

Duluth Transit Authority

Title VI Report

September 2016

INTRODUCTION

The Duluth Transit Authority is a small urban transit system in Duluth MN and Superior WI. The DTA operates a fixed route system with ADA Complimentary Paratransit Services. Current operating hours are 4:15am to 1:15am Monday through Friday with less service hours on Saturda and Sunday. There are currently 21-fixed routes Monday through Friday with 16-fixed routes on weekends. The Duluth Transit Authority operates within the city Limits of Duluth and Superior and operates with less than 50-vehicles during peak service. The Duluth Transit Authority does not have any sub-recipients.

In accordance with the requirement of Federal Transit Administration (FTA) Circular 4702.1A, The Duluth Transit Authority has developed a Title VI Plan. This Plan defines the agency's commitment to the tenets of the Civil Rights Act of 1964, which necessitates the DTA's assurance of equal access, equitable delivery of transit services and the equitable distribution of transit amenities to patrons throughout its service area.

The DTA General Manager is responsible for ensuring that the agency adheres to all applicable regulations and law. More specifically in relation to this plan, the General Manager and Planning provides strategic oversight for the agency's Title VI Plan and program, updates and provides assurances to FTA of compliance.

1. OVERVIEW

Guiding Documents:

FTA Circular C 4702.1B October 1, 2012
FTA Circular 4703.1 August 15, 2012
Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d et seq.
Federal Transit Laws, Title 49, United States Code, Chapter 53.
49 CFR § 1.51.
49 CFR part 21.
28 CFR § 42.401 et seq

The Federal Transit Administration (FTA) is responsible for ensuring that its funding recipients fully comply with Title VI of the Civil Rights Act of 1964. The City of Duluth and Superior public transit provider, the Duluth Transit Authority, is a recipient of federal funds, pursuant to Title 49 U.S.C. Chapter 53, under FTA section 5307, 5309, and other programs from the Federal Transit Administration. As a recipient of federal funds, the Duluth Transit Authority has prepared its 2013 Title VI Report in accordance with FTA Circular 4702.1B, dated October 1, 2012. This report covers calendar years 2010 through 2012 and addresses the DTA's compliance with the Civil Rights Act of 1964, Section 601, which states the following:

“No persons in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

The Duluth Transit Authority clearly understands its responsibility to ensure that all transit service and access to its facilities are equitably distributed and provided without regard to race, color, religious creed, or national origin. Furthermore, the DTA shall continuously strive to ensure that equal opportunities are afforded to all individuals in its service area without regard to race, color, religious creed or national origin, as they relate to community participation in local transit planning and decision-making processes.

2. DESCRIPTION OF TRANSIT SERVICE

2.1 Fixed Route Service

The Duluth Transit Authority, established in 1969, provides fixed route and complementary paratransit services to citizens within the city limits of Duluth, Proctor, and Superior as well as townships of Rice Lake and South Superior. The basic characteristics of the DTA's fixed route transit system area as follows:

Historically, the system has been a coverage-oriented rather than productivity oriented system. That is to say system resources are more oriented to serving as many people as possible as opposed to providing high-frequency service along just a few key corridors.

Service frequencies of 30 minutes on almost all routes in the peak and 60 minutes in the off-peak.

Hours of service between 4 a.m. and 1:00 a.m. on weekdays, with shorter schedules on weekends.

Reliance on a timed-transfer system with important hubs in the downtown, at Miller Mall, and The University of Minnesota, Duluth or UMD.

2.2 Paratransit Service

To comply with the Americans with Disabilities Act transit agencies are required to provide a paratransit system that mirrors the fixed route service they provide. Paratransit service must be provided along a corridor that stretches three quarters of a mile on either side of an established fixed route. The DTA provides a curb-to-curb paratransit service that will deliver patrons in accordance with the ADA. STRIDE is the DTA's ADA service. It meets the geographical requirements in the City Superior and exceeds them in Duluth.

3. GENERAL REPORTING REQUIREMENTS

Every Title VI Program shall include the following information:

- (1) A copy of the recipient's Title VI notice to the public that indicates the recipient complies with Title VI, and informs members of the public of the protections against discrimination afforded to them by Title VI. Include a list of locations where the notice is posted. A sample Title VI notice is in Appendix B.
- (2) A copy of the recipient's instructions to the public regarding how to file a Title VI discrimination complaint, including a copy of the complaint form. Sample complaint procedures are in Appendix C, and a sample Title VI complaint form is in Appendix D.
- (3) A list of any public transportation-related Title VI investigations, complaints, or lawsuits filed with the recipient since the time of the last submission. See Appendix E for an example of how to report this information. This list should include only those investigations, complaints, or lawsuits that pertain to allegations of discrimination on the basis of race, color, and/or national origin in transit-related activities and programs and that pertain to the recipient submitting the report, not necessarily the larger agency or department of which the recipient is a part. No complaints filed in 2009, 2010, 2011, 2012, 2013, 2014, 2015, or thus far in 2016.
- (4) A public participation plan that includes an outreach plan to engage minority and limited English proficient populations, as well as a summary of outreach efforts made since the last Title VI Program submission. A recipient's targeted public participation plan for minority populations may be part of efforts that extend more broadly to FTA C 4702.1B Chap. III-3 include other constituencies that are traditionally underserved, such as people with disabilities, low-income populations, and others.
- (5) A copy of the recipient's plan for providing language assistance to persons with limited English proficiency, based on the DOT LEP Guidance.
- (6) Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees or councils.
- (7) Primary recipients shall include a narrative or description of efforts the primary recipient uses to ensure subrecipients are complying with Title VI, as well as a schedule of subrecipient Title VI program submissions. The DTA does not have any subrecipients.
- (8) If the recipient has constructed a facility, such as a vehicle storage facility, maintenance facility, operation center, etc., the recipient shall include a copy of the Title VI equity analysis conducted during the planning stage with regard to the location of the facility. See appendix 7.

Requirement	Transit Providers that operate fixed route service
Set system-wide standards and policies	Required

All fixed route transit providers shall set service standards and policies for each specific fixed route mode of service they provide. Fixed route modes of service include but are not limited to, local bus, express bus, commuter bus, bus rapid transit, light rail, subway, commuter rail, passenger ferry, etc. These standards and policies must address how service is distributed across the transit system, and must ensure that the manner of the distribution affords users access to these assets.

Providers of fixed route public transportation shall also adopt system-wide service policies to ensure service design and operations practices do not result in discrimination on the basis of race, color, or national origin. Service policies differ from service standards in that they are not necessarily based on a quantitative threshold.

Effective Practices to Fulfill the **Service Standard** Requirement. FTA requires all fixed route transit providers to develop quantitative standards for all fixed route modes of operation for the indicators listed below. Providers of public transportation may set additional standards as appropriate or applicable to the type of service they provide. Section 4.2 and 4.3 discuss the DTA's standards.

Effective Practices to Fulfill the **Service Policy** Requirement. FTA requires fixed route transit providers to develop a policy for each of the following service indicators. Transit providers may set policies for additional indicators as appropriate. Section 4.2 and 4.3 discuss the DTA's policies.

3.1 ANNUAL TITLE VI ASSURANCE: Applicants shall submit their annual Title VI assurance as part of their annual Certification and Assurance submission to FTA. Recipients shall collect Title VI assurances from subrecipients prior to passing through FTA funds (these Title VI assurances can be submitted as part of a standard list of assurances provided by subrecipients to their direct recipient).

The Duluth Transit Authority annually submits its Certifications and Assurances in the Transportation Electronic Award Management (TEAM and now TrAMS) System within 90-days from the date on which the Certifications and Assurances are printed in the Federal Register. The General Manager of the DTA and the City Attorney (in both Duluth and Superior) sign these Certifications and Assurances after approval by the Board of Directors. A printed, signed copy of the Certifications and Assurances are also kept on file within the DTA Administration and Planning Office.

3.2 TITLE VI COMPLAINT PROCEDURES: In order to comply with 49 CFR §21.9(b), recipients and subrecipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public upon request. The Duluth Transit Authority has developed procedures for filing, tracking, and investigating Title VI complaints. The procedures are identified as "Appendix 1" in the Appendices section of this document.

3.3 RECORD OF TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS: In order to comply with 49 CFR §21.9(b), recipients and subrecipients shall prepare and maintain a list of any active investigations

conducted by entities other than FTA, lawsuits, or complaints naming the recipient and/or subrecipient that allege discrimination on the basis of race, color, or national origin.

The Duluth Transit Authority has had no complaints filed with Title VI implications in 2010, 2011, 2012, 2013, 2014, 2015 or thus far in 2016.

3.4 PROVIDING MEANINGFUL ACCESS TO LIMITED ENGLISH PROFICIENT (LEP)

INDIVIDUALS: Title VI and its implementing regulations require that FTA recipients 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 Limited English Proficient (LEP).

The Duluth Transit Authority, will focus its resources in a number of areas in an effort to provide meaningful access for individuals who are Limited English Proficient to the same public transit services provided to all members of the community.

The Duluth Transit Authority has found through census data and demographic studies that there is not a dominant group of residents and patrons, with limited English proficiency. Census data and City analysis shows a total of 34 people or 0.04% of the DTA's area population falling into the LEP category (See Appendix 3). The biggest group is those speaking Spanish (12 people).

MPO planning area

The American Community Survey 5- Year estimates indicate that there were 138,476 persons who were age five (5) and older, of whom 95.8% speak only English at home. Of the remaining 4.2% of individuals who primarily speak a language other than English at home, 65.8% report that they speak English very well, with the remainder, representing an estimated 1,968 individuals, representing 1.4% of the total population, reporting they speak English less than very well.

To facilitate communication with the LEP population the DTA has taken several actions. First the "Google Translator" has been added to the DTA's website. This allows people to choose one of over 50 languages to view our information. It also allows users or staff to print information and/or schedules in any of those languages. The DTA has also issued Language Identification Cards to staff that interacts with the public as well as placing one on each bus in the system. The DTA is also contracting with a language translation service to assist with phone translations or on bus translations via a radio-telephone patch for any individual of any language proficiency. This service has not yet been used.

The DTA makes every effort to make it just as easy for a limited English proficiency person to travel on the system, as it is for a person that is fully proficient in English.

3.5 NOTIFYING BENEFICIARIES OF PROTECTION UNDER TITLE VI: In order to comply with 49 CFR §21.9(d), recipients and subrecipients shall provide information to beneficiaries regarding their Title VI obligations and appraising beneficiaries of the protections against discrimination afforded to them by Title VI. The Duluth Transit Authority has established a "Commitment to Fairness" statement of rights, per Title VI, for those who are benefiting from services and/or contracts funded with federal assistance. The DTA has made that statement of rights available to the public. The Duluth Transit Authority has also made available to the public a policy statement addressing our commitment to avoid discrimination on the basis of race, color, or national origin; a description of procedures for how to request more information on the obligations of the Duluth

Transit Authority to fulfill Title VI obligations; and, a public notice that informs beneficiaries of their right to file Title VI complaints, and the process for doing so, should they feel that discrimination has occurred.

Documentation of this information, as well as the DTA's policy statements and public notification of rights are identified in "Appendix 2" of the Appendices section of this document. They are also posted on the DTA vehicles, and on the DTA's web page.

3.6/3.7 REQUIRED SUBMISSION OF TITLE VI PROGRAM/ ADDITIONAL INFORMATION UPON REQUEST: To ensure compliance with 49 CFR Section 21.9(b), FTA requires that all recipients document their compliance by submitting a Title VI Program to FTA's regional civil rights officer once every three years.

The Duluth Transit Authority submitted its most recent Title VI report to the FTA in 2013. This report will be submitted in September of 2016. Since 2013, Title VI-related the DTA policies, procedures, and service has not changed substantially since the updates of Title VI (now FTA Circular 4702.1B issued in October of 2012 and the Environmental Justice Police Guidance issued in August of 2012.

Thus document includes the 2010 Census data and maps in Appendix 8.

3.8 ENVIRONMENTAL JUSTICE ANALYSIS OF CONSTRUCTION

PROJECTS: In order to integrate, into environmental analyses, considerations expressed in the DOT Order on Environmental Justice, recipients and subrecipients should integrate an environmental justice analysis into their National Environmental Policy Act (NEPA) documentation of construction projects.

The Duluth Transit Authority, between 2013 and 2016, has only engaged facility rehabilitation projects and the actual construction of our Multimodal Transportation Facility, now called the Duluth Transportation Center.

For the project the DTA submitted a Descriptive Categorical Exclusion (DCE). That report included a review of the impacts of the facility on the various populations. The FTA has approved that report. The Environmental Justice portion is attached to this report.

Construction Project.

There are no planned major construction projects in the next three years. However the DTA will be shortly starting a TDP update wherein something could be identified.

3.9 INCLUSIVE PUBLIC INVOLVEMENT: In order to comply with 49 CFR 21.5(b)(7), and to engage in community outreach consistent with the DOT Order on Environmental Justice, recipients and subrecipients shall seek out and consider the viewpoints of minority and low-income populations in the course of conducting public outreach and involvement activities. An agency's public participation strategy shall offer early and continuous opportunities for the public to be involved in the identification of social, economic, and environmental impacts of proposed transportation decisions. The Duluth Transit Authority recognizes that the FTA has given recipients wide latitude to determine how, when and how often specific public involvement measures should take place and what measures are most appropriate. The Duluth Transit Authority engages the

public in its planning and decision-making processes, as well as in its marketing and outreach activities. Between 2013 and 2016 the following activities included extensive public participation:

FY2009-2014 Transit Vision Plan: Approved by the DTA Board of Directors in 2009. The plan contained information on the proposed facility as well as service changes to best fit the community needs. The public involvement on this plan included passenger surveys (Appendix 5), on-street interviews with the general public, a random phone survey, as well as two walk-in public meetings.

MPO long range transportation plan: Approved in 2016. This plan also had an extensive public review in addition to monthly open meetings to review parts of the plan.

Other transit service coordination committees: the Duluth Transit Authority participates in disability commissions for both Duluth and Superior as well as the STRIDE Advisory Committee. Future appointments to this advisory Board will be balanced based on Title VI requirements.

The DTA also run the “Transit 101” sessions each year. About 15 of these presentations are made each year. The DTA staff actively reaches out to organized community groups (i.e. Senior Centers, Senior Facilities, Child Care Centers, groups catering to individuals of Latin/Hispanic origin, etc.) to conduct travel training classes. During these classes, informational packets, which also include a couple of free passes, are disseminated, a presentation is made by the Department’s Marketing Director or other DTA staff.

The DTA also serves on the local CAP Board’s transportation committees (serving low income and minority groups) as well as their “Circle of Support” group that aids people in getting out of poverty.

The DTA also has a strong Comment & Complaint Program that also interfaces with our website. Customer comments and complaints are tracked on our computer system and are responded to in a timely fashion.

4. PROGRAM-SPECIFIC REQUIREMENTS AND GUIDELINES FOR RECIPIENTS SERVING LARGE URBANIZED AREAS

Chapter V of FTA Circular 4702.1B provides program-specific guidance for recipients who provide service to geographic areas with a population of 200,000 people or greater under U.S.C. 5307. These program-specific requirements should be followed in addition to the general reporting requirements outlined in the above section (Section 3 of this report). The DTA’s service area is under this threshold. However, some of this work has been done and is presented below.

4.1 REQUIREMENT TO COLLECT DEMOGRAPHIC DATA:

The MPO updates maps after each census report as to racial and ethnic data showing the extent to which members of minority groups are beneficiaries of the DTA’s Services.

Survey Information on Customer Demographics and Travel Patterns:

The Duluth Transit Authority conducted a detailed passenger survey as part of the *Vision Report*. The State of MN also conducted a survey in 2010 that contained questions on LEP. Both survey forms are attached.

