

# Hub City Transit Title VI & LEP Plan

2020

Prepared for:



By



**Hattiesburg-Petal-Forrest-Lamar  
Metropolitan Planning Organization  
Hattiesburg City Hall \* P.O. Box 1898 \*  
200 Forrest Street \* Hattiesburg, MS 39403-1898**

Notation of Financial Assistance:

This document was prepared and published by the Hattiesburg-Petal-Forrest-Lamar Metropolitan Planning Organization (MPO), in cooperation with or with financial assistance from the United States Department of Transportation (USDOT), the Federal Transit Administration (FTA), the Federal Highway Administration (FHWA) and the Mississippi Department of Transportation (MDOT). Assistance notwithstanding, the contents of this document do not necessarily reflect the official view or policies of the funding agencies. It was prepared as tasked in the Hattiesburg-Petal-Forrest-Lamar MPO's FY 2020-2023 Unified Planning Work Program Task 6.0.

Non-Discrimination Notification:

The City of Hattiesburg prohibits discrimination in all of its programs, services and activities. Public participation is solicited without regard to race, color, national origin, age, sex, religion, disability, or other protected status. Persons who require assistance under the Americans with Disabilities Act should contact the MPO at least five (5) business days prior to any scheduled meeting, event or the end of a public review and comment period. Contact Armendia Esters at 601-545-6259 or by email to [mpo@hattiesburgms.com](mailto:mpo@hattiesburgms.com) with any requests, questions or comments.

## TABLE OF CONTENTS

INTRODUCTION	4
SYSTEM-WIDE SERVICE STANDARDS & POLICIES	8
SERVICE REVIEW PLAN	12
PUBLIC PARTICIPATION	14
TITLE VI COMPLAINTS	17
LIMITED ENGLISH PROFICIENCY PLAN	24
APPENDIX	30

# INTRODUCTION

The major goal of the Title VI, LEP and Service Standards Plan is to provide a framework for evaluation of transit services as HCT's markets, customer expectations, and resources change over time. HCT must be responsive to these changes in order to retain current customers and sustain ridership growth. Balancing customer expectations, quality service and budget constraints is a difficult challenge. The HCT's mission is to deliver efficient, accessible and quality transit services that link people, jobs, and communities. The service standards discussed in this Plan lay out a framework for achieving this mission.

Based on FTA Circular C 4702.1B TITLE VI REQUIREMENTS AND GUIDELINES FOR FEDERAL TRANSIT ADMINISTRATION RECIPIENTS including the Appendix C to 49 CFR part 21 referenced therein, which states "No person or group of persons shall be discriminated against with regard to the routing, scheduling, or quality of service of transportation service furnished as a part of the project on the basis of race, color, or national origin. Frequency of service, age and quality of vehicles assigned to routes, quality of stations serving different routes, and location of routes may not be determined on the basis of race, color, or national origin", HCT sets and adopts system-wide service standards and service policies to ensure service design and operations practices do not result in discrimination on the basis of race, color, or national origin.

## Transit Service Profile

HCT's legislatively authorized operating area consists of the City of Hattiesburg.

### Fixed Route Public Transportation

HCT offers routes which provide service in Hattiesburg. Service is also offered during community events. Reasonable walking distance can vary for different areas depending on topography, sense of safety, and other factors along a street and neighborhood. It is generally understood that most people will walk from 5 to 15 minutes (1/4 mile to 1/2 mile) to get to or from a transit station stop. This industry standard is referenced in FHWA's "Pedestrian Safety Guide for Transit Agencies". For purposes of planning and service evaluation, HCT uses a defined service area to identify the area from which most transit users will access the system by foot. The definition of a transit service area is needed to evaluate service by identifying gaps and redundancies in service. Redundancy occurs when the same parcel is served by multiple routes leading to the same destination. Gaps occur in areas where a transit route is not reasonably reachable by foot.

*HCT Fixed Route Service Area: 1/4 mile (1320 ft.)*

### Bicycle Access

Every bus on the fixed route system is equipped to accommodate up to two bicycles on an easy to use front rack. The integration of bicycles and transit enables transit users to access transit reasonably at farther distances.

Of course in order to provide safe access to transit by bike, the community must have a system of roadway suitable for bicycle travel that include adequate signage, paved shoulders, bike lanes and separated paths.

Although the transit service area used by HCT is based on reasonable distances to transit by foot, for planning and evaluation purposes it is worth considering the impacts of a desirable biking distance to access transit. As referenced in Mineta Transportation Institute’s “Bicycling Access and Egress to Transit” guide in 2011, most people prefer to ride their bike between 1.2 and 1.9 miles to transit.

***HCT Biking Service Area:... 1.5 miles***

**ADA Paratransit Service**

As referenced in 49CFR37.121, since HCT is operating a fixed route system, HCT shall provide Paratransit or other special service to individuals with disabilities that is comparable to the service provided to individuals without disabilities who use the fixed route system. This paratransit service shall provide the service to the ADA paratransit eligible individuals to origins and destinations within 3/4 of a mile of each fixed route. You must make an appointment to ride ADA Paratransit. Service requests are taken Monday - Friday from 8am to 5pm at the HCT offices. Requests can be made up to two weeks in advance. The same eligibility requirements exist for ADA services.

***HCT ADA Paratransit Service Area: 3/4 of a mile***

**Emergency Conditions**

Service is offered during Emergency weather conditions and severe Cold Weather conditions. This service is provided to residents of Hattiesburg in partnership with the Forrest County Emergency Management Agency. The service is available to all citizens including seniors, disabled and people with pets, transporting residents to designated emergency shelters. This service is activated when the shelters are opened due to extreme weather conditions. Citizens can contact Forrest County Emergency Management.

**HCT offers the following fare structure to the general public:**

Fare Classification	Amount
Regular Adult Fare (Single Ride) and Transfers	\$ .50
With Medicare Card	\$ .25
Senior Citizens (60 and Older)	\$ .25
With HCT ID Card or Red, White & Blue Medicare Card	
Students	\$ .25
Public School Student (w/ID)	
USM Students, Faculty & Staff (w/ID)	FREE
Children	FREE
Children Ages 6 and Under	
Disabled	\$ .25
Disabled (w/HCT ID)	
ADA/Paratransit	\$ .50

## HCT Facilities

Hub City Transit (HCT) operates and maintains two types of facilities that support the transit service which are presented below:

Facility	Type	Description
Hattiesburg Intermodal Facility	Transfer Hub	Parking areas, public restroom
Operations Facility	Administration	Offices and bus maintenance shop

HCT will complete a Title VI equity analysis during the planning stage with regard to where a facility is located or sited to ensure the location is selected without regard to race, color, or national origin. HCT will engage in outreach to persons potentially impacted by the siting of facilities. The Title VI equity analysis must compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site. When evaluating locations of facilities, HCT should give attention to other facilities with similar impacts in the area to determine if any cumulative adverse impacts might result. Analysis should be done at the Census tract or block group where appropriate to ensure that proper perspective is given to localized impacts. If HCT determines that the location of the project will result in a disparate impact on the basis of race, color, or national origin, they may only locate the project in that location if there is a substantial legitimate justification for locating the project there, and where there are no alternative locations that would have a less disparate impact on the basis of race, color, or national origin. HCT will show how both tests are met; it is important to understand that in order to make this showing, the recipient must consider and analyze alternatives to determine whether those alternatives would have less of a disparate impact on the basis of race, color, or national origin, and then implement the least discriminatory alternative.

## Planning Documents

### Title VI Plan

Hub City Transit (HCT) will undertake a full update to the Title VI Plan every 3 years. This process will include a review and update to general information and services offered, updates with available data for demographic analysis of user populations and groups and review and updates to the agency's system-wide service standards. The process of completing this review and update will follow all procedures and guidelines provided by the Federal Transit Administration, US Department of Transportation. Notice of the full update to the Title VI Plan will be made to the public and will be accompanied by a defined period for review and comment.

