

# GREATER PEORIA MASS TRANSIT DISTRICT



## Title VI Program

Updated  
January 13, 2020

# Purpose

## **Introduction:**

This Greater Peoria Mass Transit District (GPMTD) Title VI Program has been updated to ensure that the level and quality of GPMTD's fixed route and demand response services are provided in a nondiscriminatory manner and that the opportunity for full and fair participation is offered to GPMTD's riders and other community members. GPMTD has examined the need for services and materials for persons for whom English is not their primary language and who have a limited ability to read, write, speak or understand English.

GPMTD is committed to ensuring that no person is excluded from participation in, or denied the benefits of, or subjected to discrimination in the receipt of any of GPMTD's services on the basis of race, color or national origin. The contents of this program have been prepared in accordance with Section 601 of Title VI of the Civil Rights Act of 1964 and Executive Order 13116.

Under the Civil Rights Act of 1964, and as a recipient of federal funding under the programs of the Federal Transit Administration (FTA) and of the US Department of Transportation, GPMTD has an obligation to ensure that:

- The benefits of its bus service are shared equitably throughout the service area;
- The level and quality of bus services are sufficient to provide equal access to all riders in its service area;
- No one is precluded from participating in GPMTD's service planning and development process;
- Decisions regarding service changes or facility locations are made without regard to race, color, or national origin and that development and urban renewal benefiting a community as a whole not be unjustifiably purchased through the disproportionate allocation of its adverse environmental and health burdens on the community's minority population; and
- A program is in place for correcting any discrimination, whether intentional or unintentional.

## **Definitions:**

The GPMTD recognizes that the definitions in chapter 53 of title 49, United States Code, and in 49 CFR part 21 apply to FTA Circular 4702.1B. The GPMTD uses the following definitions:

**Demand Response System:** Any non-fixed route system of transporting individuals that requires advanced scheduling including services provided by public entities, non-profits, and private providers. An advance request for service is a key characteristic of demand response service.

Discrimination refers to any action or inaction, whether intentional or unintentional, in any program or activity of a Federal aid recipient, subrecipient, or contractor that results in disparate treatment, disparate impact, or perpetuating the effects of prior discrimination based on race, color, or national origin.

Fixed Route refers to public transportation service provided in vehicles operated along pre-determined routes according to a fixed schedule.

Limited English Proficiency (LEP) Person refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. It includes people who reported to the U.S. Census that they speak English less than very well, not well, or not at all.

Low-Income Person means a person whose median household income is at or below the U.S. Department of Health and Human Services poverty guidelines.

Metropolitan Planning Organization (MPO) means the policy board of an organization created and designated to carry out the metropolitan transportation planning process.

Minority Person include the following:

1. American Indian and Alaska Native, which refers to people having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
2. Asian, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
3. Black or African American, which refers to people having origins in any of the Black racial groups of Africa.
4. Hispanic or Latino, which includes persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.
5. Native Hawaiian or Other Pacific Islander, which refers to people having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

Service area refers either to the geographic area in which a transit agency is authorized by its charter to provide service to the public, or to the planning area of a State Department of Transportation or Metropolitan Planning Organization.

Service standard/policy means an established service performance measure or policy used by a transit provider or other recipient as a means to plan or distribute services and benefits within its service area.

**General Requirements:**

- GPMTD Board of Trustees Board Resolution Approval (Page 4)
- Notifying Beneficiaries of Their Rights under Title VI
- Title VI Complaint Procedure
- Title VI Complaint Form
- Record of Title VI Investigations Complaints and Lawsuits
- Inclusive Public Participation
- Provide Meaningful Access to LEP Persons
- Demographic Data
- Minority Representation on Planning and Advisory Bodies
- System-Wide Service Standards and Policies
- Monitoring Procedures and Efforts

# GREATER PEORIA MASS TRANSIT DISTRICT

## RESOLUTION NO. 20-24

### TITLE VI PROGRAM

**WHEREAS**, the Greater Peoria Mass Transit District in compliance with Civil Rights Act of 1964 (Title VI) must ensure that Federal Transit Administration ("FTA") federally supported transit services and related benefits are distributed in an equitable manner with no discrimination on the grounds of race, color or national origin; and

**WHEREAS**, the FTA requires submission of a Title VI Program pertaining to urbanized areas with populations of 200,000 or greater that includes data collection, public participation procedures, system-wide standards and policies, monitoring procedures and complaint procedures; and

**WHEREAS**, the Greater Peoria Mass Transit District is required to submit a Title VI Program to the FTA every three (3) years with the last Title VI Program submitted and approved for 2017 to 2020; and

**WHEREAS**, it is the intent of the Greater Peoria Mass Transit District to adopt the 2020 to 2023 Title VI Program with subsequent submission to the FTA.

#### **THEREFORE, BE IT RESOLVED BY THE GREATER PEORIA MASS TRANSIT DISTRICT:**

1. That the Board of Trustees of the Greater Peoria Mass Transit District hereby authorizes and adopts the Title VI Program.
2. That the General Manager of the Greater Peoria Mass Transit District or his designee is hereby authorized to provide such information as may be required to submit the Title VI Program to the FTA.

