

CITY OF RACINE, WISCONSIN

BELLE URBAN SYSTEM

TITLE VI Program

2014-2016

(revised)

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There are no plans for construction of new Belle Urban System (BUS) operations centers, storage or maintenance facilities and therefore no equity analysis is required.

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**ATTACHMENT A**

# **Notification the Public of Rights Under Title VI The City of Racine**

- The City of Racine operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Racine.
- For more information on the City of Racine's civil rights programs, and the procedures to file a complaint, contact (262) 636-9589, email to [timothy.tompkins@cityofracine.org](mailto:timothy.tompkins@cityofracine.org), or visit the City of Racine Human Resources Department - Room 204, 730 Wisconsin Avenue, Racine, WI. Additional information is posted on the home page at [www.cityofracinetransit.com](http://www.cityofracinetransit.com).
- A complainant may also file a complaint directly with the Federal Transit Administration by filing with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

# **ATTACHMENT B**

## **CITY OF RACINE**

### **HOW TO FILE A TITLE VI DISCRIMINATION COMPLAINT**

The City of Racine/Belle Urban System operates its programs without regard to race, sex, color or national origin.

Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, or national origin as it relates to the provision of transportation services and transit-related benefits may file a Title VI discrimination complaint.

You may file an "informal" Title VI discrimination complaint with the City of Racine, or you may file a "formal" discrimination complaint with the Federal Transit Administration. No one may threaten or harass you for making a complaint. No one may threaten or harass your witness because they are willing to say what they saw, heard or experienced.

To file an "informal" Title VI discrimination complaint, request a Title VI discrimination complaint form from the City of Racine by calling the Affirmative Action Officer at (262) 636-9589. Send a copy of the completed form to the City of Racine, Affirmative Action Officer and retain a copy for your records. A written response to your complaint is required within 30 days.

If you are not satisfied with the response and suggested resolution by the Affirmative Action officer you may request a hearing of your issue in front of the City of Racine Transit Commission. Such hearing should be requested no more than 30 days after receipt of the Affirmative Action Officer's response and it will be scheduled at a mutually convenient time for both you and the Transit Commission no later than 60 days after your request for a Transit Commission hearing.

If you are not satisfied with the resolution to your "informal" complaint, you can still file a "formal" complaint with the Federal Transit Administration. A formal complaint must be filed with 180 days of the occurrence of the action provoking the complaint.

If you plan to make a formal complaint you are not required to wait to get an answer to the informal complaint. You may file a formal complaint at any time, before the 180 day deadline, even if you are awaiting a response to an informal complaint. The address for the Federal Transit Administration is listed below. Formal complaints should be filed as soon as possible after the occurrence of the action provoking the complaint.

The address to file a formal complaint is:

FTA Office of Civil Rights  
Title VI Program Coordinator  
East Building, 5<sup>th</sup> Floor-TCR  
1200 New Jersey Avenue SE  
Washington, DC. 20590

# **ATTACHMENT C (revised)**

## **Belle Urban System Title VI Complaint Form**

### **Section I**

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

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

Telephone Numbers:

(Home) \_\_\_\_\_ (Work) \_\_\_\_\_

Electronic Mail Address: \_\_\_\_\_

Accessible Format Requirements?

Large Print \_\_\_\_\_ Audio tape \_\_\_\_\_

TDD \_\_\_\_\_ Other \_\_\_\_\_

### **Section II**

Are you filing this complaint on your own behalf?

Yes \_\_\_\_\_ No \_\_\_\_\_

[If you answered "yes" to this question, go to Section III.]

If not, please supply the name and relationship of the person for whom you are complaining:

Please explain why you have filed for a third party. \_\_\_\_\_

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.

Yes \_\_\_\_\_ No \_\_\_\_\_

### **Section III**

I Believe the discrimination I experienced was based on (check all that apply):

Race

Color

National Origin

# **ATTACHMENT C (revised)**

Date of Alleged Discrimination (Month, Day, Year): \_\_\_\_\_

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the names and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.

## **Section IV**

Have you previously filed a Title VI complaint with this agency?

Yes \_\_\_\_\_ No \_\_\_\_\_

## **Section V**

Have you filed this complaint with any other Federal, State, or local agency, or with and Federal or State court?

Yes  No

If yes, check all that apply:

Federal Agency: \_\_\_\_\_

Federal Court: \_\_\_\_\_

State Court: \_\_\_\_\_

State Agency: \_\_\_\_\_

Local Agency: \_\_\_\_\_

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

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

\_\_\_\_\_

Title:

\_\_\_\_\_

Agency:

\_\_\_\_\_

Address:

\_\_\_\_\_

Telephone:

# **ATTACHMENT C (revised)**

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## **Section VI**

Name of agency complaint is against:

---

Contact person:

---

Title:

---

Telephone number:

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

**Your signature and the date are required below:**

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**Signature**

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**Date**

**Please submit this form in person at the address below or mail this form to:**

**Timothy Thompkins, Human Resource/Affirmative Action Officer, City of Racine, 730  
Washington Avenue, Room 204, Racine, WI 53403**

# **ATTACHMENT D**

## **TRANSIT RELATED COMPLAINTS**

The City of Racine has not received any Title VI complaints as of November 6, 2013.

The City's Affirmative Action Officer reports distributing one complaint form recently but has not received a completed form as of November 6, 2013.