### Transportation Improvement Plan

The Transportation Improvement Plan (TIP) is the source for identifying the types of transit projects planned for implementation which will be included within the MPO's Transportation Improvement Program (TIP). The TIP is updated every four years in connection with updates to the region's Long Range Transportation Plan (MTP).

The Metropolitan Planning Organization (MPO) will develop a Transportation Improvement Plan (TIP) which is a list of upcoming transportation projects covering a period of at least four years.

The TIP must be developed in cooperation with the Mississippi Department of Transportation (MDOT) and HCT as the City of Hattiesburg urban public transit provider. The TIP should include all regionally significant capital and non-capital projects receiving FHWA or FTA funds.

HCT Planning Document Change Descriptions	
FULL UPDATE	<ul style="list-style-type: none"> <li>● Required document update</li> </ul>
AMENDMENT	<ul style="list-style-type: none"> <li>● Addition or deletion of a project</li> <li>● Major changes scope</li> <li>● Change in system service standard measure or threshold</li> <li>● Financial changes in a project’s programmed amount of federal funds greater than 20% of the original cost</li> </ul>
MODIFICATION	<ul style="list-style-type: none"> <li>● Correcting obvious minor data entry errors</li> <li>● Splitting or combining projects without modifying the original project design, concept and scope or creating project segmentation</li> <li>● Changing or clarifying elements of a project description. This change would not alter the original project design, concept and scope. It also must be consistent with the approved environmental document.</li> <li>● Moving a project from one federal funding category to another federal category</li> <li>● Moving a project from federal funding to state funding</li> <li>● Shifting the schedule of a project or phase within the years covered by the TIP</li> <li>● Updating project cost estimates (within the original project scope and intent) not</li> <li>● to exceed greater than 20% of the original cost estimate</li> <li>● Moving any identified project phase programmed for previous year into a new TIP (rollover provision)</li> <li>● Adding an additional agency to a group</li> <li>● Adding projects with grouped projects within the TIP, provided fiscal constrain is maintained</li> <li>● Removing a project reported as obligated or completed</li> <li>● Redemonstration of fiscal constrain is not required</li> </ul>

# SYSTEM-WIDE SERVICE STANDARDS & POLICIES

In order to comply with 49 CFR Section 21.5(b) (2) and (7), Appendix C to 49 CFR part 21, HCT has set system-wide service standards used to guard against discriminatory service design or operations decisions.

## Vehicle Load

Based upon load factors currently experienced by HCT, a maximum load factor of 1.1 of the seated capacity has been established. During peak periods, if a route exceeds the maximum load factor for a period of one week, additional service or larger equipment will be implemented as soon as possible. The seated capacities for buses currently in service are as follows:

Route Used	Bus Make	Seated Capacity
Route - Blue	GILLIG	26 or 23 plus 1 wheelchair or 20 plus 2 wheelchairs
Route - Blue	FORD	20 or 16 plus 2 wheelchairs
Route - Orange	FORD	20 or 16 plus 2 wheelchairs
Route - Brown	FORD	20 or 16 plus 2 wheelchairs
Route - Purple	GMC	20 or 16 plus 2 wheelchairs
Route - Green	FORD	20 or 16 plus 2 wheelchairs
Route - Red	FORD	20 or 16 plus 2 wheelchairs
Route - Gold	FORD	20 or 16 plus 2 wheelchairs
Route - Gold	FORD	20 or 16 plus 2 wheelchairs

## Vehicle Headway

Frequency of service for HCT’s fixed routes ranges from 15 minutes to 60 minutes depending on route class, location and ability to navigate local traffic conditions and return to the designated HCT transit centers in Hattiesburg. Headways are capped at 60 minutes for all fixed routes, as it has been HCT’s experience that this is the longest time possible to run transit routes in the region, address obstacles created by local vehicular traffic and still accommodate potential passengers with a baseline of service. Each system route must be able to start and finish at one of the existing HCT transit centers within this time or within a multiple of 15 minutes (30, 45, 60 minutes) in order to maximize the ability of passengers on these buses to transfer through the transit center to other routes in the network.

## On-Time Performance

Maintaining good on-time performance is very important to HCT’s system because of the high percentage of its customers making transfers at transfer points. On-time performance is tracked by performance reports that consider on-time performance to all HCT stops including mid- route stops and HCT hubs. HCT field supervisors also regularly monitor on-time performance and counsels drivers who consistently fail to meet on-time performance standards that are within their control. Discussions with drivers are also used to identify vehicle scheduling and routing issues which are corrected through the annual NTD Report.

Guidelines to help evaluate HCT fixed route on-time performance include:

- 85 percent of bus trips on each route should depart HCT transit centers not more than three minutes late and never early.
- 85 percent of bus trips on each route should arrive at the HCT transit centers not more than five minutes late.
- 85 percent of bus trips on each route should reach each mid-route scheduled time point not more than five minutes late.

### **Service Availability**

The current fixed route transit system services are offered primarily within the City of Hattiesburg. As funding becomes available or opportunities to shuffle services come about, priority should be given to provide service areas of dense population currently not serviced by fixed route transit. Factors which influence the assignment of route location include the availability of local funding, the route miles and number of anticipated stops and layovers, areas of dense population, as well as the presence of potential trip demand generators either for employment or receipt of services.

### **Direct Travel**

HCT bus routes are designed to operate as directly as possible, using major arterial streets. Route deviations bring service closer to a trip generator, reducing walk access travel time for customers to/from the generator, which makes the route desirable to new customers. The deviation, however, imposes a burden on customers who are not boarding from the generator. When making the decision to deviate from the route to service a generator, the number of new customers that should be expected must be weighed against the potential losses to travel time and on-time performance of the existing route.

### **Underperforming Routes**

Productive fixed route service is very important to HCT. It is recommended that all HCT routes operate above a minimum productivity threshold. This threshold is used to identify routes that are underperforming as well as being instrumental in evaluating new routes. In the case of existing services, the standards are used to identify any underperforming routes that fall below the minimum productivity thresholds. These routes maybe subject route reconfiguration or elimination. The ultimate alternative for existing underperforming routes is the reinvestment of those resources into stronger transit markets. The standards are also used as a basis for any recommendations for new service.

### **Bus Stop Spacing**

There is an important balance to be found when determining the distance between stops. More closely spaced stops provide customers with more convenient access with a shorter walk to the nearest bus stop.

However, the more stops result in a longer ride for customers if demand for boarding and alighting is more often because of the number of times it takes the bus to decelerate, come to a complete stop and then accelerate and re-enter traffic. To maintain operating speeds, HCT bus stops should normally not be placed closer than ¼ mile (1320 feet) apart and no further than ½ mile (2640 feet) apart. Population densities of 2500 persons per square mile or more are used to indicate areas where spacing should be ¼ mile. Employment and other high use transit generators also influence the general distribution and precise placement of bus stops.

### **Bus Stop Location**

Far-side bus stops are preferable wherever reasonable. A bus stop placed after an intersection allows the bus to go through the intersection before stopping for passenger boarding and alighting. This allows the bus to reenter traffic in gaps created by traffic signals at the intersection. Bus stops located on the far side of intersections encourage pedestrians to cross behind the bus, which improves safety. HCT's policy is when a far-side stop is used, there must be 50 to 60 feet between the rear of the bus and the corner of the intersection measured from a point where the curb or edge of pavement line for the intersecting roadways meet.