Adopted by Greater Peoria Mass Transit District this 13<sup>th</sup> day of January 2020.



Sharon McBride, Secretary  
Board of Trustees  
Greater Peoria Mass Transit District



Attest

## **Notifying Beneficiaries of Their Rights under Title VI:**

To make GPMTS's riders aware of it's commitment to Title VI compliance, and of their right to file a complaint, GPMTD has presented the following language on it's website ([www.ridecitylink.org](http://www.ridecitylink.org)), on posters and in buses.

GPMTD's Title VI Notice is widely distributed.

Locations of the Title VI Notice are:

1. Administrative office 2105 NE Jefferson Peoria, IL 61603
2. Transit Center 407 SW Adams Peoria, IL 61602
3. GPMTD website
4. GPMTD buses
5. GPMTD Rider's Guide

The following is the GPMTD Title VI Notice:

### **Notifying the Public of Rights under Title VI Greater Peoria Mass Transit District**

- The Greater Peoria Mass Transit District (GPMTD) operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with GPMTD.
- For more information on the GPMTD's civil rights program, and the procedures to file a complaint, contact the Assistant General Manager of Operations, Angel Marinich, at (309) 676-4040; or visit our administrative office at 2105 NE Jefferson Ave, Peoria, IL 61603. For more information, visit [www.ridecitylink.org](http://www.ridecitylink.org).
- 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.
- If information is needed in another language, contact (309) 676-4040.



## **Title VI Complaint Procedure:**

Title VI of the Civil Rights Act of 1964 as amended prohibits discrimination on the basis of race, color and national origin for programs and activities receiving federal financial assistance. As a recipient of federal financial assistance, the Greater Peoria Mass Transit District (GPMTD) has in place the following complaint procedure.

1. Any person who believes that he or she, or any specific class of persons, has been subjected to discrimination or retaliation by GPMTD's administration of federally funded programs, as prohibited by Title VI of the Civil Rights Act of 1964, as amended, and related statutes, may file a written complaint. GPMTD investigates complaints received no more than 180 days after the alleged incident.

All written complaints received by the GPMTD shall be referred immediately to the GPMTD Angel Marinich, Assistant General Manager of Operations.

Written complaints shall be sent to:

**Greater Peoria Mass Transit District  
Attention: Angel Marinich, Assistant General Manager of Operations  
2105 NE Jefferson Avenue  
Peoria, IL 61603**

2. Verbal and non-written complaints received by GPMTD shall be resolved informally by the Assistant General Manager of Operations. If the issue has not been satisfactorily resolved through informal means, or if at any time the complainant requests to file a formal written complaint, the Complainant shall be permitted to do so, and the complaint shall follow the process for written complaints.
3. The GPMTD Assistant General Manager of Operations will advise the GPMTD General Manager, Doug Roelfs, within ten (10) calendar days of receipt of the complaint(s). The following information will be included in every notification to the General Manager:
  - Name, address, and phone number of the complainant
  - Basis of complaint
  - Date of alleged discriminatory act(s)
  - Date complaint received by GPMTD
  - A statement of the complaint
  - Other agencies (local, state, or Federal) where the complaint has been filed
  - An explanation of the actions GPMTD has taken or proposed to resolve the allegation(s) raised in the complaint

4. Within thirty (30) calendar days of receipt of the complaint(s), the GPMTD Assistant General Manager of Operations will acknowledge receipt of the complaint(s), inform the complainant of proposed action to process the complaint(s), and advise the complainant of other avenues.
5. Within one-hundred twenty (120) calendar days of receipt of the complaint(s), the Assistant General Manager of Operations will conduct and complete a full investigation of the complaint(s) and, based on the information obtained, will render a recommendation for action in a report of findings to the GPMTD General Manager. A resolution with no actions will be recommended if the complaint is found not valid or questionable.
6. Within thirty days (30) calendar days of the completion of the full investigation (one-hundred fifty (150) calendar days since the original receipt of the complaint(s)), the GPMTD Assistant General Manager of Operations will notify the complainant in writing of the final decision reached. The notification will advise the complainant of his or her right to submit a request for reconsideration within thirty (30) calendar days from the date of the notice of disposition is issued. Appeals will be reviewed within thirty (30) calendar days from the dated request for reconsideration. The GPMTD General Manager will review the appeal.
7. The GPMTD Assistant General Manager of Operations will maintain a log of all verbal and non-written complaints received. The log will include the following information:
  - Name of complainant
  - Name of respondent
  - Basis of complaint
  - Date complaint received
  - Explanation of the actions GPMTD has taken or proposed to resolve the issue raised in the complaint
8. A person may also file a complaint directly with the Federal Transit Administration at:

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

The GPMTD General Manager and Assistant General Manager of Operations will conduct a quarterly review of all Title VI complaints received at GPMTD. Corrective actions taken at the time of each resolution will be reviewed in these quarterly sessions. The Assistant



General Manager of Operations may waive the requirement of a quarterly meeting if no complaint or corrective action has been taken in the closing quarter.



