

# City of Racine, Wisconsin Transit Department



## Civil Rights Title VI Program 2023 - 2025

**Adopted by:** City of Racine Transit Commission  
\_\_\_\_\_

**Adopted on:** \_\_\_\_\_

*This revised Title VI plan is hereby approved and signed by:*

**Executive Name/Title:** City of Racine Mayor Cory Mason  
\_\_\_\_\_  
**Executive Signature:** \_\_\_\_\_

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## INTRODUCTION

RYDE Racine is administered by the City of Racine, Wisconsin. It includes a fixed-route bus service and its complementary paratransit service DART, or Dial-A-Ride-Transit. These services are regulated and operated to be in compliance with Civil Rights Title VI program.

- Title VI refers to the Federally Funded Programs portion of the Civil Rights Act of 1964.
- Title VI prohibits discrimination by recipients of Federal financial assistance on the basis of race, color, and national origin, including the denial of meaningful access for Limited English Proficiency (LEP) persons.
- Under the U.S. Department of Transportation's (DOT's) Title VI regulations, recipients of Federal financial assistance are prohibited from, among other things, using "criteria or methods of administering its program which have the effect of subjecting individuals to discrimination based on their race, color, or national origin."
- 49 CFR Section 21.9(b) requires that all direct and primary recipients of financial assistance, such as RYDE Racine, document their compliance by submitting a Title VI Program to the regional Federal Transit Administration (FTA) office once every three years.
- This document is a Title VI Program that demonstrates how the City of Racine is complying with Title VI requirements.
- This Title VI Program covers years 2023-25. Racine's previous Title VI program was 2020-22.
- The Title VI Program must be approved by the recipient's board of directors or appropriate governing entity or official(s) responsible for policy decisions prior to submission to FTA. This program, including this introduction, was reviewed and adopted by the Transit Commission of the City of Racine. The record of this adoption is included as the last section of this program.
- This Title VI Program includes System-Wide Service Standards and Policies, Demographic Data, and Evaluation of Service and Fare Changes.

## **A. CIVIL RIGHTS TITLE VI NOTICE TO THE PUBLIC**

A Title VI Notice to the Public appears prominently at the following locations:

- City Hall
- RYDE Racine Website
- Buses
- Transit Center
- Printed Schedules
- RYDE Racine Administrative Office

See Following Example:

# Public Notification of Civil Rights under Title VI

## 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) 636-9599, email [rashanda.cainion@cityofracine.org](mailto:rashanda.cainion@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 <https://www.cityofracine.org/Racine-Transit/>.
- 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.

## **B. CIVIL RIGHTS TITLE VI COMPLAINT PROCEDURES**

### **CITY OF RACINE HOW TO FILE A CIVIL RIGHTS TITLE VI DISCRIMINATION COMPLAINT**

The City of Racine/RYDE Racine 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 and return it to:

Affirmative Action Officer

Phone: (262) 636-9599

Email: [rashanda.cainion@cityofracine.org](mailto:rashanda.cainion@cityofracine.org),

City of Racine Human Resources Department - Room 204, 730 Washington Avenue, Racine, WI, 53404.

Please 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

## C. CIVIL RIGHTS TITLE VI COMPLAINT FORM

RYDE Racine

### 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

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: \_\_\_\_\_

**Section VI**

Name of agency complaint is against:

\_\_\_\_\_  
Contact person:

\_\_\_\_\_  
Title: \_\_\_\_\_

Telephone number: \_\_\_\_\_

**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:**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

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

Affirmative Action Officer

Phone: (262) 636-9599

Email: rashanda.cainion@cityofracine.org,

City of Racine Human Resources Department - Room 204, 730 Washington Avenue, Racine, WI, 53404.



**D. LIST OF TRANSIT-RELATED CIVIL RIGHTS TITLE VI COMPLAINTS**

No complaints were received.

## **E. PUBLIC PARTICIPATION PLAN**

### **Public Involvement Plan**

The purpose of the Public Involvement Plan is to establish procedures that allow for, encourage, and monitor participation in the development of plans, programs and services for citizens within City of Racine- RYDE Racine service area including but not limited to low income and minority individuals, and those with limited English proficiency (LEP).

