



Title VI Program

Recertification Document

Title VI of the 1964 Civil Rights Act, Section 601 Specific to Federal
Transit Administration Programs

March 19, 2020

Northwestern Indiana Regional Planning Commission
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2020
Northwestern Indiana Regional Planning Commission
Title VI Program Certification Document

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Identification of Designated Recipient, Direct Grantee, and Subrecipients

Recipient: Northwestern Indiana Regional Planning Commission (NIRPC)
6100 Southport Road, Portage, IN 46368-6409
FTA Grantee: 1193

Subrecipients:

City of East Chicago, IN (East Chicago Transit)
North Township, Lake County, IN (North Twp. Dial-a-Ride)
South Lake County Community Services, Inc.
Opportunity Enterprises, Inc. (OE Express)
Porter County Aging & Community Services, Inc.
City of Valparaiso, IN (V-Line & ChicaGo Dash)
City of La Porte, IN (TransPorte)

NIRPC also functions as the cognizant Designated Recipient and executes supplemental agreements for the following transit operator, which is itself a direct grantee of Federal Transportation Administration (FTA) funds:

Northern Indiana Commuter Transportation District (NICTD)
(South Shore Commuter Rail)
FTA Grantee: 1201

NICTD will be submitting their own Title VI Certification to FTA. Please see their submitted document.

Part I. NIRPC General Reporting Requirements

The information contained in this report reflects the Title VI requirement per Federal Transit Administration (FTA) Circular 4702.1B of October 1, 2012. The Northwestern Indiana Regional Planning Commission (NIRPC) functions as a Metropolitan Planning Organization (MPO): FTA direct grantee that passes through funding to seven (7) different transit operators; and as the “cognizant” Designated Recipient for a commuter rail provider. As a recipient of FTA funds, NIRPC submits the following information under General Reporting Requirements of Chapter III of the Circular.

Requirement to Provide an Annual Title VI Certification and Assurances

The Northwestern Indiana Regional Planning Commission (NIRPC) submitted the FY 2017 Certifications and Assurances on TRAMS on January 9, 2017.

Requirement to Develop Title VI Complaint Procedures

In 2010 NIRPC updated its Title VI complaints procedures. This update included the addition of a complaint form and was approved by the Indiana Department of Transportation (INDOT) in May of 2010. NIRPC’s Title VI Complaint Procedures (*see Attachment #1*) are posted on the bulletin board in NIRPC’s reception area and are available for the public to download from NIRPC’s website.

Requirement to Record Title VI Investigations, Complaints, & Lawsuits

NIRPC has no active lawsuits or complaints alleging discrimination on the basis of race, color, or national origin with respect to service or other transit benefits.

Requirement to Provide Meaningful Access to Limited English Proficiency (LEP) Persons

NIRPC’s Public Participation Plan was updated and adopted in August 2019. NIRPC receives federal financial assistance from the US Department of Transportation (US DOT). For this reason, it is subject to the US DOT’s Limited English Proficiency Guidance, issued on December 14, 2005. NIRPC has elected not to prepare a formal Limited English Proficiency (LEP) Plan. In 2020 NIRPC completed the LEP Four Factor Analysis (*see Attachments #2 & Attachment #3*). NIRPC has elected not to update the four-factor analysis at this time. This is due to the low number of LEP persons historically accessing NIRPC services, and the low frequency at which LEP persons encounter NIRPC’s services. NIRPC will update the four-factor analysis and revisit the possibility of creating a formal Limited English Proficiency Plan upon the release of more detailed data. The conclusions to the four-factor analysis have been updated to reflect the steps taken and the future steps that will be taken to expand NIRPC’s access to LEP populations (*See Attachment #3*).

Requirement to Notify Beneficiaries of Protection Under Title VI

NIRPC's Title VI Complaint Procedures (*see Attachment #1*) are posted on the bulletin board in NIRPC's reception area and are available for the public to download from NIRPC's website. NIRPC staff updated its Non-Discrimination Statement in 2010 to fulfill the INDOT ADA review. A Request for Alternate Formats statement was developed in 2010. It is NIRPC's policy to incorporate both the Non-Discrimination and Request for Alternate Format Statements into all public documents. Below are the Non-Discrimination and Request for Alternate Format Statements.

Non-Discrimination Statement

The Northwestern Indiana Regional Planning Commission (NIRPC) prohibits discrimination in all its programs and activities on the basis of race, color, sex, religion, national origin, age, disability, marital status, familial status, parental status, sexual orientation, genetic information, political beliefs, reprisal, or because all or part of an individual's income is derived from any public assistance program.

Request for Alternate Formats

Requests for alternate formats please Allen Hammond at NIRPC at (219)254-2500 or ahammond@nirpc.org. Individuals with hearing impairments may contact us through the Indiana relay 711 service by calling 711 or (800) 743-3333.

Public Participation Plan & Summary of Public Outreach and Involvement Activities

NIRPC's Public Participation Plan, Engage NWI was updated and adopted on August 15, 2019. Engage NWI is the federally required "Public Participation Plan" that enables Northwestern Indiana Regional Planning Commission (NIRPC) staff to ensure that it is meeting all federal requirements for public participation, but more importantly, a guide that enables the public to engage with regional planning.

Engage NWI promotes a meaningful exchange of ideas, identification of regional issues and solutions, as well as advancing initiatives to achieve the vision for Northwestern Indiana (NWI). Most importantly, through trial and error, Engage NWI provides a blueprint for methods that work for public engagement in a world that has moved on from traditional outreach methods – going beyond the traditional public meeting. Please see NIRPC's Public Participation Plan submitted along with this document as well as located on NIRPC's website.

Several steps have been taken since the last Title VI submission in 2017 to ensure that the general public, including underrepresented communities, are involved in and have meaningful access to NIRPC activities and events. These steps include, but are not limited to:

- Adopting a new Public Participation Plan on August 15, 2019. The Plan includes many improvements, including how to engage with regional planning.
- Appointing a staff member as the Public Participation Planner to oversee the development and implementation of the Public Participation Plan as well as all agency outreach and engagement activities.

- Engaging in a large number of public workshops and public outreach events in multiple locations throughout the region. This includes organizing and attending events in underrepresented communities.
- Hosting public meetings, public hearings, out and abouts, open houses, pop-up events, and focus groups, throughout the region, including underrepresented communities, for the NWI 2050 Plan, Coordinated Transit Plan, Transportation Improvement Program and Engage NWI.
- Broadcasting information regarding NIRPC activities and public involvement opportunities through radio, social media, newspaper, and television. This activity ranged from press releases to special appearances and feature articles. This includes monthly appearances on “Green Fleets,” a local radio show hosted by NIRPC planning partner South Shore Clean Cities.
- Posting NIRPC activities, information, publications and events on NIRPC’s website, weekly newsletter, and social media pages.
- NIRPC provides public notice through media notices, public service announcements, web site meeting calendar, and announcements at monthly policy board and stakeholder meetings. Notices of regularly scheduled meetings are sent out and posted at least 48 hours in advance. A notice is also sent prior to January for the entire years’ worth of meetings. Notices of formal public hearings are done 30 days in advance of the hearing.
- Providing alternatives formats and accommodations upon request at least 72 hours in advance of meetings and events.
- Releasing various draft plans, programs and other documents for public comment, following the guidelines as established in the 2019 Public Participation Plan.
- NIRPC has established a social media presence that includes Facebook, LinkedIn, Instagram, YouTube, and Twitter as additional tools for outreach and engagement.
- NIRPC launched a redesigned web page in January of 2017 to further improve upon the user experience.

In addition to the above steps, the following (Figure 1-4) is a summary of specific public outreach and involvement activities undertaken since the submission of the last Title VI certification in 2017.

Figure 1: Agency Engagement Efforts Timeline 2018 – 2019

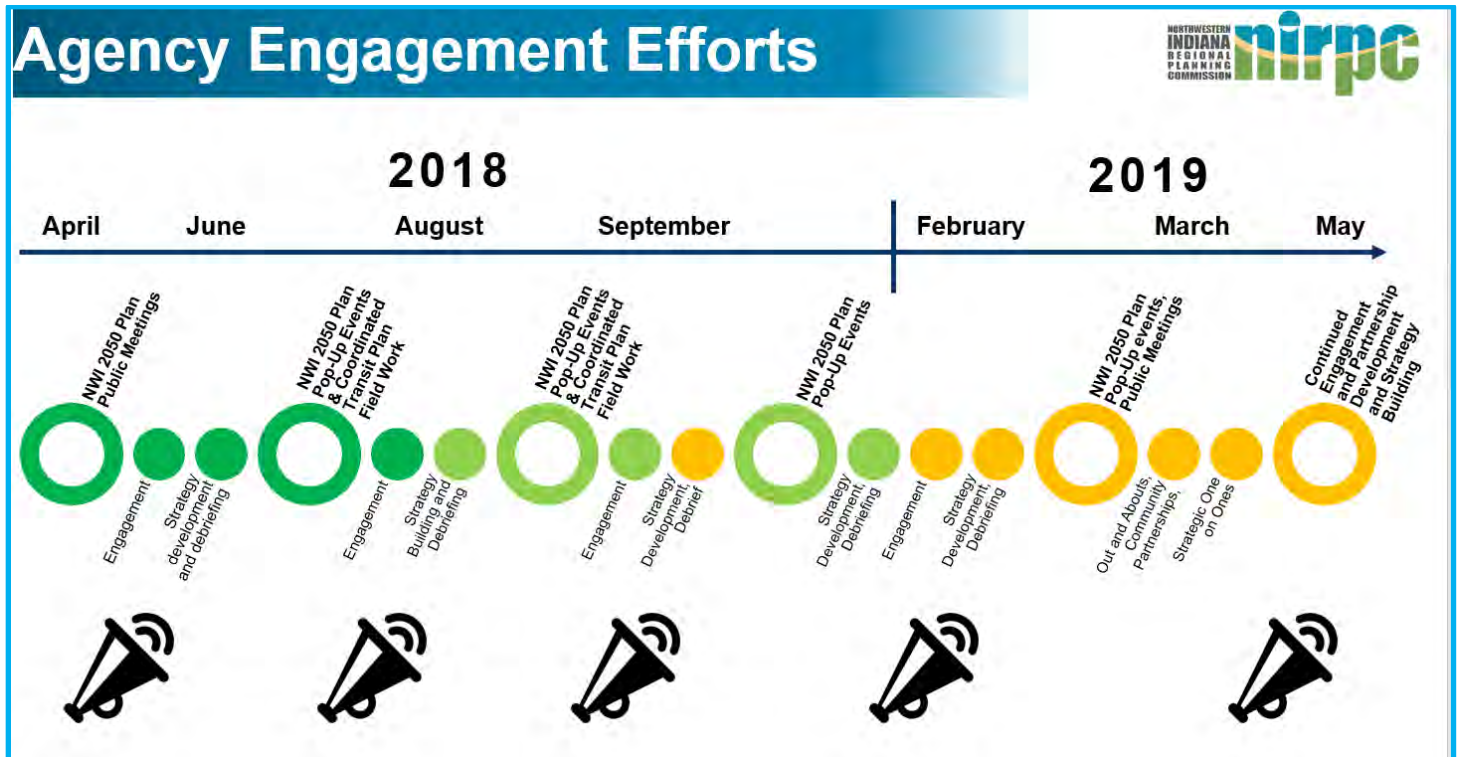


Figure 1 depicts the agency’s outreach and engagement efforts from 2018-2019 in regards to the NWI 2050 Plan. Outreach activities began in April 2018 and concluded in May 2019 with the adoption of the new plan. There were four engagement periods that took place to obtain feedback from the public.

Figure 2: NWI 2050 Plan Outreach & Engagement Summary

NWI 2050 Plan Engagement



Figure 2 describes the traditional and non-traditional outreach and engagement methods that took place during the NWI 2050 Plan process, such as: public meetings and hearings, out and abouts, and pop-up events.

Figure 3: Coordinated Transit Plan Outreach & Engagement Summary



Figure 3 describes the outreach and engagement activities of the Coordinated Transit Plan which took place in the Fall of 2018. The Coordinated Transit Plan utilized outreach methods such as traditional public meetings, field work, committee meetings, and a survey.

Figure 4: Engage NWI, Public Participation Plan Outreach & Engagement Summary



Figure 4 describes the process of the development and implementation of Engage NWI, the newly adopted Public Participation Plan.

Additional opportunities to engage with NIRPC to provide input and feedback on plans and programs were also available via the NIRPC website via the public comment opportunities section located [here](#).

Environmental Public Outreach

NIRPC's Environmental Department provides public education as part its air quality programming. To promote cleaner air throughout the region the Environmental Department assists partners to promote the annual Partners for Clean Air Award Luncheon and Asthma Awareness Day at Gary RailCats baseball games. The luncheon is open to the public and NIRPC distributes free tickets at the baseball games and health clinics throughout the region, with a focus on those in the urban and minority communities. In 2017, a regional air quality and transit campaign was conducted by NIRPC to encourage modal shifts.

An air quality study was completed for NIRPC in 2017 to determine Northwest Indiana residents' knowledge of air quality issues, the relative importance they place on air quality, their sources of information about air quality, and their awareness of and opinions on specific air quality campaigns. The study entailed a statistically representative telephone survey of Northwest Indiana residents as well as two focus groups in Merrillville and Valparaiso. This information has been used to guide public outreach efforts.

Air quality public outreach is also done by NIRPC at community and partner events throughout the year. Additionally, NIRPC purchases billboard, newspaper, and radio space to educate the public on air quality and to promote events. This has included space in Que Viva, Northwest Indiana's Spanish speaking newspaper. NIRPC maintains air quality outreach materials on its website including materials that have been translated to Spanish.

Minority Representation on Planning and Advisory Bodies

In order to determine minority representation on NIRPC boards and committees; staff developed a voluntary survey to distribute to NIRPC leadership. This survey was distributed in November 2019, and later redistributed in March 2020 to demonstrate a good faith effort to boost survey participation as much as possible.

The survey asked three questions: 1) The respondent's name. Participants were informed that their data would remain anonymous. Their name only be used to establish who has taken the survey, and who still needs to complete it. 2) Their racial or ethnic identification. The categories provided were identified from the Association of Institutional Research. Additionally, the categories were shared with the 2010 Census and American Community Survey, so that respondents' answers could be quantified against regional trends. 3) Lastly, respondents were asked to indicate what committees they served on and the year of their service. This question's answers pertained to NIRPC's Commission and Executive Board; Finance and Personnel Committee; Legislative Committee; Local Government Assistance Committee; Outreach Committee; Technical Planning Committee (TPC); and five TPC subcommittees; and if the individual served in 2017, 2018, or 2019.

Membership on the NIRPC Board is made under the NIRPC Enabling Legislation (*P.L.165-2003, and as amended by P.L. 2-2007*) that states the following:
IC 36-7-7.6-4

Commission Membership

Sec. 4. (a) The following members shall be appointed to the commission:

- (1) A member of the county executive of each county described in section 1 of this chapter, to be appointed by the county executive.
- (2) A member of the county fiscal body of each county described in section 1 of this chapter, to be appointed by the county fiscal body.
- (3) The county surveyor of each county described in section 1 of this chapter.
- (4) For a county having a population of not more than four hundred thousand (400,000), one (1) person appointed by the executive of each of the eleven (11) largest municipalities.
- (5) For a county having a population of more than four hundred thousand (400,000) but less than seven hundred thousand (700,000), one (1) person appointed by the executive of each of the nineteen (19) largest municipalities.
- (6) Beginning July 1, 2007, one (1) person appointed by the trustee of each township that:
 - (A) Is located in a county described in section 1 of this chapter;
 - (B) Has a population of at least eight thousand (8,000); and
 - (C) Does not contain a municipality.
- (b) One (1) voting member of the commission shall be appointed by the governor. The member appointed under this subsection may not vote in a weighted vote under section 9 of this chapter.
- (c) A member of the commission who is a county surveyor may not vote in a weighted vote under section 9 of this chapter.

As added by P.L.165-2003, SEC.6. Amended by P.L.169-2006, SEC.57.

IC 36-7-7.6-5

Sec. 5. (a) All commission members must be elected officials.

NIRPC’s Board of Commissioners established a new Committee structure of NIRPC to ensure diverse and equal representation and function of all the agency’s Committees. Membership includes representation from minority agencies and organizations, transportation, environmental, environmental justice, economic development, universities and representatives from the Urban Core Communities, including Gary, Hammond, East Chicago and Michigan City.

According to the Federal Register 23 CFR 450, NIRPC MPO policy committees, such as the Technical Planning Committee, shall consist of the following, “each MPO that serves a TMA shall consist of local elected officials, public transportation agencies or appropriate State officials on their policy boards”. NIRPC’s Board of Commissioners selects the representation on the Technical Planning Committee.

The following survey data represents a good faith effort in demonstrating NIRPC leadership’s racial and ethnic make-up. The data is limited based on entirely on voluntary participation and is listed by year giving the percent of received responses by committee.

Table 1: 2017 NIRPC Committee Membership Broken Down by Race Based on 2010 Census for the NIRPC Region of Lake, Porter and LaPorte Counties

Body	White alone	Black or African American alone	American Indian and Alaska Native alone	Asian alone	Native Hawaiian and Other Pacific Islander alone	Some Other Race alone	Two or More Races	Hispanic or Latino
2010 Population	65.60%	18.40%	0.20%	1.10%	0.00%	0.10%	1.30%	13.30%
NIRPC Commission	80.00%	13.30%	-	-	-	-	-	6.66%
NIRPC Executive Board	85.72%	-	-	-	-	-	-	14.30%
Finance and Personal Committee	60.00%	20.00%	-	-	-	-	-	20.00%
Legislative Committee	100%	-	-	-	-	-	-	-
Local Government Assistance Committee	100.00%	-	-	-	-	-	-	-
Outreach Committee	No Responses	-	-	-	-	-	-	-
Transportation Resources and Oversight Committee	87.50%	12.50%	-	-	-	-	-	-
Technical Planning Committee	87.50%	12.50%	-	-	-	-	-	-
Environmental Management Policy Committee	88.88%	5.55%	-	5.55%	-	-	-	-
Ped, Pedal, and Paddle Committee	95.45%	-	-	-	-	-	-	4.54%
Land Use Committee	71.43%	14.30%	-	-	-	-	-	14.30%
Transit Operators Round Table	75.00%	25.00%	-	-	-	-	-	-
Surface Transportation Committee	80.00%	20.00%	-	-	-	-	-	-

2017

- NIRPC Commission – 51 received survey, 15 responded (29.4% response)
- NIRPC Executive Board – 11 received survey, 7 responded (63.6% response)
- Environmental Management Policy Committee (EMPC) – 41 received survey, 18 responded (43.9% response)
- Surface Transportation Committee (STC) – 29 received survey, 5 responded (17.2% response)
- Transit Operators Roundtable (TOR) – 12 received survey, 4 responded (33.3% response)
- Land Use Committee – 39 received survey, 7 responded (15.4% response)
- Transportation Resource Oversight Committee (TROC) - 41 received survey, 8 responded (19.5% response)
- Finance and Personnel Committee - received survey 9, 5 responded (55.6% response)
- Technical Planning Committee (TPC) - 23 received survey, 8 responded (34.9%)
- Ped, Pedal, & Paddle Committee (3PC) – 23 received survey, 22 responded (95.7% response)
- Local Government Assistance Committee – 37 received survey, 4 responded (10.8% response)

Table 2: 2018 NIRPC Committee Membership Broken Down by Race Based on 2010 Census for the NIRPC Region of Lake, Porter and LaPorte Counties

Body	White alone	Black or African American alone	American Indian and Alaska Native alone	Asian alone	Native Hawaiian and Other Pacific Islander alone	Some Other Race alone	Two or More Races	Hispanic or Latino
2010 Population	65.60%	18.40%	0.20%	1.10%	0.00%	0.10%	1.30%	13.30%
NIRPC Commission	82.35%	11.76%	-	-	-	-	-	5.88%
NIRPC Executive Board	75.00%	12.50%	-	-	-	-	-	12.50%
Finance and Personal Committee	50.00%	25.00%	-	-	-	-	-	25.00%
Legislative Committee	100.00%	-	-	-	-	-	-	-
Local Government Assistance Committee	100.00%	-	-	-	-	-	-	-
Outreach Committee	-	-	-	-	-	-	-	100.00%
Transportation Resources and Oversight Committee	90.00%	10.00%	-	-	-	-	-	-
Technical Planning Committee	88.89%	11.11%	-	-	-	-	-	-
Environmental Management Policy Committee	88.88%	5.55%	-	5.55%	-	-	-	-
Ped, Pedal, and Paddle Committee	94.44%	-	-	-	-	-	-	5.88%
Land Use Committee	71.40%	14.30%	-	-	-	-	-	14.30%
Transit Operators Round Table	85.71%	14.30%	-	-	-	-	-	-
Surface Transportation Committee	66.67%	33.33%	-	-	-	-	-	-



2018

- NIRPC Commission – 50 received survey, 19 responded (38.0% response)
- NIRPC Executive Board – 11 received survey, 8 responded (72.7% response)
- Environmental Management Policy Committee (EMPC) – 41 received survey, 18 responded (43.9% response)
- Surface Transportation Committee (STC) – 29 received survey, 3 responded (10.3%)
- Transit Operators Roundtable (TOR) – 12 received survey, 6 responded (50.0% response)
- Land Use Committee – 39 received survey, 7 responded (15.4% response)
- Transportation Resource Oversight Committee (TROC) - 41 received survey, 10 responded (24.3% response)
- Finance and Personnel Committee – received survey 9, 4 responded (44.4% response)
- Technical Planning Committee (TPC) – 23 received survey, 9 responded (39.13% response)
- Ped, Pedal, & Paddle Committee (3PC) – 23 received survey, 18 responded (78.3% response)
- Local Government Assistance Committee – 37 received survey, 3 responded (8.1% response)

Table 3: 2019 NIRPC Committee Membership Broken Down by Race Based on 2010 Census for the NIRPC Region of Lake, Porter and LaPorte Counties

Body	White alone	Black or African American alone	American Indian and Alaska Native alone	Asian alone	Native Hawaiian and Other Pacific Islander alone	Some Other Race alone	Two or More Races	Hispanic or Latino
2010 Population	65.60%	18.40%	0.20%	1.10%	0.00%	0.10%	1.30%	13.30%
NIRPC Commission	78.94%	15.79%	-	-	-	-	-	5.26%
NIRPC Executive Board	75.00%	12.50%	-	-	-	-	-	12.50%
Finance and Personal Committee	50.00%	25.00%	-	-	-	-	-	25.00%
Legislative Committee	83.34%	16.67%	-	-	-	-	-	-
Local Government Assistance Committee	100.00%	-	-	-	-	-	-	-
Outreach Committee	87.50%	-	-	-	-	-	-	12.50%
Transportation Research and Oversight Committee	92.30%	7.69%	-	-	-	-	-	-
Technical Planning Committee	83.34%	16.67%	-	-	-	-	-	-



Environmental Management Policy Committee	89.47%	5.26%	-	5.26%	-	-	-	-
Ped, Pedal, and Paddle Committee	94.12%	-	-	-	-	-	-	5.88%
Land Use Committee	75.00%	12.50%	-	-	-	-	-	12.50%
Transit Operators Round Table	66.67%	33.33%	-	-	-	-	-	-
Surface Transportation Committee	83.34%	16.67%	-	-	-	-	-	-

2019

NIRPC Commission – 51 received survey, 8 responded (15.6% response)

NIRPC Executive Board – 11 received survey, 8 responded (72.7% response)

Environmental Management Policy Committee (EMPC) – 41 received survey, 19 responded (46.3% response)

Surface Transportation Committee (STC) – 29 received survey, 6 responded (20.6% response)

Transit Operators Roundtable (TOR) – 12 received survey, 6 responded (50.0% response)

Land Use Committee – 39 received survey, 8 responded (20.5% response)

Transportation Resource Oversight Committee (TROC) - 41 received survey, 13 responded (31.7% response)

Finance and Personnel Committee – received survey 9, 4 responded (44.4% response)

Technical Planning Committee (TPC) – 23 received survey, 12 responded (52.3% response)

Ped, Pedal, & Paddle Committee (3PC) – 23 received survey, 17 responded (73.9% response)

Local Government Assistance Committee – 37 received survey, 1 responded (2.7% response)

Outreach Committee – 37 received survey, 4 responded (10.8% response)

Monitoring Subrecipients

NIRPC conducts Biennial Reviews of all Subrecipients, which includes addressing Title VI Federal Requirements. The purpose of a Biennial Review is to assess the subrecipient’s management practices and program implementation to evaluate compliance with federal requirements. The Biennial Review consists of two stages. The first stage is a desk review conducted at NIRPC to review documentation pertaining to the subrecipient. The second stage is a site visit for NIRPC to discuss any outstanding items, examine FTA-funded facilities and equipment, and review any additional documents.

The review package details the information needed for the Biennial Review Site Visit, most of which is provided in advance. This information request is organized into three parts: Subrecipient Profile, Requested Documents and Questions for the Review. The Biennial Reviewers may request additional information during the site visit.

A draft report is issued at the end of the process, describing any deficiencies in the subrecipient's program that have been identified and the necessary corrective actions. In order to enable NIRPC to make these determinations during the site visit, the subrecipient must submit the information requested, and written responses to the questions.

Requirement to Conduct Equity Analysis to Determine Site or Location of Facilities

No such projects requiring land acquisition or the displacement of persons from their residences and businesses was conducted during this reporting period.

Part II. MPO Requirements

As a recipient of Federal Transit Administration (FTA) funds, NIRPC submits the following information under the Metropolitan Transportation Planning Organizations Reporting Requirements of Chapter VI of the Circular.

Demographic Profile

Northwest Indiana's population of just over 770,000 people is concentrated mostly in and around the Urbanized Areas as designated by the US Census. This means that Northwestern Indiana residents are primarily concentrated in northern and central Lake County; north and central Porter County; and split between the Cities of Michigan City and La Porte in LaPorte County. Outside of these core population centers; Northwestern Indiana is largely rural and not densely populated.

Even though, the population of Northwestern Indiana is spread widely over a three-county area, people who are a minority group or low-income are much more concentrated. According to the most recently available Census data, the 2015 American Community Survey, residents who are an ethnic or racial minority are concentrated primarily in north Lake County within the Cities of Hammond, East Chicago, and Gary. In these communities the majority of census blocks include a population of greater than 50% minority. In many instances, the concentration is greater than 79%. There is also a significant concentration of people who are considered a minority within the City of Michigan City in LaPorte County.

Similarly, people who are low-income closely mirror the same distribution of residents who are a minority, however overall there is less of a concentration. Relatively few Census blocks within the region exceed 70% of households that are low income. However, Census blocks of 44% (or greater) of households that are low income make up the majority of blocks within communities that already have a concentration of people who are considered to be a minority.

Individuals with limited-English proficiency, are less prominent throughout the Region. For instance, the regional average of individuals with limited-English proficiency make up approximately less than 3% of the regional population. However, these individuals are primarily concentrated in and around East Chicago and Hammond with concentrations within some Census blocks of up to 30%, albeit in relatively few Census blocks overall.

As illustrated in the corresponding transit service area maps, the concentrations of people who are considered to be a minority, low income, or limited-English proficiency are a priority for regional transit service. Most of these communities, with some exceptions, are serviced by fixed-route transit: either as an inter-city commuter service with connections to Chicago, or as typical fixed-route with complementary paratransit as seen in East Chicago, Gary, Hammond, Merrillville, and Michigan City. Broader swaths of the Region are covered and connected by demand-response transit operators. With some exceptions, demand-response operators in Northwestern Indiana primarily serve to connect rural communities with each other and with the urban communities as well.

Environmental Justice Benefits and Burdens Analysis

According to Executive Order #12898 and FTA Circular 4702.1B, NIRPC as a Metropolitan Planning Agency helping to administer federal transportation funding must demonstrate that it has an analytical framework in place to ensure that minority and low-income populations (defined as the Environmental Justice population) are not disproportionately burdened by the transportation projects that the federal transportation funds benefit. In adopting the *NWI 2050 Plan* for the Northwestern Indiana Region, NIRPC

expands the definition of the Environmental Justice population to include those Census Block Groups in the region that have a lower level of English proficiency, have more persons with disabilities, have more senior citizens aged 65 or older, have more households without access to a vehicle, and have more veterans in addition to having more minorities and low-income households compared with the region average.

The analytical framework that NIRPC uses in order to track if the transportation projects benefiting from federal funding are disproportionately burdening the Environmental Justice population hinges on 6 performance measures:

1. Population within Environmental Justice Census Block Groups that are in fixed route transit service areas in 2017 baseline year of the *NWI 2050 Plan*
2. Population within Environmental Justice Census Block Groups within fixed route transit service areas as a percentage of total Environmental Justice population compared with total regional population within fixed route transit service areas as a percentage of total regional population in 2017 baseline year of the *NWI 2050 Plan*
3. Annual weekday person hours of delay per capita in Environmental Justice Census Block Groups compared with annual weekday person hours of delay per capita in the entire region in the 2017 baseline year of the *NWI 2050 Plan*
4. Forecasted annual weekday person hours of delay per capita in Environmental Justice Census Block Groups compared with forecasted annual weekday person hours of delay per capita in the entire region in the 2050 horizon year of the *NWI 2050 Plan* assuming a complete buildout of all fiscally constrained planned transportation projects in the *NWI 2050 Plan*
5. Percent change in annual weekday person hours of delay per capita in Environmental Justice Census Block Groups from 2017 to 2050 compared with percent change in annual weekday person hours of delay per capita for the entire region assuming a complete buildout of all fiscally constrained planned transportation projects in the *NWI 2050 Plan*
6. Percent change in annual weekday person hours of delay per capita in Environmental Justice Census Block Groups in 2050 from assuming no federal projects are built from 2017 to 2050 to assuming a complete buildout of all fiscally constrained planned transportation projects in the *NWI 2050 Plan* compared with percent change in annual weekday person hours of delay per capita for the entire region in 2050 from assuming no federal projects are built from 2017 to 2050 to assuming a complete buildout of all fiscally constrained planned transportation projects in the *NWI 2050 Plan*

Performance Measure Results

Table 4: Performance Measures Used for Analyzing Benefits and Burdens of Federally Funded Transportation Projects on Environmental Justice Population

Performance Measure (See previous for the numbers the Performance Measures Correspond to)	Number	Sources
1.	112,890	OnTheMap, U.S. Census Bureau, Center for Economic Studies, 2017 and 2013-2017 American Community Survey 5-Year Estimates Tables B01003, B28007
2.	48.5% vs. 26.2%	OnTheMap, U.S. Census Bureau, Center for Economic Studies, 2017 and 2013-2017 American Community Survey 5-Year Estimates Tables B01003, B28007
3.	54.6 hours vs. 42.3 hours	NIRPC Travel Demand Model
4.	55.4 hours vs. 42.6 hours	NIRPC Travel Demand Model
5.	1.5% increase in delay vs. 0.7% increase in delay	NIRPC Travel Demand Model
6.	13.0% decrease in delay vs. 9.2% decrease in delay	NIRPC Travel Demand Model

Table 1 shows that nearly half of the Environmental Justice population in the Northwestern Indiana Region lives within fixed route transit service areas (performance measure #2). This is significantly higher than the just over one quarter of the regional population in general that lives within fixed route transit service areas, indicating that NIRPC is helping to administer federal transportation funding for fixed route transit in such a way that disproportionately *benefits* the Environmental Justice population. On the other hand, Table 1 shows that the average person traveling on the transportation network within an Environmental Justice Census Block Group experiences significantly more delay on weekdays over the course of the year than the average person traveling on the transportation network anywhere in the region (performance measures #3 and #4). At first glance, this would indicate that NIRPC administers federal transportation funding in such a way that burdens the Environmental Justice population. However, this is not a reasonable conclusion for a couple key reasons. First, as performance measure #6 shows, implementing the federally funded transportation projects in the year 2050 results in a greater reduction in delay for the transportation network within Environmental Justice Census Block Groups than the reduction in delay forecasted on the transportation network in general across the region versus a hypothetical year 2050 where no additional federally funded transportation projects are implemented. This means that NIRPC is in fact planning, programming, and implementing federally funded transportation projects in such a way that will benefit the

Environmental Justice Census Block Groups more than will benefit the regional population in general. Second, the Environmental Justice Census Block Groups tend to be clustered closer to the Chicago Central Business District than the Northwestern Indiana Region in general, so a significant portion of the travelers on the transportation network within Environmental Justice Census Block Groups are likely travelers originating from non-Environmental Justice Census Block Groups commuting to and from Chicago. This means that it is primarily the geographic location of the Environmental Justice Census Block Groups that is causing more delay rather than the result of planning, programming, or implementing federally funded transportation projects.

NIRPC is committed to continuously monitoring the performance measures in Table 1 in addition to the 98 performance measures found in the *NWI 2050 Plan* in order to ensure that the Environmental Justice population is not unduly burdened by decisions related to federal transportation funding. Based on the most current analysis of the performance measures, NIRPC finds no evidence that planning, programming, or implementing federally funded transportation projects in the Northwestern Indiana Region is disproportionately burdening the Environmental Justice population.

Description of Procedures Within Planning Process

A five-year Transportation Improvement Program (TIP) for 2020-2024 has been developed in tandem with the NWI 2050 Plan. The TIP represents the fiscally-constrained list of federally-aided transportation projects scheduled for implementation in Lake, Porter and LaPorte Counties and represents the short-range investment portfolio for this plan.

Projects are solicited for the TIP by NIRPC every two years through a Notice of Funding Availability (NOFA). Previous NOFA cycles were periodic and unpredictable, focusing on a specific funding category and selected independently of other funding avenues. Although somewhat straightforward in approach, this process did not link programs fully with the regional priorities highlighted in previous long-range plans.

To effectively match funding with priorities, better identify desired outcomes, and quantify performance benefits, an enhanced programming approach was needed. This approach was introduced and implemented during the latest NOFA cycle from September 2018 to January of 2019. The enhanced approach first identified specific investment programs based on the 77 project types that are federally eligible for funding from FHWA and FTA funds. This exercise represented the first time all federal transportation funding categories allocated to NWI were considered during a single NOFA cycle. Based on the type of eligible projects, thirteen investment programs were identified, and applications for funding were developed accordingly.

These thirteen programs were then assigned to one of the five NIRPC committees in place at the time of this document, using a 1-100 scoring system. The committees scored project types from assigned programs according to their direct and indirect impacts on each of the sixteen critical paths identified in the plan. This represented 80% of the final score. Additional scoring was assigned for the project type's direct and indirect impact on the "possible futures" identified in the NWI 2050 Plan, (12% of its final score) and an investment difficulty factor (8% of its final score). The easier a project type was to implement, the higher its priority. From this robust exercise, each project type targeted a logical funding amount based on a three-tiered priority system. Those projects selected in Tier 1 were given priority in their assigned program category, and thus received the most allocated funding. For the 2020-2024 TIP NOFA process, almost all Tier 1 projects were targeted for funding and 35% of Tier 2 projects were targeted for funding when the NOFA was initiated. Due to limited funds no Tier 3 projects were targeted for federal

funds as part of this NOFA. However, some legacy projects with preconstruction phases included in the prior TIP were prioritized for continued funding to see those projects through to completion. Funding to sustain our existing transportation system (such as improvements to roadways) was heavily weighted within this new approach.

With the funding targets established, NIRPC committees were then charged with assigning project selection criteria for each program. These criteria were divided between nine categories, and these categories assigned a point value based on the importance to the program. All program categories equaled 100 points.

With the funding targets and evaluation criteria established, the NOFA was published following Executive Board approval sought at the November, 2018 meeting. Applications tailored to the thirteen funding programs were offered, and even if funding was not available or targeted to all programs, all project types remained eligible for federal funding, and such applications were considered if funds remained available. Each application was self-scored by the applicant, reviewed by NIRPC staff for proper adherence to the instructions, and then scored by NIRPC staff. The NIRPC committees resolved any outstanding conflicts between the self-score of the project applicant and score given to the application by NIRPC staff.

The majority of the thirteen investment programs are not relevant to this document. However, all road-type projects and transit projects used improvements to the urban core communities as an indicator of a viable project. These urban core communities are where the highest concentrations of people who are considered minorities, low-income, or have limited-English proficiency are concentrated. By proving that a project would have a benefit to the people living in these areas, a project could receive priority for funding.

Demographic Maps Showing Impacts of State and Federal Funds

Transit Operator Service Areas (NIRPC Subrecipients)

Figure 4: Fixed Route Transit Operators in Northwest Indiana

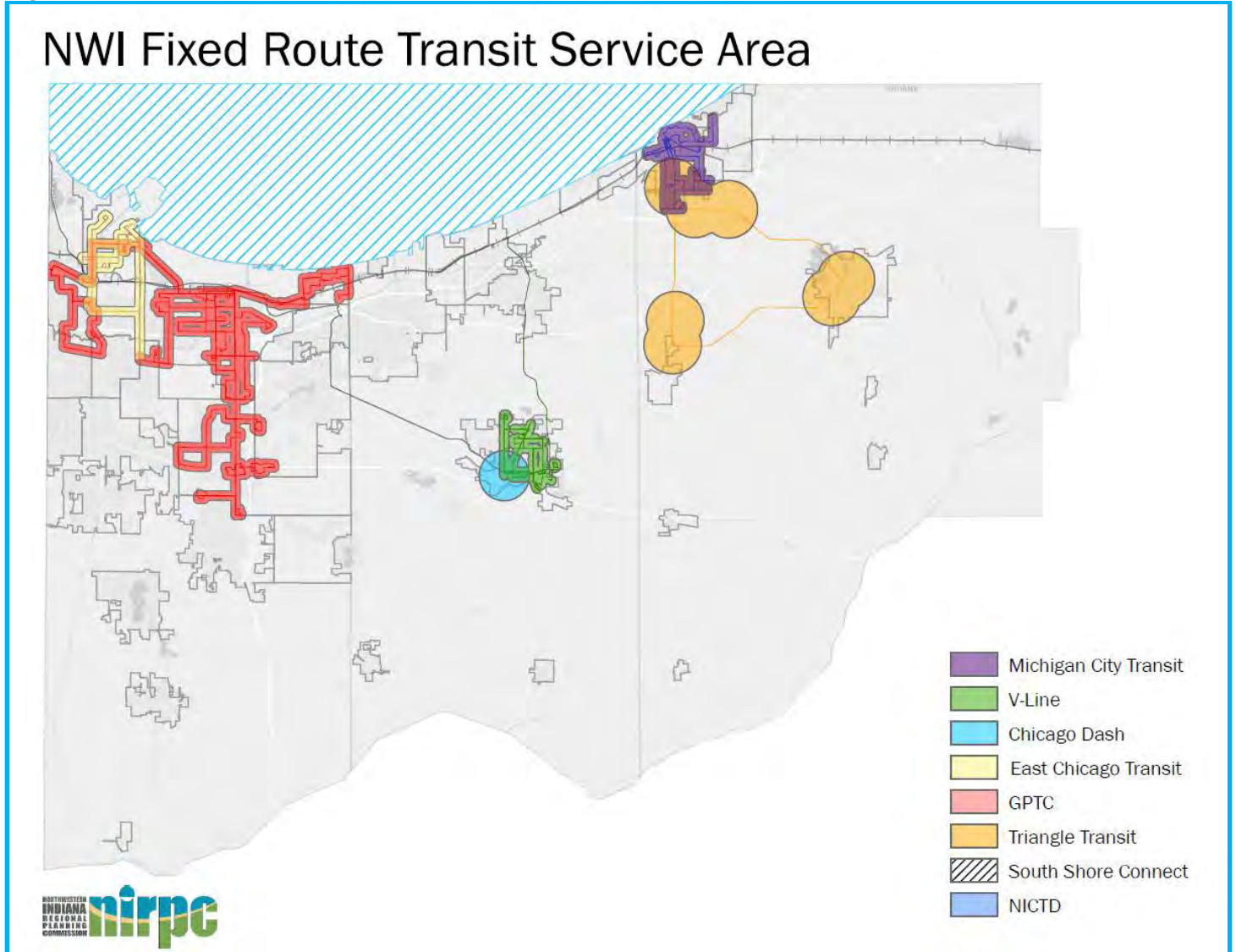


Figure 5: Demand Response Transit Operators in Northwest Indiana

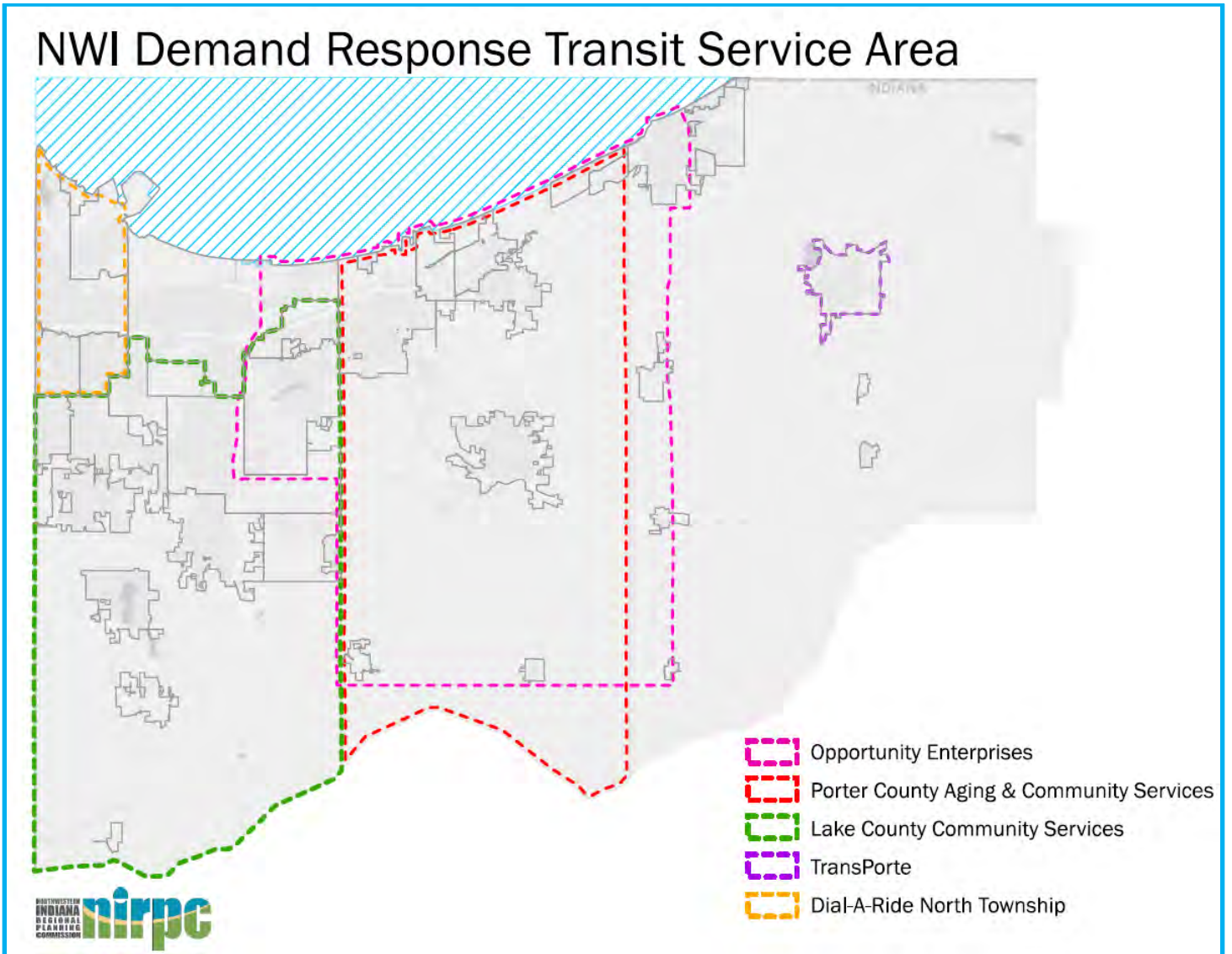


Table 5: Transit Operator Funding and Estimated Expenditures by Minority/Non-Minority Population

Population Within Service Area					Federal Funds Awarded (Dollars)				Funding by Minority Status within Service Area		
Transit Operator	Total Population	Non-Minority	Minority	% Minority	2017	2018	2019	Total	Total Population Per Capita	Non-Minority Funding Totals	Minority Funding Totals
East Chicago Transit	95,699	29,045	66,654	69.65%	686,524	743,766	347,507	1,777,797	18.58	539,567.96	1,238,229.04
North Township DAR	157,356	70,464	86,892	55.22%	588,578	484,784	192,812	1,266,174	8.05	566,992.58	699,181.42
SLCCS	253,922	186,673	67,249	26.48%	343,999	392,000	356,584	1,092,583	4.30	803,222.04	289,360.96
OE	248,483	187,711	60,772	24.46%	108,374	111,551	105,972	325,897	1.31	246,191.70	79,705.30
PCACS	167,391	140,547	26,844	16.04%	196,106	212,849	150,637	559,592	3.34	469,851.88	89,740.12
Valparaiso Transit	50,700	44,523	6,177	12.18%	493,757	518,778	550,169	1,562,704	30.82	1,372,313.02	190,390.98
TransPorte	8,048	6,415	1,633	20.29%	222,136	236,527	254,838	713,501	88.66	568,726.26	144,774.74
All NIRPC Subs:	981,599	665,378	316,221	32.21%	2,639,474	2,700,255	1,958,519	7,298,248	7.44	4,566,865.44	2,731,382.56
NICTD	766,924	495,349	271,575	35.41%	34,820,839	37,645,121	40,643,321	113,109,280	147.48	73,056,220.51	40,053,059.73
GPTC	223,844	65,260	158,584	70.85%	4,002,485	4,331,808	4,302,543	12,636,836	56.45	3,684,172.54	8,952,663.46
Michigan City Transit / Transit Triangle	36,081	22,611	13,470	37.33%	1,232,304	1,503,888	1,513,065	4,249,257	117.77	2,662,895.98	1,586,361.02
Non-NIRPC Direct Recipient:	1,026,849	583,220	443,629	43.20%	40,055,628	43,480,817	46,458,929	129,995,373	126.60	79,403,289.03	50,592,084.21
All Transit Operators:	2,008,448	1,248,598	759,850	37.83%	42,695,102	46,181,072	48,417,448	137,293,621	68.36	83,970,154	53,323,467

Ratio of Funding by Minority Population			Non-Minority	Minority
		Subrecipient Ratio of Non-Minority / Minority Funding:	\$7	\$9
		Direct Recipient Ratio of Non-Minority / Minority Funding:	\$68	\$57
		Regional Ratio of Non-Minority / Minority Funding:	\$67	\$70

The following transit service area maps demonstrate a clear commitment to providing transit to populations considered to be a minority, low-income, or limited-English proficiency.

As illustrated in the corresponding transit service area maps, the concentrations of people who are considered to be a minority, low income, or limited-English proficiency are a priority for regional transit service. Most of these communities, with some exceptions, are serviced by fixed-route transit: either as an inter-city commuter service with connections to Chicago, or as typical fixed-route with complementary paratransit as seen in East Chicago, Gary, Hammond, Merrillville, and Michigan City. Broader swaths of the Region are covered and connected by demand-response transit operators. With some exceptions, demand-response operators in Northwestern Indiana primarily serve to connect rural communities with each other and with the urban communities as well. Additionally, when the maps and service areas are paired with demographic data it's clear that NIRPC's distribution of transit funds (to service areas that directly serve the highest concentrations of people who are minorities or low-income), that even within those service areas transit funding for people who are minorities or low-low income is out-pacing funding for those who are not. Currently people who are a minority within the service area are being funded at a \$9 to \$7 ratio; and people who are low income are being funded at an \$11 to \$9 ratio.

Analysis of Transportation System Investments

From the previously demonstrated mapping and funding analyses, there are no disparate impacts based on race, color, or national origin.

The attached maps indicate a clear concentration of service in the urban core areas where most of the people considered to be minorities, people who are low income, and people with limited-English proficiency live. Additionally, when those service areas are matched with an analysis of how federal funds were spent between 2017 - 2019, NIRPC and its subrecipients spent \$11 on individuals who are low income, as compared to the \$9 spent to people in the service area who are not low income. Additionally, looking at the population of people who are considered to be in the minority, for every \$9 spent on a minority-resident of the service area, NIRPC only spent \$11 on every non-minority.

A description of the procedures the MPO uses to pass through FTA financial assistance to subrecipients in a non-discriminatory manner.

NIRPC serves as both the MPO and the direct recipient for seven transit subrecipients of federal transit funding. While NIRPC has some oversight in how projects are selected, and how the service is administered, NIRPC does and does not operate public transit nor make requirements of subrecipients day-to-day operations outside of what is specifically-required by FTA.