## Greater Peoria Mass Transit District

### Title VI Complaint Form

Section I		
Name:		
Address:		
Telephone (Home):	Telephone (Work):	
Electronic Mail Address:		
Accessible Format Requirements?	Large Print	Audio Tape
	TDD	Other
Section II		
Are you filing this complaint on your own behalf?	Yes*	No
*If you answered "yes" to this question, go to Section III.		
If not, please supply the name and relationship of the person for whom you are complaining:		
Please explain why you have filed for a third party:		
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.	Yes	No
Section III		
I believe the discrimination I experienced was based on (check all that apply):		
<div style="display: flex; justify-content: space-around;"> <span><input type="checkbox"/> Race</span> <span><input type="checkbox"/> Color</span> <span><input type="checkbox"/> National Origin</span> </div>		
Date of Alleged Discrimination (Month, Day, Year): _____		
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.		

<b>Section IV</b>		
Have you previously filed a Title VI complaint with GPMTD?	Yes	No
<b>Section V</b>		
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? <div style="text-align: center;"> <input type="checkbox"/> Yes                      <input type="checkbox"/> No         </div>		
If yes, check all that apply:  <input type="checkbox"/> Federal Agency _____  <input type="checkbox"/> Federal Court        _____ <input type="checkbox"/> State Agency _____  <input type="checkbox"/> State Court                _____ <input type="checkbox"/> Local Agency _____		
Please provide information about a contact person at the agency/court where the complaint was filed.		
Name: _____		
Title: _____		
Agency/Court: _____		
Address: _____		
Telephone: _____		
<b>Section VI</b>		
Printed name: _____		
Signature: _____	Date: _____	
<b>Form must be signed and dated</b>		
<b>*** FOR OFFICE USE ONLY ****</b>		
Received by: _____	Date: _____	

Please submit this form in person or mail to:

Greater Peoria Mass Transit District  
 Attention: Angel Marinich, Assistant General Manager of Operations  
 2105 NE Jefferson Ave.  
 Peoria, IL 61603

## **Record of Title VI Investigations Complaints and Lawsuits:**

All FTA recipients are required to prepare and maintain a list of any complaints alleging discrimination on the basis of race, color, or national origin. GPMTD has not had any Title VI investigations, complaints or lawsuits since the previous Title VI submission.

## **Inclusive Public Participation:**

The GPMTD Board of Trustees meets monthly, with all meetings open to the public. Time is provided for the public to comment on any issue at each meeting. GPMTD maintains a list of persons and organizations that wish to receive information from the District. Information sent to those on the list include Board meeting agendas and minutes, performance reports, service standard reports, notices of public hearings, capital purchase programming, budget development, and proposed service changes. Persons and organizations can be added to the list at their request for no charge.

GPMTD's Public Affairs and Marketing Department maintains a list of organizations and individuals to receive information, including press releases and other announcements. The list includes print and broadcast media outlets as well as elected officials, civic, educational organizations, public and private organizations. The organizations include those representing senior citizens, people with disabilities, and low-income and minority persons. The staff continually update the organizations to be added to the list at their request.

Various Media are used to communicate with transit riders. GPMTD distributes its Rider's Guide, a printed booklet, with comprehensive information about GPMTD services. It also includes general information on GPMTD including making suggestions, complaints, and providing input to GPMTD. The Riders Guides are distributed on-board the buses, at GPMTD facilities, and at a variety of public buildings, schools, and other locations including organizations primarily providing services for low-income, minority, senior and disabled persons. Finally, a newsletter published periodically for riders with news and current information, including information on proposed service and fare changes and any other proposals for which public input is sought. This newsletter is distributed on-board, on the GPMTD website, and at the Transit Center.

Proposed service and fare changes are announced to the public by newspaper ads, public announcements, press releases, social media and fliers. Public input is solicited far enough in advance for the GPMTD to consider and make revisions based on the comments. In soliciting public input, the GPMTD provides opportunities for interaction.

The GPMTD seeks to understand public comments/concerns by meeting to investigate ways to reduce or eliminate any negative impacts.

Persons and organizations are afforded an opportunity to provide input in several ways:

- By email
- By telephone to a service change hotline
- By fax
- In writing
- In person at public meetings conducted by GPMTD. Meetings are held onsite.

The GPMTD's public input process emphasizes two-way communications. The intention is not just to receive comments, but to discuss the effect of the proposed change. A response is provided to each person who makes a comment or suggestion or asked a question. In many cases several messages or a conversation takes place.

The GPMTD takes specific steps to solicit input on proposed changes from protected groups. This includes distributing the notice to organizations serving primarily protected groups and choosing public meetings sites within the area(s) proposed for service adjustments.

## **Provide Meaningful Access to LEP Persons:**

### **Limited English Proficiency Plan**

The purpose of the Language Assistance Implementation plan (hereinafter “plan”) is to meet Federal Transit Administration’s (FTA’s) requirements to comply with obligations of Executive Order 13166 and Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, or national origin, including limited English proficiency. As a sub recipient of FTA funds, this transit system is pledged to take reasonable steps to provide meaningful access to its transit services for person who do not speak English as their primary language and who limited ability to read, speak, write or understand English. The FTA refers to these persons as Limited English Proficient (LEP) persons.