While traditional means of soliciting public involvement may not reach such individuals, or might not allow for meaningful avenues of input, the intent of this effort is to take reasonable actions to provide opportunities for historically under-served populations to participate in transportation decision making efforts.

#### **Goal**

The goal of public involvement is to offer real opportunities for the engagement of all citizens within City of Racine- RYDE Racine service area to participate in the development of plans, programs and services.

#### **Strategies**

In order to promote inclusive public participation, City of Racine- RYDE Racine uses the following strategies, as appropriate.

- Coordination and Consultation
  - Coordinate and consult with partners, stakeholders, program participants, and the public impacted by the distribution of state and federal transit grant programs.
  - Seek guidance and input from Wisconsin Department of Transportation on public involvement mechanisms and strategies.
- Accessibility and Information
  - Meetings
    - Adhere to state and federal public hearing requirements.
    - Provide a general notification of meetings, particularly forums for public input, in a manner that is understandable to all populations in the area.
    - Hold meetings in locations which are accessible and reasonably welcoming to all area residents including, but not limited to, low-income and minority members of the public.
    - Employ different meeting sizes and formats.
    - Provide avenues for two-way flow of information and input from populations which are not likely to attend meetings.
  - Make public information available in electronically accessible formats.

- Use social media in addition to other resources to gain public involvement.
- Use multimedia to serve LEP populations.
- Expand traditional outreach methods by having a presence at ethnic stores/markets, restaurants, community centers, libraries, faith-based institutions, local festivals, etc.
- Timeliness
  - Provide timely information about state and federal grant programs to impacted program participants, the public, partner agencies, and other interested parties.
  - Provide adequate notice of public involvement activities with time for public review and comment.
- Public Comment
  - Work openly and diligently to incorporate public comments received and to notify respondents of final plans, reports, programs, etc.
  - Provide for early, frequent and continuous engagement by the public.
- Social/Environmental Justice
  - Seek and consider the needs of those traditionally underserved by participating in outreach efforts that address the needs of minority persons, the elderly, persons with disabilities, LEP individuals, and low-income households.
  - Determine what non-English languages and other cultural barriers exist to public participation within the City of Racine- RYDE Racine service area.
- Training
  - Participate in training to continuously improve the knowledge and understanding of civil rights and environmental justice principles.
- Evaluation
  - Document and maintain records of public outreach efforts.
  - Review the effectiveness of public participation activities.
  - Seek new ways to providing public input opportunities.

## **Participation Techniques**

City of Racine- RYDE Racine will use the following participation techniques as deemed appropriate. Participation techniques will be reviewed and modified each year.

- Booth at Community events
- Advisory meetings and committees
- Website and social media
- Project-specific articles
- Public information meetings
- Legal advertisements
- Presentations to community partners, citizens/residents, etc.
- Press releases, meetings with local media representatives
- Surveys (telephone, internet, and public information meetings)
- Work with partner organizations

## Public Outreach Activities

City of Racine- RYDE Racine maintains a log/record of the various types of outreach activities it uses to promote inclusive public participation. On an annual basis, City of Racine- RYDE Racine reviews its log of outreach activities to determine if additional or different strategies are needed to promote inclusive public participation.

The direct public outreach and involvement activities conducted by City of Racine- RYDE Racine are summarized below.

<b>Event Date</b>	<b>Event</b>	<b>Date Publicized and Communication Method</b> (Public Notice, Posters, Social Media, etc.)	<b>Outreach Method</b> (Meeting, Focus Group, Survey, etc.).	<b>Staff Members Responsible</b>	<b>Notes</b>
Monthly	Transit Commission Meetings	Public notice on City Legislative Calendar	Public Meeting	Transit & Mobility Director General Manager	
Varies	Public Events	Public notice on Social Media Sites, Varies based on host of the event's marketing strategy.	Group Presentations Booth/table presentation Bus presentation	Transit & Mobility Director Staff as needed	See examples below.
Varies	Marketing	Advertising in multiple ethnic publications, newspapers and event communications.	Advertisements with current information on how to utilize RYDE Racine services.	Transit & Mobility Director General Manager	See examples below.