Near-side bus stops are located before an intersection. The benefit of these stops is that passengers can load and unload during a red light however, the dwell time for boarding and alighting may result in the bus sitting through an extra light cycle which has an impact on the route's travel time. Near-side stops also have a conflict with right turning traffic, which should be considered. HCT's policy is when providing for a nearside stop, it is preferred to maintain 50 to 60 feet between the front of the bus and the corner of the intersection measured from a point where the curb or edge of pavement line for the intersecting roadways meet.

In addition, variations may be applied to locating stops on state highways because bus stops cannot be located on a state highway unless a turning lane or other pull over lane is available. Variations can also be made when it is determined that such are in the best interest of pedestrian safety.

### **Distribution of Transit Amenities**

Transit amenities refer to items of comfort and convenience available to the general riding public. They are distributed on a system-wide basis. These items include, but are not limited to, benches, shelters, route maps, timetables, and trash receptacles along bus routes as well as transit centers. The location of transit amenities is determined by factors such as ridership, access to right-of-way, individual requests, and staff recommendations. Transit centers facilities are used at route termini and transfer point locations. These facilities provide added comfort for passengers seeking to access the transit system.

### **Vehicle Assignment**

HCT bases its vehicle assignments on a combination of passenger volume and operating environment. All transit bus class vehicles operating in fixed route service are lift equipped, air conditioned and have padded seats (vinyl or cloth). Each vehicle carries stations for wheelchair passengers. Some include jump seats which can convert these areas to additional seating areas for passengers. All have grab bars to accommodate standees.

### Fixed Route Vehicle Assignment

GILLIG low floor buses, are used on routes with a higher passenger volume operating in areas considered more urban and densely developed. Smaller buses are used on routes with less demand and/or where the street network is more complex.

Deviations in these assignments may be made in response to changes in vehicle load patterns or under emergency conditions/situations.

GILLIG	Route - Blue
Ford	Route - Blue
Ford	Route - Orange
Ford	Route - Brown
Ford	Route - Gold
Ford	Route - Green
Ford	Route - Red
GMC	Route - Purple

## SERVICE REVIEW PLAN

The Service Review Plan, which takes place annually, provides for a general evaluation of all transit services considering changes in the local environment (funding, population, development). The Plan identifies new transit services or significant changes to existing services for the following year.

The Plan identifies changes that are designed to achieve specific service goals and opportunities for service expansion and improvement. The Service Review Plan provides a process with which to measure and evaluate system performance on a year-to-year basis. When planning for transit service expansion or reduction, an evaluation process should be followed to determine if service reduction or expansion is warranted. The evaluation process guidelines considered will include but are not limited to:

- Local funding availability from the entity where the service is located
- Service or portion of the service is not performing to an acceptable ridership level
- Unserved areas which are identified as transit-supportive based on population density
- New or unserved trip generators including employment centers, shopping, educational facilities, medical institutions, government/community facilities and tourist attractions
- Travel time adjustments to improve failing on-time performance
- Consider opportunities for headway reduction
- Consider impacts on those areas served created by a reduction or loss of service
- Consider the role the route may play in connecting to the larger transit network. Important transfer points and mobility routes should be given additional review
- Consider existing duplication in services from the overlap of service areas from two or more routes

HCT will make all attempts to reduce the negative impacts on transit-reliant customers and will only implement the service change if they can demonstrate substantial justification for the proposed service change and show there are no feasible alternatives that would have less impact on riders but would also still accomplish their goals.

### Route Changes

Anytime route changes or adjustments are proposed, HCT performs an analysis to determine the impacts that would result from changes. HCT wants to evaluate and consider impacts to minority customers, low-income customers and overall ridership. As written in FTA Circular 4702.1B, the requirement to formally evaluate service and fare changes applies to fixed route providers with 50+ vehicles. HCT does not meet that criteria. However, HCT is still responsible for complying with the DOT Title VI regulations which prohibit disparate impact discrimination. Though low-income populations are not a protected class under Title VI, HCT recognizes the inherent overlap of environmental justice principles in this area, and because it is important to evaluate the impacts of service and fare changes on passengers who are transit-dependent, FTA requires transit providers to evaluate proposed service and fare changes to determine whether low-income populations will bear a disproportionate burden of the proposed changes.

## Type of Change

HCT shall analyze adverse effects related to changes in transit service. The adverse effect is measured by the change between the existing and proposed service levels that would be deemed significant. HCT shall consider the degree of adverse effects, and analyze those effects, when planning their service changes. A service change will be presented as a numerical standard, such as a change that affects “x” percent of the service area of the route or “x” percent of the revenue miles. HCT will begin by determining if the proposed service change is considered “major” or “minor” based on the table below. This will dictate the level of public involvement and outreach that will be required to implement the changes as indicated on the table below.

<p><b>MAJOR CHANGE</b></p>	<ul style="list-style-type: none"> <li>● Adding a new service route (25% or greater)</li> <li>● Revenue route miles reduction to a route (25% or greater)</li> <li>● Service area reduction to a route (25% or greater)</li> <li>● Span of service changes to a route (25% or greater)</li> <li>● All system fare increases</li> <li>● System wide changes to process and/or standards</li> <li>● Route elimination</li> <li>● All headway changes</li> </ul>
<p><b>MINOR CHANGE</b></p>	<ul style="list-style-type: none"> <li>● Revenue route miles reduction to a route (less than 25%)</li> <li>● Service area reduction to a route (less than 25%)</li> <li>● Span of service changes to a route (less than 25%)</li> <li>● Administrative changes to service standards</li> <li>● Load factor changes</li> <li>● Vehicle type change</li> </ul>

*\*Temporary addition of service or demonstration projects that last less than 12 months are exempt from these requirements.*

## Customer Impact Analysis

HCT will define and analyze adverse effects related to changes in transit service to all types of changes. Changes in service that have an adverse effect on overall ridership, a disparate impact to minority populations or a disproportionate burden on low-income populations from reductions in service will be considered. Elimination of a route or reduction of revenue miles will generally have a greater adverse impact than a change in headways. Additions to service may also result in disparate impacts, especially if they come at the expense of reductions in service on other routes. HCT shall consider the degree of adverse effects, and analyze those effects, when planning their service changes. The typical measure to determine the customer impact is an analysis of the persons who are likely to be adversely affected by the change and the proportion of persons in protected classes who are likely to be adversely affected. There are two comparison methods described below.

- Census block data. HCT will analyze the cumulative impacts of each type of service change on minority populations and low-income populations in its service area. The analysis is based on block-level Census demographic data and therefore does not represent ridership directly. The affected population is the Census blocks within the route's one-quarter mile service area. HCT's ultimate determination of disparate impact on minority riders or disproportionate burden on low-income riders would depend on analyzing the ridership data along the affected route.
- Ridership data. HCT collects ridership data that when incorporated into GIS maps shows number of bus boardings for each stop location. Using this data HCT can foresee the impact to a stop from proposed service changes. This data is used to evaluate impacts to HCT's overall ridership as well as impacts to stops in minority or low-income areas.

## **PUBLIC PARTICIPATION**

Public participation is a critical component of the transportation planning process. HCT uses a documented participation plan that defines a process for providing citizens, affected public agencies, private providers of transportation, representatives of users of public transportation, vulnerable populations, and other interested parties with reasonable opportunities to be involved in the planning process.

The Hub City Transit (HCT) closely follows the public participation plan used by (HPFL), the Hattiesburg-Petal-Forrest-Lamar Metropolitan Planning Organization. HCT works in partnership with the MPO staff to meet all public engagement and outreach requirements. HCT refers to the MPO's Public Participation Plan (PPP) for specific engagement strategies.

### **Policy Committee**

The HCT will present information and/or changes to operations or service to the Policy Committee of HPFL.

