

RESOLUTION 17-06

A RESOLUTION OF THE NORTHWESTERN INDIANA REGIONAL PLANNING COMMISSION AUTHORIZING AND ADOPTING THE TITLE VI PROGRAM OF THE U.S. DEPARTMENT OF TRANSPORTATION UNDER PROVISION OF FTA CIRCULAR 4702.1b

WHEREAS, Federal Transit Administration statutes, requirements, policies, and regulations, including those related to Title VI of the Civil Rights Act of 1964, as amended, and other U.S. Department of Transportation requirements and implementing regulations; and

WHEREAS, in accordance with Title VI non-discrimination laws in regard to providing appropriate access to services and activities provided by federal agencies and recipients of federal assistance, the Limited English Proficiency requirement will accommodate persons with Limited English Proficiency; and

NOW, THEREFORE, BE IT RESOLVED by the Northwestern Indiana Regional Planning Commission:

The Commission approves and submits to the Federal Transit Administration and/or U.S. Department of Transportation pertaining to Title VI of the Civil Rights Act of 1964, on behalf of the Northwestern Indiana Regional Planning Commission.

Duly adopted by the Northwestern Indiana Regional Planning Commission on this sixteenth day of March, 2017.



Michael W. Griffin
Chair

ATTEST:



Diane Noll
Secretary



Title VI Program

Recertification Document

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

March 16, 2017

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2017
Northwestern Indiana Regional Planning Commission
Title VI Program Certification Document

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**Ty Warner AICP
Executive Director**

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 December 2014. 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 2011 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)763-6060 (extension 141) 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 was updated and adopted in December 2014. NIRPC's plan outlines goals and objectives for public participation in the Commission's transportation, economic development, and environmental plan and programs. It identifies public involvement activities that NIRPC will use to achieve the plan's goals. The Public Participation Plan also outlines strategies NIRPC utilizes to involve citizens including low income, minority and non-English speaking participants in the decision making process. Please see NIRPC's Public Participation Plan submitted along with this document as well located on NIRPC's website.

Several steps have been taken since the last Title VI submission in 2014 to ensure that the general public, including minority and low income populations, 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 in December of 2014. The Plan includes many improvements, including a list of essential accessibility features for venues for NIRPC events.
- Appointing a staff member as the Public Involvement and Communications Coordinator to oversee the implementation of the Public Participation Plan.
- Engaging in a large number of public workshops and public outreach events in multiple locations throughout the region. This includes organizing several events in minority and low income communities.
- Hosting topical listening sessions throughout the region, including minority and low income communities, for the 2040 CRP Update Companion and the Greenways + Blueways 2020 Plan prior to the start of any work on those documents.
- Broadcasting information regarding NIRPC activities and public involvement opportunities through radio, newspaper, and television. This activity ranged from press releases to special appearances and feature articles. This includes monthly appearances on "The Green Commuter," a local radio show hosted by NIRPC planning partner South Shore Clean Cities.
- Posting NIRPC activities, information, publications and events on NIRPC's website.
- 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 sign language interpreters and or Spanish translators at NIRPC outreach events upon request.
- Releasing various draft plans, programs and other documents for 30-45 day public comment periods, following the guidelines as established in the Public Participation Plan.
- NIRPC has established a social media presence that includes Facebook, 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.
- Hosted and presented numerous webinars.

In addition to the above steps, the following is a summary of specific public outreach and involvement activities undertaken since the submission of the last Title VI certification in May of 2014.

2040 Comprehensive Regional Plan (CRP) Update Companion Listening Sessions

In 2014, in anticipation of updating the 2040 Comprehensive Regional Plan (CRP) as required by federal regulation, the Northwestern Indiana Regional Planning Commission (NIRPC) conducted a series of listening sessions to gain public input on the areas of motorized surface transportation, public transportation, and the environment and land use. This input will be used to inform the update process. A series of fifteen public meetings were held during September and October. The schedule was as follows:

Motorized Surface Transportation

- Thursday, September 18, 2014, 1:00 pm-3:00 pm & 4:00 pm-6:00 pm, Michigan City City Hall, 100 East Michigan Boulevard, Michigan City
- Wednesday, October 1, 2014, 2:00 pm-4:00 pm & 5:00 pm-7:00 pm, Merrillville Town Hall, 7820 Broadway, Merrillville
- Tuesday, October 21, 2014, 1:00 pm-3:00 pm & 4:00 pm-6:00 pm, Munster Town Hall, 1005 Ridge Road, Munster
- Wednesday October 22, 2014, 1:00 pm-3:00 pm & 4:00 pm-6:00 pm, Valparaiso Public Library, 103 Jefferson Street, Valparaiso

Public Transit

- Monday, September 22, 2014, 2:00 pm-4:00 pm, Dyer-Schererville Public Library, 1001 W. Lincoln Highway, Schererville
- Wednesday, September 24, 2014, 2:00 pm-4:00 pm, East Chicago Public Library Main Branch, 2401 E. Columbus Drive, East Chicago
- Monday, October 6, 2014, 2:00 pm-4:00 pm, Crown Point Public Library, 122 N. Main Street, Crown Point
- Tuesday, October 7, 2014, 4:00 pm-6:00 pm, Adam Benjamin Metro Center, 100 W. 4th Avenue, Gary
- Tuesday, October 14, 2014, 5:30 pm-7:30 pm, Portage City Hall, 6070 Central Avenue, Portage
- Wednesday, October 15, 2014, 2:00 pm-4:00 pm, Valparaiso City Hall, 166 Lincolnway, Valparaiso
- Thursday, October 16, 2014, 2:00 pm-4:00 pm, La Porte City Hall, 801 Michigan Avenue, La Porte

- Thursday, October 16, 2014, 5:00 pm-7:00 pm, Michigan City City Hall, 100 East Michigan Boulevard, Michigan City
- Thursday, October 23, 2014, 4:00 pm-6:00 pm, Hammond Public Library, 564 State Street, Hammond

Environment

- Tuesday, September 16, 2014, 2:00 pm-4:00 pm, Room 002 of the Library-Student-Faculty Building at Purdue University North Central, US 421, Westville
- Wednesday, October 29, 2014, 1:00 pm-3:00 pm & 4:00 pm-6:00 pm, Merrillville Town Hall, 7820 Broadway, Merrillville

The 2040 CRP contains NIRPC's long range transportation plan, which federal regulations require be updated every four years.

Notification of the meetings was distributed to NIRPC's media contacts, as well as NIRPC's stakeholder and committee lists, including the Transportation Policy Committee and NIRPC Commission. Information was also distributed via the NIRPC website (www.nirpc.org) and NIRPC's social media outlets. Information gathered at these meetings was used when staff produced the 2040 CRP Update Companion.

2040 Comprehensive Regional Plan (CRP) Update Companion 30 Day Comment Period

Prior to action on adoption, NIRPC convened a 30 day public comment period to gather input on the 2040 Comprehensive Regional Plan (CRP) Update Companion. The comment period also encompassed two items related to the 2040 CRP Update Companion: the 2016-2019 Transportation Improvement Program (TIP) and the new Air Quality Conformity Analysis. The comment period began March 9, 2015 and was originally scheduled to end on April 10, 2015. It was subsequently extended to April 27, 2015 due to issues encountered with the development of the air quality conformity analysis. The extension allowed for the required 30-day review period. Seven public meetings were held throughout the region during the month of March. The meeting schedule was as follows:

- March 12, 2015: Valparaiso City Hall, 166 Lincolnway, Valparaiso, IN, 2:00 p.m. to 4:30 p.m.
- March 17, 2015: Merrillville Town Hall, 7820 Broadway, Merrillville, IN, 2:00 p.m. to 5:00 p.m.
- March 19, 2015: Michigan City City Hall, 100 E Michigan Boulevard, Michigan City, IN, 3:00 p.m. to 5:00 p.m.
- March 21, 2015: John W. Anderson Library, Indiana University Northwest, 3400 Broadway, Gary, IN 9:00 a.m. to 12:00 p.m.
- March 24, 2015: Munster Town Hall, 1005 Ridge Road, Munster, IN, 3:00 p.m. to 6:00 p.m.
- March 26, 2015: Porter Regional Hospital Community Room, 85 East US 6 Frontage Road, Valparaiso, IN, 2:30 p.m. to 5:30 p.m.
- March 31, 2015: East Chicago Public Library Main Branch, 2401 E Columbus Drive, East Chicago, IN, 2:00 p.m. to 5:00 p.m.

Notification of the meetings was distributed to NIRPC's media contacts, as well as NIRPC's stakeholder and committee lists, including the Transportation Policy Committee and NIRPC Commission. Information was also distributed via the NIRPC website (www.nirpc.org) and NIRPC's social media outlets.

In addition to the public meetings, comments could also be submitted by email to comments@nirpc.org, by telephone at 219-763-6060, ext. 160, or by United States Postal Service.

I-65 Added Travel Lanes & Cline Avenue Bridge Amendments to the 2040 CRP, 2014-2017 TIP, and AQCA

The Indiana Department of Transportation proposed amendments to add the expansion of I-65 from US 231 south to SR 2, and United Bridge Partners proposed amendments to add their Cline Avenue bridge project to the following documents:

- 2040 Comprehensive Regional Plan (2040 CRP)
- 2014-2017 Transportation Improvement Program (TIP)
- Air Quality Conformity Analysis, a new version which includes the proposed projects

Additionally, the Town of Porter proposed to amend the existing State Road 49 project in the 2040 CRP and Air Quality Conformity Analysis from a three lane configuration to the existing four lane configuration.

Together, these items constitute Amendment #4 to the 2040 CRP and Amendment #11 to the 2014-2017 TIP. These items were subject to a formal 30-day public comment period which commenced on February 3, 2014 and ended on March 21, 2014. During the public comment period, NIRPC hosted two public meetings to gather comments. The meeting schedule was:

- February 18, 2014: Merrillville Town Hall, 7820 Broadway, 1:00 to 3:00 pm
- February 19, 2014: East Chicago Public Library Main Branch, 2401 E. Columbus Drive, 2:00 to 4:00 pm

The comments received at these meetings were compiled into a comment report, along with comments received on NIRPC's telephone comment line at (219) 763-6060, ext. 160, via email, and via the United States Postal Service.

NIRPC 2014 Public Participation Plan 45 Day Comment Period on Draft

NIRPC conducted a 45-day comment and review period and held one public meeting on the draft 2014 Public Participation Plan.

The comment and review period will ran from Monday, September 15, 2014 to Wednesday, October 29, 2014. The public meeting was held on Tuesday, October 28, 2014 at the downtown branch of the Hammond Public Library, 654 State Street, from 4:00 to 6:00 pm.

Comments received were compiled into a public comment report that was made available to the public. This comment period was the conclusion of a process that began in 2012 and included several public meetings, multiple drafts, a task force, an ad-hoc committee, and comment periods totaling over 200 days' worth of availability for public comment.

Greenways + Blueways 2020 Listening Sessions

The Northwestern Indiana Regional Planning Commission (NIRPC) held a series of listening sessions in preparation for creating the *Greenways + Blueways 2020* plan. This plan combines the 2007 *Greenways + Blueways* plan and the 2010 *Ped & Pedal Plan*. It is the first time that the areas of conservation, transportation, and recreation have all been combined into a single document for Lake, Porter, and LaPorte Counties.

The public was invited to attend these listening sessions and provide input to guide NIRPC's planning process. The sessions were especially of interest to those interested in conservation of natural areas and open lands and non-motorized transportation such as walking, biking, hiking, and paddling.

A total of six listening sessions were held at locations throughout the region. They were:

- May 27: LaPorte County Solid Waste & Water Conservation District, 2057 W. State Road 2, La Porte, IN, 6:00 p.m. to 8:00 p.m.
- June 4: Munster Town Hall, 1005 Ridge Road, Munster, IN, 6:00 p.m. to 8:00 p.m.
- June 16: Crown Point Public Library, 122 N. Main Street, Crown Point, IN, 5:30 p.m. to 7:30 p.m.
- June 18: Valparaiso City Hall, 166 Lincolnway, Valparaiso, IN, 6:00 p.m. to 8:00 p.m.
- June 23: Gary Public Library Woodson (Miller) Branch, 501 S. Lake Street, Gary, IN, 3:00 p.m. to 5:00 p.m.
- June 24: Construction Advancement Foundation, 6050 Southport Road, Portage, IN, 4:00 p.m. to 6:00 p.m.

The public was invited to attend any and all of these public meetings. Comments could also be submitted to comments@nirpc.org, by calling NIRPC at 219-763-6060, ext. 160, or by mailing to NIRPC at 6100 Southport Road, Portage, IN 46368. Additionally, targeted workshops were held with NIRPC's Environmental Management Policy Committee and Ped, Pedal, & Paddle Committee.

Greenways + Blueways 2020 30 Day Public Comment Period

NIRPC held a 30-day public comment period on the draft *Greenways + Blueways 2020* plan. The comment period began on October 21, 2016 and ended on November 21, 2016.

Greenways + Blueways 2020 combines the 2007 *Greenways + Blueways* plan and the 2010 *Ped & Pedal Plan*, and environmental elements of the 2040 *Comprehensive Regional Plan*. It is the first time that the areas of conservation, transportation, and recreation have all been combined into a single document for Lake, Porter, and LaPorte Counties. The plan was formed with input from public listening sessions and stakeholders with an interest in conservation of natural areas and open lands and non-motorized transportation such as walking, biking, hiking, and paddling.

As part of the public comment period, four public meetings were held:

- November 2, 2016: NIRPC, 6100 Southport Road, Portage, IN, 6:00 to 8:00 p.m.
- November 3, 2016: Merrillville Branch, Lake County Public Library, 1919 81st Avenue, Merrillville, IN, 6:00 to 8:00 p.m.
- November 14, 2016: East Chicago Public Library Main Branch, 2401 E. Columbus Drive, East Chicago, IN, 5:30 to 7:30 p.m.
- November 16, 2016: Michigan City City Hall, 100 E. Michigan Boulevard, Michigan City, IN, 6:00 to 8:00 p.m.

A draft of the plan was made available at www.nirpc.org, and stakeholders were made aware via email, a news release, and social media. The public was able to comment via email, telephone, regular mail, and at the public meeting.

Some comments received were deemed significant according to the definition set forth in the 2014 Public Participation Plan. Therefore, after proper edits are made, the plan will be made available for another 30 day public comment period.

I-65 Added Travel Lanes from SR 2 to SR 10 2040 CRP Amendment, TIP Amendment, & AQCA

NIRPC convened a 30-day public comment period to amend added travel lanes on I-65 from SR 2 to SR 10 to the 2040 Comprehensive Regional Plan Update Companion (CRP), the 2016-2019 Transportation Improvement Program (TIP), and a new Air Quality Conformity Analysis. The request for this came from the Indiana Department of Transportation. The comment period began on Wednesday, March 16, 2016 and ended on Friday, April 15, 2016. A public meeting was held at the Lowell Public Library on March 31, 2016 from 2:00 to 4:00 pm. A comment report was prepared and made available.

City of Hobart & City of Portage Transit Feasibility Studies

NIRPC held a 30 day public comment period on requests from the Cities of Hobart and Portage for Federal Transit Administration funds to support studies to explore the potential for public transit in their respective communities. The comment period began on December 10, 2014 and ended on Friday, January 9, 2015. A comment report was prepared and made available.

During the planning process, NIRPC staff helped to promote the public outreach activities and provided support when possible and appropriate.

Meetings on Public Transit in Northwest Indiana

NIRPC hosted two meetings about public transportation in northwest Indiana at the Wicker Park Social Center on October 29, 2014. The first session was from 1:00 pm to 3:30 pm. The second session was from 5:00 pm to 7:30 pm and will be a repeat of the first session. The Wicker Park Social Center is located in Wicker Park at 2215 Ridge Road, Highland.

The purpose of the meetings was twofold. The first purpose was to present current information on existing public transportation, including fixed route bus, train, demand response and paratransit. Information on who operates public transit, how it is funded, and where it is currently offered was discussed by NIRPC staff.

The second purpose of the meetings was to gather public opinion on the performance of existing transit services and the needs for future public transportation services. The regional planners wanted to hear about how the existing services are meeting transit needs, where people would like to see public transit offered, and how public transit might be paid for.

All were encouraged to participate, especially current and former users of public transit, those who would like to use it, and members of the disability community, the elderly, minorities and low-income persons. The meetings were videotaped and transcribed American Sign Language interpreters and Real Time Captioning.

Marquette Plan 2015 Update

NIRPC, in partnership with the Regional Development Authority and Indiana Landmarks, held a series of public workshops prior to updating the Marquette Plan, Northwest Indiana's signature livable lakefront plan. The plan provides policy frameworks and promotes local sub-area planning that can purposefully move Northwest Indiana toward environmental, economic, and social sustainability of our shoreline, with new and mixed uses, as well as increased public access to Lake Michigan.

The 2015 update of the plan included progress reports from each of the subareas addressed in the original documents, integration of the two phases into one plan, an enhanced digital mapping and web presence, examined

the expansion of public transit, and new strategies for building upon the historical and cultural landmarks and resources near the lakefront. In April, 2015 this process concluded with three public open houses throughout the NIRPC region.

Environmental Public Outreach

NIRPC's Environmental Department provides a public education program for both its Air Quality Program and Stormwater Management Program. The environmental division has produced a large amount of public outreach materials, several of which have been translated into Spanish. These materials are distributed each year to the public at several events, including gas can exchanges, the Porter County Earth Day event and a yearly beach clean-up along the Lake Michigan shoreline. The environmental division also held several meetings and workshops throughout every year for Hoosier Riverwatch, and the Stormwater Management Program, including numerous workshops from 2014-2016.

To promote cleaner air throughout the region the Environmental Department also organizes the Partners for Clean Air Award Breakfast/Luncheon and Asthma Awareness Day at Gary RailCats baseball games. The breakfast is open to the public and NIRPC distributes free tickets to the baseball game at asthma and health clinics throughout the region, with a focus on those in the urban and minority communities. Outreach materials and public education is also done at events throughout the year including, Working Women's Wednesday, the Annual Porter County Master Gardening Show, and the Girl's and Boy's Club biking event in Valparaiso. In addition billboard, newspaper, and radio, space has been purchased to educate the public on Air Quality and Stormwater Management and to promote events. This includes space in Que Viva, Northwest Indiana's Spanish speaking newspaper.

Minority Representation on Planning and Advisory Bodies

The table below depicts membership of NIRPC Committees broken down by race based on 2010 Census for the NIRPC Region of Lake, Porter and LaPorte Counties.

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

Body	2010 Population	Technical Planning Committee	Ped, Pedal, Paddle Committee	NIRPC Board	Transit Operators Roundtable	Finance & Personnel Committee	Outreach Committee
White alone	65.6%	93.8%	94.2%	92.5%	75%	77.8%	84%
Black or African American	18.4%	6.2%	2.9%	7.5%	16.7%	22.2%	16%
American Indian and Alaska Native alone	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Asian alone	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Native Hawaiian and Other Pacific Islander alone	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Some Other Race alone	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Two or More Races	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Hispanic or Latino	13.3%	0.0%	2.9%	0.0%	8.3%	0.0%	0.0%

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 I of this chapter, to be appointed by the county executive.
- (2) A member of the county fiscal body of each county described in section I of this chapter, to be appointed by the county fiscal body.
- (3) The county surveyor of each county described in section I 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.

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 in northern and central Lake County, northern Porter County, in and around Valparaiso in central Porter County, and in the cities of La Porte and Michigan City in LaPorte County. The remainder of northwest Indiana is mostly rural and not densely populated. Minority and low-income residents of northwest Indiana are concentrated almost exclusively in the "urban core" communities of Hammond, Gary, East Chicago, and Michigan City, as well as parts of Merrillville and Hobart (*see Attachment #5*). Fixed route transit services serve these areas of minority and low-income residents, however, the recent shut down of the Regional Bus Authority (formerly Hammond Transit) left gaps in service that have only been partially filled by other regional operators. Demand response services serve these areas as well, in addition to serving the more suburban and rural parts of the region. The attached tables and maps show each operator's service area by Census Tract for the entire region, and identify minority and low-income tracts as well (*see Attachment #6*).

Environmental Justice Benefits and Burdens Analysis

As part of the 2040 Comprehensive Regional Plan (CRP), NIRPC conducted an Environmental Justice Benefits and Burdens Analysis to determine what, if any, benefits or burdens the transportation projects selected for the plan would have on Environmental Justice (EJ) populations. The analysis examined 11 performance measures related to accessibility and mobility, and found that if all projects in the plan are implemented, EJ communities would have no undue burdens placed upon them as a result of the projects, and would most likely see benefits from the projects. The EJ analysis that NIRPC developed was commended by the Federal Highway Administration and Federal Transit Administration during NIRPC's recent Certification Review, and was called "a model for other Metropolitan Planning Organizations". Additionally, in 2015 NIRPC added an analysis of the zoning in communities adjacent to projects in order to provide recommendations to mitigate sprawl, with the goal of encouraging more development in EJ communities and less on the periphery.

Description of Procedures Within Planning Process

The planning process that produces an MPO's long range and short range plans is the initial source of the procedures used to identify and consider the mobility needs of the minority populations. The most recent long range planning process for northwest Indiana took place beginning in 2008 and was completed in 2011. The 2040 Comprehensive Regional Plan (CRP) involved the largest, most representative group of participants from every corner of the three-county region. The resultant goals and objectives reflect the input of citizens from every component of northwest Indiana's diverse population. Minority population input was specifically sought out by holding multiple public workshops in neighborhoods of minority concentrations.

The CRP's goals and objectives formed the basis for setting priorities for the federal transportation funds NIRPC programs for Lake, Porter and LaPorte Counties in the short range Transportation Improvement Program (TIP). Once priorities are determined criteria are developed and projects are solicited from eligible public transit operators. Projects are then ranked according to the criteria and funded until available dollars are programmed. The public transit operators oversee the development of the criteria and subsequent ranking of projects.

For the new TIP developed under the goals and objectives of the CRP, priorities were determined to be preservation and maintenance of the existing system. Consequently, projects supporting the continued operating assistance and replacement of revenue vehicles for existing systems in the urbanized area rank the highest. This benefits systems serving the urban areas of Gary, Hammond, East Chicago and Michigan City which are the center of concentrations of minority populations. On-going input occurs each time the transit providers complete a rider survey. The transit operators then have the option to include a new project that may be amended into a TIP when an unanticipated need arises to add or improve a service.

Demographic Maps Showing Impacts of State and Federal Funds

Transit Operator Service Areas (NIRPC Subrecipients)

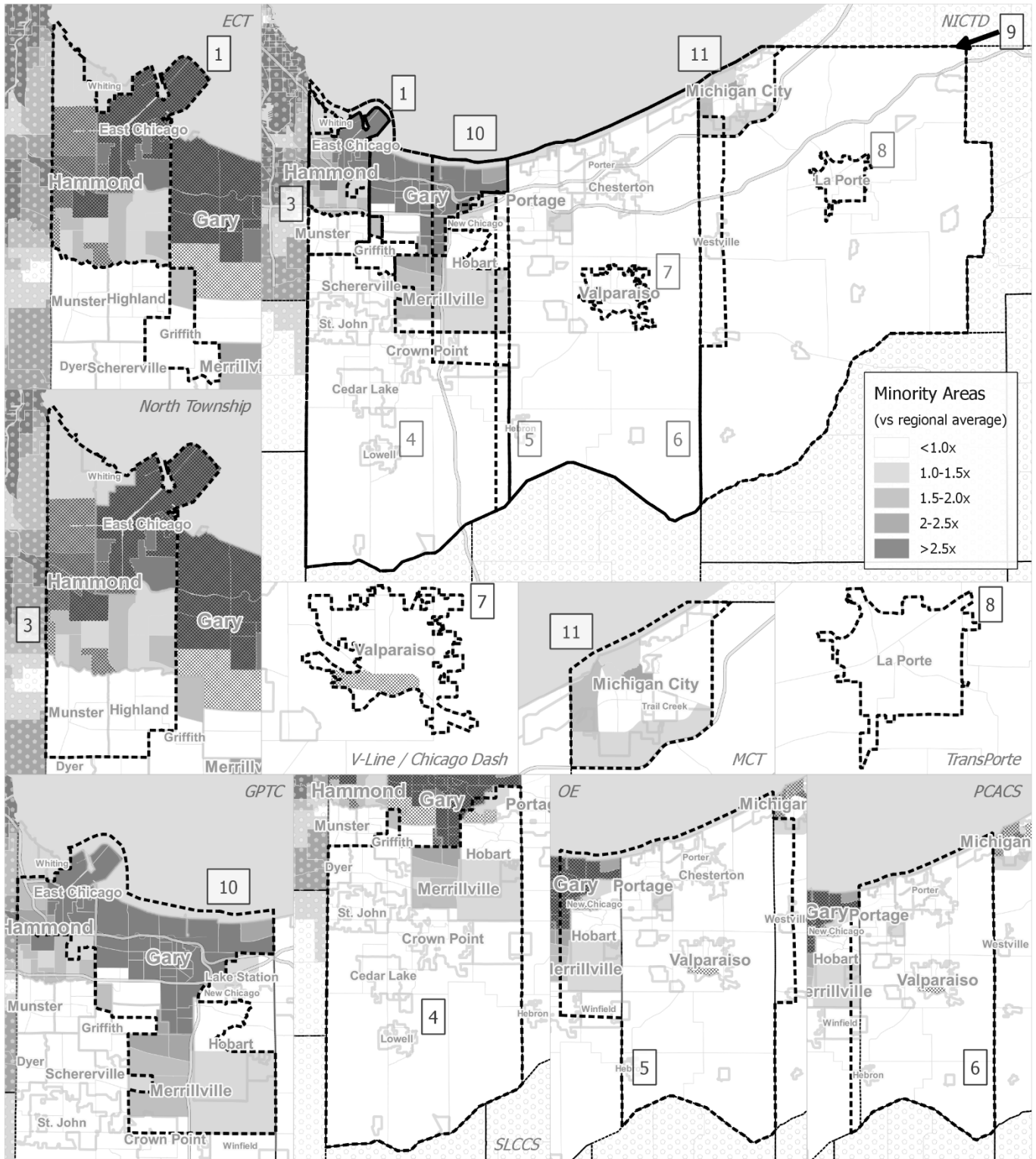


Figure 1: Transit Operators and Minority Populations in Northwest Indiana

Operator ³	Population ¹			Funding		Estimated Expenditures ²	
	Total	Non-Minority	Minority	5307 Funds FY2013	\$ per Capita	Non-Minority	Minority
ECT	133,751	51,988	81,763	\$ 570,758	\$ 4.27	\$ 221,849	\$ 348,909
NTDR	162,855	76,135	86,720	\$ 177,027	\$ 1.09	\$ 82,760	\$ 94,267
SLCCS	251,319	186,717	64,602	\$ 523,470	\$ 2.08	\$ 388,911	\$ 134,559
OE	276,987	222,820	54,167	\$ 216,092	\$ 0.78	\$ 173,833	\$ 42,259
PCACS	201,225	170,349	30,876	\$ 308,031	\$ 1.53	\$ 260,767	\$ 47,264
V-line/Dash	51,705	45,592	6,113	\$ 606,423	\$ 11.73	\$ 534,727	\$ 71,696
TransPorte	33,009	28,810	4,199	\$ 288,482	\$ 8.74	\$ 251,785	\$ 36,697
NICTD	771,810	506,095	265,715	\$3,737,520	\$ 4.84	\$ 2,450,785	\$ 1,286,735
GPTC	197,326	50,853	146,473	\$5,385,544	\$ 27.29	\$ 1,387,912	\$ 3,997,632
MCT	37,463	24,933	12,530	\$ 633,603	\$ 16.91	\$ 421,686	\$ 211,917
Total						\$ 6,175,015	\$ 6,271,935
Per Capita						\$ 12	\$ 24

Figure 2: Transit Operator Funding and Estimated Expenditures by Minority/Non-Minority Population

The Figures, 1 and 2, demonstrate a clear commitment to providing transit service to low-income and minority areas in northwest Indiana. While it is not possible using aggregate numbers to identify exactly where and how funding is distributed, if the assumption that funding is distributed by transit operators in relative proportion to where people live then on a per capita basis, then roughly twice as much money is spent on the minority population (\$24/person) than the non-minority population (\$12). Figure 1 shows that in areas with higher concentrations of minority residents, there is also a higher concentration of transit service.