4.2 & 4.3 REQUIREMENT TO SET SYSTEMWIDE SERVICE STANDARDS and SYSTEMWIDE SERVICE POLICIES : In order to comply with 49 CFR Section 21.5(b)(2) and (7), Appendix C to 49 CFR part 21, recipients to which this chapter applies shall adopt quantitative system-wide service standards necessary to guard against discriminatory service designs or operations decisions. The DTA’s Goals and objectives as presented in the Vision Plan has established system wide design standards and policies (Appendix 4). Also, specifically the DTA has adopted as part of this plan the following standards:

	FIXED Route		Express	Paratransit
	Peak	Off Peak	Service	(STRIDE)
Vehicle load for each mode. Peak & Off Peak	105%	85%	100%	85%
Vehicle headway for each mode.	30 minutes	1 hour	NA	On Demand
On-time performance for each mode	95%	95%	95%	95%
Service availability for each mode	98%	98%	98%	100%

Service Policies

Distribution of transit amenities for each mode.

Bus Shelters	One per route and stops with over 25 boardings per day	Curb to Curb service
Printed signs, system maps, route maps, and schedules.	Major Stops, over 100 Boardings per day	On Demand Not needed
Digital equipment	Major Stops, over 300 Boardings per day	On Demand Not needed
Vehicle assignment for each mode	Rotated by Vehicle size Not age or amenities	Based on demand Not age or amenities

4.4 REQUIREMENT TO EVALUATE SERVICE AND FARE CHANGES: In order to comply with 49 CFR Section 21.5(b)(2) and (7), Appendix C to 49 CFR part 21, recipients to which this chapter applies shall evaluate significant system-wide service and fare changes and proposed improvements at the planning and programming stages to determine whether those changes have a discriminatory impact. For service changes, this requirement applies to “major service changes” only.

SERVICE CHANGES: the Duluth Transit Authority defines “major service changes” as modifications to Twenty-five percent (25%) or more of the number of transit route miles of a route; twenty-five percent (25%) or more of the number of transit revenue vehicle miles of a route computed on a daily basis for the day of the week for which the change is made; or twenty-five percent (25%) or more of the ridership of a route computed on a daily basis for the day of the week for which the change is made. Since 2013 the DTA has not made any major service changes. The public participation plan for this is appendix 9.

FARE INCREASES: The DTA did not ,make any fare changes in the last three years. The last fare increase was in 2011.

4.5 REQUIREMENT TO MONITOR TRANSIT SERVICE:

The Duluth Transit Authority is a smaller transit operator and is not required to do this, however monitoring is part of the DTA's Vision Plan and will continue.

5. APPENDICES

1. DTA Procedures for Filing, Tracking, and Investigating Title VI Complaints
2. The Duluth Transit Authority Statement of Rights for Beneficiaries; the DTA the DTA Title VI Policy Statement; Public Notification of Rights
3. LEP Analysis
4. DTA Mission, Goals, Objectives, and Standards
5. On-Board Survey
6. Public Hearing Notice
7. Environmental Justice Chapter from Multimodal Transportation Facility DCE
8. Census Data
9. Public Participation

APPENDIX 1

Procedures for Filing, Tracking, and Investigating Title VI Complaints

THE DULUTH TRANSIT AUTHORITY PROCESS FOR FILING AND INVESTIGATING TITLE VI COMPLAINTS

What is Title VI of the Civil Rights Act of 1964?

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving Federal financial assistance. The Duluth Transit Authority is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI of the Civil Rights Act of 1964. You may also find more information on compliance requirements placed on public transit operators as they relate to Title VI in Federal Transit Administration (FTA) Circular 4702.1A. If you believe you have been subjected to discrimination under Title VI, you may file a complaint.

How to file a Title VI Complaint?

You may file a signed, written complaint within 180 days from the date of alleged discrimination. The complaint should include the following information:

- Your name, mailing address, and how to contact you (i.e., telephone number, email address, etc.)
- How, when, where, and why you believe you were discriminated against. Include the location, names and contact information of any witnesses.
- Other information that you deem significant.

The complaint may be filed in writing with the Duluth Transit Authority' Title VI Program Officer at the following address:

Duluth Transit Authority
Mark Horlocker
2402 West Michigan Street
Duluth, MN 55806

You may also contact the Title VI Program Officer

By phone: 218-623-4308

By Facsimile: 218-722-4428

By Email: mhorlocker@duluthtransit.com

NOTE: The Title VI Program Officer may assist with writing a complaint if the complainant is unable to do so. Additionally, the DTA encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily. For complaints originally submitted by facsimile, an original, signed copy of the complaint must be mailed to the Title VI Program Officer as soon as possible, but no later than 30-days from the alleged date of discrimination.

What happens to my complaint after it is submitted to the Duluth Transit Authority?

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by the Duluth Transit Authority will be directly addressed by the DTA' Title VI Program Officer (Program Officer). The Program Officer shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, the Program Officer shall make every effort to address all complaints in an expeditious and thorough manner. In instances where additional information is needed for assessment or investigation of the complaint, the Program Officer will contact the complainant in writing within fifteen (15) working days of receipt of the complaint. Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information by the date indicated by the Program Officer may result in the administrative closure of the complaint.

Once sufficient information for investigating the complaint is received by the Program Officer, they will prepare a draft written response subject to review by the General Manager of the DTA. If appropriate, they may administratively close the complaint. In this case, the DTA' Title VI Program Officer will notify the complainant of the action as soon as possible.

How will I be notified of the outcome of my complaint?

The Duluth Transit Authority' Title VI Program Officer will send a final written response to the complainant and advise the complainant of his or her right to 1) appeal to the City of the DTA's City Manger within 7 days of receipt of the final written decision from the Program Officer, and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the Federal Transit Administration. The Program Officer will make every effort to respond to Title VI complaints within 60 working days of receipt of such complaints, if not sooner. In addition to the complaint process described above, a complainant may file a Title VI complaint with the following office:

Federal Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 205904



**Duluth Transit Authority/STRIDE
Discrimination Complaint Form**

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

Information about Complainant:

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone Number (Home): (____) _____

Telephone Number (Work): (____) _____

Person Discriminated Against (if someone other than complainant)

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

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) _____

Sex _____

Religion _____

Age _____

Disability _____

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

Please explain below as briefly and clearly as possible what happened and how you believe you were discriminated against. Indicate who was involved. Be sure to describe in what way you believe other persons were treated differently than you and why you believe these events occurred. (Please use additional sheets if necessary and attach a copy to written material pertaining to your case).

(Please continue on top of next page.)

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

Name Address Telephone

_____	_____	_____
_____	_____	_____
_____	_____	_____

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

- Federal Agency
- Federal Court
- State Agency
- State Court
- Local Agency

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

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

How can this/these issue(s) be resolved to your satisfaction?

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If an advisor will be assisting you in the complaint process, please provide his/her name and contact information.

Name: _____
Name of Business: _____ Position/Title _____
Address: _____
City: _____ State: _____ Zip Code: _____
Telephone Number: (____) _____

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

This Discrimination Complaint form or your written complaint statement must be signed and dated in order to address your allegation(s).

Additionally, this office will need your consent to disclose your name, if necessary, in the course of our inquiry. If you are filing a complaint of discrimination on behalf of another person, our office will also need this person's consent to disclose his/her name.

I certify that to the best of my knowledge the information I have provided is accurate and the events and circumstances are as I have described them. As a complainant, I also understand that if I indicated I will be assisted by an advisor on this form, my signature below authorizes the named individual to receive copies of relevant correspondence regarding the complaint and to accompany me during the investigation. My signature below also authorizes my approval to disclose my name, if needed as part of the DTA inquiry.

Complainant Signature: _____ Date: _____

Attachments: Yes No

Sign and submit complaint form and any additional information to:

Mark Holocker, DTA
2402 West Michigan Street
Duluth, MN 55806
(218) 722-4426 ext. 308
mhorlocker@duluthtransit.com

APPENDIX 2

Commitment to Fairness - Rights of Beneficiaries

The DTA pledges that you will have access to all our programs, services and benefits without regard to race, color, national origin, sex, age, disability or socioeconomic status.

The DTA will not tolerate discrimination by its employees or by those who receive federal funds from the DTA. The DTA prohibits all discriminatory practices that may result in an individual:

Being denied any service, financial aid or benefit provided under a program to which he or she may be otherwise entitled

Being held to different standards or requirements for participation

Experiencing segregation or separate treatment in any part of a program

Being subject to distinctions in quality, quantity or manner in which a benefit is provided

Experiencing discrimination in any activities conducted in a DTA facility built in whole or part with Federal funds.

Prevent the denial of reduction in or significant delay in the receipt of benefits by minority and low income populations.

Furthermore the DTA will:

Avoid or reduce harmful human health and environmental effects on minority and low income populations.

Ensure full and fair participation by all communities, including low income and minority populations in the transportation decision-making process.

These rights are guaranteed under Title VI of the Civil Rights Act of 1964, which says in part:

“No person in the United State shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”(42 U.S.C. Sec200d)

In addition, Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, 1994 and amended in part by **Final Circular 4703.1 Environmental Justice Policy Guidance for FTA Recipients October 11, 2012** provides:

“Each Federal agency shall make achieving environmental justice part of its mission by identifying and addressing, as appropriate, disproportionately high and adverse human health or environmental effects of its programs, policies, and activities on minority populations and low-income populations.”

If you believe that you have been discriminated against because of your race, color, national origin, sex, age, disability or socioeconomic status, you may file a written complaint with the DTA's Office of Diversity and Equal Opportunity at this address:

Mark Horlocker, DTA
2402 West Michigan Street
Duluth, MN 55806

Or you can contact the DTA Title VI Coordinator by phone at (218) 623-4308
or by e-mail at mhorlocker@duluthtransit.com

Posted at the DTA, Transit Center, and DTA's website.

Text for on bus Information:

Duluth Transit Authority - Title VI Notice to Public

The Duluth Transit Authority (DTA) hereby gives public notice of its policy to uphold and assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and all related statutes. Title VI and related statutes prohibiting discrimination in federally assisted programs require that no person in the United States of America shall, on the grounds of race, color, national origin, sex, age, or disability be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal assistance.

Any person who believes they have been aggrieved by an unlawful discriminatory practice regarding DTA programs has a right to file a formal complaint with the DTA. Any such complaint must be in writing and submitted to the DTA Title VI Coordinator within thirty (30) days following the date of the alleged occurrence. For more information regarding civil rights complaints, please contact:

Title VI Coordinator
Duluth Transit Authority
2402 West Michigan Street
Duluth, MN 55806
218/722-4426 x308 or mhorlocker@duluthtransit.com **DTA**

Public Hearing Announcement:

Duluth Transit Authority - Title VI Public Hearing Notice

The DTA is required to have a Title VI Program. This program details how the DTA meets the objectives of the law. The DTA Pledges that everyone will have access to all of the DTA's programs, services, and benefits without regard to race, color, national origin, sex, age, disability, or socioeconomic status.

Then DTA will not tolerate discrimination by its employees or by those that receive Federal funds from the DTA. The DTA prohibits all discriminatory practices that may result in an individual:

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Being denied any service, financial aid, or benefit provided under a program to which he or she might otherwise be entitled.

Being held to different standards or requirements for participation in a DTA Program

Experiencing segregation or separate treatment in any part of a DTA program.

Being subject to distinctions in quality, quantity, or manner in which DTA benefit is provided.

Experiencing discrimination in any activities conducted in a DTA facility built in whole or part with Federal Funds.

The denial, or reduction in, or significant delay in receipt of benefits by minority or low income populations.

The DTA's draft program is posted on the DTA website (www.duluthtransit.com) and also available from Mark Horlocker at the DTA. A hearing will be conducted on Tuesday, September 20, 2016, from 4 pm to 6 pm (CDT), at the new Duluth Transportation Center located at 228 West Michigan Street, in the conference room. All interested persons are encouraged to attend or submit comments via email (mhorlocker@duluthtransit.com) or mail at: DTA ATTN. Mark Horlocker; 2402 W. Michigan St.; Duluth, MN 55806.

APPENDIX 3

Duluth Transit Authority Population Fact Sheet

Table 1. Ability to Speak English by Language Spoken at Home

Universe: Total population

Geography:

St. Louis County

**Duluth
Population
Estimate &
“Not at All”
Estimate**

Language Spoken at Home	Total		Speak English "not at all"		Total	
	Number	Percent	Number	Percent	Number	
Total population	225,265	100.0	(X)	(X)	225,265	83,497
Not in universe (population under 5 years)	12,990	5.8	(X)	(X)	12,990	
Speak only English	199,710	88.7	(X)	(X)	199,710	
Speak language other than English	12,570	5.6	165	1.3	12,570	34
African languages	89	0.0	4	4.5	89	
Arabic	65	0.0	0	0.0	65	
Chinese	460	0.2	25	5.4	460	8
French (incl. Patois, Cajun)	735	0.3	0	0.0	735	
French Creole	4	0.0	0	0.0	4	
German	1,570	0.7	10	0.6	1,570	2
Greek	105	0.1	0	0.0	105	
Hebrew	14	0.0	0	0.0	14	
Hindi	30	0.0	0	0.0	30	
Hungarian	20	0.0	0	0.0	20	
Italian	140	0.1	0	0.0	140	
Japanese	129	0.1	4	3.1	129	4
Korean	85	0.0	0	0.0	85	
Laotian	310	0.1	0	0.0	310	
Miao, Hmong	430	0.2	45	10.5	430	2
Mon-Khmer, Cambodian	8	0.0	0	0.0	8	
Other and unspecified languages	360	0.2	0	0.0	360	
Other Asian languages	65	0.0	0	0.0	65	
Other Indic languages	90	0.0	0	0.0	90	
Other Indo-European languages	44	0.0	0	0.0	44	
Other Native North American languages	395	0.2	0	0.0	395	

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Other Pacific Island languages	99	0.0	4	4.0	99	-
Other Slavic languages	204	0.1	0	0.0	204	
Other West Germanic languages	75	0.0	0	0.0	75	
Persian	19	0.0	0	0.0	19	
Polish	465	0.2	0	0.0	465	
Portuguese or Portuguese Creole	8	0.0	0	0.0	8	
Russian	264	0.1	4	1.5	264	2
Scandinavian languages	1,355	0.6	0	0.0	1,355	
Serbo-Croatian	159	0.1	0	0.0	159	
Spanish or Spanish Creole	4,390	2.0	65	1.5	4,390	12
Tagalog	95	0.0	0	0.0	95	
Thai	15	0.0	0	0.0	15	
Urdu	58	0.0	4	6.9	58	
Vietnamese	189	0.1	4	2.1	189	4
Yiddish	29	0.0	0	0.0	29	

LIMITED ENGLISH PROFICIENCY PLAN

Duluth Transit Authority

Adopted December 2012

DTA LEP Plan

Introduction

The purpose of this limited English proficiency policy guidance is to clarify the responsibilities of recipients of federal financial assistance from the U.S. Department of Transportation (DOT) and assist them in fulfilling their responsibilities to limited English proficient (LEP) persons, pursuant to Title VI of the Civil Rights Act of 1964 and implementing regulations. It was prepared in accordance with **Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq.**, and its implementing regulations provide that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives federal financial assistance, and; **Executive Order 13166**

Executive Order 13166 “Improving Access to Services for Persons With Limited English proficiency,” reprinted at 65 FR 50121 (August 16, 2000), directs each Federal agency that is subject to the requirements of Title VI to publish guidance for its respective recipients clarifying that obligation. Executive Order 13166 further directs that all such guidance documents be consistent with the compliance standards and framework detailed in the Department of Justice’s (DOJ’s) Policy Guidance entitled “Enforcement of Title VI of the Civil Rights Act of 1964--National Origin Discrimination Against Persons With Limited English Proficiency.” (See 65 FR 50123, August 16, 2000 DOJ’s General LEP Guidance). Different treatment based upon a person’s inability to speak, read, write, or understand English may be a type of national origin discrimination. Executive Order 13166 applies to all federal agencies and all programs and operations of entities that receive funding from the federal government, including state agencies, local agencies such as the Duluth Transit Authority (DTA) and governments, private and non-profit entities, and subrecipients.

