

TITLE VI PROGRAM

IN COMPLIANCE WITH FTA CIRCULAR 4702.1B



APRIL 2014

The Council's mission is to foster efficient and economic growth for a prosperous metropolitan region

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The Metropolitan Council is the regional planning organization for the seven-county Twin Cities area. The Council operates the regional bus and rail system, collects and treats wastewater, coordinates regional water resources, plans and helps fund regional parks, and administers federal funds that provide housing opportunities for low- and moderate-income individuals and families. The 17-member Council board is appointed by and serves at the pleasure of the governor.

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DEFINITIONS

1. **Designated recipient** means an entity designated, in accordance with the planning process under sections 5303 and 5304, by the Governor of a State, responsible local officials, and publicly owned operators of public transportation, to receive and apportion amounts under section 5336 to urbanized areas of 200,000 or more in population; or a State or regional authority, if the authority is responsible under the laws of a State for a capital project and for financing and directly providing public transportation.
2. **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.
3. **Disparate impact** refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.
4. **Disproportionate burden** refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable.
5. **Disparate treatment** refers to actions that result in circumstances where similarly situated persons are intentionally treated differently (i.e., less favorably) than others because of their race, color, or national origin.
6. **Fixed guideway** means a public transportation facility—using and occupying a separate right-of-way for the exclusive use of public transportation; using rail; using a fixed catenary system; for a passenger ferry system; or for a bus rapid transit system.
7. **Fixed route** refers to public transportation service provided in vehicles operated along pre-determined routes according to a fixed schedule.
8. **Federal financial assistance** refers to
 - a. grants and loans of Federal funds;
 - b. the grant or donation of Federal property and interests in property;
 - c. the detail of Federal personnel;
 - d. the sale and lease of, and the permission to use (on other than a casual or transient basis), Federal property or any interest in such property without consideration or at a nominal consideration, or at a consideration which is reduced for the purpose of assisting the recipient, or in recognition of the public interest to be served by such sale or lease to the recipient; and
 - e. any Federal agreement, arrangement, or other contract that has as one of its purposes the provision of assistance.

9. **Limited English Proficiency (LEP)** persons 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.
10. **Low-income person** means a person whose median household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines.
11. **Metropolitan planning organization (MPO)** means the policy board of an organization created and designated to carry out the metropolitan transportation planning process.
12. **Metropolitan transportation plan (MTP)** means the official multimodal transportation plan addressing no less than a 20-year planning horizon that is developed, adopted, and updated by the MPO through the metropolitan transportation planning process.
13. **Minority persons** include the following:
 - a. 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.
 - b. 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.
 - c. Black or African American, which refers to people having origins in any of the Black racial groups of Africa.
 - d. Hispanic or Latino, which includes persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.
 - e. 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.
 - f. Minority population means any readily identifiable group of minority persons who live in geographic proximity and, if circumstances warrant, geographically dispersed/transient populations (such as migrant workers or Native Americans) who will be similarly affected by a proposed DOT program, policy, or activity.
14. **Minority transit route** means a route that has at least 1/3 of its total revenue mileage in a census block or block group, or traffic analysis zone(s) with a percentage of minority population that exceeds the percentage of minority population in the transit service area. A recipient may supplement this service area data with route-specific ridership data in cases where ridership does not reflect the characteristics of the census block, block group, or traffic analysis zone.
15. **National origin** means the particular nation in which a person was born, or where the person's parents or ancestors were born.
16. **Noncompliance** refers to an FTA determination that the recipient is not in compliance with the DOT Title VI regulations, and has engaged in activities that have had the purpose or effect of denying persons the benefits of, excluding from participation in, or subjecting persons to discrimination in the recipient's program or activity on the basis of race, color, or national origin.
17. **Predominantly low-income area** means a geographic area, such as a neighborhood, census tract, block or block group, or traffic analysis zone, where the proportion of low-income persons

residing in that area exceeds the average proportion of low-income persons in the recipient's service area.

18. **Predominantly minority area** means a geographic area, such as a neighborhood, census tract, block or block group, or traffic analysis zone, where the proportion of minority persons residing in that area exceeds the average proportion of minority persons in the recipient's service area.
19. **Primary recipient** means any FTA recipient that extends Federal financial assistance to a subrecipient.
20. **Public transportation** means regular, continuing shared-ride surface transportation services that are open to the general public or open to a segment of the general public defined by age, disability, or low income; and does not include Amtrak, intercity bus service, charter bus service, school bus service, sightseeing service, courtesy shuttle service for patrons of one or more specific establishments, or intra-terminal or intrafacility shuttle services. Public transportation includes buses, subways, light rail, commuter rail, monorail, passenger ferry boats, trolleys, inclined railways, people movers, and vans. Public transportation can be either fixed route or demand response service.
21. **Recipient** means any public or private entity that receives Federal financial assistance from FTA, whether directly from FTA or indirectly through a primary recipient. This term includes subrecipients, direct recipients, designated recipients, and primary recipients. The term does not include any ultimate beneficiary under any such assistance program.
22. **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.
23. **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.
24. **Statewide transportation improvement program (STIP)** means a statewide prioritized listing/program of transportation projects covering a period of four years that is consistent with the long-range statewide transportation plan, metropolitan transportation plans, and TIPs, and required for projects to be eligible for funding under title 23 U.S.C. and title 49 U.S.C. Chapter 53.
25. **Subrecipient** means an entity that receives Federal financial assistance from FTA through a primary recipient.
26. **Title VI Program** refers to a document developed by an FTA recipient to demonstrate how the recipient is complying with Title VI requirements. Direct and primary recipients must submit their Title VI Programs to FTA every three years. The Title VI Program must be approved by the recipient's board of directors or appropriate governing entity or official(s) responsible for policy decisions prior to submission to FTA.
27. **Transportation improvement program (TIP)** means a prioritized listing/program of transportation projects covering a period of four years that is developed and formally adopted by an MPO as part of the metropolitan transportation planning process, consistent with the

metropolitan transportation plan, and required for projects to be eligible for funding under title 23 U.S.C. and title 49 U.S.C. Chapter 53.

28. **Transportation management area (TMA)** means an urbanized area with a population over 200,000, as defined by the Bureau of the Census and designated by the Secretary of Transportation, or any additional area where TMA designation is requested by the Governor and the MPO and designated by the Secretary of Transportation.

INTRODUCTION

The purpose of the Metropolitan Council's Title VI Program is to ensure that no person, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity under the control of the Metropolitan Council. The Metropolitan Council will ensure that members of the public within the Metropolitan Council service area are aware of Title VI provisions and the responsibilities associated Title VI of the Civil Rights Act of 1964.

Metropolitan Council

The Metropolitan Council was established by the Minnesota Legislature in 1967 and is the metropolitan planning organization (MPO) for the Twin Cities seven-county metropolitan area. It also provides many essential services and infrastructure that support communities and businesses and ensure a high quality of life for residents of the region. The Council's mission is to foster efficient and economic growth for a prosperous metropolitan region. Its priorities include:

- Creating a financially sustainable 21st century transportation system
- Promoting dynamic housing opportunities for all
- Leveraging investments that drive regional economic development

The Council's essential services enhance the region's quality of life and economic competitiveness. The services and responsibilities of the Council include:

- Operating Metro Transit, the largest public transit operator in the region, serving 81.4 million bus and rail passengers in 2013 with award-winning, energy-efficient fleets. The Council's strategic investments support a growing network of bus and rail transitways, and transit-oriented development.
- Collecting and treating wastewater at rates 40 percent lower than peer regions, while winning national awards for excellence.
- Working to ensure adequate clean water for the future, through water supply planning and lake and river monitoring programs.
- Planning for future growth in partnership with communities and the public.
- Planning, acquiring, and developing a world-class regional parks and trails system.
- Providing affordable housing for qualifying low-income residents.

The Council's 17-member policy board has guided and coordinated the strategic growth of the metro area and achieved regional goals for nearly 50 years. Elected officials and citizens share their expertise with the Council by serving on on key advisory committees including:

- Audit Committee
- Land Use Advisory Committee
- Livable Communities Advisory Committee
- Metropolitan Parks and Open Space Commission
- Transportation Accessibility Advisory Committee (TAAC)
- Transportation Advisory Board (TAB)
- TAB Technical Advisory Committee (TAC)
- TAC Funding & Programming Committee
- TAC Planning Committee
- Water Supply Advisory Committee

Metro Transit

Metro Transit is an operating division of the Metropolitan Council and offers an integrated network of buses, light rail, and commuter trains as well as resources for those who carpool, vanpool, walk, or bike. Metro Transit will open a light-rail link between downtown Minneapolis and downtown St. Paul in June 2014 and is working to develop additional light-rail links in the northwest and southwest areas of the region. It is also working to develop bus rapid transit and enhanced express bus service throughout the region.

Metro Transit is one of the country's largest transit systems, providing roughly 90 percent of the transit trips taken annually in the Twin Cities. Each weekday customers board Metro Transit buses and trains an average of 250,000 times.

Metro Transit operates the METRO Blue Line (Hiawatha), Northstar commuter rail line and 126 bus routes—66 are local-service routes and 60 are express routes, using a fleet of 912 buses. The majority of the agency's fleet (702) is standard 40-foot buses—132 of these are hybrid electric vehicles. Additionally, there are 169 articulated ("accordion") buses and 41 are over-the-road coach-style buses. All Metro Transit buses are equipped with wheelchair lifts or ramps and racks for bicycles. All trains feature storage areas for bicycles and luggage.

Other Transportation Services

The Metropolitan Council also provides services that meet the needs of those not served by or not able to use Metro Transit.

Metro Mobility is a shared public transportation service for certified riders who are unable to use regular fixed-route buses due to a disability or health condition. Eligibility is determined by the Federal Americans with Disabilities Act. Rides are provided for any purpose. Customers are eligible for Metro Mobility service if they are physically unable to get to the regular fixed-route bus, they are unable to navigate regular fixed-route bus systems once they are on board, or they are unable to board and exit the bus at some locations.

Transit Link is the Twin Cities dial-a-ride small bus service for the general public, where regular route transit service is not available. Transit Link is for trips that can't be accomplished on regular transit routes alone, and may combine regular route and Transit Link service. Anyone may reserve a Transit Link ride for any purpose, subject to availability.

Title VI

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs receiving federal financial assistance. Title VI states that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

In 1994, President Clinton issued Executive Order 12898, which states that each federal agency "shall make achieving environmental justice part of its mission by identifying and addressing disproportionately high and adverse human health or environmental effects of its programs, policies, and activities on minority populations and low-income populations."

To that end, the Federal Transit Administration (FTA) issued Circular 4702.1B in 2012, which replaced Circular 4702.1A issued in 2007. This document outlines Title VI and Environmental Justice compliance procedures for recipients of FTA-administered transit program funds.

Specifically, the FTA requires recipients, including the Metropolitan Council, to “document their compliance with DOT’s Title VI regulations by submitting a Title VI Program to their FTA regional civil rights officer once every three years or as otherwise directed by FTA. For all recipients (including subrecipients), the Title VI Program must be approved by the recipient’s board of directors or appropriate governing entity or official(s) responsible for policy decisions prior to submission to FTA.”

The Metropolitan Council’s Title VI Program is divided into three parts:

- **Part 1** focuses on general requirements applicable to all FTA recipients.
- **Part 2** focuses on the requirements specific to operators of fixed route transit service. This section is limited to the planning and operations of Metro Transit.
- **Part 3** focuses on the requirements specific to the Metropolitan Council as an MPO.

PART 1: GENERAL REQUIREMENTS

The Title VI Circular requires all recipients of FTA funding to meet a number of basic requirements. The requirements which are addressed include:

- Prepare and submit a Title VI Program
- Notify beneficiaries to protection under Title VI
- Develop Title VI complaint procedures and complaint form
- Record and report transit-related Title VI investigation, complaints, and lawsuits
- Promote inclusive public participation
- Provide meaningful access to persons with limited English proficiency (LEP)
- Monitor and provide assistance to subrecipients

Title VI Notice and Complaint Procedures

The Title VI Circular provides the following direction regarding public notice of Title VI protections:

Title 49 CFR Section 21.9(d) requires recipients to provide information to the public regarding the recipient's obligations under DOT's Title VI regulations and apprise members of the public of the protections against discrimination afforded to them by Title VI. At a minimum, recipients shall disseminate this information to the public by posting a Title VI notice on the agency's website and in public areas of the agency's office(s), including the reception desk, meeting rooms, etc. Recipients should also post Title VI notices at stations or stops, and/or on transit vehicles.

The Metropolitan Council's Title VI notice states the following:

The Metropolitan Council pledges that you will have access to all its programs, services and benefits without regard to race, color, national origin, sex, age, disability or socioeconomic status.

This notice and additional Title VI information is posted on the Metropolitan Council and Metro Transit websites. All Metro Transit buses are equipped with a 28" by 11" placard including this statement, brief instructions for how to file a Title VI complaint, and phone numbers for requesting additional information. All Metro Transit light rail and commuter rail trains, MTS contracted routes, Metro Mobility, and Transit Link vehicles are equipped with an 8.5" by 11" sticker with this same information. Additionally, a 4" by 11" flyer with this Title VI information is provided at the front desks of the Metropolitan Council and Metro Transit Administrative buildings. Examples of these notices are provided in Appendix A.

Title VI Notice Update

The Metropolitan Council is aware that the current notice includes categories (sex, age, disability, and socioeconomic status) beyond the scope of Title VI. The Metropolitan Council is in the process of updating the Title VI website text to clarify the protections covered under Title VI and those covered under other statutes. The Title VI notices posted in vehicles will be updated during the next scheduled update of vehicle interior signage. The text of the updated notice is proposed to read as follows:

Your Rights under Title VI

The Metropolitan Council pledges that you will have access to all its programs, services, and benefits without regard to race, color, or national origin. If you believe that you have been discriminated against on these grounds, you may file a written complaint with the Metropolitan Council's Office of Equal Opportunity. The procedures for filing a Title VI complaint and a copy of the Title VI Complaint Form are available on the Metro Transit website:

<http://www.metrotransit.org/TitleVI>

Your Rights under the Minnesota Human Rights Act and Related Laws

The Metropolitan Council pledges that you will have access to all its programs, services, and benefits without regard to sex, age, disability, or socioeconomic status. If you believe you have been discriminated against on these grounds, you may file a complaint with the Metropolitan Council's Office of Equal Opportunity.

Complaints may be filed within one year following the alleged discriminatory action by mail (Metropolitan Council Office of Diversity, 390 Robert Street, St. Paul, MN 55101), by phone (612-373-3333), or through this website (<http://www.metrotransit.org/comment-on-metro-transit-service/>). Tell us how, when, where and why you believe you were discriminated against. Give your name, address, and phone number.

Complaint Procedures

The Title VI Circular provides the following direction regarding Title VI Complaint procedures:

In order to comply with the reporting requirements established in 49 CFR Section 21.9(b), all recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public. Recipients must also develop a Title VI complaint form, and the form and procedure for filing a complaint shall be available on the recipient's website.

The Metropolitan Council posts its Title VI complaint procedures on its website. Metro Transit's Title VI web page also includes a link to these procedures. The Title VI complaint procedures are as follows:

1. Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited by Title VI nondiscrimination provisions may file a written complaint with the Council Director of Equal Opportunity. A formal complaint must be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant. The complaint must meet the following requirements:
 - a. Complaint shall be in writing and signed by the complainant(s).
 - b. Include the date of the alleged act of discrimination (date when the complainant(s) became aware of the alleged discrimination; or the date on which that conduct was discontinued or the latest instance of the conduct).
 - c. Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complained-of incident.

- d. Allegations received by fax or e-mail will be acknowledged and processed, once the identity(ies) of the complainant(s) and the intent to proceed with the complaint have been established. The complainant is required to mail a signed, original copy of the fax or e-mail transmittal for the Council to be able to process it.
 - e. Allegations received by telephone will be reduced to writing and provided to complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign, and return to the Council for processing.
2. Upon receipt of the complaint, the Director of Equal Opportunity will determine its jurisdiction, acceptability, and need for additional information, as well as investigate the merit of the complaint. In cases where the complaint is against one of the Council's sub-recipients of Federal funds, the Council will assume jurisdiction and will investigate and adjudicate the case. Complaints against the Council will be referred to FTA or the appropriate Federal Agency for proper disposition pursuant to their procedures.
3. In order to be accepted, a complaint must meet the following criteria:
 - a. The complaint must be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant.
 - b. The allegation(s) must involve a covered basis such as race, color, national origin.
 - c. The allegation(s) must involve a program or activity of a Federal-aid recipient, sub-recipient, or contractor.
4. A complaint may be dismissed for the following reasons:
 - a. The complainant requests the withdrawal of the complaint.
 - b. The complainant fails to respond to repeated requests for addition information needed to process the complaint.
 - c. The complainant cannot be located after reasonable attempts.
5. Once the Council decides to accept the complaint for investigation, the complainant and the respondent will be notified in writing of such determination within seven calendar days. The complaint will receive a case number and will then be logged into the Councils records identifying its basis and alleged harm.
6. In cases where the Council assumes the investigation of the complaint, the Council will provide the respondent with the opportunity to respond to the allegations in writing. The respondent will have 10 calendar days from the date of the Councils written notification of acceptance of the complaint to furnish his/her response to the allegations.
7. The Council's final investigative report and a copy of the complaint will be forwarded to the appropriate Federal Agency and affected parties within 60 calendar days of the acceptance of the complaint.
8. The Council will notify the parties of its final decision.

9. If complainant is not satisfied with the results of the investigation of the alleged discrimination and practices the complainant will be advised of the right to appeal to the appropriate Federal Agency.

The Title VI Complaint Form is also available on the Metropolitan Council and Metro Transit websites. A copy of the form has been provided in Appendix B. Translations of the complaint instruction and complaint form are available on the website in Spanish, Somali, and Hmong.

Title VI Investigations, Complaints, and Lawsuits

The Title VI Circular states the following regarding Title VI investigations, complaints, and lawsuits.:

In order to comply with the reporting requirements of 49 CFR Section 21.9(b), FTA requires all recipients to prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin: active investigations conducted by entities other than FTA; lawsuits; and complaints naming the recipient.

The Metropolitan Council has not received any Title VI-related complaints or lawsuits since the previous Title VI Program. However, the previous Title VI Program noted three Title VI complaints which were filed in regard to the proposed Central Corridor Light Rail Transit (CCLRT) project, which is now known as the METRO Green Line. At the time of the program submittal to the FTA, two of the three complaints had not yet been resolved. A summary of the complaints and their resolutions is provided in **Table 1**.

Table 1: Title VI Complaints and Lawsuits

Date Filed	Summary of Allegations	Status and Actions Taken
May 20, 2009	One complaint was filed by the Preserve Benefit Historic Rondo Committee focusing on the potential impacts of CCLRT project construction and operations, primarily on the potential for the project to displace residents and businesses through indirect impacts associated with adverse construction impacts and rising property values.	The Met Council has provided assistance to FTA in responding to the complaints received from the Preserve Benefit Historic Rondo Committee and from the Concerned Asian Business Owners. Two comprehensive responses were made to requests from FTA, one in June 2009 and one in January 2010. Shortly after the January 2010 response, a lawsuit was filed alleging the Central Corridor LRT NEPA process was insufficient, and the Met Council was advised by FTA that the Title VI complaint was being held in abeyance until the lawsuit was resolved.
September 21, 2009	One complaint was filed by the Concerned Asian Business Owners. The substance of their complaint was similar to that filed by the Preserve Benefit Historic Rondo Committee, and Met Council was advised by FTA that these two complaints have been combined.	In an response dated April 22, 2011, the FTA stated that their analysis of the complaints found that the complainants had, "provided insufficient evidence to support their Title VI allegations that the communities they represent would be subjected to separate treatment related to the receipt of services from the Project, or are restricted in any way from the enjoyment of the Project, or are otherwise denied the opportunity to participate in planning and advising Met Council regarding the Project."

Public Participation

The Metropolitan Council adopted a Public Participation Plan in 2007 that can be found in Appendix C of its long-range Transportation Policy Plan. That plan is included as Appendix C in this document. The Council is currently in the process of updating this Public Participation Plan. A draft of the updated plan will be available by mid-2014.

In addition, the Metropolitan Council is required, under Minnesota state law, to create a metropolitan development framework plan once every 10 years. That plan, Thrive MSP 2040, which provides the foundation for all the regional systems plans, including the Transportation Policy Plan, is also being updated. A final version will be considered by the Council in May 2014. As part of that effort, a public engagement plan will be developed for all Metropolitan Council activities.

The Council's public engagement plan will be guided by the principles in the Thrive MSP 2040 plan – namely the commitment to equity and equitable development for our region. In addition, it builds on best practices and collective knowledge of community organizations and the public. Key among the best practices identified by community organizations (many of which participated in the Corridors of Opportunity effort, funded through the U.S. Department of Housing and Urban Development's Sustainable Communities program) is the principle of involving communities in helping plan outreach and engagement efforts, as well as building capacity within communities of color, in particular, to provide leadership and advocate in public decision-making processes. The Council's engagement plan will reflect a shift in the Council's outreach efforts to specifically engage the public, particularly historically underrepresented communities, in steering engagement efforts and participating early in a planning process to have real and sustained influence over the process.

Note: historically underrepresented communities include communities of color, immigrant and Limited English Proficient communities, and people with disabilities.

In addition, the following principles will be highlighted in the public engagement plan:

- Outreach and engagement efforts provide information for Metropolitan Council decision-making. Outreach should be timed to provide an opportunity for people to influence the policies and plan content.
- Outreach and engagement efforts involve residents and communities as full and equal partners in public decision-making. Some residents and communities may require different approaches to ensure participation.
- Planning for outreach and engagement efforts should include input and direction from affected communities.
- Outreach and engagement efforts should remove existing racial, ethnic, cultural or linguistic barriers and include diverse races, cultures, genders, sexual orientations, and socio-economic and disability statuses. Outreach and engagement efforts should be culturally competent, in that they reflect and respond effectively to racial, ethnic, cultural and linguistic experiences of people and communities.
- Opportunities for participation will be relevant and accessible, in that they will be scheduled at varying times and locations to encourage broad participation.
- Outreach and engagement efforts will be coordinated to provide sufficient context about how all the policy and systems plans work together. Materials will be presented in plain language, and

with detail appropriate to the audiences. Translation of materials and interpretation services will be provided when necessary.

- The Council will periodically report back to constituencies and communities regarding outreach and engagement efforts to communicate progress.
- Whenever possible, community organizations will serve as resources for planning and implementing outreach strategies and be compensated/reimbursed for expenses.

As noted above, the Council's current Public Participation Plan contains the list of methods used to communicate and promote public participation opportunities, including the Council's website, social media channels, email and print newsletters, direct outreach to community organizations and individuals, communication through the traditional and ethnic media, etc. The Metropolitan Council and its operating units are committed to a tailored approach to each opportunity based upon community, goals and identified opportunities. There is no one approach or suite of approaches that fits each situation. A newer approach to outreach for the Metropolitan Council is to involve the community most impacted by projects or upcoming decisions in the planning of how and when they will be engaged in the process. It is also becoming practice to empower community leaders to assume more of the community engagement work themselves and see their own work applied to Council projects.

The Public Participation Plan will be updated to reflect these new efforts to provide more community-lead engagement opportunities early in the planning process, as well as new partnerships to address equity in decision-making and build capacity in communities of color and historically underrepresented communities.

Ultimately, all the Council's outreach efforts are intended to inform the decision-making process – whether for the full Metropolitan Council, its standing committees, or its advisory committees.

Recent transportation outreach efforts to promote inclusive public participation in planning and decision-making can be found within several of the transit operating divisions. Some of the best examples of work to promote inclusion are found within the work of transitway and transit service planning which is detailed below.

Metro Transit Regular Service Outreach Activities

Metro Transit engages in extensive participation during its day-to-day operations. Metro Transit uses a variety of communication tools depending on the situation, including rider alerts distributed on buses, postings at bus stops, and a subscription-based service alert feature.

For proposed adjustments that eliminate service on a route segment, reduce the span by more than 30 minutes, or reduce the frequency of service on routes operating every 20 minutes or longer, Metro Transit notifies impacted customers and other stakeholders and gives them an opportunity to comment before any decisions are finalized.

Project-Specific Outreach Activities

In addition to the general public participation activities summarized in the Transportation Policy Plan, the Metropolitan Council also tailors public outreach activities for specific transportation projects. A description of these activities is described below for the Midtown Corridor Alternatives Analysis, the Central Corridor (Green Line) LRT, the Southwest LRT, and the Orange Line BRT.

Midtown Corridor Alternatives Analysis

The Midtown Corridor Alternatives Analysis was conducted to determine the benefits, costs, and impacts of implementing a transitway along either the Midtown Greenway or Lake Street in south Minneapolis. The Midtown Corridor extends between Uptown and Hiawatha Avenue (TH 55). The project also resulted in a locally preferred alternative for the corridor after reviewing the potential for rail, streetcar, busway, or bus rapid transit service.

To be inclusive of the diverse community of stakeholders, Metro Transit worked closely with the 16 neighborhood organizations, seven business associations, and multiple community-based organizations to organize Community Advisory, Technical Advisory, and Policy Advisory Committees. Metro Transit provided opportunities for input from communities that have traditionally be left out of the planning process using four specific methods.

1. Staff rode buses during non-peak periods to reach non-traditional commuters. Staff held a sign inviting community members to sit in the adjacent seats and discuss their travel needs and experiences. Participants were given a coupon for a free transit ride. This exercise was very popular with riders.
2. Staff spent time at one of the primary transit centers in the corridor one Saturday morning. Both English- and Spanish-speaking staff was available for conversations about the Alternatives Analysis and the transit service. Riders were encouraged to tell staff about their travel needs, their transit experience, and any transit improvements desired. At least a dozen people spoke only Spanish and engaged with transit staff for the very first time.
3. To reach Spanish-speaking riders, staff used a translator and spoke with business owners at two different, well-attended, business gatherings. Staff noted that many business owners shared a slight distrust of government. It seemed at the root of their concern was a fear that there would be unmanageable cost or assessments related to improved transit or transportation. Staff believed that these targeted engagements were both appreciated and critical to broader understanding of concerns and resolutions.
4. Working with a local business association and a newly hired Somali intern, small business owners from East Africa received project information and an opportunity to more deeply explain some of the barriers to transportation for them and some of their family and employees. This information was also used to inform other service improvement planning, as well.

Additional information regarding the stakeholder participation plan for the Midtown Corridor Alternatives Analysis, see <http://www.metrotransit.org/Data/Sites/1/media/midtown-corridor/midtown-aa-stakeholder-engagement-plan.pdf>.

Central Corridor/Green Line

Metro Transit's Green Line project (formerly known as Central Corridor), includes the launch of a new 11-mile light rail line between downtown St. Paul and downtown Minneapolis, mostly along University Avenue. The rail line and the restructuring of connecting bus service will be implemented in June 2014. Metro Transit spent significant effort identifying key stakeholders and connecting with the communities of the Central Corridor transit study area, which includes a very ethnically diverse population. to inform development of these projects.

Central Corridor Transit Service Study

The purpose of the Central Corridor Transit Service Study (CCTSS) was to restructure how bus services would connect with Green Line stations. Although the bus changes will be implemented in

2014, most of the planning work was done in 2012. Metro Transit met with more than 40 community/neighborhood groups and 700 individuals to review previous transit service restructuring efforts, share the study objectives, and gather feedback on how transit is currently performing. This effort brought stakeholders into the planning process at the earliest possible time. In addition, an important piece of the pre-concept plan work included gathering data regarding existing travel behaviors in the study area. The concept plan reflects travel behavior information and comments about current bus service received from customers and other stakeholders, sought by Metro Transit staff to inform the plan. More than 3,300 online and paper public input forms were received through early May 2012. Additional comments were collected more casually during more than 91 meetings and engagement sessions.

The community engagement piece of the CCTSS demonstrated a commitment to three different aspects of engagement: early engagement, deep engagement into communities typically under-engaged in public process and frequent opportunities to engage with an above average number of engagements during the duration of a year.

The early engagement speaks to the fact that for the first time we engaged the community prior to having a concept plan for transit service. This process and subsequent benefit are addressed in the report ([link below](#)). The use of the trusted advocates, through collaboration with the District Councils Collaborative of Saint Paul and Minneapolis (DCC), demonstrates the deeper engagement sought by this project, as well as a willingness to assume less of the power related to engagement and to transfer that power to the community members themselves.

The trusted advocate engagement model contracts with members of specific communities to lead engagement of his/her community in a public process. The trusted advocates have deep connections into their communities as organizers or advocates. Trusted advocates have demonstrated their abilities to navigate cultural and language distances, and have the confidence of their people and the public agency. Traditionally, partially due to strict policy around procurement of goods and services, Metro Transit has been unable to enlist the support of community members themselves and respect their work with a stipend or compensation. Through partnership with the DCC, a community-based organization, organizers were contracted to support a transit planning project. The DCC's relationship with Metro Transit was a partnership but also a client-vendor too. The deliverable in this case was the community engagement support for the CCTSS.

In this pilot project, trusted advocates gained an understanding of transit service planning and worked with the DCC and Metro Transit planners to develop an engagement toolkit to help advocates gather and document information and feedback from their communities. The advocates were brought from their communities to the transit planners and worked directly with planners to ensure community voice was heard and their ideas were fully considered.

More than 1,200 community members participated in trusted advocate engagement sessions; 700 data points were collected through the trusted advocate process. Advocates have built relationships with community groups and individuals that allow them to "loop back" for additional feedback. The advocates also developed a positive working relationship with Metro Transit staff.

It is important to note that the Trusted Advocate Model did not replace the traditional outreach methods (meeting with community organizations, open houses, etc.) but was added to the mix to deepen the engagement process.

Key project information was translated into Hmong, Somali, and Spanish on the website for this project.

More information regarding the Trusted Advocate Project and the Public Participation Plan can be found at the following links:

<http://www.metrotransit.org/central-transit-study>

<http://dcc-stpaul-mpls.org/content/transit-more-ride-trusted-advocate-project>

<https://www.metrotransit.org/Data/Sites/1/media/pdfs/central/concept-plan/publicinvolvementreport.pdf>

Additional Outreach

Additional Central Corridor LRT outreach activities and highlights are summarized below:

- Over the course of the project and in an effort to reach out to people that are unlikely or unable to attend formal public meetings, the Central Corridor Project Office outreach team members took a non-traditional approach. The outreach strategies changed as the project progressed from engineering to construction to testing to planning for grand opening. The following is a summary of the types of outreach strategies used, specifically to engage under-represented communities:
 - Staffed a table at community events such as the Hmong Resource Fair and Vietnamese New Year
 - Attended block parties such as National Night Out events
 - Made presentations to business organizations such as the Hmong Chamber of Commerce or University Avenue Business Association
 - Made presentations at local non-profit organizations' staff meetings
 - Held open houses and meetings at local community gathering spots such as larger retirement homes, social service providers, local library
 - Set up one to one meetings with businesses and property owners regarding access plans during construction
- Starting in 2007, created two Central Corridor community advisory groups during the engineering phase of the projects, the Community Advisory Committee and Business Advisory Council. The CAC and BAC met monthly into spring 2010 to discuss issues related to the project. In establishing these committees, the Metropolitan Council staff worked closely with the project partners to identify and invite nominations from stakeholder groups, including those that represent minority and low income populations. Approximately one-third of the resulting CAC committee of 43 members represented minorities; as well as several members from non-profit organizations that serve low income populations such as Goodwill and YMCA.
- Starting in late 2009, created Central Corridor Construction Coordinating Committees (CCCs) for each construction segment to identify construction related issues and discuss solutions. The CCCs meet twice a month to discuss issues and quarterly to evaluate the contractor's work to minimize community impacts and recommend incentive amount. The CCCs included area residents and business owners and reflected the surrounding community. The CCCs continued to meet regularly through 2012, when construction was substantially complete.
- Starting in mid-2009, communicated construction information using a variety of media such as weekly construction update emails, annual look ahead to construction, twitter, and website

information. One of the most effective communication tools was construction posters that included construction maps and text of traffic, transit, and pedestrian impacts. These posters were also translated with legends in other languages such as Oromo, Somali, Vietnamese, and Hmong. Poster maps were hung in downtown St. Paul skyways and provided to community gathering spots, ethnic grocery stores and public libraries.

- In 2011 in advance of heavy construction, outreach staff set up cultural training with the construction managers and inspectors with different ethnic communities, including African immigrants, Hmong, Vietnamese, historic Rondo residents, and ADA communities.
- From 2010-2013, contracted with a call center for a 24-hour construction hotline that also provided translation services.
- Starting in 2013, communicated safety information to prepare the community for testing and eventually operations.
 - Safety brochure with a target audience of adults
 - Safety brochure with a target audience of elementary school children
 - Safety brochure with a target audience of U of M students and bicyclist on the Washington Avenue Transit/Ped mall
 - 4 safety videos in a quiz bowl format with a target audience of high school and college age students.
 - Safety poster posted on the station kiosks with a target audience of pedestrians and motorists traveling through the corridor.
 - Website with information
 - Safety training presentation that has been presented to over 100 groups including low income residents, minority community groups, elderly residents, businesses, and schools.
 - A final brochure in development is a translation of the signs. It defines what some of the new signs mean and will also be translated into languages common in the corridor

Southwest LRT

Scheduled to open in 2018, the SWLRT line will extend 15 miles from Target Field Station in downtown Minneapolis through St. Louis Park, Hopkins, Minnetonka, and Eden Prairie, and will carry 30,000 riders per day. Along with this new transit line will come many opportunities for development and community growth.

Since taking the lead on the Southwest LRT project in January 2013, the Metropolitan Council has made significant efforts to engage community stakeholders, including minority, low-income, and Limited English Proficiency (LEP) populations. The outreach efforts started with the preparation of a Communication and Public Involvement Plan that considered the corridor demographics and included a stakeholder analysis of the corridor. This information was used to develop specific outreach strategies and hire a team of three outreach coordinators.

Community Outreach Events

Southwest LRT outreach staff have held or attended nearly 200 public meetings and community open houses since January 2013, when the Metropolitan Council became the lead on the project. The Southwest Project Office (SPO) has held open houses related to technical issues such as station layout, alignment adjustments in Eden Prairie, siting of an Operational and Maintenance Facility and location of freight rail. See attached for a list of meetings held in 2013.

In 2013, one of the technical issues that needed resolution was the selection of a site for the SWLRT operations and maintenance facility (OMF). The Metropolitan Council held several rounds of public meetings to narrow the field from 18 potential sites to three finalists and ultimately the recommended site. Three open houses were held to solicit public input on possible OMF location finalist. To encourage greater participation by low income and minority populations, the SPO coordinated communication efforts with community leaders and interest groups:

- Worked with Corridors of Opportunity (COO) grant recipients to engage low income and minority populations on OMF issues;
- Door knocked and posted fliers in area neighborhoods surrounding finalists OMF locations, especially Blake Road Station area because of identified low income and minority populations; and
- Coordinated with COO grant recipients to hold special meetings to obtain public feedback on finalist locations through the Blake Road Collaborative.

Due to community feedback and public input, sites located near Blake Road were eliminated due to concerns of the community and potential impact to low income and minority population. A Title VI site equity analysis is underway for this project.

In 2014, the Metropolitan Council converted a retired Metro Transit bus into a mobile outreach office for the Southwest LRT Project. The purpose of the mobile office is to go to community events, fairs, and office buildings to engage people that might not attend a traditional public meeting. The mobile office features space for changeable displays, a large-screen monitor for videos and electronic presentations, and space for visitors to fill out comment forms. The bus exterior is wrapped with SWLRT graphics.

The SPO has identified Limited English Proficiency populations and is intentionally engaging them. The SPO accommodates LEP groups by:

- Hiring project staff that speak more than one language;
- Translating materials into other languages common in the corridor;
- Working with community representatives to disperse information in non-written (verbal) formats; and
- Employing outreach techniques (e.g. higher use of graphics to illustrate concepts) to engage LEP populations.

To engage LEP populations, the SPO has translated environmental documents and guides into Somali, Spanish and Hmong; the predominant non-English languages along the SWLRT Corridor. In addition, the SPO carries a standing contract for verbal and written translation services that can be exercised on a demand basis.

Public Comment Line and Email Address

The Metropolitan Council established a telephone number and email address to receive general comments and questions about the Southwest LRT Project. The comment line and email account are monitored daily by SPO staff and all comments and questions that require a response are routed to the appropriate outreach staff member. In January 2014, the Metropolitan Council added an online comment form to its website to provide another way for people to provide comments on technical reports related to the Kenilworth Corridor.

Advisory Committees

The Metropolitan Council established the Southwest LRT Community Advisory Committee (CAC) and Business Advisory Committee (BAC) in 2012. These committees, in addition to the Corridor Management Committee, advise the Metropolitan Council on issues related to engineering and design, environmental impacts, land use and transit oriented development.

- The CAC serves as a primary avenue for public and community involvement in the design process, and includes representatives of neighborhood and community groups, underrepresented populations, religious and educational institutions, transit users and bicycle riders, as well as other stakeholder groups. Several organizations that serve underrepresented populations and received grants through the Community Engagement Team program are represented on the CAC.
- The BAC represents the diversity of commercial activities along the Southwest Corridor, including corporations, small businesses, chambers of commerce, non-profit organizations, developers, and landowners. The SWLRT Communications Steering Committee (CSC) assists SPO outreach staff in planning communication and outreach efforts and evaluating their effectiveness. The CSC includes representatives from project partner agencies and municipal stakeholders.

Publications

Starting in 2012, the Metropolitan Council has produced a range of print and electronic publications to provide information about the SWLRT Project and encourage public involvement. The project website features project descriptions, environmental documents, news, announcements of upcoming events and information on committee meetings including presentations. The project newsletter, *Extending Tracks*, is produced in both print and electronic (PDF and HTML email) formats; visitors to the project website can subscribe online. Communications staff produces fact sheets and brochures focusing on specific topics such as station location, LRT engineering and environmental impacts.

Media Relations

The Southwest LRT Project Office and the Metropolitan Council's media relations staff work together to produce news releases and news advisories for distribution to media organizations in the Twin Cities region, including neighborhood newspapers and minority/ethnic news organizations. SPO media relations staff responds to queries from reporters and pitch stories about the Project.

Social Media

Project staff use Twitter to promote public events and to announce Project milestones and uses GovDelivery to send out meeting notices, newsletters and press releases.

Orange Line BRT

The METRO Orange Line is a Bus Rapid Transit project on I-35W between Minneapolis, Richfield, Bloomington, and Burnsville. The Orange Line BRT, scheduled to open in 2018, benefits existing riders

and attracts new riders by improving transit access, service, and reliability on the I-35W corridor. Additionally, an identifiable, high-amenity brand increases the visibility of transit and leverages service improvements to attract new riders to the system. All-day, frequent BRT service complements local and express bus routes along I-35W, providing competitive running times for station-to-station trips and a new option for reverse -commute markets.

A public engagement plan was developed specifically for the project. The plan outlined activities for Metro Transit and its partners to engage and educate the public, policy makers, stakeholder groups, and staff during the planning stages of the Orange Line transitway project. The public was asked to provide input into nine key items which included the transitway alignment, station locations, station design, and preliminary service planning.

Several factors influenced the overall approach to public engagement in the corridor: the geographic length and diversity of the corridor, the recent completion of several stations, the mode of transportation, the differing scale of investment at each station, and the long-range timeline of project planning. The 16-mile corridor has diverse demographic and land use patterns, and different agencies engaged at each station. Because BRT was planned and, in places, already partially constructed, more public input was focused on stations still under design, or just beginning design.

Orange Line project staff pursued and attended public outreach events at the following locations:

- Community and neighborhood events in or adjacent to station areas
- Public meetings and open houses for concurrent planning processes (Lake Street, I-494, 66th, etc.)
- Employer and commuter fairs
- Business organization meetings
- City and County policy maker meetings
- Multi-family and multi-tenant buildings

Additionally, key stakeholders were able to easily retrieve project information and receive updates using the following methods:

- Website, updated biweekly
- Email list for updates and public information
- Email contact for project staff
- Phone number for project staff

Language Assistance Plans

Metropolitan Council LAP

The Metropolitan Council recently prepared a formal Language Assistance Plan (LAP) and LEP four-factor analysis. The LAP is available in Appendix D. Below is a summary of the current outreach activities used by the Metropolitan Council.

For the full 7-county metropolitan area, three languages have been identified for regular translation – those whose first language is Spanish, Hmong, and Somali. As a result, the Metropolitan Council translates some materials into these three languages as a matter of course for outreach and engagement work. The Metropolitan Council also regularly provides translators for American Sign Language during public events.

When reaching out to specific LEP populations on a project-by-project basis, the Metropolitan Council also translates materials into other less common languages and/or has interpreters available for conversations and public events. The Metropolitan Council has access to interpreters and translators representing nearly 100 languages. In the past several years, the Metropolitan Council has had several instances where less-common-language translation services, including Vietnamese, Karen, Burmese, Oromo, and other east African languages have been used. In particular, these translation efforts were used regularly during the Thrive MSP 2040 long-range planning process (which included early outreach for the Transportation Policy Plan). The language/translation contract also provides for short-notice/emergency access to translation services when necessary.

As noted above, the Metropolitan Council provides translation of materials and in-person interpretation services for public interactions and discussions. For broad, region-wide outreach (such as for the Transportation Policy Plan or the region's development plan), the Metropolitan Council promotes events and include translated text encouraging attendees to contact the Metropolitan Council if they plan to attend and need an interpreter.

In addition, the Metropolitan Council has planned specific conversations and meetings with communities throughout the region where partnerships have been made with community organizations who have established relationships with communities of color and limited English speakers for both recruiting participants and promoting attendance. For each interaction, the Metropolitan Council assesses who is invited to attend and have interpreters present, as well as materials translated as necessary. Examples include several meetings as part of the Thrive MSP effort (which includes early outreach for the Transportation Policy Plan), as well as focus groups throughout the region related to utilization of regional parks (and trail facilities), in addition to the transit planning activities previously noted.

The Thrive MSP 2040 effort also included an advertising campaign in ethnic media that involved translation of ads/promotional content into Spanish, Hmong, and Somali.

Inclusive Marketing

Several examples of providing materials for LEP customers include the following items, produced through Metro Transit Marketing:

- Title VI Notification of Rights on Interior Cards aboard buses and in transit stores
- Transit Information Center "Language Line," call center translation service for more than 100 languages
- Instructions/information translated into three languages on ticket vending machines.
- Operators have Metro Transit fare policy translated into four languages to explain fare policy to new riders with first languages other than English
- Use of Spanish radio (WREY) for promotion of system-wide free-ride and special-event service, including Minnesota Twins and State Fair service, New Year's Eve, St. Patrick's Day Free Rides

Minority Representation on Planning and Advisory Bodies

Metropolitan Council members serve on standing committees that meet regularly and make recommendations to the full Metropolitan Council. The public is encouraged to attend the Metropolitan Council and committee meetings and hearings and express their points of view on matters before the Metropolitan Council. The Metropolitan Council also has citizen advisory committees on specific topics. The demographic profile of each committee is summarized in Table 2. The demographic breakdown of the seven-county metropolitan area is also shown for comparison.

Encouraging Minority Participation

In 2014, the Council will be improving the process for serving on one of its formal advisory committees to make it more accessible to historically underrepresented communities such as people of color, people with disabilities, and the elderly. This process will include improving information about the role each committee serves and how to apply, as well as simplifying the application process. In addition, the Council will directly reach out to organizations in the Twin Cities region that work with and represent these communities to help potential applicants better understand the roles of these committees and support greater leadership capacity and interest in serving and influencing policymaking for the region. The Council will also be examining policies and procedures that relate to reimbursing participants for their expenses related to serving on advisory committees. These expenses (for things such as transportation, childcare, etc.) can often be barriers to participation for these groups. The Council will also consider adjusting meeting times to accommodate greater participation by members of the community.

The Council also plans to regularly review the demographic makeup of its advisory committees and measure it against demographics for the region as a whole, to assure progress toward making advisory committees are reflective of the region's diversity.

The names and self-reported gender and race/ethnicity of each member of each committee are provided in the tables below.