### **Public Review Period**

A notice will be published announcing a public comment period related to any proposed major service changes which will contain a summary of information and/or proposed changes to operations or service for review and comment. Notice of the review period, as well as the locations where information will be made available for public review will be placed in local newspapers, the HCT's website, the MPO's website, HCT transit facilities and in all HCT transit vehicles.

Comments received as a result of the notice will be accepted by mail, email, or in the MPO office until the end of the review period.

Concurrent with the notice of public review is notification of the same to key stakeholder groups and agencies located in the HCT service area, as well as the Mississippi Department of Transportation's Public Transit Division and the Federal Transit Administration Region IV office in Atlanta, GA. This notice includes a description of the purpose, summary of information for review and comment, review locations and methods for submitting comments.

## **Public Meetings**

In order to provide meaningful opportunities for members of the community to participate in the transit planning process, HCT hosts public meetings to share information and to gather public feedback on proposals. As required, concurrent with the notice of public review is notification of public meetings hosted by HCT staff. These are formal meetings that are specifically used as an outreach effort to present to the public a summary of information and/or changes to operations or service for comment. Notice of the public meetings will be placed in local newspaper, HCT's website, the MPO's website, HCT transit facilities, HCT transit vehicles and in any community requiring targeted outreach.

## **Informational Meetings**

As needed, HCT will host informational meetings to provide customers with material about HCT service. These meetings are informal, with the purpose of informing HCT customers and other interested parties of system changes, upgrades, new services, document modifications, etc. These meetings will be advertised in HCT transit facilities and in all HCT transit vehicles.

## **Targeted Outreach**

In order to seek out and consider the needs and input of those traditionally underserved by existing transportation systems, such as minority, low-income and LEP persons, who may face challenges accessing employment and other services, targeted outreach is used as needed.

Targeted outreach is triggered when, through staff analysis, one or more of the affected low-income, minority or LEP areas will be directly impacted by a proposed change or update.

Specific targeted outreach efforts will vary. Strategies to be implemented will be determined on a case-by-case basis, as every community is unique and the most effective method(s) of outreach will vary widely. Some examples of targeted effort include partnering with a local elected official or faith-based organization to inform the community about the proposed action, it could mean that an additional public meeting will be scheduled and held within that immediate community, it may require setting up a table at an event, building or in a city center to talk with people in the community, door-to-door surveys could be conducted and fliers and notices in appropriate languages may be posted broadly within the affected area. Typically a combination of several strategies will be employed to ensure meaningful access and participation opportunities are being provided.

As needed, other vulnerable populations may also receive some targeted outreach. Although not automatically initiated as part of the Customer Impact Analysis, other groups like the disabled, elderly and young, may be greatly affected by a proposed action, whether positive or negative. As HCT becomes aware of this potential impact, they'll develop an outreach strategy to specifically engage those additional individuals in the planning process.

## **Public Comment Report**

All of the public comments gathered as a result of outreach efforts are compiled into a summary report. HCT and MPO staff will consider all public comments and provide necessary responses to comments, and alternate actions or changes as a result of public comments will be documented. Copies of all comments received will be considered and presented to the Policy Committee for review.

<b>Transit System Changes Public Review</b>	
MAJOR CHANGE	<ul style="list-style-type: none"> <li>• Policy Committee review</li> <li>• 30-day public comment period</li> <li>• Public meeting</li> <li>• Targeted outreach to affected low-income, minority and LEP areas as changes warrant</li> <li>• Targeted outreach to other vulnerable populations as changes warrant</li> <li>• Customer Impact Analysis</li> </ul>
MINOR CHANGE	<ul style="list-style-type: none"> <li>• Policy Committee review</li> <li>• Informational meeting</li> <li>• Customer Impact Analysis</li> </ul>
<b>Planning Documents Public Review</b>	
FULL UPDATE	<ul style="list-style-type: none"> <li>• Policy Committee approval</li> <li>• 30-day public comment period</li> <li>• Public meeting/open-house</li> <li>• Public comment report</li> <li>• Public meeting notice on the agency's website concurrent with newspaper notices</li> </ul>
AMENDMENTS	<ul style="list-style-type: none"> <li>• 10-day comment period</li> <li>• Review period notice on the agency's website concurrent with newspaper notices</li> </ul>
MODIFICATIONS	<ul style="list-style-type: none"> <li>• None</li> </ul>

## Recent Route Changes and Outreach Efforts

The following route changes and outreach efforts were performed since HCT's last Title VI Plan Update in 2016.

Hattiesburg, Mississippi - The City of Hattiesburg held three public hearing regarding additional Hub City Transit routes. The hearings served as a forum for public comment and review of a new Route to connect areas in the vicinity of the University of Southern Mississippi to the city's existing Network of transit routes and other route updates to be independent at the same time.

The public hearings were scheduled for Tuesday, November 14, 2017, at 6 p.m. on the campus of Southern Mississippi at the Liberal Art Building; Tuesday, November 28, 2017, at 6 p.m. on the campus of Southern Mississippi at the Thad Cochran Center; and Wednesday, November 29 at 6 p.m. at Brewsky's

"The prior administration and council did a great job of connecting more neighborhoods to the Hub City Transit network," said Mayor Toby Barker. "This new route will help us continue that momentum by truly Connecting Southern Mississippi to the City Of Hattiesburg. These public forums will allow us to gather Feedback over the proposed route and make changes that will benefit all moving forward."

## **TITLE VI COMPLAINTS**

HCT is required to provide a specified procedure for acceptance of Title VI complaints related to providing programs, services, and benefits. The complaint process, procedure and complaint form are presented in this section. Electronic copies are available on the HCT website [www.hattiesburg.com/hct](http://www.hattiesburg.com/hct). The complaint process and contact information is included in HCT's Rider's Guides and posted on the HCT website, HCT facilities and main office.

### **Past Title VI complaints**

None

### **Title VI Statement of Policy**

Hub City Transit (HCT), a federal grant recipient, is required by the Federal Transit Administration

(FTA) to conform with Title VI of the Civil Rights Act of 1964 and its amendments. Title VI of the Civil Rights Act of 1964 requires that no person in the United States, shall, on the grounds of race,

color or national origin, be excluded from, be denied the benefits of, or be subjected to discrimination, under any program or activity receiving federal financial assistance. Presidential Executive Order 12898 addresses environmental justice in minority and low income populations. Presidential Executive Order 13166 addresses services to those individuals with Limited English proficiency. The rights of women, the elderly and the disabled are protected under related statutes. These Presidential Executive Orders and the related statutes fall under the umbrella of Title VI.

HCT is committed to enforcing the provisions of Title VI and protecting the rights and opportunities of all persons associated with HCT or affected by its programs. This commitment includes vigorously enforcing all applicable laws and regulations that affect HCT and those organizations both public and private, which participate and benefit through HCT's programs. HCT will take positive and realistic affirmative steps to ensure that all persons and/or firms wishing to participate in its programs are given an equal and equitable chance to participate. All sub-recipients and contractors are required to prevent discrimination and ensure nondiscrimination in all of their programs, activities and services.

MPO's Executive Director is responsible for providing leadership, direction and policy to ensure compliance with Title VI of the 1964 Civil Rights Act. Any person(s) or firm(s) who feels that they have been discriminated against are encouraged to report such violations to:

**City of Hattiesburg**  
**MPO Executive Director**  
**200 Forrest Street**  
**Hattiesburg, MS 39401**

## **Title VI Complaint Procedures**

This procedure outlines the Title VI complaint procedures related to providing programs, services, and benefits. It does not deny the complainant the right to file formal complaints with the Secretary of the US Department of Transportation, Equal Employment Opportunity Commission (EEOC), Federal Highway Administration (FHWA), Federal Transit Administration (FTA), or to seek private counsel for complaints alleging discrimination, intimidation, or retaliation of any kind that is prohibited by law.

