

ROGUE VALLEY

TRANSPORTATION DISTRICT

TITLE VI PROGRAM

Program Years
2027-2030

October 1, 2026 – September 30, 2029

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ROGUE VALLEY TRANSPORTATION
TITLE VI PROGRAM

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EXHIBITS:

A. NON-DISCRIMINATION COMPLAINT PROCEDURES AND COMPLAINT FORM (ENGLISH/SPANISH)
B. PUBLIC INFORMATION CONCERNING TITLE VI OF THE CIVIL RIGHTS ACT OF 1964 FOR POSTING (ENGLISH/SPANISH)
C. 'I SPEAK' CARD
D. TITLE VI ATLAS

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ROGUE VALLEY TRANSPORTATION DISTRICT

JACKSON COUNTY

OREGON

* * *

RESOLUTION NO. 23-04

WHEREAS, pursuant to Title VI of the Civil Rights Act of 1964, 42 U.S.C.§2000d *et seq* ("the Act") and 49 CFR Part 21, the U.S. Department of Transportation and the Federal Transit Administration (FTA) prohibit discrimination on the basis of race, color or national origin; and

WHEREAS, as a recipient of federal funds, Rogue Valley Transportation District ("RVTD") is required to comply with the requirements of the Act and applicable implementing regulations; and

WHEREAS, pursuant to FTA Circular 4702.1B, RVTD is required to submit its Title VI Program to the government board for approval

TO BE REPLACED WITH NEW RESOLUTION

WHEREAS, the RVTD Board of Directors has considered and determined to approve RVTD's Title VI Program, attached hereto as Exhibit A, to be effective through September 30, 2026; and

WHEREAS, the RVTD Board has the authority under ORS Chapter 267 to approve by resolution the "Title VI Program."

NOW, THEREFORE, BE IT RESOLVED that the RVTD Board of Directors approves RVTD's FFY 2024-2027 Title VI Program, policies and activities as set forth in Exhibit A.

This Resolution adopted this 15th day of November 2023.

Chair of the Board

ATTEST:

Secretary to the Board

ROGUE VALLEY TRANSPORTATION DISTRICT
TITLE VI PROGRAM

Title VI provides that *"no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (42 U.S.C. Section 2000d).*

I. PLAN STATEMENT

The Rogue Valley Transportation District is committed to compliance with Title VI of the Civil Rights Act of 1964 and all related regulations and directives. RVTD assures that no person shall on the grounds of race, color, national origin, gender, age or disability be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any RVTD service, program or activity. RVTD also assures that every effort will be made to prevent discrimination through the impacts of its programs, policies and activities on minority and low-income populations. In addition, RVTD will take reasonable steps to provide meaningful access to services for persons with Limited English Proficiency (LEP).

II. PROGRAM OVERVIEW

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color or national origin in programs or activities 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. These Presidential Executive Orders fall under the umbrella of Title VI. The Environmental Justice Policy Guidance for Federal Transit Administration Recipients (FTA C 4703.1 provides further guidance to incorporate environmental justice principles in plans, projects and activities that receive funding from FTA.)

The Title VI Program is responsible for providing leadership, direction and policy to ensure compliance with Title VI of the 1964 Civil Rights Act and environmental justice principles. The Rogue Valley Transportation District is proud of its longstanding policy to ensure that social impacts to communities and people are recognized early and continually throughout the transportation decision-making process to ensure nondiscrimination in all of its programs, activities and services.

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III. GOALS AND OBJECTIVES

The Rogue Valley Transportation District (RVTD) has established a Title VI Program in accordance with Department of Transportation regulation 49 CFR Part 21. RVTD is the recipient of federal financial assistance from the Department of Transportation and as a condition of receiving this financial assistance RVTD signed an assurance that it will carry out the program in accordance with requirements of Title VI of the Civil Rights Act of 1964.

The primary objectives of RVTD's Title VI Plan are to:

a) Ensure that the level and quality of transportation service is provided without regard to race, color, national origin, gender, age or disability;
b) Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of plans, projects and activities on minority populations and low-income populations;
c) Promote the full and fair participation of all affected populations in transportation decision making;
d) Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority population or low-income populations; and
e) Ensure meaningful access to programs and activities by persons with Limited English Proficiency (LEP).

IV. TITLE VI COORDINATOR ACTIVITIES

CONTACT

The Transportation Supervisor has been delegated as the Title VI Compliance Coordinator. In that capacity, the Transportation Supervisor is responsible for implementing all aspects of the Title VI Program. Implementation of the Title VI Program is accorded the same priority as compliance with all other legal obligations incurred by RVTD in its financial assistance agreements with the Department of Transportation.

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

Sabina Martin, Transportation Supervisor
Compliance Coordinator
Rogue Valley Transportation District
3131 Forest Hills Dr.
Medford, OR 97504-9075
smartin@rvtd.org
Phone: 541-608-2434
Fax: 541-773-2877

or

Julie Brown, General Manager
Compliance Officer
Rogue Valley Transportation District
101 S. Front St.
Medford, OR 97501
jbrown@rvtd.org
Phone: (541) 779-5821
Fax: (541) 773-2877

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TITLE VI NOTICE TO THE PUBLIC

See Exhibit A for the Title VI Public Notice in English and Spanish full text version.
See Exhibit B for the Title VI Public Notice in English and Spanish abbreviated versions used in the fixed-route and paratransit vehicles.

List of locations where notice is posted:

- All RVTD fixed-route motor bus vehicles
- All RVTD paratransit vehicles
- Within the Administrative Building receptionist lobby
- Within the Valley Lift/Translink receptionist lobby
- Online at www.rvtd.org on the main How To Ride webpage

V. PUBLIC PARTICIPATION PLAN

i. REVIEW OF CURRENT SERVICE

Established in 1975, Rogue Valley Transportation District celebrated its 50th Anniversary in 2025 providing fixed route and paratransit service to the greater Medford area.
RVTD strives to maintain service for transportation-disadvantaged populations while improving service for choice riders. Staff work closely with regional agencies and committees that focus on low-income needs, the needs of youth and older adults and the needs of populations with language barriers. These agencies and non-profits include United Way of Jackson County, ACCESS Community Action Partnership, ARC of Jackson County, Jackson County Community Services Consortium, , Southern Oregon Health-E, the Latino/a/x Interagency Networking Committee . (Maslow Project, Housing Authority of Jackson County, Options for Southern Oregon, Rogue Retreat, St. Vincent De Paul, Salvation Army, OHRA)

RVTD's planned service enhancements are described in full detail in RVTD's 2040 Transit Master Plan (2017-2042). The 2040 Transit Master Plan was vetted extensively with community groups and jurisdictions prior to adoption by the RVTD Board in 2019. The 2040 Transit Master Plan identifies service enhancements that will be implemented over the course of 25 years. Each service enhancement was individually evaluated to quantify the effect on surrounding communities with a specific focus on low-income, LEP, and minority populations.

Service reductions occurred in September 2025 in response to rising costs of service and funding uncertainty. However, until 2025 RVTD had nearly completed the Plan's short range planning list due to additional state funding called Statewide Transportation Improvement Fund (STIF). Service added with STIF is outlined in the next section.

RVTD has identified three trunk routes which when combined make up RVTD's core transit network. These three routes serve 6 of the 7 cities within the District: Route 10 serves

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Medford, Phoenix, Talent and Ashland; Route 60 serves Medford and White City; Route 40 serves Medford and Central Point. These routes typically support 70% of RVTD's ridership. RVTD currently provides six routes Monday through Friday with service available between 5:00AM-6:30PM. Routes are divided between the three intercity trunk lines that ensure travel between the communities of Medford, Central Point, Ashland, Phoenix, Talent. Three intra-city routes within Medford provide greater access and coverage to the largest city within the District. An equivalent paratransit service is provided to persons who cannot use the bus system (primarily elderly and disabled) to destinations within ¾ mile of RVTD's routes and is provided by a 3rd party contractor. Additional programs that RVTD provides include travel training, mobility management, transportation options, and safety education. RVTD is the only transit operator in the Medford area.

ii. REVIEW OF RECENT SERVICE CHANGES

In September 2025, RVTD was forced to decrease service from what was a robust system of sixteen routes down to the six we operate today. Additionally, Saturday service and weekday evening hours to 8:00PM were. RVTD experienced layoffs of unprecedented levels that affected every department. RVTD's Service Changes Policies and Procedures document provides staff with direction on how to analyze service changes objectively based on performance measures. The plan also provides steps for notifying the public and public hearing procedures.

With the establishment of the STIF funds in HB 2017 RVTD was able to increase routes which included the establishment of transfer centers outside of the Front Street Station in downtown Medford to support new circulator routes that were tailored to each community. Additionally, the first express route was added using I-5 between Medford and Ashland. These routes offered more convenient connections but were suspended until additional funds can be secured to restore services.

RVTD expanded service between 2019 – 2025 included:

- Route 24 to East Medford enhanced to 20 minute headways along with expanding the route into a previously unserved neighborhood.
- Route 26 in East Medford provides service to medical campuses as well as educational facilities and affordable shopping options.
- Route 27 is a crosstown route which connects to eight different routes across the system allowing for greater access and increased transfer ability.
- Route 63 connector between White City and Eagle Point, a previously unserved city, one-hour headways.
- Route 1X is an express route from Medford to Ashland using I-5 on one hour headways allows students and service workers commuting into Ashland a higher level of service than they have traditionally had.
- Route 17 was added in Ashland providing more coverage to neighborhoods with lower incomes and minorities.
- Route 41 Central Point Crosstown providing more coverage to neighborhoods with lower incomes and minorities.

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Nearly all of the STIF-funded routes were eliminated in 2025 due to the lower ridership characteristics of many of these new routes. Further, RVTD consolidated three routes in west Medford, the largest impoverished area per capita in our UZA, to one single route, named Route 4.

Although the Oregon state legislature passed HB 2017 and created the first permanent funding source for transit agencies across the state, it has fallen short of what is needed now a decade later to sustain service. The most recent STIF forecast for the 2025-2027 biennium also showed a deficit of funding from the original forecast. STIF is collected by the state through a 0.1% employee payroll tax and is distributed to transportation providers statewide to increase access to jobs, improve mobility, relieve congestion, and reduce greenhouse gas emissions, while providing a special focus on low-income populations. The new funding source created by the passage of HB 2017 allowed RVTD to implement service enhancements outlined in the short-range timeframe of the 2040 Transit Master Plan.

Extremely high, post-COVID cost increases in labor, health care, vehicle insurance, fuel, capital assets, and general operations contributed to the 2025 service reduction. Additional pressure from drivers using Paid Leave Oregon exacerbated the issue requiring a larger labor pool to provide full coverage.

As part of the planning that led up to the service suspension in 2025, RVTD ensured that the current core system could be supported with only existing funding through 2027. The recent passage of a local option levy has given RVTD added financial sustainability such that we can maintain the current system without new sources through 2030. Additionally, RVTD is a Special District comprised of 7 cities that by statute are entitled to receive transit service from the District. RVTD needs to carefully balance coverage to Title VI populations while maintaining routes that travel to these 7 cities.

To conduct the Title VI analysis RVTD uses a web-based transit modeling tool called Remix that can provide data about Title VI impacts. The impacts of the service reduction and the Title VI analysis performed will be discussed further in Section vi. Service Standards.

Changes to RVTD Fare:

- HB 2017 required transit providers to assist low-income communities by adopting fare subsidies or reduction programs. In 2019 RVTD began allocating $50,000 annually toward this goal through a program called STIF Low Income Bus Passes. RVTD accepts applications from the region's low-income service providers to receive sums of single-ride, 6-ride and 20-ride passes. The passes are distributed based on need and evaluated by the STIF Advisory Committee. To date RVTD has awarded fare to over 40 nonprofits who provide the passes to their clients and community members receiving their services. Based on the reports submitted to RVTD, the majority of individuals receiving the passes are using them to access work, social services and medical appointments.

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- RVTD uses an account-based electronic fare collection system called UMO provided by Cubic. The UMO product is available to passengers on smart phone mobile app or a thick mil card. Account holders can access their account through the cloud to load fare, call RVTD personnel to add fare by phone, send a check to RVTD to add fare or visit several Administrator locations to add fare. The UMO fare accounts for approximately 70% of RVTD transactions and has greatly improved schedule adherence by reducing delays at the farebox.
- RVTD made two improvements to the UMO fare products through stored value and fare capping. With stored value there is no need to purchase a pass up-front which may be cost prohibitive for some passengers. Passengers instead can pay their fare as they ride and once they spend the required amount, the UMO system will 'cap' the account so that the passenger won't have to pay for any additional rides that day or for the rest of that month. Passengers can load anywhere from $5 - $120 at a time to their account. As they ride, the system deducts fare value from their account for each trip. This change significantly improves affordability while helping passengers choose the right fare product for their traveling habits.
- Cash, tokens and paper passes are still eligible on RVTD's services.

Public Participation Activities:

- Public presentations and Public Hearings at regular Board meetings
- Public Notices in the newspaper and online at rvtd.org
- Rider Alerts posted in buses and at Front Street Station
- Public Notice in Caminos (local Latino publication)
- Announcements at community groups and meetings
- Press Releases and articles written in local publications
- In person and online (virtual) Open Houses

iii. PLANNING ACTIVITIES COMPLETED DURING 2024-2027 REPORT PERIOD

1. Onboard surveys are completed every three years using a stratified sample meaning each route is surveyed for both the weekday and weekend schedules based on ridership. RVTD conducted an onboard survey in March 2023 that included all of the routes in service at the time. The next onboard survey was scheduled to occur in 2026 however, we conducted the survey instead in October 2025 to measure the impacts of the recent service reduction that occurred the month prior.
2. RVTD updated the Coordinated Human Services Public Transportation document, "United We Ride Plan" in 2021 and will be updating the plan in 2026-2027.
3. STIF 2025-2027 Plan required by the state of Oregon to identify transit projects funded with STIF was prepared. The current STIF plan includes additions to frequency and a new route in Central Point while maintaining the routes already added in prior biennia.

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iv. ANTICIPATED PLANNING ACTIVITIES 2027-2030

2026-2027	2027-2028	2028-2029/30
• Coordinated Plan Update • Transportation Options Strategic Plan • STIF 2027-2029 Plan	• Coordinated Plan Update • Transportation Options Strategic Plan	• Triennial Onboard Passenger Survey

v. ANALYSIS OF CONSTRUCTION PROJECTS

During the report period RVTD did not complete any construction projects. In the prior report period two major projects were completed including a 10,000 sq. foot 2-story Transportation Building located at 3131 Forest Hills Dr. on RVTD's main campus. This building houses RVTD's Operations for fixed-route and driver amenities. Additionally, a building downtown located at 101 S. Front St. was renovated to house RVTD's Administration staff and a Community Meeting room.