Table 3: Metropolitan Council

Name	Gender	Race/Ethnicity
James Brimeyer	M	Caucasian
Steven Chavez	M	Hispanic / Latino
Jon Commers	M	Caucasian
Gary Cunningham	M	African American
Adam Duininck	M	Caucasian
Steve Elkins	M	Caucasian
Susan Haigh	F	Caucasian
Richard Kramer	M	Caucasian
Marie McCarthy	F	Hispanic / Latino
Harry Melander	M	Caucasian
Jennifer Munt	F	Caucasian
Edward Reynoso	M	Hispanic / Latino
Katie Rodriguez	F	Caucasian
Sandy Rummel	F	Caucasian
Lona Schreiber	F	Caucasian
Gary Vaneyll	M	Caucasian
Wendy Wulff	F	Caucasian

Table 4: Land Use Advisory Committee

Name	Gender	Race/Ethnicity
Mary Hamann-Roland	F	Caucasian
Janet Jeremiah	F	Caucasian
Douglas Borglund	M	Caucasian
Colleen Carey	F	Caucasian
Ken Johnson	M	Caucasian
Don Jensen	M	Caucasian
JoAnna Hicks	F	Caucasian
Jim Barton	M	Caucasian
Charlene Zimmer	F	Caucasian
Regina Bonsignore	F	Caucasian
Cliff Aichinger	M	Caucasian
James Garrett	M	African American
Tan Nguyen	M	Asian
Mary Hamann-Roland	F	Caucasian
Janet Jeremiah	F	Caucasian
Douglas Borglund	M	Caucasian

Table 5: Livable Communities Advisory Committee

Name	Gender	Race/Ethnicity
Mary Hamann-Roland	F	Caucasian
Janet Jeremiah	F	Caucasian
Douglas Borglund	M	Caucasian
Colleen Carey	F	Caucasian
Ken Johnson	M	Caucasian
Don Jensen	M	Caucasian
JoAnna Hicks	F	Caucasian
Jim Barton	M	Caucasian
Charlene Zimmer	F	Caucasian
Regina Bonsignore	F	Caucasian
Cliff Aichinger	M	Caucasian
James Garrett	M	African American
Tan Nguyen	M	Asian American

Table 6: Metropolitan Parks and Open Space Commission

Name	Gender	Race/Ethnicity
Dean Johnston	M	Caucasian
Rick Theisen	M	Caucasian
Robert Moeller	M	Caucasian
William Weber	M	Caucasian
Anthony Taylor	M	African American
Tony Yarusso	M	Caucasian
Sarah Hietpas	F	Hawaiian/ Pacific Islander
Carrie Wasley	F	Caucasian
Barbara Schmidt	F	Caucasian
Wendy Wulff	F	Caucasian

Table 7: Metropolitan Area Water Supply Advisory Committee

Name	Gender	Race/Ethnicity
Susan Haigh	F	Caucasian
Sandy Rummel	F	Caucasian
Dan Stoddard	M	Caucasian
Randy Ellingboe	M	Caucasian
Julie Ekman	F	Caucasian
Katrina Kessler	F	Caucasian
Georg Fischer	M	Caucasian
Susan Morris	F	Caucasian
Michael Robinson	M	No Response

Lisa Volbrecht	F	No Response
Tom Furlong	M	Caucasian
Barry Stock	M	Caucasian
Chuck Haas	M	Caucasian
Steve Schneider	M	No Response
Jamie Schurbon	M	No Response
Sandy Colvin Roy	F	Caucasian

Table 8: Transportation Advisory Board

Name	Gender	Race/Ethnicity
Matt Look	M	Caucasian
Randy Maluchnik	M	No Response
Paul Krause	M	Caucasian
Blake Huffman	M	Caucasian
Jan Callison	F	Caucasian
Jon Ulrich	M	Caucasian
Fran Miron	M	Caucasian
Garry Butcher	M	Caucasian
John Gunyou	M	Caucasian
Jennifer Janovy	F	Caucasian
Kenya McKnight	F	African American
Anani d'Almeida	M	African American
Bill Hargis	M	Caucasian
Margaret Donahoe	F	Caucasian
Karl Drotning	M	No Response
David Van Hattum	M	Caucasian
Robert Lilligren	M	American Indian
Ethan Fawley	M	Caucasian
James Hovland	M	Caucasian
Nora Slawick	F	Caucasian
Gary Hanson	M	Caucasian
Becky Petryk	F	Caucasian
Dick Swanson	M	Caucasian
Steve Gallagher	F	Caucasian
Ron Have	M	Caucasian
Lisa Peilen	F	No Response
David Thornton	M	Caucasian
Scott McBride	M	Caucasian
Adam Duinink	M	Caucasian
Susan Sanger	F	Caucasian

Table 9: Transportation Advisory Board Technical Advisory Committee

Name	Gender	Race/Ethnicity
Doug Fischer	M	No Response
Lyndon Robjent	M	Caucasian
Brian Sorenson	M	Caucasian
Tim Mayasich	M	Caucasian
Tom Johnson	M	Caucasian
Lisa Freese	F	Caucasian
Wayne Sandberg	M	Caucasian
Mark Filipi	M	Caucasian
Patrick Boylan	M	Caucasian
Adam Harrington	M	Caucasian
Pat Bursaw	M	Caucasian
Innocent Eyoh	M	African American
Bridget Rief	F	Caucasian
Susan Moe	F	Caucasian
Greta Alquist	F	No Response
Gina Mitteco	F	Caucasian
Cynthia Wheeler	F	No Response
Beverley Miller	F	Caucasian
Len Simich	M	Caucasian
Jim Gromberg	M	Caucasian
Karl Keel	M	Caucasian
Jean Keely	F	Caucasian
Steve Albrecht	M	Caucasian
Paul Oehme	M	Caucasian
Michael Thompson	M	Caucasian
Duane Schwartz	M	Caucasian
Kim Lindquist	F	Caucasian
Bruce Loney	M	Caucasian
Jenifer Hager	F	Caucasian
Jack Byers	M	Caucasian
Paul Kurtz	M	Caucasian
Eriks Ludins	M	Caucasian
Allen Lovejoy	M	Caucasian
Elaine Koutsoukos	F	Caucasian
Heidi Schallberg	F	Caucasian
Bob Paddock	M	Caucasian
Carl Ohrn	M	Caucasian

Table 10: Transportation Accessibility Advisory Committee

Name	Gender	Race/Ethnicity
Ron Biss	M	Caucasian
John Lund	M	Caucasian
John Schatzlein	M	Caucasian
Chad McGuire	M	Caucasian
Nichole Villavicencio	F	Caucasian
Margot Imdieke Cross	F	Caucasian
Diogo Reiss	M	Caucasian
Wayne Wittman	M	Caucasian
Jerolyn Pofahl	F	Caucasian
Heidi Myhre	F	Caucasian
Kjensmo Walker	F	Caucasian
Willie Daniels	M	Caucasian

Subrecipient Monitoring

The Title VI Circular provides the following guidance regarding subrecipient monitoring:

Subrecipients shall submit Title VI Programs to the primary recipient from whom they receive funding in order to assist the primary recipient in its compliance efforts. Such programs may be submitted and stored electronically at the option of the primary recipient. Subrecipients may choose to adopt the primary recipient’s notice to beneficiaries, complaint procedures and complaint form, public participation plan, and language assistance plan where appropriate.

The Metropolitan Council functions as both the MPO and the primary transit operator for the Twin Cities Metropolitan Area. As the transit operator, the Metropolitan Council is the recipient of FTA funds that are sometimes passed through to other governmental units (subrecipients) who provide transit services. These subrecipients include:

- Minnesota Valley Transit Authority
- Maple Grove Transit
- SouthWest Transit
- Plymouth Metrolink
- Prior Lake (BlueXpress)
- Shakopee Transit

Each subrecipient is required to submit a Title VI Program to the Metropolitan Council every three years demonstrating the actions they are taking to fulfill their Title VI requirements. Title VI Program due dates are determined with each subrecipient individually. As of the date of this program, all subrecipient Title VI Programs have been received and found to be in compliance with the Title VI Circular. Title VI Program compliance reviews are conducted by the Title VI Liaison and the Program and Evaluation Director.

The Title VI Liaison is the Council's expert on the Title VI Program Plan and Guidelines and plays a participatory lead role in the development and implementation of Federal Transit Administration (FTA) Title VI Compliance Program region wide. This role is currently being fulfilled by Wanda Kirkpatrick, Director of Equal Opportunity.

Programs scheduled for review will be notified in writing at least 60 days in advance to coordinate a date to ensure the attendance of the Division Chief and key personnel. The notice of review (NOR) will include a compliance review instrument containing questions that the programs are required to answer in writing and return 30 days prior to the scheduled on-site review.

The Title VI Program Liaison staff and Program and Evaluation staff will review the program response during the desk review process in advance of the on-site review. The on-site review will be conducted over a five-day period and consist of an entrance conference, review of files and documentation, interviews, and an exit conference.

A Determination of Findings (DOF) will be issued within a 30-day period following the exit conference. A copy of the findings is provided to the Department Director, the Division General Manager, OEO Director, FTA Region 5 office and to the appropriate executive staff of the program being reviewed. No action on the part of the program is required on findings of compliance, unless a condition of compliance is specified. However, programs found out of compliance are required to develop a Corrective Action Plan (CAP) to overcome any deficiencies noted in the DOF within a period not to exceed 90 days. If it is determined that the matter cannot be resolved voluntarily, by informal means, action will be taken to effectuate compliance. See the Corrective Action section that follows.

The Council's Title VI Liaison will attend the FTA Triennial review of the Council. The Liaison will assist Council staff in addressing any corrective actions or recommendations when appropriate. Effective compliance of Title VI requires the Council to take prompt action to achieve voluntary compliance in all instances in which noncompliance is found.

If a Council program or subrecipient is found out of compliance or is believed to be out of compliance with Title VI, the Council has three potential remedies:

1. Resolution of the noncompliance status or potential noncompliance status by voluntary means by entering into an agreement which becomes a condition of assistance;
2. Where voluntary compliance efforts are unsuccessful, a refusal to grant or continue the assistance is initiated; or
3. Where voluntary compliance efforts are unsuccessful, referral of the violation to the FTA who will forward to the U.S. Department of Justice for judicial consideration.

Facility Siting

The Title VI Circular states the following regarding the siting of facilities:

In determining the site or location of facilities, a recipient or applicant may not make selections with the purpose or effect of excluding persons from, denying them the benefits of, or subjecting them to discrimination under any program to which this regulation applies, on the grounds of race, color, or national origin...

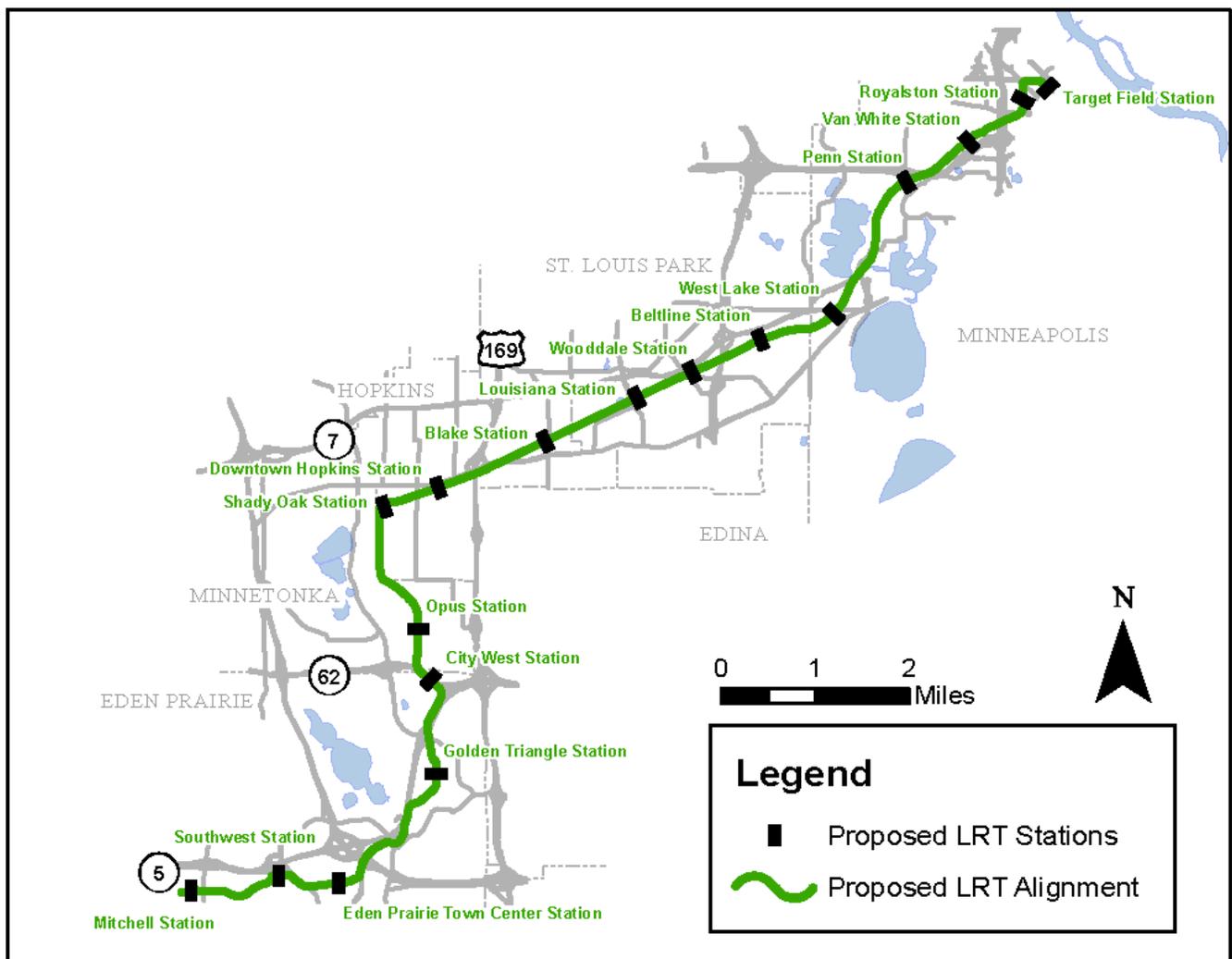
...Facilities included in this provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc.

The Metropolitan Council has not constructed any facilities which meet these criteria since the previous Title VI Program. However, the Council is currently in the planning stages of the construction of the Southwest Light Rail Transit project which will include the construction of an operations and maintenance facility. A summary of the efforts currently underway to ensure this facility is being sited in compliance with the requirements of the Title VI Circular is provided below.

Southwest LRT Operations and Maintenance Facility

The Southwest Light Rail Transit (SWLRT) project is a proposed 16 mile long LRT project in the southwest metropolitan region. The SWLRT would extend from Eden Prairie through the cities of Minnetonka, Hopkins, and St. Louis Park, to downtown Minneapolis, connecting to the METRO Green Line at Target Field Station. The proposed alignment and station locations for the line are shown in Figure 1.

Figure 1: Proposed SWLRT Alignment and Stations



As part of its ongoing commitment to fulfill the requirements of Title VI by operating its programs without regard to race, color, or national origin, the SWLRT Project Office, part of Metro Transit, has completed a facility siting equity evaluation for the siting of the operations and maintenance facility (OMF). The evaluation was completed to assess the potential for disparate impacts to minority populations at two

potential OMF sites. The two sites were screened from an initial pool of nearly 30 potential sites based on a variety of criteria including cost, neighborhood compatibility, and environmental impact.

A public outreach component will be included as part of the evaluation. Public meetings to present the results of the facility siting evaluation and to gather public feedback regarding the potential sites is currently being planned for the fall of 2014.

The following is a summary of the location and the characteristics of the two potential OMF sites.

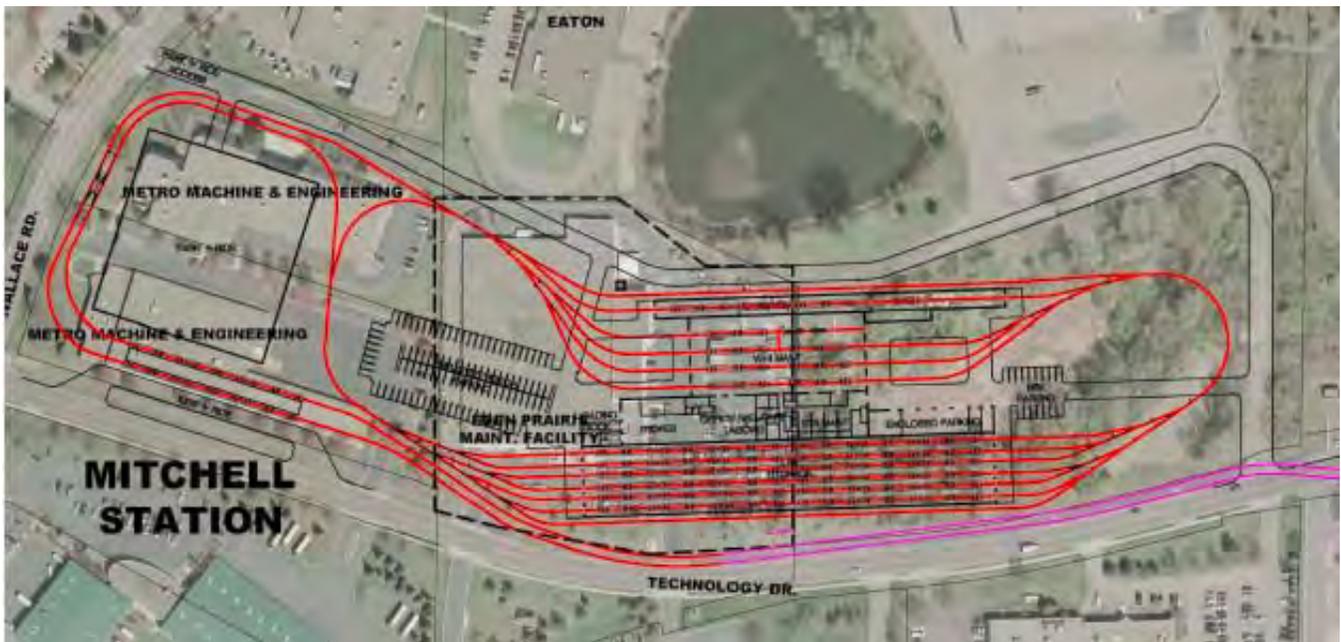
Site 3/4 (City Garage East and West, Eden Prairie)

The site, displayed in Figure 2, has sufficient land area to accommodate the OMF and is planned for similar types and intensity of use. Nearby development would not be negatively impacted by OMF activities. The location at the proposed Mitchell Station western alignment terminus and the site's dependence on the line terminating at Mitchell Station are limiting factors. The use of this site is supported by the City of Eden Prairie, on the condition that the existing City public works garage can be relocated to a suitable site.

Specific strengths and weaknesses of this site include:

Strengths	Weaknesses
<ul style="list-style-type: none"> • Use is consistent with municipal adopted land use guiding and zoning • City presented no objection to OMF provided a suitable site is identified for the public works building relocation • Opportunity exists to include LRT station and park-and-ride facilities on or near the site 	<ul style="list-style-type: none"> • Site is dependent on Eden Prairie LRT mainline alignment extending to the site • Wetland impacts will likely require permitting and mitigation • Noise and vibration impact pose concerns for the Eaton industrial property • End-of-line location poses operational limitations • Requires coordination with station and park-and-ride facilities

Figure 2: Site 3/4 (City Garage East and West, Eden Prairie)



Site 9A (K-TEL East, Hopkins)

The site, displayed in Figure 3, is sufficiently large enough to accommodate the OMF and is located on parcels guided for similar types and intensity of use. While the site is in close proximity to the Shady Oak Station, it is in an existing industrial use area that would not likely be targeted for Transit Oriented Development-type uses in the future. Development of the OMF at this site will also result in excess land area along the site's east side which could accommodate new industrial development. Evolution of the conceptual layout plan has reduced property impacts.

Specific strengths and weaknesses of this site include:

Strengths	Weaknesses
<ul style="list-style-type: none"> • Consistent with adopted municipal land use guiding and zoning • Operator relief is available given close proximity to LRT station (Shady Oak) • Freight rail and proposed LRT alignment buffer south and west property borders • Redevelopment of potential remnant areas is possible • Meets operational requirements of Metro Transit and requires six fewer operators than site 3/4 • Annual operating cost savings of \$500,000 compared to site 3/4 	<ul style="list-style-type: none"> • Wetland impacts will likely require permitting and mitigation • Flood-prone conditions need to be addressed in the southern portion of the site • Geotechnical considerations may be limiting in southern portion of site

Figure 3: Site 9A (K-Tel East, Hopkins)



PART 2: FIXED ROUTE TRANSIT PROVIDER REQUIREMENTS

Recipients of Federal funding that provide fixed-route public transportation are required to fulfill additional Title VI requirements. All such recipients are required to set system-wide service standards and policies. Transit providers such as Metro Transit that operate in an urbanized area of 200,000 or more in population and that operate 50 or more vehicles in peak service are required to fulfill additional requirements such as collecting and reporting demographic data and conducting service and fare change equity evaluations.

Service Area Demographics

Metro Transit uses demographic data to assess equity in distribution of services, facilities, and amenities in relation to minority and low-income populations in its service area. This data informs Metro Transit in the early stages of service, facilities, and program planning and enables Metro Transit to monitor ongoing service performance, analyze the impacts of policies and programs on these populations, and take appropriate measures to avoid or mitigate potential disparities. Metro Transit develops GIS maps overlaying demographic data with services, facilities, and amenities along with and comparative charts to perform this analysis.

The following set of maps fulfills a requirement of Metro Transit's Title VI Program and displays the distribution of minority and low-income populations in relation to the facilities and services throughout the Metro Transit service area. The service area includes parts of Anoka, Dakota, Hennepin, Ramsey, and Washington Counties and has a total 2010 population of 2,013,618 people.

Figure 4 displays bus and fixed-guideway transit services operated by Metro Transit in the service area relative to the distribution of minority populations at the Census block level, as based on 2010 Census data. Major transit centers, park-and-rides, and the central business districts of Minneapolis and St. Paul are also shown.

Figure 5 compares the minority population distribution to Metro Transit's recently improved customer facilities, as well as those facilities scheduled to be improved by 2019. The recent and planned improvements are summarized in Table 11.

Figure 6 highlights Census blocks that have a minority population greater than the service area average (27.7 percent). Concentrations of minority population within the service area are primarily located north of downtown Minneapolis and within and surrounding downtown St. Paul. Southern and northern Hennepin County also has large clusters of minority population concentration.

Figure 7 through Figure 9 include similar service and facility comparisons to the previous set of figures, but display low-income populations at the Census block group level. Population data for these figures is based on the 2007-2011 American Community Survey estimates, which define low-income households as those falling below 100 percent of the Federal Department of Health and Human Services Poverty Level. Figure 9 highlights the block groups with a low-income population share greater than the service area average (11.3 percent), which are clustered around and north of downtown Minneapolis and St. Paul, southern Hennepin County near the Blue Line LRT, and in northern Ramsey County.

Figure 4. Minority Population in the Metro Transit Service Area

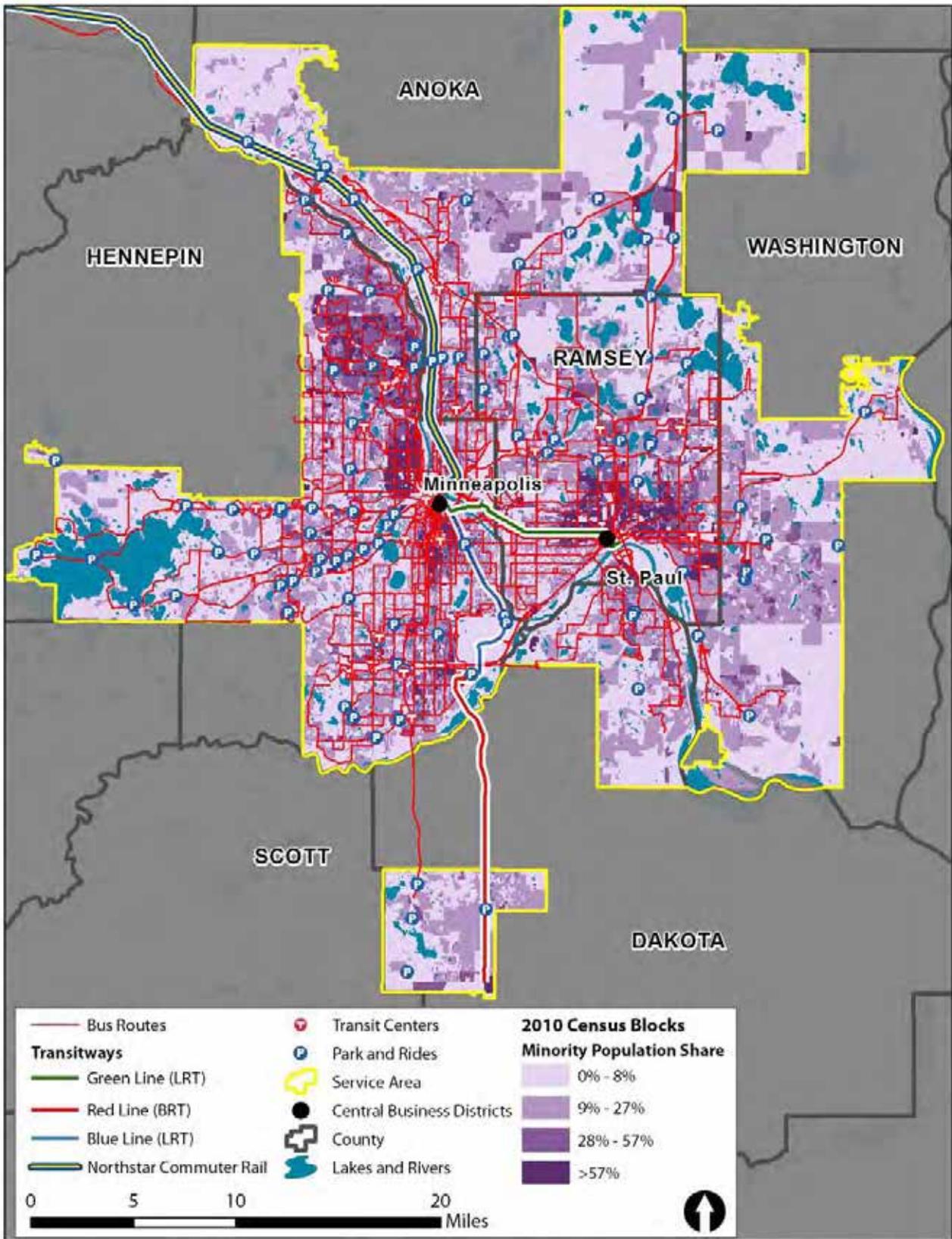


Figure 5: Minority Population and Recently Constructed/Improved and Planned Facilities

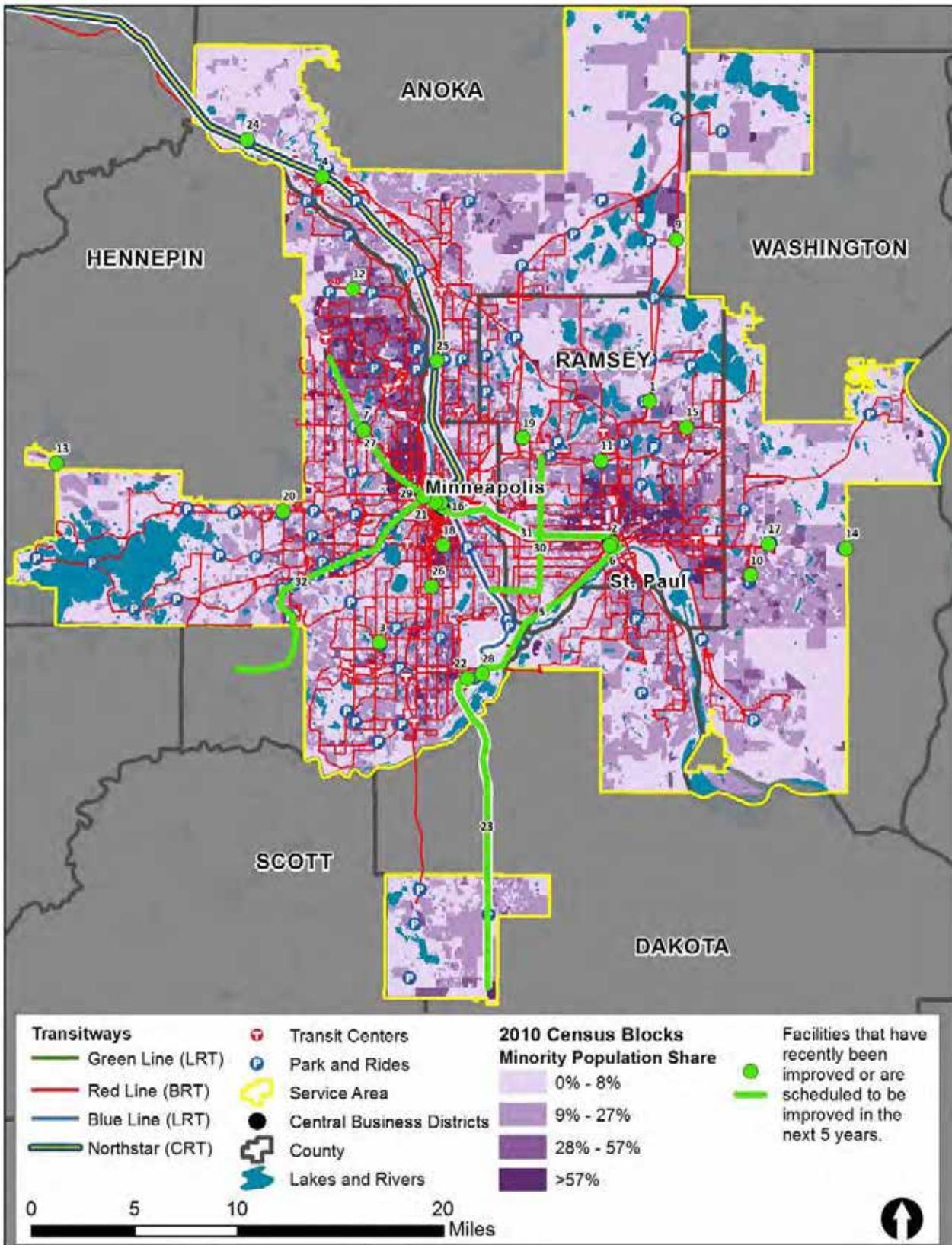


Table 11: Recent and Planned Improvements to Customer Facilities

ID Number	Project Name	Programmed Funding
1	I-35E & Country Road E P&R (Vadnias Hgts)	\$2,500,000
2	DT St. Paul Passenger Facility Improvements	\$3,253,000
3	Southdale Transit Center Relocation	\$850,000
4	Anoka CRTV Ramp Project	\$50,473
5	Riverview Corridor Construction	\$6,100,000
6	Gateway/Smith Avenue / West End Layover	\$1,100,000
7	Robbinsdale Transit Center	\$729,062
8	Dwtm Mpls Transit Advantages / Access Mpls - Facil Impr	\$1,183,304
9	I-35E AT Co Rd 14 Park & Ride	\$2,200,000
10	Woodbury Theatre P&R Expansion	\$200,000
11	Hwy 36 at Rice Street P&R	\$3,204,120
12	Hwy 610 & Noble P&R	\$14,674,183
13	Maple Plain Park & Ride	\$140,000
14	I-94 & Manning Park & Ride	\$5,347,383
15	Maplewood Mall Transit Center Parking Ramp	\$13,950,000
16	Dwtm Mpls Layover Gateway (North Terminal)	\$11,220,573
17	I-94 East Park & Ride - Guardian Angels	\$1,228,312
18	Midtown Exchange Transit Station	\$2,700,000
19	Twin Lakes Park & Ride	\$1,327,667
20	CR 73/I394 Park and Ride Exp	\$9,248,467
21	Downtown Minneapolis Station Area Improvements	\$1,600,000
22	Mall of America Transit Station	\$200,000
23	Cedar Avenue BRT	\$150,000
24	Ramsey Station on Nstar Corridor	\$5,475,000
25	Fridley Commuter Rail Station	\$330,855
26	I-35W Transit Station at 46th	\$4,658,512
27	Bottineau Blvd. Northwest Corridor	\$22,319,111
28	Hiawatha LRT: American Blvd Station	\$3,775,000
29	Interchange Project	\$41,441,500
30	A Line (Snelling Ave) BRT Design and Construction	\$15,481,500
31	Green Line LRT	\$956,900,000
32	Southwest LRT	\$1,161,494,217

"OBJECTID" <>1 AND "OBJECTID" <>5

Figure 6: Census Blocks with Minority Population Greater than the Service Area Average

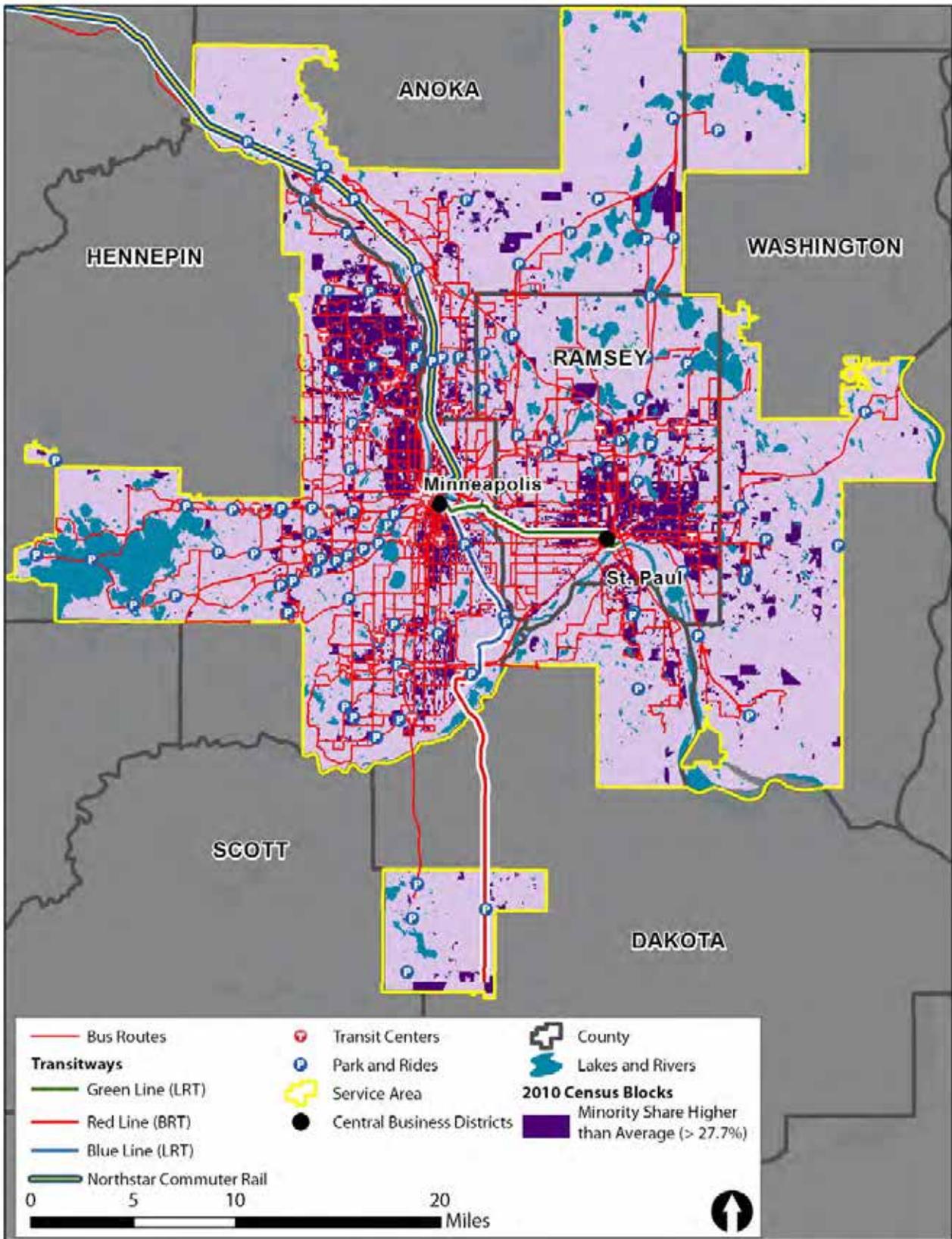


Figure 7: Low-Income Population in the Metro Transit Service Area

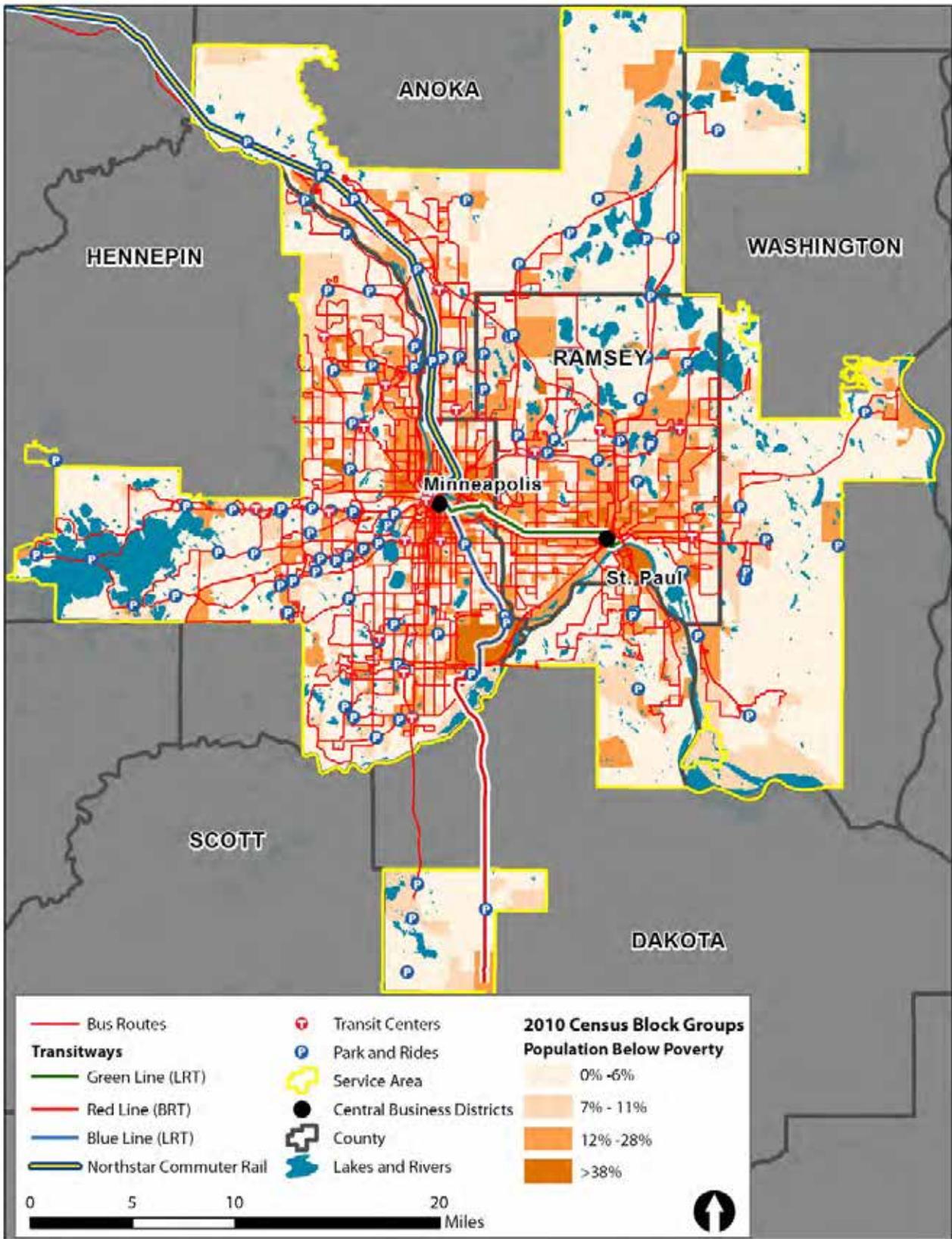


Figure 8: Low-Income Population and Recently Constructed/Improved and Planned Facilities

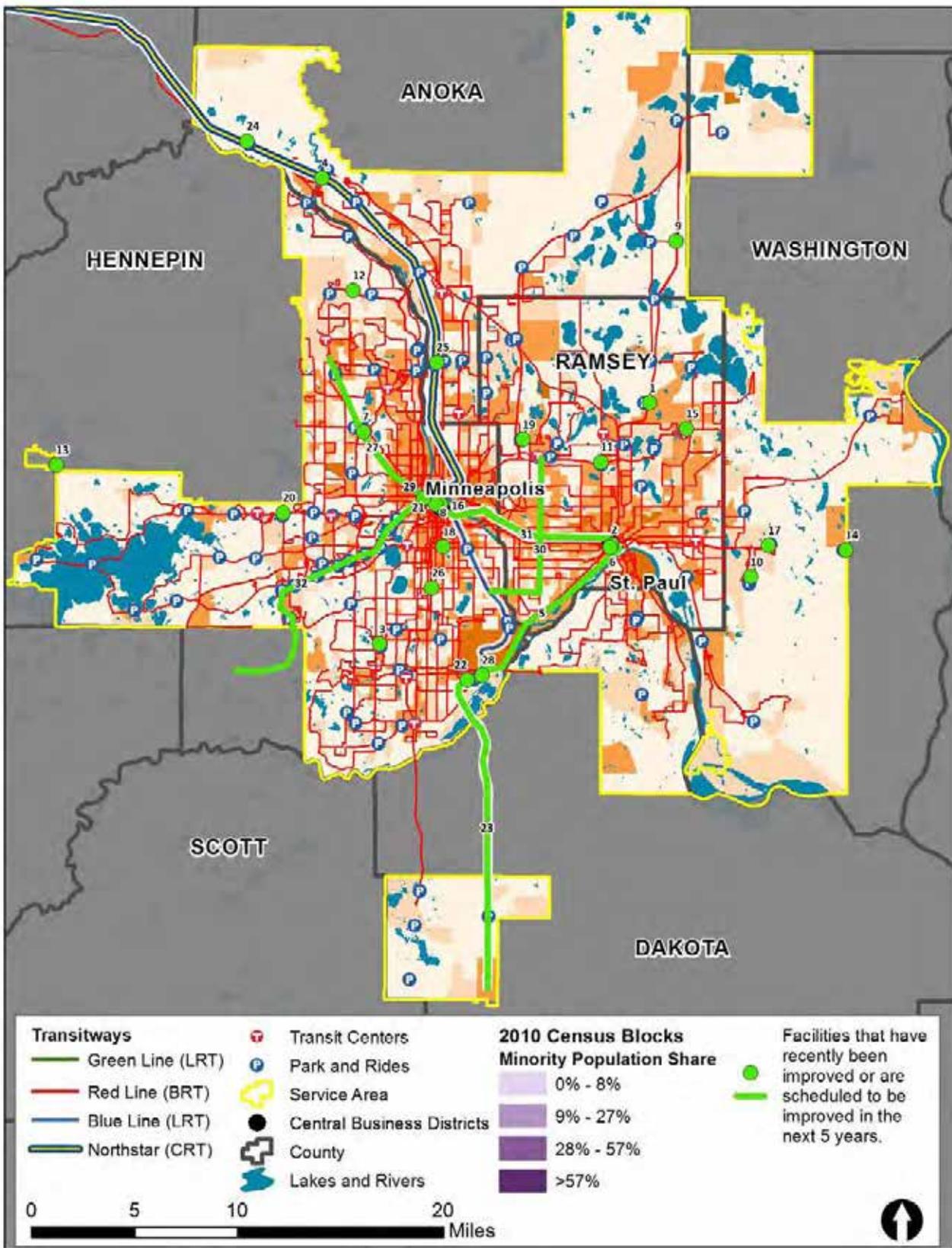
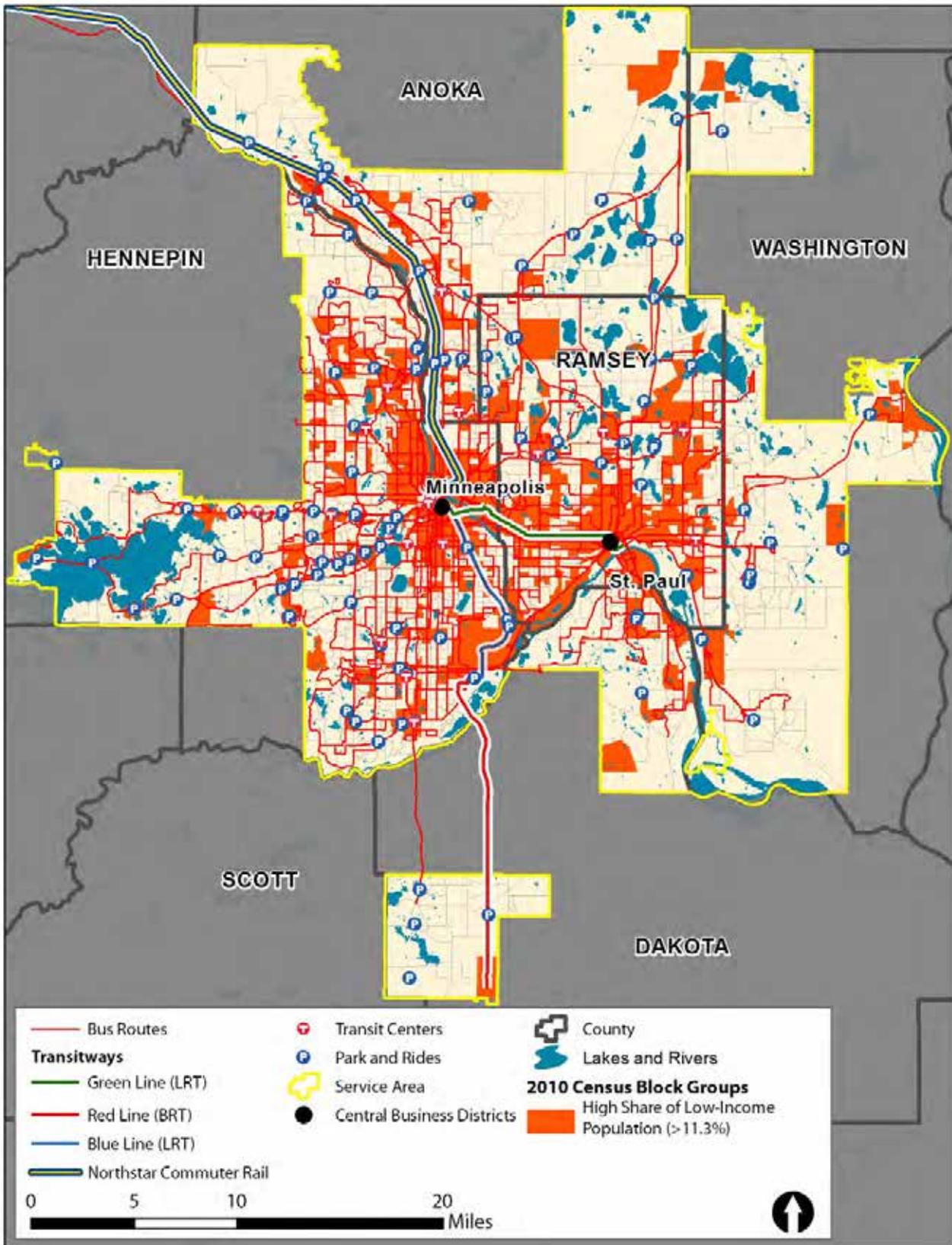


Figure 9: Census Block Groups with Low-Income Population Greater than the Service Area Average



Metro Transit also performed a demographic analysis of the populations in close proximity to Metro Transit bus and fixed-guideway service. Table 11 includes population counts and percentages of those within a half mile of fixed-guideway stations and a quarter mile of bus service by race/ethnicity and low income. Of note, a greater percentage of minority and low-income populations are located within a half mile and quarter mile of the respective services than the population as a whole.