3 regular publication sources:

<http://journaltimes.com/>

<http://www.spanishjournal.com/>

<https://theracinemirror.wordpress.com/>

Examples include:

Hölzel, D. (2022, March 1). *How Racine is pursuing 'equity' in its public transportation system*. Journal Times. Retrieved September 15, 2022, from [https://journaltimes.com/news/local/how-racine-is-pursuing-equity-in-its-public-transportation-system/article\\_109d74c1-fa0f-5426-9869-4651360faf22.html](https://journaltimes.com/news/local/how-racine-is-pursuing-equity-in-its-public-transportation-system/article_109d74c1-fa0f-5426-9869-4651360faf22.html)

Journal Times staff. (2022, February 2). *A seat will be reserved for Rosa Parks on every Racine bus Friday. Here's why*. Journal Times. Retrieved September 19, 2022, from [https://journaltimes.com/news/local/a-seat-will-be-reserved-for-rosa-parks-on-every-racine-bus-friday-heres-why/article\\_3400d084-8f6c-5fbe-aed2-93f520d32861.html#tncms-source=login](https://journaltimes.com/news/local/a-seat-will-be-reserved-for-rosa-parks-on-every-racine-bus-friday-heres-why/article_3400d084-8f6c-5fbe-aed2-93f520d32861.html#tncms-source=login)

Williams, S. (2022, March 27). [https://journaltimes.com/news/local/no-politics-zone-racine-leaders-deliver-plain-talk-on-what-is-holding-back-minorities/article\\_36bccd00-ad2a-11ec-a112-83e3724662a0.html](https://journaltimes.com/news/local/no-politics-zone-racine-leaders-deliver-plain-talk-on-what-is-holding-back-minorities/article_36bccd00-ad2a-11ec-a112-83e3724662a0.html). Journal Times. Retrieved September 19, 2022, from <https://journaltimes.com/>

*\*The Public Participation Plan was approved as a component of the Title VI Program. The approvals for the Title VI Program are found at the end of the Title VI Program.*

## F. LANGUAGE ASSISTANCE PLAN

### Limited English Proficiency (LEP) Plan

#### Overview

As a recipient of federal financial funding, RYDE Racine is required to prepare a Limited English Proficiency (LEP) Plan to address its responsibilities relating to the needs of individuals with limited English language skills.

This plan has been prepared in accordance with [Title VI of the Civil Rights Act of 1964, 42 U.S.C 2000d, et seq](#), and its implementing regulations which state that no person shall be subjected to discrimination on the basis of race, color, or national origin.

[Executive Order 13166 “Improving Access to Services for Persons with Limited English Proficiency”](#), issued in 2000 clarified Title VI of the Civil Rights Act of 1964. It stated that individuals who do not speak English well and who have a limited ability to read, write, speak, or understand English are entitled to language assistance under Title VI in order to access public services or benefits for which they are eligible. While most individuals in Wisconsin read, write, speak, and understand English; for some individuals English is not their primary language. If these individuals have a limited ability to read, write, speak or understand English, they are considered Limited English Proficient (LEP).

Recipients of federal financial funding are also required to implement LEP plans in accordance with guidelines of the federal agency from which the funds are provided. [FTA Circular 4702.1B – Title VI Requirements and Guidance for FTA Recipients](#) provides guidance and instructions for LEP Plan development.

#### Plan Summary

RYDE Racine has developed this *Limited English Proficiency Plan* to identify reasonable steps for providing language assistance to persons with limited English proficiency (LEP) who wish to access services provided by RYDE Racine.

This plan outlines how to identify a person who may need language assistance, how to inform a LEP person language assistance is available, the ways in which assistance may be provided, and staff training.

#### Plan Components

As a recipient of federal financial funding, RYDE Racine is required to take reasonable steps to ensure meaningful access to programs and activities by LEP persons.

This plan includes the following elements:

1. The results of the *Four Factor Analysis*, including a description of the LEP population(s), served.

2. A description of the following:

- How language assistance services are provided.
- How LEP persons are informed of the availability of language assistance services.
- How the language assistance plan is monitored and updated.
- How employees are trained to provide language assistance to LEP persons.

