



FY2020 & FY2021 Application

Section 5310: Enhanced Mobility of Seniors and Individuals with Disabilities

Application Due: April 22, 2021 at Noon -- Submit to: Section5310@rtachicago.org

DATE:

PROJECT TITLE:

APPLICANT INFORMATION					
Applicant's Legal Name:	<input style="width: 980px; height: 20px;" type="text"/>				
Contact Person/Title	<input style="width: 980px; height: 20px;" type="text"/>				
Address:	<input style="width: 980px; height: 20px;" type="text"/>				
City:	<input style="width: 95%; height: 20px;" type="text"/>	State:	<input style="width: 95%; height: 20px;" type="text"/>	Zip code:	<input style="width: 95%; height: 20px;" type="text"/>
Telephone #:	<input style="width: 95%; height: 20px;" type="text"/>		Email Address:	<input style="width: 95%; height: 20px;" type="text"/>	
DUNS #:	<input style="width: 95%; height: 20px;" type="text"/>		Applicant Fiscal Year:	<input style="width: 95%; height: 20px;" type="text"/>	

REQUEST TYPE (check all that apply)			
<input type="checkbox"/> Operating	<input type="checkbox"/> Capital	<input type="checkbox"/> Mobility Management	<input type="checkbox"/> Administration
<input type="checkbox"/> New Project	<input type="checkbox"/> Existing Project		

ORGANIZATION TYPE (check all that apply)			
<input type="checkbox"/>	Local Government Authority	<input type="checkbox"/>	Private Non-Profit Organization
<input type="checkbox"/>	Public Operator of Public Transportation Services	<input type="checkbox"/>	Private Operator of Public Transportation Services

CERTIFICATIONS AND BOARD RESOLUTION See Appendix A. <i>Please provide an explanation for any documentation not submitted.</i>	
<input type="checkbox"/>	Certifying Authority
<input type="checkbox"/>	Local Share Certification
<input type="checkbox"/>	Title VI Plan Certification (New Applicants Only)
<input type="checkbox"/>	EEO Certification
<input type="checkbox"/>	Single Agency Audit Certification
<input type="checkbox"/>	Traditional Project Certification Eligibility-Units of Local Government (New Applicants Only)
<input type="checkbox"/>	Private Non-Profit Organizations-Certification Eligibility
<input type="checkbox"/>	Approved Board Resolution (authorizing application submittal and name of authorized official)

SECTION 1: APPLICANT QUESTIONS

The following questions should be answered for all projects, unless otherwise noted.

1. Check what goal(s) from the HSTP and strategies from the ON TO 2050 Plan this project is designed to address to meet the needs of seniors and individuals with disabilities (check all applicable boxes below):

<p align="center">Human Services Transportation Plan MORE DETAILS: https://www.rtachicago.org/sites/default/files/2021-03/HSTP%20Report%20Final.pdf</p>	<p align="center">ON TO 2050 Plan MORE DETAILS: https://www.cmap.illinois.gov/2050/principles</p>
<input type="checkbox"/> Goal #1 - Establish Mobility Mgmt & Travel Training Network (pg 71)	<input type="checkbox"/> Facilitate Partnerships for Service Sharing and Consolidation
<input type="checkbox"/> Goal #2 - Expand Service Areas and Hours (pg 74)	<input type="checkbox"/> Make Transit More Competitive
<input type="checkbox"/> Goal #3 - Coordinate Fare Media & Implement Capped Fares (pg 75)	<input type="checkbox"/> Ensure Equitable Transit Access
<input type="checkbox"/> Goal #4 - Coordinate Volunteer Driver Support Programs (pg 76)	<input type="checkbox"/> Improve Access to Public Rights of Way for Pedestrians, Cyclists, Seniors, and People with Disabilities
<input type="checkbox"/> Goal #7 - Explore Collaboration/ Consolidation of Similar Services (pg 81)	<input type="checkbox"/> Improve the effectiveness and accessibility of demand response services
<input type="checkbox"/> Goal #8 – Explore Regional 1-Call/1-Click Service (pg 83)	<input type="checkbox"/> Transit providers, local governments, and the private sector should work together to explore new ways to provide targeted, flexible and/or on-demand service in EDAs, low density areas, and for seniors and people with disabilities
<input type="checkbox"/> Goal #9 - Develop Accessibility Infrastructure Database (pg 85)	

SECTION 1: APPLICANT QUESTIONS

The following questions should be answered for all projects, unless otherwise noted.

