



**UNIFIED GOVERNMENT TRANSIT
TITLE VI PROGRAM**

**SUBMITTED BY:
JUSTUS WELKER, DIRECTOR
UNIFIED GOVERNMENT TRANSIT
5033 STATE AVENUE
KANSAS CITY, KANSAS 66102**

MAY 18, 2017

Joe Connor Acting
APPROVED BY ~~DOUG BACH~~, UNIFIED GOVERNMENT COUNTY ADMINISTRATOR, ON JUNE 9, 2017.
SUBMITTED TO KANSAS CITY AREA TRANSPORTATION AUTHORITY (KCATA) ON JUNE 19, 2017.

Joseph M. Connor
~~Doug Bach, Unified Government County Administrator~~
Joseph M. Connor, Acting County Administrator

6/9/17
Date

Table of Contents

Introduction.....	3
Title VI Assurances.....	3
UGT Service Overview.....	4
Service Area Demographics.....	5
Notifying Beneficiaries of Their Rights under Title VI.....	5
Title VI Complaint Procedures.....	6
Title VI Complaint History.....	8
Public Participation Plan.....	8
Limited English Proficiency.....	10
Language Assistance Plan.....	12
Membership of Non-Elected Committees and Councils.....	14
Monitoring of Subrecipients.....	14
Equity Analysis for Construction of Facilities.....	14
Service Standards.....	14
Service Policies.....	15
Environmental Justice.....	16
Monitoring.....	17
Appendix A – UGT Fixed Routes.....	19
Appendix B – Title VI Complaint Form.....	22
Appendix C – Route Brochures (Spanish).....	24

Introduction

Title VI of the Civil Rights Act of 1964 provides that “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 subject to discrimination under any program or activity receiving federal financial assistance.” To fulfill this basic civil rights mandate, each federal agency that provides financial assistance for any program is authorized and directed by the United States Department of Justice to apply provisions of Title VI to each program by issuing applicable rules, regulations, or requirements. The Federal Transit Administration (FTA) of the United States Department of Transportation (USDOT) issued guidelines on October 2012, FTA C 4702.1,B describing the contents of Title VI compliance programs to be adopted and maintained by recipients of FTA administered funds for transit programs.

The Unified Government Transit (UGT) Title VI Program is submitted in accordance with FTA Circular 4702.1,B. UGT does not discriminate on the basis of race, color, national origin, sex, religion, age, or disability status in employment or the provision of services.

Title VI Assurances

UGT agrees to comply with all provisions prohibiting discrimination on the basis of race, color, or national origin of Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. 200d et seq., and with U.S. DOT regulations, “Nondiscrimination in Federally-Assisted Programs of the Department of Transportation – Effectuation of Title VI of the Civil Rights Act,” 49 CFR part 21.

UGT assures that no person shall, as provided by Federal and State civil rights laws, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity. UGT further ensures every effort will be made to ensure nondiscrimination in all programs and activities, whether those programs and activities are federally funded or not.

UGT meets the objectives of the FTA Master Agreement which governs all entities applying for FTA funding, including UGT and its third-party contractors by promoting actions that:

- A. Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin;
- B. Identify and address, as appropriate, disproportionately high and adverse effects of programs and activities on minority populations and low-income populations;

- C. Promote the full and fair participation of all affected Title VI populations in transportation decision making;
- D. Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations; and
- E. Ensure meaningful access to programs and activities by persons with Limited English Proficiency (LEP).

UGT Service Overview

UGT operates fixed route service Monday through Friday in Wyandotte County, Kansas. Routes are primarily designed to move riders along major travel corridors in Wyandotte County while also providing connections to The Jo in Johnson County, Kansas and The Metro in downtown Kansas City, Missouri.

UGT operates the following fixed routes (see **Appendix A** for route maps):

- #102-Central
- #103-3rd Street/Fairfax
- #113-Leavenworth
- #115-Kansas Avenue
- #116-West Parallel

In addition to fixed route service, UGT also operates the following services:

- Dial-A-Ride
 - Transportation for individuals certified as disabled under the Americans with Disabilities Act (ADA) to destinations in Wyandotte County.
 - Transportation for individuals aged 65 and above to destinations in Wyandotte County.
- Senior Group Transportation
 - Bus tours and field trips for senior clubs and civic groups aged 65 and above.

As of May 2017, UGT maintains a fleet of 21 buses used for fixed route and paratransit services. All buses are at least 18 passenger vehicles and all vehicles are wheelchair lift equipped.

In 2016, UGT provided service for 193,842 passengers. The fare structure for UGT matches the regional transportation fare structure of \$1.50 for full fare and \$.75 for reduced fare riders.

UGT operates out of the Unified Government of Wyandotte County/ Kansas City, Kansas (UG) Fleet Complex located at 5033 State Avenue in Kansas City,

Kansas. As a department of the UG, UGT is governed by the UG Board of Commissioners.

Service Area Demographics

UGT is a local transit operation within the boundaries of Wyandotte County. Although riders from the Kansas City Metro Area use UGT for access to jobs, services, and recreation, the transit services target the residents of Wyandotte County. The estimated population of Wyandotte County is 163,831 (2016 Census Estimates).

The United States Census Bureau (2015) racial distribution for Wyandotte County is as follows:

White	66.90%
Hispanic or Latino	27.70%
Black or African American	24.30%
Asian	4.10%
Two or More Races	3.10%
American Indian and Alaska Native	1.30%
Native Hawaiian and Other Pacific Islander	0.20%

Notifying Beneficiaries of Their Rights under Title VI

UGT utilizes the following statement to notify beneficiaries of protection under Title VI and of UGT's compliance:

Unified Government Transit does not discriminate on the basis of Race, Color, National Origin, Sex, Religion, Age or Disability status in employment or provision of service. For more information on UGT's non-discrimination policies, or if you believe you have been discriminated against and need to file a complaint, please contact:

*Transportation Director
Unified Government Transit
5033 State Avenue
Kansas City, KS 66101*

This notice is posted at the following locations:

- UGT's website
- Route and System Maps posted at certain passenger shelters at major bus stop locations. UGT will continue to include this information on new schedules and maps to be posted at new bus stop locations.

Title VI Complaint Procedures

UGT has established Title VI Complaint Procedures, which outline the process for local review and disposition of Title VI complaints. The local complaint procedures have five steps, which are outlined below:

1. **Submission of Complaint:** Any person who feels that he or she, individually, or as a member of any class of persons, on the basis of race, color, national origin, age, sex, disability, religion, or low-income status, has been excluded from or denied the benefits of, or subjected to discrimination under any program or activity of UGT may file a written complaint with the Transportation Director at the following address:

Transportation Director
UG Fleet Complex
5033 State Avenue
Kansas City, KS 66102

Complaint forms (**Appendix B**) are available at the UGT offices listed above, via the UGT website at www.wycokck.org, or by calling 913-573-8351 and requesting a form.