To prepare this plan, RYDE Racine conducted a four-factor analysis which considers the following:

**Factor 1 - Demography**

**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 RYDE service area was derived from the 2016-2020 U. S. Census American Community Survey (ACS) population figures for questions on language use and English-speaking ability asked of persons aged 5 and over. The total population aged 5 and over for the years 2016-2020 for the ACS in the census tracts representing the RYDE service area was 135,811 persons. Of this total, 15,410 or 11.3 percent, spoke a language other than English at home, with the majority (76.2 percent) speaking Spanish. A total of 2,005 persons indicated that they spoke English "not well" or "not at all." This figure represents about 1.5 percent of the total service area population and about 11 percent of those speaking another language at home. Persons who speak English "not well" or "not at all" are considered to be LEP persons for the purposes of this plan.

The figures and percentage of the population age 5 and over that are considered as LEP persons are shown in Tables 1.1 and 1.2. Map 1.1 displays the census tracts where the LEP population was greater than the average for the RYDE service area of 1.48 percent noted above. About 88 percent of the LEP population is contained in the 13 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 56 to 216 persons and represented from 1.5 to 5.7 percent of the population aged 5 and over in the census tracts representing the RYDE service area. The vast majority (89.3 percent) of the LEP population for RYDE speaks Spanish.

**Factor 2 – Frequency**

**Frequency of contact with LEP persons.**

RYDE Racine reviewed the frequency with which its staff have or could have contact with LEP persons in the conduct of RYDE Racine activities. This includes a review of documented phone inquiries, office visits, and encounters at public meetings and community events. Within the last year, RYDE Racine staff has had (0) zero requests for interpreters and 1 request for enhanced website content to meet LEP requirements for Spanish-speaking consumers. As a result RYDE Racine has engaged in a website overhaul and relaunch to better serve the Spanish-speaking consumers in the RYDE Racine service area.



RYDE Racine staff is trained on what to do when they encounter a person with limited English proficiency.

### **Factor 3 – Importance**

#### **Nature and importance of program to LEPs.**

RYDE Racine receives federal financial funding to provide transportation service in the City of Racine and surrounding municipalities in Racine County. Federal financial funding also supports the purchase of vehicles for its program and services for seniors and individuals with disabilities.

RYDE Racine understands a LEP person with a language barrier also faces difficulties obtaining health care, education, access to employment and nutrition meal sites, recreational services and socialization. Public transportation services provide a key role in connecting LEP people to these essential services.

### **Factor 4 – Resources and Costs**

#### **Resources available and overall cost to provide LEP assistance.**

RYDE Racine does not have a separate budget for LEP outreach, it continuously explores ways to implement low-cost methods of notifying LEP persons of public transportation services. Outreach efforts include maintaining a website, utilizing social media, developing and printing brochure/materials and having a visible presence in our community (e.g., participating in job fairs, parades, community events, etc.) to promote public transportation services. Additional low-cost outreach methods to reach LEP communities include but are not limited to activities such as visiting neighborhood stores/markets, restaurants, community centers, libraries, faith-based institutions and local festivals. The cost is relatively low but the ability to reach the LEP population is high.

RYDE Racine does serve the Spanish-speaking population by providing schedules and materials in Spanish. RYDE Racine prioritizes hiring bilingual staff.

### **Overview - Language Assistance Services**

If a person does not speak English as their primary language and is LEP, that person may be entitled to language assistance with respect to RYDE Racine programs and services. Language assistance can include interpretation and/or translation from one language into another language.

RYDE Racine will take reasonable steps to provide the opportunity for meaningful access to LEP individuals who have difficulty communicating in English.

RYDE Racine offers the following measures:

- Make translated versions (or provide for the interpretation of relevant sections) of all documents/publications available upon requests, within a reasonable time frame.
- Work with translation services as necessary to assist with the development of bilingual outreach materials.
- Utilize Wisconsin Relay 7-1-1, the state of Wisconsin resource to assist with communication needs <http://www.wisconsinrelay.com/> and <http://www.wisconsinrelay.com/features>
- Utilize online resources such as Google Translate to assist with the translation of documents. The main downside of this approach is accuracy. As such, this option will be used by RYDE Racine on limited basis. Instead, RYDE Racine will seek assistance from fluent speakers on staff.
- Prioritize the hiring of bilingual staff.