2. Describe the project in detail and explain how your project will support the strategies for each HSTP goal checked in question #1 (applies to new and existing projects);

SECTION 1: APPLICANT QUESTIONS

The following questions should be answered for all projects, unless otherwise noted.

3. What entity is currently or will operate the service (*operating projects only*)?

4. How does this project improve access to other transportation services that go beyond the project's geographic boundary?

SECTION 2: PERFORMANCE MEASURES

This section details performance measures associated with each project type and HSTP goal area. Performance measures will be used to monitor and assess each project’s progress, improvements and overall effectiveness towards improving transportation options for older adults and people with disabilities. Each applicant is required to provide baseline data and projections (where applicable) for each HSTP goal area associated with the project application. Successful applicants will be required to report quarterly on each associated performance measure. Data will also be used to evaluate future Section 5310 project applications (for ongoing operating projects).

Goal #1:	Description:	Potential Performance Measures:
Establish Mobility Management and Travel Training Networks	Projects that support this goal are largely tied to operating projects. Because of this, performance measures are tied to progress made with operating projects.	<ul style="list-style-type: none"> • New partners added to Section 5310-funded operating projects. • Increase in hours and geographic coverage of operating projects.
Please explain how you will gather and report on identified performance measures for this project and identify any additional performance measures that will be used.		

Number of Partners		
Existing 2020	Projected in 2021	Projected in 2022

PROVIDE THE TEMPORAL AND GEOGRAPHIC SCOPE OF THE SERVICE			
Day of Week	Existing Operating Hours 2020	Projected Expansion Hours 2021	Projected Expansion Hours 2022
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			

Core Service Area Specify Municipal and County Areas Covered			Special Destination Trips Outside of Core Service Area (if applicable)		
Existing 2020	Projected 2021	Projected 2022	Existing 2020	Projected 2021	Projected 2022

Goal #2:	Description:	Potential Performance Measures:
Expand Service Areas and Hours	Projects that support this goal are operating projects, many of which are existing projects previously funded by Section 5310. Existing projects are expected to provide data (where available) for previous years as well as projections in each area. New project applications are required to provide projections only.	<ul style="list-style-type: none"> • Extend service area boundaries. • Extend hours of operation for night/early morning. • Current and projected ridership.
Please explain how you will gather and report on identified performance measures for this project and identify any additional performance measures that will be used. Please provide details on how you derived at your projections (explain how you will extend service boundaries, hours of operation, and increase ridership).		

Number of individuals to be served by your project annually

	Current Ridership (Existing projects)		Projected Annual Ridership (All projects)	
	2019	2020	2021	2022
Seniors 65 years of Age and Over (Projects Serving Seniors)				
Individuals with Disabilities				
General Public				
Total				

PROVIDE THE TEMPORAL AND GEOGRAPHIC SCOPE OF THE SERVICE

Day of Week	Existing Operating Hours 2020	Projected Expansion Hours 2021	Projected Expansion Hours 2022	Number of New Riders Expansion Hours & Service Area
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				
Sunday				

Core Service Area Specify Municipal and County Areas Covered			Special Destination Trips Outside of Core Service Area (if applicable)		
Existing 2020	Projected 2021	Projected 2022	Existing 2020	Projected 2021	Projected 2022

Inter-County Transfers or Services		
List of Partners	Interagency Agreement Y/N or in-progress	County(s)

Goal #3:	Description:	Potential Performance Measures:
Coordinate Fare Media and Implement Capped Fares for Certain Trips	Projects that support this goal are largely policy changes related to operating projects.	<ul style="list-style-type: none"> • Longer distance trips are more affordable. • Number of agencies that accept the common fare media. • New funding sources identified to support the reduction in fare revenue for longer-distance trips that are provided for a capped fare rate.
Please explain how you will gather and report on identified performance measures for this project and identify any additional performance measures that will be used.		

Goal #4:	Description:	Potential Performance Measures:
Coordinate Volunteer Driver Support Programs	Projects that support this goal are new or existing operating projects.	<ul style="list-style-type: none"> • Trip calls are converted from undeliverable turndowns (outside area or hours) to filled by volunteer. • Stability of or growth of screened and trained volunteer driver pool. • Volunteer hours of service.
Please explain how you will gather and report on identified performance measures for this project and identify any additional performance measures that will be used.		