2. **Filing of Complaint:** A complaint shall be filed in writing and include the name and address of the complainant, as well as a brief description and date of the alleged violation. Such complaint must be filed within 180 calendar days after the date the person believes the discrimination occurred.
3. **Complaint Acceptance:** The Transportation Director will process complaints that are complete. Upon receipt of a completed Title VI Complaint Form, the Director will review it to determine if UGT has jurisdiction. The Complainant will receive an acknowledgement letter informing him/her whether or not the complaint will be investigated.
4. **Investigation of Complaint:** The Director shall evaluate and investigate the complaint in consultation with UG legal counsel. If more information is needed to resolve the case, the Director may contact the Complainant. Unless a longer period is specified by the Director, the Complainant will have 10 days from the date of the letter send requested information to the Director. If the requested information is not received within that timeframe, the case will be closed. Also, a case can be administratively closed if the Complainant no longer wishes to pursue the complaint. The Director shall complete the investigation no later than 45 calendar days after the date the Director received the complaint. If more time is required, the Director shall notify the Complainant of the estimated timeframe for completing the investigation.
5. **Letters of Closure or Finding:** Upon completion of the investigation, the Director shall make a recommendation regarding the merit of the complaint

and whether remedial actions are available to provide redress. Additionally, the Director may recommend improvements to UGT's processes relative to Title VI, as appropriate. The Director will issue UGT's written response to the Complainant in either a closure letter or letter of finding. A closure letter summarizes the allegations and states that there was not a Title VI violation and the case will be closed. A letter of finding summarizes the allegations and provides an explanation of the corrective action taken.

6. Request for Reconsideration: If the Complainant disagrees with the Director's response, he/she may request reconsideration by submitting a written request to the Director at the above address within 7 calendar days after receipt of the Director's written decision. The request for reconsideration shall be sufficiently detailed to contain any items the Complainant feels were not fully understood by the Director. The Director will notify the Complainant of his/her decision either to accept or reject the request for reconsideration within 10 calendar days after receipt of the Complainant's request. In cases where the Director agrees to reconsider, the Director will issue a determination letter to the Complainant upon completion of the reconsideration review.
7. Appeal: If the request for reconsideration is denied, the Complainant may appeal the Director's response to the complaint by submitting a written appeal to the Assistant County Administrator of the UG no later than 10 calendar days after receipt of the Director's written decision rejecting reconsideration. The address for the Assistant County Administrator is:

Assistant County Administrator
701 N. 7th Street
Kansas City, KS 66101

8. Submission of Complaint to the FTA: In addition to the UGT complaint process, the Complainant can also submit a complaint to the FTA for investigation.

Individuals and organizations may file a complaint by completing the Title VI Complaint Form (Appendix A) available at the UGT offices listed above, via the UGT website at www.wycokck.org, or by calling 913-573-8351 and requesting a form. Complaints must be received within 180 days of the alleged incident. Complaints should be signed, include contact information, and be sent to:

Federal Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor - TCR
1200 New Jersey Avenue SE
Washington, DC 20590

Should information concerning a Title VI complaint be needed in a language other than English, UGT will accommodate these requests by providing such information through a translator (for verbal communication), utilizing a translation service (for documents), or by providing translated documents that may already exist (Spanish route schedules, for example).

Title VI Complaint History

All Title VI complaints will be entered and tracked in UGT's complaint log. Active investigations will be monitored for timely response on the part of all parties. The Transportation Director shall maintain the log. To date, no formal Title VI complaints or lawsuits have been filed with UGT.

Public Participation Plan

Pursuant to the Memorandum of Understanding with the Mid-America Regional Council (MARC), UGT utilizes MARC's Public Participation Plan, updated on December 21, 2010 and most recently amended on Sept. 17, 2013. UGT will continue to assist in the development and update of the Public Participation Plan and use strategies from the plan in project development activities.

In addition to the regional plan, UGT has also developed processes that are specific to the planning and implementation of transit service. Involving UGT's customers as well as the general public in planning and decision-making processes is critical to UGT's mission. Generally, UGT's public participation methods include:

- Placing public notices on vehicles of proposed service or fare changes and providing more detailed information such as draft route schedules on buses to be distributed to passengers.
- Providing a public comment period for service, fare, or major policy changes where comments can be made by phone, mail, electronic mail, or in person.
- Holding public meetings at times and locations that are accessible to as many UGT customers as possible, especially those that are most directly affected by the subject of the meeting.
- Utilizing the expertise from regional partners such as MARC and its Public Participation Plan as well as local jurisdictions that are impacted by proposed changes and assisting in distributing information to the general public or specific groups to be affected.

Engaging Title VI Protected Groups

Specifically, UGT strives to engage Title VI protected groups in public participation and involvement activities so that their issues are considered in the UGT's decision making process. To accomplish this goal, UGT will utilize the following public participation strategies, as appropriate:

- Ensure that all communication and public engagement efforts comply with Title VI of the Civil Rights Act and the UGT Title VI Program.
- Coordinate with individuals, institutions, and organizations and implement community-based public involvement strategies to reach out to Title VI protected populations. Utilize local jurisdictions, the business community, community organizations, local media, or other resources to identify the most appropriate engagement methods.
- Provide opportunities for public participation through means other than written communication, such as public meetings, by telephone, email, or social media.
- Use locations, facilities, and meeting times that are convenient and accessible to low-income and minority communities. This may require holding meetings at different locations and times depending on the subject of the meeting.
- Use different meeting sizes or formats, or vary the type and number of news media used to announce public participation opportunities, so that communications are tailored to the particular community or population.
- Include the Title VI public notification statement on UGT's website, on route schedules, and other important documents where appropriate.
- Overcome barriers to public participation for individuals with Limited English Proficiency by providing language resources as appropriate and as further detailed in the Language Assistance Plan included in this document.
- On all public notices, include a statement where interpretation or other communication aids can be provided with advance notice.
- Advertise public participation opportunities with media organizations that reach minority and ethnic populations to help ensure representation in the planning process.

2017-2019 Title VI Program Public Engagement Process

UGT will conduct a Public Engagement Process for the 2017-2019 Title VI Program. This process includes community meetings to seek input, provide education, and highlight key components of the Title VI Plan. Materials have been created to explain Title VI policies as well as provide education on how they relate to minority populations.