RVTD has received funding to replace an approximate 300-foot stretch of sidewalk at Front Street Station (in front of the new Administration building). This stretch of sidewalk was granted by the City of Medford for permanent transit use in 2016. The sidewalk is cracked and has sections that are not ADA compliant. The funding will be used to renovate the sidewalk to have more tactile features and bus stop improvements while beautifying the area. The project is expected to take place in 2026-2027.

All of these projects have received a categorical exclusion by Federal Transit Administration and were also reviewed in 2025 during the FTA Triennial review with no findings.

vi. SERVICE STANDARDS

Pursuant to requirements set forth in the Federal Transit Administration's (FTA) Circular 4702.1B, RVTD must establish and monitor its performance under quantitative Service Standards and qualitative Service Policies. The service standards contained herein are used to develop and maintain efficient and effective fixed-route transit service. In some cases, these standards differ from standards used by RVTD for other purposes.

The FTA requires all fixed-route transit providers of public transportation to develop quantitative standards for the following indicators. Public transportation providers independently set these standards; therefore, these standards apply to specifically to RVTD rather than across the entire transit industry:

A. Vehicle Load
B. Vehicle Headways
C. On-time Performance
D. Service Availability

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A. VEHICLE LOAD

Vehicle Load is described as follows by FTA Circular 4702.1B:

Vehicle load can be expressed as the ratio of passengers to the total number of seats on a vehicle. For example, on a 40-seat bus, a vehicle load of 1.3 means all 40 seats are filled and there are approximately 12 standees.

Vehicle Load is monitored to ensure customer comfort and to determine whether additional buses need to be added to specific trips or routes based on demand. RVTD calculates a Vehicle Load Factor by dividing the average passenger daily load on each route by the number of seats on the bus typically assigned to that route. RVTD has 30-foot (24 seats) and 35-foot (30 seats) buses currently in service.

For routes where there are multiple buses in service at one time the number of buses in service is multiplied by the number of seats on each bus. For example, Route 10 uses 4 buses over its 120-minute trip length to provide 30 minute headways. RVTD used the October 2025 ridership for this analysis. Vehicle Load Factor results are presented in the exhibit below.

TABLE 3. Vehicle Load by Route

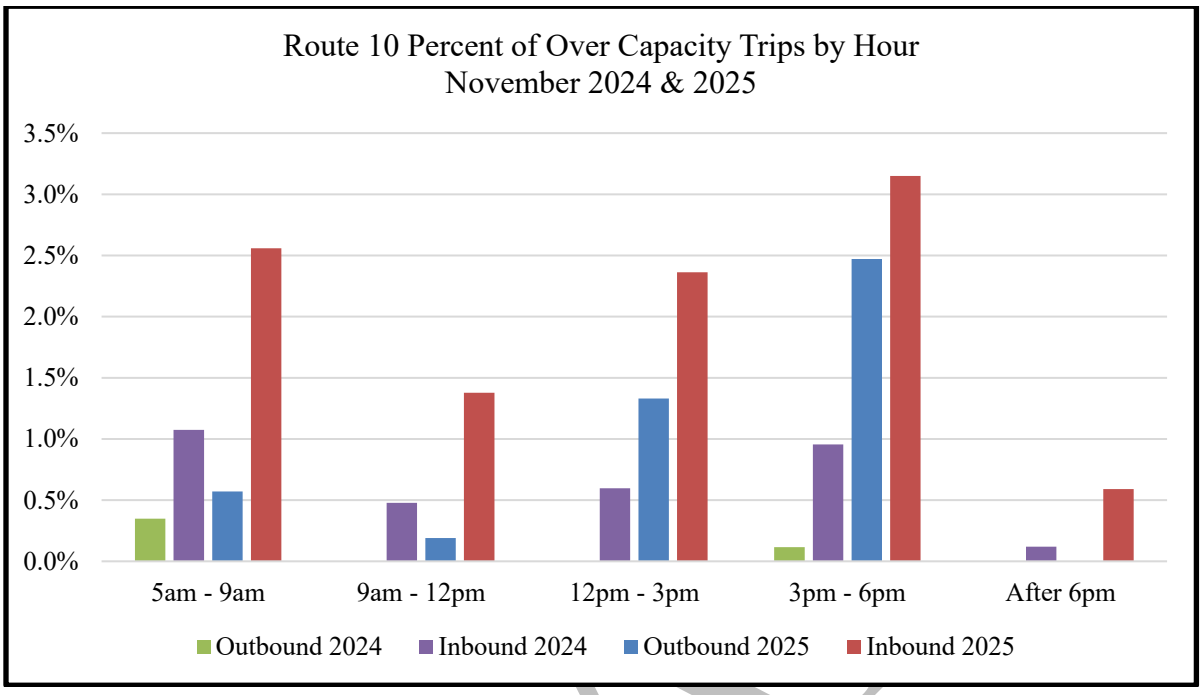
Weekday Frequency	Route	Roundtrip Miles	Scheduled Minutes	Actual Minutes	Trips per Weekday	October 2025 Trips	Seats Provided	October 2025 Ridership	**Load Factor**
30 min.	4	6.29	30	22	25	575	17,250	5,501	**0.32**
30 min.	10	31.64	120	109	27	621	18,630	32,725	**1.76**
40 min.	21	5.89	40	34	18	414	9,936	3,334	**0.34**
30 min.	24	5.89	30	30	25	575	17,250	3,745	**0.22**
30 min.	40	12.52	60	47	26	598	17,940	8,288	**0.46**
30 min.	60	22.29	90	78	27	621	18,630	11,606	**0.62**

Observations of Vehicle Loads by Route

The current passenger loads are acceptable in that every route except the Route 10 seems to always have seating available for passengers. The Route 10 was at 20-minute headways prior to the 2025 service reduction causing 2 buses to be removed from each trip. The average of 1.76 load means all the seats could be occupied and passengers are standing but this assumes every passenger stays on the bus for the duration of the route which is likely not occurring. RVTD completed further analysis for the Route 10 by looking at the trips by time of day and the passengers on board at each stop location. RVTD can do this using our automatic passenger counters onboard each vehicle that are 95% accurate 90% of the time.

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The data is presented below in the bar graph for outbound to Ashland and inbound back to Medford. We compared the passenger loads in 2025 to 2024 when 20-minute service was available. All data is for the month of November.



Due to passengers boarding and deboarding throughout the route, the times when the loads are actually over capacity are generally less than 2.5% of all outbound trips to Ashland and 3.5% of all inbound trips to Medford with reduced service in 2025. However, in 2024 the times when the Route 10 was over capacity is less than 0.5% outbound and nearly less than 1% of trips inbound to Medford. While not ideal to have any trip where seating is full and riders are standing, the amount of trips are still considered reasonable for this busy route.

B. VEHICLE HEADWAYS

Vehicle headway is described as follows by FTA Circular 4702.1B:

Vehicle headway is the amount of time between two vehicles traveling in the same direction on a given line or combination of lines. A shorter headway corresponds to more frequent service. Vehicle headways are measured in minutes (e.g., every 30 minutes); service frequency is measured in vehicles per hour (e.g., two buses per hour). Headways and frequency of service are general indications of the level of service provided along a route. Vehicle headway is one component of the amount of travel time expended by a passenger to reach his/her destination. A vehicle headway standard is generally expressed for peak and off-peak service as an increment of time (e.g., peak: every 15 minutes; and off peak: every 30 minutes). Transit providers may set different vehicle headway standards for different modes of transit service. A vehicle headway standard might establish a minimum frequency of service by area based on population density. For example, service at 15-minute peak headways and 30-minute off-peak headways might be the standard for routes serving the

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most densely populated portions of the service area, whereas 30-minute peak headways and 45-minute off-peak headways might be the standard in less densely populated areas. Headway standards are also typically related to vehicle load. For example, a service standard might state that vehicle headways will be improved first on routes that exceed the load factor standard or on routes that have the highest load factors.

RVTD calculates headway by determining the average length of time between buses on each route. Currently RVTD does not have a peak service time. All routes have the same headways throughout their service day. In the event a route regularly exceeds Vehicle Load Factor standards, RVTD will evaluate whether frequency on that route should be adjusted within the confines of existing or expected funding levels. Vehicle headways are presented in the exhibit below

TABLE 4. Vehicle Headways by Route

Weekday Headway	Route	Roundtrip Miles	Scheduled Minutes	Actual Minutes	Trips per Weekday
30 min.	4	6.29	30	22	25
30 min.	10	31.64	120	109	27
40 min.	21	5.89	40	34	18
30 min.	24	5.89	30	30	25
30 min.	40	12.52	60	47	26
30 min.	60	22.29	90	78	27

Observations of Vehicle Headways

RVTD added six routes between 2019 and 2025 using STIF funds (Route 1X, 17, 26, 27, 63) which are not in service today due to funding availability and rising cost of service. During this time RVTD also provided 20-minute service on the Route 10, 21 and 24 which have also been decreased to reduce costs. Routes that had more frequent service also had the highest ridership per hour which is an indication that convenience can attract riders to use transit more often.
RVTD does not have a policy for how to assign headways to routes due to funding being a major part of these decisions. However, RVTD generally views 60-minute headways as being a base level of service and 30-minute headways to be more typical of a good level of service and 20-minutes to be the highest level of service.

C. ON-TIME PERFORMANCE

On-time performance is described as follows by FTA circular 4702.1B: *On-time performance is a measure of runs completed as scheduled. This criterion first must define what is considered to be "on time." For example, a transit provider may consider it acceptable if a vehicle completes a scheduled run between zero and five minutes late in comparison to the established schedule. On-time performance can be measured against route origins and destinations only, or against origins and destinations as well as specified time points along the route. Some transit providers set an on-time performance standard*

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that prohibits vehicles from running early (i.e., ahead of schedule) while others allow vehicles to run early within a specified window of time (e.g., up to five minutes ahead of schedule). An acceptable level of performance must be defined (expressed as a percentage). The percentage of runs completed system-wide or on a particular route or line within the standard must be calculated and Category measured against the level of performance for the system. For example, a transit provider might define on-time performance as 95 percent of all runs system-wide or on a particular route or line completed within the allowed "on-time" window.

RVTD's determines a bus to be late if it arrives at its scheduled "time point" five or more minutes later than the published time. Buses are considered early if they depart from a published time point at any time prior to the scheduled departure. RVTD's goal is to be on-time at least 95% of the time during off peak commute times and 90% of the time during peak commute times. Transportation staff regularly monitor on-time performance and counsel operators who consistently fail to meet on-time performance standards that are within their control. Discussions with bus operators are also used to identify vehicle scheduling issues in the runboard. On-time performance of each route is presented in the exhibit below:

TABLE 5. On-Time Performance by Route

Route 4- West Medford (October 2025)		
Timed Stop ID	Stop Name	Weekday % on Time
300060	Jackson & Columbus	96%
270100	Thunderbird	92%
250110	South Medford High	93%
250190	Oakdale and Dakota	86%
000001	Front Street Station (On Time)	93%
000001	Front Street Station (% Arriving at Top/Bottom of Hour)	3%
000001	Front Street Station (Missed Transfers)	2%

Route 4- West Medford (July 2026)		
Timed Stop	Stop Name	Weekday % on Time
300060	Jackson & Columbus	98%
270100	Thunderbird	94%
250110	South Medford High	96%
250190	Oakdale and Dakota	91%
000001	Front Street Station (On Time)	96%
000001	Front Street Station (% Arriving at Top/Bottom of Hour)	2%
000001	Front Street Station (Missed Transfers)	1%

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Route 10- Medford to Ashland (October 2025)		
Timed Stop	Stop Name	Weekday % on Time
100070	South Gateway - Walmart	98%
100100	Harry & David Corporation	94%
100180	Phoenix Shopping Center	92%
100270	Talent and Main	87%
100370	Jackson Wellsprings	87%
100450	Ashland Plaza	82%
100480	Siskiyou Blvd & Sherman St	73%
100510	Southern Oregon University	69%
100540	Ashland and Walker	68%
100640	Ashland Bi-Mart	73%
100690	Siskiyou and Bellview	96%
100760	Siskiyou and Palm	95%
100790	Siskiyou Blvd & Sherman St	92%
100810	Lithia and Oak	89%
100880	Jackson Wellsprings	80%
101010	Talent and Main	78%
101100	Phoenix - Ray's Food Place	40%
101160	Harry & David Corporation	44%
101195	South Gateway - Walmart	51%
000001	Front Street Station (On Time)	72%
000001	Front Street Station (% Arriving at Top/Bottom of Hour)	3%
000001	Front Street Station (Missed Transfers)	5%

Route 21- North Medford / Poplar Square (October 2025)		
Timed Stop	Stop Name	Weekday % on Time
610020	Medford Center	91%
610070	Biddle and McAndrews	94%
210090	Food 4 Less	93%
610490	Poplar Square	96%
610590	Medford Center	97%
000001	Front Street Station (On Time)	99%
000001	Front Street Station (% Arriving at :10/:30/:50 After)	0.2%
000001	Front Street Station (Missed Transfers)	0.2%

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Route 24- East Medford / RRMC (October 2025)		
Timed Stop	Stop Name	Weekday % on Time
240040	Barnett Rd. Winco	95%
240130	Murphy Rd. RRMC	98%
240260	Barnett & Highland	95%
240330	Barnett Rd. Winco	97%
000001	Front Street Station (On Time) *Equal to or less than 4 minutes*	92%
000001	Front Street Station (% Arriving at Top/Bottom of Hour)	4%
000001	Front Street Station (Missed Transfers)	2%

Route 40- Medford to Central Point (October 2025)		
Timed Stop	Stop Name	Weekday % on Time
400050	Rogue Valley Mall	94%
400130	Beall and Bursell	90%
400190	Albertsons	90%
400240	N 3rd St - South of 10th St	79%
400280	US Bank	84%
400310	Albertsons	69%
400360	Beall and Bursell	79%
400445	Northgate Shopping Center	85%
400447	Rogue Valley Mall	79%
400470	Salvation Army	89%
000001	Front Street Station (On Time)	87%
000001	Front Street Station (% Arriving at Top/Bottom of Hour)	1%
000001	Front Street Station (Missed Transfers)	4%

Route 60- Medford to White City (October 2025)		
Timed Stop	Stop Name	Weekday % on Time
600040	Main and Crater Lake Avenue	95%
600120	North Medford High School	96%
600270	North Medford Walmart	93%
600370	Cascade Shopping Center	84%
600380	Goodwill	85%
600400	VA SORCC	81%
600470	Aloha Sun	76%
600600	Cascade Shopping Center	89%

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600700	North Medford Walmart	94%
600760	North Medford High School	88%
600840	Main and Crater Lake Avenue	89%
000001	Front Street Station (On Time)	89%
000001	Front Street Station (% Arriving at Top/Bottom of Hour)	0.2%
000001	Front Street Station (Missed Transfers)	0.2%

Observations of On Time Performance

RVTD has 53 'timed stops' throughout the system, excluding Front Street Station, that are used as points throughout a route to maintain the schedule. Of these, 27 stops show less than 90% schedule adherence and 13 show less than 80% schedule adherence. Although this can cause inconvenience for the passenger, it is common to have buses arriving late at bus stops especially during peak congestion times.