A potential earlier complaint regarding not requiring children under 5 to show identification was addressed personally with the Senior Citizen who felt that this was unfair as Senior Citizens had to provide proof of age. Belle Urban System management is working with the affected party to minimize her concerns.



# **ATTACHMENT E**

## **PUBLIC PARTICIPATION PLAN**

The City of Racine generally makes use of the local media (radio, newspapers and cable television) to communicate with the public regarding transit matters. News releases are issued periodically to all local media to disseminate transit stories of general interest. The City also purchase display advertisements from the local newspaper and uses radio and cable television to a lesser extent to highlight service changes. The City has an approved marketing plan for promoting the transit system operations.

When changes of an extensive nature are planned, information is distributed to the media and public input sessions are scheduled to obtain citizen input. Public notices in the form of paid advertising on posted at least 30 days in advance of public comment period and then again no less than 7 days in advance of the public comment period. Notices are generally placed in print media aimed at minority and Spanish speaking populations.

Subsequent to the public comment period, the Transit and Parking Commission of the City of Racine reviews the information received and comments made and makes its recommendations.

Lastly, the Common Council of the City adopts or rejects any Commission recommendations. The Racine Common Council provides public comment periods before all meetings as part of their posted agenda.

The City of Racine also complies with all public information requirements of the Americans with Disabilities Act, including making information available, as requested, to visually impaired or deaf individuals. The City also makes accommodation, as requested, for individuals with accessibility or interpretation needs if notified 48 hours prior to a meeting or public hearing.

# **ATTACHMENT F (revised)**

## LIMITED ENGLISH PROFICIENCY PLAN CITY OF RACINE BELLE URBAN SYSTEM 2014-2016

### **Introduction**

The Racine Belle Urban System (BUS) has developed this Limited English Proficiency (LEP) Plan to identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to BUS transit and paratransit services as required under guidance published by the Federal Transit Administration (FTA). 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, BUS 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 BUS service area who maybe served or likely to encounter a BUS program, activity, or service; 2) the frequency with which LEP individuals come in contact with a BUS service; 3) the nature and importance of the program, activity or service provided by the BUS to the LEP population; and 4) the resources available to the BUS and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following sections.

### **Four Factor Analysis**

The FTA's LEP guidance<sup>1</sup> requires a four factor analysis to determine the level of assistance required to provide meaningful access. The analysis performed by BUS is contained below.

#### ***The Number and Proportion of LEP Persons Served or Encountered in the Eligible Service Population***

Information on the size and location of the LEP population in the BUS service area was derived from the 2007-2011 U. S. Census population figures for questions on language use and English-speaking ability asked of persons aged 5 and over for the American Community Survey (ACS). The total population aged 5 and over for the years 2007-2011 for the ACS in the census tracts representing the BUS service area was 135,594 persons. Of this total, 15,595, or about 12 percent, spoke a language other than English at home, with the majority (74 percent) speaking Spanish. A total of 2,831 persons, representing about 2.1 percent of the total service area population and about 18.2 percent those speaking another language at home, indicated that they spoke English "not well" or "not at all." Persons who speak English "not well" or "not at all" are considered to be LEP persons for the purposes of this plan.

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<sup>1</sup> See "Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons--A Handbook for Public Transportation Providers," Federal Transit Administration Office of Civil Rights, April 13, 2007

The figures and percentage of the population age 5 and over that are considered as LEP persons are shown in Tables 1 and 2. Map 1 displays the census tracts where the LEP population was greater than the average for the BUS service area of 2.1 percent noted above. About 76 percent of the LEP population is contained in the 9 census tracts with above average concentrations of LEP persons. Both the absolute size of the LEP population and the percentage of the total population in these tracts are small. The number of LEP persons in these tracts ranged from 144 to 330 persons and represented from 2.7 to 9.0 percent of the population aged 5 and over in the census tracts representing the BUS service area. The vast majority (81.2 percent) of the LEP population for BUS speaks Spanish.

### ***Frequency of Contact with LEP persons for BUS Programs, Activities, and Services***

The BUS has not received any requests for translated materials or interpreters. The primary locations where the public comes into contact with the BUS are as follows: Downtown Transit Center (fare media sales, general information, route and schedule information) Transit Operations and Maintenance Facility (route and schedule information, general information, ADA eligibility and paratransit information), Fixed Route and Paratransit vehicles (using system, fare payment, route and schedule information), Customer Information Line (route and schedule information, ADA eligibility, and paratransit information, general information)

The BUS's staff has had limited contact with individuals with limited English skills in need of assistance in using the system or getting information about the system. Operations personnel have indicated limited contact with individuals whose English language skills were limited and they have been able to communicate sufficiently to provide assistance as needed. The vast majority of the individuals with limited English language skills that BUS has come in contact with are Spanish speaking. The BUS Operations Manager and several drivers and mechanics are native Spanish speakers. The BUS has not experienced any instances in the last several years at the Transit Operations and Maintenance Facility, where an LEP person was denied assistance. BUS Customer Service personnel and Dispatchers report that there has not been a single instance when they have received a telephone request from non-English speaking individuals and staff were not either able to find a Spanish speaking staff person or otherwise assist the caller. The BUS has not received any written or electronic complaints or inquiries concerning LEP assistance. Complaints about LEP assistance have never been voiced at our regular public outreach events and we have never been contacted about concerns by agencies representing LEP populations.

### ***Importance of BUS's Programs, Activities, and Services to Persons of Limited English Proficiency***

The BUS operates fixed-route BUS service and its (DART) service, a demand-response paratransit service for people with disabilities.