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.

¹ Population numbers are derived by aggregating the census tracts which fall within (or partially within) each transit operator's service area.

² Estimated expenditures are derived by taking the per capita funding calculation and multiplying that number by minority and non-minority population data for each transit operator's service area.

³ ECT = City of East Chicago Transit

NTDR = North Township Dial-a-Ride

SLCCS = South Lake County Community Services, Inc

OE = Opportunity Enterprises, Inc

PCACS = Porter County Aging and Community Services, Inc

V-Line/Dash = City of Valparaiso

TransPorte = City of La Porte

NICTD = Northern Indiana Commuter Transportation District

GPTC = Gary Public Transportation Corporation

MCT = Michigan City Transit

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

NIRPC is both the MPO and the direct recipient and does not operate public transit. In order to pass through FTA funds to sub-recipients, NIRPC requires the affected transit operators to participate in the MPO's project solicitation process for the required Transportation Improvement Program (TIP). The TIP project selection process utilizes criteria based on the goals and objectives contained in the current adopted long range plan (2040 Comprehensive Regional Plan). The project selection process results in a prioritized list of projects to be included in the TIP. The project criteria are applied to every application for FTA funds, regardless of mode or size.

The project selection process is conducted every two years to maintain a current list of eligible projects. The call for projects is issued via media and mailings to known public transit operators. The call notes that operators must be eligible for FTA programs that support operations and maintenance of public transit.

Once applications are received, projects are listed by score. The Transit Operators' Roundtable is the primary transit stakeholder group and acts to review and evaluate the submittals. Every public transit operator in the three-county area has a seat and a vote on the Roundtable. As both the MPO and the direct recipient, NIRPC does not operate public transit and therefore does not have a vote on the Roundtable.

Once the Roundtable has completed its review the list of recommended projects is forwarded to the MPO Transportation Policy Committee for approval to release for public comment as part of the proposed TIP. Upon completion of the public review period, and assuming a positive outcome, the TIP is presented to the NIRPC Board of Commissioners for adoption. Once the TIP has been approved, the direct recipients may proceed with the FTA process of grants.

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 Director of Finance and Administration 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 219/763-6060. 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 Transportation Policy 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 operates an air quality public education program funded with FHWA Congestion Mitigation/Air Quality Program funds. There is 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 may be used for document translation.

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.

A staff person who is fluent in Spanish has been assigned to handle all telephone calls and respond to e-mail messages that are placed or sent by a person speaking Spanish.

Se habla español "Spanish is spoken" is placed on public documents and NIRPC's website.

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 48 hours before a transportation outreach event, a staff person fluent in Spanish will be assigned to attend the outreach event and translate comments made in Spanish. If a staff person is not available a translator will be hired.

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 a asthma awareness guide, a watershed protection booklet, and a Citizens Guide to the MS4 Program.

- | | |
|-----------------------------------------------------------------------------------------------------------|------------------------|
| <input type="checkbox"/> وضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية. | 1. Arabic |
| <input type="checkbox"/> Մարդու՞մ ենք նշում կատարե՞ք այս քանակություն, եթե խոսում կամ կարդում եք հայերեն: | 2. Armenian |
| <input type="checkbox"/> যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন। | 3. Bengali |
| <input type="checkbox"/> ឈ្មួញក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។ | 4. Cambodian |
| <input type="checkbox"/> Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro. | 5. Chamorro |
| <input type="checkbox"/> 如果你能读中文或讲中文，请选择此框。 | 6. Simplified Chinese |
| <input type="checkbox"/> 如果你能讀中文或講中文，請選擇此框。 | 7. Traditional Chinese |
| <input type="checkbox"/> Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik. | 8. Croatian |
| <input type="checkbox"/> Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky. | 9. Czech |
| <input type="checkbox"/> Kruis dit vakje aan als u Nederlands kunt lezen of spreken. | 10. Dutch |
| <input type="checkbox"/> Mark this box if you read or speak English. | 11. English |
| <input type="checkbox"/> اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید. | 12. Farsi |

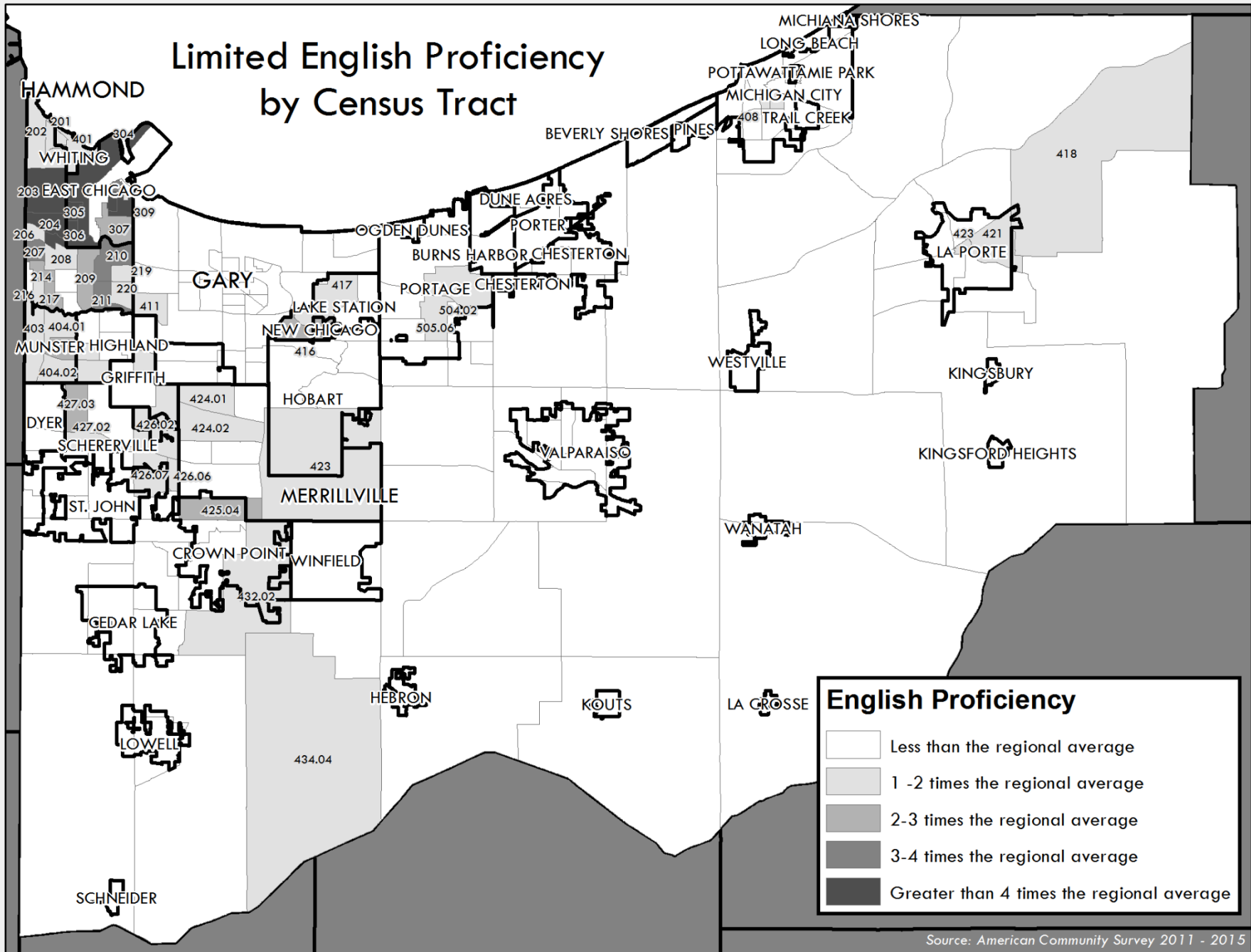
<input type="checkbox"/>	Cocher ici si vous lisez ou parlez le français.	13. French
<input type="checkbox"/>	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	14. German
<input type="checkbox"/>	Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.	15. Greek
<input type="checkbox"/>	Make kazyè 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 beszél 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 čítať alebo hovoriť 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"/>	ให้กาเครื่องหมายลงในช่องดำท่านอ่านหรือพูดภาษาไทย.	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

Limited English Proficiency by Census Tract



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

Source: U.S. Census Bureau, 2008-2012 American Community Survey, Table S1601: Language Spoken at Home

Cell shading shows limited English populations of <1x 1-2x 2-3x 3-4x >4x ...the regional average (3.84%)

Geography		Population 5 years and over	Speak Spanish or Spanish Creole and Speak English less		Speak Other Indo-European languages and Speak English		Speak Asian and Pacific Island Languages and		Speak Other Languages and Speak English less		Speak English less than "very well": Total		Operator Code
Census Tract	County	Persons	Persons	Percent	Persons	Percent	Persons	Percent	Persons	Percent	Persons	Percent	
101	Lake	4,250	7	0.2%	10	0.2%	-	-	-	-	17	0.4%	9
102.01	Lake	5,659	-	-	-	-	11	0.2%	31	0.5%	42	0.7%	9
102.03	Lake	2,410	-	-	-	-	-	-	-	-	-	-	9
102.05	Lake	1,199	33	2.8%	-	-	-	-	13	1.1%	46	3.8%	9
103.02	Lake	2,899	35	1.2%	-	-	-	-	-	-	35	1.2%	9
103.04	Lake	2,976	80	2.7%	-	-	-	-	-	-	80	2.7%	9
104	Lake	2,573	-	-	10	0.4%	-	-	-	-	10	0.4%	9
105	Lake	1,106	15	1.4%	5	0.5%	-	-	-	-	20	1.8%	9
106	Lake	1,325	-	-	-	-	-	-	-	-	-	-	9
109	Lake	1,109	-	-	-	-	-	-	-	-	-	-	9
110	Lake	1,660	-	-	-	-	-	-	7	0.4%	7	0.4%	9
111	Lake	4,166	14	0.3%	-	-	-	-	-	-	14	0.3%	9
112	Lake	3,852	20	0.5%	10	0.3%	-	-	-	-	30	0.8%	9
113	Lake	1,597	-	-	-	-	-	-	-	-	-	-	9
114	Lake	1,188	6	0.5%	-	-	-	-	-	-	6	0.5%	9
115	Lake	2,160	29	1.3%	-	-	-	-	-	-	29	1.3%	4, 9
116	Lake	2,446	28	1.1%	8	0.3%	-	-	-	-	36	1.5%	9
117	Lake	845	-	-	-	-	-	-	-	-	-	-	9
118	Lake	1,306	5	0.4%	19	1.5%	-	-	-	-	24	1.8%	9
119	Lake	1,985	1	0.1%	-	-	-	-	-	-	1	0.1%	9
120	Lake	932	5	0.5%	-	-	-	-	-	-	5	0.5%	9
121	Lake	1,187	-	-	-	-	-	-	-	-	-	-	9
122	Lake	1,263	-	-	-	-	-	-	-	-	-	-	9
123	Lake	3,245	44	1.4%	-	-	7	0.2%	-	-	51	1.6%	4, 9
124	Lake	4,493	85	1.9%	-	-	-	-	-	-	85	1.9%	9

Geography		Population 5 years and over	Speak Spanish or Spanish Creole and Speak English less		Speak Other Indo-European languages and Speak English		Speak Asian and Pacific Island Languages and		Speak Other Languages and Speak English less		Speak English less than "very well": Total		Operator Code
Census Tract	County	Persons	Persons	Percent	Persons	Percent	Persons	Percent	Persons	Percent	Persons	Percent	
125	Lake	4,108	29	0.7%	28	0.7%	-	-	-	-	57	1.4%	9
126	Lake	2,643	37	1.4%	10	0.4%	-	-	-	-	47	1.8%	9
127	Lake	3,878	-	-	11	0.3%	-	-	-	-	11	0.3%	9
128	Lake	2,105	9	0.4%	-	-	-	-	-	-	9	0.4%	9
201	Lake	4,557	351	7.7%	30	0.7%	-	-	-	-	381	8.4%	1, 3, 9
202	Lake	2,739	163	6.0%	21	0.8%	-	-	-	-	184	6.7%	1, 3, 9
203	Lake	6,383	732	11.5%	45	0.7%	7	0.1%	42	0.7%	826	12.9%	1, 3, 9
204	Lake	4,740	857	18.1%	12	0.3%	-	-	-	-	869	18.3%	1, 3, 9
205	Lake	3,453	747	21.6%	-	-	-	-	-	-	747	21.6%	1, 3, 9
206	Lake	1,922	79	4.1%	9	0.5%	-	-	-	-	88	4.6%	1, 3, 9
207	Lake	4,457	647	14.5%	26	0.6%	-	-	-	-	673	15.1%	1, 3, 9
208	Lake	3,976	229	5.8%	19	0.5%	-	-	-	-	248	6.2%	1, 3, 9
209	Lake	3,704	131	3.5%	-	-	90	2.4%	9	0.2%	230	6.2%	1, 3, 9
210	Lake	4,951	458	9.2%	54	1.1%	104	2.1%	121	2.4%	737	14.9%	1, 3, 9
211	Lake	2,823	209	7.4%	8	0.3%	12	0.4%	-	-	229	8.1%	1, 3, 9
213	Lake	3,170	71	2.2%	8	0.3%	-	-	-	-	79	2.5%	1, 3, 9
214	Lake	4,606	674	14.6%	-	-	7	0.2%	-	-	681	14.8%	1, 3, 9
215	Lake	2,408	142	5.9%	-	-	-	-	-	-	142	5.9%	1, 3
216	Lake	3,085	144	4.7%	11	0.4%	-	-	-	-	155	5.0%	1, 3, 9
217	Lake	4,102	192	4.7%	35	0.9%	26	0.6%	-	-	253	6.2%	1, 3, 9
218	Lake	3,349	167	5.0%	-	-	-	-	-	-	167	5.0%	1, 3, 9
219	Lake	5,053	301	6.0%	31	0.6%	-	-	-	-	332	6.6%	1, 3, 9
220	Lake	4,599	121	2.6%	21	0.5%	9	0.2%	10	0.2%	161	3.5%	1, 3, 9
301	Lake	761	-	-	-	-	-	-	-	-	-	-	1, 3, 9
302	Lake	1,593	226	14.2%	-	-	-	-	-	-	226	14.2%	1, 3, 9
303	Lake	2,601	43	1.7%	-	-	-	-	-	-	43	1.7%	1, 3, 9
304	Lake	3,303	711	21.5%	11	0.3%	-	-	-	-	722	21.9%	1, 3, 9
305	Lake	3,511	733	20.9%	26	0.7%	38	1.1%	-	-	798	22.7%	1, 3, 9
306	Lake	5,168	1,128	21.8%	9	0.2%	-	-	19	0.4%	1,157	22.4%	1, 3, 9
307	Lake	1,970	134	6.8%	-	-	-	-	-	-	134	6.8%	1, 3, 9

Geography		Population 5 years and over	Speak Spanish or Spanish Creole and Speak English less		Speak Other Indo-European languages and Speak English		Speak Asian and Pacific Island Languages and		Speak Other Languages and Speak English less		Speak English less that "very well": Total		Operator Code
Census Tract	County	Persons	Persons	Percent	Persons	Percent	Persons	Percent	Persons	Percent	Persons	Percent	
308	Lake	3,829	790	20.6%	7	0.2%	-	-	-	-	797	20.8%	1, 3, 9
309	Lake	3,108	283	9.1%	34	1.1%	-	-	-	-	317	10.2%	1, 3, 9
310	Lake	1,242	25	2.0%	-	-	-	-	-	-	25	2.0%	1, 3, 9
401	Lake	1,362	21	1.5%	-	-	-	-	-	-	21	1.5%	3, 9
402	Lake	3,250	240	7.4%	58	1.8%	-	-	-	-	298	9.2%	3, 9
403	Lake	7,347	290	3.9%	209	2.8%	98	1.3%	-	-	597	8.1%	3, 9
404.01	Lake	4,820	65	1.4%	85	1.8%	42	0.9%	59	1.2%	251	5.2%	3, 9
404.02	Lake	4,233	9	0.2%	184	4.3%	23	0.5%	21	0.5%	237	5.6%	3, 9
404.03	Lake	5,776	96	1.7%	131	2.3%	47	0.8%	-	-	274	4.7%	3, 9
405.01	Lake	3,451	49	1.4%	-	-	-	-	8	0.2%	57	1.7%	3, 9
405.02	Lake	3,086	75	2.4%	84	2.7%	-	-	-	-	159	5.1%	3, 9
406	Lake	3,481	34	1.0%	122	3.5%	42	1.2%	-	-	198	5.7%	3, 9
407	Lake	4,932	77	1.6%	44	0.9%	34	0.7%	-	-	155	3.1%	3, 9
408.01	Lake	3,611	31	0.9%	7	0.2%	14	0.4%	-	-	52	1.4%	3, 9
408.02	Lake	3,813	25	0.7%	33	0.9%	10	0.3%	-	-	68	1.8%	3, 9
409	Lake	6,847	107	1.6%	162	2.4%	76	1.1%	-	-	345	5.0%	1, 4, 9
410.01	Lake	4,949	18	0.4%	18	0.4%	40	0.8%	62	1.3%	138	2.8%	1, 4, 9
410.02	Lake	3,966	96	2.4%	-	-	17	0.4%	-	-	113	2.8%	1, 4, 9
411	Lake	2,173	26	1.2%	-	-	-	-	-	-	26	1.2%	9
412	Lake	2,623	88	3.4%	-	-	-	-	-	-	88	3.4%	9
413.02	Lake	2,722	60	2.2%	-	-	-	-	-	-	60	2.2%	9
414	Lake	2,584	-	-	-	-	-	-	-	-	-	-	9
415	Lake	1,556	7	0.4%	16	1.0%	6	0.4%	-	-	29	1.9%	9
416	Lake	4,372	225	5.1%	-	-	3	0.1%	-	-	228	5.2%	4, 5, 9
417	Lake	4,176	319	7.6%	48	1.2%	-	-	21	0.5%	388	9.3%	4, 5, 9
418	Lake	6,212	193	3.1%	-	-	-	-	-	-	193	3.1%	4, 5, 6, 9
419	Lake	4,687	59	1.3%	16	0.3%	-	-	-	-	75	1.6%	4, 5, 6, 9
420	Lake	5,673	128	2.3%	-	-	41	0.7%	-	-	169	3.0%	4, 5, 6, 9
421	Lake	5,310	79	1.5%	80	1.5%	-	-	-	-	159	3.0%	4, 5, 9
422	Lake	6,243	87	1.4%	43	0.7%	-	-	-	-	130	2.1%	4, 5, 9

Geography		Population 5 years and over	Speak Spanish or Spanish Creole and Speak English less		Speak Other Indo-European languages and Speak English		Speak Asian and Pacific Island Languages and		Speak Other Languages and Speak English less		Speak English less than "very well": Total		Operator Code
Census Tract	County	Persons	Persons	Percent	Persons	Percent	Persons	Percent	Persons	Percent	Persons	Percent	
423	Lake	6,622	45	0.7%	140	2.1%	54	0.8%	-	-	239	3.6%	4, 5, 6, 9
424.01	Lake	5,624	112	2.0%	12	0.2%	-	-	15	0.3%	139	2.5%	4, 9
424.02	Lake	6,610	238	3.6%	79	1.2%	-	-	-	-	317	4.8%	4, 5, 9
424.03	Lake	4,086	208	5.1%	45	1.1%	9	0.2%	12	0.3%	274	6.7%	4, 9
425.01	Lake	5,861	101	1.7%	60	1.0%	-	-	-	-	161	2.7%	4, 9
425.03	Lake	3,113	188	6.0%	45	1.4%	-	-	-	-	233	7.5%	4, 5, 9
425.04	Lake	6,867	101	1.5%	259	3.8%	-	-	-	-	360	5.2%	4, 5, 9
425.05	Lake	5,856	71	1.2%	32	0.5%	-	-	-	-	103	1.8%	4, 5, 9
426.02	Lake	6,032	-	-	132	2.2%	-	-	16	0.3%	148	2.5%	1, 4, 9
426.05	Lake	6,730	-	-	191	2.8%	-	-	10	0.1%	201	3.0%	4, 9
426.06	Lake	2,980	65	2.2%	133	4.5%	71	2.4%	-	-	269	9.0%	4, 9
426.07	Lake	6,740	41	0.6%	168	2.5%	9	0.1%	46	0.7%	264	3.9%	4, 9
426.08	Lake	4,164	144	3.5%	6	0.1%	-	-	-	-	150	3.6%	4, 9
426.09	Lake	7,942	23	0.3%	170	2.1%	8	0.1%	-	-	201	2.5%	4, 9
427.02	Lake	5,163	51	1.0%	126	2.4%	34	0.7%	76	1.5%	287	5.6%	4, 9
427.03	Lake	4,319	-	-	101	2.3%	23	0.5%	25	0.6%	149	3.4%	4, 9
427.04	Lake	4,438	73	1.6%	86	1.9%	-	-	19	0.4%	178	4.0%	4, 9
428.01	Lake	8,902	26	0.3%	213	2.4%	51	0.6%	9	0.1%	299	3.4%	4, 9
428.02	Lake	5,197	36	0.7%	24	0.5%	9	0.2%	-	-	69	1.3%	4, 9
429.01	Lake	5,577	61	1.1%	64	1.1%	-	-	-	-	125	2.2%	4, 9
429.02	Lake	5,520	122	2.2%	93	1.7%	75	1.4%	-	-	290	5.3%	4, 9
430.01	Lake	4,362	46	1.1%	71	1.6%	-	-	-	-	117	2.7%	4, 9
430.02	Lake	4,720	174	3.7%	45	1.0%	-	-	10	0.2%	229	4.9%	4, 9
431.01	Lake	2,775	29	1.0%	-	-	13	0.5%	-	-	42	1.5%	4, 9
431.02	Lake	7,273	37	0.5%	-	-	-	-	-	-	37	0.5%	4, 9
432.01	Lake	3,370	-	-	17	0.5%	11	0.3%	-	-	28	0.8%	4, 9
432.02	Lake	7,538	35	0.5%	257	3.4%	33	0.4%	9	0.1%	334	4.4%	4, 5, 9
433	Lake	9,375	90	1.0%	106	1.1%	-	-	36	0.4%	232	2.5%	4, 5, 6, 9
434.01	Lake	6,299	1	0.0%	50	0.8%	16	0.3%	-	-	67	1.1%	4, 9
434.03	Lake	6,428	41	0.6%	17	0.3%	-	-	17	0.3%	75	1.2%	4, 9

Geography		Population 5 years and over	Speak Spanish or Spanish Creole and Speak English less		Speak Other Indo-European languages and Speak English		Speak Asian and Pacific Island Languages and		Speak Other Languages and Speak English less		Speak English less that "very well": Total	Operator Code	
Census Tract	County	Persons	Persons	Percent	Persons	Percent	Persons	Percent	Persons	Percent	Persons	Percent	
434.04	Lake	1,739	8	0.5%	61	3.5%	-	-	-	-	69	4.0%	4, 6, 9
434.05	Lake	4,825	17	0.4%	26	0.5%	-	-	-	-	43	0.9%	4, 9

Lake Total		462,030	15,658	3.39%	4,697	1.02%	1,220	0.26%	723	0.16%	22,297	4.83%	1, 3, 4, 5, 6, 9
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501.01	Porter	8,590	-	-	22	0.3%	52	0.6%	2	0.0%	76	0.9%	5, 6, 9
501.03	Porter	7,868	7	0.1%	111	1.4%	21	0.3%	-	-	139	1.8%	5, 6, 9
502.02	Porter	5,470	20	0.4%	-	-	-	-	-	-	20	0.4%	5, 6, 9
502.03	Porter	6,331	12	0.2%	38	0.6%	17	0.3%	-	-	67	1.1%	5, 6, 9
503	Porter	6,082	43	0.7%	12	0.2%	-	-	-	-	55	0.9%	5, 6, 9
504.02	Porter	7,439	300	4.0%	47	0.6%	14	0.2%	6	0.1%	367	4.9%	5, 6, 9
504.05	Porter	1,046	-	-	3	0.3%	5	0.5%	-	-	8	0.8%	5, 6, 9
504.07	Porter	3,820	98	2.6%	25	0.7%	-	-	-	-	123	3.2%	5, 6, 9
505.01	Porter	5,515	72	1.3%	16	0.3%	-	-	-	-	88	1.6%	5, 6, 9
505.03	Porter	4,973	23	0.5%	-	-	-	-	-	-	23	0.5%	5, 6, 9
505.05	Porter	2,302	43	1.9%	-	-	-	-	-	-	43	1.9%	5, 6, 9
505.06	Porter	5,731	250	4.4%	-	-	-	-	-	-	250	4.4%	5, 6, 9
505.07	Porter	3,519	45	1.3%	-	-	-	-	-	-	45	1.3%	5, 6, 9
505.08	Porter	5,389	77	1.4%	65	1.2%	-	-	-	-	142	2.6%	5, 6, 9
505.09	Porter	4,531	140	3.1%	16	0.4%	35	0.8%	-	-	191	4.2%	5, 6, 9
506.02	Porter	4,305	15	0.3%	-	-	16	0.4%	-	-	31	0.7%	5, 6, 7, 9
506.03	Porter	3,025	13	0.4%	-	-	100	3.3%	-	-	113	3.7%	5, 6, 7, 9
506.04	Porter	7,942	-	-	47	0.6%	50	0.6%	11	0.1%	108	1.4%	5, 6, 7, 9
507.02	Porter	7,285	61	0.8%	38	0.5%	18	0.2%	30	0.4%	147	2.0%	5, 6, 7, 9
507.03	Porter	3,203	14	0.4%	-	-	-	-	-	-	14	0.4%	5, 6, 7, 9
507.04	Porter	4,141	6	0.1%	15	0.4%	77	1.9%	-	-	98	2.4%	5, 6, 7, 9
508	Porter	6,278	339	5.4%	42	0.7%	-	-	-	-	381	6.1%	5, 6, 7, 9
509	Porter	4,565	21	0.5%	-	-	71	1.6%	-	-	92	2.0%	5, 6, 7, 9
510.02	Porter	7,981	68	0.9%	6	0.1%	-	-	-	-	74	0.9%	5, 6, 7, 9
510.05	Porter	4,300	22	0.5%	9	0.2%	-	-	-	-	31	0.7%	5, 6, 9