Table 12. Proximity to Metro Transit Service

Demographic Analysis of Proximity to Metro Transit Service	Metro Transit Service Area	Percent within 1/4 Mile of Bus Service	Percent within 1/2 Mile of Transitway Stations
Total Population	2,013,618	70.6%	6.3%
All Minorities	556,808	83.5%	10.3%
Black (Non-Hispanic)	205,378	88.4%	13.3%
Hispanic	137,162	85.0%	7.4%
Asian (Non-Hispanic)	142,040	77.3%	9.2%
Native American or American Indian (Non-Hispanic)	14,589	82.6%	17.1%
Hawaiian Native or Pacific Islander (Non-Hispanic)	762	75.1%	6.3%
Two or More Races	53,372	78.2%	8.0%
Other	3,505	78.9%	8.2%
White (Non-Hispanic)	1,456,810	65.7%	4.8%
Household Population (2007-2011 ACS Estimate)	811,494	67.7%	7.7%
Households Below Poverty	91,711	83.5%	15.6%

Customer Demographics and Travel Patterns

FTA Title VI Circular 4702.1B stipulates the following requirements for data collection related to rider demographics:

Fixed route providers of public transportation [...] shall collect information on the race, color, national origin, English proficiency, language spoken at home, household income and travel patterns of their riders using customer surveys. Transit providers shall use this information to develop a demographic profile comparing minority riders and non-minority riders, and trips taken by minority riders and non-minority riders. Demographic information shall also be collected on fare usage by fare type amongst minority users and low-income users, in order to assist with fare equity analyses.

Metro Transit and the Metropolitan Council recently conducted two surveys to collect customer information: the 2012 Rider Survey and the 2010 Travel Behavior Inventory.

2012 Rider Survey

Metro Transit conducts a system-wide rider survey every two years to identify customer demographics, travel patterns, and satisfaction with service. The survey consists of separate bus, light rail, and Northstar surveys. The bus survey results are also summarized by express and local riders to compare the ridership characteristics of these service types.

The survey used in the 2012 Rider Survey was in the form of a three page 8.5" x 11" booklet with a prepaid mail-back option. Surveys were available online in English, Spanish, Somali and Hmong, and the web links were provided on the printed surveys in each language. However, online participation was limited to English versions only.

Surveys were distributed on Tuesday, November 13th and Sunday, November 25th, 2012 and the final collection day was Friday, December 7th. Once collected, the surveys were scanned and subsequently analyzed.

Surveys were received at the following rates for each transit mode:

- Bus: 25 percent (Distributed 17,000, collected 4,193)
- Light Rail: 27 percent (Distributed 8,000, collected 2,178)
- Northstar: 51 percent (Distributed 2,000, collected 1,021)

The Executive Summary from the 2012 Rider Survey can be found in Appendix E.

2012 Rider Survey Results

Figure 10 illustrates some of the general demographics of bus riders, including age, race, and income. Figure 11 and Figure 12 display similar demographics for light rail and Northstar riders, respectively.

The data show that the demographic makeup of transit riders differs by mode. In 2012, non-minority riders made up 52 percent of all bus riders. However, express riders were much more likely to be non-minority compared to local riders. In comparison, non-minority riders made up 71 percent of light rail ridership and 93 percent of Northstar ridership.

Bus and light rail passengers have similar age breakdowns, with the 25-34 cohort representing the largest group of riders. On average, express bus riders tend to be older than local bus riders. Northstar passengers tend to be slightly older with the 45-54 cohort making up the largest portion of passengers.

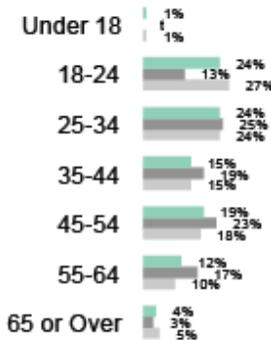
Among local bus riders, 67 percent have no working automobiles available for use. Only 20 percent of express bus riders, 35 percent of light rail riders, and 6 percent of Northstar riders have no working automobiles available for use. The results also show that the household income of express bus and Northstar riders tends to be significantly higher than that of local bus and light rail riders.

Figure 10: Bus Rider Snapshot

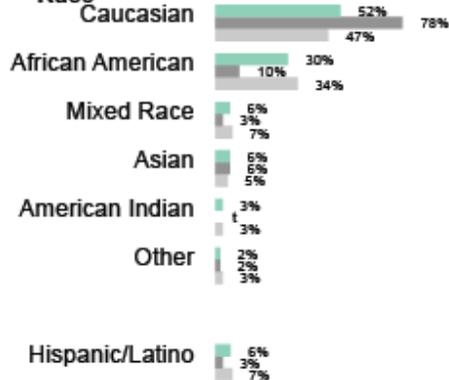
Demographics

- More than one-quarter of local riders are under 25 years of age compared to approximately one-eighth of express riders
- Over half of local riders are non-white
- Nearly three-fifths of local riders have an annual HH income under \$25,000
- Female: 62% express / 52% local

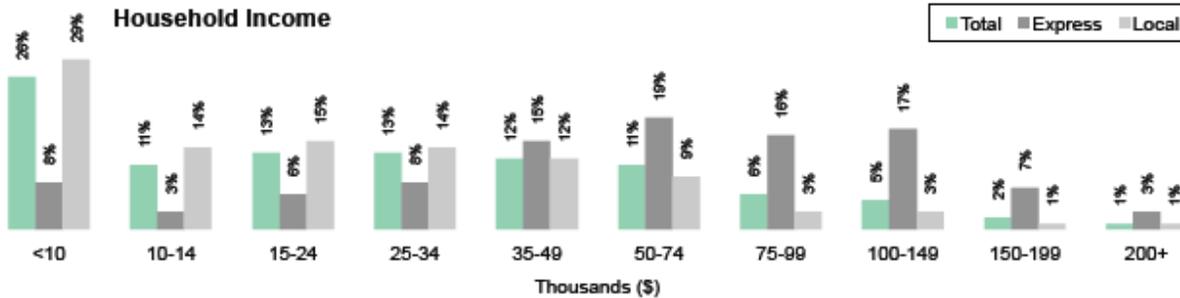
Age



Race



Household Income



SATISFACTION

Overall satisfaction is high among all bus riders, however, express riders report significantly higher scores than local riders on the following measures:

- Overall rating of Metro Transit service,
- Overall satisfaction with Metro Transit experience, and,
- Likelihood to recommend Metro Transit to a friend or colleague.

COMMUNICATIONS

- Across communication ratings, express riders report significantly higher ratings for printed materials and bus stops.
- Local riders report significantly higher ratings for the Metro Transit information line and customer service on the Metro Transit information line.

PERFORMANCE

- Across performance ratings, express riders report significantly higher ratings for ease of payment options, ease of understanding fares, courteous drivers, personal safety while riding, personal safety while waiting, ease of understanding routes/schedules, total travel time is reasonable, cleanliness of vehicles, information at bus stops and shelter conditions/cleanliness.
- Local riders report significantly higher ratings for vehicle comfort.

Note: 2012 bus based on weighted data

Source: 2012 Metro Transit Rider Survey

Figure 11: Light Rail Rider Snapshot

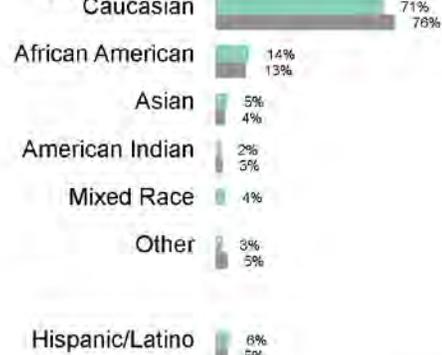
Demographics

- Top zip code origins: 55406, 55417, 55404
- Top zip code destinations: 55402, 55401, 55425
- Increase in younger riders (18-24) since 2010
- Number of non-white riders is trending higher
- Annual HH income trending lower than in 2010
- 49% female

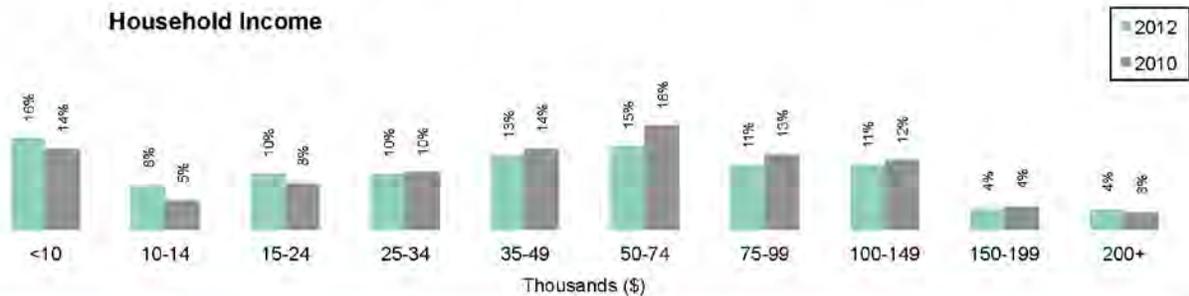
Age



Race



Household Income



RIDERSHIP

- 45% ride LRT on weekdays and 43% ride on both weekdays and weekends.
- Most ride during rush hour (55%).
- One-third ride LRT five times a week (33%), with 59% riding at least four times a week.
- Work is the primary trip purpose (60%), with shopping/errands (15%) a distant second.
- 35% have no working automobiles available for use.
- One-fifth (20%) use Park & Ride.

INFLUENCES

- 40% report their employer or an organization they are involved with offer transit passes, and of those, 58% cover part of the cost.
- Friends, family and coworkers (23%), moved locations (19%) and school (17%) are the top influences to first try transit.

PREFERENCES

- For 30%, not having access to a car is the main reason for using transit, followed by save money on parking (22%).
- 47% use metrotransit.org as their primary source for transit information with the primary features being trip planner and route/schedule pages.
- 71%* of riders use Go-To technology to pay their fare.

METRO TRANSIT RATINGS

High Correlation, High Performance

- Drivers operate vehicles in a safe and responsible manner
- Routes and schedules are easy to understand
- Fares are easy to understand
- Reliability – service is on schedule
- Vehicles are environmentally friendly
- Total travel time is reasonable

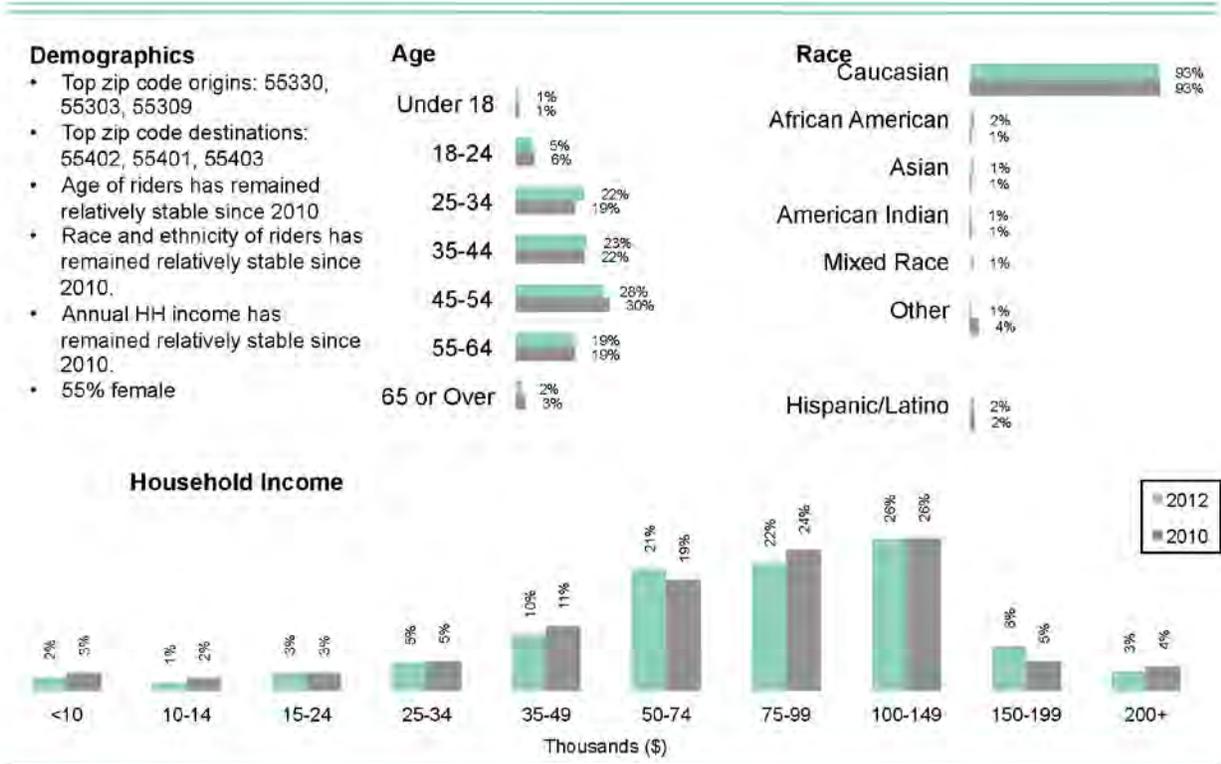
High Correlation, Lower Performance

- NONE – However, personal safety while riding and personal safety while waiting are two recommended areas for prioritization.

*Rates of Go-To technology participation are higher than reported transaction data.

Source: 2012 Metro Transit Rider Survey

Figure 12: Northstar Rider Snapshot



RIDERSHIP

- 96% ride Northstar on weekdays and 4% ride on both weekdays and weekends.
- Three-fifths ride Northstar five times a week (60%), with 80% riding at least four times a week.
- Work is the primary trip purpose (91%), with school (8%) a distant second.
- Only 6% have no working automobiles available for use.
- Nearly two-thirds (65%) would drive alone if Northstar was not available.
- Nearly four-fifths (79%) use Park & Ride.

INFLUENCES

- 64% report their employer or an organization they are involved with offer transit passes, and of those, 74% cover part of the cost.
- Moved home or job location (25%) and rising fuel or prices/auto expenses (20%) are the top influences to first try transit.

PREFERENCES

- For 34%, saving money on gas/ auto expenses is the main reason for using transit, followed by avoiding stress of driving (32%).
- 69% use metrotransit.org as their primary source for transit information with the primary features being route/schedule pages and trip planner.
- 86% of riders use Go-To technology to pay their fare.

METRO TRANSIT RATINGS

High Correlation, High Performance

- Transferring is easy
- Fares are easy to understand
- Vehicles are environmentally friendly
- Value for the fare paid
- Reliability – service is on schedule

High Correlation, Lower Performance

- NONE – However, reliability – service is on schedule is an area recommended for prioritization.

Source: 2012 Metro Transit Rider Survey

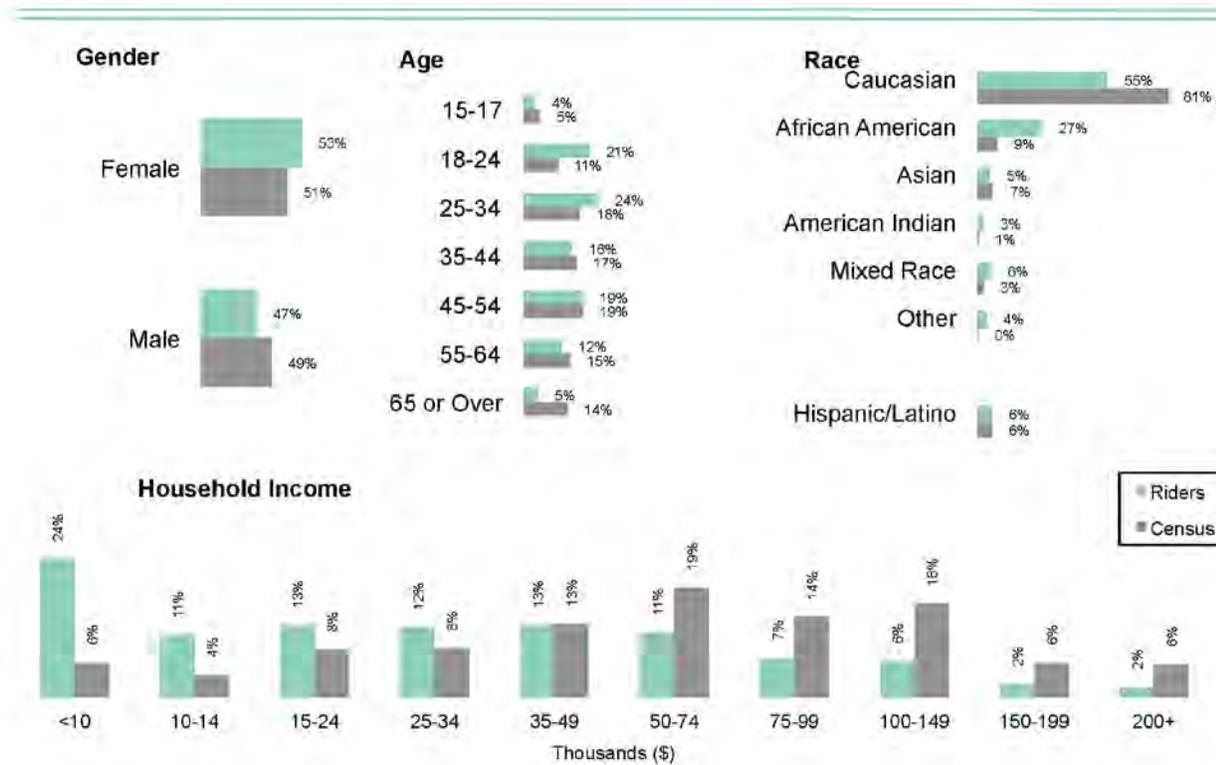
Comparing Transit Riders to the General Population

Comparing rider demographics to the demographics of all members of the general public as obtained through the US Census reveals several differences between the two groups. Figure 13 displays this comparison.

In summary, transit riders tend to be younger, are more likely to be a minority, and have lower income than the general public. For example:

- 21 percent of transit riders are 18-24 years old compared to 11 percent of the area population
- 45 percent of transit riders identify as a minority compared to 19 percent of the area population
- 48 percent of transit rider household incomes are less than \$25,000 compared to 18 percent of the area households.

Figure 13: Comparing Riders to Census



*Results based on weighted bus data and unweighted light rail and Northstar data. Modes are scaled to represent proportional rider volume.
 Source: U.S. Census Bureau; 2011 American Community Survey
 Note: All riders age percentages do not include their under 18 segment.

Source: 2012 Metro Transit Rider Survey

Fare Usage

The survey also collected information regarding fare payment type. This information can be used to conduct fare change equity evaluations. The results are summarized in Table 12. The most popular fare type is Go-To Card at 37 percent, followed closely by Cash or Credit Card at 26 percent.

Table 13: Fare Payment Type

Fare Type	Percent of Users
Go-To Card	37%
Cash or Credit Card	26%
Metro Pass	16%
SuperSaver	3%
U-Pass	8%
College Pass	3%
Student Pass	3%
Other	4%

English Proficiency and Language Spoken at Home

The previous FTA Circular guiding Title VI compliance (FTA C 4702.1A) did not mandate that service providers collect information regarding English proficiency or language spoken at home among riders. Metro Transit did not collect this type of information in its 2012 Rider Survey. However, the agency will include questions related to English proficiency and language spoken at home in its next scheduled rider survey.

2010 Travel Behavior Inventory

Metro Transit also examines rider demographics and travel behavior through the onboard transit survey component of the Met Council's 2010 Travel Behavior Inventory (TBI). The TBI was put together from 2010 to 2012 using a variety of methods including household interviews (comprised of travel diaries and some voluntary GPS travel monitoring), transit on-board surveys, airport surveys, an external mailback survey, and survey of people arriving to the Mall of America.

The transit on-board survey was conducted in November 2010. It was made available in English, Spanish, Hmong, and Somali. Respondents turned in 16,562 completed and usable surveys of the 26,000 surveys distributed.

TBI Survey Results

The TBI provides valuable information regarding the travel behavior of riders. Examples of some of this data are summarized below. The survey includes questions regarding race/ethnicity and income level allowing the results to be compared between different population groups.

Mode Used to Access Transit at Beginning and End of Trip

Table 13 displays the proportion of riders using each mode of travel before and after the transit portion of their trip. The vast majority of people walk to their first transit stop with 71 percent arriving by foot. Likewise, 80 percent of riders walk to their final destination after using transit. The next most common mode is driving, which makes up 19 percent of riders before the transit trip and 13 percent of riders after the transit trip. A combined total of 9 percent arrive by bike, sharing a ride, being dropped off, or some other means.

Table 14: Mode Used Before and After Transit Trip

Mode	Before Transit Trip	After Transit Trip
Walk	72%	80%
Bike	1%	1%
Drive	19%	13%
Dropped Off	1%	0%
Shared Ride	4%	3%
Other	3%	2%

Source: 2010 Metropolitan Council Travel Behavior Inventory

Transfers

Table 14 shows the breakdown of riders based on the number of transfers they make. Over 60 percent of riders do not transfer, and 30 percent transfer only once. Only 8 percent transfer twice, and 1 percent transfer more than twice.

Table 15: Number of Transfers on Trip

Transfers	Riders
Zero	61%
One	30%
Two	8%
Three	1%
Four	0%

Source: 2010 Metropolitan Council Travel Behavior Inventory

Frequency of Use

Table 15 summarizes the frequency of transit use for riders by bus, light rail, and Northstar. Frequency of use varies greatly across transit modes, though more of each mode's riders use transit five days per week than any other number of days. Bus riders are by far the most likely to use the service seven days per week, while light rail riders are the most likely to use service less than one day per week.

Table 16: Frequency of Transit Use

Days of Week	Bus Riders	Light Rail Riders	Northstar Riders
Less than One	2%	20%	4%
One	1%	6%	1%
Two	3%	8%	5%
Three	6%	8%	10%
Four	8%	12%	19%
Five	36%	33%	60%
Six	13%	6%	1%
Seven	29%	8%	0%

Source: 2012 Metro Transit Rider Survey

Service and Fare Change Evaluations

The Title VI Circular requires that transit providers which are located in an urbanized area with a population of more than 200,000 and which operate 50 or more vehicles in peak service must evaluate the equity impacts of proposed service and fare changes on minority and low-income populations.

In order to accomplish this requirement, transit providers are required to develop a "major service change" policy to determine when an equity evaluation is required. They are also required to develop policies for determining when a proposed major service change will result in a disparate impact to minority populations and/or a disproportionate burden to low-income populations. The Circular requires that a public engagement process be included as part of the setting of these policies.

Metro Transit Service and Fare Change Policies

Major Service Policy

Metro Transit's Major Service Change policy is as follows:

All increases or decreases in fixed route service meeting the threshold require a Title VI Service Equity Analysis prior to implementation. The equity analysis must be approved by the Metropolitan Council and a record included in the agency's Title VI Program.

Major service changes meet at least one of the following criteria:

- a) *For an existing route(s), one or more service changes resulting in at least a 25 percent change in the daily in-service hours within a 12 month period (minimum of 3,500 annual in-service hours).*

- b) A new route in a new coverage area (minimum net increase of more than 3,500 annual in-service hours).
- c) Restructuring of transit service throughout a sector or sub-area of the region as defined by Metro Transit.
- d) Elimination of a transit route without alternate fixed route replacement.

The following service changes are exempt:

- a) Seasonal service changes.
- b) Route number or branch letter designation.
- c) Any change or discontinuation of a demonstration route within the first 24 months of operation.
- d) Changes on special service routes such as State Fair, sporting events, and special events.
- e) Route changes caused by an emergency. Emergencies include, but are not limited to, major construction, labor strikes, and inadequate fuel supplies.
- f) Any service change that does not meet the conditions of a major service change as defined above.

Disparate Impact and Disproportionate Burden Policies

Metro Transit's Disparate Impact and Disproportionate Burden policies are as follows:

The Metropolitan Council will use the "four-fifths" rule as the threshold to determine if a proposed fare change, major service change, or triennial monitoring review of system-wide standards and policies shows evidence of potential for disparate impact or disproportional burden. The "four-fifths" rule measures when 1) adverse impacts are borne disproportionately by minority or low-income populations and 2) benefits are not equitably shared by minority or low-income populations.

The "four-fifths" rule states that there could be evidence of disparate impact or disproportional burden if:

- *Benefits are being provided to minority or low-income populations at a rate less than 80 percent (four-fifths) than the benefits being provided to non-minority or non-low-income populations.*
- *Adverse effects are being borne by non-minority or non-low-income populations at a rate less than 80 percent (four-fifths) than the adverse effects being borne by minority or low-income populations.*

If a potential disparate impact for minority populations is found, the FTA requires recipients to analyze alternatives. A provider may modify the proposed change to avoid, minimize, or mitigate potential disparate impacts. A transit provider may proceed with the proposed change if there is a substantial legitimate justification and no legitimate alternatives exist with a less disparate impact that that still accomplish the provider's legitimate program goals.

If potential disproportionate burden on low-income populations is found, the FTA requires recipients to take steps to avoid, minimize, or mitigate impacts where practicable.

Public Outreach

An extensive public outreach effort was made by Metro Transit staff before the Service and Fare Change policies were set. In December 2012, Service Development staff met with representatives from eight organizations focused on environmental and social justice to discuss the requirements of the new circular and seek input on how these policies should be defined. These organizations included:

- African American Leadership Forum

- Alliance for Metropolitan Stability
- District Councils Collaborative of Saint Paul and Minneapolis
- ISAI AH
- Minneapolis Urban League
- Minnesota Center for Environmental Advocacy
- Northside Transportation Network
- Saint Paul NAACP
- Transit for Livable Communities

In addition, staff reviewed the Title VI policies of many peer agencies across the county. Policies from systems in Los Angeles, Washington, D.C., Fort Worth, Houston, Atlanta, and Portland were reviewed.

Five public hearings were held in February 2013:

- Wednesday, February 6, 2013 6:00p.m.-7:30 p.m.
SouthWest Station, Eden Prairie (joint with SouthWest Transit)
- Thursday, February 7, 2013, 6:00 p.m.-7:30 p.m.
Burnhaven Library, Burnsville (joint with MVTA)
- Saturday, February 9, 2013, 12:30 p.m.-2:00 p.m.
Augsburg Library, Richfield
- Tuesday, February 12, 2013, 11:00 a.m.-12:30 p.m.
Minneapolis Urban League, Minneapolis
- Wednesday, February 13, 2013, 6:00 p.m.-7:30 p.m.
East Side YMCA, St. Paul

The hearings were promoted in Connect (Metro Transit's on-board newsletter) and on the Metropolitan Council, Metro Transit, MVTA, and SouthWest Transit websites. Notices were posted in the *State Register*, *Star Tribune*, *Pioneer Press*, *Finance & Commerce*, *Capitol Report*, *Anoka County Union*, *Waconia Patriot*, *Rosemount Town Pages*, *Shakopee Valley News*, *Lillie Suburban Newspaper*, *Asian American Press* and the *MN Spokesman Recorder*. In addition, a press release was issued to local newspapers.

Comments were accepted by testifying at a public hearing, via e-mail, fax and US Mail, TTY, and by leaving comments on the Council's Public Comment Line. The public comment period closed on February 25, 2013. Comments were received from seven individuals, although many comments did not specifically relate to the proposed Title VI policies.

The Metropolitan Council unanimously approved the Title VI Program Major Change and Disparate Impact and Disproportionate Burden Policies at its June 26, 2013 meeting. The meeting minutes for this meeting are included in Appendix F.

Evaluation Methodology

The Title VI Circular requires that the equity impacts of all proposed fare and major service changes be evaluated before implementation during their planning stages. The procedures Metro Transit uses to evaluate each type of change are summarized below. While these are the methods currently used, Metro Transit may use a modified approach based on the availability of data and the specific characteristics of each fare or major service change.

Service Change Equity Evaluations

A geographic information systems (GIS)-based approach is employed in the service change equity analyses to measure the distribution of benefits and adverse impacts between minority and non-minority populations and between low-income and non-low-income populations. The impact of each service change is measured by comparing the number of weekly trips available to a population group before and after the service change. Service improvements such as increased frequency and span of service will result in an increase in the number of trips available. Service reductions will result in a decrease in the number of trips available.

Each analysis consists of five steps:

1. Model current and proposed service.
2. Spatially allocate current and proposed transit service levels to census divisions.
3. Define the geographic extent of analysis (service change area).
4. Calculate the percent difference in current versus proposed service levels for each census division.
5. Calculate the average percent change in service for all minority/low-income and non-minority/non-low-income populations within the service change area.
6. Determine whether the proposed changes will result in disparate impacts or disproportionate burdens by applying the four-fifths threshold (if needed).

Four-Fifths Threshold

The Federal Transit Administration defines “disparate impacts” as neutral policies or practices that have the effect of disproportionately excluding or adversely affecting members of a group protected under Title VI, and the recipient’s policy or practice lacks a substantial legitimate justification. If the results of the analysis indicate a potential for disparate impacts, further investigation is performed. Metro Transit uses qualitative assessments and the “four-fifths rule” to determine whether disparate impacts exist.

The four-fifths rule originates from employment law, but is applied in this setting to compare rates of benefits or adverse impacts among various population groups to identify whether they are distributed equitably. The four-fifths rule suggests that a selection rate for any racial, ethnic, or gender group that is less than four-fifths or 80 percent of the rate for the group with the highest selection rate will be regarded as evidence of adverse impact. Although it is a “rule of thumb” and not a legal definition, it is a practical way for identifying adverse impacts that require mitigation or avoidance.

In service change equity evaluations, if the quantitative results indicate that the service changes provide benefits to minority/low-income groups at a rate less than 80 percent of the benefits provided to non-minority/non-low-income groups, there could be evidence of disparate impacts. If disparate impacts are found using this threshold, mitigation measures should be identified. For example, if the evaluation

finds that the average non-minority person will see a 10 percent increase in service, the average minority person must see at least an 8 percent increase in service to meet the four-fifths threshold.

As an alternative example for a service reduction, if the results indicate that the average minority person sees a 20 percent reduction in service, the average non-minority person must see at least a 16 percent reduction in service.

Fare Change Equity Evaluations

Fare change evaluations use a survey-based approach to measure the relative impact of proposed fare changes on minority, non-minority, low-income, and non-low-income populations. Passenger surveys are used to identify the race/ethnicity, household size, and household income for each passenger. This information is then tied to the fare payment type used by the passenger. This survey information in conjunction with proposed percent change for each fare payment type can be used to calculate the average percent change in fare for minority, non-minority, low-income, and non-low-income riders.

Evaluation Results

Three service change equity evaluations and one fare change equity evaluation were completed by Metro Transit between 2011 and 2014. The service changes include:

- Proposed Northstar Commuter Rail Fare Change, Approved June 2012
- West Suburban Service Changes Concept Plan, Approved May 2013
- METRO Red Line and MVTA Service Restructuring Plan, Approved June 2013
- Green Line Service Study Concept Plan, Approved September 2013

Copies of the service and fare change equity evaluations can be found at the following webpage:
<http://www.metrotransit.org/TitleVI>

All of the service and fare change equity evaluations were reviewed and approved by the Metropolitan Council. The minutes of the meetings showing these approvals are available in Appendix G.

Green Line Service Study Concept Plan

The Green Line light-rail transit (LRT) project, previously known as Central Corridor, is scheduled to open in June 2014 and operate between downtown Minneapolis and downtown St. Paul, serving the University of Minnesota and University Avenue corridor. In anticipation of the opening of METRO Green Line service, Metro Transit conducted a study of bus service in the corridor in order to develop a recommended plan for service expansion and integration of the current bus service network with the METRO Green Line.

The Green Line Service Study Concept Plan recommended changes to 18 routes serving the corridor in order to avoid duplication of service and increase the integration of existing service network with the METRO Green Line.

The proposed service changes and the resulting increase or decrease in service by census block are shown in Figure 14.

Service Change Evaluation Results

Results of the equity evaluation for the Green Line Service Study Concept Plan found no potential for disparate impact to minority populations or disproportionate burden on low-income populations.

Table 16 includes a summary of the current and future trip count averages and the percent change in trip-count using the population-weighted method for the total population, minority, non-minority, low-income, and non-low income populations. Table 16 also includes the four-fifths threshold used as the basis for determining disparate impacts to the minority and low-income population groups, and shows that minority and low-income populations experience an average increase in service that is greater than 80 percent of the increase in service experienced by non-minority and non-low-income populations.

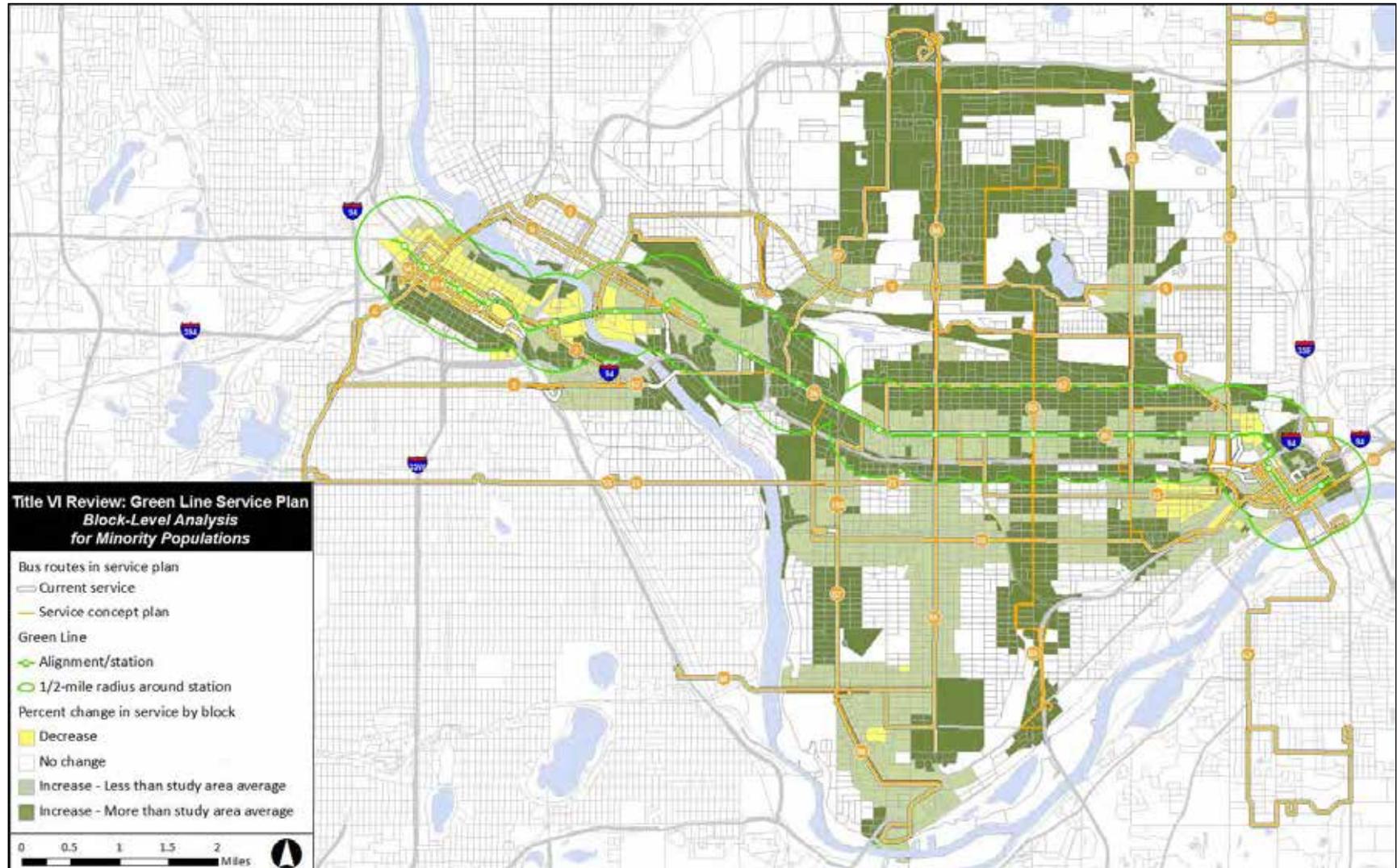
Table 17: Current and Future Weekly Service Levels – Minority and Low-Income Analyses

Population Group	Population of Service Change Area	Average Percent Service Change	Four-Fifths Threshold
Minority	58,110	51.6%	-
Non-Minority	109,847	53.4%	42.7%
Total Population	167,957	52.8%	-
Low-Income	44,051	41.5%	-
Non-Low-Income	180,537	46.1%	36.9%
Total Population	224,588	45.2%	-

Re-evaluation under New Circular

The original service equity evaluation of the Green Line Service Study Concept Plan was completed in September 2012 under the requirements of FTA Circular 4702.1A. In October 2013, this Circular was replaced by the updated 4702.1B. Since the service changes will not be implemented until June 2014, the evaluation was reviewed against the requirements of the new Circular to ensure that the methodology and results were still in compliance. This review found that the approach used for the original evaluation was consistent with the requirements of the new Circular.

Figure 14: Green Line Service Study Concept Plan



West Suburban Service Changes Concept Plan

The Metro Transit West Suburban Service Changes Concept Plan was developed by Metro Transit and carried forward the recommendations contained in the 2012 Minnetonka Transit Study to improve local circulation and access for transit-reliant communities. Additionally, it proposed consolidating express services, eliminating segments of route duplication, and addressing areas of low productivity on express routes.

The study area of the West Suburban Service Changes project included the cities of St. Louis Park, Hopkins, Minnetonka, Deephaven, Greenwood, Excelsior, Shorewood and Tonka Bay. Improving productivity by reducing areas of service overlap and increasing accessibility and connectivity on local routes 9N, 615 and express routes 664, 665, 667E, 670, and 671 were core recommendations of the study. The addition of a new community circulator, Route 614, to further increase access and connectivity was also recommended. The Title VI review of the West Suburban Service Changes Concept Plan was completed in March 2013 and the service changes were implemented in August 2013. The proposed service changes and the resulting increase or decrease in service by census block are shown in Figure 15.

Service Change Evaluation Results

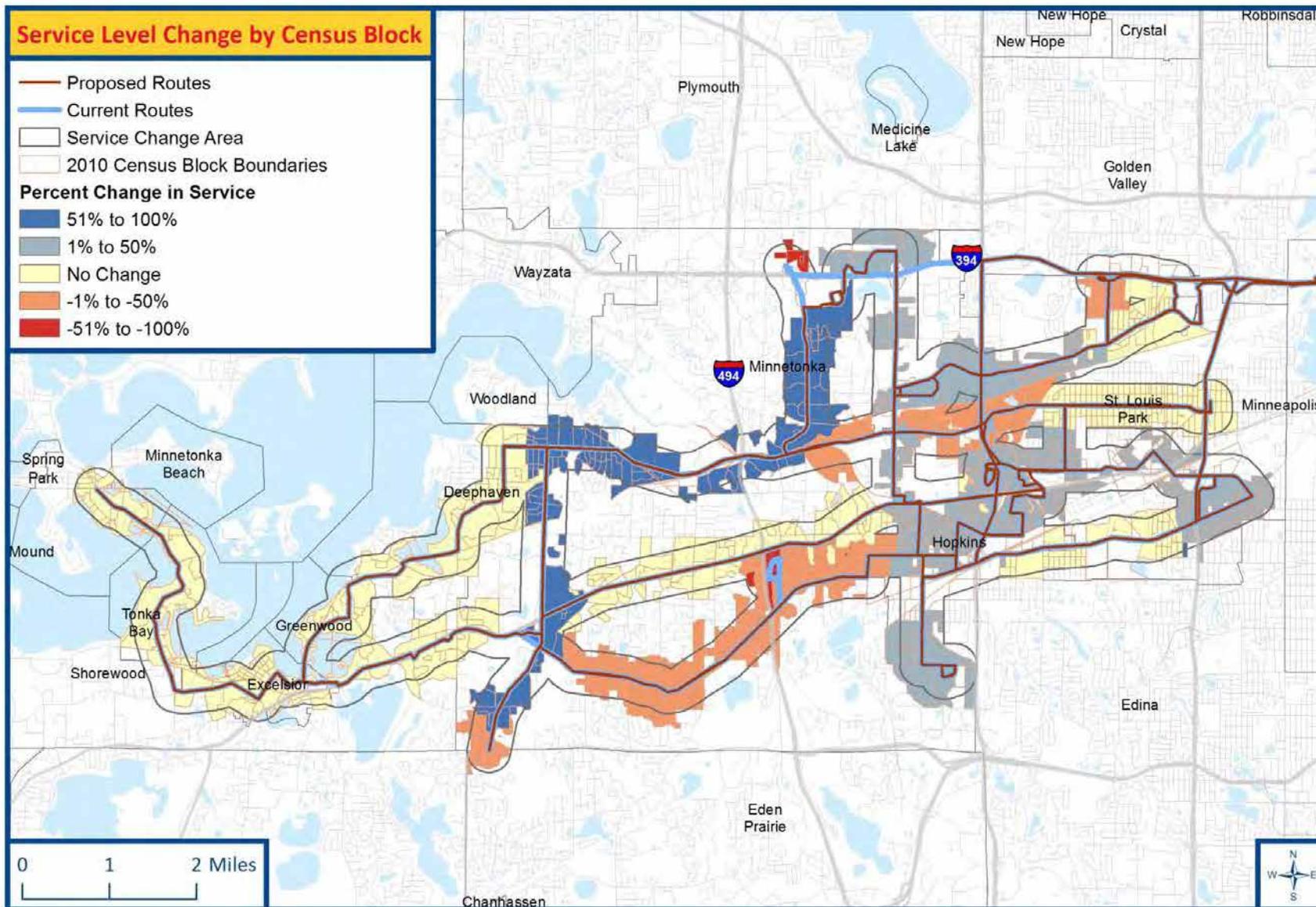
The minority and low-income equity evaluation of the proposed route changes and additions found no potential for disparate impact to minority populations or disproportionate burden on low-income populations.