Plan Summary

The DTA has developed this Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to DTA services as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English. This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training staff, how to notify LEP persons that assistance is available, and information for future plan updates. In developing the plan while determining the DTA’s extent of obligation to provide LEP services, the DTA undertook a U.S. Department of Transportation four factor LEP analysis which considers the following: 1) The number or proportion of LEP persons eligible in the DTA service area who maybe served or likely to encounter a DTA program, activity, or service; 2) the frequency with which LEP individuals come in contact with an DTA services; 3) the nature and importance of the program, activity or service provided by the DTA to the LEP population; and 4) the resources available to the DTA and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

Four Factor Analysis

1. The number or proportion of LEP persons eligible in the DTA service area who maybe served or likely to encounter an DTA program, activity, or service.

The DTA examined the US Census report from 2000 (none of the areas serviced by the DTA were included in any of the Bureau’s American Community Surveys) and was able to determine that approximately 4%, or 2,277 people within DTA’s service area age 5 and older spoke a language other than English. Of the 2,277 people reporting they speak other languages than English, 126 or 5% of respondents either speak English “not well” or

“not at all.” Other Indo-European Languages comprised the largest non-English speaking language groups. There were 1,669 respondents identified as speaking other Indo-European languages. The majority of the other Indo-European languages speakers, 95%, either speak English “very well” or “well.”

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

The DTA assesses the frequency at which staff and drivers have or could possibly have contact with LEP persons. This includes documenting phone inquiries and verbally surveying drivers. Since June 2003, the DTA has had no requests for interpreters and zero requests for translated DTA documents. The staff and drivers have had very little to no contact with LEP individuals.

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

There is no large geographic concentration of any one type of LEP individuals in the DTA service area. The overwhelming majority of the population, 96% speak only English. Therefore, there is a lack of any social, service, professional and leadership organizations within the DTA service area that focuses on outreach or membership of LEP individuals.

4. The resources available to the DTA and overall costs

The DTA assessed its available resources that could be used for providing LEP assistance. This included identifying how much a professional interpreter and translation service would cost on as needed basis, which documents would be the most valuable to be translated if and when the populations supports, taking an inventory of available organizations that the DTA could partner with for outreach and translation efforts, and what level of staff training is needed. After analyzing the four factors, the DTA developed the plan outlined in the following section for assisting persons of limited English proficiency.

LIMITED ENGLISH PROFICENCY PLAN OUTLINE

How to Identify an LEP Person who Needs Language Assistance

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

- Examine records requests for language assistance from past meetings and events to anticipate the possible need for assistance at upcoming meetings;
- When DTA sponsored workshops or conferences are held, set up a sign-in sheet table, have a staff member greet and briefly speak to each attendee. To informally gage the attendee’s ability to speak and understand English, ask a question that requires a full sentence reply;
- Have the Census Bureau’s “I Speak Cards” at the workshop or conference sign-in sheet table. While staff may not be able to provide translation assistance at this meeting, the cards are an excellent tool to identify language needs for future meetings. Also, have the cards available at the DTA Transit Center Customer Service Area; and
- Survey drivers and other first line staff on an annual basis at the beginning of each fiscal year (federal) regarding their experience on having any direct or indirect contact with LEP individuals.

Language Assistance Measures

The DTA has or will implement the following LEP procedures. The creation of these steps are based on the very low percentage of persons speaking other languages or not speaking English at least “well,” and the lack of resources available in the DTA service area:

- Census Bureau’s “I Speak Cards” are to be located at the Customer Service window in the Transit Center at all times.
- The DTA’s website uses the Google translator which incorporates over 80 different languages.
- When an interpreter is needed, in person or on the telephone, and the DTA staff has exhausted the above options, staff will first attempt to determine what language is required. Staff shall use the telephone interpreter service – CyraCom International at <http://www.cyacom.com/>.

DTA Staff Training

All DTA staff will be provided with the LEP Plan and will be educated on procedures to follow. This information will also be part of the DTA staff orientation process for new hires. Training topics are listed below:

- Understanding the Title VI policy and LEP responsibilities;
- What language assistance services the DTA offers;
- Use of LEP “I Speak Cards”;
- How to access CryaCom via the Customer Service computer(s) in the DTA Transit Center ;
- How to use the Language Line interpretation and translation services;
- Documentation of language assistance requests;
- How to handle a Title VI and/or LEP complaint

Outreach Techniques

As of this first draft of the DTA LEP Plan dated December 2007, DTA does not have a formal practice of outreach techniques due to the lack of LEP population and resources available in the service area. However, the following are a few options that the DTA will incorporate when and/or if the need arises for LEP outreach:

- If staff knows that they will be presenting a topic that could be of potential importance to an LEP person or if staff will be hosting a meeting or a workshop in a geographic location with a known concentration of LEP persons, meeting notices, fliers, advertisements, and agendas will be printed in an alternative language, based on known LEP population in the area.
- When running a general public meeting notice, staff will insert the clause, based on the LEP population and when relevant, that translates into “A (insert alternative Language) translator will be available”. For example: “Un traductor del idioma español estará disponible” This means “A Spanish translator will be available”.
- Key print materials, including but limited to schedules and maps, will be translated and made available at the DTA Transit Center, on board vehicles and in communities when a specific and concentrated LEP population is identified.

Monitoring and Updating the LEP Plan

This plan is designed to be flexible and is one that can be easily updated. At a minimum, the DTA will follow the Title VI Program update schedule for the LEP Plan. The next required Title VI Program update must be forwarded to the FTA by January 1, 2011. However, major updates most likely will not occur until the next Census in 2010 unless the DTA finds it necessary and crucial for an update before such time.

Each update should examine all plan components such as:

- How many LEP persons were encountered;
- Were their needs met;
- What is the current LEP population in DTA service area;
- Has there been a change in the types of languages where translation services are needed;
- Is there still a need for continued language assistance for previously identified DTA programs? Are there other programs that should be included;
- Have the DTA's available resources, such as technology, staff, and financial costs changed;
- Has the DTA fulfilled the goals of the LEP Plan?; and
- Were any complaints received?

Dissemination of the DTA Limited English Proficiency Plan

The DTA includes the LEP plan on the DTA website (www.duluthtransit.com) together with its Title IV Policy and Complaint Procedures. The DTA's Notice of Rights under Title VI to the public posted in the DTA Transit Center, on all DTA vehicles, and in selected printed materials also refers to the LEP Plan's availability.

Any person, including social service, non-profit, and law enforcement agencies and other community partners with internet access will be able to access the plan. Copies of the LEP Plan will be provided, on request, to any person(s) requesting the document via phone, in person, by mail or email. LEP persons may obtain copies/translations of the plan upon request.

Any questions or comments regarding this plan should be directed to the DTA Title VI Coordinator.

DTA Title VI Coordinator
DTA
2402 West Michigan Street
Duluth, MN 55806
Phone: 218-722-4426 ext 308
Fax: 218-722-4428

APPENDIX 4

DTA MISSION, GOALS, OBJECTIVES & STANDARDS

Approved by the DTA Board of Directors 2010

The Mission of the DTA shall be to provide public transit service that is safe, convenient, efficient, and affordable.

GOAL I: Maximize the use of public transit by area residents by promoting a strong customer focus throughout the organization that ensures their needs and travel patterns are understood and consistently met or exceeded.

SERVICE DELIVERY OBJECTIVE:

Objective: On-Time Performance

The DTA will increase on-time performance at all route time points and maintain scheduled trip service reliability.

Standard

Schedule Adherence - The DTA defines "On-Time" Operation as zero minutes ahead of schedule to no more than three minutes behind schedule. Behind schedule operation can develop from a number of uncontrollable circumstances, but ahead of schedule operation is avoidable and should never occur. During peak periods, bus service shall maintain or surpass 90 percent of "on-time" service and 95 percent during all other operating periods. The on-time standard shall be measured for the system and for individual routes quarterly and apply to all scheduled time points. (Measurement = percent on-time trips for peak and non-peak periods).

Standard

Service Reliability - The DTA will strive for 99 percent of all scheduled trips to be operated and will maintain a minimum of 4,500 vehicle miles between road calls. (Measurement = percent missed trips and miles per road failure).

PASSENGER COMFORT/SATISFACTION OBJECTIVE:

Objective: Customer Satisfaction

The DTA will attempt to improve customer satisfaction each year and strive to minimize unsatisfied customers by monitoring customer complaints and offering corrective action when possible/appropriate.

Standard

Seventy-five percent of on-board survey respondents reported being satisfied with DTA service. The DTA will establish an on-board survey question measuring customer satisfaction.

Standard

All customer complaints will be investigated and monitored. Summaries of complaints will be evaluated by route and classified as operational, service, or equipment.

ROUTE DESIGN OBJECTIVES:

Objective: Route network

Route network changes in spacing and layout will consider both the transit user and the transit operation in an attempt to reach compatible solutions for both to enhance service.

Standard

The following variables will be considered in determining route spacing and layout:

- Population density (current and projected).
- Employment density (current and projected).
- Service area characteristics (age, income, autos per household, etc.).
- Street patterns and physical characteristics (e.g., parking, traffic control devices).
- Load capacity of service provided.
- Enhancement of timed transfers.

Standard

Directness of Service - To keep travel time to a minimum for bus patrons. The miles traveled by bus between major destinations should not exceed 1.3 times the distance possible by automobile (with the exception of cross-town routes and large loop designed routes).

Objective: Travel Time

The travel time required from boarding point to destination within the service area shall be maintained as low as possible. However, travel time is dependent on the type of service provided and the nature of the destination desired.

Standard

- * *Major Destinations and Express Service* - The travel time required for a bus user shall not exceed a multiple of 1-1/2 the travel time required by automobile. Major destinations are limited to downtown Duluth, the medical complex and Miller Hill Mall.
- * *Regular Route Destinations (Non-Major)* - The travel time required for a bus user shall not exceed a multiple of two times the travel time required by automobile for non-major destinations.
- * *Cross-town Service* - The travel time required for a bus user shall not exceed a multiple of three times the travel time required by automobile.
- * *ADA and Non-Regular Route Service* - The travel time required for any user shall not exceed 60 minutes.

These standards will aid in maintaining the competitive advantage gained through private economics of mass transit, especially for long travel distances. Travel time is measured from terminal to terminal and based on

following an identical route alignment versus the private automobile.

Objective: Transit Facilities and Rolling Stock

All facilities and equipment encountered by a patron during the transit trip such as, shelters, signs, vehicles, transit information, etc. shall be well maintained and enhance the experience of DTA customers. Measurable standards have been identified only for buses and the location of bus shelters.

Standard

- * *Rolling Stock* - The total number of vehicles needed to service an area shall be related to the changing demand consistent with operating and replacement standards. The DTA will strive to maintain a fleet of different vehicle styles and sizes to address the changing needs of the riding public. Driver suitability and comfort as well as passenger comfort will be considered for vehicle purchases. In addition, all vehicles shall comply with current Americans with Disabilities Act (ADA) standards and meet all mandated bus testing measures as specified by the Federal Transit Administration (FTA). Changes to the rolling stock may be warranted due to service changes or cost efficiency standards.

- * *Average Fleet Age* - Average fleet age for each vehicle type shall be half of the maximum life cycle age as determined by the Federal Transit Administration (FTA). Buses that have been rehabilitated as currently planned should have 10-year and 19-year useful life for gasoline and diesel vehicles, respectively. This standard relates to a combination of safety, comfort, maintenance, marketing, and cost factors.

- * *Vehicle Usage* - The number of buses under six years of age should be sufficient to satisfy off-peak service levels, allowing older buses which are more expensive to maintain to be held in reserve. Rehabilitated buses under three years of age should be considered new.

Standard

Shelters - The Duluth-Superior area is subject to a wide range of weather conditions to which ridership is sensitive. Shelters are needed to provide comfort for waiting passengers during inclement weather. Shelters will provide clear vision in all directions, seats, lighting, and schedule and route information.



Criteria for locating shelters

- All stops where 25 or more people board on the average weekday, with seniors and disabled passengers counting as two.
- Every neighborhood will have at least one shelter as will every route.
- Complete DTA schedule information shall be posted at all bus shelters and shall meet ADA requirements for use by the disabled population.

SCHEDULE ADHERENCE OBJECTIVES:

Objective: Passenger Loading

Loading standards must be related to operating costs, revenues produced passenger comfort. Loading standards are expressed as the capacity of the vehicle. For example, a load factor of 100 percent implies that the number of seats and passengers are equal, while a load factor of 150 percent implies there are three passengers for every two seats.

Although it is desirable to provide a seat for each passenger at all times, it is usually not economically feasible. Since rider characteristics for the system and each route vary by time of day, loading standards shall likewise vary in this manner. In establishing these standards, consideration shall be given to the length of time passengers are required to stand during the interchange of passengers along the route.

Standard

- * *System-Wide* - An absolute maximum load standard of 150 percent shall be established.
- * *Peak Hours* - 120 percent load factor will be the maximum standard for the period of maximum vehicle requirements. DTA will adhere to this standard in 95 percent of all scheduled trips.
- * *Off-Peak Hours* - 90 percent load factor will be the maximum standard for the period of minimum vehicle requirements. DTA will adhere to this standard in 95 percent of all scheduled trips.
- * *Freeway operation* - Maximum allowable load factor will be 100 percent.
Load factors will be monitored by drivers and customer complaints; upon which a more systematic measurement will be determined.

Objective: Fixed Route Headways

The scheduled time between buses passing a given point shall be determined primarily by time of day, passenger loads and also by service area characteristics such as population density, income and auto ownership. Headways shall be at their maximum when minimum service is provided during off-peak periods.

Standard

Where economically feasible, peak headways shall not be over 30 minutes while off-peak headways shall not be over 60 minutes.

ECONOMIC AND PRODUCTIVITY OBJECTIVES:

Objective: Effectiveness

Increase transit ridership by three percent each year.

Performance Measures

Ridership will be measured by total revenue passengers.

Objective: Economic Efficiency

Increase transit service efficiency each year.

Performance Measures:

- Total cost per passenger
- Revenue per passenger
- Subsidy per passenger = decrease by 0.5 percent per year

Objective: Route Efficiency and Effectiveness

In order to utilize transit resources to the greatest extent, route level performance will be analyzed to determine where corrective action is warranted. (Route analysis is discussed in greater detail in Section Five.)

Standard

Subsidy per passenger

- 20 percent-35 percent subsidy above the system average would be considered for extra marketing efforts and/or minor modifications.
- 36 percent-50 percent subsidy per passenger above the systems average would warrant more significant route changes.
- > 50 percent subsidy per passenger above the systems average would require major restructuring or possible elimination.

Passenger per revenue hour

- 20 percent-35 percent passenger per revenue hour below the system average would be considered for extra marketing efforts and/or minor modifications.
- 36 percent-50 percent passenger per revenue hour below the system average would warrant more significant route changes.
- > 50 percent passenger per revenue hour below the system average would require major restructuring or possible elimination.

Criteria used to evaluate routes will include: Trip capacity, Ridership per trip, Ridership growth, Senior ridership, Transit Dependent ridership, and Revenue efficiency.

GOAL II: Provide a secure and safe environment that includes operationally safe equipment and facilities as well as personal security and property protection.

Objective: Safety and Security

Maximum safety and security for all patrons and parties affected by the system.

Standard

Passenger Safety - The DTA will strive for zero passenger accidents to be measured by the number of passenger accidents per 100,000 passengers. The DTA will strive to keep vehicle only accidents at the lowest level possible to be measured by vehicle collisions per 100,000 miles.

Standard

Passenger Security - The DTA will track, monitor and report security related incidents on buses and at transit facilities. All new bus purchases will specify that video monitoring equipment be mandatory.

Standard

Passenger Security Perceptions - The DTA will strive for all transit riders reporting feeling secure using the transit system measured by periodic on-board passenger surveys. A security perception question will be established for the annual on-board survey.