Fixed-route service is used by the majority of people who ride BUS. The two most important areas in the use of fixed-route service which involve language skills are trip planning, and in-trip information. Essentially, in order to use fixed-route service, an individual first needs to determine BUS stops, time, and BUS routes to accomplish a particular trip, and then needs to wait at the correct BUS stop, board the correct BUS, and get off at the correct BUS stop. A person that does not speak English may require assistance in trip planning, but this can occur before the time of the trip. During the trip, speaking and understanding English is not necessary, but may be required to deal with unusual situations.

Demand-responsive service has different requirements. In order to qualify, an individual must submit an application and, if approved, receive an identification card. English language skills are of greater importance in this process, but various social services agencies provide assistance in this process. In addition, family members provide assistance in this process for many applicants. Once approved, an individual must make a telephone reservation for each trip. Language skill is required for this process, but another person, such as a family member or agency, can make the reservation for the individual or staff will locate a Spanish speaking staff member to assist. No language skills are necessary during the trip. The service is designed to provide service for persons with a wide variety of disabilities, including persons with severe cognitive disabilities who do not speak or understand any language. The rider must have their identification card to ride and their pick-up and drop-off locations are provided to the driver in the form of a Driver Manifest. Also, the Dispatch Department has access to information on each rider including if the passenger has an impairment that affects his/her ability to speak or hear, and an emergency contact person should the driver need assistance.

A final important area is participation in BUS's public input process. When an increase in fares or significant changes in service are being considered, the BUS seeks input from riders and other members of the public. Language skills are necessary for participation. Advertisements are placed in Spanish publications and the BUS Operations Manager (a native Spanish speaker) is present at all outreach events.

#### ***Available Resources and Overall Costs for BUS Limited English Proficiency Plan***

The BUS now has signage inside all buses posted in Spanish and also provides bilingual (English and Spanish) Ride Guides. The BUS does not provide translation assistance. BUS also participates in Community Resource Days that occur at the Downtown Campus of Gateway Technical College. The downtown Campus is primarily devoted to GED and English as a Second Language programs. The BUS is also available to give presentations on how to ride the BUS to English as a Second Language classes through the Racine Literacy Council and are Spanish-speaking organizations.

Based on the analysis above, The BUS will strive to incorporate even more information in Spanish within its current information pieces. The results of our analysis indicate that there is not a significant need for translated materials in additional languages beside Spanish.

The BUS is currently seeking a community partner to translate additional materials into Spanish work and develop a quick transit related phrase guide that BUS staff can refer to when in contact with Spanish speaking passengers. There are several organizations in the Racine area that provide assistance to Hispanic citizens. The BUS plans to work with one or multiple partners to translate information into Spanish for the new display information boards at the Downtown Transit Center and the new Transit Guide. In the future, other information pieces will include information in Spanish when warranted and cost efficient to provide.

The BUS will also work with the community organizations to provide a broad network of transit information to LEP persons. In addition, the BUS will work to establish a referral relationship with one or more of these organizations where the BUS can refer LEP persons to should the LEP person need language assistance beyond what the BUS can provide. The BUS will continue to monitor the LEP population in its service area and will adjust its LEP Plan to meet the needs of the BUS community.

***Process for monitoring, evaluating and updating the Language Access Plan.***

The four factor analysis clearly indicates that largest individual language group in the Racine area is the Spanish speaking population with an estimated 1.7% LEP classification for a total of 2300 individuals.

(a)

We currently actively recruit Spanish speaking drivers and support staff and our Operations Manager is a native Spanish speaker. In addition we print all materials in both English and Spanish. We intend to increase our efforts working with the Racine Unified School District (RUSD) as well Spanish neighborhood groups and Spanish Speaking focused congregations to assist people in understanding and effectively utilizing the transit system and its various components.

We are limited in our ability to directly focus on other LEP populations based on their small numbers but are sensitive to their needs. We do hire interpreters when needed and have an expanded electronic communications program (real time transit information) in the works that will require only limited English proficiency. (b)

Our outreach efforts are limited to existing marketing efforts but will be improved to work with the RUSD as well as neighborhood groups to identify unique populations and point out the availability of a “transit trainer” option. The “transit trainer” option has primarily been utilized so far by the disabled population which often includes LEP individuals. (c)

Monitoring of the plan shall be done, at a minimum, once per year as an individual component of an Annual Transit Performance Report that includes the setting of goals for the coming year. These reports are to be submitted and recorded as part of our annual application to the Wisconsin Department of Transportation and shall be reviewed and approved by the Racine Transit Commission.

The SE WI Regional Planning Commission will be engaged to regularly conduct updated evaluations and updates to the plan as prescribed in the FTA Office of Civil Rights LEP guidebook published April 13, 2007 and any subsequent updates. (d)

Sensitivity to the LEP population is a component of our initial driver training program and it is reinforced at quarterly Service Quality Improvement and Safety meetings that are required of all employees. (e)

Table 1

**PERSONS WITH LIMITED ENGLISH PROFICIENCY (LEP) IN  
THE SERVICE AREA FOR THE RACINE BELL URBAN SYSTEM: 2007-2011**

	Total Population Age Five and Over	Percent of Total Population
Total population	135,594	100.0
Population Speaking only English	119,999	88.5
Population Speaking Other Languages		
Speaking Spanish		
Total	11,502	8.5
With Limited English Proficiency <sup>a</sup>	2,300	1.7
Speaking Indo-European Languages		
Total	2,730	2.0
With Limited English Proficiency <sup>a</sup>	276	0.2
Speaking Asian and Pacific Islander Languages		
Total	1,046	0.8
With Limited English Proficiency <sup>a</sup>	199	0.1
Speaking Other Non-English Languages		
Total	317	0.2
With Limited English Proficiency <sup>a</sup>	56	Less than 0.1
All Other Non-English Languages		
Total	15,595	11.5
With Limited English Proficiency <sup>a</sup>	2,831	2.1

<sup>a</sup>Limited English Proficiency (LEP) persons were those who indicated in the 2007-2011 American Community Survey that they did not speak English well or spoke no English.

