

TOWN OF CLARKSTOWN MINI TRANS

TITLE VI

SUBMISSION TO THE FEDERAL TRANSIT ADMINISTRATION

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

1. Title VI Assurances

RCDPT will submit its Title VI Certification and Assurances via the TEAM (Transportation Electronic Award and Management) system at the beginning of the Federal Fiscal Year when the announcement is made in the Federal Register. RCDPT also ensures that it does not pass on any FTA funding to its sub-recipients until its sub-recipients acknowledge compliance with such guidelines. Clarkstown Mini Trans is a sub-recipient.

2. Title VI Complaint Procedures

2.1. General Overview

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

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

2.2. Who do these Title VI procedures apply to?

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

2.3. Who may file a Title VI complaint?

A complaint may be filed by any person who believes they were discriminated against on the basis of race, color, or national origin.

2.4. What is discrimination under Title VI?

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

2.5. How and where is a discrimination complaint filed?

A complaint must be in writing, signed by the person(s) or their representative(s) and must include the complainant(s) name, address and telephone number. A Discrimination Complaint Form can be found on the web at www.rocklandbus.com and then click Title VI for application form.

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

**Commissioner
Rockland County
Department of Public Transportation
50 Sanatorium Road, Building T
Pomona, New York 10970**

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

The complaint will be submitted to the Rockland County Law Department for review. Where practicable, the complainant shall be notified, in writing, of the findings and remedial action, if any, within a period not to exceed 60 days.

The notification will advise the complainant of his/her appeal rights to the FTA within 180 of the alleged incident if they are dissatisfied with the final decision rendered by the County. The Contact for the FTA is as follows:

Federal Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor - TCR
1200 New Jersey Ave., SE
Washington, DC 20590

Enclosed are **Appendix A** - Complaint Form and **Appendix B** - Sample Complaint Tracking Log.

3. Title VI Investigations, Complaints, and Lawsuits

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

4. Limited English Proficiency (LEP) Plan

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

- 1) Appendix C-1: LEP Map of County Languages Spoken.
- 2) Appendix C-2: LEP Map With Transit Routes.

5. Notification to Beneficiaries of Protection Under Title VI

The Department recognizes the importance of informing the public of its Title VI rights and providing and distributing general information to the public in a manner and language citizens can disseminate. The RCDPT and its sub-recipients periodically post the following statement through various media outlets, including the Department's website, flyers, and postings on buses and in our main transportation facilities, to notify the public of their rights under Title VI. The figure provided on the following page is the official notification posted to notify individuals of their Title VI rights.

TOWN OF CLARKSTOWN MINI TRANS TITLE VI POLICY STATEMENT

The Town of Clarkstown Mini Trans (CMT) assures that no person shall on the grounds of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, and the Civil Rights Restoration Act of 1987 (P.L. 100.259) be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. CMT further assures every effort will be made to ensure nondiscrimination in all of its programs and activities, whether those programs and activities are federally funded or not. In the event that CMT distributes federal aid funds to another entity, CMT will include Title VI language in all written agreements and will monitor for compliance.

Additional Information:

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

**Transportation Supervisor
Town of Clarkstown
Mini Trans
16 Seeger Drive
Nanuet, N.Y. 10954
845-623-0667**

Complaint Procedures:

Individuals or organizations who believe they have been denied the benefits of, excluded from participation in, or subject to discrimination on the grounds of race, color, or national origin can file an administrative complaint with the CMT under Title VI of the Civil Rights Act of 1964 and send to the above address. If desired, individuals and organizations may file a complaint by completing the attached Title VI complaint form or a copy of the form is available on-line at www.town.clarkstown.ny.us then click on Mini Trans. Complaints should be signed and include contact information.

