

Duluth Transit Authority

DRAFT

Title VI Report

APRIL 2019

Duluth Transit Authority

Title VI Plan - 2019

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 Saturday and Sunday. There are currently 22-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.

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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	
<u>Title 49 Subtitle A Part 21</u>	

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, 5339, and other programs from the Federal Transit Administration. As a recipient of federal funds, the Duluth Transit Authority has prepared its 2019 Title VI Report in accordance with FTA Circular 4702.1B, dated October 1, 2012. This report covers calendar years 2016 through 2018 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.”

Specifically it also states:

No person who is, or seeks to be, an employee of the project sponsor or lessees, concessionaires, contractors, licensees, or any organization furnishing public transportation service as a part of, or in conjunction with, the project shall be treated less favorably than any other employee or applicant with regard to hiring, dismissal, advancement, wages, or any other conditions and benefits of employment, on the basis of race, color, or national origin.

No person or group of persons shall be discriminated against with regard to the routing, scheduling, or quality of service of transportation service furnished as a part of the project on the basis of race, color, or national origin. Frequency of service, age and quality of vehicles assigned to routes, quality of stations serving different routes, and location of routes may not be determined on the basis of race, color, or national origin.

The location of projects requiring land acquisition and the displacement of persons from their residences and businesses may not be determined on the basis of race, color, or national origin.

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, Rice Lake, and Superior as well as the township of South Superior. The basic characteristics of the DTA' 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 as viable and door to door when needed, that will deliver patrons in accordance with the ADA. STRIDE is the DTA's ADA service. It meets the geographical requirements in the Cities of Hermantown, Proctor, Rice Lake, and Superior. It exceeds them in the City of 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 2.
- (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 1, and a sample Title VI complaint form is also in Appendix 1.
- (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

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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, 2016, 2017, 2018 or thus far in 2019.

- (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. The Community Engagement chapter of the TDP as approved in 2017 is included in Appendix 6.
- (5) A copy of the recipient's plan for providing language assistance to persons with limited English proficiency, based on the DOT LEP Guidance. Data on this is contained in Appendix 3.
- (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

Set system-wide standards and policies

Transit Providers that operate fixed route service

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

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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.

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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.

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The Duluth Transit Authority submitted its most recent Title VI report to the FTA in 2013. This report will be submitted in May of 2019. Since 2016, 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 Policy Guidance issued in August of 2012.

This 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 2016 and 2019, has only engaged facility rehabilitation projects and the completed actual construction of our Multimodal Transportation Facility, now called the Duluth Transportation Center.

For that 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 reviewing shelter locations. Older shelters will be replaced and some new shelters will be added.

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 2016 and 2019 the following activities included extensive public participation:

FY2016-2017 TDP Update: Approved by the DTA Board of Directors in 2017. 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 surveys (Appendix 5) as well as 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.

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%

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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 20 boardings per day	Curb to Curb service
Printed signs, system maps, route maps, and schedules.	Major Stops, over 20 Boardings per day	On Demand Not needed
Digital equipment	Major Stops, over 100 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
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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 2016 the DTA has not made any major service changes. This year (2019) the DTA is looking to modify and in two cases drop experimental routes started in 2016 under a special grant from MN/DOT. A public hearing notice was issued on February 27, 2019 and the hearing scheduled for March 27, 2019. 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:

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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/TDP 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. Community Engagement
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
Chris Belden
2402 West Michigan Street
Duluth, MN 55806

You may also contact the Title VI Program Officer

By phone: 218-623-4316

By Facsimile: 218-722-4428

By Email: cbelden@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

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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's 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's 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's 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 Manager 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

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**Duluth Transit Authority/Title VI/ADA
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 (dates, times, bus number or bus route are helpful)?

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:

Chris Belden, DTA
2402 West Michigan Street
Duluth, MN 55806
(218) 722-4426 ext. 308
cbelden@duluthtransit.com

APPENDIX 2

Commitment to Fairness - Rights of Beneficiaries - Title VI Notice

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:

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“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:

Christopher Belden, DTA
2402 West Michigan Street
Duluth, MN 55806

Or you can contact the DTA Title VI Coordinator by phone at (218) 623-4316
or by e-mail at planning@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
218/623-4316 or planning@duluthtransit.com

DTA Public Hearing Announcement:

Duluth Transit Authority - Title VI Public Hearing Notice

Duluth Transit Authority

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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 Christopher Belden at the DTA. A hearing will be conducted on Wednesday, April 17, 2019, from 4 pm to 5:30 pm (CDT), at the 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 (cbelden@duluthtransit.com) or mail at: DTA ATTN. Christopher Belden; 2402 W. Michigan St.; Duluth, MN 55806.

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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	

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Other Native North American languages	395	0.2	0	0.0	395	
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

Duluth Transit Authority

Title VI Plan - 2019

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.

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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 indentified 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 from the public. 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;

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- 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:

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- 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 316
Fax: 218-722-4428

APPENDIX 4

DTA MISSION, GOALS, OBJECTIVES & STANDARDS

Approved by the DTA Board of Directors 2017

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

Goals and Objectives

At the beginning of the TDP process, a thorough review of existing plans, relevant planning and policy documents was conducted to provide a framework for the TDP (see Appendix 1). This review helped identify key items of focus for the TDP as well as to inform the goals and objectives for the DTA. As part of this TDP update, the mission, goals and objectives were revised to better match input received during the initial outreach efforts (see Appendix 2).

The Mission of the DTA shall be to provide public transit service that is safe, convenient, efficient and affordable. The following goals set standards towards accomplishing this mission:

Goal 1. Increase transit use in the Duluth area by providing high quality transit service.

Goal 2: Provide safe, clean and reliable transit service and infrastructure to all current and potential DTA riders.

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Goal 3: Provide efficient and sustainable transit service.