Source: U.S. Bureau of the Census American Community Survey, and SEWRPC.

Table 2

PERSONS WITH LIMITED ENGLISH PROFICIENCY (LEP) IN THE SERVICE AREA FOR RACINE BELLE URBAN SYSTEM BY CENSUS TRACT: 2007-2011

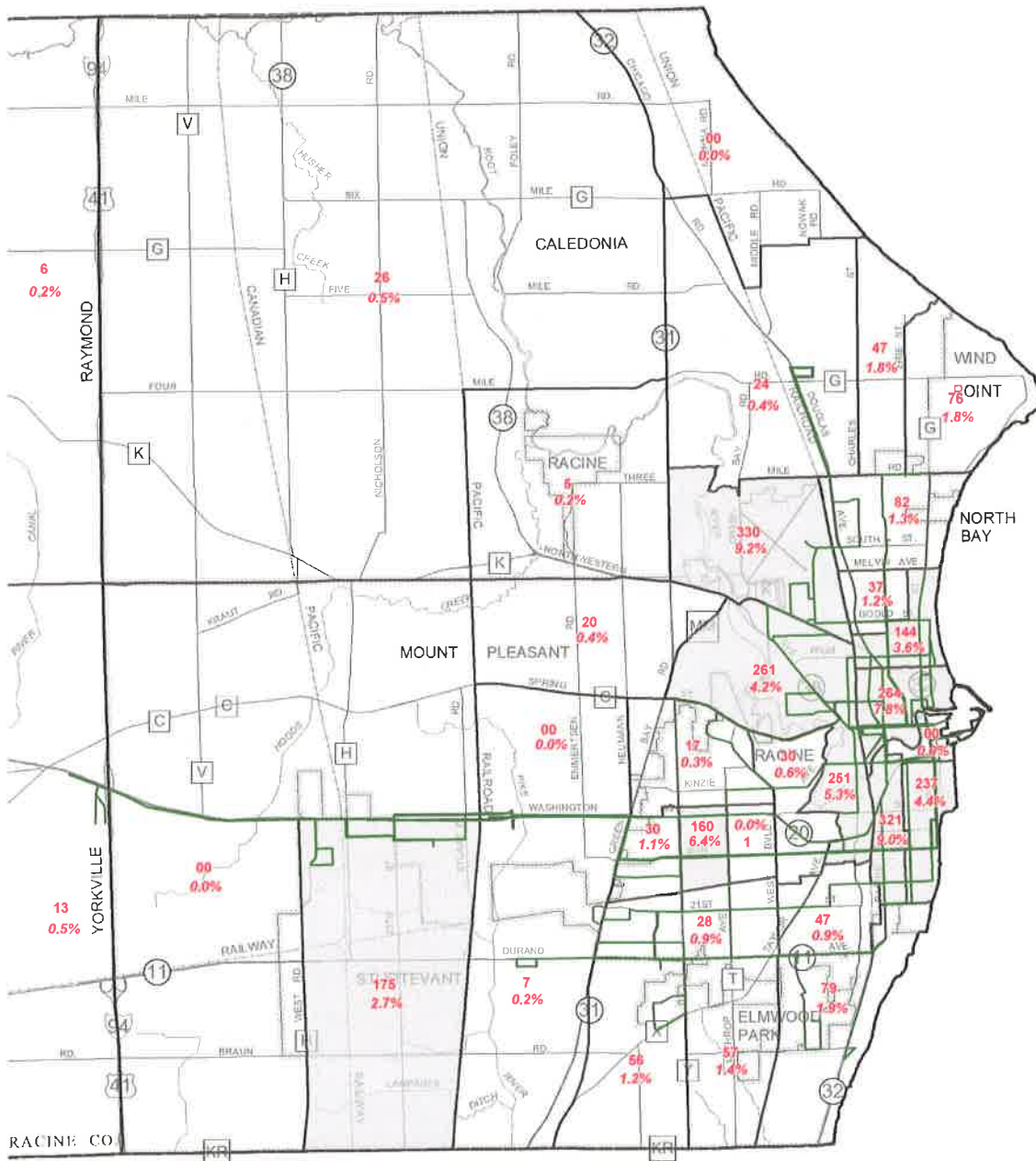
Census Tract	Population age 5 and over													Percent of Total Population Considered LEP <sup>a</sup>
	Total	Speaking Only English	Speaking Languages other than English											
			Speaking Spanish		Speaking Indo-European Languages		Speaking Asian and Pacific Islander Languages		Speaking Other Non-English Languages		All Non-English Languages			
			Total Persons	LEP <sup>a</sup> Persons	Total Persons	LEP <sup>a</sup> Persons	Total Persons	LEP <sup>a</sup> Persons	Total Persons	LEP <sup>a</sup> Persons	Total Persons	LEP <sup>a</sup> Persons		
100	889	836	53	--	--	--	--	--	--	--	--	53	--	--
<b>200</b>	<b>5,397</b>	<b>4,138</b>	<b>1,103</b>	<b>237</b>	<b>156</b>	--	--	--	--	--	--	<b>1,259</b>	<b>237</b>	<b>4.4</b>
<b>300</b>	<b>3,581</b>	<b>2,321</b>	<b>1,255</b>	<b>321</b>	<b>5</b>	--	--	--	--	--	--	<b>1,260</b>	<b>321</b>	<b>9.0</b>
<b>400</b>	<b>3,395</b>	<b>2,164</b>	<b>1,203</b>	<b>257</b>	<b>28</b>	<b>7</b>	--	--	--	--	--	<b>1,231</b>	<b>264</b>	<b>7.8</b>
<b>500</b>	<b>4,754</b>	<b>3,632</b>	<b>1,093</b>	<b>251</b>	<b>17</b>	--	<b>12</b>	--	--	--	--	<b>1,122</b>	<b>251</b>	<b>5.3</b>
600	5,280	4,765	493	30	22	--	--	--	--	--	--	515	30	0.6
700	5,002	4,413	483	47	89	--	17	--	--	--	--	589	47	0.9
800	4,114	3,491	623	79	--	--	--	--	--	--	--	623	79	1.9
901	3,000	2,800	144	21	40	7	3	--	13	--	--	200	28	0.9
903	4,075	3,695	180	37	158	12	39	8	3	--	--	380	57	1.4
904	4,852	4,509	118	10	199	46	26	--	--	--	--	343	56	1.2
1001	2,630	2,413	136	24	5	--	52	6	24	--	--	217	30	1.1
<b>1002</b>	<b>2,481</b>	<b>2,097</b>	<b>303</b>	<b>160</b>	<b>38</b>	--	--	--	<b>43</b>	--	--	<b>384</b>	<b>160</b>	<b>6.4</b>
1003	3,750	3,617	62	1	49	--	11	--	11	--	--	133	1	0.0
1100	5,952	5,217	389	14	131	3	115	--	--	--	--	635	17	0.3