Geography		Population 5 years and over	Speak Spanish or Spanish Creole and Speak English less		Speak Other Indo-European languages and Speak English		Speak Asian and Pacific Island Languages and		Speak Other Languages and Speak English less		Speak English less than "very well": Total		Operator Code
Census Tract	County	Persons	Persons	Percent	Persons	Percent	Persons	Percent	Persons	Percent	Persons	Percent	
510.06	Porter	4,015	-	-	68	1.7%	39	1.0%	-	-	107	2.7%	5, 6, 9
510.07	Porter	6,962	21	0.3%	10	0.1%	-	-	-	-	31	0.4%	5, 6, 9
510.08	Porter	2,016	50	2.5%	-	-	-	-	-	-	50	2.5%	5, 6, 9
511.01	Porter	5,888	19	0.3%	77	1.3%	-	-	-	-	96	1.6%	5, 6, 9
511.02	Porter	4,143	3	0.1%	-	-	5	0.1%	-	-	8	0.2%	5, 6, 9

Porter Total		154,655	1,782	1.15%	667	0.43%	520	0.34%	49	0.03%	3,018	1.95%	5, 6, 7, 9
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401	LaPorte	4,326	57	1.3%	-	-	-	-	-	-	57	1.3%	9
403	LaPorte	2,428	9	0.4%	33	1.4%	-	-	29	1.2%	71	2.9%	9
404	LaPorte	2,867	8	0.3%	-	-	-	-	-	-	8	0.3%	9
405	LaPorte	3,332	9	0.3%	12	0.4%	35	1.1%	-	-	56	1.7%	9
406	LaPorte	4,388	124	2.8%	-	-	-	-	7	0.2%	131	3.0%	9
407	LaPorte	1,558	128	8.2%	9	0.6%	-	-	-	-	137	8.8%	9
408	LaPorte	2,847	14	0.5%	15	0.5%	37	1.3%	15	0.5%	81	2.8%	9
409	LaPorte	2,444	-	-	7	0.3%	-	-	7	0.3%	14	0.6%	9
411	LaPorte	2,198	16	0.7%	27	1.2%	-	-	-	-	43	2.0%	9
412	LaPorte	1,008	1	0.1%	-	-	6	0.6%	-	-	7	0.7%	9
413	LaPorte	2,115	-	-	-	-	23	1.1%	-	-	23	1.1%	9
414	LaPorte	3,408	43	1.3%	35	1.0%	-	-	7	0.2%	85	2.5%	5, 9
415	LaPorte	5,060	25	0.5%	15	0.3%	-	-	-	-	40	0.8%	5, 9
416	LaPorte	5,592	45	0.8%	44	0.8%	-	-	-	-	89	1.6%	9
417	LaPorte	3,189	28	0.9%	20	0.6%	-	-	-	-	48	1.5%	9
418	LaPorte	5,841	200	3.4%	37	0.6%	-	-	-	-	237	4.1%	8, 9
419	LaPorte	5,591	34	0.6%	-	-	-	-	-	-	34	0.6%	9
420	LaPorte	2,225	38	1.7%	33	1.5%	-	-	-	-	71	3.2%	8, 9
421	LaPorte	6,200	334	5.4%	-	-	-	-	-	-	334	5.4%	8, 9
422	LaPorte	3,168	24	0.8%	9	0.3%	-	-	-	-	33	1.0%	8, 9
423	LaPorte	2,209	68	3.1%	8	0.4%	-	-	-	-	76	3.4%	8, 9
424	LaPorte	6,106	275	4.5%	36	0.6%	30	0.5%	-	-	341	5.6%	8, 9

Geography		Population 5 years and over	Speak Spanish or Spanish Creole and Speak English less		Speak Other Indo-European languages and Speak English		Speak Asian and Pacific Island Languages and		Speak Other Languages and Speak English less		Speak English less than "very well": Total		Operator Code
Census Tract	County	Persons	Persons	Percent	Persons	Percent	Persons	Percent	Persons	Percent	Persons	Percent	
425	LaPorte	4,659	62	1.3%	-	-	-	-	-	-	62	1.3%	8, 9
426	LaPorte	8,427	101	1.2%	7	0.1%	-	-	-	-	108	1.3%	5, 9
427	LaPorte	4,984	34	0.7%	13	0.3%	-	-	-	-	47	0.9%	9
428	LaPorte	2,799	20	0.7%	12	0.4%	-	-	-	-	32	1.1%	5, 9
429	LaPorte	3,378	8	0.2%	5	0.1%	-	-	-	-	13	0.4%	5, 9
430	LaPorte	2,342	39	1.7%	23	1.0%	62	2.6%	-	-	124	5.3%	9

LaPorte Total		104,689	1,744	1.67%	400	0.38%	193	0.18%	65	0.06%	2,402	2.29%	5, 8, 9
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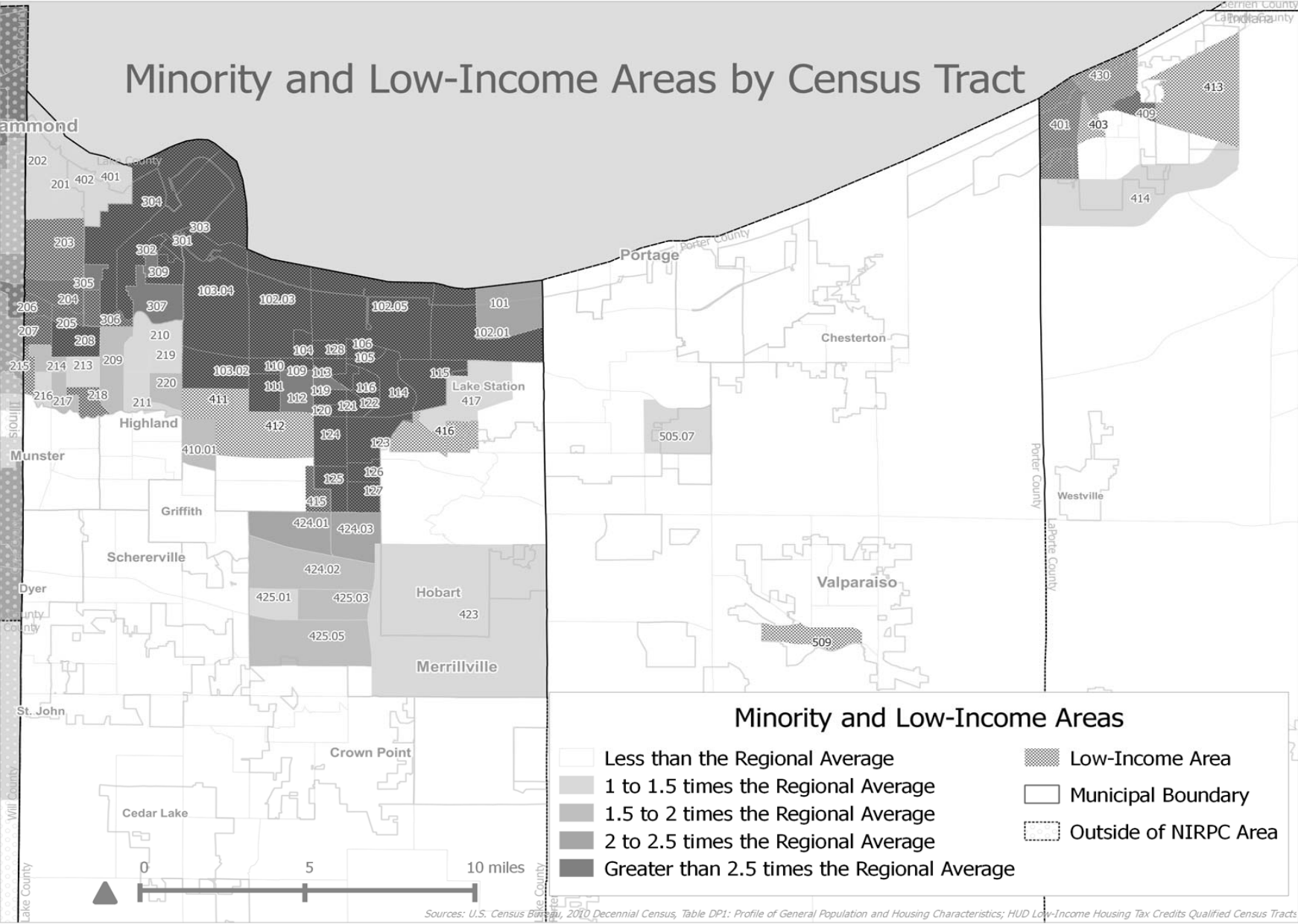
NIRPC Total		721,374	19,184	2.66%	5,763	0.80%	1,933	0.27%	837	0.12%	27,717	3.84%	1, 3, 4, 5, 6, 7, 8, 9
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Source: U.S. Census Bureau, 2008-2012 American Community Survey, Table S1601: Language Spoken at Home

Code	Transit Operator	Name	Service Area
1	City of East Chicago Transit	ECT	East Chicago, Griffith, Hammond
3	North Township Dial-a-Ride	-	East Chicago, Hammond, Highland, Munster, Whiting
4	South Lake County Community Services, Inc	SLCCS	All of Lake County except North and Calumet Townships, but including Griffith
5	Opportunity Enterprises, Inc	OE	Porter County; Lake County E of Broadway and LaPorte County W of 421 and N of 109th.
6	Porter County Aging and Community Services, Inc	PCACS	Porter County; Lake County E of 51 (all of Lake County within 1 mile of Porter County line).
7	City of Valparaiso	V-Line	City of Valparaiso
8	City of LaPorte	TransPorte	City of LaPorte
9	Northern Indiana Commuter Transportation District	NICTD	Lake, Porter, and LaPorte Counties, other parts of NE Illinois and N Indiana.

Code #2 was previously used for the now-defunct Northwest Indiana Regional Bus Authority

Attachment #4: Minority and Low Income Population Distribution Map



Attachment #5: Minority and Low Income Population Distribution Chart

Minority and Low Income Populations by Census Tract

Sources: U.S. Census Bureau, 2010 Decennial Census, Table DP1: Profile of General Population and Housing Characteristics; HUD Low-Income Housing Tax Credits Qualified Census Tracts

Cell shading shows minority populations of <1x 1-1.5x 1.5-2x 2-2.5x >2.5x ...the regional average (34.43%)
 Low income tracts have a... **thick border**

Geography		Population	Race							Ethnicity		Total Minority		Transit Service	Low*
Tract	County	Total	White	Black	American Indian / Alaska Native	Asian	Native Hawai'in / Pacific Islander	Other Race	Two or More Races	White, Hispanic (any race)	non-Hispanic	No.	%		
101	Lake	4,312	1,333	2,795	8	28	1	30	117	160	1,258	3,054	70.8%	9	
102.01	Lake	5,696	728	4,671	27	23	0	99	148	281	635	5,061	88.9%	9	Yes
102.03	Lake	2,462	55	2,355	8	1	0	14	29	46	39	2,423	98.4%	9	Yes
102.05	Lake	1,546	90	1,359	1	3	0	59	34	139	42	1,504	97.3%	9	Yes
103.02	Lake	3,472	79	3,252	1	5	0	68	67	131	43	3,429	98.8%	9	Yes
103.04	Lake	3,149	278	2,610	6	10	2	166	77	432	97	3,052	96.9%	9	Yes
104	Lake	3,274	26	3,160	10	0	0	22	56	95	18	3,256	99.5%	9	Yes
105	Lake	957	35	884	10	2	0	15	11	46	25	932	97.4%	9	Yes
106	Lake	1,386	38	1,288	14	0	0	19	27	51	29	1,357	97.9%	9	Yes
109	Lake	977	18	924	1	0	0	12	22	32	11	966	98.9%	9	Yes
110	Lake	1,687	22	1,609	2	2	0	6	46	32	11	1,676	99.3%	9	Yes
111	Lake	4,597	30	4,467	13	0	0	12	75	61	27	4,570	99.4%	9	Yes
112	Lake	4,402	91	4,234	6	4	0	19	48	81	71	4,331	98.4%	9	
113	Lake	1,869	58	1,785	7	1	0	4	14	26	51	1,818	97.3%	9	Yes
114	Lake	1,271	8	1,232	7	0	0	2	22	15	7	1,264	99.4%	9	Yes
115	Lake	2,693	293	2,220	7	2	0	88	83	213	225	2,468	91.6%	4, 9	Yes
116	Lake	2,321	33	2,256	3	0	0	10	19	50	18	2,303	99.2%	9	Yes
117	Lake	826	21	776	4	0	0	9	16	29	16	810	98.1%	9	Yes
118	Lake	1,484	14	1,452	2	0	0	0	16	3	14	1,470	99.1%	9	
119	Lake	2,069	34	1,992	4	2	0	5	32	38	34	2,035	98.4%	9	Yes
120	Lake	1,049	13	1,000	2	3	0	14	17	34	10	1,039	99.0%	9	Yes
121	Lake	940	14	899	4	0	0	3	20	16	13	927	98.6%	9	Yes

Geography		Population	Race							Ethnicity		Total Minority			
Tract	County	Total	White	Black	American Indian / Alaska Native	Asian	Native Hawai'in / Pacific Islander	Other Race	Two or More Races	White, Hispanic (any race)	non-Hispanic	No.	%	Transit Service	Low* Income
122	Lake	1,459	8	1,438	0	0	0	2	11	6	5	1,454	99.7%	9	Yes
123	Lake	3,038	203	2,702	2	2	1	71	57	179	135	2,903	95.6%	4, 9	Yes
124	Lake	4,804	235	4,355	15	21	1	69	108	209	168	4,636	96.5%	9	Yes
125	Lake	5,155	376	4,513	14	10	0	126	116	314	289	4,866	94.4%	9	Yes
126	Lake	2,707	193	2,388	4	1	0	56	65	130	154	2,553	94.3%	9	Yes
127	Lake	3,515	253	3,097	11	15	0	58	81	190	196	3,319	94.4%	9	Yes
128	Lake	2,326	91	2,101	11	3	0	64	56	163	30	2,296	98.7%	9	Yes
201	Lake	4,750	3,768	192	15	33	7	638	97	1,788	2,703	2,047	43.1%	1, 3, 9	
202	Lake	2,513	2,083	67	15	12	0	296	40	849	1,567	946	37.6%	1, 3, 9	
203	Lake	6,601	4,690	464	42	27	0	1,188	190	3,198	2,875	3,726	56.4%	1, 3, 9	Yes
204	Lake	5,554	3,375	669	35	12	0	1,233	230	3,566	1,300	4,254	76.6%	1, 3, 9	Yes
205	Lake	3,984	1,952	960	28	7	2	850	185	2,138	844	3,140	78.8%	1, 3, 9	Yes
206	Lake	2,255	849	1,209	7	6	0	134	50	411	634	1,621	71.9%	1, 3, 9	Yes
207	Lake	5,183	1,875	2,401	26	20	3	669	189	1,470	1,225	3,958	76.4%	1, 3, 9	Yes
208	Lake	4,455	660	3,371	9	4	0	316	95	704	365	4,090	91.8%	1, 3, 9	Yes
209	Lake	4,375	2,475	999	10	409	0	346	136	886	2,018	2,357	53.9%	1, 3, 9	
210	Lake	5,183	3,519	665	36	30	1	774	158	1,851	2,605	2,578	49.7%	1, 3, 9	
211	Lake	3,016	2,266	267	11	11	1	368	92	972	1,726	1,290	42.8%	1, 3, 9	
213	Lake	3,630	2,279	883	14	26	1	333	94	870	1,836	1,794	49.4%	1, 3, 9	
214	Lake	5,175	2,688	1,251	43	14	3	941	235	2,033	1,808	3,367	65.1%	1, 3, 9	
215	Lake	2,285	1,559	381	14	26	1	257	47	549	1,313	972	42.5%	1, 3	Yes
216	Lake	2,996	2,083	392	17	10	0	372	122	999	1,568	1,428	47.7%	1, 3, 9	
217	Lake	4,913	3,144	987	24	27	5	573	153	1,491	2,361	2,552	51.9%	1, 3, 9	
218	Lake	3,696	2,202	994	9	25	0	295	171	831	1,771	1,925	52.1%	1, 3, 9	Yes
219	Lake	5,184	3,572	723	28	51	0	621	189	1,712	2,637	2,547	49.1%	1, 3, 9	
220	Lake	5,082	2,945	1,349	28	54	0	519	187	1,245	2,378	2,704	53.2%	1, 3, 9	
301	Lake	1,456	24	1,365	1	0	0	13	53	97	3	1,453	99.8%	1, 3, 9	Yes
302	Lake	1,436	325	852	2	2	0	204	51	554	29	1,407	98.0%	1, 3, 9	Yes

Geography		Population	Race							Ethnicity		Total Minority			
Tract	County	Total	White	Black	American Indian / Alaska Native	Asian	Native Hawai'in / Pacific Islander	Other Race	Two or More Races	White, Hispanic (any race)	non-Hispanic	No.	%	Transit Service	Low* Income
303	Lake	2,577	230	2,102	17	0	0	168	60	441	73	2,504	97.2%	1, 3, 9	Yes
304	Lake	3,505	1,813	791	17	2	4	761	117	2,475	279	3,226	92.0%	1, 3, 9	Yes
305	Lake	4,201	2,046	1,093	52	5	0	902	103	2,777	364	3,837	91.3%	1, 3, 9	
306	Lake	5,052	2,738	1,020	35	7	4	1,108	140	3,252	802	4,250	84.1%	1, 3, 9	Yes
307	Lake	2,064	534	1,079	19	1	0	369	62	864	154	1,910	92.5%	1, 3, 9	
308	Lake	4,272	1,513	1,573	35	9	3	1,023	116	2,581	209	4,063	95.1%	1, 3, 9	
309	Lake	3,575	1,097	1,690	8	1	0	700	79	1,722	190	3,385	94.7%	1, 3, 9	Yes
310	Lake	1,560	210	1,171	1	7	1	123	47	342	37	1,523	97.6%	1, 3, 9	Yes
401	Lake	1,474	1,148	74	6	12	0	185	49	558	824	650	44.1%	3, 9	
402	Lake	3,523	2,663	100	31	22	0	598	109	1,478	1,909	1,614	45.8%	3, 9	
403	Lake	7,895	6,705	373	25	294	0	315	183	922	6,176	1,719	21.8%	3, 9	
404.01	Lake	5,208	4,688	142	3	140	1	176	58	546	4,334	874	16.8%	3, 9	
404.02	Lake	4,533	3,530	195	12	646	1	59	90	329	3,291	1,242	27.4%	3, 9	
404.03	Lake	5,967	5,285	111	7	297	1	182	84	613	4,888	1,079	18.1%	3, 9	
405.01	Lake	3,623	2,841	430	1	125	0	126	100	497	2,507	1,116	30.8%	3, 9	
405.02	Lake	3,519	3,057	211	4	97	0	86	64	385	2,789	730	20.7%	3, 9	
406	Lake	3,759	3,379	94	13	49	0	151	73	534	3,040	719	19.1%	3, 9	
407	Lake	5,031	4,511	161	7	37	0	207	108	631	4,140	891	17.7%	3, 9	
408.01	Lake	3,888	3,578	68	10	28	0	141	63	498	3,264	624	16.0%	3, 9	
408.02	Lake	3,907	3,661	33	14	44	1	88	66	502	3,299	608	15.6%	3, 9	
409	Lake	6,604	6,072	145	14	56	0	185	132	802	5,535	1,069	16.2%	1, 4, 9	
410.01	Lake	5,525	2,587	2,496	15	28	4	234	161	679	2,247	3,278	59.3%	1, 4, 9	
410.02	Lake	4,666	4,047	206	13	49	1	233	117	759	3,591	1,075	23.0%	1, 4, 9	
411	Lake	2,377	1,993	65	20	3	1	217	78	537	1,722	655	27.6%	9	Yes
412	Lake	2,474	1,956	228	17	23	2	131	117	389	1,758	716	28.9%	9	Yes
413.02	Lake	2,771	2,233	266	22	7	4	151	88	420	2,026	745	26.9%	9	
414	Lake	2,847	2,362	275	13	7	0	97	93	410	2,104	743	26.1%	9	
415	Lake	1,650	449	1,102	4	2	0	46	47	153	389	1,261	76.4%	9	Yes
416	Lake	4,638	3,758	154	30	27	2	451	216	1,190	3,163	1,475	31.8%	4, 5, 9	Yes

Geography		Population	Race							Ethnicity		Total Minority			
Tract	County	Total	White	Black	American Indian / Alaska Native	Asian	Native Hawai'in / Pacific Islander	Other Race	Two or More Races	White, Hispanic (any race)	non-Hispanic	No.	%	Transit Service	Low* Income
417	Lake	4,625	3,496	209	18	10	2	662	228	1,514	2,852	1,773	38.3%	4, 5, 9	
418	Lake	6,437	5,373	175	34	28	0	614	213	1,563	4,589	1,848	28.7%	4, 5, 6, 9	
419	Lake	4,912	4,529	70	16	30	0	165	102	619	4,146	766	15.6%	4, 5, 6, 9	
420	Lake	6,568	5,811	342	10	49	1	230	125	722	5,385	1,183	18.0%	4, 5, 6, 9	
421	Lake	5,547	4,483	516	45	60	0	286	157	961	3,906	1,641	29.6%	4, 5, 9	
422	Lake	6,591	5,910	270	18	23	1	231	138	991	5,266	1,325	20.1%	4, 5, 9	
423	Lake	7,248	5,308	1,232	28	155	2	322	201	1,002	4,729	2,519	34.8%	4, 5, 6, 9	
424.01	Lake	6,444	2,171	3,746	18	59	0	288	162	782	1,785	4,659	72.3%	4, 9	
424.02	Lake	7,111	3,337	3,118	13	45	5	336	257	999	2,832	4,279	60.2%	4, 5, 9	
424.03	Lake	4,189	1,146	2,715	9	23	0	178	118	411	978	3,211	76.7%	4, 9	
425.01	Lake	6,217	3,528	1,940	4	87	0	371	287	1,046	3,024	3,193	51.4%	4, 9	
425.03	Lake	3,132	1,688	1,167	5	38	0	145	89	401	1,469	1,663	53.1%	4, 5, 9	
425.04	Lake	7,346	5,488	1,309	17	152	0	209	171	787	4,996	2,350	32.0%	4, 5, 9	
425.05	Lake	6,203	2,976	2,687	18	144	1	232	145	624	2,681	3,522	56.8%	4, 5, 9	
426.02	Lake	6,428	5,442	434	16	170	0	189	177	788	4,941	1,487	23.1%	1, 4, 9	
426.05	Lake	7,145	6,635	109	17	102	6	178	98	668	6,209	936	13.1%	4, 9	
426.06	Lake	3,355	2,468	527	12	89	0	182	77	495	2,219	1,136	33.9%	4, 9	
426.07	Lake	7,304	6,639	145	17	101	3	264	135	872	6,103	1,201	16.4%	4, 9	
426.08	Lake	4,413	4,097	69	5	38	1	150	53	402	3,859	554	12.6%	4, 9	
426.09	Lake	8,442	7,903	123	10	62	7	224	113	676	7,491	951	11.3%	4, 9	
427.02	Lake	5,513	4,883	231	10	108	1	210	70	552	4,542	971	17.6%	4, 9	
427.03	Lake	4,892	4,226	193	4	315	0	86	68	431	3,911	981	20.1%	4, 9	
427.04	Lake	4,450	4,111	95	5	56	0	111	72	421	3,834	616	13.8%	4, 9	
428.01	Lake	9,226	8,095	279	26	395	0	242	189	933	7,473	1,753	19.0%	4, 9	
428.02	Lake	5,573	5,226	79	9	71	2	111	75	425	4,952	621	11.1%	4, 9	
429.01	Lake	6,141	5,881	23	20	19	2	117	79	370	5,664	477	7.8%	4, 9	
429.02	Lake	6,302	5,864	74	9	81	0	184	90	547	5,550	752	11.9%	4, 9	
430.01	Lake	4,550	4,275	52	4	76	0	73	70	301	4,084	466	10.2%	4, 9	
430.02	Lake	5,443	5,185	33	8	40	2	94	81	404	4,917	526	9.7%	4, 9	

Geography		Population	Race							Ethnicity		Total Minority			
Tract	County	Total	White	Black	American Indian / Alaska Native	Asian	Native Hawai'in / Pacific Islander	Other Race	Two or More Races	White, Hispanic (any race)	non-Hispanic	No.	%	Transit Service	Low* Income
431.01	Lake	2,875	2,730	9	5	16	1	50	64	182	2,622	253	8.8%	4, 9	
431.02	Lake	7,631	7,353	68	17	47	1	64	81	383	7,071	560	7.3%	4, 9	
432.01	Lake	3,424	3,286	19	5	14	1	48	51	172	3,179	245	7.2%	4, 9	
432.02	Lake	7,833	7,185	188	11	210	0	123	116	551	6,783	1,050	13.4%	4, 5, 9	
433	Lake	10,054	9,172	226	28	195	5	255	173	845	8,680	1,374	13.7%	4, 5, 6, 9	
434.01	Lake	6,826	6,593	29	17	23	0	77	87	334	6,368	458	6.7%	4, 9	
434.03	Lake	6,581	6,288	32	23	17	5	131	85	498	5,952	629	9.6%	4, 9	
434.04	Lake	1,668	1,629	2	2	5	0	14	16	67	1,582	86	5.2%	4, 6, 9	
434.05	Lake	5,516	5,315	25	12	20	0	71	73	222	5,197	319	5.8%	4, 9	

Lake Total	496,005	319,412	128,263	1,628	6,142	108	28,792	11,660	82,663	274,162	221,843	44.7%	1, 3, 4, 5, 6, 9	45
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505.05	Porter	2,469	2,262	52	3	14	1	64	73	260	2,102	367	14.9%	5, 6, 9	
504.07	Porter	3,735	3,104	343	13	19	3	133	120	450	2,856	879	23.5%	5, 6, 9	
507.04	Porter	4,823	4,456	80	12	130	5	61	79	220	4,311	512	10.6%	5, 6, 7, 9	
506.04	Porter	8,091	7,635	119	12	157	0	64	104	370	7,370	721	8.9%	5, 6, 7, 9	
510.08	Porter	2,210	2,144	12	3	8	0	17	26	96	2,071	139	6.3%	5, 6, 9	
510.07	Porter	7,157	6,789	72	12	66	0	101	117	516	6,435	722	10.1%	5, 6, 9	
510.05	Porter	4,425	4,059	130	4	111	0	51	70	237	3,889	536	12.1%	5, 6, 9	
510.06	Porter	4,417	4,184	48	20	36	1	64	64	302	3,967	450	10.2%	5, 6, 9	
505.07	Porter	3,973	2,896	644	18	35	1	255	124	672	2,549	1,424	35.8%	5, 6, 9	
505.06	Porter	5,641	4,791	341	17	84	0	311	97	945	4,214	1,427	25.3%	5, 6, 9	
505.09	Porter	4,803	4,086	247	14	58	0	288	110	772	3,678	1,125	23.4%	5, 6, 9	
506.03	Porter	3,413	3,263	15	5	34	1	48	47	175	3,153	260	7.6%	5, 6, 7, 9	
507.03	Porter	3,409	3,254	17	6	32	3	54	43	179	3,138	271	7.9%	5, 6, 7, 9	
505.08	Porter	6,071	5,095	435	29	56	0	296	160	1,132	4,394	1,677	27.6%	5, 6, 9	
504.05	Porter	1,110	1,067	12	1	14	0	1	15	36	1,035	75	6.8%	5, 6, 9	
502.03	Porter	6,659	6,211	83	29	157	0	81	98	328	6,002	657	9.9%	5, 6, 9	