All transit operators (the seven NIRPC subrecipients and three direct recipients), participate in the development of NIRPC plans, policies and procedures. First and foremost, all transit operators have a technical working group that reports to the Technical Planning Committee: The Transit Operator's Roundtable. The Roundtable provides valuable insight on transit issues related to funding, coordination, technical capacity, public outreach, and other topics to members of the committee and to the Technical Planning Committee directly. During the development of planning documents required by the MPO, such as the long-range plan, TIP, or public participation plan, input is sought directly from the transit operators. Furthermore, transit operators are required to be six of the 20 voting-members of the Technical Planning Committee. This way transit operators have direct input into nearly any planning work related to NIRPC, but specifically related to funding from FTA.

Even after providing input into the planning process of the long-range plan and the TIP, subrecipients are still required to submit projects into the NOFA. This helps maintain an objective set of transit programming by ranking projects of similar types against each other with criteria like how the service connects individuals to jobs, important destinations, but most importantly how it connects to communities of people considered to be minorities, low income, and with limited-English proficiency. The details of how projects are scored and how the public is involved throughout the process is detailed earlier, in the "Description of Procedures Within Planning Process." All new projects and project-changes of \$100,000 or greater function as a TIP amendment and are subject to a 21-day public comment period where the public or other transit operators can comment on the nature of the project and flag it if it is perceived to be discriminatory. These comments are packaged and prepared ahead of any TIP amendment before Commission approval finalizes the changes.

A description of the procedures the MPO uses to provide assistance to potential subrecipients applying for funding, including its efforts to assist applicants that would serve predominantly minority populations.

NIRPC is both the MPO and the direct recipient and does not operate public transit. Procedurally, NIRPC includes all known private providers of transit in the distribution of the TIP call for projects. The solicitation notes the need to establish eligibility for non-public operators as a condition of participation in the grant process. The solicitation is distributed to the four major daily papers, multiple radio stations, and posted on NIRPC's website and Facebook page. Three of the major daily papers serve areas with concentrations of minority and low-income persons.

When an inquiry is received about accessing federal transit funds, an opportunity to meet with staff is always offered, regardless of where the service may be provided. Staff reviews the proposed services based on project eligibility, financial capacity of operator, and long-term sustainability of the service.

The first meeting is to exchange information about the proposed service, and about the federal funding programs. If a potential provider has prepared documents (usually a business plan) the staff will review them with the provider. Staff provides information on FTA, its funding opportunities, and oversight requirements. If appropriate, staff will recommend contacting a specific public operator to determine

partnership opportunities, particularly in areas underserved by existing transit. Staff will help identify project weaknesses and recommend solutions, if possible.

Follow-up meetings and inspection of facilities are scheduled if the proposed service is found eligible and the operator is interested in proceeding. More detailed information on the operator's past experience and financial capacity to manage federal funds is generally the subject of the first follow-up meeting. Staff will maintain close contact with the operator for as long as the operator wishes to pursue a grant. Staff will continue to provide technical assistance as needed as is done for all of the transit operators in the MPO planning area.

Part III. NIRPC Recertification Attachments

Attachment #1: NIRPC's Title VI Complaint Procedures

Attachment #2: Limited English Proficiency Strategy

Attachment #3: 2010 Limited English Proficiency Demographic Profile

Attachment #4: Minority & Low-Income Population Distribution Maps

Attachment #5: Minority & Low-Income Population Distribution Chart

Attachment #1: NIRPC's Title VI Complaint Procedures

NIRPC Procedures for Tracking and Investigating Civil Rights Complaints

Title VI of the Civil Rights Act of 1964, as amended, prohibits discrimination on the basis of race, color, or national origin in programs and services funded, in whole or part, by financial assistance from the United States Government. NIRPC extends this prohibition to individuals on the basis of disability, religion and gender. Section 504 of the Rehabilitation Act of 1973 (Section 504) and the Americans with Disabilities Act (ADA) prohibit discrimination on the basis of disability.

All services and programs operated or sponsored by the Northwestern Indiana Regional Planning Commission, 6100 Southport Road, Portage, Indiana, 46368 are subject to the requirements and obligations of Title VI, Section 504 and the ADA. It is the intention of the Northwestern Indiana Regional Planning Commission (NIRPC) to comply fully with Title VI, Section 504 and the ADA.

Under the provisions of Title VI, Section 504 and the ADA, persons who believe that they have experienced or witnessed any act or inaction, intentional or otherwise, in any program, service, or activity operated by or sponsored by the NIRPC that results in or may result in disparate treatment or impact, or perpetuates the effects of prior discrimination on the basis of race, color, national origin, gender, religion, or disability may file a written complaint with the NIRPC or directly with the U.S. Federal Transit Administration (FTA), the Federal Highway Administration (FHWA), or the Indiana Department of Transportation (INDOT).

Complaints filed directly with FTA must be mailed within 180 days of any alleged discrimination. Complaints should be mailed to:

Federal Transit Administration Office of Civil Rights
Attention Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, D. C, 20590

Complaints filed directly with FHWA must be mailed within 180 days of any alleged discrimination. Complaints should be mailed to:

Federal Highway Administration Office of Civil Rights
Attention: Title VI Program Coordinator
1200 New Jersey Ave. SE
Washington, D.C. 20590

Complaints filed directly with INDOT must be mailed within 180 days of any alleged discrimination. Complaints should be mailed to:

Indiana Department of Transportation
Attention Title VI Program Coordinator
100 N. Senate Ave. Room 750
Indianapolis, Indiana 46204

Or via the INDOT website at: <http://www.in.gov/indot/div/legal/dbe/titlesix.htm#complaints>

How to File a Complaint to NIRPC

A person with a Title VI or ADA complaint may also submit the complaint to NIRPC using the following procedures:

1. A complaint may be submitted in writing and must include the person's name and contact information, the date of the incident, and the identity of the person or department or service that caused the complaint. Complaints may be sent via mail, email, fax, or hand delivered and shall be addressed to the NIRPC Compliance Manager 6100 Southport Road, Portage, IN 46368. ahammond@nirpc.org
2. A complaint may be taken verbally and must include the person's name and contact information, the date of the incident, and the identity of the person, department or service that caused the complaint.
3. Persons with a complaint may request a neutral third party to hear a verbal complaint or assist with a written complaint. The selection of the neutral third party shall be made cooperatively between NIRPC and the person filing the complaint.
4. All complaints shall be addressed to the NIRPC Compliance Manager.

NIRPC Complaint Procedure

1. The person filing a complaint on the basis of discrimination based on race, color, gender, religion, national origin or disability will be informed that the complaint may be either filed directly with the FTA, FHWA, INDOT or with NIRPC. It shall be the responsibility of the Compliance Manager of NIRPC, or his designee, to track, investigate and document Title VI, Section 504, and ADA complaints.
2. If the person opts to file the complaint with NIRPC, the complaint will be directed by the Compliance Manager to the appropriate department manager for a fact-finding review. The manager will prepare a written response to the complaint and submit it to the NIRPC Compliance Manager.
3. If the NIRPC Compliance Manager determines that the fact-finding review substantiated the complaint, he shall report the same to the NIRPC Executive Director, who will order, or authorize the Compliance Manager to order, corrective action be taken as warranted.
4. The person who filed the complaint will be consulted as to the adequacy of the proposed remedy. If acceptable, the matter is concluded.
5. If the proposed remedy is not acceptable, the person who filed the complaint may appeal and request a hearing with the NIRPC Finance and Personnel Committee for purposes of stating their complaint and identifying an appropriate remedy.

6. The Finance and Personnel Committee will issue a response and recommend a remedy within ten days of the hearing.
7. If acceptable, the matter is concluded. If not, the person is again advised of the appropriate steps to appeal the complaint with the FTA, FHWA or INDOT.
8. The NIRPC Compliance Manager shall maintain the files and records of the NIRPC relating to the complaints filed verbal and written for a period of three years.

Requests for this document in alternate format or assistance in preparing a complaint may be directed to NIRPC staff Allen Hammond at ahammond@nirpc.org, or by phone at 219-254-2500. TTY users may utilize the Relay Indiana Service by calling 711 or (800) 743-3333.

The Northwestern Indiana Regional Planning Commission
COMPLAINT FORM

All written complaints about any matter relating to civil rights, shall be submitted on this form. NIRPC will assist those who submit verbal complaints to transfer these complaints onto this written form. You are required to complete all sections. Before completing this form, please ensure that you have read NIRPC's Procedures for Tracking and Investigating Civil Rights Complaints. You should expect an acknowledgement within 10 working days and will be informed of the outcome of your complaint within 90 days, unless NIRPC notifies you that the investigation will need additional time.

This form should be sent to the Compliance Manager of the Northwestern Indiana Regional Planning Commission

Please keep a copy of this form for your records, plus any material you submit.

SECTION A - YOUR DETAILS

Title Name(s).....
Address
.....
CityState..... Zip
Telephone Number

SECTION B - NATURE OF THE COMPLAINT

Please set out below the main points of your complaint.

Use additional sheets if necessary.



PLEASE LIST ANY DOCUMENTARY EVIDENCE ATTACHED AND MAKE SURE YOU KEEP A COPY.
(E.g., any correspondence, list of dates when events occurred, or other documentation related to your complaint)

SECTION C - AN OUTLINE OF THE ACTION YOU HAVE TAKEN SO FAR

Please outline the steps you have already taken to resolve your complaint **informally**:

With whom was it discussed?

Date

Position

Department(s)

Describe the outcome of any action taken so far and explain why you believe that the matter has not yet been resolved.

SECTION D - DESIRED OUTCOME

Please describe the action you would like to see taken in order to resolve the complaint to your satisfaction.

SECTION E - DECLARATION

I believe that the above information is accurate. I confirm that details of this complaint can be passed on to the NIRPC Finance and Personnel Committee for appeal (if applicable).

Signature:

Name

Contact Information

Date:



FOR OFFICE USE ONLY:

Acknowledgement sent

Reply sent

Complaint forwarded to department

Response received

What action (if any) is now needed?

.....

.....

Attachment #2: Limited English Proficiency Strategy

Northwestern Indiana Regional Planning Commission Lake, Porter, and LaPorte Counties, Indiana

Northwestern Indiana Regional Planning Commission (NIRPC) receives federal financial assistance from the US Department of Transportation (US DOT). For this reason, it is subject to the US DOT's Limited English Proficiency Guidance, issued on December 14, 2005. NIRPC has prepared a Limited English Proficiency (LEP) strategy, as well as completed the Four Factor Analysis suggested in the guidance.

NIRPC offers services to outside entities that include: 1) Transportation Planning & Technical Assistance; 2) Public Transit Grants Management, Oversight, Procurement, and Technical Assistance; and 3) Environmental Public Education. NIRPC also passes FTA public transit funds through to seven (7) public transit operators in Lake, Porter, and LaPorte Counties.

Pass-Through Public Transit Operators. The Public Transit Grants division, among other things, passes FTA funds through to seven (7) public transit operators in the three-county area. A separate LEP analysis was not prepared for these operators. The three operators serving identified LEP areas have long acknowledged the need for and developed second language schedules and rider guides, and other service information. These operators include East Chicago Transit, North Township Dial-a-Ride and City of La Porte Transporte.

Demographic Data. Demographic data for northwest Indiana shows a significant concentration of Limited English Proficiency (LEP) persons in ten census tracts in northern Lake County. One of these is in Gary (Indiana), which is outside of the area covered by NIRPC's transit subrecipients but within the area of our other services (Planning and Environmental Education).

The Four Factor Analysis.

Number or proportion of LEP persons eligible to be served or likely to be served or encountered by a program, activity, or service.

Transportation Planning & Technical Assistance: Fewer than 10 persons per year.

Persons served or encountered under these programs on a regular (ongoing) basis are those regular participants in the metropolitan transportation planning process, representatives of cities, towns, and counties, and technical personnel, including engineers and federal/state transportation officials.

Persons served or encountered on a sporadic basis are members of the general public who are asked to serve on planning focus groups to comment on transportation plans and projects. These are usually one-time only encounters.

Public Transit Grants Management, Oversight, Procurement, and Technical Assistance: Fewer than 10 persons per year.

Most encounters are the representatives of local transit operators, chief elected officials, and State/FTA officials.

Environmental Services: Over 500 persons per year (estimated)

Most encounters here are with the public at outreach events, which occur at public schools, county fairs, recycling events, and other sometimes unusual locations and venues.

Frequency with which LEP persons come in contact with the program.

Transportation Planning and Technical Assistance: Low Frequency

The public is involved in the transportation planning process through purposeful, intentional interactions (such as open houses, focus groups, and other venues established with the intent of obtaining thoughts, ideas, comments, and suggestions regarding a vision of the future. These events are usually held in conjunction with a long-range transportation plan development (every four years) and transportation improvement program development (every two years).

There is also a Technical Planning Committee (TPC) that meets monthly at which topics of interest, including policy recommendations are considered & recommended for approval by the NIRPC Board.

Public Transit Grants Management, Oversight, Procurement, and Technical Assistance: Low Frequency

This function within NIRPC is responsible for all post-grant activities associated with FTA grants.

Environmental Services: Moderate Frequency

This division of NIRPC previously operated an air quality public education program funded with FHWA Congestion Mitigation/Air Quality Program funds. There was significant interaction with school-age children, environmental organizations, public officials, and community groups on an ongoing basis.

The nature and importance of the program, activity, or service provided by the recipient to people's lives.

All Services: Very Low to Low

NIRPC's services to the public are neither life-sustaining nor critical to the daily needs of people. Transportation planning, transit grant administration, transit subrecipient oversight/procurement, and environmental education are not quite as significant in comparison to the need for food, human services, medical services, transportation, and other similar, life-sustaining services.

The resources available to the recipient and costs.

The cost of developing written materials in multiple languages has not been explored. However, given the low encounter rates discussed earlier, it is likely that a large-scale production of written documents, such as transportation plans, transportation improvement programs, and air quality conformity determinations within the metropolitan planning division would be expensive. In these instances, the cost of translating these documents would likely not be cost-effective.

The environmental education program does not generate any significant planning studies and related documents. It already produces some Spanish-language materials that are intended for direct distribution to the public in northern Lake County.

Planning funds are utilized for document translations.

Conclusion.

The low number of LEP persons accessing services in the past, the low frequency at which LEP persons encounter NIRPC's services, and the insignificant value of our services to the daily lives of people all seem to indicate that only very limited measures are needed to address needs of the LEP (primarily Spanish-speaking) population. Although the needs are limited based on the four-factor analysis, NIRPC accommodates LEP persons as a part of the planning process by translating documents, and hiring translators for outreach events.

The NIRPC website can be translated into Arabic, Chinese, French, German, Greek, Hindi, Italian, Korean, Macedonian, Polish, Portuguese, Russian, Serbian, Spanish and Thai using the "Translate This Page" option available on the NIRPC website.

Regarding metropolitan planning, when NIRPC communicates with the public regarding an opportunity for anyone to participate in, comment on, or provide input to, some effort is needed to communicate with LEP persons so that their thoughts, concerns, and suggestions may be heard and understood.

Upon-request, up to 72 hours before a transportation outreach event, per the requirements of Engage NWI, NIRPC's Public Participation Plan accommodations for LEP persons can be made. As a part of NIRPC's LEP strategy, prior to outreach events, NIRPC has documents translated into Spanish as well as a Spanish translator available to attend outreach events to translate comments.

There is no need for grant administration, oversight, and procurement program-related materials to be translated.

The number of encounters with LEP populations is higher in the environmental department than other NIRPC divisions. There is a need for bilingual environmental education materials in locations where there is a significant Spanish-speaking population. Due to this, the Environmental Division has and will continue to translate core educational materials into Spanish and distribute these materials in these areas. Materials include an asthma awareness guide, a watershed protection booklet, and a Citizens Guide to the MS4 Program.

ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.

1. Arabic

Խոսողո՞ւմ ե՞նք նշո՞ւմ կատարե՞ք այս քառակուսում,
և՞թե խոսո՞ւմ կա՞մ կարդո՞ւմ ե՞ք հայերեն:

2. Armenian

যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।

3. Bengali

ឈ្មួញបញ្ជាក់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។

4. Cambodian

Motka i kahhon ya yangin ūntūngnu' manaitai paf ūntūngnu' kumentos Chamorro.

5. Chamorro

如果你能读中文或讲中文，请选择此框。

6. Simplified Chinese

如果你能讀中文或講中文，請選擇此框。

7. Traditional Chinese

Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.

8. Croatian

Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.

9. Czech

Kruis dit vakje aan als u Nederlands kunt lezen of spreken.

10. Dutch

Mark this box if you read or speak English.

11. English

اگر خواندن و نوشتن فارسي بلد هستيد، اين مربع را علامت بنويد.

12. Farsi

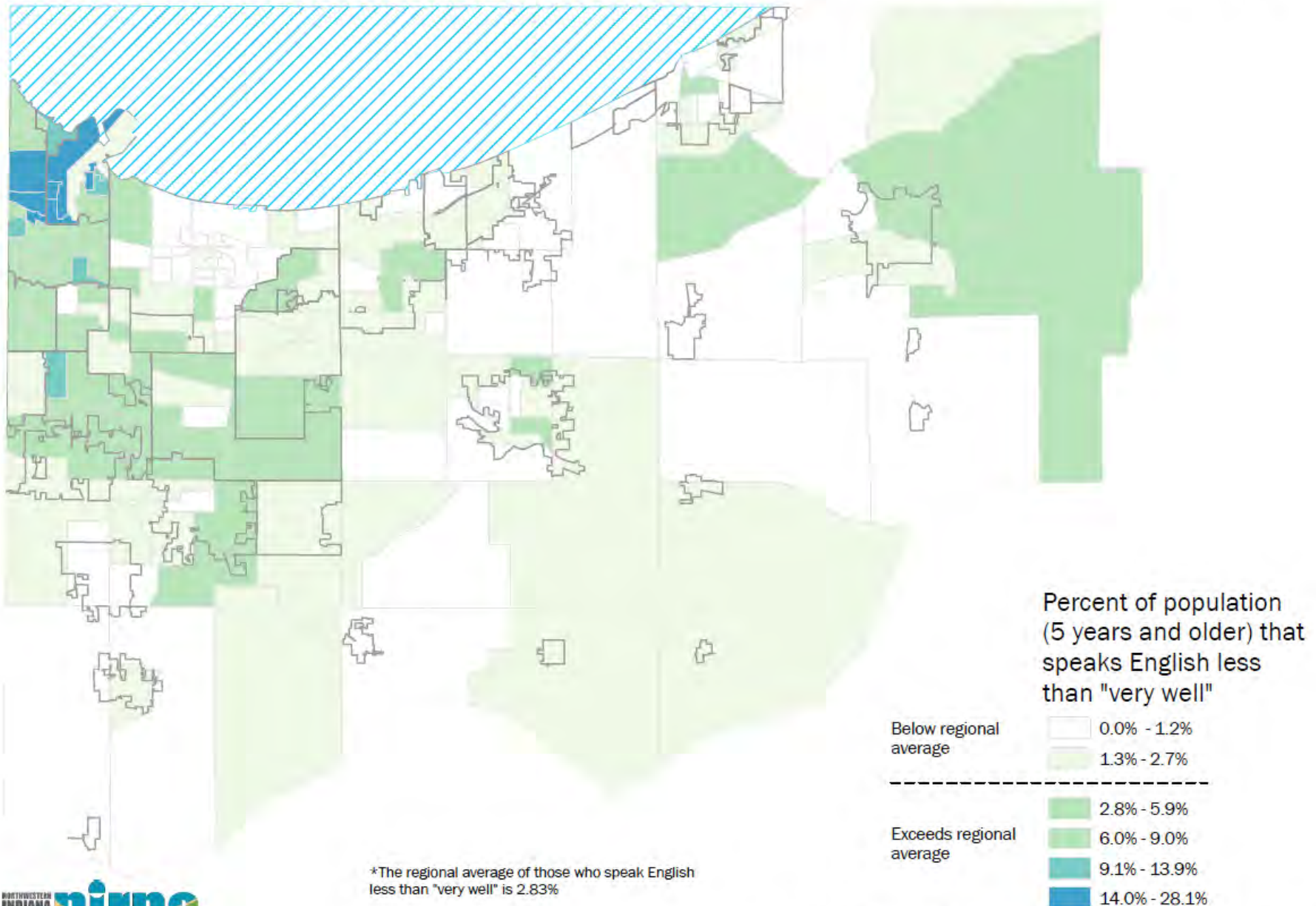
- | | | |
|--------------------------|--|--------------------|
| <input type="checkbox"/> | Cocher ici si vous lisez ou parlez le français. | 13. French |
| <input type="checkbox"/> | Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen. | 14. German |
| <input type="checkbox"/> | Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά. | 15. Greek |
| <input type="checkbox"/> | Make kazye sa a si ou li oswa ou pale kreyòl ayisyen. | 16. Haitian Creole |
| <input type="checkbox"/> | अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ। | 17. Hindi |
| <input type="checkbox"/> | Kos lub voj no yog koj paub twm thiab hais lus Hmoob. | 18. Hmong |
| <input type="checkbox"/> | Jelölje meg ezt a kockát, ha megérti vagy beszéli a magyar nyelvet. | 19. Hungarian |
| <input type="checkbox"/> | Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano. | 20. Ilocano |
| <input type="checkbox"/> | Marchi questa casella se legge o parla italiano. | 21. Italian |
| <input type="checkbox"/> | 日本語を読んだり、話せる場合はここに印を付けてください。 | 22. Japanese |
| <input type="checkbox"/> | 한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오. | 23. Korean |
| <input type="checkbox"/> | ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກພາສາລາວ. | 24. Laotian |
| <input type="checkbox"/> | Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim. | 25. Polish |

DB-3309

U.S. DEPARTMENT OF COMMERCE
Economics and Statistics Administration
U.S. CENSUS BUREAU

- | | | |
|--------------------------|--|----------------|
| <input type="checkbox"/> | Assinale este quadrado se você lê ou fala português. | 26. Portuguese |
| <input type="checkbox"/> | Însemnați această căsuță dacă citiți sau vorbiți românește. | 27. Romanian |
| <input type="checkbox"/> | Пометьте этот квадратик, если вы читаете или говорите по-русски. | 28. Russian |
| <input type="checkbox"/> | Обележите овај квадратикћ уколико читате или говорите српски језик. | 29. Serbian |
| <input type="checkbox"/> | Označte tento štvorček, ak viete čítal' alebo hovorit' po slovensky. | 30. Slovak |
| <input type="checkbox"/> | Marque esta casilla si lee o habla español. | 31. Spanish |
| <input type="checkbox"/> | Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog. | 32. Tagalog |
| <input type="checkbox"/> | ให้กาเครื่องหมายลงในช่องถ้าท่านอ่านหรือพูดภาษาไทย. | 33. Thai |
| <input type="checkbox"/> | Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga. | 34. Tongan |
| <input type="checkbox"/> | Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою. | 35. Ukrainian |
| <input type="checkbox"/> | اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔ | 36. Urdu |
| <input type="checkbox"/> | Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ. | 37. Vietnamese |
| <input type="checkbox"/> | באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש. | 38. Yiddish |

NWI Limited English Proficiency by Census Tract

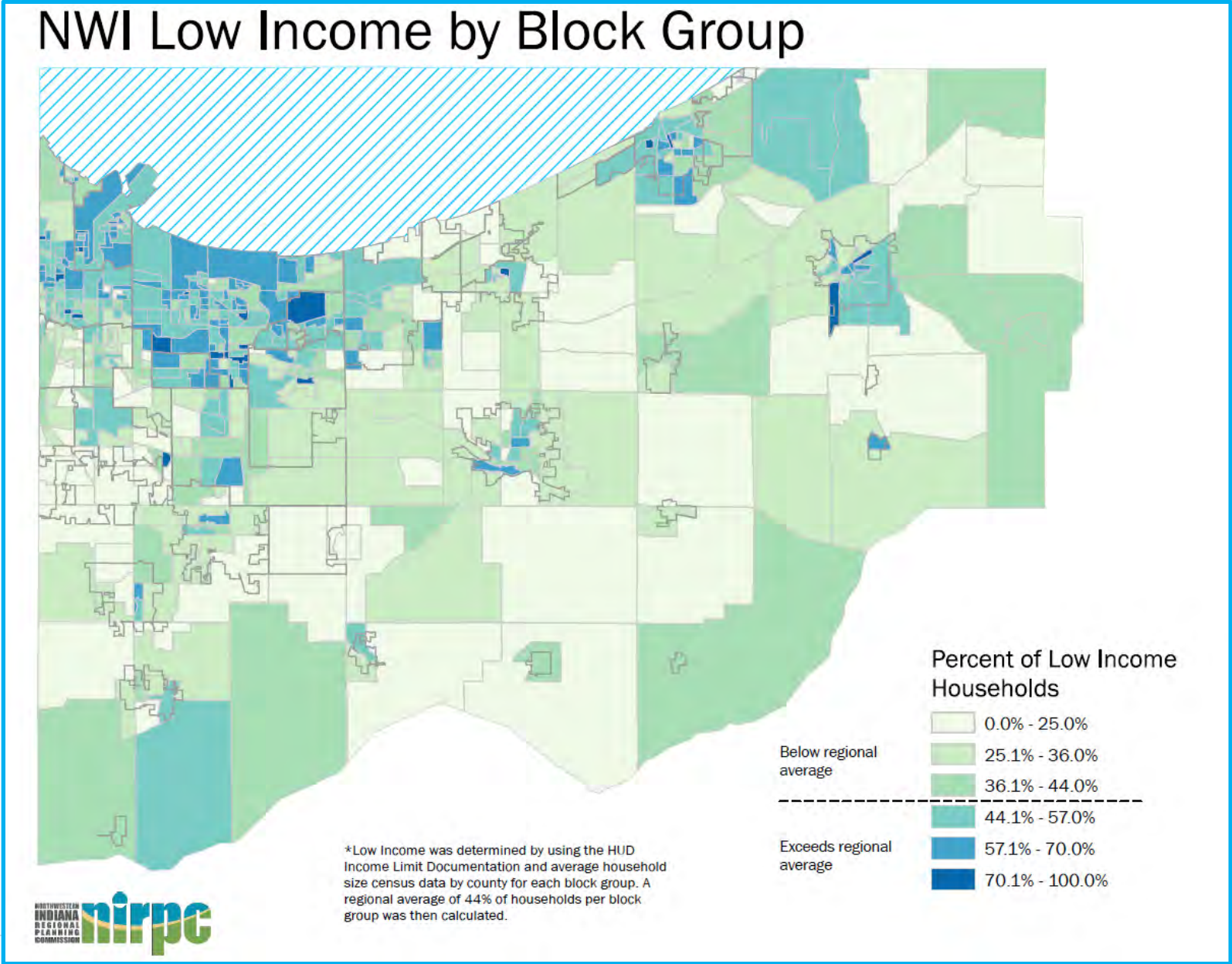


Attachment #3: Limited English Proficiency by Census Tract – Demographic Profile

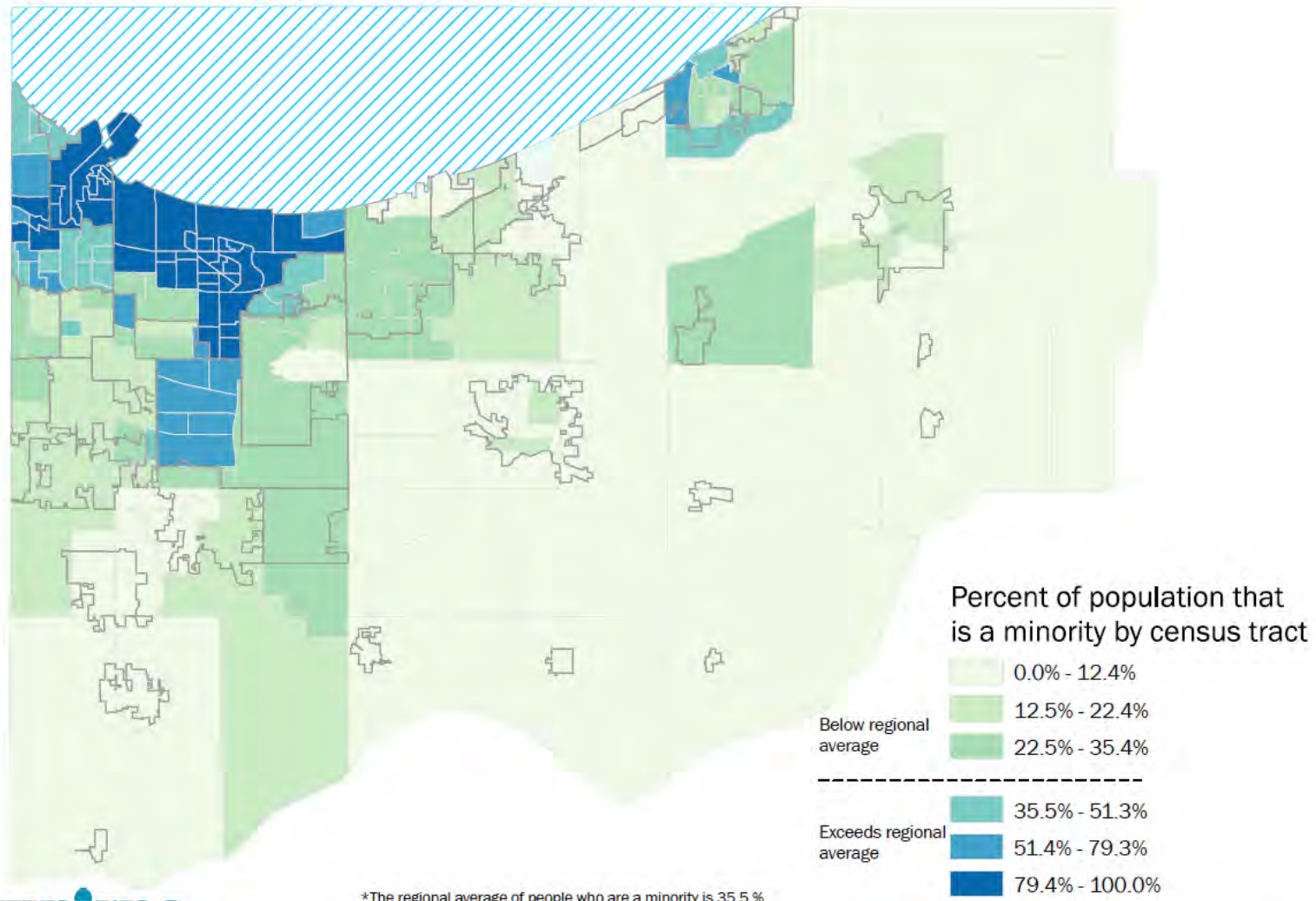
Municipality	Population 5 years and over	Speak English only or speak English "very well"	Percent speak English only or speak English "very well"	Speak English less than "very well"	Percent speak English less than "very well"
Beverly Shores	612	588	96.1%	24	3.9%
Burns Harbor	1,352	1,337	98.9%	15	1.1%
Cedar Lake	11,291	11,199	99.2%	92	0.8%
Chesterton	13,466	13,394	99.5%	72	0.5%
Crown Point	27,297	26,286	96.3%	1,011	3.7%
Dune Acres	169	169	100.0%	-	0.0%
Dyer	15,278	14,901	97.5%	377	2.5%
East Chicago	26,465	21,906	82.8%	4,559	17.2%
Gary	71,704	70,876	98.8%	828	1.2%
Griffith	15,234	14,795	97.1%	439	2.9%
Hammond	72,333	65,278	90.2%	7,055	9.8%
Hebron	3,745	3,730	99.6%	15	0.4%
Highland	21,814	21,050	96.5%	764	3.5%
Hobart	26,709	26,199	98.1%	510	1.9%
Kingsbury	193	188	97.4%	5	2.6%
Kingsford Heights	1,241	1,229	99.0%	12	1.0%
Kouts	1,796	1,768	98.4%	28	1.6%
La Crosse	530	530	100.0%	-	0.0%
Lake Station	11,431	10,828	94.7%	603	5.3%
La Porte	20,210	19,257	95.3%	953	4.7%
Long Beach	1,066	1,058	99.2%	8	0.8%
Lowell	8,770	8,632	98.4%	138	1.6%
Merrillville	33,621	32,534	96.8%	1,087	3.2%
Michiana Shores	253	253	100.0%	-	0.0%

Michigan City	29,050	28,552	98.3%	498	1.7%
Munster	21,984	20,666	94.0%	1,318	6.0%
New Chicago	1,678	1,484	88.4%	194	11.6%
Ogden Dunes	1,146	1,130	98.6%	16	1.4%
Portage	34,780	33,926	97.5%	854	2.5%
Porter	4,494	4,404	98.0%	90	2.0%
Pottawattamie Park	245	245	100.0%	-	0.0%
St. John	15,683	15,339	97.8%	344	2.2%
Schererville	27,406	25,891	94.5%	1,515	5.5%
Schneider	227	227	100.0%	-	0.0%
Town of Pines	693	679	98.0%	14	2.0%
Trail Creek	1,873	1,848	98.7%	25	1.3%
Valparaiso	30,727	29,955	97.5%	772	2.5%
Wanatah	1,143	1,139	99.7%	4	0.3%
Westville	6,472	6,452	99.7%	20	0.3%
Whiting	4,462	4,143	92.9%	319	7.1%
Winfield	5,181	5,117	98.8%	64	1.2%
<i>Source: U.S. Census Bureau, 2013-2017 American Community Survey (Table S1601)</i>					

Attachment #4: Minority and Low-Income Population Distribution Map



NWI Minority Status by Census Tracts



Source: U.S. Census Bureau, 2013 - 2015 American Community Survey



Attachment #5: Minority and Low-Income Population Distribution Chart

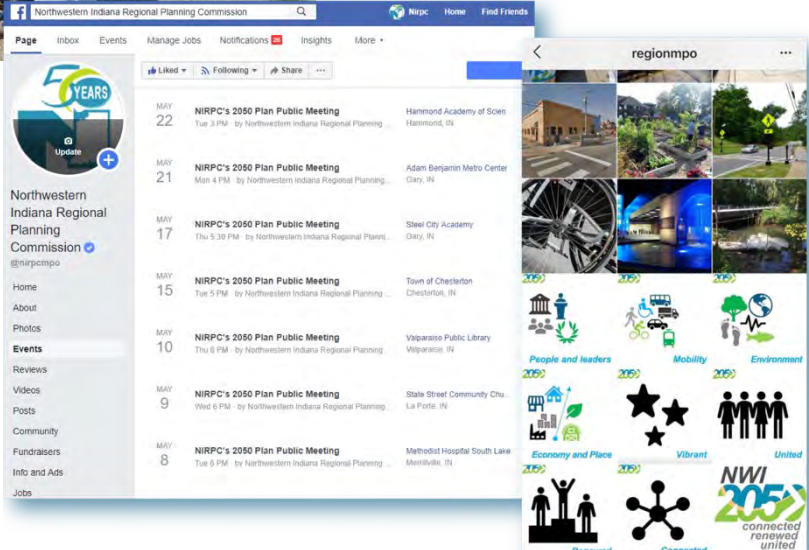
Minority and Low-Income Populations by Census Tract

Municipality	Total:	Minority	Percent Minority
Beverly Shores	614	23	3.7%
Burns Harbor	1,452	210	14.5%
Cedar Lake	12,024	1,024	8.5%
Chesterton	14,052	1,725	12.3%
Crown Point	28,952	5,144	17.8%
Dune Acres	173	4	2.3%
Dyer	16,077	3,271	20.3%
East Chicago	28,728	26,857	93.5%
Gary	77,416	68,289	88.2%
Griffith	16,468	5,432	33.0%
Hammond	77,827	47,260	60.7%
Hebron	3,968	667	16.8%
Highland	22,938	5,332	23.2%
Hobart	28,573	6,358	22.3%
Kingsbury	205	15	7.3%
Kingsford Heights	1,370	217	15.8%
Kouts	1,950	77	3.9%
La Crosse	552	13	2.4%
Lake Station	12,157	4,799	39.5%
La Porte	21,825	3,805	17.4%
Long Beach	1,126	42	3.7%
Lowell	9,502	785	8.3%
Merrillville	35,183	22,523	64.0%
Michiana Shores	262	2	0.8%
Michigan City	31,352	12,579	40.1%
Munster	23,005	5,425	23.6%

New Chicago	1,803	770	42.7%
Ogden Dunes	1,195	80	6.7%
Portage	36,849	11,359	30.8%
Porter	4,855	696	14.3%
Pottawattamie Park	262	12	4.6%
St. John	16,391	2,089	12.7%
Schererville	28,778	6,513	22.6%
Schneider	249	7	2.8%
Town of Pines	731	91	12.4%
Trail Creek	2,000	354	17.7%
Valparaiso	32,501	4,412	13.6%
Wanatah	1,234	138	11.2%
Westville	6,659	2,169	32.6%
Whiting	4,858	2,018	41.5%
Winfield	5,395	1,555	28.8%
Municipal	446,324	215,451	48.3%
Municipal	66,847	19,346	28.9%
Municipal	98,340	19,344	19.7%
Unincorporated	42,370	6,979	16.5%
Unincorporated	43,992	2,955	6.7%
Unincorporated	69,051	7,500	10.9%

Municipality	Total (for whom poverty status is determined)	Below poverty level	Percent below poverty level
Beverly Shores	614	23	3.7%
Burns Harbor	1445	125	8.7%
Cedar Lake	12008	1183	9.9%
Chesterton	13875	1121	8.1%
Crown Point	27536	2142	7.8%
Dune Acres	173	5	2.9%
Dyer	15741	563	3.6%
East Chicago	28580	9876	34.6%
Gary	76469	27344	35.8%
Griffith	16445	1466	8.9%
Hammond	76723	17021	22.2%
Hebron	3968	688	17.3%
Highland	22841	1749	7.7%
Hobart	28290	3129	11.1%
Kingsbury	205	4	2.0%
Kingsford Heights	1349	343	25.4%
Kouts	1947	108	5.5%
La Crosse	549	80	14.6%
Lake Station	12130	3079	25.4%
La Porte	21035	4716	22.4%
Long Beach	1126	28	2.5%
Lowell	9394	851	9.1%
Merrillville	34693	3789	10.9%
Michiana Shores	262	23	8.8%
Michigan City	28337	7219	25.5%
Munster	22592	1079	4.8%
New Chicago	1801	499	27.7%

Ogden Dunes	1195	44	3.7%
Portage	36469	6266	17.2%
Porter	4855	411	8.5%
Pottawattamie Park	262	15	5.7%
St. John	16382	522	3.2%
Schererville	28542	1280	4.5%
Schneider	249	55	22.1%
Town of Pines	729	141	19.3%
Trail Creek	1989	159	8.0%
Valparaiso City	29294	3976	13.6%
Wanatah	1234	114	9.2%
Westville	2012	520	25.8%
Whiting	4852	789	16.3%
Winfield	5227	114	2.2%



Engage NWI

Northwestern Indiana Regional Planning Commission's
Public Participation Plan – Adopted August 15, 2019 by Resolution 19-24

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About Engage NWI

Engage NWI is the federally required “Public Participation Plan” that enables Northwestern Indiana Regional Planning Commission (NIRPC) staff to ensure that it is meeting all federal requirements for public participation, but more importantly, a guide that enables the public to engage with regional planning. *Engage NWI* promotes a meaningful exchange of ideas, identification of regional issues and solutions, as well as advancing initiatives to achieve the vision for Northwestern Indiana (NWI).

The Northwestern Indiana Regional Planning Commission (NIRPC), as the Metropolitan Planning Organization (MPO) and Council of Governments (COG) for NWI, has the responsibility to conduct economic development, environmental, and transportation planning for Lake, LaPorte and Porter Counties. *Engage NWI* is required of a Metropolitan Planning Organization (MPO) by the United States Department of Transportation (USDOT) to fulfill the regulations governing public participation (**23 CFR 450.316**).

Engage NWI is laid out in a question and answer format to assist NWI’s general public and stakeholders, and NIRPC’s regional planners to understand:

- ▶ How the general public and stakeholders can most effectively connect with regional planning – **Page 3**
- ▶ What is regional planning? **Page 4-5**
- ▶ When/where is the public engaged in regional planning? **Page 6-7**
- ▶ Why is public participation important to regional planning? **Page 7-8**
- ▶ Who is and should be involved in public participation? **Page 8-10**
- ▶ How is public participation conducted? **Page 11-13**
- ▶ The technical requirements of public participation **Page 14-16**

How to follow regional planning activities and find participation opportunities:

- ▶ **Website:** nirpc.org
 - ▶ Sign-up for emails and newsletters here
 - ▶ Follow our calendar for events and meetings
 - ▶ Find NIRPC’s latest plans and updates
- ▶ **YouTube:** youtube.com/user/NIRPCPlanning
 - ▶ For livestreamed Commission and Committee meetings if you cannot or do not want to attend in-person
- ▶ **Facebook:** facebook.com/nirpcmpo
 - ▶ Like NIRPC’s Facebook page to follow planning activities and learn about engagement opportunities.
- ▶ **Twitter:** twitter.com/NIRPC
 - ▶ Follow NIRPC’s Twitter feed to hear the latest news and learn about engagement opportunities.
- ▶ **Instagram:** instagram.com/regionMPO
 - ▶ Follow NIRPC’s Instagram page to see what is going on in the region and learn about NIRPC’s work.

- ▶ **LinkedIn:** [linkedin.com/company/nirpc](https://www.linkedin.com/company/nirpc)
 - ▶ Connect with NIRPC's LinkedIn page to learn about NIRPC's work and other planning partners.
- ▶ **RTIP:** <https://rtip.nirpc.org/>
 - ▶ The Regional Transportation Improvement Program is NIRPC's online database of funded transportation investments throughout the region. Amendments are posted on RTIP when available for public comment.
- ▶ **Direct mail:**
 - To be added to our direct mail list, please send a request for newsletters:
Public Participation Planner
6100 Southport Road
Portage, IN 46368





What is regional planning?

Regional planning in NWI is conducted by NIRPC regional planners. NIRPC is charged in state law to focus on economic development, the environment, and transportation planning. NIRPC provides a regional forum to discuss issues, opportunities, problems, challenges, and concerns of member communities, the general public, and stakeholders. Regional planners work planning initiatives each year that will hopefully advance NWI towards achieving the visions laid out in the adopted long-range plan of the Commission, the *NWI 2050 Plan*.

It is important to note that while regional planners may provide guidance on best practices, policy, zoning, transportation investments, economic development, or the environment, they do not make or enforce local ordinances or policies, as NIRPC is not charged with this mandate, nor given authority to do so, in state or federal law. In order to affect change locally, participation efforts by the general public and stakeholders must be geared towards local, state or federal government. Regional planners often may not lobby under federal law, rather may only educate or guide elected officials.

For regional transportation planning, NIRPC must follow the federally required "3C" transportation planning process. The "3C" transportation planning process requires cooperation among all levels of government, comprehensive consideration of many planning factors, and be a continuously evaluated planning process. Planning is carried out following contemporary federal transportation planning requirements of the Fixing America's Surface Transportation Act (FAST Act), the Americans with Disabilities (ADA) Act, Section 504 of the Rehabilitation Act, Environmental Justice Executive Order 12898, Persons with Limited English Proficiency Executive Order 13166, the Clean Air Act, Title VI of the Civil Rights Act, and their predecessor acts. *Engage NWI* reflects all such requirements, especially those of [23 CFR 450.316](https://www.ecfr.gov/current/title-23-chapter-I-subchapter-B-section-450.316), the regulation that governs public participation.

Regional planners at NIRPC are responsible for the following:

-  *Economic development, environmental, and transportation planning*
-  *Technical assistance on planning best practices, and governance*
-  *Providing a forum for regional issues identification and problem solving*
-  *Facilitation of the prioritization of transportation investments for NWI*

Public participation and transit

Transit is an important travel option for many residents in the region, and many instances the only travel option for some residents. Transit in NWI consistently is rated by the public as a primary concern for our regional transportation system. The *NWI 2050 Plan* and the *2018 Coordinated Transit Plan* demonstrate those issues and concerns.

The Federal Transit Administration allows a transit operator to rely on the MPO's Public Participation Plan for the Transportation Improvement Program. For transit operators to be compliant with Federal "Program of Projects" requirements, transit operators may utilize the public participation efforts of regional planners. Projects need to be published in sufficient detail, and the users of these projects should be provided an opportunity to examine the proposed program and submit comments. Transit Operators therefore must assist NIRPC with public participation efforts, including advertising and inviting the public to engagement opportunities.

When/where is the public engaged in regional planning?

There are three core MPO planning documents out of which all other regional planning activities are derived:

- ▶ **Long-Range Plan (LRP)** – The LRP sets the vision for NWI and focuses on economic development, the environment, and transportation. The LRP is updated every four years and is amended from time to time. The development of the MTP takes approximately one to two years and engagement opportunities are provided throughout its development to shape the vision, goals, and priorities of the Plan.
- ▶ **Transportation Improvement Program (TIP)** – The TIP is updated every two years and amended four times per year. The TIP includes transportation

investments for the next five years made by communities, transit operators, and the Indiana Department of Transportation. The development of the TIP involves all the towns, cities, counties, and transit operators of NWI and must be consistent with the *NWI 2050 Plan*. Direct engagement with municipalities and transit operators is the most effective way for the public to influence the projects each applicant submits to NIRPC for funding.

- ▶ **Unified Planning Work Program (UPWP)** – The UPWP is updated every two years and amended in between generally once. The UPWP contains all the planning activities required by the Federal Highway and Transit Administrations in addition to planning activities identified by the *NWI 2050 Plan*. The planning tasks are conducted by the regional planners at NIRPC. Each UPWP task includes a public participation goal appropriate for the task: Inform, Consult, Involve, or Collaborate. **See page 12 for details on goals.**

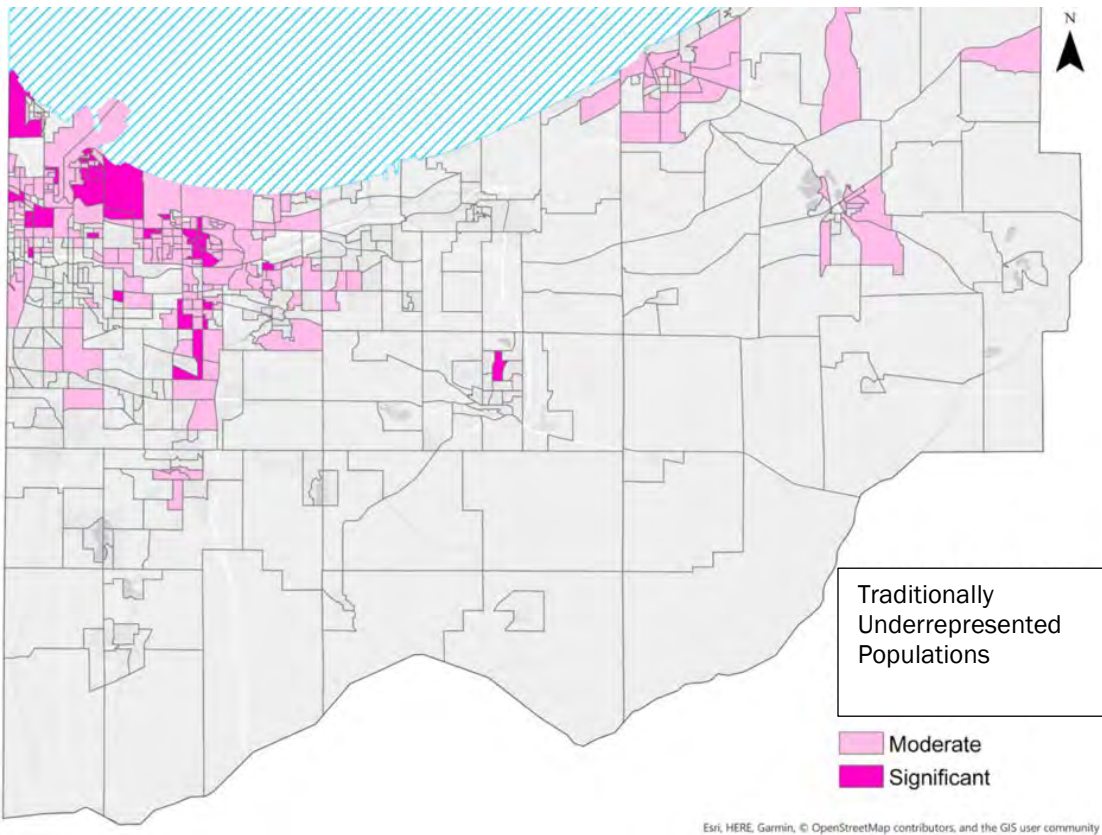
Understanding the core planning activities of NIRPC will help to connect interested individuals on when and where to engage in regional planning.

Engage NWI emphasizes that for effective regional planning, engagement should occur where people are, and early in the process. Input will be solicited from the general public and stakeholders when active engagement methods are utilized (described on Page 13), close to where the general public are already gathering and while plans are in development so that input can shape the outcome which is deliberated at the Commission. Every attempt will be made to hold active engagement activities throughout the region, balanced where transit is available and for the rest of the region, through a variety of creative means while plans are in development. The Commission will determine where and when to hold its meetings and those of its advisory and business committees.