In addition to notifying citizens of their rights, RCDPT has examined the language needs specific to its ridership within its LEP Plan and produces public materials to meet the identified language needs of its riders. CMT language needs are directed to RCDPT

As a matter of policy, all basic information related to RCDPT services is printed in English and Spanish. Service changes brochures; flyers and emergency information are also printed in both English and Spanish. On-board signage, advertising of TOR's SuperSaver discount program and "Be Polite" Campaign and legal signage are also printed in English and Spanish. The department also uses the on-board voice enunciation in both English and Spanish. All transit planning activities and notices, which are advertised to the press, are shared with news sources that serve a variety of Rockland County's LEP communities. Such publications include, English language publications such as the *Journal News*, *LoHud* (on-line version of *Journal News*), and *Rockland Review*, the Yiddish language *Monsey Advocate* and *Monsey Bulletin*, as well as the Spanish language publications, *El Clarin*, *El Aguila*, and *El Sol*.

6. Information Request

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

7. Title VI Program

The RCDPT conducts ongoing marketing efforts to reach and inform all current and potential transit customers of RCDPT programs, announcements, and services through various strategies and outlets, including those focused on reaching LEP ridership.

A bi-lingual (English and Spanish) transportation assistant is employed at the Department's Transit Information Center and is responsible for providing Spanish language assistance by phone and to visiting customers. Additionally, RCDPT maintains the ability to meet additional language needs through the County's Interpreter Services Resource Directory. Through this program, if a customer requires assistance in a language, other than what is available on-hand, an interpreter will be made available.

Printed media, such as advertising and on board signage also has provided good opportunities to reach passengers speaking English as a second language. **Appendix D** includes examples of public outreach and advertisement materials that appeared in weekly and bi-weekly newspapers, along with on-board signage. On-board advertisements and information signs are printed in English and Spanish. Additionally, a large population of Yiddish speaking passengers is directly reached through community newspapers that are printed weekly or monthly.

TOR and TZx services are also made known through field outreach programs and by providing employers and service providers with transit information. Community outreach includes "transit days" held in most communities throughout the county, as well as at major shopping centers. County offices providing social services frequently interact with low-income individuals and families. Many of those offices have been provided with transit maps and

schedules that highlight locations relevant to the services offered, such as clinic locations and the bus routes used to reach them.

8. Environmental Justice – Construction Projects

The Rockland County Department of Public Transportation has **not** undertaken any construction projects within the last three years that required an environmental impact analysis. RCDPT does not foresee any project within the next three year

9. Inclusive Public Participation Strategy

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

RCDPT reaches out to places of worship prior to undertaking a data collection or public outreach session to ensure that RCDPT's activities do not interfere with religious holidays or observances.

Opportunities for public participation are provided in a number of formats. Passenger surveys are written and conducted via interview with passengers by RCDPT staff. At public workshops and presentations, participants are invited to share their comments by speaking on the record, submitting a written comment on a comment form or by letter or email, or by calling RCDPT directly. RCDPT should be sure to communicate effectively to all participants that the county has staff available who are capable of communicating with members of the public in a number of different languages.

During public outreach sessions, locations are sought close to where transit riders, particularly disadvantaged riders, work or live, and where a number of transit routes are within easy walking distance. RCDPT has conducted public meetings in meeting spaces in Palisades Center Mall, which is the county's largest employment center, and is served by most TOR, TZx, Red and Tan (CoachUSA), and Clarkstown Mini Trans transit routes. The Finkelstein Library has been used as a meeting venue for transit studies due to its proximity to the Spring Valley Transportation Center, which is served by numerous bus routes and the Metro-North railroad. The Spring Valley community is also a large population center and the largest concentration of lower-income and LEP persons in Rockland County.

Meetings are typically scheduled for the afternoon and evening hours, when many people are leaving work for the day. This is a convenient time for people who work during "normal business hours," but with many lower-income and LEP persons working in the services industry, many of whom work late into the night, a larger timeframe for public participation may be warranted. For example, public input could be acquired during charrettes or poster display/question-and-answer sessions which last from noon until 8 or 9 in the evening, so that people who work evening shifts can attend prior to going to work, while people who work daytime shifts can attend after work in the evening.

Formats for meetings in which large numbers of visitors are expected to attend typically begin with a welcome address and informational presentation, followed by a period in which participants may view project materials such as maps, photographs, and executive summary documents printed in English and Spanish. RCDPT staff and supporting professionals engage participants, welcoming them, and soliciting questions and comments. Workshop sessions have been conducted in the past as well, which engage participants in smaller, intimate groups where they may feel more comfortable contributing their thoughts and suggestions, and collaborate on developing a community vision or potential solutions.