Table 17 includes a summary the percent change in trip-count using the population-weighted method for the total population, minority, non-minority, low-income, and non-low income populations. Table 17 also includes the four-fifths threshold used as the basis for determining disparate impacts to the minority and low-income population groups. At 18.3 percent, the minority average service increase is greater than the average service increase for non-minority populations and is well above the four-fifths threshold of 13.2 percent. Furthermore, at 14.5 percent, the low-income average service increase is below the average increase for non-low-income populations, but is above the four-fifths threshold of 13.7 percent.

Table 18: Current and Future Weekly Service Levels – Minority and Low-Income Analyses

Population Group	Population of Service Change Area	Average Percent Service Change	Four-Fifths Threshold
Minority	14,492	18.3%	-
Non-Minority	58,913	16.5%	13.2%
Low-Income	5,750	14.5%	-
Non-Low-Income	67,655	17.1%	13.7%
Total Population	73,405	16.9%	-

Figure 15: West Suburban Service Changes



Northstar Commuter Rail Fare Change

The Northstar Line provides commuter rail service between Big Lake and downtown Minneapolis. There are five trips each rush hour in the peak direction and one in the reverse commute direction. The service includes three inbound and outbound trips each Saturday and Sunday. Northstar fares are based on distance and vary depending on the start and end station and the day of the week.

In June 2012, the Metropolitan Council approved a temporary fare change to reduce the fares for weekday trips to and from downtown in response to concerns about high fares and ridership levels below expectations. The fares did not change for weekend trips. Metro Transit implemented the nine-month trial fare change on Northstar on August 1, 2012. On October 1, 2012 the FTA's revised Title VI Circular 4702.1B was implemented, which states that any fare trial with a duration longer than six months must undergo a Title VI fare equity analysis. Because of this timing conflict, Metro Transit requested and received from the FTA an extension of the trial period until April 30, 2013. Metro Transit considered making the fare changes permanent pending the results of this Title VI fare equity analysis and review of the demonstration project, and ultimately implemented the fare change after receiving affirmative results from both reviews.

The proposed fare changes are summarized in Table 18. With the exception of the station-to-station fare, these are one-way fares between the noted station and Target Field station in downtown Minneapolis. Station-to-station fares apply to trips that do not use Target Field station as the origin or destination of the trip. Ramsey station was excluded from this analysis because it was opened in November 2012, after the trial fare changes were in effect. The Title VI review of the Proposed Northstar Commuter Rail Fare Change plan was completed in April 2013

Table 19: Proposed Northstar Fare Changes

Station	Original Fare	Proposed Fare
Big Lake	\$7.00	\$6.00
Elk River	\$5.50	\$4.50
Anoka	\$4.00	\$3.00
Coon Rapids-Riverdale	\$4.00	\$3.00
Fridley	\$3.25	\$3.00
Station to Station	\$3.25	\$3.00

Fare Change Evaluation Results

Results from the equity evaluation of the Proposed Northstar Commuter Rail Fare Change plan found no potential for disparate impact to minority populations or disproportionate burden on low-income populations.

That average change in fare for minority, non-minority, low-income, and non-low income riders as a result of the proposed fare changes is shown in Table 20. The average minority rider will have an 18.4 percent reduction in fare compared to a 19.0 percent reduction for the average non-minority rider. Furthermore, the average low-income rider will have a 17.1 percent reduction in fare, compared to a 19.0 percent reduction for the average non-low-income rider. While the average fare reduction given to minority and low-income riders is slightly lower than the average fare reduction given to non-minority and non-low-income riders, it is greater than each of the four-fifths thresholds.

Table 20: Average Fare Change – Minority and Low-Income Analyses

Station	Original Fare	Proposed Fare	Absolute Change	% Change	Monthly Ridership	Average Daily Ridership	Minority Riders	Non-Minority Riders	Low-Income Riders	Non-Low-Income Riders
Big Lake	\$7.00	\$6.00	(\$1.00)	-14.3%	550	550	48	502	35	515
Elk River	\$5.50	\$4.50	(\$1.00)	-18.2%	610	610	18	592	23	587
Anoka	\$4.00	\$3.00	(\$1.00)	-25.0%	439	439	29	410	7	432
Coon Rapids-Riverdale	\$4.00	\$3.00	(\$1.00)	-25%	439	439	23	416	13	426
Fridley	\$3.25	\$3.00	(\$0.25)	-7.7%	69	69	0	69	0	69
Station to Station	\$3.25	\$3.00	(\$0.25)	-7.7%	133	133	13	120	9	124
Total					2,366	2,240	131	2,109	87	2,153
Average% Change in Fare							-18.4%	-19.0%	-17.1%	-19.0%
Four-Fifths Threshold							-15.2%		-15.2%	

METRO Red Line and MVTA Service Restructuring Plan

The METRO Red Line (Cedar Avenue BRT) is a Bus Rapid Transit (BRT) facility that extends 11 miles south from the Mall of America in Bloomington through Eagan and Apple Valley. The Red Line is operated by Minnesota Valley Transit Authority (MVTA) under contract to the Metropolitan Council.

In conjunction with the opening of the Red Line in June 2013, MVTA proposed several service changes to local and express routes. Proposed changes included discontinuing service on five routes where existing service would duplicate service provided by the Red Line. Routing, frequency, and bus stop modifications were also made to four routes to enhance service throughout the network and integration with the Red Line. These changes were analyzed together as a package. The proposed service changes and the resulting increase or decrease in service by census block is shown in Figure 16.

Service Change Evaluation Results

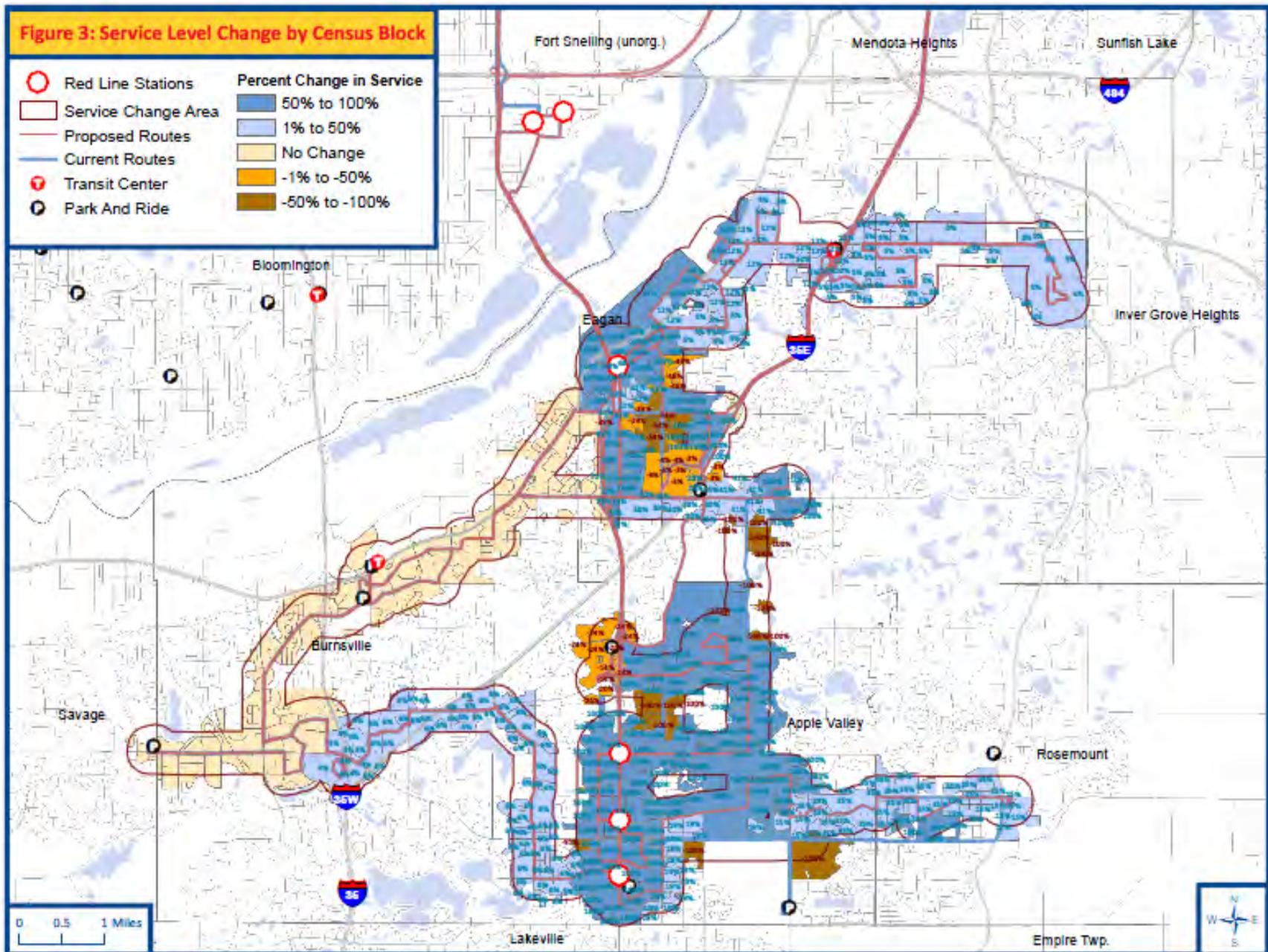
Results from the equity evaluation of the METRO Red Line and MVTA Service Restructuring Plan found no potential for disparate impact to minority populations or disproportionate burden on low-income populations.

Minority, non-minority, low-income, and non-low income populations experience an overall average increase in transit service availability as a result of the proposed restructuring plan. The average minority individual experiences a 27.0 percent increase in service while the average non-minority individual experiences a 32.0 percent increase in service. The average low-income individual experiences a 28.6 percent increase in service, while the average non-low-income individual experiences a 30.9 percent increase in service. On the whole, while the percent change in service is lower for the minority and low-income populations than the non-minority and non-low-income populations, the rate of service increase for these population groups is above the four-fifths threshold. Table 20 provides a summary of these results.

Table 21: Current and Future Weekly Service Levels – Minority and Low-Income Analyses

Population Group	Population of Service Change Area	Average Percent Service Change	Four-Fifths Threshold
Minority	18,939	27.0%	-
Non-Minority	56,257	32.0%	25.6%
Total Population	75,196	30.7%	-
Low-Income	6,173	28.6%	-
Non-Low-Income	69,023	30.9%	24.7%
Total Population	76,196	30.7%	-

Figure 16: METRO Red Line and MVTA Restructuring Plan



System-Wide Service Standards and Policies

FTA Title VI Circular 4702.1B provides the following direction for system-wide standards and policies of fixed route transit providers:

All fixed route transit providers shall set service standards and policies for each specific fixed route mode of service they provide. Fixed route modes of service include but are not limited to, local bus, express bus, commuter bus, bus rapid transit, light rail, subway, commuter rail, passenger ferry, etc. These standards and policies must address how service is distributed across the transit system, and must ensure that the manner of the distribution affords users access to these assets.

The Metropolitan Council has established a set of service standards and policies to guide the provision of transit service in the region. Many of these standards and policies are outlined in Appendix G of the Metropolitan Council's 2030 Transportation Policy Plan (TPP). Each standard or policy is explained in detail below. The Metropolitan Council is currently in the process of updating the TPP. As part of this process, the current service standards and policies will be reviewed and potentially updated to reflect on-going changes to the region's transit service.

In accordance with the Title VI Circular, service standards and policies have been developed for the following measures:

- Vehicle Load
- Service Frequency
- On-Time Performance
- Service Availability
- Distribution of Amenities
- Vehicle Assignment

Transit Market Areas

Several of the standards are dependent on the specific Transit Market Area being evaluated. The Metropolitan Council's TPP defines five unique Transit Market Areas based on a combination of population density, employment density, and automobile availability. Market Areas define the type of service best suited to an area. Market Area I is the most transit supportive with high levels of population and employment densities as well as lower rates of automobile ownership. As such, it typically can support the highest levels of transit service. Market Area V is the least transit supportive with lowest population densities. Many of the service standards and policies vary based on Transit Market Area. Additionally, while these standards represent typical design guidelines for transit service, some exceptions exist based on specific conditions.

Route Type

Many of the standards also depend on the specific route type being evaluated. Each route type is designed for distinct situations and goals:

- Express routes are designed to connect park-and-rides and outlying areas to major trip generators such as the downtown areas of Minneapolis and St. Paul and the University of Minnesota by using segments of non-stop service.

- Urban radial routes are local routes designed primarily to connect the downtown central business districts (CBD) to urban neighborhoods and first ring suburbs by radiating out from the CBDs.
- Urban crosstown routes are local routes in Minneapolis and St. Paul which do not provide direct service to a CBD and cross more than one major radial route.
- Suburban Local and Circulator routes provide service suburban areas, often serving transit centers.

Vehicle Load

Vehicle load is defined as the number of riders on a vehicle as a percentage of the number of seats. This value is used to determine when the bus is overloaded and additional service is needed. The availability of seating is a contributing factor to a pleasant transit experience, though it is not always feasible during peak periods. Standing loads (i.e., a vehicle load of more than 100 percent) are acceptable in some instances, such as peak service.

A summary of the Metropolitan Council's maximum load standards is shown in Table 21. Maximum load standards are not market area-specific. The TPP also defines minimum load standards for service types and times of day; however, these are not considered in Title VI analysis because they are not representative of a poor transit experience. These maximum passenger load standards represent the average load of buses arriving at a location over a 15-minute interval during peak periods or over a 30-minute interval during off-peak periods.

Table 22: Vehicle Loading Standards

Route Type	Maximum Load – Peak (6-9 a.m. and 3-6:30 p.m.)	Maximum Load – Off-Peak (all other times)
Express	100%	100%
Urban Radial	125%	100%
Urban Crosstown	125%	100%
Suburban Local/Circulator	125%	100%
Limited Stop	115%	100%

Service Frequency

The Metropolitan Council measures the frequency of a route based on vehicle headway, which is defined as the number of minutes between transit vehicles on a given route or line in the same direction. A shorter headway equates to a greater level of service along a corridor. Table 22 displays the maximum headway standards for each type and Transit Market Area.

Table 23: Service Frequency Standards

Route Type	Market Area I	Market Area II	Market Area III	Market Area IV	Market Area V
Express	30" Peak	30" Peak	3 Peak Trips	3 Peak Trips	N/A
Urban Radial	15" Peak/ 30" Off-Peak	30" Peak/ 60" Off-Peak	60" Peak/ 60" Off-Peak	N/A	N/A
Urban Crosstown	30" Peak/ 30" Off-Peak	30" Peak/ 60" Off-Peak	N/A	N/A	N/A
Suburban Local/Circulator	N/A	30" Peak/ 60" Off-Peak	60" Peak/ 90" Off-Peak	N/A	N/A

To account for instances where the average route headway slightly exceeds the service area standard due to operational considerations such as transitional service levels at the beginning and end of the period, or the demand-driven schedule modifications, a route is considered in compliance for:

- A 15-minute headway if the average headway is less than or equal to 18 minutes;
- A 30-minute headway if the average headway is less than or equal to 35 minutes;
- A 60-minute headway if the average headway is less than or equal to 65 minutes.

On-Time Performance

Metropolitan Council policy considers a vehicle to be on time when it arrives at a scheduled timepoint no more than one minute early and no more than five minutes later than the scheduled time. On-time performance data is continuously collected using automated vehicle locator (AVL) equipment on Metro Transit and Metropolitan Council vehicles.

The system-wide goal for the number of trips arriving at timepoints “on time” is updated on a monthly basis to account for seasonal factors and specific construction activity.

Service Availability

The Metropolitan Council evaluates service availability through route spacing, bus stop spacing, and availability of service meeting the minimum midday frequency standards. .

Route Spacing

Route spacing examines the distance between bus routes of a given route type. The Metropolitan Council's standards for bus route spacing are shown in Table 23. Standards have been established only for routes in Transit Market Areas I and II. Service in Transit Market Areas III, IV, and V is dependent on specific area configurations and demand.

Table 24: Minimum Bus Route Spacing Standards

Route Type	Market Area I	Market Area II	Market Area III	Market Area IV	Market Area V
Express	Subject to demand and availability of a highway corridor.				N/A
Urban Radial	0.5	1	Specific	N/A	N/A
Urban Crosstown	1	2	N/A	N/A	N/A
Suburban Local/Circulator	N/A	2	Specific	N/A	N/A

Bus Stop Spacing

Bus stops that are close together reduce walking distance and improve access to transit, but tend to increase bus travel time. The bus stop spacing standard seeks to balance the conflicting goals of access and reduced travel times. The Metropolitan Council's standard for bus stop spacing recommends:

- 6-8 stops per mile for local service
- 1-2 stops per mile for limited stop service.

Midday Frequency

In addition to the route and bus stop spacing standards, the Metropolitan Council also reviews service availability based on the population in Transit Market Areas I, II, and III located within one quarter mile of bus service (or within one half mile of transitway service) which meets the minimum midday service frequency standards described previously. It is the policy of the Metropolitan Council that service at this time of day be distributed equitably between minority and non-minority populations and between low-income and non-low-income populations.

Distribution of Amenities

The transit amenities standards examine distribution of bus shelters, customer information, and the distribution of amenities in park-and-rides, transit centers, and transitway stations.

Bus Shelters

The Metropolitan Council uses ridership to determine where to place bus shelters along its routes. A standard shelter may be appropriate for bus stops if they experience at least:

- 40 boardings per day for stops in Minneapolis or St. Paul
- 25 boardings per day in all other areas

In addition, heaters are occasionally installed in shelters with 80 or more passenger boardings per day. No standards or guidance currently exist regarding the placement of lighting at shelters.

Customer Information

The Metropolitan Council provides service information to its customers through a variety of means:

- Printed signs, system maps, and route maps are provided throughout the system. Schedule information provided in all shelters, including privately owned shelters.
- A limited number of real-time information signs are available in downtown Minneapolis and in park-and-ride facilities along the I-35W corridor.
- The Transit Information Center (TIC) fields over one million calls per year from transit customers.
- An automated interactive voice response (IVR) system provides scheduled and real-time transit information.
- Go-To Card customers can receive information on their accounts' stored value amounts and add funds to their cards through the phone system.
- An online trip planner that is interfaced with real-time scheduling information allows customers to plan their trips using personal computers or online mobile devices. The system currently receives over 6.4 million trip queries per year.

The current TPP does not provide explicit policy direction for the distribution of customer information. The Metropolitan Council reviews the distribution of customer information by evaluating the distribution of pocket schedule distribution locations, timetables, and system maps.

Transit Facilities

The Metropolitan Council provides a range of amenities at bus stops, transit centers, and other facilities to offer comfort, convenience, and safety for customers. Table 24 identifies the standard amenities that are included with various facility types. Some amenities are always provided and others are occasionally provided, depending on the specific size, location, or use of the facility.

Table 25: Amenity Standards by Facility Type

Facility Type	Lights	Heaters	Trash Receptacles	Stand Alone Benches	Cameras	Electronic Customer Information Displays
Transit Centers	Always Provided	Always Provided	Always Provided	Always Provided	Occasionally Provided	Occasionally Provided
Park & Rides	Always Provided	Occasionally Provided	Occasionally Provided	Occasionally Provided	Occasionally Provided	Occasionally Provided
Rail Stations	Always Provided					
Standard Shelters	Occasionally Provided	Occasionally Provided	Never Provided	Never Provided	Never Provided	Never Provided
Custom Shelters	Occasionally Provided	Occasionally Provided	Never Provided	Occasionally Provided	Occasionally Provided	Occasionally Provided

These guidelines apply only to the Metropolitan Council-owned facilities. Some facilities and shelters are owned and maintained by other entities. In those cases, the Metropolitan Council does not normally offer customer amenities, although some may be included in certain situations.

Vehicle Assignment

The Metropolitan Council adopted *Fleet Management Procedures* in 2010. These procedures are designed to facilitate compliance with FTA and Title VI standards, assure that vehicles purchased meet minimum standards, and create efficiencies and improve flexibility in the deployment/reassignment of vehicles to the extent feasible. In select situations, a specific bus type or size is assigned to a route or geographic area.

Vehicle Types

The following is a summary of the vehicle types used by the Metropolitan Council’s fixed-route fleet, which includes vehicles operated by Metro Transit as well as vehicles operated by providers under contract to the Metropolitan Council through Metropolitan Transit Services (MTS).

Commuter Coach Buses

Coach buses may be used on express trips carrying riders on a one-way trip length of 15 miles or longer and duration of more than 30 minutes. Although coach buses are lift-equipped, an effort is made to avoid using them on trips with regular wheelchair users due to the narrow aisle configuration and length of time it takes to deploy the lift. The Service Analysis group assigns coach buses to specific blocks based on ridership patterns and trip distance.

Hybrid Buses

Through agreement with the City of Minneapolis, all routes operating on Nicollet Mall in downtown Minneapolis must use hybrid buses.

Automatic Passenger Counter (APC)-Equipped Buses

Approximately one-third of all Metro Transit and one-half of MTS buses are equipped with APC. In order to get a complete sample of all trips, these buses are rotated throughout the system periodically. At Metro Transit, APC-equipped buses are assigned to a block for a period of two weeks. APC-equipped buses are rotated through the entire system 2-3 times each quarter.

Articulated Buses

Metro Transit has both low-floor and high-floor articulated buses in its fleet. These buses can be used on either local or express routes. Service Analysis assigns articulated buses to specific blocks based on ridership patterns and maximum loads. Assignments are reviewed at least once each quarter. Articulated buses are used primarily on express routes during the peak period. If articulated buses are used on a local route, an effort is made to use low-floor buses to speed boarding times.

Small Buses

Buses that are 30 feet or smaller are sometimes used by private providers under contract to MTS to provide service on lower-ridership suburban local routes.

Guidelines for Assigning Vehicle to Garages

Metro Transit's Bus Maintenance department has developed guidelines for assigning vehicles to garages. When service needs require adjustment of the fleet between one service garage and another, or when new vehicles are added to the fleet, the following items need to be considered:

1. Garage capacity and characteristics
2. Spare factor
3. Vehicle type: 40-foot or Articulated, based on ridership as assigned by Service Development
4. Average fleet age: a fair and balanced average fleet age will be maintained throughout all garages. This ensures knowledge of new technology will be broadly distributed to all mechanics, and helps keep both Operators and Mechanics system-wide sharing the benefits of new equipment.
5. Sub-fleets: a particular vehicle design or configuration should be kept together whenever possible
6. Automatic Passenger Counters (APCs): The percentage of buses equipped in each sub-fleet should be the same across all garages.
7. Stability: a bus is kept at the same garage its entire service life if possible to provide ownership and accountability to the garage.
8. Sequential numbers: sequentially numbered groups of buses are kept together whenever possible to ease administrative tracking

Private Provider Fleet Management

MTS assigns vehicles to a specific provider garage as part of the contract; those buses normally do not transfer to another provider during the life of the contract. If a new provider is awarded a service contract, the buses follow the service. Buses are moved from one contract to another only occasionally as routes are added or terminated, vehicle issues arise, etc.

The contractor can assign any bus to any route as long as it is the correct size and type of bus. As a matter of practice, private providers prefer to assign the same vehicle to the same operator on a regular basis to track vehicle maintenance and condition concerns.

Title VI Evaluation

The Metropolitan Council uses bus age as the standard measure for determining equitable vehicle assignment. It is the Metropolitan Council’s policy that the average age of vehicles assigned to predominantly minority and/or low-income routes be equal to the average age of vehicles assigned to non-minority and/or non-low-income routes.

Service Monitoring Evaluation¹

The most recent Service Monitoring Evaluation was completed in August 2012. Each of the service standards and policies described in the preceding section were evaluated to ensure an equitable distribution of service between minority and low-income populations and between low-income and non-low-income populations.

The results of the evaluations are summarized in Table 25 below. Out of the standards and policies reviewed, only the distribution of warranted heated shelters was found to have potential for disparate impacts. Standards and policies which were found to meet the disparate impact policy by being within the four-fifths threshold were also identified as areas to monitor more closely.

Table 26: Service Monitoring Summary

Standard or Policy	Low-Income	Minority
Vehicle Assignment	○	○
Maximum Passenger Load	○*	○*
On-Time Performance	○	○
Service Availability	--	--
Market Area I – Urban Radial Route Spacing	○	○
Market Area I – Urban Crosstown Route Spacing	○	○*
Market Area II – Local Route Spacing	○	○
Midday Headway	○	○
Bus Stop Spacing	○	○
Headway Standards	--	--
Midday	○	○
Peak	○	○

¹ The full Service Monitoring Evaluation report is available at: <insert weblink>

Transit Amenities	--	--
Shelter Distribution	--	--
Warranted Standard Shelters	○	○*
Unwarranted Standard Shelters	○	○
Warranted Heated Shelters	●	●
Unwarranted Heated Shelters	○	○
Lighted Shelters	○*	○
Customer Information	--	--
Pocket Schedule Distribution Locations	○	○
Timetable Locations	○	○
System Map Locations	○	○
Transit Facilities	--	--
Transit Centers	○	○
Transitway Stations	○	○
Park-and-Rides	○	○
●	- Potential Disparate Impact	
○*	- No Potential Disparate Impact (Within four-fifths threshold)	
○	- No Potential Disparate Impact	

Additional Analysis of Potential Disparate Impacts

Standards with a low-income compliance rate falling below the non-low-income compliance rate are listed in Table 26. Of the three standards listed, only Heated Shelter Placement falls outside of the four-fifths threshold. As such, this standard is evaluated in more detail in this section. The Maximum Passenger Load and Lighted Shelter Placement standards are well within the four-fifths threshold and do not warrant further analysis.

Table 27: Compliance Rates for Standards and Policies Within or Exceeding the Four-Fifths Threshold (Low-Income)

Standard	Overall	Low-Income	Non-Low-Income	Four-Fifths Threshold
Maximum Passenger Load: Stop-Hours in Compliance	99.96%	99.93%	99.99%	79.99%
Heated Shelter Placement: Warranted Locations in Compliance	2.4%	2.0%	4.2%	3.30%
Lighted Shelter Placement: Location has lighted shelter (Total standalone shelters)	32.7%	32.5%	33.3%	26.60%

Standards with a minority compliance rate falling below the non-minority compliance rate are listed in Table 27. Of the four standards listed, only Heated Shelter Placement falls outside of the four-fifths threshold. As such, this standard is evaluated in more detail in this section. Although the Market Area I – Urban Crosstown Route Spacing standard falls within the four-fifths threshold, it is only within the threshold by two percentage points and is also discussed in this section. The Maximum Passenger Load and Standard Shelter Placement standards are well within the four-fifths threshold and do not warrant further analysis.

Table 28: Compliance Rates for Standards and Policies Within or Exceeding the Four-Fifths Threshold (Minority)

Standard	Overall	Minority	Non-Minority	Four-Fifths Threshold
Maximum Passenger Load: Stop-Hours in Compliance	99.96%	99.96%	99.97%	79.97%
Market Area I - Urban Crosstown Route Spacing: Blocks in Compliance	63.9%	58.4%	70.5%	56.4%
Standard Shelter Placement: Warranted Locations in Compliance	62.9%	60.7%	64.8%	51.8%
Heated Shelter Placement: Warranted Locations in Compliance	2.4%	0.8%	3.9%	3.1%

Urban Crosstown Route Spacing

While the Market Area I Urban Crosstown Route Spacing analysis for minority populations was close to violating the four-fifths rule, the results identify no potential for disparate impacts. Recent initiatives include improving Market Area I crosstown service. The Central Corridor Transit Service Study concept plan proposed a new crosstown route on Lexington Parkway in St. Paul, which would address an existing route spacing gap in St. Paul. This implementation of this service (Route 83) is planned to start in June 2014 in coordination with the opening of the Green Line LRT. An expansion of crosstown service on West Broadway Avenue and Broadway Street NE (Route 30) also began operations in March 2014, better connecting north and northeast Minneapolis.

Many factors affect route spacing and should be considered when conducting future reviews. These could include factors such as market demand, geographical barriers, appropriate operating environments for buses, and constrained operational funding. In addition to the consideration of these factors in future reviews, Metro Transit will prioritize the study of crosstown corridors in Title VI sensitive areas in future planning efforts.

Heated Shelter Placement

The placement rate for heated shelters at warranted locations violates the four-fifths rule for low-income and minority populations. There are a total of 6 shelters in the entire system located outside of Downtown areas (including Downtown Minneapolis, Downtown St. Paul, and the University of Minnesota's Minneapolis and St. Paul campuses) that meet the heat warrant of 80 daily boardings and have a shelter. It is *not* Metro Transit's standard practice to install heated standalone shelters at individual locations. Most often, standalone heated shelters are installed in broader corridor initiatives in the Downtown areas. Occasionally, standalone heated shelters are installed at individual locations as requests are received. Previously, the decision to install a heated standalone shelter has been based on:

- Average daily customers boardings (at least 80 daily);
- Cost and feasibility of bringing electricity to the shelter; and
- Waiting environment and length of wait times.

The methodology employed in the Service Monitoring Evaluation on a shelter's location within a census-defined block as the way of determining whether it serves either minority or low income populations. However, upon a closer look at the 6 shelters that meet our warrants and have heat, it was shown that these shelters are in fact serving Title VI protected populations located in nearby census blocks. In 4 of the cases, the shelters are located on sides of the street where the land use is predominantly commercial. However, the surrounding block groups that are predominantly residential, and most likely providing the population being served by the shelter, are predominantly minority/low-income. In the last 2 cases, the surrounding residential block groups are evenly mixed between predominantly minority/low-income and predominantly non-minority/non-low income.

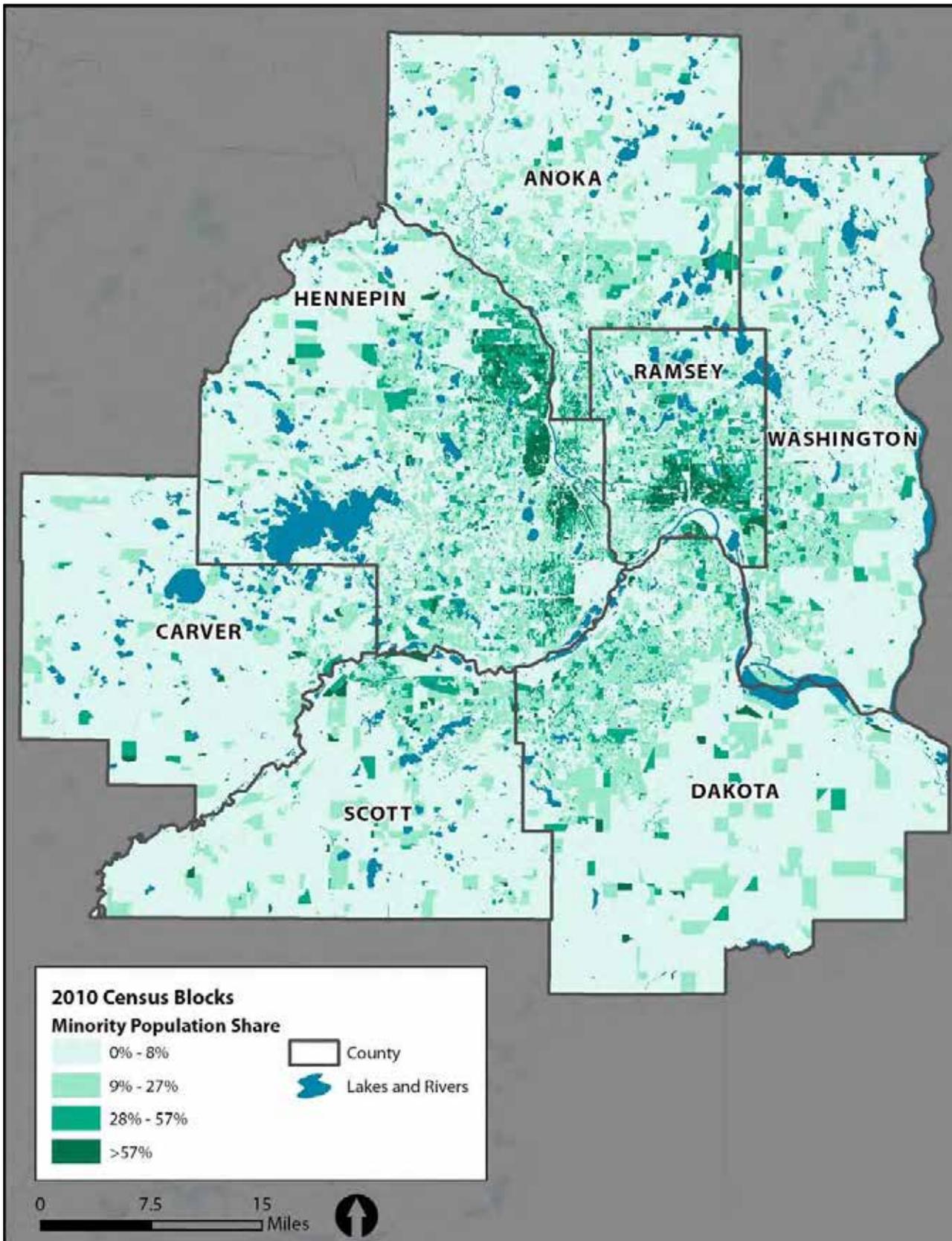
Based both on the low numbers of standalone shelters with heat, and the fact that, in reality, the majority of the shelters do serve Title VI protected populations, it is unlikely that the distribution of heated shelters represents a statistically valid system-wide concern and therefore there is no potential for disparate impacts. However, the impact on the potential for disparate impacts will be taken into consideration before the implementation of any additional heated shelters.

PART 3: MPO REQUIREMENTS

Service Area Demographics

The Metropolitan Council's service area encompasses a seven-county area in Minnesota. This service area has a 2010 population of 2,669,427, and includes Anoka, Carver, Dakota, Hennepin, Ramsey, Scott, and Washington Counties. Figure 17 displays these counties and the share of minority population by Census block. Of the 666,250 persons (25.0 percent of the service area population) identifying with a race/ethnicity other than White (Non-Hispanic), many are concentrated in eastern Hennepin County and southern Ramsey County, including segments of the Cities of Minneapolis, St. Paul, Brooklyn Park, Brooklyn Center, and Richfield.

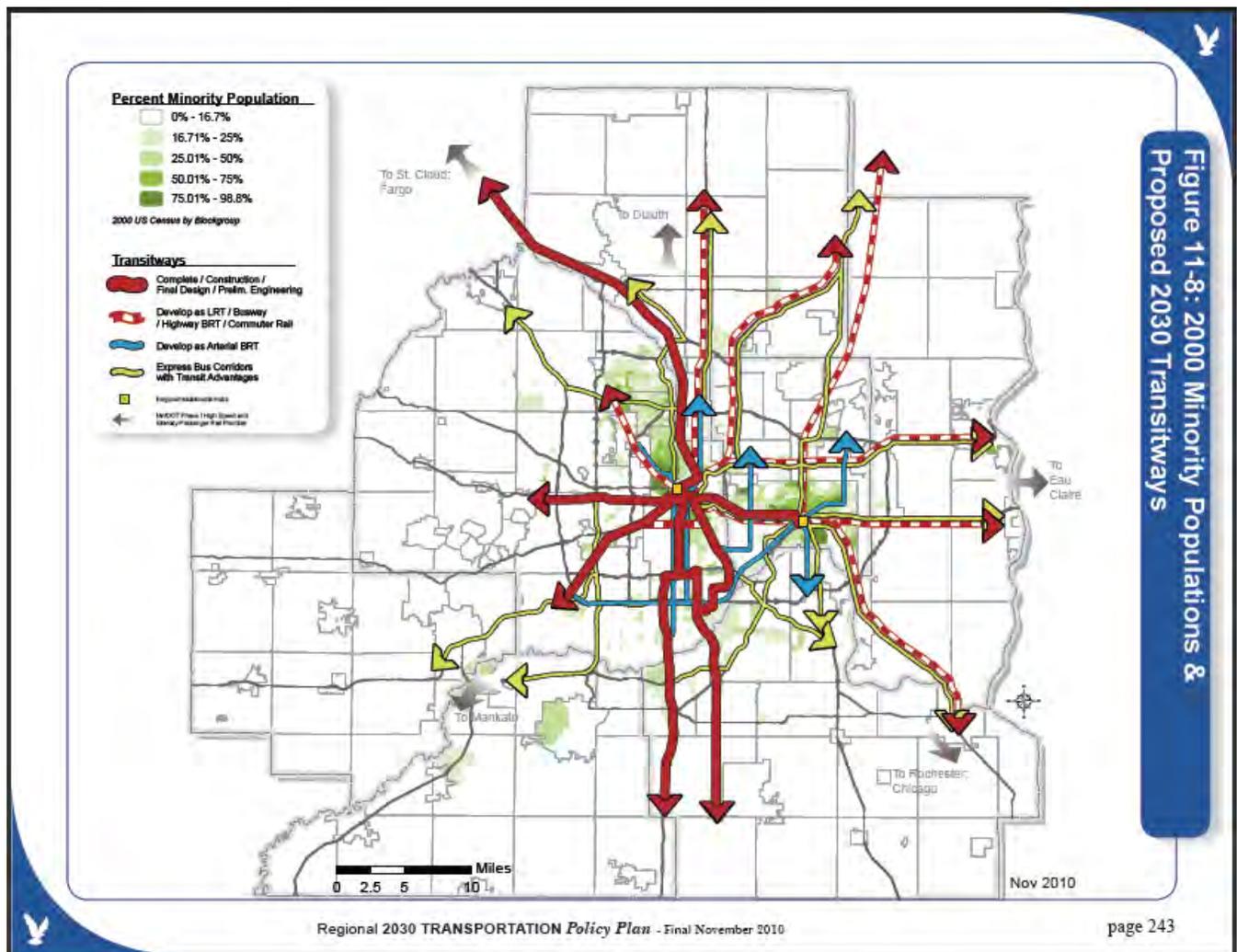
Figure 17: Minority Population in the Metropolitan Council Service Area



Incorporation of Title VI Principles in Regional Planning

Many of the strategies used by the Metropolitan Council to ensure the incorporation of Title VI principles in regional planning are documented in Chapter 11 of the Transportation Policy Plan (TPP). The TPP addresses Title VI and Environmental Justice in part by providing a location analysis of low-income and minority populations in relation to the planned investments in the metropolitan transportation system. This analysis includes a discussion of whether disproportionate impacts were identified, the extent and magnitude of those impacts, and how the impacts will be avoided or mitigated, if practical. An example of the location analysis is shown in Figure 18.

Figure 18: TPP Location Analysis



The MPO's Public Participation Plan also includes a detailed discussion of the public participation process, including the methods employed to involve traditionally under-served populations including minority and low-income populations and populations with limited English proficiency. This process ensures that members of these communities are provided with opportunities to participate in the transportation planning process, including the development of the TPP.

Many of the Metropolitan Council’s programs are aimed at improving and preserving transportation systems in the core urban areas of Minneapolis and Saint Paul. As shown in demographic analysis section, these areas are home to a large proportion of the minority and low-income populations in the area.

Distribution of State and Federal Funds

The Metropolitan Council receives state and federal funding to support public transportation in the Twin Cities area and is responsible for managing state and federally funded transit projects in accordance with federal requirements. The Title VI Circular requires that recipients “analyze the impacts of the distribution of state and federal funds in the aggregate for public transportation purposes.”

To assess this funding distribution, all programmed state and federal funds managed by the Metropolitan Council, including Job Access and Reverse Commute (JARC), New Freedom, and Congestion Mitigation and Air Quality (CMAQ), were aggregated by county for the years 2011 through 2013.

Funding that was shared between multiple counties was distributed proportionately based on each county’s share of 2013 transit boardings. The majority of this funding is spent on bus replacements or other vehicle improvements and is distributed throughout the service area. The share of weekly transit boardings by county is displayed in Table 28. This share of boardings is used to represent the share of service that is provided to each county. The boarding data is from the year 2013.

Table 29: Percent of Transit Boardings by County (Weekly Boardings, 2013)

County	Total Boardings Per County	% of Boardings
Anoka	46,270	2.9%
Carver	4,314	0.3%
Dakota	50,547	3.1%
Hennepin	1,133,315	70.1%
Ramsey	371,203	22.9%
Scott	2,134	0.1%
Washington	9,892	0.6%
Total	1,617,675	100%

The distribution of funding between the seven counties was compared to the distribution of minority and non-minority populations throughout the region. The share of funding for the average minority person was calculated using the distributions of funding and minority populations by county. This value was then compared to the share of funding for the average non-minority person to determine any potential disparate impacts.

Results

Results of the funding distribution analysis are displayed in Table 29. Hennepin and Ramsey Counties receive a combined 87.4 percent of the distributed funding. Each of these counties has shares of the regional minority population that are higher than the shares of the regional non-minority population. The average share of regional funding for minority persons is 38.0 percent compared to an average share of 22.9 percent for non-minority populations. This distribution does not indicate disparate impacts for minority persons for the distribution of funding for transportation purposes.

Table 30: State and Federal Funding Distribution by County (2011-2013)

County	Total Funds	Share of Funding	Minority Population	Share of Minority Population	Non-Minority Population	Share of Non-Minority Population
Anoka	\$8,341,454	3.7%	48,915	7.2%	281,929	13.0%
Carver	\$314,302	0.1%	8,506	1.3%	82,536	3.8%
Dakota	\$12,300,094	5.4%	70,590	10.4%	327,962	15.1%
Hennepin	\$147,507,719	65.3%	325,755	48.2%	826,670	38.0%
Ramsey	\$49,935,635	22.1%	168,446	24.9%	340,194	15.7%
Scott	\$1,870,181	0.8%	20,112	3.0%	109,816	5.1%
Washington	\$5,472,355	2.4%	34,025	5.0%	204,111	9.4%
Total	\$225,741,740	100%	676,349	100.0%	2,173,218	100.0%

Distribution of FTA Funds to Subrecipients

As the MPO of the Minneapolis-Saint Paul metropolitan area, one of the Metropolitan Council's functions is to allocate formula funding to subrecipients and /or pass through awarded funds.

Many of these funds are distributed through FTA programs such as Job Access and Reverse Commute (JARC), New Freedom, and Congestion Mitigation and Air Quality (CMAQ). The Metropolitan Council receives applications for these funds and manages processes to determine how the funds will be distributed. It is the goal of the Metropolitan Council to distribute these funds equitably with regard to minority and income status. Applicants are given the following instructions:

Applicants should consider the distribution of these various populations throughout the metropolitan area when preparing project applications. The Metropolitan Council reserves the right to give preference to applications targeting minority groups.

Applicants are also provided with maps showing the distribution of minority and low-income populations throughout the area. All applications for JARC and New Freedom funding are scored based on a 100 point scoring criteria. Out of these 100 points, 25 are scored based on the populations and destinations served with a particular focus on low-income population in the case of JARC, and disabled population in the case of New Freedom

APPENDIX A:

Title VI Notices

Windows Internet Explorer browser window showing the Metro Transit website. The address bar displays <http://www.metrotransit.org/TitleVI>. The page title is "Title VI: Commitment to Fairness - Metro Transit".

The website header includes the Metro Transit logo (Serving the Minneapolis / St. Paul Area), navigation links for STORE and MY METRO TRANSIT, and a WELCOME message with links for Create Account and Sign In.

The main navigation bar contains: Maps & Schedules, Fares & Passes, Rider Services, News & Events, About Metro Transit, and a search bar with the text "enter search terms" and a "Go" button.

The breadcrumb trail reads: Home > About Metro Transit > Title VI: Commitment to Fairness.

Title VI: Commitment to Fairness

Your Rights Under Title VI and Related Laws

About Metro Transit

- Transit Improvements
- Transit Police
- Safety & Security
- Jobs / Working with Us
- For Employers, Schools & Organizations
- Facilities & People
- Advertise with Metro Transit
- Title VI: Commitment to Fairness**

Title VI: Race, color, national origin, sex, age, disability or socioeconomic status

The Metropolitan Council pledges that you will have access to all its programs, services and benefits without regard to race, color, national origin, sex, age, disability or socioeconomic status.

If you believe that you have been discriminated against, you may file a written complaint with the Metropolitan Council's Office of Diversity and Equal Opportunity. Complaints may be filed within 180 days following the alleged discriminatory action by mail (Metropolitan Council Office of Diversity, 390 Robert Street, St. Paul, MN 55101) by phone (612-373-3333) or **through this website**

Tell us how, when, where and why you believe you were discriminated against.