### **Public Outreach – Informing LEP Persons of Language Assistance Services**

RYDE Racine uses the following steps to inform LEP persons of the availability of language assistance services:

- Posts the Title VI/LEP *Notice of Nondiscrimination* on its website. The notice includes a sentence written in Spanish providing instructions on how to contact RYDE Racine to request information.
- Develop and maintain cooperative relationships with key agencies/community organizations that serve LEP populations in the area or region. These entities can assist in providing or verifying translations and/or identifying gaps in assistance to persons with LEP needs.
- Utilize translation services such a fluent speaker on staff, seeking out language assistance from community organizations, Wisconsin Relay 7-1-1, the state of Wisconsin resource to assist with communication needs <http://www.wisconsinrelay.com/> and <http://www.wisconsinrelay.com/features>

### **Monitoring, Evaluating and Updating the Plan**

RYDE Racine will review the LEP Plan on an annual basis. Review and updates will include the following:

- How the needs of LEP persons have been addressed.
- Determine whether the need for translation services have changed.
- Determine with existing language assistance services are effective and sufficient to meet the needs of LEP persons.
- Determine whether complaints have been received concerning RYDE Racine failure to meet the needs of LEP individuals.

- Sufficiency of staff training.
- Review of any new opportunities for LEP communication.
- Determine whether financial resources are needed to fund language assistance services.

### **Training Staff**

The following training will be provided to RYDE Racine staff:

- Information on RYDE Racine Title VI Non-Discrimination Plan and LEP responsibilities.
- Description of language assistance services offered to the public.
- How to handle Title VI Non-Discrimination and LEP complaints.

## **G. MEMBERSHIP OF COMMITTEES AND COUNCILS**

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

The City of Racine has in place a Transit Commission to set policy and oversee the operation of the transit system. The Transit Commission is a joint commission with the Village of Mount Pleasant, a neighboring municipality that utilizes RYDE Racine services and financially contributes to RYDE Racine. By City ordinance, the Commission is comprised of alderman, citizens of the City of Racine, and members from the Village of Mount Pleasant, Wisconsin. City of Racine citizen members are appointed by the Mayor and approved by the City of Racine Common Council. The Village of Mount Pleasant members are appointed by The Mount Pleasant Village President and approved by the Mount Pleasant Village Board. The current Transit Commission is comprised of 1 Black woman (chairwoman), 2 Black men, 1 Hispanic woman, 2 White women, and 1 Asian man.

Financial 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 8 men, 6 women and 1 vacancy; 7 of the sitting alders are people of color.

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

#### **Efforts to Encourage Minority Participation**

The City of Racine- RYDE Racine understands diverse representation on committees, councils and boards results in sound policy reflective of its entire population. As such, City of Racine- RYDE Racine encourages participation of all its citizens. As vacancies on non-elected boards, committees and councils become available, City of Racine- RYDE Racine will make efforts to encourage and promote diversity.

To encourage participation on its boards, committees and councils, City of Racine- RYDE Racine will continue to reach out to community organizations to connect with all population groups in its service area. In addition, City of Racine- RYDE Racine will use creative ways to make participating realistic and reasonable, such as scheduling meetings at times best suited to its members.

## **H. CONTRACTOR COMPLIANCE**

### **TITLE VI MONITORING OF CONTRACTORS**

The City of Racine has one contract 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.

**Table 1.1**  
**Persons with Limited English Proficiency (LEP) in**  
**the Service Area for the RYDE Racine System: 2016-2020**

<b>Population Group</b>	<b>Total Population Age Five and Over</b>	<b>Percent of Total Population</b>
Total Population	135,811	100.0
Population Speaking only English	120,401	88.7
Population Speaking Spanish		
Total	11,742	8.6
With Limited English Proficiency <sup>a</sup>	1,791	1.3
Population Speaking Indo-European Languages		
Total	2,501	1.8
With Limited English Proficiency <sup>a</sup>	93	0.1
Population Speaking Asian and Pacific Islander Languages		
Total	755	0.6
With Limited English Proficiency <sup>a</sup>	121	0.1
Population Speaking Other Non-English Languages		
Total	412	0.3
With Limited English Proficiency <sup>a</sup>	0	<0.1
Population All Non-English Languages		
Total	15,410	11.3
With Limited English Proficiency <sup>a</sup>	2,005	1.5

<sup>a</sup> Limited English Proficiency (LEP) persons were those who indicated in the 2016-2020 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 1.2

## Persons With Limited English Proficiency (LEP) in the Service Area for the RYDE Racine System by Census Tract: 2016-2020

