives of users of public transportation, bikeways, greenways, etc.

**NOW, THEREFORE BE IT RESOLVED** that the Harrisonburg-Rockingham Metropolitan Planning Organization Policy Board does hereby approve and adopt the amended Public Participation Plan on this, the 15th day of May 2019 and in so doing, repeals the Public Involvement Plan approved on July 19, 2007.

SIGNED:

Dennis Driver, Chairman  
Harrisonburg-Rockingham  
Metropolitan Planning Organization  
Policy Board

ATTEST:

Bonnie S. Riedesel, Secretary/Treasurer  
Harrisonburg-Rockingham  
Metropolitan Planning Organization  
Policy Board

2019

# HRMPO Public Participation Plan

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# HRMPO Public Participation Plan

## Section 1: Introduction

The Harrisonburg-Rockingham Metropolitan Planning Organization (HRMPO) was established as a result of the designation of the Harrisonburg-Rockingham Urbanized Area (UZA) by the U.S. Census on May 1, 2002. Federal legislation requires that any urbanized area with a population greater than 50,000 have an MPO comprised of representatives of the local jurisdictions as well as state and federal transportation officials. The HRMPO, comprised of a Policy Board and Technical Advisory Committee (TAC), has the responsibility for transportation policy-making in the urbanized area.

The Policy Board leads the HRMPO transportation decision-making process in the HRMPO region to ensure all possible solutions are examined and interests are addressed. The Policy Board is supported by HRMPO staff, with guidance and technical assistance provided by the HRMPO Technical Advisory Committee (TAC), which is comprised of staff from the HRMPO's member jurisdictions, Harrisonburg Department of Public Transit (HDPT), and state and federal agencies. The HRMPO ensures that current and future expenditures for transportation projects are based on a continuing, cooperative, and comprehensive (three-C) planning process that includes local priorities and mutually agreed upon goals informed by public input.

### 1.1 PPP Requirements

The Public Participation Plan (PPP) outlines the HRMPO public participation process and reflects the public participation requirements contained in Federal Regulation Code 450.316. The PPP identifies the various methods and ways the HRMPO works to ensure that the public is properly notified of its activities, and that opportunities to participate in the HRMPO's short- and long-range planning activities are available to all residents.

Furthermore, this plan describes the standard legal procedures for the development, adoption, and amendment of the HRMPO's three major MPO transportation planning documents: the Long Range Transportation Plan (LRTP), the Unified Planning and Work Program (UPWP), and the Transportation Improvement Program (TIP).

### 1.2 Relation to the HRMPO Title VI Plan

Federal regulations require the PPP to be consistent with other federal, state, and regional transportation planning documents. This includes the HRMPO Title VI Plan, which was developed to ensure HRMPO follows Title VI and subsequent nondiscrimination regulations, specifically regarding Executive Order 12898 on Environmental Justice and Executive Order 13166 on Limited English Proficiency (LEP). The Title VI Plan contains environmental justice strategies for minority, low-income, and LEP populations that inform the public participation goals and outreach strategies in the PPP. Both the PPP and Title VI Plan contribute to the overall planning process of the HRMPO's main plans (see Figure 1).