Why is public participation critical to regional planning?

Engage NWI stresses the need for the general public and stakeholders to engage in regional planning to identify regional challenges, problems, and opportunities. Regional planners need to listen to voices of the general public and stakeholders to gain a diversity of input – especially from those traditionally underrepresented in planning processes – and hear potential solutions or to shape planning processes and achieve desired outcomes. The map on Page 9 represents the places in NWI that should be emphasized in engagement efforts. These places include higher than regionally average areas of minorities, low-income individuals, limited-English proficiency individuals, zero-car households, veterans, individuals over sixty-five years of age, and individuals with disabilities. Regional planners need input early in the process so that final plans can reflect a balance of priorities and interests heard from all over the NWI.

Engage NWI stresses the importance that additional effort be made to invite individuals that reside in such areas to participate in regional planning efforts to give voice to communities who have traditionally been under-represented.



Strategies to engage with emphasized places in NWI

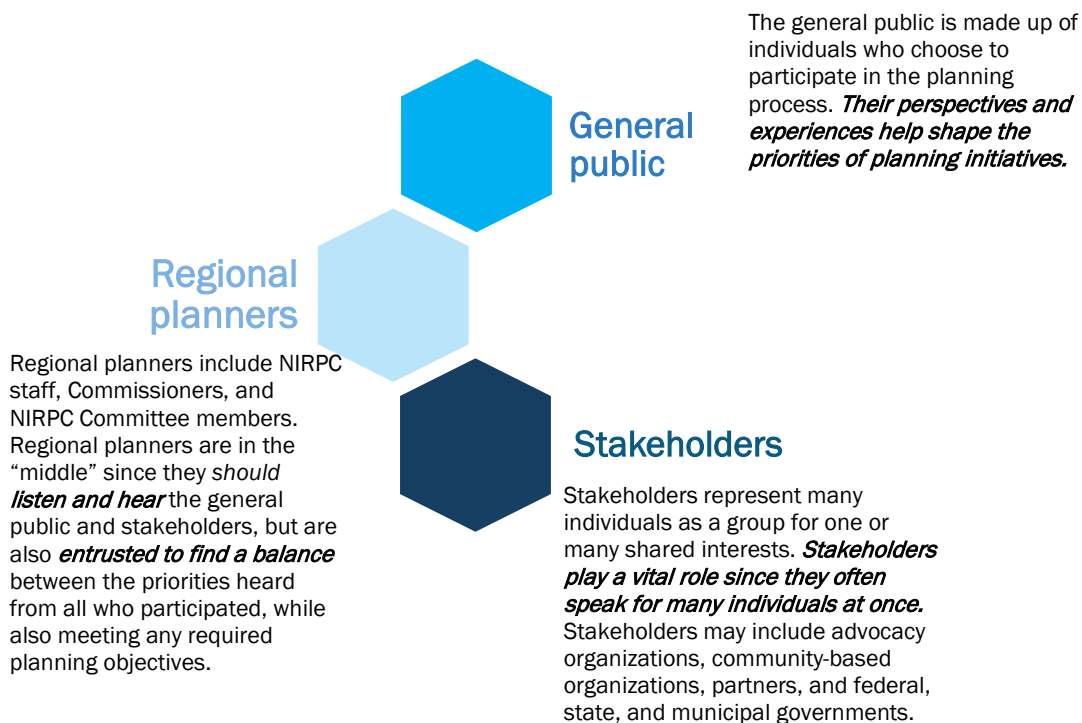
- ▶ **One-on-Ones** – depending on the planning activity, regional planners may make face-to-face contact with community-based organizations, neighborhood leaders, faith-based organizations, elected officials, and other important stakeholders that can connect regional planners to residents and businesses that have been underrepresented in regional planning activities. Such interactions are called “*Out and Abouts*” in *Engage NWI* and are described on Page 13.
- ▶ **Targeted formal engagement** – depending on the planning activity, regional planners may ensure that some of the formal meetings or “*Pop-Up Events*,” described on Page 13, are held in these emphasized places to make participation convenient, especially if community residents rely on limited public transit.

Who is and should be involved in public participation?

Engage NWI focuses upon “regional planners,” “the general public,” and “stakeholders” as three critical groups involved in public engagement. Each plays a unique and important role in the planning process. Regional planners at NIRPC seek to undertake various planning initiatives that need to be shaped by public input. The general public includes individuals and businesses that represent themselves in the planning process, while stakeholders represent “grouped” interests, needs, or desires in the outcome of a planning process. The perspectives, experience, and expertise from the general public, or stakeholders, is not only welcomed, but necessary in the planning process.

Shaped by their personal experiences, regional planners do not know and cannot see every detail of every issue in every community. Therefore, *Engage NWI* stresses the need for regional planners to listen to the general public and stakeholders as a duty, but also for the general public and stakeholders to share their perspectives, experiences, and expertise as regional citizens.

For *Engage NWI* to be effective, NIRPC, as the regional planners, will inform the general public and stakeholders of every opportunity to participate through the channels described on Page 3; however, the general public and stakeholders have the freedom to take advantage of the opportunity to play their part and actively engage in shaping their region.



About the regional planners - NIRPC

Regional planning and coordination came to Northwestern Indiana in 1965 when enabling legislation was passed by the Indiana General Assembly and signed into law by the Governor. The first state law called for a transportation planning commission, which was inspired by the 1962 Federal Highway Act. The state law has since been amended to create what is known today as the Northwestern Indiana Regional Planning Commission, a three-county council of governments. In 2007, NIRPC's Executive Board membership expanded, and weighted voting added.

NIRPC's governing body is the Commission composed of 53 county, municipal, and some township elected officials and a Gubernatorial appointment. The Commission membership is established in state statute and is required to meet in full at least four times per year and at a minimum statutorily responsible for the hiring of the Executive Director, adopting bylaws, electing officers, and annual budget appropriations. A smaller Executive Board is annually elected by and from the full Commission membership and takes on the routine business of NIRPC. The Commission has established several committees to make advice and assist in conducting its business along with lower topical committees focused on specific interests. Please check NIRPC.org for updates on the committee structure and membership.

All Commission and committee business related to transportation planning and investment decision-making must adhere to *Engage NWI*. Planning for economic development and the environment may adhere to *Engage NWI* or the specific requirements of grants funding those activities in question. Noticing for Commission and Committee meetings will follow Indiana Open Door Law.

Commission	Full Commission <i>Meets four times per year or</i>
	Executive Board <i>Meets approximately six times per year</i>
Advisory / Business Committees	Technical Planning
	Local Government Assistance
	Legislative
	Finance and Personnel
Topical Committees	Environmental Management and Policy
	Ped, Pedal, and Paddle
	Land Use
	Surface Transportation
	Transit Operators
	Transportation Resources Oversight

Last revised February 2018 / Any future changes to committee structure made by the Commission will be reflected in *Engage NWI* as a technical amendment.

How is public participation conducted?

Engage NWI lays out on Page 12 the engagement goals, the promise made by *Engage NWI* associated with that goal, engagement methods associated with each goal, and the when the goal will be chosen for each planning task. Then all the technical requirements of *Engage NWI* are laid out (Page 14-16). Input from the general public and stakeholders early in the process is critical to shaping the final outcomes of each plan. With a diversity of perspectives in a region as large as NWI, it will be up to regional planners to find a balance between competing priorities and interests for the region. Before plan adoption by the Commission, the plan will be put out for a formal comment period, if required.

Techniques to invite participation

Engage NWI outlines methods to ensure regional planning is conducted with participation always at mind from the beginning of planning processes. Each planning task undertaken will identify a participation goal appropriate for that task (Page 12) and then planners will employ the methods that goal requires. It is expected that most tasks will be on the more participatory end of the spectrum.

However, no matter which type of participation goal that is required, participation will be possible in formats that are inclusive. All meeting locations will be compliant with the ADA and requests for reasonable accommodations taken upon request within 72 hours of a formal meeting to ensure participation those who may need alternate formats of materials – including language translation, foreign, American Sign Language, or braille.

Active participation methods				
Does the task require?	Inform	Consult	Involve	Collaborate
Engage NWI goal:	Provide public with objective information and assist their understanding of regional challenges, options, opportunities, or solutions.	Obtain feedback on regional planning tasks, analyses, or prior to policy making.	Work directly with public and stakeholders throughout planning process to ensure concerns and ideas are consistently understood and considered.	Partner with the public and stakeholders in every aspect of the planning process from project scoping through adoption of plans or policies.
Engage NWI promise	Keep general public and stakeholders informed.	Keep public informed, listen and acknowledge concerns and ideas, and provide public with report on how input shaped outcomes.	Work with public and stakeholders to ensure goals and ideas are directly reflected in planning work as much as possible and report on how input shaped outcomes.	Work with public and stakeholders to inform planning work from start at project scoping to understand issues, generate solutions, and incorporate feedback to shape outcomes.
Involvement methods / tools may include:	Website, social media, newsletters, multi-language publications, press releases, mailings, live streaming, white papers, or fact sheets.	Activities listed in “Inform” plus surveys, comment forms, webinars, or formal meetings	Activities listed in “Consult” plus focus groups, targeted outreach to meet people where they are such as “Out and Abouts,” or “Pop-up Events”	Activities listed in “Involve” plus task forces, charrettes, keypad polling, and working groups
When goal will be selected:	The “Inform” level of participation will be used for technical documents, but the methods will be used frequently to communicate regularly with the public	The “Consult” level of participation will be used less frequently, but the methods will be used when needed	The “Involve” method will be used frequently and the methods as well	The “Collaborate” method will be used frequently with major planning processes

Examples of active engagement

Some types of active and in-person engagement will be conducted by employing the following:

- ▶ **“Out and Abouts”** – regional planners meeting face-to-face to invite interest in planning activities, events or to solicit direct feedback
- ▶ **“Pop-up Events”** – regional planners sharing information / asking for feedback at other organization’s events
- ▶ **Formal meetings** – advertised open houses or public hearings – **timely notice per *Engage NWI* for all public meetings listed in the table to the right will be two weeks prior to the meeting.**
- ▶ **Task force / working groups** – invited and targeted participation of subject matter experts at the discretion of the NIRPC Executive Director

Effectiveness of methods and evaluation

From time to time the strategies and methods contained within *Engage NWI* will be reviewed for their effectiveness. The principal measure for effectiveness of *Engage NWI* will be:

- ▶ The frequency in which planning activities are conducted with the “Involve” or “Collaborate” goal of active participation methods described on Page 12 – should be at least 50% of activities; and
- ▶ How aggressively regional planners have made attempts to invite participation from the general public and stakeholders throughout the planning process. Opportunities include advertising, “*Out and Abouts*,” “*Pop-Up Events*,” social media or newsletter content, etc.

A summary of public participation efforts by regional planners will be published in the “Performance Report” recommended in the *NWI 2050 Plan*.

Technical aspects of public participation:

Public comment periods and public meeting requirements Core planning documents	Minimum comment period by law	Engage NWI comment length policy	Engage NWI formal meeting policy
Long-range plan (<i>new adoption</i>)	Not specified in federal law	30 days	Required
Long-range plan <i>Policy/Project amendment</i>		21 days	Not required
Long-range plan <i>Modification / Technical amendment</i>		None	Not required
Transportation Improvement Program (TIP) (<i>new adoption</i>)		30 days	Required
TIP <i>amendment</i>		21 days	Not required
TIP <i>modification / technical amendment</i>		None	Not required
Air Quality Conformity		30 days	Required
Unified Planning Work Program (<i>new or amendment</i>)		None	Not required
Coordinated Public Transit Human Services Transportation Plan (<i>new or amendment</i>)		21 days	Not required
Public Participation Plan (<i>new or amendment</i>)	45 days	45 days	Not required
Other planning and policy documents			
Regional and sub-regional modal, corridor, development, or environment plans/policies	Not specified in federal law	21 days	Not required
Technical documents required to fulfill federal requirements		None	Not required

Amendment and modification procedures

Amendment:

- ▶ 1) any phase of any project is added or construction phase or transit project deleted;
- ▶ 2) any addition of funds over \$100,000;
- ▶ 3) change to an air quality non-exempt project;
- ▶ 4) project scope change that alters original intent of project;
- ▶ 5) change to policy or programming rules.
- ▶ Interagency Consultation Group review on *all* TIP amendments and a redetermination of fiscal constraint is required. **Twenty-one-day comment period required.**
- ▶ Must be approved by Commission or Executive Board. **Public comment opportunity is available at the meeting.**

Modification:

- ▶ 1) project moving year to year (but not out of the TIP, which is an amendment);
- ▶ 2) project fund source change;
- ▶ 3) project is split into multiple construction segments;
- ▶ 4) addition of funds under \$100,000 (TIP and UPWP); *or*
- ▶ 5) typographical changes.
- ▶ Modifications are made by NIRPC staff at the request of project sponsor subject to regulation and funding availability.
- ▶ A redetermination of fiscal constraint is required.

Technical Amendment:

- ▶ Changes to technical information that does impact policy or programmed projects, ie: performance targets, data updates, asset information.
- ▶ Must be approved by Commission or Executive Board. **Public comment opportunity is available at the meeting.**

Emergency Amendment:

- ▶ NIRPC Executive Director authorizes a TIP amendment without public process or Commission if:
 - ▶ 1) public well-being or safety is at risk; or
 - ▶ 2) lapse or loss of federal funds is at risk.
- ▶ A redetermination of fiscal constraint is required.

Path to address public comments

Comments received during a comment period will be reported to the Commission via a “Public Comment Report.” The Report will be made available on the NIRPC website and included with draft plans before adoption. The Report will constitute the formal response to comments and will contain the following: **1)** the original comment, as received; **2)** a recommendation by staff on how the final plan may address the substance of the comment; and **3)** a notation on whether or not the recommendation is a major or minor revision.

Any such recommendation to revise a draft plan that proposes: **1)** Policy revisions; **2)** Adds a project not previously subjected to public review; or **3)** deletes a project subjected to public review, will be considered a major revision and will trigger an additional public comment period. All other recommendations will be regarded as minor revisions representing comments that are more general. Advisory Committee(s) or the Commission will consider recommendations at their discretion.

Public Comment Period (per *Engage NWI* policy)

Recommended major revisions?

The commission may accept or modify major revisions and start new full comment period

The Commission may reject major revisions and adopt the plan

Recommended minor revisions?

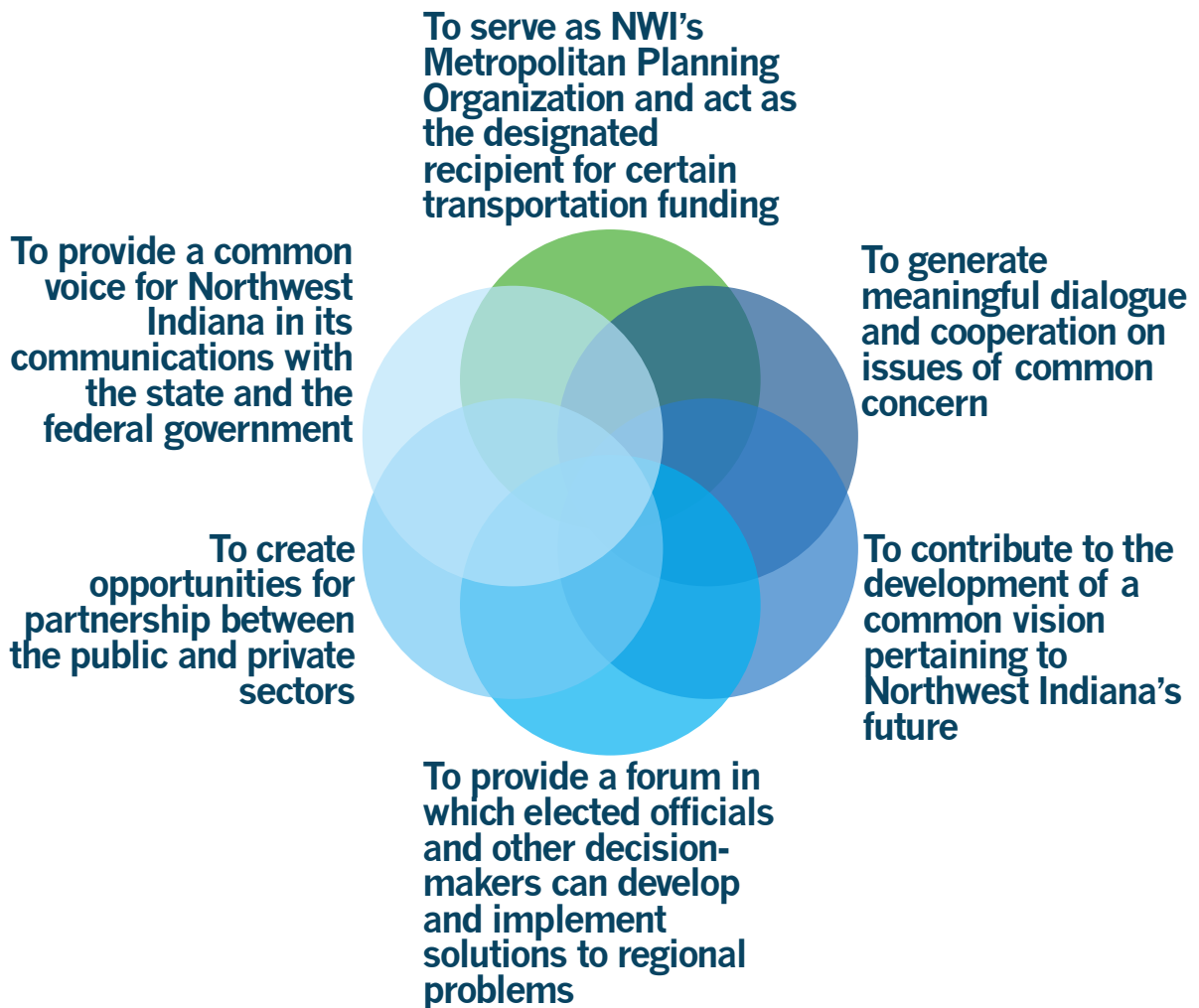
The Commission may accept, reject, or modify minor revisions and adopt the plan

Second Public Comment Period
(per *Engage NWI* policy)

The Commission may accept, reject, or modify major revisions and adopt the plan. *Public engagement ends.*

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NIRPC's Role in the Region



For more information:

Visit:

www.nirpc.org

Contact:

Public Participation Planner at comments@nirpc.org
or 219-763-6060

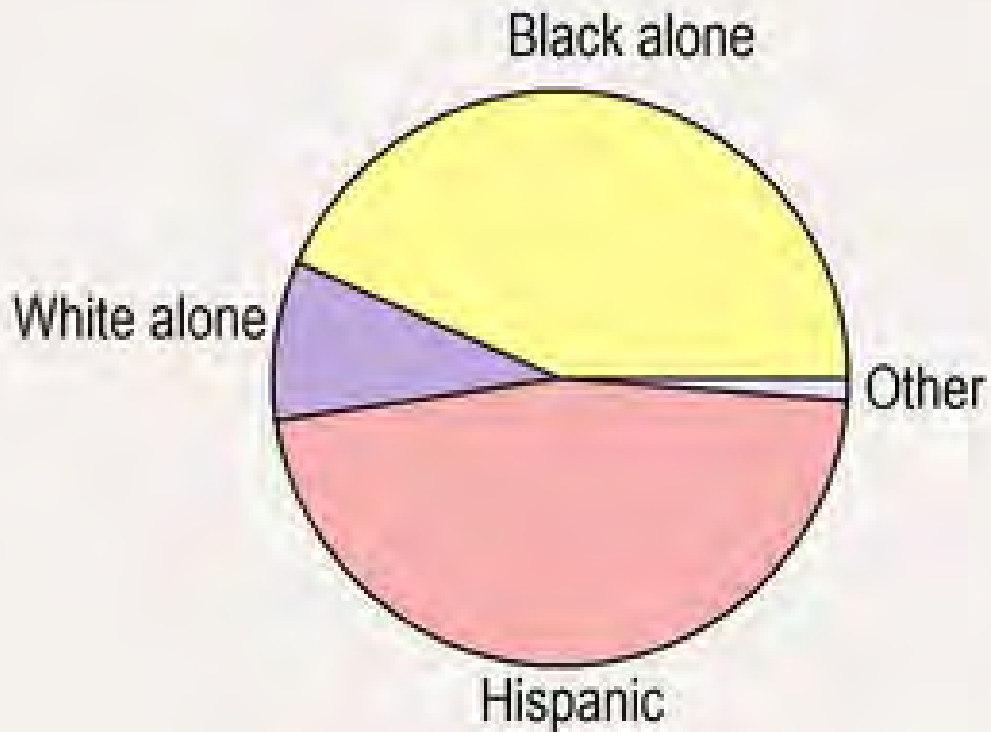
Request alternative formats of plans or meeting materials:

nirpc@nirpc.org or 219-763-6060

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Races in East Chicago, IN



- **Hispanic** - 13,925 (46.4%)
- **Black alone** - 13,016 (43.4%)
- **White alone** - 2,694 (9.0%)
- **Asian alone** - 201 (0.7%)
- **Two or more races** - 117 (0.4%)
- **American Indian alone** - 50 (0.2%)

Exhibit II Complaint Appeal Process

How to File a Complaint to East Chicago Transit (ECT)

A person with a complaint may submit the complaint to ECT using the following procedures.

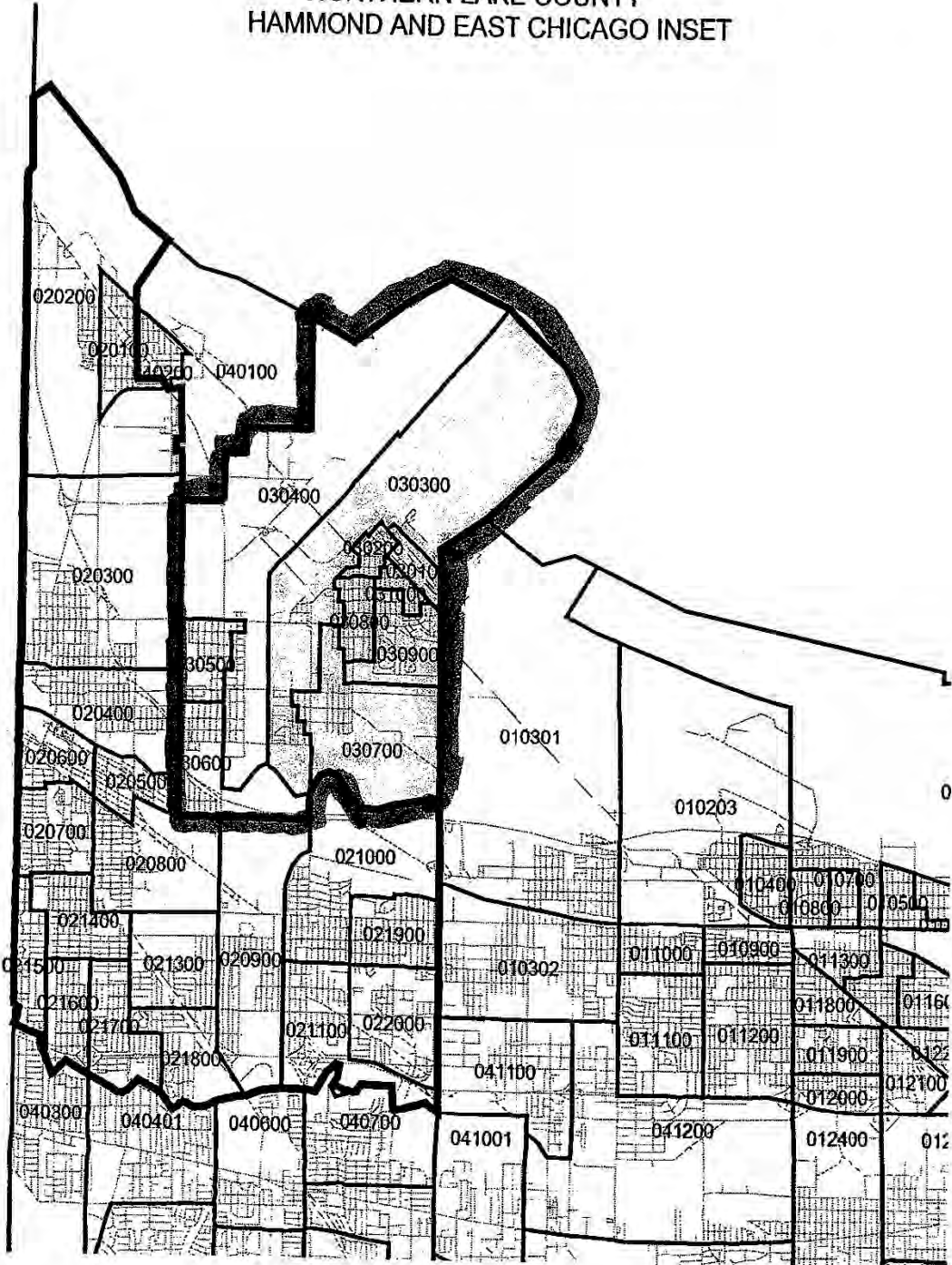
1. A complaint may be submitted in writing and must include the person's name and contact information, the date of the incidence, and the identity of the person or department or service that caused the complaint. Complaint. Complaints may be sent via mail, email, fax or hand delivered.
2. A complaint may be taken verbally and must include the person's name and contact information, date of the incidence, and the identity of the person, department or service that caused the complaint.
3. Persons with a complaint may request a neutral third party (East Chicago Law Department) to hear a verbal complaint or assist with a written complaint. The selection of the neutral third party shall be made cooperatively between ECT and the person filing the complaint.
4. All complaints shall be addressed to the ECT.

ECT Complaint Procedure

1. The person filing a complaint will be informed that the complaint be filed directly with ECT. ECT shall be responsible for follow up and monitoring the complaint.
2. If the complaint is valid and supported by facts, ECT will order corrective action be taken.
3. The person who filed the complaint will be consulted as to the adequacy of the proposed remedy. If acceptable, the matter is concluded.
4. If the proposed remedy is not acceptable, the person who filed the complaint may appeal with East Chicago Law Department, 4525 Indianapolis Blvd., East Chicago, IN 46312, 219-391-8291 for purposes of stating their complaint and identifying an appropriate remedy.
5. East Chicago Law Department will provide further assistance.
6. If acceptable, the matter is concluded. If not, the person is again advised of the appropriate steps to file the complaint by East Chicago Law Department.

ALTERNATE FORMAT AVAILABLE UPON REQUEST

NORTHERN LAKE COUNTY
HAMMOND AND EAST CHICAGO INSET



Literature Distribution List

Flyers, Brochures, and Complaint Forms Locations:

- Bishop Noll
- South Shore
- City Hall
- Library: Chicago Ave.
- Salvation Army
- Nicosia Building
- Healthy East Chicago
- Ivy Tech
- East Chicago Dialysis
- Regional Mental health Center
- Water Dept. Chicago Ave.
- Strack & Van Tils
- Ameristar Casino
- James Knight Safety Facility (Police Station)
- Library :Columbus Dr.
- James Hunter Building
- St. Catherine (Main Entrance, Outpatient, Emergency)
- Police Sub Station (Main St. & Broadway)
- Court House – Main Street
- Township Office
- Public Assistance Office – Main Street
- Lighthouse Charter School
- ECUEA
- Bessie Owens
- Roxanna Center
- Martin Luther King Center
- Heritage Hall

City of East Chicago, Public Transit Title VI Complaint Form

East Chicago Transit es responsable para la operación y implementación de los programas públicos de transporte, que son financiados en parte con asistencia financiera Federal otorgada por el Departamento de transporte de los Estados Unidos y la Administración Federal de tránsito, sin discriminación contra cualquier persona por razón de raza, color u origen nacional.

Sección I

Nombre: _____

Dirección: _____

Números de teléfono: _____

Casa/celular: _____ Trabajo: _____

Dirección de correo electrónico: _____

Requisitos de formato accesible:

Letra grande _____ Cinta de audio _____ Dispositivo de telecomunicaciones para sordos _____

Otro _____

Sección II

Esta queja esta presentada en su propio nombre? Si _____ No _____

Si usted respondió “si” a esta pregunta vaya a la sección III.

Si usted respondió “no” a esta pregunta por favor proporcione el nombre y la relación de la persona para quien usted se esta quejando.

Nombre: _____

Relación: _____

Por favor explique por que usted ha presentado por una tercera persona. _____

Confirme que haya obtenido el permiso de la parte agraviada.

Si _____ No _____

Sección III

Usted ha presentado un título VI ante la ciudad anteriormente?

Si _____ No _____

Se ha presentado esta queja con cualquiera de las siguientes agencias?

Administración Federal de Tránsito Si _____ No _____

Departamento de Transporte Si _____ No _____

Departamento de Justicia Si _____ No _____

Comisión de Oportunidad de Igualdad en el Empleo Si _____ No _____

Otro _____

Si la respuesta es sí, por favor proporcione una copia del formulario de denuncia que presentó con cualquiera de las agencias mencionadas.

Ha presentado una demanda con respecto a esta queja? Si _____ No _____

Sección IV

Esta queja es contra East Chicago Transit? Si _____ No _____

Ha estado en contacto con un empleado de la ciudad con respecto a esta queja?

Si _____ No _____

Si usted respondió "sí" a esta pregunta por favor proporcione el nombre, título (si los sabe) y número telefónico de la persona que ha estado en contacto.

Nombre: _____

Título: _____

Número de teléfono: _____

En página(s) separada por favor describa su queja. Usted debe incluir detalles específicos, tales como nombre(s), fecha(s), hora(s), número(s) de ruta, información de testigos y cualquier otra información que nos ayude en nuestra investigación de su(s) denuncias. Proporcione cualquier otra documentación que sea pertinente a esta queja.

Sección V

Firma: _____

Fecha: _____

[NOTA: la ciudad no puede aceptar este formulario de queja sin firma.]

Por favor, envíe por correo el formulario completado a:

City of East Chicago
Public Transportation Department
5400 Cline Ave.
East Chicago, IN 46312

**City of East Chicago, Public Transit
Title VI Complaint Form**

East Chicago Transit is responsible for operating Public Transportation Programs and implementing transit related projects, which are funded in part with Federal financial assistance awarded by the U.S. Department of Transportation and the Federal Transit Administration (FTA), without discriminating against any person in the United States on the basis of race, color, or national origin.

Section I

Name: _____

Address: _____

Telephone Numbers: _____

Home/Cell _____ Work _____

E-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 you answered "no" to this question please provide the name and relationship of the person for whom you are complaining.

Name: _____

Relationship: _____

Please explain why you have filed for a third party. _____

Please confirm you have obtained the permission of the aggrieved party.
Yes _____ No _____

Section III

Have you previously filed a Title VI complaint with East Chicago Transit?
Yes _____ No _____

Have you filed this complaint with any of the following agencies?

Federal Transit Administration Yes _____ No _____

Department of Transportation Yes _____ No _____

Department of Justice Yes _____ No _____

Equal Employment Opportunity Commission Yes _____ No _____

Other _____

If yes, please provide a copy of the complaint form you filed with any of the above agencies.

Have you filed a lawsuit regarding this complaint? Yes _____ No _____

Section IV

Is this complaint against the East Chicago Transit? Yes _____ No _____

Have you been in contact with an East Chicago Transit employee regarding this complaint?
Yes _____ No _____

If you answered “yes” to this question please provide the name, title (if known), and telephone number of the person you have been in contact with.

Name: _____

Title: _____

Telephone Number: _____

On separate page(s) please describe your complaint. You should include specific details such as name(s), date(s), time(s), route number(s), witness information, and any other information which would assist us in our investigation of your allegations. Please also provide any other documentation which is relevant to this complaint.

Section V

Signature: _____

Date: _____

[NOTE: East Chicago Transit cannot accept this complaint form without a signature.]

Please mail your completed form to:

City of East Chicago
Public Transportation Department
5400 Cline Ave.
East Chicago, IN 46312



2020 Title VI Questionnaire

(REFERENCES: FTA Circular 4702.1B)

I. GENERAL REPORTING REQUIREMENTS:

A. MOST RECENTLY FILED ANNUAL TITLE VI CERTIFICATIONS AND ASSURANCES

Execution Date of your most recent Certification and Assurances filed with NIRPC (This would be sometime in 2019 for FFY 2020).

The most recent Certifications and Assurances filed with NIRPC were signed March 27th, 2019.

B. COPY OF PROCEDURES FOR FILING A TITLE VI COMPLAINT and a summary for investigating and tracking Title VI complaints.

ECT offers a complaint form on every transit vehicle and on our website: <http://www.eastchicago.com/page10/page90/page92/index.html> You can share your comments, suggestions, and complaints by filling out this form. You can also call our office and a complaint form will be mailed to you. If assistance in filling out a complaint form is required, please contact the office and one of our staff will assist you. Comments, complaints or suggestions may be submitted by mail, on our web site, or by phone.

All service complaints are subject to ECT Complaint Policy. All complaints are investigated and receive responses. We can only resolve problems if we are informed, so please do not hesitate to contact us.

A service complaint is defined as a dispute or dissatisfaction with service. Any passenger or citizen with a complaint has within 10 business days to submit the complaint. Preferably complaints should be in writing with a signature, address and phone number so that we can contact the complainant for additional information and to provide a response. It is possible to submit complaints anonymously but this will limit the ability of ECT to investigate the matter and no response can be provided. Please mail, email, fax or deliver this form to: East Chicago Transit, Attn. Transit Director; 5400 Cline Ave; East

Chicago, IN 46312. Phone-in complaints shall be documented by our management staff and given to the ECT Director. The ECT Director or designee shall review the complaint and within 30 business days of its receipt and notify the complainant if contact information is provided.

If the proposed remedy is not acceptable, the person who filed the complaint may appeal with East Chicago Law Department, 4525 Indianapolis Blvd., East Chicago, IN 46312, 219-391-8291 for purposes of stating their complaint and identifying an appropriate remedy.

East Chicago Law Department will provide further assistance.

If acceptable, the matter is concluded. If not, the person is again advised of the appropriate steps to file the complaint by East Chicago Law Department.

- C. **LIST OF ALL ACTIVE TITLE VI INVESTIGATIONS, LAWSUITS OR COMPLAINTS** naming your organization which allege discrimination on the basis of race, color, or national origin with respect to transit service or other transit benefits. Include: date lawsuit or complaint was filed, summary of the allegation, status of investigation, lawsuit or complaint, and actions taken in response (including whether or not the parties involved have entered into a consent decree).

(The lawsuit/complain/investigation information here should be transit service-related and/or transit benefit-related. If your organization has any contractors that provide some or all of your transportation service, provide investigation/lawsuit/complaint information for those entities also.)

ECT has no pending lawsuits or complaints.

- E. **COPY OF PLAN OR POLICY FOR PROVIDING LANGUAGE ASSISTANCE FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY.**

Describe how information and programs are accessed for those individuals who are Limited English Proficient (LEP). Include the actions taken to ensure the benefits, resources and services are provided to them. If a plan does not exist, provide a policy or description on how this is performed.

Plan may be based on the DOT LEP Guidance or an alternative framework.

Individuals who are Limited English Proficient (LEP) are still able to access our system based on the fact that our literature, information is available in Spanish.

When people call for information, our office also has Spanish-speaking individuals to interpret.

ECT also utilizes Spanish-speaking staff in communicating route information to passengers when they call the office, and when attending community meetings. Transit schedules are printed in both English and Spanish due to the fact that a large percentage of East Chicago Transit's ridership is of Hispanic origin (based on 2010 census). A Title VI statement of rights and complaint handling procedures is posted at the central garage for all employees to see and is available at East Chicago Transit's main office (pg 9 of ECT's Title VI)

F. COPY AND DESCRIPTION OF NOTIFICATION TO THE PUBLIC OF PROTECTION UNDER TITLE VI.

Describe how the agency provides information regarding Title VI obligations (programs operated without regard to race, color, and national origin) to the public. List and describe the media tools used to post and distribute this information. (Media tools can include but not limited to websites, bus postings, brochures, complaint forms.)

ECT uses local newspapers, social media and website, various community organizations, and ECT fleet to disseminate information to the citizens of the City of East Chicago. (pg. 9 of ECT Title VI).

ECT also has a distribution list which shows the locations where any and all information to be posted are located.

(see attached "Literature Distribution List")

II. PROGRAM SPECIFIC REQUIREMENTS FOR GRANTEEES IN URBANIZED ZONE AREAS OF 200,000 OR MORE:

A. COLLECTION OF DEMOGRAPHIC DATA.

FTA Requirement: Submit maps and charts demonstrating the collection and analysis of racial and ethnic data showing the extent to which members of minority groups are beneficiaries of programs receiving Federal financial assistance.

Requirement Summary: Submit the following; demographic and service profile maps and charts, survey information on customer demographic and travel patterns, and/or a locally developed alternative.

(see Exhibits I)

B. **MODIFIED SYSTEMWIDE SERVICE STANDARDS AND POLICIES.**

FTA Requirement: Submit a copy of systemwide service standards and policies. Describe the impact of the service standard or policy changes on the minority community, if any. Changes resulting in an adverse impact upon the minority community must be identified, including the actions the agency has taken or will take to eliminate, minimize or mitigate the adverse impact. If there have been no changes in service standards and policies within this timeframe, please respond accordingly.

Requirement Summary: Submit a complete copy of your systemwide service standards and policies including standards for on-time performance and transit security.

Briefly describe the impact of each change on minority communities in your service area. If any change resulted in adverse impacts on minority communities, describe actions taken (or to be taken) to eliminate, minimize, or mitigate these adverse impacts.

ECT will use the following 5 transit service indicators to monitor Title VI compliance:

- 1. Vehicle Load - is a ratio of the number of seats on a vehicle to the number of passengers. The load factor is an indicator of the extent of probable overcrowding or the need for additional vehicles.**
- 2. Vehicle Assignment - refers to the process by which transit vehicles are assigned to routes throughout ECT service area.**
- 3. Vehicle Headway - is a measurement of the time interval between 2 vehicles traveling in the same direction on the same route. The frequency of service is a general indicator of the level of service provided along a route and a factor in the calculation of the amount of travel time expended by a passenger to reach his/her destination.**
- 4. Distribution of Transit Amenities - refers to items of comfort and convenience available to the general riding public such as signage and shelters**
- 5. Transit Access - is a measure of the distance a person must travel to gain access to ECT. Transit access is a general measure of the distribution routes within ECT service area.**

In compliance with FTA Title VI guidelines, the Director of ECT will be responsible to review the local service standards established above (transit service indicators), for compliance.

Procedures and guidelines to monitor compliance with Title VI and identify possible areas of noncompliance are in place. ECT will review transit

services provided to minority groups on a biennial basis in conjunction with the MPO biennial review process.

C. SYSTEMWIDE SERVICE AND FARE CHANGES

FTA Requirement: Submit an equity evaluation of service changes and fare changes and proposed improvements at the planning and programming stages to determine whether those changes have a discriminatory impact.

Requirement Summary: Assess the effects of the proposed fare or service change on minority and low-income populations or the alternatives available for the people affected. Describe the actions proposed to minimize, mitigate, or offset any adverse effects and determine if any of the proposals would have a disproportionately high adverse effect on minority and low-income riders.

ECT is a free fixed route and complementary paratransit service. In the event that ECT was to implement a fare, or a service reduction, there is a public notification policy in place.

D. TITLE VI INTERNAL MONITORING TRANSIT SERVICE PROCESS NARRATIVE

FTA Requirement: Document any disparities arising out of your monitoring processes relative to levels and quality of service. If any disparities were identified, provide a narrative describing the disparity, and the action(s) you have taken or will take to remedy the situation.

Requirement Summary: Document the utilization of the monitoring portion of your Title VI internal review process in identifying and resolving a disparity by choosing either the level of service, quality of service, or analysis of customer surveys, or locally developed procedure methods. If you conducted no monitoring, make a statement to that effect but note your future intent to do so.

Quality of service surveys are conducted on a yearly basis. The service is reviewed by the Director and if the quality is not met, corrective actions will have to be taken.

**East Chicago Transit
Title VI Program
2017**

**Submitted To:
Northwestern Indiana Regional Planning Commission
February 17, 2017**

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Table I	Population by Census Tract**
Exhibit I	Map of East Chicago Service Area Showing Census Tract
Exhibit II	Complaint Purpose/Process

****Data used is from Census 2010**

PROFILE: EAST CHICAGO TRANSIT (ECT) SYSTEM

General Information

Main office

5400 Cline Ave.

East Chicago, IN 46312

(219) 391-8465 [office]

(219) 391-8473 [fax]

Web Site: <http://www.eastchicago.com/page10/page90/index.html>

Director

Francisco Rosado, Jr.

Email: frosado@eastchicago.com

Service Area

East Chicago City limits with service to the Griffith Plaza in Griffith, Indiana and the Woodmar Mall in Hammond, Indiana.

Service Population

29,698 (as per Census 2010 data)

Entity Description

East Chicago Transit (ECT) is the municipal transit system serving the City of East Chicago. ECT is established and functions as a city department.

Transportation Service Description

ECT operates a fixed route transit service within the City of East Chicago. The service operates between the hours of 5:55 am and 8:44pm, Monday through Friday; and 9:00 am to 4:31 pm on Saturday. ECT has four (4) fixed routes Monday through Friday and three (3) fixed routes on Saturday. ECT also offers complementary paratransit service to eligible participants in the service area. In addition, ECT offers interconnections with the South Shore commuter rail line and Gary transit systems. ECT does not charge a fare to its passengers.

FTA Assistance

Currently, ECT receives financial assistance from the FTA in the form of a reimbursement for the capital cost of maintenance associated with running their transit system. With the exception of vans #2011A & #2011B which provides paratransit service, all rolling stock used by ECT was purchased with FTA funding. This includes five (5) fixed route buses, one (1) passenger van, two (2) paratransit vans (BOC), one (1) service truck and one (1) staff vehicle.

General

Purpose

Section 601 of Title VI of the Civil Rights Act of 1964 states the following:

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

To achieve this purpose, each Federal department and agency which provides financial assistance for any program or activity is authorized and directed by DOJ to effectuate provisions of Title VI for each program or activity by issuing generally applicable rules, regulations, or requirements.

In this regard, the responsibility of Federal Transit Administration is to ensure that applicants, recipients, and sub recipients of Federal Transit Administration assistance in a manner consistent with Title VI distribute federally supported transit services and related benefits. The employment practices of a grant applicant, recipient, or sub recipient are also covered under Title VI if the primary purpose of the Federal Transit Administration supported program is to provide employment or those employment practices would result in discrimination against beneficiaries of Federal Transit Administration assisted services and benefits.

Objectives

The objectives of the Federal Transit Administration Title VI program are as follows:

1. To ensure that Federal Transit Administration assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin.
2. To ensure that the quality of Federal Transit Administration assisted transit services are sufficient to provide equal access and mobility for any person without regard to race, color, or national origin.
3. To ensure that opportunities to participate in the transit planning and decision-making processes are provided to persons without regard to race, color, or national origin.
4. To ensure that decisions on the location of transit services and facilities are made without regard to race, color or national origin; and
5. To ensure that corrective and remedial action is taken by all applicants and recipients of Federal Transit Administration assistance to prevent discriminatory treatment of any beneficiary based on race, color, or national origin.

Definitions

Applicant: means an eligible public entity or organization that submits an application for financial assistance under any Federal Transit Administration program

- **Closed-Door Rule Segment:** means that portion of a transit route in which there are no bus stops to board or disembark.
- **Compliance:** refers to a condition in which Federal Transit Administration has found that the applicant, recipient or sub recipient has met the requirements in this circular, and there is no indication or evidence of discrimination on the basis of race, color, or national origin.
- **Contractor:** means any entity or organization that has entered into a contract relating to transit service delivery with an applicant, recipient or sub recipient.
- **Covered Employee Practices:** refers to practices under federally assisted programs in which the primary objective of the Federal financial assistance is to provide employment or if those practices would result in discrimination on basis of race, color or national origin against beneficiaries of federally assisted service and benefits.
- **Discrimination:** refers to any intentional or unintentional act, or any failure to act which has the effect of excluding or denying a person from participation in benefits, or has otherwise subjected a person to unequal treatment under any program or activity because of race, color or national origin.
- **Minority or Minority Group Persons:** include the following
 1. *“Black Americans”*- which includes persons having origins in any of the Black racial groups of Africa;
 2. *“Hispanic Americans”* – which includes persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin, regardless of race;
 3. *“Native Americans”* – which includes persons who are American Indians, Eskimos, Aleuts, or Native Hawaiians;
 4. *“Asian – Pacific”* – which includes persons whose origins are from Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, the U.S. Trust Territories of the Pacific, and the Northern Marina’s; and
 5. *“Asian-Indian Americans”* – which includes persons whose origins are from India, Pakistan, and Bangladesh.

- **Minority Transit Route:** means a route that has at least 1/3 of its total route mileage in a census tract(s) or traffic analysis zone(s) with a percentage of minority population greater than the percentage of minority population in the transit service area.
- **National Origin:** means the particular Nation where a person was born, where the person's parents or ancestors were born.
- **Noncompliance:** means a failure to meet the requirements of Title VI and the regulations and orders of the Department issued there under or failure to implement an approved Title VI program.
- **Non-minority or Non-minority Group Persons:** means a White person, not of Hispanic origin, having origins in any of the original peoples of Europe, North Africa, or Middle East.
- **Primary Recipient:** means any recipient that is authorized or required to request Federal assistance on behalf of sub recipients, and distributes such financial assistance to sub recipients for the purpose of carrying out a program.
- **Probable Noncompliance:** refers to a condition in which Federal Transit Administration has found that the applicant, recipient, or sub recipient does not fully satisfy these requirements and has requested that applicant, recipient, or sub recipient to take remedial or corrective actions to achieve compliance; or has initiated an enforcement action against the applicant, recipient, or sub recipient.
- **Recipient:** means any State, political subdivision, instrumentality, or any public agency, institution, department or other organizational unit, to whom financial assistance is directly extended by Federal Transit Administration.
- **Secretary:** means the Secretary of the DOT
- **Service Standard/Policy:** means an established policy of service performance measure used by a transit provider or other applicant, recipient, or sub recipient as a means to plan, program, or distribute services and benefits within its service area.
- **Subcontractor:** means any entity or organization, which has entered into a subcontract relating to transit service delivery with a contractor to provide a service in connection with a program or activity initiated by an applicant, recipient, or sub recipient.
- **Sub recipient:** means any entity that receives Federal Transit Administration financial assistance through a primary recipient.

- **Title VI Program:** means the system of requirements, procedures, actions and sanctions adopted by the Federal, State, and local agencies and other applicants, recipients, and sub recipients which are deemed necessary and appropriate to comply with Title VI of the Civil Rights Act of 1964, and the implementing regulations issued by DOJ and DOT.
- **Travel Time:** means the total travel time from an origin location in a census tract/traffic analysis zone to a destination in another or same census tract/traffic zone and includes or equals the sum of the following components:
 1. The walking time or riding time, in a private vehicle, from the origin location in a census tract/traffic analysis zone to the transit access location (called out-of-transit vehicle travel time), calculated at a walking speed of 3 miles per hour, or a riding speed of 25 miles per hour.
 2. The average scheduled in-transit vehicle peak hour travel time or total travel time where no more than one vehicle to the same destination is involved;
 3. The waiting time(s) calculated as $\frac{1}{2}$ the headway(s), and, if transfers are required, the sum of the waiting times for each transfer made; and
 4. The walking or riding time from the transit egress location to the destination location, again at a walking speed of 3 miles per hour or a riding speed of 25 miles per hour.
- **Federal Transit Administration Activity:** means any program of assistance authorized by sections of the UMT Act; the Federal Aid Urban System Program (23 USC 142(a)(2)); and the Interstate Transfer Program (23 USC 103(e)(4)).

**Title VI Requirements to Federal Financial Assistance of the
Federal Transit Administration**

1. Any person who is, or seeks to be, a patron of any public vehicle which is operated as a part of, or in conjunction with, a project shall be given the same access, seating, and other treatment with regard to the use of such vehicle as other persons without regard to their race, color, or national origin.
2. No person who is, or seeks to be an employee of the project sponsor or lessees, concessionaries, contractors, licensees, or any organization furnishing public transportation service as a part of, or in conjunction with, the project shall be treated less favorably than any other employee or applicant with regard to hiring, dismissal, advancement, wages, or any other conditions and benefits of employment, on the basis of race, color, or national origin.
3. No person or group of persons shall be discriminated against with regard to the routing, scheduling, or quality of transportation service furnished as a part of the project on the basis of race, color, or national origin. Frequency of service, age and quality of vehicles assigned to routes, quality of stations serving different routes, and location of routes may not be determined on the basis of race, color, or national origin.
4. The location of projects requiring land acquisition and the displacement of persons from their residences and businesses may not be determined on the basis of race, color, or national origin.