The routes with the worst schedule adherence throughout the route are Routes 10 and 40. RVTD added the Route 4 in September 2025 which was a new route to cover the west Medford area that was previously served by three separate routes. The data for October 2025 shows schedule adherence being an issue initially but the schedule was slightly modified, and the departure from Front Street Station streamlined. July 2026 data for the Route 4 shows improvements to schedule adherence. Since the last Title VI Plan, RVTD also modified the Route 21 which had a 30 minute schedule and by changing it to a 40 minute schedule it greatly improved schedule adherence.

Lengthening the schedule is not the most cost effective solution as it adds more operating time and often removing bus stops that are underutilized, changing the departure point at Front Street Station or adjusting the schedule between stops can make enough difference. The Route 21 experienced such severe lateness issues that 10 minutes needed to be added to the schedule.

The more important route adherence point is Front Street Station for passengers to make transfers to other routes. We measure schedule adherence to Front Street Station in three ways. If the bus arrives on time at the actual scheduled arrival time, if the route arrives at the top or bottom of the hour which is when most routes leave Front Street Station making transfers infeasible, and the third is if the bus arrived past when a 'hold' can occur which is when a driver can request another route to 'hold' allowing for the passenger to successfully transfer (although this makes the other route depart late). Hold transfers must occur within 3 minutes after the route's scheduled departure time, and the incoming route must arrive within 2 minutes so the passenger can deboard and walk/run to catch the other bus. In this analysis, we measured the bus arriving no more than :02 or :32 after the hour to make the transfer possible. The routes that have the worst schedule adherence to Front Street Station are Routes 10 and 24 and 40 occurring during the afternoon peak congestion times.

RVTD has recently installed transit signal priority along the Highway 99 corridor south of Medford that will assist with adherence on the Routes 10 and 24 although there has also been a major construction project between Medford and Phoenix that has caused delays

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making the TSP impacts difficult to measure. Additional TSP equipment is being installed in Medford and Central Point in late 2026.

Late arriving buses can cause riders anxiety and confusion. RVTD offers trip planning and bus schedule information through mobile apps for passengers to receive live bus arrival information to their bus stop. We are launching a new SMS text bus arrival tool that allows passengers without cellular service to still receive bus arrival information.

D. SERVICE AVAILABILITY

Service availability/transit access is described as follows by FTA Circular 4702.1B: *Service availability is a general measure of the distribution of routes within a transit provider's service area. For example, a transit provider might set a service standard to distribute routes such that a specified percentage of all residents in the service area are within a one-quarter mile walk of bus service or a one-half mile walk of rail service. A standard might also indicate the maximum distance between stops or stations. These measures related to coverage and stop/station distances might also vary by population density. For example, in more densely populated areas, the standard for bus stop distance might be a shorter distance than it would be in less densely populated areas, and the percentage of the total population within a one-quarter mile walk of routes or lines might be higher in more densely populated areas than it would be in less densely populated areas. Commuter rail service or passenger ferry service availability standards might include a threshold of residents within a certain driving distance as well as within walking distance of the stations or access to the terminal.*

Service availability compares the distribution of populations within 1/4 mile of a transit route compared to the region, in this case Jackson County. Populations for Title VI purposes are defined as low income and minorities. Data is sourced from the 2024 ACS 5-Year Estimates (2020-2024) available for Jackson County, OR for Race and Ethnicity and Income. RVTD partners with the Rogue Valley Council of Government's (RVCOG) Transportation Department to assist in the preparation of the data and maps for the Title VI Plan.

TABLE 6. Title VI Populations within Jackson County versus 1/4 Mile of the System

System Area	Total Population Affected	Total Minority Population	Percent Minority	Latino Minority	Percent Latino	Low Income Households 100%	Low Income Households 200%
Jackson County	221,795	48,573	21.9%	35,931	16.2%	12.6%	21.8%
0.25 mile of routes	78,772	22,003	27.9%	14,958	19.0%	16.2%	36.5%

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Observations:

RVTD has approximately 78,722 people living within .25 mile of the current transit system which is 36% of the County population. Yet, within this .25 mile 45% of the County's Minority populations live and 42% of the Latino minority population lives. Additionally, 46% of the County's households living below the 100% poverty line are within .25 mile of an RVTD route. This demonstrates that RVTD's transit system is reaching high concentrations of the County minority and poverty populations.

TABLE 7. Title VI Populations within 1/4 Mile by Route

Individual Route	Total Population Affected	Percent Minority	Percent Latino	Percent Low Income HH 100%	Percent Low Income HH 200%
4	14,159	31.9%	22.0%	18.3%	38.5%
10	21,779	17.0%	8.5%	15.5%	33.0%
21	4,075	36.2%	26.5%	17.2%	45.7%
24	5,154	24.5%	15.8%	17.2%	43.5%
40	14,900	27.3%	18.9%	11.7%	29.1%
60	19,817	37.4%	27.7%	18.3%	40.3%

Observations:

To visualize the routes serving the largest Title VI populations, cells have been shaded in blue. Routes 4, 21 and 60 have several categories representing a higher than average Title VI population within .25 miles compared to other routes.

The changes since the prior Title VI Plan are also compelling. Since 2023, the Route 24 service area saw an increase from 11.8% minority to 24.5% and 5.9% Latino to 17.2%. Additionally, the area had growth in 100% poverty households from 10% in 2023 to 17.2% and for the under the 200% poverty threshold from 30% to 43.5%. So, although the Route 24 is not one of the highest concentrations for Title VI populations among the RVTD routes, it has seen significant growth in the previous 3 years of Title VI populations.

The Route 21 and 60 have seen significant growth as well further confirming the past data about these two routes importance for serving Title VI populations. Since 2023, the Route 21 service area saw an increase from 26.1% minority to 36.2% and 11.7% Latino to 26.5% but saw a decrease in 100% poverty households from 25% in 2023 to 17.2% and for the under the 200% poverty threshold from 52% to 45.7%. Since 2023, the Route 60 service area saw an increase from 26.9% minority to 37.4% and Latino from 18.3% to 27.7% but saw a decrease in 100% poverty households from 22% in 2023 to 18.3% and for the under the 200% poverty threshold from 45% to 40.3%.

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The Route 10 and 40 have seen slight decreases in low-income households. For example, The Route 10 service area saw a decrease from 18% of HH under the 100% poverty level to 15.5% and a decrease under the 200% poverty level from 42% to 33%. In the Route 40 service area there was a decrease from 14% of HH under the 100% poverty level to 11.7% and a decrease under the 200% poverty level from 39% to 29.1%.

The Route 4 is a new route that was added during the September 2025 service cuts. The area the Route 4 serves used to be served by three routes. The Route 4 is a circulator route and it provides coverage to most of the areas previously served by the three routes and to all of the major bus stops with the highest passenger activity.

RVTD Onboard Passenger Survey

In October 2025 RVTD completed an onboard survey. Onboard surveys are completed every three years (except for the 2021 electronic survey due to COVID). Each route and each run of the day are surveyed for weekday schedules. A total of 832 valid surveys were collected during the 2025 process. Below are key findings from the survey report that are pertinent to Title VI.

TABLE 8. Income by Route

Route	Less than $10,000	$10,000-$14,999	$15,000-$24,999	$25,000-$49,999	$50,000 or More	Prefer Not to Answer
4	29%	16%	22%	11%	4%	18%
10	36%	15%	16%	16%	5%	12%
21	41%	10%	12%	12%	9%	16%
24	37%	18%	16%	18%	2%	9%
40	35%	15%	24%	6%	4%	16%
60	40%	11%	16%	13%	5%	15%
Total	**37%**	**14%**	**17%**	**13%**	**5%**	**14%**

Observations

Income disparity continues to be a major issue for those using RVTD's transit system. In recent years wage growth nationwide and globally has benefited most sectors of the economy providing increases in personal income. However, RVTD's riders have seen an increase from 32% to 37% who earn less than $10,000 annually from the prior Title VI Plan and perhaps even more staggering an increase from 27% to 37% since the 2021 Title VI Plan.

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The routes with the highest increases in the less than $10,000 earning category are routes 10, 21, and 60 while Route 40 saw a decrease. The Route 21 saw an increase in the $10-$14,999 earning category from 6% to 18% while the Route 40 saw a decrease. When compared to the service area of each route described above, this data seems to confirm the changes in poverty levels near the Routes 21 and 24 heading toward the lower earnings categories while the Route 40 is heading into the upper earning categories with 34% of Route 40 riders saying the earn more than $15,000 compared to 15% in the prior Title VI Plan. Additionally, Route 24 riders in the prior Title VI Plan had 11% earning $50,000 or more, the highest of all routes during that time, compared to 2% in this plan and the lowest of all routes.

vii. SERVICE POLICIES

RVTD adopted a service policy in 2006 which reads as follows:

STANDARD OPERATING PROCEDURE
OBTAINING PUBLIC COMMENT ON FIXED-ROUTE SERVICE CHANGES
EFFECTIVE SEPTEMBER 2006

The Rogue Valley Transportation District (RVTD) will provide an opportunity for public comment on any proposed changes in the fixed-route service that falls within described criteria: *Any change in fixed-route service that is greater than five (5) percent of any fixed-route's annual revenue hours.*

The public will be given an opportunity to comment on proposed changes at two public hearings, scheduled in conjunction with regular monthly Board meetings, prior to implementing any intended change in the fixed-route service. A notice of the public hearing will be placed in a newspaper of general circulation, specifying the date, time and location of the meeting and the nature of the change or changes being proposed. Members of the public who are unable to attend the public hearing are encouraged and directed to submit their concerns in writing to the General Manager.

All comments made at the public hearings are recorded in written minutes of the Board meeting. Members of the public who submit comments in writing are sent a letter of acknowledgement and then their comments are forwarded to the appropriate RVTD staff member(s) and the Board of Directors. All comments are reviewed and given full and careful consideration by both RVTD staff and the Board prior to implementing any and all proposed changes in the fixed-route service.

VII. LIMITED ENGLISH PROFICIENCY (LEP) PLAN

Limited English Proficiency (LEP) is a term used to describe people who do not speak English as their primary language and who also may have limited ability to read, write, or understand English.

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AUTHORITY AND GUIDANCE

Presidential Executive Order (EO) 13166 – Improving Access to Services for Persons with Limited English Proficiency (LEP) is directed at implementing the protections afforded by Title VI of the Civil Rights Act of 1964 and related regulations. Discrimination in providing services to LEP persons is covered in Title VI under national origin discrimination. Because language-access requirements are largely regulatory, they may be changed by the executive branch. In March 2025, Executive Order 14224, "Designating English as the Official Language of the United States," did just that. The order rescinds Executive Order 13166. The 2025 executive order, however, states that it does not require "any change in the services provided by any agency." It thus appears to allow agencies to continue to provide documents or services in non-English languages. Without further guidance, RVTD is completing the "Four Factor Analysis" as it has in prior Title VI Plans.

i. FOUR FACTOR ANALYSIS

A recipient may conduct an individualized assessment that balances the following four factors:

1. The number or proportion of LEP persons served or encountered in the eligible service population ("served or encountered" includes those persons who would be served or encountered by the recipient if the persons received adequate education and outreach and the recipient provided sufficient language services);
2. The frequency with which LEP persons come into contact with the program;
3. The nature and importance of the program, activity, or service provided by the program;
4. The resources available and costs to the recipient.

FACTOR 1

The table below provides data on the total Hispanic/Latino population within Jackson County from the ACS 2017-2021 5-year estimates.

TABLE 9. Jackson County ACS Data Race Estimates

System Area	Total Population Affected	Total Minority Population	Percent Minority	Latino Minority*	Percent Latino	Low Income Households 100%	Low Income Households 200%
Jackson County	221,795	48,573	21.9%	35,931	16.2%	12.6%	21.8%
0.25 mile of routes	78,772	22,003	27.9%	14,958	19.0%	16.2%	36.5%

The 2020-2024 ACS data for Language Spoken at Home provides the data for the Factor 1 analysis. Of the total 211,264 of the Jackson County population over the age of 5, the estimated population who are Hispanic/Latino and speak Spanish but speak English less than very well is 1,745. There 35,931 persons of Hispanic/ Latino ethnicity living in the County which results in 4.85% of this population speaking English Less than well.

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The GIS analysis shows us that within .25 mile of RVTD's transit system 14,958 are persons of Hispanic/Latino origin resulting in approximately 726 person who require language assistance in Spanish.
Of those who speak other languages than Spanish and do not speak English very well there are approximately 1,407 individuals within the County. The Census provides further analysis on which ethnicities these are but not the specific language. An estimated 551 persons of Indo-European origin and 380 of Asian or Pacific Island origin and 476 Other origin make up this population. The I Speak card is available to all customer service agents to assist with identifying these other languages.

FACTOR TWO

In October 2025 RVTD completed an onboard survey. Onboard surveys are completed every three years (except for the 2021 electronic survey due to COVID). Each route and each run of the day are surveyed for weekday schedules. A total of 832 valid surveys were collected. Below are key findings from the survey report that are pertinent to Title VI and the Factor Two analysis.