Goal 4: Improve customer information and marketing strategies to increase ridership and customer satisfaction.

Specific objectives to help make progress towards accomplishing these goals were defined.

Goal 1. Increase transit use in the Duluth area by providing high quality transit service.

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

- 75 percent of on-board survey respondents satisfied with service (survey fielded every two years).
- Investigating and classifying the customer dissatisfaction complaints on a semi-annual basis.

1.2 Fixed Route Headways: The DTA will determine headways based on time of day, passenger loads and service area characteristics (such as population density, job density, income and auto ownership).

- Peak hours and/or transit supportive areas: Not more than 30 minutes.
- Peak hours (mainline and University of Minnesota at Duluth (UMD) Routes): 15 minutes.
- Off-peak hours and/or non-transit supportive areas: Not more than 60 minutes.

1.3 Transit Service Availability: The DTA will maximize transit service availability (based on demand) to neighborhoods and/or housing facilities with high concentrations of senior, low income and disabled populations, as well as to major employers, higher education institutions and major destinations within the service area.

- Assure equitable delivery of transit services to population sections traditionally underserved such as people with disabilities, low income population and population with limited English proficiency.
- Provide access to major employers, higher education institutions, and other major destinations for all transit users.

1.4 Passenger Loading: The DTA will adopt maximum loading standards based on operating costs, revenues produced, passenger comfort and quality of service for different types of operations.

Maximum load:

- System-wide: 150 percent.
- Peak hours and/or transit supportive areas: 105 percent (DTA will adhere to this standard in 95 percent of all scheduled trips).
- Off-peak hours and/or non-transit supportive areas: 85 percent (DTA will adhere to this standard in 95 percent of all scheduled trips).
- Freeway operation: 100 percent.

1.5 Service Expansion: The DTA will evaluate opportunities of service expansion based on regional community and municipality support (financial and/or marketing) and current and future growth of the area, or other conditions that are deemed warranted by the DTA.

- Provide service when the municipality, area business or institution served provides the local share of the operating subsidy for the service and guarantees the fare-box revenue.

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- Expand service on a minimum one-year trial basis when publicity campaigns are supported by local community or municipality and before and after route data collections are enforced.
- Evaluate routes and the possibility of service expansion in the event of newly developed “major destinations”, population shifts, opportunities for route efficiencies or in other conditions in which the DTA decides route evaluation or service expansion is necessary.

1.6 STRIDE Service Availability: The DTA will strive to meet the existing demand for STRIDE service and meet minimum ADA requirements.

- Meet existing ADA demand based on FTA requirements.

Goal 2: Provide safe, clean and reliable transit service and infrastructure to all current and potential DTA riders.

2.1 On-time Performance: The DTA will maintain on-time performance at all destination points and maintain scheduled trip service reliability.

- Schedule adherence: 95 percent on-time service (based on destination station) during peak periods and 95 percent during off-peak periods. On-time operation: Zero minutes ahead of schedule and no more than 5 minutes behind schedule.
- Service reliability: 99 percent scheduled trips operated and at least 4500 vehicle miles between road calls.

2.2 On-time Performance for STRIDE services: The DTA will strive to maintain on-time performance for STRIDE services.

- ±15 minutes of scheduled time for 90 percent of the operations during peak hours and 80 percent operations during off-peak hours (evenings and weekends).

2.3 Safety and Security: The DTA will ensure maximum safety and security for all patrons and parties affected by the system by maintaining video monitored transit buses/facilities and a safe transit system perception among the patrons.

- Passenger safety: Zero passenger accidents per 100,000 passengers Zero vehicle collisions per 100,000 miles.
- Passenger security: At least 75 percent of riders should indicate themselves as safe in the security perception question asked in the passenger survey (survey fielded every two years).

2.4 Transit Facilities and Rolling Stock: The DTA will ensure that all transit facilities and equipment are well-maintained and enhance the overall transit experience of DTA customers.

- Fleet size: Total number of vehicles needed to service an area shall be related to the changing demand consistent with operating and replacement standards.
- Fleet Condition:

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1. Large, heavy-duty transit buses including over the road buses (approximately 35'–40', and articulated buses): at least 12 years of service or an accumulation of at least 500,000 miles.

2. Light Duty Vehicles (regular and specialized vans and light-duty buses): At least 4 years or an accumulation of at least 100,000 miles.

- Shelters: Shelters must have seating, lighting, schedule and route information and should provide clear visibility in all directions.

- Shelter location and amenities:

Any stop where 25 or more people board on an average weekday (with seniors and disabled counted as two) must have a shelter.

At least one shelter on each bus route.

The number of shelters located on a route or neighborhood should not result in a disparate impact on the basis of race, color or national origin of the local riders (as per FTA's Title VI).

Every shelter should have up-to-date DTA schedule and route information meeting ADA requirements.

Standard is based on State of Good Repair guidelines by Minnesota DOT and Federal Transit Administration.

2.5 Bus Stop Spacing: The DTA will evaluate the number of transit stops on a transit route by maintaining a balance between speed (riding time) and passenger access convenience (walking distance to bus stop).

- Residential areas: Bus stop spacing between 660-1320 feet (4-8 stops per mile). Exceptions: Route operating on steep hill (greater than 6 percent slope) or two major transit trip generators located less than a block apart.

- Commercial areas: The distance between stops determined based on safe pedestrian accessibility and proximity to major transit trip generators. Safe Pedestrian Accessibility: People should be able to reach the transit vehicle from their origin point or reach their destination from the transit vehicle with minimal risk.

Goal 3: Provide efficient and sustainable transit service.

3.1 Transit Effectiveness: The DTA will strive to increase transit ridership each year.

Transit ridership measurement: Total revenue passengers increase by at least 3 percent.

3.2 Economic Efficiency: The DTA will strive to increase transit service efficiency each year.

Performance measures used – total cost per passenger, revenue per passenger, subsidy per passenger.

