

Appendix B: Title VI Plan



Washington County Commuter Title VI Plan

Submitted to:

Federal Transit Administration
Region 3
1760 Market Street, Suite 500
Philadelphia, PA 19103-4124

November 2009

I. PROVISION OF TITLE VI ASSURANCES

Washington County Commuter (WCC) hereby certifies that, as a condition of receiving federal financial assistance under the Urban Mass Transportation Act of 1964, as amended, it will ensure that:

- a. WCC shall submit on an annual basis, their Title VI Assurance, as part of their annual Certification and Assurance submission to the Federal Transit Administration (FTA);
- b. No person, on the basis of race, color, or national origin, will be subjected to discrimination in the level and quality of transportation services and transit-related benefits;
- c. WCC will compile, maintain, and submit in a timely manner the Title VI information required by FTA Circular 4702.1A in compliance with the U.S. Department of Transportation (USDOT) Title VI Regulation, 49 CFR, Part 21.7; and
- d. WCC will make it known to the public that those persons or persons alleging discrimination on the basis of race, color, or national origin, as it relates to the provision of transportation services and transit-related benefits, may file a complaint with the FTA and/or USDOT.

II. TITLE VI COMPLIANCE HISTORY

- a. There are no outstanding lawsuits or complaints naming WCC which allege discrimination on the basis of race, color, or national origin with respect to service or other transit benefits.
- b. During the course of the last three (3) years, there have not been any civil rights compliance review activities conducted with respect to WCC and, to the best of our knowledge, there are not presently any ongoing civil rights compliance review activities being conducted with respect to WCC.

III. GENERAL GUIDELINES/REQUIREMENTS

a. Annual Certification and Assurance

WCC has submitted an annual Title VI assurance, as part of their annual certification and assurance submission to the FTA.

b. Complaint Procedures

In compliance with 49 CFR Section 21.9(b), WCC has developed procedures for investigating and tracking Title VI complaints filed against them. Such procedures shall be made available to the public upon request. WCC's complaint procedures and complaint form are contained herein as **ATTACHMENT A**.

c. Record Title VI Activities

In compliance with 49 CFR Section 21.9(b), WCC shall prepare and maintain a list of any active investigations conducted by entities other than the FTA, lawsuits, or complaints naming WCC that allege discrimination on the basis of race, color, or nation origin. Such list will include:

- 1) The date that the investigation, lawsuit, or complaint was filed;
- 2) A summary of the allegation(s);
- 3) The status of the investigation, lawsuit, or complaint; and
- 4) The actions taken by WCC in response to the investigation, lawsuit, or complaint.

d. Access for LEP Persons

WCC shall take steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who have Limited English Proficiency (LEP). WCC will assist LEP persons to participate in the transportation planning process. The WCC staff will make every effort to provide translators and document translation, where feasible, upon request. WCC's LEP Plan is contained herein as **ATTACHMENT B**.

e. Public Notification

In compliance with 49 CFR Section 21.9(d), WCC shall provide information to the public regarding their Title VI obligations and apprise members of the public of the protections against discrimination afforded to them by Title VI. WCC's complaint procedures and public notification information are contained herein as **ATTACHMENT A**.

f. Additional Information

WCC acknowledges that, at the discretion of the FTA, information other than that which is required by FTA Circular 4702.1A, may be requested in writing of WCC, to investigate complaints of discrimination or to resolve concerns about possible noncompliance with Title VI.

g. Timely Submission

WCC acknowledges that their Title VI submissions and/or updates, thereto, shall be supplied to their FTA Regional Office once every three (3) years. The submission shall include, but is not limited to:

- 1) A summary of the public outreach and involvement activities undertaken since the last submission and a description of steps taken to ensure that minority and low-income people had meaningful access to these activities;
- 2) The WCC's process for LEP persons;
- 3) The Title VI complaint and tracking procedures;
- 4) A list of any Title VI investigations, complaints, or lawsuits filed since the last submission; and
- 5) A copy of WCC's public notice regarding Title VI compliance, public access, and instructions to WCC's Title VI complaint procedures.

Portions of the Title VI Plan which have not changed since the last submission will not be resubmitted. However, WCC shall include a statement to this effect in lieu of copies of the original documents in order to eliminate redundancy in resubmissions.

h. Public Participation

WCC shall seek out and consider viewpoints of minority, low-income, and LEP populations in the course of conducting public outreach and involvement activities in regard to proposed transportation decisions. WCC shall make every effort to include the following practices:

- 1) Coordination with individuals, institutions, or organizations and implementing community-based public involvement strategies to reach out to members in the affected minority and/or low-income communities;
- 2) Provision of opportunities for public participation through means other than written communication, such as personal interviews or use of audio or video recording devices to capture oral comments;
- 3) Use of locations, facilities, and meeting times that are convenient and accessible to low-income and minority communities;
- 4) Use of different meeting sizes or formats, or varying the type and number of news media used to announce public participation opportunities; and
- 5) Implementation of USDOT's policy guidance regarding WCC's responsibilities to LEP persons.

Public Participation Process

Information gathered from public open houses, stakeholder meetings, and an onboard survey was used in developing the Title VI Plan. Special concern was given to the low-income, minority, and LEP populations in the WCC service area.

Public Open Houses

Throughout the planning process, public involvement is key to the success of the community's transit plan. At critical points during the process, public meetings were announced and held where citizen participation was openly welcomed and appreciated. The open houses offered community members an opportunity to provide public input regarding the transportation issues that were addressed as part of this transit study. Community residents were asked to comment on the existing and future transit services in the urban area of the City of Hagerstown and the rural portions of Washington County, Maryland.

Public open houses were conducted in May, July, August, and October 2009. **ATTACHMENT C** presents the sign-in sheet from one of these public meetings. All of the public meetings were conducted in a location that the general public, low-income, minority, and LEP populations had access to. The meetings were conducted at community centers in areas containing the key population segments.

Stakeholder Meetings

A Transit Advisory Committee (TAC) was created to represent the following agencies: WCC, City of Hagerstown, Washington County, human service

agencies, Town of Boonsboro, and Maryland Transit Administration (MTA). This stakeholder team aided in gathering information on the low-income, minority, and LEP populations' transportation issues in the region.

The first TAC meeting was held in the City of Hagerstown on March 31, 2009. The TAC discussed the project overview, data collection, major transit issues, public involvement process, schedules, Title VI criteria, and time line for completion of the final study. The TAC also discussed the local stakeholders who will be critical in completing the transit study.

A second TAC meeting was held on May 21, 2009. The purpose of this meeting was to discuss Technical Memorandum #1 and the possible transit service alternatives.

The third TAC meeting was held on July 16, 2009. At this meeting, the TAC reviewed the transit service alternatives and preliminary recommendations.

The fourth TAC meeting will be held on October 28, 2009. At this meeting, the TAC will review the preferred transit service and implementation plan. The plan is designed to identify the service gaps that will need to be improved for WCC to meet the needs of the low-income, minority, and LEP populations in the region.

Onboard Survey

As an element of the public involvement process, an onboard survey was conducted on April 15, 2009 in order to gather input on the needs of the current transit users. The information from this survey was used to determine the Title VI analysis. The survey gathered 164 responses from the transit riders on the WCC system. **ATTACHMENT D** presents the survey questionnaire.