TABLE 10. Ethnicity by Route

Route	Asian	Black/ African American	Hispanic/ Latino	Native American	Hawaiian/ Pacific Islander	White	Other/ Prefer Not to Answer
4	0%	7%	19%	5%	2%	66%	1%
10	1%	3%	14%	5%	2%	67%	8%
21	2%	3%	15%	3%	0%	70%	7%
24	2%	10%	8%	10%	2%	68%	0%
40	2%	3%	19%	4%	0%	62%	10%
60	1%	3%	21%	5%	0%	62%	8%
Total	**1%**	**4%**	**16%**	**5%**	**1%**	**66%**	**7%**

Observations:

Overall ridership appears to have stayed relatively the same with only a slight increase in White riders of 1% from the prior Title VI Plan, 65% to 66%. However, compared to the 2021-2024 Title VI analysis there is a slight increase in overall Hispanic/Latino representation across the transit system (12% versus 16%). Routes with the most significant increases in minorities are the Route 10 that increased from 4% to 14% and the Route 60 from 3% to 21% and Route 40 from 6% to 19%. The route that had the largest decrease in Hispanic/Latino usage was the Route 24 decreasing from 11% to 8% however it also had the largest increase in Native American from 6% to 10% and Black/African American from 6% to 10%.

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FACTOR THREE

RVTD is the only public transportation provider in Jackson County. RVTD provides an average of 600,000 trips per year and operates Monday through Friday between 5:00am to 6:30pm. The transit service is an effective way to get to employment, medical appointments, shopping trips and higher education. The majority of passengers are low-income and do not own a vehicle, making transit a dependable transportation option.

FACTOR FOUR

The decision to provide language assistance services should include an assessment of the number or proportion of LEP persons from a particular language group served or encountered in the surrounding community area. The greater the number or proportion of LEP persons served or encountered, the more likely language services are needed. Generally, identifying any community where the LEP population equals 5 percent or more in a given language automatically triggers providing language assistance services as a mandatory and normal part of a program's operation. RVTD's target population for LEP services is Hispanic and Latino.

RVTD provides meaningful access to services, information, and other important portions of Rogue Valley Transportation District programs to individuals with limited English proficiency with the following:

- Translate "vital documents" into Spanish and, if necessary, replace text with pictograms or universal icons if economically feasible.
- Subscribe to a translation service to assist call takers and other staff in communicating to customers by patching through a linguistic specialist.
- Notify the Spanish-speaking population of the availability of free translation and interpretation services, upon request, for non-vital but important documents and information.
- Identify service changes that affect areas with high concentrations of LEP persons and develop mitigation strategies.
- To develop programs and materials to educate both community leaders who serve Spanish speaking LEP populations and LEP community members about RVTD's services and programs.
- Contact LEP partners to determine culturally appropriate travel-training materials and contact methods for members of their specific communities.
- Using input from community leaders, develop and provide customer orientation to familiarize transit coordinators at community centers and LEP customers with all RVTD services and programs.
- Gather community input for designing new pictograms to replace the text in signage where possible.

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To educate RVTD staff regarding LEP programs and policies:

- Work with the Operations Department to improve bus operator training programs related to transporting and communicating with LEP customers.
- Provide staff with translation service information to have available near all phones.
- Ensure the I Speak card is available to all customer service personnel and understand how to use the tool when communicating with someone with Limited English.

ii. LEP PARTICIPATION

To improve LEP participation in RVTD's programs and services, RVTD will utilize existing networks within the Spanish-speaking community to contact, engage, and educate community leaders serving Spanish-speaking LEP community members about RVTD's services and programs. These may include: community based organizations (CBO's), churches, social clubs, business organizations and state, county and city social service agencies.

Primary Target Audience**:** Latino community members whose primary language is Spanish and have limited English proficiency. Members of this group vary in age, education, and income. However, they tend to live in urban or suburban settings, have access to RVTD services, have low incomes, and are transit dependent. Ridership patterns include men and women commuting to work and school, men and women taking children to school and medical appointments, youth riding to school and jobs, and the elderly going to medical appointments and social activities.

Internal: RVTD management and staff needing to communicate with the Spanish-speaking LEP community regarding existing service, service changes and future service plans.

External: Spanish-speaking LEP communities; community-based organizations (CBOs) serving Spanish-speaking LEP populations; English language course teachers; and state, county and city governments serving Spanish-speaking LEP populations.

Program Elements

Outreach – External Stakeholders:

- CBOs serving Spanish-speaking LEP populations
- Urban Spanish-speaking LEP communities
- Rural Spanish-speaking LEP communities
- Hispanic Interagency Committee
- Hispanic Chamber of Commerce
- State, county, and city governments
- Bilingual RVTD staff person at public hearings, open houses, and other service outreach activities when available or upon request
- Health organizations and agencies

Outreach – Internal Stakeholders:

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- Employee training
- Communications to the RVTD Board of Directors

Media –
- Include Spanish translated campaigns promoting RVTD when financially feasible.
- Place advertising in the Caminos publication.

Planning Activities –
- Onboard Passenger survey will be translated into Spanish to provide an option for LEP Spanish speaking passengers.
- Service changes that are posted to the rvtd.org website and rider alerts within buses will be translated into Spanish for LEP Spanish speaking passengers.

Training – RVTD Employees and Contracted Service Employees –
- Provide employee training (initial focus on front-line staff: bus operators, customer service/dispatch agents, reception).
- Provide staff with a description of the language assistance services offered by RVTD.
- Offer to pay for Spanish language education such as Babbel for employees.
- Provide staff with specific procedures to be followed when serving a LEP customer.
- Provide staff with training on how to process a potential Title VI/LEP complaint.

Translation Service –
- Use of 'I Speak" card to ascertain language assistance needs (Attachment C)
- In house oral and written translation services
- Subscription telephone interpreter
- Google website translation service

Recruit/Hire Bilingual/Bicultural Individuals –
- Place job announcements at the state employment office, in local newspapers, on RVTD's website, in e-mail notifications, and any other media used to attract potential employees who are bilingual (English/Spanish).

iii. LANGUAGE ASSISTANCE PLAN

Options for providing language assistance are:

- Bilingual staffing
- Telephone interpretation
- Volunteer interpreters from community minority organizations
- Qualified paid telephone interpreters
- Use of 'I Speak' cards to identify language
- Translation of vital documents

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Language Assistance Resources/ Translation of Vital Documents

Rogue Valley Transportation District currently has the following resources available to provide meaningful access to RVTD services and programs by persons with LEP:

- Bilingual staffing in two of RVTD's locations
- Automated Bus Route Schedule Information (24 hours) in English/Spanish
- Automated telephone Information for Valley Lift paratransit service
- Bus Riding Rules and Bus Safety information posted inside all buses in English and Spanish
- Printed materials available in English/Spanish: Bus Schedules (to include fare information), ODOT Bicycle Manual, Bicycle Helmet Fitting Brochure, Bicycle Safety, Title VI Complaint Form and Procedures (Attachment A) and Public Notice of a Person's Rights under Title VI of the Civil Rights Act of 1964 (Attachment B)

MONITORING AND UPDATING THE LEP PLAN

This plan is designed to be flexible and change to the needs of the community. As such, it is important to consider whether new documents and services need to be made accessible for LEP persons and it will be important to monitor changes in demographics and types of services as new census information becomes available.

RVTD will update the LEP Plan as required by the U.S. DOT. At a minimum, the plan will be reviewed and updated every three years as required, or when it is clear that higher concentrations of LEP individuals are present in the RVTD service area.

VIII. TITLE VI INFORMATION DISSEMINATION

RVTD will post the LEP Plan, complaint procedures and complaint form on its website at www.rvtd.org. A copy of the Public Notice Concerning Title VI of the Civil Rights Act will be posted in English and Spanish at the District's Front Street bus transfer station, in the receptionist lobby of the Administration and TransLink buildings, and on all District buses and Paratransit vehicles (Attachment B). Copies of the Title VI Plan will be provided to District staff and to any person or agency requesting a copy. LEP persons may obtain copies/translations of the plan upon request.

PROGRAM ELEMENTS – ACTION AND PRELIMINARY TIMELINE

2027	2028	2029/30
• Provide LEP "I Speak" card training to staff (ongoing) • Develop 2027-2029 STIF Plan using Title VI data • Incorporate LEP information into RVTD employee handbook	• Continue to monitor existing plan (ongoing) • Incorporate LEP information into RVTD employee handbook	• Continue to monitor plan (ongoing) • Provide select advertising in Spanish

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IX. TITLE VI COMPLAINTS

RVTD had no Title VI civil rights complaints during the current reporting period.

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EXHIBIT A

ROGUE VALLEY TRANSPORTATION DISTRICT (RVTD)
NONDISCRIMINATION COMPLAINT PROCEDURES

These procedures apply to all complaints filed under Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act of 1990 as amended, relating to any program or activity administered by RVTD or its sub-recipients, consultants and/or contractors. Intimidation or retaliation of any kind is prohibited by law.

These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies, or to seek private counsel for complaints alleging discrimination. These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the complainant.

Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and the Title VI Compliance Officer may be utilized for resolution, at any stage of the process. The Title VI Compliance Officer will make every effort to pursue a resolution of the complaint. Initial interviews with the complainant and the respondent will request information regarding specifically requested relief and settlement opportunities.

Procedures.

1. Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited by title VI nondiscrimination provisions may file a written complaint within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant. The complaint must meet the following requirements:

   a. Complaint shall be in writing and signed by the complainant(s).
   b. Include the date of the alleged act of discrimination (date when the complainant(s) became aware of the alleged discrimination; or the date on which that conduct was discontinued or the latest instance of the conduct.
   c. Present a detailed description of the issues, including names and job titles of those individual perceived as parties in the complained-of incident.
   d. Allegations received by fax or e-mail will be acknowledged and processed, once the identity(ies) of the complainant(s) and the intent to proceed with the complaint have been established. The complainant is required to mail a signed, original copy of the fax or e-mail transmittal for RVTD to be able to process it.
   e. Allegations received by telephone will be reduced to writing and provided to complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign, and return to RVTD for processing.

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2. Upon receipt of the complaint, the Title VI Compliance Officer will determine its jurisdiction, acceptability, and need for additional information, as well as investigate the merit of the complaint. In cases where the complaint is against one of RVTD's sub-recipients of Federal funds, RVTD will assume jurisdiction and will investigate and adjudicate the case. Complaints against RVTD will be referred to the Federal Transit Administration, Office of Civil Rights, for proper disposition pursuant to their procedures.

3. In order to be accepted, a complaint must meet the following criteria:

   a. The complaint must be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant.
   b. The allegation(s) must involve a covered basis such as race, color, or national origin.
   c. The allegation(s) must involve a program or activity of a Federal-aid recipient, sub-recipient, or contractor.

4. A complaint may be dismissed for the following reasons:

   a. The complainant requests the withdrawal of the complaint.
   b. The complainant fails to respond to requests for additional information needed to process the complaint.
   c. The complainant cannot be located after reasonable attempts.

5. Once RVTD decides to accept the complaint for investigation, the complainant and the respondent will be notified in writing of such determination within seven (7) calendar days. The complaint will receive a case number and will then be logged into RVTD's records identifying its basis and alleged hard.

6. In cases where RVTD assumes the investigation of the complaint, RVTD will provide the respondent with the opportunity to respond to the allegation(s) in writing. The respondent will have ten (10) calendar days from the date of RVTD written notification of acceptance of the complaint to furnish his/her response to the allegation(s).

7. RVTD's final investigative report and a copy of the complaint will be forwarded to the Federal Transit Administration, Office of Civil Rights, and affected parties within sixty (60) calendar days of the acceptance of the complaint.

8. RVTD will notify the parties of its final decision.

9. Complainants have the right to contact the Federal Transit Administration, Office of Civil Rights, 915 Second Avenue, Suite 3142, Seattle, WA 98174-1002. If complainant is not satisfied with the results of the investigation of the alleged discrimination and practices, the complainant can appeal the decision to the Federal Transit Administration, Office of Civil Rights.

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Title VI/ADA Complaint Form

Note: The following information is needed to assist in processing your complaint.

Complainant's Information:

Name: _____
Address: _____
City/State/Zip: _____
Telephone Number (Home): _____
Telephone Number (Work): _____

Person Discriminated Against (someone other than complainant):

Name: _____
Address: _____
City/State/Zip: _____
Telephone Number (Home): _____
Telephone Number (Work): _____

Which of the following best describes the reason you believe the discrimination took place:

Race/Color (Specify): _____ National Origin (Specify): _____
Gender/Age (Specify): _____ Disability: _____

On what date(s) did the alleged discrimination take place: _____

Describe the alleged discrimination. Explain what happened and whom you believe was responsible (if additional space is needed, add a sheet of paper):

_____
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Title VI Complaint Form (cont.)

List names and contact information of persons who may have knowledge of the alleged discrimination:

_____
_____
_____

Have you filed this complaint with any other federal, state, or local agency, or with a federal or state court? Check all that apply.

Federal Agency _____ Federal Court _____
State Agency _____ State Court _____
Local Agency _____

Please provide information about the contact person at the agency/court where the complaint was filed.

Name: _____
Address: _____
City/State/Zip: _____
_____
Telephone Number (Work): _____

Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.

_____ _____
Complainant Signature Date

Attachments: Yes _____ No _____

Submit form and any additional information to:

Rogue Valley Transportation District
Title VI Compliance Officer
3200 Crater Lake Avenue
Medford, OR 97504-9075
Phone: (541) 779-5821
Fax: (541) 773-2877

If you need this information in another language, contact (541) 779-5821, Ext. 1401. ***Si necesita información en otro idioma, favor de llamar al (541) 779-5821, Ext. 1401.***

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Título VI Formulario de Queja

Nota: La siguiente información es necesaria para ayudar en la tramitación de su queja.

Información del Demandante:

Nombre:
_____
Dirección:
_____ Ciudad / Estado / Código Postal:
_____
Número de Teléfono (Casa):
_____ Número de Teléfono (Trabajo): _____

Persona discriminada (alguien que no sea demandante):
Nombre:
_____
Dirección:
_____
Ciudad / Estado / Código Postal:
_____
Número de Teléfono (Casa): _____
Número de Teléfono (Trabajo): _____

¿Cuál de las siguientes opciones describe mejor la razón que usted cree que la discriminación tuvo lugar:
Raza / Color (Especificar): _____ Origen Nacional (especificar): _____ Género / Edad (Especificar): _____ Discapacidad: _____

¿En qué fecha (s) ocurrió la supuesta discriminación llevará a cabo:
_____

Describa la presunta discriminación. Explique lo que ocurrió y quien considera que fue responsable (si necesita más espacio, agregue una hoja de papel):
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

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Título VI Formulario de Queja (cont.)

Lista de nombres e información de contacto de las personas que puedan tener conocimiento de la supuesta discriminación:

_____
_____
_____
_____

¿Ha presentado esta queja ante cualquier otro federal, estatal o local, o ante un tribunal federal o estatal? Marque las que correspondan.