Census Tract	Population age 5 and over												
	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	Percent of Total Population Considered LEP <sup>a</sup>
<b>2</b>	<b>5,407</b>	<b>4,464</b>	<b>888</b>	<b>167</b>	<b>55</b>	--	--	--	--	--	<b>943</b>	<b>167</b>	<b>3.09</b>
<b>4</b>	<b>3,107</b>	<b>2,175</b>	<b>932</b>	<b>177</b>	--	--	--	--	--	--	<b>932</b>	<b>177</b>	<b>5.70</b>
<b>5</b>	<b>4,470</b>	<b>3,244</b>	<b>1,203</b>	<b>216</b>	--	--	--	--	<b>23</b>	--	<b>1,226</b>	<b>216</b>	<b>4.83</b>
<b>6</b>	<b>5,301</b>	<b>4,514</b>	<b>663</b>	<b>93</b>	<b>85</b>	--	<b>39</b>	--	--	--	<b>787</b>	<b>93</b>	<b>1.75</b>
<b>7</b>	<b>5,089</b>	<b>4,355</b>	<b>655</b>	<b>107</b>	<b>79</b>	<b>19</b>	--	--	--	--	<b>734</b>	<b>126</b>	<b>2.48</b>
<b>8</b>	<b>4,318</b>	<b>3,648</b>	<b>633</b>	<b>101</b>	<b>37</b>	--	--	--	--	--	<b>670</b>	<b>101</b>	<b>2.34</b>
<b>9.01</b>	<b>3,268</b>	<b>2,876</b>	<b>392</b>	<b>130</b>	--	--	--	--	--	--	<b>392</b>	<b>130</b>	<b>3.98</b>
9.03	3,990	3,319	533	8	81	--	47	9	10	--	671	17	0.43
9.04	4,868	4,319	320	63	207	--	22	--	--	--	549	63	1.29
10.01	2,066	1,924	142	13	--	--	--	--	--	--	142	13	0.63
10.02	2,401	2,147	186	14	68	--	--	--	--	--	254	14	0.58
<b>10.03</b>	<b>3,873</b>	<b>3,438</b>	<b>353</b>	<b>94</b>	<b>10</b>	--	<b>72</b>	<b>61</b>	--	--	<b>435</b>	<b>155</b>	<b>4.00</b>
11.01	3,767	3,666	37	--	64	--	--	--	--	--	101	--	0.00
11.02	1,860	1,600	75	--	79	--	106	--	--	--	260	--	0.00
12.01	3,100	2,678	269	--	142	--	--	--	11	--	422	--	0.00
<b>12.02</b>	<b>6,131</b>	<b>5,144</b>	<b>714</b>	<b>257</b>	<b>236</b>	<b>16</b>	--	--	<b>37</b>	--	<b>987</b>	<b>273</b>	<b>4.45</b>
<b>13.01</b>	<b>4,005</b>	<b>3,639</b>	<b>333</b>	<b>54</b>	<b>11</b>	--	<b>22</b>	<b>17</b>	--	--	<b>366</b>	<b>71</b>	<b>1.77</b>
13.02	3,659	3,224	306	--	6	--	--	--	123	--	435	--	0.00
14.01	2,967	2,889	16	--	47	--	15	--	--	--	78	--	0.00
14.02	3,310	3,159	59	--	51	--	41	22	--	--	151	22	0.67
15.01	3,155	2,875	189	--	84	--	--	--	7	--	280	--	0.00
15.04	2,688	2,380	132	12	93	--	27	--	56	--	308	12	0.45
<b>15.05</b>	<b>3,774</b>	<b>3,231</b>	<b>211</b>	<b>38</b>	<b>193</b>	<b>6</b>	<b>91</b>	<b>12</b>	<b>48</b>	--	<b>543</b>	<b>56</b>	<b>1.48</b>
15.06	3,607	3,422	145	--	40	--	--	--	--	--	185	--	0.00
15.07	3,125	2,996	42	--	11	--	48	--	28	--	129	--	0.00
16.01	6,245	5,706	347	--	140	--	40	--	12	--	539	--	0.00
16.02	2,888	2,721	58	--	88	--	--	--	21	--	167	--	0.00