RCDPT will utilize NYMTC public outreach programs for the Regional Transportation Plan, Transportation Improvement Program, Unified Planning Work Program and other planning processes that require public meetings that best serve the population segments that will be affected by transit planning activities in Rockland County. Participants should be encouraged to submit input not only on the program's subject matter but also to review the program process itself, and to discuss how comfortable they felt contributing, or to identify any elements of the program that could be improved to solicit better or more complete input from participants. RCDPT also utilizes the Rockland County Legislature's bi-monthly meeting as a vehicle for our Program Of Projects (POP) for a public hearing. RCDPT will post a Legal Notice through the Legislature in the "official" County newspaper, *The Journal News* at least 30 days prior to the Legislature meeting.

10. Demographic Data

All demographic data presented was obtained from either the 2010 Census or the 2005-2009 American Community Survey and serve as the base data for requested maps and charts.

Rockland County maintains a population of 311,687 comprised of 37,058 Black or African American (11.9%), 48,783 Hispanic or Latino (15.7%), 19,293 Asian (6.2%), 911 American Indian and Alaska Native (0.3%), and 130 Native Hawaiian and Other Pacific Islander (0.04%) persons. Between 2000 and 2010, minority population grew at a much faster rate (33.2%) than the total population (8.7%).

2005-2009 Median Household Income for Hispanic or Latino (\$64,968), Black or African American (\$64,445), and American Indian and Alaska Native (\$29,375) householders was lower than for the entire population (\$82,368), while, for Asian (\$106,998) householders, the Median Household Income was higher. There were more than 5,700 Black or African American households and more than 5,700 Hispanic or Latino households whose income was below the County median. The Black or African American (8.1%) and Hispanic or Latino (6.3%) populations both had higher rates of unemployment in 2005-2009 than the entire population (5.0%), as well as higher rates of poverty (12.8% and 13.7% respectively) in 2005-2009 than the entire population (11.1%). All of these characteristics suggest a minority population with less economic strength and, consequently, more dependence on public transportation.

There are 23 census tracts with higher concentrations of minority population than the County average. These census tracts are highlighted in the table below:

Table 1: Rockland County Minority Population by Census Tract

Census Tract	2010 Total Population	2010 Minority Population	Minority Population as a Percentage of Total Population
101.01	5,813	1,045	17.98%
101.02	4,773	1,035	21.68%
102	4,473	968	21.64%
105.01	5,080	1,594	31.38%
105.02	6,871	3,177	46.24%
105.03	2,399	1,032	43.02%
106.01	3,786	1,888	49.87%
106.02	6,588	4,626	70.22%
107.01	4,079	2,772	67.96%
107.02	4,309	3,866	89.72%
107.03	3,522	2,973	84.41%
108.01	4,385	938	21.39%
108.02	5,316	1,018	19.15%
108.03	5,588	1,463	26.18%
108.04	4,082	995	24.38%
109.01	4,755	1,063	22.36%
109.02	4,117	1,466	35.61%
110	2,063	323	15.66%
111.01	5,873	1,882	32.04%
111.02	5,895	2,507	42.53%
112	6,325	1,364	21.57%
113.01	7,348	5,762	78.42%
113.02	5,486	1,656	30.19%
113.03	5,432	1,524	28.06%
114.01	4,134	1,056	25.54%
114.03	5,445	1,098	20.17%
114.04	4,003	1,472	36.77%
114.05	3,940	2,231	56.62%
115.01	8,006	1,143	14.28%
115.02	7,629	3,035	39.78%
115.04	7,333	6,443	87.86%
115.05	3,274	199	6.08%
115.06	4,258	171	4.02%
116.01	3,245	399	12.30%
116.02	5,946	891	14.98%