Coverage

General

East Chicago Transit (ECT) as a sub recipient of Federal Transit Administration assistance shall comply with Title VI requirements applicable to their system. ECT is subject to both of the main reporting requirements established: (1) General Reporting Requirements, and (2) Program-Specific Reporting Requirements. *[DOJ – 28 CFR Part 42, Subpart F & DOT 49 CFR Part 21]*

ECT is required by DOJ and DOT to implement Title VI by reporting collected data and other information to FTA. ECT will provide updated reports every 5 years.

General Requirements

- At this time there are not any active lawsuits or complaints naming ECT, which allege discrimination on the basis of race, color, or national origin with respect to service or other transit benefits.
- No other Federal financial assistance is currently being provided by any Federal agency other than FTA.
- ECT has not had any civil rights compliance reviews during the last 3 years.
- The most current Annual Certifications & Assurances was signed on January 25, 2017.

Program Specific Requirements for Urbanized Zone Areas of 200,000 or More

- ECT shall prepare demographic and service profile maps, overlays, and charts as outlined below after each Federal census or as soon thereafter as possible, or after there are significant changes in the transit system.
- Maps and overlays; to identify each census tract (see Exhibit I)
- Population/Racial Distribution Chart for each census tract
- ECT will use the following 5 transit service indicators to monitor Title VI compliance:
 1. Vehicle Load- is a ratio of the number of seats on a vehicle to the number of passengers. The load factor is an indicator of the extent of probable overcrowding or the need for additional vehicles.

2. Vehicle Assignment- refers to the process by which transit vehicles are assigned to routes throughout ECT service area.
3. Vehicle Headway – is a measurement of the time interval between 2 vehicles traveling in the same direction on the same route. The frequency of service is a general indicator of the level of service provided along a route and a factor in the calculation of the amount of travel time expended by a passenger to reach his/her destination.
4. Distribution of Transit Amenities - refers to items of comfort and convenience available to the general riding public such as signage and shelters
5. Transit Access - is a measure of the distance a person must travel to gain access to ECT. Transit access is a general measure of the distribution routes within ECT service area.

Assessment of Compliance

In compliance with FTA Title VI guidelines, the Director of ECT will be responsible to review the local service standards established above (transit service indicators), for compliance.

Procedures and guidelines to monitor compliance with Title VI and identify possible areas of noncompliance are listed below. ECT will review transit services provided to minority groups on a biennial basis in conjunction with the MPO biennial review process.

ECT's internal guidelines for making a determination of compliance with Title VI will include two types of monitoring:

1. Level of Service Monitoring – The design of each ECT route will be compared to census tracts with a high concentration of minority population to determine the level of service provided within these tracts. Presently, 84% of the total population of the City of East Chicago represents minorities; of the 10 census tracts located in the city all have minority populations over 50%. The census tracts located along ECT's service routes outside the city limits have minority populations at approximately 25% (see Table 1).
2. Quality of Service Monitoring – Making the ECT system more responsive to rider needs is a continuing process that requires input from our riders. To comply with Title VI, a survey will be conducted annually to determine travel patterns and opinions on the quality of service provided. The survey will include passenger responses relative to the quality of service provided by ECT; i.e. travel patterns of transit users in selected census tracts, a summary of comments regarding transit

service, and the identification of the top 3 most traveled destinations using the following: (1) average peak travel time to destinations, and (2) the number of transfers/bus stops before reaching destinations.

A comparison of the survey results relative to the selected tracts will be conducted to determine if the quality of service within minority tracts is comparable to that provided in non-minority tracts. Corrective action will be taken in all cases in which service to minority areas does not meet ECT's service policies and standards.

Other Areas of Title VI Consideration

ECT uses local newspapers, radio stations, various community organizations, and ECT fleet to disseminate information to the citizens of the City of East Chicago.

Currently, the Director of ECT is of Hispanic origin. ECT also utilizes Spanish-speaking staff in communicating route information to passengers when they call the office, and when attending community meetings. Transit schedules are printed in both English and Spanish due to the fact that a large percentage of East Chicago Transit's ridership is of Hispanic origin. A Title VI statement of rights and complaint handling procedures is posted at the central garage for all employees to see and is available at East Chicago Transit's main office.

Discrimination Complaint Process

It is the policy of the City of East Chicago to comply with FTA regulations regarding Title VI. Questions regarding Title VI or discriminatory practices or matters should be directed to the East Chicago Law Department for further assistance, 4525 Indianapolis Blvd.; East Chicago, IN 46312; phone (219) 391-8291. The complaint must be filed within 90 days from the date of occurrence of the alleged Discriminatory Practice and it must be notarized.

By: _____
Signature

Attest: _____
Signature

Printed Name

Printed Name

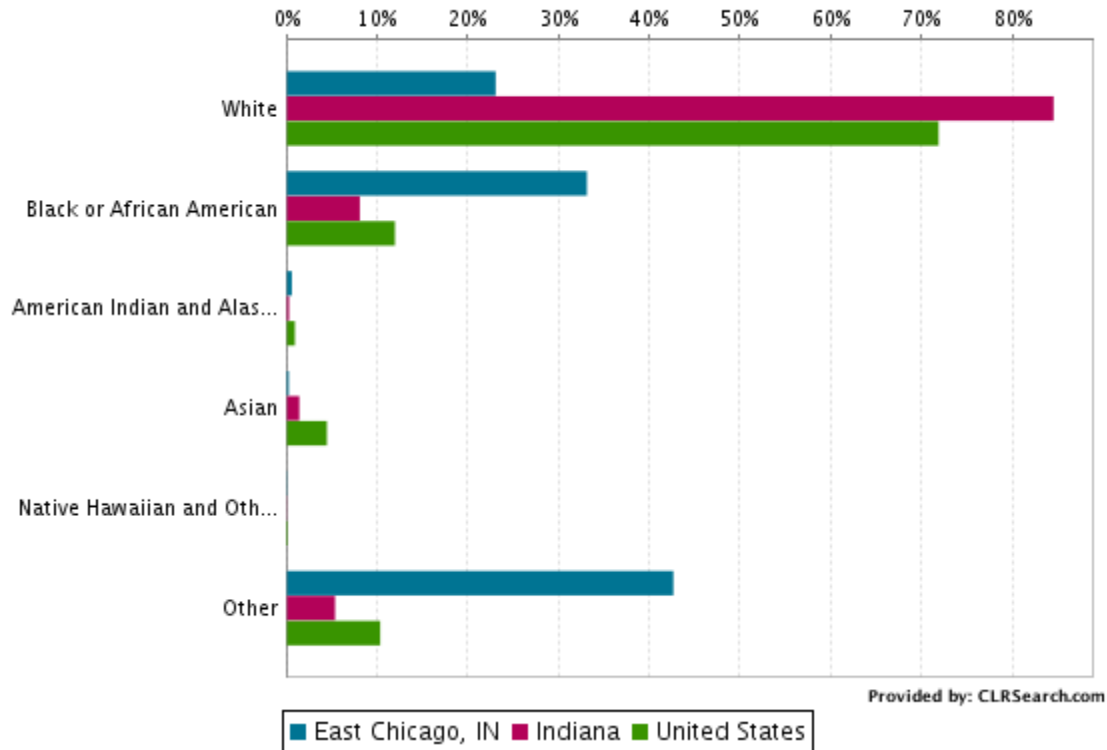
Title

Title

Table I

- Population by Race and Ethnicity

2010 Population by Race for East Chicago, IN



2010 Population by Race and Ethnicity	East Chicago, IN		Indiana		United States	
Population by Race						
White	6,630	23.11%	5,449,749	84.59%	221,809,059	71.91%
Black or African American	9,514	33.16%	524,437	8.14%	37,036,996	12.01%
American Indian and Alaska Native	185	0.64%	21,777	0.34%	3,026,418	0.98%
Asian	88	0.31%	94,701	1.47%	13,906,406	4.51%
Native Hawaiian and Other Pacific Islander	28	0.10%	3,755	0.06%	662,031	0.21%
Other	12,248	42.69%	348,424	5.41%	32,014,224	10.38%
Population by Ethnicity						
Population Hispanic	18,683	65.11%	353,730	5.49%	49,511,501	16.05%

2010 Population by Race and Ethnicity	East Chicago, IN		Indiana		United States	
Population Non Hispanic	10,010	34.89%	6,089,113	94.51%	258,943,633	83.95%

The data for East Chicago, IN may also contain data for the following areas: East Chicago

Race versus Ethnicity: According to the Census, race and ethnicity are considered two separate and distinct identities. Hispanic or Latino origin is asked as a separate question and categorized under ethnicity. In addition to their race and/or races, all respondents are categorized by one of two ethnicities, which are "Hispanic" and "Non Hispanic."

Hispanic Ethnicity: According to the Census, people of Hispanic origin, were those who indicated that their origin was Mexican, Puerto Rican, Cuban, Central or South American or some other Hispanic origin. It should be noted that people of Hispanic origin may be of any race.

Exhibit I

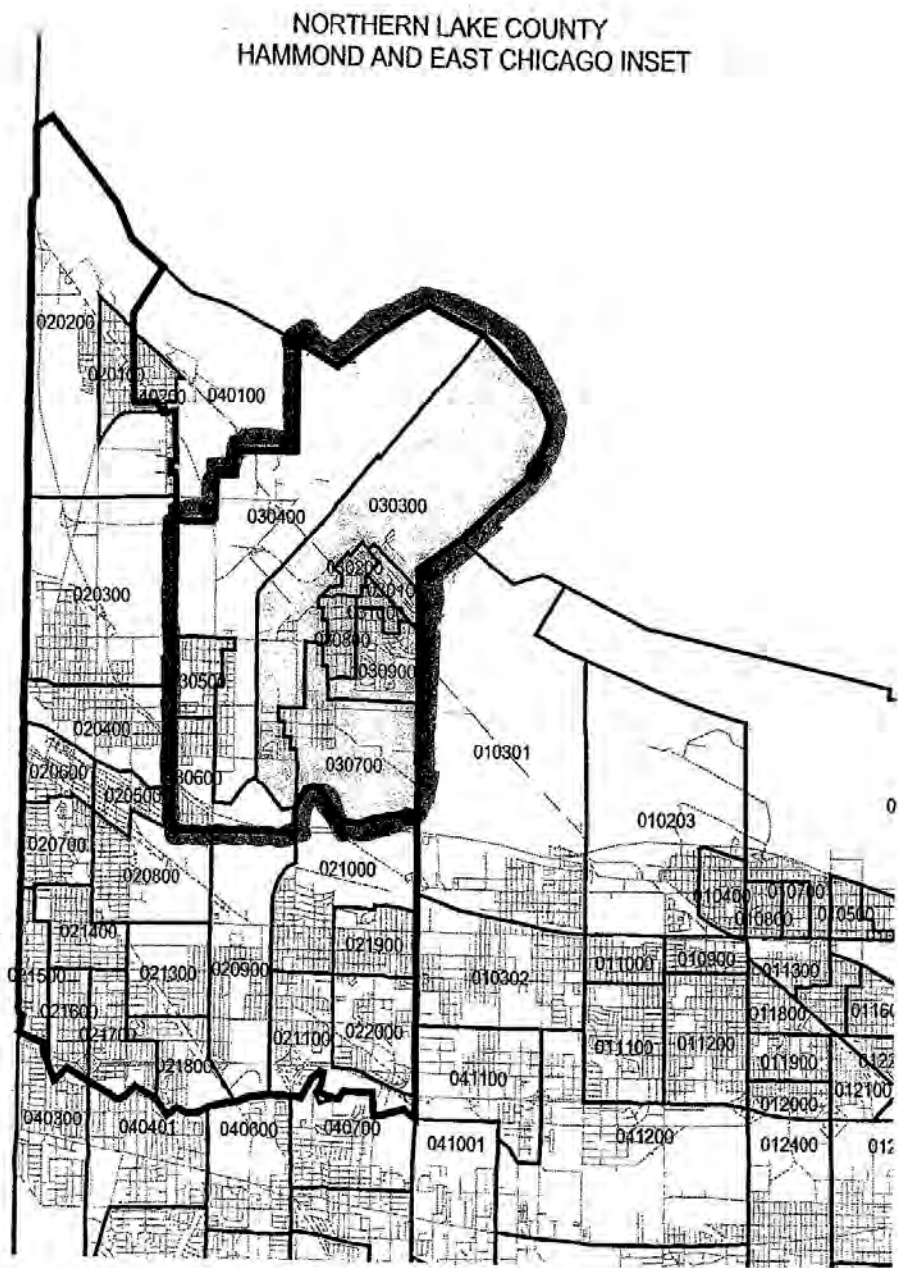


Exhibit II Complaint Appeal Process

How to File a Complaint to East Chicago Transit (ECT)

A person with a complaint may submit the complaint to ECT using the following procedures.

A complaint may be submitted in writing and must include the person's name and contact information, the date of the incidence, and the identity of the person or department or service that caused the complaint. Complaints may be sent via mail, email, fax or hand delivered.

A complaint may be taken verbally and must include the person's name and contact information, date of the incidence, and the identity of the person, department or service that caused the complaint.

Persons with a complaint may request a neutral third party (East Chicago Law Department) to hear a verbal complaint or assist with a written complaint. The selection of the neutral third party shall be made cooperatively between ECT and the person filing the complaint.

All complaints shall be addressed to the ECT.

ECT Complaint Procedure

The person filing a complaint will be informed that the complaint be filed directly with ECT. ECT shall be responsible for follow up and monitoring the complaint.

If the complaint is valid and supported by facts, ECT will order corrective action be taken.

The person who filed the complaint will be consulted as to the adequacy of the proposed remedy. If acceptable, the matter is concluded.

If the proposed remedy is not acceptable, the person who filed the complaint may appeal with East Chicago Law Department, 4525 Indianapolis Blvd., East Chicago, IN 46312, 219-391-8291 for purposes of stating their complaint and identifying an appropriate remedy.

East Chicago Law Department will provide further assistance.

If acceptable, the matter is concluded. If not, the person is again advised of the appropriate steps to file the complaint by East Chicago Law Department.

ALTERNATE FORMAT AVAILABLE UPON REQUEST

FEDERAL FISCAL YEAR 2019 FTA CERTIFICATIONS AND ASSURANCES SIGNATURE
PAGE

(Required of all Applicants for federal assistance to be awarded by FTA in FY 2019)

AFFIRMATION OF APPLICANT

Name of the Applicant: North Township Dial-A-Ride

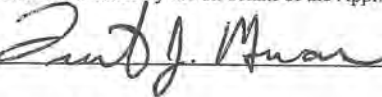
BY SIGNING BELOW, on behalf of the Applicant, I declare that it has duly authorized me to make these Certifications and Assurances and bind its compliance. Thus, it agrees to comply with all federal laws, regulations, and requirements, follow applicable federal guidance, and comply with the Certifications and Assurances as indicated on the foregoing page applicable to each application its Authorized Representative makes to the Federal Transit Administration (FTA) in federal fiscal year 2019, irrespective of whether the individual that acted on his or her Applicant's behalf continues to represent it.

FTA intends that the Certifications and Assurances the Applicant selects on the other side of this document should apply to each Award for which it now seeks, or may later seek federal assistance to be awarded during federal fiscal year 2019.

The Applicant affirms the truthfulness and accuracy of the Certifications and Assurances it has selected in the statements submitted with this document and any other submission made to FTA, and acknowledges that the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. § 3801 *et seq.*, and implementing U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR part 31, apply to any certification, assurance or submission made to FTA. The criminal provisions of 18 U.S.C. § 1001 apply to any certification, assurance, or submission made in connection with a federal public transportation program authorized by 49 U.S.C. chapter 53 or any other statute

In signing this document, I declare under penalties of perjury that the foregoing Certifications and Assurances, and any other statements made by me on behalf of the Applicant are true and accurate.

Signature



Date:

4-9-19

Name

Frank J. Mrvan

Authorized Representative of Applicant

AFFIRMATION OF APPLICANT'S ATTORNEY

For (Name of Applicant): North Township Dial-A-Ride

As the undersigned Attorney for the above-named Applicant, I hereby affirm to the Applicant that it has authority under state, local, or tribal government law, as applicable, to make and comply with the Certifications and Assurances as indicated on the foregoing pages. I further affirm that, in my opinion, the Certifications and Assurances have been legally made and constitute legal and binding obligations on it.

I further affirm that, to the best of my knowledge, there is no legislation or litigation pending or imminent that might adversely affect the validity of these Certifications and Assurances, or of the performance of its FTA assisted Award.

Signature



Date:

4-9-19

Name

Douglas K. Walker

Attorney for Applicant

Each Applicant for federal assistance to be awarded by FTA must provide an Affirmation of Applicant's Attorney pertaining to the Applicant's legal capacity. The Applicant may enter its electronic signature in lieu of the Attorney's signature within TrAMS, provided the Applicant has on file and uploaded to TrAMS this hard-copy Affirmation, signed by the attorney and dated this federal fiscal year.

FTA FISCAL YEAR 2019 CERTIFICATIONS AND ASSURANCES
FEDERAL FISCAL YEAR 2019 CERTIFICATIONS AND ASSURANCES FOR FTA
ASSISTANCE PROGRAMS

(Signature pages alternate to providing Certifications and Assurances in TrAMS.)

Name of Applicant: North Township Dial-A-Ride

The Applicant certifies to the applicable provisions of the categories it has selected:

Category	Certification
01 Certifications and Assurances Required of Every Applicant	<u>X</u>
02 Tax Liability and Felony Convictions	<u>X</u>
03 Lobbying	<u>X</u>
04 Private Sector Protections	<u>X</u>
05 Transit Asset Management Plan	<u>X</u>
06 Rolling Stock Buy America Reviews and Bus Testing	<u>X</u>
07 Urbanized Area Formula Grants Program	<u>X</u>
08 Formula Grants for Rural Areas	<u> </u>
09 Fixed Guideway Capital Investment Grants and the Expedited Project Delivery for Capital Investment Grants Pilot Program	<u> </u>
10 Grants for Buses and Bus Facilities and Low or No Emission Vehicle Deployment Grant Programs	<u> </u>
11 Enhanced Mobility of Seniors and Individuals with Disabilities Programs	<u> </u>
12 State of Good Repair Grants	<u> </u>
13 Infrastructure Finance Programs	<u> </u>
14 Alcohol and Controlled Substances Testing	<u>X</u>
15 Rail Safety Training and Oversight	<u> </u>
16 Demand Responsive Service	<u>X</u>
17 Interest and Financing Costs	<u> </u>
18 Construction Hiring Preferences	<u> </u>

North Township Trustee's Office
Dial – A – Ride
Transportation Service

Title VI Complaint Process

In the event that a rider has a Title VI complaint against the Dial – A – Ride department/staff, the following procedure is to be followed.

- The initial complaint, whether verbal or written, should be filed with the Director of Transportation, within *ten working days*. However, a complainant has *up to one-hundred-eighty (180) days* from the date of the alleged incident to file said complaint.
- Complaint forms can be found in the following locations: (1) in clearly marked bins on all Township buses; (2) on the township website at www.northtownshiptrustee.com/dial-a-ride; and (3) available during regular business hours at the Township offices in Hammond and East Chicago.

The preferred method is to file the complaint in writing and sending it to:

Mr. Jerry Siska
Director of Transportation
5947 Hohman Avenue
Hammond, Indiana 46320

Verbal complaints will be accepted and transcribed by the Transportation Department. To make a verbal complaint, call (219) 932-2530, ext. 342

Within 10 working days of receipt of the formal complaint, the Transportation Director will notify the complainant and begin an investigation.

The investigation will be conducted and completed within 60 days of the receipt of the formal complaint.

- If the rider is not satisfied with the resolution, an appeal can be directed to the North Township Chief Deputy within *ten working days*.
- If the rider is still not satisfied with the resolution, a final appeal to the North Township Trustee will be provided.

The attorney representing the Township can be brought into the negotiations for final resolution of the complaint at any time during the process. All complaints and resolutions are to be documented in writing.

The complainant also has the right to file a complaint with an external entity such as the Department of Transportation (DOT), a federal or state agency, or a federal or state court.

Policy statement available in alternate formats upon request

Revised 11/19/2019 (JS)

PROFILE

NORTH TOWNSHIP TRUSTEE DIAL-A-RIDE (NORTH)

General Information

Main Office:	5947 Hohman Avenue, Hammond, Indiana 46320	
Branch Office:	2100 Broadway, Suites 4 & 5, East Chicago, Indiana 46321	
Circle of Services:	2835 – 165 th Street, Hammond, Indiana 46320	
Wicker Memorial Park:	8554 Indianapolis Boulevard, Highland, Indiana 46322	
North Township Trustee:	Frank J. Mrvan	(219) 932-2530, ext. 324
Chief of Staff:	Lori Polgar	(219) 932-2530, ext. 324
Director of Transportation:	Jerry Siska	(219) 932-2530, ext. 342
Service Area:	North Township (East Chicago, Hammond, Highland, Munster, Whiting)	
Service Area Population:	162,855	
Service Area Square Mileage:	Total: 58.87 sq mi ... Land: 53.17 sq mi ... Water 5.37 sq mi	

Entity Description:

North Township Dial-A-Ride is a Demand Response Public Transportation Service operated by the North Township Trustee for those within North Township, which includes the communities of East Chicago, Hammond, Highland, Munster and Whiting.

Transportation Service Description:

- Dial-A-Ride is a free, demand response transportation service of North Township.
- Service is available Monday through Friday only, except on holidays, between the hours of 7:00 am and 5:00 pm.
- Service is available within 24 to 48 hours of request, if available.
- Service is provided on a first-come, first serve basis.

Much of the transit service is for medical related purposes.

Six (6) wheelchair accessible vehicles are utilized daily.

Below is a breakdown of the number of rides provided during the specified calendar year;

- 2016 Forty-three thousand, four hundred sixty-two (43,462) rides
- 2017 Forty-two thousand, five hundred eighty-two (42,582) rides
- 2018 Forty thousand, seventy-nine (40,079) rides
- 2019 Thirty-three thousand, nine hundred sixty (33,960) rides (*total thru Oct 31*)

FTA Assistance:

North Township receives FTA financial assistance through 5307 federal funding (capital, preventative maintenance and operating assistance only).

Updated: November 2019 (js)

North Township Trustee's Office
Dial – A – Ride
Transportation Service

LIMITED ENGLISH PROFICIENCY (LEP) POLICY

Individuals who do not speak English as their primary language and who have a limited ability to speak, read, write or understand English can be limited English proficient (LEP). These individuals may be entitled to language assistance with respect to a particular type of service, benefit, or encounter.

The Hispanic population of North Township provides the largest potential for encountering individuals that are LEP. Less than 1% of total yearly ride request are made by individuals that are LEP.

The Township provides individuals that can translate English-Spanish when needed.

Policy Statement available in alternate formats upon request

Revised October 2018 (js)

FEDERAL TRANSPORTATION ADMINISTRATION CIVIL RIGHTS ASSURANCE

The North Township Trustee Dial-A-Ride HEREBY CERTIFIES THAT, as a condition of receiving Federal financial assistance under the Federal Transportation Administration (FTA) Act of 1964, as amended, it will ensure that:

1. No person on the basis of race, color, or national origin will be subjected to discrimination in the level and quality of transportation services and transit-related benefits.
2. The North Township Trustee Dial-A-Ride will compile, maintain, and submit in a timely manner Title VI information required by FTA Circular 4702.1 and in compliance with the Department of Transportation's Title VI regulation, 49 CFR Part 21.9.
3. The North Township Trustee Dial-A-Ride will make it known to the public that those person or persons alleging 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 complaint with the FTA and/or the U.S. Department of Transportation.

The person or persons whose signature appears below are authorized to sign this assurance on behalf of the grant applicant or recipient.

Frank J. Mryan, Trustee
(Name and Title of Authorized Officer)

4-9-08
Date

Frank J. Mryan
(Signature of Authorized Officer)



NORTH TOWNSHIP DIAL-A-RIDE

**FREE Service Available
MONDAY through FRIDAY
7:00 am to 5:00 PM**

Rides Available on First-Come, First-Serve Basis
24 Hours Advanced Notice Required
2-4 days notice recommended, but not more than 30 days.

All Buses are Accessible to Persons with Disabilities

Services Provided Within North Township Boundaries **ONLY!**
(Service to select areas on select days is coming soon!)

North Township consists of the following communities:
East Chicago ... Hammond ... Highland ... Munster ... Whiting



Reservation Requests
Accepted between 7:00 am and 5:00 pm by phone
at 219-932-2530, press # 4
or via email at dial-a-ride @ ntto.net

Sponsored by:
FRANK J. MRVAN
North Township Trustee

This informational flyer available in alternate formats upon request

RESERVATION REQUESTS

Reservations are accepted between

7:00am and 5:00pm

By phone at

219-932-2530, Press #4

Or via email at

Dial-A-Ride@NTTO.NET

TOWNSHIP CONTACT INFORMATION

NORTH TOWNSHIP TRUSTEE'S OFFICE

5847 Hohman Ave
Hammond, In 46320
(219)932-2530

NORTH TOWNSHIP E.C. OFFICE

2105 Broadway Street
East Chicago, In 46312
(219)398-2435

CIRCLE OF SERVICES BUILDING

2835 165th Street
Hammond, In 46320
(219)803-3420

WICKER MEMORIAL PARK

8554 Indianapolis Blvd.
Highland, In 46322
Social Center: (219)923-3830
Pro Shop: (219)838-9809

ADDITIONAL INFORMATION

- Rides are available on a first-come, first-serve basis.
- At least 24 hours notice required.
- 3 to 5 working days of advanced notice recommended. (No more than 30 days in advance please)
- All busses are accessible to persons with disabilities.
- Services are available to North Township residents ONLY.
- Services are provided within North Township boundaries only.

North Township consists of the following communities:

- East Chicago
- Hammond
- Highland
- Munster
- Whiting



DIAL-A-RIDE

FREE Service Available
MONDAY through FRIDAY
(except holidays)
7:00am to 5:00pm

Cancellation/No-Show Policy

Includes Rider Responsibility Information

This informational brochure is available in alternate formats upon request.

LATE CANCELLATION AND NO-SHOW POLICY

1. Be on time for your ride
2. Call to cancel 24 hours in advance
3. Do not eat or drink on the bus
4. Foul language and inappropriate behavior will not be tolerated
5. Wear your seatbelt
6. Treat your driver with respect
7. Only schedule rides that you intend to use
8. Bring only as many bags as you can reasonably carry
9. Report any safety or security issues to your driver.

Dial-A-Ride is committed to providing safe, on-time transit services to the people of North Township. Scheduling a ride and then failing to take your ride causes problems for passengers and limits our availability to service the communities of North Township.

Please understand that our staff members do maintain a record of passengers who reserve a trip, but are not available for pickup at the assigned time. It is the policy of North Township Dial-A-Ride that any passenger who fails to appear for a scheduled ride 2 times in a 30 day period will receive a written warning. A third missed ride in a 30 day period will result in denied service for 30 days. In addition to the above, riders who frequently cancel scheduled reservations day-of may also face ride suspension for a period no greater than 30 days. Please keep in mind that the staff at Dial-A-Ride does understand that emergencies happen and that sometimes there are events that occur beyond the control of our riders. Dial-A-Ride will not penalize a rider for any no-show or day-of cancellation which is beyond the rider's control or that is due to carrier error.

Please be ready at least 15 minutes before your scheduled pickup time. Your Dial-A-Ride driver will wait for five (5) full minutes beyond the scheduled pickup time or five (5) full minutes beyond the time the vehicle arrives, whichever

is later. Following this five (5) minute interval, if the rider had failed to approach the vehicle, the driver will record that individual as a no-show and move on with his route.

In addition to the above - In an effort to ensure that as many people as possible benefit from the Dial-A-Ride service, we reserve the right to cancel the ride of any individual that cannot be reached for ride time confirmation, in order to free up space for riders with whom pickup times can be confirmed.

It is the riders responsibility to call in before 12-noon on the day before their ride to confirm their pickup time(s) if they have not already been contacted by a dial-a-ride staff member.

INFORMATION TO HAVE WHEN YOU CALL

- Your first and last name.
- The exact address and phone number of pickup location.
- The exact address and phone number of your destination.
- Your requested arrival and departure times.
- Do you have any guests accompanying you?
- Will you need the assistance of the lift to board the vehicle?
- The purpose of your trip.
- Your birth date.

FRANK J. MRVAN

NORTH TOWNSHIP TRUSTEE



POLICY FOR PUBLIC NOTIFICATION OF AND COMMENT ON PROPOSED TRANSIT SERVICE CHANGES

LAKE COUNTY
INDIANA

(MAIN OFFICE)
5947 Hohman Ave.
Hammond, IN
46320

(219) 932-2530
Fax (219) 937-4412

2105 Broadway
East Chicago, IN
46312

(219) 398-2435
Fax (219) 397-2190

PURPOSE:

Recipients of funds from the Federal Transit Administration Section 5307 are to provide an opportunity for public comment prior to the implementation of significant service reductions or fare increase. The North Township Dial-A-Ride has developed this policy, which is to be followed in case one or both of the stated changes were to occur. The purposes of the policy are:

- To provide adequate notice of a proposed service change to the public and specifically to service users.
- To provide an avenue for the public to comment on proposed service changes, and
- To provide an opportunity for the transit provider to consider the views and comments made by the public prior to the implementation of the change.

DEFINITION

This policy affects any temporary or permanent fare increases or major service reduction. It is to be used in the event of the proposed establishment of a fare or an increase in fares. It is to be used when a service reduction is proposed. This includes a reduction in service span, days of the week, or of the frequency of service. North Township Dial-A-Ride will review the matter to determine if the intent of the program is affected.

ADEQUATE PUBLIC NOTICE OF THE SERVICE CHANGE

- The public shall be notified by the subgrantee/operator of the proposed service change by posting of a notice at the business office of the operator for a period of thirty (30) calendar days prior to the effective date of the change.
- The subgrantee/operator shall post the notice on the revenue vehicles for a period of thirty (30) calendar days prior to the effective date of the change.
- The subgrantee/operator shall deliver to NIRPC a copy of the notice at least thirty (30) calendar days prior to the effective date of the change.

- This notice may be combined with the notification of the public hearing (if one is necessary).

PUBLIC HEARING

- A public hearing may be held if deemed necessary by the transit agency based on public response.
- If a hearing is held, it shall be held at a convenient time and place for the public. More than one such hearing may be necessary, because of travel distance or time of day. An evening or weekend hearing may be necessary, for example, to hear comment from service users who largely work during the day.
- Any hearing scheduled shall be held in a place accessible to the disabled. A sign language interpreter or other reasonable accommodation will be provided upon request.
- In order for the operator to consider views and comments made by the public, the public hearing (if necessary) is to take place at least fourteen (14) calendar days prior to the effective date of the service change. This will allow for a reconsideration of the proposed change in the face of significant public opposition.
- A legal notice, issued by North Township, announcing a scheduled public hearing shall be published in the two (2) largest newspapers of general circulation in each county in which the service change is to take place. Publication shall be between twenty-one (21) and thirty (30) calendar days of the effective date of the service change. The notice(s) shall appear between seven (7) and fourteen (14) calendar days prior to the date of the hearing.
- Notice of a scheduled public hearing shall also be posted at the business office of the operator and shall be posted on the revenue vehicles at least seven (7) calendar days prior to the date of the hearing.
- Notification of any public hearing, including the legal notice(s) and postings, shall indicate the time, date, place and purpose of the hearing. The service change shall be described in adequate detail. Included in such notifications shall be an offer to employ a signer for the deaf upon request. Such notifications shall also state that written views and comments will be accepted at the business office of the operator. An address, telephone number and name of a contact person for the North Township Dial-A-Ride shall appear in the notification(s).

- A written transcript of the hearing proceedings shall be on file at the North Township Trustee's Office at least seven (7) calendar days prior to the effective date of the service change.
- All costs for any public hearing, including legal notices, court reporter, signer, etc., are the responsibility of the subgrantee/operator.

A simplified timetable is as follows:

<u>Days Prior to Service Change</u>	<u>Action</u>
30	Operator posts Notice of Proposed Service Change (Office & Vehicles) Operator provides written notice to NIRPC
21	North Township Dial-A-Ride determines if a public hearing is necessary – if it is, North Township Dial-A-Ride publishes legal notice of hearing. Operator post Notice of Public Hearing (Office & Vehicles)
14	Public Hearing (if deemed necessary)
7	Written transcript of hearing (if held) on file at North Township Trustee Office.
0	Service change implemented.

Policy Statement available in alternate formats upon request

Revised 05/23/2017 (js/ds)



2020 Title VI Questionnaire

(REFERENCES: FTA Circular 4702.1B)

I. GENERAL REPORTING REQUIREMENTS:

A. MOST RECENTLY FILED ANNUAL TITLE VI CERTIFICATIONS AND ASSURANCES

Execution Date of your most recent Certification and Assurances filed with NIRPC (This would be sometime in 2019 for FFY 2020).

Document signed in April 2019. Copy of Signature Page and copy of Certifications and Assurances checklist page are included with this correspondence.

B. COPY OF PROCEDURES FOR FILING A TITLE VI COMPLAINT and a summary for investigating and tracking Title VI complaints.

Title VI Complaint Process included with this correspondence.

C. LIST OF ALL ACTIVE TITLE VI INVESTIGATIONS, LAWSUITS OR COMPLAINTS naming your organization which allege discrimination on the basis of race, color, or national origin with respect to transit service or other transit benefits. Include: date lawsuit or complaint was filed, summary of the allegation, status of investigation, lawsuit or complaint, and actions taken in response (including whether or not the parties involved have entered into a consent decree).

(The lawsuit/complain/investigation information here should be transit service-related and/or transit benefit-related. If your organization has any contractors that provide some or all of your transportation service, provide investigation/lawsuit/complaint information for those entities also.)

North Township Dial-a-Ride does not have any active/ongoing Title VI investigations, lawsuits or complaints; nor have there been any such investigations, lawsuits or complaints filed during the past three years.

E. COPY OF PLAN OR POLICY FOR PROVIDING LANGUAGE ASSISTANCE FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY.

Describe how information and programs are accessed for those individuals who are Limited English Proficient (LEP). Include the actions taken to ensure the benefits,

resources and services are provided to them. If a plan does not exist, provide a policy or description on how this is performed.

Plan may be based on the DOT LEP Guidance or an alternative framework.

Limited English Proficiency (LEP) Policy included with this correspondence.

F. COPY AND DESCRIPTION OF NOTIFICATION TO THE PUBLIC OF PROTECTION UNDER TITLE VI.

Describe how the agency provides information regarding Title VI obligations (programs operated without regard to race, color, and national origin) to the public. List and describe the media tools used to post and distribute this information. (Media tools can include but not limited to websites, bus postings, brochures, complaint forms.)

Federal Transportation Administration (FTA) Civil Rights Assurance is included with this correspondence. Said notification is posted in North Township Offices, on all Dial-A-Ride Vehicles and on the North Township website.

II. PROGRAM SPECIFIC REQUIREMENTS FOR GRANTEES IN URBANIZED ZONE AREAS OF 200,000 OR MORE:

A. COLLECTION OF DEMOGRAPHIC DATA.

FTA Requirement: Submit maps and charts demonstrating the collection and analysis of racial and ethnic data showing the extent to which members of minority groups are beneficiaries of programs receiving Federal financial assistance.

Requirement Summary: Submit the following; demographic and service profile maps and charts, survey information on customer demographic and travel patterns, and/or a locally developed alternative.

North Township Trustee Dial-A-Ride is a FREE, Demand Response Public Transportation service for the residents of North Township to destination within North Township. North Township consists of the following five communities; Whiting, East Chicago, Hammond, Highland and Munster.

- **Total Rides for 2018: 40,079**
- **Riders from Minority Based Communities: 72%**
- **Riders from Non-Minority Based Communities: 28%**
- **Female Riders: 62%**
- **Male Riders: 48%**
- **Riders 50 Years of Age or Older: 54%**
- **Riders 49 Years of Age or Younger: 46%**
- **Riders who were Children: Less than 1%**
- **ADA Related Trips: 8017 Trips = 20%**

B. MODIFIED SYSTEM WIDE SERVICE STANDARDS AND POLICIES.

FTA Requirement: Submit a copy of system wide service standards and policies. Describe the impact of the service standard or policy changes on the minority community, if any. Changes resulting in an adverse impact upon the minority community must be identified, including the actions the agency has taken or will take to eliminate, minimize or mitigate the adverse impact. If there have been no changes in service standards and policies within this timeframe, please respond accordingly.

Requirement Summary: Submit a complete copy of your system wide service standards and policies including standards for on-time performance and transit security.

Briefly describe the impact of each change on minority communities in your service area. If any change resulted in adverse impacts on minority communities, describe actions taken (or to be taken) to eliminate, minimize, or mitigate these adverse impacts.

The North Township Dial-A-Ride Informational Flyer is included with this correspondence.

Also included is the North Township Dial-A-Ride Cancellation/No Show Policy which includes Rider Responsibility Information.

Several years ago, Dial-A-Ride expanded its service hours to 7 am to 5 pm on weekdays, excluding holidays. This change enabled Dial-A-Ride to provide more service to more people (including minorities) and to take them to a greater number of places / appointments at times that are more conducive to their schedules.

There have been no changes in service standards and policies for North Township Dial-a-Ride since the last Title VI submission in 2017.

C. SYSTEM WIDE SERVICE AND FARE CHANGES

FTA Requirement: Submit an equity evaluation of service changes and fare changes and proposed improvements at the planning and programming stages to determine whether those changes have a discriminatory impact.

Requirement Summary: Assess the effects of the proposed fare or service change on minority and low-income populations or the alternatives available for the people affected. Describe the actions proposed to minimize, mitigate, or offset any adverse effects and determine if any of the proposals would have a disproportionately high adverse effect on minority and low-income riders.

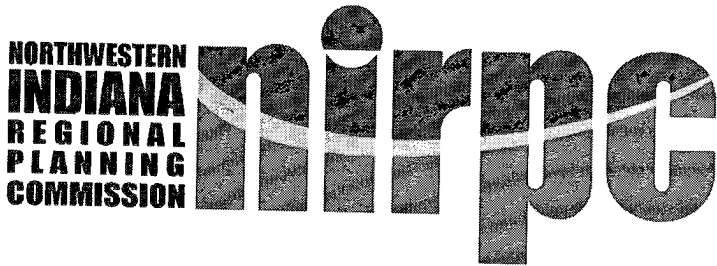
North Township Dial-A-Ride is a FREE Demand-Response Transportation Service. There are no plans for any fare or service changes. In the event it should become necessary to institute fare or service change, North Township has a Public Notification and Comment Policy in place. A copy of said policy is included with this correspondence.

D. TITLE VI INTERNAL MONITORING TRANSIT SERVICE PROCESS NARRATIVE

FTA Requirement: Document any disparities arising out of your monitoring processes relative to levels and quality of service. If any disparities were identified, provide a narrative describing the disparity, and the action(s) you have taken or will take to remedy the situation.

Requirement Summary: Document the utilization of the monitoring portion of your Title VI internal review process in identifying and resolving a disparity by choosing either the level of service, quality of service, or analysis of customer surveys, or locally developed procedure methods. If you conducted no monitoring, make a statement to that effect but note your future intent to do so.

There were no disparities.



2020 Title VI Questionnaire

(REFERENCES: FTA Circular 4702.1B)

I. GENERAL REPORTING REQUIREMENTS:

A. MOST RECENTLY FILED ANNUAL TITLE VI CERTIFICATIONS AND ASSURANCES

Opportunity Enterprises Certifications and Assurances FY19 were sent to NIRPC on 3/15/2019

B. COPY OF PROCEDURES FOR FILING A TITLE VI COMPLAINT and a summary for investigating and tracking Title VI complaints.

The process for filing any complaint is described on the Transportation Complaint Form, placed on all revenue vehicles. A copy is attached

C. LIST OF ALL ACTIVE TITLE VI INVESTIGATIONS, LAWSUITS OR COMPLAINTS naming your organization which allege discrimination on the basis of race, color, or national origin with respect to transit service or other transit benefits. Include: date lawsuit or complaint was filed, summary of the allegation, status of investigation, lawsuit or complaint, and actions taken in response (including whether or not the parties involved have entered into a consent decree).

Opportunity Enterprises has had no Title VI investigations, lawsuits or complaints since the last Triennial Review.

D. COPY OF PLAN OR POLICY FOR PROVIDING LANGUAGE ASSISTANCE FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY.

FTA Requirement: Submit a copy of system wide service standards and policies. Describe the impact of the service standard or policy changes on the minority community, if any. Changes resulting in an adverse impact upon the minority community must be identified, including the actions the agency has taken or will take to eliminate, minimize or mitigate the adverse impact. If there have been no changes in service standards and policies within this timeframe, please respond accordingly.

There have been no changes in service standards or policies that have resulted in an adverse impact upon the minority community.

There have been no changes in service in the last year.

C. SYSTEMWIDE SERVICE AND FARE CHANGES

FTA Requirement: Submit an equity evaluation of service changes and fare changes and proposed improvements at the planning and programming stages to determine whether those changes have a discriminatory impact.

Opportunity Enterprises had has no service or fare increases since the last Triennial review

D. TITLE VI INTERNAL MONITORING TRANSIT SERVICE PROCESS NARRATIVE

FTA Requirement: Document any disparities arising out of your monitoring processes relative to levels and quality of service. If any disparities were identified, provide a narrative describing the disparity, and the action(s) you have taken or will take to remedy the situation.

No disparities have arisen relating to our quality of service. There have been no changes to the Title VI monitoring process within the past three years.

Profile: Opportunity Enterprises, Inc. (OE Express)

General Information

2801 Evans Avenue
Valparaiso, In 46384

President/CEO

Mr. Neil Samahon
(219)464-9621 EXT 248
(219)464-9635 (Fax)

Transportation Director

Mrs. Claudia Taylor
(219)464-9621 EXT 259
(219)464-9635 (Fax)

Service Area

Porter County, In
Portions of Lake County, In and
portions of Laporte county

Population (2010 Census)

152,538

Entity Description:

Opportunity Enterprises is a not-for-profit corporation which develops and provides programs to meet the needs of disabled residents of Porter County, Indiana. Services include: Habilitation Training, Vocational Training and Employment, Sheltered Employment, and Residential Training and Services, Counseling and Support, and Demand Response Transportation to the service area.

Transportation Service Description:

Opportunity Enterprises provides demand-response transit services to the general public, including participants in its own programs. Service is available Monday to Friday only, between the hours of 7:30 AM and 4:30 PM. Service is available within 24 to 48 hours of a request; however, the service is provided on a first-come, first served basis. There are 18 BOC transit vehicles used in providing transit service.

FTA Assistance:

Opportunity Enterprises receives FTA Section 5307 capital assistance from NIRPC (preventative maintenance reimbursement). NIRPC also leases FTA-funded equipment to Opportunity Enterprises.

Opportunity Enterprises, Inc.
UNIVERSAL POLICIES AND PROCEDURES
HUMAN RESOURCES
POLICY#: 2024— DIVERSITY POLICY

POLICY

Opportunity Enterprises, Inc. (OE) is committed to fostering, cultivating and preserving a culture of diversity and inclusion. The collective sum of the individual differences, identities, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities and talent that our employees invest in their work represents a significant part of not only our culture, but our reputation and company's achievement as well.

We embrace and encourage our employees', board members', clients' and volunteers/interns' differences in age, race/color, disability, religion, biological sex, health status, gender identity or expression, sexual orientation, and genetic information, ethnic/national origin, ancestry, veteran status, and political affiliation or belief.

PROCEDURE

1. OE's diversity initiatives are applicable—but not limited—to our practices and policies on recruitment and selection; compensation and benefits; professional development and training; promotions; transfers; social and recreational programs; terminations; services provided, and the ongoing development of a work environment built on the premise of gender and diversity equity that encourages and enforces:
 - a. Respectful communication and cooperation between all employees
 - b. Teamwork and participation, permitting the representation of all groups and perspectives.
 - c. Employer and employee contributions to the communities we serve to promote a greater understanding and respect for the diversity.
2. We have a responsibility to treat others with dignity and respect at all times. Everyone is expected to exhibit conduct which reflects inclusion during work, at work functions on or off the work site, and at all other company-sponsored and participative events.
3. Any employee, board member, volunteer/intern found to have exhibited any inappropriate conduct or behavior against others may be subject to disciplinary action.
4. Employees, board members, volunteer/interns, clients who believe they have been subjected to any kind of discrimination that conflicts with the company's diversity policy and initiatives should seek assistance from the Human Resource Department.

Opportunity Enterprises, Inc.
UNIVERSAL POLICIES AND PROCEDURES
TRANSPORTATION
POLICY#: 9104—TRANSPORTATION COMPLAINTS/CONCERNS

POLICY

Opportunity Enterprises, Inc. (OE) believes that all passengers should have the chance to voice his/her complaint and concern about the OE transportation system.

PROCEDURE

1. Transportation complaint/concern forms are available on each transit vehicle. Forms are also available at www.oppent.org (Form 9014 A).
2. The form may be mailed to the Transportation Director at the address on bottom of form. Also complaints/concerns may be called into the Transportation Director at 219-464-9621 Ext 259.
3. Written complaints must be filled within 180 days of the date which the complaint/concern occurred.
4. The Transportation Director has two weeks to respond to the complaint/concern.
5. Written appeals to the response may be made within 14 days of the response to the Chief Financial Officer at OE.

Signatures of Approval:

CARF Controller: *Jacqui McKean* Date: 8.31.16
Chief Human Resources Officer: *John D. Jackson* Date: 8.26.16
Chief Financial Officer: *Walter W. Jeff* Date: 8/26/16
Chief Program Officer: *John D. Bluff* Date: 8.26.16
Chief Operating Officer: *[Signature]* Date: 8.26.16
President/CEO: *Sam DeMartino* Date: 8.30.16

TRANSPORTATION COMPLAINT FORM

Date: _____

Name of Person Filing Complaint: _____

Address:

Telephone Number: _____

Specifics of Complaint:

Date of Occurrence: _____

Time (Approximate): _____

Vehicle Driver (If known): _____

Nature of Complaint: _____

Signature of Complainant

Complaint Verbally Reported To: _____

Date Reported: _____

Written complaints must be filed within 180 days of the date the problem is experienced. OE Transportation Director will have 2 weeks to respond to the complaint. Written appeals may be sent within 14 days to the Chief Financial Officer at Opportunity Ent.

*******FOR TRANSPORTATION DEPARTMENT USE ONLY*******

Complaint investigated by:

Date: _____ **Time:** _____

Findings:

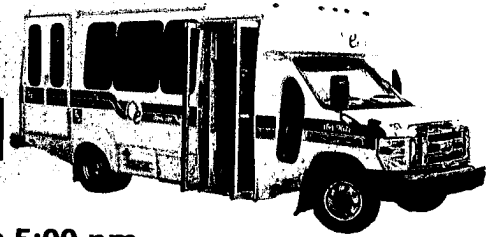
Information available in alternate formats upon request.

If you need assistance with filling out this form, please call 464-9621 ext. 227 or 259



OPPORTUNITY
ENTERPRISES

SERVICIOS DE TRANSPORTE



HORAS DE OPERACION: Lunes a Viernes, 7:00 am a 5:00 pm.

OE EXPRESS es conveniente y accesible para personas con discapacidades. El servicio de acera a acera es entregado en un vehículo limpio y cómodo. **OE EXPRESS** está disponible en todo el condado de Porter y en partes de los condados de Lake y Laporte.

Es responsabilidad del conductor entregar a los pasajeros desde su lugar de recogida hasta su destino. El conductor desplegará el elevador a solicitud. Si el pasajero necesita asistencia, un asistente personal puede acompañar al pasajero de forma gratuita.

La hora de recogida de **OE EXPRESS** está programada para que los pasajeros puedan ser recogidos lo más cerca posible de su cita. Esta hora de recogida se confirmará cuando el despachador llame el día anterior a una cita para verificar el viaje.

OPPORTUNITY ENTERPRISES | 2801 EVANS AVE, VALPARAISO IN 46383
219-464-9621 | WWW.OPPENT.ORG

Cuando realice una reserva de viaje, esté preparado para proporcionar la siguiente **INFORMACION REQUIRIDA**:

- Nombre y apellidos
- Dirección y número de teléfono del lugar de recogida
- Hora de llegada solicitada y hora de salida
- Si viajará con un asistente de atención personal
- Si necesita el elevador para abordar el vehículo

INFORMACION DE TARIFA:

\$7.50 de ida solamente dentro Del Condado de Porter

\$10 de ida fuera del condado de Porter

Se aceptan efectivo y cheques para todos los viajes.

Medicaid es aceptado solo para viajes de citas médicas.

INFORMACION DE CONTACTO: Llamar al **219-464-9621 ext 227** De Lunes a Viernes entre las horas de 7:00 am y 5:00 pm para hacer reservación.



Opportunity Enterprises, Inc.

MISSION STATEMENT

Opportunity Enterprises, Inc. is committed to advocate for, develop and effectively utilize agency and community resources to provide quality, safe, and efficient transportation services to the general public of Porter County and surrounding areas, which are elderly and/or disabled, without restriction to age or type of disability.