In terms of the LEP population, about three (3) percent of the 2009 respondents stated that Spanish or other was their primary language. However, the LEP population constitutes a small percentage of the total WCC ridership, and the bus drivers have limited contact with individuals that do not speak English.

The survey results showed that 73 percent of the riders of the WCC system have an annual household income of less than \$25,000 and 48 percent of the riders have an annual household income less than \$15,000.

The survey results showed that 39 percent of the riders on the WCC system are in minority populations, while 61 percent indicated that they are Caucasian.

The survey results showed that the majority of the riders viewed the WCC service as meeting their transportation needs; and that WCC is meeting the transportation needs of the low-income, minority, and LEP populations in the service area.

Monitoring

As an element of the monthly progress reports, the WCC staff will update and monitor rider information. Monitoring of the transit service should continue. Data collection is essential to evaluating the service performance, determining if the service is in compliance with the Title VI requirements, and deciding if changes should be made in the service delivery. WCC will continue to collect information on service quality and system performance (such as trips per hour and mile). WCC will need to track the number of trips per route to determine if each portion of the community is receiving a fair portion of the total transit service. This can be done by tracking the boardings and alightings of each route, and comparing the results to the overall demographics of the community. WCC will do on-board surveys on all routes every time a Transit Development Plan is required to be completed by MTA.

IV. TITLE VI MAPS

Figures B-1 through B-3 present the Title VI maps. On these maps, key demographic information is presented with the existing WCC transit routes overlaid. The purpose of these maps is to identify those areas within the WCC service area that have low-income, minority, and LEP populations. The maps are designed to meet the FTA Title VI Environmental Justice requirements.

a. Low-Income Population

Figure 1 presents the region's low-income population US Census block groups with the existing WCC routes overlaid. There are low-income areas throughout the study area. Some of the low-income populations in the southern portion of Washington County are currently not being served by the WCC transit service. These areas will be analyzed for service in the alternatives phase of the Title VI Plan.

b. Minority Population

Figure 2 presents the region's minority population US Census block groups with the existing WCC routes overlaid. The majority of the areas with minority populations currently have access to the WCC transit services.

c. LEP Population

Figure 3 presents the region's LEP population US Census block groups with the existing WCC routes overlaid. The LEP population areas that are effectively served by the WCC transit service are located in the downtown areas of the City of Hagerstown.

V. TITLE VI PREFERRED SERVICE PLAN

The LSC team overlaid the preferred service plan on the low-income, minority, and LEP population maps to determine if there are any major impacts to these population groups. Based on these maps, all of the major concentration areas for these population groups will continue to be served or have service within walking distance of the fixed-route service. Figures B-4 through B-9 present the Title VI maps for the WCC preferred service area, based on the preferred service level being Phase III of the Transit Development Plan. In addition, Figures B-10 thru B-12 present the preferred service structure with the Title VI populations with those areas greater than 25 percent of total raw population by block group. These maps present information that shows the new preferred service structure will continue to service the areas of the community that have the high population of low-income, minority, and LEP populations.

VI. SERVICE STANDARDS

The following section lists the service standards for the WCC system. These standards are based on the goals and objectives developed in the Transit Development Plan process. WCC shall:

- a. Submit on an annual basis, their Title VI Assurance, as part of their annual Certification and Assurance submission to the FTA;
- b. Continue to serve the major shopping centers, human services agencies, and medical centers in the City of Hagerstown;
- c. Provide transit service to the following locations: high schools in the urban areas; local recreational areas and parks; nursing homes; and low-income, minority, and LEP population areas within the service area;
- d. Develop transit shuttle services that link the shopping centers to the low-income portions of the community;
- e. Maintain the existing level of ridership by continuing to serve the elderly, disabled, low-income, minority, and LEP populations in the service area as well as those that cannot drive and/or cannot afford a vehicle;
- f. Develop transit service to the MTA regional route 991;
- g. Provide service to the major employment and activity centers within Washington County;
- h. Distribute a rider survey once a year to obtain input from system users on the adequacy of WCC's services and any unmet needs;
- i. Provide fixed routes in the urban areas that operate on a 45-minute headway during the peak hours and a 60-minute headway during the off-peak hours;
- j. Provide fixed routes in the rural areas that operate on a 90-minute headway;
- k. Provide fixed routes that are no longer than 45 minutes in travel time from the route's beginning location to the route's last outbound stop;
- l. Provide fixed and regional rural routes that operate with 95 percent never early and no later than five minutes behind the scheduled arrival time at each stop along the route;
- m. Provide fixed and regional rural routes that operate on the most direct route between stops and the final destination;

- n. Provide paratransit service within a three-quarter mile of all fixed routes;
- o. Provide paratransit service that operates within 15 minutes (plus or minus) of the scheduled arrival time;
- p. Provide service to the low-income, minority, and LEP population areas as often as the general population areas;
- q. Provide service to at least 85 percent of the population in the areas with greatest transit needs, low-income, minority, and LEP populations;
- r. Maintain a productivity of at least nine passengers per service-hour on each fixed route;
- s. Maintain an average productivity of three passengers per service-hour on the paratransit service.
- t. Maintain a minimum productivity of six passengers per service-hour on each regional rural route;
- u. Operate with fewer than 2.5 preventable accidents per 100,000 vehicle-miles; and
- v. Annually review the routes that do not meet the minimum standards for service changes.

VII. SERVICE POLICIES

The following section lists the service policies. These policies are based on the goals and objectives developed in the Transit Development Plan process. WCC shall:

- a. Assign each vehicle to a different route every week;
- b. Maintain the existing level of ridership by continuing to serve the elderly, disabled, low-income, minority, and LEP populations in the service area as well as those that cannot drive and/or cannot afford a vehicle;
- c. Establish a capital and vehicle replacement fund in order to maintain the fleet in good condition for service to all routes and areas;
- d. Develop coordination through contract services with the human service providers;
- e. Provide annual training for all WCC employees;
- f. Maintain a recording and tracking system for all Title VI complaints;
- g. Provide route maps and schedules that are customer friendly; easy to understand; and available in English, Spanish, and Braille formats; and
- h. Develop a public education program on the benefits of transit services, as well as the need to maintain and improve the overall transportation system in the Eastern Panhandle Region.

VIII. EQUITY OF SERVICE AND FARES

At this time, there have been no significant service changes or fare increases that will impact the general population or the Title VI demographic groups (low-income, minority, and LEP populations) in a negative manner. The preferred transit service presented in the Transit Development Plan is designed to increase the level of service for all population segments.