Goal #7:	Description:	Potential Performance Measures:
Explore Collaboration / Consolidation of Similar Services	Projects that support this goal are planning projects or activities carried out by a mobility manager.	<ul style="list-style-type: none"> • Feasibility of collaboration among human service agencies is explored • If determined to be more cost effective, agency transportation program administration functions will be consolidated. • If determined to be more cost effective while preserving quality of service, vehicles will be purchased by a single lead agency and all trips will be scheduled and dispatched from a central office. • Cost savings achieved through collaboration. • Quality of service is maintained or improved after collaboration. • Agencies secure funding to replace or partially replace ongoing Section 5310 program awards.
Please explain how you will gather and report on identified performance measures for this project, and identify any additional performance measures that will be used.		

Goal #8:	Description:	Potential Performance Measures:
Establish Regional One Call / One Click Service	Projects that support this goal are planning projects to conduct feasibility studies or capital funding to implement software	<ul style="list-style-type: none"> • Total usage and frequency of usage by customers. • Accuracy of transportation information. • Types of trips planned. • Customer satisfaction
Please explain how you will gather and report on identified performance measures for this project and identify any additional performance measures that will be used.		

Goal #9:	Description:	Potential Performance Measures:
Create an Accessibility Infrastructure Database	Projects that support this goal are planning projects to conduct data collection and or/ create a database.	<ul style="list-style-type: none"> • Completion of database • Percentage of regional inventoried / number of communities inventoried • Usage of database
Please explain how you will gather and report on identified performance measures for this project and identify any additional performance measures that will be used.		

SECTION 3: BUDGET REQUEST

The project operating budget estimate should be based on actual annual expenditures for existing services. Budgets for New Services without an operating history should detail the sources of their estimated budgets.

Operating Expense	Year 1 Request		Year 2 Request	
	Federal 50%	Local 50% Match	Federal 50%	Local 50% Match
TOTALS	\$	\$	\$	\$

Capital Expense	Year 1 Request		Year 2 Request	
	Federal 80%	Local 20% Match	Federal 80%	Local 20% Match
Computer Software Hardware/ Technology	\$	\$	\$	\$
Facility Improvements	\$	\$	\$	\$
TOTALS	\$	\$	\$	\$

Rolling Stock is not eligible.

Mobility Management Expense	Year 1 Request		Year 2 Request	
	Federal 80%	Local 20% Match	Federal 80%	Local 20% Match
Major Activities	\$	\$	\$	\$
TOTALS	\$	\$	\$	\$

Mobility management consists of short-range planning and management activities and projects for improving coordination among public transportation and other transportation service providers carried out by a recipient or subrecipient through an agreement entered into with a person, including a government entity, under 49 U.S.C. Chapter 53 (other than Section 5309). Mobility management does not include operating public transportation services.

Mobility Management used for staff position is intended to build coordination among existing public transportation provider and other transportation service providers with the result of expanding the availability of service.

Administration Expense (Itemize)	Year 1 Request		Year 2 Request	
	Federal 100%	No Local Match Required	Federal 100%	No Local Match Required
Item:				
	\$	\$0	\$	\$0
	\$	\$0	\$	\$0
	\$	\$0	\$	\$0
TOTALS	\$	\$0	\$	\$0

All administration expenses must directly support the project and may not exceed 10% of the total federal share requested. Only direct costs are eligible for reimbursement, unless your organization has a cost allocation plan approved by your federal cognizant agency.

Describe the methodology used to develop the above budgets.

Appendix A

CERTIFICATIONS AND BOARD RESOLUTION



CERTIFYING AUTHORITY

I am duly authorized to make the following certification on behalf of the Applicant Organization and based on my position, knowledge and experience with the Applicant Organization:

- 1) the information contained in the Application, including attachments, is true and correct;
- 2) the Applicant has the requisite fiscal, managerial, and legal capabilities to carry out the operations and maintenance of the Project in accordance with 49 U.S.C. Section 5310; and
- 3) the Applicant shall adhere to the federal, state and local requirements related to the Project.

Note: Authorized Official should be that of the official named in the Governing Board Resolution unless other documentation is provided.

Signature of Authorized Official

Date

Title



LOCAL SHARE CERTIFICATION FORM

I, the undersigned representing

(Insert Legal Name of Applicant)

(Insert Name of Authorized Official)

do hereby certify to the Regional Transportation Authority, that the required \$ _____
in local match funds are available and that the source of the funds are from

(be specific) _____;

and comply with local share requirements in FTA Circular 9030.1E, which are:

- a. Cash from non-governmental sources other than revenues from providing public transportation services;
- b. Non-farebox revenues from the operation of public transportation service, such as the sale of advertising and concession revenues. A voluntary or mandatory fee that a college, university, or similar institution imposes on all its students for free or discounted transit service is not farebox revenue;
- c. Amounts received under a service agreement with a State or local social service agency or private social service organization;
- d. Undistributed cash surpluses, replacement or depreciation cash funds, reserves available in cash, or new capital;
- e. Amounts appropriated or otherwise made available to a department or agency of the Government (other than the Department of Transportation); and
- f. In-kind contribution such as the market value of in-kind contributions integral to the project may be counted as a contribution toward local share.