The U.S. DOJ’s Federal Coordination and Compliance Section (FCS) publication Language Access Assessment Planning Tool for Federally Conducted and Federally Assisted Programs was used in the preparation of this plan.

This plan contains:

- A. A needs assessment based on the four-factor analysis
- B. Language assistance measures
- C. Staff training plan
- D. Methods for notifying LEP person about available language assistance
- E. Methods for monitoring, evaluating and updating plan

### **Part I: Four Factor Analysis**

LEP guidance requires a four factor analysis to determine the level of assistance required to provide meaningful access. The assessment performed by the GPMTD is contained within this document.

**I.**  
**The Number or Proportion of LEP Persons Served or  
Encountered by the program or recipient.**

Utilizing available US Census Bureau data, GPMTD was able to determine that of 266,921<sup>(1)</sup> persons within GPMTD's service area, 13,476<sup>(2)</sup> speak a language other than English at home. Of those speaking another language at home 4,776 are reported as having a limited English proficiency. Persons of limited English proficiency, or LEP, indicated on the census that they speak English less than "very well".

Those reporting to have a limited English proficiency consist of 1.78% of the GPMTD service area population. Of the portion of respondents with a limited English proficiency, the following information is provided:

<b>Language Spoken at Home</b>	<b>Total</b>	<b>%</b>
Total Population - Service Area	266,921	
Language other than English	13,476	5.00%
Speak English less than "very well"	4,776	1.78%
Spanish	5,479	2.05%
Speak English less than "very well"	2,222	.832%
Other Indo-European languages	3,744	1.40%
Speak English less than "very well"	1,051	.393%
Asian and Pacific Islander languages	2,991	1.12%
Speak English less than "very well"	1,121	.420%
Other languages	1,262	.472%
Speak English less than "very well"	382	.143%

There are a few geographic concentrations of self-described persons of limited English proficiency. The Southside of Peoria, Il and the surrounding areas near or around Harrison Elementary and Manual High Schools, District 150 and the St. Mary Cathedral Church area. In addition, there are a number of LEP persons in the Averyville neighborhood and surrounding area. However, they are not homogenous in their LEP makeup.

(1) Information obtained from Urban areas of the United States of America (2010 Census) listed by the Tri-County Regional Planning Commission (MPO).

(2) Information obtained 2010-2014 American Community Survey. Language Spoken at Home information includes the following: City of

Peoria, City of East Peoria, City of Pekin, City of West Peoria, Village of Peoria Heights and Village of South Pekin.

## **II.**

### **The Frequency That People of Limited English Proficiency Come Into Contact With the Programs, Activities, and Services**

There are a number of places where GPMTD's riders and members of the LEP population can come into contact with GPMTD's services including riding the bus, calls to and direct contact with customer service representatives, and outreach materials and orientation events.

- Major points of contact include:
- Using bus service( on board signage, announcements, and driver language skill);
- Communication with customer service staff (phone, email, website, in person);
- Printed and online materials;
- Website and Social Media;
- Local news media including print and radio;
- Public meetings and orientation events.

While GPMTD has high levels of service in the LEP clusters, there have been no requests for translated materials or interpreters.

GPMTD is represented at various human service – related organizations in the Peoria urbanized area. Members of the organizations meet the definition of having limited English proficiency plans and pamphlets to provide assistance. Many of the organizations actively advocate for their clients, and have not approached GPMTD with any unmet language needs.

Currently GPMTD does not collect data from its riders on English proficiency. However in the future GPMTD will take reasonable steps to capture this data.

## **III.**

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

GPMTD offers two primary transportation services which are the fixed route ("CityLink") and paratransit ("CityLift") services. All areas with a concentration of persons with limited English proficiency are well served by both fixed route and CityLift.



CityLift is a demand response service provided for persons with disabilities or other limitations. GPMTD has found that most persons of limited English proficiency will have a family member interpreter or will notify us, and we will prearrange for an interpreter service.

GPMTD's fixed routes are an important mode of transportation for individuals in the surrounding area. GPMTD's fixed route information uses an abundance of common symbols and maps, ensuring unimpeded meaningful access by persons of limited English proficiency.

Additionally, there are advocacy groups and cultural clubs that assist persons of limited English proficiency throughout the Peoria area.

#### **IV.**

### **Resources Available to Customers and the Associated Costs**

GPMTD reviewed the current resources available to customers, as well as the associated costs. The assessment included an inventory of local community organizations that GPMTD could partner with for future outreach and interpretation efforts.

Although GPMTD does not offer any direct translation services, we do coordinate with advocacy groups and organizations whose clientele are persons of limited English proficiency. These community organizations are compiled into a list to be included in the LEP Plan document as a reference and resource for employees.

### **Conclusion**

Based on the above four factors, GPMTD has decided to continue to rely on local community organizations for aid in language interpreting, while outlining additional steps to give meaningful access to persons of limited English proficiency. These steps are outlined in the next pages as part of the GPMTD Limited English Proficiency Plan.