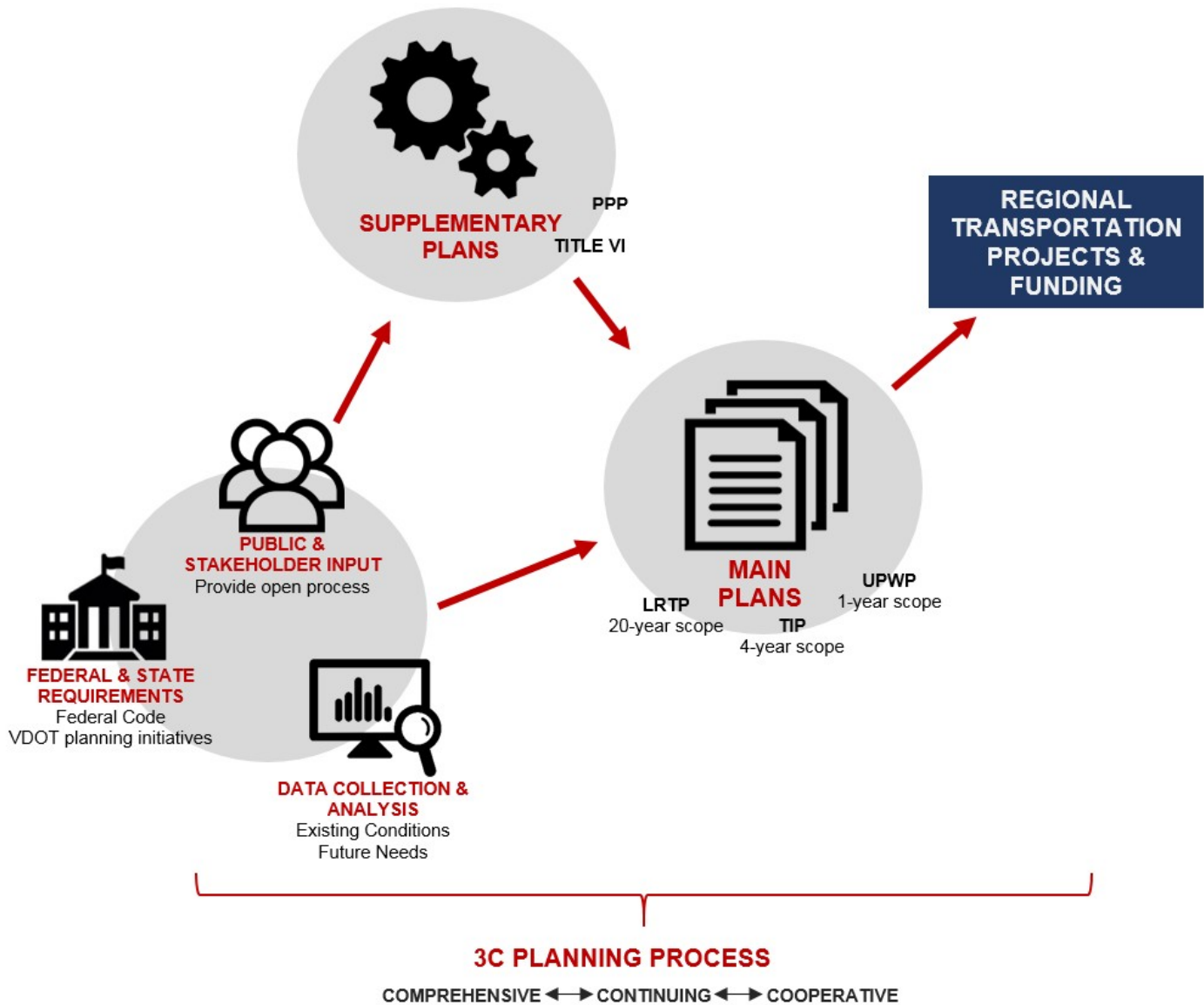
### 1.3 Periodic Review and Amendment of the PPP

The HRMPO will review and consider revisions to its PPP on a bi-annual basis to ensure that it remains a dynamic and effective document. Review and amendment of the PPP will be done in consultation with various stakeholders as outlined in Section 2.

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# HRMPO Public Participation Plan

Figure 1: Relationship of HRMPO Documents



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# HRMPO Public Participation Plan

## Section 2: Purpose

The HRMPO values and welcomes public participation in its transportation planning and programming efforts, initiatives, and decision-making processes. The purpose of the HRMPO PPP is to provide a meaningful planning process that seeks a range of representation in public input from different points of view, different needs, and different backgrounds. Points of view that should be represented are demographics (including race, ethnicity, age, income, disability, LEP

, gender, and sexual orientation), economic and environmental impact, education and health backgrounds, all modes of transportation, and geography.

### **2.1 HRMPO will include the following stakeholders in the planning process:**

- Citizens
- Affected public agencies
- Representatives of public transportation providers
- Freight shippers and providers of freight transportation services
- Private providers of transportation
- Representatives of users of public transportation
- Representatives of users of pedestrian walkways and bicycle transportation facilities
- Representatives of minority groups, including low-income, disabled, persons with mobility impairments, and LEP populations