1. Description of Service

OE Express will transport individuals' curb-to-curb on a demand-response basis. Individuals needing transportation should contact the transportation department a minimum of 24 hours prior to appointment, with information of destination, time, approximate length of appointment and accessibility needs.

2. Service Area

Transportation service will be provided within Porter County and portions of Lake and LaPorte counties.

3. Days and Hours of Service

Transportation service will be provided Monday through Friday, 7:30 A.M. to 4:30 P.M, based on vehicle and driver availability. Our service is on a first come first served basis. Service is limited to our available capacity. Office hours are 7:00 A.M. - 5:00 P.M.

4. Reservations, Scheduling and Cancellations

Calling the OE Express at (219) 464-9621 Ext 227 you can make arrangements for transportation services. Transportation requests can be made 24 hours a day by calling the above number and leaving a voice mail. Your call will be returned in a timely manner. A minimum of 24-hour notice is required to help ensure availability. Passengers should be ready at their requested/negotiated pick up time. OE Express is committed to honor passengers' schedule needs in a cost efficient fashion. Standard wait time that a driver will wait at the pickup location before moving on will be 5 minutes.

No reasonable request for transportation will be denied subject to sufficient availability of vehicles and drivers. Service is limited to our available capacity. In the event that a request cannot be granted, notification shall be provided in a timely manner. There will be no prioritization based on geographic destination, trip length, or no discrimination or priority on trip purpose.

5. Fares

Private Pay Rate Structure:

Within Porter County -\$7.50 one-way, \$15.00 round trip

Across County Lines - \$10.00 one-way, \$20.00 round trip

Medicaid Rate Structure: We bill Medicaid directly

The above fares are subject to change; however, an opportunity for a public hearing to obtain input will precede any proposed fare increase or major service reduction. A major service reduction is defined as an action taken by Opportunity Enterprises, which can reasonably be expected to result in service being made available to substantially fewer individuals or fewer service hours during the week. Opportunity Enterprises management will weigh comments received against cost and other factors precipitating a proposed change before implementing a fare increase or major service reduction.

6. Passenger Assistance / Service animals

Transportation services will be provided curb to curb, unless conditions make it unsafe to do so. Personal attendants and/or service animals may accompany riders without additional cost. Service animals must be under control of the owner. All demand response vehicles are lift equipped. Any passenger may request use of the lift. Driver must deploy lift upon passenger's request. If the automatic controls of the lift become nonfunctional driver must deploy the lift manually.

7. Passenger Conduct and Responsibilities

Passengers are expected to be courteous and considerate of others. The driver is responsible for on-vehicle behavior, and all instructions from the driver are to be followed by passengers. Eating &/or drinking, for qualified persons with a disability can be accommodated. Using tobacco products, foul language, lack of personal hygiene, horseplay, fighting, carrying

weapons, possessing illegal drugs, having open containers of alcohol will not be allowed on the vehicle. Transportation services may be refused to those individuals violating these standards. Qualified persons with a disability who require a reasonable accommodation relating to these matters should contact transportation at 464-9621 Ext 227.

8. Passenger Comment and Complaint Procedures

Service evaluation/complaint forms are available on all vehicles. Forms can also be obtained at www.oppent.org under programs/ transportation. A form can then be downloaded. OE Express solicits positive as well as negative input from passengers. In addition, unsatisfactory customer service comments may be directed in writing to the Transportation Manager within a 14-day time frame commencing with the date of an incident. Upon receipt of a written/verbal complaint Opportunity Enterprises, Inc. will acknowledge receipt of the complaint and provide a written response (if possible) within 14 days to the consumer making the complaint.

If Opportunity Enterprises, Inc. needs more time to investigate the complaint, Opportunity Enterprises, Inc. will identify that need in its response to the consumer making the complaint and provide that up to 45 days commencing with the acknowledgment letter be allowed to conduct its investigation and make its final response to the consumer making the complaint.

If a consumer is not satisfied with Opportunity Enterprises final response a written appeal to the response may be made within 14 days of the response to the transit director at Opportunity Enterprises, Inc. 2801 Evans Ave Valparaiso In 46383

Opportunity Enterprises, Inc. will file and retain a record of each written complaint and written response thereto for a minimum period of two (2) years.

Complaint forms are available in alternative formats upon request. If you need help in completing the form please contact transportation at 464-9621 ext 227.

9. Transit System Responsibilities

Opportunity Enterprises, Inc. is committed to advocate for, develop and effectively utilize agency and community resources to provide quality, safe, and efficient transportation services to the general public of Porter County and portions of Lake and LaPorte counties, without restriction to age or type of disability. OE Express is not responsible for items left on its vehicles. OE Express is responsible for abiding by the policies detailed in other sections of this service policy. Opportunity Enterprise, Inc. has insurance exceeding legally mandated minimums, abides by all applicable federal, state and local regulations, and maintains an alcohol- and drug-free workplace. The driver will carry a picture identification badge.

10. Safety / Oxygen tank and or Respirators

OE Express drivers and staff all have proper licenses and receive regular training. Training includes but is not limited to: CPR certification, first aid certification, seizure response training.

All passengers are to be seated and wear seat belts according to State Law, and all passengers in wheelchairs are to be safely secured, when the vehicle is in motion.

If a wheelchair cannot be secured, the passenger cannot be denied transport. However if a wheelchair can be secured and the passenger refuses to be secured OE has the right to refuse transport. Wheelchair tie-downs, safety restraints, and child restrain systems will be used as appropriate on all vehicles.

If passenger is traveling with a personal oxygen tank and or respirator, it must be secured to the passenger or the passenger's wheelchair. Driver will not operate or adjust oxygen or respirators. This is for safety reasons.

Standard on-vehicle safety equipment is inspected daily. OE Express is committed to the safe operation of its vehicles, including the safe loading, unloading and securing of passengers.

11. Emergency Procedures

In case it becomes necessary to cancel scheduled trips due to severe weather, passengers will be notified as soon as possible. In the event of an accident or on-vehicle emergency, passengers are to follow the driver's instructions, remain calm, make an orderly evacuation of the vehicle if warranted, stay off the roadway in a safe location until further notification, and refrain from smoking near the vehicle. The driver will call for emergency assistance. All passengers are strongly asked to notify the driver if they or another passenger are ill, injured or in distress while on the vehicle.

If a driver is at a location to pick up wheelchair and/or wheelchairs are on the vehicle and the lift stops working and cannot be worked electronically or manually, the driver will call the transportation office as soon as possible and arrangements will be made at that time for a replacement vehicle.

12. Non-discrimination

Opportunity Enterprises, Inc. is an equal opportunity employer. We employ and serve without regard to race, color, religion, creed, gender, national origin, age, disability, marital or veteran status, sexual orientation, or any other legally protected status.

This OE Express transportation service policy is approved and shall remain in full force and effect until further amended.

President/CEO

Opportunity Enterprises, Inc.

**Information available in alternative formats upon request,
Call (219) 464-9621 ext.227**

Revised 8/26/2016

Title VI of the American Civil Liberties Act of 1964 States:

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.

The Americans with Disabilities Act of 1990 (ADA)

Title II of the ADA applies to all public entities. It requires Opportunity Enterprises to remove architectural and programmatic barriers that exclude qualified individuals with a disability. The ADA also requires Opportunity Enterprises, upon request, to make reasonable modifications to its policies and programs to ensure that qualified individuals with disabilities have an equal opportunity to enjoy its programs and activities. Opportunity Enterprises is not required to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

What is Opportunity Enterprise' responsibilities under the ADA?

Opportunity Enterprises' responsibilities include:

- Maintaining in operable working condition facilities and equipment that are required to be readily accessible and usable to persons with disabilities; and
- Providing auxiliary aids upon request to program recipients with disabilities.

Section 504 of the Rehabilitation Act of 1973

Under Section 504, no qualified individual with a disability shall, solely, by reason of his disability, be excluded from participating in, be denied the benefits of, or be subjected to discrimination under any program or activity that receives or benefits from Federal financial assistance. Section 504 requires that Opportunity Enterprises ensure that all pedestrian facilities meet the minimum accessibility design requirements set forth by law.

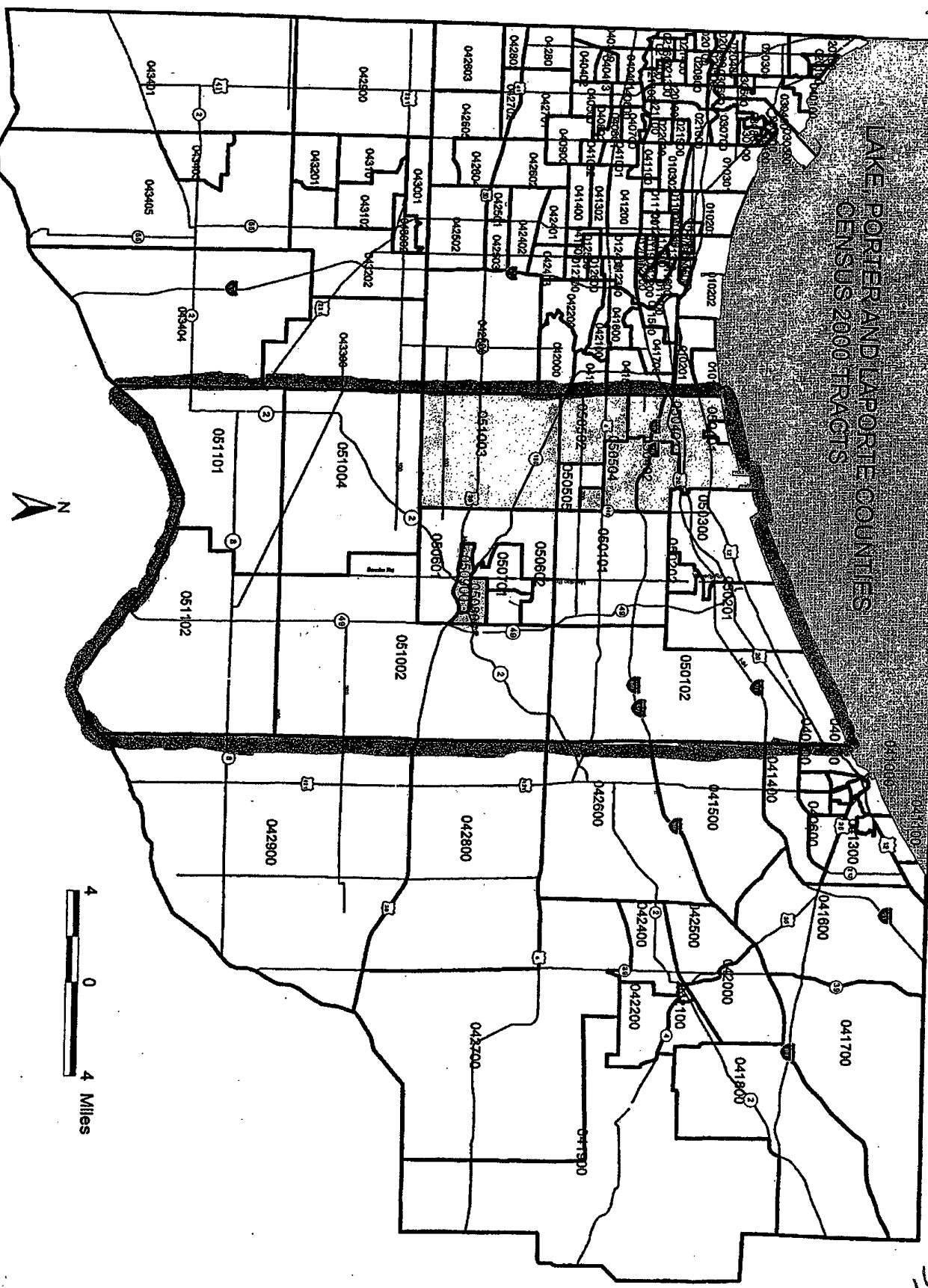
For information, contact the Human Resource Manager at
219-464-9621 Ext: 243

Information available in alternate formats upon request

2016

11/4

LAKE PORTER AND LA PORTE COUNTIES CENSUS 2000 TRACTS



2016

2020 Title VI Questionnaire

(REFERENCES: FTA Circular 4702.1B)

I. GENERAL REPORTING REQUIREMENTS:

A. MOST RECENTLY FILED ANNUAL TITLE VI CERTIFICATIONS AND ASSURANCES

*Execution Date of your most recent Certification and Assurances filed with NIRPC
(This would be sometime in 2019 for FFY 2020).*

Answer: March 15, 2019

B. COPY OF PROCEDURES FOR FILING A TITLE VI COMPLAINT and a summary for investigating and tracking Title VI complaints.

Answer: Complaint form is attached along with the process.

C. LIST OF ALL ACTIVE TITLE VI INVESTIGATIONS, LAWSUITS OR COMPLAINTS naming your organization which allege discrimination on the basis of race, color, or national origin with respect to transit service or other transit benefits. Include: date lawsuit or complaint was filed, summary of the allegation, status of investigation, lawsuit or complaint, and actions taken in response (including whether or not the parties involved have entered into a consent decree).

Answer: We have none at this time

(The lawsuit/complain/investigation information here should be transit service-related and/or transit benefit-related. If your organization has any contractors that provide some or all of your transportation service, provide investigation/lawsuit/complaint information for those entities also.)

E. COPY OF PLAN OR POLICY FOR PROVIDING LANGUAGE ASSISTANCE FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY.

Describe how information and programs are accessed for those individuals who are Limited English Proficient (LEP). Include the actions taken to ensure the benefits, resources and services are provided to them. If a plan does not exist, provide a policy or description on how this is performed.

Answer: See attached brochure—help is provided upon request

Plan may be based on the DOT LEP Guidance or an alternative framework.

F. COPY AND DESCRIPTION OF NOTIFICATION TO THE PUBLIC OF PROTECTION UNDER TITLE VI.

Describe how the agency provides information regarding Title VI obligations (programs operated without regard to race, color, and national origin) to the public. List and describe the media tools used to post and distribute this information. (Media tools can include but not limited to websites, bus postings, brochures, complaint forms.)

Answer: Procedure for receiving assistance is provided on our website, buses, brochures, and on all forms

II. PROGRAM SPECIFIC REQUIREMENTS FOR GRANTEEES IN URBANIZED ZONE AREAS OF 200,000 OR MORE:

A. COLLECTION OF DEMOGRAPHIC DATA.

FTA Requirement: Submit maps and charts demonstrating the collection and analysis of racial and ethnic data showing the extent to which members of minority groups are beneficiaries of programs receiving Federal financial assistance.

Requirement Summary: Submit the following; demographic and service profile maps and charts, survey information on customer demographic and travel patterns, and/or a locally developed alternative.

Answer: Our service area is Porter County which has a population of about 165,000 people. Our service is for seniors and those with disabilities. No one pays more than a dollar for a ride so everyone receives financial assistance. Attached is a copy of our client demographics for a five day period.

B. MODIFIED SYSTEMWIDE SERVICE STANDARDS AND POLICIES.

FTA Requirement: Submit a copy of system wide service standards and policies. Describe the impact of the service standard or policy changes on the minority community, if any. Changes resulting in an adverse impact upon the minority community must be identified, including the actions the agency has taken or will take to eliminate, minimize or mitigate the adverse impact. If there have been no changes in service standards and policies within this timeframe, please respond accordingly.

Answer: We don't have any minority communities. We have had no changes to our service standards or policies other than giving more attention to riders with disabilities, seniors with wheelchairs, and those without a means of transportation.

Requirement Summary: Submit a complete copy of your systemwide service standards and policies including standards for on-time performance and transit security.

Briefly describe the impact of each change on minority communities in your service area. If any change resulted in adverse impacts on minority communities, describe actions taken (or to be taken) to eliminate, minimize, or mitigate these adverse impacts.

C. SYSTEMWIDE SERVICE AND FARE CHANGES

FTA Requirement: Submit an equity evaluation of service changes and fare changes and proposed improvements at the planning and programming stages to determine whether those changes have a discriminatory impact.

Requirement Summary: Assess the effects of the proposed fare or service change on minority and low-income populations or the alternatives available for the people affected. Describe the actions proposed to minimize, mitigate, or offset any adverse effects and determine if any of the proposals would have a disproportionately high adverse effect on minority and low-income riders.

Answer: Clients with disabilities and seniors unable to pay ride for free.

D. TITLE VI INTERNAL MONITORING TRANSIT SERVICE PROCESS NARRATIVE

FTA Requirement: Document any disparities arising out of your monitoring processes relative to levels and quality of service. If any disparities were identified, provide a narrative describing the disparity, and the action(s) you have taken or will take to remedy the situation.

Requirement Summary: Document the utilization of the monitoring portion of your Title VI internal review process in identifying and resolving a disparity by choosing either the level of service, quality of service, or analysis of customer surveys, or locally developed procedure methods. If you conducted no monitoring, make a statement to that effect but note your future intent to do so.

Answer: No disparities are seen as we continue to give all our rides to seniors and people with disabilities.

FTA FISCAL YEAR 2019 CERTIFICATIONS AND ASSURANCES

FEDERAL FISCAL YEAR 2019 CERTIFICATIONS AND ASSURANCES FOR FTA ASSISTANCE PROGRAMS

(Signature pages alternate to providing Certifications and Assurances in TrAMS.)

Name of Applicant: Porter County Aging and Community Services

The Applicant certifies to the applicable provisions of the categories it has selected:

Category	Certification
01 Certifications and Assurances Required of Every Applicant	<u> X </u>
02 Tax Liability and Felony Convictions	<u> X </u>
03 Lobbying	<u> X </u>
04 Private Sector Protections	<u> X </u>
05 Transit Asset Management Plan	<u> X </u>
06 Rolling Stock Buy America Reviews and Bus Testing	<u> X </u>
07 Urbanized Area Formula Grants Program	<u> X </u>
08 Formula Grants for Rural Areas	<u> </u>
09 Fixed Guideway Capital Investment Grants and the Expedited Project Delivery for Capital Investment Grants Pilot Program	<u> </u>
10 Grants for Buses and Bus Facilities and Low or No Emission Vehicle Deployment Grant Programs	<u> </u>
11 Enhanced Mobility of Seniors and Individuals with Disabilities Programs	<u> X </u>
12 State of Good Repair Grants	<u> </u>
13 Infrastructure Finance Programs	<u> </u>
14 Alcohol and Controlled Substances Testing	<u> X </u>
15 Rail Safety Training and Oversight	<u> </u>
16 Demand Responsive Service	<u> X </u>
17 Interest and Financing Costs	<u> </u>
18 Construction Hiring Preferences	<u> </u>

FEDERAL FISCAL YEAR 2019 FTA CERTIFICATIONS AND ASSURANCES SIGNATURE
PAGE

(Required of all Applicants for federal assistance to be awarded by FTA in FY 2019)

AFFIRMATION OF APPLICANT

Name of the Applicant: Porter County Aging and Community Services

BY SIGNING BELOW, on behalf of the Applicant, I declare that it has duly authorized me to make these Certifications and Assurances and bind its compliance. Thus, it agrees to comply with all federal laws, regulations, and requirements, follow applicable federal guidance, and comply with the Certifications and Assurances as indicated on the foregoing page applicable to each application its Authorized Representative makes to the Federal Transit Administration (FTA) in federal fiscal year 2019, irrespective of whether the individual that acted on his or her Applicant's behalf continues to represent it.

FTA intends that the Certifications and Assurances the Applicant selects on the other side of this document should apply to each Award for which it now seeks, or may later seek federal assistance to be awarded during federal fiscal year 2019.

The Applicant affirms the truthfulness and accuracy of the Certifications and Assurances it has selected in the statements submitted with this document and any other submission made to FTA, and acknowledges that the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. § 3801 *et seq.*, and implementing U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR part 31, apply to any certification, assurance or submission made to FTA. The criminal provisions of 18 U.S.C. § 1001 apply to any certification, assurance, or submission made in connection with a federal public transportation program authorized by 49 U.S.C. chapter 53 or any other statute

In signing this document, I declare under penalties of perjury that the foregoing Certifications and Assurances, and any other statements made by me on behalf of the Applicant are true and accurate.

Signature Bruce A. Lindner Date: 3/15/2019

Name Bruce Lindner Authorized Representative of

Applicant AFFIRMATION OF APPLICANT'S ATTORNEY

For (Name of Applicant): Porter County Aging and Community Services

As the undersigned Attorney for the above-named Applicant, I hereby affirm to the Applicant that it has authority under state, local, or tribal government law, as applicable, to make and comply with the Certifications and Assurances as indicated on the foregoing pages. I further affirm that, in my opinion, the Certifications and Assurances have been legally made and constitute legal and binding obligations on it.

I further affirm that, to the best of my knowledge, there is no legislation or litigation pending or imminent that might adversely affect the validity of these Certifications and Assurances, or of the performance of its FTA assisted Award.

Signature Ethan S. Lowe Date: 3/15/19

Name Ethan S. Lowe Attorney for Applicant

Each Applicant for federal assistance to be awarded by FTA must provide an Affirmation of Applicant's Attorney pertaining to the Applicant's legal capacity. The Applicant may enter its electronic signature in lieu of the Attorney's signature within TrAMS, provided the Applicant has on file and uploaded to TrAMS this hard-copy Affirmation, signed by the attorney and dated this federal fiscal year.

I. B

Title VI Complaint Procedure

Porter County Aging & Community Services, Inc.

Any person who believes he/she has been discriminated against on the basis of race, color, or national origin by Porter County Aging & Community Services, Inc. may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Porter County Aging & Community Services, Inc. investigates complaints received less than 180 days after the alleged incident. Porter County Aging & Community Services, Inc. will process complaints that are complete.

Once the complaint is received, PCACS will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing him/her whether the complaint will be investigated by our office.

PCACS has 20 days to investigate the complaint. If more information is needed to resolve the case, PCACS may contact the complainant. The complainant has 20 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 20 business days, PCACS can administratively close the case. A case can be administratively closed if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, he/she will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, he/she has 20 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

J.B

Notifying the Public of Rights Under Title VI

Porter County Aging & Community Services, Inc.

Porter County Aging & Community Services, Inc. (PCACS) operates programs and provides 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 PCACS.

Or a complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

IB

Porter County Aging and Community Services, Inc.

Federal Civil Rights Information Training

Policy Title: Title VI Transit Amenities/Transit Access

I, _____ have been given a copy of the above policy. I have read the policy and sign on this day _____, indicating that I have read such policy.

I have paid close attention to Section 5: Public Information Requirements.

1. I will make sure the information is posted on my bus.
2. I will respond appropriately with the necessary information to any client that asks for help in filing a complaint related to: That being the Executive Director's name is Bruce Lindner and his phone number is (219) 465-7144
 - a. Civil Rights act of 1964
 - b. Rehabilitation Act of 1973
 - c. Civil Rights Restoration Act of 1987
 - d. American with Disabilities Act of 1990
3. That being the Executive Director's name is Bruce Lindner and his phone number is (219) 465-7144
4. The Executive Director will fill out or hand out the necessary form to the client wishing to file a complaint, and The Executive Director will assign an investigator to the complaint
5. The Executive Director should be notified in writing by the driver or dispatcher within 24 hours that a Title VI complaint could be forth coming.
6. I also understand that this is different from all other types of complaint that should still be handled with our regular complaint form.

Signed _____ date _____

I.B

Federal Transit Administration
Office of Civil Rights
Complaint Form

Section I

Name: _____

Address: _____

Telephone Numbers:

(Home) _____ (Work) _____

Electronic Mail Address: _____

Accessible Format Requirements?

Large Print _____ Audio tape _____

TDD _____ Other _____

The Federal Transit Administration (FTA) Office of Civil Rights is responsible for civil rights compliance and monitoring, which includes ensuring that providers of public transportation properly abide by Title VI of the Civil Rights Act of 1964, Executive Order 12898, "Federal Actions To Address Environmental Justice in Minority Populations and Low Income Populations," and the Department of Transportation's Guidance to Recipients on Special Language Services to Limited English Proficient (LEP) Beneficiaries.

In the FTA complaint investigation process, we analyze the complainant's allegations for possible Title VI and related deficiencies by the transit provider. If deficiencies are identified they are presented to the transit provider and assistance is offered to correct the inadequacies within a predetermined timeframe. FTA also may refer the matter to the U.S. Department of Justice for enforcement.

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 _____

I.B

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

Have you previously filed a Title VI complaint with FTA? Yes ___ No ___

If yes, what was your FTA Complaint Number? _____

[Note: This information is needed for administrative purposes; we will assign the same complaint number to the new complaint.]

Have you filed this complaint with any of the following agencies?

Transit Provider ___ Department of Transportation ___

Department of Justice ___ Equal Employment Opportunity Commission ___

Other _____

Have you filed a lawsuit regarding this complaint? Yes ___ No ___

If yes, please provide a copy of the complaint form.

[Note: This above information is helpful for administrative tracking purposes. However, if litigation is pending regarding the same issues, we defer to the decision of the court.]

Section IV

Name of public transit provider complaint is against:

Contact person: _____ Title: _____

Telephone number: _____

On separate sheets, please describe your complaint. You should include specific details such as names, dates, times, route numbers, witnesses, and any other information that would assist us in our investigation of your allegations. Please also provide any other documentation that is relevant to this complaint.

Section V

I. B.

May we release a copy of your complaint to the transit provider?

Yes ____ No ____

May we release your identity to the transit provider?

Yes ____ No ____

Please sign here: _____

Date: _____

[Note - We cannot accept your complaint without a signature.]

Please mail your completed form to: Title VI Program Coordinator, FTA Office of Civil Rights, East Building, 5th Floor – TCR, 1200 New Jersey Ave., S.E., Washington, D.C. 20590

F.F.

PCACCS

Porter County
AGING & COMMUNITY SERVICES

Programs for Senior, Disabled &
Low-Income Residents

PCACCS does not discriminate
on the grounds of race, color,
or national origin.

Subsidized Transportation Form



*Alternate / accessible formats available
Assistance completing this form available upon request*

Name _____

Street Address _____ City _____ Zip _____

Telephone Number _____ Date _____

Email Address _____

Date of birth - you must be 60 or older (mm/dd/yyyy) _____

Disabled ____ yes ____ no

Reason for requesting subsidy

Approximate number of rides needed per month

____ Senior Centers ____ Grocery Stores ____ Doctors

____ Pharmacies ____ Banks ____ Welfare

____ Other _____

◆ ◆ ◆ ◆ ◆ ◆ ◆ ◆ OFFICE USE ONLY ◆ ◆ ◆ ◆ ◆ ◆ ◆ ◆

Approved for _____ number of rides per month

Approved for all non Medicaid rides at no cost

Subsidy denied / _____

Approved by _____

Date _____

Executive Director

05-10-11

MISSION

PCACS extends a helping hand to seniors, people with disabilities and low income residents by providing compassionate services to improve their quality of life while maintaining their dignity and independence.

PORTER COUNTY AGING & COMMUNITY SERVICES, Inc.

1005 Campbell Street
Valparaiso, IN 46385

Rider's Guide to Door to Door Demand Response Transportation

PCACS

Porter County AGING & COMMUNITY SERVICES
Programs for Senior, Disabled & Low-Income Residents



Serving Porter County for over fifty years!

January 18, 2019

PCACS

PORTER COUNTY AGING & COMMUNITY SERVICES

1005 Campbell Street
Valparaiso, IN 46385

PHONE: 462-4302 FAX: 462-6993

WEBSITE: PorterCountyacs.org

DID YOU KNOW THAT

PCACS:

- is a not-for-profit social service agency
- has financial assistance available upon request
- is an equal opportunity employer
- provides all information in accessible formats upon request
- all buses are ADA compliant
- is a member agency of United Way of Porter County

Transportation Forms

Please report any suspicious activity to the driver immediately or contact the transportation office at **462-4302**.

Client Intake

Financial Assistance

Complaint / Complement Survey

- available upon request at the transportation office, the web page, and from the drivers.
- available in accessible formats upon request.
- assistance completing a form is available upon request.



United Way of Porter County

SERVICE PROVIDED

PCACS, Inc. provides door to door demand response service to people who reside in Porter County. Transportation is provided on a priority reservation basis to seniors and all people with disabilities. People with low-income, serious medical problems and mobility issues are also given special consideration when scheduling rides. The driver can assist you from home to the bus, or the bus to your home. **The driver cannot enter your home or any other establishment.**

HOURS OF OPERATION
Monday through Friday from 6:00 a.m. to 5:30 p.m. Service is not available on weekends or holidays. Closings due to weather or other emergencies will be announced on the radio at 105.5 FM – WLJE.

FARES
Fares are \$1.00 one-way and \$2.00 round trip. You must have the exact fare or a prepaid pass. Sixteen (16) trip pass tickets are available from the drivers or from the office for fifteen dollars (\$15). Clients with a disability ride free. Financial assistance is available for clients in financial hardship. Assistance forms are available from the driver, from the office or from the web page. Help completing the form is available upon request.

RESERVATIONS

To schedule a ride, call the Transportation Office (462-4302) Monday through Friday between the hours of 8:00 a.m. to 3:00 p.m. Reservations need to be made at least 48 hours in advance.

NOTE: Drivers cannot take reservations. All reservations must be made through the Transportation Office.

INFORMATION REQUIRED

- ✓ First and last name
- ✓ Address and phone number of destination requested
- ✓ Requested date, arrival time and departure time
- ✓ If you want the ADA access lift deployed to board the bus
- ✓ If you will be traveling with a personal care attendant or service animal

PASSENGER'S RESPONSIBILITIES

- ✓ **Be on time** — due to time constraints, a driver can only wait **3** minutes for you to acknowledge your ride.
- ✓ Call the Transportation Office to cancel your ride as soon as you know you will not need the ride.
- ✓ Only schedule rides which you intend to use.

NOTE: A suspension will be imposed for a documented pattern of scheduling abuses that are within the passenger's control. An emergency, sudden or worsening illness, the inability to connect with the transportation office phone line, or a late bus will not be considered scheduling abuses. If your service has been suspended all currently scheduled rides will be cancelled.

- ✓ **Driveways and walks** must be safe and clear of hazards or your ride will be denied by the driver.
- ✓ **Wear a seatbelt** at all times.
- ✓ Wheelchair patrons must wear a seatbelt and/or have their wheelchair secured at all times if possible.
- ✓ **Pay your fare** for each trip. All passengers, (except PCAs), are expected to pay for each ride unless other arrangements have been made in advance. *(Future rides will not be scheduled for you if you fail to comply.)*
- ✓ **Do not eat or drink** while on the bus — unless you are a "qualified person" that requires eating or drinking while in transit.

- ✓ **Service animals** are the only animals allowed on the bus.
- ✓ Bring only as many **packages or bags** as you can reasonably carry.
- ✓ Report any safety or security issues.
- ✓ **Proper language** must be used at all times.

NOTE: We reserve the right to refuse service to any person for any reason that hampers our ability to provide quality service to our patrons.

DRIVER'S RESPONSIBILITIES

- ✓ To deliver you from your pick up location to your destination
- ✓ To deploy lift upon request
- ✓ To push wheel chair if needed
- ✓ To provide gentle assistance to you (an arm for support to assist you from door to door)
- ✓ To assist you with groceries & packages up to 20 pounds

NOTE: Drivers are not allowed to enter the client's residence. If the client needs some assistance inside their home, please arrange that ahead of time. Clients that need even more assistance should arrange to have a "Personal Care Assistant" (PCA) accompany them. Personal care assistants always ride for free.

PICK UP TIMES

Our pick up times are scheduled to pick you up as close to your requested time as possible. We appreciate you being ready earlier if possible as that helps us stay on time for our other clients. Please call the Transportation Office (462-4302) if our driver is not at your pick up location **5** minutes before your scheduled pick up time.

Porter County Aging and Community Services, Inc.

Title VI Survey for Demand Response Transportation Services

Demographics of clients served in a five day period from November 21, 2019 to November 27, 2019

Total Clients		119
Gender		
	Female	78
	Male	41
Age		
	75+	54
	65-74	27
	55-64	21
	under 55	17
Those with disabilities		119
Those in a wheelchair		19
Minorities		16
Townships		
	Center	52
	Portage	37
	Westchester	10
	Liberty	8
	Union	5
	Boone	2
	Morgan	2
	Jackson	2
	Porter	1
	Washington	0

We also transport the homeless men in the morning from the church where they sleep to New Creations Men's Center 4 days a week. We do not have demographics for each person who rides because each day is different. We can transport between 1 and 12 people each day. We don't know how many will show up until the bus gets there.

Completed by Dawn Stover, Assistant Dispatcher

Dawn Stover

#34

Porter County Aging and Community Services, Inc.

Public Notification of and Comment on Proposed Transit Service Change Policy

Purpose:

Recipients of funds from the Federal Transportation Administration (FTA) are to provide an opportunity for public comment prior to the implementation of significant service changes. Porter County Aging & Community Services, Inc. (Agency) has developed this policy which is to be followed as a service change is contemplated and before implementation. The purposes of this policy are: a) to provide adequate notice of a proposed service to the public and specifically to service users, b) to provide an avenue for the public to comment on proposed service changes, and c) to provide an opportunity for an operator to consider the views and comments made by the public prior to the implementation of the change.

Definition:

This policy affects any temporary or permanent fare increase or major service reduction. It is to be used in the event of the proposed establishment of a fare or an increase in fares. It is to be used when a major service reduction is proposed. This includes a reduction in service span, days of the week, or of the frequency of service. Major service reduction is defined as one affecting at least 25% of current service; such as hours or days of service, or areas serviced.

Adequate Public Notice of the Service Change:

- a. The public shall be notified by the Agency of the proposed service change by the posting of a notice of same at the administrative office, all other corporate locations and on all vehicles for a period of thirty (30) days prior to the effective date of the change.
- b. The Agency shall deliver to Northwestern Indiana Regional Planning Council (MPO) a copy of the notice at least thirty (30) days prior to the effective date of the change.
- c. The notice shall contain information describing the proposed fare increase or service reduction, the service area affected, and the effective date of the change.
- d. The notice shall contain information describing the proposed fare increase or service reduction, the service area affected, and the effective date of the change.
- e. The Agency shall adhere to any other applicable federal and state laws and regulations concerning notification.
- f. This notice may be combined with notification of the public hearing.

Porter County Aging and Community Services, Inc.

Public Hearing:

- a. A public hearing shall be held at a convenient time and place for the public. More than one such hearing may be necessary because of travel distance or time of day. An evening or weekend hearing shall be considered in order to increase accessibility.
- b. The hearing shall be held in a location that is accessible to the disabled.
- c. In order for the Agency to consider views and comments made by the public, the public hearing is to take place at least fourteen (14) days prior to the effective date of the service change. This will allow for possible reconsideration of the proposed change.
- d. A legal notice announcing the public hearing shall be published by the Agency in the two (2) largest newspapers of general circulation in the Agency's service area. Publication shall be between twenty-one (21) and thirty (30) calendar days of the effective date of the service change. The notice shall appear between seven (7) and fourteen (14) calendar days prior to the date of the hearing.
- e. The notice of the public hearing shall be posted at the administration office for the Agency, other corporate locations and on all vehicles at least seven (7) days prior to the date of the hearing.
- f. Notification of the public hearing, including legal notice(s) and posting shall indicate the time, date, place and purpose of the hearing. The service change shall be described in adequate detail. Included in the notice shall be an offer to employ a signer for the deaf upon request. Such notices shall also state that written views and comments will be accepted at the administrative office of the Agency. The address, telephone and name of a contact person for the Agency shall appear in the notice.
- g. A court reporter shall provide a written transcript of the hearing proceedings and shall deliver a transcript of the proceedings to the Agency at least seven (7) calendar days prior to the effective date of the service change.
- h. The written transcript and all public comments shall be presented to the Agency's Board of Directors at the next Board meeting.
- i. All costs of the public hearing, including legal notices, court reporter, signer, etc. are the responsibility of the Agency.

Porter County Aging and Community Services, Inc.

Suggested Timeline

Days Prior to Service Change	Action:
30	Agency posts notice of proposed service change Agency provides written notice to MPO
21	Agency publishes legal notice of Public Hearing Agency posts notice of Public Hearing
14	Public Hearing
7	Transcript of hearing delivered to MPO and Agency
0	Service change implemented



TITLE VI PROGRAM

Approved by Board of Directors:

Rick Niemeyer, President

Date

Submitted as part of NIRPC's Title VI Program

Submitted to NIRPC January 2020

AGENCY PROFILE

Lake County Community Services, Inc.
1450 E. Joliet Street; Suite 202
Crown Point, IN 46307
(219) 663-0627 phone
(219) 663-0629 fax
bmabon@slccs.com

Executive Director- Blossom B. Mabon, MBA

SERVICE AREA

The townships of Ross, Center, Winfield, Hanover, St. John, Cedar Creek, West Creek and Eagle Creek. (as of January 15, 2014)

SERVICE AREA POPULATION

Approximately 160,000 (2010 census)

ENTITY DESCRIPTION

South Lake County Community Services, Inc. (SLCCS) dba Lake County Community Services (LCCS) (since 10/2018) is a not-for-profit corporation formed under the State of Indiana corporation law. A significant portion of its service area is located within the Chicago, IL-IN urbanized area.

TRANSPORTATION SERVICE DESCRIPTION

LCCS provides demand-response public transportation to the general public, including seniors and people with disabilities. The service is available on weekdays from approximately 8:30 am to 3:30 pm. The service does not operate on major federal holidays and weekends. LCCS also operates a subscription trip program for a local sheltered workshop that utilizes New Freedoms funding.

Over the past three years, LCCS has provided an average of 48,000 one-way trips. The fleet consists of 15 BOC buses equipped with wheelchair lifts in daily use, and two buses for maintenance swap. All of LCCS drivers and transportation staff hold valid commercial driver's licenses with passenger endorsements.

FTA ASSISTANCE

LCCS is a sub-recipient of FTA Section 5307 funding through Northwestern Indiana Regional Planning Commission.

TITLE VI QUESTIONNAIRE: LAKE COUNTY COMMUNITY SERVICES, INC.

I. GENERAL REPORTING REQUIREMENTS:

A. MOST RECENTLY FILED ANNUAL TITLE VI CERTIFICATIONS AND ASSURANCES

March 2019

B. COPY OF PROCEDURES FOR FILING A TITLE VI COMPLAINT

Please see the attached Transportation Policy for detailed grievance policy and complaints process.

C. LIST OF ALL ACTIVE TITLE VI INVESTIGATIONS, LAWSUITS OR COMPLAINTS naming your organization which allege discrimination on the basis of race, color, or national origin with respect to transit service or other transit benefits. Include: date lawsuit or complaint was filed, summary of the allegation, status of investigation, lawsuit or complaint, and actions taken in response (including whether or not the parties involved have entered into a consent decree).

None

D. COPY OF PLAN OR POLICY FOR PROVIDING LANGUAGE ASSISTANCE FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY.

Describe how information and programs are accessed for those individuals who are Limited English Proficient (LEP). Include the actions taken to ensure the benefits, resources and services are provided to them. If a plan does not exist, provide a policy or description on how this is performed. (Plan may be based on the DOT LEP Guidance or an alternative framework.)

Based on census data and actual ridership demographics, the number of clients who would be considered LEP is so low that it does not warrant the cost of creating special materials at this time. If a client were to state that he/she has difficulty using any materials that the Agency provides, it is standard policy to offer accommodations, such as large print materials or reading the materials to him/her.

E. COPY AND DESCRIPTION OF NOTIFICATION TO THE PUBLIC OF PROTECTION UNDER TITLE VI.

Copies of the public notice policy and the transportation policy are enclosed. The transportation policy is also available on all buses, at the administration office, on our website and through the mail upon request. All new clients receive this policy when they first start the service.

Local newspapers used for public notices: The Times and Post-Tribune
LCCS has a newly designed website as of 03/2019: <http://www.lccs.care/>

II. PROGRAM SPECIFIC REQUIREMENTS FOR GRANTEES IN URBANIZED ZONE AREAS OF 200,000 OR MORE:

A. COLLECTION OF DEMOGRAPHIC DATA.

FTA Requirement: Submit maps and charts demonstrating the collection and analysis of racial and ethnic data showing the extent to which members of minority groups are beneficiaries of programs receiving Federal financial assistance.

Unduplicated Ridership: 2,426 clients listed on dispatch system data base.

Male-	34%
Female-	66%
Non-minority-	92%
Minority-	8%
Non-disabled-	25%
Disabled-	75%
Non-elderly-	46%
Elderly-	54%
(Elderly - 60 and older)	

Each year, the Agency completes a survey that monitors the quantity and quality of services to clients living in census tracts that have been designated as minority and/or low income as opposed to census tracts that are non-minority and/or low income. NIRPC staff designated these tracts as such based-on census data. Completed surveys for 2016 - 2018 have also been included.

B. MODIFIED SYSTEMWIDE SERVICE STANDARDS AND POLICIES.

FTA Requirement: Submit a copy of systemwide service standards and policies. Describe the impact of the service standard or policy changes on the minority community, if any. Changes resulting in an adverse impact upon the minority community must be identified, including the actions the agency has taken or will take to eliminate, minimize or mitigate the adverse impact. If there have been no changes in service standards and policies within this timeframe, please respond accordingly.

The transportation policy is enclosed. In 2018, there was one minimal service fare increase. There is no major service reduction planned for 2020 nor has there been a reduction over the past three years. Due to loss of funding, LCCS will had to impose a small fee structure for Hobart residents whose ridership was subsidized by

endowment funds from a local foundation. The fare increase will definitely affect all clients in those areas, including low income and minority.

C. SYSTEM WIDE SERVICE AND FARE CHANGES

FTA Requirement: Submit an equity evaluation of service changes and fare changes and proposed improvements at the planning and programming stages to determine whether those changes have a discriminatory impact.

In the past three years there has been no service reductions or fare increases that would be considered as having an adverse effect on minority communities. November 1, 2018 LCCS imposed a minimal fee structure for the residents of Hobart. This fare implication will most definitely affect all clients in those areas, including low income and minority.

D. TITLE VI INTERNAL MONITORING TRANSIT SERVICE PROCESS NARRATIVE

FTA Requirement: Document any disparities arising out of your monitoring processes relative to levels and quality of service. If any disparities were identified, provide a narrative describing the disparity, and the action(s) you have taken or will take to remedy the situation.

The Agency has completed Title VI surveys for the past three years. The results of all surveys have indicated that there is no significant difference in either the quality or quantity of service provided to minority and/or low-income communities as opposed to non- minority and/or low-income communities.

FTA FISCAL YEAR 2019 CERTIFICATIONS AND ASSURANCES
FEDERAL FISCAL YEAR 2019 CERTIFICATIONS AND ASSURANCES FOR FTA
ASSISTANCE PROGRAMS

(Signature pages alternate to providing Certifications and Assurances in TrAMS.)

Name of Applicant: South Lake County Community Services

The Applicant certifies to the applicable provisions of the categories it has selected:

Category	Certification
01 Certifications and Assurances Required of Every Applicant	<u>X</u>
02 Tax Liability and Felony Convictions	<u>X</u>
03 Lobbying	<u>X</u>
04 Private Sector Protections	<u>X</u>
05 Transit Asset Management Plan	<u>X</u>
06 Rolling Stock Buy America Reviews and Bus Testing	<u>X</u>
07 Urbanized Area Formula Grants Program	<u>X</u>
08 Formula Grants for Rural Areas	<u> </u>
09 Fixed Guideway Capital Investment Grants and the Expedited Project Delivery for Capital Investment Grants Pilot Program	<u> </u>
10 Grants for Buses and Bus Facilities and Low or No Emission Vehicle Deployment Grant Programs	<u> </u>
11 Enhanced Mobility of Seniors and Individuals with Disabilities Programs	<u>X</u>
12 State of Good Repair Grants	<u> </u>
13 Infrastructure Finance Programs	<u> </u>
14 Alcohol and Controlled Substances Testing	<u>X</u>
15 Rail Safety Training and Oversight	<u> </u>
16 Demand Responsive Service	<u>X</u>
17 Interest and Financing Costs	<u> </u>
18 Construction Hiring Preferences	<u> </u>

CATEGORY 1. CERTIFICATIONS AND ASSURANCES REQUIRED OF EVERY APPLICANT.

All applicants must make the certifications in this category.

1.1. Standard Assurances.

This certification appears on the Office of Management and Budget's standard form 424B "Assurances—Non-Construction Programs". This certification has been modified in places to include analogous certifications required by U.S. DOT statutes or regulations.

As the duly authorized representative of the applicant, you certify that the applicant:

- (a) Has the legal authority to apply for Federal assistance and the institutional, managerial and financial capability (including funds sufficient to pay the non-Federal share of project cost) to ensure proper planning, management and completion of the project described in this application.
- (b) Will give the awarding agency, the Comptroller General of the United States and, if appropriate, the State, through any authorized representative, access to and the right to examine all records, books, papers, or documents related to the award; and will establish a proper accounting system in accordance with generally accepted accounting standards or agency directives.
- (c) Will establish safeguards to prohibit employees from using their positions for a purpose that constitutes or presents the appearance of personal or organizational conflict of interest, or personal gain.
- (d) Will initiate and complete the work within the applicable time frame after receipt of approval of the awarding agency.
- (e) Will comply with the Intergovernmental Personnel Act of 1970 (42 U.S.C. §§ 4728–4763) relating to prescribed standards for merit systems for programs funded under one of the 19 statutes or regulations specified in Appendix A of OPM's Standards for a Merit System of Personnel Administration (5 C.F.R. 900, Subpart F).
- (f) Will comply with all Federal statutes relating to nondiscrimination. These include but are not limited to:
 - (1) Title VI of the Civil Rights Act of 1964 (P.L. 88-352) which prohibits discrimination on the basis of race, color or national origin, as effectuated by U.S. DOT regulation 49 C.F.R. Part 21;
 - (2) Title IX of the Education Amendments of 1972, as amended (20 U.S.C. §§ 1681–1683, and 1685–1686), which prohibits discrimination on the basis of sex, as effectuated by U.S. DOT regulation 49 C.F.R. Part 25;
 - (3) Section 5332 of the Federal Transit Law (49 U.S.C. § 5332), which prohibits any person being excluded from participating in, denied a benefit of, or discriminated

- against under, a project, program, or activity receiving financial assistance from FTA because of race, color, religion, national origin, sex, disability, or age.
- (4) Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794), which prohibits discrimination on the basis of handicaps, as effectuated by U.S. DOT regulation 49 C.F.R. Part 27;
 - (5) The Age Discrimination Act of 1975, as amended (42 U.S.C. §§ 6101–6107), which prohibits discrimination on the basis of age;
 - (6) The Drug Abuse Office and Treatment Act of 1972 (P.L. 92-255), as amended, relating to nondiscrimination on the basis of drug abuse;
 - (7) The comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 (P.L. 91–616), as amended, relating to nondiscrimination on the basis of alcohol abuse or alcoholism;
 - (8) Sections 523 and 527 of the Public Health Service Act of 1912 (42 U.S.C. §§ 290 dd-3 and 290 ee-3), as amended, relating to confidentiality of alcohol and drug abuse patient records;
 - (9) Title VIII of the Civil Rights Act of 1968 (42 U.S.C. §§ 3601 et seq.), as amended, relating to nondiscrimination in the sale, rental, or financing of housing;
 - (10) Any other nondiscrimination provisions in the specific statute(s) under which application for Federal assistance is being made; and,
 - (11) the requirements of any other nondiscrimination statute(s) which may apply to the application.
- (g) Will comply, or has already complied, with the requirements of Titles II and III of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (“Uniform Act”) (P.L. 91-646) which provide for fair and equitable treatment of persons displaced or whose property is acquired as a result of Federal or federally-assisted programs. These requirements apply to all interests in real property acquired for project purposes regardless of Federal participation in purchases. The requirements of the Uniform Act are effectuated by U.S. DOT regulation 49 C.F.R. Part 24.
- (h) Will comply, as applicable, with provisions of the Hatch Act (5 U.S.C. §§ 1501–1508 and 7324–7328) which limit the political activities of employees whose principal employment activities are funded in whole or in part with Federal funds.
- (i) Will comply, as applicable, with the provisions of the Davis–Bacon Act (40 U.S.C. §§ 276a to 276a-7), the Copeland Act (40 U.S.C. § 276c and 18 U.S.C. § 874), and the Contract Work Hours and Safety Standards Act (40 U.S.C. §§ 327–333), regarding labor standards for federally assisted construction subagreements.
- (j) Will comply, if applicable, with flood insurance purchase requirements of Section 102(a) of the Flood Disaster Protection Act of 1973 (P.L. 93-234) which requires recipients in a special flood hazard area to participate in the program and to purchase flood insurance if the total cost of insurable construction and acquisition is \$10,000 or more.