Objective: Bus Stop Spacing

The number of bus stops along transit routes demand an appropriate balance between trip speed (as measured by riding time) and passenger access convenience (as measured by walking distance to bus stops). Stops at every intersection lead to short walking distances but result in lower average vehicle speeds and greater total trip time.

Standard

- * *Residential Areas* - In residential areas, bus stops will be spaced between 700 and 1,500 feet apart, except where the route is operating on steep hills (six percent slope or greater) or where two major boarding points (as determined by the route studies) exist one block apart.

- * *Commercial Areas* - In commercial and industrial areas, stops should not be controlled by any general standard, but based on accessibility to major passenger generators.

GOAL III: Maintain reliable service to the transit dependent and disabled population.

Objective: Assure on-time performance for STRIDE services.

Standard

On-time performance - Users of the ADA service (STRIDE) will be provided service within 15 minutes (before or after) of their requested scheduling time. STRIDE will maintain this ½ hour window in 99 percent of all operations.



DTA Wheelchair Accessible Bus

Objective: Paratransit Service

Provide the highest possible level of paratransit service to citizens with transportation disabilities.

Objective: Transit Service Availability

Maximize transit service availability to congregate housing units with high concentrations of seniors, low income and disabled populations.

GOAL IV: Develop and maintain transit service marketing strategies for all segments of the community that will have a positive impact for the DTA.

Objective: Marketing Resources

An appropriate and effective amount of resources need to be targeted for marketing activities. The marketing budget should be divided into three separate marketing responsibilities; customer services, marketing research and advertising and promotions.

Standard

Industry standards suggest that an appropriate amount of funding for advertising and promotions (total advertising production and media costs) is one percent of total operational costs.

Objective: Commuter Pass Program

Work with employers to promote participation in commuter pass program.

GOAL V: Foster an environment which supports mutual respect and courtesy, ensures that all employees are treated fairly and strives to maintain and upgrade the professional/technical knowledge and competence of employees.

Objective: Employee Participation

Strengthen the employee participation process and enhance communication by continuing commitment to labor management committee and expanding communication among employees and administration.

Objective: Job Performance

Develop and/or expand recognition program to reward excellence in the performance of job duties.

Objective: Employee Job Satisfaction

Maintain a high level of employee job satisfaction.

Standards

Annual grievances per employee minimized.
Percent of short term sick hours minimized, by department.
Minimize employee workplace injury exposure.

Objective: Employee Training / Professional Development

Encourage employee training and professional development and maximize training benefits by increasing effective job training opportunities for employees.

GOAL VI: Work closely with area communities, businesses and public agencies toward short and long range transit solutions.

Objective: Disadvantaged Populations

Better coordinate transit with human service needs by exploring ways of providing more responsive services to economically disadvantaged populations.

Objective: Land Use and Transportation Policies

Promote transit consideration in decision-making and the development of plans and policies affecting land use and transportation as an alternative to the construction of additional roadways and parking facilities.

Objective: Transit Education

Educate the community about the importance and benefits of public transit as a solution to parking and traffic congestion and as a way to conserve energy and to preserve the environment.

Objective: Working with the Community

Continue to work with the Chamber of Commerce, Greater Downtown Council, area businesses, institutions, and the Duluth Visitors and Convention Bureau to determine their needs as they relate to the services that the Duluth Transit Authority can provide.

Objective: Communities outside Duluth

Provide service outside the Duluth City limits when the municipality, area business or institution served provides the local share of the operating subsidy for the service and guarantees the farebox revenue.

Objective: Service Extension

- * *Community Cooperation* - New services or route extensions will be initiated in cooperation with the community or communities involved and will include a publicity campaign with local area support.
- * *Trial Period* - At least a minimum six month trial basis will be given to new services. At that time route data will be gathered and an evaluation made concerning route performance and modification to recommendations.
- * *Street System* - Any street used for a new or extended service shall be capable of accommodating the new service and be readily accessible to potential bus patrons. The new service will be located with consideration to the present and future growth of the area in question.

GOAL VII: Promote the development of transit facilities and services that meet the needs of the community that are linked to land use planning and design that encourages pedestrian/bicycle access.

Objective: Development Patterns

Encourage development patterns within Duluth and the surrounding metropolitan area that can be efficiently served by transit.

Objective: Coordination of Transit Needs

Promote coordination of transit needs in the design and development of roadway construction with special attention directed toward proper access at large commercial developments and senior citizen housing sites.

Goal VIII: Increase and improve public transportation effectiveness through research and adoption of technology, management practices and service innovation.

Objective: Data and Research

Utilize data and research effectively to analyze current and future opportunities for increasing transit effectiveness.

Objective: Service Operations

Actively study options to become more proficient in service operations, especially with respect to improving passenger ridership and service effectiveness.

Objective: Alternative Fuels

Evaluate the feasibility of using alternative fuels in the delivery of transit service for the Duluth-Superior metropolitan area.

Goal IX: The DTA will strive for sustainability both in the use and production of our services.

Objective: Promotion

The use of the DTA services is in itself sustainable. Promotion of these services available should bolster this use.

Objective: Recycling

The DTA should maximize on-site recycling as well as insuring that equipment is recycled off-site.

Objective: Carbon Footprint

The DTA should look to ways to minimize its carbon footprint both in terms of the vehicles we use and the operation of our facilities.

Objective: Be a community leader for efforts toward sustainability

APPENDIX 5

2008 On-Board Survey Duluth Transit Authority

December 13, 2008 *DRAFT*

I. Introduction

This report contains the results from the 2008 On-Board Survey conducted by the Duluth Transit Authority in September and October of 2008. The survey was conducted to gain input for the Vision Update as well as to give the DTA immediate reaction to the current rider perception and suggestions for and of the DTA. This data will also be compared with data from past surveys to look at overall changes in transit riders.

II. Methodology

The survey was conducted in September and October of 2008. A total of 1,164 surveys were collected and processed by DTA staff. Passengers were given surveys as they boarded the bus and most surveys were then returned at the end of the bus trip. Other passengers often would pick up the survey in the morning and return it to their afternoon bus operator. Surveys could also be turned in at the Transit Center as well as several people mailed their survey to the DTA. The survey was conducted by UMD interns who are working for the DTA. As such some of their trips started and ended at UMD. This gave a slight bias to those routes which obviously carried U-Pass riders. Comparisons are made to past surveys where possible.

III. Major Conclusions

There are many positive items that can be highlighted from this survey. Pass use continues to increase and people like them. The service is appreciated and people want more of it. Overcrowding of buses has become an issue. Fares are reasonable. We have improved in terms of crowd control and profanity, but we still need to work on this. Comments on safety and security are down, but comments on profanity have increased. Even U-Pass riders noted this as a complaint. Later service on weekends was the most requested service improvement. Requests for more service on routes included all of them plus services into Hermantown as well as Cloquet. There were virtually no complaints on fares or the hand schedules. Even though our hand schedule costs increase due to supplies and production costs they are being used less and less. The college age riders are tied more to the internet, Google Transit, and cell phones.

Choice riders have increased, again many are college students.

IV. Survey Results

This section of the report will chronologically follow the 2008 survey form with comparisons to past surveys. Detailed data is contained in part two of this report and therefore this section will be an overview of the data. These comparisons have to be examined carefully as there are some differences in methodology. As an example, in 1987 the survey was focused on the peak rider and many more surveys were taken during that period. This year's survey was also different in that it was definitely more complex than surveys done in the past. The survey had more questions, less white space, and several complex questions. Added to this was that the survey was taken toward the end of the month when lower income people historically make fewer frequent discretionary trips. Following the survey results is the Survey

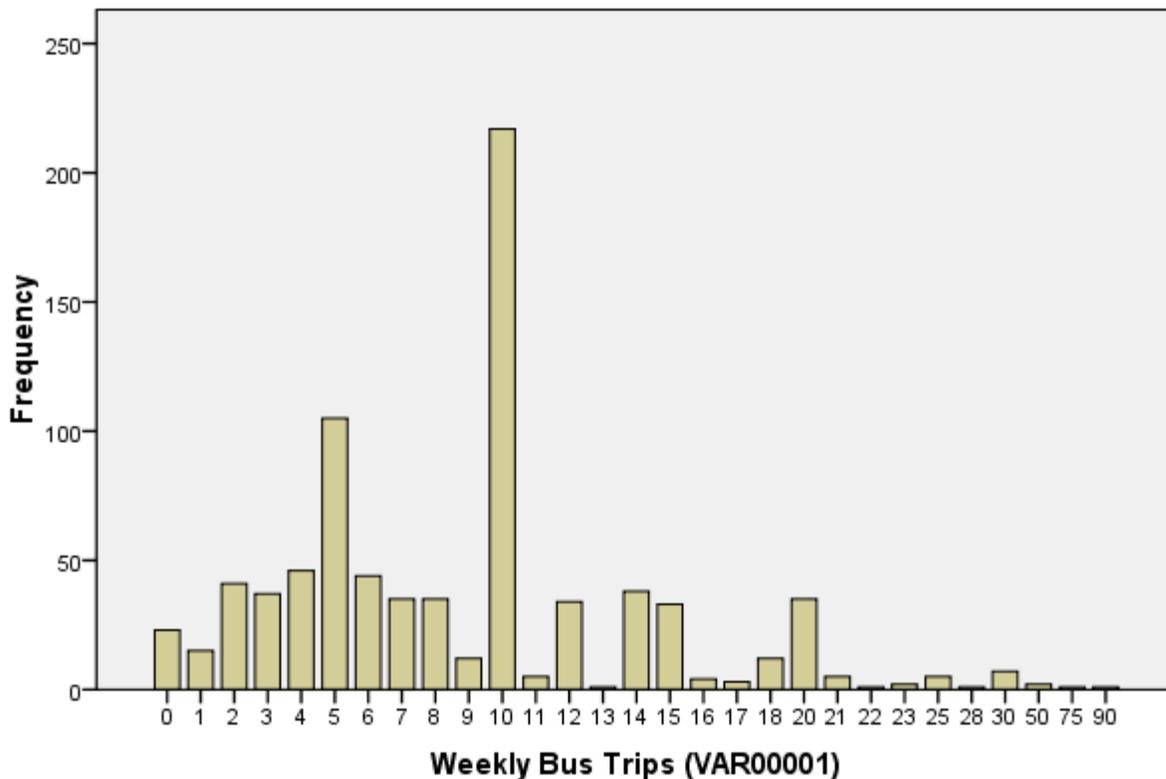
form and comments from riders.

Weekly bus rides have fluctuated over the years. Chart 1 details the changes since the first On-Board in 1975.

Chart 1
Average Ridership

	<u>1975</u>	<u>1980</u>	<u>1985</u>	<u>1990</u>	<u>1995</u>	<u>1998</u>	<u>2002</u>	<u>2008</u>
Average	8.36	6.8	NA	7.32	7.70	9.14	9.2	9.5
Median	6.3	7.0	NA	6.0	7.0	8.0	8.5	9.2

Weekly Bus Trips (VAR00001)



Average ridership as well as the median for ridership have been on a steady increase since the inception of the DTA pass programs as well as the U-Pass inception in 2000.

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Chart 2 shows the changes that have occurred in trip purposes.

Chart 2
Trip Purposes
(all figures in percent of riders)

	<u>1975</u>	<u>1980</u>	<u>1985</u>	<u>1990</u>	<u>1995</u>	<u>1998</u>	<u>2002</u>	<u>2008</u>	<u>2008</u> Weighted
Work	45.6	46.6	25.0	35.0	27.5	47.1	31.2	29.1	37%
Shopping	21.2	15.8	25.7	25.6	24.0	17.4	19.7	8.1	10%
School									
Includes									
UPass	19.9	17.6	15.2	9.2	12.5	12.6	13.5	36.7	27%
Social	4.6	10.2	13.5	15.4	15.9	4.5	16.0	6.8	9%
Medical	2.5	9.8	5.7	10.8	10.8	3.4	10.3	4.3	5%
Other	6.2	14.9	4.0	9.3	4.0	9.3	14.7		19%

Here is where the U-Pass bias stands out most. Year to date ridership has U-Pass and school ridership at about 27% of the total ridership on the system. The survey recorded nearly 37%. The last column shows what the percentages would be without this bias.

The major trend over time has been a decline of the regular trips. The U-Pass and the economy during the last few months have been changing this back. Over half of the trips were focused on either work or school. Work and school trips totaled more than 65% in 1975 and 1980 to just over 45% in 1990 and 40% in 1995. The 1985 data should not be taken at face value here as that survey was heavily based on peak ridership. In 2002 those trips grew to just under 45% and this year up to 55%. Shopping to a large extent has continued to decline in part, because of the decline in other trips; but also a clear indicator of the decline in downtown retail shopping. Historically, the DTA has carried a much higher percentage of shopping trips into the downtown (22%) than to the Mall area (5%).

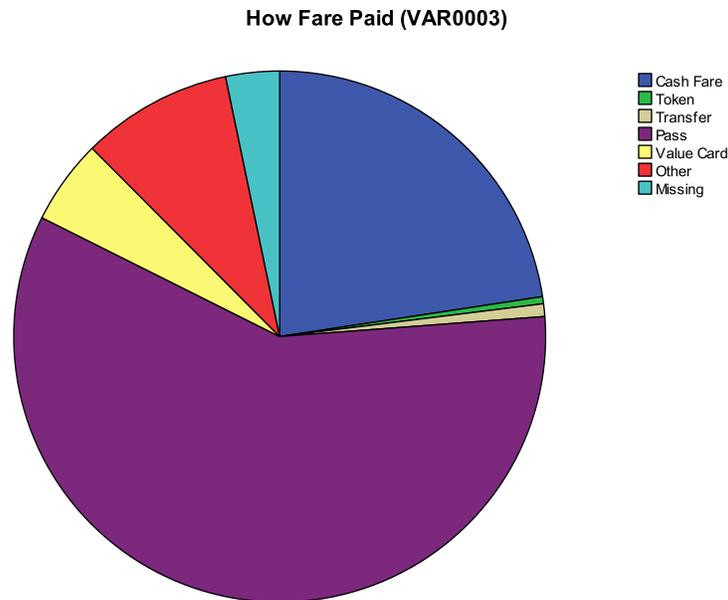
Fares types have changed over the years, largely with the creation and increased use of the pass programs. Chart 3 details these changes.

Chart 3
Fare Type

<u>Fare Type</u>	<u>1980</u>	<u>1985</u>	<u>1990</u>	<u>1995</u>	<u>1998</u>	<u>2002</u>	<u>2008</u>
Cash Fare	48.6	77.4	46.2	50.5	38.3	34.8	23.4
Tokens	47.2		17.9	5.3	4.2	2.6	0.4
Transfers	3.5	3.3	1.2	1.7	.5	3.3	0.8
Passes	0.7	16.0	32.6	35.7	50.0	38.4	65.9*
Other		3.3	2.1	6.8	7.0	16.8*	9.5

* Includes UMD Pass

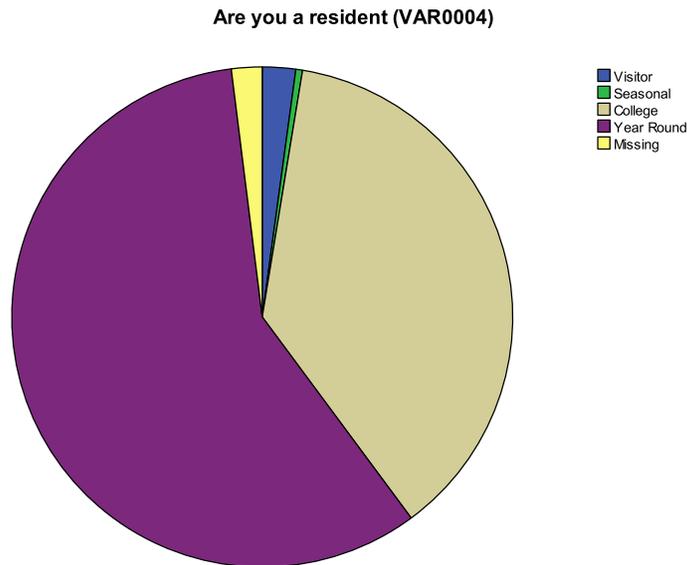
It is interesting to note the stability in the cash fares. Passes have, to a large degree, replaced the use of tokens and transfers. Pass use continues to increase. The 1995 and 1998 results were similar except for the increase in the other category and the significant increase in pass usage. A majority of the “Other” were college passes. In 2008 the U-Pass riders were counted as part of the Pass number.