Note: Authorized Official should be that of the official named in the Governing Board Resolution unless other documentation is provided.

Signature of Authorized Official

Date

Title



TITLE VI PLAN CERTIFICATION FORM

Title VI of the Civil Rights Act of 1964 provides that no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under, any program or activity receiving Federal financial assistance. The program receiving such funds, shall abide by, and is committed to ensuring that no person is excluded from participation in or denied the benefits of, its activities or services on the basis of race, color, or national origin.

I, the undersigned representing

(Insert Legal Name of Applicant)

(Insert Name of Authorized Official)

do hereby certify to the Regional Transportation Authority,

that the attached Title VI Plan, approved on _____ is in effect.

Or

that a Title VI Plan will be developed should an award be made pursuant to this application.

that _____ will adopt the RTA's Title VI Plan.

(Insert Legal Name of Applicant)

Signature of Authorized Official

Date

Title



EQUAL EMPLOYMENT OPPORTUNITY (EEO) CERTIFICATION FORM

I, the undersigned representing

(Insert Legal Name of Applicant)

(Insert Name of Authorized Official)

do hereby certify to the Regional Transportation Authority,

- This organization will not have 50 or more transit-related employees even if awarded this project.
- This organization has 50 or more transit-related employees and attached is our EEO Program.
- This organization will develop and submit an EEO Program should we be awarded a 5310 project and have more than 50 transit-related employees.

Signature of Authorized Official

Date

Title

Agencies that have 50 or more transit-related employees are required to prepare and maintain an EEO Program. Transit-related employees are defined as all part-time employees and employees with collateral duties that support the transit program. For example, anyone who processes payments for a 5310-funded project would be considered a transit-related employee.



SINGLE AGENCY AUDIT CERTIFICATION FORM

In accordance with CFR, Title 2-Subtitle A, Chapter II, Part 200, Subpart F, *Audit Requirements*, a Grantee that expends \$750,000 or more of federal funds from all sources during its fiscal year is required to have a single audit performed in accordance with CFR, Title 2, Part 200.

Please check the appropriate box:

- I certify our agency did not expend \$750,000 or more in federal awards during our most recent fiscal year ending on _____ (mm/dd/yy).
- I certify our agency expended or will expend \$750,000 or more in federal awards during our most recent fiscal year ending on _____ (mm/dd/yy) and has fulfilled or will fulfil the audit requirement under CFR, Title 2, Part 200.
- In the event the my agency does receive \$750,000 or more in total from all federal sources during the current fiscal year, my agency will comply with the Single Audit Act and submit to the RTA a copy of its most recent audit conducted in compliance with the Act.

Signature of Authorized Official

Date

Title



**TRADITIONAL PROJECT CERTIFICATION ELIGIBILITY
UNITS OF LOCAL GOVERNMENT**

(New Applicants Only)

Public agencies must certify that no non-profit agencies are readily available in order to be eligible for traditional 5310 project funding.

- As a unit of local government, (insert name of unit of local government) certifies that no non-profit agency is readily available in the area. The RTA will contact you to assist with the certification process.

- As a unit of local government, (insert name of unit of local government) does not wish to become a certified agency.

Signature of Authorized Official

Date

Title



PRIVATE NON-PROFIT ORGANIZATION CERTIFICATION ELIGIBILITY

Private Non-Profit Organization

- As a private non-profit organization, (insert name of private non-profit organization) have attached to this application is our IRS 501(c)(3) letter establishing our eligibility for Section 5310 funding.

Signature of Authorized Official

Date

Title



PEARL TRANSIT

Resolution No. 19-21

Resolution authorizing applications for and execution of a FY2020 and FY2021 Section 5310 grant agreement under the Regional Transportation Authority's general authority to make such Grants.

Whereas, the Regional Transportation Authority (the "Authority"), are authorized make such grants as the designated recipient of the FY2020 and FY2021 Section 5310 program for Northeastern Illinois; and

Whereas, the Authority has the power to expend funds for use in connection with FY2020 and FY2021 Section 5310 projects, and

Whereas, the Authority has the power to make and execute all contracts and other instruments necessary or convenient to the exercise of its powers, and

Whereas, approval for said funds will impose certain financial and reporting obligations upon the recipient.

