



Yuma County Intergovernmental Public Transportation Authority

2715 East 14th Street, Yuma, AZ 85365, Telephone: 928-539-7076, ext 237 – Fax: 928-783-0309
email: jandoh@ycipta.org - Web: www.yciptat.org

TITLE VI PROGRAM REGULATION AND COMPLAINT PROCEDURE POLICY Effective: October 1, 2011

The Yuma County Intergovernmental Public Transportation Authority (YCIPTA) is committed to ensuring that no person is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any of its programs, activities, or services on the basis of race, color, national origin, age, sex, sexual orientation, or gender identity. All persons, regardless of their citizenship, are covered under this regulation. In addition, YCIPTA prohibits discrimination on the basis of race, color, national origin, age, sex, sexual orientation, or gender identity in its employment and business opportunities.

YCIPTA will not condone retaliation against an individual for his/her involvement in asserting his/her rights pursuant to Title VI or because he/she filed a complaint or participated in an investigation under Title VI, and /or this regulation.

As a Federal Transit Administration (FTA) fund recipient, YCIPTA will ensure that its programs, policies and activities comply with the Department of Transportation (DOT) Title VI Regulations of the Civil Rights Act of 1964.

YCIPTA will ensure that the level and quality of its transportation service is provided without regard to race, color, national origin, age, sex, sexual orientation, or gender identity.

YCIPTA will promote the full and fair participation of all affected populations in the transportation decision-making process.

YCIPTA will make good faith efforts to achieve environmental justice as part of its mission by identifying and addressing, as appropriate, disproportionately high and adverse human health or environmental effects of its programs, activities, and services on minority populations and low-income populations within YCIPTA's service area as provided herein.

YCIPTA will ensure that Limited English Proficient (LEP) individuals have access to YCIPTA's programs, activities, and services.

Yuma County Intergovernmental Public Transportation Authority Board Of Directors
Robert L. Pickels, Chairman - Yuma County, Greg Wilkinson, Vice Chairman - City of Yuma,
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Ralph Velez - City of San Luis, Rodney Rinehart – Town of Wellton, Bill Lee – City of Somerton
John Andoh, Transit Director

This regulation shall be maintained in English and Spanish and provided in other languages upon a 24 hour request to the YCIPTA Transit Director.

APPLICABILITY

This policy is applicable to all YCIPTA employees, members of the public and all contractors hired by YCIPTA.

Failure of an YCIPTA employee to follow this policy and procedure shall subject such employee to disciplinary action up to and including employment termination.

DEFINITIONS

“Adverse Effect” means having a harmful or undesired effect.

“Discrimination” refers to any act or inaction, whether intentional or unintentional, in any program or activity of a Federal aid recipient, sub recipient, or contractor that results in disparate treatment, disparate impact, or perpetuates the effects of prior discrimination based on race, color, national origin, age, sex, sexual orientation, or gender identity.

“Gender Identity” refers to an individual’s gender, or lack thereof, a person self identifies with. It is not necessarily based on biological fact, either real or perceived, nor is it always based on sexual orientation. The gender identities one may choose from include male, female, both, somewhere in between (third gender) or neither.

“Limited English Proficient (LEP) Persons” are individuals for whom English is not their primary language and who have a limited ability to speak, understand, read, or write English. It includes people who reported to the U.S. Census that they do not speak English well or do not speak English at all.

“Low-Income Population” means any readily identifiable groups of low-income individuals who live in geographic proximity, and if circumstances warrant, geographically dispersed transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed DOT program, policy, or activity.

“Minority Individuals”

1. American Indian and Alaska Native, which refers to people having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
2. Asian, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent.

3. Black or African American, which refers to people having origins in any of the Black racial groups of Africa.

4. Hispanic or Latino, which includes people of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.

5. Native Hawaiian and Other Pacific Islanders, which refers to people having origins in any of the original people of Hawaii, Guam, Samoa, or other Pacific Islands.

“National Origin” means the particular nation in which a person was born, or where the person’s parents or ancestors were born.

“Race” means a group of people united or classified together on the basis of common history, nationality, or geographic distribution.

“Recipient” means one that has received or is receiving Federal Financial assistance under the Acts. The term includes subrecipients of a recipient and subrecipients in FTA’s State administered programs.