3.3 Route Efficiency and Effectiveness: The DTA will analyze route level performance to determine where corrective actions are warranted.

- Performance measures used – trip capacity, ridership per trip, ridership growth, senior ridership, transit dependent ridership and revenue efficiency.

- One example of using ridership criteria for corrective actions: - 20-35 percent subsidy per passenger above the system average and/or 20-35 percent passenger per revenue hour below the system average: considered for extra marketing efforts and/or minor modifications. - 36-50 percent subsidy per passenger above the system average and/or 36-50 percent passenger per revenue hour below the system average: Significant route change. - Greater than 50 percent subsidy per passenger above the system average and/or greater than 50 percent passenger per revenue hour below system average: Major restructuring or possible elimination.
- These standards are guidelines to help inform when route modifications might be considered; however, DTA will have final discretion to maintain any route due to other circumstances.

3.4 Transit Planning Coordination: The DTA will continue to promote transit planning consideration during the development of short and long range plans and policies in the Duluth metropolitan area.

- Continued participation in the Metropolitan Interstate Council (MIC) Transportation Advisory Committee (TAC), Duluth city planning issues and City of Duluth reviews.

3.5 Multimodal Coordination: The DTA will continue to promote transit in coordination with the design and development of roadways, pedestrian and bicycle infrastructure and with transportation network companies (TNCs) like Uber, Lyft, etc.

- Bus routes and stop locations coordinated with pedestrian and bicycle trails, Park and Rides and regional transfer stations (for example: Downtown Terminal)

3.6 Recycling and Carbon Footprint: The DTA will continue to maximize on-site recycling and minimize its carbon footprint of vehicles and facility operation.

- DTA shall adopt a policy to evaluate its current greenhouse gas emissions and commit to a reduction in accordance with MN Statute 216H.02.

Goal 4: Improve customer information and marketing strategies to increase ridership and customer satisfaction.

4.1 Schedule and Routing: Provide integrated, useful, and easy to understand schedule and routing information (including information on website and other social media).

- 75 percent of on-board survey and passenger survey respondents indicating schedule and routing information useful and easy to understand.
- Seek feedback from riders and non-riders via on-board and passenger survey for best practices of providing scheduling and routing information.

4.2 Transit Education and Marketing Activities: The DTA will promote the use of transit by educating Duluth and surrounding community residents and businesses about the benefits of public transit using social media,

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Chamber of Commerce, Greater Downtown Council, Duluth Visitors and Convention Bureau for public outreach.

- Minimum of 3 transit awareness and education events organized per month.
- Provide regular travel training to DTA patrons.
- At least one percent of the total operating cost will be spent on marketing activities.

4.3 Service Operations and Customer Service: The DTA will actively study and indulge in more proficient user interface software and technological methods of improving service delivery, ridership, effectiveness and customer service.

- The DTA will provide an updated website that is also mobile friendly and able to provide real time bus location information, fare information and trip planning features, as well as links to the Duluth Transportation Center's intercity providers and in addition to the information the DTA website currently provides.
- The DTA will employ more technology solutions to track service requests, bus stop locations, Title VI compliance, and continue to remain open to all public comments and concerns.

4.4 Commuter Pass Program: The DTA will continue to work with employers to promote participation in commuter pass program.

- Monitor ridership by group in the commuter pass program
- Maintain 3-4 new businesses' increase to the commuter pass program

APPENDIX 5

Community Engagement

A Community Engagement Plan was developed to help facilitate stakeholder and community engagement throughout the study (see Appendix 4 of TDP). The Community Engagement Plan provided a framework for the outreach strategies, activities, and interactions with local stakeholders and the public by identifying the outreach purpose, targeted audience, timeline, and the intended outcome.

The DTA TDP Community Engagement Plan was focused on getting input on transit needs. It identified engagement strategies that facilitate both in-person and online options for stakeholders and the community to be involved and provide feedback early and often throughout the study. The Plan also identified committees to inform the TDP. Some of the engagement strategies are described below.

Policy Advisory Committee (PAC) meetings The consultant team met with the PAC throughout the duration of the project to seek their input on the TDP. The PAC consists of key DTA staff, DTA Board Members, MnDOT representative and members of the consultant team. The PAC is made up of members of the DTA Board. The first of five PAC meetings was held on January 25, 2017 and was used as an introduction to the Transit Development Plan (TDP) and to receive their input on critical needs in the region regarding transit. Four key themes emerged during the discussion: technology, transit service, innovation and land-use.

The remaining four PAC meetings were used to present TDP updates and receive comments. The fifth and final PAC meeting included a recommendation to approve the TPD Update and pass it on to the DTA Board for final approval.

Technical Advisory Committee (TAC) meetings The consultant team met with the TAC throughout the duration of the project to seek their input on the TDP. Members of the TAC include representatives from MnDOT, County, Cities of Duluth, Superior, Hermantown, Proctor, Metropolitan Interstate Council (MIC), and the University of Minnesota – Duluth. The first of four TAC meetings was held on February 6, 2017 and consisted of introducing the TAC to the study and receiving input on needs to be addressed by the project. There were similar themed responses as were heard at the first PAC meeting, but reflecting the variety of members, there were also more specific needs mentioned about technology, transit service, facilities and marketing.

The remaining three TAC meetings were used to present TDP updates and receive comments.

Stakeholder Workshops The first of two Stakeholder Workshops was held on February 21, 2017. The stakeholders include staff from public agencies and the general public, including area residents, community members, and underrepresented populations. After an introduction to the study, the stakeholders participated in a Strengths Weakness Opportunities Threats (SWOT) analysis of the current DTA transit system.

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The second stakeholder meeting, held on July 19, 2017, was used to present TDP findings and receive comments.