Agencia Federal para el _____ Tribunal Federal de _____ Agencia Estatal de la _____ Corte del Estado de _____ Agencia Local de _____

Sírvanse proporcionar información sobre la persona de contacto en la corte de la agencia / donde se presentó la queja.

Nombre:
_____
Dirección:
_____ Ciudad /
Estado / Código Postal:
_____
Número de Teléfono (Trabajo):
_____

Por favor firme abajo. Usted puede adjuntar cualquier material escrito o cualquier otra información que considere relevante para su queja.

_____

Demandante Fecha Firma Archivos adjuntos: Si _____ No _____

Envíe el formulario y cualquier otra información adicional a:
Rogue Valley Transportation District
Título VI Compliance Manager
3200 Crater Lake Ave.
Medford, OR 97504-9075
Teléfono: (541) 779-5821 Fax: (541) 773-2877

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EXHIBIT B



ROGUE VALLEY TRANSPORTATION DISTRICT

Public Information Concerning
Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act (ADA) of 1990, as amended

Rogue Valley Transportation District (RVTD) is the recipient of Federal funding to provide public transportation. RVTD operates programs subject to the nondiscrimination requirements under Title VI and the ADA.

The following examples, without being exhaustive, illustrate the application of the nondiscrimination provisions of certain Department of Transportation operating administrations.

- Any person who is, or seeks to be, a patron of any public vehicle which is operated as a part of, or in conjunction with, a project shall be given the same access, seating, and other treatment with regard to the use of such vehicle as other persons without regard to their race, color, national origin, or disability.

Title VI / ADA information and documents are available on the District's website at www.RVTD.org or upon request by calling (541) 779-5821 or at the Administrative Offices located at 3200 Crater Lake Ave. Medford, OR.

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 national origin, or disability by Rogue Valley Transportation District (RVTD) may file an administrative complaint with RVTD under Title VI of the Civil Rights Act of 1964 or the Americans with Disabilities Act (ADA) of 1990. If the complaint is not resolved satisfactorily by RVTD, individuals may file a complaint with the FTA Office of Civil Rights. Information is available at http://www.fta.dot.gov/civil_rights.html.

UPDATED 6/20/2018

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EXHIBIT B
(Spanish Version)

ROGUE VALLEY TRANSPORTATION DISTRICT

Información Pública en relación a Título VI del Ley de Los Derechos Civiles de 1964 y la Ley de Estadounidenses con Discapacidades (ADA), versión modificada

Rogue Valley Transportation District (RVTD) es el recipiente de financiamiento federal para proporcionar transporte público. RVTD opera programas en acuerdo con los requisitos de no discriminación bajo Título VI y ADA.

Los siguientes ejemplos, sin ser exhaustivos, ilustran el uso de las provisiones de no discriminación de cierto Departamento de Transportación funcionamiento administraciones.

- Toda persona que sea, o intenta ser, un patrón de cualquier vehículo público de quien se funcione como parte, o juntamente con, un proyecto será dado el mismo acceso, asientos, y otro tratamiento con respecto al uso del vehículo tal como otras personas sin consideración de su raza, color, u origen nacional.

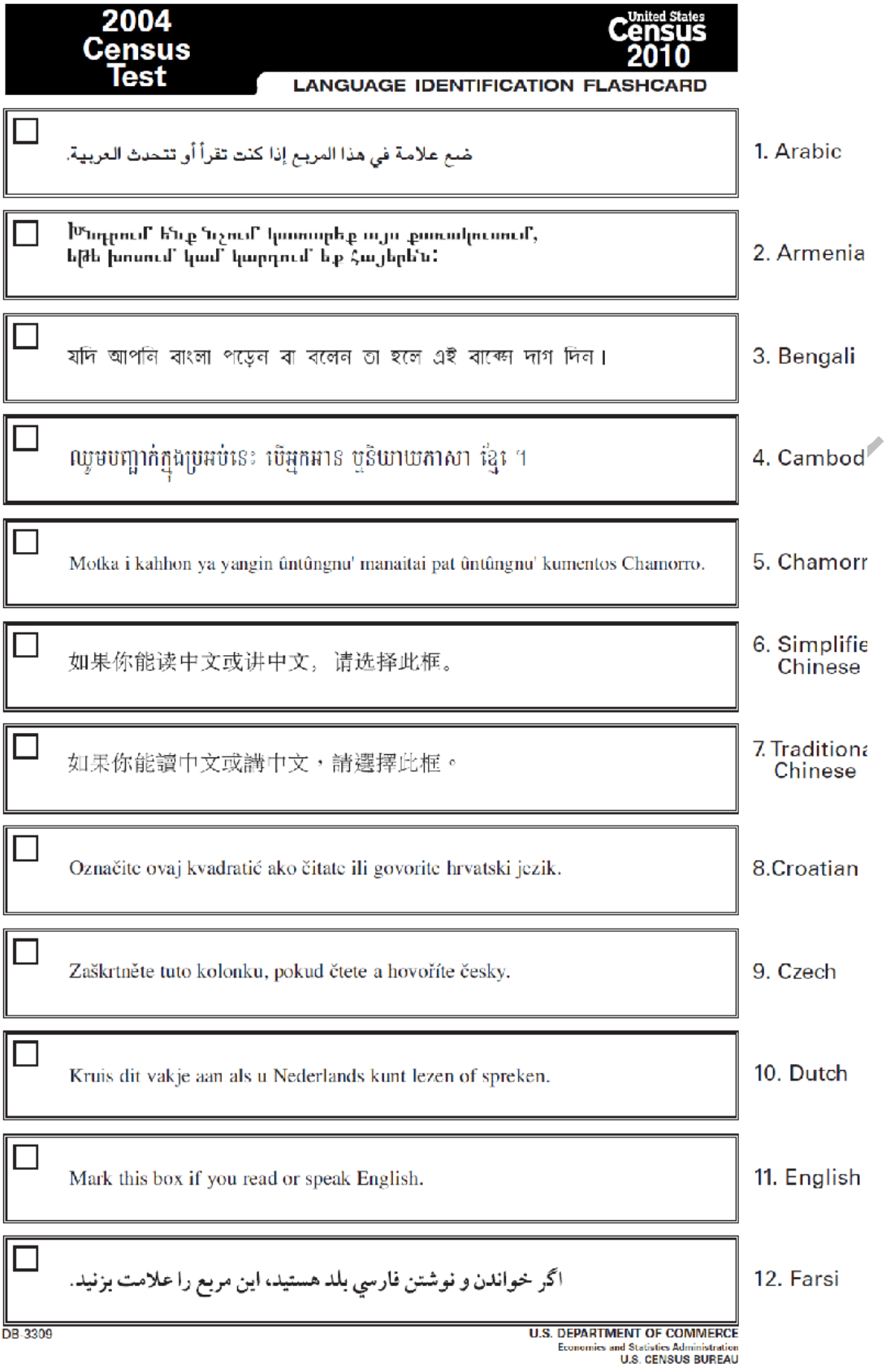
La información y los documentos del Título VI están disponibles en el sitio de web de RVTD en www.RVTD.org o a pedido si llames (541) 779-5821 o en la oficina administrativa de RVTD en 3200 Crater Lake Avenue, Medford, Oregon.

Individuos o organizaciones que creen que han sido denegado de las ventajas de, excluidas de la participación, o expuesto a discriminación sobre la base de la raza, del color o del origen nacional por Rogue Valley Transportation District (RVTD) puede entrar una queja administrativa con RVTD bajo Título VI del Ley de los Derechos Civiles de 1964 y la Ley de Estadounidenses con Discapacidades (ADA) de 1990. Si la queja no resulta en acción satisfactoria por RVTD, individuos pueden entrar una queja con la oficina de FTA de las derechas civiles (FTA: Office of Civil Rights). Información está disponible en http://www.fta.dot.gov/civil_rights.html.

UPDATED 6/20/2018

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Exhibit C



2004 Census Test

United States Census 2010

LANGUAGE IDENTIFICATION FLASHCARD

ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.	1. Arabic
Խնդրում ենք նշում կատարել այս քառակուսում, եթե խոսում կամ կարդում եք հայերեն:	2. Armenia
যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।	3. Bengali
សូមបញ្ជាក់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ។	4. Cambod
Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro.	5. Chamorr
如果你能读中文或讲中文，请选择此框。	6. Simplifie Chinese
如果你能讀中文或講中文，請選擇此框。	7. Traditiona Chinese
Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.	8.Croatian
Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.	9. Czech
Kruis dit vakje aan als u Nederlands kunt lezen of spreken.	10. Dutch
Mark this box if you read or speak English.	11. English
اگر خواندن و نوشتن فارسي بلد هستيد، اين مربع را علامت بزنيد.	12. Farsi

DB 3309

U.S. DEPARTMENT OF COMMERCE
Economics and Statistics Administration
U.S. CENSUS BUREAU

☐ Cocher ici si vous lisez ou parlez le français.	13. French
☐ Assinale este quadrado se você lê ou fala português.	26. Portuguese
☐ Însemnaţi această căsuţă dacă citiţi sau vorbiţi româneşte.	27. Romanian
☐ Пометьте этот квадратик, если вы читаете или говорите по-русски.	28. Russian
☐ Обележите овај квадратић уколико читате или говорите српски језик.	29. Serbian
☐ Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.	30. Slovak
☐ Marque esta casilla si lee o habla español.	31. Spanish
☐ Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	32. Tagalog
☐ ให้กาเครื่องหมายลงในช่องถ้าท่านอ่านหรือพูดภาษาไทย.	33. Thai
☐ Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga.	34. Tongan
☐ Відмітьте цю клітинку, якщо ви читаєте або говорите українською мовою.	35. Ukranian
☐ اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔	36. Urdu
☐ Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ.	37. Vietnamese
☐ באצייכנט דעם קעסטל אויב איר ליינענט אדער רעדט אידיש.	38. Yiddish

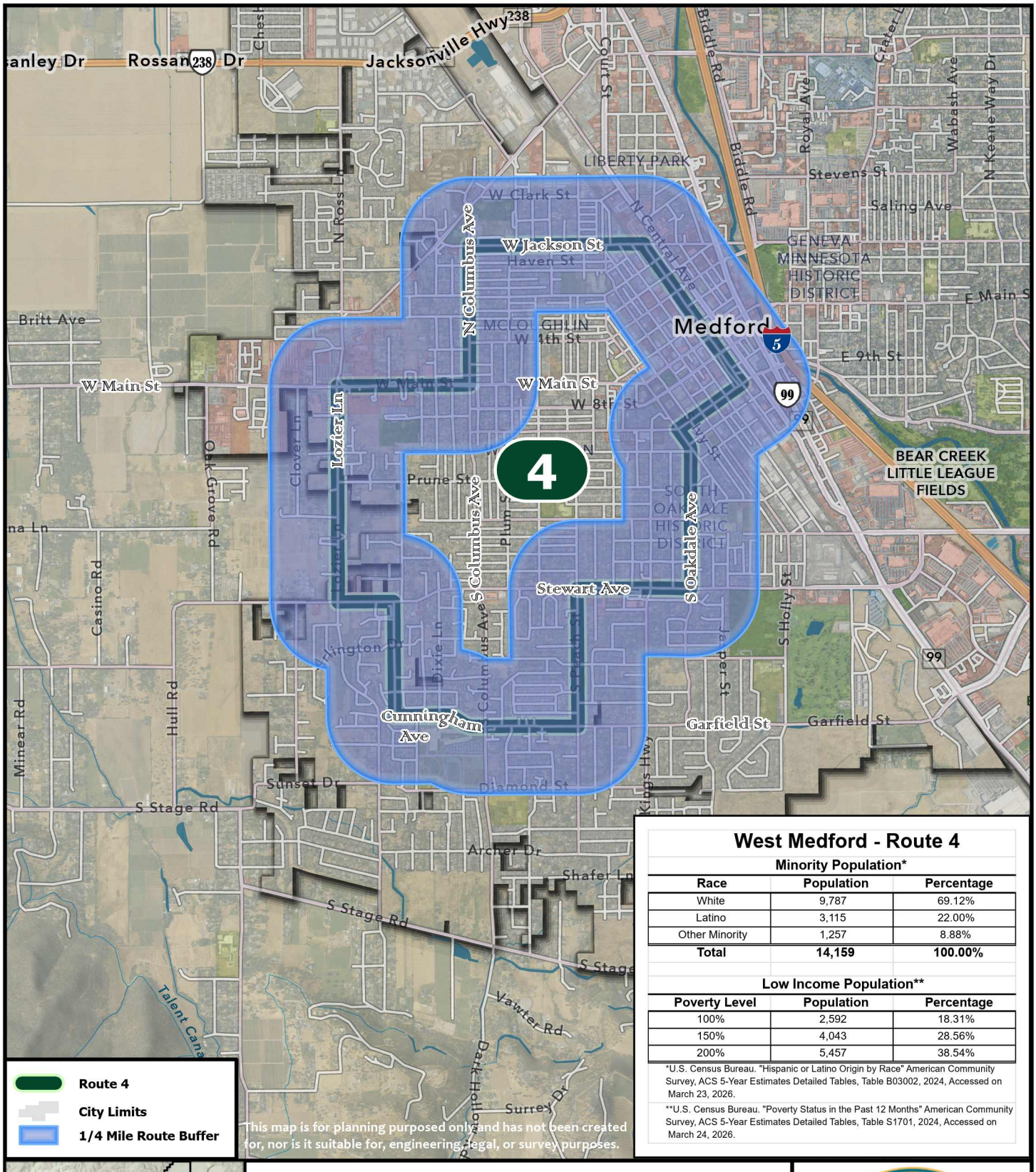
DB-3309

U.S. DEPARTMENT OF COMMERCE
Economics and Statistics Administration
U.S. CENSUS BUREAU

TITLE VI ATLAS

MAPS PREPARED BY ROGUE VALLEY COUNCIL OF GOVERNMENTS IN COORDINATION WITH THE ROGUE VALLEY METROPOLITAN PLANNING ORGANIZATION AND RVTD

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West Medford - Route 4

Minority Population*

Race	Population	Percentage
White	9,787	69.12%
Latino	3,115	22.00%
Other Minority	1,257	8.88%
Total	**14,159**	**100.00%**

Low Income Population**

Poverty Level	Population	Percentage
100%	2,592	18.31%
150%	4,043	28.56%
200%	5,457	38.54%

*U.S. Census Bureau. "Hispanic or Latino Origin by Race" American Community Survey, ACS 5-Year Estimates Detailed Tables, Table B03002, 2024, Accessed on March 23, 2026.