“Retaliation” Any adverse action taken against another individual because of his/her participation in the complaint, investigation, or hearing relating to this policy or the provision of federal or state law.

“Sex” refers to the classification of an individual’s gender as either male, or female.

“Sexual orientation” refers to an individual’s preference in terms of sexual relationship with others, whether the individual is homosexual, heterosexual, or bisexual.

“Vital Documents” are documents that convey information that critically affects the ability of the customer to make informed decisions about his/her participation in the program (e.g., public notices, consent forms, complaint forms, eligibility rules, notices pertaining to the reduction, denial or termination of services or benefits, right to appeal, and notices informing customers of the availability of free language assistance).

GENERAL REQUIREMENTS AND GUIDELINES

YCIPTA will carry out its programs, activities, and services in compliance with Title VI of the Civil Rights Act of 1964. YCIPTA or any of its employees will not, on the grounds of race, color, national origin, age, sex, sexual orientation, or gender identity, exclude any person from participating in, deny the benefits of, or subject him/her to discrimination under any of YCIPTA’s programs, services, or activities.

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John Andoh, Transit Director

YCIPTA or any of its employees will not, on the grounds of race, color, national origin, age, sex, sexual orientation, or gender identity:

- a) Provide any service, financial aid, or benefit that is difference from that provided to others;
- b) Subject an individual to segregation or separate treatment;
- c) Restrict an individual in the enjoyment of any advantage or privilege enjoyed by others;
- d) Deny any individual service, financial aid, or benefits under any of YCIPTA's programs, services, or activities;
- e) Treat individuals differently in terms of whether they satisfy admission or eligibility requirements;
- f) Deny an individual the opportunity to participate as a member of a planning or advisory body.

YCIPTA shall evaluate significant system-wide service and fare changes and proposed improvements at the planning and programming stages to determine whether these changes have a discriminatory impact on low-income and Limited English Proficient individuals. This applies to major service changes that affect 20% of service hours of a route.

YCIPTA holds at least one Board Meeting every month to ensure that all individuals are afforded an opportunity to participate in transportation decisions.

YCIPTA's legal counsel will maintain a list (a minimum of four years in active status) of any Title VI investigations, complaints, or lawsuits filed which allege YCIPTA discriminated against a person or group on the basis of race, color, national origin, age sex, sexual orientation, or gender identity. This list will include:

- a) The date the investigation, complaint, or lawsuit was filed;
- b) A summary of the allegation(s);
- c) The status of the investigation, complaint, or lawsuit; and
- d) Any actions or corrective actions taken by YCIPTA in response to the investigation, complaint or lawsuit.

YCIPTA will keep the public informed of the protections against discrimination afforded to them by Title VI and YCIPTA's obligations under Title VI by posting this policy, or a *Title VI Policy Statement* (Attachment A), on YCIPTA's website at www.ycat.org or www.ycipta.org. *Title VI Policy Statement* (Attachment A) will be posted in English and Spanish at YCIPTA provided in other languages upon a 24 hour request to the YCIPTA Transit Director.

YCIPTA will take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of its programs, activities and services for individuals who are Limited English Proficient (LEP).

YCIPTA will provide information, upon request from FTA and/or Arizona Department of Transportation, in order to investigate complaints of discrimination, or to resolve concerns about possible noncompliance with Title VI.

YCIPTA will submit its Title VI Program to the FTA's regional civil rights officer once every three years to ensure compliance with title VI Requirements.

YCIPTA will ensure that minority and low-income individuals have meaningful access to YCIPTA's programs, activities and services.

ENVIRONMENTAL JUSTICE REQUIREMENTS

YCIPTA shall integrate an environmental justice analysis into its National Environmental Protection Act (NEPA) documentation of construction projects. YCIPTA is not required to conduct environmental justice analyses of projects where NEPA documentation is not required. YCIPTA will consider preparing an environmental assessment (EA) or environmental impact statement (EIS) to integrate into its documents the following components:

- a) A description of the low-income and minority population within the study area affected by the project, and a discussion of the method used to identify this population (e.g., analysis of Census data, direct observation, or a public involvement process);
- b) A discussion of all adverse effects of the project both during and after construction that would affect the identified minority and low-income populations;
- c) A discussion of all positive effects of the project that would affect the identified minority and low-income populations, such as improvements in transit service, mobility, or accessibility;
- d) A description of all mitigation and environmental enhancement actions incorporated into the project to address the adverse effects, including, but not limited to, any special features of the relocation program that go beyond the requirements of the Uniform Relocation Act and address adverse community effects such as separation or cohesion issues; and the replacement of the community resources destroyed by the project;
- e) A discussion of the remaining effects, if any, and why further mitigation is not proposed; and
- f) For projects that traverse predominantly minority and low-income and predominantly non-minority and non-low-income areas, a comparison of mitigation and environmental enhancement actions that affect

predominantly low-income and minority areas with mitigation implemented in predominantly non-minority or non-low-income areas.

LIMITED ENGLISH PROFICIENT (LEP) INDIVIDUALS AND PUBLIC PARTICIPATION REQUIREMENTS

YCIPTA will seek out and consider the viewpoints of minority, low-income and Limited English Proficient (LEP) populations in the course of conducting public outreach and involvement activities. YCIPTA's public participation strategy will offer early and continuous opportunities for the public to be involved in the identification of social, economic and environmental impacts of proposed transportation decisions.

YCIPTA will ensure that individuals have access to its programs, activities and services by developing and carrying out the language plan herein. YCIPTA will continually assess the language assistance needs of the population to be served.

YCIPTA will use the following four factors to determine what measures must be undertaken to provide reasonable and meaningful access to LEP individuals.

- a) Languages likely to be encountered and the number or proportion of LEP persons in the eligible service population likely to be affected by the program, activity, or service.
- b) Frequency with which LEP individuals come into contact with YCIPTA's programs, activities, and services.
- c) Importance of the program, activity, or service provided by YCIPTA to LEP individual's lives.
- d) Resources needed to provide effective language assistance and costs.

ORAL LANGUAGE ASSISTANCE

YCIPTA maintains bilingual staff to provide Spanish-speaking interpretation at its Administrative office and within its Customer Service office for basis transit questions and trip planning assistance.

COMPLAINTS/LAWSUITS AND APPEALS

How to File a Title VI Complaint with YCIPTA: Any person who believes that he/she, or as a member of any specific class of individuals, has been subjected to discrimination on the basis of race, color, national origin, age sex, sexual orientation, or gender identity with respect to YCIPTA's programs, activities, services, or other transit related benefits, may file a written Complaint with YCIPTA. A Complaint may be filed by the individual or by a representative. A Complaint must be filed within 180 days after the date of the alleged discrimination, but complainants are encouraged to submit complaints as soon as possible. YCIPTA will promptly investigate all Complaints filed under Title VI, pursuant to this Regulation.

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John Andoh, Transit Director

Complaint must include the following information:

- a) A Complaint must be in writing and signed and dated by the Complainant or his/her representative before any action can be taken.
- b) A Complaint shall state, as fully as possible, the facts and circumstances surrounding the alleged discrimination, including the name and address of the complainant, the date, time and location of the incident. The Complaint shall include a description of the program, activity or service on which the alleged discrimination occurred.

A Complaint Form (*Attachment B*) can be used to file a Title VI complaint with YCIPTA. A *Complaint Form* will be made in an accessible format upon request. A *Complaint Form* can be obtained at:

- a) YCIPTA's website at www.ycat.org or www.ycipta.org.
- b) By calling YCIPTA at 928.539.7076, ext 237 a complaint form can be mailed, faxed or emailed.
- c) By picking up a complaint form at 2715 East 14th Street, Yuma, AZ 85365.
- d) By emailing jandoh@ycipta.org.
- e) By faxing a request or letter to 928.783.0309.

If the Complaint is received by anyone besides YCIPTA's Transit Director, the individual in receipt of the Complaint shall forward it to the Transit Director or his/her designee as soon as practicable but no later than two (2) working days of receipts. The Transit Director shall immediately provide a copy of the Complaint to the Chair of the Board of Directors of the program, activity or service that is identified as being out of compliance.

YCIPTA's Procedures for Investigating Complaints

The Transit Director or his/her designee shall promptly investigate the alleged complaint and shall prepare a written response as soon as practicable, but no later than ten (10) working days of his/her receipt of the complaint. The Transit Director or his/her designee may consult with appropriate staff in the preparation of his/her response to the complaint.