- (k) Will comply with environmental standards which may be prescribed pursuant to the following:
 - (1) Institution of environmental quality control measures under the National Environmental Policy Act of 1969 (P.L. 91-190) and Executive Order (EO) 11514;
 - (2) Notification of violating facilities pursuant to EO 11738;
 - (3) Protection of wetlands pursuant to EO 11990;
 - (4) Evaluation of flood hazards in floodplains in accordance with EO 11988;
 - (5) Assurance of project consistency with the approved State management program developed under the Coastal Zone Management Act of 1972 (16 U.S.C. §§ 1451 et seq.);
 - (6) Conformity of Federal actions to State (Clean Air) Implementation Plans under Section 176(c) of the Clean Air Act of 1955, as amended (42 U.S.C. §§ 7401 et seq.);
 - (7) Protection of underground sources of drinking water under the Safe Drinking Water Act of 1974, as amended (P.L. 93-523); and
 - (8) Protection of endangered species under the Endangered Species Act of 1973, as amended (P.L. 93-205).
- (l) Will comply with the Wild and Scenic Rivers Act of 1968 (16 U.S.C. §§ 1271 et seq.) related to protecting components or potential components of the national wild and scenic rivers system.
- (m) Will assist the awarding agency in assuring compliance with Section 106 of the National Historic Preservation Act of 1966, as amended (16 U.S.C. § 470), EO 11593 (identification and protection of historic properties), and the Archaeological and Historic Preservation Act of 1974 (16 U.S.C. §§ 469a-1 et seq.).
- (n) Will comply with P.L. 93-348 regarding the protection of human subjects involved in research, development, and related activities supported by this award of assistance.
- (o) Will comply with the Laboratory Animal Welfare Act of 1966 (P.L. 89-544, as amended, 7 U.S.C. §§ 2131 et seq.) pertaining to the care, handling, and treatment of warm blooded animals held for research, teaching, or other activities supported by this award of assistance.
- (p) Will comply with the Lead-Based Paint Poisoning Prevention Act (42 U.S.C. §§ 4801 et seq.) which prohibits the use of lead-based paint in construction or rehabilitation of residence structures.
- (q) Will cause to be performed the required financial and compliance audits in accordance with the Single Audit Act Amendments of 1996 and 2 C.F.R. Part 200, Subpart F, "Audit Requirements", as adopted and implemented by U.S. DOT at 2 C.F.R. Part 1201.
- (r) Will comply with all applicable requirements of all other Federal laws, executive orders, regulations, and policies governing the program under which it is applying for assistance.

- (s) Will comply with the requirements of Section 106(g) of the Trafficking Victims Protection Act (TVPA) of 2000, as amended (22 U.S.C. § 7104) which prohibits grant award recipients or a sub-recipient from:
- (1) Engaging in severe forms of trafficking in persons during the period of time that the award is in effect;
 - (2) Procuring a commercial sex act during the period of time that the award is in effect; or
 - (3) Using forced labor in the performance of the award or subawards under the award.

1.2. Standard Assurances: Additional Assurances for Construction Projects.

This certification appears on the Office of Management and Budget's standard form 424D "Assurances—Construction Programs" and applies specifically to federally assisted projects for construction. This certification has been modified in places to include analogous certifications required by U.S. DOT statutes or regulations.

As the duly authorized representative of the applicant, you certify that the applicant:

- (a) Will not dispose of, modify the use of, or change the terms of the real property title or other interest in the site and facilities without permission and instructions from the awarding agency; will record the Federal awarding agency directives; and will include a covenant in the title of real property acquired in whole or in part with Federal assistance funds to assure nondiscrimination during the useful life of the project.
- (b) Will comply with the requirements of the assistance awarding agency with regard to the drafting, review, and approval of construction plans and specifications.
- (c) Will provide and maintain competent and adequate engineering supervision at the construction site to ensure that the complete work confirms with the approved plans and specifications, and will furnish progressive reports and such other information as may be required by the assistance awarding agency or State.

1.3. Procurement.

The Uniform Administrative Requirements, 2 C.F.R. 200.324, allow a recipient to self-certify that its procurement system complies with Federal requirements, in lieu of submitting to certain pre-procurement reviews.

The applicant certifies that its procurement system complies with:

- (a) U.S. DOT regulations, "Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards," 2 C.F.R. Part 1201, which incorporates by reference U.S. OMB regulatory guidance, "Uniform Administrative Requirements, Cost

Principles, and Audit Requirements for Federal Awards,” 2 C.F.R. Part 200, particularly 2 C.F.R. §§ 200.317–200.326 “Procurement Standards;

- (b) Federal laws, regulations, and requirements applicable to FTA procurements; and
- (c) The latest edition of FTA Circular 4220.1 and other applicable Federal guidance.

1.4. Suspension and Debarment.

Pursuant to Executive Order 12549, as implemented at 2 C.F.R. Parts 180 and 1200, prior to entering into a covered transaction with an applicant, FTA must determine whether the applicant is excluded from participating in covered non-procurement transactions. For this purpose, FTA is authorized to collect a certification from each applicant regarding the applicant’s exclusion status. 2 C.F.R. § 180.300. Additionally, each applicant must disclose any information required by 2 C.F.R. § 180.335 about the applicant and the applicant’s principals prior to entering into an award agreement with FTA. This certification serves both purposes.

The applicant certifies, to the best of its knowledge and belief, that the applicant and each of its principals:

- (a) Is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily or involuntarily excluded from covered transactions by any Federal department or agency;
- (b) Has not, within the preceding three years, been convicted of or had a civil judgment rendered against him or her for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public or private agreement or transaction; violation of Federal or State antitrust statutes, including those proscribing price fixing between competitors, allocation of customers between competitors, and bid rigging; commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, tax evasion, receiving stolen property, making false claims, or obstruction of justice; or commission of any other offense indicating a lack of business integrity or business honesty;
- (c) Is not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State, or local) with commission of any offense described in paragraph (b) of this certification;
- (d) Has not, within the preceding three years, had one or more public transactions (Federal, State, or local) terminated for cause or default.

CATEGORY 2. TAX LIABILITY AND FELONY CONVICTIONS.

Federal appropriations acts since at least 2014 have prohibited FTA from using funds to enter into an agreement with any corporation that has unpaid Federal tax liabilities or recent felony convictions without first considering the corporation for debarment. As prescribed by U.S. DOT Order 4200.6, FTA requires each applicant to certify as to its tax and felony status.

If the applicant is a private corporation, partnership, trust, joint-stock company, sole proprietorship, or other business association, the applicant certifies that:

- (a) It has no unpaid Federal tax liability that has been assessed, for which all judicial and administrative remedies have been exhausted or have lapsed, and that is not being paid in a timely manner pursuant to an agreement with the authority responsible for collecting the tax liability; and
- (b) It has not been convicted of a felony criminal violation under any Federal law within the preceding 24 months.

CATEGORY 3. LOBBYING.

If the applicant will apply for a grant or cooperative agreement exceeding \$100,000, or a loan, line of credit, loan guarantee, or loan insurance exceeding \$150,000, it must make the following certification and, if applicable, make a disclosure regarding the applicant's lobbying activities. This certification is required by 49 C.F.R. § 20.110 and app. A to that part.

This certification does not apply to an applicant that is an Indian Tribe, Indian organization, or an Indian tribal organization exempt from the requirements of 49 C.F.R. Part 20.

3.1. Certification for Contracts, Grants, Loans, and Cooperative Agreements.

The undersigned certifies, to the best of his or her knowledge and belief, that:

- (a) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
- (b) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
- (c) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

3.2. Statement for Loan Guarantees and Loan Insurance.

The undersigned states, to the best of his or her knowledge and belief, that:

If any funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this commitment providing for the United States to insure or guarantee a loan, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

Submission of this statement is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required statement shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

CATEGORY 4. PRIVATE SECTOR PROTECTIONS.

If the applicant will apply for funds that it will use to acquire or operate public transportation facilities or equipment, the applicant must make the following certification regarding protections for the private sector.

4.1. Charter Service Agreement.

To enforce the provisions of 49 U.S.C. § 5323(d), FTA's charter service regulation requires each applicant seeking assistance from FTA for the purpose of acquiring or operating any public transportation equipment or facilities to make the following Charter Service Agreement. 49 C.F.R. § 604.4.

The applicant agrees that it, and each of its subrecipients, and third party contractors at any level who use FTA-funded vehicles, may provide charter service using equipment or facilities acquired with Federal assistance authorized under the Federal Transit Laws only in compliance with the regulations set out in 49 C.F.R. Part 604, the terms and conditions of which are incorporated herein by reference.

4.2. School Bus Agreement.

To enforce the provisions of 49 U.S.C. § 5323(f), FTA's school bus regulation requires each applicant seeking assistance from FTA for the purpose of acquiring or operating any public transportation equipment or facilities to make the following agreement regarding the provision of school bus services. 49 C.F.R. § 605.15.

- (a) If the applicant is not authorized by the FTA Administrator under 49 C.F.R. § 605.11 to engage in school bus operations, the applicant agrees and certifies as follows:
- (1) The applicant and any operator of project equipment agrees that it will not engage in school bus operations in competition with private school bus operators.
 - (2) The applicant agrees that it will not engage in any practice which constitutes a means of avoiding the requirements of this agreement, part 605 of the Federal Mass Transit Regulations, or section 164(b) of the Federal-Aid Highway Act of 1973 (49 U.S.C. 1602a(b)).
- (b) If the applicant is authorized or obtains authorization from the FTA Administrator to engage in school bus operations under 49 C.F.R. § 605.11, the applicant agrees as follows:
- (1) The applicant agrees that neither it nor any operator of project equipment will engage in school bus operations in competition with private school bus operators except as provided herein.
 - (2) The applicant, or any operator of project equipment, agrees to promptly notify the FTA Administrator of any changes in its operations which might jeopardize the continuation of an exemption under § 605.11.
 - (3) The applicant agrees that it will not engage in any practice which constitutes a means of avoiding the requirements of this agreement, part 605 of the Federal Transit Administration regulations or section 164(b) of the Federal-Aid Highway Act of 1973 (49 U.S.C. 1602a(b)).
 - (4) The applicant agrees that the project facilities and equipment shall be used for the provision of mass transportation services within its urban area and that any other use of project facilities and equipment will be incidental to and shall not interfere with the use of such facilities and equipment in mass transportation service to the public.

CATEGORY 5. TRANSIT ASSET MANAGEMENT PLAN.

If the applicant owns, operates, or manages capital assets used to provide public transportation, the following certification is required by 49 U.S.C. § 5326(a).

The applicant certifies that it has, or will develop, a transit asset management plan in compliance with 49 C.F.R. Part 625.

CATEGORY 6. ROLLING STOCK BUY AMERICA REVIEWS AND BUS TESTING.

6.1. Rolling Stock Buy America Reviews.

If the applicant will apply for an award to acquire rolling stock for use in revenue service, it must make this certification. This certification is required by 49 C.F.R. § 663.7.

The applicant certifies that it will conduct or cause to be conducted the pre-award and post-delivery audits prescribed by 49 C.F.R. Part 663 and will maintain on file the certifications required by Subparts B, C, and D of 49 C.F.R. Part 663.

6.2. Bus Testing.

If the applicant will apply for funds for the purchase or lease of any new bus model, or any bus model with a major change in configuration or components, the applicant must make this certification. This certification is required by 49 C.F.R. § 665.7.

The applicant certifies that the bus was tested at the Bus Testing Facility and that the bus received a passing test score as required by 49 C.F.R. Part 665. The applicant has received or will receive the appropriate full Bus Testing Report and any applicable partial testing reports before final acceptance of the first vehicle.

CATEGORY 7. URBANIZED AREA FORMULA GRANTS PROGRAM.

If the applicant will apply for an award under the Urbanized Area Formula Grants Program (49 U.S.C. § 5307), or any other program or award that is subject to the requirements of 49 U.S.C. § 5307, including the Formula Grants for the Enhanced Mobility of Seniors Program (49 U.S.C. § 5310); “flex funds” from infrastructure programs administered by the Federal Highways Administration (see 49 U.S.C. § 5334(i)); projects that will receive an award authorized by the Transportation Infrastructure Finance and Innovation Act (“TIFIA”) (23 U.S.C. §§ 601–609) or State Infrastructure Bank Program (23 U.S.C. § 610) (see 49 U.S.C. § 5323(o)); formula awards or competitive awards to urbanized areas under the Grants for Buses and Bus Facilities Program (49 U.S.C. § 5339(a) and (b)); or low or no emission awards to any area under the Grants for Buses and Bus Facilities Program (49 U.S.C. § 5339(c)), the applicant must make the following certification. This certification is required by 49 U.S.C. § 5307(c)(1).

The applicant certifies that it:

- (a) Has or will have the legal, financial, and technical capacity to carry out the program of projects (developed pursuant 49 U.S.C. § 5307(b)), including safety and security aspects of the program;
- (b) Has or will have satisfactory continuing control over the use of equipment and facilities;

- (c) Will maintain equipment and facilities in accordance with the applicant's transit asset management plan;
- (d) Will ensure that, during non-peak hours for transportation using or involving a facility or equipment of a project financed under this section, a fare that is not more than 50 percent of the peak hour fare will be charged for any—
 - (1) Senior;
 - (2) Individual who, because of illness, injury, age, congenital malfunction, or any other incapacity or temporary or permanent disability (including an individual who is a wheelchair user or has semi-ambulatory capability), cannot use a public transportation service or a public transportation facility effectively without special facilities, planning, or design; and
 - (3) Individual presenting a Medicare card issued to that individual under title II or XVIII of the Social Security Act (42 U.S.C. §§ 401 et seq., and 1395 et seq.);
- (e) In carrying out a procurement under 49 U.S.C. § 5307, will comply with 49 U.S.C. §§ 5323 (general provisions) and 5325 (contract requirements);
- (f) Has complied with 49 U.S.C. § 5307(b) (program of projects requirements);
- (g) Has available and will provide the required amounts as provided by 49 U.S.C. § 5307(d) (cost sharing);
- (h) Will comply with 49 U.S.C. §§ 5303 (metropolitan transportation planning) and 5304 (statewide and nonmetropolitan transportation planning);
- (i) Has a locally developed process to solicit and consider public comment before raising a fare or carrying out a major reduction of transportation;
- (j) Either—
 - (1) Will expend for each fiscal year for public transportation security projects, including increased lighting in or adjacent to a public transportation system (including bus stops, subway stations, parking lots, and garages), increased camera surveillance of an area in or adjacent to that system, providing an emergency telephone line to contact law enforcement or security personnel in an area in or adjacent to that system, and any other project intended to increase the security and safety of an existing or planned public transportation system, at least 1 percent of the amount the recipient receives for each fiscal year under 49 U.S.C. § 5336; or
 - (2) Has decided that the expenditure for security projects is not necessary;
- (k) In the case of an applicant for an urbanized area with a population of not fewer than 200,000 individuals, as determined by the Bureau of the Census, will submit an annual report listing projects carried out in the preceding fiscal year under 49 U.S.C. § 5307 for associated transit improvements as defined in 49 U.S.C. § 5302; and
- (l) Will comply with 49 U.S.C. § 5329(d) (public transportation agency safety plan).

CATEGORY 8. FORMULA GRANTS FOR RURAL AREAS.

If the applicant will apply for funds made available to it under the Formula Grants for Rural Areas Program (49 U.S.C. § 5311), it must make this certification. Paragraph (a) of this certification helps FTA make the determinations required by 49 U.S.C. § 5310(b)(2)(C). Paragraph (b) of this certification is required by 49 U.S.C. § 5311(f)(2). Paragraph (c) of this certification, which applies to funds apportioned for the Appalachian Development Public Transportation Assistance Program, is necessary to enforce the conditions of 49 U.S.C. § 5311(c)(2)(D).

- (a) The applicant certifies that its State program for public transportation service projects, including agreements with private providers for public transportation service—
 - (1) Provides a fair distribution of amounts in the State, including Indian reservations; and
 - (2) Provides the maximum feasible coordination of public transportation service assisted under 49 U.S.C. § 5311 with transportation service assisted by other Federal sources; and
- (b) If the applicant will in any fiscal year expend less than 15% of the total amount made available to it under 49 U.S.C. § 5311 to carry out a program to develop and support intercity bus transportation, the applicant certifies that it has consulted with affected intercity bus service providers, and the intercity bus service needs of the State are being met adequately.
- (c) If the applicant will use for a highway project amounts that cannot be used for operating expenses authorized under 49 U.S.C. § 5311(c)(2) (Appalachian Development Public Transportation Assistance Program), the applicant certifies that—
 - (1) It has approved the use in writing only after providing appropriate notice and an opportunity for comment and appeal to affected public transportation providers; and
 - (2) It has determined that otherwise eligible local transit needs are being addressed.

CATEGORY 9. FIXED GUIDEWAY CAPITAL INVESTMENT GRANTS AND THE EXPEDITED PROJECT DELIVERY FOR CAPITAL INVESTMENT GRANTS PILOT PROGRAM.

If the applicant will apply for an award under any subsection of the Fixed Guideway Capital Investment Program (49 U.S.C. § 5309), including an award made pursuant to the FAST Act's Expedited Project Delivery for Capital Investment Grants Pilot Program (Pub. L. 114-94, div. A, title III, § 3005(b)), the applicant must make the following certification. This certification is required by 49 U.S.C. § 5309(c)(2) and Pub. L. 114-94, div. A, title III, § 3005(b)(3)(B).

The applicant certifies that it:

- (a) Has or will have the legal, financial, and technical capacity to carry out its Award, including the safety and security aspects of that Award,
- (b) Has or will have satisfactory continuing control over the use of equipment and facilities acquired or improved under its Award.
- (c) Will maintain equipment and facilities acquired or improved under its Award in accordance with its transit asset management plan; and
- (d) Will comply with 49 U.S.C. §§ 5303 (metropolitan transportation planning) and 5304 (statewide and nonmetropolitan transportation planning).

CATEGORY 10. GRANTS FOR BUSES AND BUS FACILITIES AND LOW OR NO EMISSION VEHICLE DEPLOYMENT GRANT PROGRAMS.

If the applicant is in an urbanized area and will apply for an award under subsection (a) (formula grants) or subsection (b) (competitive grants) of the Grants for Buses and Bus Facilities Program (49 U.S.C. § 5339), the applicant must make the certification in Category 7 for Urbanized Area Formula Grants (49 U.S.C. § 5307). This certification is required by 49 U.S.C. § 5339(a)(3) and (b)(6), respectively.

If the applicant is in a rural area and will apply for an award under subsection (a) (formula grants) or subsection (b) (competitive grants) of the Grants for Buses and Bus Facilities Program (49 U.S.C. § 5339), the applicant must make the certification in Category 8 for Formula Grants for Rural Areas (49 U.S.C. § 5311). This certification is required by 49 U.S.C. § 5339(a)(3) and (b)(6), respectively.

If the applicant, regardless of whether it is in an urbanized or rural area, will apply for an award under subsection (c) (low or no emission vehicle grants) of the Grants for Buses and Bus Facilities Program (49 U.S.C. § 5339), the applicant must make the certification in Category 7 for Urbanized Area Formula Grants (49 U.S.C. § 5307). This certification is required by 49 U.S.C. § 5339(c)(3).

Making this certification will incorporate by reference the applicable certifications in Category 7 or Category 8.

CATEGORY 11. ENHANCED MOBILITY OF SENIORS AND INDIVIDUALS WITH DISABILITIES PROGRAMS.

If the applicant will apply for an award under the Formula Grants for the Enhanced Mobility of Seniors and Individuals with Disabilities Program (49 U.S.C. § 5310), it must make the certification in Category 7 for Urbanized Area Formula Grants (49 U.S.C. § 5307). This certification is required by 49 U.S.C. § 5310(e)(1). Making this certification will incorporate by reference the certification in Category 7, except that FTA has determined that (d), (f), (i), (j), and (k) of Category 7 do not apply to awards made under 49 U.S.C. § 5310 and will not be enforced.

In addition to the certification in Category 7, the applicant must make the following certification that is specific to the Formula Grants for the Enhanced Mobility of Seniors and Individuals with Disabilities Program. This certification is required by 49 U.S.C. § 5310(e)(2).

The applicant certifies that:

- (a) The projects selected by the applicant are included in a locally developed, coordinated public transit-human services transportation plan;
- (b) The plan described in clause (a) was developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers, and other members of the public;
- (c) To the maximum extent feasible, the services funded under 49 U.S.C. § 5310 will be coordinated with transportation services assisted by other Federal departments and agencies, including any transportation activities carried out by a recipient of a grant from the Department of Health and Human Services; and
- (d) If the applicant will allocate funds received under 49 U.S.C. § 5310 to subrecipients, it will do so on a fair and equitable basis.

CATEGORY 12. STATE OF GOOD REPAIR GRANTS.

If the applicant will apply for an award under FTA's State of Good Repair Grants Program (49 U.S.C. § 5337), it must make the following certification. Because FTA generally does not review the transit asset management plans of public transportation providers, this certification is necessary to enforce the provisions of 49 U.S.C. § 5337(a)(4).

The applicant certifies that the projects it will carry out using assistance authorized by the State of Good Repair Grants Program, 49 U.S.C. § 5337, are aligned with the applicant's most recent transit asset management plan and are identified in the investment and prioritization section of such plan, consistent with the requirements of 49 C.F.R. Part 625.

CATEGORY 13. INFRASTRUCTURE FINANCE PROGRAMS.

If the applicant will apply for an award for a project that will include assistance under the Transportation Infrastructure Finance and Innovation Act ("TIFIA") Program (23 U.S.C. §§ 601–609) or the State Infrastructure Banks ("SIB") Program (23 U.S.C. § 610), it must make the certifications in Category 7 for the Urbanized Area Formula Grants Program, Category 9 for the Fixed Guideway Capital Investment Grants program, and Category 12 for the State of Good Repair Grants program. These certifications are required by 49 U.S.C. § 5323(o).

Making this certification will incorporate the certifications in Categories 7, 9, and 12 by reference.

CATEGORY 14. ALCOHOL AND CONTROLLED SUBSTANCES TESTING.

If the applicant will apply for an award under FTA's Urbanized Area Formula Grants Program (49 U.S.C. § 5307), Fixed Guideway Capital Investment Program (49 U.S.C. § 5309), Formula Grants for Rural Areas Program (49 U.S.C. § 5311), or Grants for Buses and Bus Facilities Program (49 U.S.C. § 5339) programs, the applicant must make the following certification. The applicant must make this certification on its own behalf and on behalf of its subrecipients and contractors. This certification is required by 49 C.F.R. § 655.83.

The applicant certifies that it, its subrecipients, and its contractors are compliant with FTA's regulation for the Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations, 49 C.F.R. Part 655.

CATEGORY 15. RAIL SAFETY TRAINING AND OVERSIGHT.

If the applicant is a State with at least one rail fixed guideway system, or is a State Safety Oversight Agency, or operates a rail fixed guideway system, it must make the following certification. The elements of this certification are required by 49 C.F.R. §§ 659.43, 672.31, and 674.39.

The applicant certifies that the rail fixed guideway public transportation system and the State Safety Oversight Agency for the State are:

- (a) Compliant with the requirements of 49 C.F.R. part 659, "Rail Fixed Guideway Systems; State Safety Oversight";
- (b) Compliant with the requirements of 49 C.F.R. part 672, "Public Transportation Safety Certification Training Program"; and
- (c) Compliant with the requirements of 49 C.F.R. part 674, "State Safety Oversight".

CATEGORY 16. DEMAND RESPONSIVE SERVICE.

If the applicant operates demand responsive service and will apply for an award to purchase a non-rail vehicle that is not accessible within the meaning of 49 C.F.R. Part 37, it must make the following certification. This certification is required by 49 C.F.R. § 37.77.

The applicant certifies that the service it provides to individuals with disabilities is equivalent to that provided to other persons. A demand responsive system, when viewed in its entirety, is deemed to provide equivalent service if the service available to individuals with disabilities, including individuals who use wheelchairs, is provided in the most integrated setting appropriate to the needs of the individual and is equivalent to the service provided other individuals with respect to the following service characteristics:

- (a) Response time;

- (b) Fares;
- (c) Geographic area of service;
- (d) Hours and days of service;
- (e) Restrictions or priorities based on trip purpose;
- (f) Availability of information and reservation capability; and
- (g) Any constraints on capacity or service availability.

CATEGORY 17. INTEREST AND FINANCING COSTS.

If the applicant will pay for interest or other financing costs of a project using assistance awarded under the Urbanized Area Formula Grants Program (49 U.S.C. § 5307), the Fixed Guideway Capital Investment Grants Program (49 U.S.C. § 5309), or any program that must comply with the requirements of 49 U.S.C. § 5307, including the Formula Grants for the Enhanced Mobility of Seniors Program (49 U.S.C. § 5310), "flex funds" from infrastructure programs administered by the Federal Highways Administration (see 49 U.S.C. § 5334(i)), or awards to urbanized areas under the Grants for Buses and Bus Facilities Program (49 U.S.C. § 5339), the applicant must make the following certification. This certification is required by 49 U.S.C. §§ 5307(e)(3) and 5309(k)(2)(D).

The applicant certifies that:

- (a) Its application includes the cost of interest earned and payable on bonds issued by the applicant only to the extent proceeds of the bonds were or will be expended in carrying out the project identified in its application; and
- (b) The applicant has shown or will show reasonable diligence in seeking the most favorable financing terms available to the project at the time of borrowing.

CATEGORY 18. CONSTRUCTION HIRING PREFERENCES.

If the applicant will ask FTA to approve the use of geographic, economic, or any other hiring preference not otherwise authorized by law on any contract or construction project to be assisted with an award from FTA, it must make the following certification. This certification is required by the Consolidated Appropriations Act, 2019, Pub. L. 116-6, div. G, title I, § 191.

The applicant certifies the following:

- (a) That except with respect to apprentices or trainees, a pool of readily available but unemployed individuals possessing the knowledge, skill, and ability to perform the work that the contract requires resides in the jurisdiction;
- (b) That the applicant will include appropriate provisions in its bid document ensuring that the contractor does not displace any of its existing employees in order to satisfy such hiring preference; and

- (c) That any increase in the cost of labor, training, or delays resulting from the use of such hiring preference does not delay or displace any transportation project in the applicable Statewide Transportation Improvement Program or Transportation Improvement Program.

FEDERAL FISCAL YEAR 2019 FTA CERTIFICATIONS AND ASSURANCES SIGNATURE

PAGE

(Required of all Applicants for federal assistance to be awarded by FTA in FY 2019)

AFFIRMATION OF APPLICANT

Name of the Applicant: South Lake County Community Services

BY SIGNING BELOW, on behalf of the Applicant, I declare that it has duly authorized me to make these Certifications and Assurances and bind its compliance. Thus, it agrees to comply with all federal laws, regulations, and requirements, follow applicable federal guidance, and comply with the Certifications and Assurances as indicated on the foregoing page applicable to each application its Authorized Representative makes to the Federal Transit Administration (FTA) in federal fiscal year 2019, irrespective of whether the individual that acted on his or her Applicant's behalf continues to represent it.

FTA intends that the Certifications and Assurances the Applicant selects on the other side of this document should apply to each Award for which it now seeks, or may later seek federal assistance to be awarded during federal fiscal year 2019.

The Applicant affirms the truthfulness and accuracy of the Certifications and Assurances it has selected in the statements submitted with this document and any other submission made to FTA, and acknowledges that the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. § 3801 *et seq.*, and implementing U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR part 31, apply to any certification, assurance or submission made to FTA. The criminal provisions of 18 U.S.C. § 1001 apply to any certification, assurance, or submission made in connection with a federal public transportation program authorized by 49 U.S.C. chapter 53 or any other statute

In signing this document, I declare under penalties of perjury that the foregoing Certifications and Assurances, and any other statements made by me on behalf of the Applicant are true and accurate.


Signature  Date: 3/26/19
Name Rick Niemeyer - Board President Authorized Representative of Applicant

AFFIRMATION OF APPLICANT'S ATTORNEY

For (Name of Applicant): South Lake County Community Services

As the undersigned Attorney for the above-named Applicant, I hereby affirm to the Applicant that it has authority under state, local, or tribal government law, as applicable, to make and comply with the Certifications and Assurances as indicated on the foregoing pages. I further affirm that, in my opinion, the Certifications and Assurances have been legally made and constitute legal and binding obligations on it.

I further affirm that, to the best of my knowledge, there is no legislation or litigation pending or imminent that might adversely affect the validity of these Certifications and Assurances, or of the performance of its FTA assisted Award.

Signature  Date: 3/28/19
Name Angelo Sabato - Attorney #1878-45 Attorney for Applicant

Each Applicant for federal assistance to be awarded by FTA must provide an Affirmation of Applicant's Attorney pertaining to the Applicant's legal capacity. The Applicant may enter its electronic signature in lieu of the Attorney's signature within TrAMS, provided the Applicant has on file and uploaded to TrAMS this hard-copy Affirmation, signed by the attorney and dated this federal fiscal year.



1450 East Joliet Street Suite 202 Crown Point, IN 46307

Phone - (219) 663-3869 Fax - (219) 663-4531 Email slccs@slccs.com

TRANSPORTATION POLICY

▶ Geographical Area Served

Service is available for residents living in the following townships, traveling back and forth from destinations in Lake or Porter Counties: West Creek, Cedar Creek, Eagle Creek, Hanover, Winfield, Center, Ross, Hobart, and St. John Township, and residents living in the Town of Griffith. Coordinated services with other public transportation providers may be available with prior request.

▶ Customer Service

Lake County Community Services welcomes compliments, complaints, and suggestions. We are committed to using our customer input as a tool to improve service quality. All comments may be submitted by mail, fax, phone or e-mail.

▶ Fares

Below is the rate schedule for LCCS. Rates are for one person and for a one-way trip. Fares will be collected by the drivers on a daily basis unless other arrangements are made. Please call LCCS for more information. Rates are subject to change.

Residents of the City of Crown Point

\$3.00 for Seniors 55 years and older, people with disabilities, and children between 5 and 11

\$5.00 for All Others

Residents of the City of Hobart Age 55 and Older:

\$2.00 (sponsored in part by the Maria Reiner Fund through Legacy Foundation)

For All Others

\$5.00 for Seniors 55 years and older, people with disabilities, and children between 5 and 11

\$7.00 for All Others

► Non-Discrimination Policy (Title VI of the Civil Rights Act of 1964)

1. Any person who is, or seeks to be, a patron, of any vehicle, which is operated as a part of, or in conjunction with, this transportation program, shall be given the same access, seating, and other treatment with regard to the use of such vehicle as other persons without regard to their race, color or national origin.
2. No person who is, or seeks to be an employee of this transportation program or lessees, concessionaires, contractors, licensees, or any organization furnishing public transportation service as a part of, or in conjunction with, this program shall be treated less favorably than any other employee or applicant with regard to hiring, dismissal, advancement, wages, or any other conditions and benefits of employment, on the basis of race, color or national origin.
3. No person or group of persons shall be discriminated against with regard to the routing, scheduling, or quality of transportation service furnished by this program on the basis of race, color, or national origin. Frequency of service, age and quality of vehicles assigned to routes, and location of routes may not be determined on the basis of race, color, or national origin.

► Reasonable Accommodations

LCCS will honor all requests for reasonable accommodations from qualified people with disabilities, such as requests for written materials in alternate formats. Please make such requests to the Executive Director. Requests can be submitted either in writing, via e-mail or over the phone.

► Miscellaneous

- Reservations for trips must be made at least 48 hours (2 business days) in advance. Transportation is a shared ride service. Reservations are on a first come-first served basis and are subject to vehicle availability. Reservations can be made no further than two weeks in advance.
- Service is curb to curb. Driver is not considered a medical attendant and must remain in line of sight of vehicle at all times. All passengers must be capable of independent travel.
- If the passenger travels with a personal care assistant, there will be no charge for the PCA.
- Clients who use mobility devices, such as wheelchairs or scooters, are required to be properly and safely secured in the device at all times. It is not the responsibility of the driver to secure the passenger into the mobility device before boarding the vehicle.
- All passengers are required to properly use seat belts, and passengers in mobility devices are required to be secured while in transport. Service may be refused to those passengers who refuse to be properly secured while on the bus.
- Wheelchair lifts shall be deployed upon the request of any passenger.
- Service will not be denied on the basis that the mobility device cannot be secured on the bus because of a bus mechanical problem.
- All service animals are welcome on the buses; but must be under control of the owner at all times.
- Passengers may bring and use respirators and portable oxygen equipment on board if required. The tank size shall be limited to 1 day of use.
- Children 7 years old and under must be accompanied by an adult. Children 4 and younger must ride in a car seat provided by the adult. The adult is solely responsible for properly securing the child and the car seat to the bus seat. There is no charge for children 4 years old and younger.

- Unless it is an emergency situation, a client must cancel a reserved ride at least 24 hours in advance or it will be considered a no-show.
 - If a client does not cancel 24 hours in advance, full fare will be charged.
 - If a trip is scheduled, and then the client is a no-show, full fare will be charged.
-
- If a client is a no-show twice within a running 3-month period, the Agency reserves the right to refuse service for the next 30 days after written notification to the client.
 - No-shows or late cancellations that are for reasons beyond the control of the client are not counted.
 - Agency reserves the right to suspend service for failure to pay fares. Passengers will be notified of the suspension after three times of no-pay.
 - If the passenger does not agree with Agency's decisions about service, he is encouraged to submit the complaint form.
 - Transportation is normally available Monday through Friday. The first scheduled pick-up is 8:30 a.m. and last pick-up is 3:30 p.m.
 - Additional hours and days of service may be available upon prior request.
 - Billing for transportation is available upon request. Invoices will be prepared and mailed out by the 15th of every month for preceding month. There is an additional \$3.00 fee for billing.
 - In case of inclement weather, please listen to Radio 105.5 for information about possible trip cancellations.

All persons will be given equal opportunity and access to file a formal grievance of alleged discrimination under Title VI. These grievances may be submitted to the Grievance Committee of LCCS, or the Northwest Indiana Regional Planning Commission, 6100 Southport Rd., Portage, IN 46368. Please use the enclosed grievance policy and procedure for submission.

► **Grievance Policy and Procedure/Service Complaints**

If you experience a problem with our transportation program, you may wish to file a written service complaint. Complaint policy, procedures and forms are available on all buses, or may be requested by phoning the main office.

Complaint policy, procedure and forms are available in alternate formats, or by e-mail at slccs@slccs.com.

1. It is the right and responsibility of every client of Lake County Community Services, Inc. to express dissatisfaction about services.
2. If a client expresses a desire to lodge a complaint about the Agency, he shall be offered a complaint form.
3. Complaint forms shall be made available on all vehicles, at all Senior Centers, and the administrative offices. Forms shall be mailed upon request.
4. Assistance in completing the form shall be provided by staff if requested by a client.
5. A Grievance Committee shall be established and shall consist of one Board member appointed by the Board President, and one staff member assigned by the Executive Director.
6. The completed Complaint form shall be reviewed by the Grievance Committee within five (5) business days of receipt.
7. The Grievance Committee shall investigate the complaint, and then submit a written report to the Executive Director and the Board President. The report shall include recommended actions to be taken.
8. The written report, attached to a copy of the original complaint, shall be sent by mail to the client.
9. If a client is dissatisfied with the recommendations of the Grievance Committee, a client may submit a written request for appeal to the Board of Directors.
10. The request for appeal shall be placed on the agenda of the next Board meeting. The client will be invited to attend the meeting.
11. The Board of Directors shall respond in writing within 10 business days of the Board meeting.
12. If the person declines to give his name and/or file a written complaint, LCCS staff will complete an incident tracking form and submit it to the Executive Director for review.

LCCS Complaint Form

For assistance in resolving a problem, please complete the following form and submit it to:

Grievance Committee, LCCS, 1450 E. Joliet Street, Crown Point, IN 46307

The staff of LCCS will be happy to assist you in completing this form if necessary.

Alternate formats of this form are available upon request.

Please submit your form within 60 days of the problem occurring.

Name of Person Filing Complaint: _____

Address: _____

Phone: _____ Date: _____

Specifics of Complaint-----

Date Occurred: _____ Time of Day: _____

Employee Name (if applicable): _____

Vehicle # (if applicable): _____ Location: _____

Customer Name (if different from above): _____

Nature of Complaint (use additional sheets if necessary): _____

Signature of Person Completing Form

Lake County Community Services, Inc.

Transportation

Title VI Annual Review, Year 2019

Quality of Service Monitoring- Year 2016

Date of monitoring: February 2017

Total number of surveys sent: 20

Number sent to minority tracts: 10

Number sent to non-minority tracts: 10

Response- Minority: 45%

Non-minority: 15%

	Minority	Non-minority
<i>Average time to destination</i>	<i>15-25 min</i>	<i>10-35 min</i>
Total cost	\$1.00 – 6.00 each way	\$2.25-5.25 each way
Three most traveled destinations	Dialysis	Therapies
	Medical	Medical
	Therapies	Pharmacies
Was service prompt?	80%	75%
Number of turndowns in surveys	10	31
Reason given	No bus available	No bus available

Lake County Community Services, Inc.

Quality of Service Monitoring- Year 2017

Date of monitoring: February 2018

Total number of surveys sent: 20

Number sent to minority tracts: 10

Number sent to non-minority tracts: 10

Response- Minority: 45%

Non-minority: 15%

	Minority	Non-minority
Average time to destination	5-20 min	10-35 min
Total cost	\$0 - \$7 each way	\$0- \$7.00 each way
Three most traveled destinations	Dialysis	Therapies
	Medical	Medical
	Work	Pharmacies
Was service prompt?	85%	75%
Number of turndowns in surveys	9	15
Reason given	No bus available	No bus available

Lake County Community Services, Inc.

Quality of Service Monitoring- Year 2018

Date of monitoring: February 2019

Total number of surveys sent: 20

Number sent to minority tracts: 10

Number sent to non-minority tracts: 10

Response- Minority: 40%

Non-minority: 20%

	Minority	Non-minority
Average time to destination	5-20 min	10-35 min
Total cost	\$1.00-\$6.00 each way	\$1.00- \$6.00 each way
Three most traveled destinations	Dialysis	Therapies
	Medical	Medical
	Therapies	Work
Was service prompt?	80%	70%
Number of turndowns in surveys	17	23
Reason given	No bus available	No bus available

Lake County Community Services - Transportation Survey

Every year, we invite our clients to tell us how we are doing.

We would appreciate it if you would take a few minutes to answer the following questions.

How many times during the past year did you use our transportation services? _____

Were you ever turned down? _____ How many times during the year? _____

What was the reason? _____

Was the bus prompt? _____

Was the staff (drivers and dispatchers) courteous and helpful? _____

If no, please explain _____

Where did you usually go with the bus? _____

How long was your ride, on average? _____

How much did you usually pay? _____

If you have other comments or suggestions about our services, please list here.

If you would like one of our staff to contact you about your comments, please give us your name and phone number:

Thank you again for your time. Please return the completed survey in the enclosed stamped envelope

Lake County Community Services, Inc.

PUBLIC NOTIFICATION OF AND COMMENT ON PROPOSED TRANSIT SERVICE CHANGES POLICY

Purpose

Recipients of funds from Federal transportation Administration (FTA) are to provide an opportunity for public comment prior to the implementation of significant service changes or fare increases. Lake County Community Services, Inc. (Agency) has developed this policy which is to be followed as a service change or fare increase are contemplated and before implementation. The purposes of this policy are a) to provide an avenue for the public to comment on purposed service changes, and b) to provide an opportunity for the operator to consider the views and comments by the public prior to the implementation of the change.

Definition

This policy affects any temporary or permanent fare increase and/or major services reduction. Major is defined as a loss of service of at least 25%. It is used in the event of the proposed establishment of a fare or an increase in fares. It is used when a service reduction is proposed. This includes a reduction in service span, days of the week, or of frequency of service.

Adequate Public Notice of the Service Change

- a. The public shall be notified by the Agency of the proposed service change by the posting of a notice of the same at the administrative office, all other corporate locations and on all vehicles for a period of thirty (30) calendar days prior to the effective date of the change.
- b. The Agency shall deliver to Northwest Indiana Regional Planning Council (MPO) a copy of the notice at least (30) days prior to the effective date of the change.
- c. A legal notice, issued by the Agency, announcing the public hearing shall be published in the two (2) largest newspapers of general circulation in the Agency's service area. Publication shall be between twenty-one (21) to thirty (30) calendar days of the effective date of the service change.
- d. The Agency shall forward copies of the notice to local agencies and community organizations, including those dealing with seniors and people with disabilities issues.
- e. The notice shall contain information describing the proposed changes, the service area affected, and the effective date of the change.
- f. The notification shall also contain information about the public hearing(s), including location, date and time. Included in the notice shall be the offer to employ a sign language interpreter upon request.

- g. The notice shall state that written views and comments shall be accepted at the administrative office of the Agency prior to the public hearing. The address, telephone, e-mail address, and name of contact person of the agency and the MPO shall be included in the notice.
- h. The notice shall include that the notice is available in alternate formats upon request.
- i. The Agency shall adhere to any other applicable federal and state laws and regulations concerning notification.

Public Hearing

- a. A public hearing(s) shall be held at a convenient time and place for the public. More than one such hearing may be necessary because of travel distance or time or day. An evening or weekend hearing shall be considered in order to increase accessibility.
- b. The hearing shall be held in a location that is accessible to the disabled.
- c. In order for the Agency to consider views and comments made by the public, the public hearing is to take place at least fourteen (14) days prior to the effective date of the service change. This shall allow for possible reconsideration of the proposed change.
- d. A sign language interpreter shall be used upon request.
- e. A court reporter shall provide a written transcript of the hearing proceedings and shall deliver a transcript of the proceedings, including all written comments, to the Agency and the MPO at least seven (7) days prior to the effective date of the service change.
- f. The transcript and all written comments shall be presented to the Agency's Board of Directors at the next Board meeting.
- g. The transcript and all written comments shall be available for review at the Agency's administrative office.
- h. All documents associated with the notice, public hearing(s) and transcripts shall be available in alternate formats upon request.
- i. All costs of the public hearing(s), including legal notices, court reporter, signer, etc. are the responsibility of the Agency.

Sample Timeline

Days prior to Service Change	Action
30	Agency posts Notice of proposed service change
	Agency provides written notice to MPO Agency posts Notice of Public Hearing(s)
21	Agency publishes legal notice of Public Hearing(s)
14	Public Hearing(s)
7	Transcript of hearing delivered to MPO and Agency
0	Service change implemented

PUBLIC NOTICE

PROPOSED FARE INCREASE AND/OR REDUCTION OF DEMAND RESPONSE PUBLIC

TRANSPORTATION SERVICE IN THE CITY OF HOBART

South Lake County Community Services, Inc. (SLCCS), the current provider of demand response public transportation services in the City of Hobart, is considering a possible fare increase and/or service reduction in the city of Hobart. All current customers and other interested parties are invited to attend a public hearing at the Hobart Community Center Hall, 111 Old Ridge Road, Hobart, on October 15, 2018 from 10 to 11 am. The purpose of the hearing is to take public comment about the possible fare increase and/or service reduction. Transportation to the hearing will be available through SLCCS. Please call SLCCS Transportation at 219-663-3869 to reserve a ride. TTY users may access the Relay Indiana Service by calling 711 or 1-800-743-3333. Requests for alternative formats may be made 72 hours in advance by contacting Margot Sabato at 219-663-0627, or email to slccs@slccs.com. Public comment will also be taken over the phone by calling 219-663-0267, or by mailing the comment to SLCCS, 1450 E. Joliet Street; Suite 202, Crown Point, IN 46307, or emailing to slccs@slccs.com. Public comment will be taken until October 22, 2018 till 5 pm. For more information, please call Margot Sabato at 219-663-0627.

South Lake County Community Services (SLCCS) prohibits discrimination in all its programs and activities on the basis of race, color, sex, religion, national origin, age, disability, marital status, familial status, parental status, sexual orientation, genetic information, political beliefs, reprisal, or because all or part of an individual's income is derived from any public assistance program.

1450 E. Joliet Street Ste. 202
Crown Point, IN 46307

CHICAGO TRIBUNE

media group

Sold To:
South Lake County Community Services, Inc. - CU00529578
1450 E Joliet St
Ste 202
Crown Point, IN 46307-4726

Bill To:
South Lake County Community Services, Inc. - CU00529578
1450 E Joliet St
Ste 202
Crown Point, IN 46307-4726

Proof of Publication

Order Number: 5889938
Purchase Order: Margot Ann Sabato

State of Indiana)
) ss:
Jasper, La Porte, Lake, Newton, Porter, & Starke County)

I, Stefanie Sobie, a principal clerk of Post Tribune newspaper of general circulation printed and published in the English language in the city of Crown Point in state and county afore-said, and that the printed matter attached hereto is a true copy, which was duly published in said paper for 1 time(s), the date(s) of publication being as follows:

Sep 22, 2018.

The undersigned further states that the Post Tribune newspaper(s) maintains an Internet website, which is located at http://classifieds.chicagotribune.com/classifieds?category=public_notice website and that a copy of the above referenced printed matter was posted on such website on the date(s) of publication set forth above.

Dated at Chicago, Illinois on this 24th day of September, 2018.


Stefanie Sobie

435 N. Michigan Ave.
Chicago, IL

Chicago Tribune - chicagotribune.com
160 N Stetson Avenue, Chicago, IL 60601
(312) 222-2222 - Fax: (312) 222-4014

CHICAGO TRIBUNE

media group

**PUBLIC NOTICE
PROPOSED FARE
INCREASE AND/OR RE-
DUCTION OF DEMAND
RESPONSE PUBLIC
TRANSPORTATION
SERVICE IN THE CITY
OF HOBART**

South Lake County Community Services, Inc. (SLCCS), the current provider of demand response public transportation services in the City of Hobart, is considering a possible fare increase and/or service reduction in the city of Hobart. All current customers and other interested parties are invited to attend a public hearing at the Hobart Community Center Hall, 111 Old Ridge Road, Hobart, on October 15, 2018 from 10 to 11 am. The purpose of the hearing is to take public comment about the possible fare increase and/or service reduction. Transportation to the hearing will be available through SLCCS. Please call SLCCS Transportation at 219-663-3869 to reserve a ride. TTY users may access the Relay Indiana Service by calling 711 or 1-800-743-3333. Requests for alternative formats may be made 72 hours in advance by contacting Margot Sabato at 219-663-0627, or email to slccs@slccs.com. Public comment will also be taken over the phone by calling 219-663-0267, or by mailing the comment to SLCCS, 1450 E. Joliet Street, Suite 202, Crown Point, IN 46307, or emailing to slccs@slccs.com. Public comment will be taken until October 22, 2018 till 5 pm. For more information, please call Margot Sabato at 219-663-0627.

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1450 E. Joliet Street Ste. 202
Crown Point, IN 46307
9/22/2018 5889938
HSPAXLP

5889938

In The Matter Of:
PUBLIC TRANSPORTATION IN CITY OF HOBART
PUBLIC MEETING

October 15, 2018

BOSS REPORTERS

*Gary * Merrillville * Valparaiso, Indiana*
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1 STATE OF INDIANA)
2 COUNTY OF LAKE)SS:
3)

4 REPORT OF PROCEEDINGS

5 PUBLIC MEETING

6 REGARDING PROPOSED FARE INCREASE AND/OR
7 REDUCTION OF DEMAND RESPONSE
8 PUBLIC TRANSPORTATION IN CITY OF HOBART

8 DATE: October 15, 2018

9 TIME: 10:14 a.m.

10 LOCATION: Hobart Community Center Hall
11 111 Old Ridge Road
12 Hobart, Indiana 46342

13 PRESENT:

- 14 BRIAN SNEDECOR, City of Hobart Mayor
- 15 DEB LONGER, City of Hobart Clerk/Treasurer
- 16 MARGOT SABATO, South Lake County Community Services
- 17 KERI LINSKENS, South Lake County Community Services
- 18 AMY SCHALLENKAMP, Maria Reiner Center
- 19 ALLEN HAMMOND, Northwest Indiana Regional Planning
- 20 and
- 21 Members of the Public

22
23
24
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1 MS. SABATO: My name is Margot Sabato. I'm
2 the executive director of South Lake County Community
3 Services or the bus company as you know them.

4 I want to introduce a few other
5 people that are with us today. Over here is
6 Keri Linskens. I'm sure all of you have talked to
7 Keri. She is our dispatch coordinator at the office.

8 There's also Juanita. You've
9 probably talked to Juanita.

10 MS. MATHIS: Oh, I've talked to her a lot.

11 MS. SABATO: She's not here today because
12 she's back answering phones.

13 Next to me is Blossom Mabon.
14 Blossom is a new hire for our agency. She is our
15 chief operating officer currently. This is her first
16 public hearing for transportation. She's kind of a
17 newbie.

18 Over here we have Amy Schallenkamp.
19 I'm sure all of you know Amy from the senior center.
20 She also serves on the board of South Lake County
21 Community Services. She's kind of wearing two hats.

22 And we have Allen Hammond over here.
23 He's with the Northwest Indiana Regional Planning
24 Commission. He is one of the compliance managers.

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1 He's here to make sure we run this public hearing
2 like we're supposed to.