Right sidebar navigation menu:

- Trip Planner
- Schedules
- NexTrip
 - Get real-time departure times for your routes (?)
 - Select Route-
 - STOP NUMBER > (?)
 - Launch NexTrip in a separate window
- Rider Alerts
- Personal Schedule

Footer: Internet | Protected Mode: Off | 125%

YOUR RIGHTS UNDER TITLE VI AND RELATED LAWS

TITLE VI: RACE, COLOR, NATIONAL ORIGIN, SEX, AGE, DISABILITY OR SOCIOECONOMIC STATUS

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Tell us how, when, where and why you believe you were discriminated against. Give your name, address and phone number. You must sign and date your letter.

Or you can access a Title VI complaint form at metro council.org.

Upon request, this publication will be made available in alternative formats to people with disabilities. Call the Council at 651-602-1140 (TTY 651-291-0904).

Lea esta información en español en metrotransit.org/TitleVI-Espanol.

Nyeem cov ncauj lus qhia no ua Lus Hmoob ntawm metrotransit.org/TitleVI-Hmong.

Macluumaakaan ka aqriso af Soomaali adiga oo galaya metrotransit.org/TitleVI-Somali.

612-373-3333

metro council.org



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Tell us how, when, where and why you believe you were discriminated against. Give your name, address and phone number. You must sign and date your letter. Or you can access a Title VI complaint form at metrocouncil.org.

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Lea esta información en español en metrotransit.org/TitleVI-Espanol.

Nyeem cov ncauj lus qhia no ua Lus Hmoob ntawm metrotransit.org/TitleVI-Hmong.

Macluumaakaan ka aqriso af Soomaali adiga oo galaya metrotransit.org/TitleVI-Somali.

APPENDIX B:

Title VI Complaint Form



Metropolitan Council
Office of Equal Opportunity
390 Robert Street North
St. Paul, Minnesota 5510

TITLE VI DISCRIMINATION COMPLAINT FORM

Section 1: Complainant Information

First Name:

Last Name:

Street Address:

City:

State:

Zip Code:

Primary Phone #:

Other Phone #:

E-mail Address:

Section 2: Third Party Information

Are you filing this complaint on your own behalf?

No

Yes (if yes, go to Section 3)

First Name of Person Filing Complaint:

Last Name of Person Filing Complaint:

What is your relationship to the complainant?

Primary Phone #:

Other Phone #:

E-mail Address:

Please explain why you have filed for the third party:

Section 3: Complaint Information

I believe the discrimination I experienced was based on (check all that apply)

Race

Color

National Origin

Other, please specify

On what date did the alleged discrimination take place?

Where did the alleged discrimination take place?

Please explain and clearly as possible what happened and how you believe your were discriminated against. Indicate who was involved. Be sure to include how you feel other persons were treated differently than you and why you believe these events occurred.

List the names and contact information of persons who may have knowledge of the alleged discrimination.

Witness 1

First Name:

Last Name:

Primary Phone #:

Other Phone #:

E-mail Address:

Witness 2

First Name:

Last Name:

Primary Phone #:

Other Phone #:

E-mail Address:

Section 4: Other Agency/Court Information

Have you filed this complaint with any other federal, state or local agency or with any federal or state court?

No (if no, go to Section 5)

Yes

If Yes, Check all that apply.

Federal Agency

Federal Court

State Agency

State Court

Local Agency

Please provide information about a contact person at the agency or court where the complaint was filed.

Name of Agency:

Date complaint was filed:

First Name:

Last Name:

Street Address:

City:

State:

Zip Code:

Primary Phone #:

Section 5: Resolution

How can this be resolved to your satisfaction?

Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.

This Discrimination Complaint form or your written complaint statement must be signed and dated in order to address your allegation(s). Additionally, this office will need your consent to disclose your name, if necessary, in the course of our inquiry. The Discrimination Complaint Consent/Release form is attached for your convenience. If you are filing a complaint of discrimination on behalf of another person, our office will also need this person's consent to disclose his/her name.

I certify that to the best of my knowledge the information I have provided is accurate and the events and circumstances are as I have described them. As a complainant, I also understand that if I indicated I will be assisted by an advisor on this form, my signature below authorizes the named individual to receive copies of relevant correspondence regarding the complaint and to accompany me during the investigation.

Complainant Signature

Date

APPENDIX C:

Public Participation Plan

C

Appendix C: Public Participation Plan

Introduction

The Metropolitan Council (“Council”) is the designated Metropolitan Planning Organization (“MPO”) for the seven-county metropolitan area and is responsible for certain regional transportation planning activities. This **Public Participation Plan** (“PPP”) was adopted to help ensure the Council’s transportation planning processes include a proactive public involvement process and comply with federal public participation plan requirements. This PPP identifies strategies and tools to help ensure effective public participation in the Council’s transportation planning activities. This PPP replaces the *Citizen Participation Plan* contained in Appendix D of the Council’s *2030 Transportation Policy Plan* (adopted December 15, 2004).

Policy Statement

The Council’s agency-wide Customer Relations and Outreach Policy states: ***“The Metropolitan Council recognizes the importance of stakeholders in its decision-making processes, including other units of government, other metropolitan area agencies, customers and the public. Sound policy and service delivery decisions need to reflect community sentiment and public opinion from broad outreach. These public outreach strategies must be designed to offer the customer effective access to information and efficient, convenient methods of participating in the Council’s public process.”***

Background and Reasons for Plan

The PPP is intended to help ensure the public participation activities of the Council’s transportation planning processes:

1. Comply with the proactive public involvement requirements of title 23 Code of Federal Regulations section 450.316, the public participation plan requirements of the federal Safe, Accessible, Efficient Transportation Act—A Legacy for Users (SAFETEA-LU) (title 23 United States Code section 134(i)(5)), and other applicable federal regulations and guidelines on transportation planning and program access.
2. Efficiently use resources devoted to public participation.
3. Contribute to sound transportation planning decisions that benefit the region.

The PPP reinforces the Council’s long-standing commitment to public involvement in its planning efforts, and continues its tradition of incorporating best practices. The PPP offers a range of practices to engage people with diverse backgrounds and life experiences. It incorporates a summary of regulations and continues Council activities that comply with Federal Highway Administration (FHWA) and other applicable standards for collecting and addressing public comments. The Council will use its data collection and

Excluded Activities

- The PPP does not apply to **normal course-of business** or **administrative activities** that do not significantly affect the general public or alter public policy.

- **Meetings of the Metropolitan Council** and its standing committees are governed by the Council's bylaws and Minnesota's Open Meeting Law and are therefore outside the scope of the PPP.

- **Alternate approaches** may be considered following consultation with the Council's Legal, Public Affairs and Diversity Departments.

analysis processes to guide participation efforts and help ensure meaningful access to its public participation opportunities.

Scope

The PPP applies to transportation planning activities for which public participation is a required component.

When the Council is lead agency for regional activities undertaken with other government agencies, and a public participation process is involved, the PPP applies to joint participation activities. When another unit of government is the lead agency, the PPP applies only if the Council conducts its own public participation activities for decisions that do not involve its partners.

Implementation

Project staff and members of the Council's Public Affairs Department should consult the PPP to identify appropriate levels of involvement, tools and regulatory requirements when preparing public participation plans for specific planning processes or activities.

The Council's Data Resources Department, Office of Diversity, and Public Affairs Department provide expert advice and resources to help identify and involve members of the general public and other stakeholders throughout the region, including people who belong to traditionally underserved or underrepresented groups.

Roles and Responsibilities

1. **Metropolitan Council:** The Council sets policy direction, fosters and participates in public involvement initiatives, and considers the outcomes of public participation when making key decisions.
2. **Metropolitan Council staff** should encourage public participation by:
 - a. Providing easily accessible information
 - b. Identifying parties likely to be affected by or interested in a Council activity
 - c. Informing affected or interested parties about ways they may participate
 - d. Identifying opportunities to increase public participation.
3. The **Public Affairs Department** should cooperate with Division staff to:
 - a. Provide direction about public participation strategies
 - b. Maintain staff resources, including the online [Public Participation Plan](#)
 - c. Execute, or assist with planning and implementing, specific participation activities.

Administration

The Council's Director of Public Affairs (651-602-1518) will respond to inquiries regarding Council public involvement activities and implementation of this PPP. The Council's Regional Administrator will review any issues that remain if cooperative efforts between the Director of Public Affairs and program staff responsible for the subject participation processes have not resolved the issues.

Public Participation Overview

Public participation activities obtain information and identify public sentiment. They help the Council build public support and trust in the region. Although the goal is always better decisions, the level of public influence on a decision and the tools used to inform and involve the public may vary.

For some Council initiatives, appropriate participation may be limited to public information. Other initiatives and key decisions may require much more involvement, incorporating techniques commonly associated with social science and marketing research, facilitation and mediation, organizational development, and/or consensus building.

Recognize that People “Have a Stake” in Council Decisions:

Public participation is designed to involve “stakeholders” with meaningful public access to key decisions. Stakeholders may be people, groups or organizations who care about or might be affected by a Council action. Because the Council recognizes that stakeholder participation improves its decisions, it provides resources and guidance to encourage public comments and involvement.

Federal transportation planning statutes and regulations require stakeholder participation in key decision-making activities. Staff are encouraged to consult with the Council's Legal, Diversity and Public Affairs staffs to better identify appropriate stakeholders and target audience(s) for their public participation efforts.

The metropolitan transportation planning process must be a proactive public involvement process that provides public access to key decisions. The public involvement process should provide timely information about transportation issues and processes to citizens, affected agencies, representatives of transportation agency employees, private providers of transportation, other interested parties and segments of the community affected by transportation plans, program and projects, including central city and other local jurisdiction concerns.

As appropriate, the metropolitan transportation planning process should include: traffic, ridesharing, parking, transportation safety and enforcement agencies; commuter rail operators; airport and port authorities; toll authorities; appropriate private transportation providers; and city officials.

Make Participation Meaningful:

Public participation opportunities are most meaningful when agencies ask questions that matter to the participants. As part of its efforts to assure appropriate and meaningful opportunities, the Council should structure participation opportunities to fit their audiences. Examples of subjects appropriate to a stakeholder group include:

- Technical committees: expert advice
- Local governments: impacts related to local projects
- Jurisdictional agencies: relation to plans for other regions
- General public: priority rankings, neighborhood character

The Council will also structure its events to include **visualization techniques** when appropriate to help members of the general public understand potential outcomes of complex projects or plans.

Develop, Maintain and Update Key Contact Lists:

The Council's Public Affairs Office, operating divisions and individual departments develop and maintain stakeholder, media and marketing databases. Project staff should regularly update these lists to reflect current data and a broad range of stakeholders.

Stakeholders are often specific to a particular initiative. Contact lists should expand throughout the project as people, organizations and agencies become involved and offer their opinions. To establish new key contacts, the Council may provide or request:

- "Opt-in" registration on its website or via email
- Announcements of advisory body and focus group opportunities, which may be online, in Council newsletters, through news releases, or read at meetings
- Existing stakeholders to suggest potential participants
- Professional, civic and community organizations to provide representatives, suggest participants, or encourage participation.

Identify Participants Through Geographic Analysis:

The Council carefully analyzes the relationship between the region's populations and its regional investments, plans and programs. Geographic analysis may help the Council:

- Identify and target stakeholders likely to be affected by or interested in the outcome of key Council decisions.

- Periodically assess the locations of persons or populations, in consultation with the Office of Diversity, related to the delivery of Council services and participation opportunities.
- Identify threshold concentrations that require outreach specific to a target population.
- Prepare maps illustrating the correspondence between affected persons or populations, and mailing list ZIP codes to help the Council evaluate its effectiveness in providing equal access notification and public participation opportunities.

Efforts may be geographically targeted:

As a regional agency, the Council provides plans, policies, programs and services that cross jurisdictional boundaries. Where this is true, the Council considers everyone served by the various jurisdictions and governments to be stakeholders. In the case of more localized issues, the public may be defined by the affected geographic areas.

Promoting Inclusion

Recruit Representatives of Underrepresented Groups:

The Council may recruit representatives of groups traditionally underrepresented in regional policy making and provide enhanced participation opportunities to encourage people who belong to under-represented groups to share their unique perspectives, comments and suggestions.

The Public Affairs Department and Office of Diversity monitor emerging practices and techniques, and provide consultation to project staff to support effective participation methods. Council members or employees may:

- Participate in community organizations/events to build relationships
- Prepare culturally-sensitive outreach materials and meeting plans, such as:
 - Use appropriate language (for example, say “people with disabilities” instead of “the disabled”)
 - Consider colors and graphics that appeal to target groups
 - Incorporate photos and art that depict people of diverse cultures, age, abilities and economic status
 - Demonstrate respect for cultural sensitivities and prohibitions

Accommodate People With Disabilities:

To ensure compliance with the Americans with Disabilities Act (ADA), the Council’s Public Meeting Notices and comment opportunities include TTY information and provide multiple input methods. Public meetings are held at ADA-accessible locations, and notices and information are published on the Council’s ADA-compliant website. Extended public hearing notices in the Council’s Metro Meetings bulletins and on its Meetings and Events webpage provide needed planning time for people who rely on public transit, Metro Mobility or special arrangements to get to Council events.

The Council may use one or more of the following tools to reasonably accommodate people with disabilities:

- Provide copies of materials in 14-point or larger type
- Adapt computer screens for people with visual or hearing impairments (technology includes screen magnifiers, readers and translators)
- Prepare easy-to-read versions of materials for people with learning disabilities
- Provide Braille or raised-print notices, materials and displays
- Allow visually impaired participants to touch 3-Dimensional maps or architectural models
- Record materials to audio or audio-visual media
- Require presenters to verbalize information provided through presentations or written during activities
- Provide electronic copies that participants may open on personal equipment
- Structure seating to provide visibility for participants who lip-read
- Mount microphones at wheelchair height
- Require facilitators to provide hand-held microphones to participants
- Provide amplification systems
- Provide sign language interpreters
- Display spoken information as printed words through technology (computer assisted reading technology, known as CART)
- Present meetings through video- or teleconferencing, to allow offsite participation

Accommodate People with Limited English Proficiency (LEP):

Individuals with limited English proficiency (“LEP”) and for whom English is not their primary language may have difficulty participating in key decisions. Accordingly, the Council will take reasonable steps to help ensure LEP persons have meaningful access to key transportation planning decisions and have opportunities to become involved in Council transportation planning processes.

Public Notices

The Council informs stakeholders about its public participation meetings and opportunities, as well as involvement milestones and outcomes. The Council’s Public Affairs Department publishes public comment opportunities at the Council’s ADA-compliant website (www.metrocouncil.org), in the *State Register*, and in designated newspapers, as well as on the Council’s official calendar. As a rule, the Council releases information about regional participation opportunities through both popular and specialized media outlets that serve people with disabilities and limited English proficiencies.

Vital public information documents written in English, including meeting notices, will include statements that the Council will reasonably accommodate people with disabilities or limited English proficiency.

The Council provides legal notices, beginning 30 to 45 days prior to public hearings, to inform members of the general public and other stakeholders about opportunities to provide formal public comments.

Each notice provides, at a minimum, the following information:

- Name of activity/type of participation event
- Sponsoring organization
- Subject of meeting
- Action to be taken and by whom
- Day, date, time and location of meeting
- Brief summary of the proposed action or plan and geographic scope
- Start and end dates for public comments
- Where to obtain copies of the plan or materials, and how to provide formal comments
- A designated contact for more information (name, telephone, email, TTY)
- Offer to provide accommodations for people with limited English proficiency (published in the native languages for identified subject threshold groups)
- Offer to provide accommodations for people who are disabled

Council design standards require program staff to consult with members of the Public Affairs design staff or Metro Transit marketing group to assure consistent use of Council identity elements, design features and typography before publishing display advertisements. *(This requirement does not apply to classified-style legal notices placed through the Data Center.)*

Public Comments:

The Council values the efforts stakeholders make to participate in its regional decisions. To inform participants how their ideas, comments and suggestions influence key regional decisions, the Council considers summaries of public comments at regular business meetings. The Council's designated project managers prepare and present the summaries following each major initiative or project participation process, and provide copies to the Public Affairs Department for publication on the Council's ADA-compliant website and distribution through the Data Center.

The Council's public comment summaries identify:

- the Council activity for which comments were solicited
- the matters on which public input was sought
- a description of the public participation methods used
- a general description of groups that participated (categorized by factors such as interest, demographic sub-group, or agency affiliation)
- public comments categorized by major themes
- how public comment influenced the outcome or recommendation that resulted from the process, and why any consistent themes are not reflected in proposed Council actions.

Scheduling Public Meetings:

The Council provides a variety of opportunities for face-to-face and interactive public participation at ADA-accessible venues. Council public participation activities may range from highly structured public hearings to informal special events, and may incorporate online forums or surveys. The Council's Public Affairs staff provides consultation for planning, organizing and publicizing public meetings, and can assist division staff with presentation coaching or meeting evaluation.

Whenever reasonably possible, the Council holds its public meetings at times and places convenient to its stakeholders. To encourage optimal participation, the Council may consider:

- Locations easily accessed by transit riders and Metro Mobility clients
- Holding meetings in different areas of the region
- Holding meetings at nontraditional locations such as schools, religious facilities or cultural centers
- Partnering with community or service organizations to promote/host participation events
- Holding meetings outside of traditional business hours
- Holding multiple meetings on different days of the week and/or at different times of the day
- Avoiding potential conflicts with participation opportunities hosted by other units of government in the region

Information Documents

The Council distributes policy documents and data sets that provide stakeholders and the general public with pertinent information about the planning and decision process. The Council provides copies of its draft and adopted policy and plan documents for public review at its Data Center, library and ADA-compliant website. Single copies of most Council documents are free. A nominal fee may be collected to recover costs on select items.

In response to an informal request for information, any Council staff member may distribute published Council documents or direct the requester to the Public Affairs Department.

Data Practices

Documents, data and information at the Metropolitan Council, unless specifically excepted, are a matter of public record under Minnesota Statutes Chapter 1. Staff must respond in a timely manner to any request for information from a member of the public. If a staff member receives a request for information under the Minnesota Government Data Practices Act, the request should be referred to the Data Practices Official, at 651-602-1387, in accordance with the Council's Data Practices Procedure.

Advisory Bodies

The Council's advisory bodies provide key opportunities for stakeholder participation. They allow members, representing a cross-section of key stakeholder groups in the region, to help shape regional transportation plans and policies. The Council appoints members of the general public, local elected officials, professionals with technical knowledge and experience, or representatives of statute-identified groups, according to the responsibilities of particular advisory bodies. Advisory bodies may conduct studies, recommend action to the Council's standing committees, and/or provide expert advice.

1. Transportation Advisory Board (TAB): Advises the Council on transportation matters involving the regional highway, public transit and airport systems; helps the Council, Mn/DOT, counties and cities carry out transportation planning and programming for the region as designated in state and federal laws; participates in drafting the *Transportation Policy Plan* (TPP), and reviews and adopts the region's three-year Transportation Improvement Program (TIP). Its 33 members include 10 municipal elected officials; seven county commissioners; four state and regional agency representatives (Mn/DOT, Minnesota Pollution Control Agency (MPCA), Metropolitan Airports Commission – (MAC), Metropolitan Council); eight citizen representatives; and four transportation mode representatives (one represents freight providers, two represent transit providers, and one represents nonmotorized transportation users of bicycle and pedestrian facilities).

2. Transportation Accessibility Advisory Committee (TAAC): The TAAC advises the Metropolitan Council on short- and long-range management plans and policies for special transportation services. Composed of transit riders and advocates for the disability community, it includes 2 Senior Federation

representatives, 2 from the Minnesota Consortium for Citizens with Disabilities, and 1 American Association of Retired Persons (AARP) representative.

3. Transportation Technical Advisory Committee (TAC): provides expert advice about plans and programs to the TAB. It includes staff from the Council including Metro Transit; representatives from Transit Opt-Out providers; Mn/DOT; MAC; the MPCA; the FHWA; the seven counties; the cities of Minneapolis and St. Paul; and 8 representatives from the Association of Metropolitan Municipalities (AMM). Members of the TAC may also serve on one or more subcommittees. One subset, the Funding and Programming subcommittee, includes representatives from the state Department of Natural Resources (DNR) and state Bicycle Advisory Committee.

4. Transit Providers Advisory Committee (TPAC): Advises the Council on issues related to contracted transit services and reviews and participates in the Council's referral process for the TPP and TIP. Its members represent transportation providers, including private transportation providers.

Local Government Participation

In addition to involving local governments in regional transportation planning processes through its advisory bodies, the Council actively seeks participation by local governments informally and early in its decision-making process. Council and staff members obtain input from local governments through a variety of venues, several of which are integral to the Council's land use planning and other statutory obligations.

1. Face-to-Face Meetings and Interviews: Council members and staff may participate in professional networks or meet with their peers and other agency contacts to discuss regional policy and program issues, as well as day-to-day services and community issues, concerns and needs.

2. Discussion, Educational and Outreach Meetings: The Council may customize forums, workshops, focus groups and other participation processes to encourage participations by representatives from local governments.

3. Local Government Meetings: Council members and staff may attend city, county or township meetings to inform local officials about Council activities, listen to local concerns, or solicit participation in public activities.

4. Review Process: The Council's departments use a formal review process to comment on updates and amendments to local comprehensive plans, Environmental Assessment Worksheets, Environmental Impact Statements, and Surface Transportation Referrals. Its departments consult about activities that interact, guiding and coordinating implementation of transportation and other regional facilities with local and regional land use plans, in accordance with the Council's regional development guide and metropolitan system plans.

5. Staff Assistance: To assist local governments with land use, facilities and service planning related to regional issues and Council activities, the Council provides designated staff experts and periodic technical assistance opportunities to local governments. Council Sector Representatives act as first contacts

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for assigned communities and meet regularly with local officials and staff members. Staff assistance develops relationships with local governments throughout the region, enhancing the Council's ability to identify and address local issues in its regional decisions.

Council Tools and Resources

Formal Public Meetings

The Council accepts testimony from stakeholders and the general public in multiple formats, including testimony, postal mail, email, voice mail, fax, and on forms provided for written or website comments. Guidelines for the content of accessible notices soliciting formal public comments are included under "Public Notices."

- **Business and Committee Meetings** – are always open to the public as required by Minnesota's Open Meeting Law and allow the Council's stakeholders to provide public comments and observe the way it conducts its business. Business and committee meetings are listed in the Council's master calendar, posted online and publicized through Metro Meetings. They typically are held at Council headquarters, located at 390 Robert Street North, St. Paul, MN 55101. The building is ADA-compliant and accessible via several major transit routes.
- **Public Hearings** – provide formal public input on issues and business of regional interest. In accordance with state law, the Council adds public hearings for matters that do not pertain to Comprehensive Plan Amendment and Updates to its master calendar and publishes, at least 30 days prior to the meeting, paid legal notices in the State Register and local newspapers. The Council may also issue news releases and highlight hearings on its homepage to promote participation at public hearings and meetings.

Education and Outreach Meetings

The Council implements a variety of face-to-face and interactive opportunities to ensure meaningful public participation and promote full understanding of Council initiatives. Education and outreach meetings provide information and may solicit input.

- **Forums** – Including online forums, elicit stakeholders’ and communities’ ideas and perspectives on regional issues, projects and initiatives. Usually held in series, forums are often used to encourage continuous feedback/input. While formal minutes are optional, the Council’s staff or facilitators generally record general or specific content of public comments.
- **Workshops** – Include meetings or series of meetings designed to share knowledge or information, educating the audience on a topic of regional interest or importance. The Council’s workshops provide technical assistance to local communities, help it increase public awareness or promote public involvement. The Council may record public responses or additional questions/concerns for later use by staff or the Council.
- **Special Events** – The Council may develop special events to announce, highlight or kick-off its outreach about an issue, project, initiative or news event. The Council generally publicizes its special events through the media, Council websites or direct mail.
- **Open Houses** – The Council may provide meetings/tours/receptions specific to locations that interest the public, in order to highlight an initiative, project or facility.
- **Conferences** – Provide opportunities for the Council to enhance its regional reputation for leadership and innovation by providing professional education, participating in policy discussions and forums, or networking with stakeholders who are interested in similar issues or technically skilled in areas of Council business.
- **Focus Groups** – Solicit in-depth information about issues, activities or public perceptions from small groups of stakeholders. Often held in series, focus groups allow the Council to obtain detailed information and responses by asking questions that build upon knowledge discovered during the course of the meetings or prior public interaction. May also be used as a problem-solving vehicle, a specialized focus group also known as a “Charrette”.
- **Key Person Interviews** – Council members or employees may meet individually with designated stakeholder opinion leaders, such as Chamber officials or members, mayors, advisory body members, nonprofit agency representatives, education representatives, religious leaders, business owners or individual constituents potentially impacted by a Council decision.
- **Civic and Community Meetings** – the Council provides updates to City Councils and other elected bodies, and speakers on topics of interest to groups hosting meetings in the region. Council representatives establish relationships host organizations and may attend the organization’s meetings and events.

Interactive/Visualization Techniques:

The Council provides a variety of accessible information resources to help participants understand competing proposals, impacts and possible outcomes related to complex regional transportation projects and plans. Visualization techniques used to illustrate these issues may include, but are not limited to, one or

more of the following materials and practices:

- Aerial photographs, alone or with mapping overlays
- Photo simulations of proposed projects
- Photographs of existing projects comparable to those proposed
- Interactive maps that allow comparison of proposals
- Interactive maps that allow addition/subtraction of proposed elements
- Printed, three-dimensional, or raised print maps, diagrams, or architectural figures
- “Before” and “After” photos, simulations, maps, diagrams or drawings
- Scenario planning exercises

Media Relations: 651-602-1357

The Council’s Public Affairs Department includes staff experienced in news reporting and media relations. It issues news releases, works with reporters to generate stories about Council activities, responds to reporter inquiries, provides briefings, holds press conferences and prepares editorial commentaries. Media activities inform and interest members of the media and public about Council issues, events and opportunities for public participation, maintaining contact with more than 40 broadcast outlets and daily newspapers, 40 weekly newspapers, more than 30 specialty news outlets (serving audiences such as ethnic minority groups, people with disabilities and people over age 65), and 50 neighborhood publications. Staff also produces content for and places the Council Chair’s Annual State of the Region Address, and periodic highlights of regional issues, on local broadcast/cable television.

Websites: www.metrocouncil.org and www.metrotransit.org

The Council’s ADA-compliant websites provide interactive content and static documents, accessed at a rate of more than 200,000 visits per month. The website includes contact information and venues for public comment, and advertises openings on the Council’s advisory bodies. It provides information about the Council’s planning and decision-making processes, as well as copies of its draft and adopted plans and policies, maps, displays, and meeting agendas. The homepage highlights public events, and “Meeting and Events” pages provide calendars of the public hearings, meetings and events held by the Metropolitan Council, the Metropolitan Airports Commission and the Metropolitan Sports Facilities Commission. The Council’s website provides information about federally funded projects, grant opportunities, Council programs and affordable housing. Metro Mobility, the Council’s transportation provider for people with disabilities, provides an online handbook and enrollment form, and the Council’s Metro Transit site provides transit schedules, dynamic trip planning and fare information online.

Data Center: 651-602-1400

Public Comment Line: 651-602-1500

TTY: 651-291-0904

Fax: 651-612-1464

Email data.center@metc.state.mn.us

390 Robert Street North

St. Paul, MN 55101

The Council Data Center publishes official public notices of the Council's hearings and public participation meetings. Data Center staff members respond to 12,000 public contacts annually, including requests for printed documents, inquiries about the status of projects, and public comments received at the data center during the public participation process. The Data Center staff assists at events managed by the Public Affairs Department and maintains several database lists. The Data Center distributes Council documents, notices and newsletters via email, messenger and traditional mail service.

Print materials, electronic publications and presentations

The Council's Public Affairs team includes professional editors, writers and designers who are available to assist program staff developing public participation materials. The Public Affairs Department publishes, periodically updates and distributes an extensive array of fact sheets, policy summaries, brochures, audio-visual materials and topical print and electronic publications. The Council distributes several periodicals to stakeholders and interested parties. At the time of PPP adoption, Council publications included the following titles:

1. **Metro Meetings** (electronic and print, based on preference): Sent weekly to 300 subscribers, provides information about meetings and public events held by the Council, its committees and subcommittees, the Metropolitan Airports Commission and the Metropolitan Sports Facilities Commission.
2. **Directions Newsletter**: Electronic version mailed monthly to 700 subscribers, provides articles to inform the public and stakeholders about current regional planning, program and service issues; promotes public use of best management practices related to Council responsibilities. Print version mailed bi-monthly to 4,000 subscribers, summarizes information provided in the electronic version.
3. **Metro Digest** (electronic and print, based on preference): Sent monthly to 300 subscribers, summarizes Council and Commission activities (see Metro Meetings), as well as committee and commission vacancies.
4. **Take Out** (print): Provided for user pickup monthly on all regional buses and trains, discusses meetings and decisions affecting the region's transit system.

5. **Annual Report** (print): Distributed annually by direct mail to 300 subscribers and at the Council's State of the Region event, discusses major Council accomplishments and initiatives.
6. **Metro Mobility Monitor** (print): mailed at least annually to 20,000 clients and stakeholders of the Council's ADA-demand transportation service, discusses policy and service matters affecting its clients.
7. **The Wire** (electronic): distributed to Council members and staff by email, discusses activities and personnel at the agency.
8. **Insights** (print and electronic): distributed to Council members and transit staff, available online to other Council employees; discusses activities and personnel within the transit operations.

Direct Mail/Email Notices

Council departments, as well as its Public Affairs and Transit Marketing staffs, maintain active lists of subscribers and parties interested in the Council's public participation efforts. In addition to its "Meetings and Events" web presence and Metro Meetings bulletins, the Council distributes:

- Formal meeting notices with requests for comments
- Form/personalized letters requesting comments and participation, and
- Form/personalized participation invitations.

Database contacts include members of the media or general public, local officials, citizen activists, interest groups and other stakeholders; materials may be sent electronically or by post.

Library: 651-602-1310

390 Robert Street North
St. Paul, MN 55101

The Council's library and library staff assist members of the Council and its staff, members of the public, and local officials with Council or regional research.

Staff assistance: 651-602-1545

The Council's public outreach coordinator and other members of the Public Affairs staff provide expert assistance with planning, implementing and evaluating a broad range of public participation activities.

APPENDIX D:

Language Assistance Plan

LIMITED ENGLISH PROFICIENCY PLAN 2014

For the Metropolitan Council, MetroTransit, Metro Mobility, Transit Link

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I. About the Council

The Metropolitan Council was established by the Minnesota Legislature in 1967 and is the metropolitan planning organization (MPO) for the Twin Cities seven-county metropolitan area. It also provides many essential services and infrastructure that support communities and businesses and ensure a high quality of life for residents of the region. The Council's mission is to foster efficient and economic growth for a prosperous metropolitan region. Its priorities include:

- Creating a financially sustainable 21st century transportation system
- Promoting dynamic housing opportunities for all
- Leveraging investments that drive regional economic development

The Council's essential services enhance the region's quality of life and economic competitiveness. The services and responsibilities of the Council include:

- [Operating MetroTransit](#), the largest public transit operator in the region, serving 81 million bus and rail passengers in 2012 with award-winning, energy-efficient fleets. The Council's strategic investments support a growing [network of bus and rail transit ways](#), and [transit-oriented development](#).
- [Collecting and treating wastewater](#) at rates 40% lower than peer regions, while winning national awards for excellence.
- [Working to ensure adequate clean water](#) for the future, through [water supply planning](#) and [lake and river monitoring programs](#).
- [Planning for future growth](#) in partnership with communities and the public.
- Planning, acquiring, and developing a world-class [regional parks and trails system](#).
- [Providing affordable housing](#) for qualifying low-income residents.

The Council's [17-member policy board](#) has guided and coordinated the strategic growth of the metro area and achieved regional goals for nearly 50 years. Elected officials and citizens share their expertise with the Council by serving on [key advisory committees](#), including the Community Development Committee, Environment Committee, Management Committee, Transportation Committee, Litigation Review Committees, in addition to many other additional committees, work groups, and task forces.

II. Background Information

Purpose

The following document serves as the plan for the Council's MetroTransit, Metro Mobility, and Transit Link services to meet the legal obligation of the language access requirements in compliance with Title VI of the Civil Rights Act of 1964; Executive order 13166 and Federal Transit Administration (FTA) references in Circular 4702.1B.

This document also serves as a model to show the Council's commitment to provide meaningful access to all individuals accessing the Council's services. Internally this plan is intended for department managers and supervisors, and for staff who interact directly or indirectly with Limited English Proficiency (LEP) individuals. LEP legal requirements also apply to sub-recipients, subcontractors and vendors who do business with the Council. LEP community members and advocates can refer to this plan to learn about the Council's commitment to equal access. Dissemination of the Limited English Proficiency Plan is to occur via many routes. Any internal or external individual will be able to access the plan via the Internet. LEP individuals can obtain copies/translations upon request.

Further questions regarding this plan may contact:

Wanda Kirkpatrick
Director, Equal Opportunity
390 Robert Street North
St. Paul, MN 55101
651-602-1085
Wanda.kirkpatrick@metc.state.mn.us

Authority

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq., 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 otherwise subjected to discrimination under any program or activity that receives Federal financial assistance."* The Supreme Court, in *Lau v. Nichols*, 414 U.S. 563 (1974), interpreted Title VI regulations promulgated by the former Department of Health, Education, and Welfare to hold that Title VI prohibits conduct that has a disproportionate effect on Limited English Proficient (LEP) persons because such conduct constitutes national origin discrimination.

Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," reprinted at 65 FR 50121, August 16, 2000 (Appendix A), directs each Federal agency to examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services. Federal agencies were instructed to publish guidance for their respective recipients in order to assist them with their obligations to LEP persons under Title VI. The Executive Order states that recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons. President Bush affirmed his commitment to Executive Order 13166 through a memorandum issued on October

25, 2001 by Assistant Attorney General for Civil Rights, Ralph F. Boyd, Jr. Federal agencies were directed to provide guidance and technical assistance to recipients of Federal funds as to how they can provide meaningful access to Limited English Proficient users of Federal programs.

The U.S. DOT published revised guidance for its recipients on December 14, 2005 (Appendix B). This document states that Title VI and its implementing regulations require that DOT recipients take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP) and that recipients should use the DOT LEP Guidance to determine how best to comply with statutory and regulatory obligations to provide meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are LEP.

The Federal Transit Administration (FTA) references the DOT LEP guidance in its Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," which was published on October 1, 2012. Chapter III part 9 of this Circular reiterates the requirement to take responsible steps to ensure meaningful access to benefits, services, and information for LEP persons and suggests that FTA recipients and sub-recipients develop a language implementation plan consistent with the provisions of Section VII of the DOT LEP Guidance.

The DOT LEP Guidance recommends that all recipients, especially those that serve large LEP populations, should develop an implementation plan to address the needs of the LEP populations they serve. The DOT LEP Guidance notes that effective implementation plans typically include the following five elements:

1. Identifying LEP individuals who need language assistance:
2. Providing language assistance measures
3. Training staff
4. Providing notice to LEP persons
5. Monitoring and updating the plan

Responsibilities

The following Divisions were among those interviewed to obtain input on the contents of the Councils LEP Plan:

- > Office of Diversity and Equal Opportunity, Director
- > Communications, Director
- > Customer Services, Director & Transit Information Manager & Marketing
- > Transit Service, Director
- > Development, Transit/GIS Planner
- > Research, Manager

- Metro Mobility, Contracted Services Assistant Director

The Council Regional Administrator has designated the director of the Office of Equal Opportunity (OEO) the Council's Language Assistance Liaison. The Language Assistance Liaison will be responsible for developing, executing and coordinating language services to LEP persons, and will collaborate with any sub-recipients covered under Title VI to ensure that they satisfy their LEP requirements. OEO is designated the lead department for LEP initiatives in order to assist the Language Assistance Liaison in ensuring that the Council, MetroTransit, Metro Mobility, and Transit Link continue to serve LEP customers. The Liaison will also investigate and resolve language access complaints from the LEP community.

III. Identification of Limited English Proficient Individuals in the MetroTransit, Metro Mobility, and Transit Link Service Area

DOT Guidance: "There should be an assessment of the number or proportion of LEP individuals eligible to be served or encountered and the frequency of encounters pursuant to the first two factors in the four-factor analysis.

MetroTransit has addressed the federal requirements for assessing needs and providing services to LEP populations. The LEP needs assessment was conducted based on the Four-Factor Analysis, as outlined in the FTA Circular 4702.1B. This analysis includes:

1. Identifying the number or proportion of LEP persons served or encountered in MetroTransit's service area;
2. Determining the frequency with which LEP individuals come into contact with MetroTransit's services;
3. Determining the nature and importance of the services to LEP people; and
4. Assessing the current resources available and the costs to provide Language Assistance Services.

1. The Number and Proportion of LEP Persons in MetroTransit's Service Area

The U.S. Census Bureau collects data through the American Community Survey (ACS) to assess language characteristics within a geographic area. These data identify a person's ability to speak English "very well" or less than "very well" and the language predominately spoken at home for those populations age 5 and older. The 2007-2011 ACS provided quantitative information regarding LEP populations for the seven-county region and MetroTransit's service

area. An analysis of these data identified LEP populations and their language characteristics within the MetroTransit service area.

ACS data indicate that the total population within MetroTransit's service area is 2,188,583. In addition, 16% of the service area's total population is age 5 and older and speaks a language other than English at home (317,164). Of these individuals, 44% (139,552) speak English less than "very well". Approximately 6% of the total population is foreign born (120,680). In addition, 6% (139,317) of the total population of MetroTransit's service area are LEP individuals. Approximately 37% (51,736) of these LEP individuals speak Spanish.

The following table lists the foreign languages spoken within MetroTransit's Service Area. The four most frequently spoken languages include, in descending order: Spanish/Spanish Creole; Hmong; Somali; and Vietnamese. Each of these is spoken by at least 5% of the LEP population in the service area.

MetroTransit does not operate service throughout the entire seven-county region; therefore, the distribution of LEP communities was compared to the MetroTransit service area to identify the quality of coverage. Using the language categories contained in the 2007-2011 ACS, MetroTransit created the following five maps to show the concentrations of LEP communities within the service area.

Results of the geographic distribution indicate the greatest densities of LEP speakers are located within the limits of MetroTransit's service area and along well-served transit corridors. Further analysis indicates that:

- LEP communities are concentrated in central and east St. Paul, central and north Minneapolis and cities to the northwest of Minneapolis;
- LEP Spanish speakers are more widely dispersed than the other language groups, being located in both urban and suburban communities;
- A high concentration of LEP Hmong speakers is located in north and east St. Paul;
- LEP Somali speakers are scattered across the service area, but are mainly located in the central area Minneapolis

Table of LEP Speakers in the MetroTransit Service Area

The total population of the MetroTransit Service Area is 2,638,967 people. There are 139,317 LEP speakers in the service area; this is 5.3% of the population.