<b>1201</b>	<b>3,596</b>	<b>3,073</b>	<b>383</b>	<b>274</b>	<b>115</b>	<b>56</b>	<b>3</b>	--	<b>22</b>	--	--	<b>523</b>	<b>330</b>	<b>9.2</b>
<b>1202</b>	<b>6,201</b>	<b>5,289</b>	<b>691</b>	<b>196</b>	<b>144</b>	<b>11</b>	<b>77</b>	<b>54</b>	--	--	--	<b>912</b>	<b>261</b>	<b>4.2</b>
1301	3,197	3,055	131	37	11	--	--	--	--	--	--	142	37	1.2
<b>1302</b>	<b>3,970</b>	<b>3,313</b>	<b>532</b>	<b>110</b>	<b>71</b>	--	<b>20</b>	--	<b>34</b>	<b>34</b>	--	<b>657</b>	<b>144</b>	<b>3.6</b>
1400	6,197	5,447	323	56	319	27	89	--	19	--	--	750	82	1.3
1501	3,488	3,402	61	--	10	--	6	--	9	--	--	86	--	--
1502	6,154	5,856	186	--	47	--	65	24	--	--	--	298	24	0.4
1504	2,583	2,218	127	14	130	19	80	14	28	--	--	365	47	1.8
1505	4,110	3,815	69	12	210	64	5	--	11	--	--	295	76	1.8
1601	5,685	5,286	195	--	48	--	143	26	33	--	--	419	26	0.5
1602	2,982	2,821	74	5	62	--	16	--	9	--	--	161	5	0.2
1701	3,342	3,075	79	--	86	7	102	--	--	--	--	267	7	0.2
<b>1702</b>	<b>6,398</b>	<b>5,763</b>	<b>346</b>	<b>89</b>	<b>146</b>	<b>17</b>	<b>100</b>	<b>47</b>	<b>43</b>	<b>22</b>	--	<b>635</b>	<b>175</b>	<b>2.7</b>
1703	3,752	3,220	315	--	202	--	--	--	15	--	--	532	--	--
1705	5,246	5,014	120	--	92	--	20	20	--	--	--	232	20	0.4
1706	3,338	3,132	96	--	65	--	45	--	--	--	--	206	--	--
1802	2,587	2,535	36	13	16	--	--	--	--	--	--	52	13	0.5
1900	3,716	3,597	100	6	19	--	--	--	--	--	--	119	6	0.2
<b>Total</b>	<b>135,594</b>	<b>119,999</b>	<b>11,502</b>	<b>2,300</b>	<b>2,730</b>	<b>276</b>	<b>1,046</b>	<b>199</b>	<b>317</b>	<b>56</b>	--	<b>15,595</b>	<b>2,831</b>	<b>2.1</b>

<sup>a</sup>Limited English Proficiency (LEP) persons were those who indicated in the 2007-2011 American Community Survey that they did not speak English well or spoke no English. Tracts where the percent of the total population that is LEP is above the average of 2.1 percent for the Racine area are shown in Bold print.

Source: U.S. Bureau of the Census American Community Survey, and SEWRPC.