UGT will provide briefings to the UG Board of Commissioners.

UGT will conduct a 30 day public comment period to provide opportunities for feedback on the 2017-19 Title VI Program.

Comments are accepted during the public outreach period via email, mail, telephone, and in person.

Limited English Proficiency

UGT is committed to providing quality transit services to all citizens of the UG, including those with Limited English Proficiency (LEP). Title VI requires recipients of federal financial assistance to “provide meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient.”

The USDOT specifies a four-factor analysis that should be analyzed to determine what language assistance measures may be needed to ensure meaningful access to services, activities, and information. These factors are assessed in the sections below. For this analysis, the “eligible service area” is defined as Wyandotte County, Kansas.

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.

According to the most recent American Community Survey (ACS) One-Year estimate (2015), approximately 12.7% of the population 5 years of age and over in Wyandotte County speak English less than very well.

Table 1 provides detail on the languages spoken by residents in Wyandotte County. Spanish is the most common language spoken at home other than English, at 21.1% of the population according to the ACS.

Table 1: LEP Population in Wyandotte County, KS

	Wyandotte County, Kansas		
		Speak English "very well"	Speak English less than "very well"
Population 5 years and over	147,244	87.3%	12.7%
Speak only English	74.5%	(X)	(X)
Speak a language other than English	25.5%	50.3%	49.7%
Spanish or Spanish Creole	21.1%	52.3%	47.7%
Other Indo-European languages	1.1%	66.3%	33.7%
Asian and Pacific Island languages	2.6%	27.3%	72.77%
Other languages	0.6%	50.1%	49.9%

Based on the above data—and the resources available to UGT—there is no other language where expanded outreach through printed material is warranted, except by special request. However, UGT will assist LEP customers with accessing additional resources, as detailed in the Language Assistance Plan below.

UGT will continue to monitor LEP population statistics when new ACS datasets or other sources of information become available.

Factor 2: The frequency with which LEP persons come in contact with the program.

In addition to the data presented in **Table 1**, UGT staff experience confirms that Spanish is the most commonly-spoken language by LEP persons that encounter UGT programs. According to UGT staff, who regularly interact with the public, contact with LEP individuals is rare and unpredictable. When this contact does occur, it is typically with individuals who speak Spanish. Due to this infrequent contact, there has not been a demand for multi-language translations or other language assistance measures. However, UGT will continue to assess the frequency with which staff and drivers have contact with LEP persons and will address such needs as they arise.

Factor 3: The nature and importance of the program, activity, or service provided by the program to people's lives.

As UG's public transit provider, UGT provides an important service to residents and employees of the county. While many UGT customers have some other means of transportation, some customers rely on UGT for their basic transportation needs. Therefore it is important to ensure that this population is able to access and comprehend critical UGT materials.

UGT currently utilizes the following types of documents to disseminate information on transit services and plans:

- Route Schedules and Maps: printed brochures and electronic documents that specify the time and location that an individual can access a UGT bus and procedures for utilizing transit services. UGT has also deployed this information at high-priority bus stop locations such as at passenger shelters.
- Information Notices and Announcements: route or fare changes, public meeting notices, newsletters, press releases, etc.
- Website: UGT information is included on the UG website (www.wycokck.org) as well as a list of staff contacts.

Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.

Due to the relatively low number of LEP individuals other than Spanish and the infrequency of contact with UGT staff, it is not currently warranted to provide full multi-language translations of UGT written materials. In addition, budget constraints do not allow UGT to provide a larger number of translated materials.

However, UGT understands the need to provide resources to LEP individuals when the need arises. Therefore, UGT does utilize the following resources to provide meaningful access to LEP individuals:

- Brochures and schedules are available in Spanish upon request or upon identification of this need in advance of a meeting, service change, or other event. UGT's basic information provided on route schedules has been translated into Spanish, but Spanish-language schedules or other information are not routinely printed due to cost limitations and the lack of identified need.
- UGT's website (www.wycokck.org) is able to be translated by Google Translate or Microsoft Translate which can be accessed in the web browser. UGT's website contains schedules, agency contacts, and other important information.
- The UG's Human Services Department offers a variety of language assistance services that can be utilized for UGT events and materials as needed. In public notices, UGT states that language assistance services can be made available at public meetings with advance notice.
- UGT partners with the Kansas City Area Transportation Authority (KCATA) by contracting for Regional Call Center services. The Regional Call Center also has an LEP plan that includes language line services to which UGT can transfer calls from LEP persons for interpretation. Languages include Spanish, Chinese, and Korean.

Language Assistance Plan

Based on the above Four-Factor Analysis, the following Language Assistance Plan outlines measures that UGT will implement to ensure that LEP individuals have meaningful access to UGT programs and services.

Identifying LEP individuals who need language assistance

- Periodically examine customer service records to determine what language assistance requests have been received in the past to determine what assistance may need to be provided in the future.
- Monitor new demographic data as it becomes available to determine the number of LEP individuals in the county and the eligible service area. The ACS annual estimates (provided in One-Year, Three-Year, and Five-Year datasets) will be utilized as appropriate. Specifically, determine whether populations of LEP individuals over 1,000 (currently, those populations speaking Spanish, Chinese, and Korean) are growing and increasingly likely to utilize UGT services, and monitor growth of populations speaking languages that are currently below the 1,000 threshold.
- Enact procedures for drivers, dispatchers, and other front-line staff to report instances of contact with LEP individuals.

Language Assistance Measures

- Maintain current and accurate Spanish-translated versions of each route schedule brochure. Spanish versions of these critical documents should

be taken to events and made available quickly upon request. The Spanish version of these documents is shown in **Appendix C**.

- Procure and provide Spanish translations of other important documents upon request.
- When service or fare changes are proposed, evaluate the need to translate documents describing these changes into relevant languages, especially languages that are spoken by more than 1,000 LEP individuals in Wyandotte County. This may depend on the specific geographic location that will be affected.
- Provide, in Spanish, on the UGT website notice of LEP services and the availability of translated documents.
- Continue to partner with the KCATA in contracting for Regional Call Center services.
- Provide key outreach materials in other languages, if warranted, on a case-by-case basis.
- Utilize Spanish-language outreach materials from other organizations and governments when needed.
- Access interpretation services from professional or qualified volunteer interpreters when oral interpretation services are needed for a public meeting.
- Access sign language assistance for hearing-impaired individuals at public meetings.
- Post the completed Title VI Report, including the LEP Plan, on the UGT website.

Staff Training

- Provide staff training on the Title VI and LEP policies and procedures specified in this document.
- Train key staff on procedures to follow when encountering LEP individuals and the use of language assistance materials.
- Identify UG staff as well as operations personnel who speak Spanish or other languages and utilize these staff members to communicate with LEP individuals and to assist with language translation activities.