Public Input Meetings An Open House was held on February 21, 2017 at the Duluth Transportation Center. People who attended the open house had the opportunity to comment on the reasons they do, or do not, ride DTA transit. They were also provided with the opportunity to select what they would prioritize for DTA transit service improvements. The most selected priority for improvements to DTA transit service was “span” running buses earlier and later, followed by “frequency” more buses per hour, and then “coverage” more convenient destinations. A second Open House was held on July 19, 2017 to present findings and recommendations of the TDP Update. People who attended the open house had the opportunity to comment on the findings and recommendations.

Pop Up Meetings Two pop up meetings were held on February 21, 2017 (DTC Skyway) and February 22, 2017 (UMD campus). The pop up meetings were an informal conversation with community members and provided the opportunity to introduce the study, its purpose, how they can participate and an opportunity to take a survey (paper or online).

General Community Survey The General Community survey was performed to understand the needs and opportunities for transit service from current and potential DTA customers. The survey has both paper and online (Survey Monkey) versions with 20 questions primarily asking about perceptions about current DTA service and recommendations for improvement. The survey asked the respondents to indicate their trip purpose, frequency of riding DTA, barriers to riding DTA and suggestions for improvement. The results of this survey create a clear picture of who benefits from transit service in Duluth, what the service is most frequently used for, and how to improve the service to meet the needs of riders. Specific inferences include:

- People with incomes below \$20,000 a year are the most frequent users of the transit system across reasons for trips, but also represented a significant portion of respondents that did not know how to use the bus service.

- Young people under the age of 25 largely responded that they didn’t know how to use the bus service, this provides an opportunity for targeted education. General education campaigns could also benefit ridership.
- More than half of people who responded that their most common destination while using transit was the City of Superior made more than \$50,000 a year, which was the highest ridership for earners over that value of any destination. There was an even balance of incomes that most frequently use the service to reach downtown Duluth. London Road was chosen the most among options for expansions of service locations.
- Riders chose higher frequency of routes as the one improvement they would most like to see. Bus shelters and more convenient destination locations followed as the next most popular choices for improvements.

STRIDE Survey The purpose of the STRIDE survey was to understand the STRIDE rider’s perception of the STRIDE service, willingness to use other transportation services (including public transit) and service improvement suggestions. After discussing with DTA, the consultant team designed a 7-question survey. DTA

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staff conducted phone interviews from March 23 to April 17, 2017 and 180 responses were sought. To ease the process of notes taking and data entry during phone interviews, consultant staff designed the survey on Survey Monkey and provided manual data-entry (data-entry kiosk) link to the phone interviewers. The analysis of STRIDE survey data is not included in this summary since the analysis is being conducted in-house by DTA.

Employer Survey The purpose of the employer survey was to get a better understanding of the role transit service plays in increasing the labor shed, lower absenteeism, and general benefit to businesses. The survey consisted of 20 questions and helped in assessing the employee strength at each of the respondent employer locations. Working with DTA, MIC and City of Duluth staff, a list of employers was created. The employers were contacted by phone to garner their interest in participating in the survey. Ten responses were received for the survey and the following inferences were drawn:

Only 2 employers provided their employees information about commuter options (e.g. bus schedules). Four employers have flexible work hours for their employees. Moreover, 2 of these employers also have telecommuting options for their employees while the other two have compressed work schedule (e.g., 4-10, 9-80, 3-36) availability. Only Edgewater Hotel and Waterpark offers guaranteed/emergency ride home program to their employees (offers employees who did not drive alone a taxi ride home in case of an emergency). Edgewater also indicated that 45 percent of their employees commute by public transit.

APPENDIX 6

Public Hearing Notice on Route Changes

Proposed Route Changes to take effect June 2, 2016

Experimental Routes (the test period is June, 2017 to June, 2019)

Routes 5, 23, and STRIDE service hours **no changes**.

Based on Ridership Route #20 Downtown to United Healthcare and Airpark

Reduce 6 round trips to 2 round trips that serve 80% of the existing riders.

The trips remaining leave downtown at about 6 and 7 am in the morning and the airport at 4 and 5 pm in the afternoon.

Modify the route to operate on Pecan instead of Rice Lake Road

Average Daily ridership = 40. Cost per passenger \$80.93

Based on Ridership drop the #21 Route Lakeside to Miller Hill Mall via UMD in its entirety.

The route simply has failed to meet DTA and State standards.

Average Daily ridership = 171. Cost per passenger \$83.98

Based on Ridership modify Route #22 Lincoln Park to Lakeside.

Lincoln Park Middle School has failed to produce riders. The remaining western part of the service is adequately covered by other routes. The Lakeside part of the route has also failed to meet ridership standards. London Road ridership has been increasing and has additional potential. Therefore, the DTA will operate the downtown to London Road and 26 Ave East portions of the route every 30 minutes with a similar start and stop times as the current schedule. Should the DTA be unable to establish a viable bus turn around, this part of the route would also be dropped.

Average Daily ridership = 238. Cost per passenger \$48.11

OTHER Routes Impacted

Trolley Modify Route (as per Streetscape Construction) to serve only west of Lake Avenue and the Canal Park area.

Increase service for a majority of the day to every ten (10) minutes.

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Start the service at 10:30 AM (vs current 11:30)

One bus in operation after 7:30 PM (vs current 8:15 PM)

The DTA will hold Public Hearings/Comment Meetings on Wednesday March 27th at 1:30 PM to 3:30 at the Duluth Transportation Center.

Comments can also be sent by mail to the DTA/Route Changes; 2402 W. Michigan St.; Duluth, MN 55806.