Additional fare questions were asked in 1995 that have not been used with this format in the past. Riders were asked if they thought the fare was too low, too high, or reasonable: 1.4 % thought the fare was too low; 13.6% thought it was too high; and 85% thought it was reasonable. At the same time 50.7% said they would ride more if the fare was lower and 49.3% said lowering the fare would have no impact on their number of rides. A reduction in price of about one third would be needed to increase the ridership of most of the respondents. In 1998 we asked this in a different format. Fifty-seven percent (57%) of those responding strongly agreed that peak fares were reasonable and 68.5% thought the same of off-peak fares. In terms of disagreeing with those statements only 3.7% and 6.8% either strongly disagreed or somewhat disagreed with the reasonableness of the peak and off-peak fares respectively. In the 2008 survey only 11% of the riders believed that lower fares were needed.

The 1995 and 1998 surveys also included a question concerning alternatives to the bus. Riders were asked how they would make their current trip if the bus did not exist. In 1998 walking was the number one option selected by 23.7% of the respondents. “Drive” was second with 21.07%. “Do Not Know” was next at 19.6% followed by “Would not be able to make the trip” at 17.4%; and “Car-pooling” at 8.0%.

A new question was asked about residency. As can be anticipated with survey being taken in September and October the amount of non-residents was low. The College folks did make up about 38% of the respondents and visitors and/or seasonal people 2.6%.



Transferring has also changed over the years. Even though hubs have been constructed at UMD and the Mall, the DTA has also constructed more long lines or one seat rides. This is especially true for those going to the Hospitals, UMD, and even the Mall. People who were transferring or riding a long line consisted of nearly one third of the respondents. The pie chart below depicts this.

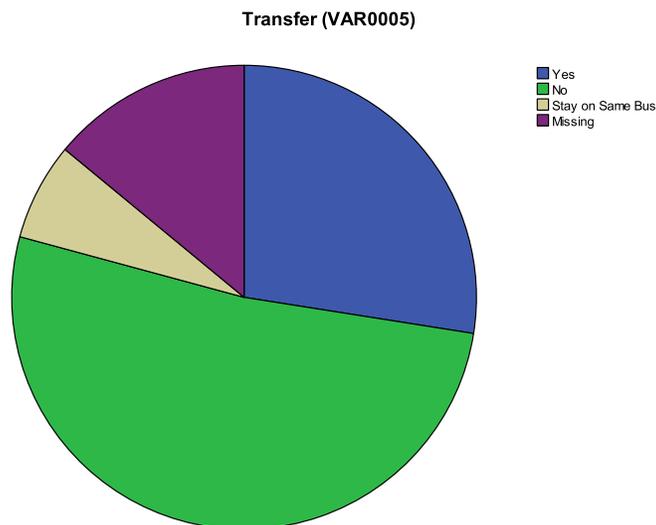


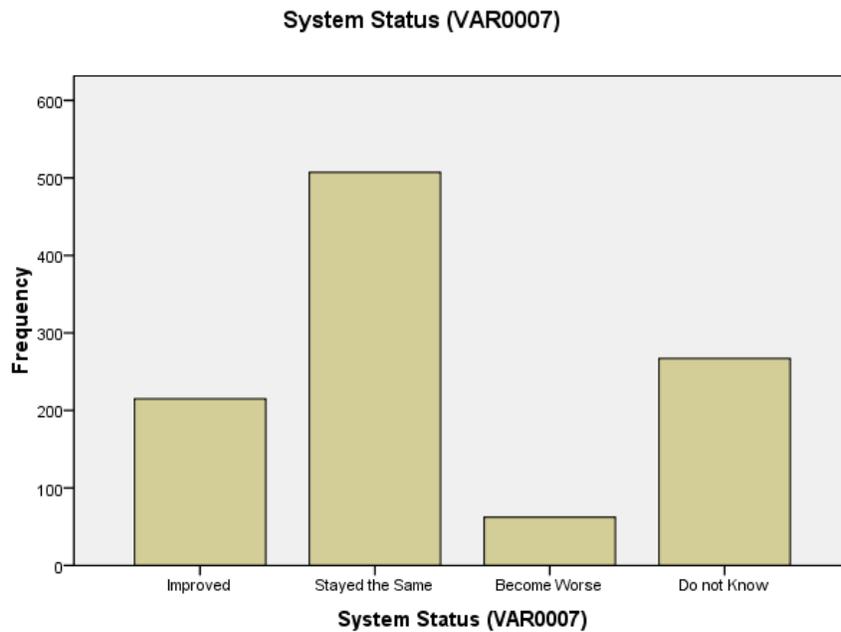
Chart 4, shows some change from 1995, but more similar to 1998 and 1990. A little more than 20% of the respondents thought that service has improved in the last year. In reality there has not been a lot of changes. Many of the respondents filled this out before our new shelters were installed downtown also. About 10% of the respondents did request more shelters. The service status question showed fewer people thinking the service was

worse than all but those in 1990. Much of this is attributable to the fare increases that came before the earlier surveys. The 1995 survey was taken over a year after any changes in fares or service and before the change in downtown parking.

Chart 4

How has service changed in the last year?

<u>Response</u>	1988 <u>Percent</u>	1990 <u>Percent</u>	1995 <u>Percent</u>	2008
Improved	21.5	20.6	29.7	20.5
No Change	54.9	66.4	47.6	48.2
Worse	11.2	3.6	6.4	5.9
Do not Know or No Opinion	12.3	9.4	16.3	25.4



Riders on the Ramsey/Raleigh and Park Point thought the system had improved the most. They were followed by the Kenwood and Duluth/Superior-Itasca route. People on the Gary, Mall, and Lakeside buses thought the system was worse at a higher than average rate (12.8, 11.6 and 8.5 percent respectively).

In past surveys questions were also asked about rider's perception of safety. The following chart depicts those questions and responses.

I feel Safe and Secure	On DTA Buses		At the Transit Centers		At Bus Stops	
	1998	2002	1998	2002	1998	2002
	%	%	%	%	%	%
Strongly Agree	68.5	66.2	40.4	42.4	50.9	47.8

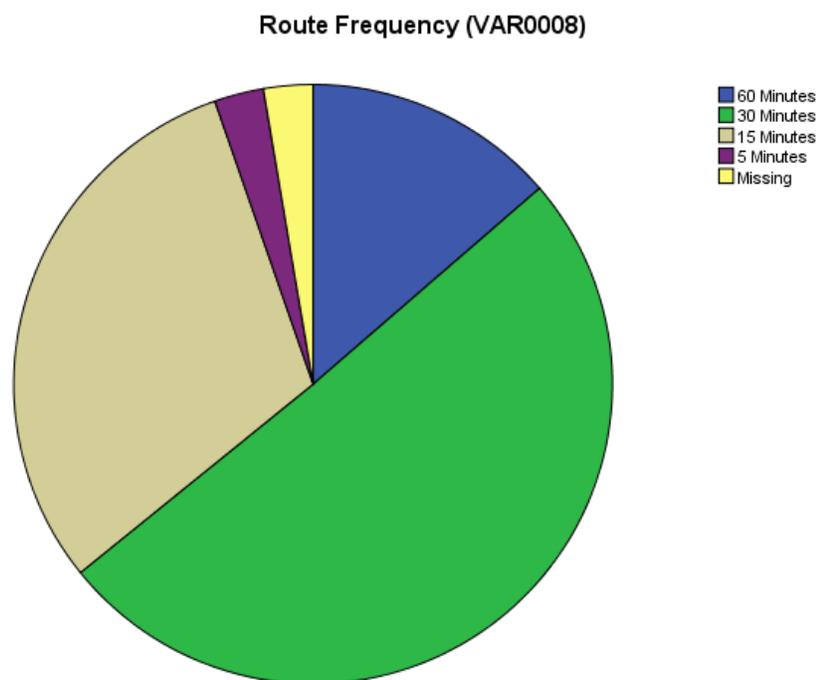
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Somewhat Agree	25.0	24.1	33.3	30.4	36.3	33.4
Neither Agree or Disagree	3.7	3.5	12.5	9.9	6.9	9.2
Somewhat Disagree	2.3	1.7	10.4	9.6	4.3	6.2
Strongly Disagree	.5	1.1	3.2	3.1	1.5	0.7
NR	31	24	40	37	40	22
Total	847	806	847	806	847	806

This year security was asked in a different format. About 5% of respondents thought that buses need more security. Also about 6% thought the stops needed more security.

The focus of the system is still the downtown area. This has actually stayed constant since the 1975 survey. In that year, 48.1% of the respondents noted that the CBD was either their trip origin or destination. The 1990 data shows 69.4% using the bus for downtown trips and 1995 data show 34.9%. In 1998 the percentage was 47.7%. The Miller Mall continues to be the most shopped area by transit riders. This year there was a higher focus on UMD, but Downtown was still the major destination. Other areas that scored high were the Hospital area, Lincoln Park and the Mall.

A new question this year dealt with service frequency. Respondent were asked how frequently their bus line should run. As can be seen in the pie chart below 30 minute headways were the most popular, followed by 15-minute headways.



Riders were also asked where they would like to see service expanded. The Mall/Hermantown received the most votes followed by UMD with many noting the overcrowded buses.

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The next question asked riders to choose from a list the three items that the DTA need to improve on.

Buses need to run later on the weekends	439	37.7%
Buses need to run more often on weekends	414	35.6%
Bus need to run on time	357	30.7%
Buses need to run later during the week	295	25.3%
More bus shelters	295	25.3%
Busses need to be less crowded	284	24.4%
Buses need to run more often during the week	230	19.8%
Buses need to run earlier on the weekend	174	14.9%
Cheaper Fares	128	11.0%
Trips need to take less time	118	10.1%
More bus stops	112	9.6%
Too much time waiting for transfers	87	7.5%
Buses need to run earlier during the week	84	7.2%
Bus stops need to be more safe & secure	71	6.1%
More signs to explain things	64	5.5%
Buses need more Security	62	5.3%
More helpful bus drivers	56	4.8%
Less bus stops	56	4.8%
Buses need to be Cleaner	42	3.6%
Bus drivers need to be Safer	32	2.7%
Buses in Better Condition	22	1.9%
Schedules need to be easier to understand	0	0.0%

As can be seen weekend service is an issue, on time performance (even though we are on time 95+% of the time), later service, more bus shelters, as well as less crowding were all at the top of people's minds. Another interesting fact is that no one checked easier to read schedules!

Past surveys had weekend service at the top, but at about one third of this year's responses. At the top, less than 4% of the riders requesting additional weekend service.

<u>Comment</u>	<u>Percent</u>
More and Later Weekend Service	12.1
Nothing	10.8
More Bus Shelters	5.0
Better on-time service	4.3
More Buses Running	4.3
More Service to the Mall & WalMart	3.8
More evening service	3.3
Better Drivers	3.3
Lower Fares	3.0
Padded Seats	2.8

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Auto availability is always an important question for the DTA to review. The goal of the DTA has always been to maximize the number of choice riders so that the costs to provide service to transit dependents would be reduced. This question has been asked in somewhat different formats, hence there are some blanks in Chart 6.

Chart 6
Auto Availability

	1980	1985	1987	1989	1990	1995	1998	2008
Access								
as a driver	28.7	23.6	30.0	26.3	27.4	19.0	23.1	32.1%
as a rider	10.0	19.4						
Sometimes		23.9		21.1	23.5	26.1	24.9	14.5%
No Access	59.5	55.8	46.0	52.4	49.1	54.9	52.0	53.4%

In some respects it is difficult to analyze the above numbers because of the changes in question formats. The somewhat significant row to examine, however, is the "No Access" line. This year shows the highest level of choice riders in terms of having an auto available.

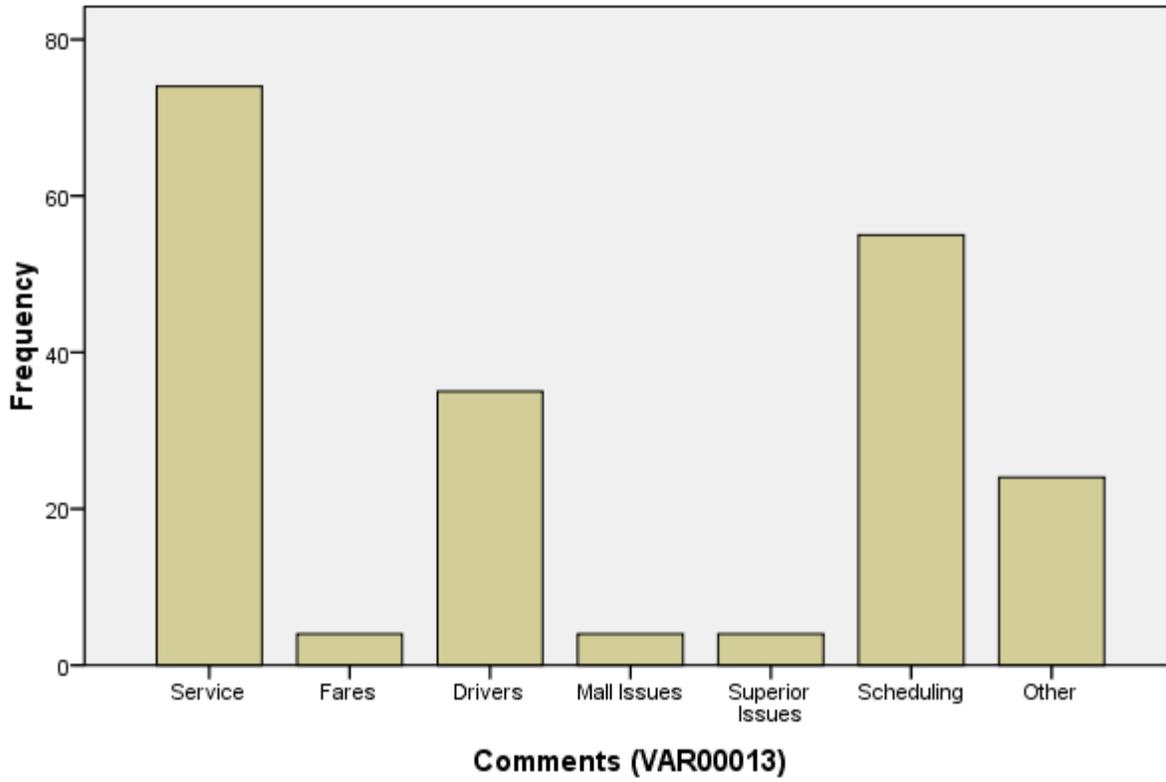
The age of our riders has changed significantly in part because of the east hillside bias; but also because of the U-Pass success. Chart 7 displays this data.