Attachment A: Notice of Rights/Complaint Process



Attachment A

TITLE VI PUBLIC NOTICE OF RIGHTS / COMPLAINT PROCESS **Washington County Commuter**

Public Notice of Rights

The following statement shall be posted on site at the Washington County Commuter (WCC) office and on the WCC web site (www.WCC.com), permanently displayed on public transit vehicles, and made available to the public: (*Documents will be translated into languages other than English, upon request.*)

Non-Discrimination - Your Rights Under Title VI of the Civil Rights Act of 1964

The United States Department of Transportation (USDOT) ensures full compliance with Title VI of the Civil Rights Act of 1964 by prohibiting discrimination against any person on the basis of race, color or national origin in the provisions of benefits and services resulting from federally assisted programs and activities. Any person who believes that Washington County Commuter (WCC) has violated the Title VI protections should contact WCC at 1-240-313-2742 or kcerrone@washco-md.net. WCC has also developed a policy to assist individuals who have Limited English Proficiency (LEP). Translation services in order to assist LEP individuals shall be made available to WCC's customers upon request. WCC's Title VI policy, complaint procedures, and LEP Plan shall be made available upon request by contacting WCC at the above-noted contact information. For federal Title VI information, please contact the Federal Transit Administration (FTA), Region 3 at 215-656-7100. Federal Title VI information, including filing complaints, can also be accessed on the FTA web site at: www.fta.dot.gov.

Based on the above text, Appendix C of this document presents a flyer that WCC will post on all buses and at their offices to notify the public of their Title VI rights.

Title VI Information, Limited English Proficiency (LEP) Information and Complaint Process

(for printed materials, web site, and other mediums upon request)

WCC grants all citizens equal access to its transportation services. It is the intent of WCC that all citizens are aware of their rights to such access. This is designed to serve as an educational tool for citizens so that they may understand one of the civil rights laws that protect their benefit of the WCC programs and services, specifically as it relates to Title VI of the Civil Rights Act of 1964.

What is Title VI?

Title VI is a section of the Civil Rights Act of 1964 requiring 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 subjected to discrimination under any program or activity receiving federal financial assistance." Note that Title VI does not address gender discrimination. It only covers race, color, and national origin. Other civil rights laws prohibit gender discrimination.

What is LEP?

As part of the Title VI requirements, WCC has developed a Limited English Proficiency (LEP) Plan to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to WCC services as required by Executive Order 13166 "Improving Access to Services for Persons With Limited English Proficiency," reprinted as 65 FR 50121 (August 16, 2000). A LEP person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

WCC's Complaint and Investigation Procedures

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990 for alleged discrimination in any program or activity administered by WCC.

APPENDIX A (Continued)

TITLE VI PUBLIC NOTICE OF RIGHTS / COMPLAINT PROCESS
Washington County Commuter

These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and WCC may be used for resolution. Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited under Title VI and related statutes may file a complaint.

The following measures will be taken to resolve Title VI complaints:

- 1) A formal complaint must be filed within 180 days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative, and will include the complainant's name, address, and telephone number; name of alleged discriminating official; basis of complaint (race, color, national origin, gender, disability, age); and the date of alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints.

WCC strongly encourages the use of the attached **WCC Title VI Complaint Form** when filing official complaints.

The preferred method is to file your complaint in writing using the **WCC Title VI Complaint Form**, and sending it to:

Title VI Coordinator
Washington County Commuter
1000 West Washington Street
Hagerstown, Maryland 21740-5212

- 2) In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the WCC Title VI Coordinator. Under these circumstances, the complainant will be interviewed, and the WCC Title VI Coordinator will assist the Complainant in converting the verbal allegations to writing.
- 3) When a complaint is received, the Title VI Coordinator will provide written acknowledgment to the Complainant, within ten (10) days by registered mail.
- 4) If a complaint is deemed incomplete, additional information will be requested. The Complainant will be provided 60 business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.
- 5) Within 15 business days from receipt of a complete complaint, WCC will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within five (5) days of this decision, the Transportation Director or the authorized designee will notify the Complainant and Respondent, by registered mail, informing them of the disposition.
 - a. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.
 - b. If the complaint is to be investigated, the notification shall state the grounds of WCC's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.

APPENDIX A (Continued)

TITLE VI PUBLIC NOTICE OF RIGHTS / COMPLAINT PROCESS

Washington County Commuter

- 6) When WCC does not have sufficient jurisdiction, the Transportation Director or the authorized designee will refer the complaint to the appropriate State or Federal agency holding such jurisdiction.
- 7) If the complaint has investigative merit, the Transportation Director or the authorized designee will instruct the Title VI Coordinator to fully investigate the complaint. A complete investigation will be conducted, and an investigative report will be submitted to the Transportation Director within 60 days from receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, and a finding with recommendations and conciliatory measures where appropriate. If the investigation is delayed for any reason, the Title VI Coordinator will notify the appropriate authorities, and an extension will be requested.
- 8) The Transportation Director or the authorized designee will issue letters of finding to the Complainant and Respondent within 90 days from receipt of the complaint.
- 9) If the Complainant is dissatisfied with WCC's resolution of the complaint, the Complainant has the right to file a complaint with the:

Civil Rights Officer
Federal Transit Administration
Region 3
1760 Market Street, Suite 500
Philadelphia, Pennsylvania 19103-4124
215-656-7100 (telephone)
215-656-7260 (facsimile)

FTA complaint procedures can also be found on the FTA web site at: www.fta.dot.gov. These procedures are also outlined in FTA Circular 4702.1A, Chapter IX.

Title VI Complaint Form

Complaint Form

Instructions: If you would like to submit a Title VI complaint to WCC (WCC), please fill out the form below and send it to: Title VI Coordinator, Washington County Commuter, 1000 West Washington Street, Hagerstown, Maryland 21740-5212. For questions or a full copy of WCC's Title VI policy and complaint procedures, call 240-313-2742 or email kcerrone@washco-md.net

1. Name (Complainant):		
2. Phone:	3. Home address (street no., city, state, zip):	
4. If applicable, name of person(s) who allegedly discriminated against you:		
5. Location and position of person(s) if known:	6. Date of incident:	
7. Discrimination because of:		
<input type="checkbox"/> Race/color	<input type="checkbox"/> Gender (includes harassment)	<input type="checkbox"/> Vietnam era veteran
<input type="checkbox"/> National origin	<input type="checkbox"/> Sexual orientation	<input type="checkbox"/> Disabled veteran
<input type="checkbox"/> Creed/religion	<input type="checkbox"/> Marital status	<input type="checkbox"/> Retaliation
<input type="checkbox"/> Disability	<input type="checkbox"/> Age	
8. Explain as briefly and clearly as possible what happened and how you believe you were discriminated against. Indicate who was involved. Be sure to include how you feel other persons were treated differently than you. Also, attach any written material pertaining to your case.		

Attachment B: Limited English Proficiency Plan



Washington County Commuter Limited English Proficiency Plan

Submitted to:
Federal Transit Administration
Region 3
1760 Market Street, Suite 500
Philadelphia, PA 19103-4124

November 2009

I INTRODUCTION

The purpose of this Limited English Proficiency (LEP) policy guidance is to clarify the responsibilities of recipients of federal financial assistance from the U.S. Department of Transportation (USDOT) and assist them in fulfilling their responsibilities to LEP persons, pursuant to Title VI of the Civil Rights Act of 1964 and implementing regulations. It was prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq. Its regulations provide that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives federal financial assistance.

II EXECUTIVE ORDER 13166

Executive Order 13166 "Improving Access to Services for Persons With Limited English Proficiency," reprinted as 65 FR 50121 (August 16, 2000), directs each federal agency that is subject to the requirements of Title VI to publish guidance for its respective recipients clarifying that obligation. Executive Order 13166 further directs that all such guidance documents be consistent with the compliance standards and framework detailed in the Department of Justice's (DOJ) Policy Guidance entitled "Enforcement of Title VI of the Civil Rights Act of 1964 - National Origin Discrimination Against Persons With Limited English Proficiency." (See 65 FR 50123, August 16, 2000 DOJ General LEP Guidance). Different treatment based upon a person's inability to speak, read, write, or understand English may be a type of national origin discrimination.