Or via Email to jheilig@duluthtransit.com

Appendix 7

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

4.7 Environmental Justice & Socioeconomics – (Also submitted in the 2016 Plan)

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

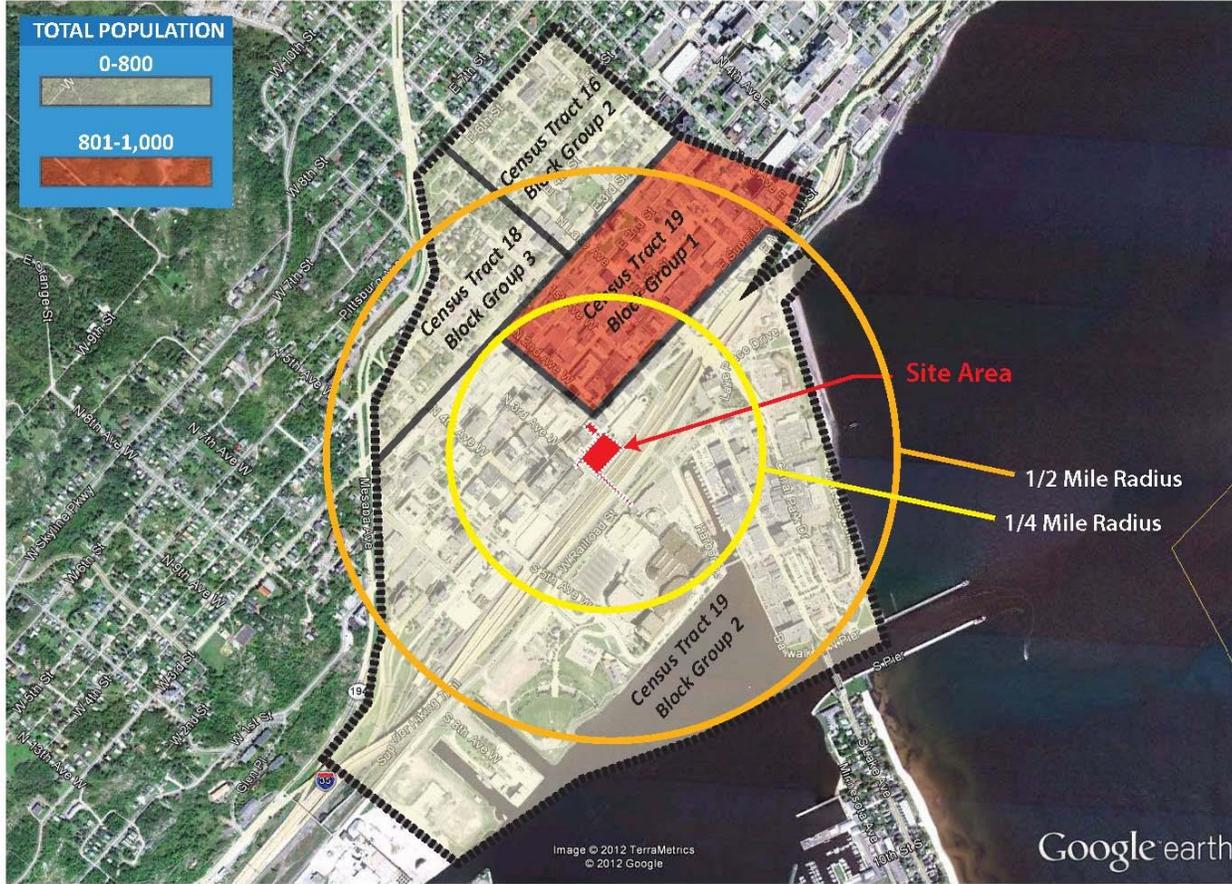


Table 5 provides a summary of population (minority) characteristics for these Census Tracts and Block Groups. The highlighted area is the Census Tract and Block Group within the Area of Potential Effect. The remaining Census Tracts are within the ¼ and ½ mile radius of the site area.

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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.

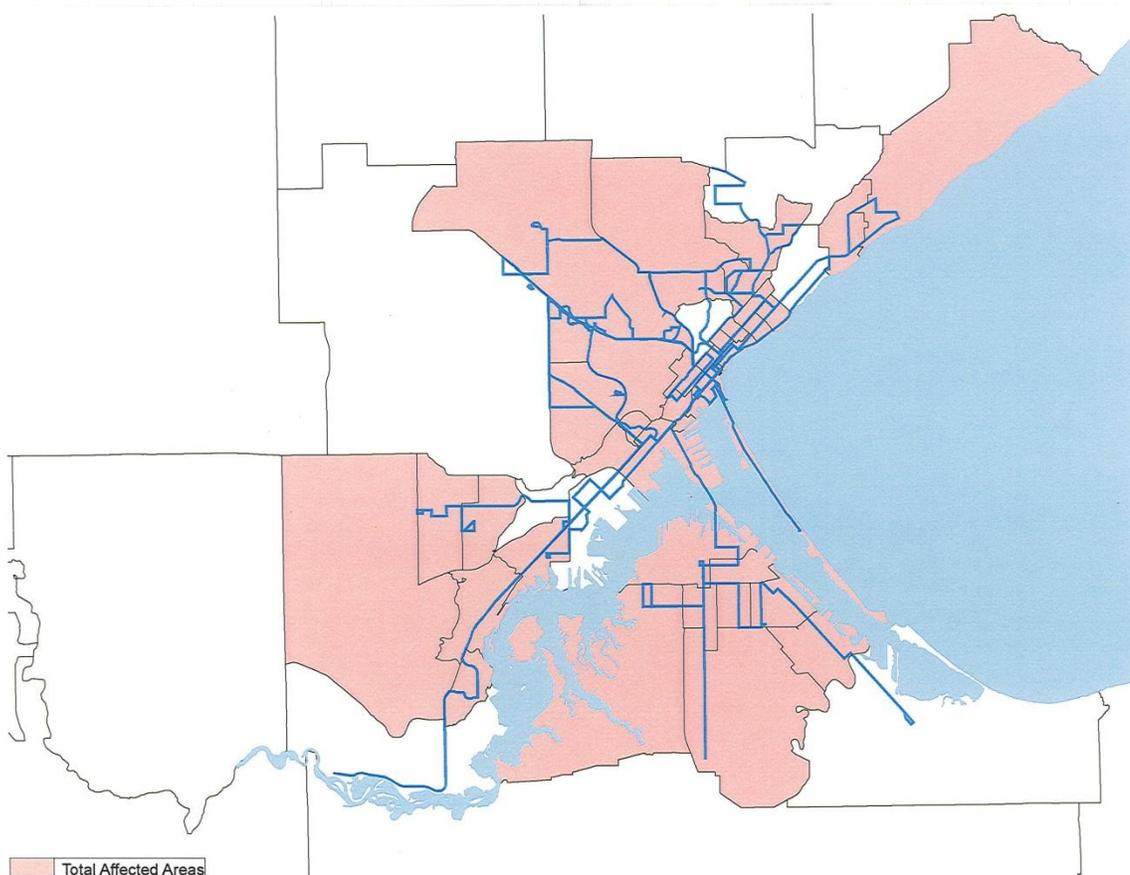
No effects are anticipated and no mitigation measures would be required, beyond establishment of a public participation plan.