NOW, THEREFORE, BE IT RESOLVED BY the Board of Trustees:

Section 1. That Jael Watts, Operations Manager and her successor are authorized to execute and file applications on behalf of Pearl Transit with the Regional Transportation Authority for a FY2020 and FY2021 Section 5310 grant for Pearl Transit's trip planning and 24 hour transportation service project.

Section 2. That Jael Watts, Operations Manager and her successor are authorized to furnish such additional information, assurances, certifications and amendments as the Regional Transportation Authority may require in connection with this FFY2020 and FY2021 Section 5310 grant agreement application.

Section 3. That Jael Watts, Operations Manager and her successor certify that Pearl Transit will provide the required local match from regular member drives, corporate solicitation, in-kind gifts, special events, and fee-for-service operations funds.

Section 4. That the Jael Watts, Operations Manager and her successor are authorized and directed on behalf of Pearl Transit to execute and deliver grant agreements and all subsequent amendments thereto between Pearl Transit and the Regional Transportation Authority for FY2020 and FY2021 Section 5310 grant, and the Secretary of Pearl Transit are authorized and directed on behalf of Pearl Transit to attest said agreements and all subsequent amendments thereto.

Section 5. That Jael Watts, Operations Manager and her successor are authorized and directed to take such action as is necessary or appropriate to implement, administer and enforce said agreements and all subsequent amendments thereto on behalf of Pearl Transit.



PEARL TRANSIT

CERTIFICATION

The undersigned duly qualified Chairperson, acting on behalf of the Pearl Transit Corp., certifies that the foregoing is a true and correct copy of a resolution adopted at a legally convened meeting of the Board of Trustees held on April 5, 2021.

04/05/21

Sabine Munich

Date



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TITLE VI POLICY

Rev January 13, 2021



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Introduction

Pearl Transit Corp. assures that no person shall, on the grounds of race, color, or national origin as provided by Title VI of the Civil Rights Act of 1964, as well as applicable state legislation, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. Pearl Transit Corp. further assures every good faith effort will be made to ensure nondiscrimination in all of its programs and activities, whether those programs and activities are federally funded or not.

Title VI of the Civil Rights Act of 1964 is the main legal authority for Pearl Transit Corp.'s Office of Equal Opportunity, External Civil Rights nondiscrimination programs. Title VI prohibits discrimination on the basis of race, color, or national origin in programs or activities receiving federal financial assistance. Once an agency accepts federal funds, all of its programs and activities are covered, regardless of their funding source. Related statutes and Presidential Executive Orders under the umbrella of Title VI address Environmental Justice (EJ) in minority and low-income populations, and services to those individuals with Limited English Proficiency (LEP), women and people with disabilities.

Mission

Pearl Transit Corp.'s Title VI Program's primary goal is to ensure all management, staff, contractors, local agencies, and service beneficiaries are aware of the provisions of Title VI and the responsibilities associated with Title VI of the Civil Rights Act of 1964. We are readily available to provide you with high quality technical assistance, resources, guidance, and any other information in regards to Title VI.

Pearl Transit Corp.'s Title VI Program is responsible for providing leadership, direction and policy to ensure compliance with Title VI and Environmental Justice and Limited English Proficiency principles and to ensure that social impacts to communities and people are recognized and considered throughout the transportation planning and decision-making process. Please do not hesitate to call our office for further assistance.

Assurances

Pearl Transit Corp. cannot, on the basis of race, color, national origin or sex, either directly or through contractual means: (1) Deny program services, aids or benefits; (2) Provide a different service, aid or benefit, or provide them in a manner different than what is provided to others; (3) Segregate or separately treat individuals in any matter related to the receipt of any service, aid, or benefit; (4) Deny person(s) the opportunity to participate as a member of a planning, advisory or similar body.



Action Plan

As part of the Title VI Program, Pearl Transit is bolstering its public participation processes and enhancing its strategies for engaging under-served groups, including those with limited English. This plan outlines the importance of and provides guidelines for involving the public in Pearl Transit planning efforts to ensure that all groups are represented and their needs considered.

Public Participation

A public participation process will be considered at the earliest stages of any Pearl Transit project that may impact the general public and/or potential riders. As the scopes of projects vary in time and size, the public participation process may vary for each, as well as the extent of public participation.