3 So thank you all for coming. This
4 has been a process for several years, and you all
5 have been involved in it. Several years ago when
6 the Legacy Foundation was asked to develop the
7 Maria Reiner Fund to develop senior services for the
8 seniors in Hobart, our agency was invited to
9 participate in the transportation program. At that
10 time, that was being operated by the YMCA. And I
11 don't know if any of you were familiar with it, but
12 you had to get the vouchers. You had to use the
13 vouchers to get rides on some cabs or on our buses.
14 It was kind of a bulky, wasn't easily run, very
15 expensive composition.

16 After that ran for a couple of
17 years, Legacy asked South Lake to take over the bus
18 program completely. At that time, South Lake put in
19 about a half bus of service. That's what we figured
20 would be needed when we started the program. That is
21 about 2,000 rides a year. And Legacy agreed to that,
22 and Legacy agreed to pay the fares for the seniors
23 for those 2,000 rides a year. It was an easy process
24 for the seniors. All they had to do is call up, talk

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1 to transportation, verify that they lived within the
2 city bounds, and if we had the bus available, then
3 you could go anywhere you wanted in the city or
4 anywhere in Lake and Porter County. That worked
5 really well.

6 The seniors really loved it, and the
7 problem has become that we are a victim of our own
8 success. So instead of 2,000 trips a year, we are
9 now about 3,500 or circling around 4,000 and trying
10 to make the little bit of funds we received from
11 Legacy stretch to provide free transportation for the
12 seniors. And the agency just can't do it any longer.

13 So we're dealing with basically two
14 problems. One is the funding problem. The second is
15 a capacity issue. We had only promised half a bus of
16 service in Hobart, and I do not have another vehicle
17 available to expand into Hobart. And we don't have
18 the funds to do that either.

19 So the thought here is to help a
20 little bit relieve some of the stress on the lack of
21 funding is the agency, South Lake, is looking to set
22 up a fares structure for the seniors. So we have to
23 hold a public hearing for anyone that might be
24 affected by changes like this to public

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1 transportation so that they can voice their opinions
2 and suggestions as to other ways that might help to
3 relieve the funding situation.

4 So other than that -- that's kind of
5 my dog and pony show, and this is basically your time
6 to talk. So if we have comments, please raise your
7 hand. We'll recognize you all. We're here for an
8 hour. We're not going anywhere for a while. I do
9 ask that the first time you speak, if you would say
10 and spell your first and last name, because we do
11 have a court reporter.

12 Other than that -- that's -- that's
13 what I have to say.

14 Go ahead. First up.

15 MS. OBSENICA: Good morning. I'm Kristine
16 Obsenica, K-r-i-s-t-i-n-e, O-b, as in boy, S, as in
17 Sam, e-n, no, don't take our buses away, i-c-a.

18 Question for clarification: The
19 court reporter is noting our responses. Is it going
20 to be made public in the newspaper or any agency? I
21 want to be careful what I say in that case.

22 MS. SABATO: We don't have any press at the
23 meeting.

24 MS. OBSENICA: Okay.

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1 MS. SABATO: So there will not be a notice
2 from our agency coming out on this public hearing.

3 MS. OBSENICA: I don't know what to say
4 except thank you for serving in the way that you
5 have. I love the people at South Lake County. I
6 mean, I use that word literally. I love Keri,
7 Juanita, Lloyd, and the drivers.

8 My mom and dad, George and Marge
9 Obsenica, they used the service before they died.
10 And my life changed traumatically when the man I
11 loved for 26 years died and my parents died. I don't
12 drive. I never have. I was in a very bad accident
13 at -- for a long time, I could not be in a vehicle.
14 So my -- my fellow did the driving. My parents did
15 the driving. I relied on taxi cabs and friends. And
16 after a while, it was like, "Oh, she's calling. She
17 needs a ride."

18 I'm also working poor. I'm a
19 teacher. I have been recently laid off from Ivy Tech
20 Community College. I have taught there for many
21 years. And then all of the assumptions are, "Oh, she
22 must make a lot of money if she is a professor." I
23 most certainly do not. As an adjunct, you make very
24 little.

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1 But I held onto my home. I fought
2 off foreclosure several times, and I got a literal
3 lifeline from South Lake County Community Services.
4 I was born to parents who were 45 and 46 when they
5 had me. I was around older people all my life. They
6 changed my views of what it was to get old. "Old" in
7 quotes -- air quotes. I see active, determined,
8 beautiful, older people in my city. I ride with
9 them. I'm impressed by them, and I want them to
10 continue to get help.

11 And I see my city investing in the
12 future with the millions of dollars they put into the
13 Hobart High School, which I support. Our taxes are
14 going up because of it. It's the new people being
15 born and being raised here.

16 But, as I like to say for the older
17 folks, we're not dead yet. And we matter. And so I
18 would love to see my city step up and help you and
19 not fight you and get you some of the money that you
20 need if they really believe in the silver and gray
21 cause.

22 Why can't the City of Hobart step up
23 and give some funding to match the grant? They're
24 easy to complain, but why aren't they or are they?

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1 Am I wrong?

2 MS. MATHIS: No, you're right.

3 MS. OBSENICA: Thank you, Margie. Margie is
4 in red, by the way, my mom's favorite color.

5 I would love to see support because
6 it's needed. I see people walking places and on
7 scooters. I see them trying to get around, and it's
8 not sexy. It's not glamorous to be alone, to be
9 poor, and to be older. It's hard. And so you have
10 given me a lifeline. I'm sorry. It matters. It
11 does. It matters to a lot of people.

12 MS. SABATO: Well, for the City of Hobart,
13 they do provide some funding for the bus, and they
14 have been doing that now for probably three or
15 four years.

16 MS. OBSENICA: Thank you.

17 MS. SABATO: And we're very thankful for
18 that; but, again, it's a half bus of service. I just
19 want to get that down that they do help. They do
20 help.

21 MS. OBSENICA: Well, that's what I want to
22 say. I want to support South Lake County. They've
23 been very good to me. They break their back, and
24 they bend their backs to get me where I need to go.

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1 I have nothing but love for this service and
2 gratitude and appreciation. If it disappeared, if it
3 were gone, quite frankly, I don't know if I could
4 stay here.

5 You know, so I yield the floor to my
6 elders with great respect.

7 Thank you.

8 MS. BROOKS: My name is Helen Brooks,
9 H-e-l-e-n, B-r-o-o-k-s, and my neighbor Jamie
10 introduced me to this new bus service. And I have
11 three important things; breakfast at the center,
12 lunch at the center, and a hair appointment. And I
13 have just recently given up my driving. And I do
14 appreciate this bus service very, very much. I
15 really do.

16 It's an important thing in my life,
17 and I really do appreciate it. Thank you very much.

18 MS. HURLEY: My name is Dava, D-a-v-a, and my
19 last name is Hurley, H-u-r-l-e-y.

20 I catch this bus five days a week,
21 okay? On Mondays, I go to the center. On Tuesdays,
22 Wednesdays, Thursdays, and Fridays, I go to the YMCA
23 because I'm trying to stay healthy, which is very
24 important, you know. I'm 72. So it's real important

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1 for me to keep exercising and keep happy -- just to
2 keep my bladder regulated because I had -- I had
3 incontinent issues, and I started exercising and
4 those issues went away. Plus, I lost 12 pounds, and
5 I feel a lot better. So I love this service. I
6 love -- I love Cathy. She's just the sweetest bus
7 driver I've ever met. She is just a sweetheart.

8 My only problem -- and I hate to
9 mention it, but it is a problem -- is the automated
10 service that calls you the night before. I got five
11 calls last night. This happens five days a week,
12 okay? I got five calls last night that I have no
13 rides scheduled, so I never know when my bus is
14 coming.

15 So I have to call Juanita at 8:00
16 o'clock to find out what time my bus is picking me up
17 to take me to the center and what time it's picking
18 me up from the center to take me home because I never
19 know.

20 MS. SABATO: That dispatch service is not
21 running well, and we're not getting a lot of
22 satisfaction from this very expensive organization.
23 We are looking to change it. So just bear with us.
24 Again, you're always welcome to call and talk to the

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1 girls.

2 MS. LINSKENS: And we're not bothered if you
3 call.

4 MS. SABATO: No.

5 MS. LINSKENS: Because we totally understand.
6 We're afraid if we stop the calls altogether, it's
7 going to be worse. At least you get a call you don't
8 have a ride.

9 MS. HURLEY: I need to know what time it's
10 coming, so I can be ready for the bus.

11 MS. LINSKENS: And we have no problem with
12 you calling.

13 MS. HURLEY: Because I am one of these people
14 that's standing out in front of my house waiting for
15 the bus.

16 MS. LINSKENS: And if you're not standing
17 there, I get a call saying, "Where is she?"

18 MS. HURLEY: And when I'm at the senior
19 center, I make sure I'm there at least ten minutes
20 early so I'm right there for the bus because I
21 appreciate the bus. Since the bus is giving me free
22 rides and helping me out, I feel it's my duty to be
23 out there on time when the bus comes.

24 MS. BROOKS: You are right.

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1 MS. SABATO: We appreciate that.

2 Does anybody else have anything to
3 say?

4 MS. MATHIS: I want the bus.

5 MS. SABATO: Well, we're not planning on
6 taking the bus.

7 MS. OBSENICA: That's important to know.

8 MS. SABATO: At this point, we're not
9 planning on taking the bus. We are looking to start
10 charging a little bit for the seniors.

11 In the rest of the areas that we
12 service, seniors typically pay \$3 to \$5 per trip.
13 Hobart is the only community that we have that gets
14 free transportation for the seniors. People with
15 disabilities and other people in Hobart also pay a
16 fare. People with disabilities are paying \$5. Other
17 people are paying \$7. We don't have a whole lot in
18 that category, but they do pay. They do pay the
19 fares.

20 So we're not looking to take it
21 right now, but we'll have to establish a fare for the
22 seniors and figure out -- we have to stop adding more
23 trips. That's our big problem. So we're going to be
24 putting in the fare, and then we're going to

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1 basically stop and not go on after 3,000 trips per
2 year because I just can't do it with half a bus. So
3 there may be some times that you may want a trip, and
4 we're going to have to turn it down. And that's
5 going to be very upsetting. Again, I only have so
6 many buses, and I certainly can't just go to the used
7 car lot, pick one up, and bring it home.

8 MS. OBSENICA: Question: Where does the
9 money come from that funds the bus program? Who is
10 in charge of South Lake County Community Service?

11 MS. SABATO: The buses are funded by several
12 major sources. One of them is the federal
13 government -- Federal Transportation Authority. And
14 we receive both maintenance funding and operating
15 funding from the federal government. Allen Hammond
16 is a representative of our federal contractor.

17 We also receive funds from the State
18 through INDOT to provide public transportation. That
19 also pays for operating them. We receive the funds
20 from the City, and I'm trying to think -- it was 6-
21 or 7,000, I think, last year.

22 And the agreement that we have with
23 all of the municipalities that we operate in is they
24 all contribute some funding to -- for the buses. And

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1 what we do is provide a spreadsheet of all of the
2 addresses and all of the trips that were taken for
3 that year, and then all of the municipalities pay a
4 little bit for that transportation. Last year it was
5 \$3 per ride. And then we send them an invoice and
6 ask for a donation in that amount, and all of the
7 municipalities that we operate in have agreed to
8 that.

9 We have been doing this for four
10 years. It's a wonderful system. We also receive a
11 little bit of funding from the Lake County Council --
12 from the commissioners to help fund it. We also
13 receive fares. You're not currently paying the fare,
14 but the other people that do ride the bus do pay
15 fares. So that gets thrown in the pot. Then we have
16 the money from the Legacy Foundation that helps --
17 basically covers the fares for the seniors in Hobart.

18 It's a lot of pots that we're
19 pulling the money from and kind of melding them
20 together to keep things running. It's not one
21 certain thing.

22 MS. OBSENICA: Thank you.

23 Because I had the pleasure and honor
24 with speaking with the mayor and Mr. Mendoza. It was

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1 a conference call. A lovely, young lady named Emily
2 in the mayor's office was able to get that phone
3 meeting for me, and I heard support. I really did.
4 And I understand that there's going to be a new
5 fiscal year and a line-by-line budget in the City of
6 Hobart and it has to be approved, but it seemed to me
7 that there was desire to help.

8 So I imagine the City is not going
9 to give up on us and not going to -- to not continue
10 to try to replace and match the funds to the
11 Maria Reiner Grant. I thought, or at least what I
12 heard or what was insinuated -- what I took from
13 that, as being very good, was there was an
14 inclination to at least try to find that money. So
15 I'm hopeful for that.

16 They seem to be two good men,
17 Mr. Snedecor and Mr. Mendoza, and they seem to want
18 to help. So I hope that they do.

19 MS. SABATO: Well, we're all hopeful that
20 we'll be able to expand into the city, but it appears
21 that none of us are ready for that quite yet. Not
22 only do we need the funds from the City, we have to
23 apply to the federal government and the state
24 government. So it's, again, trying to get it

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1 altogether so that we can operate responsibly --
2 fiscally responsibly.

3 The agency can't keep going into
4 debt on a particular service. So -- it's just not
5 there yet.

6 MS. HURLEY: I have another question.

7 MS. SABATO: Sure.

8 MS. HURLEY: I'm sorry.

9 So when they start charging for the
10 bus, can we pay that weekly or monthly, or will we
11 have to have cash on hand every day?

12 MS. SABATO: You can do it two different
13 ways.

14 MS. HURLEY: Okay.

15 MS. SABATO: You can pay on the bus. You can
16 just give the money to the driver. You can ask for a
17 receipt if you would like. The driver will mark it
18 in his manifest that that's what was paid, or you can
19 ask that you be invoiced monthly.

20 MS. HURLEY: That would be easier for me.

21 MS. SABATO: We send out over 100 invoices to
22 clients monthly. What they receive is a trip log for
23 the entire month, what they paid, and what they owe
24 for each of those trips -- what they paid and what

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1 they still owe, and that will get mailed out.

2 Many of our clients like having
3 that because then they can use it for insurance
4 purposes and send that whole amount in and show they
5 paid this amount. They can use it for like an
6 accountant to show that they've paid this and back it
7 up on a check. You can do it both ways. It's not a
8 big deal with us. One thing you have to remember
9 though is if we bill you, it's a \$3 monthly charge
10 for the billing.

11 MS. HURLEY: Okay.

12 MS. SABATO: So it's cheaper to pay the fare,
13 but --

14 MS. HURLEY: I was just trying to figure out
15 how am I going to get back and forth to the bank
16 because I'm sure they don't take debit cards.

17 MS. SABATO: No.

18 MS. HURLEY: So you would have to have --

19 MS. LINSKENS: Or a check.

20 MS. MATHIS: I'm Marge Mathis. The bus is
21 very important. I'm a widow. I live alone. Well, I
22 have a cat and a dog. It's very convenient for me to
23 pick me up at the door. If they didn't, I couldn't
24 ride. I couldn't go anywhere. I don't drive and

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1 haven't been able to since I had my back surgery,
2 which was about ten years ago. I don't know what I
3 would do without the bus. Like you say, we could
4 pay, but we can't pay a lot. Our resources are not
5 that great. So I'm just praying that the bus stays
6 on.

7 MS. BROOKS: Me, too.

8 MS. MATHIS: It's so important.

9 MS. OBSENICA: You don't find rich men on the
10 bus.

11 MS. SABATO: I like that.

12 MS. OBSENICA: You won't find a rich man on a
13 bus or on death row, but that's a political
14 statement.

15 MS. SABATO: But, no, you don't.

16 MS. OBSENICA: You find hard-working people
17 who are --

18 MS. BROOKS: Needy people.

19 MS. MATHIS: When you retire, you just make
20 so much money. The money part of it is important.
21 We can pay some, but no way could we pay \$7, \$8 a day
22 to ride down to the center. That would cost you a
23 lot.

24 MS. OBSENICA: Have any of you rode in the

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1 cabs in this town?

2 MS. HURLEY: I've ridden in Crazy Cab.

3 MS. OBSENICA: Oh, boy. In fairness to
4 South Lake --

5 MS. MATHIS: We don't have any cab services,
6 do we?

7 MS. HURLEY: Well, we have Crazy Cab.

8 MS. OBSENICA: The fees are "crazy." They're
9 good people. I like them, but they are expensive. I
10 can't afford it.

11 MS. HURLEY: It's \$7 for one mile.

12 MS. MATHIS: I have two sons that I drive
13 crazy. "I have to go to the doctor. I have to do
14 this."

15 MS. BROOKS: Mine are available also. It's
16 just new to me.

17 MS. SABATO: I don't think Crazy Cab has any
18 wheelchair-accessible vehicles. And that's --

19 MS. MATHIS: We're at the mercy of the bus
20 really. Like you say, we have --

21 MS. SABATO: Please don't say that.

22 MS. MATHIS: Well, we are. What else are we
23 going to use?

24 MS. HURLEY: That's are only affordable

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1 transportation. Our lives actually -- revolve around
2 this bus. If we don't have the bus, I don't know
3 what we would do.

4 MS. OBSENICA: Yes. Yes.

5 MAYOR SNEDECOR: May I?

6 MS. SABATO: Please, Mayor. Thank you for
7 joining us.

8 MAYOR SNEDECOR: I definitely wanted to be
9 here. This is Deb Longer, clerk/treasurer, and,
10 certainly, everybody knows Amy.

11 But I think everybody in this room
12 wants to continue providing transportation. I think
13 we can all acknowledge that as a community we're
14 living longer and we need to make sure that there is
15 transportation available to everyone.

16 I've never met you, but I talked to
17 you on the phone.

18 MS. OBSENICA: Nice to finally meet you.
19 Thank you, Mayor Snedecor. What a pleasure.

20 MAYOR SNEDECOR: Well, it's a honor speaking
21 to you.

22 And, Margot -- and this -- it's nice
23 to hear these positive compliments. I think that is
24 great to hear these compliments today and how

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1 important the bus service is to some of our seniors.
2 And I can assure you that all of us will work
3 together to make sure that the service is still
4 available. We're working with Margot and NIRPC. We
5 all understand that this process has to continue to
6 be available in our community.

7 And I think Margot brings up a good
8 point that probably a lot of you didn't realize. We
9 offer -- up until the funds ran out with the Maria
10 Reiner Fund, you were able to ride basically free in
11 the city of Hobart. The other communities don't
12 offer that. We are blessed because we have the
13 Maria Reiner Funds that are allocated. And Deb
14 actually -- Deb Longer, our clerk/treasurer, sits on
15 the subcommittee at Legacy that distributes the
16 Maria Reiner Funds.

17 And those go to a number of
18 different funding -- maybe she can talk about that a
19 little bit if she wants. There was money set aside,
20 and as Margot has said, because we've had a
21 significant increase in ridership and the number of
22 rides this year, the funds that have been allocated
23 by the Maria Reiner Fund were running out.

24 So when we met with Legacy and they

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1 said, "Hey, we're running out of money. We have had
2 so many rides this year" -- that's why, you know, we
3 felt that we needed to get together and have this
4 public meeting, so everybody kind of got their
5 answers and -- so we know where we're going. We want
6 the service to continue; but, as Margot said, getting
7 us through the end of this year may require a -- an
8 amount of money for each ride once those funds --

9 And, Margo, are those funds
10 exhausted yet?

11 MS. SABATO: I think so.

12 MAYOR SNEDECOR: Okay.

13 MS. SABATO: And the amount will be the same
14 next year from Legacy.

15 MAYOR SNEDECOR: Okay.

16 MS. SABATO: So if we continue on the upward
17 track -- we're picking up more clients, but the
18 funding is staying down --

19 MAYOR SNEDECOR: So I think that's a good
20 point that you brought up. You're basically saying
21 that the 3,000 is kind of the target amount for the
22 year next year?

23 MS. SABATO: Right. We need to keep it under
24 that --

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1 MAYOR SNEDECOR: Okay.

2 MS. SABATO: -- which is going to end up with
3 some people having to be turned away.

4 MAYOR SNEDECOR: It might be a situation --
5 and I -- I understand -- and Amy and I have talked
6 about this a little bit. You know, with the
7 Maria Reiner Center, maybe we need to have a little
8 bit greater conversation with some of the other
9 members at the center who do drive to and from the
10 center. And maybe occasionally, you know, there can
11 be a little bit of a carpooling, sort to speak, going
12 to and from the center rather than using the bus
13 every time.

14 There might be some benefits to that
15 to hold down the amount of rides over the whole year.
16 We just -- we don't want anyone in here to think
17 we're vacating the seniors in providing
18 transportation. We're all in. We understand the
19 importance of this. And so rest assured -- don't be
20 in fear that the transportation is going to go away
21 because I -- I don't think anybody in this room has
22 any thoughts of that happening.

23 It's just a matter of the funds
24 necessary to provide -- when I became mayor, I did

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1 not realize until Margot and my friends at NIRPC -- I
2 sit on the -- on their finance committee. And I did
3 not realize the cost that goes into running a bus
4 service over a year. It is unbelievable. Insurance,
5 drivers -- everything -- the office staff to oversee.
6 There is so much that goes into this. The
7 maintenance, the fuel. It is a very costly
8 undertaking.

9 And without all of the partners
10 working together, it would not be possible. It's
11 nice when you can come to the table and sit down and
12 everybody around the room says, "Hey, how are we
13 going to make this be sustainable and, you know, as
14 there's more demand, how are we going to meet that
15 ongoing demand?"

16 I just want to rest assured that the
17 City of Hobart is there to support our seniors and
18 provide transportation. We're on board.

19 MS. SABATO: Thank you, Mayor.

20 Does anyone else have comments?

21 Now, if you think of something after
22 we leave today and would like to have it entered into
23 the public comment, you can call Keri. She's more
24 than happy to take your comments down over the phone

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1 or you can mail stuff to us.

2 The next part of the plan here is my
3 board of South Lake meets on Tuesday. Your comments
4 will be placed on the agenda for the board meeting.
5 They will review them all.

6 Amy is also, as you know, on my
7 board, and Blossom is on my board. So you have three
8 people that have listened to your comments that are
9 going to be at that meeting.

10 And at that point, the Board will
11 make a determination about possibly a fare and the
12 increase -- how much it is going to be. And then we
13 would notify everyone about the results from the
14 board meeting.

15 If you have any questions, give Keri
16 a call. She'll get your questions to me, and we'll
17 go from there.

18 Thank you.

19 (WHEREUPON, proceedings concluded at 10:46 a.m.)

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**PUBLIC TRANSPORTATION IN CITY OF HOBART
PUBLIC MEETING**

October 15, 2018

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yield (1) 9:5				
YMCA (2)				

Min-U-Script®

BOSS REPORTERS
(219) 769-9090

(6) waiting - 8:00



POLICY #:	
CITYWIDE:	
DEPARTMENTAL:	X

ADMINISTRATIVE POLICY & STANDARD PROCEDURE

SECTION: **TRANSPORTE**
PROCEDURE: COMPLAINTS AND APPEALS
PREPARED BY: Human Resources
APPROVED BY: Board of Public Works

ORIGINAL DATE: 4/24/08
REVISION DATE: 4/24/08
DATE: 4/24/2008
DATE: 3/9/2011

POLICY: CUSTOMER COMPLAINTS AND APPEALS

SCOPE: This policy applies to the TransPorte Department.

PROCEDURE:

A complaint is a customer's expressed feeling of dissatisfaction concerning services provided by the TransPorte Department. Customers may file complaints via the "Complaint Intake Form" available on the TransPorte buses. The TransPorte Department will provide help completing the form to customers in need of assistance. Please inform the driver if you need the form in an alternate format.

The Director of the TransPorte Department will investigate all complaints and provide the customer with a proposed resolution. If a customer does not agree with the TransPorte Department's decision, an appeal may be filed at the City of La Porte Human Resources Department within seven (7) days of the decision. The customer may appeal an unsatisfactory decision made by the Human Resources Department to the Mayor within seven (7) days of the Human Resources Department's decision.



2020 Title VI Questionnaire

(REFERENCES: FTA Circular 4702.1B)

I. GENERAL REPORTING REQUIREMENTS:

A. MOST RECENTLY FILED ANNUAL TITLE VI CERTIFICATIONS AND ASSURANCES

*Execution Date of your most recent Certification and Assurances filed with NIRPC
March 19, 2019.*

B. COPY OF PROCEDURES FOR FILING A TITLE VI COMPLAINT and a summary for investigating and tracking Title VI complaints.

Procedure is included.

C. LIST OF ALL ACTIVE TITLE VI INVESTIGATIONS, LAWSUITS OR COMPLAINTS naming your organization which allege discrimination on the basis of race, color, or national origin with respect to transit service or other transit benefits. Include: date lawsuit or complaint was filed, summary of the allegation, status of investigation, lawsuit or complaint, and actions taken in response (including whether or not the parties involved have entered into a consent decree).

(The lawsuit/complain/investigation information here should be transit service-related and/or transit benefit-related. If your organization has any contractors that provide some or all of your transportation service, provide investigation/lawsuit/complaint information for those entities also.)

There are no current Title VI investigations, lawsuits, or complaints naming TransPorte which allege discrimination on the basis of race, color, or national origin with respect to transit service or other transit benefits.

E. COPY OF PLAN OR POLICY FOR PROVIDING LANGUAGE ASSISTANCE FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY.

Describe how information and programs are accessed for those individuals who are Limited English Proficient (LEP). Include the actions taken to ensure the benefits,

resources and services are provided to them. If a plan does not exist, provide a policy or description on how this is performed.

Plan may be based on the DOT LEP Guidance or an alternative framework.

TransPorte has translated its brochure into Spanish, which is the predominant language other than English spoken in its service area. In addition, the website uses Google Translate, which can render the information in dozens of languages.

F. COPY AND DESCRIPTION OF NOTIFICATION TO THE PUBLIC OF PROTECTION UNDER TITLE VI.

Describe how the agency provides information regarding Title VI obligations (programs operated without regard to race, color, and national origin) to the public. List and describe the media tools used to post and distribute this information. (Media tools can include but not limited to websites, bus postings, brochures, complaint forms.)

The TransPorte brochure and website both notify the public of their Title VI rights. In addition, a Title VI notice is made available in the rider binder available on each vehicle.

II. PROGRAM SPECIFIC REQUIREMENTS FOR GRANTEE IN URBANIZED ZONE AREAS OF 200,000 OR MORE:

TransPorte is located in a UZA with a population of 66,025 (2010)

A. COLLECTION OF DEMOGRAPHIC DATA.

FTA Requirement: Submit maps and charts demonstrating the collection and analysis of racial and ethnic data showing the extent to which members of minority groups are beneficiaries of programs receiving Federal financial assistance.

Requirement Summary: Submit the following; demographic and service profile maps and charts, survey information on customer demographic and travel patterns, and/or a locally developed alternative.

B. MODIFIED SYSTEMWIDE SERVICE STANDARDS AND POLICIES.

FTA Requirement: Submit a copy of systemwide service standards and policies. Describe the impact of the service standard or policy changes on the minority community, if any. Changes resulting in an adverse impact upon the minority community must be identified, including the actions the agency has taken or will take to eliminate, minimize or mitigate

the adverse impact. If there have been no changes in service standards and policies within this timeframe, please respond accordingly.

Requirement Summary: Submit a complete copy of your systemwide service standards and policies including standards for on-time performance and transit security.

Briefly describe the impact of each change on minority communities in your service area. If any change resulted in adverse impacts on minority communities, describe actions taken (or to be taken) to eliminate, minimize, or mitigate these adverse impacts.

C. SYSTEMWIDE SERVICE AND FARE CHANGES

FTA Requirement: Submit an equity evaluation of service changes and fare changes and proposed improvements at the planning and programming stages to determine whether those changes have a discriminatory impact.

Requirement Summary: Assess the effects of the proposed fare or service change on minority and low-income populations or the alternatives available for the people affected. Describe the actions proposed to minimize, mitigate, or offset any adverse effects and determine if any of the proposals would have a disproportionately high adverse effect on minority and low-income riders.

D. TITLE VI INTERNAL MONITORING TRANSIT SERVICE PROCESS NARRATIVE

FTA Requirement: Document any disparities arising out of your monitoring processes relative to levels and quality of service. If any disparities were identified, provide a narrative describing the disparity, and the action(s) you have taken or will take to remedy the situation.

Requirement Summary: Document the utilization of the monitoring portion of your Title VI internal review process in identifying and resolving a disparity by choosing either the level of service, quality of service, or analysis of customer surveys, or locally developed procedure methods. If you conducted no monitoring, make a statement to that effect but note your future intent to do so.

To Use TransPorte

Please call TransPorte at **(219) 362-6565** to schedule your ride – tell us where you want to be picked up and where you would like to go, and the time you would like to be picked up.

TransPorte will take you anywhere you want to go within the City of La Porte and ¼ mile fringe!

Please remember TransPorte is a “shared Ride” origin to destination service. We will make every effort to serve you at the pick-up and drop-off times requested, but due to scheduling constraints this will not always be possible.

TYPES OF SERVICE AVAILABLE

TransPorte provides three types of trips:

1. Subscription trips – A pre-scheduled trip for a future date that has no end date. For example, Jane Doe needs to go to the grocery store every Saturday at 10:00 AM.

2. Scheduled trips – A pre-scheduled trip that is arranged **24 hours before** the actual trip is made. For example, John Doe schedules a trip today to go to the doctor tomorrow at 1:00 PM. This means you will need to call the Dispatcher to schedule destination trip 24 hours in advance between the hours of 6:00 AM and 8:30 PM the day before you plan to ride.

3. Demand-response trips – A trip requested for the day you call, either right away or at a later time. These trips are handled as drivers become available, after the type 1 and 2 trips are honored.

Please note: *If you fail to appear for a scheduled trip, you will be charged the fare which was due for the missed trip, as well as the fare for the trip you are making the next time you request TransPorte service. “Exceptions will be made for circumstances that were beyond your control causing the missed trip” at the Dispatchers’ or the Director’s discretion.*

FARE SCHEDULE ONE WAY TRIPS

\$3.25 – General Public

\$2.50 – Senior/Disabled

\$1.25 -- Ages 6 to 11 when riding with full fare adult. Children under 6 years ride **free** when riding with a full fare adult.

Passes are available at the TransPorte office and from TransPorte drivers. By mail, from TransPorte: 102 “L” Street, La Porte, IN 46350

10 Ride passes

\$30.00 – General

\$22.50 -- Senior/Disabled

TIPS FOR OUR RIDERS

1. Your TransPorte vehicle will arrive at the curb of your requested pick-up point. Please be there for the vehicle. The vehicle cannot wait if you are not there when it arrives.
2. Have your pass or cash ready when the vehicle stops. Please have the correct change.
3. Stay seated when the vehicle is moving. Wait for the vehicle to come to a complete stop before standing.
4. When exiting, please check to be sure you have all of your personal belongings and packages.
5. Use passes whenever possible as they are more economical!

MISSION STATEMENT

It is the mission of TransPorte, through the efforts of dedicated and well trained employees to provide all citizens and visitors with safe, reliable and efficient transportation, which continues to grow and meet their needs.

TransPorte services are provided on a non-discriminatory basis. If you believe you have been discriminated against on the basis of race, gender, age, sexual orientation, disability or national origin, you may file a complaint with TransPorte, the Director of Human Resources for the City of La Porte or directly with the U.S. Federal Transit Administration: Director, Office of Civil Rights Federal Transit Administration.

Director: Office of Civil Rights
Federal Transit Administration
400 Seventh Street, SW, Room 7412
Washington, DC 20590

“Our City’s Wheels”

Since 1973

TransPorte

A shared Ride, Origin to Destination,
Public Transportation System Using
Climate-Controlled, Handicapped
Accessible Vehicles for Safety and
Comfort.

TransPorte is convenient and easy to use!

Discounts for Seniors and Disabled Patrons:

If you are 60+ years of age and can show
proof of age then you may qualify for a dis-
count fare.

TransPorte is accessible to persons with
disabilities.

If you have a disability then you may
qualify for a discount fare.

For more information: Please call Dispatch
at **(219) 362-6565**.

TransPorte
102 L Street
La Porte, Indiana 46350
Our City's Wheels

TransPorte

102 “L” Street

LaPorte, IN 46350

Hours of Operation

6:00 AM to 9:00 PM

Monday thru Friday

8:00 AM to 4:00 PM

Saturday

Closed all major holidays

Call for a Ride: **(219) 362-6565**
(219) 362-OKOK

This brochure is available in alternate
formats by contacting TransPorte at the
number above, or by email at
transporte@cityoflaporte.com



Revised July 1, 2011

**"Las Ruedas de Nuestra Ciudad"
"Desde el 1973"**

TransPorte

Un viaje compartido, desde su punto de
partida hasta su destinación.
Sistema de Transportación Público
Utilizando Control de Clima
Vehículos Discapacitado Accesibles
para comodidad y seguridad

¡TransPorte es conveniente y fácil de usar!

**Descuentos para mayores de
edad y discapacitados**

Si usted tiene 60+ años de edad y
demuestra comprobante de edad, usted
puede calificar para un descuento.

Si usted tiene algún impedimento o
discapacidad, también puede calificar para
un descuento.

Para más información, por favor llame al
Despacho al (219) 362-6565. Para
asistencia en español llame El Puente al
(219)-575-9394.

TransPorte es accesible a personas con
impedimentos y discapacidades.

**TransPorte
102 "L" Street
La Porte, Indiana 46350**

Las Ruedas de Nuestra Ciudad

TransPorte

**102 "L" Street
LaPorte, IN 46350**

Horas de Operación:

6:00 AM a 9:00 PM

de Lunes a Viernes y

8:00 AM a 4:00 PM

los Sábados

Cerrado durante días feriados

Llame para transportación:

(219) 362-6565

Este folleto está disponible en formatos
alternos al comunicarse con TransPorte:

Teléfono: (219) 326-8274

Email: transporte@cityoflaporte.com



Revisado el 1 de julio del 2011

Para Utilizar El Servicio

Por favor llame a TransPorte al (219) 362-6565 para citar su transportación. Para asistencia en español, llame El Puente al (219)-575-9394. Díganos donde quiere que le recoja y donde quiere que le dejen. Por favor provee la hora de la recogida. TransPorte le lleva a cualquier lugar que desea ir, dentro de la ciudad de La Porte y hasta una 1/4 milla afuera de la ciudad.

Recuerde que TransPorte es un viaje que comparte con otros desde su punto de partida hasta su destinación. Haremos todo lo posible de servirle a su hora y punto de partida de preferencia, pero debido a nuestro horario, esto no siempre será posible.

Tipos de Servicios Disponible

TransPorte provee tres tipos de viajes:

1. Viajes bajo suscripción - Un viaje citado para un día en el futuro sin fecha final. Por ejemplo, María necesita ir a la tienda todos los sábados a la 10:00 AM.

2. Viaje de respuesta a su petición - Un viaje citado **24 horas antes del viaje**. Por ejemplo Juan cita un viaje hoy para ir al doctor mañana a la 1:00 PM. Esto significa que tiene que llamar al Despachador 24 horas antes de su viaje, entre las horas de 6:00 AM y 8:30 PM el día antes del día que planea viajar.

Favor de notar: Si usted no se presenta a su viaje, se le cobrará por ese y por el próximo viaje que haga utilizando los servicios de TransPorte. Excepciones serán permitidos dependiendo de circunstancias fuera de su control que le cause faltar ese viaje," a la discreción de los Despachadores o del Director.

PRECIOS PARA VIAJES

VIAJES DE IDA

\$3.25- Público en general

\$2.50 - Mayores (60 años o más)/ Discapacitados

\$1.25 - Edades de 6 a 11 años acompañados por un adulto pagando precio completo.

Niños menores de 6 años viajan gratis si acompañados de un adulto pagando precio completo.

Se puede adquirir pases en la oficina de TransPorte o de los choferes de TransPorte. También por correo, TransPorte Office: 102 "L" Street, La Porte, IN 46350.

Pases para 10 viajes

\$30.00 - General

\$22.50 Mayores (60 años o más) / Discapacitados

CONSEJOS PARA NUESTROS VIAJEROS

1. Su vehículo de TransPorte llegará a la acera de su punto de partida. Por favor esté presente para el vehículo. El vehículo no puede esperar si usted no está presente cuando él llega.

2. Tenga su pase o dinero listo cuando el vehículo pare. Por favor tenga el cambio correcto.

3. Manténgase sentado mientras el vehículo esta andando. Espere que pare completamente antes de ponerse de pie.

4. Antes de bajarse, chequee que tenga todas sus pertenencias y paquetes.

5. ¡Use los pases cuando se le haga posible ya que son más económicos!

DECLARACIÓN DE MISIÓN

Atraves de los esfuerzos y la dedicación de nuestros empleados entrenados, es la misión de TransPorte de proveerles a todos los ciudadanos y visitantes con transportación segura, confiable, y eficaz, que continúa desarrollando y cumpliendo con sus necesidades.

Los servicios de TransPorte se proveen sin discriminación. Si usted cree que ha sido discriminado a base de raza, género, edad, orientación sexual, impedimento o origen nacional, usted puede hacer una querrela con TransPorte, el Director de Servicios Humanos para la Ciudad de La Porte o directamente con la Administración Federal de Transito de E.U.:

Director: Office of Civil Rights
Federal Transit Administration
400 Seventh Street, SW Room 7412
Washington, DC 20590

City of Valparaiso

Title VI Program

V-Line/ChicaGO DASH

Submittal Date
11-11-2019

2019 Title VI Questionnaire

(REFERENCES: FTA Circular 4702.1B)

I. GENERAL REPORTING REQUIREMENTS:

A. MOST RECENTLY FILED ANNUAL TITLE VI CERTIFICATIONS AND ASSURANCES

V-Line/ChicaGO DASH Annual Title VI Certification and Assurances was approved on March 2nd, 2017.

B. COPY OF PROCEDURES FOR FILING A TITLE VI COMPLAINT and a summary for investigating and tracking Title VI complaints.

Response:

Discrimination Complaint Process

It is the policy of the City of Valparaiso to provide internal complaint and investigation procedures to encourage early solution of civil rights-based complaints within the organization and to monitor policies, practices and actions. This policy is in addition to any existing grievance and complaint procedures. The procedure is as follows:

All complaints alleging discrimination based on race, color, or national origin in a service or benefit provided by the City of Valparaiso will be directly addressed by the City of Valparaiso. The City of Valparaiso shall also provide appropriate assistance to complaints, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, the City of Valparaiso shall make every effort to address all complaints in an expeditious and through manner. Complaints must be filed within thirty (30) calendar days of the alleged discriminatory action. The complaint form (Appendix A) can be found on the City website, where bus tickets are sold, at City Hall, or by request to 219-462-1161.

A letter of acknowledge receipt of complaint will be mailed within thirty (30) days (APPENDIX B). Please note that in responding to any request for additional information, a complaint's failure to provide the requested information may result in the administrative closure of the complaint.

If the complaint is not resolved internally by the City of Valparaiso, the complaint will be forwarded to the Northwestern Indiana Regional Planning Commission for review.

- C. **LIST OF ALL ACTIVE TITLE VI INVESTIGATIONS, LAWSUITS OR COMPLAINTS** naming your organization which allege discrimination on the basis of race, color, or national origin with respect to transit service or other allegation, status of investigation, lawsuit or complaint, and actions taken in response (including whether or not the parties involved have entered into a consent decree).

Response: NONE

- E. **COPY OF PLAN OR POLICY FOR PROVIDING LANGUAGE ASSISTANCE FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY.**

Describe how information and programs are accessed for those individuals who are Limited English Proficient (LEP). Include the actions taken to ensure the benefits, resources and services are provided to them. If a plan does not exist, provide a policy or description on how this is performed.

Response:

When requested by an individual(s) who is Limited English Proficient, the City of Valparaiso will contact the Valparaiso University Office of International Programs. The Office of International Programs will translate the requested information as needed. The partnership is in accordance to the City's Limited English Proficiency Policy (Appendix C). 100% of V-Line riders who complete a survey in 2013 reported English as the preferred language for information on the buses.

- F. **COPY AND DESCRIPTION OF NOTIFICATION TO THE PUBLIC OF PROTECTION UNDER TITLE VI.**

Describe how the agency provides information regarding Title VI obligations (programs operated without regard to race, color, and national origin) to the public. List and describe the media tools used to post and distribute this information. (Media tools can include but not limited to websites, bus postings, brochures, complaint forms.)

Response:

As a recipient of funds, the FTA, the City of Valparaiso must provide an opportunity for public comment prior to the implementation of significant service changes, thus, the City of Valparaiso has developed a fare and service change policy. The purpose of this policy is to achieve environmental justice by reviewing any fare or service change to the transportation services that has the potential to adversely impact minority and low-income populations. The policy includes the frequency and timing of public notices for service or fare changes.

Attached as Appendix D is an example of a Notice to the Public about a Public Hearing. Attached as Appendix E, please find a copy of the Public Comment Policy for Permanent Service/Route Design and Fare Increase and the Temporary Route Policy. Appendix H is a copy of the posting onboard all V-Line and ChicaGO DASH buses.

To ensure equal access public hearing notices are posting using various media. Public notices are published on the City's website, at City Hall, Facebook, on the Valparaiso Transit bus tracker application, and the newspapers. Additional notices maybe placed in bus shelters, at the library.

II. PROGRAM SPECIFIC REQUIREMENTS FOR GRANTEES IN URBANIZED ZONE AREAS OF 200,000 OR MORE:

A. COLLECTION OF DEMOGRAPHIC DATA.

FTA Requirement: Submit maps and charts demonstrating the collection and analysis of racial and ethnic data showing the extent to which members of minority groups are beneficiaries of programs receiving Federal financial assistance.

Requirement Summary: Submit the following; demographic and service profile maps and charts, survey information on customer demographic and travel patterns, and/or a locally developed alternative.

Response:

Maps of census tracts within Valparaiso Transit service areas showing minority population percentages. Data source is the US Census Bureau's 2010 Census.

See Appendix F and Appendix E's subsection "Level and Quality of Service Monitoring" of the City's collection of demographic data.

B. MODIFIED SYSTEMWIDE SERVICE STANDARDS AND POLICIES.

FTA Requirement: Submit a copy of systemwide service standards and policies. Describe the impact of the service standard or policy changes on the minority community, if any. Changes resulting in an adverse impact upon the minority community must be identified, including the actions the agency has taken or will take to eliminate, minimize or mitigate the adverse impact. If there have been no changes in service standards and policies within this timeframe, please respond accordingly.

Requirement Summary: Submit a complete copy of your system wide service standards and policies including standards for on-time performance and transit security.

Briefly describe the impact of each change on minority communities in your service area. If any change resulted in adverse impacts on minority communities, describe actions taken (or to be taken) to eliminate, minimize, or mitigate these adverse impacts.

Response:

No changes have been made to the V-Line routes. Reference appendix E for to review the City's systemwide service and policies.

C. **SYSTEMWIDE SERVICE AND FARE CHANGES**

FTA Requirement: Submit an equity evaluation of service changes and fare changes and proposed improvements at the planning and programming stages to determine whether those changes have a discriminatory impact.

Requirement Summary: Assess the effects of the proposed fare or service change on minority and low-income populations or the alternatives available for the people affected. Describe the actions proposed to minimize, mitigate, or offset any adverse effects and determine if any of the proposals would have a disproportionately high adverse effect on minority and low-income riders.

Response: Attached as Appendix D, a copy of the Public Comment Policy for Permanent Service/Route Design and Fare Increase and Temporary Route Change Policy is provided.

Surveys are available on all service revenue vehicles at all times. The V-Line will continue to review the surveys and adjust as needed.

D. **TITLE VI INTERNAL MONITORING TRANSIT SERVICE PROCESS NARRATIVE**

FTA Requirement: Document any disparities arising out of your monitoring processes relative to levels and quality of service. If any disparities were identified, provide a narrative describing the disparity, and the action(s) you have taken or will take to remedy the situation.

Requirement Summary: Document the utilization of the monitoring portion of your Title VI internal review process in identifying and resolving a disparity by choosing either the level of service, quality of service, or analysis

of customer surveys, or locally developed procedure methods. If you conducted no monitoring, make a statement to that effect but note your future intent to do so.

Response: Reference Appendix G for the full list of Internal Monitoring Processes and results of the City's Monitoring.

E. **IMPACT OF TRANSIT CONSTRUCTION AND MAJOR MOBILITY IMPROVEMENT ACTIVITIES.**

FTA Requirement: Submit a list of construction and major mobility improvement activities currently in the TIP and provide a discussion of the impact (of the projects) on the minority community. If this information has already been provided to the FTA regional office in an environmental impact statement (EIS), environmental assessment (EA), or planning study, provide only the document name and page numbers which reference these projects.

Requirement Summary: This requirement applies only to operators with major construction and mobility improvement projects in the current (2014-2017) TIP. Provide the list of projects and assessment of the projects' impact on minority communities. If the impact information has already been submitted to FTA, cite the document name and page numbers.

(For NICTD only)

Response:

Not applicable

Appendix A: Title VI Complaint Form

Title VI Complaint Form

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that “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. (41 U.S.C. Section 2000d).

The Environmental Justice component of Title VI guarantees fair treatment for all people and provides for the City of Valparaiso to identify and address, as appropriate, disproportionately high and adverse effects of its programs, policies, and activities on minority and low-income populations, such as undertaking reasonable steps to ensure that Limited English Proficiency (LEP) persons have meaningful access to the programs, services, and information the City of Valparaiso provides.

The City of Valparaiso works to ensure non-discriminatory transportation in support of our mission to be the Northwest Indiana leader in providing effective, coordinated and integrated multimodal transportation solutions to enhance the social and economic quality of life for all Valparaiso citizens. The City of Valparaiso Transportation Manager is responsible for Civil Rights Compliance and Monitoring to ensure non-discriminatory provision of transit services and programs.

Name _____

Home Number _____ Email Address _____

Work Number _____

Address _____

City _____ Zip Code _____

List type of discrimination (please check all that apply)

Race Color

National Origin Other _____

Please indicate your race/color, if it is a basis of your complaint _____

Please describe your national origin, if it is a basis of your complaint _____

Location where incident occurred: _____

Time and date of incident: _____

Name/Position title of person who allegedly subjected you to Title VI discrimination:

-1-

Briefly describe the incident (use a separate sheet, if necessary): _____

Did anyone else witness the incident? Yes () No ()

List witnesses. (Use a separate sheet, if necessary)

Name _____

Address _____

Telephone Number _____

Name _____

Address _____

Telephone Number _____

Have you filed a complaint about this incident with the Federal Transit Administration?

Yes () No ()

If yes, when? _____

I hereby swear/affirm that the information that I have provided in this Title VI Complaint Form is true and correct to the best of my knowledge, information and belief.

Your Signature:	Today's Date:
Action taken (to be completed by Title VI Investigator):	
Accepted for formal investigation on ____/____/____	Referred to another department on ____/____/____
Rejected because _____	

Title VI Investigator

Today's Date

This form is available in alternate format upon request.

If you need assistance in completing this form please contact Don Lorntzen, Transportation Manager, (219)-462-1161. Dlorntzen@valpo.us

Appendix B: Sample Receipt Letter

Sample Letter Acknowledging Receipt of Complaint

Date:

Mr. Doe
000 Main Street
Valparaiso, IN 46383

Dear Mr. Doe

This letter is to acknowledge receipt of your complaint against the City of Valparaiso alleging

An investigation will begin shortly. If you have any additional information you wish to convey or questions, concerning this matter, please feel free to contact this office by phone at _____, or by writing to the following address.

Title VI Coordinator
City of Valparaiso
City Administrator
166 Lincolnway
Valparaiso, IN 46383

Thank you,

Appendix C

Limited English Proficiency Policy Statement and Available Resources

Title VI of the Civil Rights Act of 1964 U.S.C 2000d, et seq., provides that no person shall be subject to discrimination on the basis of race, color, or national origin under any program or activity that receives Federal financial assistance. Title VI and its implementing regulations require that FTA recipients take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP). To that end, The City of Valparaiso (V-Line and ChicaGO DASH) provides translation and interpretation service free of charge upon request by calling 219-462-1161

Approved by the Valparaiso Board of Works and Safety on May 26th, 2011

Attention: Public Hearing Notice

A Public Hearing will be held on _____, 10 a.m. at Valparaiso City Hall to discuss the proposed permanent route changes to the Yellow and Green routes as the routes currently operate. The Yellow route will operate on Bullseye Lake road from Campbell Street to Calumet Avenue. The Yellow Route will extend service from Vale Park Road to Valparaiso Street and connect to Wall Street. The Green Route will extend service on Sturdy Road from Chicago Street to LaPorte Avenue. Service on the Chicago Street from Sturdy Road to Silhavy would be eliminated.

Reasonable Accommodations Provided: Valparaiso City Hall is ADA accessible; designated parking is available. Please let us know five (5) days in advance of the meeting if you need additional reasonable accommodations. Contact: Tyler Kent, Transit Director at 219-462-1161.