**U.S. Census Bureau. "Poverty Status in the Past 12 Months" American Community Survey, ACS 5-Year Estimates Detailed Tables, Table S1701, 2024, Accessed on March 24, 2026.



Route 4
West Medford

0.5 0.25 0 0.5 Miles

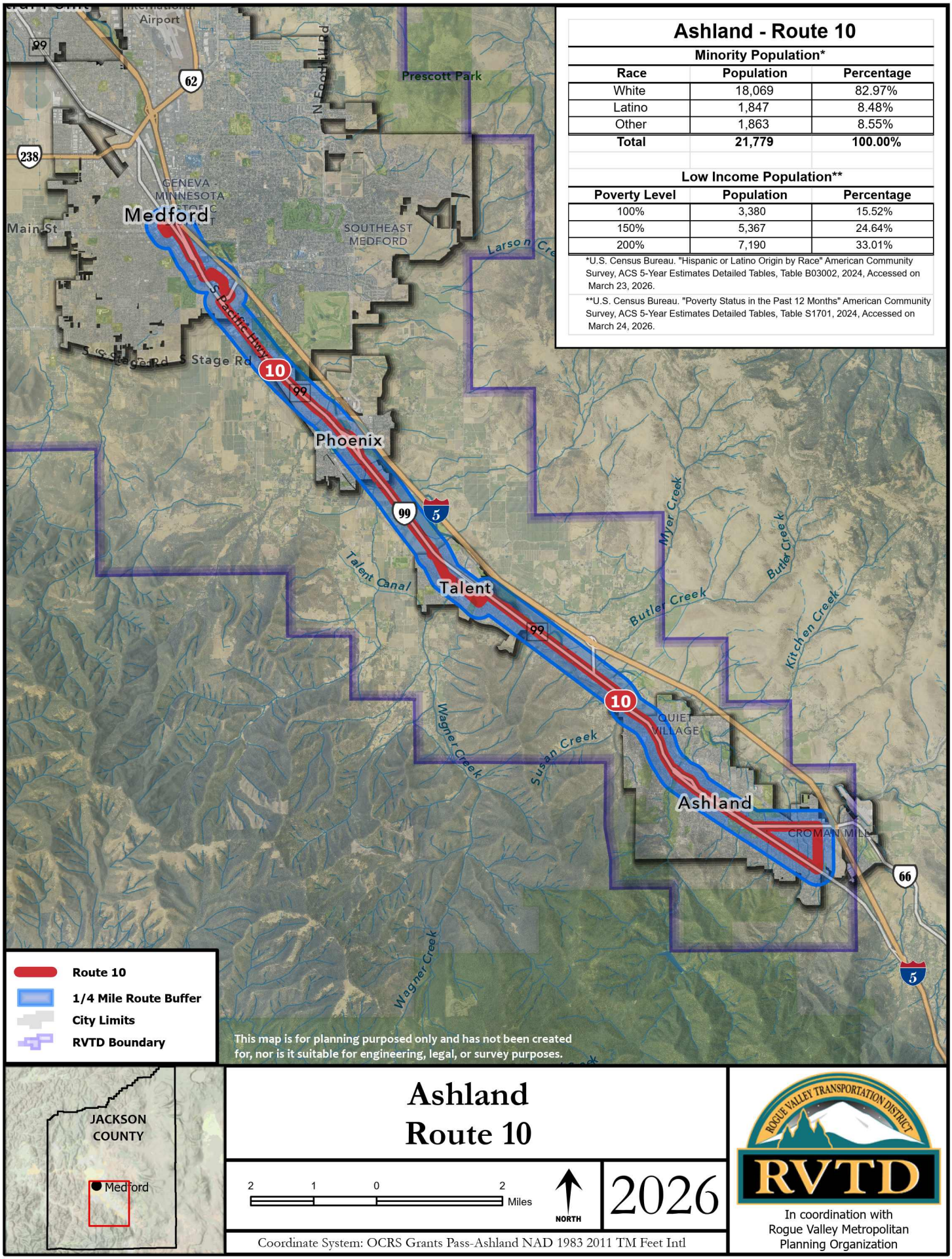
NORTH

2026

Coordinate System: OCRS Grants Pass-Ashland NAD 1983 2011 TM Feet Intl

ROGUE VALLEY TRANSPORTATION DISTRICT
RVTD

In coordination with
Rogue Valley Metropolitan
Planning Organization



Ashland - Route 10

Minority Population*

Race	Population	Percentage
White	18,069	82.97%
Latino	1,847	8.48%
Other	1,863	8.55%
Total	**21,779**	**100.00%**

Low Income Population**

Poverty Level	Population	Percentage
100%	3,380	15.52%
150%	5,367	24.64%
200%	7,190	33.01%

*U.S. Census Bureau. "Hispanic or Latino Origin by Race" American Community Survey, ACS 5-Year Estimates Detailed Tables, Table B03002, 2024, Accessed on March 23, 2026.

**U.S. Census Bureau. "Poverty Status in the Past 12 Months" American Community Survey, ACS 5-Year Estimates Detailed Tables, Table S1701, 2024, Accessed on March 24, 2026.

Ashland Route 10

2 1 0 2 Miles

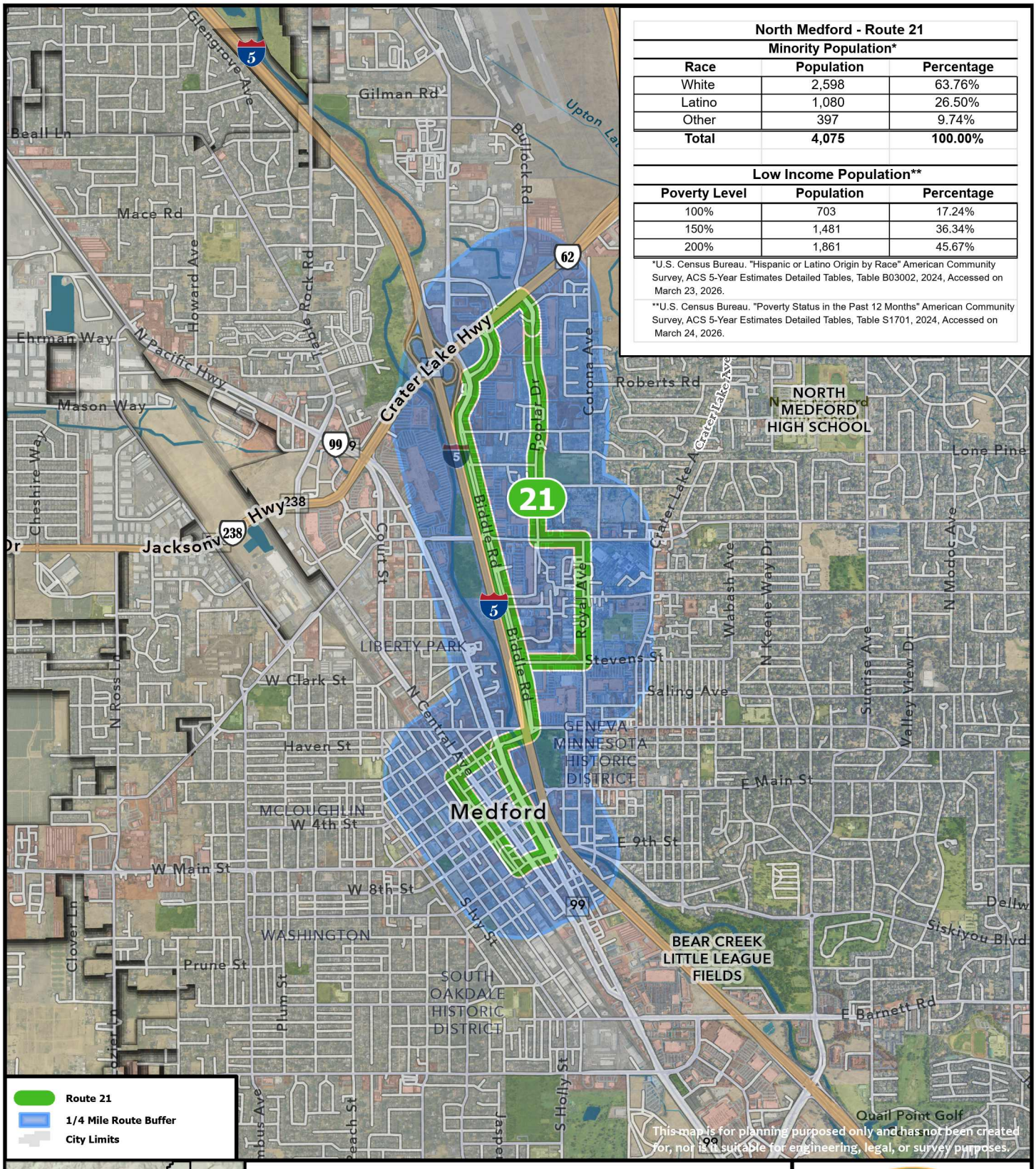
NORTH

2026

Coordinate System: OCRS Grants Pass-Ashland NAD 1983 2011 TM Feet Intl

ROGUE VALLEY TRANSPORTATION DISTRICT
RVTD

In coordination with Rogue Valley Metropolitan Planning Organization



North Medford - Route 21		
Minority Population*		
Race	**Population**	**Percentage**
White	2,598	63.76%
Latino	1,080	26.50%
Other	397	9.74%
Total	**4,075**	**100.00%**

Low Income Population**		
Poverty Level	**Population**	**Percentage**
100%	703	17.24%
150%	1,481	36.34%
200%	1,861	45.67%

*U.S. Census Bureau. "Hispanic or Latino Origin by Race" American Community Survey, ACS 5-Year Estimates Detailed Tables, Table B03002, 2024, Accessed on March 23, 2026.

**U.S. Census Bureau. "Poverty Status in the Past 12 Months" American Community Survey, ACS 5-Year Estimates Detailed Tables, Table S1701, 2024, Accessed on March 24, 2026.



Route 21
North Medford

0.5 0.25 0 0.5 Miles

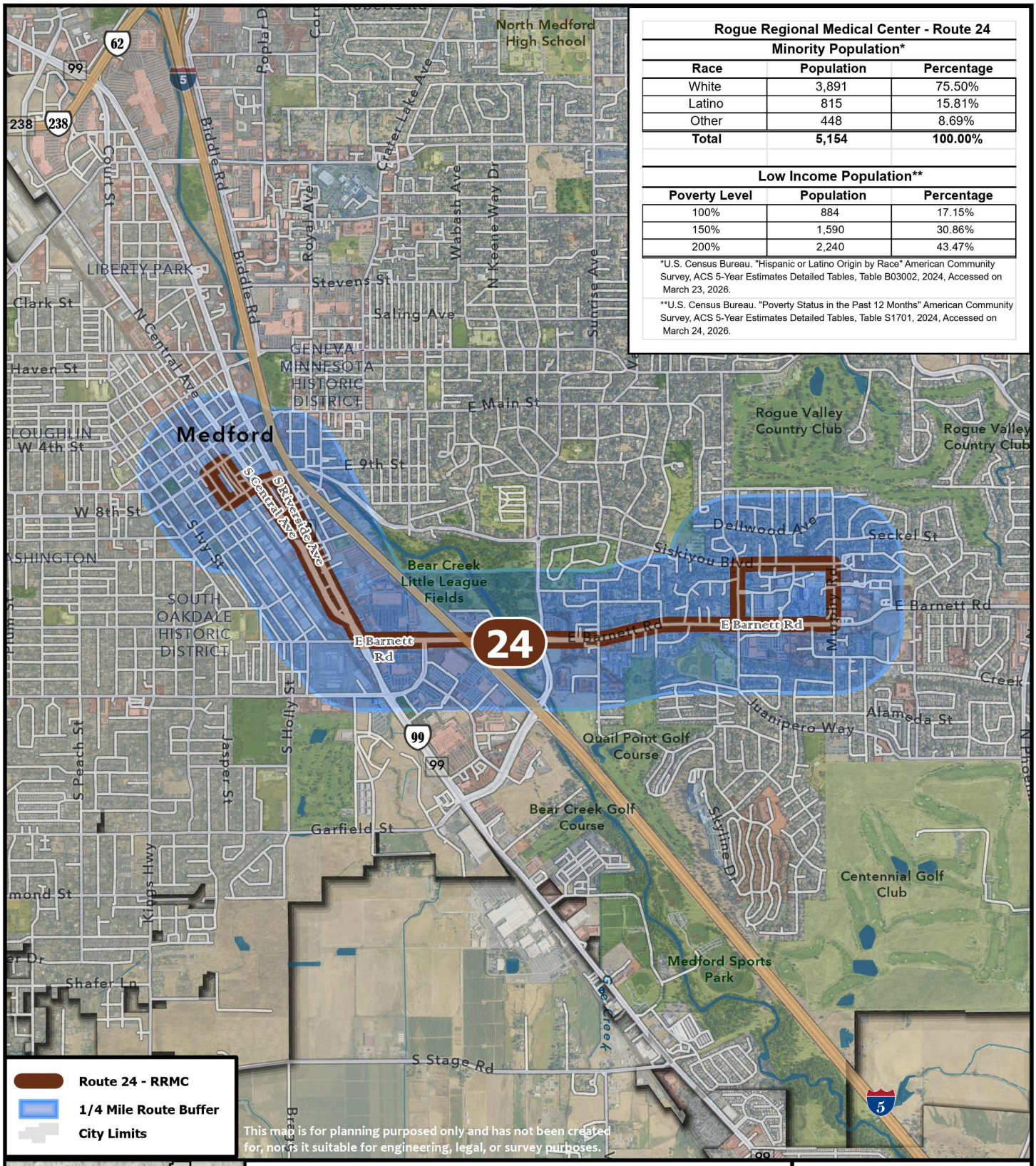
NORTH

2026

Coordinate System: OCRS Grants Pass-Ashland NAD 1983 2011 TM Feet Intl

ROGUE VALLEY TRANSPORTATION DISTRICT
RVTD

In coordination with
Rogue Valley Metropolitan
Planning Organization



Rogue Regional Medical Center - Route 24

Minority Population*

Race	Population	Percentage
White	3,891	75.50%
Latino	815	15.81%
Other	448	8.69%
Total	**5,154**	**100.00%**

Low Income Population**

Poverty Level	Population	Percentage
100%	884	17.15%
150%	1,590	30.86%
200%	2,240	43.47%

*U.S. Census Bureau. "Hispanic or Latino Origin by Race" American Community Survey, ACS 5-Year Estimates Detailed Tables, Table B03002, 2024, Accessed on March 23, 2026.