1. Any person who believes that they have been subjected to discrimination may file a written complaint with Hub City Transit (HCT). Complaints should be filed within 180 calendar days of the alleged incident.
2. The complainant may download the complaint form from the HCT website ([www.hattiesburg.com/hct](http://www.hattiesburg.com/hct)) or request the complaint form from the Executive Director. The complainant may also submit a written statement that contains all of the information identified in Section 3 a through f
3. The complaint will include the following information:
  - a. Name, address, and telephone number of the complainant.
  - b. The basis of the complaint i.e., race, color, national origin, sex, elderly or disabled.
  - c. The date or dates on which the alleged discriminatory event or events occurred.
  - d. The nature of the incident that led the complainant to feel discrimination was a factor.
  - e. Names, addresses, and telephone numbers of persons who may have knowledge of the event.
  - f. Other agencies or courts where complaint may have been filed and a contact name.
  - g. Complainant's signature and date.
  - h. If the complainant is unable to write a complaint, MPO staff will assist the complainant.
  - i. The complaint may be sent to the following address:  
MPO DIVISION, P.O. Box 1898, 200 Forrest Street, Hattiesburg, MS 39403  
Phone: 601-545-6259
  - j. The complaint may be sent via email to: [mpo@hattiesburgms.com](mailto:mpo@hattiesburgms.com).

4. The complainant also has the right to file a Title VI claim with the US Department of Transportation, Federal Transit Administration, Office of Civil Rights, Region IV. 230 Peachtree, NW, Suite 800, Atlanta, GA 30303, within the 180 day timeframe.
5. MPO will begin an investigation within fifteen (15) working days of receipt of a complaint.
6. MPO will contact the complainant in writing no later than thirty (30) working days after receipt of complaint for additional information, if needed to investigate the complaint. If the complainant fails to provide the requested information in a timely basis, HCT may administratively close the complaint.
7. MPO will use its best effort to complete the investigation of Title VI complaints within ninety (90) days of receipt of the complaint. A written investigation report will be prepared by the investigator. The report shall include a summary description of the incident, findings, and recommendation(s) for disposition.

## TITLE VI Complaint Form – Hub City Transit

Individuals 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 by a recipient of Federal Transit Administration (FTA) funding can file an administrative complaint under Title VI of the Civil Rights Act of 1964. Title VI of the Civil Rights Act of 1964 states “No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal assistance”.

This protection and same opportunity to file a complaint extends to the public through Executive Order 12898, “Federal Actions To Address Environmental Justice in Minority Populations and Low Income Populations,” and the Department of Transportation’s Guidance to Recipients on Special Language Services to Limited English Proficient (LEP) Beneficiaries.

Individuals may file a complaint by completing and submitting the following Title VI complaint form. Assistance is available upon request. Complaints must be signed and include contact information and should be sent via mail to: MPO Division, P.O. Box 1898, Hattiesburg, MS 39403 or delivered in person to: MPO Division, 200 Forrest St., Hattiesburg, MS, 39401. Alternatively, it can be emailed to [mpo@hattiesburgms.com](mailto:mpo@hattiesburgms.com).

---

1. Complainant’s Name: \_\_\_\_\_

2. Address: \_\_\_\_\_

3. City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

4. Telephone No. (Home): \_\_\_\_\_ Cell: \_\_\_\_\_ Business: \_\_\_\_\_

5. Email Address: \_\_\_\_\_

6. TDD/Other:       Large Print       TDD  
                          Audio Tape       Other

7. Are you filing this complaint on your own behalf? (*check the appropriate box*)

[ ] Yes (*go to question 9*)      [ ] No (*go to question 8*)

8. If No, please give us the following information on the person discriminated against:

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

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

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email Address: \_\_\_\_\_

Relationship to Complainant: \_\_\_\_\_

Why filing for a third party? \_\_\_\_\_

Please confirm you have permission to file complaint: [ ] Yes    [ ] No

9. I believe the discrimination I experienced was based on (check all that apply):

- Race  
 Color  
 National Origin

10. What date did the alleged discrimination take place? (month, day, year) : \_\_\_\_\_

11. In your own words, describe the alleged discrimination. Explain what happened and who was involved. Include name and contact information of the person(s) who discriminated against you (if known) or any witness information. Please attach additional sheets of paper if more space is required.

---

---

---

---

---

12. Have you previously filed a Title VI complaint with this agency? [ ] Yes [ ] No

13. Have you filed this complaint with any other federal, state or local agency, or with any federal or state court? (check appropriate box) [ ] Yes [ ] No

If answer is yes, check each box that applies:

<input type="checkbox"/>	Federal Agency	<input type="checkbox"/>	Local Agency (Other than Hub City Transit)
<input type="checkbox"/>	Federal Court	<input type="checkbox"/>	State Court
<input type="checkbox"/>	State Agency	<input type="checkbox"/>	Other: _____

Please provide contact person information for the agency or court you also filed the complaint with (attach more sheets if necessary):

Name/agency: \_\_\_\_\_

Contact person: \_\_\_\_\_

Title: \_\_\_\_\_ Telephone No.: \_\_\_\_\_

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

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Date Complaint Filed: \_\_\_\_\_

14. Name of agency complaint is against: \_\_\_\_\_

Contact person: \_\_\_\_\_

Title: \_\_\_\_\_ Telephone No.: \_\_\_\_\_

You may attach any written materials or other information that you think is relevant to your complaint. Signature and date required below.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

(Note: We cannot accept your complaint without a signature)

**Submit form in person to:**

MPO Division  
200 Forrest Street  
Hattiesburg, MS 39401

**Submit form by mail to:**

MPO Division  
P.O. Box 1898  
Hattiesburg, MS 39403

**Submit form by email to:**

[mpo@hattiesburgms.com](mailto:mpo@hattiesburgms.com)

## Formulario de quejas según el Título VI— Hub City Transit

Los individuos que crean que un beneficiario de un financiamiento de la Administración Federal de Transporte les ha negado beneficios, les ha impedido participar, o los ha discriminado sobre la base de la raza, el color o el origen nacional pueden presentar una denuncia administrativa de acuerdo con el título VI de la Ley de Derechos Civiles de 1964. El título VI de la Ley de Derechos Civiles de 1964 establece que "a ninguna persona de los Estados Unidos se le impedirá participar, se le negarán beneficios o se le discriminará sobre la base de la raza, el color o el origen nacional de acuerdo con ningún programa o actividad que esté recibiendo asistencia federal".

Esta protección y la misma oportunidad de presentar una denuncia se extienden al público a través del decreto 12898 titulado "Medidas federales para abordar la justicia ambiental en las poblaciones minoritarias y de bajos ingresos" y la guía del Departamento de Transporte para los receptores de servicios lingüísticos especiales para los beneficiarios con un dominio limitado del inglés.

Los individuos pueden presentar una denuncia llenando y enviando el siguiente formulario de denuncia del título VI. Está disponible la asistencia previa solicitud. Las denuncias deben estar firmadas e incluir la información de contacto, y se deben enviar por correo a MPO Division, PO Box 1898, Hattiesburg, MS 39403 o entregar en persona en MPO Division, 200 Forrest St., Hattiesburg, MS, 39401. Alternativamente, el mismo se puede enviar por correo electrónico a [mpos@hattiesburgms.com](mailto:mpos@hattiesburgms.com).