Pearl Transit's public participation process ensures that:

- Information about public participation opportunities will be publicly advertised and/or posted. Any public members with concerns or interests will have an opportunity to participate in decisions about Pearl Transit services and will be notified of these opportunities to provide input.
- At the beginning of all projects, staff will determine which strategies might have the highest potential to encourage public participation and best serve all those affected or possibly affected by the project, including those in the under-served communities. At any time during the project, it may be reevaluated and if appropriate, additional public participation activities will be explored.
- Community involvement and contribution will be included in the development of the plans, passenger amenities, and improvements at Pearl Transit.
- Comments and concerns of all persons or groups participating in the process will be considered in the development of the plans and locations of Pearl Transit's services and amenities.
- At any time, members of the public are welcome to submit comments or concerns to Pearl Transit via email (emailus@pearltransit.org); or, in person at any of Pearl Transit's local offices; or, by calling Pearl Transit toll-free at 1-888-976-9944.

Outreach

Pearl Transit uses several strategies to provide interested parties with reasonable opportunities to be involved in the planning process. The following is a non-exhaustive list of participation strategies and techniques that have been utilized:

- ***Public Notice***
Posting and/or distributing notices and/or flyers at key community locations, in vehicles, by postal mail to new riders; notifying stakeholders.



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- ***Meetings and workshops***

Partnering with community-based organizations and/or agencies for targeted outreach; holding a facilitated discussion or question and answer session using visual aids such as maps, charts, illustrations, and/or photographs; hold meetings at varied dates, times and locations to ensure that all riders and potential riders in the Pearl Transit service areas have equal access and opportunity to participate.

- ***Surveys***

Rider surveys and interviews on board the transit vehicles and/or community locations; electronic surveys via website or email; printed surveys distributed at meetings.

- ***Media***

Pearl Transit's Title VI efforts are communicated to the public via public service announcements disseminated via print, radio, and electronic means.

- ***Electronic access to information***

Pearl Transit's website is utilized to communicate planning information, downloadable materials, surveys, advance notice of public meetings and events, and calendars. E-mail notices are also communicated to local service agencies, which, in turn, distribute notices to their clients.

Expanding Outreach

Pearl Transit is committed to serving local communities by providing public participation opportunities, outreach activities, and continuous monitoring of local transit needs.

Pearl Transit has used various ways to engage, train, and distribute information to the public, including:

- Conducting community-based trainings for potential riders and community stakeholders, which help them understand how to use Pearl Transit's website, how to schedule and receive rides, and how to coordinate use of Pearl Transit's services with other public services, such as the bus.
- Participating in local coordination meetings with other transportation providers.
- Collaborating with community stakeholders to facilitate referrals and make the process for receiving services understandable for all users.



Serving LEP riders, applicants, and others

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

Title VI of the 1964 Civil Rights Act is one of two federal mandates that guarantee the provision of meaningful access to federally-funded services for LEP individuals:

- Title VI of the 1964 Civil Right Act 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 that receives federal financial assistance. This includes meaningful access to LEP customers.
- President's Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (August 11, 2000): instructs federal agencies to improve access to services by mandating that any federally conducted or assisted programs of activities (i.e. recipients of federal funding) must provide meaningful access to LEP customers.

Pearl Transit's goal is to provide meaningful access for LEP customers to all of its services, information, and materials. Efforts to effectively engage LEP individuals will ensure that Limited English Proficient (LEP) persons can equally contribute to and benefit from the development and improvement of Pearl Transit services and passenger amenities.

The plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, how to notify LEP persons that assistance is available, staff training that may be required, and measures to regularly monitor and evaluate the plan.

In an effort to improve our language assistance program in an on-going manner, Pearl Transit is committed to monitoring the frequency and nature of contact LEP persons have with the program.

We will conduct annual passenger surveys during peak times; office staff and drivers will communicate each incident of contact with LEP persons, affording us the ability to assess and record the frequency and nature of inquiries as they occur; a public survey will be available at all times.

Additionally, we will work closely with various social service organizations and agencies in our service area to stay aware of transportation needs specific to LEP persons as they become evident.

For the implementation of this Language Assistance Plan several essential tasks need to be completed.



Identifying LEP Individuals Who Need Language Assistance

- Pearl Transit examines rider records to determine if requests for language assistance have been received in the past, which were not addressed. Corrective actions plans are developed based on the findings of this ongoing review.
- Administrative staff and Drivers are surveyed annually on their experience concerning any contacts with LEP persons during the previous year, in order to identify trends and for quality assurance efforts.
- Pearl Transit contracts with an interpreter service to ensure that language translation services are available during every inbound and outbound call.
- Staff members receive pre-hire and continuing education training on: How to respond to LEP individuals in person; How to document LEP individuals' needs; How to respond to civil rights complaints; How to respond to LEP individuals on the telephone; How to respond to written correspondence from LEP individuals

Providing Notice to LEP Persons and Outreach

To ensure that LEP individuals are aware of Pearl Transit's language assistance measures, Pearl Transit provides written notice to applicants and approved riders advising them of their LEP rights and Pearl Transit's obligations.