**U.S. Census Bureau. "Poverty Status in the Past 12 Months" American Community Survey, ACS 5-Year Estimates Detailed Tables, Table S1701, 2024, Accessed on March 24, 2026.



Route 24 - RRMC
Rogue Regional Medical Center

0.5 0.25 0 0.5 Miles

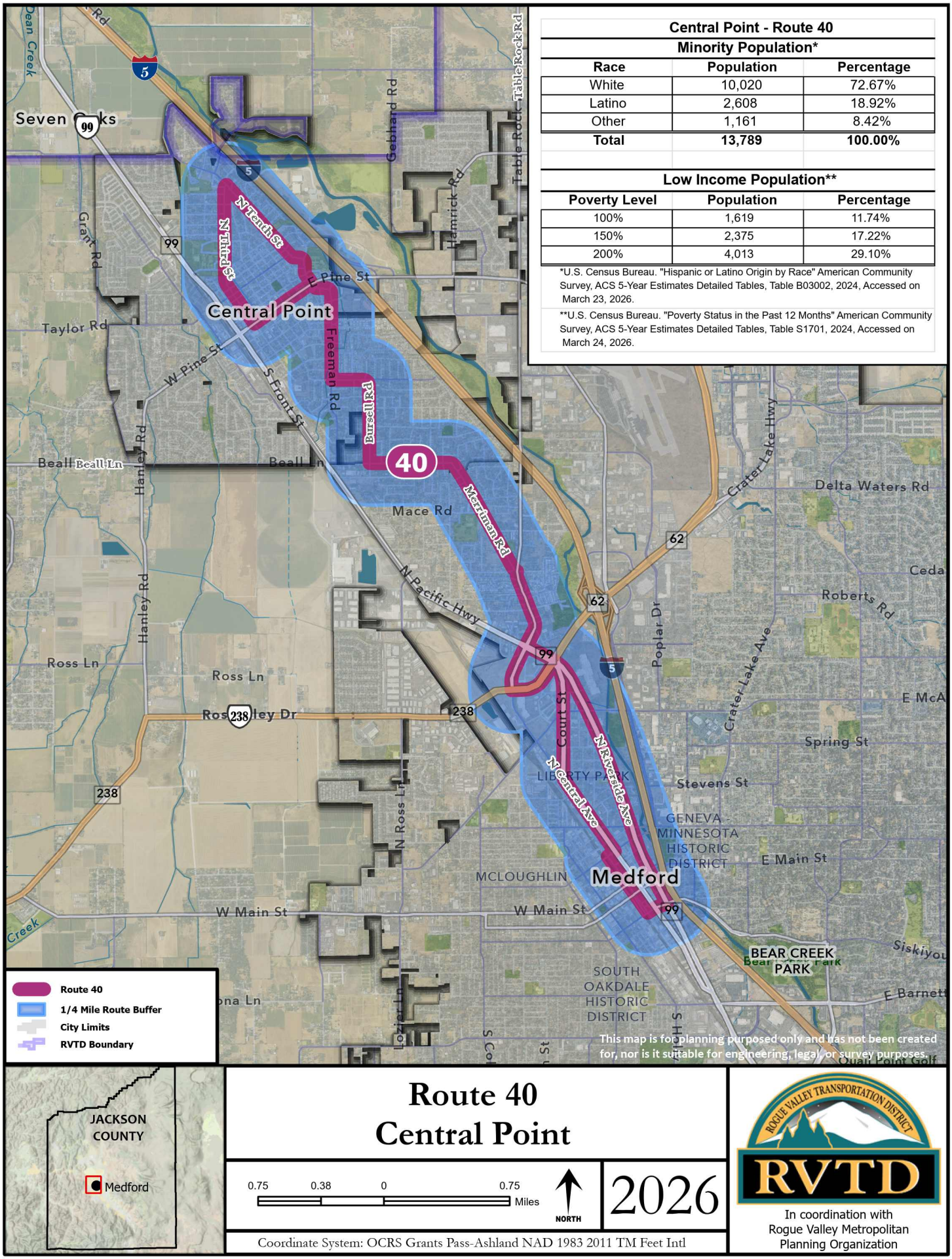
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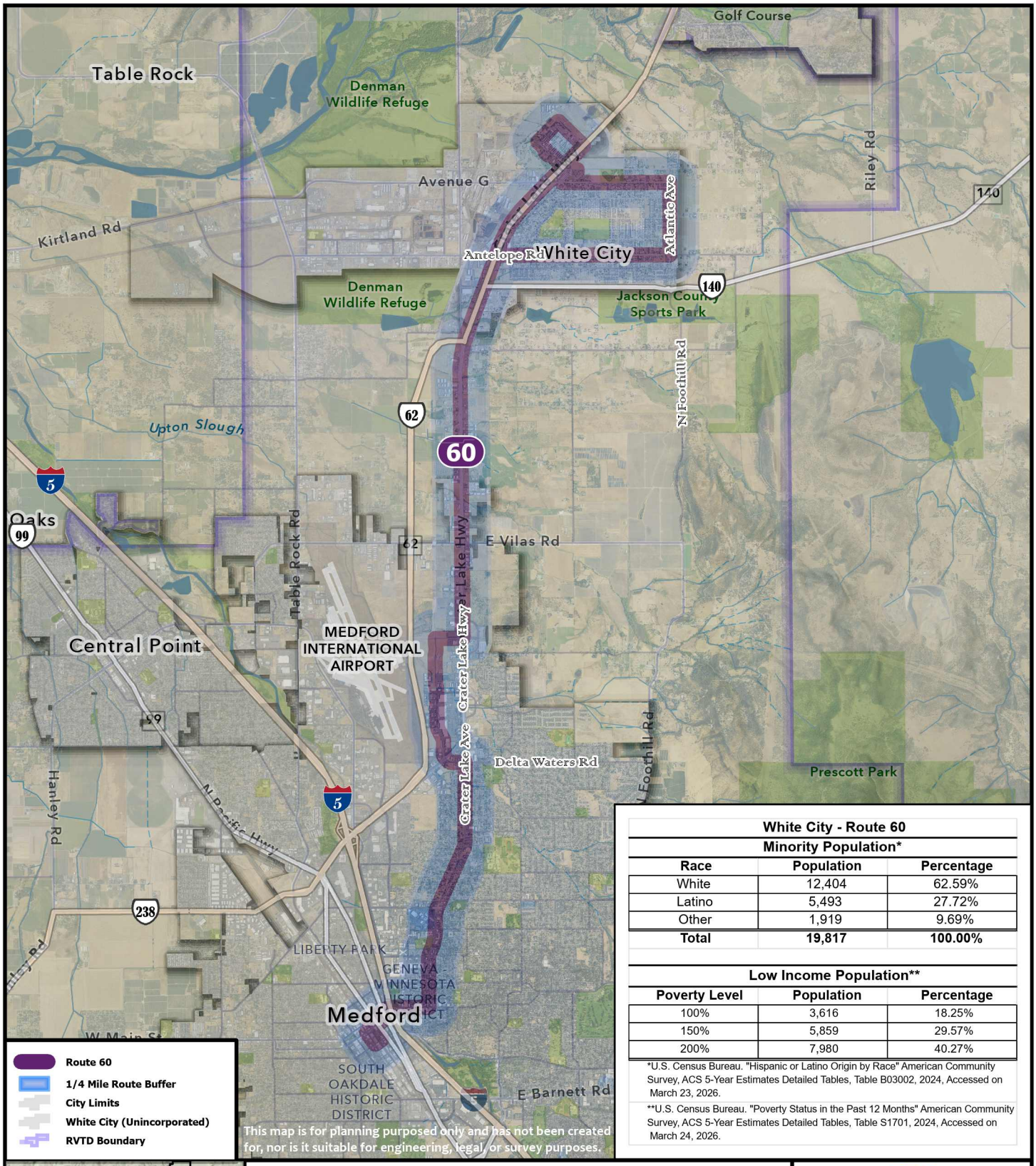
2026

Coordinate System: OCRS Grants Pass-Ashland NAD 1983 2011 TM Feet Intl

ROGUE VALLEY TRANSPORTATION DISTRICT
RVTD

In coordination with
Rogue Valley Metropolitan
Planning Organization


Central Point - Route 40
Minority Population*
Race | Population | Percentage
White | 10,020 | 72.67%
Latino | 2,608 | 18.92%
Other | 1,161 | 8.42%
Total | 13,789 | 100.00%
Low Income Population**
Poverty Level | Population | Percentage
100% | 1,619 | 11.74%
150% | 2,375 | 17.22%
200% | 4,013 | 29.10%
*U.S. Census Bureau. "Hispanic or Latino Origin by Race" American Community Survey, ACS 5-Year Estimates Detailed Tables, Table B03002, 2024, Accessed on March 23, 2026.
**U.S. Census Bureau. "Poverty Status in the Past 12 Months" American Community Survey, ACS 5-Year Estimates Detailed Tables, Table S1701, 2024, Accessed on March 24, 2026.
Central Point
Medford
Seven Oaks
Route 40
1/4 Mile Route Buffer
City Limits
RVTD Boundary
This map is for planning purposed only and has not been created for, nor is it suitable for engineering, legal, or survey purposes.
JACKSON COUNTY
Medford
Route 40
Central Point
0.75 0.38 0 0.75 Miles
NORTH
2026
Coordinate System: OCRS Grants Pass-Ashland NAD 1983 2011 TM Feet Intl
ROGUE VALLEY TRANSPORTATION DISTRICT
RVTD
In coordination with
Rogue Valley Metropolitan
Planning Organization



White City - Route 60

Minority Population*

Race	Population	Percentage
White	12,404	62.59%
Latino	5,493	27.72%
Other	1,919	9.69%
Total	**19,817**	**100.00%**

Low Income Population**

Poverty Level	Population	Percentage
100%	3,616	18.25%
150%	5,859	29.57%
200%	7,980	40.27%

*U.S. Census Bureau. "Hispanic or Latino Origin by Race" American Community Survey, ACS 5-Year Estimates Detailed Tables, Table B03002, 2024, Accessed on March 23, 2026.

**U.S. Census Bureau. "Poverty Status in the Past 12 Months" American Community Survey, ACS 5-Year Estimates Detailed Tables, Table S1701, 2024, Accessed on March 24, 2026.



Route 60
White City

1.25 0.63 0 1.25 Miles

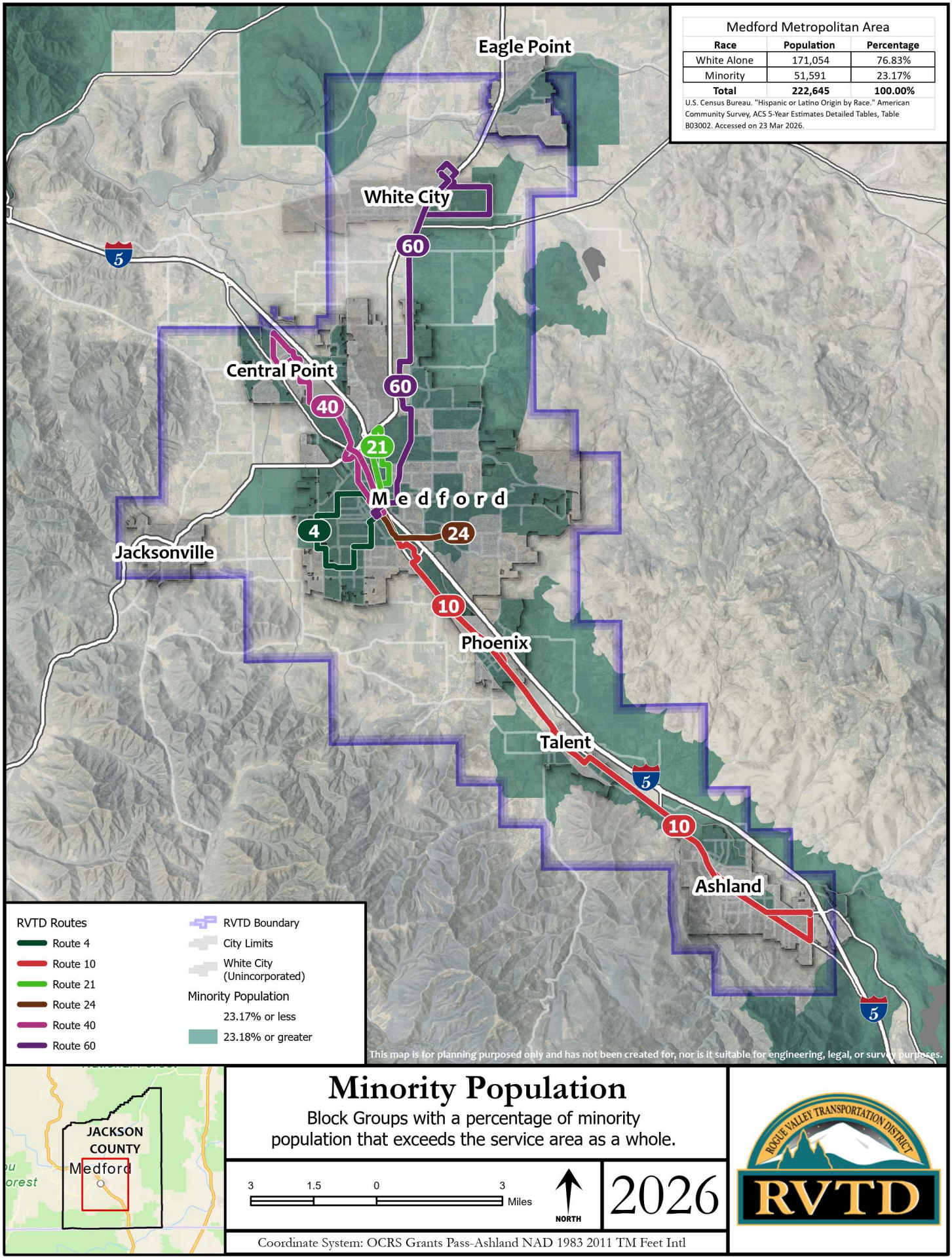
NORTH

2026

Coordinate System: OCRS Grants Pass-Ashland NAD 1983 2011 TM Feet Intl

ROGUE VALLEY TRANSPORTATION DISTRICT
RVTD

In coordination with
Rogue Valley Metropolitan
Planning Organization



Medford Metropolitan Area

Race	Population	Percentage
White Alone	171,054	76.83%
Minority	51,591	23.17%
Total	**222,645**	**100.00%**

U.S. Census Bureau. "Hispanic or Latino Origin by Race." American Community Survey, ACS 5-Year Estimates Detailed Tables, Table B03002. Accessed on 23 Mar 2026.