## Section 3: Goals, Desired Outcomes, and Measures

### **3.1 The goals of the HRMPO relative to the public participation process are as follows:**

- 3.1.1 Provide complete information on the HRMPO activities to the public to ensure a full and open participation process; and
- 3.1.2 Provide adequate public notice for public review, input, participation and comment on key decisions regarding the LRTP, TIP, UPWP, Title VI Plan, amendments to the PPP, and transportation planning initiatives and programs of significance; and
- 3.1.3 Utilize multiple means of public notice to ensure that transportation planning information reaches the broadest possible audience; and

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# HRMPO Public Participation Plan

- 3.1.4 Conduct meetings at convenient times and accessible locations; and
- 3.1.5 Seek out and consider the needs of those traditionally underserved by existing transportation systems, such as low-income, minority, disabled, seniors, and LEP households who may face challenges accessing employment and other services; and
- 3.1.6 Ensure that federal environmental justice and LEP requirements, and the equity initiatives outlined in HRMPO Title VI Plan, are always followed; and
- 3.1.7 Use visualization techniques where appropriate to help describe transportation plans and the TIP; and
- 3.1.8 Demonstrate explicit consideration and thoughtful response to public input received during the development of the LRTP and the TIP and other planning initiatives; and
- 3.1.9 Periodically review the effectiveness of this plan and its procedures and strategies to ensure a full and open participation process.

## **3.2 The desired outcomes of the HRMPO relative the public participation process are as follows:**

- 3.2.1 An engaged and well-informed citizenry and stakeholders that provides thoughtful and meaningful input and participation to the metropolitan planning process; and
- 3.2.2 A meaningful and effective partnership between citizens, stakeholders, and the HRMPO Policy Board and TAC; and
- 3.2.3 An effective LRTP and other transportation related plans and programs that address the needs and interests of the community.

## **3.3 Performance measures to be used by HRMPO in helping access its effectiveness in achieving its PPP goals and desired outcomes are as follows:**

### *3.3.1 Product and Service Results*

- 3.3.1.1 Turnaround Time in Responding to Request for Information for Advertised Plans: HRMPO staff will respond to a request for information regarding plans advertised for public comment within three (3) working days of receiving a request.
- 3.3.1.2 Turnaround Time in Responding to Request for General Information: HRMPO staff will respond to a request for information within five (5) working days after such request has been made.
- 3.3.1.3 100% Percent Compliance Findings Resolved: Any compliance findings relative to the PPP will be resolved in a timely fashion.

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# HRMPO Public Participation Plan

## 3.3.2 Employee Training Results

3.3.2.1 Title VI Compliance Training: HRMPO employees will attend Title VI Compliance training as it is available.

3.3.2.2 Compliance Training: HRMPO employees will attend training on the current Federal Transportation Law and other regulatory compliance training as it is available.

## 3.3.3 Organizational Effectiveness Results

3.3.3.1 Key Plans Receive State and Federal Approval: All key transportation plans (LRTP, TIP, UPWP, and PPP) will receive the appropriate State and Federal approvals.

## 3.3.4 Leadership Results

3.3.4.1 Ethical Behavior. The HRMPO Policy Board, TAC, and Staff will perform their duties and responsibilities in a professional, ethical manner. The target is for zero ethical violations.

3.3.4.2 Regulatory Compliance. HRMPO will strive to achieve 100% compliance with Title VI and other regulations governing the HRMPO.

3.3.4.3 Audit Findings. The HRMPO's target is to receive an unqualified audit opinion each year.

3.3.4.4 HRMPO Policy Board and TAC Training. Policy and TAC leadership will receive Title VI training on an annual basis.

## Section 4: Public Meeting Location, Notice, and Procedures

The HRMPO will take a proactive approach to providing an opportunity for the public and stakeholders to be involved in all phases of the transportation planning process and operate in a manner consistent with Title VI Regulations. This section outlines the procedures of all regular HRMPO meetings and requirements for publication of legal notices. Section 5 provides an overview of public communication, education, and outreach initiatives.

### 4.1 Public Meeting Location and Guidelines

#### 4.1.1 Location of Regular HRMPO Policy Board and TAC Meetings

The location for regular HRMPO Policy Board and TAC meetings will be held at: Rockingham County Department of Community Development, Community Room, 20 East Gay Street, Harrisonburg, Virginia 22802. This facility is Americans with Disabilities Act (ADA) and public transit accessible.