Language	Number of LEP Speakers	Percent of Total LEP	Percent of Total Population
Spanish or Spanish Creole	51,736	37.1%	2.0%
Hmong	23,050	16.5%	0.9%
Somali	20,384	14.6%	0.8%
Vietnamese	8,081	5.8%	0.3%
Chinese	5,623	4.0%	0.2%
Other Asian languages	4,989	3.6%	0.2%
Russian	3,442	2.5%	0.1%
Laotian	2,525	1.8%	0.1%
French (incl. Patois, Cajun)	2,110	1.5%	0.1%
Mon-Khmer, Cambodian	2,040	1.5%	0.1%
Arabic	1,737	1.2%	0.1%
Korean	1,628	1.2%	0.1%
German	1,214	0.9%	0.0%
Serbo-Croatian	1,052	0.8%	0.0%
Other Indic languages	1,032	0.7%	0.0%
Other Indo-European languages	941	0.7%	0.0%
Japanese	902	0.6%	0.0%
Tagalog	836	0.6%	0.0%
Hindi	834	0.6%	0.0%
Other Slavic languages	766	0.5%	0.0%
Thai	615	0.4%	0.0%
Persian	461	0.3%	0.0%
Italian	460	0.3%	0.0%
Polish	441	0.3%	0.0%
Other Pacific Island languages	376	0.3%	0.0%
Other & unspecified languages	361	0.3%	0.0%
Urdu	321	0.2%	0.0%
Scandinavian languages	307	0.2%	0.0%
French Creole	181	0.1%	0.0%
Portuguese or Portuguese Creole	180	0.1%	0.0%
Hebrew	172	0.1%	0.0%
Other Native N. American languages	170	0.1%	0.0%
Gujarathi	138	0.1%	0.0%
Greek	109	0.1%	0.0%
Hungarian	55	0.0%	0.0%
Other West Germanic languages	38	0.0%	0.0%
Armenian	10	0.0%	0.0%
Yiddish	0	0.0%	0.0%
Navajo	0 ⁸	0.0%	0.0%

Figure 1. Distribution of all Limited English Proficient Speakers

Figure 1

Distribution of all Limited English Proficient* Speakers (Age 5+)

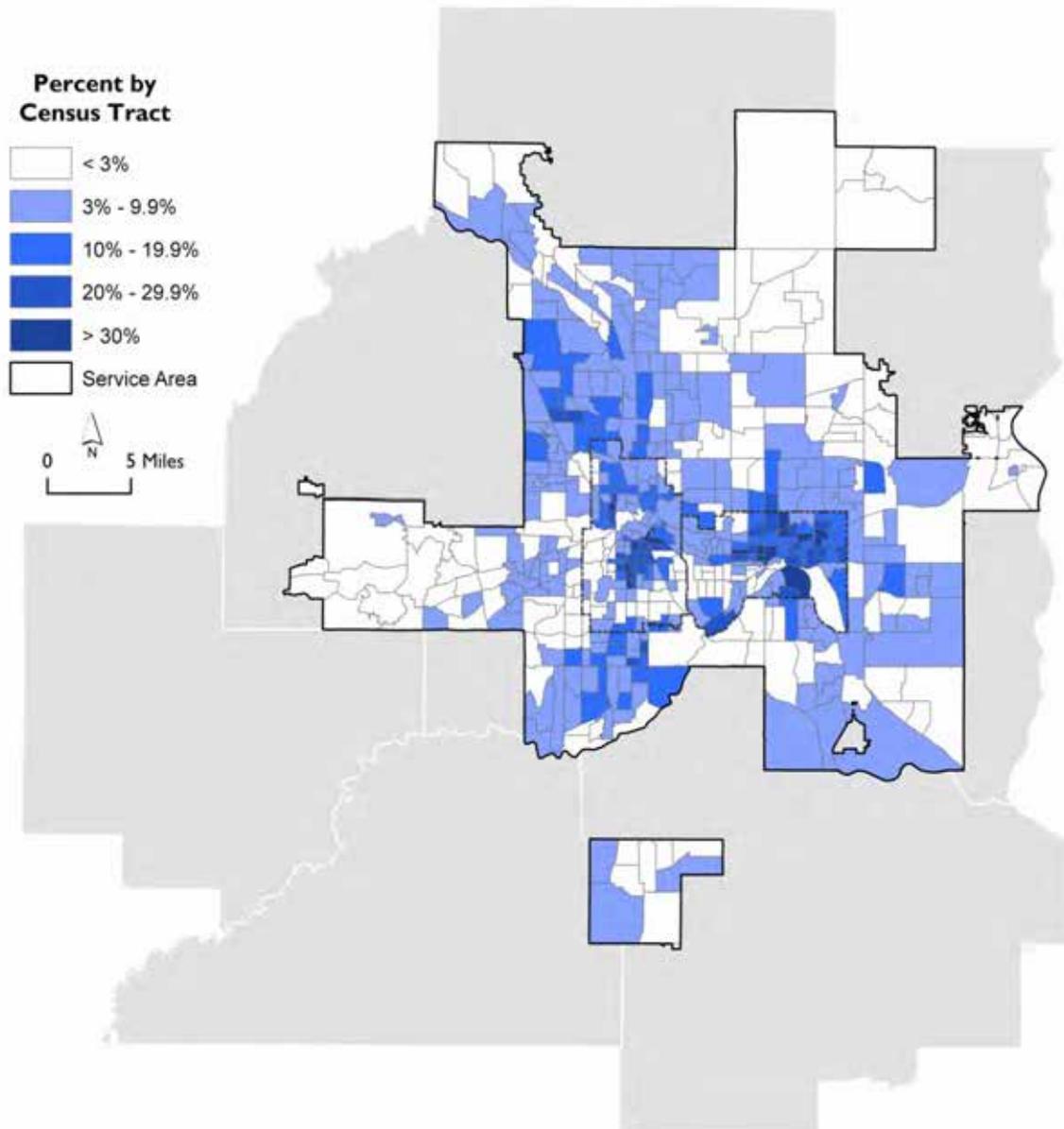


Figure 2. Distribution of Spanish Speakers who are Limited English Proficient

Figure 2

Distribution of Spanish Speakers (Age 5+) who are Limited English Proficient*

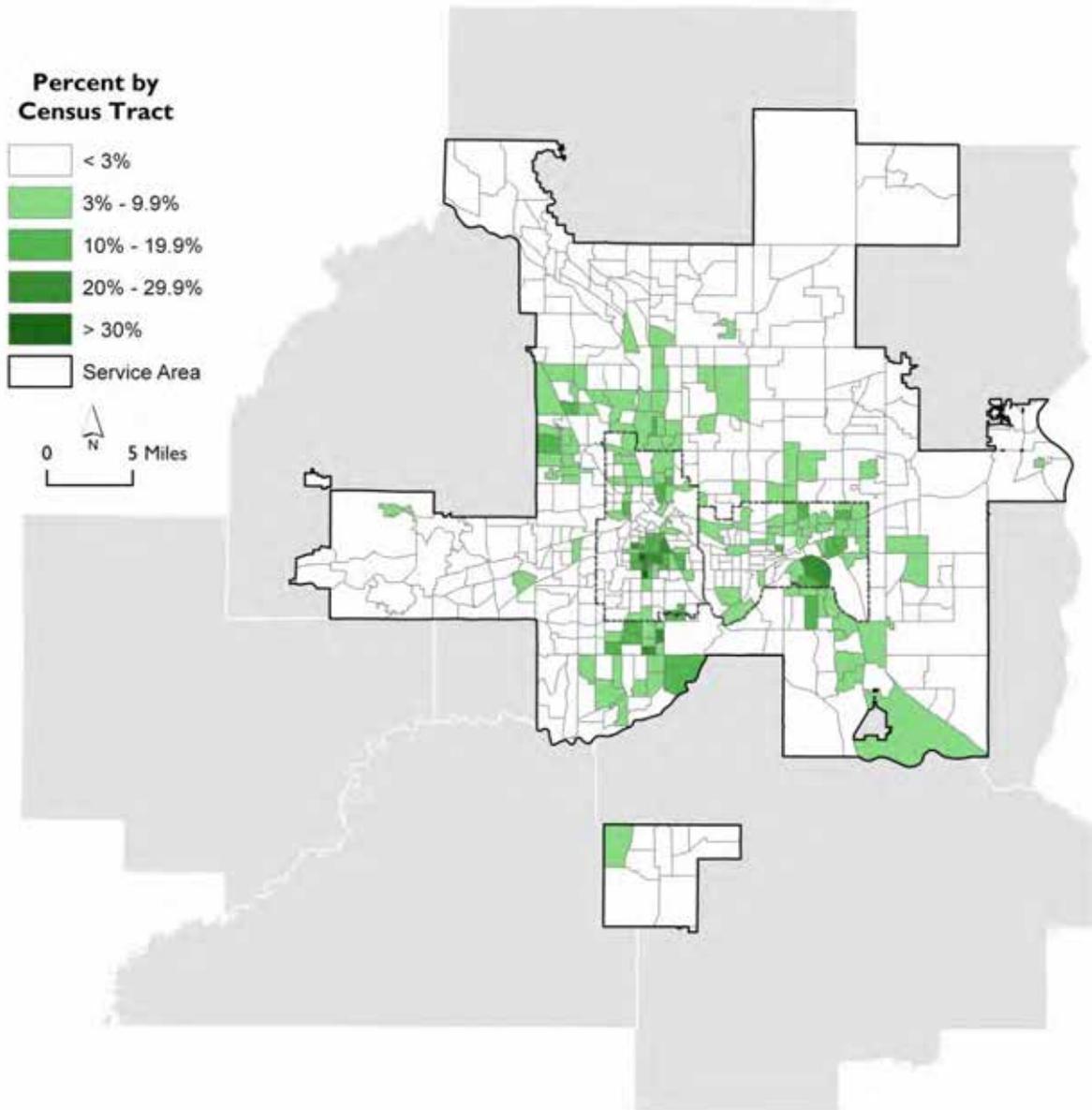
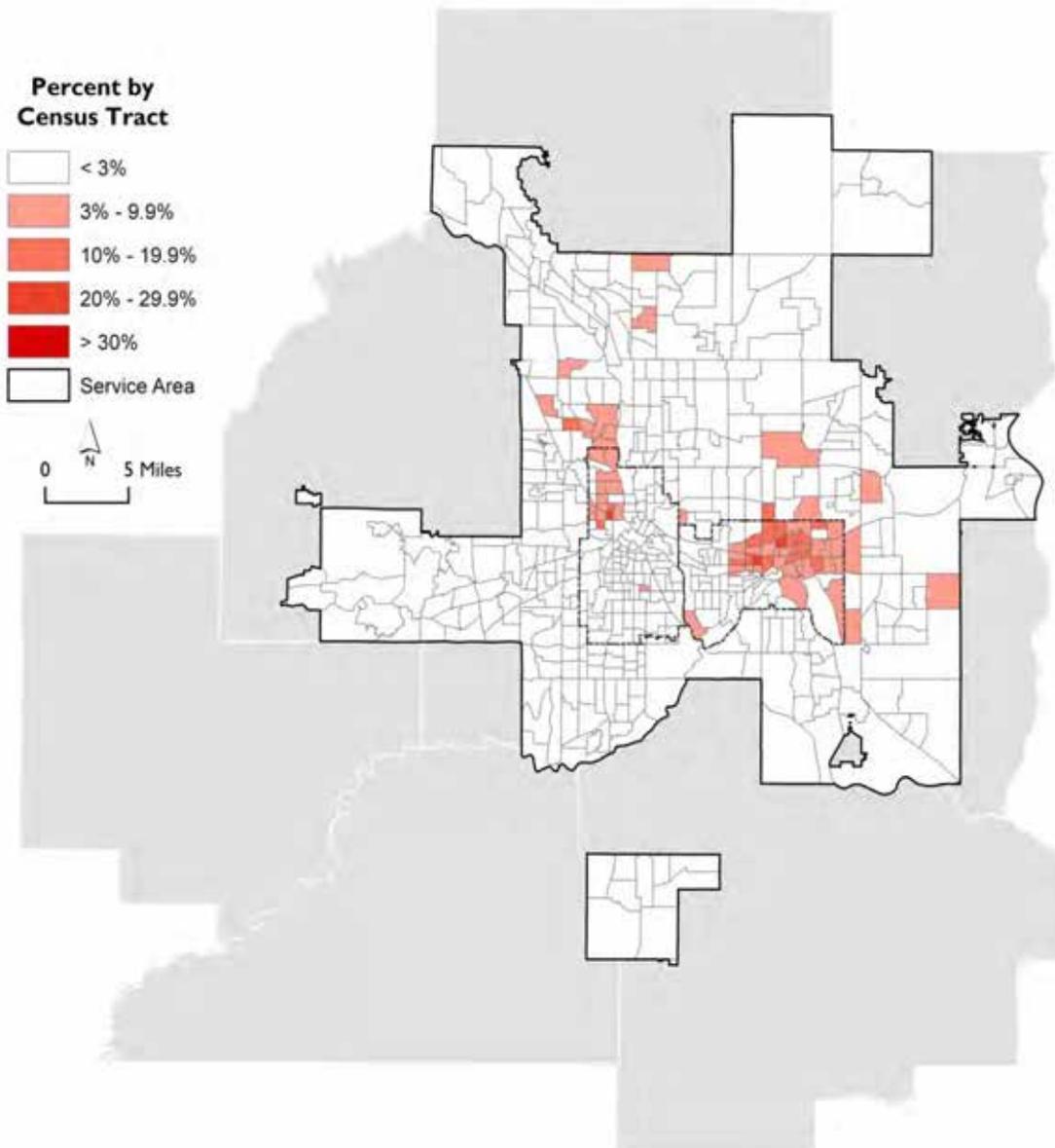


Figure 3. Distribution of Hmong Speakers

Figure 3

Distribution of Hmong Speakers (Age 5+) who are Limited English Proficient*

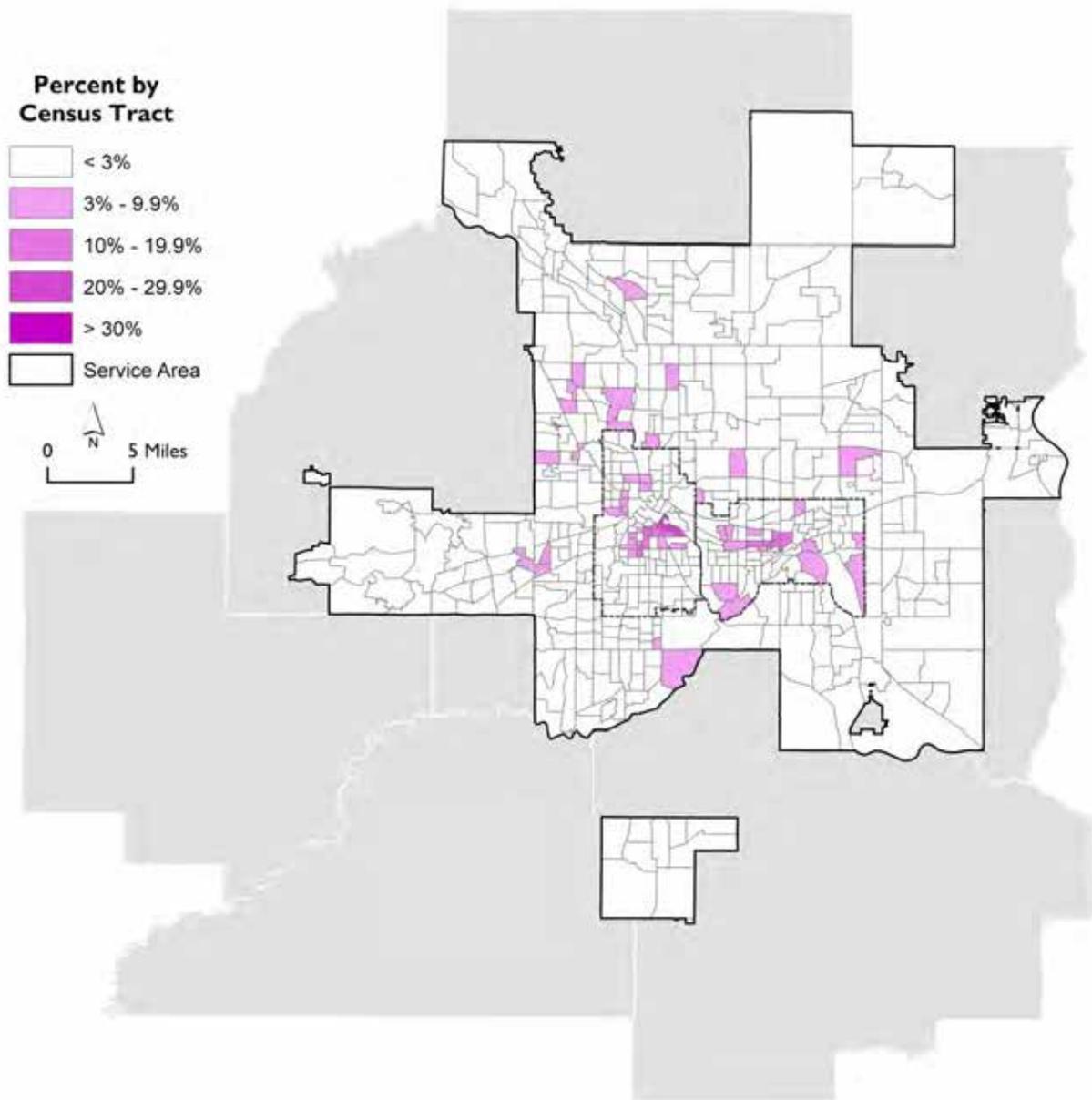


*English spoken less than "very well"
Source: American Community Survey, 2007-2011

Figure 4. Distribution of Somali Speakers who are Limited English Proficient

Figure 4

Distribution of Somail Speakers (Age 5+) who are Limited English Proficient*



2. The Frequency of Contact Between LEP Individuals and the Council's Transportation Services

The Council offers three transportation related services: MetroTransit, Metro Mobility, and Transit Link. MetroTransit provides an integrated network of buses, light rail and commuter trains as well as resources for those who carpool, vanpool, walk or bike in the Twin Cities. Metro Mobility is a shared public transportation service for certified riders who are unable to use regular fixed-route buses due to a disability or health condition. Rides are provided for any purpose. Transit Link, also known as dial-a-ride, is a shared-ride small bus service for the general public in the seven-county metropolitan area. Its service generally operates outside areas covered by regular route transit.

Critical Services

MetroTransit & Metro Mobility

MetroTransit is the transportation resource for the Twin Cities, offering an integrated network of buses, light rail and commuter trains as well as resources for those who carpool, vanpool, walk or bike. It is working to add a light-rail link between downtown Minneapolis and downtown St. Paul as well as developing enhanced express bus service throughout the region.

MetroTransit is one of the country's largest transit systems, providing roughly 90 percent of the 78 million bus trips taken annually in the Twin Cities. Each weekday customers board MetroTransit buses and trains an average of 250,000 times.

MetroTransit operates the METRO Blue Line (Hiawatha), Northstar commuter rail line and 123 bus routes — 66 are local-service routes and 51 are express routes and 6 contract service routes, using a fleet of 885 buses. The majority of the agency's fleet (696) are standard 40-foot buses — 97 of these are hybrid-electric vehicles. Additionally, there are 167 articulated ("accordion") buses and 22 are over-the-road coach-style buses. All MetroTransit buses are equipped with wheelchair lifts or ramps and racks for bicycles. All trains feature storage areas for bicycles and luggage.

Metro Mobility is a shared public transportation service for certified riders who are unable to use regular fixed-route buses due to a disability or health condition. Metro Mobility service complements MetroTransit's larger public fixed route transit service, operating in communities and at times when fixed route transit service is available. Rides are provided for any purpose.

Metro Mobility's service area includes the areas that are served by MetroTransit's all day local fixed route services and areas designed as "Transit Taxing Districts." Metro Mobility uses guidelines in the Americans with Disabilities Act (ADA) to determine eligibility. A person might be eligible if: they are unable to navigate the regular fixed-route bus system, or they are unable to board or exit the regular fixed-route bus at some locations, or they are physically unable to get to or from the regular fixed-route bus because of their disability or health condition within an area that the fixed-route serves.

Transit Link

Transit Link service, also known as dial-a-ride, is a shared-ride small bus service for the general public in the seven-county metropolitan area. Transit Link rides must be reserved in advance. Transit Link service is available to the public and supplements regular MetroTransit routes

Transit Link service generally operates outside areas covered by regular MetroTransit routes. Riders will experience one of three kinds of trips: destinations that can be reached by regular route transit, destination that requires combination of regular route transit and Transit Link service, and a destination only accessible via Transit Link service.

Interactions with LEP Populations

MetroTransit Call Center Data

The MetroTransit Call Center tracks its interaction with LEP customer via its partnership with Language Line interpreter services. Over the previous 16 month period, the Call Center took 390 total calls from LEP customers seeking interpreter services. The breakdown of those languages is listed below:

Language	Number of Calls
Spanish	309
Somali	30
Amharic	6
Hmong	6
Oromo	6
French	5
Mandarin	5
Karen	4
Korean	4
Swahili	2
Tigrinya	2
Arabic	1
Bengali	1
Cantonese	1
Chi	1
German	1
Nepali	1
Romanian	1
Tagalog	1
Tamil	1
Twi	1
Vietnamese	1

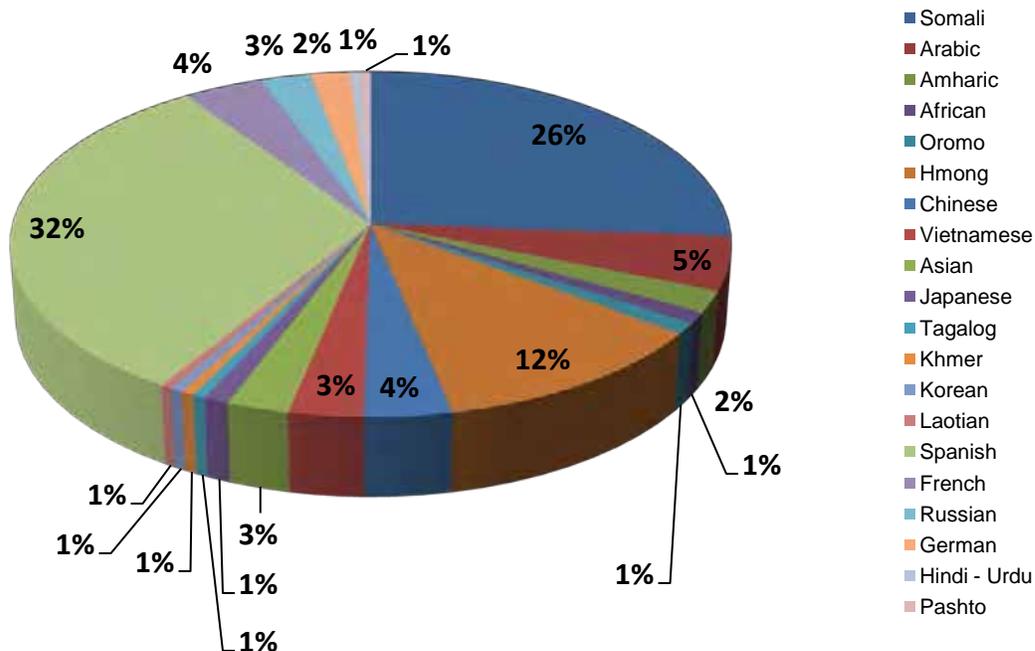
Based on these figures, MetroTransit's Call Center interacted most commonly with Spanish and Somali speaking LEP customers during this time period. Approximately 80% of all LEP customers in need of language services requested Spanish language interpretation from Language Line. Somali was the next most requested language at 7.7%. On average, the Call Center took approximately 26 calls per month from LEP customers in need of language assistance. Overall, the Call Center utilized Language Link to interact with LEP customers representing 22 distinct languages.

Bus Operator Survey Results

In February 2014, the Office of Equal Opportunity, in collaboration with the Council's Program Evaluation and Audit Department, designed and administered a survey of MetroTransit

operators to better understand the demographics of the LEP population, frequency of use and identify the nature of interactions specific to the LEP population. OEO visited MetroTransit's 5 bus garages and administered bus operator surveys to 83 randomly selected operators. See Attachment 1 for a copy of the Bus Operator Survey. These operators drove a variety of routes (inner city and suburban), were a combination of part or full time employees, and had varying experiences with understanding foreign languages. As such, the results of this survey are limited by accuracy of the perception of these operators.

Languages Commonly Heard



Overall, MetroTransit bus operators identified Spanish (32%), Somali (26%), and Hmong (12%), constituting approximately 70%, as the most commonly heard foreign languages. Seventeen other languages constituted the remaining 30% of languages heard on the bus.

Approximately 73% of operators stated they had at least a daily interaction with LEP customers. In terms of LEP interactions per shift, the following percentage of operators reported the following number of interactions per shift:

LEP interactions per shift	Percentage Reported
1	24%
2	24%

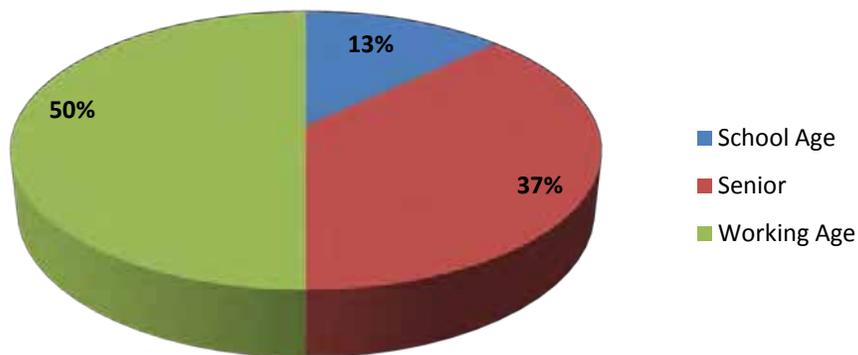
3	22%
4	4%
5 or more	26%

The remaining 27% of operators reported interacted with LEP customers less than daily:

- > 16% reported a weekly interactions
- > 6% reported a interacted monthly with LEP customers
- > 5% reported less than monthly interactions

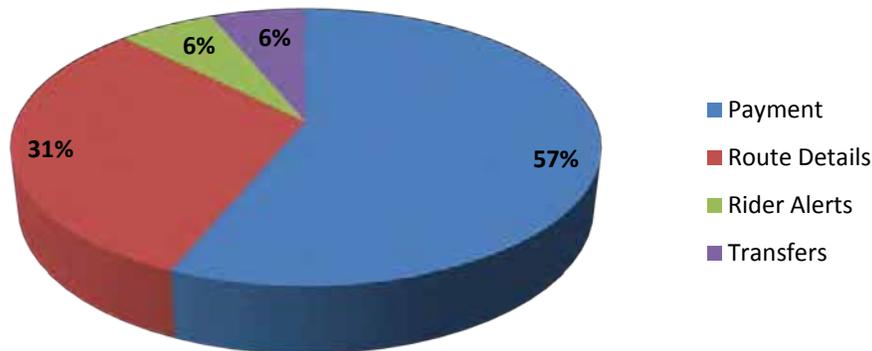
Generally, half of all operators reported that they interact most with working age LEP customers, 37% reported that they interact most with senior age LEP customers, and the remaining 13% reported school age LEP customers.

LEP Interactions by Age Group



Operators identified payment, route information, rider alerts, and transfers as the most frequent questions they receive when interacting with LEP customers. The rates are provided below:

Types of Issues



Supplemental Information

MetroTransit's operators offered a number of anecdotes and identified trends regarding their experience with LEP customers:

- Many operators identified specific groups of LEP customers (Spanish speaking, Indian speakers, senior-age) on particular bus lines during specific periods of the day (rush hour v. non-rush hour)
- One operator noted that many LEP customers show maps they've pulled on their Smart phones to better communicate with operators, suggesting possible technological approaches to make the transit experience more linguistically accessible
- Several operators noted that the children of LEP customers often served as language brokers to help their older parents navigate the transit experience
- Several operators reported that most of the LEP customers he encounters try to communicate and learn key information such as routes, transfers, etc.

When asked what they (operators) thought could be done to better serve our LEP transit customers, operators offered a number of suggestions:

- Multi-lingual transfers
- Multi-lingual announcements on major crossways (stops, route, etc.) along certain corridors
- Translated literature providing basic information (fares, ridership info, etc.)
- Operators with multi-lingual skills (basic terms, money, time, etc.)
- Programming that trains transit customers how to ride

Transit Link Call Center Information

Transit Link Call Center staff reported anecdotal information on their interaction with LEP customers. Overall, staff reported that a high proportion (up to 1/3) of the Call Center's call volume is from individuals who are noticeably not native English speakers. Call Center staff made clear, however, that many of these individuals could still communicate in English, but spoke with thick accents. Currently, Transit Link does not make available Language Line to its customers. However, moving forward, the Council's staff will investigate the feasibility of extending this service to Transit Link.

Metro Mobility Ridership

Metro Mobility management and staff report that contact with LEP persons is very infrequent. At the present time, Metro Mobility does not have applications or other informational material printed in other languages. However, interpreter and translation services are available upon request. Over the past year, Metro Mobility staff reported that the department utilized interpreters to assist clients with the intake interview process on five separate occasions. However, three (3) of these five (5) customers required the use of American Sign Language translators. The remaining two (2) clients required Spanish translators. Metro Mobility staff also stated that they rarely (less than once a week) have needed to use Language Line with potential customers. Metro Mobility staff reports that Language Line is currently available at their contractor sites in Dakota County. However, this contractor reports that only one customer has requested interpreter services in the last three years. Metro Mobility is currently in the process of incorporating Language Line at its contractor sites in Anoka, Hennepin, and Washington counties. This will be available to the public by April 28, 2014.

3. Nature and Importance of MetroTransit Services for LEP Customers

Many LEP persons rely on public transportation for their mobility needs. According to U.S. Department of Transportation LEP guidance, "providing public transportation access to LEP persons is crucial. An LEP person's inability to utilize effectively public transportation may adversely affect his or her ability to obtain health care, education, or access to employment."

According to data from the American Community Survey (2008-2012), in the MetroTransit service area, the percentage of workers aged 16 years and older who speak English less than very well and commute by public transit is 10.2%. The majority of these individuals (59%) are Spanish speakers.

4. The Resources Available and the Costs of Providing Language Assistance Services

The principal resources available to the Council's Transportation services for providing language assistance to LEP customers are the Council's website, fare machines located at various transit centers, and its customer service phone lines, and its Customer Advocate program. The MetroTransit website provides translations of critical fare information, how to videos, and additional contact information in Spanish. This same page of information is translated into Hmong and Somali.

Fare machines offer customers the option of selecting Spanish, Hmong, or Somali (the three most commonly used languages besides English) for purchasing fares. MetroTransit's Call Center utilizes the services of Language Line to facilitate interactions between LEP customers and staff. Language Line can provide language interpretation services for 85 different languages. In addition, MetroTransit also offers, upon request, translations of documents and interpreters for community meetings.

MetroTransit Customer Advocates provide free presentations and personalized how-to-ride classes addressing topics such as: fares and how to pay them, trip planning, reading maps and schedules, using the MetroTransit website, accessibility, etc. This is a customizable training that is adapted to meet the needs of a range of unique customer groups including LEP populations. MetroTransit helps make these workshops linguistically accessible to LEP populations by partnering with the requesting community group, which provides interpretation services.

These services involve a number of technological and personnel costs, which are distributed among MetroTransit's operations. MetroTransit is committed to assuring that these and other resources are used to reduce the barriers that limit access to its information and services by LEP persons. Where applicable, MetroTransit will provide funds to enhance its language services.

Additional Services

Based on Call Center data and Bus Operator surveys, the Council has determined that additional services and efforts are needed to provide meaningful access to its transportation services for LEP customers. These include:

- Centralizing LEP implementation and monitoring in a single Department
- Focusing more resources on the languages used by the largest LEP communities in the Council's Transportation area (Spanish, Hmong, Somali)
- Based on need and available resources, translating critical documents, including route changes, fare information, etc., in these most commonly used languages
- Expanding the use of telephone interpreter services
- Expanding outreach to community organizations and entities that work directly with LEP customers to better understand the transit and language needs of LEP populations
- Increase the Council's internal bilingual capabilities by identifying and certifying bilingual employees to provide oral language assistance as needed

IV. Current Language Assistance Measures

DOT Guidance: *“An effective LEP plan would likely include information about the ways in which language assistance will be provided.*”

Based on the four factor analysis above, the most predominant languages spoken by LEP persons in the MetroTransit, Metro Mobility, and Transit Link services areas are Spanish, Hmong, and Somali. Of these three languages, the Council most frequently encounters Spanish speaking commuters. In addition, MetroTransit is the Council’s most widely used transportation service. As a result, the Council focuses the majority of its LEP resources on MetroTransit, and provides its most robust language assistance services in Spanish primarily, followed by Hmong and Somali. However, the Council continues to make language assistance for other languages available on an as-needed basis.

MetroTransit uses a variety of strategies to provide language assistance for LEP customers, including:

- Ticket Vending Machines (TVMs) that offer customers the option of selecting Spanish, Hmong, or Somali translations for purchasing fares.
- Language Line phone services to facilitate interactions between LEP customers and MetroTransit customer service staff. Language Line can provide language interpretation services for 170 different languages.
- Translations, available upon request, of all public documents and meeting materials presented at community/outreach meetings.
- Interpreters, available upon request, for community/outreach meetings.
- Outreach and educational workshops by MetroTransit Customer Advocates offering personalized and linguistically accessible how-to-ride classes to groups throughout MetroTransit’s service area.
- Multi-lingual (English, Spanish, Hmong, Somali) fare information cards available to operators for distributing to LEP customers (see Attachments 5 and 6).
- Web-based Spanish translations and interpreted video content explaining the different types of fares, how to purchase fares using fare machines, and signing up for and using Go-To Cards.
- Web-based Hmong and Somali translations of information explaining the different types of fares, how to purchase fares, using fare machines, and signing up for and using Go-To Cards.
- Monitoring staff interactions with LEP customers in order to identify potential areas of need for language assistance.
- Administering bus operator surveys to identify the frequency and nature of contact LEP customers have with bus operations.

- Advertisizing its services to Spanish speaking populations via radio, including producing and purchasing spots on 50 Minnesota Twins Spanish language broadcasts during 2013 season, and on station WREY to promote special events (MN State Fair, St. Patrick's and New Year's Eve celebrations).

Metro Mobility uses several strategies to provide language assistance for LEP customers, including:

- Language Line phone services to facilitate interactions between LEP customers and Metro Mobility customer service staff. This resource will be expanded to all five of Metro Mobility's service providers by the end of April 2014.
- Translations, available upon request, of all public documents and meeting materials presented at community/outreach meetings.
- Interpreters, available upon request, for community/outreach meetings.
- Monitoring staff interactions with LEP customers in order to identify potential areas of need for language assistance.

Transit Link uses several strategies to provide language assistance for LEP customers, including:

- Interpreters, available upon request, for community/outreach meetings.
- Monitoring staff interactions with LEP customers in order to identify potential areas of need for language assistance.

V. Current LEP Outreach

The principle resources available to MetroTransit for LEP outreach are the MetroTransit website, its customer service phone line, and its Customer Advocate program. By visiting the MetroTransit website, Spanish speaking LEP customers have the option of accessing interpreted how to videos, translated information on the different types of fares, how to purchase fares, how to use fare machines, and how to sign up for reusable Go-To Cards. In addition, the MetroTransit website makes these written instructions and transit information available in Somali and Hmong. LEP customers contacting MetroTransit's Call Center have the option to have information interpreted in one of multiple languages free of cost through the assistance of Language Line, which provides interpretation services in 170 languages.

MetroTransit has also advertised its services with multilingual media. For example, MetroTransit produced and purchased a radio spot on 50 Minnesota Twins Spanish language broadcasts during the 2013 baseball season. Additionally, MetroTransit produced and purchased radio spots on WREY radio to promote several special events in 2013, including the Minnesota State Fair; and free ride events for St. Patrick's Day and New Year's Eve holidays.

MetroTransit Customer Advocates provide free presentations and personalized how-to-ride classes to groups throughout MetroTransit's service area. During these classes, Customer Advocates teach groups a number of things including:

- Fares and how to pay them
- Planning a trip
- Reading maps and schedules
- Transfers / Using Park & Ride lots
- Metrotransit.org and online tools
- Accessibility
- Safety
- Other topics

In addition to these presentation topics, Customer Advocates also bring a MetroTransit bus to the meeting site and have the group practice buying their fare, requesting a transfer, finding their seat, using the pull-cord signaling system, and they take a practice ride where they learn to identify bus stops (See Attachment 2 – MetroTransit Customer Advocates Flyer).

This training can be customized to address specific issues and can be adapted to meet the needs of job seekers, those with disabilities, ELL/LEP populations, seniors, community groups and schools of all ages. MetroTransit helps make these workshops linguistically accessible to LEP populations by partnering with the requesting community group, which provides interpretation services.

MetroTransit Customer Advocates have a broad network of partner organizations that extends to approximately 90 organizations that each serve particular groups of Limited English Proficient or English Language Learner, or English as a Second Language learners. This network is constantly growing as more partnerships are established. See Attachment 3 for a full list of community partners with an ELL emphasis.

In 2013, MetroTransit’s Customer Advocates provided trainings to over 50 groups that serve LEP customers. So far, they have provided trainings to over 15 groups in 2014. In total, our Customer Advocates estimate that they have reached hundreds of LEP customers through this outreach. Please see Attachment 4 for an article by a neighborhood organization on MetroTransit’s Customer Advocate training workshops.

Moving forward, MetroTransit and the Council will work with Metro Mobility to capture Language Line usage rates from all of its contract service providers.

A substantial majority of the LEP encounters with the Council occur on MetroTransit. Accordingly, the Council’s resources for language assistance will be focused more heavily on MetroTransit activities.

VI. Future Strategies to Better Serve LEP Customers

To better ensure that the Council, MetroTransit, Metro Mobility, and Transit Link continue to serve their LEP customers, the Office of Equal Opportunity (“OEO”) will be the lead department

for LEP initiatives. OEO will be primarily responsible for establishing, implementing, monitoring, reviewing, and reassessing LEP policies, programming, and planning. OEO will coordinate LEP initiatives Council-wide and will partner with all departments covered under Title VI, including MetroTransit, Metro Mobility, and Transit Link. In addition, OEO will collaborate with any sub-recipients covered under Title VI and will ensure that they satisfy their LEP requirements.

In order to help implement and explore these initiatives, OEO will spearhead an LEP advisory group, consisting of various Council, MetroTransit, Metro Mobility, and Transit Link staff. This advisory group will also help facilitate Title VI related reporting requirements.

OEO's continuing LEP efforts will include the following:

- Building on its work in 2014 of surveying operators to continue administering and analyzing surveys and questionnaires to assess how LEP customers interact with the Council and its services
- Coordinating with MetroTransit Revenue Operations to track language usage (Spanish, Somali, Hmong) by Ticket Vending Machines (TVMs) located along the new light rail Green Line, connecting the downtown areas of Saint Paul and Minneapolis
- Exploring the potential for expanding this TVM language tracking capability into MetroTransit's existing light rail Blue Line, and other locations such as downtown transit stations, and certain Arterial Bus Rapid Transit stations
- Collaborating with other divisions within the Council to capture Language Line usage by particular language, frequency, and services provided
- Revising the number and type of language services, as appropriate, that the Council and its divisions offer in order to provide LEP customers with meaningful access to its services

OEO will gather qualitative data on how the Council, MetroTransit, Metro Mobility, and Transit Link staff interacts with LEP customers by reaching out to community groups that serve these populations. For example, OEO will collaborate with MetroTransit's Customer Advocates in continuing to provide educational outreach on MetroTransit services. In addition, OEO will partner with the MetroTransit Communications and Operations to engage in targeted outreach with community groups to identify meaningful additional marketing efforts to reach LEP customers and communities.

OEO will work with MetroTransit's Service Development and Council planners to monitor the demographic changes in the service areas of the Council and its departments to explore whether additional language assistance measures should be taken. For example, the Census data reveal that the number of Vietnamese speaking LEP individuals in the area has increased to approximately 8,000 individuals. However, data gathered from MetroTransit Call Centers and bus operator surveys suggest that this group doesn't frequently utilize language assistance services offered by the Council or its other divisions. OEO will continue to monitor these demographic changes and will collaborate with other Council divisions to assess the feasibility of incorporating additional language services.

In addition, MetroTransit's Communications services plans to launch an updated website in May 30, 2014. This update will include a more robust translation option that will translate multiple MetroTransit web pages. Currently, the website offers one page of information that is translated into several languages (Spanish, Hmong, Somali). OEO will work with MetroTransit to identify multi-lingual use of the translation features.

OEO will also partner with other divisions to explore avenues for better utilizing its current resources. These include creating and coordinating a roster of Council and MetroTransit employees as linguistic resources to better communicate with LEP populations. A component of this plan is to create meaningful outreach by using multi-lingual employees as ambassadors to community organizations that represent LEP communities. OEO will explore facilitating opportunities to train interested employees in serving as effective interpreters. In addition, the operator surveys revealed that many employees are not aware of the various programming and resources the Council makes available to LEP individuals. OEO will work with various departments to ensure that Council employees know of and can use these resources. Finally, OEO will devote staff and intern resources in order to support these efforts and to make them sustainable over time.

The Council, MetroTransit, Metro Mobility, and Transit Link are committed to assuring that resources are used to reduce the barriers that limit access to its information and services by LEP persons. Where applicable, Council will provide funds to enhance its language services.

VII. Staff Training

According to LEP guidance provided by the USDOT, "Staff members should know their obligations to provide meaningful access to information and services for LEP persons, and all employees in public contact positions should be properly trained."

MetroTransit and Metro Mobility provide basic training for employees at their respective Call Centers for utilizing the services of Language Line to help facilitate meaningful interactions with LEP customers. Additional LEP training is given to employees on a case by case basis based on employee, supervisor, and customer feedback. Finally, all Council supervisory personnel from all divisions will also receive training of the company's LEP requirements and its' Language Assistance Plan during Travel Towards Management Success. This is a biennial company-wide affirmative action, cultural competency, and equity training for managers, supervisors, and executive team members. The day long training is intended to equip these management level employees with knowledge, resources, and tools to help the company deliver services fairly, more equitably, and meaningfully. The Council will also assemble LEP training materials when administering future trainings.

VIII. Monitoring and Updating the Language Assistance Plan

The Council conducts internal monitoring of its language assistance practices to ensure that the strategies employed remain effective. This is accomplished partially through feedback from MetroTransit, Metro Mobility, and Transit Link Call Center staff and from MetroTransit bus operators who help identify the LEP populations with whom they come in frequent contact.

The Council is committed to continuously improving its Language Assistance Plan. To that end, the company will revise the plan with more appropriate strategies. These may include future bus operator trainings and resources, such as providing and distributing LEP bus information cards to LEP customers as needed. Additionally, the Council, MetroTransit, Metro Mobility, and Transit Link will assess the viability and cost-effectiveness of pursuing and implementing new technologies and language assistance strategies as they become available.

IX. Tentative Implementation Timeline

- Updated MetroTransit Website Launch – June 30th 2014
- Identification of Council LEP Advisory Board – August 15th 2014, and August 15th 2015
- Selection of Council LEP Advisory Board – March 14th, 2015 and March 13th 2016
- Continue internal discussions regarding LEP best practices – On going
- Identify & create roster of multilingual employees interested in providing LEP assistance as available – August 15th, 2014, April 30th, 2015, and April 29th, 2016
- Develop Partnerships with neighborhood organizations – On going
- Collect quantitative data on quarterly basis – On going
- Administer Operator Surveys yearly – August 15th 2015, and August 17th 2016
- Develop Standard Operating Procedure for each division regarding their involvement with the LEP populations – Beginning on January 13th 2015 ending October 31st 2015, beginning again in January 13th 2016
- Design and implement training for staff – March 28th 2015, and March 27th 2016
- Design and implement outreach activities – On going
- Prepare update for Title VI submittal to the Federal Transit Administration – April 30th 2015, and April 30th 2016

X. Executive Summary

Background

On October 1, 2012, the United States Department of Transportation (DOT) published revised guidance for its recipients on the Implementation of Executive Order 13166, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients." This document reiterates the requirement that FTA funded recipients take responsible steps to ensure meaningful access to benefits, services, and information for LEP persons and suggests that FTA recipients and sub-recipients. This requirement includes the following analysis:

1. Identifying the number or proportion of LEP persons served or encountered in the recipient's service area;
2. Determining the frequency with which LEP individuals come into contact with the recipient's services;
3. Determining the nature and importance of the services to LEP people; and

4. Assessing the current resources available and the costs to provide Language Assistance Services.

Recipients and sub-recipients must then develop a language implementation plan consistent with the provisions of Section VII of the DOT LEP Guidance. The following information summarizes the Council, MetroTransit, Metro Mobility, and First Transit’s LEP analysis and Language Assistance Plan.

Demographic Data

The Council’s Four Factor analysis revealed the following demographic information in the MetroTransit service area:

- 2,188,583 – Total population in MetroTransit service area
- 6% (139,317) – LEP individuals in service area
- 37% (51,736) – Spanish speakers out of total LEP individuals in service area

The most frequently spoken languages (other than English) in the MetroTransit service area are listed below:

Language	Number of LEP Speakers	Percent of Total LEP Population	Percent of Total Population
Spanish	51,736	37.1%	2.0%
Hmong	23,050	16.5%	0.9%
Somali	20,384	14.6%	0.8%
Vietnamese	8,081	5.8%	0.3%
Chinese	5,623	4.0%	0.2%
Other Asian	4,989	3.6%	0.2%
Russian	3,442	2.5%	0.1%

Further analysis indicates that:

- LEP Spanish speakers are more widely dispersed than other language groups, being located in both urban & suburban communities;
- A high concentration of LEP Hmong speakers is located in north & east St. Paul;
- LEP Somali speakers are scattered across the service area, but are mainly located in the central area Minneapolis

MetroTransit Data

MetroTransit Call Center data and Bus Operator surveys support the conclusion that MetroTransit interacts most commonly with LEP individuals who speak Spanish, Hmong, and Somali.

For example, over the last 16 month period, the Call Center took 390 total calls from LEP customers seeking interpreter services. The breakdown is listed below:

Language	Number of Calls
Spanish	309
Somali	30
Amharic	6
Hmong	6
Oromo	6
French	5
Mandarin	5
Karen	4
Korean	4
Swahili	2
Tigrinya	2
Arabic	1
Bengali	1
Cantonese	1
Chi	1
German	1
Nepali	1
Romanian	1
Tagalog	1
Tamil	1
Twi	1
Vietnamese	1

In addition, in February 2014 OEO collaborated with the Council's Program Evaluation and Audit Department to design and administer bus operator surveys to better understand the frequency and nature of the interactions between MetroTransit and the service area's LEP population.

Operators noted that Spanish, Somali, and Hmong were the most commonly heard language on buses. They also made several observations:

- 73% of operators reported interacting daily with LEP customers
- 50% of operators most frequently encountered working age LEP customers
- 57% of operators cited bus fare as the most common question for LEP riders

Current Language Assistance Measures

MetroTransit, and to a lesser extent, Metro Mobility, and First Transit, use several strategies to provide language assistance to LEP customers, including:

- Ticket Vending Machines (TVMs) that offer Spanish, Hmong, or Somali translations for purchasing fares;
- Language Line Call Center phone services, offering interpretation services in 170 different languages;
- Translations, available upon request, of all public documents and meeting materials presented at community/outreach meetings;
- Interpreters, available upon request, for community/outreach meetings;
- Outreach and educational workshops by MetroTransit Customer Advocates offering personalized and linguistically accessible how-to-ride classes to groups throughout MetroTransit's service area;
- Multi-lingual (English, Spanish, Hmong, Somali) fare information cards available to operators for distributing to LEP customers;
- Web-based Spanish, Hmong, and Somali translations of information explaining the different types of fares, how to purchase fares, using fare machines, and signing up for and using Go-To Cards;
- MetroTransit advertisements on Spanish radio stations (Twins game broadcasts, promoting special events - MN State Fair, St. Patrick's and New Year's Eve celebrations).

Future Strategies to Better Serve LEP Customers

The Council, MetroTransit, Metro Mobility, and Transit Link will explore the following strategies to continue its commitment of providing meaningful access to LEP commuters:

- Designating OEO as lead department for LEP initiatives and monitoring;
- Creating LEP advisory group consisting of Council staff to facilitate Title VI reporting and implementation;
- Continuing survey work to assess how LEP customers interact with the Council;
- Tracking/expanding language usage from Ticket Vending Machines (TVMs);
- Tracking/expanding Language Line interpreter services across all Council divisions;
- Revising services provided as appropriate;
- Continuing outreach with Customer Advocates;
- Updating MetroTransit website with more multi-lingual functionality;
- Improving coordination of Council multi-lingual resources;

- Providing LEP training to supervisors during Travel Towards Management Success.

Monitoring and Updating the Language Assistance Plan

The Council is committed to continuously improving its Language Assistance Plan.

To that end, the company will revise the plan with more appropriate strategies. These may include future bus operator trainings and resources, such as providing and distributing LEP bus information cards to LEP customers as needed. Additionally, the Council, MetroTransit, Metro Mobility, and Transit Link will assess the viability and cost-effectiveness of pursuing and implementing new technologies and language assistance strategies as they become available.

XI. Attachments

Attachment 1 – Sample Bus Operator Survey

“ Script

Hello my name is _____. I am from the Office of Equal Opportunity. We are doing a survey to help us better understand our customers who speak English less than very well. This includes customers who you believe would not able to follow written or verbal English communication.

Would you be willing to take this short survey? We will not be able to compensate you for your time.

Survey Instrument

1. Are you a full time or part time operator?

Full Time Part Time

2. Which routes have you most frequently drove over the past 6 months.

3. A. How many times have you interacted with someone who you believe speaks English less than very well?

Daily Weekly Monthly Less than Monthly

- If answer is Daily or Weekly proceed to questions.
- If answer is Less than Monthly or Monthly proceed to Closing Script.

B. How frequently per shift?

1 or less 2 3 4 5+

4. How many languages have you recognized being used during the past 6 months?
1 2 3 4 5+

5. Which languages have you heard? (ask to identify most commonly used)
- If they need help, offer these languages Spanish Hmong Somali Vietnamese French Arabic Other

6. Which of the three categories of customers who speak English less than very well do you encounter most?
School age Working age Senior

7. A. Are there any other trends or information you see with LEP customers?
Yes No
- If answer is Yes, follow up questions below. If No, proceed to Closing Script.
B. What have you noticed?