---

1. Nombre del denunciante: \_\_\_\_\_

2. Dirección: \_\_\_\_\_

3. Ciudad: \_\_\_\_\_ Estado: \_\_\_\_\_ Código postal: \_\_\_\_\_

4. No. de teléfono (particular): \_\_\_\_\_ Celular: \_\_\_\_\_ Teléfono del trabajo: \_\_\_\_\_

5. Dirección de correo electrónico: \_\_\_\_\_

6. TDD/Otro:  Letra grande  TDD  
 Cinta de audio  Otro

7. ¿Está presentando usted esta denuncia en su propio nombre (*marque la casilla correspondiente*)?  
[ ] Sí (Vaya a la pregunta 9) [ ] No (Vaya a la pregunta 8)

8. En caso negativo, por favor, denos la siguiente información sobre la persona discriminada:

Nombre: \_\_\_\_\_

Dirección: \_\_\_\_\_

Ciudad: \_\_\_\_\_ Estado: \_\_\_\_\_ Código postal: \_\_\_\_\_

Teléfono: \_\_\_\_\_ Dirección de correo electrónico: \_\_\_\_\_

Relación con el denunciante: \_\_\_\_\_

¿Por qué está presentando la denuncia en nombre de un tercero? \_\_\_\_\_

Por favor, confirme que usted tiene permiso para presentar la denuncia: [ ] Sí [ ] No

9. Creo que la discriminación que experimenté se basó en (marque todo lo que corresponda):

- La raza  
 El color  
 La nacionalidad

10. ¿En qué fecha tuvo lugar la supuesta discriminación (mes día año)? : \_\_\_\_\_

11. Describa la supuesta discriminación en sus propias palabras. Explique lo que sucedió y quiénes estuvieron involucrados. Incluya el nombre y la información de contacto de las personas que lo discriminaron (si se conocen), o cualquier información de un testigo. Por favor, adjunte hojas adicionales de papel si se requiere más espacio.

---

---

---

---

---

12. ¿Ha presentado anteriormente una queja según el Título VI con esta agencia? [ ] Sí [ ] No

13. ¿Ha presentado esta queja ante cualquier otra agencia federal, estatal o local, o ante alguna corte federal o estatal? (*marque la casilla correspondiente*)? [ ] Sí [ ] No

Si la respuesta es afirmativa, marque cada casilla que corresponda:

<input type="checkbox"/>	Agencia Federal	<input type="checkbox"/>	Agencia Local (Otro que Hub City Transit)
<input type="checkbox"/>	Corte Federal	<input type="checkbox"/>	Agencia del Estado
<input type="checkbox"/>	Corte Estatal	<input type="checkbox"/>	Otro: _____

Por favor, proporcione la información de la persona de contacto de la agencia o el tribunal al que también haya presentado la denuncia (adjunte más hojas si es necesario):

Nombre/Agencia: \_\_\_\_\_

Persona de contacto: \_\_\_\_\_

Cargo: \_\_\_\_\_ Teléfono: \_\_\_\_\_

Dirección: \_\_\_\_\_

Ciudad: \_\_\_\_\_ Estado: \_\_\_\_\_ Código postal: \_\_\_\_\_

Fecha de presentación de la denuncia: \_\_\_\_\_

14. Nombre de la agencia contra la que se presenta la queja: \_\_\_\_\_

Persona de contacto: \_\_\_\_\_

Cargo: \_\_\_\_\_ Teléfono: \_\_\_\_\_

Usted puede adjuntar cualquier material escrito u otra información que piense que es pertinente para su denuncia. Se requieren la firma y fecha abajo.

**Firma:** \_\_\_\_\_ **Fecha:** \_\_\_\_\_

(Nota: No podemos aceptar su denuncia sin una firma)

Presente el formulario en persona  
en la siguiente dirección:  
MPO Division  
200 Forrest Street  
Hattiesburg, MS 39401

Envíe el formulario por correo  
postal a la siguiente dirección:  
MPO Division  
P.O. Box 1898  
Hattiesburg, MS 39403

Envíe el formulario por correo  
electrónico a la siguiente dirección:  
[mpo@hattiesburgms.com](mailto:mpo@hattiesburgms.com)

## LIMITED ENGLISH PROFICIENCY PLAN

This document complies with the requirements of Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency (LEP). It incorporates implementation guidance published through the Federal Transit Administration and the U.S. Department of Transportation. The goal of this plan is to identify actions which will be taken to reduce language barriers for LEP individuals in Hattiesburg, MS who seek to utilize services provided by Hub City Transit (HCT). To achieve this goal, HCT will undertake reasonable steps required to ensure meaningful access by LEP persons interested in participating in the agency’s programs, services and activities. HCT will ensure that language will not prevent staff from effectively providing information and responding to inquiries made by LEP individuals. In turn, LEP individuals will not be prohibited from accessing program information, understanding rules and operational changes, participating in proceedings and any other agency activity.

### Legal basis for language assistance requirements

Title VI of the Civil Rights Act of 1964 states that “no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives Federal financial assistance.” The Supreme Court, in *Lau v. Nichols*, 414 U.S. 563 (1974), held that this requirement prohibits conduct that has a disproportionate effect on LEP persons because such conduct constitutes national origin discrimination.

Executive Order 13166 states that recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons. U.S. DOT published guidance for its recipients on December 14, 2005, which clarified that their recipients are required to take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are LEP.

### Who are the Limited English Proficient (LEP)?

LEP individuals do not speak English as their primary language and have a limited ability to read, write, speak, or understand English. Many LEP persons are in the process of learning English and may read, write, speak, and/or understand some English, but not proficiently. LEP status may be context specific – an individual may have sufficient English language skills to communicate basic information (name, address etc.) but may not have sufficient skills to communicate detailed information (e.g., medical information, eyewitness accounts, information elicited in an interrogation, etc.) in English.

### Four Factor Analysis

In order to ensure meaningful access to programs and activities, HCT uses the information obtained in the Four Factor Analysis to determine the specific language services that are appropriate to provide. A careful analysis can help a recipient determine if it communicates effectively with LEP persons and will inform language access planning. The Four Factor Analysis is an individualized assessment that balances the following four factors:

**Factor #1      Assessing the number and proportion of LEP persons served or encountered in the eligible service population**

US Census Bureau data for Hub City Transit (HCT) service area has been obtained for the year 2010 to complete this analysis. 2010 census data summary for the City of Hattiesburg Spanish LEP populations.

County	Spanish speakers with low or no English Proficiency
City of Hattiesburg	1561

This data suggests that there is likely population of LEP individuals that may benefit from HCT services and languages-specific outreach.

**Factor #2:      Assessing the frequency with which LEP individuals come into contact with the program, activity, or service**

HCT drivers noticed an increase in individuals using transit who appeared not to speak or understand English. Some of this increase is attributed to a rise in migrant labor that came to work on recovery and reconstruction projects following Hurricane Katrina and elected to stay in the region permanently.

In 2006, HCT implemented a program of providing Spanish-language materials (schedules, flyers, fare information and public announcements) to address the growing number of Spanish-speaking riders in the system. The 2010 census data confirms a 20% increase in the Spanish population across the Urbanized Area.

As part of the ongoing Title VI Demographic review of the system, on-board passenger surveys are conducted to monitor passenger characteristics and demographics. The results of these surveys include information on the number of riders who speak or understand English “not well” or “not at all”. Survey results consistently indicate that 97% of respondents identify English as their primary language. Of those indicating another language, the majority identified Spanish as their primary language.

**Factor #3:      Assessing the nature and importance of the program, activity, or service provided by the program**

HCT provides general public transportation to individuals who have no or very limited English skills on a daily basis. Some of these individuals, based upon HCT staff comments and observations, have a limited knowledge of English or travel with individuals who possess the necessary skills to communicate with the bus driver.

Recognizing an increase in the Spanish speaking, HCT has taken steps to accommodate LEP individuals in the HCT service area. These steps are outlined in the following Section.