116.03	5,484	1,095	19.97%
117	3,013	659	21.87%
118	951	568	59.73%
119.01	3,831	1,310	34.19%
119.02	3,140	1,255	39.97%
120	3,752	560	14.93%
121.01	5,521	157	2.84%
121.02	7,481	328	4.38%
121.03	5,318	207	3.89%
121.05	5,060	405	8.00%
121.06	3,891	1,189	30.56%
122.02	5,993	5,631	93.96%
122.03	3,313	427	12.89%
122.04	3,482	694	19.93%
123	6,127	5,340	87.16%
124.01	4,981	3,357	67.40%
124.02	5,258	4,817	91.61%
125.01	5,163	1,131	21.91%
125.02	5,145	2,090	40.62%
126	6,086	628	10.32%
127	4,275	763	17.85%
128	6,767	1,043	15.41%
130.01	3,008	894	29.72%
130.02	5,581	1,456	26.09%
130.03	3,347	753	22.50%
131	6,075	2,461	40.51%
132	3,510	1,310	37.32%
133	2,510	522	20.80%
134.01	4,257	1,021	23.98%
134.02	3,796	871	22.95%
Rockland County	311,687	108,017	34.66%

Source: U.S. Census Bureau, 2010 Census, Redistricting Data [P.L. 94-171] Summary File There are 15 census tracts with higher concentrations of low-income population than the County average. These census tracts are highlighted in the table below:

Table 2: Rockland County Low-Income Population by Census Tract.

Census Tract	2005-2009 Total Population	2005-2009 Population Living Below Poverty Level	Population Below Poverty Level as a Percentage of Total Population
101.01	5,954	132	2.22%
101.02	4,821	111	2.30%
102	4,374	334	7.64%
105.01	5,296	194	3.66%
105.02	7,203	731	10.15%
105.03	2,359	114	4.83%
106.01	4,363	87	1.99%
106.02	6,291	474	7.53%
107.01	3,992	856	21.44%
107.02	3,844	663	17.25%
107.03	2,904	720	24.79%
108.01	4,320	50	1.16%
108.02	5,620	479	8.52%
108.03	5,941	86	1.45%
108.04	3,925	0	0.00%
109.01	4,869	61	1.25%
109.02	3,767	168	4.46%
110	1,973	95	4.82%
111.01	6,616	440	6.65%
111.02	4,763	248	5.21%
112	6,489	186	2.87%
113.01	5,409	987	18.25%
113.02	5,815	475	8.17%
113.03	5,392	407	7.55%
114.01	3,915	37	0.95%
114.02	7,918	276	3.49%
114.03	5,409	138	2.55%
115.01	7,798	322	4.13%
115.02	6,526	306	4.69%
115.03	6,551	3,792	57.88%
115.04	6,709	625	9.32%
116.01	3,015	117	3.88%
116.02	5,545	501	9.04%
116.03	4,896	41	0.84%

117	3,145	97	3.08%
118	863	71	8.23%
119	7,154	441	6.16%
120	3,759	71	1.89%
121.01	6,363	1,238	19.46%
121.02	4,746	3,035	63.95%
121.03	5,103	953	18.68%
121.04	6,541	3,126	47.79%
122.01	4,343	1,315	30.28%
122.02	5,323	1,000	18.79%
123	4,776	1,356	28.39%
124	9,211	1,507	16.36%
125.01	5,445	691	12.69%
125.02	4,993	411	8.23%
126	5,908	46	0.78%
127	4,150	122	2.94%
128	6,814	103	1.51%
130.01	2,729	293	10.74%
130.02	4,890	631	12.90%
130.03	2,300	90	3.91%
131	6,130	392	6.39%
132	1,578	75	4.75%
133	1,379	91	8.60%
134	7,841	684	8.72%
Rockland County	290,066	32,092	11.06%

Source: U.S. Census Bureau, 2005-2009 American Community Survey

There are 7 census tracts with both higher concentrations of minority population and low-income population than the County average. These census tracts are highlighted in the table below:

Table 3: Rockland County Minority and Low-Income Population by Census Tract

Census Tract	2010 Minority Population	Minority Population as a Percentage of Total Population	2005-2009 Population Living Below Poverty Level	Population Below Poverty Level as a Percentage of Total Population
101.01	1,045	17.98%	132	2.22%
101.02	1,035	21.68%	111	2.30%
102	968	21.64%	334	7.64%
105.01	1,594	31.38%	194	3.66%
105.02	3,177	46.24%	731	10.15%
105.03	1,032	43.02%	114	4.83%
106.01	1,888	49.87%	87	1.99%
106.02	4,626	70.22%	474	7.53%
107.01	2,772	67.96%	856	21.44%
107.02	3,866	89.72%	663	17.25%
107.03	2,973	84.41%	720	24.79%
108.01	938	21.39%	50	1.16%
108.02	1,018	19.15%	479	8.52%
108.03	1,463	26.18%	86	1.45%
108.04	995	24.38%	0	0.00%
109.01	1,063	22.36%	61	1.25%
109.02	1,466	35.61%	168	4.46%
110	323	15.66%	95	4.82%
111.01	1,882	32.04%	440	6.65%
111.02	2,507	42.53%	248	5.21%
112	1,364	21.57%	186	2.87%
113.01	5,762	78.42%	987	18.25%
113.02	1,656	30.19%	475	8.17%
113.03	1,524	28.06%	407	7.55%
114.01	1,056	25.54%	37	0.95%
114.02	3,703	46.62%	276	3.49%
114.03	1,098	20.17%	138	2.55%
115.01	1,143	14.28%	322	4.13%
115.02	3,035	39.78%	306	4.69%
115.03	370	4.91%	3,792	57.88%
115.04	6,443	87.86%	625	9.32%
116.01	399	12.30%	117	3.88%
116.02	891	14.98%	501	9.04%
116.03	1,095	19.97%	41	0.84%
117	659	21.87%	97	3.08%
118	568	59.73%	71	8.23%
119	2,565	36.80%	441	6.16%

120	560	14.93%	71	1.89%
121.01	157	2.84%	1,238	19.46%
121.02	328	4.38%	3,035	63.95%
121.03	207	3.89%	953	18.68%
121.04	1,594	17.81%	3,126	47.79%
122.01	1,121	16.50%	1,315	30.28%
122.02	5,631	93.96%	1,000	18.79%
123	5,340	87.16%	1,356	28.39%
124	8,174	79.83%	1,507	16.36%
125.01	1,131	21.91%	691	12.69%
125.02	2,090	40.62%	411	8.23%
126	628	10.32%	46	0.78%
127	763	17.85%	122	2.94%
128	1,043	15.41%	103	1.51%
130.01	894	29.72%	293	10.74%
130.02	1,456	26.09%	631	12.90%
130.03	753	22.50%	90	3.91%
131	2,461	40.51%	392	6.39%
132	1,310	37.32%	75	4.75%
133	522	20.80%	91	8.60%
134	1,892	23.49%	684	8.72%
Rockland County	108,017	34.66%	32,092	11.06%

Note: For comparison purposes, data in this table is based on census tract geography from the 2000 Census, which is what is used in the 2005-2009 American Community Survey.

Source: U.S. Census Bureau, 2010 Census, Redistricting Data [P.L. 94-171] Summary File
U.S. Census Bureau, 2005-2009 American Community Survey

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

As illustrated in maps E-1 - E-5, high concentrations of low income and minority populations reside in the Village of Haverstraw area. Adequate service is provided to these populations provided by TOR Routes 91, 95, and 97.

As illustrated in maps E-1 - E-5, high concentrations of low income and minority populations reside in the Village of Spring Valley area. Adequate service is provided to these populations provided by TOR Routes 59, 91, 92, 94 and TZx.

As illustrated in maps E-1 - E-5, high concentration of low-income population resides in the Village of Kaser, New Square and Monsey CDP. Adequate service is provided to this population provided by TOR Routes 59, 93, 94, Loop 1 and Loop 2.

11. System-wide Service Standards and Policies

Service standards are measured (at a minimum) once every three years or when a major service change occurs by analyzing data received from bus operators within the county. The data includes the results of the following transit service indicators: vehicle loads, vehicle assignments, vehicle headways, distribution of transit amenities and transit access. The information was gathered by all operators.