Geography		Population	Race							Ethnicity		Total Minority			
Tract	County	Total	White	Black	American Indian / Alaska Native	Asian	Native Hawai'in / Pacific Islander	Other Race	Two or More Races	White, Hispanic (any race)	non-Hispanic	No.	%	Transit Service	Low* Income
501.03	Porter	8,049	7,770	60	25	35	2	54	103	308	7,547	502	6.2%	5, 6, 9	
503	Porter	6,483	6,098	89	16	53	1	121	105	453	5,800	683	10.5%	5, 6, 9	
511.01	Porter	6,160	5,973	41	9	18	0	41	78	311	5,745	415	6.7%	5, 6, 9	
507.02	Porter	8,173	7,224	434	30	110	6	145	224	612	6,834	1,339	16.4%	5, 6, 7, 9	
509	Porter	4,187	3,564	164	13	151	3	174	118	397	3,371	816	19.5%	5, 6, 7, 9	Yes
508	Porter	6,703	5,896	221	40	186	1	206	153	576	5,576	1,127	16.8%	5, 6, 7, 9	
501.01	Porter	9,319	8,784	101	30	124	0	112	168	645	8,302	1,017	10.9%	5, 6, 9	
505.03	Porter	5,214	4,760	160	11	16	0	154	113	512	4,462	752	14.4%	5, 6, 9	
510.02	Porter	8,469	8,148	101	15	40	1	81	83	422	7,827	642	7.6%	5, 6, 7, 9	
511.02	Porter	4,432	4,344	8	9	17	0	17	37	170	4,212	220	5.0%	5, 6, 9	
505.01	Porter	6,150	5,326	336	41	31	1	235	180	964	4,692	1,458	23.7%	5, 6, 9	
504.02	Porter	7,914	6,827	368	33	74	4	398	210	1,208	6,135	1,779	22.5%	5, 6, 9	
506.02	Porter	4,437	4,147	71	11	64	0	66	78	225	4,012	425	9.6%	5, 6, 7, 9	
502.02	Porter	6,242	5,833	90	13	64	2	125	115	440	5,559	683	10.9%	5, 6, 9	

Porter Total	164,338	149,990	314,328	494	1,994	2,488	3,818	3,112	6,930	141,238	23,100	14.1%	5,6,7,9	1
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429	LaPorte	3,760	3,664	14	11	9	1	16	45	72	3,620	140	3.7%	5, 9	
411	LaPorte	2,179	1,985	125	8	33	2	5	21	35	1,959	220	10.1%	9	
409	LaPorte	2,778	784	1,802	17	1	0	47	127	127	742	2,036	73.3%	9	Yes
418	LaPorte	6,054	5,701	38	7	6	0	202	100	525	5,403	651	10.8%	8, 9	
427	LaPorte	5,363	5,002	155	11	8	0	69	118	197	4,908	455	8.5%	9	
428	LaPorte	3,005	2,921	11	11	4	0	13	45	67	2,875	130	4.3%	5, 9	
426	LaPorte	8,743	6,959	1,511	19	32	0	137	85	503	6,638	2,105	24.1%	5, 9	
415	LaPorte	5,009	4,761	77	18	46	2	31	74	114	4,678	331	6.6%	5, 9	
414	LaPorte	3,887	2,440	1,191	13	24	2	74	143	271	2,294	1,593	41.0%	5, 9	
417	LaPorte	3,395	3,239	64	7	11	2	18	54	54	3,207	188	5.5%	9	
425	LaPorte	5,060	4,843	73	10	23	1	51	59	176	4,739	321	6.3%	8, 9	
423	LaPorte	2,345	1,834	246	9	7	0	154	95	316	1,721	624	26.6%	8, 9	

Geography		Population	Race							Ethnicity		Total Minority		Transit Service	Low*
Tract	County	Total	White	Black	American Indian / Alaska Native	Asian	Native Hawai'in / Pacific Islander	Other Race	Two or More Races	White, Hispanic (any race)	non-Hispanic	No.	%		
422	LaPorte	3,214	3,061	39	4	34	0	34	42	134	2,967	247	7.7%	8, 9	
419	LaPorte	5,390	5,271	35	4	9	1	18	52	125	5,171	219	4.1%	9	
416	LaPorte	6,330	5,962	146	18	60	3	46	95	168	5,855	475	7.5%	9	
424	LaPorte	7,425	6,759	181	16	34	2	251	182	582	6,496	929	12.5%	8, 9	
421	LaPorte	6,394	5,665	100	21	22	0	408	178	854	5,309	1,085	17.0%	8, 9	
401	LaPorte	3,901	1,915	1,783	17	9	4	76	97	214	1,804	2,097	53.8%	9	Yes
413	LaPorte	2,627	1,812	648	10	7	0	33	117	115	1,760	867	33.0%	9	Yes
420	LaPorte	2,517	2,274	94	2	12	0	77	58	191	2,175	342	13.6%	8, 9	
407	LaPorte	1,535	1,095	297	4	6	0	69	64	125	1,056	479	31.2%	9	
406	LaPorte	4,852	3,549	1,024	9	37	0	74	159	219	3,446	1,406	29.0%	9	
412	LaPorte	1,059	1,026	11	1	4	0	6	11	16	1,016	43	4.1%	9	
405	LaPorte	3,433	2,947	308	5	71	1	35	66	160	2,838	595	17.3%	9	
403	LaPorte	2,677	1,887	524	9	6	0	94	157	231	1,789	888	33.2%	9	Yes
404	LaPorte	3,141	2,684	227	13	28	0	84	105	184	2,617	524	16.7%	9	
408	LaPorte	2,988	2,322	434	18	15	0	71	128	212	2,234	754	25.2%	9	
430	LaPorte	2,406	1,425	843	14	25	0	33	66	106	1,378	1,028	42.7%	9	Yes
LaPorte Totals		111,467	93,787	205,254	306	583	889	2,226	2,543	4,769	90,695	20,772	18.6%	5, 8, 9	5
NIRPC Totals		771,810	563,189	145,158	2,428	8,719	165	34,836	17,315	102,689	506,095	265,715	34.4%		51

*"Low Income" tracts are areas identified as Qualified Census Tracts for HUD's Low-Income Housing Tax Credits for 2014. To qualify, a tract must have 50 percent of households with incomes below 60 percent of the Area Median Gross Income (AMGI) or have a poverty rate of 25 percent or more.

Part IV. Transit Operator Submissions

As a direct recipient of Federal Transit Administration (FTA) funds and in accordance to Chapter II Part 4 of FTA Circular 4702.1B NIRPC has collected the following compliance reports for its “cognizant” Designated Recipient and for each of its seven (7) sub-recipients.

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

Northern Indiana Commuter Transportation District (NICTD)

TITLE VI PROGRAM

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

City of East Chicago, IN (East Chicago Transit)

TITLE VI PROGRAM

Submitted as part of NIRPC's Title VI Program

**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 form 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

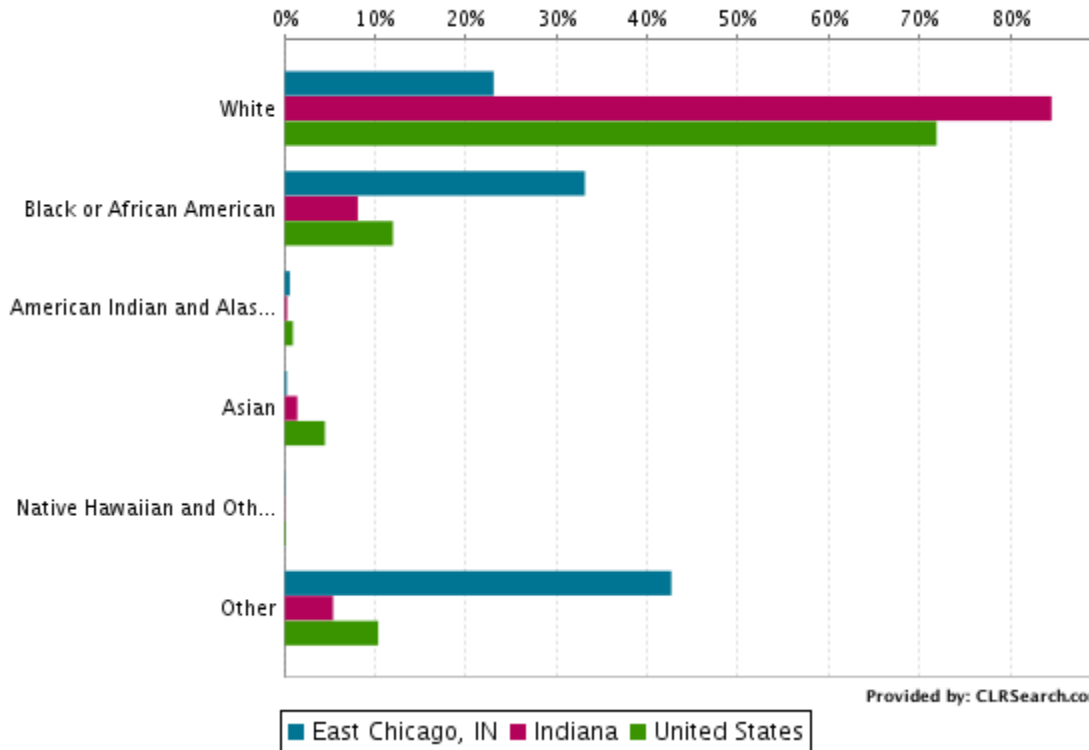
Title

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

NORTHERN LAKE COUNTY HAMMOND AND EAST CHICAGO INSET

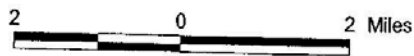
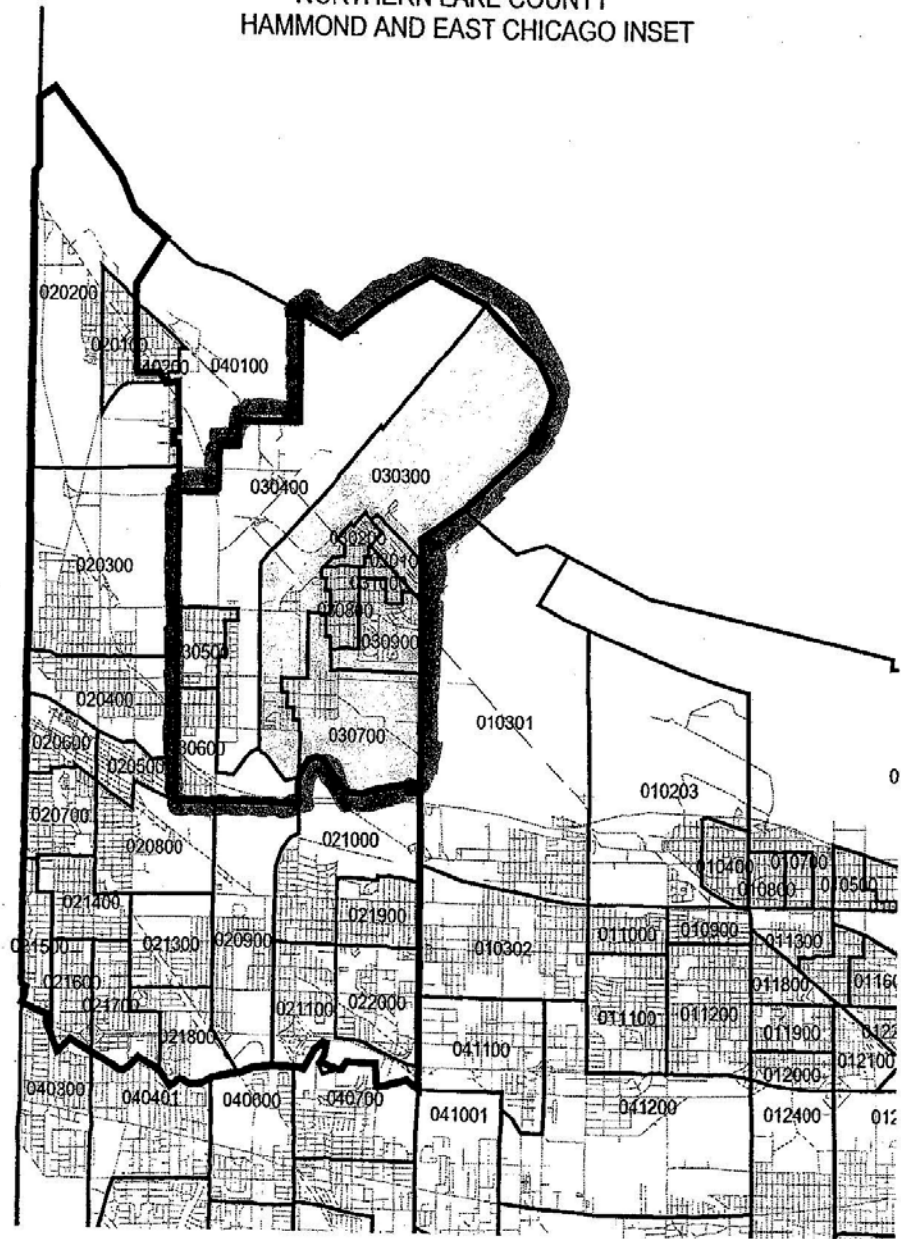


Exhibit II

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

**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

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 si, por favor proporcione una copia del formulario de denuncia que presento 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 “si” 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

2017 Title VI Questionnaire

(REFERENCES: FTA Circular 4702.1B)

I. GENERAL REPORTING REQUIREMENTS:

A. MOST RECENTLY FILED ANNUAL TITLE VI CERTIFICATIONS AND ASSURANCES

NICTD: Date on which your FFY 2017 Certifications and Assurances were filed in TEAM.

All Others: Execution Date of your most recent Certification and Assurances filed with NIRPC (This would be sometime in 2016 for FFY 2017).

The most recent Certifications and Assurances filed with NIRPC were signed January 25, 2017 and submitted to NIRPC on January 27, 2017.

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 too websites, bus postings, brochures, complaint forms.)

ECT uses local newspapers, radio stations, 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 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.

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.

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.

ECT currently has not planned construction projects.

(For NICTD only)

NORTHERN LAKE COUNTY
HAMMOND AND EAST CHICAGO INSET

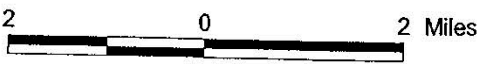
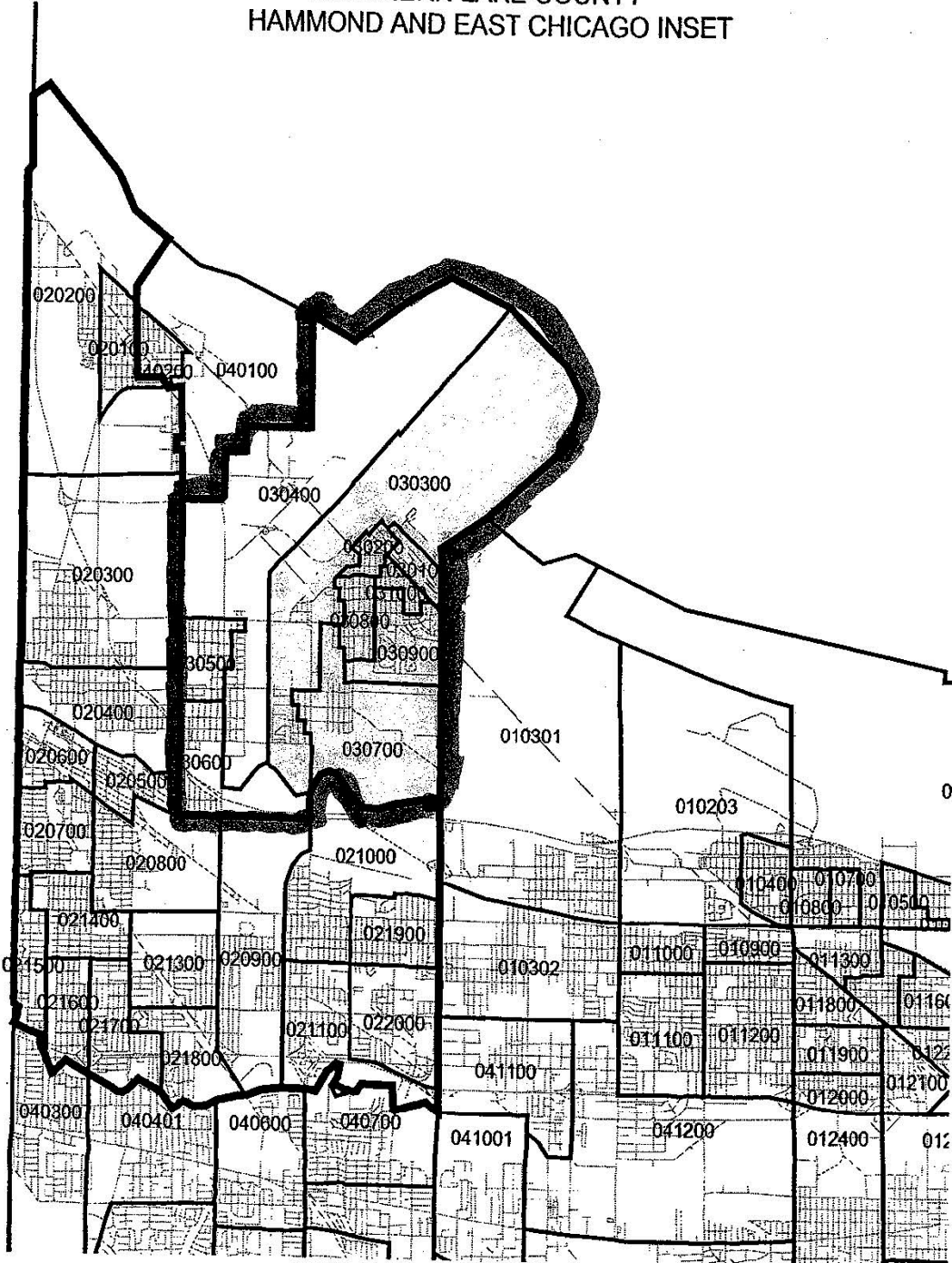


Exhibit II Complaint Appeal Process

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.

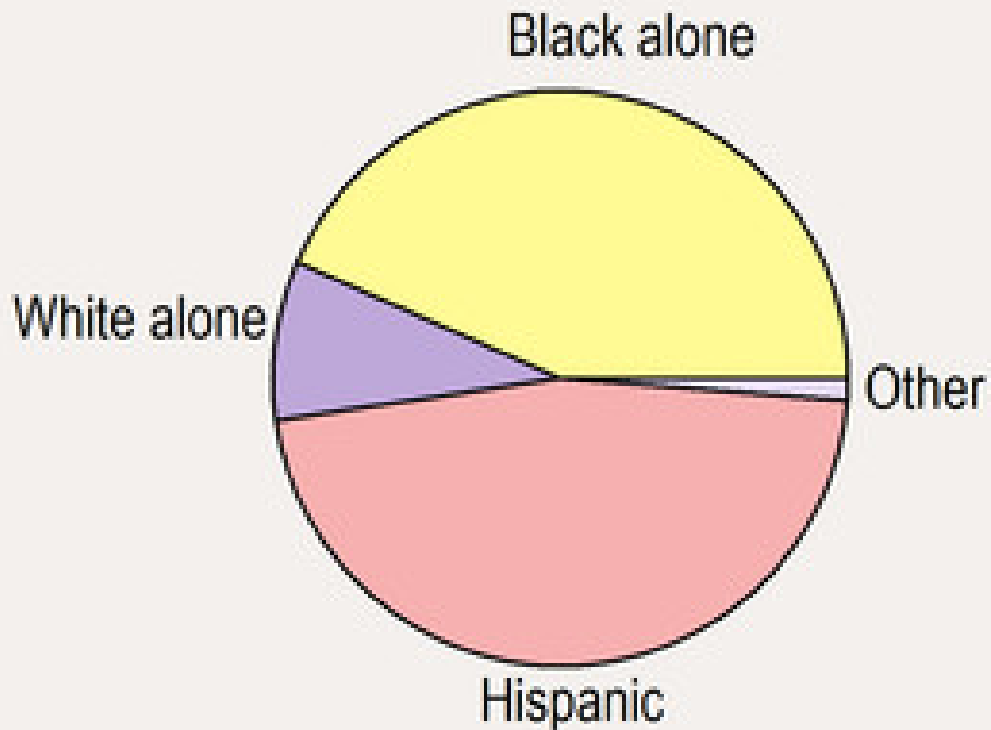
1. A complaint may be submitted in writing and must include the person's name and contact information, the date of the incidence, and the identity of the person or department or service that caused the complaint. Complaint. Complaints may be sent via mail, email, fax or hand delivered.
2. A complaint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

Races in East Chicago, IN



 city-data.com

- **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%)

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
- Housing Office (West Calumet)
- 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
- County Market
- Lighthouse Charter School
- ECUEA
- Bessie Owens
- Roxanna Center
- Martin Luther King Center
- Heritage Hall
- West Calumet Center

North Township, Lake County, IN (North Twp Dial-a-Ride)

TITLE VI PROGRAM

Submitted as part of NIRPC's Title VI Program

2017 Title VI Questionnaire

(REFERENCES: FTA Circular 4702.1B)

I. GENERAL REPORTING REQUIREMENTS:

A. MOST RECENTLY FILED ANNUAL TITLE VI CERTIFICATIONS AND ASSURANCES

NICTD: *Date on which your FFY 2017 Certifications and Assurances were filed in TEAM.*

All Others: *Execution Date of your most recent Certification and Assurances filed with NIRPC (This would be sometime in 2016 for FFY 2017).*

- January 2017. Copy of Signature Page 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 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.

- **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 2016: 43,462**
- **Riders from Minority Based Communities: 76%**
- **Riders from Non-Minority Based Communities: 24%**
- **Female Riders: 63%**
- **Male Riders: 47%**
- **Riders 50 Years of Age or Older: 61%**
- **Riders 49 Years of Age or Younger: 39%**

- **Riders who were Children: Less than 1%**
- **ADA Related Trips: 9%**

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.

- **Dial-A-Ride Informational Flyer included with this correspondence. Approximately 4 year ago Dial-A-Ride expanded its service hours to 7 am to 5 pm. This enabled Dial-A-Ride to service more people (including minorities) and to take them to a greater number of places / appointments at times that are more conducive to their schedules.**

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.

- **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 changes, 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.**

**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)

- **North Township has no currently active or planned construction projects.**

FTA FISCAL YEAR 2017 CERTIFICATIONS AND ASSURANCES

FEDERAL FISCAL YEAR 2017 FTA CERTIFICATIONS AND ASSURANCES SIGNATURE PAGE

AFFIRMATION OF APPLICANT

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

Name and Relationship of the Authorized Representative: Frank J. Mrvan - Trustee

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 2017, 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 2017.

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 [Handwritten Signature] Date: 1-5-17

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 [Handwritten Signature] Date: 1-9-17

Name Douglas K. Walker
Attorney for Applicant

Each Applicant for federal assistance to be awarded by FTA and each FTA Recipient with an active Capital or Formula Project or Award 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 FTA's electronic award and management system, provided the Applicant has on file and uploaded to FTA's electronic award and management system this hard-copy Affirmation, signed by the attorney and dated this federal fiscal year.

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 are located in clearly marked bins on all Township buses. Complaint forms are also 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

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 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. The Dial-A-Ride flyer is also reproduced in Spanish and is accessible in Township offices and on the Dial-A-Ride busses.

Policy Statement available in alternate formats upon request

Revised 03/03/2011 (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 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 the 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.

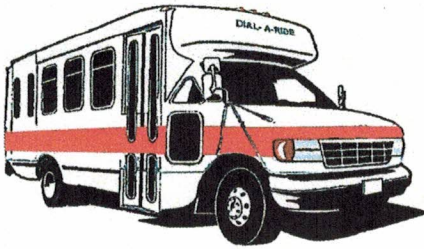
Title VI Complaint Process: Formal complaints should be submitted in writing and addressed to the North Township Trustee's Office, Attention: Director of Transportation, 5947 Hohman Avenue, Hammond, Indiana 46320. Complaint forms can be found on each Dial-A-Ride vehicle. Verbal complaints will also be accepted by calling (219) 932-2530, extension 342.

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

Frank J. Mrvan, North Township Trustee
Name and Title of Authorized Officer

July 12, 2011
Date

Signature of Authorized Officer



NORTH TOWNSHIP DIAL-A-RIDE

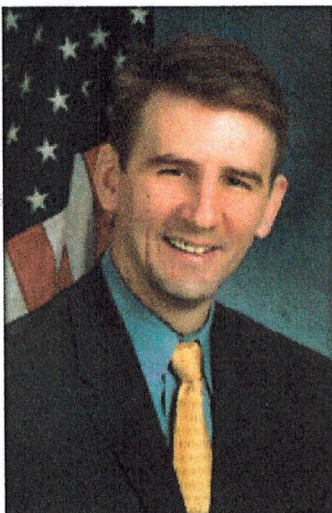
**FREE Service Available
MONDAY through FRIDAY
7:00 am to 5:00 PM**

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

FRANK J. MRVAN

NORTH TOWNSHIP TRUSTEE



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

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

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.

- The notice shall contain information describing the proposed fare increase or service reduction, the service area affected, and the effective date of the change.
- This operator shall adhere to any applicable federal or state laws and regulations concerning notification.
- 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 they 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 which the service change is to take place. Publication shall be between twenty-one (21) and thirty (30) calendars 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

notification 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 certified 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

South Lake County Community Services, Inc.