**Factor #4:      Assessing the resources available to the recipient and costs**

Without a dedicated local source of match for FTA funds, local funding comes from a combination of local government appropriations and fare revenues.

As such, the amount of local funding for operations will vary from year-to-year based upon passenger volume and competing local demands of other community service providers.

HCT has taken several steps to enhance its ability to communicate effectively with LEP individuals and provide the necessary language and translation services to those who require assistance. This includes the provision of schedules, notices and forms in Spanish and English. Translation services are made available, upon request, prior to all public hearings.

## **Language Assistance Plan**

HCT uses results of the four factor analyses to determine which language assistance services are appropriate.

### **Language Assistance Measures**

HCT uses a variety of methods to provide support for those who may require language assistance in order to fully participate in offered services, programs and activities including:

- Provision of Spanish-language materials for all HCT route schedule announcements posted on vehicles and in transit facilities.
- Update to the HCT Riders Guide continue to include English and Spanish-language schedules for the general public.
- Title VI Complaint forms and notices included in this plan are translated to Spanish.
- Publishing public notices and engagement materials in both Spanish and English.
- LEP targeted outreach is conducted as needed
- Coordination of interpreters for meetings and other events.

HCT also makes available its management and operations staff to meet with groups to discuss options available within its service area and individual communities. These sessions include orientation to routes and help understanding schedules and existing services. Requests to have such meetings or events can be made by the community to the Executive Director's office.

### **Training Staff**

HCT staff is instructed to direct LEP persons to the designated Spanish language specialists on HCT's permanent staff. Phone calls which come into the HCT offices from LEP persons are connected to these individuals. If HCT personnel (drivers or staff) encounter an individual on route that is LEP, they place this individual in radio contact with the appropriate HCT staff for translation.

### **Providing Notice to LEP Persons**

HCT makes available all public notices regarding changes and updates in services provided in English and Spanish language through the following outlets:

- HCT Administrative Offices, 1001 S Tipton Street, Hattiesburg, MS.
- Posting on all HCT fixed route and demand-response buses for a period of at-least 30 days concurrently with all advertised changes.

The following service-related items are made available at no cost to the LEP population:

- Provision of Spanish-language materials for all HCT route schedule announcements posted on vehicles and in transit facilities.
- Update to the general schedule books continue to include English and Spanish-language schedules for the general public.
- All announced changes in HCT services in response to natural disaster or general public emergency, are made in English and Spanish. (Translation/production of notices in response to emergencies will be produced as timely as possible.)

### **Monitoring and Updating the LEP Plan**

This plan will be reviewed and re-evaluated every three years as part of the Title VI Plan update process required by FTA. The review will determine if changes in the LEP population within the HCT service area require an update to currently used measures to provide information and communication. At a minimum, this review will follow the identified Title VI program schedule for service expansion/retraction. Consideration will be given to the following:

- Level of current LEP populations in the HCT service area;
- Frequency of LEP population encounters, based upon HCT surveys and staff reports;
- Requests for translation and second language information to HCT staff;
- Review of contact with community agencies and others representing LEP persons and requests made for transit information and services;
- Participation of LEP groups (or their representatives) at public meetings or hearings regarding changes in service;
- Whether the materials provided and methods used are meeting the needs of the LEP population.

The following items, at a minimum, will be assessed using the checklist provided below

Monitoring Checklist, LEP Populations in HCT Service Area	
<u>Transit Centers</u> – locations on the HCT system where transfers would occur between 2 or more HCT Fixed-routes or from HCT Demand-Response services to Fixed-Route	Have translated instructions on how to make fare payments been made available?
	Have translated schedules, route maps, or information on how to use the system been made available?
	Has the information been placed in a visible location?
	Can a person who speaks limited English or another language receive assistance from HCT staff when asking for directions? How is this assistance provided?
<u>HCT Revenue Vehicles</u> – All buses which are used in revenue service on the fixed-route and demand-response systems	Have translated instructions on how to make fare payments been made available?
	Is the same information included in existing schedules and route books?
	Has the information been placed in a visible location on all vehicles?
<u>Customer Service</u> – All interactions with the public by HCT transit service personnel (Administrative staff, Drivers) regarding services provided	How many customer service calls come in from an individual who speaking languages other than English?
	Can customer service representatives describe to a caller what language assistance the agency provides and how to obtain translated information or oral interpretation?
	Can a person speaking limited English or a language other than English request information from a customer service representative?
<u>Community Outreach</u> – All interactions with the public by HCT transit service personnel (Administrative staff, Drivers) regarding updates/changes in services and programs	Have translators been requested or made present at community meetings?
	Are translated versions of any written materials that are handed out at a meeting provided?
	Can members of the public provide oral as well as written comments in languages other than English?
	Are meeting notices, press releases, and public service announcements requested to be translated into languages other than English?

### **Dissemination of the LEP Plan**

The LEP plan has been incorporated into the HCT Title VI Plan to provide a single source for non-discrimination compliance. Electronic copies of the complete plan can be downloaded from the HCT website or requested via email to [mpo@hattiesburgms.com](mailto:mpo@hattiesburgms.com). Printed copies are available for review at the HCT administrative office on 1001 S Tipton Street and at the MPO Division office at 200 Forrest Street. People requesting a copy in an alternative format should mail their request to MPO Division, P.O. Box 1898, Hattiesburg, MS 39403, can email their request to [mpo@hattiesburgms.com](mailto:mpo@hattiesburgms.com) or call in their request to 601-545 -6259.

Public Notice of Protection under Title VI

Notifying the Public of Rights Under Title VI

## Hub City Transit (HCT)

- The Hub City Transit operates its programs and service without regard to race, color, and national origin in accordance with the Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Hub City Transit.
- For more information on the City of Hattiesburg civil rights program, and the procedures to file a complaint, contact MPO Division at 200 Forrest Street or by mail to P.O. Box 1898, Hattiesburg, MS 39403. Copies of HCT's Title VI program including procedures for filing a complaint are available at MPO Division, 200 Forrest Street, Hattiesburg MS 39401, or copies in an alternative format by calling 601-545-6259.
- Complaint forms are available at [www.hattiesburg.com/hct](http://www.hattiesburg.com/hct), the MPO Division office at 200 Forrest Street, Hattiesburg, MS, or [mpo@hattiesburgms.com](mailto:mpo@hattiesburgms.com).
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave, SE, Washington, DC 20590
- If information is needed in another language, contact 601-545-6259.
- Si se necesita informacion en otro idioma, el contacto 601-545-6259.

## Title VI Plan Review Notices

### PUBLIC NOTICE

Hub City Transit Review and Comment Period December 19<sup>th</sup> to January 20<sup>th</sup>. In compliance with FTA regulations, MPO and HCT are conducting a full update to their Title VI Plan which outlines how identified low-income, limited English proficient and minority populations are served by their transit services. Draft plans are available at the HCT transit facilities in Hattiesburg, the MPO offices at 308 Newman Street Hattiesburg, MS 39401 and online at [www.hattiesburg.com/hct](http://www.hattiesburg.com/hct). The public is encouraged to participate in the development process by reviewing the draft plan, discussing it with the planning team and/or providing written comment for consideration. Request an emailed copy of the draft, ask questions and submit your feedback these ways:

- By phone 601-545-6325
- Email to [mpo@hattiesburgms.com](mailto:mpo@hattiesburgms.com)
- Mailed or in person: 308 Newman Street, Hattiesburg, MS 39401

The Public Notice will be acknowledged by the Hattiesburg City Council on December 17, 2019 and published in newspaper on December 19 & 26, 2019.