Map 1

RACINE BELLE URBAN SYSTEM LIMITED ENGLISH PROFICIENCY (LEP) POPULATION: 2007-2011



- 296 TOTAL POPULATION WITH LIMITED ENGLISH PROFICIENCY IN TRACT
- 6.8% PERCENT OF TRACT POPULATION WITH LIMITED ENGLISH PROFICIENCY
- STREET WITH BUS ROUTE
- CENSUS TRACT BOUNDARY
- TRACT WITH A PERCENT LEP POPULATION THAT IS ABOVE THE AVERAGE OF 2.1% FOR THE BUS SERVICE AREA



Source: SEWRPC  
 AAB/lab/itm 11/20/2013  
 i:\TranWORK\Racine BUS\BUS Title VI\2010 LEP PoplRacine BUS-LEP Census Tracts 2010.mxd



## **ATTACHMENT G (revised)**

Table to be provided in next generation plan per FTA

### **MINORITY REPRESENTATION ON DECISION MAKING BODIES**

A 23-person advisory committee made up of transportation experts, local political leaders, and business and industry representatives oversaw the original planning for the system. Twenty-one of the members were white, one was black and one was Hispanic.

The latest "Racine Area Transit System Development Plan 2013-2017" was prepared with the assistance of a large advisory committee with multi-racial representation. In several cases, a local agency or unit of government was appointed to the committee and the specific individual asked to serve on the committee was left to the agency or government heads.

The City of Racine has in place a Transit and Parking Commission to set policy and oversee the operation of the transit system. By City ordinance, the Commission is comprised of one alderman and four citizens of the City of Racine. Citizen members are appointed by the Mayor and approved by the City Council and have generally expressed an interest in serving on a City Commission. The current Transit and Parking Commission is comprised of four white males and one white female. One member is a senior citizen.

Ultimate authority and decision making power rests with the 15 member Common Council of the City of Racine. The present make-up of the Common Council is 12 men and 3 women, with 2 of the men being black. There is one Hispanic member.

The Operations Manager of Belle Urban Transit is Hispanic and bilingual and there are several bilingual bus drivers. There are bilingual individuals in City Hall, where the main transit administrative offices are located. There have been no complaints from citizens about any difficulty in understanding due to language differences. The City does stand ready to use its resources and responsibility to make such services available to those who express an interest in and need for bilingual services. The transit system has an ongoing relationship with the Racine Spanish community and feels confident that this relationship can fulfill the needs that arise.

### ***Minority Involvement Encouragement***

We have not been as successful at recruiting minorities as we would like to be on the un-elected committees. Our Transit Commission has a rotating designated Common Council member and we will work at encouraging the Mayor to appoint one of the minority council members. We are establishing a para-transit service committee which will include representatives from the disabled community but will also provide an opportunity to get additional minority participation.

# **ATTACHMENT H (revised)**

## TITLE VI MONITORING OF CONTRACTORS

The City of Racine has only recently contracted for operation of an area Commuter Bus Service with a private provider.

The City's policy is to monitor the contractor's compliance with all federal regulations (including Title VI) on a regular basis. The program to accomplish this includes:

- A signed commitment to adhere to Title VI (and other) federal program requirements as part of the response to an RFP for services.
- Inclusion of the requirements as part of the actual contract with the operator.
- Quarterly site visits with the operator to review adherence to Title VI and other federal program requirements.
- Certification on monthly invoices that Title VI and other federal requirements are being adhered to.



# City of Racine

City Hall  
730 Washington Ave.  
Racine, WI 53403  
www.cityofracine.org

## Meeting Minutes - Final Transit and Parking Commission

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Wednesday, November 6, 2013

4:30 PM

City Hall, Room 106

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### Call To Order

*The meeting was called to order at 4:31 P.M.*

Present: Deborah Ganaway, Alderman Ray DeHahn, John Heckenlively, Mark Kowbel

Excused: Dustan Balkcom

Also Present: Al Stanek, Mark Yehlen, Willie McDonald, John Magee, Tom Karkow

### Approval of Minutes for the September 18, 2013 Meeting

*The minutes of the September 18, 2013 meeting were approved as printed. Passed unanimously.*

### Transit System Business

1. 13-9506 **Subject:** Commission review of proposed 2014 Transit and Parking Utility Budgets.

**Recommendation of the Transit and Parking Commission on 11-06-13:** The Common Council approve the 2014 Transit budget as proposed.

Further recommend that the Common Council approve the 2014 Parking Utility budget as proposed.

**Fiscal Note:** The 2014 Transit budget holds the City of Racine share stagnant at \$1.1 million. The Parking Utility budget is self-supporting and independent of the General Fund.

*Motion made by DeHahn, seconded by Heckenlively to approve the Transit budget. Passed unanimously.*

*Motion made by Kowbel, seconded by DeHahn to approve the Parking Utility budget. Passed unanimously.*

**Recommended For Approval**

2. 13-9507 **Subject:** Recommendation that the Mayor and Common Council

consider notifying the Transit Mutual Insurance Corporation of Wisconsin that it may exercise its right to withdraw from the corporation in 2015 subject to an analysis of comparable costs for comparable levels of insurance.

**Recommendation of the Transit and Parking Commission on 11-06-13:** Request that the Common Council pass a resolution notifying the Transit Mutual Insurance (TMI) Corporation of Wisconsin of the City's potential to terminate physical damage and/or vehicle liability insurance coverage in January 2015 subject to competitive bids for comparable insurance services.