Chart 7
Age of Respondents

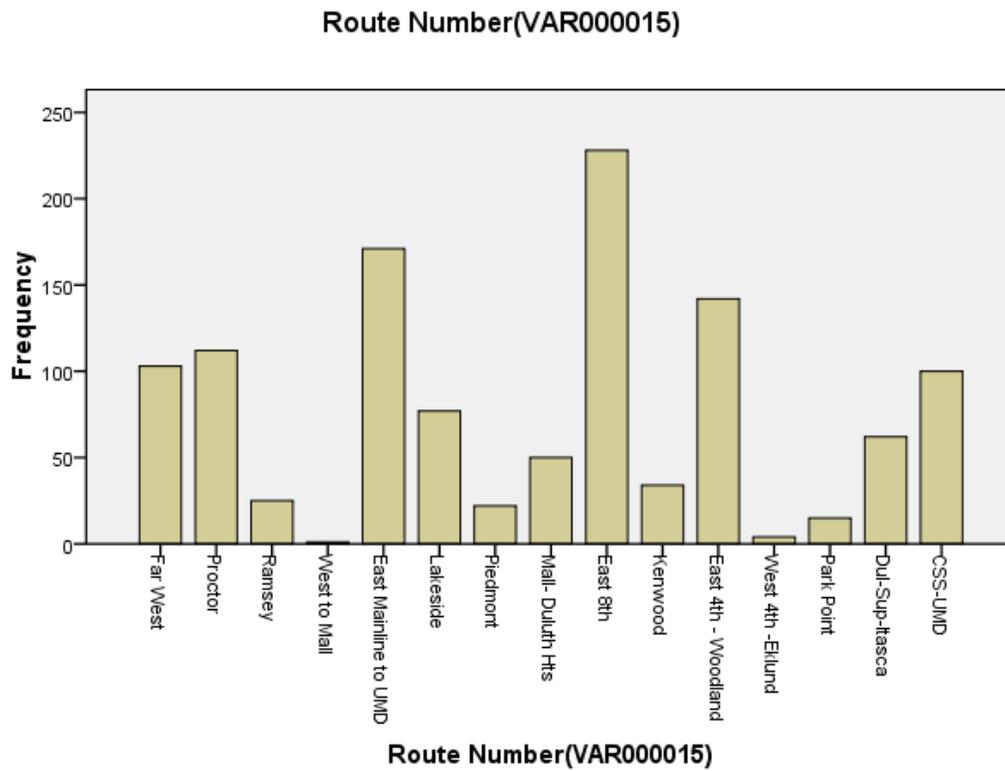
	1975	1980	1985	1990	1995	1998	2008
Under 18	21.8	12.7	14.7	2.9	5.5	24.4	12.3
19 to 25	21.2	22.9	27.6	15.8	20.7	12.4	44.7
26 to 45	17.2	25.4	23.4	38.4	36.7	29.5	22.0
46 to 65	22.4	18.6	13.5	21.6	23.9	22.3	16.9
Over 65	10.7	12.2	14.1	21.4	13.2	11.3	3.7

There were also many comments that riders added to the survey. They are all contained in this report. In terms of categories of comments most were on service levels and scheduling (as in more). The graph below depicts this.

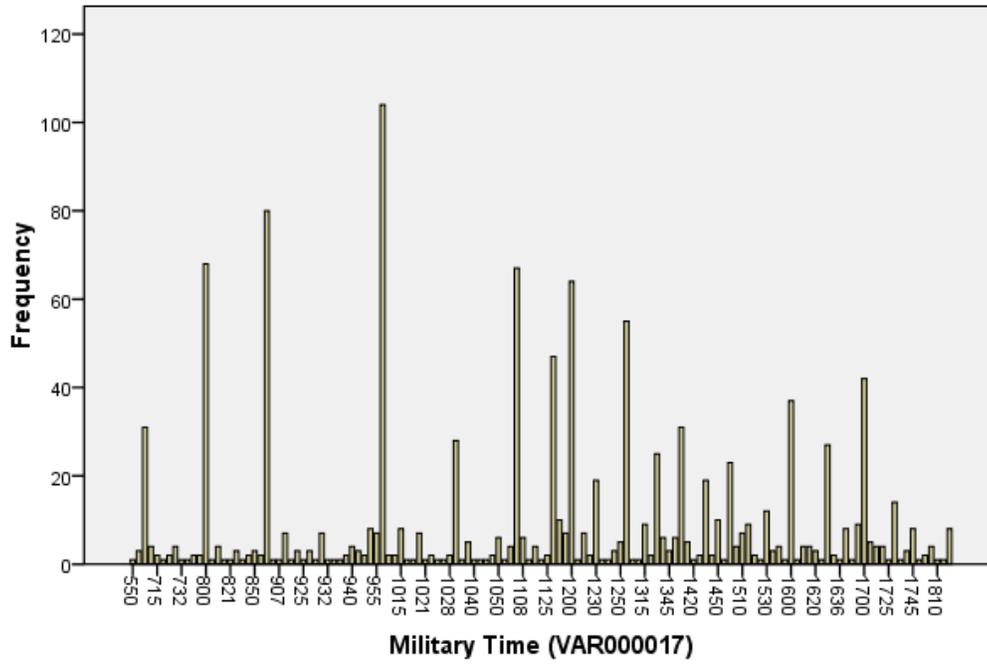
Comments (VAR00013)



Charts also follow on what routes the people were riding and the time of day. Here the U-Pass bias can be seen to a degree.



Military Time (VAR000017)



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Help!! We need your input on what you transit needs are and how we are doing!
Please take a few moments to fill out this survey
Return this form to the person who gave it to you or your DTA bus operator. **Thank you!**

1. How many times last week did you ride the DTA? _____
 2. Why did you take the bus today? (check all that apply) Work Shopping School
 Medical Recreational/Social Other
 3. How did you pay for this bus trip? Cash Fare Token Transfer
 Pass Value Card Other
 4. Are you a ___ visitor ___ seasonal, ___ college, or ___ year-round resident in Duluth?
 5. Do you normally transfer? Yes No No, I stay on the same bus but transfer routes.
 6. What neighborhood do you **live in**? _____
What neighborhood is your **destination** in? _____
 7. During the last year bus service has: Improved Stayed the same Become worse Don't know
 8. How frequently should buses run on your route? **Every** 60 min 30 min 15 min 5 minutes?
 9. What area(s) of town do you believe needs more bus service (tell us when also)?

 10. Please **choose 3** services the DTA needs to improve on:

<input type="checkbox"/> Buses need more Security	<input type="checkbox"/> More helpful bus drivers
<input type="checkbox"/> Buses need to be Cleaner	<input type="checkbox"/> More bus shelters
<input type="checkbox"/> Cheaper Fares	<input type="checkbox"/> Bus drivers need to be Safer
<input type="checkbox"/> More signs to explain things	<input type="checkbox"/> Buses need to be less crowded
<input type="checkbox"/> More bus stops	<input type="checkbox"/> Less bus stops
<input type="checkbox"/> Bus need to run on time	<input type="checkbox"/> Buses need to be in better condition
<input type="checkbox"/> Trips need to take less time	<input type="checkbox"/> Schedules need to be easier to understand
<input type="checkbox"/> Bus stops need to be more safe & secure	<input type="checkbox"/> Too much time waiting for transfers
<input type="checkbox"/> Buses need to run earlier during the week	<input type="checkbox"/> Buses need to run earlier on the weekend
<input type="checkbox"/> Buses need to run later during the week	<input type="checkbox"/> Buses need to run later on the weekend
<input type="checkbox"/> Buses need to run more often during the week	<input type="checkbox"/> Buses need to run more often on the weekend
<input type="checkbox"/> Other (Please Explain) _____	
 11. Did you have a car available for this trip? Yes No Sometimes
 12. In what year were you born _____
 13. Comments
- For DTA USE: Run: _____ Route: _____ Time: _____ Dir: _____**

APPENDIX 6

Public Notice

The DTA is required to have a Title VI program. This program details how the DTA meets the objectives of this law. The DTA pledges that everyone will have access to all our programs, services and benefits without regard to race, color, national origin, sex, age, disability or socioeconomic status.

The DTA will not tolerate discrimination by its employees or by those who receive federal funds from the DTA. The DTA prohibits all discriminatory practices that may result in an individual:

Being denied any service, financial aid or benefit provided under a program to which he or she may be otherwise entitled.

Being held to different standards or requirements for participation.

Experiencing segregation or separate treatment in any part of a program.

Being subject to distinctions in quality, quantity or manner in which a benefit is provided.

Experiencing discrimination in any activities conducted in a DTA facility built in whole or part with Federal funds.

The denial of reduction in or significant delay in the receipt of benefits by minority and low income populations.

The DTA's draft program is posted on the website at www.duluthtransit.com and available from Mark Horlocker at the DTA. A hearing will be held on Wednesday March 13, at 1:30 pm at the DTA to review the program. All interested persons are encouraged to attend or submit comments on the program.

Appendix 7

Text from The DCE for the DTA's Multimodal Transportation Facility

4.7 Environmental Justice & Socioeconomics

A primary purpose of the Documented Categorical Exclusion is to identify the important environmental effect of the project both during and after construction and to determine whether those environmental effects are significant. All reasonable foreseeable social, economic, and environmental effects on minority populations and low-income (Environmental Justice (EJ)) populations must be identified and addressed.

The 2010 Census defined the following population characteristics for the **whole** City of Duluth:

- 90.5% White,
- 2.8% American Indian,
- 2.3% Black,
- 1.7% Asian and
- 1.4% Hispanic

The preferred alternative (Area of Potential Effect) is located:

- 1 block south of the current DTA transit center, in downtown Duluth, MN.
- In Census Block 19, Block Group 2

Within ¼ mile of the preferred alternative there are the following Census Tracts and Block Groups:

- Census Tract 19, Block Group 2
- Census Tract 19, Block Group 1

Within ½ mile of the preferred alternative are the following Census Tracts and Block Groups:

- Census Tract 19, Block Group 2
- Census Tract 19, Block Group 1
- Census Tract 18, Block Group 3
- Census Tract 16, Block Group 2

Figure 25 provides a graphic showing Minority and Low Income populations around the site area at ¼ mile and ½ mile radii.

Figure 25 | Minority and Low Income Population Map

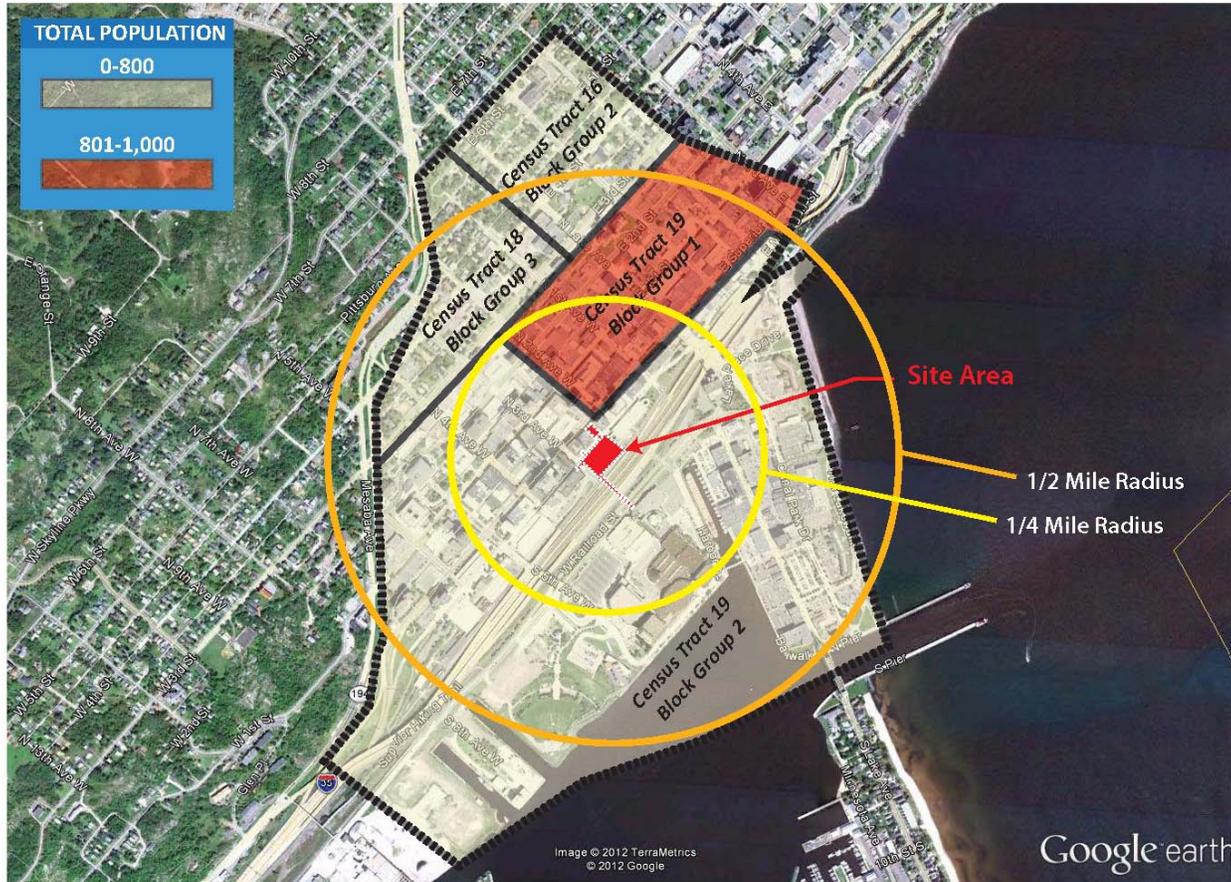


Table 5 provides a summary of population (minority) characteristics for these Census Tracts and Block Groups. The highlighted area is the Census Tract and Block Group within the Area of Potential Effect. The remaining Census Tracts are within the ¼ and ½ mile radius of the site area.

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Table 5 | 2010 MN Census for St. Louis County: Race

2010 MN-St. Louis County - Census: Race										
	Census Tract 19, Block Group 2	% of Pop	Census Tract 19, Block Group 1	% of Pop	Census Tract 18, Block Group 3	% of Pop	Census Tract 16, Block Group 2	% of Pop	Total Pop	Total %
White	422	86%	1053	74%	415	57%	527	72%	2,419	72%
African American	12	2%	132	9%	72	10%	58	8%	274	8%
Asian	6	1%	78	5%	10	1%	14	2%	108	3%
AIAN	36	7%	105	7%	180	25%	83	11%	404	12%
Some Other Race	2	0%	5	0%	1	0%	3	0%	11	0%
Two or more Races	14	3%	52	4%	52	7%	44	6%	162	5%
Total	492		1425		730		729		3,379	
Source: 2010 Census										

Table 6 provides a summary of income (low income) characteristics for these Census Tracts and Block Groups. The highlighted area is the Census Tract and Block Group within the Area of Potential Effect. The remaining Census Tracts are within the ¼ and ½ mile radius of the site area.

Table 6 | 2010 MN Census for St. Louis County: Low Income

2010 MN-St. Louis County - Census: Low Income						
	Census Tract 19	% of Pop	Census Tract 18	% of Pop	Census Tract 16	% of Pop
Less than \$10,000	27	17%	153	20%	209	26%
\$10,000-\$14,999	0	0%	50	6%	61	8%
\$15,000-\$24,999	44	28%	164	21%	170	21%
\$25,000-\$34,999	25	16%	82	11%	151	19%
\$35,000-\$49,999	13	8%	139	18%	124	15%
\$50,000-\$74,999	30	19%	64	8%	68	8%
\$75,000-\$99,999	17	11%	61	8%	23	3%
\$100,000-\$149,999	0	0%	45	6%	0	0%
\$150,000-\$199,999	0	0%	0	0%	0	0%
\$200,000 or more	0	0%	18	2%	0	0%
Total	156	100%	776	100%	806	100%
Source: 2010 Census						
Median Family Income for Census Tract 19 is \$26,591 (\$21,279 80%)						
Median Family Income for Census Tract 18 is \$28,409 (\$22,727 80%)						
Median Family Income for Census Tract 16 is \$23,508 (\$18,806 80%)						

The Metropolitan Interstate Council (MIC) has documented the following transit connectivity conditions for the Duluth area in the Duluth-Superior Long Range Transportation Plan – July 2010:

- Ninety eight percent (98%) of low income housing is connected by transit.
- Ninety percent (90%) of low wage jobs are connected by transit.

- Ninety three percent (93%) of semi-skilled jobs are connected by transit, and
- Seventy one percent (71%) of daycare providers are connected by transit.

Impacts

No Action Alternative:

No changes to the existing environment would occur. The DTA would be limited in its ability to expand service and connectivity to low income and minority populations.