Efforts to Contact Complainant

YCIPTA Transit Director or his/her designee shall make efforts to speak (meeting or telephone conversation) with the complainant, at which time the complainant may give written or oral evidence supporting the allegation that his/her rights under Title VI have been violated. YCIPTA Transit Director or his/her designee shall review and consider the response prepared by YCIPTA Transit Director or his/her designee, all the information provided by the complainant, if any, and any other evidence available regarding the allegations of the complaint. YCIPTA Transit Director or his/her designee shall prepare a written report of his/her

findings and if corrective action is required, a timetable for the completion of such action.

Completion of Investigation

As soon as it is practicable, but no later than twenty (20) working days following receipt of the initial complaint, the YCIPTA Transit Director or his/her designee shall inform the complainant of his/her findings and any corrective action to be taken as a result of the complaint together with the timetable for completion of such action.

Appeal to Chair

If the complainant is not satisfied with the findings and/or action of YCIPTA's Transit Director or his/her designee, then the complainant may file his/her Complaint with the Chair of the Board of Directors or with the FTA's Office of Civil Rights.

Appeal Process

If the complainant chooses to file his/her Complaint with the Chair of the Board of Directors, then the complaint and any supporting documentation should be submitted within five (5) working days of his/her receipt of the results of the Transit Director's investigation, with the Chair of the Board of Directors by providing it to Transit Director at YCIPTA facility. Upon review of the file, the Chair of the Board of Directors shall notify the complainant of what actions, if any, will be taken as a result of the review by the Chair within ten (10) working days of the Chair's notification that the complainant is not satisfied with the results of the YCIPTA Transit Director's investigation. The decision of the Chair of YCIPTA Board of Directors shall be final.

Timeline Waiver

Any timeline set forth herein may be extended by the YCIPTA Transit Director upon a showing of good cause.

How to File a Title VI Complaint with the FTA and ADOT

Any person who believes that he/she or as a member of any specific class of individuals, has been subjected to discrimination on the basis of race, color, national origin, age, sex, sexual orientation, or gender identity, with respect to YCIPTA's programs, activities, or services, or other transit related benefits, may file a written Complaint with FTA and Arizona Department of Transportation (ADOT). A Complaint may be filed by the individual or by a representative. A Complaint must be filed within 180 days after the date of the alleged discrimination. FTA and ADOT will promptly investigate all Complaints filed under Title VI in accordance with DOT regulations *49 CFR 21.11(b) and 21.11 (c)*.

A. A Complaint must include the following information: A Complaint must be in writing and signed and dated by the Complainant or his/her representative before any action can be taken. In cases where a Complainant is unable or incapable of providing a written statement, but wishes FTA, ADOT or DOT to investigate alleged discrimination, a verbal

Complaint of discrimination may be made to the FTA Director, Office of Civil Rights or ADOT Director, Office of Civil Rights. If necessary, the Civil Rights Official will assist the person in converting the verbal Complaint into writing. All Complaints must, however, be signed by the Complainant or his/her representative.

FTA Civil Rights Office Address:

Federal Transit Administration Office of Civil Rights

Attn: Title VI Program Coordinator

East Building, 5th Floor – TCR

1200 New Jersey Avenue, S.E.

Washington, DC 20590

TTY: 1-800-877-8339

Voice: 1-866-377-8642

FTA.ADAAsistance@dot.gov

ADOT Civil Rights Office Address:

ADOT Civil Rights Office

Attn: Title VI Program Manager

1135 N. 22nd Avenue, Mail Drop 154A

Phoenix, AZ., 85009

Voice: (602) 712-7761

Fax: (602) 712-8429

TDD: 711

lschrader@azdot.gov

B. A Complaint shall state, as fully as possible, the facts and circumstances surrounding the alleged discrimination, including the date, time and location of the incident. The Complaint shall include a description of the program, activity or service on which the alleged discrimination occurred.