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.

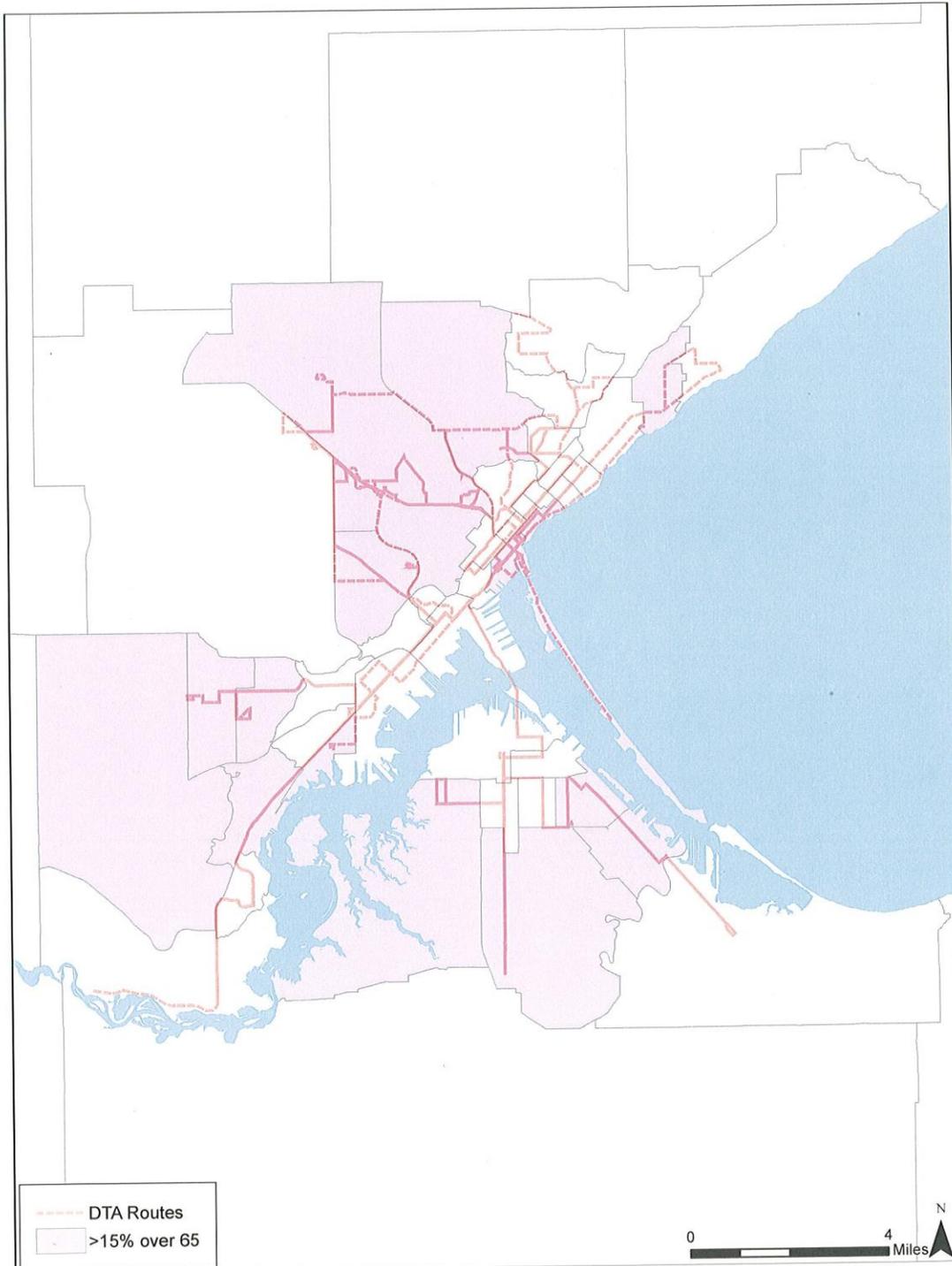
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Route	Name	1% LEP or Greater	Income < 125% PL	Over 15% Seniors	Over 9% Minorities	Combined Impact
7A	Superior St. & 24th Ave. E.	55.70%	89.66%	56.18%	89.66%	100.00%
17S	South Superior	22.34%	4.63%	73.03%	26.97%	100.00%
15	Park Point	20.76%	20.76%	100.00%	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%