**Table 1.2**  
**Persons With Limited English Proficiency (LEP) in the Service Area for the RYDE Racine System by Census Tract: 2016-2020**

Census Tract	Population age 5 and over												
	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	Percent of Total Population Considered LEP <sup>a</sup>
<b>2</b>	<b>5,407</b>	<b>4,464</b>	<b>888</b>	<b>167</b>	<b>55</b>	--	--	--	--	--	<b>943</b>	<b>167</b>	<b>3.09</b>
<b>4</b>	<b>3,107</b>	<b>2,175</b>	<b>932</b>	<b>177</b>	--	--	--	--	--	--	<b>932</b>	<b>177</b>	<b>5.70</b>
<b>5</b>	<b>4,470</b>	<b>3,244</b>	<b>1,203</b>	<b>216</b>	--	--	--	--	<b>23</b>	--	<b>1,226</b>	<b>216</b>	<b>4.83</b>
<b>6</b>	<b>5,301</b>	<b>4,514</b>	<b>663</b>	<b>93</b>	<b>85</b>	--	<b>39</b>	--	--	--	<b>787</b>	<b>93</b>	<b>1.75</b>
<b>7</b>	<b>5,089</b>	<b>4,355</b>	<b>655</b>	<b>107</b>	<b>79</b>	<b>19</b>	--	--	--	--	<b>734</b>	<b>126</b>	<b>2.48</b>
<b>8</b>	<b>4,318</b>	<b>3,648</b>	<b>633</b>	<b>101</b>	<b>37</b>	--	--	--	--	--	<b>670</b>	<b>101</b>	<b>2.34</b>
<b>9.01</b>	<b>3,268</b>	<b>2,876</b>	<b>392</b>	<b>130</b>	--	--	--	--	--	--	<b>392</b>	<b>130</b>	<b>3.98</b>
9.03	3,990	3,319	533	8	81	--	47	9	10	--	671	17	0.43
9.04	4,868	4,319	320	63	207	--	22	--	--	--	549	63	1.29
10.01	2,066	1,924	142	13	--	--	--	--	--	--	142	13	0.63
10.02	2,401	2,147	186	14	68	--	--	--	--	--	254	14	0.58
<b>10.03</b>	<b>3,873</b>	<b>3,438</b>	<b>353</b>	<b>94</b>	<b>10</b>	--	<b>72</b>	<b>61</b>	--	--	<b>435</b>	<b>155</b>	<b>4.00</b>
11.01	3,767	3,666	37	--	64	--	--	--	--	--	101	--	0.00
11.02	1,860	1,600	75	--	79	--	106	--	--	--	260	--	0.00
12.01	3,100	2,678	269	--	142	--	--	--	11	--	422	--	0.00
<b>12.02</b>	<b>6,131</b>	<b>5,144</b>	<b>714</b>	<b>257</b>	<b>236</b>	<b>16</b>	--	--	<b>37</b>	--	<b>987</b>	<b>273</b>	<b>4.45</b>
<b>13.01</b>	<b>4,005</b>	<b>3,639</b>	<b>333</b>	<b>54</b>	<b>11</b>	--	<b>22</b>	<b>17</b>	--	--	<b>366</b>	<b>71</b>	<b>1.77</b>
13.02	3,659	3,224	306	--	6	--	--	--	123	--	435	--	0.00
14.01	2,967	2,889	16	--	47	--	15	--	--	--	78	--	0.00
14.02	3,310	3,159	59	--	51	--	41	22	--	--	151	22	0.67
15.01	3,155	2,875	189	--	84	--	--	--	7	--	280	--	0.00
15.04	2,688	2,380	132	12	93	--	27	--	56	--	308	12	0.45
<b>15.05</b>	<b>3,774</b>	<b>3,231</b>	<b>211</b>	<b>38</b>	<b>193</b>	<b>6</b>	<b>91</b>	<b>12</b>	<b>48</b>	--	<b>543</b>	<b>56</b>	<b>1.48</b>
15.06	3,607	3,422	145	--	40	--	--	--	--	--	185	--	0.00
15.07	3,125	2,996	42	--	11	--	48	--	28	--	129	--	0.00
16.01	6,245	5,706	347	--	140	--	40	--	12	--	539	--	0.00
16.02	2,888	2,721	58	--	88	--	--	--	21	--	167	--	0.00
17.01	3,222	2,814	241	--	136	--	22	--	9	--	408	--	0.00
<b>17.02</b>	<b>6,393</b>	<b>5,995</b>	<b>165</b>	<b>63</b>	<b>208</b>	<b>37</b>	<b>25</b>	--	--	--	<b>398</b>	<b>100</b>	<b>1.56</b>
17.03	4,457	4,153	241	29	10	10	53	--	--	--	304	39	0.88
17.05	4,809	4,608	59	--	84	--	58	--	--	--	201	--	0.00
17.06	3,514	3,322	43	8	95	--	27	--	27	--	192	8	0.23
18.02	2,741	2,696	30	--	15	5	--	--	--	--	45	5	0.18
<b>19</b>	<b>3,820</b>	<b>3,645</b>	<b>153</b>	<b>46</b>	<b>22</b>	--	--	--	--	--	<b>175</b>	<b>46</b>	<b>1.20</b>
<b>29</b>	<b>4,416</b>	<b>3,415</b>	<b>977</b>	<b>101</b>	<b>24</b>	--	--	--	--	--	<b>1,001</b>	<b>101</b>	<b>2.29</b>
Total	135,811	120,401	11,742	1,791	2,501	93	755	121	412	--	15,410	2,005	1.48