Preferred Alternative:

The preferred alternative involves demolition and new construction. The demolition removes aged parking structure, commercial building and skywalks. The new construction replaces the removed structures with a new multimodal transportation facility and skywalk system. These improvements do not displace, temporarily or long term, any low income or minority housing or businesses. Rather, the preferred alternative provides business opportunities within the expanded skywalk system, improved accessibility to multiple forms of transportation, and the ability to expand transit service. The preferred alternative is located only 1 block away from the current transit center where it will continue to provide transit service to low income and minority populations. The preferred alternative is conveniently located to service daycare providers, low wage jobs, semi-skilled jobs, low income housing, Hope IV Developments; all of which are serviced by a DTA transit route.

The DTA has held 50 meetings that have discussed relocating the existing DTA transit center and the preferred alternative. Of these 50 public meetings, 23 have been open to the public and 9 of these public meetings had Environmental Justice population in attendance. The public meetings were held at times and locations that allow environmental justice population to attend. The public open houses were held during the later afternoon through early evening at the existing DTA Transit Center. The DTA works closely with Community Action Program, Circles of Support, LISC (Local Initiative Support Corporation) and the City of Duluth's - Duluth at Work program. These groups have been invited to participate in public outreach opportunities for their input on the preferred alternative. The DTA held a meeting with the residents living across 3rd Avenue West, directly across from the preferred alternative. There are no low income or minority residents living at this condominium development. Section 5.0: Agency Coordination and Public Involvement provides a summary of public outreach. Appendix H provides details on public outreach.

Letters of Support have been received from the LISC as well as from specific businesses that wish to part of the facility and the Greater Downtown Council that represents all the downtown business interests. These were included with the original State of Good Repair Grant. Additionally, one business owner commented at one of the open house functions that as long as it did not impact his loading zone (which it does not) he was all for it as he anticipated an increase in business (R.T. Quinlans)

There will be temporary air, noise and vibration impacts during construction of the population. These impacts are not an adverse effect nor disproportionately high towards the EJ population.

The preferred alternative provides improved aesthetic values and health conditions to the EJ population, and the community as a whole, through the removal of existing structures that are in disrepair. The preferred alternative

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would have a positive impact on minority and low income populations because it would improve DTA's ability to continue, and expand, transit service to the high percentage of this population throughout the City of Duluth. The preferred alternative would also improve accessibility to multimodal transportation options and provide potential business opportunities to low income and minority populations through vendor and small retail opportunities. The preferred alternative increases access and connectivity to the given and broader community.

The preferred alternative would not result in any permanent destruction or disruption of:

- man-made resources,
- community cohesion or community's economic vitality,
- availability of public and private facilities and services

Nor would the preferred alternative result in:

- displacement of persons, businesses, or nonprofit organizations,
- Increased traffic congestions, isolation, exclusion, or separation of minority or low-income individuals within a given community or from the broader community.

Mitigation

The phasing of the construction would limit impacts to any adjacent businesses along Michigan Street, 3rd Avenue West or 2nd Avenue West. A shuttle service from the Duluth Entertainment and Convention Center (DECC) to downtown Duluth would be provided during construction to alleviate any disruption of people parking at the Duluth Entertainment and Convention Center (DECC) and using the Northwest Passage skywalk. Transit service would be maintained throughout construction of the project and the low income/minority populations would be kept apprised of the construction schedule, business opportunities and changes in transit routes. The DTA would create a Public Participation Plan that will allow comments or complaints to be easily documented with an established process for responding to any and all comments.

The DTA has provided the public with public outreach and opportunities to comment on the design of the preferred alternative. Since 2010, the DTA has had 23 meetings open to the public and 9 of these meetings had EJ population in attendance. Section 5.0 Agency Coordination and Public Involvement provides a summary of public outreach. Appendix H provides details on public outreach.

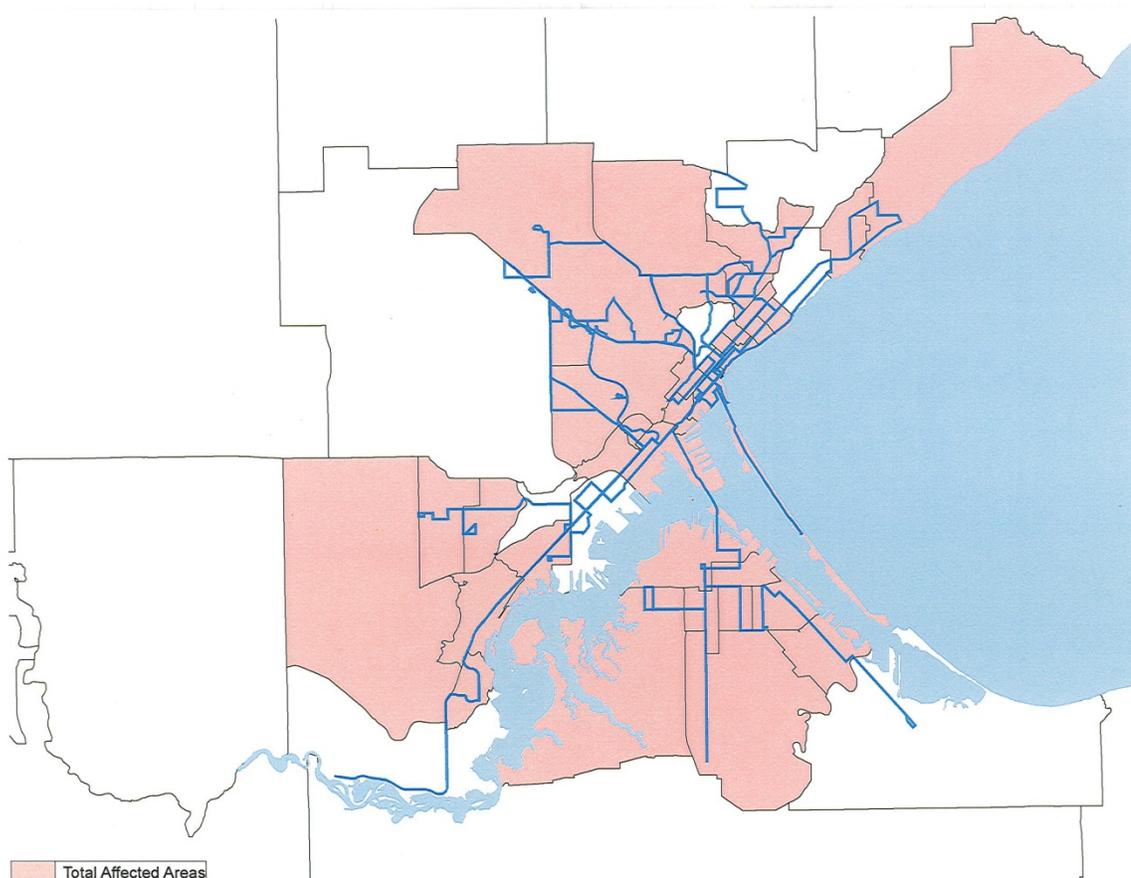
No effects are anticipated and no mitigation measures would be required, beyond establishment of a public participation plan.

Appendix 8 2010 Census Analysis

At the DTA's request the Metropolitan Interstate Council has prepared charts and maps of Title VI populations at break points discussed in public meetings. Unfortunately, much of the data for this analysis is only available at the Census Tract level, not Traffic Assignment Zone (TAZ), or Census Block level. Because of the size of the Census tracts, all of the DTA's routes have over 50% of their distance in areas impacted by Title VI and Environmental Justice. The average distance exceeds 88%.

The City of Duluth has a total population of 86,177 people. Of that amount 78,094 are white alone, leaving a minority population of about 9%. The largest single group is Native American at 2,050. Seniors over the age of 65 make up about 15% of the total. The DTA looked at areas that met or exceeded the average for elderly, minority, or LEP. The DTA also looked at areas where income was less than 125% of the national poverty level.

The map below shows the DTA's service area and routes along with the shaded area where one of the four analysis factors are exceeded. The chart on the next page is the summary of that analysis.



As can be seen, when all the factors are examined, very little area, does not exceed one of the selected criteria.

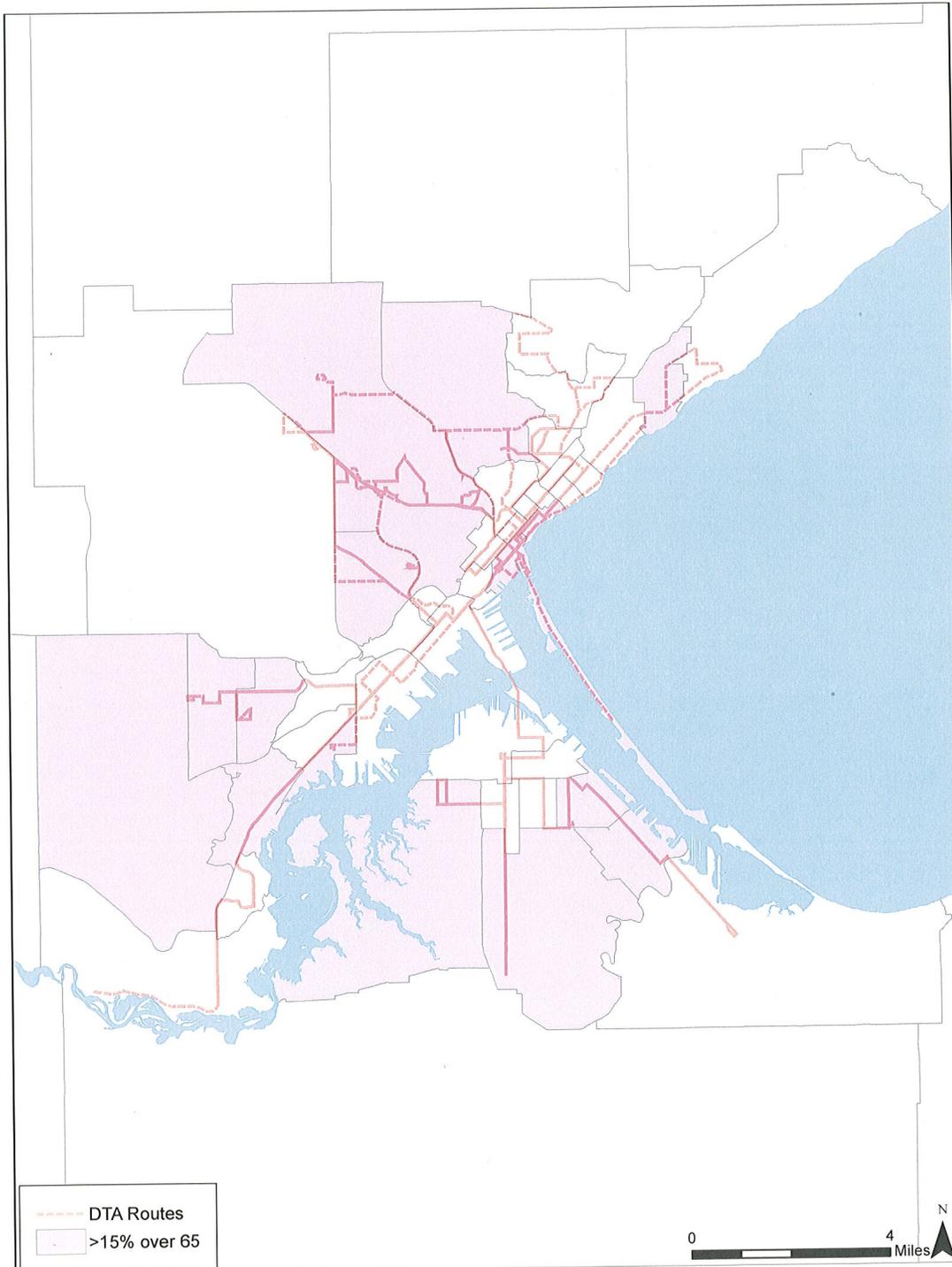
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Route	Name	1% LEP or Greater	Income < 125% PL	Over 15% Seniors	Over 9% Minorities	Combined Impact
7A	Superior St. & 24th Ave. E.	55.70%	89.66%	56.18%	89.66%	100.00%
17S	South Superior	22.34%	4.63%	73.03%	26.97%	100.00%
15	Park Point	20.76%	20.76%	100.00%	20.76%	100.00%
9LS	Piedmont	64.38%	43.53%	41.99%	78.15%	100.00%
19	Port Town Trolley	82.32%	100.00%	100.00%	100.00%	100.00%
15C	Canal Park	100.00%	100.00%	100.00%	100.00%	100.00%
6	Mainline/UMD	71.50%	57.74%	36.18%	63.96%	100.00%
17	Superior, WI	19.06%	14.07%	66.87%	33.13%	100.00%
13U	UMD via East 4th	79.03%	45.82%	31.37%	73.22%	100.00%
17B	Superior/Billings Park	28.11%	11.98%	59.91%	40.09%	100.00%
14W	W. 4TH Blvd	22.92%	80.03%	19.40%	100.00%	100.00%
9	Piedmont	49.55%	38.14%	51.72%	60.15%	99.94%
18	CSS/UMD	98.95%	34.09%	77.68%	30.22%	98.95%
14	West 4th Blvd/Eklund/Mall	66.45%	30.09%	65.47%	95.70%	95.70%
10	Duluth Heights/Mall	85.15%	22.73%	76.08%	92.71%	92.71%
10H	Duluth Hts/Mall via 6th A. E.	80.17%	26.53%	80.34%	91.07%	91.07%
11M	UMD/East 8th/Morley Hts.	80.90%	32.84%	19.30%	33.74%	88.92%
9MT	Piedmont Morris Thomas	36.37%	28.06%	53.66%	43.83%	88.56%
11K	UMD/East 8th/Kenwood	77.32%	39.83%	38.29%	40.92%	87.04%
9M	Piedmont / Mall	55.01%	22.96%	56.26%	61.99%	86.39%
14P	West 4th Blvd/Eklund/Piedmont	63.73%	23.21%	62.97%	86.29%	86.29%
16X	Duluth-Superior Express	59.46%	39.14%	34.35%	53.68%	84.09%
16	Duluth-Superior	59.46%	39.14%	34.36%	53.68%	84.09%
7	East Mainline/Lakeside	67.81%	32.66%	42.50%	32.66%	83.89%
11	UMD/East 8th	69.50%	53.56%	31.47%	55.03%	82.58%
20	Hermantown Park & Ride Express	78.74%	14.93%	74.13%	69.19%	82.35%
12	Kenwood	69.59%	43.32%	45.84%	43.32%	80.18%
5	West-to-the-Mall	54.17%	6.41%	60.63%	66.58%	79.05%
2	Far West	35.45%	14.88%	36.82%	52.13%	74.97%
1	West Mainline	31.38%	29.04%	33.10%	73.34%	73.34%
3	Proctor	20.48%	15.60%	46.64%	31.91%	72.34%
13	Woodland via East 4th	56.63%	22.53%	13.86%	38.12%	66.20%
2F	Fon du Lac	30.60%	12.25%	28.92%	42.46%	61.77%
4	Ramsey-Raleigh/W. 8th	32.11%	32.11%	26.95%	57.47%	57.47%
		56.62%	35.95%	52.24%	59.77%	88.17%