Written or Taped Comments will be Accepted in advance of the meeting and for 2 days after the meeting. Send to Don Lorntzen at Dlorntzen@valpo.us or **City of Valparaiso, 166 Lincolnway, Valparaiso, IN 46383.**

****Requests for alternate formats please contact Don Lorntzen at Dlorntzen@valpo.us or 219-462-1161. ****

Appendix E

PUBLIC COMMENT POLICY FOR SERVICE/ROUTE DESIGN AND FARE INCREASES

APPROVED BY THE VALPARAISO BOARD OF WORKS, February 28, 2013

The V Line and Chicago Dash allow for a public comment period before increasing fares, adding new permanent routes, or eliminating permanent routes. All of the aforementioned permanent changes are subject to approval by the Board of Public Works and Safety of the City of Valparaiso, Indiana (“BOW”) in accordance to FTA regulations.

Permanent Route Changes: a route modification that permanently decreases the route by a minimum of ten percent of the total original route miles, the creation of a new permanent route or a permanent elimination of an existing route.

Before permanently adding new routes or permanently extending routes into areas without service, Staff will publicize through legal notices, and public hearings to obtain additional input. Based upon public input, staff makes recommendations to the BOW which will approve or deny permanent changes.

Public notices will be posted on all City buses, at all published map locations, City Hall, and the V Line and/or ChicaGo Dash websites. A hearing will be set to eliminate a permanent route when funding is cut or the route fails to meet the criteria established in the *City of Valparaiso Performance Standards Policy*, (See Appendix A).

The V Line and/or ChicaGo Dash staff will e-mail public notices to the City of Valparaiso Planning Department and post the public notice on the information located inside of City Hall’s main doors at least ten days prior to the public hearing.

V Line and/or ChicaGo Dash staff will advertise public hearings in *The NWI Times* and/or *Post Tribune* Legal Section at least ten days prior to the meeting. The legal notice shall include a detailed description of the changes including street names, the meeting's date, time, and location. V Line and/or ChicaGo Dash staff may elect to publish an advertisement in *the NWI Times* or in other local newspapers as an invitation to the hearing.

The permanent changes will be posted in Valparaiso City Hall, at all published map locations, on the V Line and/or ChicaGo Dash websites, and in the City buses for a minimum of two weeks prior to the public hearing, with an invitation to attend the public hearing.

Public hearings are held in Valparaiso City Hall before members of the BOW. Hearing comments are tape recorded. The BOW Chairman calls the hearing to order and takes comments in order of the names on the sign-in sheet that is passed around prior to the meeting call to order. After the people who signed in have spoken, the chairman asks if there are comments from those who did not have the chance to sign in. During these hearings, people are granted one opportunity to speak. The BOW may ask questions of those who speak and of staff in order to render a decision.

Amended by the Valparaiso Board of Works on February 28, 2013.

Appendix A

CITY OF VALPARAISO PERFORMANCE STANDARDS POLICY

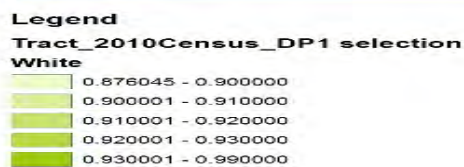
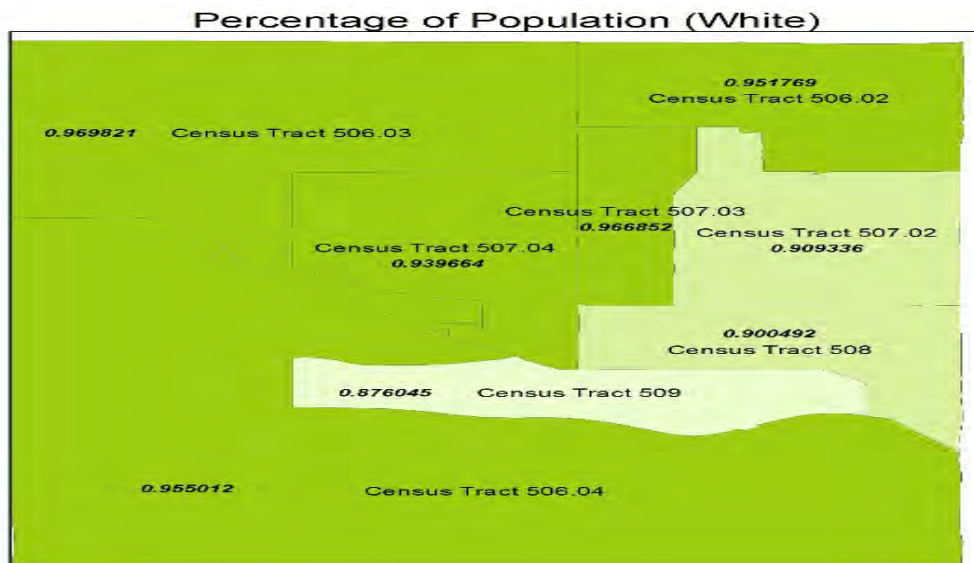
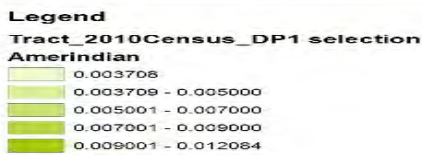
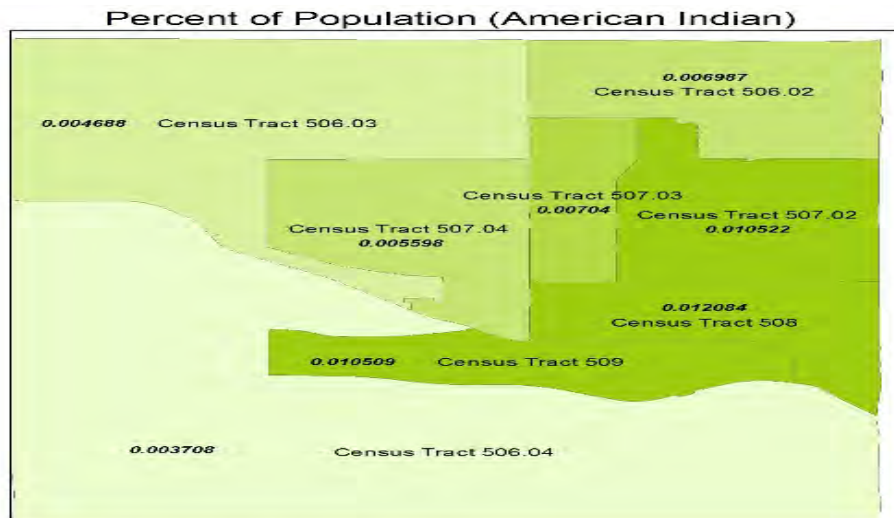
Pursuant to the policies of the City of Valparaiso, Indiana, , the V Line Fixed Route Deviated System is subject to performance standards set to reflect local goals and transit industry standards for each category. If a route is not meeting the standards, a public hearing may be called to take comments regarding eliminating and/or changing a route. The performance standards of the Board of Public Works and Safety of the City of Valparaiso, Indiana (“BOW”), are as follows:

1. **Revenue per Service Mile.** This is one means of measuring the efficiency of the system. Acceptable performance is established at 60 percent of the system average.
2. **Revenue to Cost Ratio.** This measure is the primary efficiency indicator of the system. It is the percentage of operating costs that are recovered by revenue. Acceptable performance is established at 60 percent of the system average.
3. **Passengers per Service Mile.** The number of passengers per route service mile is an indicator of the effectiveness of the system. Acceptable performance is established at 60 percent of the system average.
4. **Passengers per Service Hour.** Another way of measuring the effectiveness of the system is the number of passengers per hour. Acceptable performance is established at 60 percent of the system average.

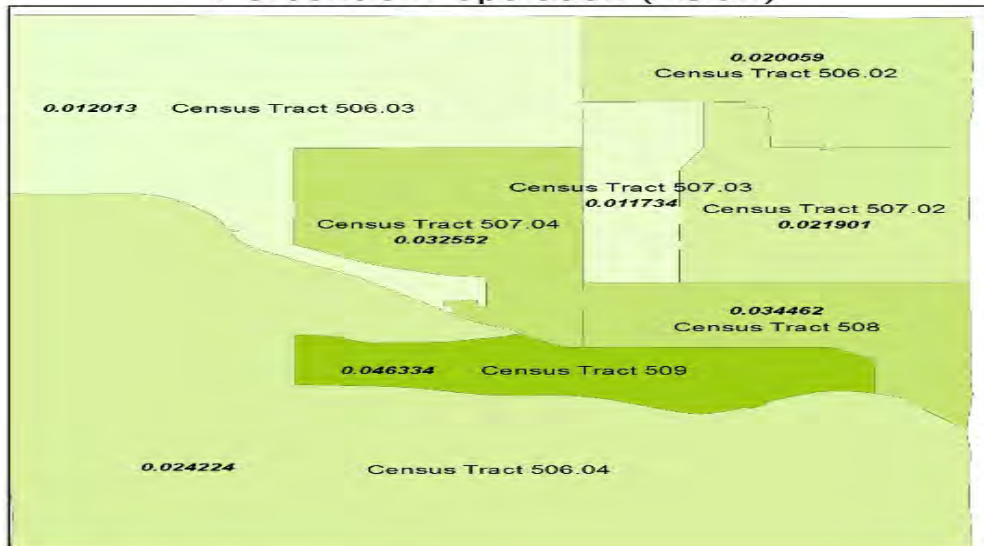
The performance measures are used in designating substandard routes, which are subject to appropriate measures for improving their performance. In conducting the Semi-Annual Route Analysis, the following special considerations are also used in making recommendations for deletions or modifications of routes:

1. No route shall be discontinued where such action can be reasonably expected to cause a significant negative impact upon the remainder of the system.
2. The BOW may waive the previous provisions and establish special goals and provisions for experimental routes.
3. An experimental route that fails to meet the specific goals that were established for it may be designated as substandard and terminated.
4. Any route may be modified or terminated as directed by the BOW, thereby superseding any or all of the provisions that would be otherwise applicable.

Appendix F: Demographic Maps, Ridership, and Riders Surveys



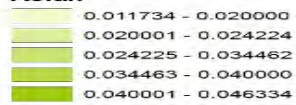
Percent of Population (Asian)



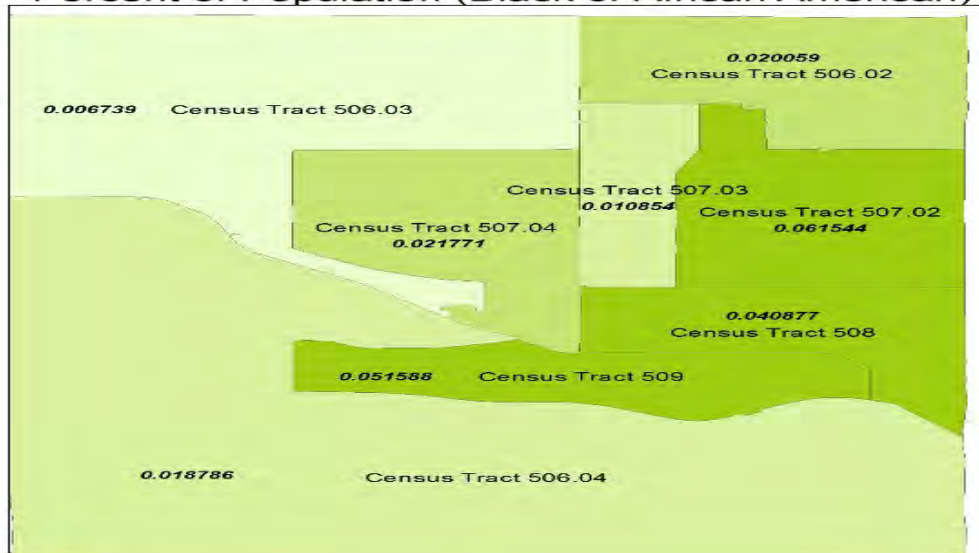
Legend

Tract_2010Census_DP1 selection

Asian



Percent of Population (Black or African American)



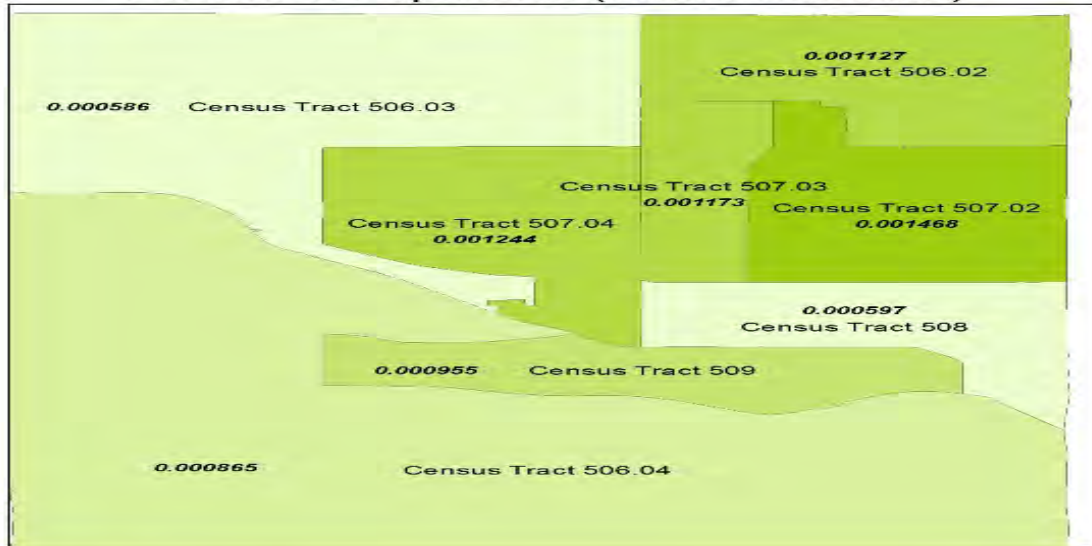
Legend

Tract_2010Census_DP1 selection

Black



Percent of Population (Native Hawaiian)



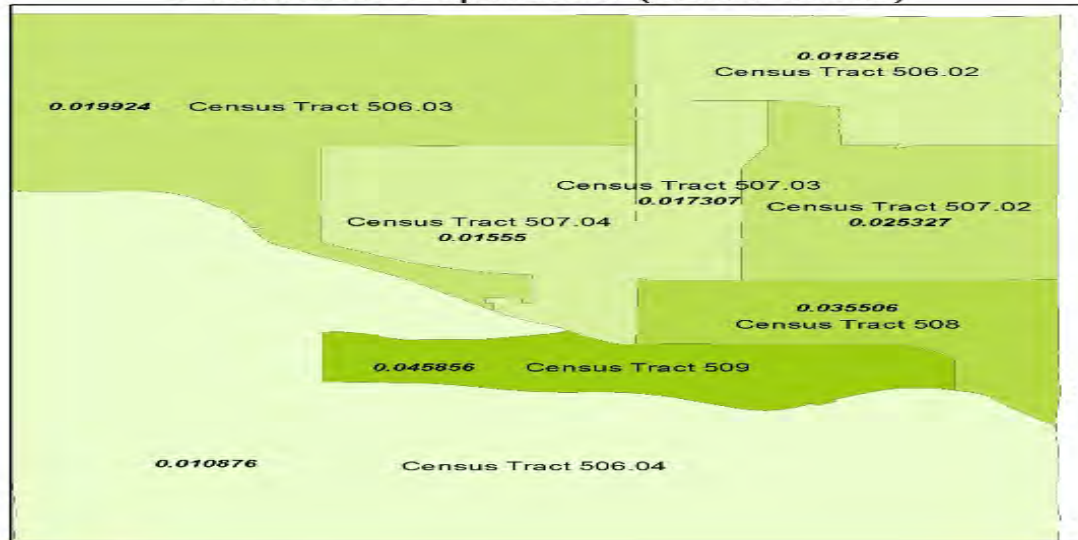
Legend

Tract_2010Census_DP1 selection

Native Hawaiian



Percent of Population (Other Race)



Legend

Tract_2010Census_DP1 selection

Other



Four Factor Analyses:

The following data was provided by surveys from the V-Line riders and ridership stats.

V-Line Ridership

2007	6,885
2008	52,994
2009	63,790
2010	72,001
2011	87,718
2012	100,586
2013	124,195
2014	131,480
2015	131,549
2016	121,556
2017	111,979
2018	108,732

ChicaGO DASH Ridership

2009	18,205
2010	32,260
2011	46,349
2012	47,986
2013	55,037
2014	62,491
2015	64,709
2016	61,368
2017	56,948
2018	63,309

On-Time Performance of the V-Line Service (needs improvements 1 – 10 good as it gets)

80% of the V-Line riders rate the V-Line the on-time performance on 8 or better.

16% of the V-Line riders rated the on-time performance between 4-7.

4% of the V-Line riders rated the on-time performance between 0-3.

How often your V-Line bus route runs on weekdays (needs improvement 1 -10 good as it gets)

78% of the V-Line riders rated the frequency of weekday service an 8 or better.

16% of the V-Line riders rated the frequency of weekday service between 4-7.

6% of the V-Line riders rated the frequency of the weekday service between 1-3.

How often you V-Line bus route runs on weekends (needs improvement 1 -10 good as it gets)

67% of V-Line riders rated the frequency of weekend service an 8 or better.

27% of V-Line riders rated the frequency of the weekend service between 4-7.

6% of the V-Line riders rated the frequency of the weekend service between 1-3.

How old are the V-Line riders?

0% Under 16 years

32% 16 – 25 Years

13% 26 – 35 years

25% 36 – 50 years

30% 50+

Are you male or female?

69% Female

31% Male

V-Line riders consider themselves

10% African American

4% Hispanic/Latino

69% Caucasian/White

2% American Indian

Appendix G: Title VI Internal Review and Supplemental Title VI Standards

City of Valparaiso Title VI Internal Review Process Components

Purpose: Section 601 of the Title VI of the Civil Rights Act of 1964 states the following: “No person in the United States shall on the grounds of race, color, or national origin, be excluded from participation under any program or activity receiving federal financial assistance.”

To achieve this purpose, each federal department and agency which provides financial assistance for any program or activity is authorized and directed by the Department of Justice to effectuate provisions of Title VI for each program or activity by using generally applicable rules, regulations, or requirement. In this regard, the responsibility of the Federal Transit Administration is to ensure that federally supported transit service and related benefits are distributed by applicants, recipients, and sub recipients of Federal Transit Administration assistance on a manner consistent with Title VI. The employment practices of a grant applicant, recipient are also covered under Title VI if the primary purpose of the FTA-support program is to provide employment or those employment practices would result in discrimination against beneficiaries of FTA-assisted services and benefits.

City of Valparaiso Title VI Employment Policy

The City of Valparaiso complies with all aspects of governmental regulations concerning equal employment opportunity and affirmative action. It aggressively promotes an atmosphere which assures all persons the opportunity to succeed on his/her own merits regardless of race, color, sex, religion, national origin, ancestry, age or disability.

The City of Valparaiso’s equal employment policy as stated in the Employee Handbook reads as follows:

The City of Valparaiso is committed to providing equal employment opportunities for all applicants and employees. Applicants and employees shall be treated fairly and equally. Employment decisions will comply with all applicable state and federal discrimination laws, and made without regard to race, color, gender, sex, sexual orientation, religion, national origin, age, disability, veteran’s status, political affiliation, or citizenship. In addition, the City will not tolerate any discrimination, by anyone, including but not limited to, co-workers, supervisors, department heads, elected or appointed officials, vendors and the general public. This policy applies to all employment decisions including, but not limited to, recruiting, hiring, compensation, training, promotion, termination and all other terms and conditions of employment. Any employee who believes that they have witnessed or has been subject to discrimination has a duty to immediately report the incident to Valparaiso Human Resources Department in accordance to this policy.

It is the official policy of the City to:

1. Recruit, hire and promote for all job classifications without regard to race, color, sex, religion, national origin, ancestry, age, sexual orientation, political affiliation, veteran's status, or disability.
2. Base decisions on employment so as to further the principles of equal employment in accord with the City's affirmative action plan.
3. Insure that promotion decisions are in accord with the principles of equal employment opportunity by imposing only job-related requirements for promotional opportunities.
4. Acknowledge its intent to abide by this policy by including the words "Equal Employment Opportunity Employer" in all recruitment advertising, and on all City letterhead.
5. Insure that all other personnel actions such as compensation, benefits, transfers, layoffs, return from layoff, education, City sponsored training, tuition assistance, social and recreational programs, will be administered without regard to race, color, sex, veteran's status, sexual orientation, religion, national origin, ancestry, age, political affiliation or disability.
6. Special meetings will be held at least annually with executive, management and supervisory personnel to explain the intent of the City's equal employment opportunity policy, and individual responsibility for effective implementation, and clarify the City's position on equal employment opportunity. The date of these meetings will be recorded and specified in the City's EEO/Affirmative Action Plan.

Title VI Service Policy

As a recipient of FTA assisted benefits, The City of Valparaiso shall insure that any person who is, or seeks to be, a patron of any public vehicle which is operated as a part of, or on conjunction with, a project shall be given the same access, seating and other treatment with regard to the use of such vehicle as other persons without regard to race, color or national origin.

It shall not discriminate against any person or group of persons with regard to the availability of quality of transportation service furnished as part of the project on the basis of race, color, or national origin. Frequency of service, age, quality and numbers of vehicles assigned to specific areas shall not be determined on the basis of race, color, or national origin.

It shall ensure that opportunities to participate in the transit planning and decision-making processes are provided to persons without regard to race, color, or national origin.

Title VI Fare and Service Change Policy

As a recipient of funds from the Federal Transportation Administration, the City of Valparaiso must provide an opportunity for public comment prior to implementation of significant service changes, Thus, the City of Valparaiso has developed a fare and service change policy. The purpose of this policy is to achieve environmental justice by reviewing any fare or service change to the transportation services that has the potential to adversely impact minority and low-income populations.

This policy affects any proposed temporary or permanent fare increases or proposed major service reduction. This includes a reduction in service span, days of week, or the frequency of the service.

In the case of a service reduction, the City of Valparaiso and the Northwestern Indiana Regional Planning Commission will review the matter to determine if the intent of the Title VI program or of any agreement between the City of Valparaiso and the Northwestern Indiana Regional Planning Commission is affected.

In the event of any changes to fare and services the City of Valparaiso will provide notification as follows:

- The public shall be notified by the City of Valparaiso of the proposed change by posting a notice at The City of Valparaiso business office for a period of thirty (30) calendar days prior to the effective date if the change.
- The City of Valparaiso shall post the notice on all revenue vehicles for a period of thirty (30) calendar days prior to the effective date of the change.
- The City of Valparaiso shall deliver to the Northwestern Indiana Regional Planning Commission a copy of the notice at least thirty (30) calendar days prior to the effective date of the change.
- The notice shall contain information describing the proposed fare increase or service reduction, the service area affected, and the effective date of the change.
- The City of Valparaiso shall adhere to any applicable federal or state laws and regulations concerning notifications.
- The notice may be combined with the notification of the public hearing.

A public hearing shall be held at a convenient time and place for the public. More than one such hearing may be necessary, because of travel distance or time of day. An evening or weekend hearing maybe necessary, for example, to hear comment from service users who largely work during the day.

The following procedures shall be followed by the City of Valparaiso regarding the public hearing:

- The hearing shall be held in a place accessible to the disabled.
- In order for the City of Valparaiso to consider views and comments made by the public, the public hearing is to take place at least fourteen (14) calendar days prior to the effective date of the service change. This will allow for a reconsideration of the proposed change in the face of significant public opposition.
- A legal notice, issued by the City of Valparaiso announcing the public hearing, shall be published in the Northwest Indiana Times in the general circulation in each county in which the service change is to take place. Publication shall be twenty-one (21) calendar days of the effective date of the service change. The notice(s) shall appear between seven (7) and fourteen (14) days prior to the date of the hearing.
- The notice of the public hearing shall also be posted at Valparaiso City Hall and on all revenue vehicles as least seven (7) calendar days prior to the date of the hearing.

- Notification of the public hearing, including the legal notice(s) and posting, shall indicate the time, date, place and purpose of the hearing. The service change shall be described in adequate detail. Including in such notifications shall be an offer to employ a signer for deaf upon request. Such notifications shall also state that written views and comments will be accepted at Valparaiso City Hall.
- An address, telephone number and name of contact person for the City of Valparaiso and the Northwestern Indiana Regional Planning Commission shall appear in the notifications.
- A court report shall provide a written transcript of the hearing proceedings and shall deliver a transcript of the proceedings to the City of Valparaiso and to the Northwestern Indiana Regional Planning Commission as least seven (7) days prior to the effective date of the service change.
- All costs of the public hearing included legal notices, court reported, signer, etc. are the responsibility of the City of Valparaiso.

The City of Valparaiso Contractor Compliance Provision

As the City of Valparaiso contracts with private providers to operate its transit services, the following provisions are included in all service contracts:

The City of Valparaiso, in accordance with Title VI of the Civil Rights Act of 1964, 78 STAT.252,42 U.S.C 2000D to 2000D-4 and Title 49, Code of Federal Regulations, Department of Transportation, Sub-Title A, Office of the Secretary, Part 21, Nondiscrimination in Federally Assisted Programs of Transportation issued pursuant to such act, hereby notifies all contractors that it will affirmatively insure that, in regard to any contract entered into, minority business enterprises will not be discriminated against on the grounds of race, color, sex, or national origin.

The City of Valparaiso receives federal financial assistance to carry out programs under the Federal Transit Administration Act of 1964, as amended. Scheduling, quality of service, frequency of service, age and quality of vehicles assigned to an era, may not be determined on the basis of race, color, sex, or national origin.

During the performance of the contract, the contractor for itself, its assignees and successors in interest agree to comply with the regulations relative to nondiscrimination in federally assisted programs of the Department of Transportation Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time (hereinafter referred to as the regulations), which are herein incorporated by reference and made part of the contract between the contractor and the City of Valparaiso.

The contractor, with regard to work performed during the contract, shall not discriminate on the grounds of race, color, or national origin in the selection and retention of subcontractors, including procurement materials and leases of equipment. The contractor shall not participate either directly or indirectly in the discrimination prohibited by Section 21.5 of the regulations, including employment practices when the contract covers a program set forth in appendix b of the regulations.

The following procedures shall be adhered to by the contractor to comply with Title VI of the Civil Rights Act in regard to equal employment opportunity.

- In all solicitations either by competitive bidding or negotiations made by the contract for work to be performed under a subcontract, including procurements of materials or leases of equipment, each potential subcontractor or supplier shall be notified by the contractor of the contractor's obligations under this contract and all regulations relative to nondiscrimination on the grounds of race, color, or national origin.
- The contractor will not discriminate against any employee or applicant for employment because of race, creed, color, age, sex, disability or national origin. The contractor will take affirmative action to ensure that applicants are employed and that employees are treated during employment without regard to their race, religion, color, sex, age, disability or national origin. Such action shall include, but not limited to: employment, upgrading, demotion or transfer, recruitment or recruitment of advertising, layoff or termination, rates of pay or other compensations and selection of training, including apprenticeship.
- The contractor will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to race, religion, color, sex, age, disability, or national origin.
- The contractor will comply with all provisions of Executive Order 11246 of September 24, 1965, and with rules, regulations, and relevant orders of the Secretary of Labor.
- The contractor will furnish all information and reports required by Executive Order 11246 of September 24, 1965, and by rules, regulations, and orders of the Secretary of Labor, or pursuant thereto and will permit access to his/her books, records and accounts for the purpose of investigation to ascertain compliance with such rules, regulations and orders.

In the event of the contractor's noncompliance with the nondiscrimination clauses of this contract, or with any said rules, regulations or orders, the contract may be cancelled, terminated or suspended in whole or in part, and the contractor may be declared ineligible for further government contracts in accordance with procedures authorized by Executive Order 11246 of September 24, 1965, and such other sanctions may be imposed and remedies invoked as provided by Executive Order 11246 of September 24, 1965, or by rule, regulation, or otherwise provided by law.

The Contractor must also follow these same aforementioned provisions in any subcontract or purchase order issued to fulfill the contract held with the City of Valparaiso. This will ensure that such provisions will be binding upon each subcontractor or vendor as the administering agencies may direct as a means of enforcing such provisions, including sanctions for noncompliance. This provision will apply unless exempted by rules, regulations or orders of the Secretary of Labor issued pursuant to Section 204 of Executive Order 11246 of September 24, 1965.

In the event a contractor becomes involved in or is threatened with litigation with subcontractor or vendor as a result of such directions by the administering agency, the contractor may request the United States to enter litigation to protest the interests of the United States.

The City of Valparaiso Service Standards

The primary service area for the V-Line bus are all areas located within $\frac{3}{4}$ of a mile of the City of Valparaiso. The ChicaGo Dash transit service provides service from the Valparaiso Village Station located at 58 South Campbell Street to the Loop in Downtown Chicago. The service standards set forth by the City of Valparaiso are documented as follows:

- All passengers are treated with courtesy.
- No discrimination in providing service or employment based upon age, sex, race or religion.
- Service is provided to as many persons in need within the constraints of the resources available.
- Written service policies are available and communicated to the passengers
- Fee schedule is published, and fees applied consistently, if fees are charged.
- Waiting time is minimized.
- Drivers are identified as representatives of the service provider organization.
- Passengers and community feedback is solicited through surveys.

To monitor compliance with Title VI, The City of Valparaiso uses the following factors:

- **Vehicle Load** – The vehicle load factor is a ratio of the number of seats on a vehicle to the number of passengers. The load factor is an indicator of the extent of probable overcrowding or the need for additional vehicles. As a service standard, the load factor is determined by taking the number of seats available in a specific area and dividing that into the number of passengers that are actually carried during a trip.
- **Vehicle Assignment** – Vehicle assignment refers to the process by which transit vehicles are assigned throughout the City of Valparaiso Service.
- **Vehicle Headway** – Vehicle headway is a measurement of the time interval between two vehicles traveling in the same direction on the same route. The frequency of service is a general indicator of the level of service provided along a route and a factor in the calculation of the amount of travel time expended by a passenger to reach his/her destination.

The City of Valparaiso Title VI Internal Review Process

The Title VI internal review process has not been implemented in any decision-making process but will be used in the future. The City of Valparaiso is included in the NIRPC planning process.

The City of Valparaiso Compliance Monitoring

The internal monitoring process ensures that the level and quality of service is consistent among different user groups, and the degree to which service is responsive to minority needs.

Level and Quality of Service Monitoring:

The City of Valparaiso's internal guidelines for making a determination of compliance with Title VI include two types of monitoring; level of service monitoring and quality of service monitoring. To aid in this monitoring and in compliance with the Federal Transit Administration

Title VI guidelines, the City of Valparaiso uses the following demographic and service profile information:

- 2000 Census Tract Map for the City of Valparaiso
- 2000 Census of Population by Race for the City of Valparaiso

Using the data from the 2000 Census and other sources selected demographic characteristics for the City of Valparaiso are summarized as follows:

- The highest number of low income and working poor households are found in the area West of Sturdy Road, East of Hayes Leonard Road, South of Lincolnway and North of Morthland.
- The area West of Sturdy Road, East of Hayes Leonard Road, South of Lincolnway and North of Morthland account for the majority of households without automobiles.

The Census information can be found in the appendix of this report.

1. Level of Service Monitoring

The City of Valparaiso service area for the V-Line bus are all areas located within $\frac{3}{4}$ of a mile of the City of Valparaiso. The ChicaGo Dash transit service provides service from the Valparaiso Village Station located at 58 South Campbell Street to the Loop in Downtown Chicago.

The following is a list of tracts within the City of Valparaiso’s service area and the percent of vehicles assigned to these tracks.

Tract	% of African Americans	% of Asian	% Of Vehicles
507.1	>1	2	33
507.2	2	1	66
508	2	1	100
509	3	1	100

No less than 33% of all census tracts within the City of Valparaiso’s service area are evaluated to determine the level of service provided within each respective area. In addition to determining the level of service provided within the service areas, this evaluation includes an assessment of the factors identified as service standards for the City of Valparaiso, which include load factors, vehicle assignment, and vehicle headways to obtain access to transit. The City of Valparaiso service standards are then compared to the information obtained in the evaluation to determine if the evaluation identifies any instances in which the service provided to minority areas does not meet the City of Valparaiso service standards.

2. Quality of Service Monitoring

Making the City of Valparaiso more responsive to rider’s needs is a continuing process that requires input from our riders. Thus, to comply with Title VI, a survey is conducted

to determine travel patterns and opinions on the quality of service provided. Although the survey is conducted system wide, specific data is compiled from four (4) census tracts. This data includes passenger responses relative to the quality of service provided by the City of Valparaiso, travel patterns of transit users in the census tracts, a summary of comments regarding transit service, and the identification of the top three most-traveled destinations using the following:

- Average travel time to destination
- The number of stops and/or length of time before reaching destination
- The total cost of the trip to the destination
- The cost per mile to reach the destination

A comparison of the survey results relative to the selected tracts is conducted to determine if the quality of service within minority tracts is comparable to that which is provided in non-minority tracts.

Frequency of Monitoring

Biennial Title VI reviews are conducted in conjunction with the Northwestern Indiana Regional Planning Commission biennial review process.

Title VI Administration

Questions regarding Title VI or potential discriminatory practices or matters within the scope of employment are directed to the GM of the contracted service provider, and the City of Valparaiso Transportation Manager.

Discrimination Complaint Process

It is the policy of the City of Valparaiso to provide internal complaint and investigation procedures to encourage early solution of civil rights-based complaints within the organization and to monitor policies, practices and actions. This policy is in addition to any existing grievance and complaint procedures. The procedure is as follows:

All complaints alleging discrimination based on race, color, or national origin in a service or benefit provided by the City of Valparaiso will be directly addressed by the City of Valparaiso. The City of Valparaiso shall also provide appropriate assistance to complaints, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, The City of Valparaiso shall make every effort to address all complaints in an expeditious and thorough manner. Complaints must be filed within thirty (30) calendars days of the alleged discriminatory action.

A letter of acknowledgment receipt of complaint will be mailed within thirty (30) days (Appendix A). Please note that in responding to any request for additional information, a complaint's failure to provide the requested information may result in the administrative closure of the complaint.

If the complaint is not resolved internally by the City of Valparaiso, the complaint will be forwarded to the Northwestern Indiana Regional Planning Commission for review.

Definitions

1. Applicant means an eligible public or organization that submits application for financial assistance under any FTA Program.
2. Closed-Door Route Segment means that portion of a transit route in which there are not bus stops to board or disembark.
3. Compliance refers to a condition in which FTA has found that the applicant, recipient, or subrecipient has met the requirements in this circular, and there is no indication or evidence of discrimination on the basis of race, color, or national origin.
4. Contractor means any entity or organization which has entered into a contract relating to transit service delivery with an applicant, recipient, or subrecipient.
5. Covered Employment Practices refers to practices under federally assisted programs in which the primary objective of the federal financial assistance is to provide employment or if those practices would result in discrimination on the basis of race, color, or national origin against beneficiaries of federally assisted services and benefits.
6. Discrimination refers to any intentional or unintentional act, or any failure to act, which has the effect of excluding or denying a person from participation in benefits or has otherwise subjected a person to unequal treatment under any program or activity because of race, color, or national origin.
7. Minority or Minority Group Persons include the following:
 - a. African Americans,” which include persons having origins in any of the Black racial groups of Africa;
 - b. “Hispanic Americans,” which include persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin, regardless of race;
 - c. “Native America,” which include persons who are American Indians, Eskimos, Aleuts, or Native Americans;
 - d. “Asian-Pacific Americans,” which include persons whose origins are Japan, China, Korea, Vietnam, Laos, Cambodia, the Pacific, and Northern Marianas;
 - e. “Asian-Indian American,” who include persons whose origins are from India, Pakistan, and Bangladesh.
8. Minority Transit Route means a route that has at least 1/3 of its total route mileage in a census tract(s) or traffic analysis zone(s) with a minority population in the transit service.
9. National Origin means the particular Nation where a person was born, or where the person’s parents or ancestors were born.
10. Noncompliance means a failure to meet the requirement of Title VI and the regulations and orders of the Department issued there under or failure to implement an approved Title VI program.
11. Nonminority or Nonminority Group Persons means a White person, not of Hispanic origin, having origins in any original people of Europe, North Africa, or the Middle East.

12. Primary Residents means a recipient that is authorized or required to request federal assistance on behalf of subrecipients and distributes such financial assistance to subrecipients for the purpose of carrying out the program.
13. Probable Noncompliance refers to a condition in which FTA has found that the applicant, recipient, or subrecipient to take remedial or corrective actions to achieve compliance, or has initiated an enforcement action against applicant, recipient, or subrecipient.
14. Recipient means any State, Political subdivision, instrumentality, or any public or private agency, institution, department or other organization unit to whom financial assistance is directed by the FTA.
15. Secretary means the Secretary of DOT
16. Service Standards/Policy means an established policy or service performance measure used by a transit provider or other applicant, recipient, or subrecipient as a means to plan, program, or distribute services and benefits within its service area.
17. Subcontractor means any entity or organization which has entered into a subcontractor relating to transit service delivery with a contractor to provide a service in connection with a program or activity initiated by the applicants, recipient, or subrecipient.
18. Subrecipient means any entity that receives FTA financial assistance through a primary recipient.
19. Title VI Program means the system of requirements, procedures, actions, and sanctions adopted by Federal, State, and local agencies and other recipients, and subrecipients which are deemed necessary and appropriate to comply with Title VI of the Civil Rights Act of 1964, and the implementing regulations issued by the DOJ and the DOT.
20. Travel Time means the total travel time from an origin location in a census tract/traffic analysis zone to a destination in another or same census/traffic analysis zone and includes or equals the sum of the following components:

The walking time or riding time, in a private vehicle, from the origin location in a census /traffic analysis zone to the transit access location (called out of transit vehicle travel time), calculated at a walking speed of 3 miles per hour, or riding speed of 25 miles per hour,

The average scheduled in transit vehicle peak hour time or total time where more than one vehicle to the same destination is involved.

The waiting time or times calculated as ½ of the headway(s), and if transfers are required, the sum of the waiting times for each transfer made.

21. FTA Activity means any program of assistance authorized by sections of the UMTA Act, the Federal Urban System Program (23 U.S.C 142 (a) (2); and the Interstate Transfer Program 23 U.S.C 103 (e) (4)).
22. Demand Response – Curb to curb service that is available with 24-hour advance reservations.

NOTICE

The V-Line shall not discriminate against any person or group of persons with regard to the availability or quality of transportation service furnished as a part of the project on the basis of race, color, or national origin. Frequency of service, age, quality and number of vehicles assigned to specific areas shall not be determined on the basis of color, race or national origin.

Available in accessible/alternative formats by contact Don Lorntzen at 219-462-1161, Dlorntzen@valpo.us

NOTICE

The ChicaGo Dash shall not discriminate against any person or group of persons with regard to the availability or quality of transportation service furnished as a part of the project on the basis of race, color, or national origin. Frequency of service, age, quality and number of vehicles assigned to specific areas shall not be determined on the basis of color, race or national origin.

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DP-1-Geography-Valparaiso city, Indiana: Profile of
General Population and Housing Characteristics:
2010

2010 Demographic Profile Data

NOTE: For more information on confidentiality
protection, non-sampling error, and definitions, see
<http://www.census.gov/prod/cen2010/doc/dpsf.pdf>.

Subject	Number	Percent
SEX AND AGE		
Total population	31,730	100.0
Under 5 years	1,878	5.9
5 to 9 years	1,906	6.0
10 to 14 years	1,860	5.9
15 to 19 years	2,466	7.8
20 to 24 years	3,696	11.6
25 to 29 years	2,597	8.2
30 to 34 years	2,123	6.7
35 to 39 years	2,005	6.3
40 to 44 years	1,794	5.7
45 to 49 years	1,881	5.9
50 to 54 years	1,992	6.3
55 to 59 years	1,831	5.8
60 to 64 years	1,533	4.8
65 to 69 years	978	3.1
70 to 74 years	842	2.7
75 to 79 years	732	2.3
80 to 84 years	749	2.4
85 years and over	867	2.7
Median age (years)	33.4	(X)
16 years and over	25,700	81.0
18 years and over	24,964	78.7
21 years and over	22,844	72.0
62 years and over	5,075	16.0
65 years and over	4,168	13.1
Male population	15,432	48.6
Under 5 years	967	3.0
5 to 9 years	1,005	3.2
10 to 14 years	951	3.0
15 to 19 years	1,272	4.0
20 to 24 years	1,796	5.7
25 to 29 years	1,371	4.3
30 to 34 years	1,108	3.5
35 to 39 years	1,021	3.2
40 to 44 years	897	2.8
45 to 49 years	930	2.9

50 to 54 years	934	2.9
55 to 59 years	875	2.8
60 to 64 years	725	2.3
65 to 69 years	434	1.4
70 to 74 years	329	1.0
75 to 79 years	302	1.0
80 to 84 years	261	0.8
85 years and over	254	0.8
Median age (years)	31.5	(X)
16 years and over	12,300	38.8
18 years and over	11,930	37.6
21 years and over	10,866	34.2
62 years and over	2,016	6.4
65 years and over	1,580	5.0
Female population	16,298	51.4
Under 5 years	911	2.9
5 to 9 years	901	2.8
10 to 14 years	909	2.9
15 to 19 years	1,194	3.8
20 to 24 years	1,900	6.0
25 to 29 years	1,226	3.9
30 to 34 years	1,015	3.2
35 to 39 years	984	3.1
40 to 44 years	897	2.8
45 to 49 years	951	3.0
50 to 54 years	1,058	3.3
55 to 59 years	956	3.0
60 to 64 years	808	2.5
65 to 69 years	544	1.7
70 to 74 years	513	1.6
75 to 79 years	430	1.4
80 to 84 years	488	1.5
85 years and over	613	1.9
Median age (years)	35.5	(X)
16 years and over	13,400	42.2
18 years and over	13,034	41.1
21 years and over	11,978	37.7
62 years and over	3,059	9.6
65 years and over	2,588	8.2
RACE		
Total population	31,730	100.0
One Race	31,053	97.9
White	28,512	89.9
Black or African American	1,036	3.3
American Indian and Alaska Native	107	0.3

Asian	667	2.1
Asian Indian	111	0.3
Chinese	263	0.8
Filipino	90	0.3
Japanese	18	0.1
Korean	44	0.1
Vietnamese	79	0.2
Other Asian [1]	62	0.2
Native Hawaiian and Other Pacific Islander	19	0.1
Native Hawaiian	1	0.0
Guamanian or Chamorro	13	0.0
Samoan	0	0.0
Other Pacific Islander [2]	5	0.0
Some Other Race	712	2.2
Two or More Races	677	2.1
White; American Indian and Alaska Native [3]	124	0.4
White; Asian [3]	164	0.5
White; Black or African American [3]	184	0.6
White; Some Other Race [3]	103	0.3
Race alone or in combination with one or more other races: [4]		
White	29,134	91.8
Black or African American	1,277	4.0
American Indian and Alaska Native	281	0.9
Asian	880	2.8
Native Hawaiian and Other Pacific Islander	32	0.1
Some Other Race	855	2.7
HISPANIC OR LATINO		
Total population	31,730	100.0
Hispanic or Latino (of any race)	2,263	7.1
Mexican	1,655	5.2
Puerto Rican	259	0.8
Cuban	16	0.1
Other Hispanic or Latino [5]	333	1.0
Not Hispanic or Latino	29,467	92.9
HISPANIC OR LATINO AND RACE		
Total population	31,730	100.0
Hispanic or Latino	2,263	7.1
White alone	1,357	4.3
Black or African American alone	33	0.1
American Indian and Alaska Native alone	35	0.1
Asian alone	0	0.0
Native Hawaiian and Other Pacific Islander alone	2	0.0
Some Other Race alone	664	2.1
Two or More Races	172	0.5
Not Hispanic or Latino	29,467	92.9
White alone	27,155	85.6

Black or African American alone	1,003	3.2
American Indian and Alaska Native alone	72	0.2
Asian alone	667	2.1
Native Hawaiian and Other Pacific Islander alone	17	0.1
Some Other Race alone	48	0.2
Two or More Races	505	1.6
RELATIONSHIP		
Total population	31,730	100.0
In households	28,794	90.7
Householder	12,610	39.7
Spouse [6]	5,244	16.5
Child	7,950	25.1
Own child under 18 years	6,288	19.8
Other relatives	937	3.0
Under 18 years	319	1.0
65 years and over	158	0.5
Nonrelatives	2,053	6.5
Under 18 years	105	0.3
65 years and over	72	0.2
Unmarried partner	878	2.8
In group quarters	2,936	9.3
Institutionalized population	1,070	3.4
Male	617	1.9
Female	453	1.4
Noninstitutionalized population	1,866	5.9
Male	926	2.9
Female	940	3.0
HOUSEHOLDS BY TYPE		
Total households	12,610	100.0
Family households (families) [7]	7,117	56.4
With own children under 18 years	3,396	26.9
Husband-wife family	5,244	41.6
With own children under 18 years	2,278	18.1
Male householder, no wife present	495	3.9
With own children under 18 years	259	2.1
Female householder, no husband present	1,378	10.9
With own children under 18 years	859	6.8
Nonfamily households [7]	5,493	43.6
Householder living alone	4,349	34.5
Male	1,891	15.0
65 years and over	326	2.6
Female	2,458	19.5
65 years and over	1,097	8.7
Households with individuals under 18 years	3,622	28.7
Households with individuals 65 years and over	2,864	22.7

Average household size	2.28	(X)
Average family size [7]	2.99	(X)
HOUSING OCCUPANCY		
Total housing units	13,506	100.0
Occupied housing units	12,610	93.4
Vacant housing units	896	6.6
For rent	436	3.2
Rented, not occupied	11	0.1
For sale only	162	1.2
Sold, not occupied	32	0.2
For seasonal, recreational, or occasional use	74	0.5
All other vacant	181	1.3
Homeowner vacancy rate (percent) [8]	2.3	(X)
Rental vacancy rate (percent) [9]	7.2	(X)
HOUSING TENURE		
Occupied housing units	12,610	100.0
Owner-occupied housing units	6,986	55.4
Population in owner-occupied housing units	17,495	(X)
Average household size of owner-occupied units	2.50	(X)
Renter-occupied housing units	5,624	44.6
Population in renter-occupied housing units	11,299	(X)
Average household size of renter-occupied units	2.01	(X)

X Not applicable.

[1] Other Asian alone, or two or more Asian categories.

[2] Other Pacific Islander alone, or two or more Native Hawaiian and Other Pacific Islander categories.

[3] One of the four most commonly reported multiple-race combinations nationwide in Census 2000.

[4] In combination with one or more of the other races listed. The six numbers may add to more than the total population, and the six percentages may add to more than 100 percent because individuals may report more than one race.

[5] This category is composed of people whose origins are from the Dominican Republic, Spain, and Spanish-speaking Central or South American countries. It also includes general origin responses such as "Latino" or "Hispanic."

[6] "Spouse" represents spouse of the householder. It does not reflect all spouses in a household. Responses of "same-sex spouse" were edited during processing to "unmarried partner."

[7] "Family households" consist of a householder and one or more other people related to the householder by birth, marriage, or adoption. They do not include same-sex married couples even if the marriage was performed in a state issuing marriage certificates for same-sex couples. Same-sex couple households are included in the family household's category if there is at least one additional person related to the householder by birth or adoption. Same-sex couple households with no relatives of the householder

present are tabulated in nonfamily households. "Nonfamily households" consist of people living alone and households which do not have any members related to the householder.

[8] The homeowner vacancy rate is the proportion of the homeowner inventory that is vacant "for sale." It is computed by dividing the total number of vacant units "for sale only" by the sum of owner-occupied units, vacant units that are "for sale only," and vacant units that have been sold but not yet occupied; and then multiplying by 100.

[9] The rental vacancy rate is the proportion of the rental inventory that is vacant "for rent." It is computed by dividing the total number of vacant units "for rent" by the sum of the renter-occupied units, vacant units that are "for rent," and vacant units that have been rented but not yet occupied; and then multiplying by 100.

Source: U.S. Census Bureau, 2010 Census.

The screenshot displays a real estate listing on the City-Data.com website. The page is divided into several sections:

- Why Move Here? Why Move?**: A section featuring a map of the area and a bar chart comparing the city to other locations. The bar chart shows 'Median Home Value' at \$194,111 and 'Median Rent' at \$674.
- Median Home Value**: \$194,111 (94%)
- Median Rent**: \$674 (67%)
- Median Home Age**: 33 years
- Median Income**: \$31,334
- Zip Code**: 43801
- Estimated median household income**: \$30,432 (1 was \$40,716 + 24%)
- Median Income**: \$30,433
- IN**: \$31,334
- Estimated population**: 29K (25 in year 2020 + 20%)
- Median Home Value**: \$194,111
- Estimated median household income**: \$30,432 (1 was \$40,716 + 24%)
- Median Income**: \$30,433
- IN**: \$31,334
- Median Home Value**: \$194,111
- Estimated median household income**: \$30,432 (1 was \$40,716 + 24%)
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