



**Title VI Program Update,  
Proposed Policy Updates,  
and New Policies Regarding  
Services, Fares, and Facilities**

**Presentation to the  
RTA Board of Trustees  
Committee of the Whole  
December 3, 2013**



# Background

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## **Title VI of the Civil Rights Act of 1964**

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



# **Title VI Program Update**

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**Civil Rights Document**

**Submitted to FTA every 3 years**

**Our current update expires Feb. 2014**

**Consists of**

- **Title VI Policy Statement**
- **Civil rights general requirements**
- **Transit service provider requirements such as service standards & policies**



# **New Title VI Requirements**

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## **FTA's Oct. 2012 Title VI Circular Requires:**

- RTA must update its policies that guide service, fare, and facility decisions**
- RTA must adopt new policies for fare changes & major service reductions**
- Updated and new policies must be developed with input from local community**
- The policies and the Title VI Update must be reviewed and approved by the RTA Board**
- Asking for approval Dec. 17 by full Board**



# **New Title VI Requirements**

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## **Public input on policies and standards**

- **Three public hearings on Nov. 6**
- **Rider Alerts & Rider's Digest on vehicles**
- **Paid advertisements in Call & Post, Sun Papers, and Plain Dealer October 23-31**
- **Oct 31 release for print & electronic media**
- **Web site, e-news, Facebook, Twitter**
- **Discussion with CAB Nov. 14**
- **Accepted comments through Nov. 20**



# Overview: Title VI Program Update

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## Policy Statement

### General civil rights requirements, such as:

- Public notices on vehicles and at stations
- Complaint procedures and forms
- Related investigations and complaints (Five in the period 2011-2013)
- Public participation plan for major service reductions & fare changes (RTA had none in 2011-2013)



# Overview: Title VI Program Update

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- **Language assistance plan for those with limited English proficiency**
- **Public committees and councils (CAB)**
- **Title VI compliance for subrecipients (Sr. Transportation Connection & Art Museum)**
- **Equity analysis (no fare change or major service reductions occurred 2011-13)**
- **Board Meeting Minutes and Resolution**
- **Title VI Policies and Standards, including Assessment and Monitoring**



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# **PROPOSED POLICY UPDATES AND NEW POLICIES**





## Exhibit A: Title VI Policy

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- RTA is committed to ensuring that that no person is excluded from participation, denied benefits, or otherwise subjected to discrimination under any program or activity, on basis of race, color, national origin, sex, age, or disability.
- RTA as a recipient of federal assistance will ensure full compliance with Title VI of the Civil Rights Act of 1964, as amended, and related statutes and regulations in all GCRTA programs and activities.



# Exhibit A: Title VI Policy

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**RTA is equally committed to:**

- **Ensure that the level and quality of public transportation service is provided in a non-discriminatory manner**
- **Promote full and fair participation in public transportation decision –making without regard to race, color, or national origin**
- **Ensure meaningful access to transit-related programs and activities by persons with limited English proficiency**



## Exhibit A: Title VI Policy

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- **The General Manager, Chief Civil Rights Officer, management, and all employees share the responsibility for carrying out GCRTA's commitment to Title VI. The Manager of EEO and ADA Programs is responsible for the day-to-day operation of the program and receives and investigates Title VI complaints which come through the Office of Equal Opportunity.**



## **Exhibit B: Major Service Reduction Policy**

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**For Title VI purposes, RTA defines a “major service reduction” as a reduction that decreases total vehicle-miles of service by 10% or more.**



## **Exhibit C: Disparate Impact Policy**

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**If a planned fare change or major service reduction would have a disparate impact on minority populations, RTA will revise its plan unless:**

- The plan's goal must be achieved, AND**
- RTA has demonstrated that there is no way to reduce or eliminate the disparate impact and still achieve the goal**



## Exhibit C: Disparate Impact Policy

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**If considering a major service reduction**

- **RTA will analyze each service reduction by time period, i.e., rush-hour, weekday midday, weekday evening, and weekend**
- **In each time period, “riders who would no longer be served” will be defined as all riders whose current boarding or alighting location would no longer be within ½ mile of an active bus or rapid transit stop**



## **Exhibit C: Disparate Impact Policy**

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**If considering a major service reduction**

- If minorities represent a significantly larger percentage of “riders who would no longer be served” than of all riders, RTA will view that as a disparate impact on minorities and RTA will follow the FTA-required procedures for disparate impact on minority persons**
- Significantly larger percentage is defined as 10 percentage points difference**



## **Exhibit C: Disparate Impact Policy**

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### **If considering a fare change**

- **RTA will calculate the % change in average fare for minority & non-minority riders**
- **If the % change for minorities exceeds the % change for non-minorities by more than 5 percentage points, RTA will view that as a disparate impact on minorities and RTA will follow the FTA-required procedures for disparate impact**





## **Exhibit D: Disproportionate Burden Policy**

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**If a planned fare change or major service reduction would have a disproportionate burden on low-income persons:**

- **RTA will try to revise its plan to reduce or eliminate the disproportionate burden**



# Exhibit D: Disproportionate Burden Policy

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## Defining Low-Income

- RTA will include in the “low-income” category everyone whose total household income is less than \$25,000
- RTA will periodically reconsider this threshold because of the effects of inflation



## **Exhibit D: Disproportionate Burden Policy**

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**If considering a major service reduction**

- **RTA will conduct the analysis described earlier to identify “riders who would no longer be served”**



## **Exhibit D: Disproportionate Burden Policy**

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**If considering a major service reduction**