C. How could we better serve our LEP customers?

Closing Script

Thank you for taking time to answer our questions. If you have questions about this survey or need help from the Office of Equal Opportunity here is my card.”

Taking buses and trains is easy – we'll show you how!



We'll bring personalized how-to-ride classes to your location

Contact Metro Transit to schedule a **FREE** presentation that can be tailored for any group. Call today and start learning!

Learn about:

- Fares and how to pay them
- Planning a trip
- Reading maps & schedules
- Transfers / Using Park & Ride lots
- metrotransit.org and online tools
- Accessibility
- Safety
- Much more!

PLUS, each group member receives a **FREE RIDE** coupon and information!

Contact Metro Transit TODAY to schedule a FREE presentation

Also

If a client or resident has difficulty using the system, I can provide individual assistance. Training can be adapted for job seekers, those with disabilities, ELL, seniors, community groups and schools of all ages.

Call me to discuss your needs!

Doug Cook
Customer Advocate
Metro Transit
612-349-7478
douglas.cook@metrotransit.org

Attachment 3 – MetroTransit Community Advocate Partners

- > Achieve Language Academy
- > Adult Basic Education
- > Adult Options St. Louis Park
- > Ain Dah Yung
- > Arlington Hills Lutheran Church ABE - Minn Literacy Council
- > Capital View Center
- > ECFE Wheelock
- > ECFE Battle Creek Elementary
- > ECFE Crossroads Science
- > ECFE Dayton's Bluff Achievement Plus Elementary
- > ECFE Humboldt
- > ECFE McDonough
- > ECFE Mt. Airy
- > ECFE Rondo
- > ECFE Homecroft
- > ECFE Roosevelt Homes
- > ECFE West 7th
- > Emerson Spanish Immersion
- > English Learning Center
- > ESL Center
- > Fairview Alternative High School
- > Forest Lake Extended School Year
- > Global Language Institute
- > Heart of The Earth Survival School, Inc
- > Heritage Academy of Science & Technology
- > Highwood Hills Elementary School ABE
- > Hmong American Mutual Assistance Association
- > Hmong American Partnership
- > Hmong College Prep Academy
- > Hmong Cultural Ctr
- > Hmong Elders Group
- > Hubbs Center for Life-long Learning
- > International Institute Of Mn
- > Ivan Sand Community School- IS
- > Ivan Sand Community School Summer
- > Karen Organization of MN
- > Lakes International Language Admy
- > Lao Family Community Of Mn Inc
- > Lao Family English School
- > Leap (alternative) High School
- > Learning In Style
- > Metro North Adult Basic Education
- > Metro North Learning Lab
- > Midwestern Higher Education
- > Minneapolis Public Schools Adult Education South Campus
- > MORE
- > Mounds View Adult Basic Education
- > Mounds View ALC
- > Mpls Southside ABE
- > MTS Banaadir Academy - ESL Program

- > NAREW
- > Nasha Shkola Charter School
- > Normandale French immersion
- > Omegon - SS
- > Open Door learning center
- > Opportunity High School
- > Parkview Center School - ECFE
- > Pike Lake Education Center
- > Prince of Peace Lutheran Church - ECFE
- > Richfield Dual Language School
- > Robbinsdale Academic Summer Program
- > Robbinsdale Area School Community Education
- > Robbinsdale Area Schools
- > Roseville ABE
- > Roseville Area Schools - District Center ECFE
- > San Miguel Middle School
- > Sanford Middle School
- > Scenic Heights Elementary
- > Sorteberg Elementary School
- > South St Paul Adult Basic Education
- > South Suburban ABE
- > South Washington County ABE
- > Spanish Immersion Elementary
- > Sun
- > The Lincoln Adult Education Center
- > Tibetan American Foundation
- > Vietnamese Minnesotans Assn
- > VOA Opportunity HS
- > Washington County Library
- > West Academy Summer
- > Winnetka Learning Center

Attachment 4 – Article on MetroTransit Community Advocates

Available at: <http://www.lyndale.org/esl-classes-get-hands-opportunity-use-metro-transit>

ESL classes get hands-on opportunity to use Metro Transit



Lyndale ESL students learn about using public transportation

Erin Cary

In late July, Lyndale ESL Program's morning and evening classes enjoyed visits from Brooke Schablin, a Customer Advocate from Metro Transit. Many of our ESL students have taken public transportation at one time or another, to buy groceries, commute to work, or ride the light rail to the Mall of America. However, some others had never been inside a city bus before. Brooke's visits provided new, practical information both to newbies and experienced riders about accessing and using transportation. She also provided each student with some exciting treats!

Brooke took the time to pay two visits each to the morning ESL class at Wells Fargo Bank and the evening class at Zion Lutheran Church. During her first visit to each group, she spoke with students about their experiences using public transportation in Minneapolis. The ESL learners who frequently ride the bus or light rail mentioned which routes they often take and where they go. But a few students nervously reported they didn't know how to ride the bus and were

unsure of how much fares cost, how to pay them, how to follow schedules or navigate bus routes.

Luckily, Brooke had engaging, hands-on activities and lots of pictures to help answer students' questions. After explaining regular, express and rush hour fares, and forms of payment, she pulled up to each student in an imaginary bus, and everyone had the opportunity to practice paying and asking for a transfer. After all the students practiced this activity twice, they were rewarded with two free ride tickets to use on Metro Transit, along with lots of handy local route maps. Of course, everyone loved the chance to earn freebies!

During her first visit, Brooke also presented lots of information that good riders need to know. With the help of many pictures and real-life visuals, she explained how to identify different forms of transportation, how to locate the route number on a bus, and how to read bus schedules, route maps and signs. She let them know that Metro Transit's Language Line (a trip-planning assistance phone service) can be accessed in over 170 different languages!

Brooke also described ridership practices, such as waiting near route signs so drivers can pick you up; how and when to signal your stop to the driver by pulling cords or pushing buttons; and how to accommodate riders with disabilities. Some students seemed wary about using all of this information in real life, but Brooke's funny, engaging attitude encouraged them to give it a whirl.

After Brooke's initial visits, students felt excited about using Metro Transit and prepared to try the real thing. On her second visit, she brought a bus and driver to each program's site to give them the full experience. Students practiced loading bikes on the rack in front of the bus—some mentioned that they had been intimidated to try this previously, so the activity went over well! Next, they practiced entering the bus, paying the driver and asking for a transfer (which each student received!).

After Brooke gave students a thorough demonstration of features of the bus, including signs, disability accommodations, secure areas to stow bags and the driver's yellow safety line, Metro Transit's driver took students for a 30-minute drive through neighborhood streets. Brooke discussed safe ridership with them throughout the ride, including security measures such as keeping phones and other precious items close to avoid theft. She also informed them how they could contact Metro Transit to retrieve lost items. Students asked questions, reviewed information they had studied with Brooke and tried out signaling for a stop and exiting the bus (and, of course, removing bikes from the rack!).

After their hands-on experience with public transportation, Brooke supplied students with blinking bike reflectors to encourage safety on the road. Both ESL classes had a great time learning how to use Metro Transit and will hopefully enjoy their free rides very soon!

Published on:

Wed, 2013-08-28 10:56

Attachment 5 – Multi-Lingual Go-To Card Information

Spanish

¡No se quede corto!



A partir de Julio 1, no podrá volver a usar monedas para recargar su pase de 7 ó 31 días por una tarjeta de tarifa superior Go-To Card.

Asegúrese que su tarjeta tenga almacenado suficiente valor o tendrá que pagar su tarifa completa en efectivo.

Don't come up short!



Starting July 1, you can no longer use coins to upgrade your 7-Day or 31-Day Pass on a Go-To Card to a higher fare.

Make sure your card has stored value or you will need to pay your whole fare in cash.

Tarjeta Go-To Card + Pase de 7 ó 31 días + Valor Almacenado = Máxima Flexibilidad

Agregue de antemano valor a su pase en una tienda para que pueda cubrir la diferencia.

Formas fáciles de agregar valor:

- En la página de internet de metrotransit.org usando una tarjeta de crédito.
- Llamando al 612-373-3333, usando una tarjeta de crédito.
- Por correo usando una tarjeta de crédito o cheque. Llame primero para recibir un formulario de orden por correo.
- En una máquina de tiquetes de tren usando efectivo o una tarjeta de crédito.
- En más de 40 tiendas. Para ubicar un lugar llame por teléfono o visite la página de internet metrotransit.org.



Transporte inteligente, ahorro fácil.

612-373-3333
metrotransit.org



Go-To Card + 7-Day or 31-Day Pass + stored value = maximum flexibility

Add stored value in advance so you can cover the difference.

Easy ways to add value:

- Online at metrotransit.org with a credit card
- By phone at 612-373-3333 with a credit card
- By mail with a credit card or check.
Call for a mail order form
- At a rail ticket machine with cash or a credit card
- At more than 40 retailers. Visit metrotransit.org or call for locations.



Smart riding. Easy savings.

612-373-3333
metrotransit.org



Somali

Hala iman lacag kala dhiman!



Laga bilaabo Luulyo 1, kuma isticmaali kartid lacagta qadaadiicda si aad u cusboonaysatid kaarka 7da cisho ama ka 31da cisho ee Go-To Card si aad tigidh ka qiima sarreeya u iibsato.

Hubso in kaarkaaga ay ku jirto lacag ku filan, haddii kale waxa aad u baahan doontaa in aad i qimaha tareenka/baska oo idil ku bixisid iyada oo lacag caddaana.

Isticmaal Go-To Card + 7-Day or 31-Day Pass + store value (kararka aad isticmaasho ka 7da cisho ama ka 31ga cisho = heerka ugu saarreeya ugu baddalmi kara)

Qiimaha ku jira kaarka lacag dheeraada ku dar inta ka dhiman si aad u dabooshid farqiga u dhexeeya.

Qaabka (ama siyaabaha) ugu sahlan ee qiimaha lagu kordhinayo:

- Booqo metrotransit.org adigoo haysta kaarka amaahda
- Adigoo ka waca telefoonka 612-373-3333 kaarka amaahda
- Ku dira boostada kaarka amaahda ama jeeg. Waca si foomka boostada lagugu soo diro
- Mashiinka tigidhada tafaariiqda halka tareenka laga raaco lagu iibsado lacag caddaana ama kaarka
- Meelo ka badan 40 oo tigidhada tafaariiqda lagu iibiyo. Booqo metrotransit.org ama wac meelaha laga helo tigidhada.

612-373-3333
metrotransit.org



Hmong

Tsis txhob npaj nyiaj tsawg!



Pib Lub Xya Hli Ntuj Tim 1 mus, koj yuav siv tsis tau nyiaj npib los ntxiv nyiaj rau koj Daim Khaj 7-Hnub los yog 31-Hnub hauv daim khaj Go-To rau tus nqi siab zog.

Xyuas kom koj daim khaj muaj nyiaj txaus rau hauv tsis li koj yuav tau siv nyiaj ntsuab los them rau tag nrho koj qhov nqi tsheb.

Daim Khaj Go-To + Daim Khaj 7-Hnub los sis 31-Hnub + nyiaj ntxiv = siv tau mus los yooj yim

Ntxiv nyiaj ua ntej kom koj thiaj li them tau rau qhov tsis txaus ntawd.

Ntxiv nyiaj tau yooj yim:

- Online ntawm metrotransit.org uas siv daim credit card
- Hauv xov tooj ntawm 612-373-3333 uas siv daim credit card
- Hauv kev xa ntawv uas siv daim credit card los sis tshev. Hu kom xa daim ntawv uas yuav ntxiv tau nyiaj hauv kev xa ntawv
- Ntawm lub tshuab muag pib ciav hiau uas siv nyiaj ntsuab los sis daim credit card
- Ntawm ntau tshaj 40 lub khw. Mus xyuas ntawm metrotransit.org los sis hu yog xav paub txog cov chaw.



Cajj tsheb kom ntse.
Txuag nyiaj yooj yim.

612-373-3333
metrotransit.org



02-003-01-12

APPENDIX E:
2012 Rider Survey Executive Summary

Executive Summary

Metro Transit’s corporate mission is supported by guiding principles. These data represent how Metro Transit delivers on the principles as determined by their riders. Metro Transit principles mean scores are based upon respondent ratings of Metro Transit performance on the attributes listed below. Ratings are based on a five-point scale (1 being unacceptable and 5 being excellent). Attributes were modified in 2012 and are only partially comparable to 2010.

Metro Transit Principles	2012 Mean Scores*	2010 Mean Scores
Service Excellence	4.15	4.05
Route/Reliability	3.96	-
Ride	3.96	-
Facilities	3.64	-
Safety	3.94	4.11
Environmental Responsibility	4.02	4.07
Financial Responsibility	4.23	4.19

Service Excellence

- Overall rating of Metro Transit service

Route/Reliability

- Hours of operation for transit service meet my needs
- Routes go where I need to go
- Total travel time is reasonable
- Reliability – service is on schedule
- Information at bus stops
- Availability of the route map and schedule
- Routes and schedules are easy to understand

Ride

- Transferring is easy
- Vehicles are clean
- Vehicles are comfortable
- Availability of seats

Facilities

- Shelter conditions/cleanliness

Safety

- Personal safety while waiting
- Personal safety while riding

Environmental Responsibility

- Vehicles are environmentally friendly

Financial Responsibility

- Paying my fare is easy
- Value for the fare paid
- Fares are easy to understand

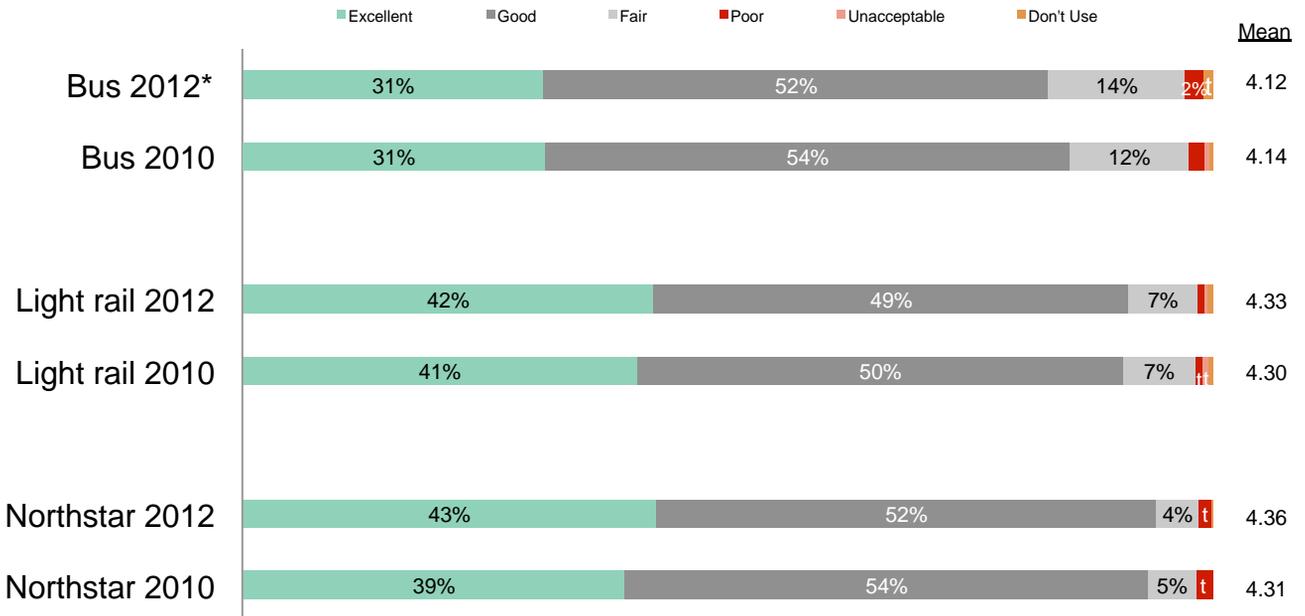
*2012 bus based on weighted data

Overall Satisfaction with Service

Overall satisfaction Metro Transit service remains strong

- Satisfaction with Metro Transit service remains strong and has maintained consistent levels for each mode since 2010.
- Satisfaction levels are highest for Northstar riders followed by LRT and bus.

Satisfaction with service

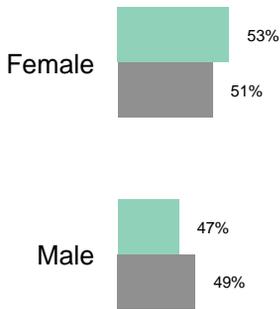


*2012 bus based on weighted data
 Q: Overall rating of Metro Transit service?
 † Denotes 2% or less

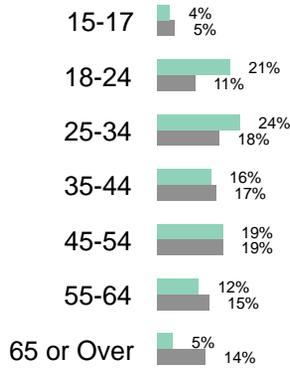
Comparing Census to Riders*

ALL MODES

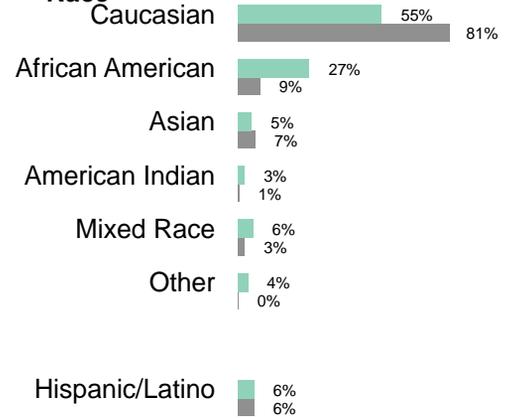
Gender



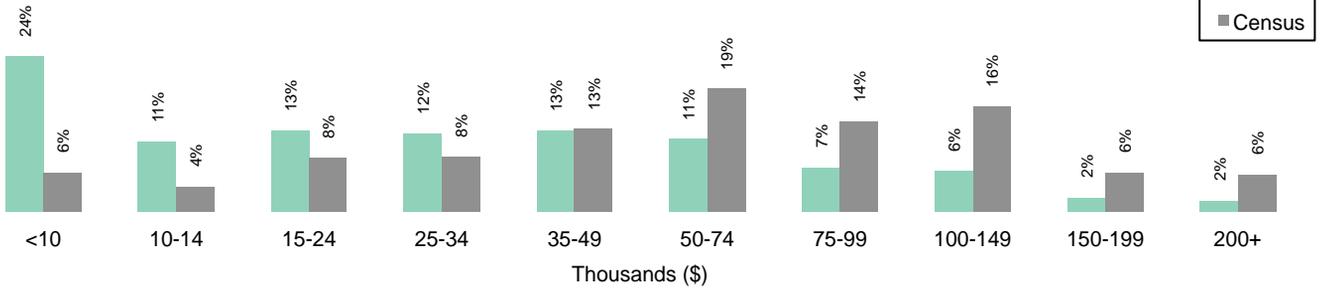
Age



Race



Household Income



*Results based on weighted bus data and unweighted light rail and Northstar data. Modes are scaled to represent proportional rider volume.
 Source: U.S. Census Bureau: 2011 American Community Survey
 Note: All riders age percentages do not include their under 18 segment.

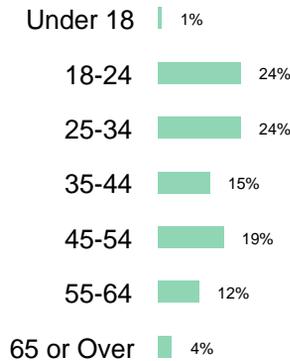
Bus Rider Snapshot



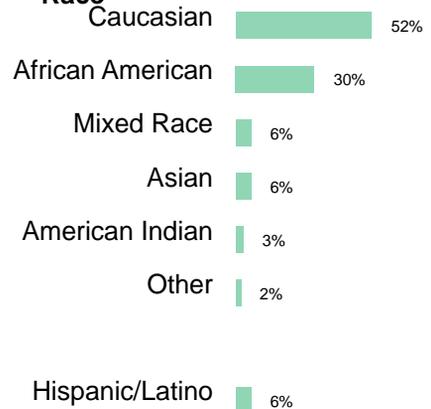
Demographics

- Top zip code origins: 55411, 55414, 55106
- Top zip code destinations: 55402, 55455, 55101, 55411
- Nearly half of riders are under 35 years of age
- Nearly half are non-white riders
- Half of annual HH incomes are under \$25K
- 54% female

Age



Race



Household Income



RIDERSHIP

- 44% ride on weekdays and 53% ride on both weekdays and weekends.
- More than three-quarters ride at least five times a week (78%).
- Work is the primary trip purpose (58%), followed by shopping/errands (17%).
- 58% have no working automobiles available for use.
- The demographic and attitudinal profile of local riders is significantly different than that of express riders.

INFLUENCES

- 35% report their employer or an organization they are involved with offer transit passes, and of those, 58% cover part of the cost.
- Friends, family and coworkers (28%), school (21%) and unreliable personal transportation (19%) are the top influences to first try transit.

PREFERENCES

- For 51%, not having access to a car is the main reason for using transit, followed by save money on parking (14%).
- 44% use metrotransit.org as their primary source for transit information with the primary features being trip planner and route/schedule pages.
- 67%* use Go-To technology to pay their fare.

METRO TRANSIT RATINGS

High Correlation, High Performance

- Drivers operate vehicles in a safe and responsible manner
- Transferring is easy
- Routes and schedules are easy to understand
- Routes go where I need to go
- Personal safety while riding
- Availability of route map and schedule

High Correlation, Lower Performance

- Reliability – service is on schedule
- Personal safety while waiting
- Total travel time is reasonable
- Vehicles are clean

Note: 2012 bus based on weighted data

*Rates of Go-To technology participation are higher than reported transaction data.

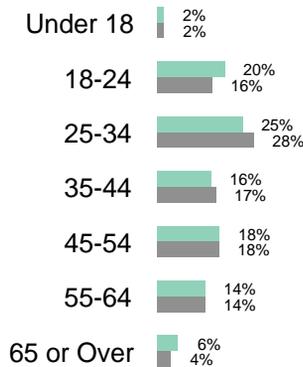
Light Rail Rider Snapshot



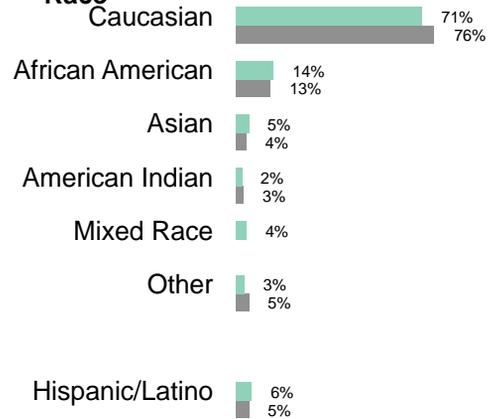
Demographics

- Top zip code origins: 55406, 55417, 55404
- Top zip code destinations: 55402, 55401, 55425
- Increase in younger riders (18-24) since 2010
- Number of non-white riders is trending higher
- Annual HH income trending lower than in 2010
- 49% female

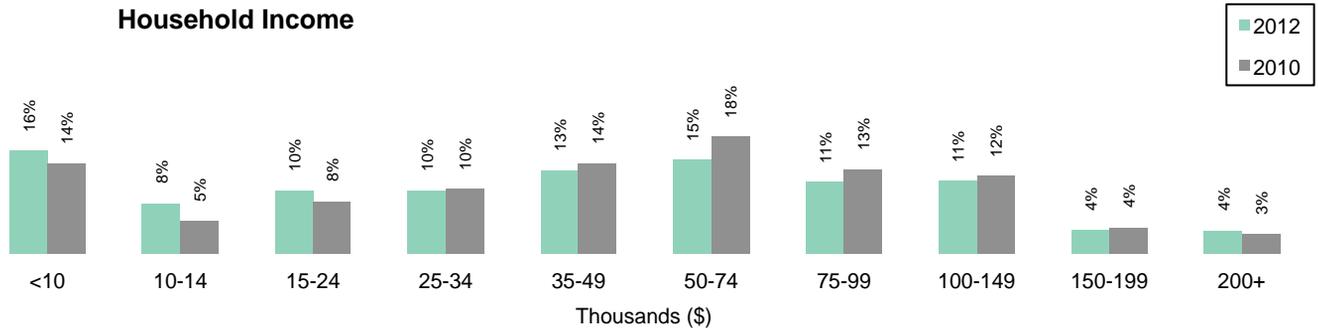
Age



Race



Household Income



RIDERSHIP

- 45% ride LRT on weekdays and 43% ride on both weekdays and weekends.
- Most ride during rush hour (55%).
- One-third ride LRT five times a week (33%), with 59% riding at least four times a week.
- Work is the primary trip purpose (60%), with shopping/errands (15%) a distant second.
- 35% have no working automobiles available for use.
- One-fifth (20%) use Park & Ride.

INFLUENCES

- 40% report their employer or an organization they are involved with offer transit passes, and of those, 58% cover part of the cost.
- Friends, family and coworkers (23%), moved locations (19%) and school (17%) are the top influences to first try transit.

PREFERENCES

- For 30%, not having access to a car is the main reason for using transit, followed by save money on parking (22%).
- 47% use metrotransit.org as their primary source for transit information with the primary features being trip planner and route/schedule pages.
- 71%* of riders use Go-To technology to pay their fare.

METRO TRANSIT RATINGS

High Correlation, High Performance

- Drivers operate vehicles in a safe and responsible manner
- Routes and schedules are easy to understand
- Fares are easy to understand
- Reliability – service is on schedule
- Vehicles are environmentally friendly
- Total travel time is reasonable

High Correlation, Lower Performance

- NONE – However, personal safety while riding and personal safety while waiting are two recommended areas for prioritization.

*Rates of Go-To technology participation are higher than reported transaction data.

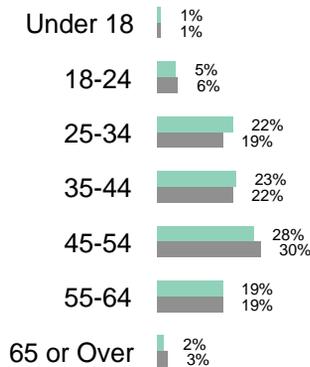
Northstar Rider Snapshot



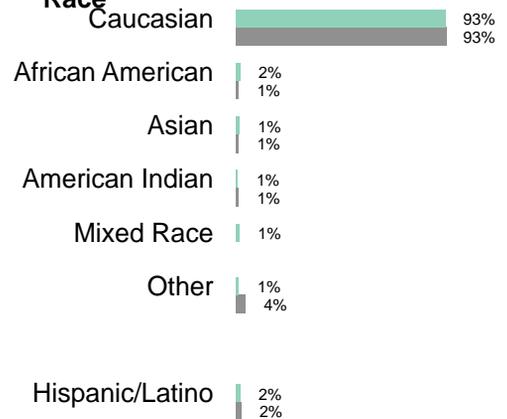
Demographics

- Top zip code origins: 55330, 55303, 55309
- Top zip code destinations: 55402, 55401, 55403
- Age of riders has remained relatively stable since 2010
- Race and ethnicity of riders has remained relatively stable since 2010.
- Annual HH income has remained relatively stable since 2010.
- 55% female

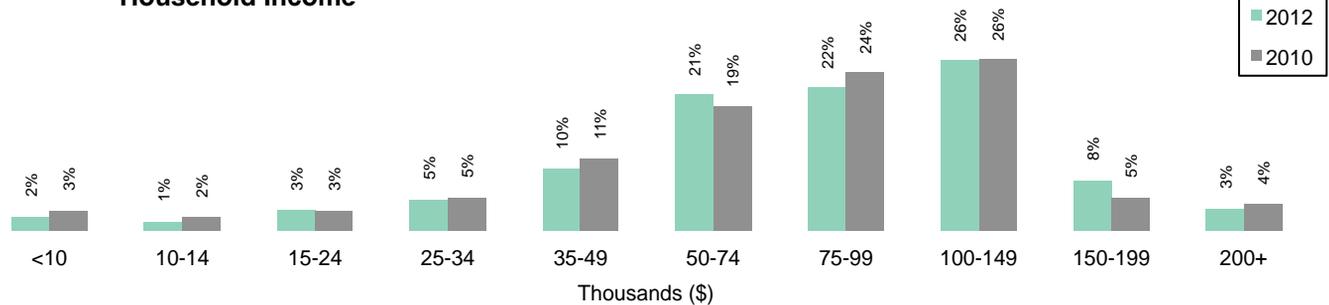
Age



Race



Household Income



RIDERSHIP

- 96% ride Northstar on weekdays and 4% ride on both weekdays and weekends.
- Three-fifths ride Northstar five times a week (60%), with 80% riding at least four times a week.
- Work is the primary trip purpose (91%), with school (8%) a distant second.
- Only 6% have no working automobiles available for use.
- Nearly two-thirds (65%) would drive alone if Northstar was not available.
- Nearly four-fifths (79%) use Park & Ride.

INFLUENCES

- 64% report their employer or an organization they are involved with offer transit passes, and of those, 74% cover part of the cost.
- Moved home or job location (25%) and rising fuel or prices/auto expenses (20%) are the top influences to first try transit.

PREFERENCES

- For 34%, saving money on gas/auto expenses is the main reason for using transit, followed by avoiding stress of driving (32%).
- 69% use metrotransit.org as their primary source for transit information with the primary features being route/schedule pages and trip planner.
- 86% of riders use Go-To technology to pay their fare.

METRO TRANSIT RATINGS

High Correlation, High Performance

- Transferring is easy
- Fares are easy to understand
- Vehicles are environmentally friendly
- Value for the fare paid
- Reliability – service is on schedule

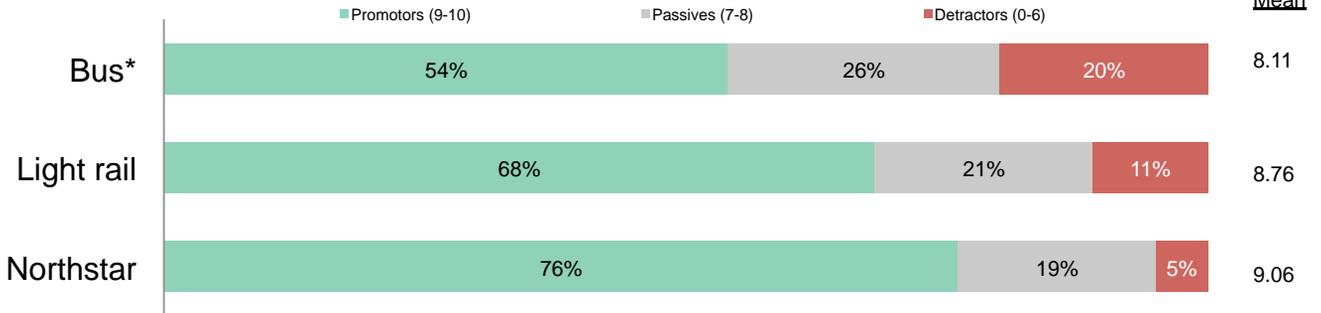
High Correlation, Lower Performance

- NONE – However, reliability – service is on schedule is an area recommended for prioritization.

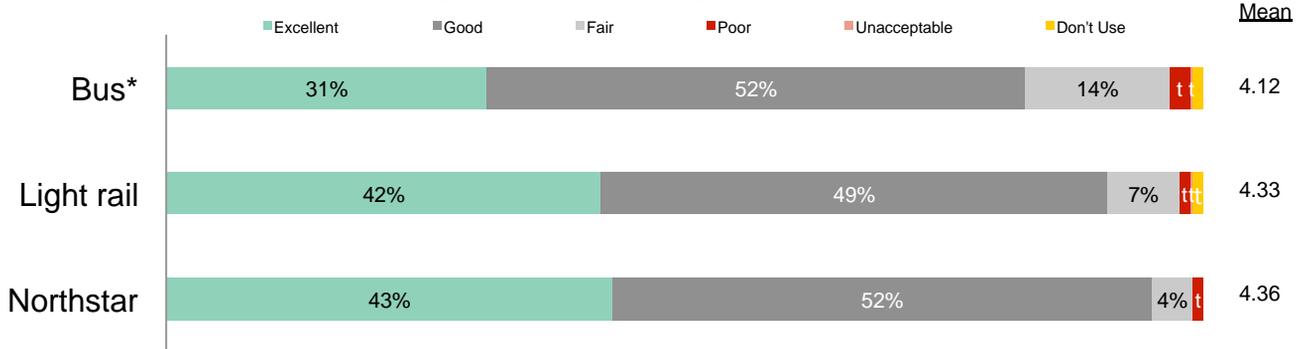
Satisfaction with Metro Transit by Mode

ALL MODES

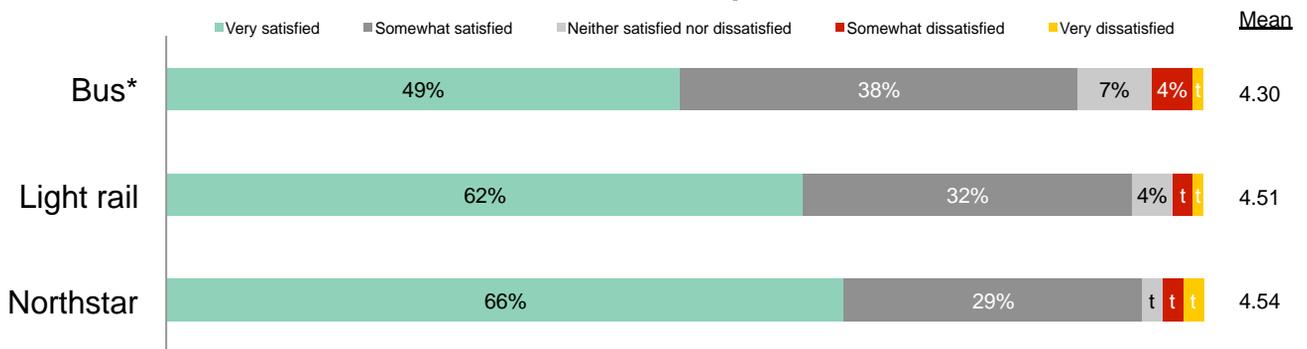
Likelihood to recommend



Satisfaction with service



Satisfaction with experience



*Bus based on weighted data

Q: How likely is it that you would recommend Metro Transit to a friend or colleague? N=3,870 (Bus), 2,053 (Light Rail), 998 (Northstar)

Q: Overall rating of Metro Transit service? N=3,706 (Bus), 1,981 (Light Rail), 958 (Northstar)

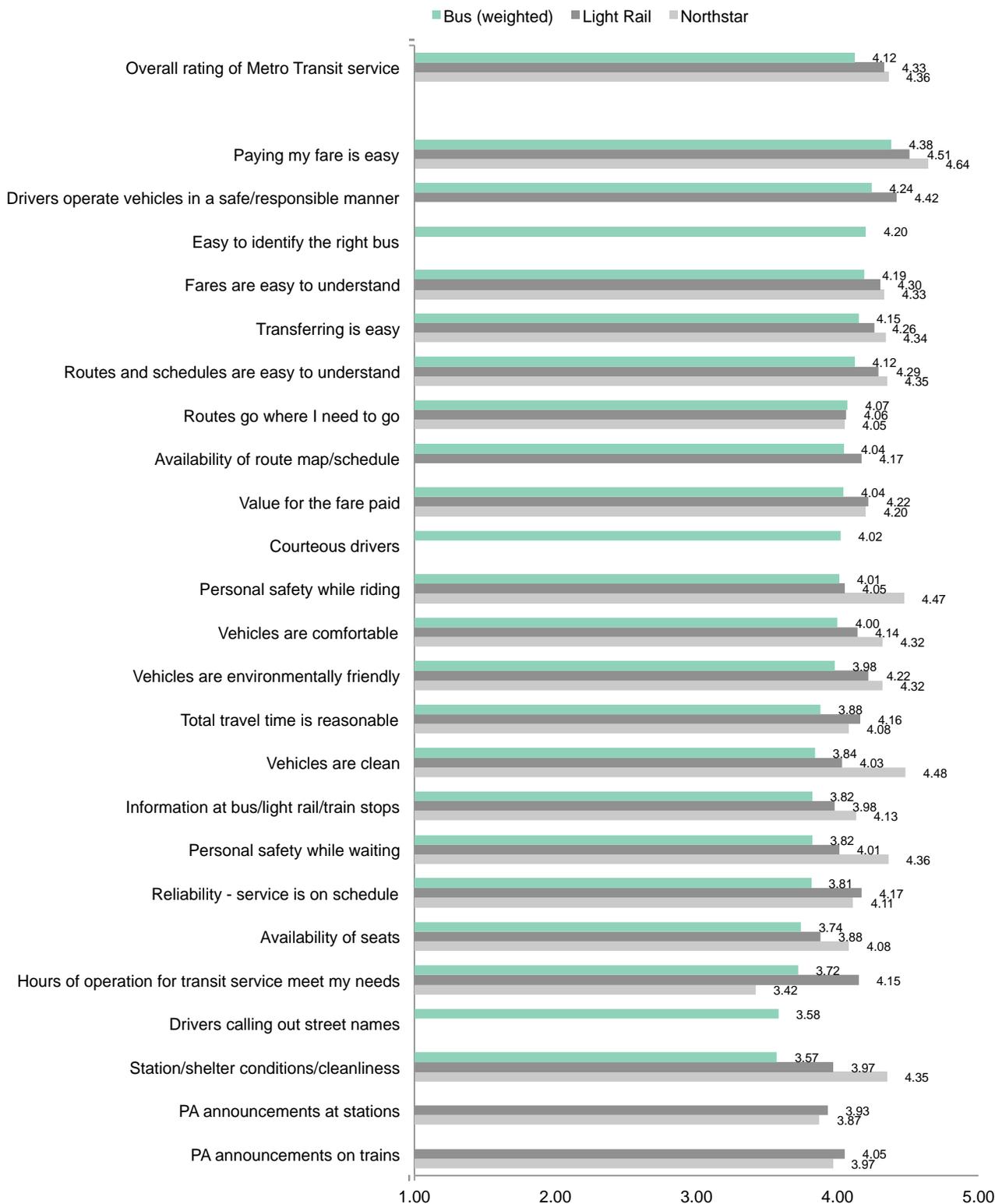
Q: Overall, how satisfied are you with your Metro Transit experience? N=3,852 (Bus), 2,051 (Light Rail), 988 (Northstar)

t Denotes 2% or less



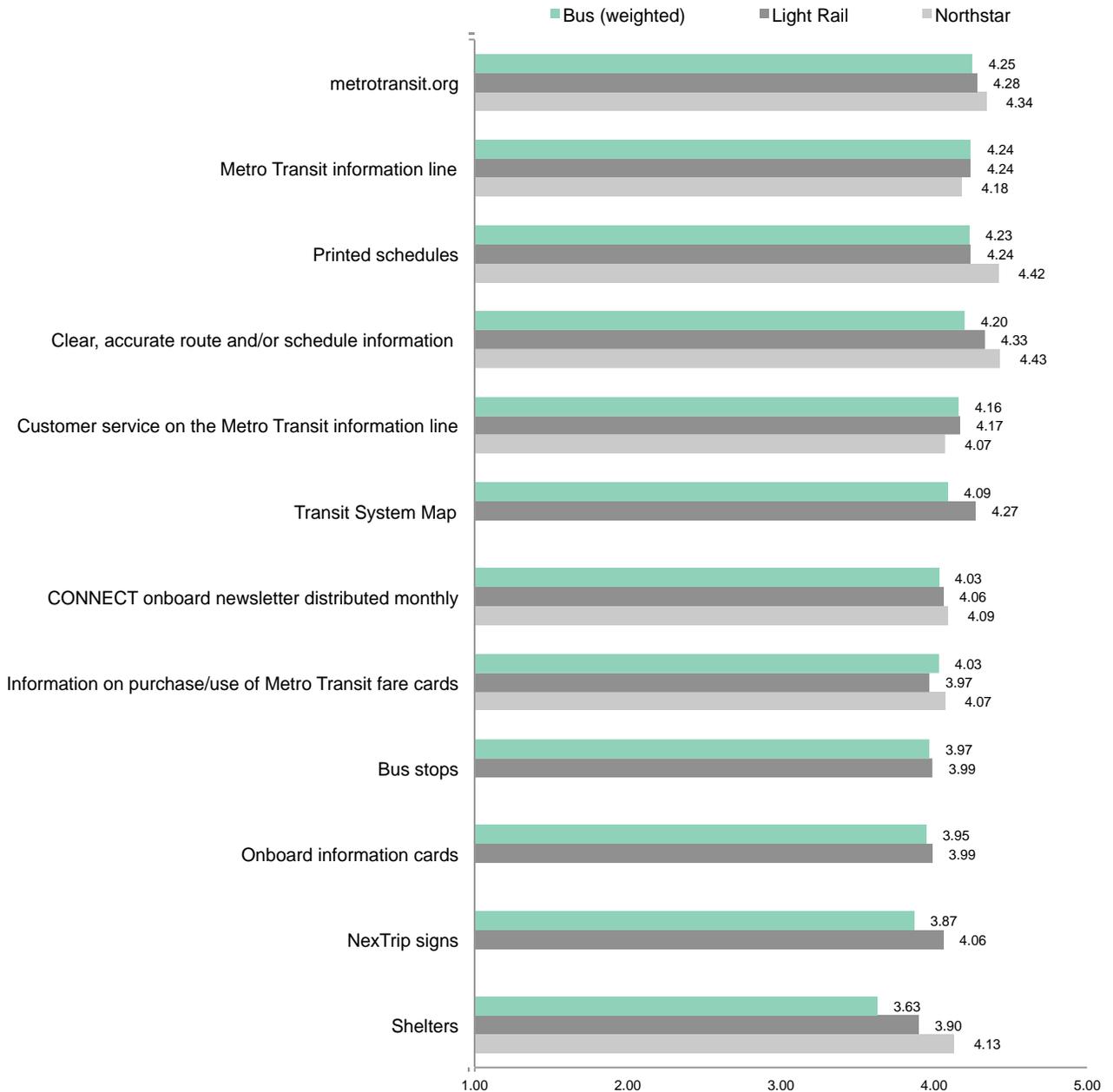
Performance Ratings by Mode

ALL MODES



Communication Ratings by Mode

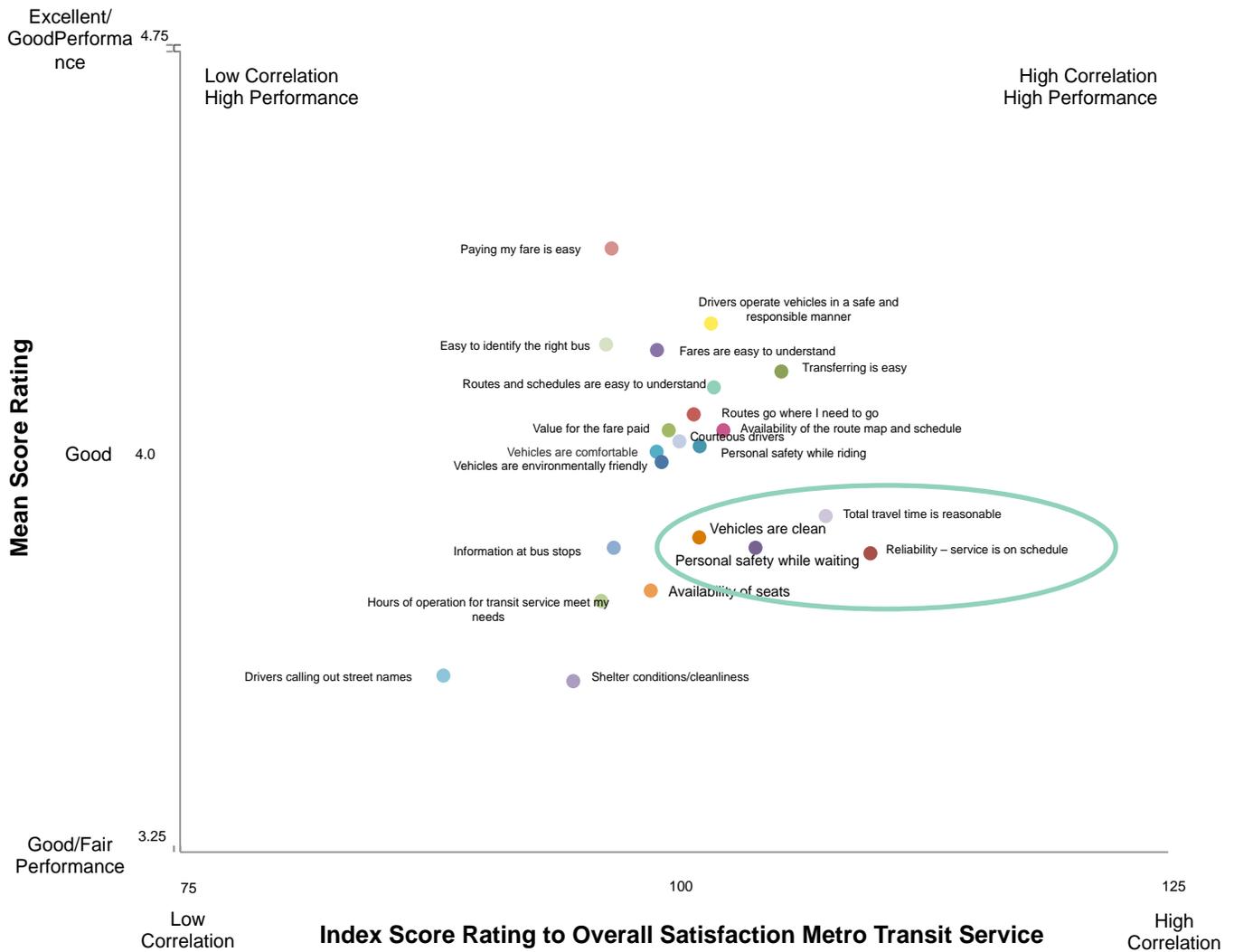
ALL MODES



Q: Please rate how well we are communicating with you in the following areas by providing:

Importance/Performance for Bus

To inform organizational priorities, areas that have stronger correlations to satisfaction and lower levels of relative performance represent opportunities where greater attention can make the biggest impact. For bus riders, areas with the greatest opportunities include reliability, reasonable total travel time, personal safety while waiting and clean vehicles.