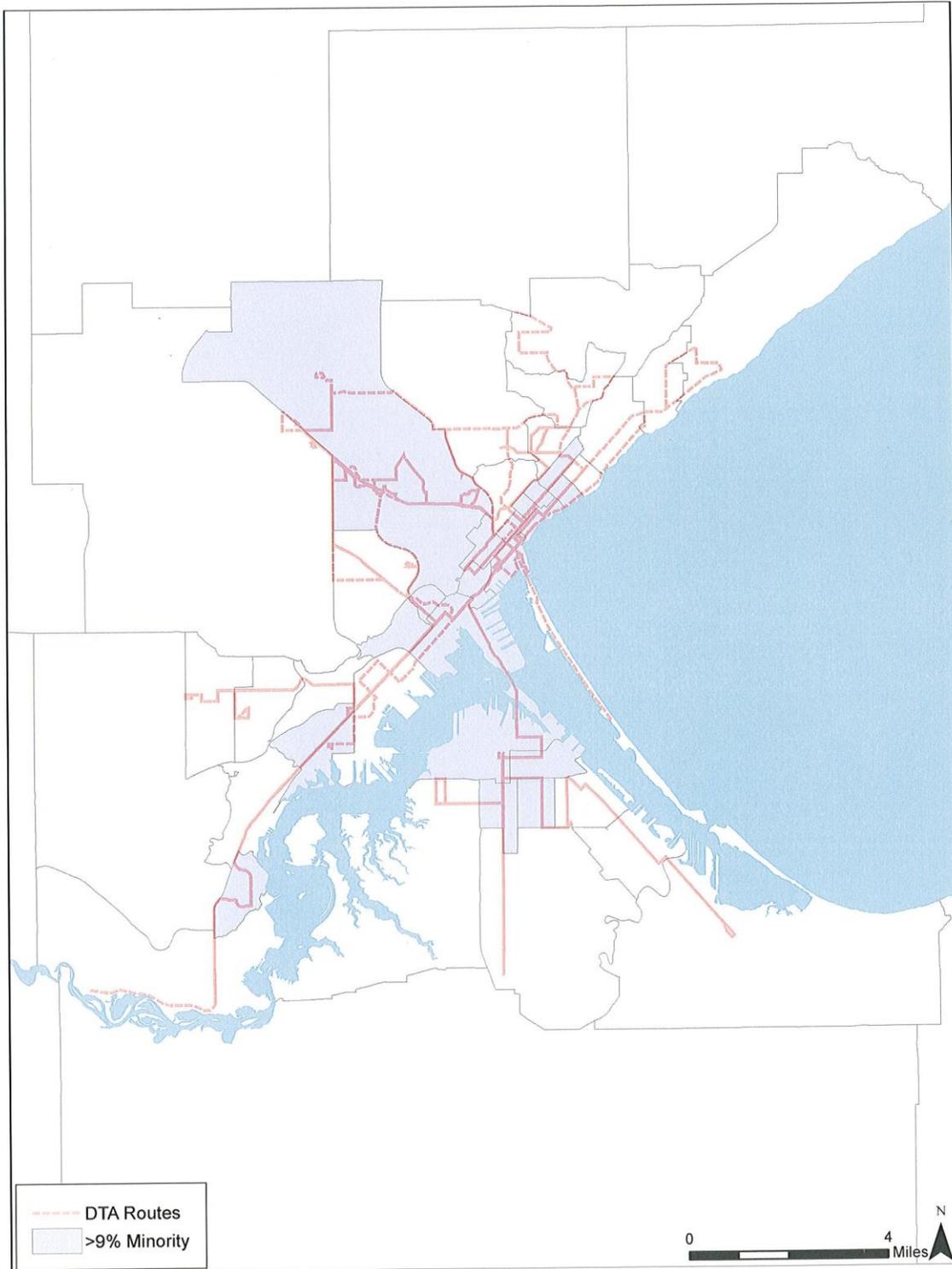
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Elderly areas – shaded area shows 15% or greater over the age of 65.



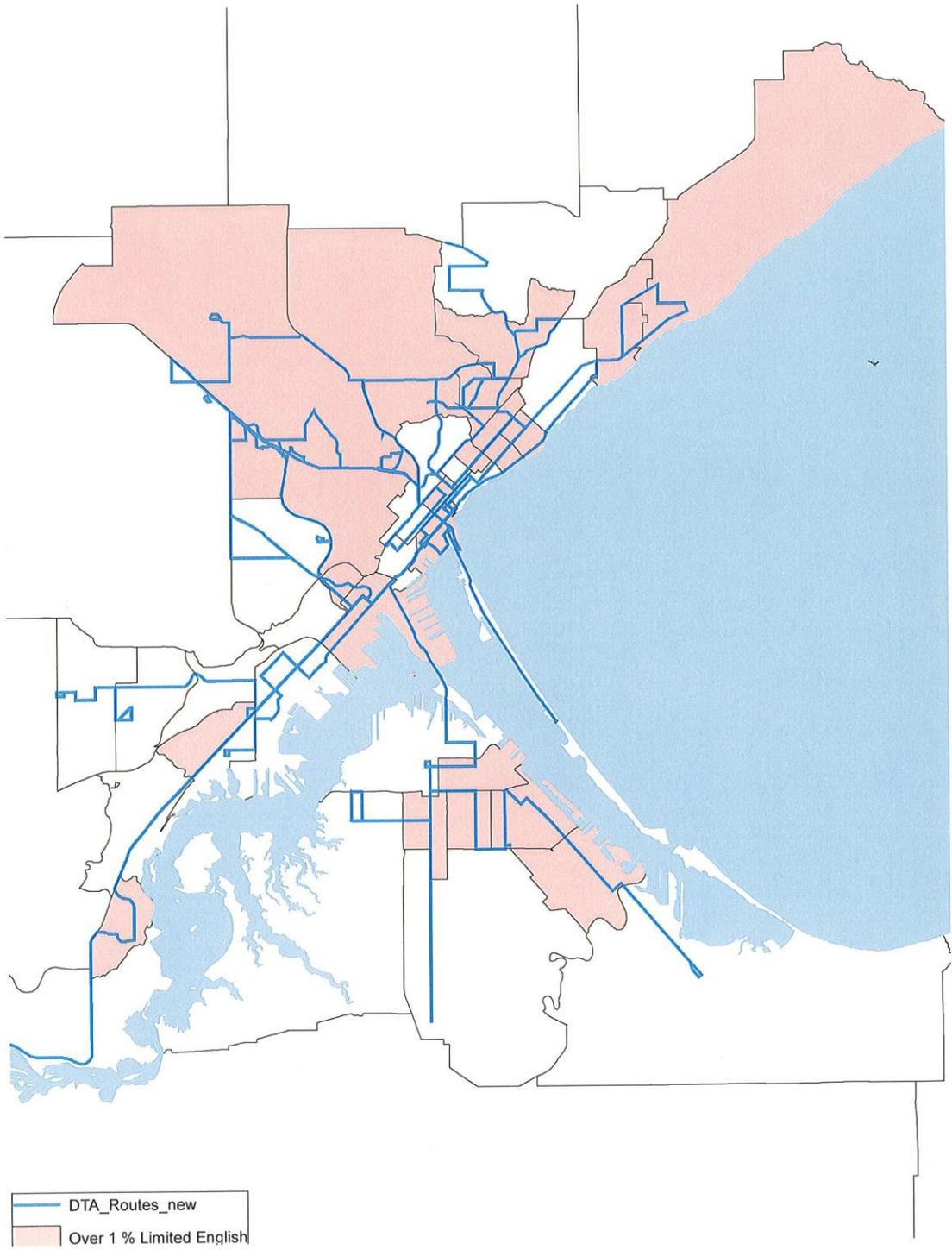
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Minority Areas shaded area shows 9% or greater of minority people.