## **Part II: GPMTD Limited English Proficiency Plan**

### **Identification of Limited English persons and notices**

GPMTD employees make every reasonable effort to accommodate all customers, regardless of the challenge. In order to ensure persons of limited English proficiency have meaningful access to services, employees should follow these few guidelines:

- a. Examine requests for language assistance from past meetings or events to anticipate future language service needs;
- b. At any future outreach meetings, an employee member will be at the door to greet any people entering the meeting and should also be tasked with identifying any persons of limited English proficiency;
- c. Have the United States Census Bureau's "I Speak" cards at the sign-in table for any community outreach meeting and at the customer service center to ascertain a possible future need for interpreter services;
- d. Maintain a tabulation of persons requiring language assistance, including those that provide their own interpreting service.

### **Language Assistance Measures**

GPMTD's following procedures are based on the relatively low need for language service and the limited resources that can be dedicated for this purpose.

1. Attempt to determine what language is required;
2. Use the US Census Bureau's "I Speak" cards if necessary;
3. If the person can speak some English, try to discern their needs without the help of language service;
4. Oral Interpretation: Staff that are bi-lingual will attempt to communicate with LEP individuals in their native languages;
5. Oral Interpretation Telephone support will utilize services of a professional telephone interpretation service when needed;
6. For help with translating individual words, visit <https://www.babelfish.com/> for a free translator;
7. In limited instances where telephone interpretation services or bilingual staff are insufficient, GPMTD will provide LEP individuals with the following community organizations for language services:

Illinois Coalition for Immigrant and Refugee Rights  
36 S. Wabash, Suite 1425  
Chicago, IL 60603  
Tel. (312) 332-7360

Inter Services Company  
4704 Edgewood Drive  
Peoria, IL 61615  
(309) 682-2235

United States Department of Labor  
2918 W. Knolls Dr.  
Peoria, IL 61614  
Tel. (309) 589-7033

- If the above does not work, give the person a copy of the above list of agencies so they can call for assistance;
- Should it be necessary, and all other options are exhausted, employees may use any other creative means of communicating with the person of limited English proficiency.

## **Training and Coordination**

GPMTD will provide training on LEP awareness and required assistance actions under the Language Assistance Plan for employees. This will include:

1. Employees be given an opportunity to review this Language Assistance Plan ("LAP");
2. Reviewing procedures related to the LAP,
3. Informing staff of their responsibilities related to LEP persons
4. Providing training to staff that regularly interact with LEP persons
5. Customer service employees will be given a hardcopy of this plan to consult should the need arise;
6. Customer service employees will also be directed to keep a record of any language assistance requests.

GPMTD will continue to update the LEP analysis and address staff with questions and issues related to LEP matters.

## **Outreach Techniques**

GPMTD has several avenues for outreach that it currently pursues, as well as future options should the need arise.

- Key print materials may be translated to accommodate a large population of LEP persons should it be found that they are not receiving meaningful access to GPMTD's services.
- Ensure that LEP persons are aware of the assistance available to them.

## **Monitoring and Updating the LEP Plan**

This plan is meant to be a flexible guide and reference tool for employees. It should be updated when it becomes necessary, but minimally it should follow the Title VI Program's update schedule. This plan will be revisited once the Census 2020 data becomes available, as this will help identify any unmet needs.

Future revisions and updates to this plan will be based upon the following:

- LEP populations in the service area or population affected or encountered;
- Frequency of encounters with LEP language groups;
- Nature and importance of activities to LEP persons;
- Availability of resources, including technological advances and sources of additional resources, and the costs imposed;
- Whether existing assistance is meeting the needs of LEP persons;
- Whether employees know and understand the LEP plan and how to implement it;
- Whether identified sources for assistance are still available and viable.

## **Demographic Data:**

### **United States Census Data and Geographic Scope** **DEMOGRAPHIC DATA ANALYSIS AND MAPS**

#### **Map: Percent of Minority Population by Census Tract (2010)**

The highest concentrations of minority population are shown by the darkest color. The highest concentrations of minority population generally coincide with the low median income households of the previous map in the downtown area of Peoria County. The current bus routes appear to service the lower income areas.