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# HRMPO Public Participation Plan

## 4.1.2 *Location of Public Information Meetings*

Public information meetings will be held at various locations in the Harrisonburg-Rockingham County area to inform the public of the planning process and to solicit ideas, input and feedback. Public hearings and public information meetings will be held at locations accessible to and at times convenient to minority and disabled residents. To the extent feasible, meeting locations held within the community will be ADA and public transportation accessible.

## 4.1.3 *Public Comment Opportunity*

All regular and special meetings of the HRMPO Policy Board and TAC, and any other HRMPO appointed committee, will provide a public comment period after the meeting is called to order and the minutes of the prior meeting have been approved. This comment period may be used by citizens to address their concerns, provide input, etc. to matters on the agenda or of a general nature as long as they relate to metropolitan transportation planning. Additionally, when major plans as articulated in Section 4 are placed on the agenda, public comment time shall be provided as part of the Board's or TAC's discussion of that item. Public comment may also be received about an item or items to be discussed at a meeting via e-mail, mail, etc. prior to the meeting. In these cases, copies shall be provided to the Board and/or TAC members and noted for the public record during the meeting. Explicit attention to and consideration of public comments will be given and responses, when appropriate, provided to questions asked.

## 4.1.4 *ADA Accessibility and Interpreter Availability*

Every reasonable effort will be made to accommodate individuals with disabilities who wish to participate in the public process. Meeting facilities are ADA and public transit accessible. All public hearings will be held in facilities fully accessible to individuals with disabilities and mobility impairments. All written material will be available in accessible formats for the visually impaired (i.e. large print, Braille, and/or audio tapes), or personnel will be available for readings upon request.

Accessible formats for the visually impaired will be provided if needed and requested at least seven working days in advance of a regular and or/special scheduled meeting. Sign language for the hearing impaired and/or LEP interpreters will be provided if needed and requested at least seven working days in advance of a regular and/or special scheduled meeting. Requests for both visually impaired and language services should be made with the HRMPO Staff identified in the contact section of this Plan.

## 4.2 **Notice of Public Participation Activities**

Public notice shall be provided for all public participation activities. Public participation activities include:

4.2.1 HRMPO Policy Board meetings, both regular and special

4.2.2 TAC meetings, both regular and special

4.2.3 Any citizen advisory, ad-hoc or other formal committees that may be established by the Policy Board



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# HRMPO Public Participation Plan

- 4.2.4 Other meetings of the HRMPO Policy Board and/or TAC that are designed to solicit community comment and information on metropolitan transportation planning efforts and/or plans
- 4.2.5 Any approval of the LRTP, TIP, UPWP, PPP, or any other major programs and/or plans; and
- 4.2.6 Any amendment to the LRTP, TIP, PPP; and
- 4.2.7 Any substantive amendment to the UPWP and any other major programs and/or plans.

## 4.3 Advisory Committees and Coordination with Federal, State, and Local Agencies

### 4.3.1 *Technical Advisory Committee (TAC)*

The TAC is a permanent committee that is composed of technical, planning, and/or managerial staff representatives from each of the participating agencies of the HRMPO. Subcommittees of the TAC may be utilized to study issue areas not requiring the full TAC participation.

### 4.3.2 *Other Advisory Committees*

Other Advisory Committees may be appointed by the HRMPO Policy Board as it deems appropriate.

### 4.3.3 *The TAC and other HRMPO appointed Committee(s)*

These committees will also solicit input and recommendations from other citizen groups and interested stakeholders when reviewing various transportation plans and programs.

### 4.3.4 *Coordination with Statewide Transportation Planning Process*

The Virginia Department of Transportation Staunton District Civil Rights Manager and District Planner will work with the Committee(s) to provide information and offer assistance on various issues. HRMPO will actively coordinate and participate with the Commonwealth on the statewide transportation planning process as requested and as appropriate.

### 4.3.5 *Coordination with Federal, State, and Local Agencies*

HRMPO will prepare its major transportation plans and programs in consultation with federal, state, and local agencies, including those responsible for land use regulation, natural resources, environmental protection, conservation, and historic preservation.

## 4.4 Public Notice Requirements for Meetings

### 4.4.1 *Regularly Scheduled Meetings*

Public notification for regularly scheduled HRMPO Policy Board and/or TAC meetings shall be published after the last regular meeting of each year. The notification will include a meeting schedule providing the date, time, and location of meetings and shall be published once in both local newspapers and posted continuously on the HRMPO website.