There are five private bus companies: Rockland Coaches, Shortline, and Hudson Transit (formerly Leisure Lines), which are all CoachUSA Companies; Monsey Trails, and Kaser Bus Co; three municipal operations (County of Rockland, Town of Clarkstown, and Village of Spring Valley), and one municipal county operation providing Para-transit service for the elderly and handicapped (Transportation Resources, Intra-County for Physically Handicapped and Senior Citizens, Inc. or T.R.I.P.S.).

The County of Rockland contracts for its public transportation services with CoachUSA. Transport of Rockland (TOR), the County's intra-county fixed route transit service is operated by Rockland Coaches Inc., a division of CoachUSA and the TAPPAN ZEEExpress (TZx), the County's commuter bus service that runs over the Tappan Zee Bridge, is operated by Hudson Transit, a division of CoachUSA.

The CMT, TRIPS, TOR, and TZx buses are 100 percent ADA compliant, and each bus is equipped with a wheelchair lift. TOR and TZx buses have a kneeling feature, and voice enunciator system.

11.1 Vehicle Load

The TOR Bus System had a 2010 load factor range of .18 to 1.52. The County is in the process of competitively procuring a vendor to operate and maintain the bus system. When a contract is awarded, the County will assess a new load factor with the vendor. While a new system might take time to determine a fair range it is the intention to ensure that a fair range will maintain a minimum average overall load factor of not less than .28 and that the load factor will increase to full capacity (1.4) on most routes for most runs. Over time, routes or runs that have a low load factor on most runs, but an overall low load factor may be changed to facilitate increased ridership. If the load factor exceeds .9 consistently, the service will be re-evaluated for increased service. See Appendix F.

11.2 Vehicle Assignment

The vehicle assignment report was obtained from the vehicle assignment records of each operator. Included with each report is a short statement explaining how operators make their assignments. It should be noted that T.R.I.P.S. is a curb-to-curb paratransit service with three shifts of operators working either an AM or PM shift, Monday through Friday (with limited

service on Saturday). Supporting service indicator documentation for vehicle assignments for RCDPT and its sub-recipients can be found in **Appendix G**.

11.3 Vehicle Headways

This information lists the headways for all of the various routes serving Rockland County, by operator. The lowest headways reflect service on commuter "express" bus service to New York City. Vehicle headway is not applicable for T.R.I.P.S. Supporting service indicator documentation for vehicle headways for RCDPT and its sub-recipients can be found in **Appendix H**.

11.4 Distribution of Transit Amenities

The accompanying base map (see **Appendix E-1**) lists the location of all of the transit offices and facilities. The bus garage facility currently serving TOR and TZx system is located in Valley Cottage, NY. (As of July 1, 2011 TZx buses are now stored at the Coach USA facility in Mahwah, NJ).

RCDPT uses the County Park and Ride Lot Master Plan and annual P&R capacity surveys to identify P&R Lot future expansion. RCDPT has been negotiating with New York State Real Estate Division (NYSDOT) and the Town of Ramapo Officials about moving forward with a Park and Ride Lot to replace the existing Monsey (Drive-In) lot. New York State DOT and the Town of Clarkstown have completed a New City, NY Park and Ride Lot off Route 304 and Calvery Drive. The Town of Orangetown is the lead agency for the future P&R lot in Sparkill. This project is currently in the NEPA stage and the Town is working with FTA, County, and local land owners to complete this project.

The location of park and ride lot facilities is shown in **Appendix E-1**

11.5 Transit Access

Transit routes for TOR and TZx systems are designed to serve people who live approximately within 1/4 mile of the route.

All of the bus systems in Rockland County (except TRIPS) operate by a "flag down" system, which allows a rider to access or exit the bus system at any safe place along the route. RCDPT completed a countywide bus stop study to assist the Department in moving towards a fixed bus stop system. This study is being used to help the department improve safety and system operations as well as determine bus shelter locations.

The TOR system has specifically been designed to provide maximum transfer opportunities including developing individual schedules to provide coordinated arrivals (timed transfers). Additionally, transfers between TOR, TZx, Spring Valley Jitney (SVJ), Clarkstown Mini-Trans (CMT), Metro-North Railroad and Bee-Line in Westchester County are available, which further facilitate travel opportunities. In 2011 the department needed to move forward with a fare increase for TOR, TZx and TRIPS along with service reductions for TOR system. After the

public comment period the department moved forward with fare increases and limited service reductions. The new fares beginning May 16, 2011 are found in Appendix K-1.