**Fiscal Notes:** Competitive bids for insurance could produce lower Transit operation costs in 2015.

*Motion made by Heckenlively, seconded by Kowbel recommending the Common Council pass a resolution notifying TMI of the City of Racine's potential to terminate insurance coverage on January 1, 2015. Passed unanimously.*

**Recommended For Approval**

3. 13-9155

**Subject:** Proposal to reduce Physical Damage coverage on buses and BUS support vehicles to 80% of purchase price for vehicles purchased after 2004 and to 50% of purchase price for vehicles purchased in 2004 or before.

**Recommendation of Transit and Parking Commission on 07-17-13:** Defer

**Recommendation of the Transit and Parking Commission on 11-06-13:** Receive and file.

**Fiscal Note:** N/A

*Motion made by Kowbel, seconded by Heckenlively to receive and file. Passed unanimously.*

**Recommended to be Received and Filed**

4. 13-9505

**Subject:** Commission review of requirements of Title VI of the Civil Rights Act and approval of the Belle Urban System (BUS) Title VI Program including adoption of system wide standards for vehicle load factors, vehicle headways, on-time performance, service availability, transit amenities and vehicle assignment policies.

**Recommendation of the Transit and Parking Commission on 11-06-13:** Request the Common Council pass a resolution adopting the 2014 - 2016 Civil Rights Act Title VI Program reaffirming the City and Belle Urban Transit's commitment to providing services without regard to race, color, and national origin by establishing system

standards, policies and procedures.

**Fiscal Note:** N/A

*The Commission thoroughly reviewed and approved the 2014 - 2016 Title VI Program and recommended a City of Racine resolution in support of the program.*

*Motion made by DeHahn, seconded by Heckenlively to approve. Passed unanimously.*

**Recommended For Approval**

5. 13-9508

**Subject:** Review of the 9 months BUS ridership and revenue report.

**Recommendation of the Transit and Parking Commission on 11-06-13:** Receive and file.

**Fiscal Note:** N/A

*Motion made by Heckenlively, seconded by DeHahn to receive and file the General Manager's report. Passed unanimously.*

**Recommended to be Received and Filed**

6. 13-9509

**Subject:** Recommendation for approval of the Transit Systems Manager to serve on the Board of Directors of the Wisconsin Transportation Development Association.

**Recommendation of the Transit and Parking Commission on 11-06-13:** Approve.

**Fiscal Note:** Travel expenses for the estimated four meetings per year are included in the BUS budget.

*The Transportation Development Association (TDA) is a statewide group advocating for support of all transportation modes. The Transit and Parking System Manager was asked to serve as a representative of the Transit industry and the City of Racine.*

*Motion made by Kowbel, seconded by DeHahn to approve. Passed unanimously.*

**Recommended for Approval**

7. 13-9510

**Subject:** Recommendation that the Belle Urban System establish an "All-Day Pass" at a rate of \$4.

**Recommendation of the Transit and Parking Commission on 11-06-13:** The Belle Urban System establish an "All-Day Pass" as a customer fare option subject to compatibility with fare box system hardware and the ability to issue the "All-Day Pass" as an option to replace tokens issued by social service agencies.

**Fiscal Note:** Similar programs have increased both ridership and system revenue.

*The initial price should be \$4 and bus system policies to avoid abuse of the pass shall be developed.*

*Motion made by DeHahn, seconded by Heckenlively to approve. Passed unanimously.*

**Recommended For Approval**

### **Parking System Business**

8. 13-9511 **Subject:** Review of responses to our Request for Proposals for improved Parking Ramp equipment and Parking Ramp Management services.

**Recommendation of the Transit and Parking Commission on 11-06-13: Defer**

*Motion made by Kowbel, seconded by Heckenlively to defer. Passed unanimously.*

**Deferred**

### **Adjournment**

*The meeting was adjourned at 5:41 P.M.*

**If you are disabled and have accessibility needs or need information interpreted for you, please contact the Engineering Department, 636-9166, at least 48 hours prior to this meeting.**



# City of Racine

City Hall  
730 Washington Ave.  
Racine, WI 53403  
www.cityofracine.org

## Certified Copy

Resolution: Res.13-0466

**File Number: Res.13-0466**

Resolution Approving of the Racine Transit Commission 2014 - 2016 Title VI Program

WHEREAS, the City of Racine through the Belle Urban Transit System, receives Federal financial assistance; and

WHEREAS, the reporting requirements of 49 CFR section 21.9(b) requires that all direct and primary recipients of financial assistance document their compliance by submitting a Title VI Program to the regional Federal Transit Administration officer once every three years; and

WHEREAS, it is required that the City of Racine provide a resolution or similar documentation with the Title VI Program as evidence that it has approved the Title VI Program.

NOW, THEREFORE, BE IT RESOLVED by the City of Racine, that it hereby approves the 2014 - 2016 Racine Transit Commission Title VI Program.

Fiscal Note: n/a

I, Vikki L. Zuehlke, certify that this is a true copy of Resolution No. Res.13-0466, passed by the Common Council on 11/19/2013.

Attest: Vikki L. Zuehlke  
Vikki L. Zuehlke  
Asst. City Clerk

11.20.13  
Date Certified

# ATTACHMENT K

## (revised)

### Service Standards and Policies

#### VEHICLE LOAD

The Belle Urban System has adopted the following service standard for vehicle load factors:

Public transit service should be designed to provide adequate capacity to meet existing and projected demand. The average minimum load factor for local transit service during peak periods should not exceed 1.25. During off-peak periods the maximum load factor should not exceed 1.0.