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# HRMPO Public Participation Plan

## *4.4.2 Special Meetings or Rescheduled Meetings*

Public notification for special meetings or rescheduled regular meetings of the HRMPO Policy Board and/or TAC advising the public of the date, time, and location of the special meeting or rescheduled regular meeting shall be published once in both local newspapers and posted to the HRMPO website not less than seven calendar days prior to the meeting.

## *4.4.3 Special Meetings for the Public*

Public notification for special meetings held within the community for the purpose of presenting plans, gathering public input, and participation shall be published once in local newspapers and posted to the HRMPO website not less than fourteen calendar days prior to the meeting.

## **4.5 Public Notice Requirements for Approval and/or Amendment of Plans**

### *4.5.1 Approval of LRTP, TIP, UPWP, Title VI Plan, and Other Major Plans*

Approval of the LRTP, TIP, UPWP, Title VI Plan, and other major plans shall be subject to public comment. A notice of such plan's consideration, solicitation of public comment, and an invitation to the meeting at which it will be considered for final adoption shall be published once in both local newspapers. Plans will be available for review for a period of not less than 21 calendar days.

### *4.5.2 Amendments to LRTP, TIP, Title VI Plan, and Other Major Plans*

Amendments to the LRTP, TIP, Title VI Plan, and other major plans shall be subject to public comment. A notice of such plan's proposed amendment, a solicitation of public comment, and an invitation to the meeting at which it will be considered for final adoption shall be published once in both local newspapers. Plans will be available for review for a period of not less than 21 calendar days.

### *4.5.3 Amendments to UPWP*

Substantive amendments to the UPWP that change the scope of work shall be subject to public comment. This includes adding or deleting work plans, but not programs de-programmed in order to be carried forward into the subsequent fiscal year. A notice of such plan's amendment, solicitation of public comment, and an invitation to the meeting at which it will be considered for final adoption shall be published once in both local newspapers. Plan amendments will be available for review for a period of not less than 21 calendar days.

### *4.5.4 Approval and Amendment to PPP*

Approval of and/or amendments to the PPP shall be done in consultation with the various interested citizens and representatives of interested parties as identified in Section 1 and shall be subject to public comment. A notice of the PPP's proposed adoption and/or amendment, solicitation of public comment, and an invitation to the meeting at which it will be considered for final adoption shall be published once in local newspapers. The Plan will be available for review for a period of not less than 45 calendar days.



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# HRMPO Public Participation Plan

## 4.6 Approval of Major Plans

The Policy Board of the HRMPO will hold the final public hearing and/or meetings, as appropriate and required, on the transportation plans as noted above. After due consideration of all public comments received in writing and/or presented in person at the meeting/hearing, the Policy Board will deliberate upon all information that it has received and make a decision, via Resolution, on the transportation plan in question. However, an additional period of public comment will be provided to stakeholders if the final LRTP differs significantly from the version that was made available for public comment and raises new material issues which interested parties could not reasonably have foreseen from the public involvement efforts.

## 4.7 Public Notice Requirements for Property Owners Impacted by Future HRMPO Projects

All adjacent property owners, as well as those property owners within such project study corridors, potentially impacted by future HRMPO projects shall be notified by direct mailing of the public notice and project location map of the public meeting a minimum of 30 days prior to the meeting. A direct post card mailing to the community/individuals affected by the project may be distributed.

## 4.8 Public Notice Methodology for Approval and/or Amendment of Plans & Special Meetings

### 4.8.1 Newspapers

Public notice shall be published in the non-legal section of the newspaper. Yearly schedules of meetings will be published in major newspapers within the HRMPO area, foreign language newspapers, and other media sources as deemed appropriate to reach minority populations. Such notice shall state the date, time, and location of the meetings and where information about the meeting or plan to be considered can be reviewed.

### 4.8.2 HRMPO Website

All public notices shall be posted on the website under the “Events” tab. Such notice shall state the date, time, and location of the meetings and where information, plans, etc., about the meeting or plan to be considered can be reviewed. The information, in a digital format, shall be posted to the website and linked to the public notice.

### 4.8.3 E-Mail/Direct Mail Notification

A list of interested persons, stakeholders and/or organizations that have requested to receive notification of meetings, copies of agendas, notice when key plans and decisions are to be made shall be maintained by the HRMPO staff. Notifications as required and articulated in Section 4 shall be sent to those on the notification list. Hard copies will not be sent if those on the list have e-mail.