<sup>a</sup> Limited English Proficiency (LEP) persons were those who indicated in the 2016-2020 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 1.48 percent for the entire Racine area are shown in **Bold** print.

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

RYDE Racine System Limited English Proficiency (LEP) Population: 2016-2020



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**I. FIXED FACILITY EQUITY ANALYSIS**

There are no plans for construction of new RYDE Racine operations centers, storage or maintenance facilities and therefore no equity analysis is required.

## **J. SERVICE STANDARDS AND POLICIES**

### **VEHICLE LOAD**

The City of Racine- RYDE Racine 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 seven main routes from approximately 5:30 AM to 8:10AM and between 2:10PM to 5:10 PM. Limited hourly bus service on those seven main routes is scheduled approximately between 8:10AM and 2:10PM and approximately between 6:10PM and 10:10PM.

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 10:10AM and 6:10PM. There are five routes with limited hourly service between 6:10PM and 10:10PM.

One route provides service to industrial parks and employment centers. One route provides half hour service scheduled from approximately 6:10AM to 8:10AM and between 2:10PM to 4:40PM.

One route 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.

Complementary paratransit bus service is offered within  $\frac{1}{4}$  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)**

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 traffic conditions, traffic controls, changes in load factors, mechanical failures, variations in operator performance, inclement weather, and other unanticipated emergencies.

Fixed route is 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 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)

RYDE Racine 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 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.

paratransit customers are within ¾ of a mile of an existing non-express fixed bus

RYDE Racine 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 2018 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.

RYDE Racine has bus shelters at 53 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

RYDE Racine fleet roster as of September 15, 2022 is as follows:

<u>Number of Vehicles</u>	<u>Year of Manufacture</u>	<u>Seating Capacity</u>	<u>ADA Accessibility</u>
3 - Para	2009	12	Yes
4 - Para	2016	12	Yes
2 - Para	2018	12	Yes
3 - FR	2004	35	Yes
3 - FR	2009	32	Yes
5 - FR	2011	32	Yes
3 - FR	2012	32	Yes
14 – FR	2013	32	Yes
4-FR	2021	32	Yes
<u>9- FR BEB</u>	2021	29	Yes

50 total transit vehicles

## **K. REVIEW AND APPROVAL**

***Transit Commission minutes***



# City of Racine

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

## Legislative Report

File Number: Res. 1271-19

Agenda Date: 12/03/2019

File Type: Resolution

Racine Transit, RYDE 2020 - 2022 Title VI Program

WHEREAS, the City of Racine receives federal financial assistance for the Belle Urban Transit System and Kenosha-Racine-Milwaukee Commuter Bus line, both operating as RYDE; 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 2020 - 2022 Racine Transit, RYDE Title VI Program.

Fiscal Note: N/A

I, Tara Coolidge, certify that this is a true copy of Resolution No. Res.1271-19, passed by the Common Council on 12/03/2019.

Attest<::D

City Clerk Tara Coolidge

Date Certified