Executive Order 13166 applies to all federal agencies and all programs and operations of entities that receive funding from the federal government including state agencies, local agencies, governments, private and nonprofit entities, and subrecipients.

III PLAN SUMMARY

Washington County Commuter (WCC) has developed this LEP Plan to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to the WCC transit services as required by Executive Order 13166. A LEP person is one who does not speak English as their primary language or who has a limited ability to read, speak, write, or understand English. This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training staff, how to notify LEP persons that assistance is available, and information for future plan updates.

In order to determine WCC's extent of obligation to provide LEP services, WCC undertook a USDOT four-factor LEP analysis which considers the following: 1) The number or proportion of LEP individuals eligible in the WCC service area who may be served by or are likely to encounter a WCC program, activity, or service; 2) the frequency with which LEP individuals come in contact with a WCC program, activity, or service; 3) the nature and importance of the program, activity, or service provided by WCC to the LEP individuals; and 4) the resources available to WCC and the overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

IV FOUR-FACTOR ANALYSIS

1. The number or proportion of LEP individuals eligible in the WCC service area who may be served by or are likely to encounter a WCC program, activity, or service

WCC examined the 2000 US Census report, and was able to determine that approximately 0.1 percent or 60 people spoke a language other than English in the WCC service area. According to the onboard survey results, four (4) percent of the daily riders are LEP individuals. The estimated number of LEP riders is 48 passengers per day, out of over 1,200 daily riders on the WCC system.

2. The frequency with which LEP individuals come in contact with a WCC program, activity, or service

WCC assessed the frequency at which staff and drivers have or can possibly have contact with LEP persons, including documenting telephone inquiries and verbally surveying drivers. WCC has never had a request for interpreters or translated WCC documents. The staff and drivers have had very little contact with LEP individuals. According to the onboard survey results, only four (4) percent of the WCC riders do not speak English as their primary language. Therefore, the majority of the riders that use the WCC programs and services speak English.

3. The nature and importance of the program, activity, or service provided by WCC to the LEP individuals

There is a small geographic concentration of LEP individuals in the existing WCC service area, as shown in Figure B-1. WCC will continue to provide public transportation service to the identified existing LEP population in the City of Hagerstown urban area.

4. The resources available to WCC and the overall costs to provide LEP assistance

WCC assessed its available resources that can be used for providing LEP assistance. This included identifying how much a professional interpreter and translation service will cost on an as-needed basis, identifying which documents will be the most valuable to be translated, taking an inventory of available organizations that WCC can partner with for outreach and translation efforts, and determining what level of staff training is needed.

V LIMITED ENGLISH PROFICIENCY PLAN OUTLINE

After analyzing the four LEP factors, WCC developed the following plan for assisting LEP individuals.

a. Identifying LEP Person Needing Language Assistance

Below are tools to help identify persons who may need language assistance.

- 1) Examine records of requests for language assistance from past meetings and events to anticipate the possible need for assistance at upcoming meetings.
- 2) When WCC sponsored workshops or conferences are held, set up a sign-in sheet table and have a staff member greet and briefly speak to each attendee. To informally gauge the attendee's ability to speak and understand English, the staff member should ask a question that requires a full sentence reply.
- 3) Provide the US Census Bureau's "I Speak Cards" at the workshop or conference sign-in sheet table. While the WCC staff member may not be able to provide translation assistance at this meeting, the cards are an excellent tool to identify language needs for future meetings. Also provide these cards at the WCC customer service locations.
- 4) Frequently survey the drivers and other first-line staff regarding any direct or indirect contact with LEP individuals.

b. Language Assistance Measures

WCC has implemented or will implement the following LEP procedures. The creation of these steps is based on the low percentage of LEP individuals riding the WCC system and the lack of resources available in the WCC service area.

- 1) US Census Bureau's "I Speak Cards" are to be located at the WCC customer service locations at all times.
- 2) The WCC staff will provide interpretation of services on a one-on-one basis for LEP individuals visiting the WCC transit center and offices.
- 3) When the WCC web site is redesigned, translation will be an added feature.

- 4) When an interpreter is needed (in person or on the telephone) and the WCC staff has exhausted the above options, the staff will first attempt to determine what language is required. The staff shall use the telephone interpreter service Language Line Services at <http://www.languageline.com>. On the Language Line Services home page, the staff will select the “Need an Interpreter Now” link and follow the directions to receive an access code.

c. Staff Training

All WCC staff will be provided with the LEP Plan, and will be educated on the LEP procedures to follow. This information will also be part of the WCC staff orientation process for new hires. The training topics will include:

- 1) Title VI policy
- 2) LEP responsibilities
- 3) Language assistance services offered by WCC
- 4) US Census Bureau “I Speak Cards”
- 5) Language Line Services interpretation and translation services
- 6) Documentation of language assistance requests
- 7) Title VI and/or LEP complaint process (contained in Attachment A of the WCC Title VI Plan)

d. Outreach Techniques

WCC currently has limited formal practice of outreach techniques due to the lack of LEP population and resources available in the service area. However, the following are a few options that WCC will incorporate when and/or if the need arises for LEP outreach.

- 1) If the WCC staff know that they will be presenting a topic that can be of potential importance to a LEP individual or hosting a meeting/workshop in a geographic location with a known concentration of LEP persons, the meeting notices, fliers, advertisements, and agendas will be printed in an alternative language based on the known LEP population in the area.

- 2) When running a general public meeting notice, the WCC staff will insert a clause when relevant based on the LEP population that states "A (insert alternative language) translator will be available." For example: "*Un traductor del idioma español estará disponible.*" which means "*A Spanish translator will be available.*"
- 3) Key print materials including, but not limited to, schedules and maps will be translated and made available at the WCC transit center and customer service locations, onboard the vehicles, and in communities when a specific and concentrated LEP population is identified.
- 4) WCC will work with the local human service agencies (such as Telamon Corporation) to identify and develop lines of communications with the LEP population in the service area, and to conduct any public outreach to improve the access of the WCC service to the LEP population.

e. Monitoring and Updating LEP Plan

This LEP Plan is designed to be flexible and easily updated. At a minimum, WCC will follow the Title VI program update schedule for the LEP Plan. However, major updates most likely will not occur until after the results of the 2010 US Census are published, unless WCC finds it necessary and crucial for an update before such time. Each update should examine all of the plan components including:

- 1) How many LEP individuals were encountered?
- 2) Were the needs of the LEP individuals met?
- 3) What is the current LEP population in the WCC service area?
- 4) Has there been a change in the types of languages for which translation services are needed?
- 5) Is there still a need for continued language assistance for previously identified WCC programs? Are there other programs that should be included?
- 6) Has WCC's available resources (such as technology, staff, and financial costs) changed?
- 7) Has WCC fulfilled the goals of the LEP Plan?