TITLE VI PROGRAM

Submitted as part of NIRPC's Title VI Program

DOCUMENTS TO BE REVIEWED			
Review Area/Documents	Pre-site Visit Review Dec.16, 2016	Site Visit	Comments
<i>*Shaded w/ no 'X' indicates reviewer collects independently and/or from region; 'X' indicates grantee submission; 'X' and shaded could be either or both</i>			
ee. Documentation of ferry service policies and compliance, if applicable	X		n/a
ff. Sample contracts with ferry shuttle service	X		n/a
gg. Complaint records/lawsuits (send summary and have files available)	X	X	
hh. Organization chart showing the designated complaints resolution official (CRO)	X		n/a
ii. Policies relating to duties of the CRO	X		n/a
jj. Other			
5. TITLE VI			
a. Title VI compliance review report and response			
b. Title VI program			
c. Notices to beneficiaries	X		Transportation Policy included
d. Title VI complaint process	X		Transportation Policy included
e. Title VI complaints (send summary and have files available for site visit)	X		none
f. Public involvement procedures	X		Public notice Policy included
g. Equity analysis for facility siting	X		n/a
h. Documentation of LEP Analysis/Implementation Plan	X		n/a
i. Language Assistance Plan	X		n/a
j. Listing of vital documents for LEP translation	X		n/a
k. Documentation of public outreach/involvement			
l. Demographic data/analyses (over 200,000 UZA)	X		Title VI Profile included
m. Service standards/policies (over 200,000 UZA)	X		Transportation Policy included
n. Documentation of service monitoring to identify disparities (over 200,000 UZA)	X		Title VI survey results included

DOCUMENTS TO BE REVIEWED			
Review Area/Documents	Pre-site Visit Review Dec.16, 2016	Site Visit	Comments
<i>*Shaded w/ no 'X' indicates reviewer collects independently and/or from region; 'X' indicates grantee submission; 'X' and shaded could be either or both</i>			
o. Documentation of equity analysis for fare or service changes (over 200,000 UZA)	X		n/a
p. Documentation of equity analysis for New Starts, Small Starts or new fixed guideway	X		n/a
q. Board review/approval documentation for Title VI elements: change analyses, standards, program, etc.	X		n/a
r. Documentation of Title VI compliance monitoring of subrecipients	X		n/a
s. Documentation of Title VI compliance assistance to subrecipients/contractors	X		n/a
t. Title VI training program and materials	X		n/a
u. Other			
6. PROCUREMENT			
a. Procurement System Review and/or Buy America Audit reports			
b. Procurement protests received by FTA			
c. Written procurement policies and procedures, state code, city ordinance, municipal/county code	X		Procurement procedures Manual included
d. State statute governing procedures for procuring A&E services, if applicable	X		n/a
e. Standards of conduct, if separate from procurement policies and procedures	X		In Procurement Procedures
f. Process to analyze potential organizational conflicts	X		In Procurement Procedures
g. List of procurement protests	X		n/a
h. List of FTA funded capital and operating procurements since the last review. Indicate	X		Included
1. date of award			
2. dollar value of award			

TRANSPORTATION POLICY

Reservations for trips must be made at least 48 hours 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 the 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. 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.

FARES

Below is the rate schedule for SLCCS. 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 SLCCS for more information. Rates are subject to change.

Residents of the City of Crown Point

\$3.00 Seniors -55 and older, and people with disabilities,
and children between 5 and 11
\$5.00 All Others

Residents of the City of Hobart who are Age 55 and older:

No charge (sponsored by the Maria Reiner Fund of the Legacy Foundation)

For all others: \$5.00 Seniors -55 and older, and people with disabilities,
and children between 5 and 11
\$7.00 All Others

Geographical Area Served

Service is available for residents living in the following townships, traveling back and forth from destinations in Lake and 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

South 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:

SLCCS: 1450 E. Joliet Street, Suite 202 Crown Point, IN 46307
(219) 663-3869- phone (219) 663-4531-fax slccs@slccs.com

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.

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 SLCCS, or the Northwest Indiana Regional Planning Commission, 6100 Southport Rd., Portage, IN 46368. Please use the enclosed grievance policy and procedure for submission.

SLCCS COMPLAINT FORM

For assistance in resolving a problem, please complete the following form, and submit to Grievance Committee, SLCCS, 1450 E. Joliet Street, Suite 202, Crown Point, IN 46307.

The staff of SLCCS will be happy to assist you in completing this form if necessary. Alternative forms of this form are available upon request.

Please submit 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 than above): _____

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

Signature of Person Completing Form

For Office Use

Date Form Received

Date Form Forwarded to Grievance Committee

Resolution

Reasonable Accommodations

SLCCS 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.

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 through our e-mail address: slccs@slccs.com

1. It is the right and responsibility of every client of South 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 the 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 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 the client is dissatisfied with the recommendations of the Grievance Committee, the 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, SLCCS staff will complete an incident tracking form and submit it to the Executive Director for review.
13. This policy, procedure and form are available in alternate formats, or through our e-mail address: slccs@slccs.com

South 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. South 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 reported 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

South Lake County Community Services, Inc.
Title VI Profile
2016

South Lake County Community Services, Inc.
1450 E. Joliet Street; Suite 202
Crown Point, IN 46307
219-663-0627- telephone
219-663-0629- fax
slccs@slccs.com- e-mail
Executive Director

SERVICE AREA

SLCCS' service area consists of the following townships in Lake County: Hobart, Ross, Center, Winfield, Hanover, St. John, Cedar Creek, West Creek and Eagle Creek.

SERVICE AREA POPULATION

The population of the service area is approximately 300,000. This number is taken from the 2010 census.

AGENCY DESCRIPTION

South Lake County Community Services, Inc. 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

SLCCS provides demand-response public transportation to the general public, including people with disabilities and seniors. The service is available on weekdays from approximately 8 am to 4 pm. The service does not operate on major holidays and weekends. SLCCS also operates a subscription trip program for a local sheltered workshop under New Freedoms funding. During 2015, over 47,000 one way trips were provided. Currently, the fleet consists of 17 vehicles; 14 in daily service, with 3 as maintenance swap vehicles.

FTA ASSISTANCE

SLCCS is a sub-recipient of FTA Section 5307 and New Freedoms funding through Northwest Indiana Regional Planning Commission.

1. GENERAL REPORTING REQUIREMENTS

A. MOST RECENTLY FILED ANNUAL TITLE VI CERTIFICATIONS AND ASSURANCES

2016

B. COPY OF PROCEDURES FOR FILING A TITLE VI COMPLAINT

SLCCS' Transportation Policy has been enclosed

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 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.

Based on census data and actual ridership demographics, the number of clients who would be considered LEP is so low in SLCCS' service area that it does not warrant the cost of creating special materials at this time. If a client were to state that he 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.

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 available on all vehicles, at the administrative office, and through the mail upon request. All new clients receive the policy when they first start the service.

Local newspapers used for public notices:

The Hammond Times

The Post Tribune

SLCCS does not have a website at this time.

II. PROGRAM SPECIFIC REQUIREMENTS FOR GRANTEES IN URBANIZED AREA 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.

Male: 29%
Female: 71%
Non-minority: 92%
Minority: 08%
Non-disabled: 19%
Disabled: 81%
Non-elderly: 45%
Elderly: 55%

Demographics were taken from client enrollment forms and computerized dispatch system.

Each year, SLCCS 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 based on census data. Completed surveys for year 2013, 2014, and 2015 have been included.

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 polices within this timeframe, please respond accordingly.

The Transportation Policy has been enclosed. In the past three years, there has no decrease in services or increase in fares.

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 increase. There are no service changes or fare increases being considered in the near future.

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 actions you have taken or will take to remedy the situation.

The Agency has completed the Title VI survey for the past three years. The results of all surveys have indicated that there is not a 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.

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 project) 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.

There are no construction or major mobility improvement activities in the TIP.

South Lake County Community Services, Inc.

Transportation Survey

1. During the last year, how many times did you use our transportation services?

2. What town or city do you live in?

3. Where did you go on the trips?
a. _____ b. _____ c. _____
d. _____ e. _____ f. _____
4. How long did it usually take to get to each location?
a. _____ b. _____ c. _____
d. _____ e. _____ f. _____
5. What fare were you charged?

6. Were you ever turned down when you requested a trip?

7. What was the reason given?

8. How many times?

9. Were the buses prompt in picking you up?

10. Do you have any other comments or suggestions for service improvement?

South Lake County Community Services, Inc.

Quality of Service Monitoring- Year 2013
 Date of monitoring: February, 2014

Total number of surveys sent: 20
 Number sent to minority tracts: 12
 Number sent to non-minority tracts: 8
 Response- Minority: 40%
 Non-minority: 25%

	Minority	Non-minority
Average time to destination	5-20 min	10-35 min
Total cost	\$1.00-\$6.00 each way	\$1.00- \$7.00 each way
Three most traveled destinations	Dialysis Senior Center Grocery store	Medical Therapies Pharmacies
Was service prompt?	70%	85%
Number of turn-downs in surveys	17	12
Reason given	No bus available	No bus available

South Lake County Community Services, Inc.

Quality of Service Monitoring- Year 2014
 Date of monitoring: February, 2015

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	\$1.00-\$6.00 each way	\$1.00- \$7.00 each way
Three most traveled destinations	Dialysis Medical Therapies	Therapies Medical Pharmacies
Was service prompt?	80%	75%
Number of turn-downs in surveys	10	31
Reason given	No bus available	No bus available

South Lake County Community Services, Inc.

Quality of Service Monitoring- Year 2014
 Date of monitoring: February, 2015

Total number of surveys sent: 20
 Number sent to minority tracts: 10
 Number sent to non-minority tracts: 0
 Response- Minority: 45%
 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- \$7.00 each way
Three most traveled destinations	Medical	Medical
	Dialysis	Therapies
	Grocery	Pharmacies
Was service prompt?	75%	80%
Number of turn-downs in surveys	21	18
Reason given	No bus available	No bus available

Opportunity Enterprises, Inc. (OE Express)

TITLE VI PROGRAM

Submitted as part of NIRPC's Title VI Program

2016 Title VI Questionnaire

(REFERENCES: FTA Circular 4702.1B)

I. GENERAL REPORTING REQUIREMENTS:

A. MOST RECENTLY FILED ANNUAL TITLE VI CERTIFICATIONS AND ASSURANCES

All Others: Execution Date of your most recent Certification and Assurances filed with NIRPC (This would be sometime in 2016 for FFY 2017).

Our Certifications and Assurances FFY 2017 were sent to NIRPC on 1/6/2017

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

The process for filling 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.

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

OE does not have a plan. Demographic information indicates that a small percentage of Porter County residents have limited English proficiency. Our policy, however, is to serve anyone. If language assistance is needed, we will do what we can to accommodate the individual.

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

Opportunity Enterprises has the notification for protection under Title VI posted in all vehicles, posted on our web site WWW.oppent.org and in our Mission Statement. Copy attached

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.

Opportunity Enterprises services the areas of Porter county and portions of Lake County (East of 53rd Ave, south to 109th) and portions of LaPorte County. (Area of Michigan City proper) Map attached

10% of our transport is to members of minority groups
90% of our transport is to members of non-minority groups.

Transport by age:

12 & Under: 3% 12 to 21: 10% 22-50: 50 % 51 and over: 37%

This transport was made up of men: 40% Women: 55 % and children: 5%

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.

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

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.

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.

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.

Opportunity Enterprises service or fare increase 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.

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.

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.

Opportunity Enterprises is not involved with any transit construction and major mobility improvement activities.

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)

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.

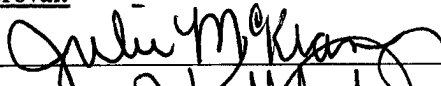
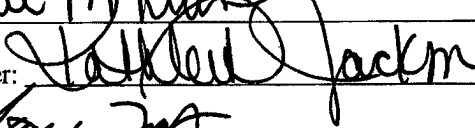
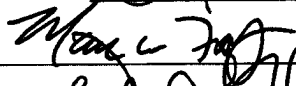
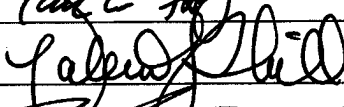
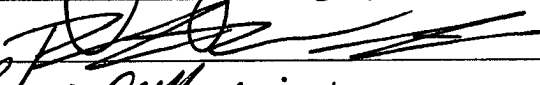
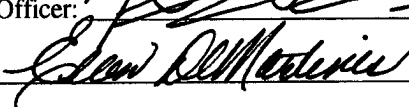
We embrace and encourage our employees', board members', clients' and volunteers/interns' differences in age, race/color, disability, religion, biological sex, health status, gender identity or expression, sexual orientation, and genetic information, ethnic/national origin, ancestry, veteran status, 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
HUMAN RESOURCES
POLICY#: 2024— DIVERSITY POLICY

Signatures of Approval:

CARF Controller:		Date: 7-25-16
Chief Human Resources Officer:		Date: 7-20-16
Chief Financial Officer:		Date: 7/21/16
Chief Program Officer:		Date: 7-20-16
Chief Operating Officer:		Date: 7.22.16
President/CEO:		Date: 7-25-16

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:	<u>Jacqui McKean</u>	Date:	<u>8.31.16</u>
Chief Human Resources Officer:	<u>William D. Jackson</u>	Date:	<u>8.26.16</u>
Chief Financial Officer:	<u>William W. Jeff</u>	Date:	<u>8/26/16</u>
Chief Program Officer:	<u>Walter R. Stull</u>	Date:	<u>8.26.16</u>
Chief Operating Officer:	<u>[Signature]</u>	Date:	<u>8.26.16</u>
President/CEO:	<u>Samuel R. Martinis</u>	Date:	<u>8.30.16</u>

B

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: _____

130
2016

1/1/16

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

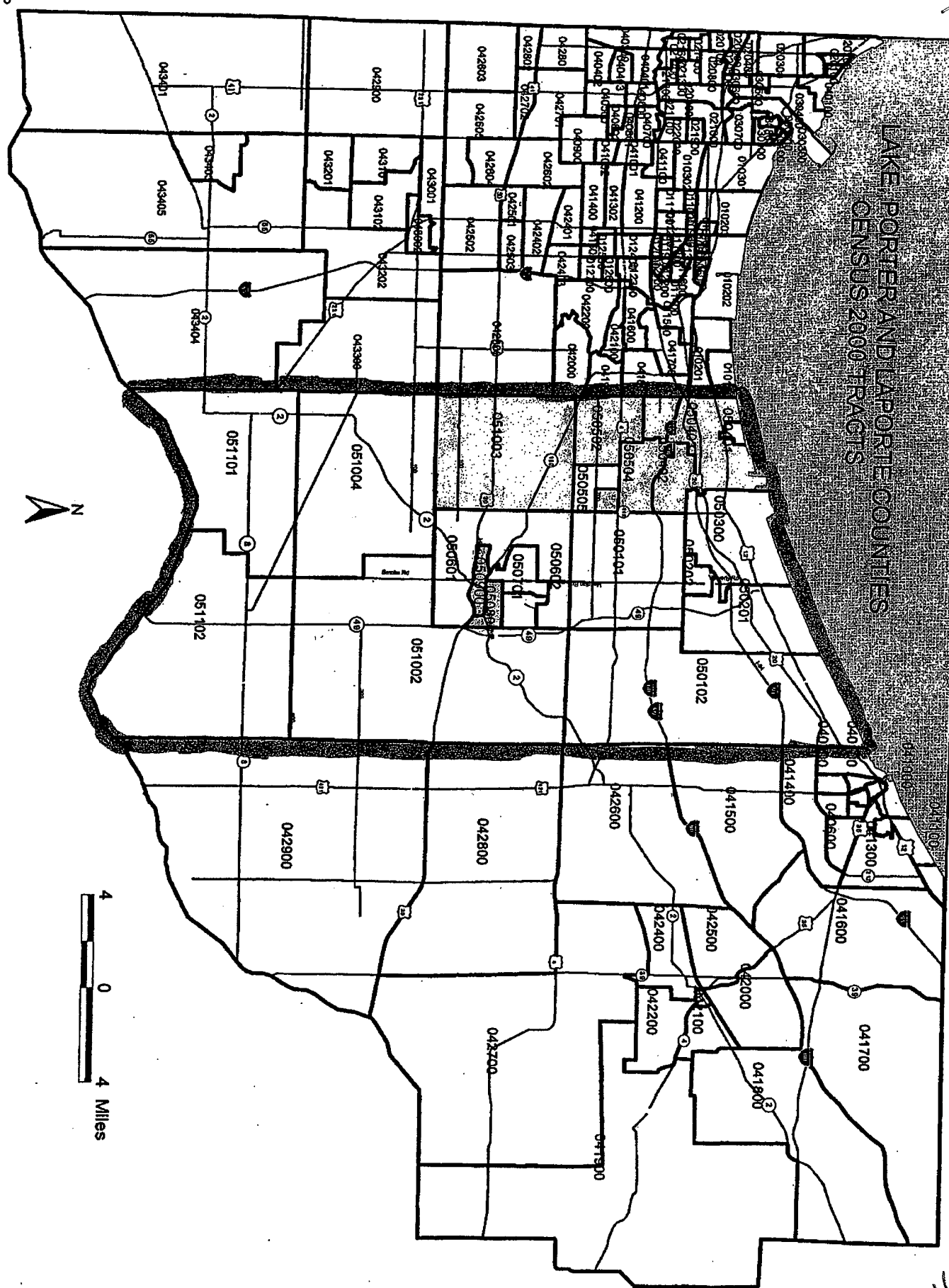
Under Section 504, no qualified individual with a disability shall, solely, by reason of his disability, be excluded from participating in, be denied the benefits of, or be subjected to discrimination under any program or activity that receives or benefits from Federal financial assistance. Section 504 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

HP

LAKE PORTER AND LAPORE COUNTIES CENSUS 2000 TRACTS



139
2016

Profile: Opportunity Enterprises, Inc. (OE Express)

General Information

2801 Evans Avenue
Valparaiso, In 46384

President/CEO

MS Ellen Demartinis
(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.

Porter County Aging & Community Services, Inc.

TITLE VI PROGRAM

Submitted as part of NIRPC's Title VI Program

Porter County Aging & Community Services, Inc.

Title VI Program

2017 Title VI Questionnaire submitted to NIRPC

February 17, 2017

2017 Title VI Questionnaire

(REFERENCES: FTA Circular 4702.1B)

I. GENERAL REPORTING REQUIREMENTS:

A. MOST RECENTLY FILED ANNUAL TITLE VI CERTIFICATIONS AND ASSURANCES

NICTD: Date on which your FFY 2017 Certifications and Assurances were filed in TEAM.

All Others: Execution Date of your most recent Certification and Assurances filed with NIRPC (This would be sometime in 2016 for FFY 2017).

Answer: January 3, 2017

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 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).

(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.)

Answer: 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.

Answer: See attached brochure – help is provided upon request

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: It is posted on website, buses, brochures, and all forms.

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.

Answer: See survey information on client demographics attached.

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.

Answer: No changes to our service standards or policies other than we give more attention to riders in the disability community and seniors with wheelchairs.

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 with low income continue to ride 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 of our rides to seniors and people with disabilities.

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.

Answer: None

(For NICTD only)

I.A.

FTA FISCAL YEAR 2017 CERTIFICATIONS AND ASSURANCES

FEDERAL FISCAL YEAR 2017 FTA CERTIFICATIONS AND ASSURANCES SIGNATURE PAGE

AFFIRMATION OF APPLICANT

Name of the Applicant: Porter County Aging and Community Services Inc.

Name and Relationship of the Authorized Representative: Bruce Lindner - Executive Director

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 2017, 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 2017.

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: 1/3/2017

Name Bruce Lindner
Authorized Representative of Applicant

AFFIRMATION OF APPLICANT'S ATTORNEY

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

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 [Signature] Date: 1/3/2017

Name Ethan S. Lowe
Attorney for Applicant

Each Applicant for federal assistance to be awarded by FTA and each FTA Recipient with an active Capital or Formula Project or Award 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 FTA's electronic award and management system, provided the Applicant has on file and uploaded to FTA's electronic award and management system this hard-copy Affirmation, signed by the attorney and dated this federal fiscal year.

I. A.

FTA FISCAL YEAR 2017 CERTIFICATIONS AND ASSURANCES

**FEDERAL FISCAL YEAR 2017 CERTIFICATIONS AND ASSURANCES FOR
FEDERAL TRANSIT ADMINISTRATION ASSISTANCE PROGRAMS**

Name of Applicant: Porter County Aging and Community Services Inc.

The Applicant agrees to comply with applicable provisions of the Categories it has selected:

<u>Category</u>	<u>Description</u>	
01.	Required Certifications and Assurances for Each Applicant.	<u>X</u>
02.	Lobbying.	<u>X</u>
03.	Procurement and Procurement Systems.	<u>X</u>
04.	Private Sector Protections.	<u>X</u>
05.	Rolling Stock Reviews and Bus Testing.	<u>X</u>
06.	Demand Responsive Service.	<u>X</u>
07.	Intelligent Transportation Systems.	_____
08.	Interest and Financing Costs and Acquisition of Capital Assets by Lease.	_____
09.	Transit Asset Management Plan, Public Transportation Safety Program, and State Safety Oversight Requirements.	<u>X</u>
10.	Alcohol and Controlled Substances Testing.	<u>X</u>
11.	Fixed Guideway Capital Investment Grants Program (New Starts, Small Starts, and Core Capacity Improvement).	_____
12.	State of Good Repair Program.	_____
13.	Grants for Buses and Bus Facilities and Low or No Emission Vehicle Deployment Grant Programs.	_____
14.	Urbanized Area Formula Grants Programs and Passenger Ferry Grant Program.	_____
15.	Enhanced Mobility of Seniors and Individuals with Disabilities Programs.	<u>X</u>
16.	Rural Areas and Appalachian Development Programs.	_____
17.	Tribal Transit Programs (Public Transportation on Indian Reservations Programs).	_____
18.	State Safety Oversight Grant Program.	_____
19.	Public Transportation Emergency Relief Program.	_____
20.	Expedited Project Delivery Pilot Program.	_____
21.	Infrastructure Finance Programs.	_____
22.	Paul S. Sarbanes Transit in Parks Program.	_____
23.	Construction Hiring Preferences.	_____

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.

I.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.

I.B

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

MISSION

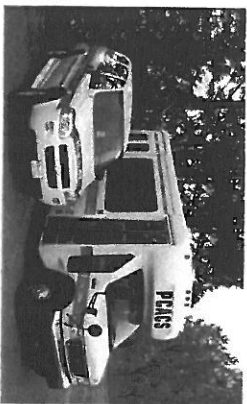
PCACS extends a helping hand to seniors, people with disabilities and low income residents by providing compassionate services to improve their quality of life while maintaining their dignity and independence.

PORTER COUNTY AGING &
COMMUNITY SERVICES, Inc.
1005 Campbell Street
Valparaiso, IN 46385

Rider's Guide to Door to Door Demand Response Transportation



PORTER COUNTY
AGING & COMMUNITY SERVICES
Programs for Senior, Disabled &
Low-Income Residents



Serving Porter County
for over fifty years!

January 4, 2017

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



United Way of Porter County

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

Transportation Forms

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.

Handwritten initials: JPD

Handwritten signature

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.

I, 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.

II. A.

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 October 17 to 21, 2016

Total Clients 241

Gender

Male 86

Female 155

Age

+75 74

65-74 59

55-64 44

Under 55 64

Those with disabilities 176

Those in a wheelchair 49

Minorities 29

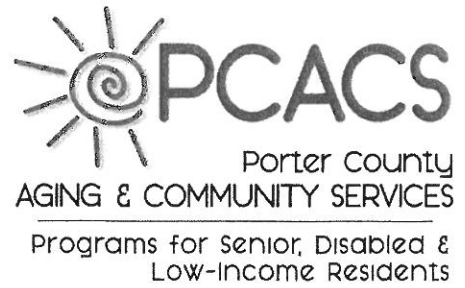
Porter County Townships served by each client

Center 66, Westchester 33, Liberty 12, Boone 11, Washington 12,

Portage 65, Porter 13, Union 10, Morgan 8, Jackson 9,

Others areas served Hobart 2

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

City of Valparaiso, IN (V-Line/ChicaGo Dash)

TITLE VI PROGRAM

Submitted as part of NIRPC's Title VI Program

City of Valparaiso

Title VI Program

V-Line/ChicaGO DASH

Submittal Date
3-2-2017

2017 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 11th, 2016.

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 thorough 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 ChicGO 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 make adjustments 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 ____/____/____ on ____/____/____	Referred to another department
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 Tyler Kent, Transportation Manager, (219)-462-1161. Tkent@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 Tyler Kent at tkent@valpo.us or City of Valparaiso, 166 Lincolnway, Valparaiso, IN 46383.

****Requests for alternate formats please contact Tyler Kent at tkent@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

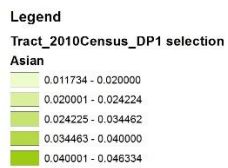
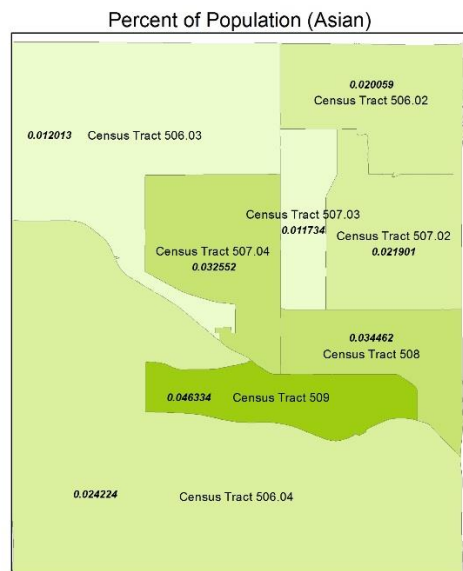
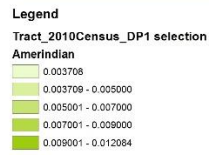
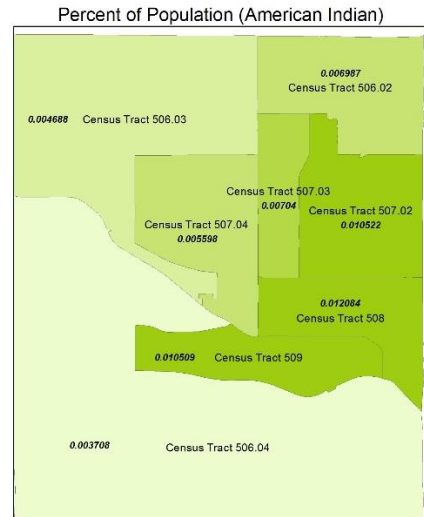
Pursuant to the policies of the City of Valparaiso, Indiana, , the V Line Fixed Route Deviated System is subject to performance standards set to reflect local goals and transit industry standards for each category. If a route is not meeting the standards, a public hearing may be called to take comments 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.