#### VEHICLE HEADWAY

Thirty-minute weekday bus service is scheduled on five Main routes from approximately 5:30 AM to 8:10AM and between 2:10PM to 4:40 PM. Limited hourly bus service on those five main routes is scheduled approximately between 8:10AM and 2:10PM and approximately between 5:10PM and 9:10PM.

Saturday bus service is scheduled hourly on five main routes approximately from 6:10 AM to 6:10PM. Sunday bus service is scheduled on those routes approximately between 10:10 AM and 6:10 PM.

Two routes that primarily provide service to Industrial Parks and employment centers have half hour service scheduled from approximately 5:30AM to 8:10AM and between 2:10PM to 4:40PM. Limited hourly bus service on those routes is scheduled approximately between 8:10AM and 2:10PM and approximately between 5:10PM and 6:10PM.

One route primarily connecting western suburban communities has hourly bus service scheduled approximately between 8:10AM and 6:10PM weekdays. Express service to major employers in that same corridor is provided during weekdays to coincide with shift arrivals and departures varying between approximately 6:20AM and 11:20PM.

Supplementary bus service is provided weekdays during school periods along to absorb additional capacity from existing middle and high school locations along existing routes.

Complimentary para-transit bus service is offered within  $\frac{3}{4}$  of a mile of all non-express bus routes to match the hours of bus service available to the general public.

#### ON-TIME PERFORMANCE 4(a)(3)

No other element of transit service is more important to the user than is on-time operation. On-time operation permits the user to minimize this wait-time and to confidently schedule his transit trips.



The ultimate goal is 100% on-time operation. However, the on-time performance of transit vehicles may be affected by many factors including traffic conditions, traffic controls, changes in load factors, mechanical failures, variations in operator performance, inclement weather, and other unanticipated emergencies.

Fixed route and express vehicles are considered on time if they depart a scheduled time point no more than thirty (30) seconds early and no more than five (5) minutes late. The system wide goal is 90% or better. We continuously monitor on-time performance through our automatic vehicle location system (AVL) and fixed route and express bus service on-time performance consistently exceeds 95% and only in rare weather conditions dips below the 90% target.

Paratransit performance is considered on-time if it is less than thirty (30) seconds early to a requested pick-up and less than 10 (ten) minutes late to a scheduled drop-off. We traditionally have monitored performance through trip logs and have recently implemented a paratransit scheduling software program that generates daily and monthly average on-time percentages. The goal for paratransit service on-time performance is 90%.

#### SERVICE AVAILABILITY 4(a)(4)

The Belle Urban System distributes transit service so that, at a minimum, 90% of all residents of the service area are within a ¼ mile walk of fixed route bus service and 100% of paratransit customers are within ¾ of a mile of an existing non-express fixed bus route.

Local fixed route bus stops are designed to be no more than 4 blocks apart and express route stops are designed to be no more than one half to three quarters apart. Paratransit pick-ups and drop offs are currently door-to-door.

The Belle Urban System measures its community access using the following standards:

- 30 minutes overall travel time to at least 40% of the area's employment opportunities.
- 45 minutes overall travel time to a regional retail and service center.
- 30 minutes overall travel time to a major medical center or a hospital and/or medical clinic.
- 40 minutes overall travel time to a public outdoor regional recreation area.

Census tracts 1, 2, 3, 4, 5, 8 and 10.01 exceed the region wide average of minority individuals. The CBD is in census tract 1. Roughly 90% of all employment centers are within the appropriate travel time of the minority rich census tracts. A 2013 Transit Development Plan indicated adequate transit services, within trip time parameters, to retail centers, medical facilities, recreation areas and higher education facilities.

There is no bus service on all routes uniformly on the following six holidays: New Years Day, Memorial Day, Fourth of July holiday, Labor Day, Thanksgiving Day and Christmas Day.

## DISTRIBUTION OF TRANSIT AMENITIES 4(b)(1)

Installation of transit amenities along bus routes is based on the number of passenger boardings at stops and stations along the various routes.

The Belle Urban System has bus shelters at 56 locations around the City with each route having shelters bases on utilization and policy standards. Installation of bus patron passenger shelters is based on the following policy and standards:

Bus patron passenger shelters shall generally be installed where passenger loading is greatest and in locations where customers may be waiting with groceries and other parcels that may need to be sheltered from the elements.

Construction of bus passenger shelters at major secondary and tertiary transit loading points should generally be considered where one or more of the following conditions exist:

- The location has boarding passenger volumes of 50 or more passengers per day.
- The location is a major passenger transfer point between bus routes.
- The location serves major facilities designed specifically for the use of, or is frequently used by, elderly and disabled persons.

## VEHICLE ASSIGNMENT

The Belle Urban System fleet roster as of November 30, 2013 is as follows:

<u>Number of Vehicles</u>	<u>Year of Manufacture</u>	<u>Seating Capacity</u>	<u>ADA Accessibility</u>
7 - Para	2009	12	Yes
10 - FR	2004	35	Yes
3 - FR	2009	32	Yes
5 - FR	2011	32	Yes
3 - FR	2012	32	Yes
<u>14 - FR</u>	2013	32	Yes

42 total transit vehicles

Fixed route buses are randomly assigned to all routes and no preference is given for service on any one route over another. All vehicles are the same size and same manufacturer. The 10 2004 fixed route buses have slightly more seating because of one less required wheel chair stanchion.

Average fixed route age of fleet is 3.7 years. Average paratransit fleet age is 4.