8) Were any Title VI complaints received?

f. Dissemination of LEP Plan

WCC included the LEP Plan with its Title IV Policy and Complaint Procedures. WCC's Notice of Rights under Title VI to the public is posted in the WCC office and on all WCC vehicles. Select printed materials also refer to the LEP Plan's availability.

Any person or agency with Internet access will be able to access the LEP Plan.


Copies of the LEP Plan will be provided on request to any person requesting the document via telephone, mail, or email or in person. LEP individuals may obtain translations of the LEP Plan upon request.

Any questions or comments regarding this plan should be directed to:

Title VI Coordinator
Washington County Commuter
1000 West Washington Street
Hagerstown, Maryland 21740-5212
240-313-2742 (telephone)
301-791-3343 (facsimile)
kcerrone@washco-md.net (email)

Attachment C: Meetings





Washington County
Commuter
is conducting a
**PUBLIC
MEETING**
on Wednesday
May 27, 2009
at the Elgin Station
Community Center,
40 Elgin Boulevard,
in the Multipurpose
Room on the
First Floor
at 5:00 p.m.

10254552

*Washington County Commuter
Transit Development Plan
Public Meeting*

**Learn about options and provide your
input regarding transit service
in Washington County.**

Wednesday, May 27, 2009

5:00 p.m.

Elgin Station

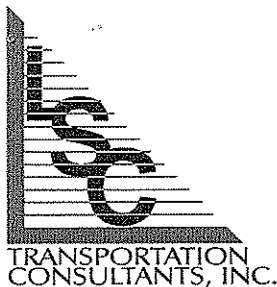
40 Elgin Boulevard

Community Center

Multipurpose Room - First Floor

For more information, please check
the project website [www.lscs.com/
projects/washingtonco/index.htm](http://www.lscs.com/projects/washingtonco/index.htm),
e-mail us at washco@lscs.com,
or call (800) 677-1671.





Washington County Transit Development Plan
TAC Meeting Thursday May 28, 2009

Name	Representing	Address	Phone Fax	E-mail Address
Michael Felschow, AICP	LSC Transportation Consultants, Inc	516 North Tejon Street Colorado Springs, CO 80903	(719) 633-2868 (719) 633-5430	Mfelschow@LSCCS.com
Albert T. Stoddard III, Ph.D., P.E.	LSC Transportation Consultants, Inc	516 North Tejon Street Colorado Springs, CO 80903	(719) 633-2868 (719) 633-5430	ATStoddard@LSCCS.com
Susan McDonald	Commission on Aging	140 W. Franklin St. Hagerstown, MD 21740	(301) 790-0275	SJM@wccaging.org
LOUISE TINKLER	MTA	6 ST. PAUL ST. BALTIMORE, MD.	410-767-3781 410-333-0907	LTINKLER@mta maryland.com
Dorothy Hershey	MTA	6 ST PAUL ST BALTIMORE MD	410 767 7330 410 333 0901	dhershey@ mtamaryland.com
BOB GORDON	HEPMPO	33 West Washington St. Hagerstown, MD 21740	(240) 313-2081 (240) 313-2084	rgordon@hepmpo.net

Washington County Transit Development Plan
TAC Meeting Thursday May 28, 2009

Name	Representing	Address	Phone Fax	E-mail Address
Dave Jordan	CAC	101 Summit Ave Hagerstown MD 21740	301 797 461 ext 4 301 791 9062 (F)	djordan@waco.org
Norman Bassett	BOCC	100 W. Washington St. 21740	240 313 2097	nbassett@washco-md.net
Kim Kepler-Thomas	County Commuter	1000 W. Washington ^{St.} Hagerstown, MD	240-313-2750	kthomas@washco-md.net
Joe Kroboth III	Wash. Co. DPW	100 W. Washington St. Hagerstown, MD 21742	240-313-2252	jkroboth@washco-md.net
Stuart Bass	City of Hagerstown	1 East Franklin St Htown 21740	301 739 8577 ext 137	sbass@hagerstownmd.org
Bob MANDLEY	WASHECO EDC	100 W. WASHINGTON ST HAGERSTOWN, MD 21740	240-313-2287	rmandley@hagerstamedc.org
MEGAN CLARK	TOWN of Boonsboro	21 N. MAIN ST Boonsboro 21713	301.432.5690	town.planner@myactv.net

Quality Communities

Washington County
Commuter
is conducting
**PUBLIC
MEETINGS**

on Wednesday, July 15th

7:00 p.m. at

140 West Franklin Street

on the 4th Floor

and

Thursday, July 16th

6:00 p.m. at

401 Potomac Street

Boonshoro Public Library

Community Room

*Washington County Commuter
Transit Development Plan
Public Meetings*

**Learn about options and provide your
input regarding transit service
in Washington County.**

Wednesday, July 15, 2009

7:00 p.m.

140 West Franklin, 4th Floor



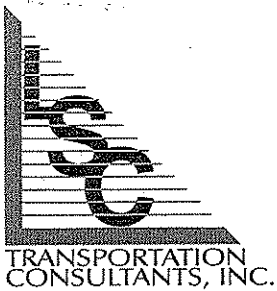
Thursday, July 16, 2009

6:00 p.m.

Boonsboro Free Library
Community Room
401 Potomac Street

For more information, please check
the project website [www.lscs.com/
projects/washingtonco/index.htm](http://www.lscs.com/projects/washingtonco/index.htm),
e-mail us at washco@lscs.com,
or call (800) 677-1671.





516 North Tejon Street
 Colorado Springs, Colorado 80903
 (719) 633-2868 FAX: (719) 633-5430

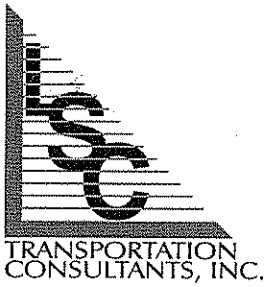
Washington County Transit Development Plan
 TAC Meeting Thursday July 16, 2009

Name	Representing	Address	Phone Fax	E-mail Address
Michael Felschow, AICP	LSC Transportation Consultants, Inc	516 North Tejon Street Colorado Springs, CO 80903	(719) 633-2868 (719) 633-5430	Mfelschow@LSCCS.com
Kevin CERRONE	WCT	1000 W. WASH ST HAG, MD 21740	240-313-2750 301-791-3343	KCERRONE@WASHCO- MD.NET
Jill Baker	Wash Co. Planning/ HEPMPO	80 W. Balt. St. Hag. MD 21740	240-313-2430 2431(F)	jbaker@washco-md.net
Bob Gordon	HEPMPO	33 West Washington Street Hagerstown, MD 21740	240-313-2081 240-313-2084(F)	rgordon@hepmo.net
Dorothy Hershey	MTA	6 St Paul St Baltimore MD	410 767 7330 410 333 0901	dhersey@ mtamaryland.com
Glenn Hoge	MTA	6 St. Paul St. Baltimore, MD 21202	410-767-3762	ghoge@mtamaryland.com

**Washington County Transit Development Plan
TAC Meeting Thursday July 16, 2009**

Name	Representing	Address	Phone Fax	E-mail Address
Kim Kepler-Thomas	Washington County Transit	1000 W. Washington St. Hagerstown, MD 21740	240-313-2750	Kthomas@wash Co-md.net
MEGAN CLARK	TOWN of BOONSBORO	21 N. MAIN ST BOONSBORO MD 21713	301.432.5690	town.planner@ myactiv.net
Stuart Bass	City of Hagerstown	1 East Franklin 21740		sbass@hagerstownmd.org
Mike Thompson	Washington County Planning	80 West Baltimore St Hagerstown, md 21740		mthompson@washco-md.net
Bob MANDLEY	WASHCO EDC	100 W. Washington St Hagerstown MD 21740	240-313-2287	RMANDLEY@HagerstownEDC.ORG
DAVE JORDAN <i>(Signature)</i>	WASHCO Com. Action Council, Inc	101 Summit AVE HAG. MD. 21740	301-797-4161	

LSC TRANSPORTATION CONSULTANTS, INC.