Complaint Acceptance

Once a Complaint has been accepted, FTA and ADOT will notify YCIPTA that it has been subject to a Title VI Complaint and ask YCIPTA to respond in writing to the Complainant's allegations. Once the Complainant agrees to release the Complaint to YCIPTA, FTA and ADOT will provide YCIPTA with the Complaint. FTA and ADOT may choose to close a Complaint if the Complainant does not agree to release the Complaint to YCIPTA. FTA and ADOT strive to complete a Title VI Complaint investigation within 180 days of the acceptance date of a Complaint.

Investigations

FTA and ADOT will make a prompt investigation whenever a compliance review, report, Complaint or any other information indicates a possible failure to comply with Title VI Regulations. FTA's and ADOT's investigation will include a review of the pertinent practices and policies of YCIPTA, the circumstances under which

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the possible noncompliance occurred, and other factors relevant to a determination as to whether YCIPTA has failed to comply with Title VI regulations.

Following the investigation, FTA's and ADOT's Office of Civil Rights will transmit to the Complainant and YCIPTA one of the following three letters based on its finding:

- a) Letter of Resolution: which explains the steps that YCIPTA has taken or promises to take to come into compliance with Title VI.
- b) Letter of Finding (Compliance): which explains that YCIPTA is found to be in compliance with Title VI. This letter will include an explanation of why YCIPTA was found to be in compliance, and provide notification of the Complainant's appeal rights.
- c) Letter of Finding (Noncompliance): which explains that YCIPTA is found to be in noncompliance. This letter will include each violation referenced, the applicable regulations, a brief description of proposed remedies, notice of the time limit on the reconciliation process, the consequences for failure to achieve voluntary compliance, and an offer of assistance to YCIPTA in devising a remedial plan for compliance.

Appeals Process

The letters of finding and resolution will offer the Complainant and YCIPTA the opportunity to provide additional information that would lead FTA to reconsider its conclusions.

FTA requests that the parties in the Complaint provide this additional information within 60 days of the date of the FTA and ADOT letter of finding. FTA's and ADOT's Office of Civil Rights will respond to an appeal either by issuing a revised letter of resolution or finding to the appealing party, or by informing the appealing party that the original letter of resolution or finding remains in force.

DEFICIENCIES WITH TITLE VI COMPLIANCE

Compliance Reviews will be conducted periodically by FTA, as part of its ongoing responsibility pursuant to its authority under 49 CFR 21.11(a).

If FTA determines that YCIPTA is in noncompliance with Title VI, it will transit a *Letter of Finding* that describes FTA's determination and requests that YCIPTA voluntarily take corrective action(s which FTA deems necessary and appropriate.

YCIPTA will submit a remedial action plan including a list of planned corrective actions and, if necessary, sufficient reasons and justification for FTA to reconsider any of its findings or recommendations within 30 days of receipt of FTA's *Letter of Finding*.

PUBLIC PARTICIPATION REQUIREMENTS

YCIPTA will adopt the present YMPO Public Participation Plan as the basis for public participation as it relates to Title VI compliance. YCIPTA will use various media methods to disseminate the public's rights and obligations as well as the development of this plan and future updates. Information to the public will be disseminated:

- On the YCIPTA website at: www.ycat.org and www.yciptat.org
- At the YCIPTA office
- At public and project meetings on subjects related to YCIPTA
- At transit centers
- On transit vehicles

ADMINISTRATION OF REGULATION

YCIPTA will integrate the provisions within its Title VI Program into all programs, activities, and services provided by YCIPTA.

YCIPTA will integrate the Title VI Program into its policies and procedures.

YCIPTA compliance of Title VI Program is shown in Attachment C.

Approved:



John Andoh
Transit Director

9-26-11
Date



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Attachment A TITLE VI POLICY STATEMENT

The Yuma County Intergovernmental Public Transportation Authority (YCIPTA) is committed to providing public transportation in an environment that is free from discrimination on the basis of race, color, national origin, age, sex, sexual orientation, or gender identity. YCIPTA operates its programs, activities and services without regard to race, color, national origin, age, sex, sexual orientation, or gender identity.

As a Federal Transit Administration (FTA) fund recipient, YCIPTA will ensure that its programs, policies and activities comply with Title VI of the Civil Rights Act of 1964, as amended, and Department of Transportation regulations.