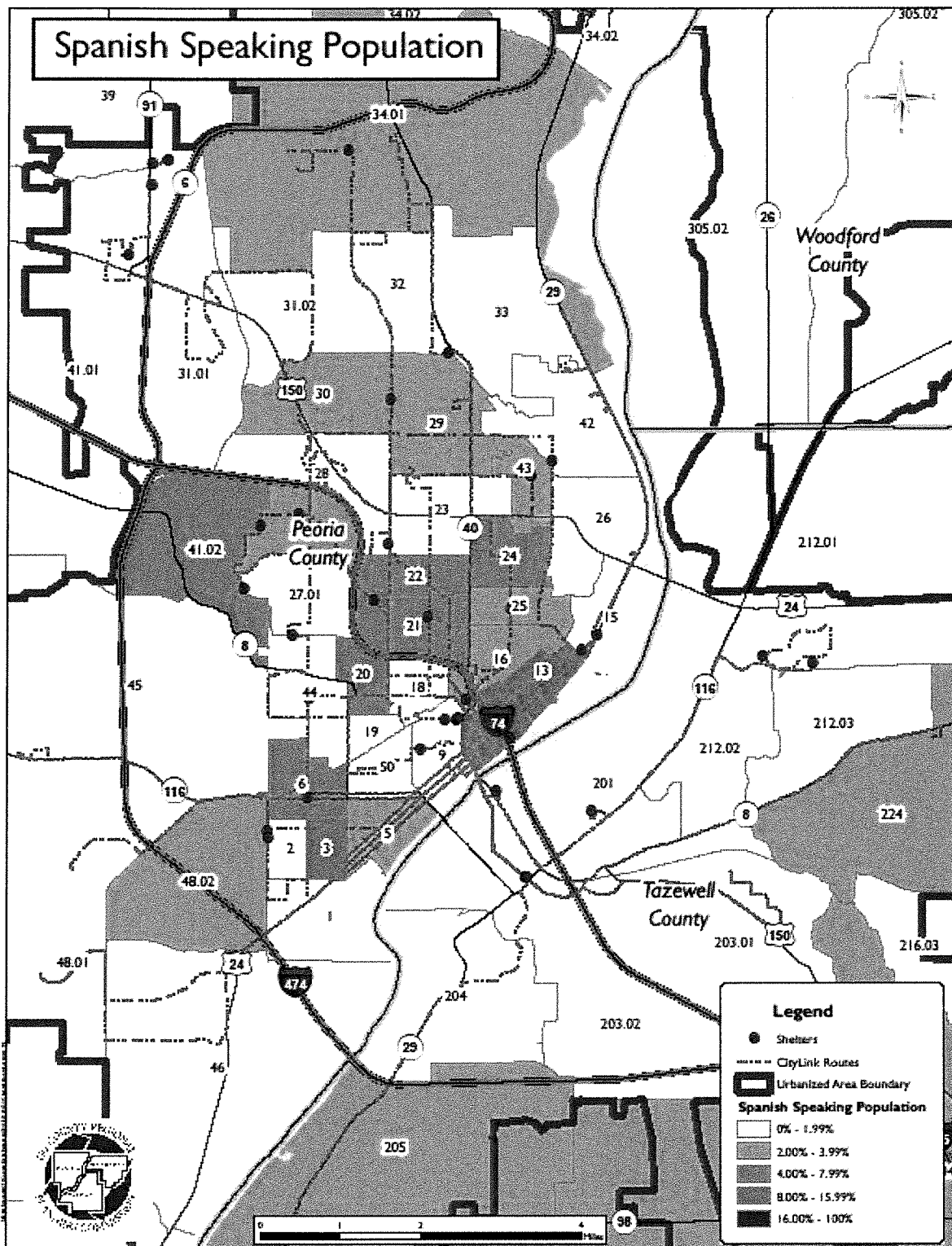
#### **Map: Spanish Speaking Population**

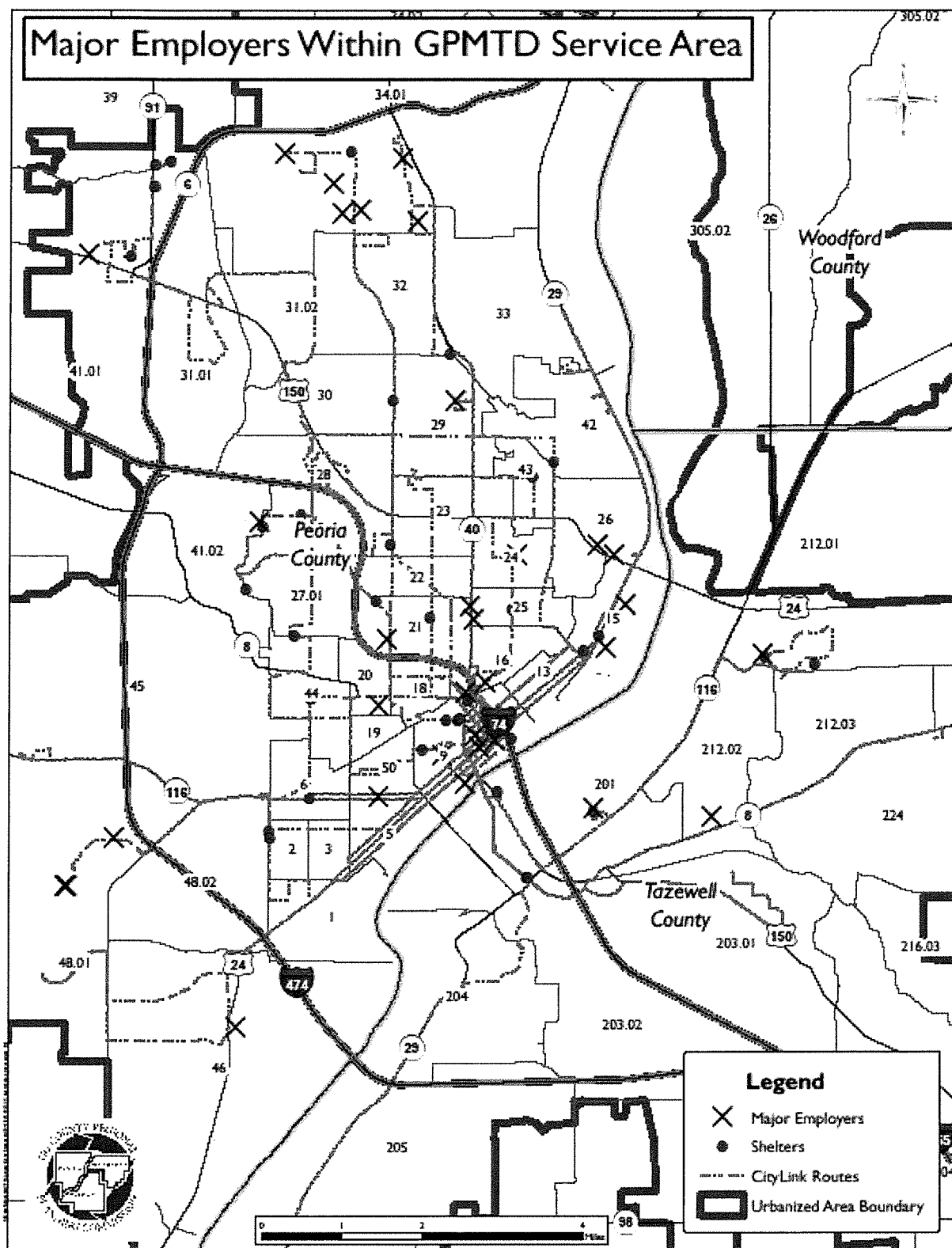
The highest concentrations of LEP population are shown by the darkest color. The highest concentrations of minority population generally coincide with the low median income households of the previous map in the downtown area of Peoria County. The current bus routes appear to service the lower income areas.