- If low-income riders represent a significantly larger percentage of “riders who would no longer be served” than of all riders, RTA will view that as a disproportionate burden on low-income riders, and RTA will follow the FTA-required procedures for disproportionate burden on low-income populations**
- Significantly larger percentage is defined as 10 percentage points difference**



## **Exhibit D: Disproportionate Burden Policy**

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### **If considering a fare change**

- **RTA will calculate the % change in average fare for low-income & non-low-income riders**
- **If the % change for low-income riders exceeds the % change for non-low-income riders by more than 5 percentage points, RTA will view that as a disproportionate burden on low-income riders, and RTA will follow the FTA-required procedures for disproportionate burden**



## Exhibit E: Service Availability

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- **Route coverage and spacing should be based on demonstrated need or potential demand (ridership).**



## Exhibit E: Service Frequency

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Service frequency is based on ridership, but, during each time period that a route operates, the minimum number of trips per hour per direction will be as follows:

	<u>5 a.m. – 10 p.m.</u>	<u>Other Times</u>
Rail *	2	1
Bus *	1	1

\* Does not apply to minor branches and special services



## Exhibit E: Service Frequency

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- To maintain service coverage with limited resources, RTA may make an exception to the minimums shown in the preceding table. RTA will conduct a public hearing before initiating such an exception.





## Exhibit E: Vehicle Load

MAXIMUM LOAD STANDARDS					
SERVICE TYPE	RUSH HOURS	NON-RUSH HOUR			
	PARK N RIDE	54-63	49-57		
REGULAR BUS (40-ft. bus)	54	44			
TROLLEY (30-ft. bus)	36	36			
HEAVY RAIL (per car)	142	117			
LIGHT RAIL (per car)	132	108			
ARTICULATED BUS & RTV	80	65			



## Exhibit E: Vehicle Load

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**Adherence to load standards shall be monitored as follows:**

- **Passengers are counted at the point on the route where most trips carry the highest load**
- **Passenger loads are averaged for 30-minute intervals during rush hours and 60-minute intervals during other time periods.**
- **If one trip has an unusually high load, it shall be excluded from the average.**



## Exhibit E: On-Time Performance

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- A trip is deemed "late" if it arrives or departs more than 5 minutes after the scheduled time.
- A trip is deemed "early" if it departs before the scheduled time.
- A trip is deemed "on-time" if it is neither "late" nor "early" as defined above.
- The long-term goal is: 100% "on time."
- The current (2013) goal is: 80% "on time."



## Exhibit F: Vehicle Assignment

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- **Euclid Corridor Vehicles** are specially designed for use on the HealthLine with its combination of left-side and right-side stations. These buses may not be utilized on any other route.
- **Standard articulated buses** must be assigned to routes whose schedules have been built for high-capacity buses.



## Exhibit F: Vehicle Assignment

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- **Over-the-road buses** have narrow aisles and lack rear doors; they are thus not well suited to regular transit routes where passengers board and alight at the same stop. These vehicles shall be assigned exclusively to park-n-ride routes.



## Exhibit F: Vehicle Assignment

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- **Trolleys** may be assigned only to the designated trolley services. These vehicles carry the “Trolley” brand and will create passenger confusion if utilized on other services.
- **Standard transit buses** shall be assigned to all other routes based on block mileage. Newer buses have lower per-mile maintenance costs and shall therefore be assigned to higher mileage blocks. Care shall be taken to maintain compliance with Title VI (non-discrimination) regulations.



## Exhibit F: Amenities

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- **RTA seeks to provide seating and shelter at stops and stations if sufficient space is available and 50 or more daily riders are expected to use the shelter.**
- **On Rail/BRT: Printed service information is posted on walls and shelters if they exist; digital displays are used at busier stations.**
- **On Bus: Printed and digital information is provided at transit centers and park-ride lots.**



## Exhibit F: Amenities

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- **Elevators will be installed and maintained to the extent required by the Americans with Disabilities Act.**
- **Existing escalators will remain in service unless they become cost-prohibitive to maintain.**
- **RTA installs and services waste receptacles only on RTA property. Each municipality decides whether to install and service waste receptacles in the public right-of-way.**





## **Exhibit F: Facilities**

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**When making decisions about facilities:**

- **RTA will comply with Title VI of the Civil Rights Act of 1964 and all other applicable laws and regulations**
- **RTA will comply with the National Environmental Protection Act 23, CFR Part 771 and with Section 4(f) 23 CFR Part 774**
- **RTA will comply with Section 106 of the National Historic Preservation Act, 36 CFR Part 800**



## **Exhibit F: Facilities**

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**When making decisions about facilities:**

- **RTA will evaluate the impact of facilities per Environmental Justice Executive Order 12898 (1994), DOT Order 5610.2(a) (May 2012) and FTA Circular 4703.1**
- **RTA will seek to avoid negative impacts on areas and neighborhoods near the facility**
- **Where impacts cannot be avoided, RTA will seek to mitigate negative impacts**



## Exhibit G: Comment Summary

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### Paraphrased comments:

- Revisit low-income definition (inflation)
- Ridership is highest in early part of month
- Fancy shelters are costly and ineffective
- Need more elevators and escalators
- Use ramps instead of elevators/escalators
- Add rest rooms
- 1 bus/hour is too few (weather & security)



# Action Requested from Committee

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## Recommend to the full Board of Trustees

- approve the Title VI Program Update mailed to the Board last week
- adopt all the Title VI-related standards and policies mailed to the Board last week and presented today



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