Minority Population

Block Groups with a percentage of minority population that exceeds the service area as a whole.

3 1.5 0 3 Miles

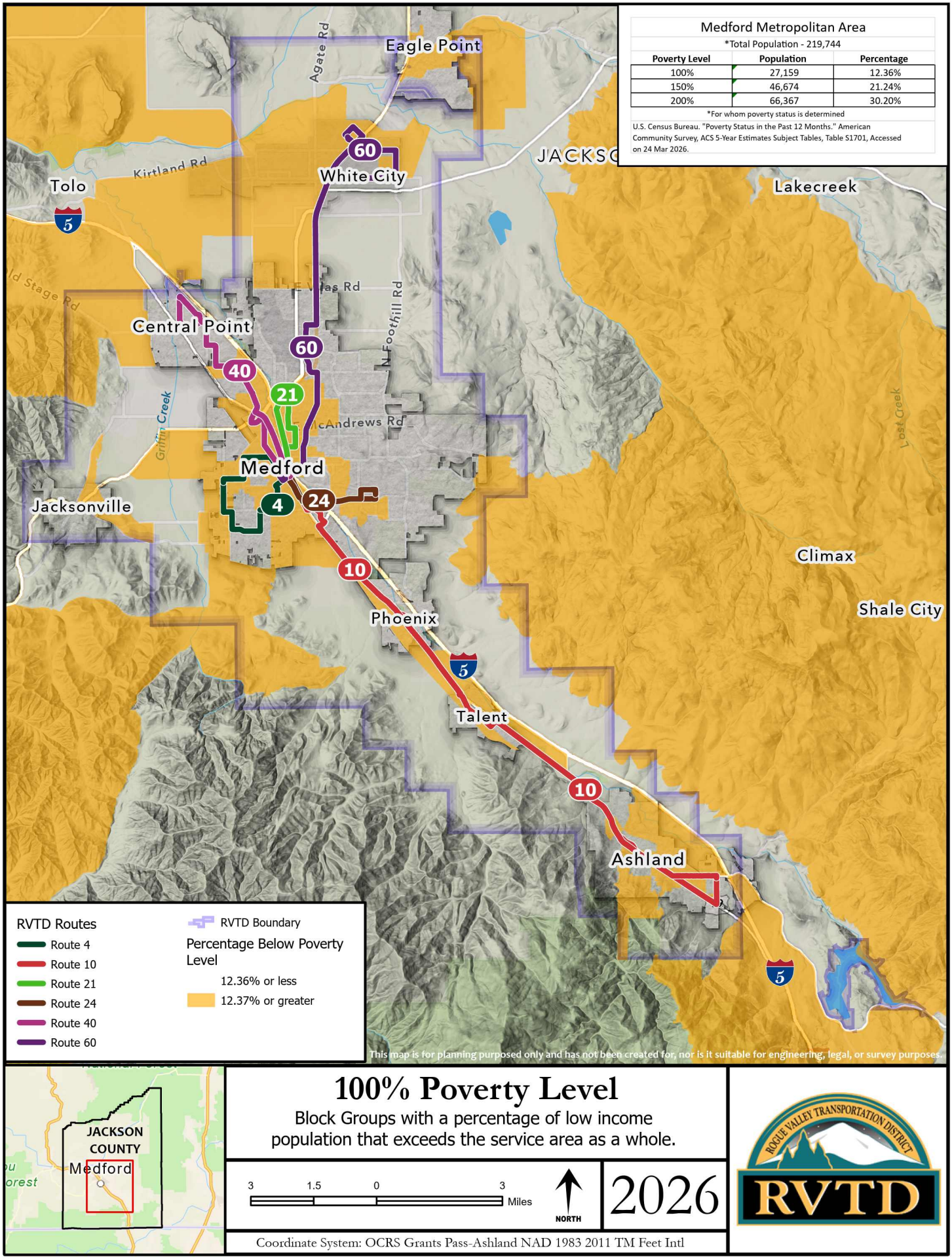
NORTH

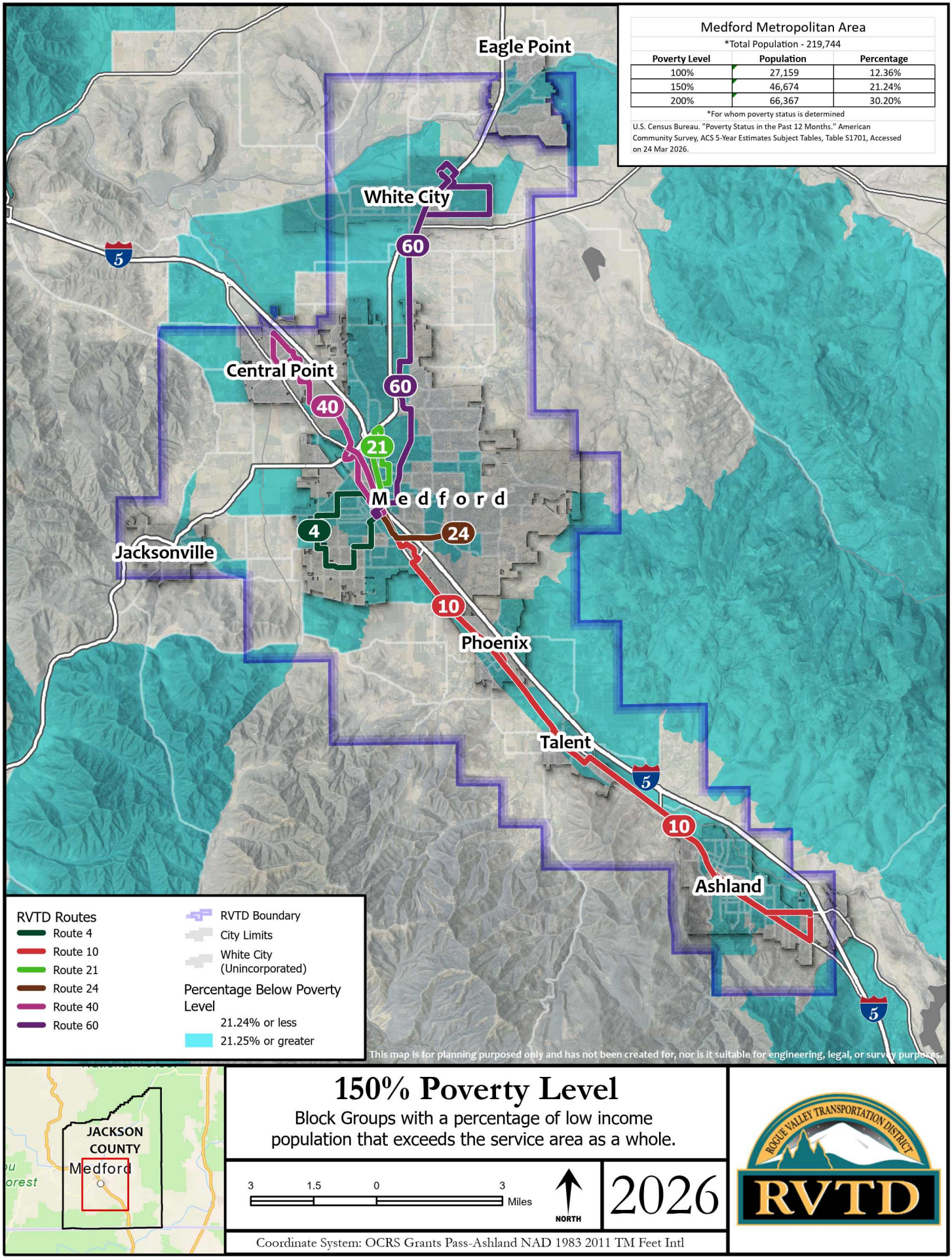
2026

Coordinate System: OCRS Grants Pass-Ashland NAD 1983 2011 TM Feet Intl

ROGUE VALLEY TRANSPORTATION DISTRICT

RVTD


Medford Metropolitan Area
*Total Population - 219,744
Poverty Level | Population | Percentage
100% | 27,159 | 12.36%
150% | 46,674 | 21.24%
200% | 66,367 | 30.20%
*For whom poverty status is determined
U.S. Census Bureau. "Poverty Status in the Past 12 Months." American Community Survey, ACS 5-Year Estimates Subject Tables, Table S1701, Accessed on 24 Mar 2026.
Eagle Point
Agate Rd
Kirtland Rd
Tolo
White City
JACKSO
Lakecreek
Central Point
N Foothill Rd
Griffin Creek
Andrews Rd
Lost Creek
Medford
Jacksonville
Climax
Shale City
Phoenix
Talent
Ashland
RVTD Routes
Route 4
Route 10
Route 21
Route 24
Route 40
Route 60
RVTD Boundary
Percentage Below Poverty Level
12.36% or less
12.37% or greater
This map is for planning purposed only and has not been created for, nor is it suitable for engineering, legal, or survey purposes.
JACKSON COUNTY
Medford
100% Poverty Level
Block Groups with a percentage of low income population that exceeds the service area as a whole.
3 1.5 0 3 Miles
NORTH
2026
Coordinate System: OCRS Grants Pass-Ashland NAD 1983 2011 TM Feet Intl
ROGUE VALLEY TRANSPORTATION DISTRICT
RVTD



Medford Metropolitan Area

*Total Population - 219,744

Poverty Level	Population	Percentage
100%	27,159	12.36%
150%	46,674	21.24%
200%	66,367	30.20%

*For whom poverty status is determined

U.S. Census Bureau. "Poverty Status in the Past 12 Months." American Community Survey, ACS 5-Year Estimates Subject Tables, Table S1701, Accessed on 24 Mar 2026.

150% Poverty Level

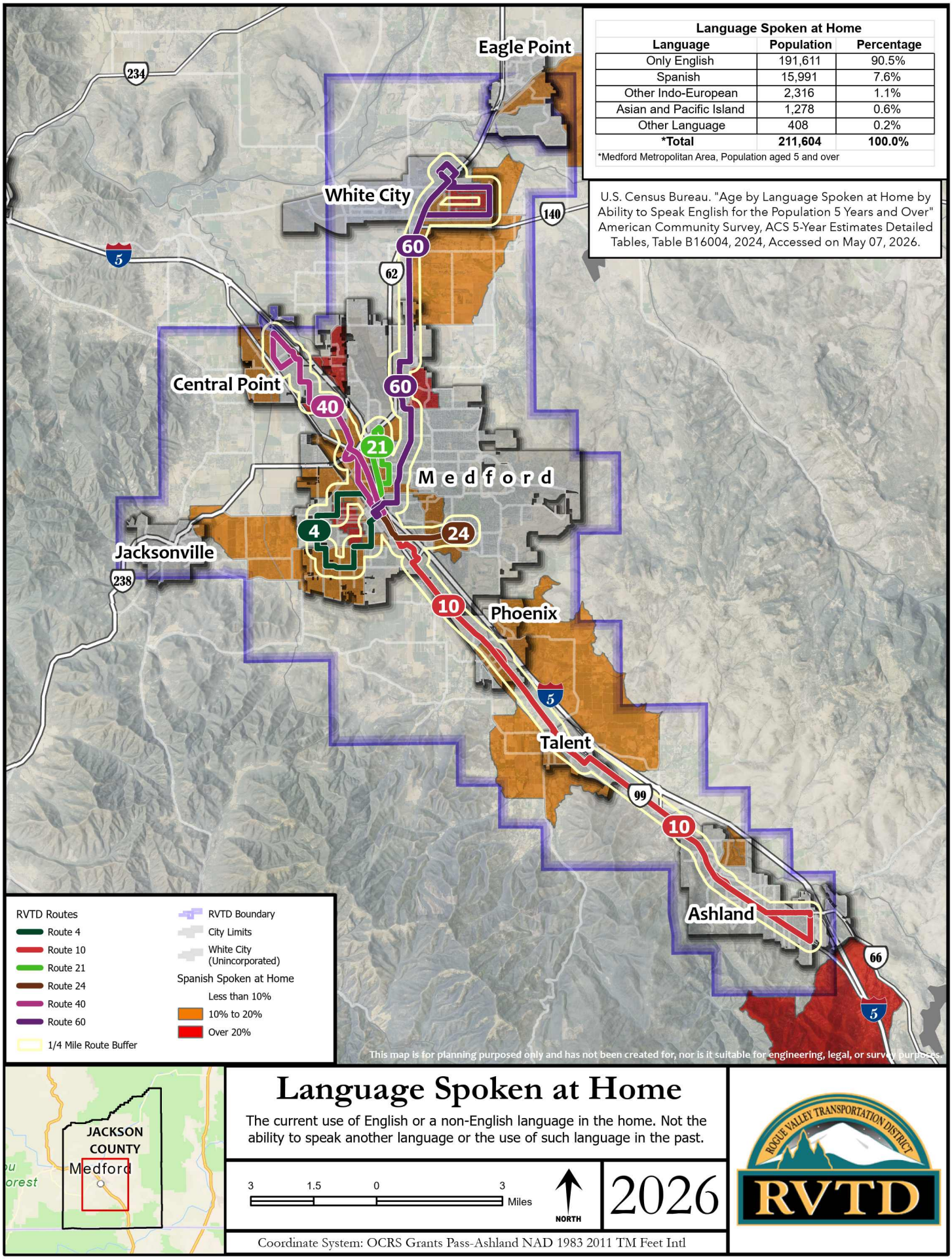
Block Groups with a percentage of low income population that exceeds the service area as a whole.

2026

Coordinate System: OCRS Grants Pass-Ashland NAD 1983 2011 TM Feet Intl

ROGUE VALLEY TRANSPORTATION DISTRICT

RVTD



Language Spoken at Home		
Language	**Population**	**Percentage**
Only English	191,611	90.5%
Spanish	15,991	7.6%
Other Indo-European	2,316	1.1%
Asian and Pacific Island	1,278	0.6%
Other Language	408	0.2%
***Total**	**211,604**	**100.0%**

*Medford Metropolitan Area, Population aged 5 and over

U.S. Census Bureau. "Age by Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over" American Community Survey, ACS 5-Year Estimates Detailed Tables, Table B16004, 2024, Accessed on May 07, 2026.

Language Spoken at Home

The current use of English or a non-English language in the home. Not the ability to speak another language or the use of such language in the past.

3 1.5 0 3 Miles

NORTH

2026

Coordinate System: OCRS Grants Pass-Ashland NAD 1983 2011 TM Feet Intl

ROGUE VALLEY TRANSPORTATION DISTRICT
RVTD