LEP Public Participation

UGT is committed to including LEP individuals in the public participation process; specific actions include:

- On all public notices, include a statement where interpretation or other communication aids can be provided with advance notice. This statement will be provided in Spanish as well as English.
- Advertise public participation opportunities with media organizations that reach minority and ethnic populations to help ensure representation in the planning process.
- If a proposed service change will impact a geographic area that is known to have a large LEP population, coordinate with municipal governments and

community organizations to determine needed language assistance measures and translation services.

Monitoring and Updating the Language Assistance Plan

Due to changing demographics and customer needs, UGT will review the implementation measures listed above on a regular basis. At a minimum, UGT will update the Language Assistance Plan along with the Title VI Program every three years as required by USDOT. Specific actions for monitoring and updating the plan are as follows:

- Thoroughly analyze Census Bureau data, and specifically the ACS annual estimates, to determine the need for additional services for LEP individuals.
- Periodically assess records of contact with LEP individuals to determine future needs.
- Work with MARC and other transit providers in the Kansas City region to share LEP “best practices” and coordinate on providing LEP resources.
- Collect information from community organizations that serve LEP individuals to determine appropriate changes to language assistance materials and procedures.

Membership of Non-Elected Committees and Councils

UGT does not convene any non-elected transit related committees or councils.

Monitoring of Subrecipients

UGT does not have any subrecipients that operate transit service and thus does not have associated reporting and monitoring activities to monitor compliance with Title VI.

Equity Analysis for Construction of Facilities

UGT has not constructed a facility requiring land acquisition or the displacement of persons from their residences or businesses during the period since the most recent Title VI Program update. In addition, no such facilities are planned at this time.

Service Standards

UGT has developed system-wide service standards for its routes. These standards will assist UGT as it plans, develops and operates nondiscriminatory services. These standards will be monitored to determine whether additional services or amenities need to be added, or if changes need to be made in operations to improve performance.

Vehicle Load: The ratio of passengers per the number of seats on a vehicle during the vehicle's maximum load point.

All vehicles – 95%

The 95% threshold is not a maximum load but rather a threshold that when met, triggers UGT staff to evaluate the route and determine if it is possible to reallocate resources to better accommodate the vehicle load on that route.

UGT recognizes that load factors are based on two separate capacities: seated and standing. Whenever possible, UGT will address vehicle loads that surpass the 95% threshold by assigning a vehicle with higher seating capacity to the route. However, budget and vehicle availability may make safe standing-room-only loads an acceptable operating procedure.

On-Time Performance:

UGT strives to provide transit service that moves riders through the major travel corridors and activity centers within the county. To ensure reliable service, throughout the system, UGT aims for a 90% on-time performance target at all scheduled stops. Our agency standard defines "on-time performance" as arriving no more than one minute early and no more than five minutes late. To this end UGT will continue to monitor our on-time performance on an ongoing basis and will pursue route or schedule changes if the 90% level is not consistently achieved.

Service Availability

UGT fixed route service is based upon the needs determined by rider input, the needs of the business community, and known employment and service locations throughout the city. Service is targeted to transit dependent residents, though the system is available to the general public.

Service Policies

UGT has developed system-wide service policies to assist with developing services and creating operational policies that do not have disparate impacts upon Title VI populations. These policies differ from the standards in that they are not necessarily based on quantitative thresholds.

Distribution of Transit Amenities

UGT accesses amenities including shelters, benches, and trash receptacles provided by the KCATA. We will continue to partner with property owners along routes to provide additional amenities as well as monitor and ensure that amenities are provided to all riders in an equitable manner.

Vehicle Assignment

Vehicle assignment is first determined by route type and then by ridership. Vehicle age and type are taken into consideration and varying ages and types of vehicles are distributed throughout UGT's system. In general, UGT buses are used throughout the system and can be seen on different routes on different days.

Transit Security

Drivers are trained on transit safety and receive on-going training. The main transfer point for UGT is located at the 47th Street Metro Center and is directly across from the Midtown Patrol Division of the KCK Police Department. This adjacency provides added security to the UGT system.

Environmental Justice

UGT will evaluate significant system-wide service and fare changes at the planning stage to determine if changes have a discriminatory impact. For service changes, this requirement applies to "major service changes" only, which affects 25% of service operating hours. To evaluate the impact of proposed changes, UGT will complete the following process, which is described in the FTA Circular 4702.1B:

Route changes

UGT will produce maps of routes that would be eliminated, reduced, added, or expanded along with demographic information of the service area that highlights the Census tracts where the total minority and low income population is greater than the service area average.

Span of Service

UGT will analyze information generated from ridership surveys resulting from proposed changes that would reduce or expand hours and days of service. The analysis is directed at whether minority and low income riders are more likely to use the service during the hours and/or days being eliminated.

Fare changes

UGT will analyze any information generated from ridership surveys related to fare increases or decreases. The analysis is directed at whether minority and low-income riders are more likely to use the service subject to a fare increase.

Public Hearing

UGT provides the public the opportunity to comment on proposed service changes and fare increases for the UGT system. UGT believes public participation improves the quality of service and fare change decisions.

A notice will be published providing the opportunity for public comment and that a public hearing will be held upon request from interested private enterprises, agencies, and persons.

Public hearings will be held at reasonable times and accessible places when there is a fare increase or service change affecting more than 10% of the existing route.

Proposed service changes exceeding 25% of the existing *UGT* system will be discussed with the UG Board of Commissioners.

Written notices of public hearings will be given in the City designated newspaper that has a general circulation in the UGT service area at least 15 days before the hearing date. As appropriate, notices will be placed on UGT vehicles along with passenger bulletins. Public Hearings will take place no later than 60 days prior to the proposed changes in service unless exceptional circumstances do not allow. Hearings for new routes or route expansions will be held only if requested by the public, in writing, or in response to the publicized notice.

Exceptions to the hearing requirement:

- Emergency situations requiring immediate changes in service. A hearing following the above process will be held as soon as practical to review the emergency change, if such hearing is requested by affected parties or if such changes affect more than 25% of the UGT system.
- Experimental service changes can be implemented for a period of up to 120 days without a hearing unless such a hearing is required in the manner for new routes as described above. If the change becomes permanent, the hearings required for establishing a new route will be followed.
- Temporary changes in service due to street/bridge closing and other similar events are exempt from the hearing requirement.
- Changes in fares associated with marketing and promotional events are exempt from the hearing requirement so long as the event(s) are not in effect for more than 90 days.