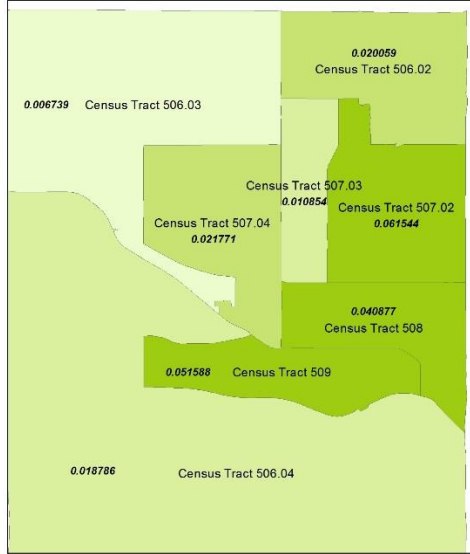
The performance measures are used in designating substandard routes, which are subject to appropriate measures for improving their performance. In conducting the Semi-Annual Route Analysis, the following special considerations are also used in making recommendations for deletions or modifications of 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



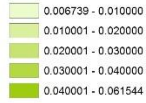
Percent of Population (Black or African American)



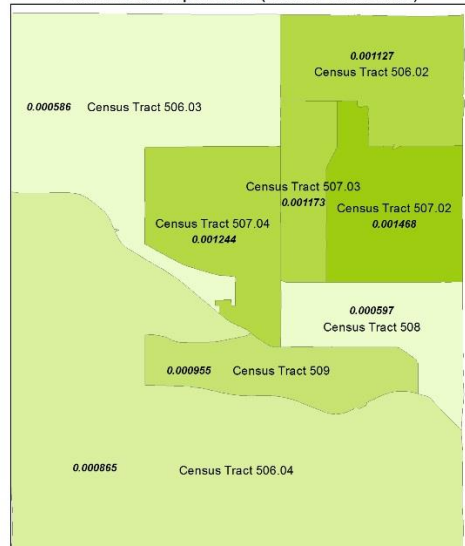
Legend

Tract_2010Census_DP1 selection

Black



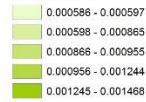
Percent of Population (Native Hawaiian)



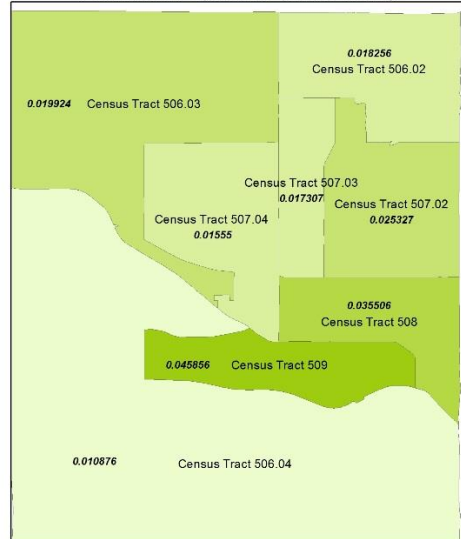
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Tract_2010Census_DP1 selection

Native Hawaiian



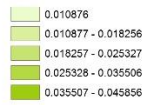
Percent of Population (Other Race)



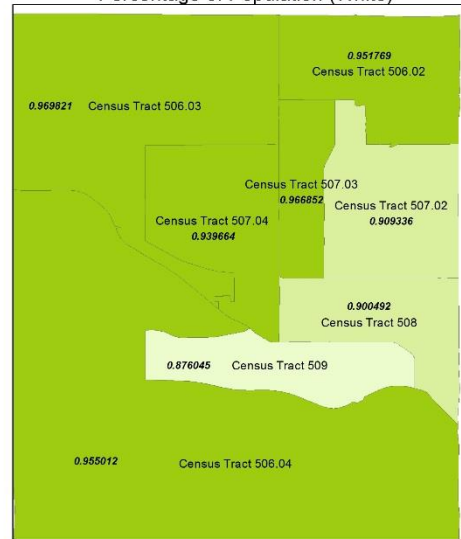
Legend

Tract_2010Census_DP1 selection

Other



Percentage of Population (White)



Legend

Tract_2010Census_DP1 selection

White



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

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

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, veterans 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 regards 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 ¾ 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
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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 riders 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 subreipients 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 $\frac{1}{2}$ 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 Tyler Kent at 219-462-1161, Tkent@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.

Available in accessible/alternative formats by contact Tyler Kent at 219-462-1161, Tkent@valpo.us

City of La Porte, IN (TransPorte)

TITLE VI PROGRAM

Submitted as part of NIRPC's Title VI Program

**Responses to 2017 Title VI Questionnaire
TransPorte, City of La Porte, IN**

(REFERENCES: FTA Circular 4702.1B)

I. GENERAL REPORTING REQUIREMENTS:

A. MOST RECENTLY FILED ANNUAL TITLE VI CERTIFICATIONS AND ASSURANCES

NICTD: Date on which your FFY 2017 Certifications and Assurances were filed in TEAM.

All Others: Execution Date of your most recent Certification and Assurances filed with NIRPC (This would be sometime in 2016 for FFY 2017).

These documents were executed 1/17/2017 after approval by the Board of Works of the City of La Porte.

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

For Procedures, see attachment "Complaint and Appeal Process". All complaints received regarding are tracked by spreadsheet.

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.)

No lawsuits or complaints alleging Title VI infractions which allege discrimination on the basis of race, color, or national origin with respect to transit service or other transit benefits have been filed naming TransPorte in the past 4 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.

TransPorte benefits, resources, and services are described and fares are outlined in a brochure. This brochure is available in English and Spanish. See attachments for both versions.

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 too websites, bus postings, brochures, complaint forms.)

The TransPorte brochure contains the following statement:

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

In addition, each bus has Complaint forms with the same statement available to the riders in a prominently displayed area without needing to ask the driver.

The City of La Porte has a website, and TransPorte can be found on that site at www.cityoflaporte.com/transporte Both English and Spanish brochures are

downloadable from this page. A Customer complaint form is also available from this page. Google Translate is tied to this form, which can as a result be accessed in 81 languages.

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

TransPorte serves customers in the Michigan City – La Porte Urbanized area which is considerably smaller than 200,000.



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.

“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



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

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

**"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



**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.:

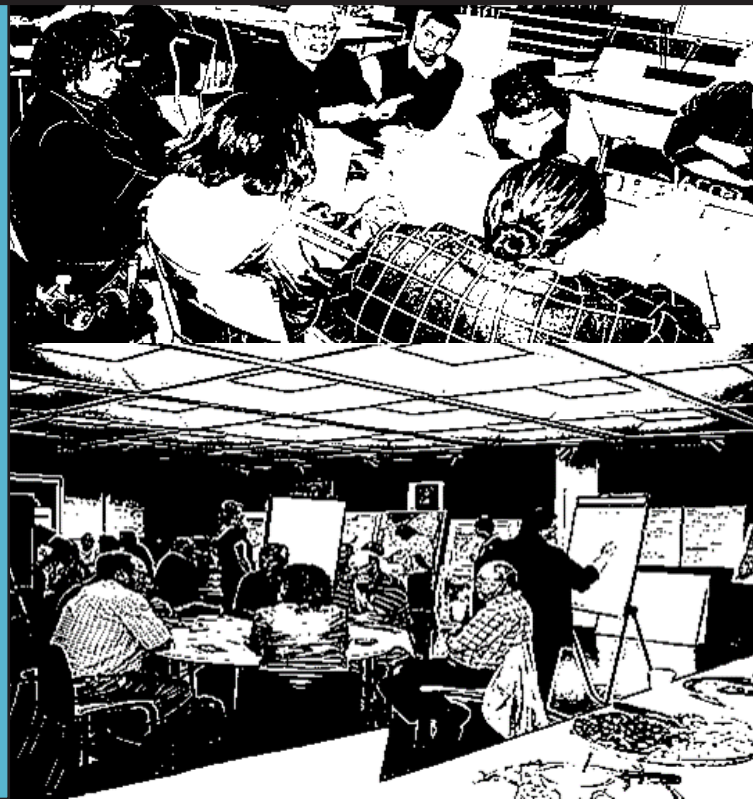
Director: Office of Civil Rights
Federal Transit Administration
400 Seventh Street, SW Room 7412
Washington, DC 20590

Northwestern Indiana Regional Planning Commission (NIRPC)



2014 Public Participation Plan

Adopted
December 11, 2014



ALTERNATIVE ACCESS TO THIS DOCUMENT: This document is posted on the NIRPC website at <http://www.nirpc.org>. Requests for alternate formats, such as large print or recorded materials, please contact Mary Thorne at NIRPC at (219) 763-6060, extension 131 or at mthorne@nirpc.org. Individuals with hearing impairments may contact us through the Indiana Relay 711 service by calling 711 or (800) 743-3333.

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.

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2014 NIRPC Board of Commissioners (Appointing Authority – Member)

Please see the NIRPC website at <http://nirpc.org/about/executive-board-full-commission.aspx> for the most current list of Members.

Lake County

Lake County Commissioners	Roosevelt Allen, Jr., Secretary
Lake County Council	Eldon Strong
Lake County Surveyor	Bill Emerson, Jr.
Mayor of Crown Point	David Uran
Mayor of East Chicago	Anthony Copeland, Executive Board
Mayor of Gary	Karen Freeman-Wilson
Mayor of Hammond	Thomas M. McDermott, Jr.
Mayor of Hobart	Brian Snedecor, Chairman
Mayor of Lake Station	Keith Soderquist
Mayor of Whiting	Joseph M. Stahura
Merrillville Clerk Treasurer	Eugene Guernsey
Munster Town Council	Joe Simonetto
Griffith Town Council	Stanley Dobosz
Highland Clerk Treasurer	Michael Griffin
Schererville Town Council	Tom Schmitt, Executive Board
Dyer Town Council	Jeff Dekker
Cedar Lake Town Council	Randy Niemeyer
Lowell Town Council	Craig Earley
Winfield Town Council	James Simmons
New Chicago Clerk Treasurer	Lori Reno
St. John Town Council	Michael Forbes
Schneider Town Council	Richard Ludlow

Porter County

Porter County Commissioners	Nancy Adams, Executive Board
Porter County Council	Jim Polarek
Porter County Surveyor	Kevin Breitzke
Mayor of Portage	Jim Snyder
Mayor of Valparaiso	H. Jonathan Costas
Chesterton Town Council	Jim Ton, Treasurer
Hebron Town Council	Don Ensign, Executive Board
Porter Town Council	Greg Stinson
Kouts Town Council	James Murphy
Ogden Dunes Town Council	Tom Clouser
Burns Harbor Town Council	Jeff Freeze
Beverly Shores Town Council	Geof Benson
Porter Township Trustee	Edward Morales
Union Township Trustee	Anthony Pampalone

Dune Acres Town Council
Pines Town Council

Vacant
Vacant

La Porte County

La Porte County Commissioners
La Porte County Council
La Porte County Surveyor
Mayor of Michigan City
Mayor of LaPorte
Long Beach Town Council
Kingsford Heights Clerk Treasurer
Trail Creek Town Council
Wanatah Clerk Treasurer
Kingsbury Town Council
Pottawattomie Park Town Council
Westville Town Council
LaCrosse Town Council
Michiana Shores Clerk Treasurer

Dave Decker, Executive Board
Rich Mrozinski
Anthony Hendricks
Richard Murphy, Executive Board
Blair Milo, Vice-Chair
Bob Schaefer
Vacant
John Bayler
Diane Noll
Mark Ritter
Roger Miller
Ronald Stallings
Vacant
Vacant

Governor of Indiana

Ed Soliday, Executive Board

NIRPC PUBLIC PARTICIPATION PLAN

Chapter One: General Overview – Introduction to the Public Participation Plan

NIRPC’s Role, Governance, and Promise to the Public

The Northwestern Indiana Regional Planning Commission (NIRPC) serves as the designated Metropolitan Planning Organization (MPO) and Council of Governments (COG) for Lake, Porter and LaPorte counties in Indiana. More detailed information about NIRPC’s role, responsibilities and governance structure can be found in Chapter Two, and on the agency’s website, at www.nirpc.org. NIRPC will keep the public informed, listen to them, acknowledge their concerns, and provide feedback on how public input influences our decisions. We will look to the public for advice and innovation in formulating solutions to our planning issues, and, to the greatest extent possible, incorporate public recommendations into our decisions.

Purpose of the Public Participation Plan

NIRPC’s Public Participation Plan represents the course of action that the organization is committed to following in order to achieve outstanding public participation in its planning endeavors. This includes the planning areas of environment, economic development, land use and transportation.

The plan outlines goals and objectives for public participation in the Commission’s transportation, economic development, and environmental plan and programs. It identifies public involvement activities that NIRPC will use to achieve the plan’s goals.

Mission of the Public Participation Plan

NIRPC’S Public Participation mission is to engage residents of Lake, Porter, and LaPorte Counties in a meaningful exchange of ideas to move toward solutions for the diverse needs of the region’s present and future transportation, economic and environmental planning and programming.

Review of the Public Participation Plan

NIRPC proposes a standing Outreach Committee with broad representation to review and recommend modifications to this plan when necessary.

Non-Discrimination

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.

Commitment to Environmental Justice and Compliance with the ADA

NIRPC will fully comply with its obligations under the principles of Environmental Justice and the Americans with Disabilities Act (ADA). The Environmental Justice Executive Order issued in 1994 promotes nondiscrimination in Federal programs substantially affecting human health and the environment, and provides minority and low-income communities' access to public information on, and an opportunity for public information in, matters relating to human health or the environment. Environmental Justice is achieved when the benefits and burdens of public policy decisions are shared equally and everyone, regardless of race, color, national origin, or income, has equal access to the decision-making process.

NIRPC is committed to facilitating participation in its meetings and activities for people of all abilities. Meeting locations will be limited to accessible facilities that meet the essential accessibility features identified in Appendix F. Reasonable requests for alternate formats must be made at least 48 hours in advance of the meeting. Individuals with hearing impairments may contact us through the Indiana Relay 711 service by calling 711 or (800) 743-3333. If NIRPC cannot provide the requested alternative format within 48 hours, NIRPC will work with the person who requested the alternative format to find the best solution available. Information on how to obtain accessible documents is always included in meeting announcements, media notices, flyers, and in all published documents.

Alternative Access to this Document

This document is posted on the NIRPC website at <http://www.nirpc.org>. Requests for alternate formats, such as large print or recorded materials, please contact Mary Thorne at NIRPC at (219) 763-6060, extension 131 or at mthorne@nirpc.org. Individuals with hearing impairments may contact us through the Indiana Relay 711 service by calling 711 or (800) 743-3333.

Chapter Two: NIRPC Organizational Framework

Nestled in the Northwest corner of Indiana between the metropolitan influences of Chicago and Indianapolis, and shaped by sand and steel, Northwest Indiana draws on a rich history of economic accomplishment and unmatched natural beauty. Today, these advantages present us with a unique challenge in an unpredictable world – to shape our own future and to sustain our diverse quality of life.

Originally called the Lake - Porter County Regional Transportation and Planning Commission, the two-county agency was created by state statute in 1965 and defined as a multi-purpose, area-wide planning agency. It was organized in 1966. In 1973, by an amendment to the original state statute, the name was changed to the Northwestern Indiana Regional Planning Commission (NIRPC). In 1975, Indiana Governor Otis Bowen re-designated the agency as the Metropolitan Planning Organization (MPO) for the two-county region. LaPorte County joined in 1979, and the Metropolitan Planning Area Boundary was officially extended to include LaPorte County in 1994. NIRPC's metropolitan planning area consists of the entire three-county area of Lake, LaPorte, and Porter Counties.

The agency conducts the continuous, cooperative and comprehensive transportation planning process required of all MPOs. Planning is carried out in accordance with the federal transportation planning requirements of the Moving Ahead for Progress in the 21st Century Act (MAP-21), the Clean Air Act Amendments of 1990, Title VI of the Civil Rights Act of 1964, and their predecessor acts. The United States Department of Transportation (USDOT) reviews the metropolitan area transportation planning process carried out by NIRPC, in partnership with INDOT and others every four years.

In 2003, major changes were made to NIRPC's functions and appointing authorities in a law passed by the Indiana General Assembly and signed by the Governor. The new legislation defined NIRPC as a council of governments (COG) and designated regional planning responsibilities in the areas of economic development, environmental resources, and transportation. Reorganizing as a council of governments increased the size of the Commissioner Board from 39 to 51. The new seats included representation from all 41 cities and towns in the three-county region. The legislation also specified that only elected officials could be appointed to serve on the Commission. In 2007, the legislation was amended to add trustees of a township with a population over 8,000 which do not contain a municipality. This added two more voting members, making the total Commissioner Board 53. The Indiana Department of Transportation (INDOT) and public transit operators, selected by the operators, continue to participate on the Commission as non-voting members.

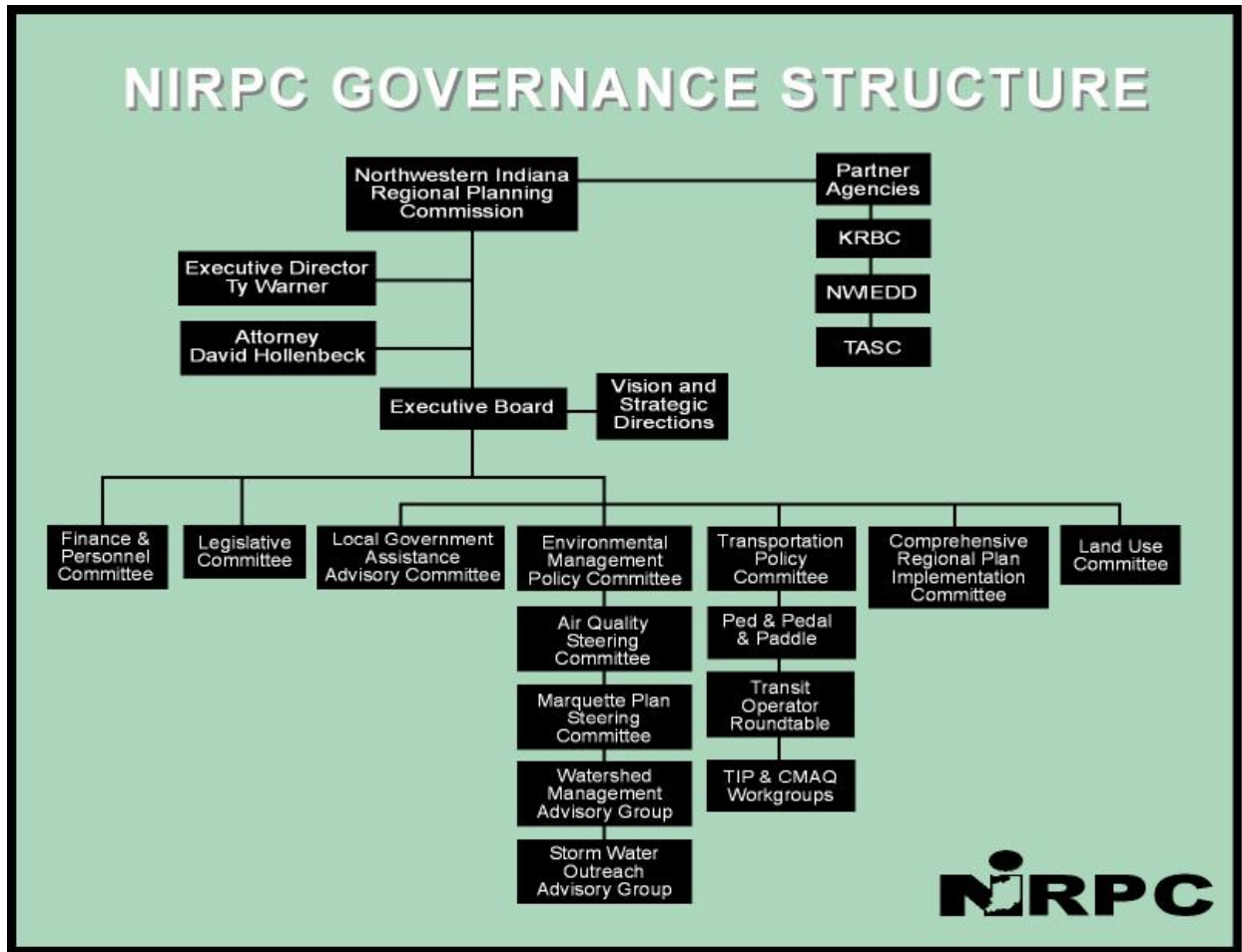


Figure A: NIRPC Governance Structure

The business of the agency is conducted through the Commission’s governance structure as pictured in Figure A above. Many of the agency’s planning activities are conducted through task forces or working groups which report to the appropriate policy advisory committee. Participation on these task forces and working groups is open to the public. Information on current planning initiatives and opportunities for participation are located on the NIRPC web site at <http://www.nirpc.org>.

To address its many planning responsibilities, NIRPC develops a wide variety of plans. Recent examples, in addition to this Public Participation Plan, include the:

- 2040 Comprehensive Regional Plan (2040 CRP);
- Transportation Improvement Program (TIP);
- Watershed Management Plan;
- Ped and Pedal Plan 2010; and
- Regional Intelligent Transportation Systems Architecture.

While federal regulations are specific to transportation planning, the Public Participation Plan will guide all of NIRPC's planning activities.

NIRPC welcomes and encourages public participation in the planning activities of the agency. The Public Participation Plan presents NIRPC's goals and objectives for engaging the public as active participants in the agency's planning activities. It describes the various methods staff will use to solicit, involve, and respond to the region's residents during transportation and other planning processes. The plan identifies the methodologies that NIRPC staff will draw from to work through these public participation processes and engage people in a variety of ways. While NIRPC faces challenges in dealing with declining federal, state and local funding, the agency will use available resources to ensure the participation of all citizens of Northwest Indiana. Methods the staff will employ to maximize outreach are identified in Chapter Five.

Through discussions and public meetings, NIRPC aims to reach the residents of Northwest Indiana through as many venues as possible. From social media on the web to electronic mailings of NIRPC's newsletter, *the regional view*, NIRPC will continue to inform and engage the public using traditional and non-traditional techniques. NIRPC's mission is to involve the public in its decisions that affects the future of Northwest Indiana, and to consider the public as stakeholders in the decisions that help strengthen the region.

Chapter Three: Public Participation Requirements

As the designated metropolitan planning organization (MPO) for Northwestern Indiana, NIRPC is responsible for complying with the transportation planning public participation regulations contained in 23 CFR 450.316 (see Appendix D) and published on February 14, 2007. The federal regulations call for a participatory process “for providing citizens, affected public agencies, representatives of public transportation employees, freight shippers, providers of freight transportation services, private providers of transportation, representatives of users of public transit, representatives of users of pedestrian walkways and bicycle transportation facilities, representatives of the disabled, and other interested parties with reasonable opportunities to be involved in the metropolitan transportation planning process.” (23 CFR 450.316(a))

When a major planning process is undertaken, such as a Long Range Transportation Plan, Transportation Improvement Program, and accompanying Conformity Determination, NIRPC will form a task force or a steering committee to help formulate the plan/ program. In the case of an updated Public Participation Plan, the drafted plan has a minimum forty-five day public review and comment period. If significant public comment is made, suggesting revision of the plan, the edits will be made and the plan will be posted to the public for an additional forty-five days. If the plan receives no major suggestions for revision, the plan is proposed to the NIRPC Board of Commissioners for adoption, upon hearing a recommendation from the Transportation Policy Committee. How NIRPC implements a major plan/ program of the transportation planning process, including public comments follows in Figure B.

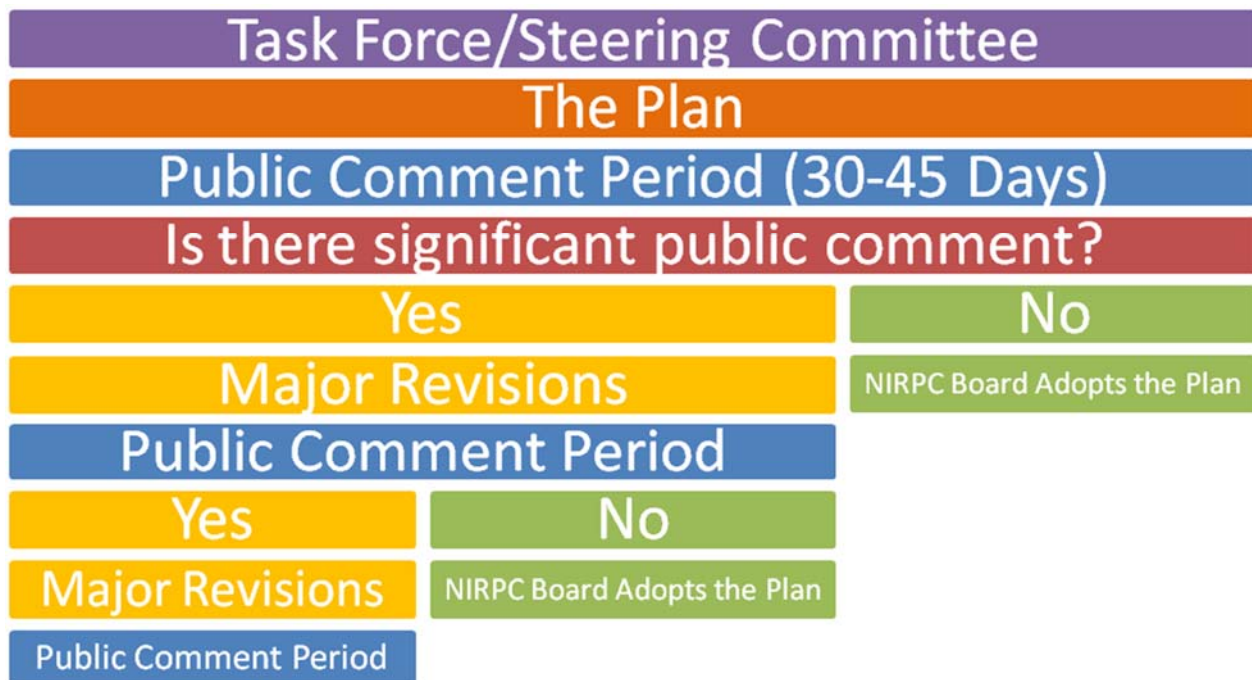


Figure B: NIRPC Comment and Action Process Chart.

Specifics on the length of required public review and comment periods required for the transportation planning and other NIRPC documents are contained in Figure C below. The U.S. Federal Transit Administration (FTA) and Federal Highway Administration (FHWA) proscribe a minimum length of 45 days for public comment periods on the new or updated public participation plans. For other types of documents there is no minimum length required—in these instances the Metropolitan Planning Organization is permitted discretion in determining the minimum length. Historically, NIRPC has used a 30-day period (minimum) for these other documents. This Public Participation Plan retains this 30-day standard for all original documents, but does make two exceptions, as noted in Figure C below, for minor amendments to the TIP (as discussed in Chapter Three) and all amendments to the Unified Planning Work Program.

The time established for public review and comment on the TIP and public involvement activities will satisfy the program of projects requirements of the Urbanized Area Formula Grant Program [49 USC Section 5307 (c)] for FTA grantees NIRPC, NICTD, GPTC, and Michigan City.

Public Comment Period Length by Document Type			Public Meeting Required ?
Document Type	Minimum Review Period		
	Required by Federal Regulation	Per Our Policy	
MPO Planning Documents Required by Federal Statute & Regulation			
Long-Range Transportation Plan	Not Specified	30	Yes*
Long-Range Transportation Plan Amendments	Not Specified	30	Yes*
Bicycle and Pedestrian Plan	Not Specified	30	Yes*
Transportation Improvement Program (TIP)	Not Specified	30	Yes
Major TIP Amendments	Not Specified	30	No
Minor TIP Amendments	Not Specified	7	No
Air Quality Conformity Determination	Not Specified	30	No
Unified Planning Work Program (UPWP)	Not Specified	30	No
UPWP Amendments	Not Specified	7	No
Public Participation Plans (PPP)	45	45	Yes
PPP Amendments	45	45	Yes*
Other Plans and Documents of Regional Significance			
Corridor, Neighborhood, or Sub-Area Transportation Plans	Not Specified	30	Yes*
Other Regional Plans	Not Specified	30	
Comprehensive Regional Development Plans/Updates	Not Specified	30	Yes*
Comprehensive Regional Environmental Plans/Updates	Not Specified	30	Yes*
Comprehensive Regional Economic Development Plans or Updates	Not Specified	30	Yes*
Other Significant Documents, Policies, Guidance, and Standards	Not Specified	30	No

**Denotes formal public meetings that we will conduct (under our own authority) that are not required by 23 CFR Part 540.*

Figure C: Document Comment Requirements

Comments received during the formal comment period are reviewed by staff and the applicable task force/ steering committee. Each comment will be classified as either Significant or Not Significant. Comments are defined as “significant” comments if they result in the following actions being taken:

1. Require substantive changes and additions to the draft document;
2. Propose major MPO policy revisions and additions; and/or
3. Contain major new projects not previously subjected to public review and comment.