### 4.8.4 Public Agencies

All interested and affected public agencies, State, Federal, regional and local, shall receive notification as required and articulated in Section 4. Hard copies will not be sent if these agencies have e-mail capability.

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# HRMPO Public Participation Plan

## Section 5: Public Communication, Education, and Outreach

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HRMPO is committed to providing citizens, stakeholders and interested parties with access to its public records, plans, meetings, and activities. It is also committed to educating the public about metropolitan transportation planning and how it can affect their lives and businesses. The type of public communication and outreach for a project will be determined on the project's scale and significance. Localized projects may require more specialized outreach within the project area, while others may require extensive outreach efforts throughout the entire HRMPO region, including traditionally underserved areas.

HRMPO

### 5.1 Access to Information

HRMPO will provide the public with reasonable and timely access to technical and policy information relating to the data or content used in the development of transportation plans, programs and projects. Documents will be available for public inspection at the office of the HRMPO staff (Central Shenandoah Planning District Commission) located at 112 MacTanly Place, Staunton, Virginia during normal working hours. To the extent feasible, documents will be digitized and made available on the HRMPO website.

Copies of draft plans and programs for public review will also be placed at the following locations:

- Rockingham County Department of Community Development, 20 East Gay Street, Harrisonburg, Virginia 22802
- City of Harrisonburg Public Works Department, 320 East Mosby Road, Harrisonburg, Virginia 22801
- City of Harrisonburg, City Manager's Office, City Hall, 345 S. Main St., Harrisonburg, Virginia
- Town of Bridgewater Town Office, 201 Green Street, Bridgewater, Virginia, 22812
- Town of Dayton Town Office, 125-B Eastview Street, Dayton, Virginia 22821
- Town of Mt. Crawford, available at Town of Bridgewater and Massanutten Regional Public Library.
- Massanutten Regional Public Library, 174 S. Main St., Harrisonburg, VA

### 5.2 Response to Public Input

- 5.2.1 Responses to questions and comments from the public concerning the public participation process, draft transportation plans, programs, or public agency consultation process will be made directly to the individual by email, letter, telephone call, or some other appropriate means.

HRVAMPO.ORG



112 MacTanly Place  
Staunton, VA 24401

Phone (540) 885-5174  
Fax (540) 885-2687

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# HRMPO Public Participation Plan

- 5.2.2 When significant written and oral comments are received on the draft LRTP, TIP, and UPWP as a result of the participation process outlined in the PPP or the interagency consultation process, a summary and analysis of the comments and a report on the disposition of the comments shall be made as part of the final LRTP and TIP.

## 5.3 Public Education and Outreach

### 5.3.1 HRMPO Website

HRMPO Staff will perform routine maintenance and updating and posting of materials on the HRMPO website, to include but not be limited to: public notices for procurement, public comment, public meetings, policy documents of the HRMPO, meeting schedules, HRMPO events and activities calendar, major transportation plans including the LRTP, TIP, UPWP, PPP, etc., agendas and minutes of meetings for the Policy Board and TAC, etc.

### 5.3.2 Presentations

HRMPO officials, staff and volunteers will make presentations as requested by citizen groups, public agencies, or local governmental bodies.

### 5.3.3 Public Meetings

HRMPO officials, staff, and volunteers will attend public meetings sponsored by member jurisdictions as deemed necessary and appropriate by those jurisdictions and their staff.

### 5.3.4 Public Service Announcements

HRMPO Staff will provide, as appropriate, public service announcements and interviews on radio and cable television local community channels to explain the subject matter and promote public participation.

### 5.3.5 News Articles and Press Releases

Articles and Press Releases will be provided to local media.

### 5.3.6 Open Houses, Roundtables, and Community Forums

HRMPO Staff/Officials will provide information presentations at regional sites, open houses, round tables, or other community forums as requested and/or appropriate.

### 5.3.7 Direct Mailings

HRMPO Mailings will be provided to select individuals, groups, or organizations that have expressed interest or made comments at meetings when appropriate.

### 5.3.8 Flyers

Informational flyers will be distributed on public transit buses as appropriate.