Monitoring

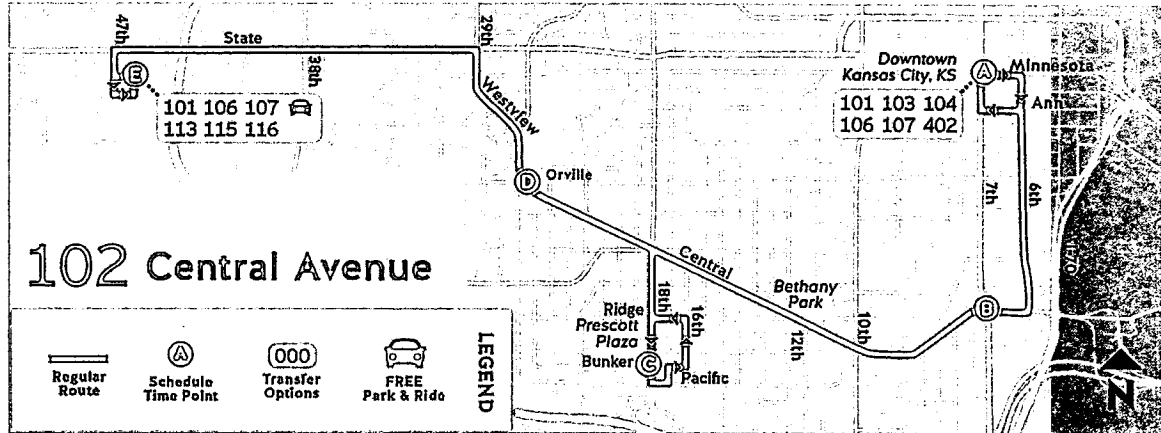
UGT will conduct periodic service monitoring. This process will compare the level and quality of service provided to predominantly minority areas with service provided in other areas to ensure that equitable service is provided as a result of

policies and decisions. Below is the procedure that UGT will follow to monitor service:

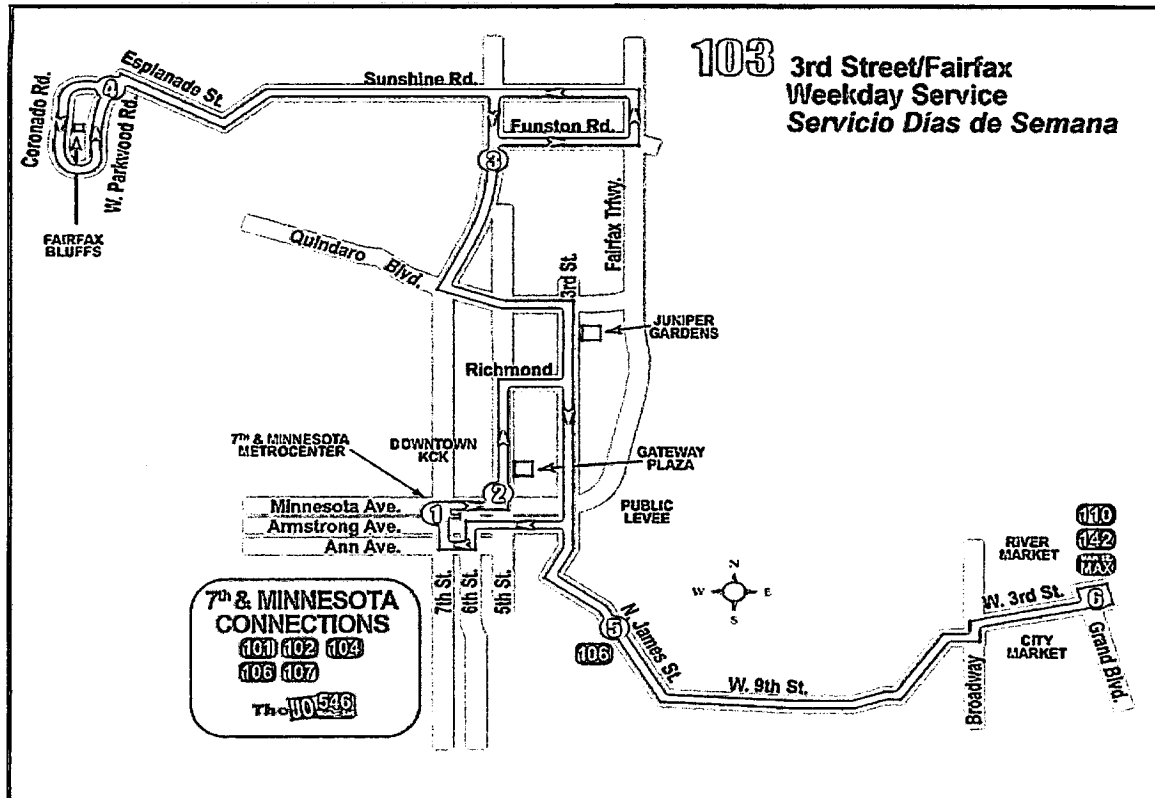
1. Select a sample of bus routes that provide service to a demographic cross-section of the UGT system. (Note: A portion of the routes in the sample will be those routes that provide service to predominantly minority and low-income areas.)
2. Assess the performance of each route in the sample for each service standard and policy.
3. Compare the transit service observed in the assessment with the established service policies and standards.
4. Determine whether the observed service does not meet the stated service policy or standard; if it does not meet the standard, determine why the discrepancy exists and take corrective action to correct the discrepancy.