516 North Tejon Street
 Colorado Springs, CO 80903
 (719) 633-2868
 FAX (719) 633-5430
 E-mail: lsc@lscsccs.com

Washington County Commuter
 Transit Development Plan
 Public Meeting
 Wednesday, July 15, 2009, 7:00 p.m.

Name	Contact Information/E-mail Address
Joan Wilson	
Dancy Leasure	301-791-6239
Randy L. Veer	nightrider200973@yahoo.com
BONNIE McQuait	Home Phone 301-733-9367 Cell phone 301-302-4877
Mary Ridenour	Cell phone 301 992-3648
Michael St. John	301-739-6031
Suzette Rimmer Jr.	301-797-3841 / cell # 240 527-1579
Helen Willis	301-733-7719
Harry E. Talbert (Doc)	240-625-8032
Randy Samu	301-797-9064
BRIAN MYERS	301-790-1067
DEAN WILLIAMS	DEAN 245 @ Verizon.net
TED Rupp	821 Pine St Hagerstown 14606 FALLING WATERS RD 301 WILLIAMSPORT, MD 21795 227-7282
ALLEN E SWORE	
Ed. BRANTHAVER	glantha@PAHOO.COM
Dave McMillon, Herald Mail	davem@herald-mail.com
Florence D Miles	11 W. Baltimore St Apt 630

Name

Contact Information/E-mail Address

Gladys M Green

11 W BALTIMORE ST. 322

Carolyn E. Watkins

rewatkins18403@mea.com

Bernard Randolph

7 E. Washington St, Apt 710

Phyllis A Palm

247 N. Colonial Dr. palmkim@verizon.net

George Blm

Attachment D: Survey Forms



Guest of County Commuter Transit:

Please take a few minutes to complete this survey during your bus ride today. Your answers and suggestions will help us improve service. You may receive more than one survey form today.

Thank you!
County Commuter Transit

1. Where did you come from before you got on this bus? (check only one)

- Home
- School/College
- Shopping/Errands
- Work
- Doctor/Dentist
- Social Visit/Recreation
- Other (please specify) _____

2. How did you get to this bus? (check only one)

- Walking ___ blocks
- Having someone drive me
- Bicycle
- Driving myself
- Transfer from _____ Route
- Other _____ (please specify)

3. Where did you board this bus?

Address or main cross streets (i.e., 4th and Washington Street)

3a. How long did you wait for this bus? _____ (# of minutes)

4. Where are you going to now? (check only one)

- Home
- School/College
- Shopping/Errands
- Work
- Doctor/Dentist
- Social Visit/Recreation
- Other (please specify) _____

5. What is your final destination? Address or main cross streets

6. How will you get from this bus to the place that you are going? (check only one)

- Walking ___ blocks
- Having someone drive me
- Bicycle
- Driving myself
- Transfer to _____ Route
- Other _____ (please specify)

7. Was a vehicle available to use on this trip instead of taking the bus?

- Yes
- No

8. What is the zip code of your primary residence? _____

9. What is the average amount of time you spend on the bus for this part of your trip?

_____ (# of minutes)

10. How did you pay for THIS trip? (check only one)

- Cash
- Monthly Pass
- Punch Ticket
- Transfer
- Annual Pass
- Student Fare
- Senior / Disable Discount
- Other _____

11. Is a transfer needed to reach your final destination? Yes No

11.a. If yes, which bus do you transfer to/from?

- Funkstown
- Prime Outlets
- Valley Mall
- Hopewell Express
- Robinwood
- Williamsport
- Longmeadow
- Salem Ave / West End
- Mauganville
- Smithsburg

12. Have you previously filled out this survey? Yes No

If Yes, please stop here. If No, please continue and complete all questions.

13. I usually ride the bus ___?___ days a week. (check only one)

- One day
- Four days
- Less than once a month
- Two days
- Five days
- One -three days/month
- Three days
- Six days
- This is my first time

14. What is the single MOST IMPORTANT reason you ride the bus?

(CHECK ONLY ONE)

- Family doesn't have a car
- Someone else uses car
- Traffic is bad
- Parking is a problem
- Car trouble/no insurance
- I don't drive
- Bus is economical
- Bus is convenient
- Other (please specify) _____

15. Are you a licensed driver and able to drive? Yes No

16. How many vehicles in operating condition does your household have?

- None
- One
- Two
- Three or more

17. Gender: Female Male

18. Age in Years: _____

19. What is your primary language? _____

Please Continue on Other Side



20. How do you RATE your present bus service? (check answers below for each part)

	Very Good	Good	Fair	Poor	Don't Know
Comfort	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service Frequency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition of Buses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transfer Convenience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Schedules	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driver Courtesy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus Routes/Area Served	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Convenience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fares	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturday Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transfer Stations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall Service Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

21. The combined Total Annual Income of all members of my household is:

- Less than \$14,999 per year
- \$15,000 - \$24,999 per year
- \$25,000 - \$34,999 per year
- \$35,000 - \$44,999 per year
- \$45,000 - \$54,999 per year
- More than \$55,000 per year

22. For what one purpose do you MOST OFTEN ride the bus? (CHECK ONE)

- Personal Business/Errands
- Recreation
- School/College
- Other (please specify) _____
- Work
- Shopping
- Doctor/medical appointment

23. What is your occupation?

- Homemaker
- Laborer
- Managerial/Professional
- Production/Craft/Repair/Machine Operator
- Retired
- Sales
- Other (please specify) _____
- Service Worker
- College Student
- Secondary Student
- Technical/Administration
- Unemployed

24. What is your ethnicity?

- American Indian/Alaskan Native
- Black/African American
- Pacific Islander
- Other (please specify) _____
- Asian
- Hispanic/Latino
- White

25. Number of persons, including yourself, over 15 years of age in your household? _____

25a. How many are employed full-time? _____; part-time? _____

26. How do you get information about the County Commuter? (check all that apply)

- From the driver
- Bus guide
- Someone told me
- Shopping center
- Transfer stations
- Other _____
- Newspaper/magazine
- Bus stop sign/bench/shelter/carousel
- Schedules
- Internet
- Local business/store

27. Where do you live?

- Downtown
- West Hagerstown
- Smithsburg
- Long Meadow
- Maugansville
- South Hagerstown
- North Hagerstown
- Williamsport
- Halfway
- Other _____
- East Hagerstown
- Funkstown
- Robinwood
- Chewsville

28. How long have you been riding the County Commuter?

- This is my first time
- One week
- One month
- One year
- Two years
- More than two years

29. Do you find the County Commuter website easy to use? Yes No

29a. If no, please explain: _____

30. Would you be willing to pay a higher fare? Yes No

30a. What would be a reasonable fare?