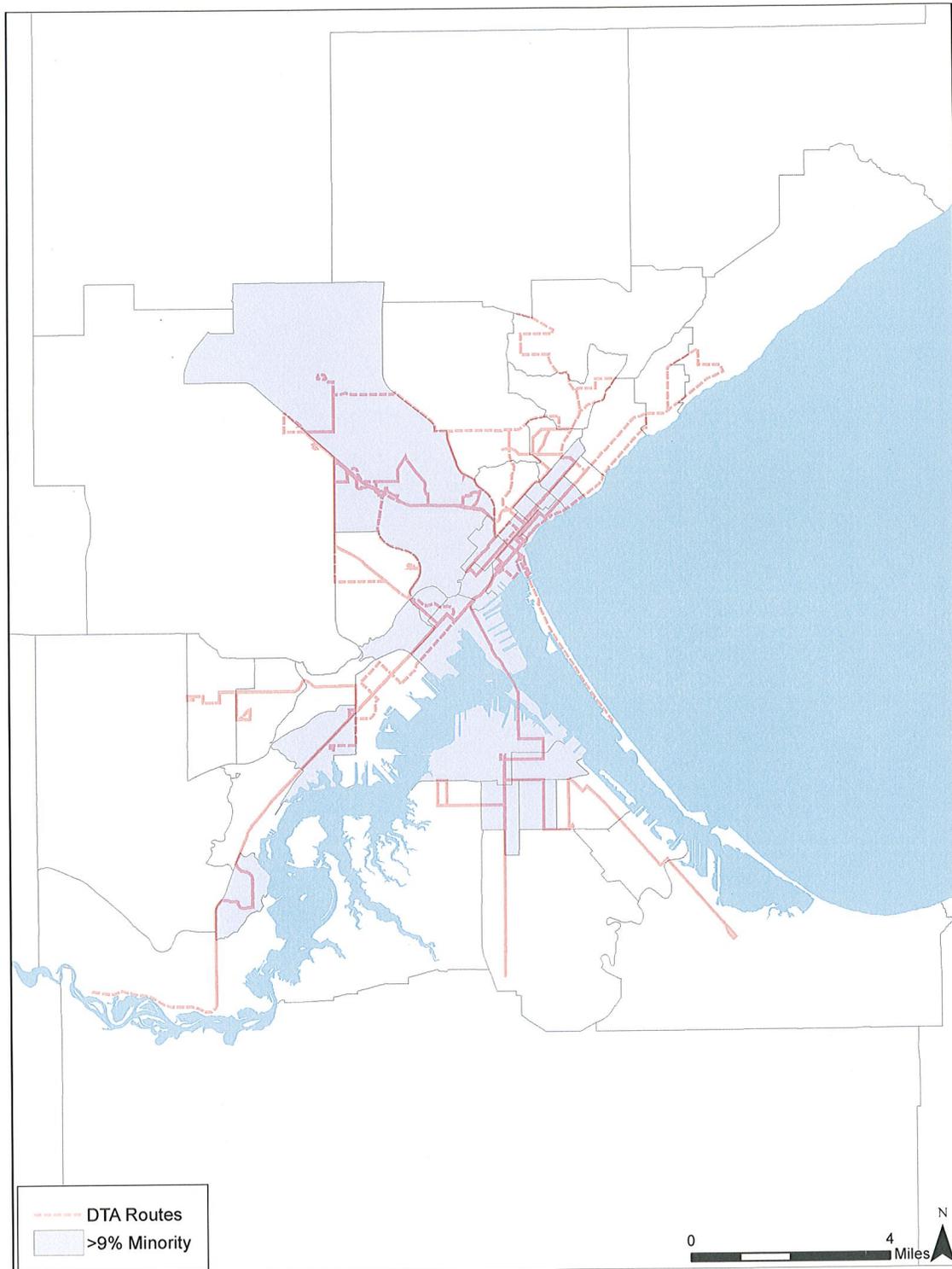
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Elderly areas – shaded area shows 15% or greater over the age of 65.



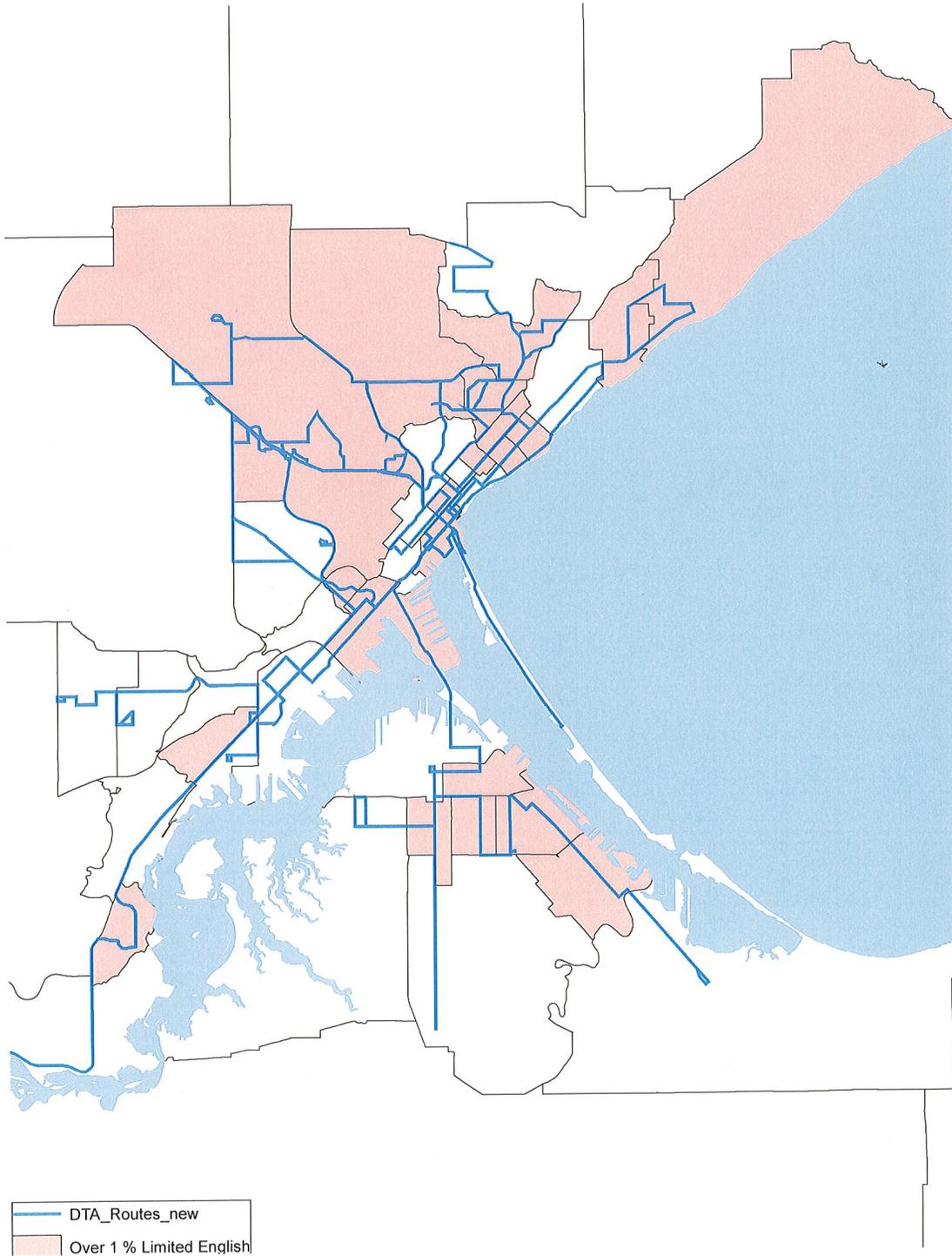
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Minority Areas shaded area shows 9% or greater of minority people.



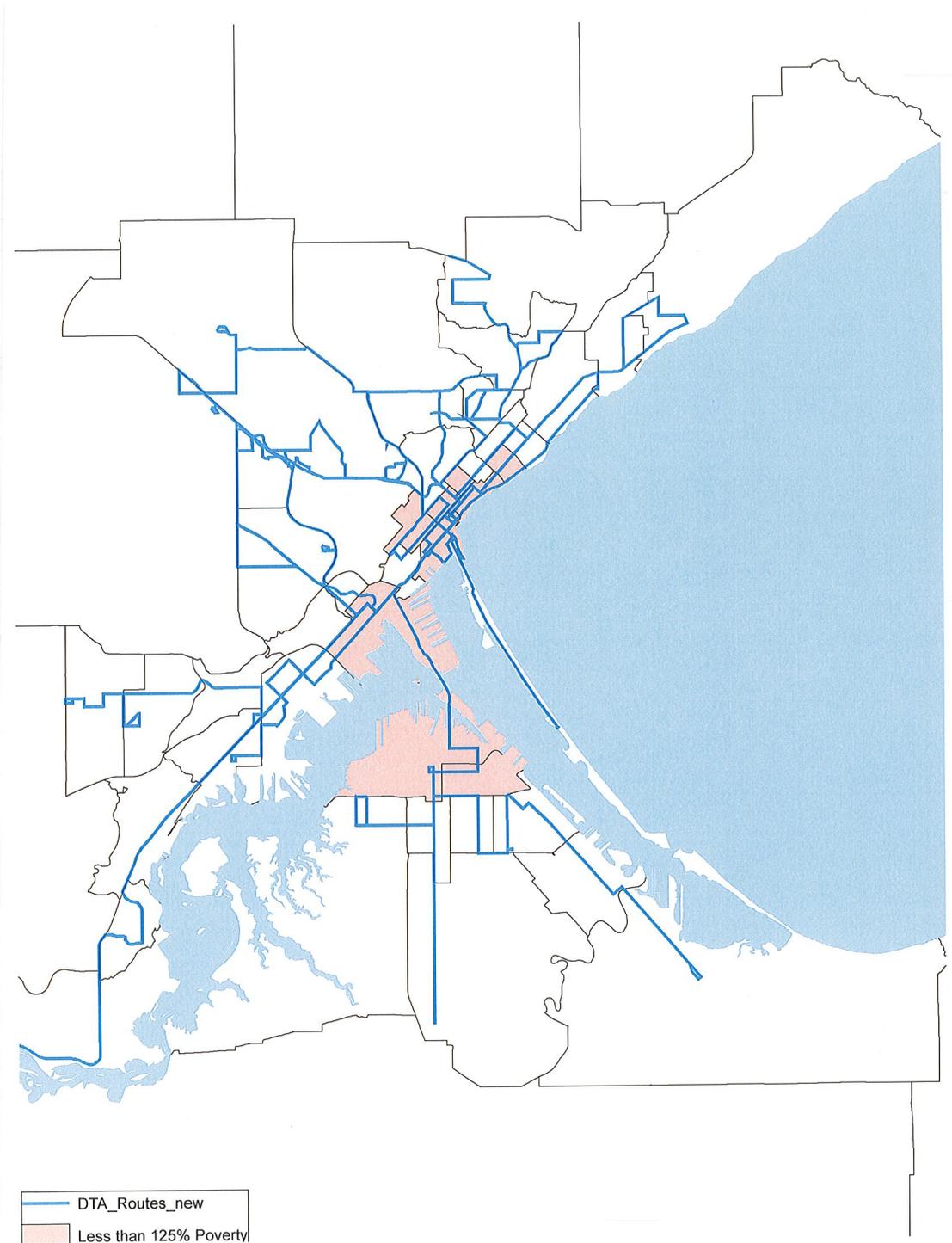
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LEP Areas shaded area shows 1% or greater of LEP people.



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Last is Income – The shaded areas show where Household income is below 125% of the Poverty line.



Appendix 9

**DTA POLICY
ON
PUBLIC COMMENT PROCESS
FOR
FARE AND SERVICE CHANGES**

It shall be the policy of the Duluth Transit Authority (DTA) that no significant changes in service or fares shall be made without having afforded an adequate opportunity for the public to express views regarding such changes. The following procedures shall be followed to ensure that adequate public comment is solicited and incorporated into the decisions of the DTA. The following procedures shall be followed to ensure that adequate public comment is solicited and incorporated into the decisions of the DTA. All comments reviewed as part of the hearing process will be reviewed by the DTA Board of Directors prior to final decisions on routes and fares.

A hearing shall be required when:

- 1) There is a change in any fare (a one day reduced fare or free fare promotion is not a fare change); These changes must also be reviewed by the Duluth City Council who must also hold a public meeting as per enabling legislation.
- 2) There is any change in service which directly affects:
 - i. Twenty-five percent (25%) or more of the number of transit route miles of a route;
 - ii. Twenty-five percent (25%) or more of the number of transit revenue vehicle miles of a route computed on a daily basis for the day of the week for which the change is made;
 - iii. Twenty-five percent (25%) or more of the ridership of a route computed on a daily basis for the day of the week for which the change is made, or:
- 3) A new transit route is established.
- 4) If a number of changes on a route in the calendar year add up to twenty-five percent (25%) as detailed in #2 above or more, a hearing must be held prior to the last change.
- 5) Standard seasonal variations are exempt from the hearing requirement unless the number, timing, or type of standard seasonal variations change.
- 6) In an emergency situation, a service change may be implemented immediately without a public hearing being held. A public hearing on the changes must be held within 60 days of the implementation, unless the change is to be in effect for 90 days or less.
- 7) Experimental service changes may be instituted for 180 days or less without a public hearing being held. If, at the end of the experimental period, it is determined that the experimental service change should become permanent, the service that existed prior to the change must be reinstated and a public hearing held. However, the hearing may be held prior to the institution of, or during the period of, the experimental service change and will satisfy the public hearing requirement if the hearing notice states that the

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experiment may become permanent at the end of the experimental period.

Hearing Requirements

- 1) Notice of intent to hold a public hearing must be published in a newspaper of general circulation in the Duluth-Superior service area. The notice must also be published in newspapers oriented to specific groups or neighborhoods oriented that may be affected.
- 2) The notice must be published at least 15 days prior to the public hearing.
- 3) The notice must contain:
 - i. A description of the contemplated service changes or fare changes, as appropriate;
and
 - ii. Time and place of the hearing.
- 4) The notice will allow comments at the hearing, received via email or letter, or phone call to be part of the public comment for that hearing.

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Public Hearing
Announcement

Duluth Transit Authority - Title VI
Public Hearing Notice

The DTA is required to have a Title VI Program. This program details how the DTA meets the objectives of the law. The DTA Pledges that everyone will have access to all of the DTA's programs, services, and benefits without regard to race, color, national origin, sex, age, disability, or socioeconomic status.

Then DTA will not tolerate discrimination by its employees or by those that receive Federal funds from the DTA. The DTA prohibits all discriminatory practices that may result in an individual:

Being denied any service, financial aid, or benefit provided under a program to which he or she might otherwise be entitled.

Being held to different standards or requirements for participation in a DTA Program.

Experiencing segregation or separate treatment in any part of a DTA program.

Being subject to distinctions in quality, quantity, or manner in which DTA benefit is provided.

Experiencing discrimination in any activities conducted in a DTA facility built in whole or part with Federal Funds.

The denial, or reduction in, or significant delay in receipt of benefits by minority or low income populations.

The DTA's draft program is posted on the DTA website (www.duluthtransit.com) and also available from Jim Heilig at the DTA. A hearing will be conducted on Tuesday, September 20, 2016, from 4 pm to 6 pm (CDT), at the new Duluth Transportation Center located at 228 West Michigan Street, in the conference room. All interested persons are encouraged to attend or submit comments via email (jheilig@duluthtransit.com) or mail at: DTA, ATTN: Jim Heilig; 2402 W. Michigan St., Duluth, MN 55806.

D.N.T. Aug. 16, Sept. 13, 2016
2366459

STATE OF MINNESOTA) AFFIDAVIT OF PUBLICATION

COUNTY OF ST. LOUIS)

I, Deb Williams, being first duly sworn on oath states, or affirms that s/he is the publisher of the newspaper known as the Duluth News-Tribune, or the publisher's designated agent, and has full knowledge of the facts stated below:

A. The newspaper has complied with all of the requirements constituting qualification as a qualified newspaper, as provided by Minn. Stat. 331A.02, and other applicable laws, as amended.

B. The printed public notice that is attached was published on the following dates:

August 16 and September 13, 2016

By Deb Williams

Subscribed and sworn to or affirmed before me

on this 16th day of September, 2016.

Notary Public Jacqueline M. Somers



RATE INFORMATION

Lowest classified rate paid by commercial users for comparable space: \$ 0.00 per line

Maximum Rate allowed by law: \$ 0.00 per line

Rate actually charged: \$ 0.00 per line