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# HRMPO Public Participation Plan

## 5.4 Communication with Public and Community Organizations

- 5.4.1 The HRMPO will coordinate with the statewide transportation planning public involvement and consultation process, as appropriate.
- 5.4.2 The HRMPO will identify and communicate with populations traditionally underserved by the transportation network, such as those with disabilities, persons with mobility impairments, LEP, and low-income persons through organizations and media outlets known to serve these populations.
- 5.4.3 The HRMPO has identified locations of underserved communities using Geographic Information Systems (GIS), and has included this mapping data in the Title VI Plan. The HRMPO will also seek input from these communities throughout the planning phase, and specifically for the TIP and the LRTP updates.

## Section 6: Transit and Public Participation

The Harrisonburg-Rockingham public transit program chooses to integrate coordination with the HRMPO and gives formal public notice in this PPP that the HRMPO's TIP development process is being used to satisfy The Harrisonburg Department of Public Transit's (HDPT) public participation and public hearing requirements of Section 5307(c).

All public transportation providers in the region may utilize the HRMPO as an entity to augment their public participation process. To that end, the HRMPO will comply with transit planning requirements. Each public notice will state that "public notice of public involvement activities and time established for the public review and comments on the TIP will satisfy the Program of Projects requirements," as presented in joint Federal Highway Administration/Federal Transit Administration environmental regulations "Environmental Impact and Related Procedures" 23 C.F.R. Part 771. A project that requires an environmental assessment or an environmental impact statement will involve additional public involvement.



2019

# HRMPO Public Participation Plan



Tue 5/14/2019 5:10 PM

Jonathan Howard

RE: HRMPO Public Notice

To: Shenandoah Alliance

Cc: Ann Cundy; Rita Whitfield

Hello Kim,

We appreciate the feedback. My responses to your questions in green below.

I have a few notes/comments on the PPP.

3.1.5 Are Old Order Mennonites included in this? They should be.

Yes, to our understanding, that was the intent of the original statement (2.1.4), OOM's are considered a traditionally underserved transportation population, that have challenges accessing destinations in the HRMPO, as evidenced by our VA 42/ Garber Church Rd Study.

4.3.5 Is the Shenandoah Valley Battlefield Foundation included in this? They should be.

SVBF is included in 4.3.3 and in any other lists of the types of organizations we notify during a public input or document review process. Is the battlefield registered with the National Park Service or VA Dept of Historic Resources (DHR) for preservation/conservation? I thought it was. DHR has it on their VCRIS map, but I couldn't confirm the District ID #. <https://vcris.dhr.virginia.gov/vcris/Mapviewer/>

4.1.4 References SAW MPO instead of HRMPO. Fixed.

4.2.3 Public notice for work group? Are work groups the same as advisory committees referenced in 4.3.2? Do they trigger public notice requirements? No and No.

4.4 & 4.5 Throughout these sections there is a reference to notices being published in "both local newspapers". What newspapers are you referring to? DNR and Nuevas Raices. This item is maintained as a general statement in the event that changes occur to local news outlets.

4.7 References SAW MPO instead of HRMPO. Fixed.

Thanks,

Jonathan

From: Shenandoah Alliance <[ksandum@shenandoahalliance.org](mailto:ksandum@shenandoahalliance.org)>

Sent: Tuesday, May 14, 2019 1:20 PM

To: Jonathan Howard <[Jonathan@cspdc.org](mailto:Jonathan@cspdc.org)>

Cc: Rita Whitfield <[rita@cspdc.org](mailto:rita@cspdc.org)>

Subject: RE: HRMPO Public Notice

Thanks for your help, Jonathan.

I have a few notes/comments on the PPP.

3.1.5 Are Old Order Mennonites included in this? They should be.

4.3.5 Is the Shenandoah Valley Battlefield Foundation included in this? They should be.

4.1.4 References SAW MPO instead of HRMPO

4.2.3 Public notice for work group? Are work groups the same as advisory committees referenced in 4.3.2? Do they trigger public notice requirements?

4.4 & 4.5 Throughout these sections there is a reference to notices being published in "both local newspapers". What newspapers are you referring to?

4.7 References SAW MPO instead of HRMPO

4.7 Direct mailing for landowners in project study corridors – yay!!

5.3.2 Presentations to community groups – yay!!

Kim



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Staunton, VA 24401

Phone (540) 885-5174  
Fax (540) 885-2687

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