- \$1.50
- \$1.75
- \$2.00
- \$2.25
- More than \$2.50

31. Would you ride a bike to the bus if each bus had a rack to carry your bike?

- Yes
- No

32. What are your suggestions to improve County Commuter service/other comments?

THANK YOU!!

Cliente de County Commuter Service:

Favor de tomar unos minutos para contestar esta encuesta durante su viaje en autobús hoy. Sus respuestas y sugerencias nos ayudarán a mejorar nuestro servicio. Es posible que Ud. reciba más de una encuesta hoy.

¡Gracias!
County Commuter Transit

1. ¿De dónde vino antes de subir a este autobús? (Marque sólo uno)

- Casa Escuela – Colegio -Universidad Compras - Mandatos
 Trabajo Médico – Dentista Visita Social – Recreo
 Otro (favor de especificar) _____

2. ¿Cómo llegó a este autobús? (Marque sólo uno)

- A pie ____ cuadras Alguien me llevó en coche Bicicleta
 Manejando mi propio coche Transbordando de la Ruta _____
 Otro (favor de especificar) _____

3. ¿Dónde subió a este autobús?

Dirección o cruce (i.e., 4th and Washington Street)

3a. ¿Cuánto tiempo esperó este autobús? _____ (número de minutos)

4. ¿Adónde va ahorita? (Marque sólo uno)

- Casa Escuela – Colegio -Universidad Compras - Mandatos
 Trabajo Médico – Dentista Visita Social – Recreo
 Otro (favor de especificar) _____

5. ¿Cuál es su destino final? Dirección o cruce

6. ¿Cómo va a llegar de este autobús al lugar adónde va? (Marque solo uno)

- A pie ____ cuadras Alguien me llevó en coche Bicicleta
 Manejando mi propio coche Transbordando de la Ruta _____
 Otro (favor de especificar) _____

7. ¿Le fue disponible un vehículo para usar para este viaje en vez de tomar el autobús?

Sí No

8. ¿Cuál es el código postal de su residencia principal? _____

9. Generalmente, ¿cuánto tiempo pasa en autobús para esta parte de su viaje?

_____ (número de minutos)

10. ¿Cómo pagó por este viaje?

- Efectivo Pase Mensual Billeto Perforado
 Transbordo Pase Annual Tarifa Estudiantil
 Descuento para Personas de la Tercera Edad o para Minusválidos
 Otro _____

11. ¿Se necesita un transbordo para llegar a su destino final? Sí No

11.a. Si es así, ¿a qué autobús necesita transbordar?

- Funkstown Prime Outlets Valley Mall
 Hopewell Express Robinwood Williamsport
 Longmeadow Salem Ave / West End
 Mauganville Smithsburg

12. ¿Ha llenado antes esta encuesta? Sí No

Si la ha llenado antes, pare aquí. Si no, favor de continuar y contestar todas las demás preguntas.

13. Generalmente tomo el autobús _____ días a la semana. (Marque sólo uno)

- Un día Cuatro días Menos de un día al mes
 Dos días Cinco días Uno a tres días al mes
 Tres días Seis a siete días Éste es mi primer viaje

14. ¿Cuál es la única razón MÁS IMPORTANTE por la cual toma el autobús?

(Marque sólo uno)

- Mi familia no tiene coche Otra persona usa mi coche El tráfico es malo
 El estacionamiento es un problema Problemas de coche/Sin seguro de auto
 No manejo El autobús es económico El autobús es conveniente
 Otro (favor de especificar) _____

15. ¿Tiene Ud. un permiso de conducir y es capaz de conducir? Sí No

16. ¿Cuántos vehículos en buena condición hay en su familia?

- Ninguno Uno Dos Tres o más

17. Género: Mujer Hombre

18. Edad en años: _____

19. ¿Cuál es su idioma principal? _____

Favor de continuar al otro lado de la hoja



20. ¿Cómo califica su servicio de autobús actual? (Marque respuestas a continuación para cada parte)

	Muy Bueno	Bueno	Adecuado	Malo	No sé
Comodidad	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frecuencia de servicio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condición de autobuses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Conveniencia de transbordo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Horarios	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cortesía de conductores	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rutas / Áreas de servicio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Seguridad	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Conveniencia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tarifas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Servicio de sábado	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Estaciones de transbordo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Página Web	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Calidad de servicio en general	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

21. El ingreso anual de todos los miembros de mi familia (casa) es:

- | | |
|--|--|
| <input type="checkbox"/> Menos de \$14,999 anuales | <input type="checkbox"/> \$35,000 - \$44,999 anuales |
| <input type="checkbox"/> \$15,000 - \$24,999 anuales | <input type="checkbox"/> \$45,000 - \$54,999 anuales |
| <input type="checkbox"/> \$25,000 - \$34,999 anuales | <input type="checkbox"/> More than \$55,000 anuales |

22. ¿Para qué propósito toma el autobús MÁS A MENUDO? (Marque solo uno)

- | | |
|---|---|
| <input type="checkbox"/> Negocios personales/Mandatos | <input type="checkbox"/> Trabajo |
| <input type="checkbox"/> Recreo | <input type="checkbox"/> Compras |
| <input type="checkbox"/> Escuela – Colegio -Universidad | <input type="checkbox"/> Visita al Médico |
| <input type="checkbox"/> Otro (favor de especificar): _____ | |

23. ¿Cuál es su profesión – trabajo?

- | | |
|---|---|
| <input type="checkbox"/> Ama de casa | <input type="checkbox"/> Trabajador(a) de servicios |
| <input type="checkbox"/> Obrero(a) | <input type="checkbox"/> Estudiante de Universidad |
| <input type="checkbox"/> Gerente – Profesional | <input type="checkbox"/> Estudiante de Secundaria |
| <input type="checkbox"/> Producción – Artesanía – Reparación – Operador(a) de Máquina | |
| <input type="checkbox"/> Jubilado(a) | <input type="checkbox"/> Técnico(a) – Administrativo(a) |
| <input type="checkbox"/> Ventas | <input type="checkbox"/> Desempleado(a) |
| <input type="checkbox"/> Otro (favor de especificar): _____ | |

24. ¿Cuál es su origen étnico?

- | | |
|--|---|
| <input type="checkbox"/> Indígena(a) norteamericano(a)/Indígena(a) de Alaska | <input type="checkbox"/> Asiático(a) |
| <input type="checkbox"/> Negro(a) – Afroamericano(a) | <input type="checkbox"/> Hispano(a) – Latino(a) |
| <input type="checkbox"/> Indígena(a) de Islas Pacíficas | <input type="checkbox"/> Blanco(a) |
| <input type="checkbox"/> Otro (Favor de especificar): _____ | |

25. ¿Número de personas, inclusive Ud. mismo, con más de quince años, en su casa? _____

25a. ¿Cuántos tienen trabajo de tiempo completo? _____

¿Cuántos tienen trabajo de tiempo medio? _____

26. ¿Cómo recibe información acerca de County Commuter? (Marque todas respuestas apropiadas)

- | | |
|---|---|
| <input type="checkbox"/> Conductor-a | <input type="checkbox"/> Periódico/revista |
| <input type="checkbox"/> Guía de autobuses | <input type="checkbox"/> Letrero de parada de autobuses/quiosco |
| <input type="checkbox"/> Alguien me dijo | <input type="checkbox"/> Horarios |
| <input type="checkbox"/> Centro commercial | <input type="checkbox"/> Internet |
| <input type="checkbox"/> Estaciones de transbordo | <input type="checkbox"/> Negocio local/tienda |
| <input type="checkbox"/> Otro _____ | |

27. ¿Dónde vive Ud.?