11.6 On-Time Performance

RCDPT's on-time performance monitoring program is designed to ensure that on-time performance standards are universally tracked and upheld on a systemwide basis. Currently, the Department defines a vehicle as being "on-time" if it arrives at defined locations five minutes before or five minutes after the scheduled arrival time.

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

11.7 Transit Security

For each individual private and municipal operator a description is enclosed in **Appendix I-1** through **I-6**. The RCDPT has trained semi-annually with the County's Emergency Services, Sheriff's Department, and other First Responding Agencies to ensure the safety of the riding public. All Rockland County buses are numbered on the roof for aerial vision and all buses are deployed with the latest signage technology to advise that an "Emergency" has taken place on the bus.

For a complete roster of vehicles serving the County of Rockland, as well as additional supporting service indicator documentation for vehicle loads, vehicle assignments, vehicle headways, and distribution of amenities for RCDPT and its sub-recipients can be found in **Appendix I-1** through **I-6**.

12. Service and Fare Changes

- Pursuant to Federal Transit Administration (FTA) regulations, the RCDPT has established written procedures regarding public comment on fare increases and major service reductions. The "Fare Increase and Service Reduction Policy" can be found in Appendix K.

13. Transit Service Monitoring

RCDPT is monitoring its transit service using Analysis of Customer Surveys and is currently updating survey data gathered in August 2011. The surveys were conducted both on-board and at major service hubs. RCDPT staff, along with an outside third-party vendor, gathered

the data by identifying themselves to the bus customer and let him/her know about the surveying activities. Then customers were politely approached and asked to take the survey. Riders agreeing to take the survey were provided a survey and pen. The responders completed the survey in writing. Inputting of raw data has just been completed and the results are waiting to be analyzed by RCDPT. There will be a comparison of results from individuals who identified themselves as a member of minority groups and/or in low-income brackets, and the responses of those who identified themselves as white and/or in middle and upper-income brackets. Survey data will also provide information that will determine if different demographic groups gave significantly different answers when asked to rate the quality of service.

Surveys were distributed based on the table noted below. The goal was to collect a minimum of 382 surveys; the actual number of surveys collected was 625. The sample time ranged from 5AM - 11PM for both weekdays and weekends.

TOR Ridership Total (Weekday & Weekend)- Minimum Sample Size by Time of Service

Bus Route	Total Sample Size	AM Peak Percentage	AM Peak Sample (5AM - 10AM)	Midday Percentage	Midday Sample (10AM - 4PM)	PM Peak Percentage	PM Peak Sample (4PM - 7PM)	Other (Night) Percentage	Other (Night) Sample (7PM- 11PM)	Weekend Percentage	Weekend Sample (Sat & Sun)
99	132	18.9%	25	19.2%	25	24.2%	32	5.9%	8	31.8%	42
91	88	18.9%	17	19.2%	17	24.2%	21	5.9%	5	31.8%	28
92	17	18.9%	3	19.2%	3	24.2%	4	5.9%	2	31.8%	5
93/ 93P	23	18.9%	4	19.2%	4	24.2%	6	5.9%	2	31.8%	7
94	18	23.2%	4	23.6%	4	29.8%	5	7.3%	2	16.1%	3
95	8	27.7%	2	28.2%	2	35.5%	2	8.7%	2	0.0%	0
97	12	27.7%	3	28.2%	3	35.5%	4	8.7%	2	0.0%	0
Loop #1	8	23.4%	2	23.7%	2	29.9%	2	7.3%	0	15.7%	2
Loop #2	13	23.4%	3	23.7%	3	29.9%	3	7.3%	2	15.7%	2
Loop #3	8	18.9%	2	19.2%	2	24.2%	2	5.9%	0	15.7%	2
TZX/ CRX	55	23.2%	13	23.6%	13	29.8%	16	7.3%	4	16.1%	9
Total	382		78		78		97		29		100