Any person, who believes that he/she, has been subjected to discrimination on the basis of race, color, nation origin, age, sex, sexual orientation, or gender identity, with respect to YCIPTA's programs, activities, services, or other transit related benefits, may file a Title VI complaint. Complaints must be filed in writing and signed by the complainant, or a representative, and should include the complainants 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 YCIPTA's non-discrimination obligations or to file a Title VI Complaint, please submit your request or complaint in writing to the following means:

- a) YCIPTA's website at www.ycat.org or www.ycipta.org.
- b) By mail to 2715 East 14th Street, Yuma, AZ 85365.
- c) By emailing to jandoh@ycipta.org.
- d) By faxing a request or letter to 928.783.0309.

Complaint Forms can also be obtained at www.ycat.org or www.ycipta.org, by calling 928.539.7076, ext 237 to have one mailed to you, by emailing a request to jandoh@ycipta.org or by faxing 928.783.0309.

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Title VI Complaints may be filed directly to:
Federal Transit Administration Office of Civil Rights
Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

Arizona Department of Transportation Civil Rights Office
Title VI Program Manager
1135 N. 22nd Avenue, Mail Drop 154A
Phoenix, AZ., 85009

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4. Describe how you were discriminated against. What happened? Who was responsible? For additional space, attach additional sheets of paper.

5. Did you file this complaint with another federal, state or local agency or Did you file this complaint with a federal or state court? (Circle One)

Yes **No**

If answer is yes, circle the agency in which the complaint was filed.

Federal Agency	Federal Court	State Agency	State Court
Local agency	FTA	ADOT	

Date filed: _____

6. Provide contact information for the filing Agency or Court:

Name of Agency or Court : _____

Address: _____

City, State, Zip Code: _____

Telephone: _____

Signature

Date

Attach any supporting documents if necessary.

If you have any questions or need assistance filling out this form, please contact YCIPTA at 928.539.7076, ext 237, TTD/TTY users can call 711 through the Arizona Relay Service. YCIPTA will respond within 60 days of the alleged discrimination once YCIPA receives this form. The complaint must be filed within 180 days of the date of the alleged discrimination.

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Attachment C
Yuma County Intergovernmental Public Transportation Authority
TITLE VI COMPLIANCE

1. Title VI Complaint Procedure

Yuma County Intergovernmental Public Transportation Authority (YCIPTA) Title VI compliant procedures are available in this report as Attachment A.

2. Requirements to Record Title VI Investigation, Complaints and Lawsuits

YCIPTA and Yuma Metropolitan Planning Organization have not had any Title VI complaints, investigations or lawsuits.

3. Requirements to Provide Meaningful Access to Limited English Proficiency Persons

It is the policy of the Yuma County Intergovernmental Public Transportation Authority (YCIPTA) to ensure that our programs and activities, normally provided in English, are accessible to Limited English Proficiency (LEP) persons and thus do not discriminate on the basis of national origin in violation of the Title VI prohibition against national origin discrimination.

YCIPTA will, to the maximum extent feasible in its official deliberations and communications, community outreach and related notifications, provide appropriate alternative non-English formats for persons with LEP to access information and services provided, if requested, within a 24 – hour notice.

LEP requests shall be submitted to John Andoh, Transit Director, YCIPTA, 2715 East 14th Street, Yuma, AZ 85365, via telephone to: 928-539-7076, ext 237, via fax to: 928.783.0309 or via email to jandoh@ycipta.org.

Customer service representatives at Yuma County Area Transit are available to provide transit information to LEP persons by calling 928.783.2235, TTD: 711 through Arizona Relay Service. Materials on board buses are available in English and Spanish, including rider notices and Rider Guides.

4. Requirement to Notify Beneficiaries of Protection Under Title VI
YCIPTA Title VI policy statement is stated in the Title VI

YCIPTA Title VI Policy Statement is posted online at www.ycat.org and www.yciptatitlevi.org as well as on board all YCIPTA vehicles and at the YCIPTA Bus Facility.

5. Guidance on Promoting Inclusive Public Participation

YCIPTA has adopted YMPO's Public Participation Plan as the basis for YCIPTA's guidance on public participation regarding Title VI, fare and service changes and other matters relating to the transit system. These measures include:

- On the YCIPTA website at: www.ycat.org and www.yciptatitlevi.org
- At the YCIPTA office
- At public and project meetings on subjects related to YCIPTA
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