Appendix A – UGT Fixed Routes

102-Central

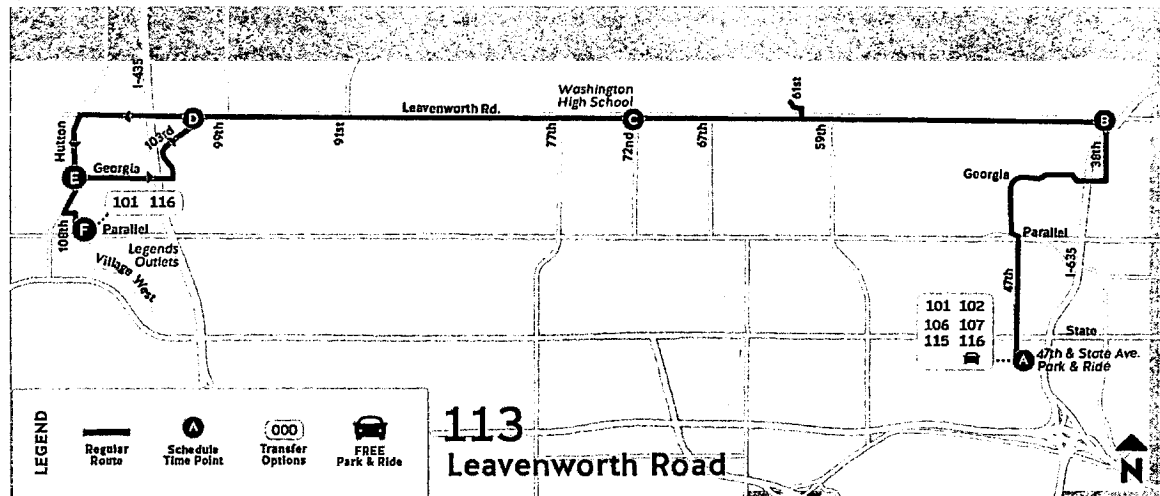


103-3rd Street/Fairfax

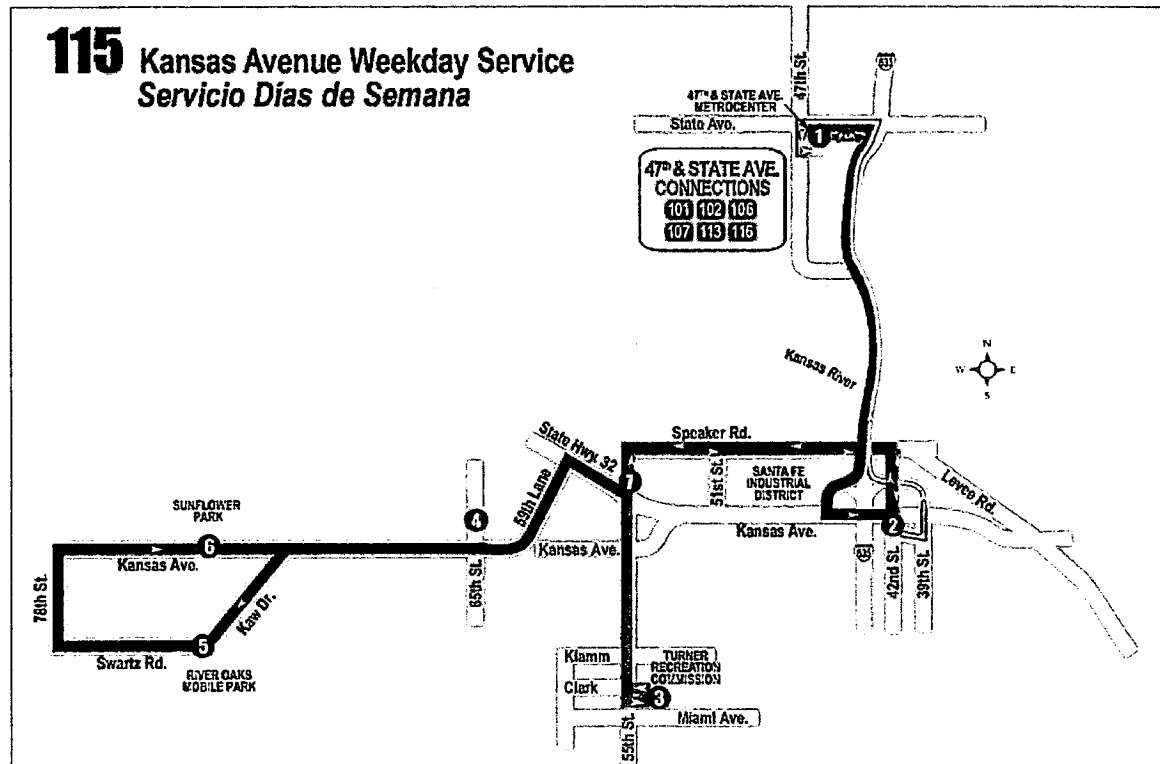


LEGEND	LEYENDA
Regular Route	Recorrido normal
Numbers Correspond with Numbered Time Points on Schedule	Los números se corresponden con las horas numeradas en el horario
Transfer Points	Puntos de transbordo

113-Leavenworth Road



115-Kansas Avenue



116-West Parallel

LEYENDA

Recorrido normal

Lugar de embarco y salida del autobús:

- Entrada principal del Providence Medical Center
- Edificio administrativo principal de KCK Community College

Recorrido normal

- En dirección este desde Walmart

Puntos de transbordo

1 Los números se corresponden con las horas numeradas en el horario.

100 Estacionamiento GRATUITO y salida del autobús. Ubicado en el Estación Transito 47th & State Ave

LEGEND

Regular Route:

Where to board and exit buses:

- Providence Medical Center's main entrance.
- KCK Community College's main administrative building.

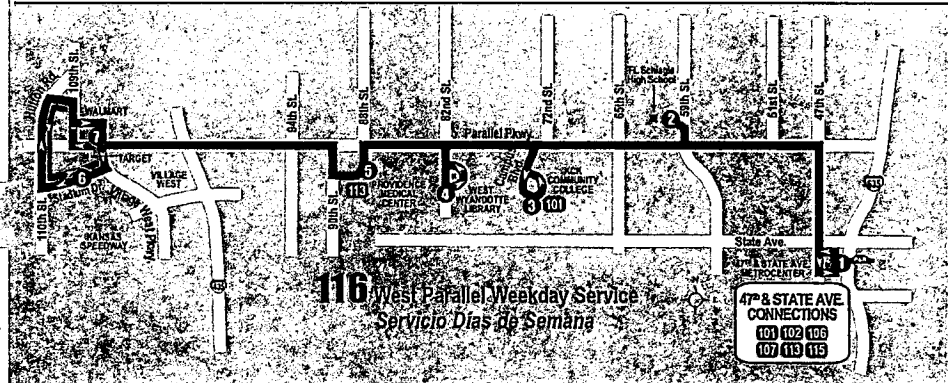
Regular Route:

- Eastbound from Walmart.

Transfer Points

1 Numbers Correspond with Numbered Time Points on Schedule.

100 FREE Park & Ride at 47th & State Ave. MetroCenter.



Appendix B – Title VI Complaint Form

Title VI Complaint Form Unified Government Transit (UGT)

UGT is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. Title VI complaints must be filed within 180 days from the date of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, please contact UGT Manager at (913) 573-8351. The completed form must be returned to UGT Manager, 5033 State Avenue, Kansas City, Kansas 66102.