#### **Map: Major Employers within GPMTD Service Area**

The intent of this map is to display the degree of transit system access to employment afforded by the current transit system bus routes.









## Minority Representation on Planning and Advisory Bodies:

The Greater Peoria Mass Transit District has two transit-related, non-elected committees. The ADA Committee currently meets on the 2<sup>nd</sup> Wednesday of each even month at 1:00 pm. The Program Development Committee currently meets on the 4<sup>th</sup> Friday of every month at 11:00 am. Meetings are open to anyone who wishes to attend, and all who attend are encouraged to participate.

Body	Caucasian	Latino	African American	Asian American	Native American
ADA Advisory Committee	79%	0%	21%	0%	0%
Program Development Committee	62%	0%	38%	0%	0%

## **System-Wide Service Standards and Policies:**

### **Introduction**

The Greater Peoria Mass Transit District provides public mass transportation fixed route and complimentary demand response ADA paratransit service to the City of Peoria, Village of Peoria Heights and West Peoria Township Illinois. These communities comprise the legal boundaries of the District. Service is also provided on a contractual basis to the communities of Pekin and East Peoria, Illinois.

With a peak fixed route fleet requirement of forty-three (43) coaches, GPMTD operates fixed route Monday through Friday 5:30 am until 1:00 am, Saturday from 7:30 am until 10:30 pm and Sunday from 7:30 am until 8:00 pm. The GPMTD fleet size is comprised of forty-seven (47) 35 foot Gillig diesel, four (4) 40 foot hybrid fixed route coaches and five (5) cutaway buses. Demand response ADA paratransit service operates the same days and hours as fixed route. Daily service requirements for paratransit consist of thirty-two (32) vehicles. The ADA paratransit fleet consists of thirty-eight (38) vehicles.

The GPMTD has the legal authority to apply and dispense funds to third party contracts from the Federal Transit Administration (FTA). Further GPMTD has the financial capacity through the State of Illinois operating grants and local funds through a property tax levy to implement the projects and provide the local match.

The GPMTD is the designated recipient for Federal transit funds for the Peoria/Pekin Urbanized Area. Further GPMTD has no restrictions and is fully compliant with FTA's assessment of grantee compliance with Federal requirements determined by the examination of grant management and program implementation.

The Service Standards and Policies are a planning and decision making guide, and not a rigid set of rules. It does not limit the discretion of the District Board to approve, deny or modify any proposed or existing service. It may be necessary, from time to time, to revise as local, State, or Federal guidelines, regulations and circumstances may dictate.

The Board of Trustees of the Greater Peoria Mass Transit District (GPMTD) requires the management and staff to monitor these Service Standards and Policies, as established, and to jointly review these criteria annually with the Board of Trustees.

## **Service Standards**

### **Vehicle Load Standards**

Passenger comfort and the ability to attract additional riders, requires an assessment of load conditions to determine the possible need for additional service. The vehicle capacity or “load” represents the number of seats available for passengers. There may be times of the day in which all seats are used and the bus may have standing passengers (standees).

In an effort to maintain passenger comfort and safety, while continuing to operate efficiently, the GPMTD has approved a vehicle capacity standard of 133% of the stated seating capacity of the bus.

In the event that a trip meets this standard regularly, or for more than 15 minutes on any given trip, scheduling will assign a larger bus to the route. If the larger bus also meets the 133% standard, service frequency shall be re-evaluated.

### **Vehicle Headway Standards**

#### **Fixed Route:**

##### **Monday through Friday**

The minimum service frequency is every 30 minutes during peak hours (5:30 am until 9:15 am and 2:15 pm until 6:15 pm), every 60 minutes during midday (9:15 am until 2:15 pm) and every 75 minutes during late evening hours (6:15 pm until 1:00 am).