Following each public comment period conducted for a major planning process, the task force or steering committee would review a Public Comment Summary Report prepared by staff. Such Reports will list each comment received, describe the manner in which the comment was considered by the staff, indicate the significance of the comment, and indicate if there is a need to modify the document. The Report will also include a copy of any transcript to the extent one was prepared. The Report must be reviewed by the appropriate NIRPC policy committee and received by the NIRPC Board prior to their taking action on the plan. The NIRPC Board must receive the Public Comment Summary Report prior to adopting the document itself. This report is made available as part of the public record on the NIRPC website (<http://www.nirpc.org>) on the webpage devoted to that particular topic, and included in the final document in the case of the TIP. Public meetings will be held as shown in Figure C (above).

Disposition of Comments Received	
Comment Type	Action Required
All Comments	Prepare a written Public Comment Summary Report that is reviewed by the cognizant NIRPC Policy Committee and reviewed and adopted by the NIRPC Board, and in the case of the TIP, include the Report in the subject document.
Non-Significant Comments	
No Change in Document Text Required	List the comment in the summary report.
Require Change in Document Text	Make the change to the document. In the Public Comment Summary Report, identify the change and the rationale for making the change.
Significant Comments	
Require Change in Document Text	In the summary report, identify the change, present an analysis of the issue (including the rationale for making the change), and identify any follow-up actions needed that are external to the document.
	Make the change to the document. Repeat the process (i.e., begin a new public comment period on the revised document). Prepare a new Public Comment Summary Report.

Figure D: Disposition of Comments Received

If all comments are classified as “Not Significant” and the document task force (or steering committee) determines that the draft document does not need to be changed, the document may be adopted by the NIRPC Board as it was released for public comment.

If all comments are classified as “Not Significant” and the document task force (or steering committee) determines that the draft document does need to be changed, the document may be adopted by the NIRPC Board as revised.

If any individual comment received is determined to be “Significant” and the document task force (or steering committee) determines that the draft document does need to be changed, the document may be revised. However, in this case, a new public comment period will be started on the revised document.

NIRPC will document, consider, and respond to any public input received during the development of the Long Range Transportation Plan and/or TIP, provided that it is during the time period stated in NIRPC’s stated policies in Figure C above.

The record of NIRPC’s consideration and response to this type of input will also be included in the Public Comment Summary Reports, respectively, for the plan and TIP.

Increased Public Access to the Planning Process

In addition to utilizing the outreach activities described in Chapter Five, NIRPC will encourage and welcome public involvement in the agency’s planning activities, many of which are conducted through task forces or working groups which report to the appropriate policy advisory committee. Members of task forces and working groups are solicited from the general public, existing stakeholder lists and committees, and NIRPC information outlets such as the website. All regular committee meetings of NIRPC, that are open to the public, will include an agenda item which provides an opportunity for public comment.

Information on current planning initiatives and opportunities for participation are located on the NIRPC website at <http://www.nirpc.org>. Staff will also respond to queries posed by phone call or e-mail.

Due to the lack of public transportation to get across county lines in general, and across most municipal boundaries in particular, access to the NIRPC office is limited. NIRPC is committed to opening up the opportunities to participate by implementing several new initiatives.

- **Web-Casting Meetings** – NIRPC will use its best efforts to provide real-time meeting access through equipment, staffing and internet capacity. NIRPC will work to upgrade its technology so that meetings of the MPO Transportation Policy Committee and related work groups and task forces will be available live on the web. People participating via the web cast will be able to request accessible format documents in advance and submit comments in real time. The full commission meetings held quarterly and monthly executive board meetings will

continue to be recorded and rebroadcast as is currently being done with Access LaPorte County (ALCo). Those meetings will also be available on the NIRPC website (www.nirpc.org).

- Variable Meeting Locations – NIRPC will consider rotating meetings of the Transportation Policy Committee when significant transportation planning decisions are on the agenda. Significant decisions include adoption of or significant changes to the long-range plan, a new or substantially revised TIP, or adoption of a new or updated specific transportation plan, such as the Coordinated Human Services Plan, or the Ped and Pedal Plan. Furthermore, NIRPC will consider rotating locations for its quarterly full commission meetings on occasion to further improve accessibility to all stakeholders. Those non-NIRPC meeting locations should have the ability to provide real-time meeting access.

All locations at which NIRPC holds meetings must meet the basic, essential accessibility features listed in Appendix F to assure that the locations are potentially useable for people with disabilities.

Special Participants in the MPO Planning Process

The MPO planning regulations call for direct participation of the local public transit operators, paratransit providers, and other agencies and officials responsible for other planning activities within the planning area that are affected by transportation in the development of long-range plans and the Transportation Improvement Program. For public operators (fixed route, paratransit and demand response), this requirement is met through the Transit Operators Roundtable, a group that NIRPC convenes. It provides transit operators with direct access to the planning and programming processes and as a source for information on new or revised MPO policies or procedures.

To strengthen the ties between the MPO and transit operators, NIRPC membership was altered to provide for a representative selected by the transit operators to sit on the NIRPC Board. Public, private and paratransit providers are also routinely included as stakeholders in transportation planning task forces and steering committees. Representatives of “other related agencies and officials,” including human services, municipal and county planners and highway officials, private and public sector economic development officials, environmental interests, airport operations, and freight interests are members of the NIRPC Transportation Policy Committee.

Representatives of other related agencies and officials, along with INDOT, the transit operators, and representatives of the disability community, the elderly, low-income and transit users, constitute the core group of stakeholders in the transportation planning process. This core group will serve as the main source of volunteers for working groups, steering committees and task forces formed as needed to support a specific planning activity, such as the long-range plan. NIRPC will actively seek out a cross-section of volunteers with knowledge, experience, skills, and interests relevant to the particular project or committee on which they will work from its Stakeholder List. The last category of special participants is Federal Land recipients. In

Northwest Indiana, this includes the Indiana Dunes National Lakeshore. The National Park Service maintains a consistent presence in the transportation planning process by having representation on the MPO Transportation Policy Committee and serving on related task forces and working groups. There are no Indian Tribal lands or National Forests in Northwest Indiana.

Coordination with Statewide Transportation Planning

In addition to fostering participation with the public and a broad range of stakeholders, the MPO planning regulations also call for the MPO's coordination with the statewide transportation planning public participation and consultation processes.

Coordination with the Indiana Department of Transportation (INDOT) takes place in two ways:

1. INDOT representatives participate monthly in the NIRPC Transportation Policy Committee (TPC) meetings. INDOT, as well as the United States Environmental Protection Agency (USEPA), and the Federal Transit Administration (FTA) are non-voting members of the TPC, and the Chicago Metropolitan Agency for Planning (CMAP) is a voting member of the TPC. These members, in addition to other stakeholders, serve as an on-going opportunity for bi-state, federal, state and local officials to coordinate and cooperate.
2. For public review and comment on state transportation plans, NIRPC works cooperatively with INDOT in publicizing the State's public planning meetings. Prior to these meetings, INDOT district staff meets with MPO staff to review projects proposed in Northwest Indiana. Issues are resolved informally, if possible. If not, the MPO submits formal written comments when the annual meeting takes place. The INDOT process provides for responses to comments within thirty days.

Chapter Four: Transportation Improvement Program (TIP) Revisions Amendments and Administrative Modifications

Introduction

A Transportation Improvement Program (TIP) is a short-term (four-year) list of federally funded surface transportation investment projects in a metropolitan planning area. Surface transportation projects include those for public transit, local and state highways and bicycle/pedestrian projects.

A TIP must also include all regionally significant surface transportation projects, including those funded without federal funds. All local preservation and maintenance projects listed in a TIP must be consistent with the current regional transportation plan, which currently is the 2040 Comprehensive Regional Plan. All capacity-increasing projects (such as added travel lane projects or regionally significant new roadways) must be specifically identified in both the regional transportation plan and its accompanying Air Quality Conformity Determination.

Local preservation and maintenance projects included in the TIP are prioritized and selected in accordance with guidance from the regional transportation plan. Both the plan and TIP must conform to the State Implementation Plan for Air Quality.

NIRPC's Board adopts a new TIP every other year. In between, revisions are made to the TIP by way of amendments. The purpose of this section of the Public Participation Plan is to identify the various types of TIP revisions that are typically encountered and describe the process through which these changes will be made to the TIP. The U.S. Department of Transportation's Planning Regulations that govern the development of Transportation Improvement Programs (23 CFR Part 450) require that these amendment processes and procedures be included in this Public Participation Plan.

Terms and Definitions

TIP Amendment: A TIP amendment is a change to the TIP that is subjected to a public comment period, reviewed by the Transportation Policy Committee, and formally adopted by the NIRPC Board.

Administrative Modification: An administrative modification revises a project already in the TIP. Changes made in this manner are not subjected to a public comment period, not reviewed by the Transportation Policy Committee, and not formally adopted by the NIRPC Board.

Project Phases: Each highway construction project typically has three phases, Preliminary Engineering (PE), Right of Way (RW), and Construction (CN). Additionally, some project sponsors may break a lengthy roadway improvement project into multiple segments, also referred to as phases.

Conformity Determination: Regulations of the U.S. Environmental Protection Agency (EPA) that implement the Clean Air Act Amendments of 1990 require that a formal, ongoing process be established to ensure that the Regional Transportation Plan and TIP conform to the State Implementation Plan for Air Quality. Each transportation Plan (or amendment thereto) and each new TIP must be supported by an updated Conformity Determination. The Conformity Determination will identify all Regionally Significant, Non-Exempt projects that add capacity to the transportation network. Capacity-increasing projects that are not in the Conformity Determination may not be included in a TIP.

Interagency Consultation Group: The Indiana Interagency Consultation Group (ICG) consists of representatives from EPA, Federal Highway Administration, (FHWA), Indiana Department of Transportation (INDOT), and the Indiana Department of Environmental Management (IDEM). The ICG must review each TIP amendment prior to adoption to verify the air quality status of each project included in the amendment. The amendment may not take effect without this clearance.

TIP Amendments

There are three types of amendments: Minor Standard Amendments, Major Standard Amendments, and Emergency Amendments. Each are described as follows:

Minor Amendments: Minor amendments add new or delete existing air quality-exempt projects, add federal funds to air quality-exempt projects already in the TIP that are funded entirely with non-federal funds, make changes in project termini (increases in length up to one-half mile) for air quality-exempt projects, minor changes in design concept or scope (with no additional travel lanes) for air quality-exempt projects).

Minor amendments require ICG review, a public review and comment period of one calendar week (or five business days) prior to final action by the NIRPC Board, and re-determination of fiscal constraint.

Major Amendments: Major amendments make changes (increases in length of over one-half mile) in project termini (the starting and ending point of the project), major changes in design concept or scope (with no additional travel lanes), or involving the addition of a new phase to any air quality non-exempt project already in the Conformity Determination and TIP.

Major amendments require ICG review (and a conformity consultation call when the amendment involves a non-exempt project), a public review and comment period of 30 calendar days prior to final action by the NIRPC Board, and re-determination of fiscal constraint.

Amendments that add new air quality non-exempt projects to the TIP will be processed only when the project is listed in the then-current Conformity Determination.

Emergency Amendments: In rare instances NIRPC's Executive Director may make a TIP amendment via a letter to INDOT. These amendments will only be made after the Executive Director, upon the recommendation of the NIRPC Transportation Projects Manager (and others, if necessary), concludes that a delay in adding the project to the TIP through the standard amendment process would either: 1) adversely affect public well-being or safety, or 2) result in the lapse or loss of federal funds to the region. The Executive Director has the discretion to make or not make the amendment.

This process may not be used to make changes either to air quality non-exempt projects or to "regionally significant¹" transportation projects. Emergency amendments will be submitted to the ICG for review on the date they are issued. The NIRPC staff that manages the TIP must re-determine fiscal constraint prior to referring the amendment to the Executive Director for concurrence.

Administrative Modifications

Changes to air quality exempt, non-Regionally Significant projects already in the TIP may be made by way of an administrative modification. The correction of typographical and other errors will be made in this manner, along with changes in the year, federal funding type, level of funding (total or federal) and/or descriptive information. Division of one listed project into two (or more) or consolidation of multiple projects into a single project with no changes to overall scope or termini may also be performed administratively. Once these changes are made, NIRPC will inform INDOT and the project sponsor via e-mail.

Administrative modifications that involve increases in federal funds require a re-determination of fiscal constraint for the affected federal fund type.

Other Provisions

Publication of Current List of Projects: NIRPC will post a copy of the most current list of projects (as amended) on its website, along with each individual amendment following its adoption. Administrative modifications will be highlighted on the current list of projects in the TIP that is posted on NIRPC's website. Each batch of administrative modifications processed will be posted on NIRPC's website.

Interagency Consultation Group Review: All TIP amendments will be submitted to the Indiana Interagency Consultation Group (ICG) for review at least seven calendar days prior to NIRPC Board action. The ICG will determine the status of each item in the amendment pursuant to the Federal Clean Air Act and its implementing regulations. Projects may be removed from the amendment pursuant to ICG guidance.

NIRPC will also use the Public Participation Plan as a way to increase public and stakeholder awareness about the federal and state dollars that NIRPC allocates to transportation projects.

Chapter Five: Public Participation Goals and Objectives

From May to August 2012, a Public Participation Task Force was convened and drafted the mission statement and purpose found in Chapter 1 of this document, and the goals and objectives of the Public Participation Plan, found below, which NIRPC will incorporate into its programs.

Goal 1: To develop strategic outreach plans which assure outreach to all of the public, with specific attention given to individuals and groups who have been traditionally underserved and underrepresented in the regional planning process.

Objective 1.1 Increase the participation of individuals in the regional planning process, with specific attention given to minorities, low-income persons, people with disabilities, the young, the elderly, and non-English speaking communities.

Objective 1.2 Build a communications network with organizations within the region.

Goal 2: To create a public involvement environment that is welcoming, open, accessible, easily understood, participatory, and inclusive.

Objective 2.1 Due care will be exercised to identify persons and parties who wish to be known for the record. Any memorializing record will be composed and made available pursuant to IC 5-14-1.5, the Open Door Law.

Objective 2.2 Interact with the public in a manner that demonstrates active listening, mutual respect, understanding, acceptance, and responsiveness.

Objective 2.3 Build consensus and trust.

Objective 2.4 Communicate in alternative and/or bilingual formats as necessary to facilitate full participation of all residents.

Goal 3: To foster continuous dialogue with the public.

Objective 3.1 Develop relationships with the public using appropriate communications techniques.

Objective 3.2 Use tools such as the NIRPC website, social media, online surveys, and crowdsourcing applications to engage the public.

Goal 4: To ensure decision makers are informed of public input.

Objective 4.1 Provide detailed and objective information that clearly defines the issue at hand

Objective 4.2 Provide timely information and opportunities for public dialogue in advance of key decision points

Objective 4.3 Provide feedback to the public on how their input was used by decision makers.

Goal 5: To continuously evaluate the public participation process.

Objective 5.1 Provide a means for residents' feedback on the public participation process.

Objective 5.2 Establish internal and external evaluation processes.

Objective 5.3 Evaluate actual performance in a timely manner and take corrective action as needed.

Objective 5.4 Communicate results of the evaluation process to participants and decision makers to demonstrate accountability.

Chapter Six: Outreach Methodologies

NIRPC will provide reasonable opportunities to be involved in the metropolitan transportation planning process to those identified in 23 CFR 450.316 (a), including those who have been traditionally underserved and under-represented such as members of minority populations, low-income households persons with disabilities and senior citizens.

The agency's commitment is to solicit public input and feedback from stakeholders and the general public about NIRPC's planning work, analyses, outreach efforts, and decisions. This includes the development of alternatives and the identification of preferred solutions, to ensure that their concerns and aspirations are consistently understood and considered.

Stakeholder Lists and Media Contacts

NIRPC will (and update at least annually) maintain a database of stakeholders, which includes, at a minimum, those groups as identified in 23 CFR 450.316 (a):

- Citizens
- Affected public agencies
- Representatives of public transportation employees
- Freight shippers
- Providers of freight transportation services
- Private providers of transportation
- Representatives of users of public transportation
- Representatives of users of pedestrian walkways and bicycle transportation facilities
- Representatives of the disabled
- Other interested parties

Contact information will include email addresses and, when necessary, mailing addresses. Records will be maintained as to which portions of this list have been utilized for each dissemination activity.

A media contact list will also be developed and updated at least annually, to ensure that local newspapers, radio and television stations receive in a timely manner all press releases and other mailings deemed appropriate.

Techniques of Public Involvement

This section contains a menu of public involvement techniques used by NIRPC. Included in this menu are descriptions and activities associated with each technique. Depending on the purpose of our outreach efforts, NIRPC will use the most appropriate and effective techniques to engage the public. Records will be maintained as to which methods were utilized for each

outreach activity as part of the meeting report (see Chapter 7). The tools are grouped in the table below into categories based on increasing levels of public participation in NIRPC's planning outcomes. Following the table is a description of each tool and associated outcomes desired through the use of that particular tool.

	(Lower)	<u>Level of Participation</u>		(Higher)
	Inform	Consult	Involve	Collaborate
Public Participation Goal	To provide the public with balanced and objective information and to assist in their understanding of planning problems, alternatives, opportunities, and solutions.	To obtain public feedback on our planning work, analyses, outreach efforts, and decisions.	To work directly with the public throughout the planning process to ensure that their concerns and aspirations are consistently understood and considered.	To partner with the public in every aspect of our planning process, including the development of alternatives and the identification of preferred solutions.
NIRPC's Promise to the Public	We will keep you informed.	We will keep you informed, listen to and acknowledge your concerns and aspirations, and provide feedback on how public input influences our decisions.	We will work with you to ensure that your goals and aspirations are directly reflected in our planning work as much as possible, and to provide feedback on how public input influences our decisions.	We will look to you for advice and innovation in formulating solutions to our planning issues, and incorporate your advice and recommendations into our decisions as much as possible.
Public Involvement Techniques	Website, Facebook, Twitter, Newsletters, Press Releases, Legal Advertisements, Direct Mailings, Fact Sheets, Display Advertisements	Facebook, Twitter, Surveys, Comment Forms, Public Meetings	Open Houses, Group Meetings, Webinars, Surveys	Task Forces, Working Groups, Youth Outreach, Small and Large Group Meetings
When These Techniques Will Be Used	On a regular and frequent basis as reminders and to give people easy access to important information.	When NIRPC needs feedback on its planning activities.	To solicit public comment and opinion about issues and events.	To prepare for a major planning process

Figure E: Public Participation Matrix

Source: NIRPC, adapted from International Association for Public Participation (IAP2) Public Participation Spectrum

NIRPC Website

Description: The website (www.nirpc.org) contains information about NIRPC's major planning activities. Agency work products, such as the 2040 Comprehensive Regional Plan, the Transportation Improvement Program, the Ped and Pedal Plan, the agency's Unified Planning Work Program, and extensive demographics data are available here. Links to local, state and federal sites are provided. At least a two-month calendar of public meetings and events is easily accessible and up-to-date.

Outcomes: The website is kept up-to-date and used by the public as an informational and educational tool.

Newsletters

Description: Newsletters are produced on an on-going basis and for special projects and planning activities. The agency newsletter, *the regional view*, is prepared quarterly and circulated electronically and in print. Project specific newsletters, such as the Watershed Management Plan newsletter, are produced on an as-needed basis.

Outcomes: Newsletters inform and educate the public about NIRPC and major planning projects.

Press Releases

Description: Formal press releases are distributed to local media including newspapers, radio stations, local cable and public TV. They announce major actions and special events and provide information on specific issues that are introduced to the Commission.

Outcomes: Press releases are made to inform the public of major actions and special events. Major actions include public hearings, federal planning reviews, major plan adoptions, and opportunities for public participation. These are made to maximize interest and participation in the planning process.

Legal Notices

Description: Legal notices are published in local newspapers to announce pending major actions and public hearings. They advertise requests for proposals, requests for qualifications, and bids. Legal notices may also be used to announce opportunities for public review and comment.

Outcomes: Legal notices are made to inform the public of major actions and special events. Major actions include public hearings, federal planning reviews, major plan adoptions, and may include opportunities for the public to be heard.

Email & Direct Mailings

Description: Email and direct mailings are used to inform the public of major actions and special events. Generally, electronic distribution by email is preferred in order to conserve resources and provide for immediate receipt. Direct mail will be used for those stakeholders lacking email addresses. It is important that mailing lists be in a continuous state of development. The relevant stakeholder lists will be utilized for emails and direct mailings, and records will be maintained to track who was notified.

Outcomes: Email and direct mailings are used to inform the public of major actions and special events. Major actions include public hearings, federal planning reviews, major plan adoptions, and opportunities for public participation.

Display Ads, Announcements, and Flyers

Description: Display ads, announcements and flyers are used to promote meetings and activities that are not regularly scheduled, such as open houses. They are published in local newspapers and/or posted at meeting sites such as libraries and municipal offices.

Outcomes: Announcements and flyers are made to inform the public of major actions and special events. Major actions include public hearings, federal planning reviews, major plan adoptions, and opportunities for public participation.

Fact Sheets and General Information Documents

Description: Fact sheets and general information documents are brief statements of facts or brief descriptions of a program or project that provides information to the public. They are available on the NIRPC website, available by request at related public meetings, and circulated electronically and as requested by mail.

Outcomes: Fact sheets and general information documents are made to provide information on current and forthcoming planning projects.

Comment Forms

Description: Comment forms provide a method for the public to express their opinions on plans or projects. They are made available at public meetings, open houses, formal public hearings, and on the website, and may be included in newsletters. Information for accessing comment forms will be included on the website and as part of newsletters or a separate insert.

Outcomes: Comment forms and comment cards are provided at public workshops, open houses, public hearings and other meetings. Comment cards are included in newsletters.

Facebook

Description: NIRPC posts upcoming events and links to other web sites and articles on its various Facebook pages. Facebook will serve as a source for discussion about topics that affect the region. NIRPC currently has several Facebook pages: the *Northwestern Indiana Regional Planning Commission*, *INVolve Northwest Indiana*, *Splash*, the *Northwest Indiana Watersheds* and the *Northwest Indiana Greenways and Blueways Plan*.

Outcomes: NIRPC shares information about meetings and events at NIRPC and throughout the region in a manner beyond the traditional NIRPC communications listed in this chapter. Information is shared about meetings and events at NIRPC and at our partner agencies in the region. Discussions of important regional issues are conducted on our Facebook pages. Comments and feedback on NIRPC's programs and planning activities are sought and received via Facebook.

Twitter

Description: NIRPC uses Twitter to share information about our events, meetings, plans, and programs, and also uses Twitter to re-tweet information, events, and articles from other sources in the region that are regional in scope and related to NIRPC's mission.

Outcomes: NIRPC shares news and information about events, meetings, programs, and plans for NIRPC and other regional agencies. NIRPC solicits feedback from our stakeholders and the public on our programs and planning projects.

Surveys

Description: Paper and electronic surveys are used when very specific input from the public is needed. Surveys ask specific questions related to planning projects and initiatives. They can be conducted via the NIRPC website, Facebook or through web-based tools such as Survey Monkey, and are distributed at meetings, special activities, or through the mail. Keypad polling may be used to gain targeted input at public meetings. Public comments through surveys may be obtained for such efforts as origin-destination studies, corridor studies, public transit analyses (not route analyses), and other planning studies.

Outcomes: Accurate records of surveys will be maintained, and a summary report which indicates the results and how many people participated will be prepared and submitted to the Board of Commissioners.

Open Houses

Description: Open houses are informal public meetings, where project team members interact with the public on a one-on-one basis. Short presentations may be given at these meetings. The

open houses are intended to provide information and to solicit public comment on a proposed plan or activity in the early stages of its development.

Outcomes: The public is invited to review plan development. The public is informed and educated on planning issues.

Public Meetings

Description: Public meetings are those gatherings which are, in accordance with Indiana's Public Access Laws, open to members of the public.

Outcomes: Opportunities for public comment are made available during the course of the meeting, or at its conclusion. Input into plans, projects, and activities.

Public Hearings

Description: Public hearings are legally advertised meetings in which a structured, formal procedure is used to take public comment. Questions are typically not responded to at public hearings. Federally required hearings are conducted on certain public transit activities. Voluntary hearings are conducted when a formal record of public comment is desired.

Outcomes: The proceedings are recorded and transcribed for the record. Copies are posted on the NIRPC website, and provided upon request.

Webinars

Description: Webinars are virtual meetings where participants join via telephone or online through chat windows. These meetings are low-cost, and require either telephone or internet service. Webinars allow for online sharing of content, and provide people with an opportunity to participate in meetings from home, work, or any location that is convenient for their needs.

Outcomes: Issues are discussed related to planning. Feedback is provided on plans and topics. Documents, photos, and web pages that articulate planning initiatives and projects are shared online.

Public Outreach and Inclusion

Description: These are special activities geared toward educating and involving the public in the regional planning process. For example, hosting events at K-12 schools throughout the region and collaborating with various community organizations within Northwest Indiana. In addition, these include engagements at the six colleges and universities that are located in the region: Ivy Tech Community College, Indiana University Northwest, Purdue University Calumet; Valparaiso University; Calumet College of St. Joseph and Purdue University-North Central.

Outcomes: NIRPC staff is available to meet with any and all groups and community organizations as requested.

Task Forces, Steering Committees and Working Groups

Description: These special committees are created to address a particular subject or activity. They have a definite starting and ending point. Membership on a task force or working group is always open to the public. As opportunities arise to serve on a particular working group or task force, application forms requesting an opportunity to serve will be available to the public on the NIRPC website and announcements of their availability will be made at each public meeting and event.

Outcomes: Plans, small-area studies, and other planning studies are conducted.

Alternate Formats

Description: Alternate formats are used to accommodate residents who have difficulty in accessing news from NIRPC through traditional means. Examples include large print documents, compact discs (CDs), bilingual documents, or ASL interpreters at public meetings or hearings. Where meetings are concerned, requests for alternate formats or assisted listening accommodations must be made at least 48 hours in advance of the meeting. NIRPC is committed to using the language found on the inside cover (page 2) of this document, and as it relates to TTY users.

Outcomes: Making documents available in alternative formats allows everyone to be informed, included, and encourages participation.

Chapter Seven: Evaluation of the Public Participation Process

Evaluation Methodologies

NIRPC strives to evaluate its public process both internally and externally. Externally, participants in NIRPC hearings, meetings or workshops will be asked evaluative questions using keypad polling, paper evaluation forms, or other means to gather feedback for NIRPC's use in future meetings. Participants will also be informed of how to convey additional feedback should they have comments. The form that will be used to solicit feedback from audience members is included in the attachments (Appendix G).

Internally, NIRPC will evaluate the methods it uses to engage the public, from what techniques were used, what stakeholders attended, and how the participants were informed of the results after the hearing, meeting or workshop was concluded. The form that NIRPC staff members will utilize after an event is included in the attachments (Appendix H).