Your Name:	Phone:
Street Address:	Alt. Phone:
	City, State & Zip Code:
Person(s) discriminated against (if someone other than complainant): Name(s):	
Street Address, City, State & Zip Code:	

Which of the following best describes the reason
for the alleged discrimination? (Circle one)

Date of Incident: _____

- Race
- Color
- National Origin (Limited English Proficiency)

Please describe the alleged discrimination incident. Provide the names and titles of all Metro employees involved if available. Explain what happened and who you believe was responsible. Please use the back of this form if additional space is required.


Complete reverse side of form

Title VI Complaint Form
Unified Government Transit (UGT)

Please describe the alleged discrimination incident (continued)


Have you filed a Title VI complaint with any other federal, state or local agencies? (Circle one) Yes / No
If so, list agency / agencies and contact information below:

Agency:	Contact Name:
Street Address, City, State & Zip Code:	Phone:
Agency:	Contact Name:
Street Address, City, State & Zip Code:	Phone:
Complainant's Signature:	Date:
Print or Type Name of Complainant	



113

Leavenworth Road



 Main
 Entry

Effective September 29, 2013
 Efectivo Septiembre 29, 2013

- 47th Street & Georgia
- 47th & State Ave. MetroCenter
- Providence Medical Center
- Village West
- Walmart
- Washington High School
- Westgate Center

For assistance with bus service, call The Metro's Regional Call Center at (815) 221-0660, Monday-Friday 8 a.m. to 7 p.m. We'll answer questions and mail any additional materials you request. The Call Center staff provides a free language interpretation service for non-English speaking individuals. Hearing impaired persons with a telecommunications device may call us at (815) 474-0844.

Para asistencia del servicio de autobús, llame al Centro Regional del Metro al (815) 221-0660, Lunes a Viernes 8 a.m. a 7 p.m. Contadores, preguntas y enviaremos material adicional que usted solicite. El Centro de Llamadas también provee servicios gratis de interpretación de lenguaje para individuos que no hablen inglés. Personas con impedimento de audición y con aparato de telecomunicaciones pueden llamar al (815) 474-0844.



CITY OF LEAVENWORTH, KANSAS
 1860
 "CITY OF LEAVENWORTH, KANSAS"

816-221-0660 • www.kcatra.org

How Much to Pay

The regular fare for most Metro routes and MAX service is \$1.55. Two children 12 and under ride free. (See Reduced Fare Schedule on the next page.) The reduced amounts are not (except parents) and \$1.65, \$1.00 and \$2.00 fares. Children 5 and under ride free. Children 8 to 11 pay reduced fare, but not a reduced fare and a reduced fare.

How to Pay

A variety of fare payment options eliminates the need for exact change and saves you money, depending on how often you ride.

\$3 Day Pass

Buy this pass on board any Metro or MAX bus (except \$1.55, \$1.75 or \$2.00 fares). You board all bus lines five times in one day you're in to avoid over paying on your way. When you board, ask the operator for the Day Pass before departing \$3 exact cash into the farebox. Insert the pass each time you board. The operator will replenish and correct the value with a transfer to the farebox.

Changes Card - Local and Express Routes

Pay your fare with a \$3, \$10, or \$20 bill and receive in return a Changes Card. The card shows the unused fare balance good for future Metro and MAX rides. The card is valid for occasional rides. The farebox displays the required fare. The card is valid for one year from the date of issue. For fare collection data. You can also use a transfer with your "change card."

If you receive a card with "remaining value on next card," please send. The farebox is loading additional cards that total your unused fare.

Metro Monthly Swipes Pass

Buy this pass for unlimited rides on the entire calendar month. The fare is \$20.00. Buy this pass on board any Metro or MAX bus, a fareless pass costs \$20, \$25, \$25 reduced fare. Buy your pass online at www.kingco.gov and receive it in the mail four to six business days. Or stop by a pass outlet in your neighborhood or farebox. The farebox displays the required fare. The card is valid for one year from the date of issue. For fare collection data. You can also use a transfer with your monthly pass and you must pay the fare difference if your pass does not cover the ride.

3-Day Visitor Pass

If you're visiting, you'll want to get around using the 3-Day Visitor Pass. For \$10, enjoy unlimited rides on the Metro and MAX all four days three in a row. Buy this Visitor pass online. There's no limit to the number of passes you can buy. Your farebox can collect it with the pass.

Transfers

Ask the operator for a transfer after you've paid the required cash fare and transferred your Change Card. Transfers are good for two hours and may be used by the person who transferred the fare. You may give or give a transfer to anyone else. Use transfers only in the metropolitan area. Additional fare will be required when you transfer from a local or express fareless route, or MAX to commuter express routes.

Reduced Fares

The fare for Metro and MAX for Metro and MAX service is \$1.55. Two children 12 and under ride free. (See Reduced Fare Schedule on the next page.) The reduced amounts are not (except parents) and \$1.65, \$1.00 and \$2.00 fares. Children 5 and under ride free. Children 8 to 11 pay reduced fare, but not a reduced fare and a reduced fare.

Reduced Fare Schedule

For Metro and MAX service, the fare for Metro and MAX service is \$1.55. Two children 12 and under ride free. (See Reduced Fare Schedule on the next page.) The reduced amounts are not (except parents) and \$1.65, \$1.00 and \$2.00 fares. Children 5 and under ride free. Children 8 to 11 pay reduced fare, but not a reduced fare and a reduced fare.

Fares, schedule and route information subject to change.

King County Area Transportation Authority
3000 East Main Street, Suite 400
Seattle, WA 98101-3100

116-West Parallel

Cuánto Pagar

El precio varía para la mayoría de las rutas del Metro y para el servicio MAX en los días de \$1.50 y de \$2.00. Para la tarifa reducida véase la información sobre la Tarifa de Tarifa Reducida a continuación. La tarifa de tarifa reducida aplica a las personas con discapacidad física o mental y a las personas con discapacidad intelectual o emocional. Los niños de hasta 5 años viajan gratis. Los niños de 6 a 11 años pagan tarifa reducida, pero no necesitan una Tarifa de Tarifa Reducida.

Cómo Pagar

Una variedad de opciones para pagar de tarifa aplica a la mayoría de las rutas de tarifa reducida y al servicio de tarifa reducida, según lo determine con el que viaje.

Pase de \$3

Compruebe este pase a bordo de cualquier Metro o autobús MAX (excepto #122, #170 y #200) por solo \$3. Si usted aborda por la misma vez entre por día, le va a resultar más barato que pagar por cada viaje individual. Cuando abra, pida al conductor el Pase. Este vale por el conductor de \$3 cuando se aborde en la caja de tarifas. Después de pagar cada vez que sube al autobús. El pase no vence a la medianoche y se usará hasta que sea usado.