### LOCATIONS WHERE NOTICE IS POSTED

1. Hub City Transit. 1001 S Street, Hattiesburg, MS 39401
2. Hattiesburg Intermodal Facility 308 Newman Street, Hattiesburg, MS 39401
3. City of Hattiesburg City Hall 200 Forrest Street Hattiesburg, MS 39401
4. Forrest County Administrative Office 641 North Main Street, Hattiesburg, MS 39401
5. Lamar County Administrative Office 203 North Main Street, Purvis, MS 39475

To ensure compliance with the Americans with Disabilities Act (ADA), persons with disabilities that require aids or services to participate can contact the HPFL-MPO office at (601) 545-6259; or email [mpo@hattiesburgms.com](mailto:mpo@hattiesburgms.com) to make arrangements.

## Noticia de Reviso de Plan Titulo VI

### NOTICIA PUBLICA

Periodo de Reviso y Comentario Publico de Hub City Transit desde el 19 de Diciembre hasta el 20 de Enero. En conformidad con las regulaciones del FTA , MPO y HCT estan conduciendo una actualizacion completo de su Plan Titulo VI que delinea como identificar a las personas de bajos recursos, a las personas que hablan muy poco ingles y a las personas de poblaciones de minorias que usan los servicios de transito. El planes propuesto esta disponible en las estaciones de transito del HCT en Hattiesburg, en las oficinas de MPO, direccion 308 Newman st Hattiesburg, MS 39401 y en linea [www.hattiesbueg.com/htc](http://www.hattiesbueg.com/htc). Queremos alentar al publico a que participen en el proceso de desarrollo con revisar nuestro plan y hablar con nuestros planeadores sobre el plan or entregarnos sus recomendaciones por escrito para que nuestros planeadores puedan considerarlos. Ustedes pueden pedir copia de el plan propuesto de tres maneras:

- Por telefono al llamar al 601- 545- 6325
- Por email a [mpo@hattiesburgms.com](mailto:mpo@hattiesburgms.com)
- Or por correo national o en persona a la direccion 308 Newman Street, Hattiesburg MS 39401

Esta Noticia Publica sera actualizada por el Consejo de Gobierno de la ciudad de Hattiesburg el dia 17 de Diciembre del 2019 y publicada en el periodico el 19 y el 26 de Diciembre del 2019.

### UBICACIONES DONDE SE PUBLICA EL AVISO

1. Hub City Transit. 1001 S Street, Hattiesburg, MS 39401
2. Hattiesburg Intermodal Facility 308 Newman Street, Hattiesburg, MS 39401
3. City of Hattiesburg City Hall 200 Forrest Street Hattiesburg, MS 39401
4. Forrest County Administrative Office 641 North Main Street, Hattiesburg, MS 39401
5. Lamar County Administrative Office 203 North Main Street, Purvis, MS 39475

Para garantizar el cumplimiento de la Ley de Estadounidenses con Discapacidades (ADA), las personas con discapacidades que requieren ayudas o servicios para participar pueden comunicarse con la oficina de HPFL-MPO al (601) 545-6259; o envíe un correo electrónico a [mpo@hattiesburgms.com](mailto:mpo@hattiesburgms.com) para hacer los arreglos.

Stakeholders

Agency	Address	City	ZIP	Contact
City of Hattiesburg	P.O. Box 1898	Hattiesburg	39401	Toby Barker/Mayor
Lumberton	P.O. Box 211	Lumberton	39455	Quincy Rogers
Petal	P.O. Box 564	Petal	39465	Hal Marx
Purvis	P.O. Box 308	Purvis	39475	Roger Herrin
Sumrall	P.O. Box 247	Sumrall	39482	Heath Sumrall
Board of Supervisors	P.O. Box 1310	Hattiesburg	39403	David Hogan
Board of Supervisors	P.O. Box 1240	Purvis	39475	Joe Bounds
Federal Highway Administration	666 N. St. Suite 105	Jackson	39215	Andrew Hughes
Forrest Co. Board of Supervisors	P.O. Box 1310	Hattiesburg	39403	Chris Bowen
MDOT	P.O. Box 1850	Jackson	39215	Jeff Ely
MDOT	P.O. Box 1850	Jackson	39215	Perry Brown
Board of Supervisors	P.O. Box 1310	Hattiesburg	39403	Roderick Woullard
Neel-Schaffer	P.O. Box 1487	Hattiesburg	39403	Steven Twedt
MDOT	PO Box 1850	Jackson	39215	Melinda McGrath
Grove Transit	1721 Hardy St	Hattiesburg	39402	Dan Reid
DJ Shuttle and Tours	101 Hardy St	Hattiesburg	39401	Johnny Williams
Ability Works, Inc.	18 JM Tatum Industrial Drive	Hattiesburg	39401	Bill McDonald
William Carey University	498 Tuscan Avenue	Hattiesburg	39401	Robert Bevoms
Historic Hattiesburg Downtown Association	P.O. Box 150	Hattiesburg	39403	Andrea Saffle
South MS Planning and Development	9229 Hwy 49	Gulfport	39503	Allison Beasley
Hattiesburg Area Association of Realtors	411 Classic Drive	Hattiesburg	39402	Office Manager
Area Development Partnership	1 Convention Center Plaza	Hattiesburg	39401	Chad Newell

Library of Hattiesburg Petal and Forrest County	329 Hardy St	Hattiesburg	39401	Pamela Pridgen
MS Association of Broadcaster	855 S. Pear Orchard Rd – Ste. 403	Ridgeland	39157	Office Manger
HFPL MPO	P. O. Box 1898	Hattiesburg	39403	Andrew Ellard
City of Hattiesburg	P.O. Box 1898	Hattiesburg	39403	Lamar Rutland
Hattiesburg-Laurel Regional Airport Authority	1002 Terminal Drive	Moselle	39459	Tom Heanue, PE
State Senator	P.O. Box 407	Heidelberg	39439	Juan Barnett
State Senator	27 Troon Circle	Hattiesburg	39401	Billy Hudson
State Senator	506 South Court St.	Ellisville	39437	Chris McDaniel
State Senator	53 Tidewater Road	Hattiesburg	39402	John Polk
State Rep	17 Byrd Rd.	Petal	39465	Larry Byrd
State Rep	545 Otho Davis Road	Lumberton	39455	John Glen Corley
State Rep	P.O. Box 18247	Hattiesburg	39404	Chris Johnson
State Rep	P.O. Box 19089	Hattiesburg	39404	Missy McGee
State Rep	P.O. Box 1767	Hattiesburg	39403	Percy W. Watson
State Rep	92 Pigott Easterling Rd	Tylertown	39667	Bill Pigott
Mississippi Christian Family Services	P.O. Box 487	Rolling Fork	39159	Leigh Anne Tilghman
Pine Belt Mental Healthcare Resources	P.O. Box 1030	Hattiesburg	39403	Office Manager
Hub City Transit	P. O. Box 1898	Hattiesburg	39403	Vincent Nelms
Lamar County School District	424 Martin Luther King Dr.	Purvis	39475	Tess Smith
Forrest County School District	400 Forrest Street	Hattiesburg	39475	Faye Lancaster
City of Hattiesburg Public Works Dept.	103 Faulkner St	Hattiesburg	39401	Ronnie Perkins
City of Hattiesburg / Urban Development	PO Box 1898	Hattiesburg	39403	Tonya Jordan
City of Hattiesburg / Urban Development	PO Box 1898	Hattiesburg	39403	Stephanie Hall-Campos

City of Hattiesburg	PO Box 1898	Hattiesburg	39403	Samantha McCain
Hattiesburg Fire Department	622 Corinne Street	Hattiesburg	39401	Sherrocko Stewart
Hattiesburg City Council Clerk	PO Box 1898	Hattiesburg	39403	Ronda Cole
Hattiesburg City Council Deputy Clerk	PO Box 1898	Hattiesburg	39403	Lisa Luu Jolly