Meeting Report

A meeting report should be developed to reflect the results of the hearing, meeting or workshop. Within one month of the conclusion of an event, this report will be reviewed by the NIRPC Commissioners, posted on the website and sent to all of the people who were invited and/or attended the hearing, meeting or workshop, as well as appropriate members of the stakeholder list. This report should present the workshop goals, agenda and meeting design, as well as the following items:

- The outreach approach, collaboration with partners, and presentations utilized
- Engagement process
- Analysis of demographic responses ("Who's-in-the-room") and participants' voting and comments if surveying is used.
- A summary of comments made during the meeting (and in those instances where a legal transcript was required, a copy of that transcript).
- Recommended actions that should be taken to address the issues discussed at the meeting.

Conclusion

NIRPC encourages Northwest Indiana residents and stakeholders to take an active role in moving the region toward a vibrant, revitalized, accessible and united future. Whether people have been a consistent participant in regional forums or are new to the process, everyone's contribution is valuable for the dialogue on successful implementation of the regional vision, goals and plans. By reviewing this document and other plans and information available on our website, the reader can discover how to play a vital role in creating our tomorrow...today.

Appendices

Appendix A: Glossary of Terms and Abbreviations

Following is a list of terms and abbreviations commonly used in regional planning and MPO documents, including the Public Involvement Plan.

Americans with Disabilities Act (ADA)

The Americans with Disabilities Act of 1990 (ADA) prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation.

Comprehensive Planning

A planning process that determines a community's or region's goals and aspirations that typically addresses land use, transportation, utilities, recreation, housing, and economic development. Comprehensive plans usually include large geographical areas, a broad range of topics, and cover a long-term time horizon.

Contiguous Area

Land area immediately adjacent to and influenced by a defined planning area.

Coordination

The comparison of the transportation plans, programs, and schedules of one agency with related plans, programs and schedules of other agencies or entities and the adjustment of plans, programs and schedules to achieve general consistency.

Cooperation

The interaction of parties involved in carrying out the planning and/or project development process to achieve a common goal or objective.

Council of Governments (COG)

A cooperative association of local governments that addresses regional issues. COGs are associations that represent member local governments, mainly cities and counties, that seek to provide cooperative planning, coordination, and technical assistance on issues of mutual concern that cross jurisdictional lines. In this sense, COGs serve to develop consensus on many issues that need to be addressed in a sub-regional or regional context.

Demand-Response Service

Demand Response Service is any non-fixed route system of transporting individuals that requires advanced scheduling by the customer. 49 CFR §604.3(g).

Environmental Justice

Environmental justice is the fair treatment and meaningful involvement of all people regardless of race, color, national origin, or income with respect to the development, implementation, and enforcement of environmental laws, regulations, and policies. It will be achieved when

everyone enjoys the same degree of protection from environmental and health hazards and equal access to the decision-making process to have a healthy environment in which to live, learn, and work.

FHWA

The Federal Highway Administration

Fixed Route System

A Fixed Route System means a system of providing public transportation on which a vehicle is operated along a prescribed route according to a fixed schedule.

FTA

The Federal Transit Administration

IDEM

The Indiana Department of Environmental Management

INDOT

The Indiana Department of Transportation

Interagency Consultation Group (ICG)

ICG includes members of the staffs of the Federal Highway Administration, Federal Transit Administration, Environmental Protection Agency, Indiana Department of Transportation, Indiana Department of Environmental Management, and Northwestern Indiana Regional Planning Commission. The group is responsible for coordination of activities related to air quality conformity, including the establishment of motor vehicle emissions budgets, regional emissions analyses and the determination of exemption status for transportation projects. All transportation projects must be cleared through this process before being included in the Transportation Improvement Program.

Keypad Polling

Wireless technology used in community meetings to prioritize actions and recommendations for decision making in the planning process. Keypads, which are about the size of a credit card, and/ or personal smartphone devices are used to select multiple choice answers based on the ideas and opinions of the participants. Keypad polling allows for voting to take place and display the results immediately.

Meaningful Dialogue

An exchange of ideas or opinions meant to help shape public policy or form consensus. It includes sharing and listening by all parties.

Metropolitan Planning Organization (MPO)

The organization designated by the Governor to be responsible for developing transportation plans and programs for urbanized areas of 50,000 or more. It is the forum for cooperative

transportation decision making. NIRPC was designated the MPO for Lake and Porter Counties in 1975. LaPorte County joined NIRPC in 1979 and was added to the Metropolitan Area Boundary in 1994.

Metropolitan Area Boundary

At a minimum, the existing urban area, non-attainment area (see definition below) and contiguous area expected to become urban in the next 20 years. The metropolitan area boundary for Northwest Indiana includes the entire Counties of Lake, Porter and LaPorte and defines the area within which NIRPC conducts the transportation planning process.

Moving Ahead for Progress in the 21st Century Act (MAP-21)

This law was enacted in 2012, and will fund surface transportation programs at over \$105 billion for fiscal years (FY) 2013 and 2014. MAP-21 creates a streamlined and performance-based surface transportation program and builds on many of the highway, transit, bicycle, and pedestrian programs and policies established by the Federal Government. MAP-21 supersedes The Safe, Accountable, Flexible, and Efficient Transportation Equity Act – a Legacy for Users (SAFETEA-LU), which was enacted in 2005.

Non-attainment Area

Geographic areas designated by the USEPA for failure to meet the national ambient air quality standards defined in the Clean Air Act, as amended.

Paratransit

Paratransit service is defined in Department of Transportation regulations as “comparable transportation service required by the ADA for individuals with disabilities who are unable to use fixed route transportation systems”. 49 C.F.R. § 37.3

Public Hearing

A formal meeting at which the agency receives public comments or testimony on a particular proposed action in an open setting. It is an opportunity for members of the public to voice its opinions and provide input to a board or other body on a particular issue or topic. A transcript of the testimony received at a public hearing is prepared. Often, all comments received prior to the public hearing and for a set amount of time after are made part of the hearing’s permanent record.

Public Participation

Actively engaging residents in regional public policy formation by allowing and inviting residents to discuss and provide suggestions on projects and initiatives of local and regional significance.

Public Meeting

An open forum in which all are welcome.

Regional Planning

Public sector activities encompassing economic, social, environmental and physical elements to develop and implement appropriate public policy in an area covering more than one jurisdiction.

Regionally Significant Project

A transportation project that is on a facility, which serves regional transportation needs and would normally be included in the modeling of a metropolitan area's transportation network, including at a minimum all principle arterial highways and all fixed guide way transit facilities that offer an alternative to regional highway travel. Examples include roads that provide access to and from the area outside the region; major activity centers in the region; major planned developments such as new rental malls, sports complexes, etc.; or transportation terminals as well as most terminals themselves.

Social Equity

Social equity, a concept that plays a role in NIRPC's 2040 Comprehensive Regional Plan, is a social state of affairs in which all people within a specific society or isolated group have the same status in certain respects. At the very least, social equity includes equal rights under the law. It also includes equal opportunities and obligations. It is the overall fairness of a society in its divisions of rewards and burdens.

Stakeholder

Individuals and organizations involved in or affected by the transportation planning process. This includes citizens, affected public agencies, representatives of public transportation employees, freight shippers, providers of freight transportation services, private providers of transportation, representatives of users of public transportation, representatives of users of pedestrian walkways and bicycle transportation facilities, representatives of the disabled, other interested parties, and providers of public transportation.

Title VI of the 1964 Civil Rights Act

This is a Federal law providing that no person, irrespective of race, color, or national origin, shall be excluded from participating in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

Transportation Improvement Program (TIP)

A staged, multi-year multi-modal program of transportation projects in the MPO planning area that is consistent with the metropolitan transportation plan.

Transportation Plan (Long and short term)

A plan that identifies facilities that should function as an integrated metropolitan transportation system. It gives emphasis to those facilities that serve important national and regional transportation functions, and includes a financial plan that demonstrates how the plan can be implemented. A metropolitan area transportation plan must have at least a 20-year planning horizon.

Urbanized Area

A geographic area with a population of at least 50,000 as designated by the Census for areas with an overall density of 1,000 people per square mile. The urbanized area of Northwest Indiana as defined by the federal Census is approximately the northern half of Lake County, the northern third of Porter County, and a section of LaPorte County, which includes the cities of Michigan City and LaPorte.

USEPA

The United States Environmental Protection Agency

USDOT

The United States Department of Transportation

Appendix B: Public Participation and the 2040 Comprehensive Regional Plan (CRP)

The 2040 Comprehensive Regional Plan (CRP) relied on an unprecedented level of public involvement to develop a vision that was representative of the entire region (see the following section for this regional vision). An Outreach Subcommittee advised the 2040 CRP Steering Committee to make sure that the process was inclusive. In the end, NIRPC engaged more than 2,300 residents to gather input, build consensus around goals and objectives for the 2040 CRP, and ensure that the recommendations of the plan are realistic and can be implemented.

Vision and Values Statement for the 2040 Comprehensive Regional Plan

IN*Vision* Northwest Indiana - Stretching from the treasured shores of Lake Michigan to the historic banks of the Kankakee River and committed to an ethic of sustainability:

A revitalized region

Urban areas are renewed, and our environment is clean.

A vibrant region

Our economy is thriving; our people are well educated; our growth is planned; and natural and rural areas are valued and protected.

An accessible region

Our people are connected to each other and to equal opportunities for working, playing, living and learning.

A united region

Celebrating our diversity, we work together as a community across racial, ethnic, political and cultural lines for the good of the region.

Drawing on the IN*Vision* Northwest Indiana themes of an accessible and united region, NIRPC will make participation in the planning process more accessible to all of our region's residents. To read the entire Comprehensive Regional Plan, as well as the Executive Summary and other plans that NIRPC has created, please visit NIRPC's web site at www.nirpc.org.

Appendix C: A Commitment to Environmental Justice

On February 11, 1994, a presidential executive order was issued to address environmental justice (EJ) in minority populations and low-income populations. It directed every federal agency to make environmental justice part of its mission by identifying and addressing the effects of all programs, policies, and activities on “minority populations and low income populations.” The order was designed to focus Federal attention on the environmental and human health conditions in minority communities and low-income communities with the goal of achieving environmental justice. The order promotes nondiscrimination in Federal programs substantially affecting human health and the environment, and provides minority and low-income communities’ access to public information on, and an opportunity for public participation in, matters relating to human health or the environment.

Northwest Indiana will focus on revitalization of the region’s “urban core” communities, which include Gary, Hammond, East Chicago and Michigan City, to make efficient use of resources and to capitalize on existing infrastructure and assets. The application of environmental justice in these communities also demonstrates NIRPC’s commitment to shared benefits and burdens in the decision making process of NIRPC’s work. NIRPC also understand that the growth and revitalization of these communities are not only critical to these individual cities, but are essential to the continued success of Northwest Indiana as envisioned in the 2040 CRP.

Properly implemented, EJ principles and procedures improve all levels of transportation decision making. A comprehensive approach will:

- Result in better transportation decisions that meet the needs of all people.
- Design transportation facilities that respect context and integrate with existing communities.
- Enhance the public-involvement process, strengthen community-based partnerships, and provide minority populations and low-income populations with opportunities to learn about and improve the quality and usefulness of transportation in their lives.
- Improve data collection, monitoring, and analysis tools that assess the needs of, and analyze the potential impacts on, minority populations and low-income populations.
- Partner with other public and private programs to leverage transportation agency resources to achieve a common level of accessibility for communities.
- Avoid disproportionately high and adverse impacts on minority populations and low-income populations.
- Minimize and/ or mitigate unavoidable impacts by identifying concerns early in the planning phase and providing offsetting initiatives and enhancement measures to benefit affected communities and neighborhoods.

As part of the 2040 Comprehensive Regional Plan (CRP), NIRPC conducted an analysis of transportation projects in the plan, and measured the benefits and burdens that these projects would bring to environmental justice communities. While limited in scope, the outcome of the

analysis showed that environmental justice communities either would benefit, or at very least not be burdened, by the transportation projects in the 2040 CRP.

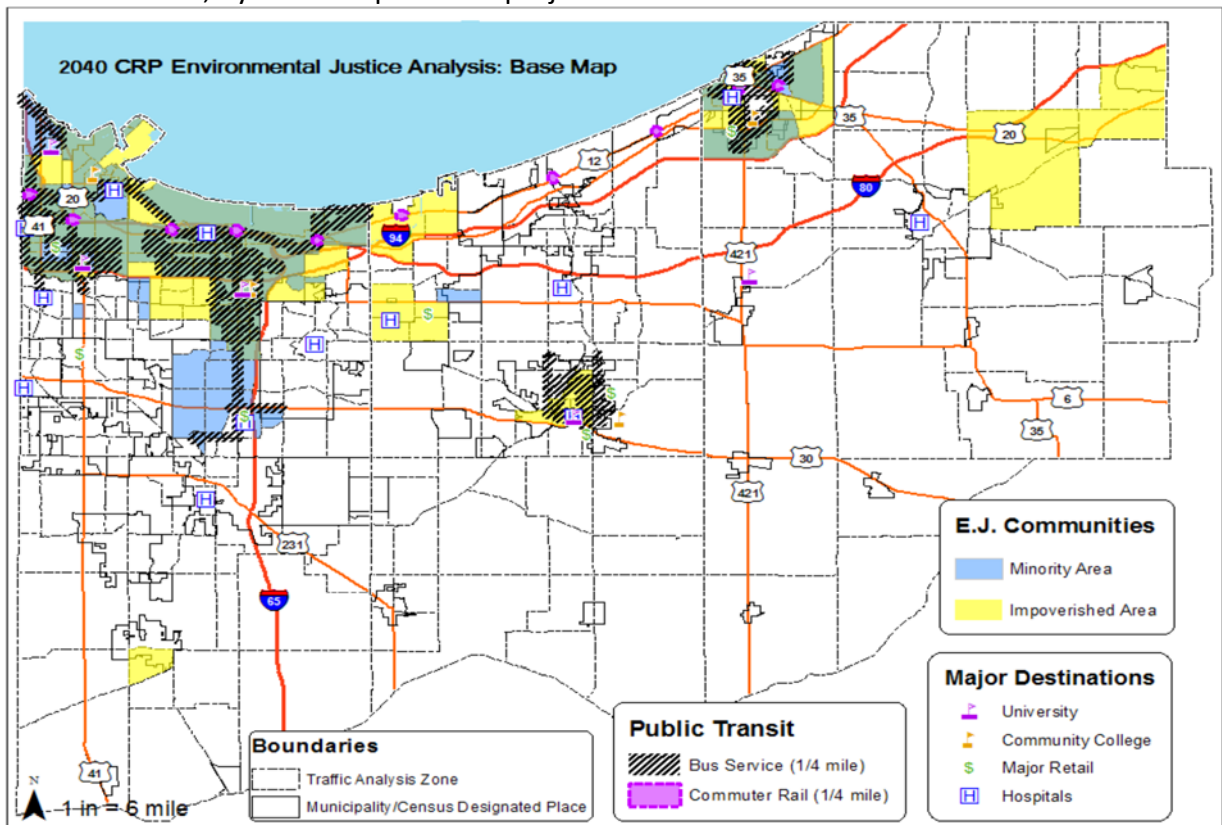


Figure F: 2040 CRP Environmental Justice Analysis. Source: NIRPC

The Environmental Justice Analysis is based on assumptions for population and employment that are grounded in the Growth and Revitalization Vision for Northwest Indiana – the preferred scenario for the CRP. The Vision calls for the revitalization of the urban core, the development of “livable centers” throughout the region, and in general an end to sprawling land use patterns. This analysis is dependent on breaking with the status quo and implementing the recommendations of the CRP. NIRPC is committed to the results coming from a broader outreach strategy.

Appendix D: 23 CFR §450.316 Interested Parties, Participation, and Consultation

This is an excerpt from the current federal transportation planning regulation requiring the development of a public participation plan.

(a) The MPO shall develop and use a documented participation plan that defines a process for providing citizens, affected public agencies, representatives of public transportation employees, freight shippers, providers of freight transportation services, private providers of transportation, representatives of users of public transportation, representatives of users of pedestrian walkways and bicycle transportation facilities, representatives of the disabled, and other interested parties with reasonable opportunities to be involved in the metropolitan transportation planning process.

(1) The participation plan shall be developed by the MPO in consultation with all interested parties and shall, at a minimum, describe explicit procedures, strategies, and desired outcomes for:

- (i) Providing adequate public notice of public participation activities and time for public review and comment at key decision points, including but not limited to a reasonable opportunity to comment on the proposed metropolitan transportation plan and the TIP;
- (ii) Providing timely notice and reasonable access to information about transportation issues and processes;
- (iii) Employing visualization techniques to describe metropolitan transportation plans and TIPs;
- (iv) Making public information (technical information and meeting notices) available in electronically accessible formats and means, such as the World Wide Web;
- (v) Holding any public meetings at convenient and accessible locations and times;
- (vi) Demonstrating explicit consideration and response to public input received during the development of the metropolitan transportation plan and the TIP;
- (vii) Seeking out and considering the needs of those traditionally underserved by existing transportation systems, such as low-income and minority households, who may face challenges accessing employment and other services;
- (viii) Providing an additional opportunity for public comment, if the final metropolitan transportation plan or TIP differs significantly from the version that was made available for public comment by the MPO and raises new material issues which interested parties could not reasonably have foreseen from the public involvement efforts;

- (ix) Coordinating with the statewide transportation planning public involvement and consultation processes under subpart B of this part; and
- (x) Periodically reviewing the effectiveness of the procedures and strategies contained in the participation plan to ensure a full and open participation process.

(2) When significant written and oral comments are received on the draft metropolitan transportation plan and TIP (including the financial plans) as a result of the participation process in this section or the interagency consultation process required under the EPA transportation conformity regulations (40 CFR part 93), a summary, analysis, and report on the disposition of comments shall be made as part of the final metropolitan transportation plan and TIP.

(3) A minimum public comment period of 45 calendar days shall be provided before the initial or revised participation plan is adopted by the MPO. Copies of the approved participation plan shall be provided to the FHWA and the FTA for informational purposes and shall be posted on the World Wide Web, to the maximum extent practicable.

(b) In developing metropolitan transportation plans and TIPs, the MPO should consult with agencies and officials responsible for other planning activities within the MPA that are affected by transportation (including State and local planned growth, economic development, environmental protection, airport operations, or freight movements) or coordinate its planning process (to the maximum extent practicable) with such planning activities. In addition, metropolitan transportation plans and TIPs shall be developed with due consideration of other related planning activities within the metropolitan area, and the process shall provide for the design and delivery of transportation services within the area that are provided by:

(1) Recipients of assistance under title 49 U.S.C. Chapter 53;

(2) Governmental agencies and non-profit organizations (including representatives of the agencies and organizations) that receive Federal assistance from a source other than the U.S. Department of Transportation to provide non-emergency transportation services; and

(3) Recipients of assistance under 23 U.S.C. 204.

(c) When the MPA includes Indian Tribal lands, the MPO shall appropriately involve the Indian Tribal government(s) in the development of the metropolitan transportation plan and the TIP.

(d) When the MPA includes Federal public lands, the MPO shall appropriately involve the Federal land management agencies in the development of the metropolitan transportation plan and the TIP.

(e) MPOs shall, to the extent practicable, develop a documented process(es) that outlines roles, responsibilities, and key decision points for consulting with other governments and agencies, as defined in paragraphs (b), (c), and (d) of this section, which may be included in the agreement(s) developed under § 450.314.

Source: United States Department of Transportation, 72 FR 7261, Feb. 14, 2007

Appendix E: Resources

Easter Seals Project ACTION (ESPA)

The mission of ESPA is to promote universal access to transportation for people with disabilities under federal law and beyond by partnering with transportation providers, the disability community and others through the provision of training, technical assistance, applied research, outreach and communication. The primary values of their work are partnership, coalition building, coordination, inclusion, independence and the importance of access to transportation choices for people with disabilities. ACTION stands for Accessible Community Transportation In Our Nation.

www.projectaction.org

International Association for Public Participation

IAP2 is an international organization advancing the practice of public participation. Its mission is to advance and extend the practice of public participation.

www.iap2.org

Moving Ahead for Progress in the 21st Century Act (MAP-21)

<http://www.dot.gov/map21>

Northwestern Indiana Regional Planning Commission

www.nirpc.org

United States Department of Justice

1. ADA Checklist for Polling Places

<http://www.ada.gov/votingck.htm>

2. A federal resource document for businesses on how to hold accessible events

<http://www.ada.gov/business/accessiblemtg>

United States Department of Transportation

Informing People through Outreach and Organization, Section 1.A.B: Involving Persons with Disabilities

http://www.planning.dot.gov/PublicInvolvement/pi_documents/1a-b.asp

Appendix F: Essential Accessibility Features for NIRPC Meetings

As NIRPC staff identifies potential locations for meetings at NIRPC and for public meetings outside of the NIRPC office, staff will review those locations for basic, essential accessibility features (see below) to assure that the locations are potentially useable for people with disabilities. Any location that does not meet the basic, essential accessibility features will not be considered by NIRPC to host its public meetings. Those that meet the basic, essential features will be further evaluated in accordance with the Americans with Disabilities Act guidelines for accessibility to assure that the locations and the conduct of NIRPC public meetings are accessible to people with disabilities.

The essential features that NIRPC will require include:

1. Current **parking** spaces that are at least 8' wide with at least 5' aisles next to them, or the ability to block off temporary spaces for the meeting.
2. A **walkway** with a stable and firm surface at least 36" wide from the accessible parking to the accessible entrance to the building.
3. If the accessible **route** is different from the primary route to and through the building, have the ability to post signs with the wheelchair symbol that show the route.
4. A **doorway** of the accessible entrance into the building at least 32" wide with a door that has a lever, push plate or automatic door, or with a person to assist people to enter.
5. An **elevator** or lift to the floor where the meeting is located if the meeting is not on the ground floor.
6. **Tables** where the top is between 28" to 34" with clearance around the table for a wheelchair to move, and where a wheelchair can pull under the edge of the table.
7. Wide, accessible **path** to the restrooms or to an accessible restroom.
8. A **toilet stall** or single occupancy **restroom** wide enough that a wheelchair can enter and close the door behind with interior space to turn around. This is an accessible stall or room size of at least 60" wide and 56" deep with a door that opens out. Rear and side grab bars are present.
9. The ability for a wheelchair to roll under the **sink** or to the side of the sink.

Appendix G: Participant Evaluation Form

Evaluation of the Public Involvement Process Evaluation Form for Participants

This form is available in alternate format upon request.

If you need assistance in completing this form please contact _____.

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.

General Information

Plan or Project: _____

Date(s) Participation Took Place: _____

Location(s) Where Participation Took Place:

Is This Your First Time Participating in a NIRPC Activity?: Yes _____ No _____

About Your Experience

How did you learn about this activity?

For the following questions, please tell us whether you agree or disagree with the statement by circling one of the numbers.

I felt I was welcomed to participate.

1	2	3	4	5
Disagree	Mostly	Neutral	Mostly	Agree
Completely	Disagree		Agree	Completely

If you did not feel welcome, would you please tell us why?

I felt free to make comments and ask questions.

1	2	3	4	5
Disagree	Mostly	Neutral	Mostly	Agree
Completely	Disagree		Agree	Completely

If you did not, would you please tell us why?

I feel my comments were heard and considered, and/or responded to.

1	2	3	4	5
Disagree	Mostly	Neutral	Mostly	Agree
Completely	Disagree		Agree	Completely

If you did not feel that way, would you please tell us why?

I feel I received good background information that helped me participate in the activity.

1	2	3	4	5
Disagree	Mostly	Neutral	Mostly	Agree
Completely	Disagree		Agree	Completely

If you do not feel this way, would you tell us what was missing, or what other information would have helped?

I was satisfied with the room arrangement.

1	2	3	4	5
Disagree	Mostly	Neutral	Mostly	Agree
Completely	Disagree		Agree	Completely

I was satisfied with the location.

1	2	3	4	5
Disagree	Mostly	Neutral	Mostly	Agree
Completely	Disagree		Agree	Completely

If you were not satisfied with either the arrangement or location, what could we do to improve your experience?

I was informed of how my input would be used, or what the impact would be.

Yes _____ No _____

I was informed of the remaining activities and the timing of the completion of the project I participated in.

Yes _____ No _____

I was informed about how it would be reported back to me.

Yes _____ No _____

Would you participate again in a NIRPC activity? Yes _____ No _____
If no, would you tell us why not?

What could NIRPC do to improve your participation experience?

About You (optional)

Race

Caucasian: _____ African-American: _____ Hispanic/Latino: _____
Asian/Island Pacific: _____ Native American: _____ Other: _____

Age

Younger than 25 years old: _____ 25-34: _____ 35-44: _____ 45-54: _____
55-64: _____ 65 years or older: _____

Disability

Do you identify as a person with a disability? Yes: _____ No: _____

Appendix H: Staff Evaluation Form

Evaluation of the Public Involvement Process Public Outreach Form for NIRPC staff

Plan or Project: _____

Evaluator(s): _____

Date: _____ Time: _____

Location: _____

Number of Participants: _____

Demographics

Race

Caucasian: _____ African-American: _____ Hispanic/Latino: _____

Asian/Island Pacific: _____ Native American: _____ Other: _____

Age

Younger than 25 years old: _____ 25-34: _____ 35-44: _____ 45-54: _____

55-64: _____ 65 years or older: _____

Did anyone self-identify as a person with a disability?

What types of stakeholders were represented at this meeting?

What type(s) of outreach activities/techniques were used?

How far in advance of key decision-making points did NIRPC seek public input and disseminate information? Was citizen feedback actively solicited throughout the project and/or planning period? If so, was it used in the evaluation?

How was public participation incorporated into the decision-making process?

Is there evidence of the degree to which public input influenced the process and changed the product?

How were residents informed of the results of the public participation process?

How did the incorporation of the Public Participation Plan into the plan/project improve stakeholder input?

What techniques that were not used for this meeting should be used for future meetings?

What were the comments made at the meeting?

Appendix I: 2012 Public Participation Task Force Members

From May to August 2012, a Public Participation Task Force was convened and drafted the mission statement, purpose, goals and objectives of the Public Participation Plan, which NIRPC incorporated into this plan. Below is a list of the people that were invited to participate during that period of time.

Tom Anderson, Member, Izaak Walton League

Jena Bellezza, Marketing Director, Indiana Parenting Institute

Amanda Chraca, Economic & Community Development, 4-H Youth Development Extension Educator, Purdue Extension LaPorte County

Elias Crim, Citizen, City of Valparaiso

Stephen Gill, Northwest Indiana Field Representative, Indiana Youth Institute

Sandra Hall Smith, Assistant Director, Center for Urban & Regional Excellence, Indiana University Northwest

Tyler Kent, Director of Planning, City of Valparaiso

Tarry Martin, Pastor and Consultant, City of Gary

Jeannette Neagu, President, Save the Dunes

Angie Nelson, Public Affairs Manager, NIPSCO

Randy Novak, Fire Marshall, Michigan City Fire Department

Jim Pinkerton, Communications Director, INDOT

Sylvia Planer, President, Hammond Hispanic Community Committee

Charlotte Read, Environmental Advocate, Save the Dunes

Rev. Cheryl Rivera, Executive Director, Northwest Indiana Federation

Lisa Schmidt, Member, Leadership Northwest Indiana

Kathy Sipple, Consultant, Social Media

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