Tarjetas de Cambio - Rutas Locales y Express

Pague su tarifa con un billete de \$3, \$10 o \$20 y reciba una Tarjeta de Cambio que muestra el balance disponible para usar en rutas Metro y MAX. La tarjeta es válida para algunas personas que sólo tienen el autobús de vez en cuando. La caja de tarifas de la tarjeta muestra cada vez que se la usa. La tarjeta no vale por un año a partir de su fecha inicial de activación. También se puede usar una tarjeta con un billete de \$3.

Si usted recibe una tarjeta que dice "valor restante en próxima tarjeta", por favor espere. La caja de tarifas más adelante tendrá información que indique el valor que recibirá en la tarjeta.

Pase Mensual Metro

Los pases mensuales son válidos para un sistema limitado de viajes que se calculan en un mes calendario. Para la mayoría de las rutas Metro y MAX, un pase de primer completo cuesta \$20. Para las rutas de tarifa reducida, un pase de primer completo cuesta \$10. Compruebe en el sitio www.kcata.org y recíbelo por correo de correo a una dirección válida. O vaya a algún lugar en el vecindario a cerca de la tarifa que usted desea. Para obtener más información, visite www.kcata.org o llame al 816-221-0660. Las condiciones de uso pueden variar con un pase mensual y no cubre el pago de diferencia de tarifa si no paga en el momento de la compra.

Pase de Viajante por 3 días

Si usted está viajando al estado, puede usar el Pase de Viajante por 3 días. Por \$10, obtiene un sistema limitado de viajes en el Metro y MAX durante tres días consecutivos. Compruebe el precio de viajante en el sitio web de la tarifa de la tarjeta de la persona que usted puede comprar. Las condiciones de uso pueden variar con un pase.

Condiciones

Puede el operador una conexión larga de haber pagado la tarifa restante en efectivo a bordo de la tarjeta de cambio. Las condiciones de uso pueden variar por día. Tarifa y tarifa no pueden estar por la persona que puede tener cualquier. No se puede dar el servicio de tarifa a nadie. Use las condiciones de uso en el documento de pago.

Se debe pagar una tarifa adicional cuando cruce un sistema local. Metro Express o MAX con un sistema de tarifa de pago por viaje a Blue Springs, Lee's Summit, Liberty y a Raytown.

Tarifa Reducida

El Metro ofrece tarifas reducidas para personas con discapacidad física, para personas de 12 a 18 años, para personas de 65 años o mayores y para personas con discapacidades cognitivas. Usted puede pagar una tarifa reducida o puede comprar un pase mensual de tarifa reducida solo si tiene una Tarifa de Tarifa Reducida o una Tarifa de Tarifa Reducida. Para obtener la Tarifa de Tarifa Reducida, llame al 816-221-0660. Hay que mostrar la tarjeta cada vez que se aborde en autobús.

*Las tarifas, las horas y los servicios pueden variar a cambio.

How Much to Pay

The regular fare for most Metro routes and MAX service is \$1.50. 75 cents reduced fare (see Reduced Farecard information below). The farecard accepts all coins (except pennies) and \$1, \$5, \$10 and \$20 bills. Children 6 and under ride free. Children 6 to 11 pay reduced fare, but do not need a Reduced Farecard.

How to Pay

A variety of fare payment options eliminates the need for exact change and saves you money, depending on how often you ride.

\$3 Day Pass

Buy this pass on board any Metro or MAX bus (except #152, #170 or #200) for just \$3. If you board at least three times in one day, you'll save by not over paying as you go. When you board, ask the operator for the Day Pass before depositing \$3 exact cash into the farebox. Insert the pass each time you board. The pass expires at midnight and cannot be used with a transfer.

Change Card - Local and Express Routes

Pay your fare with a \$3, \$10 or \$20 bill and receive in return a Change Card that shows the amount fare balance good for future Metro and MAX rides. The card is valid for occasional riders. The farebox shows the required fare each time it's needed. The card is valid up to one year from the initial activation date. You can also use a transfer with your Change Card.

If you receive a card with "remaining value on next card," please wait. The farebox is loading additional cash that will fund your unused fare.

Metro Monthly Strike Pass

Monthly passes are good for unlimited rides the entire calendar month. For most Metro and MAX service, a full fare pass costs \$20, \$25 reduced fare. Buy your pass either at www.kcata.org and receive it in the mail in four to six business days. Or stop by a pass outlet in your neighborhood or close to work. For a list of locations, visit www.kcata.org or call 816-221-0660. Transfers cannot be used with a monthly pass and you must pay the fare difference if your pass does not cover the required fare.

3-Day Visitor Pass

If you're visiting, you'll want to get around using the 3-Day Visitor Pass. For \$10, enjoy unlimited rides on The Metro and MAX all day three days in a row. Buy the Visitor pass online. There's no limit to the number of passes you can buy. Transfers cannot be used with this pass.

Transfers

Ask the operator for a transfer after you've paid the required cash fare or transferred your Change Card. Transfers are good for two hours and may be used only by the person to whom they are issued. You may not give or sell a transfer to anyone else. Use transfers only in the magnetic strip.

Additional fare will be required when you transfer from a local or express Metro route, or MAX to commuter express routes.

Reduced Fares

The Metro offers reduced fares for Medicare Cardholders, youths 12 to 18, seniors 65 and over and certified persons with disabilities. You can pay a reduced fare or buy a reduced fare monthly pass only if you have a Metro Reduced Farecard or Medicare Card. To apply for the Reduced Farecard, call 816-221-0660. The card must be presented each time you board.

*Fare, schedule and route information subject to change.

Kansas City Area Transportation Authority
100 East 10th Street, Kansas City, MO 64103

116 West Parallel

Effective September 28, 2013
Efectivo Septiembre 28, 2013

- AVTS
- 47th & State AveMetroCenter
- KCK Community College
- Providence Medical Center
- Walmart
- Village West

For assistance with bus service, call The Metro's Regional Call Center at (816) 221-0660, Monday-Friday 8 a.m. to 7 p.m. We'll answer questions and call any additional information you request. The Call Center also provides a free language interpretation service for non-English speaking individuals. Hearing impaired persons with a telecommunications device may call us at (816) 474-0666.

Para asistencia del servicio de autobús, llame al Centro Regional del Metro al (816) 221-0660, Lunes a Viernes 8 a.m. a 7 p.m. Contestamos preguntas y enviamos cualquier material adicional que usted solicite.

El Centro de Llamadas también provee servicios gratis de interpretación de lenguaje para hispanos que no hablen inglés. Personas con impedimento de audición y con aparato de telecomunicaciones, pueden llamar al (816) 474-0666.



816-221-0660 • www.kcata.org

10-13