Monitoring, Evaluating, and Updating the Language Assistance Plan

A thorough review of this Language Assistance Plan is undertaken annually concurrent with updating and submitting Pearl Transit Title VI Programs. At this annual review, the LEP population is reassessed via current census information in order to ensure all significant LEP languages are included in Pearl Transit's language assistance efforts.

Pearl Transit will regularly assess the effectiveness of how it communicates with LEP individuals by including questions about language assistance and information needs via the annual community/ridership surveys, which are printed in multiple languages, and having conversations with key contacts who work with LEP persons.

Pearl Transit will track its language assistance efforts by keeping a record of staff (office and drivers) interactions with LEP individuals and any Language Line usage reports.



Complaints

Any person who believes that he or she has been subjected to discrimination or retaliation based on their race, color or national origin may file a Title VI complaint. Complaints may be filed directly with Pearl Transit Corp. or with the Federal Funding agency.

Complaints must be filed in writing and signed by the complainant or a representative and should include the complainant's name, address, and telephone number or other means by which the complainant can be contacted. Complaints must be filed within 180 days of the date of the alleged discriminatory act.

To request additional information on Pearl Transit Corp.'s non-discrimination obligations or to file a Title VI complaint, complete the enclosed complaint form and submit your request or complaint in writing to:

Pearl Transit Corp.
Attention: Title VI Coordinator
923 Haddonfield Road
Cherry Hill, NJ 08002

-AND/OR-

Federal Transit Administration (FTA)
Title VI Program Coordinator
East Building, 5th Floor, TCR 1200
New Jersey Avenue,
SE Washington, DC 20590



SURVEYS

PASSENGER SURVEY

In order for the Pearl Transit to meet the needs of persons with Limited English Proficiency (LEP) we are requesting your feedback. We appreciate your input, thank you!

1. How well do you read English?

- a. Very well b. Somewhat well c. Not very well

2. How well do you speak English?

- a. Fluently (very well) b. Okay (somewhat well) c. Barely (not very well)

3. Do you speak a language other than English at home?

- a. No b. Yes, I speak _____

4. Which destinations do you most often use the transit system for? (Circle all that apply.)

- a. Work c. Shopping e. Medical g. Recreation
b. School d. Social Service f. Other _____

5. How often do you use Pearl Transit each month?

- a. 1-5 times b. 6-10 times c. More than 10 times

6. Have you ever called Pearl Transit's business office?

- a. Yes b. No

7. If yes, how well were you able to communicate with the staff?

- a. Very well b. Somewhat well c. Not very well



PEARL TRANSIT

8. How do you get information about Pearl Transit services? (Circle all that you use.)

- a. Ask bus drivers
- b. Read maps & schedules
- c. Go to the Transit website
- d. Call the Transit office
- e. Ask other people
- f. Other _____

9. Other than riding the bus, do you have access to and drive a vehicle sometimes?

- a. Yes
- b. No

10. Do you have friends or family who speak little to no English, and do not use Pearl Transit?

- b. Yes
- b. No

11. If yes, to best of your knowledge, what is the reason they do not use Pearl Transit?

- a. They prefer driving their own vehicle
- b. They do not understand the system due to language limitations
- c. The bus schedules/destinations do not fit their needs
- d. Other: _____

Comments or questions: _____



STAFF SURVEY

1. Can you communicate in a language other than English?

a. Yes b. No If so, the name of the language: _____

2. To what proficiency?

a. Fluently b. somewhat (can get by ok) c. Barely (very limited)

3. How many times during your employment here have you interacted in any capacity with someone who did not speak English proficiently? _____ times in years/months.

4. Briefly describe the most involved incident (include their language if you recognized it):

5. Did you feel you were able to assist the person? a. Yes b. No

(Why/why not) _____

6. Can you think of any resources/tools that could help staff be better equipped to assist LEP persons?

7. Can you speculate as to why more persons with limited English do not use Pearl Transit?

8. Can you think of a way we can pro-actively encourage more LEP ridership?

Your input and experiences are valuable...thank you for taking the time to assist Pearl Transit's quality improvement efforts.