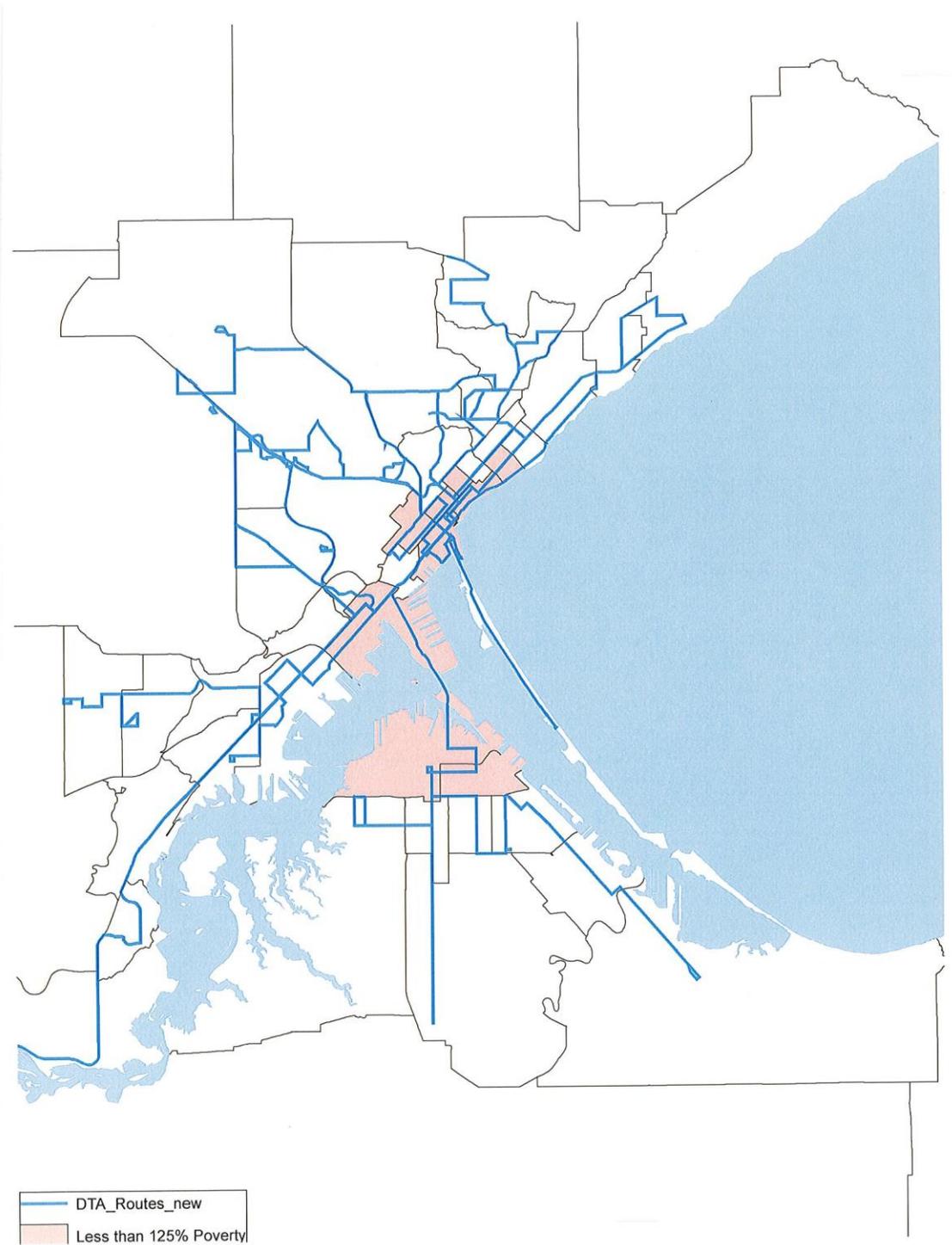
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LEP Areas shaded area shows 1% or greater of LEP people.



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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
2386459

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