- | | | |
|--|---|--|
| <input type="checkbox"/> Downtown | <input type="checkbox"/> South Hagerstown | <input type="checkbox"/> East Hagerstown |
| <input type="checkbox"/> West Hagerstown | <input type="checkbox"/> North Hagerstown | <input type="checkbox"/> Funkstown |
| <input type="checkbox"/> Smithsburg | <input type="checkbox"/> Williamsport | <input type="checkbox"/> Robinwood |
| <input type="checkbox"/> Long Meadow | <input type="checkbox"/> Halfway | <input type="checkbox"/> Chewsville |
| <input type="checkbox"/> Mougansville | | |
| <input type="checkbox"/> Other _____ | | |

28. ¿Cuánto tiempo hace que Ud. toma el County Commuter?

- | | | |
|---|---------------------------------|--|
| <input type="checkbox"/> Ésta es mi primera vez | <input type="checkbox"/> Un mes | <input type="checkbox"/> Dos años |
| <input type="checkbox"/> Una semana | <input type="checkbox"/> Un año | <input type="checkbox"/> Más de dos años |

29. ¿Encuentra fácil de usar la página web de County Commuter? Sí No

29a. Si no, favor de explicar: _____

30. ¿Estaría Ud. dispuesto a pagar una tarifa más alta? Sí No

30a. ¿Cuál sería una tarifa razonable?

- | | | | | |
|---------------------------------|---------------------------------|---------------------------------|---------------------------------|--|
| <input type="checkbox"/> \$1.50 | <input type="checkbox"/> \$1.75 | <input type="checkbox"/> \$2.00 | <input type="checkbox"/> \$2.25 | <input type="checkbox"/> Más de \$2.50 |
|---------------------------------|---------------------------------|---------------------------------|---------------------------------|--|

31. ¿Pasaría Ud. en bicicleta al autobús si cada autobús tuviera un soporte para llevar su bicicleta? Sí No

32. ¿Qué sugerencias o comentarios puede darnos para mejorar el servicio de County Commuter?

¡ Gracias !

Guest of County Commuter Paratransit Service:

Please take a few minutes to complete this survey during your bus ride today. Your answers and suggestions will help us improve service.

Thank you!
County Commuter Transit

1. Where did you come from before you got on this bus? (check only one)

- Home
- School/College
- Shopping/Errands
- Work
- Doctor/Dentist
- Social Visit/Recreation
- Other (please specify) _____

2. Where are you going to now? (check only one)

- Home
- School/College
- Shopping/Errands
- Work
- Doctor/Dentist
- Social Visit/Recreation
- Other (please specify) _____

3. Was a vehicle available for you to use on this trip instead of taking the bus?

- Yes
- No

4. Have you filled out this survey earlier today?

- Yes
- No

If Yes, please stop here. If No, please continue and complete all questions.

5. I usually ride the Paratransit _____? _____ days a week. (check only one)

- One day
- Four days
- Less than once a month
- Two days
- Five days
- One -three days/month
- Three days
- Six days
- This is my first time

6. What is the MOST IMPORTANT reason you ride the Paratransit (check only ONE)

- Family doesn't have a car
- Weather
- I don't drive
- Physical Barriers
- No sidewalk to the bus stop
- Bus is economical
- Bus is convenient
- Other (please specify) _____

7. Do you have a driver's license? Yes No

8. How do you rate the County Commuter Paratransit service? (check answers below for each part)

	Poor	Fair	Good	Very Good	Don't Know
Service Frequency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition of Buses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scheduling Your Trip	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Schedule Reliability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driver Courtesy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driver Competence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. Gender: Female Male

10. Age in Years _____

11. The combined Total Annual Income of all members of my household is:

- Less than \$14,999 per year
- \$35,000 - \$44,999 per year
- \$15,000 - \$24,999 per year
- \$45,000 - \$54,999 per year
- \$25,000 - \$34,999 per year
- More than \$55,000 per year

12. For what one purpose do you MOST OFTEN ride the paratransit bus?(check only ONE)

- Personal Business/Errands
- Work
- Doctor/Medical Appointments
- Shopping
- Recreation
- School
- Other (please specify) _____

13. What is your occupation?

- Homemaker
- Service Worker
- Laborer
- College Student
- Managerial/Professional
- Secondary Student
- Production/Craft/Repair/Machine Operator
- Technical/Administration
- Retired
- Unemployed
- Sales
- Other (please specify) _____

14. What is your ethnicity?

- American Indian/Alaskan Native
- Asian
- Black/African American
- Hispanic/Latino
- Pacific Islander
- White
- Other (please specify) _____

Please Continue on Other Side



15. How long have you been riding the Paratransit service?

- This is my first time
 - One year
 - One week
 - Two years
 - One month
 - More than two years
-

16. How did you first learn about the Paratransit and County Commuter Transit?

- Bus stop sign
 - Advertisement
 - Saw bus
 - Saw bus guide
 - Friend/coworker
 - Other *(please specify)* _____
-

17. Where do you live?

- Downtown
 - South Hagerstown
 - East Hagerstown
 - West Hagerstown
 - North Hagerstown
 - Funkstown
 - Smithsburg
 - Willamsport
 - Robinwood
 - Long Meadow
 - Halfway
 - Chewsville
 - Maugansville
 - Other *(please specify)* _____
-

21. What are your suggestions to improve County Commuter or Paratransit service?

18. If employed, where do you work?

Name of Business: _____

Address: _____

19. Are you able to use County Commuter's fixed routes for any of your transportation needs?

- Yes
 - No
-

20. If so, how often each week do you use fixed routes?

- One day
- Four days
- Less than once a month
- Two days
- Five days
- One - three days/month
- Three days
- Six days
- This is my first time

THANK YOU!!

Attachment E: Rights Flyer



Non-Discrimination - Your Rights Under Title VI of the Civil Rights Act of 1964

The United States Department of Transportation (USDOT) ensures full compliance with Title VI of the Civil Rights Act of 1964 by prohibiting discrimination against any person on the basis of race, color or national origin in the provisions of benefits and services resulting from federally assisted programs and activities. Any person, who believes that Washington County Commuter (WCC) has violated his /her Title VI protections, should contact WCC at 1-240-313-2742 or kcerrone@washco-md.net. WCC has also developed a policy to assist individuals who have Limited English Proficiency (LEP). Translation services in order to assist LEP individuals shall be made available to WCC's customers upon request. WCC's Title VI policy, complaint procedures, and LEP Plan shall be made available upon request by contacting WCC at the above-noted contact information. For federal Title VI information, please contact the Federal Transit Administration (FTA), Region 3 at 215-656-7100. Federal Title VI information, including filing complaints, can also be accessed on the FTA web site at: www.fta.dot.gov.