Your Name (print): _____



PEARL TRANSIT

PUBLIC SURVEY

In order for Pearl Transit to meet the needs of persons with Limited English Proficiency (LEP) we are conducting a simple survey. We appreciate your input, thank you!

1. Do you use (have you ever used) Pearl Transit? a. Yes b. No

If no, please tell us why: _____

If yes, which destinations do you most often use the transit system for? (Circle all that apply.)

- a. Work c. Shopping e. Medical g. Recreation
b. School d. Social Service f. Other _____

2. How often do you use Pearl Transit each month?

- a. 1-5 times b. 6-10 times c. More than 10 times

3. How well do you read English?

- a. Very well b. somewhat well c. Not very well

4. How well do you speak English?

- a. Fluently (very well) b. Okay (somewhat well) c. Barely (not very well)

5. What language do you speak at home? _____

6. Have you ever called Pearl Transit's office?

- a. Yes b. No

If yes, how well were you able to communicate with the staff?

- a. Very well b. somewhat well c. Not very well

7. How do you get information about Pearl Transit services? (Circle all that you use.)

- a. Ask bus drivers d. Call the Transit office
b. Read maps & schedules e. Ask other people
c. Go to the Transit website f. Other _____



PEARL TRANSIT

8. Other than riding the bus, do you have access to and drive a vehicle sometimes?

a. Yes

b. No

9. Do you have friends or family who speak little to no English, and do not use Pearl Transit?

a. Yes

b. No

If yes, to best of your knowledge, what is the reason they do not use Pearl Transit?

a. They prefer driving their own vehicle

b. They do not understand the system due to language limitations

c. The bus schedules/destinations do not fit their needs

d. Other: _____

Comments or questions: _____



PEARL TRANSIT

TITLE VI DISCRIMINATION COMPLAINT FORM

Complainants Name: _____

Street Address: _____

City, State, Zip: _____

Telephone #: _____

**Discrimination because of: Race/ Color/ National
Origin/ _Sex/ __Age/ __Disability/ __Creed/ __Other**

Please provide the date(s) and location of the alleged discrimination, the name(s) of the individual(s) who allegedly discriminated against you including their titles (if known).

Please provide the names, addresses, and telephone numbers of any witnesses.



PEARL TRANSIT

Explain as briefly and as clearly as possible what happened, how you feel that you were discriminated against and who was involved. Please include how other persons were treated differently from you.

Signature:

Date:

You may use additional sheets of paper if necessary. Also, include any written materials pertaining to your complaint.

***** If you believe that a USDOT recipient has discriminated against you or others protected by Title VI, you may file a complaint. Complaints filed with Pearl Transit should be directed to: Title VI Coordinator at 923 Haddonfield Road, Cherry Hill, NJ 08002, 1-888-976-9944 p/f.

INTERNAL REVENUE SERVICE
P. O. BOX 2508
CINCINNATI, OH 45201

DEPARTMENT OF THE TREASURY

Date: JUN 14 2005

PEARL TRANSIT CORP
PO BOX 227
ALLOWAY, NJ 08001

Employer Identification Number:
20-2022387
DIN:
17053076015025
Contact Person:
DALE T SCHABER ID# 31175
Contact Telephone Number:
(877) 829-5500
Accounting Period Ending:
December 31
Public Charity Status:
509(a)(2)
Form 990 Required:
Yes
Effective Date of Exemption:
February 4, 2005
Contribution Deductibility:
Yes
Advance Ruling Ending Date:
December 31, 2009

Dear Applicant:

We are pleased to inform you that upon review of your application for tax exempt status we have determined that you are exempt from Federal income tax under section 501(c)(3) of the Internal Revenue Code. Contributions to you are deductible under section 170 of the Code. You are also qualified to receive tax deductible bequests, devised, transfers or gifts under section 2055, 2106 or 2522 of the Code. Because this letter could help resolve any questions regarding your exempt status, you should keep it in your permanent records.

Organizations exempt under section 501(c)(3) of the Code are further classified as either public charities or private foundations. During your advance ruling period, you will be treated as a public charity. Your advance ruling period begins with the effective date of your exemption and ends with advance ruling ending date shown in the heading of the letter.

Shortly before the end of your advance ruling period, we will send you Form 8734, Support Schedule for Advance Ruling Period. You will have 90 days after the end of your advance ruling period to return the completed form. We will then notify you, in writing, about your public charity status.

Please see enclosed Information for Exempt Organizations Under Section 501(c)(3) for some helpful information about your responsibilities as an exempt organization.

Letter 1045 (DO/CG)