##### **Saturday**

The minimum service frequency is every 60 minutes (7:30 am until 10:30 pm).

##### **Sunday**

The minimum service frequency is every 75 minutes (7:30 am until 8:00 pm).

### **On-Time Performance Standards**

#### **Fixed Route:**

On-Time Performance deals with the rider's confidence in the bus arriving on time throughout the transit system and their perception of the system's reliability. Surveys throughout the transit industry indicate that schedule reliability is the most important factor in determining user attraction and satisfaction with the transit system.

The punctuality of a bus becomes increasingly important as the headway on a route becomes greater. The following holds true for the timeliness of GPMTD service:

- Extremely long waits are to be avoided;
- Service on routes with long headways must be extremely reliable.
- No bus should reach a time point early (“run hot”).
- On-time is defined as a bus arriving at a specific time point 0 through 5 minutes past the scheduled time.

The following standards will be met for on-time performance:

<u>Headway</u>	<u>Less than 30 min.</u>	<u>30- 60 Min.</u>	<u>60 - 75 Min.</u>
Peak Hour/Weekday	93%	95%	98%
Off Peak/Saturday/Sunday	93%	95%	98%

## **Service Availability Standards**

### **Fixed Route:**

Route coverage measures the potential for people to use public transit based on their proximity to service. GPMTD routes are designed so that the number of people with access to the system is maximized. It is GPMTD’s policy that a minimum of ninety percent (90%) of dwelling units is within one-quarter (1/4) mile of a fixed bus route.

## **Service Policies**

GPMTD has developed the following policies to ensure that buses and transit amenities are equitable distributed across the system to deliver safe, comfortable, and convenient service to all transit customers.

## **Vehicle Assignment**

### **Fixed Route:**

GPMTD service is operated from a single facility. Vehicles are assigned daily to a random rotation across all routes. GPMTD has 40 foot coaches, which are parked in designated areas within the garage because of length. All fixed route buses kneel and are fully ADA compliant, have heat/air conditioning and have bike racks. GPMTD’s night Foremen are responsible for assigning buses for the A.M route schedule needs. All buses are closely inspected and maintained to ensure all vehicles are in optimum operating condition.

## **Bus Stops**

In February 2019, CityLink switched from a flag stop system to signed stops in an effort to improve passenger safety. Prior to the implementation of the new policy, GPMTD held multiple meetings to notify public stakeholders, civic organizations and riders of the changes to assist in the transition. CityLink buses now board and alight passengers only at signed bus stops in Peoria, Peoria Heights, and West Peoria. Previously, CityLink allowed riders to flag down a bus or request a dropoff at any location. This system

extended route operating times by increasing the number of times the bus stopped and was then forced to merge back into traffic. CityLink continues to allow flag stops on some portions of some routes in East Peoria, Pekin, and along state routes 24 and 29 between Peoria and Pekin. GPMTD plans to eliminate flag stops in these areas soon.

## **Transit Amenities**

The location of transit amenities along bus routes is based on the passengers boarding at individual bus stops. Bus benches are placed in areas where the number of daily passenger boarding exceeds ten (10) per day. Bus benches are placed on concrete pads parallel to the street in an area unobstructed by street signs, poles or foliage, and placed within the public right-of-way whenever possible. Information signage is placed near the bench, where space allows. Bus shelters will be provided at bus stop locations where the number of daily passenger boarding reaches twenty-five (25) or more per day, as municipal zoning ordinances allow, and placed within the public right-of-way whenever possible. Solar powered bus shelters have been installed at existing bus shelters throughout the system to provide additional safety to passengers. All bus shelters have trash receptacles. In addition, a trash receptacle is provided near the front door of every bus. Bus benches and shelters are routinely cleaned and inspected by GPMTD maintenance personnel.

CityLink's website provides a list of stops with passenger amenity details, including presence of signage, benches, and shelters. Figure 2-30 shows the number and percentage of stops with each amenity. Systemwide, 87% of bus stops are identified with a CityLink sign only, 5% have a bench and sign, and 9% have a shelter and sign.

Transit security measures are distributed uniformly. All GPMTD vehicles are equipped with two-way radios and fixed-mount cameras. The transit center is also equipped with cameras, and police officers are employed during operating hours. The District is committed to the security of GPMTD personnel and passengers as well as the protection of GPMTD property.

## **Monitoring Procedures and Efforts:**

GPMTD monitors planning efforts to ensure that any purposed service or route changes and future developments will positively impact GPMTD patrons, particularly those patrons whom constitute a minority population or disadvantaged class. Also, GPMTD monitors the operational side of its activities to ensure that all patrons receive equal service regardless of race, color, or national origin. Lastly, GPMTD monitors system-wide service standards and policies to further uphold compliance efforts. GPMTD will submit an

updated Title VI Program with Board of Trustees approval to the regional FTA Civil Rights Officer every three years.

On an annual basis GPMTD signs the FTA's Certifications and Assurances which stipulates that GPMTD agrees to assure compliance by any subrecipients, lessees, third party contractors, or any other participant involved in an FTA grant award with all Title VI requirements.