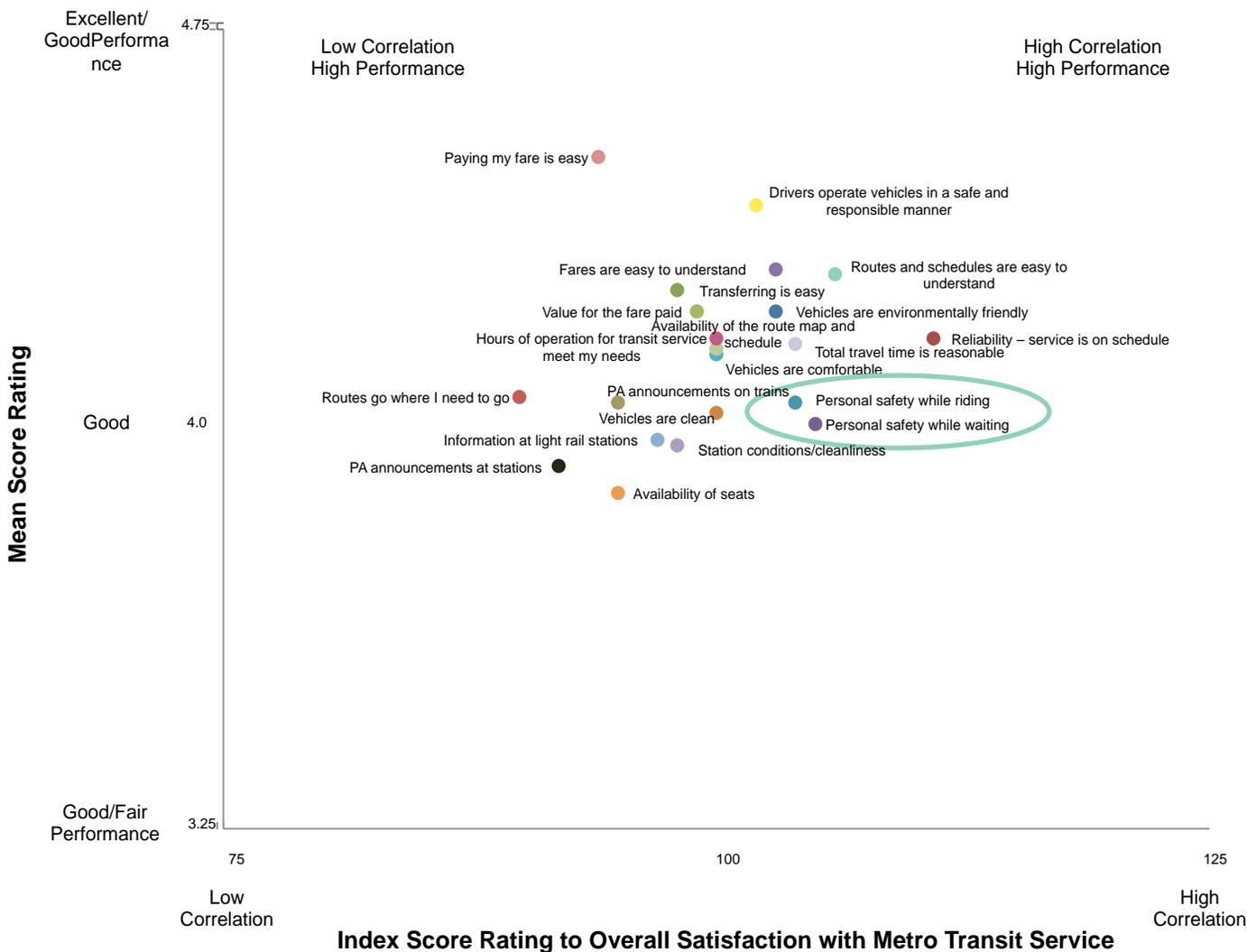
Note: 2012 bus based on weighted data

Q: Please rate Metro Transit's performance on the following elements of bus service:

N=1,638 -3,561

Importance/Performance for Light Rail

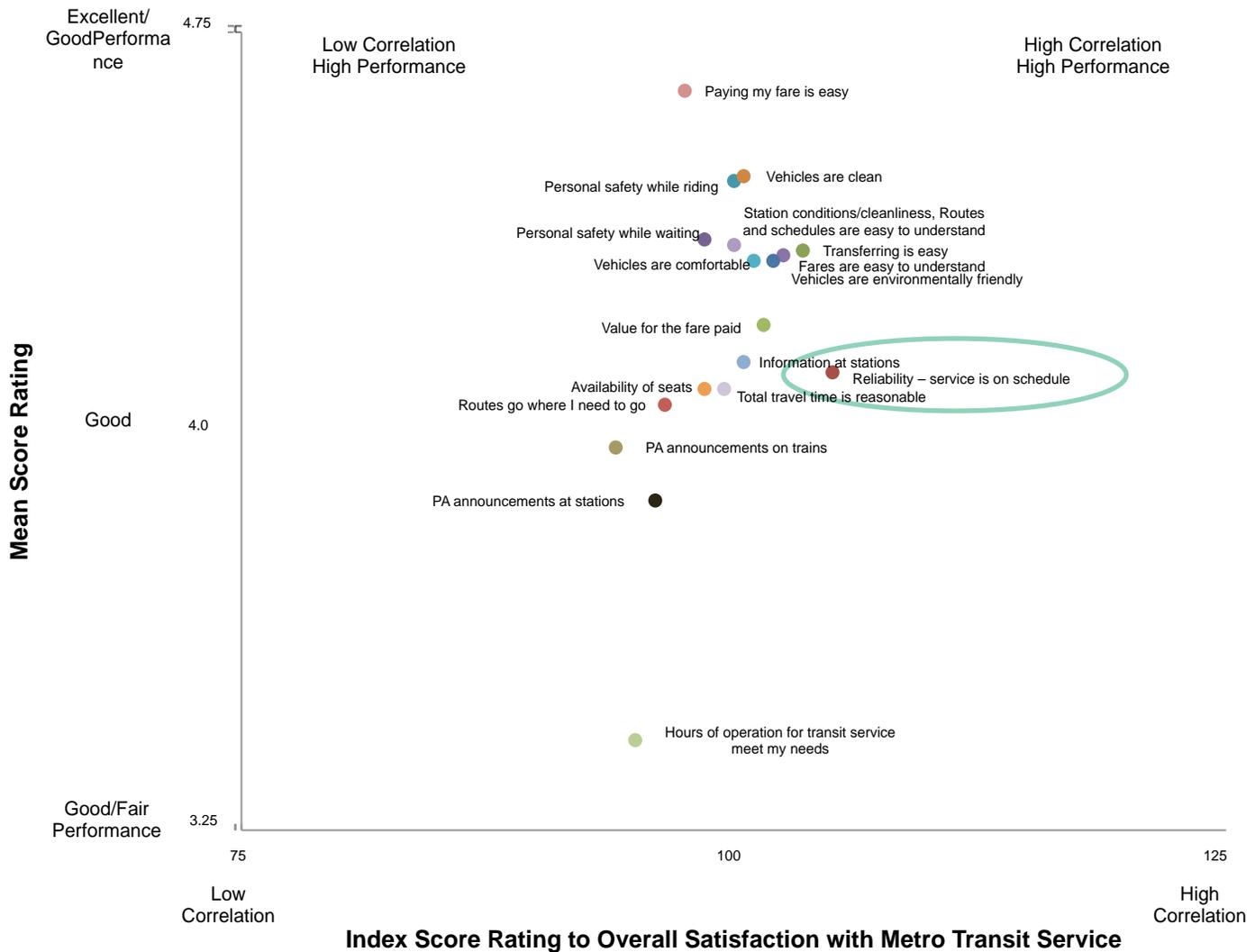
To inform organizational priorities, areas that have stronger correlations to satisfaction and lower levels of relative performance represent opportunities where greater attention can make the biggest impact. For LRT riders, areas with the greatest opportunities include personal safety while waiting and personal safety while riding.



Mean scores of rating Metro Transit's performance on the following elements of service and Pearson's Correlation to "overall satisfaction with service." N=934-1,028

Importance/Performance for Northstar

To inform organizational priorities, areas that have stronger correlations to satisfaction and lower levels of relative performance represent opportunities where greater attention can make the biggest impact. For Northstar riders, the area with the greatest opportunity is reliability – service is on schedule.



Mean scores of rating Metro Transit's performance on the following elements of service and Pearson's Correlation to "overall satisfaction with service." N=754-968

APPENDIX F:

Minutes Noting Metropolitan Council
Approval of Title VI Policies

Council Chair Susan Haigh

Council Members

Katie Rodriguez	Jennifer Munt	Gary Cunningham	Edward Reynoso	Sandy Rummel	Richard Kramer	Steven Chávez
Lona Schreiber	Steve Elkins	Adam Duininck	Marie McCarthy	Harry Melander	Jon Commers	Wendy Wulff
Gary Van Eyll	James Brimeyer					

Meeting Minutes

Wednesday, April 30, 2014 4:00 p.m. Council Chambers

IN ATTENDANCE

Rodriguez, Schreiber, Munt, Van Eyll, Elkins, Brimeyer, Duininck, Reynoso, Rummel, Melander, Kramer, Commers, Haigh

CALL TO ORDER

A quorum being present, Chair Haigh called the meeting to order at 4:05pm.

APPROVAL OF AGENDA AND MINUTES

It was moved by Duininck, seconded by Reynoso.

It was moved by Reynoso, seconded by Duininck.

Joint Report of the Transportation, Management, and Community Development Committees

2014-65 Amend the 2014 Unified Budget as indicated and in accordance with the attached tables.

It was moved by Brimeyer, seconded by Elkins.

Motion carried on the following roll call vote:

Aye: 12-- Rodriguez, Schreiber, Munt, Van Eyll, Elkins, Brimeyer, Duininck, Reynoso, Melander, Kramer, Commers, Haigh

Nay: 0

Absent: 5—Rummel (arrived after roll call), Cunningham, McCarthy, Chávez, Wulff

CONSENT AGENDA

Approval of the Consent Agenda (Items 1-7)

Consent Agenda Adopted

1. 2014-77 Authorize the release of the draft Orange Line Project Plan Update for public review and comment. Public comments will be collected by Metro Transit through Friday, May 30, 2014 via mail and email, and at community events and meetings in the I-35W corridor. BRT Project Office staff will summarize public comments and report the findings to the Metropolitan Council in June.
2. 2014-78 Approve the 2014 Federal Transit Administration Title VI Program.

3. 2014-79 Accept the Regional Bicycle System Study Final Report dated March 2014.
4. 2014-81 Authorize the Regional Administrator to sign a Memorandum of Agreement regarding determination of conformity of transportation Plans, Programs, and Projects to State Implementation Plans with FHWA, FTA, EPA, MnDOT, MPCA, and the Duluth-Superior Metropolitan Interstate Council.
5. 2014-82 Authorize the Regional Administrator to amend the Regional Solicitation Evaluation contract with SRF Consulting Group, Inc. to include an increased scope of work for application development and increase the contract amount by \$275,200 for a revised total of \$508,674.
6. 2014-84 Concur with the Transportation Advisory Board (TAB) action to award Congestion Mitigation Air Quality (CMAQ) funds to seven transportation demand management (TDM) projects at the recommended funding level per the attachment.
7. 2014-88 Approve the award of 51 Section 8 Project Based Vouchers (PBV) to the following projects and authorize staff to execute necessary documents with the U.S. Department of Housing and Urban Development (HUD) and project owners:

Project Name	City	Number of Units in Project	Number of PBV Units Requested	Target Population
CommonBond, Veterans Affairs Housing	Fort Snelling	58	38	Homeless Veterans
Sherman and Associates, The Villages at Frost-English	Maplewood	55	10	Homeless Veterans
Carver County Community Development Agency, Lake Grace Apartments	Chaska	91	3	Homeless Veterans
Total			51	

BUSINESS

Community Development—Reports on Consent List

Environment—No Reports

Management—No Reports

Transportation

2014-83 Accept the attached public comment report; adopt the attached amendment to the 2030 Transportation Policy Plan that: adds a project on Interstate 94 between Rogers and St. Michael and its funding, and adds and advances funding for completion of Trunk Highway 610; affirm the amendment maintains the fiscal constraint and air quality conformity of the plan; approve the attached administrative modification for modern streetcars.

It was moved by Duininck, seconded by Rodriguez.

Motion carried.

2014-80 Concur with the Transportation Advisory Board (TAB) action to amend the 2014-2017 Transportation Improvement Program (TIP), pending approval of a related Transportation Policy Plan amendment, to add a project (SP# 2780-66) in 2015 for auxiliary lane construction on I-94 from TH 241 in St. Michael to TH 101 in Rogers, including a westbound exit ramp extension at TH 101 and a westbound third lane from TH 101 to TH 241 using \$40,000,000 in state bonds.

It was moved by Duininck, seconded by Brimeyer.

Motion carried.

2014-100 SW Concur with the Transportation Advisory Board (TAB) action to amend the 2014-2017 Transportation Improvement Program (TIP) to add project #TRS-TCMT-14H for the purchase of 5 buses for regional service (4 for Maple Grove Transit, 1 for Plymouth Metrolink) in 2014 to reprogram \$2,722,080 of federal CMAQ funds from the withdrawn project TRS-TCMT-10B with \$680,520 of local funds for a total of \$3,402,600.

It was moved by Duininck, seconded by Reynoso.

Motion carried.

2014-101 SW Concur with the Transportation Advisory Board (TAB) action to amend the 2014-2017 Transportation Improvement Program (TIP) to add the St. Croix River Crossing bridge replacement project using \$41.34 million of state funds for the years 2014-2017.

It was moved by Duininck, seconded by Rummel.

Motion carried.

OTHER BUSINESS

2014-89 Approve the appointment of Aimie Mims to the Land Use Advisory Committee, District 9.

It was moved by Reynoso, seconded by Commers.

Motion carried.

2014-102 Cancel the previously scheduled May 12, 2014 public hearing and hold a joint public hearing on May 29, 2014 with the Hennepin County Regional Railroad Authority on the Municipal Consent plans.

It was moved by Elkins, seconded by Duininck.

Motion carried.

INFORMATION

Draft 2040 TPP

The meeting was adjourned at 5:58p.m.

Certification

I hereby certify that the foregoing narrative and exhibits constitute a true and accurate record of the Metropolitan Council Special Meeting of April 30, 2014.

Approved this 14 day of May, 2014.

Emily Getty
Recording Secretary

APPENDIX G:

Minutes Noting Metropolitan Council
Approval of Service and Fare Change
Evaluations

Green Line Service Study Concept Plan, Approved September 2013

Metropolitan Council

Council Chair Susan Haigh
Councilmember Katie Rodriguez
Councilmember Lona Schreiber
Councilmember Gary Van Eyll
Councilmember Jennifer Munt
Councilmember Steve Elkins
Councilmember James Brimeyer
Councilmember Gary Cunningham
Councilmember Adam Duinck
Councilmember Edward Reynoso
Councilmember Sandy Rummel
Councilmember Harry Melander
Councilmember Richard Kramer
Councilmember Jon Commers
Councilmember Steven Chávez
Councilmember Wendy Wulff

Meeting Minutes

Wednesday, September 25, 2013

3:00PM

Council Chambers

IN ATTENDANCE

Haigh, Rodriguez, Schreiber, Van Eyll, Munt, Elkins, Brimeyer, Cunningham, Rummel, Melander, Kramer, Wulff

CALL TO ORDER

Chair Haigh called the meeting to order at 3:05pm.

APPROVAL OF AGENDA AND MINUTES

It was moved by Cunningham, seconded by Rummel

It was moved by Elkins, seconded by Van Eyll

CONSENT AGENDA

Approval of the Consent Agenda (Items 1-15)

Consent Agenda Adopted

1. 2013-187 Authorize the Regional Administrator to negotiate and award a contract with Benefitfocus for an online benefit system, in the amount of \$513,668 for a period of three years.
2. 2013-247 Authorize the Regional Administrator to negotiate and execute intergovernmental agreements for Metro Mobility and Transit Link dial-a-ride services, from January 1, 2014 through June 30, 2015 with transit providers in the following amounts: Anoka County Traveler \$3,264,807 and Smart Link (Scott/Carver County) \$2,452,679.
3. 2013-250 Adopt the proposed 2014 Unified Planning Work Program (UPWP) with a budget of \$5,074,697. Adopt the attached resolution authorizing the filing of an application with the Minnesota Department of Transportation for a planning grant under MAP-21. Authorize the Regional Administrator to enter into an agreement with the State of Minnesota, Department of Transportation, for distribution of FHWA and FTA planning funds.
4. 2013-252 Authorize the Regional Administrator to execute a 10 month extension (3/1/14—12/31/14) of the contract for Employee Assistance Program with DOR & Associates, Inc.
5. 2013-253 Approve the Revised Title VI Service Equity Analysis for the Central Corridor Transit Service Study.
6. 2013-255 Authorize the Regional Administrator to execute a purchase order with Polydyne, Inc. to provide Clarifloc CE-1247 polymer at a unit price of \$0.93 per pound delivered to the Empire Waste Treatment Plant.
7. 2013-256 Approve the 2013 Clean Water Fund I&I Grant Program Design, and also allow city-owned service laterals to be eligible under the program.
8. 2013-257 Authorize the Regional Administrator to negotiate and execute a testing services contract for Metro/Seneca Incineration Emissions Testing, Contract 13P152, to American Engineering Testing (AET) in the amount not to exceed \$725,556.84.

9. 2013-258 Authorize the Regional Administration to negotiate and execute an amendment to the memorandum of understanding with the City of Minneapolis to extend the submittal date for its comprehensive sewer plan update.
10. 2013-261 Adopt a resolution, required by Minnesota Housing to authorize the Regional Administrator to execute a continuation grant agreement for the Rental Assistance for Anoka County (RAAC) Program.
11. 2013-262 Authorize a grant of up to \$51,548 from the Parks and Trails Legacy Fund Acquisition Account to Ramsey County to finance the costs to acquire 44,443 square feet for the Keller Park portion of Phalen-Keller Regional Park. The grant should be financed with \$30,929 from the FY2014 Parks and Trails Legacy Fund appropriation, and \$20,619 from Metropolitan Council bonds. Authorize the Community Development Director to sign the grant agreement and accompanying documents including the restrictive covenant.
12. 2013-263 Authorize a grant of up to \$270,000 from the Parks and Trails Legacy Fund Acquisition Account to Dakota County to finance up to 75% of the costs to acquire approximately 8.5 acres in a 100-foot wide, 3,200-foot long greenway corridor easement for the Vermillion Highlands Greenway and Rosemount Regional Greenway Regional Trails. The grant should be financed with \$162,000 from the FY2014 Parks and Trails Legacy Fund appropriation, and \$108,000 from Metropolitan Council bonds. Authorize the Community Development Director to sign the grant agreement and accompanying documents. Consider reimbursing Dakota County up to \$90,000 from its share of a future Regional Park Capital Improvement Program for its 25% share of the total acquisition costs. The Council does not under any circumstances represent or guarantee that reimbursement will be granted, and expenditure of local funds never entitles a park agency to reimbursement.
13. 2013-264 Authorize a grant of up to \$744,927 from the Parks and Trails Legacy Fund Acquisition Account to Scott County to finance up to 75% of the costs to acquire approximately 114 acres for the Blakeley Bluffs Park Reserve. The grant should be financed with \$446,956 from the FY2014 Parks and Trails Legacy Fund appropriation, and \$297,971 from Metropolitan Council bonds. Authorize the Community Development Director to sign the grant agreement and accompanying documents including the restrictive covenant. Consider reimbursing Scott County up to \$248,309, its 25% share of the total acquisition costs, from a future Regional Park Capital Improvement Program. The Council does not under any circumstances represent or guarantee that reimbursement will be granted, and expenditure of local funds never entitles a park agency to reimbursement.
14. 2013-265 Amend the following grant agreements: Amend SG2012-096, Section 2, Grant Project Scope to include, "at Hyland-Bush-Anderson Lakes Park Reserve, use \$150,000 to fund the Hyland cross-country ski trail with snowmaking and lights." Amend SG2012-097, Section 2, Grant Project Scope to include, "at Hyland-Bush-Anderson Lakes Park Reserve, use \$194,000 to fund construction of the Hyland cross-country ski trail with snowmaking and lights." Amend SG2012-098, Section 2, Grant Project Scope to include, "at Hyland-Bush-Anderson Lakes Park Reserve, use \$1,093,000 to fund construction of the Hyland cross-country ski trail with snowmaking and lights."
15. 2013-266 Direct Council staff to include an additional \$1.5 million of regional bonds to the Parks and Trails Legacy Fund Acquisition Account as part of the upcoming 4th Quarter 2013 Unified Parks Capital Program Amendment to be considered by the Metropolitan Council on October 23. Direct Council Regional Parks and Natural Resources staff to continue analysis with the Metro Council's Finance Division and in consultation with the regional park implementing agencies regarding whether the Metro Council should raise the current Park Bonding limit beyond that of \$7.0 million annually of five-year bonds. The analysis must address: the fiscal impact on property taxes for homeowners and businesses relative to projected tax base growth; the forecasted capital project and land acquisition needs among the park implementing agencies and cash flow timing for those projects; the ability of the regional park agencies to finance the additional operations and maintenance costs for the additional projects financed from the incremental increase in Metro Council park bonding and any matching State funds. The results of the analysis and any recommendations should be submitted to the Metropolitan Parks and Open Space Commission and Metropolitan Council for its consideration when it is completed.

BUSINESS

Community Development

2013-164 Approve the 2014 Public Housing Agency Plan (PHA Plan), authorize the Metropolitan Council Chair to execute the required certifications and direct staff to submit the final Plan to the U.S. Department of Housing and Urban Development (HUD).

It was moved by Cunningham, seconded by Wulff.

Kramer and Munt voiced their opposition and the Council briefly discussed the impacts of this action.

Council vote was 10 ayes, 2 nays.

Motion carried.

Environment—Reports on Consent List

Management—Reports on Consent List

Transportation

2013-260 Concur with the Transportation Advisory Board (TAB) action to adopt the 2014-2017 Transportation Improvement Program (TIP) for the Twin Cities metropolitan area. Certify that the Twin Cities Metropolitan Planning Process is being carried on in conformance with all applicable federal requirements of: Section 134 of Title 23, U.S.C., Section 8 of the Federal Transit Act (49 U.S.C. app. 1607); Sections 174 and 176 (c) and (d) of the Clean Air Act (42 U.S.C. 7504, 7506 (c) and (d)); Title VI of the Civil Rights Act of the 1964 and Title VI assurance executed by each state under 23 U.S.C. 324 and 29 U.S.C. 794; Section 1101 (g) of the Transportation Equity Act of the 21st Century (Pub. L. 105-178) regarding the involvement of disadvantaged business enterprises in FHWA and FTA-funded planning projects (Pub. L. 97-424, Section 105 (f); 49 CFR part 23); and The Provisions of the Americans with Disabilities Act (Pub. L. 101-336, 104 Stat. 327, as amended) and USDOT regulations (Transportation for Individuals with Disabilities 40 CFR parts 27, 37, and 38). Certify the TIP conforms with the provisions of 49 CFR part 20 regarding lobbying restrictions on influencing certain federal activities. Find that the TIP is consistent with the Transportation Policy Plan, which is in conformance with applicable federal transportation and air quality regulations. Find that the TIP meets all applicable federal requirements. Find that the TAB provided adequate opportunity for public, agency and transit operators involvement through its regular process and special public hearing. Transmit the 2014-2017 TIP along with these comments to the Minnesota Department of Transportation and Minnesota Pollution Control Agency.

It was moved by Schreiber, seconded by Cunningham

Motion carried.

2013-270 SW Authorize the release of a 2013 Transportation Demand Management CMAQ solicitation.

It was moved by Schreiber, seconded by Munt

Motion carried.

OTHER BUSINESS

REPORTS

Chair: Spoke to the BOMA Education Committee on September 19. Attended the MN Business Partnership Annual Dinner on September 23. Has been attending many SWLRT-related meetings. Attended the Employee Recognition event at Harriet Island.

Council Members:

Schreiber—Attended two Bottineau-related meetings, one of which was hosted by Commissioner Opat and included local elected officials and legislatures from along the corridor. Attended a meeting at Brooklyn Park City Hall.

Munt—Will be at the SWLRT Community Advisory Committee meeting. Shared the positive community engagement that has been occurring at the SWLRT CAC. Went on a tour of SWLRT with CMs Elkins and Brimeyer and the City of Hopkins.

Kramer—Attended the Robert Street Task Force meeting with CM Chávez where they discussed future plans for Robert St.

Rummel—Attended the Employee Recognition Event at Harriet Island. Also went on a tour of the SWLRT corridor with staff. Attended a presentation about solar energy in MN based on the legislative actions this year; Jason Willett was a speaker. Attended the conference on freight at the U of M at CM Duinick's suggestion.

Cunningham—Spoke at the African American Leadership Forum. Spent time at the Midtown Alternative Analysis Study where they are making great progress. Attended with CM Duinick the Nicollet Central PAC meeting where they passed the recommendation of streetcars. Attended the St. Paul NAACP 100th Anniversary event.

Melander—Thanked Pat Born and staff for attending a meeting in Lake Elmo.

Elkins—Attended a task force meeting in Edina regarding the redevelopment of the Grand View area. Met with the Mayor and Public Works staff for Richfield to discuss Hwy 77.

The meeting was adjourned at 3:38PM.

Certification

I hereby certify that the foregoing narrative and exhibits constitute a true and accurate record of the Metropolitan Council Meeting of September 25, 2013.

Approved this 16 day of October, 2013.

Emily Getty
Recording Secretary

METRO Red Line and MVTA Service Restructuring Plan, Approved June 2013

Metropolitan Council

Council Chair Susan Haigh
Councilmember Roxanne Smith
Councilmember Lona Schreiber
Councilmember Gary Van Eyll
Councilmember Jennifer Munt

Councilmember Steve Elkins
Councilmember James Brimeyer
Councilmember Gary Cunningham
Councilmember Adam Duininck

Councilmember Edward Reynoso
Councilmember John Đòan
Councilmember Sandy Rummel
Councilmember Harry Melander

Councilmember Richard Kramer
Councilmember Jon Commers
Councilmember Steven Chávez
Councilmember Wendy Wulff

Meeting Minutes

Wednesday, June 26, 2013

4:00PM

Council Chambers

IN ATTENDANCE

Smith, Munt, Van Eyll, Elkins, Brimeyer, Cunningham, Duininck, Reynoso, Đòan, Rummel, Melander, Kramer, Commers, Chávez, Wulff

CALL TO ORDER

A quorum being present, Vice Chair Melander called the meeting to order.

APPROVAL OF AGENDA AND MINUTES

Vice Chair Melander made a motion to amend the meeting agenda by removing the Reports at the end. It was moved by Cunningham, seconded by Reynoso to accept the meeting agenda as amended.

It was moved by Elkins, seconded by Van Eyll.

REPORT OF THE MANAGEMENT COMMITTEE

1. 2013-156 Authorize the amendment of the 2013 Unified Operating Budget as indicated and in accordance with the attached tables.

It was moved by Brimeyer, seconded by Rummel

Motion carried on the following roll call vote:

Aye: 15—Smith, Munt, Van Eyll, Elkins, Brimeyer, Cunningham, Duininck, Reynoso, Đòan, Rummel, Melander, Kramer, Commers, Chávez, Wulff

Nay: 0

Absent: 2—Schreiber, Haigh

JOINT REPORT OF THE MANAGEMENT, ENVIRONMENT, TRANSPORTATION, AND COMMUNITY DEVELOPMENT COMMITTEES

1. 2013-157 Amend the 2013 Unified Capital Program as indicated and in accordance with the attached tables.

It was moved by Cunningham, seconded by Chávez

Motion carried on the following roll call vote:

Aye: 15—Smith, Munt, Van Eyll, Elkins, Brimeyer, Cunningham, Duininck, Reynoso, Đòan, Rummel, Melander, Kramer, Commers, Chávez, Wulff

Nay: 0

Absent: 2—Schreiber, Haigh

CONSENT AGENDA

Approval of the Consent Agenda (Items 1-9)

Consent Agenda Adopted

1. 2013-161 Authorize the Regional Administrator to negotiate and execute a new Transit Cooperation Agreement with the City of Minnetonka.
2. 2013-162 Authorize the Regional Administrator to negotiate and execute Amendment #1 to Subordinate Funding Agreement #21 with the Minnesota Department of Transportation (MnDOT), in an amount not to exceed \$550,000, for reimbursement of costs incurred by the Council for Construction services related to the Blue Line (Hiawatha) Extension.
3. 2013-167 Authorize the Regional Administrator to negotiate and execute a professional services contract with Acentech to perform vibration testing and monitoring services measuring Light Rail Transit-generated vibration at the University of Minnesota, Hubbard Broadcasting, and Minnesota Public Radio (MPR) as part of pre-revenue service and during the first year of revenue service for the Central Corridor (Green Line) Light Rail Transit (CCLRT) Project in an amount not to exceed \$675,000.
4. 2013-168 Approve MnDOT's request to construct a new I-35E MnPASS lane from I-94 to Little Canada Road conditional upon any significant changes in the design of the proposed project being subject to further review and approval by the Metropolitan Council prior to construction.
5. 2013-170 Authorize the Regional Administrator to enter into a collective bargaining agreement with the United Association of Pipefitters, Local Union No. 455, effective for the period of May 1, 2013—April 30, 2016.
6. 2013-171 Authorize the Regional Administrator to amend Contract 11P032A with Taxi Services Inc. for an additional \$550,000 for an amended total contract amount of \$2,096,000; and extend the term of the agreement from July 1, 2013 to December 31, 2013.
7. 2013-172 Pass Resolution 2013-6 that authorizes the acquisition of permanent/temporary easements necessary for the Seneca Interceptor System Rehabilitation, Project 808000; and authorizes Council legal staff to initiate condemnation proceedings for those parcels staff cannot acquire by negotiation.
8. 2013-173 Authorize the Regional Administrator to award and execute a Construction Contract for Metro F&I No. 2, Maintenance Warehouse Building, Empire Digester, and RMF Roof Replacements, Project Numbers 800625 and 805996, Contract 13P065, with B.L. Dalsin for its low responsive bid of \$2,018,726.
9. 2013-176 Consider reimbursing Dakota County up to \$6,303,480 from its share of future Regional Parks Capital Improvement Programs for the following projects: Whitetail Woods Regional Park Construction, \$5,453,480, Site grading, access drive, parking lot, play area, trails, sledding hill, site furnishings, utilities, landscaping, signage, picnic shelter, restroom building, camper cabins, and associated phase 1 improvements; Mississippi River Regional Trail-trailhead construction, \$450,000, Parking lot, bathroom building, utilities, signs, landscaping, trails, site furnishings, and miscellaneous site amenities to serve the regional trail at Swing Bridge Park in Inver Grove Heights; Mississippi River Regional Trail-Spring Lake Park engineering, \$400,000, Design and engineering for regional trail from Schaars Bluff picnic area to the western park boundary; However, the Council does not under any circumstances represent or guarantee that reimbursement will be granted, and expenditure of local funds never entitles a park agency to reimbursement.

BUSINESS

Community Development

2013-155 Approve one of the following two scenarios for Park Acquisitions Opportunity Fund grant(s) to Three Rivers Park District for the acquisition of the 106 acre Kingswood Special Recreation Feature. The scenarios depend upon approval by the Legislative-Citizen Commission on Minnesota Resources (LCCMR) on June 11 to use Environment and Natural Resources Fund appropriations to help partially finance the acquisition:

Scenario 1: If the LCCMR approves use of Environment and Natural Resources Trust Fund appropriations to partially finance the acquisition of the 45 acre “Northern lot” as part of Kingswood Special Recreation Feature, then the Metropolitan Council approves two Park Acquisition Opportunity Fund grants as follows: 1. A grant of up to \$382,125 to finance 75% of the acquisition of the 45 acre “Northern lot” illustrated in Attachment 2. The grant is financed with: \$229,275 from the 2012 Environment and Natural Resources Trust Fund appropriation, \$152,850 Metropolitan Council bonds. This grant must be matched with up to \$127,375 of Three Rivers Park District funds to finance 25% of the “Northern lot” acquisition. 2. A grant of up to \$1,505,858 to finance 75% of the acquisition of 61.3 acres comprised of the “Western Lakeshore lot” and “Eastern lots” illustrated in Attachment 2. The grant is financed with: \$905,315 of FY 2013 Parks and Trails Legacy Fund appropriation, \$603,543 of Metropolitan Council bonds. This grant must be matched with up to \$502,952 of Three Rivers Park District funds to finance 25% of the remaining lot’s acquisition costs. The Park District fund match amount of up to \$630,327 is eligible for reimbursement consideration as part of Three Rivers Park District’s share of future regional park capital improvement programs. The Council does not under any circumstances represent or guarantee that reimbursement will be granted, and expenditure of local funds never entitles a park agency to reimbursement. Scenario 2: If the LCCMR does not approve use of Environment and Natural Resources Trust Fund appropriations to partially finance the acquisition of the 45 acre “Northern lot” as part of Kingswood Special Recreation Feature, then the Metropolitan Council approves a Park Acquisition Opportunity Fund grant of up to \$1,700,000 from the Parks and Trails Legacy Fund account to Three Rivers Park District to finance up to 67% of the costs to acquire the 106 acre Kingswood Special Recreation Feature. The grant shall be financed as follows: \$1,020,000 of FY 2013 Parks and Trails Legacy Fund appropriation, \$680,000 of Metropolitan Council bonds. This grant must be matched with up to \$821,310 of Three Rivers Park District funds to finance at least 33% of the remaining lot’s acquisition costs. The Park District fund match amount up to \$821,310 is eligible for reimbursement consideration as part of Three Rivers Park District’s share of future regional park capital improvement programs. The Council does not under any circumstances represent or guarantee that reimbursement will be granted, and expenditure of local funds never entitles a park agency to reimbursement.

It was moved by Cunningham, seconded by Munt

Motion carried.

2013-181 Award 10 Tax Base Revitalization Account grants as recommended below; and authorize its Community Development Division Director to execute the grant agreements on behalf of the Council. Projects recommended for May 2013 TBRA funding cycle and their recommended amounts: Contamination Site Investigation: Minneapolis, Thorp Building: \$24,300; Ramsey, Old Municipal Center: \$14,800. Contamination Cleanup: Edina, Pentagon Park North Phase II: \$535,100; Minneapolis, Praxis Marketplace: \$179,300; Minneapolis, Shapco Printing: \$487,400; Minneapolis, Velo Flats: \$108,200; New Hope, Winnetka Learning Center: \$200,000; Saint Paul, 324 Johnson: \$719,400; Saint Paul, Hamm’s: \$124,600; Saint Paul, Old Home Plaza: \$106,900. Total: \$2,500,000

It was moved by Cunningham, seconded by Kramer

Motion carried.

Environment—Reports on Consent List

Transportation

2013-129 Approve the proposed Title VI policies defining a Major Service Change and determining the threshold for Disparate Impact and Disproportionate Burden.

It was moved by Duinick, seconded by Munt.

Motion carried.

2013-160 Approve the Title VI service equity analysis for the METRO Red Line Service.

It was moved by Duininck, seconded by Rummel.

Motion carried.

2013-137 Authorize the Regional Administrator to execute Contract No. 12P227 with Gillig Corporation for the purchase of 184 replacement 40-ft transit buses, contingent on satisfactory results from the Pre-Award Buy America Audit.

It was moved by Duininck, seconded by Reynoso.

Motion carried.

2013-169 Approve changes to Metro Mobility Premium Same Day Taxi (PSD) service on a demonstration basis to: expand the scope of PSD to include all requests for trips between the hours of 5:00AM and 8:00PM that are received on the day of service, and reduce the customer's share of the initial cost of PSD service from \$7.00 to \$5.00. The Council's maximum payment per trip would increase from \$13.00 to \$15.00. (Customers continue to pay the cost of the trip that's over \$20.) These changes would be effective July 15, 2013 through January 15, 2014 as a 6-month pilot demonstration.

It was moved by Duininck, seconded by Rummel.

Motion carried.

2013-182 SW Authorize the Regional Administrator to: award and execute a contract with the lowest responsive and responsible bidder, PCL Construction Services, Inc., for the Central Station Vertical Circulation Project at a cost of \$1,769,620; exempt the anticipated change order, funded by the City of St. Paul, for inclusion of public art in the project from the 5% delegated change order authority.

It was moved by Duinick, seconded by Munt.

Motion carried.

OTHER BUSINESS

INFORMATION

A. Preliminary 2014 Unified Budget.

The meeting was adjourned at 4:54PM.

Certification

I hereby certify that the foregoing narrative and exhibits constitute a true and accurate record of the Metropolitan Council Meeting of June 26, 2013.

Approved this 10 day of July, 2013.

Emily Getty
Recording Secretary

Proposed Northstar Commuter Rail Fare Change, Approved June 2012



Metropolitan Council Meeting

Wednesday, June 27, 2012

Robert Street Council Chambers

4:00 PM

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Metropolitan Council Meeting
Council Chambers
4:00PM

Part I - Narrative

Attendance:

Susan Haigh, Steven Chávez, Jennifer Munt, Roxanne Smith, Gary Van Eyll, Steve Elkins, James Brimeyer, Gary Cunningham, Adam Duininck, Harry Melander, Rich Kramer, Jon Commers, Wendy Wulff

Members absent: John Đoàn, Edward Reynoso, Sandra Rummel, Lona Schreiber

Call to Order and Approval of Agenda

A quorum being present, Chair Haigh called the regular meeting of the Metropolitan Council to order at 4:00PM. It was moved by Munt, seconded by Van Eyll to approve the agenda.

Motion carried.

Minutes

It was moved by Munt, seconded by Duininck to approve the minutes of the Metropolitan Council Meeting of June 13, 2012.

Motion carried.

Public Invitation

No one asked to address the Council regarding matters not on today's agenda.

Part II - Exhibits

Business

Joint Report of the Community Development and Management Committees

2012-156 2012 Unified Operating Budget Amendment

It was moved by Brimeyer, seconded by Chávez

"That the Metropolitan Council amend the 2012 Unified Operating Budget in accordance with the table below:

<u>Description</u>	<u>Approved</u>	<u>Revised</u>
HRA Operating Revenue	\$ 6,553,631	\$ 6,507,512
HRA Operating Expense	\$ 6,238,890	\$ 6,238,890
Projected Surplus/Deficit	\$ 314,741	\$ 268,622
HRA Pass Through Revenue	\$ 50,569,490	\$53,790,000
HRA Pass Through Expense	\$ 50,569,490	\$53,790,000
CD Division (non HRA) Operating Revenue	\$ 4,492,985	\$4,567,985

CD Division (non HRA) Operating Expense	\$ 4,492,985	\$4,567,985
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Motion carried on the following roll call vote:

Aye: 13—Smith, Chávez, Haigh, Munt, Van Eyll, Elkins, Brimeyer, Cunningham, Duininck, Melander, Kramer, Commers, Wulff

Nay: 0

Absent: 4—Reynoso, Đoàn, Rummel, Schreiber

2012-183 2012 Unified Capital Budget Amendment

It was moved by Brimeyer, seconded by Chávez

“That the Metropolitan Council amend the 2012 Unified Capital Program as indicated and in accordance with the attached business item and table.”

Motion carried on the following roll call vote:

Aye: 13—Munt, Van Eyll, Elkins, Brimeyer, Cunningham, Melander, Kramer, Commers, Chávez, Haigh, Smith, Duininck, Wulff

Nay: 0

Absent: 4—Reynoso, Đoàn, Rummel, Schreiber,

Consent List

It was moved by Kramer, seconded by Melander to approve the consent list.

Motion carried.

CM Commers stated he would be abstaining from voting on 2012-199 due to a conflict of interest. 2012-199 was voted on separately from the rest of the consent list.

2012-158 Cedar Avenue Transitway Stage 1 Memorandum of Understanding

“That the Metropolitan Council authorize the Regional Administrator to execute a Memorandum of Understanding (MOU) with the Dakota County Regional Railroad Authority (DCRRA) and Minnesota Valley Transit Authority (MVTA) regarding the development and implementation of Cedar Avenue Transitway Stage 1.”

2012-159 Designate DCRRA as the Cedar Avenue Transitway Stage 1 Lead Agency

“That the Metropolitan Council designate the Dakota County Regional Railroad Authority (DCRRA) as the lead agency responsible for the development and implementation of Cedar Avenue Transitway Stage 1.”

2012-175 Contract 11P228 Phone System Upgrade and Maintenance

“That the Metropolitan Council authorize the Regional Administrator to execute a contract with Integra Telecom, Inc. in the amount of \$1,193,560 to provide Software Upgrade and Maintenance Services for the Council’s Phone System for a contract period of five years.”

2012-180 Central Corridor Light Rail Transit (Green Line): Additional Change Order Authority for the Civil East Construction Contract

“That the Metropolitan Council authorize an additional 1% (\$2,051,112) above the currently authorized construction contract change order authority of \$15,555,561 to a revised change order authority of \$17,606,673 for the Central Corridor (Green Line) Civil East (CE) Contract.”

2012-181 Central Corridor Light Rail Transit (Green Line): Additional Change Order Authority for the Civil West Construction Contract

"That the Metropolitan Council authorize an additional 2.5% (\$2,845,100) above the standard 5% (\$5,690,200) construction contract change order authority to a revised change order authority of \$8,535,300 for the Central Corridor (Green Line) Civil West (CW) Contract."

2012-182 Southwest Light Rail Transit (Green Line Extension): Project Management Software

"That the Metropolitan Council authorize the Regional Administrator to negotiate and execute a professional/technical services contract with e-Builder for Project Management Software for the Southwest Light Rail Transit (SWLRT) Project in an amount not to exceed \$681,000."

2012-185 Transportation Planning and Programming Guide

"That the Metropolitan Council approves the *Transportation Planning and Programming Guide for the Twin Cities Metropolitan Area*."

2012-187 Authorization to Amend Sub-Recipient Grant Agreement with Washington County Regional Railroad Authority (WCRRA)

"That the Metropolitan Council authorize the Regional Administrator to amend an existing sub-recipient agreement with Washington County Regional Railroad Authority (WCRRA) to increase the Council's contribution to the Gateway Corridor Alternatives Analysis Study by \$60,000 to a total not to exceed \$260,000."

2012-189 Authorization to Acquire Fee Title Ownership and Permanent/Temporary Easements and File Condemnation Petitions, 1-GV-461 Relief Lift Station and Force Main, MCES Project 805700, Resolution #2012-12

"That the Metropolitan Council pass Resolution #2012-12 that authorizes acquisition of fee title ownership and permanent/temporary easements necessary for the 1-GV-461 Relief Lift Station and Force Main Project 805700; and authorizes Council legal staff to initiate condemnation proceedings for those parcels staff cannot acquire by negotiation."

2012-190 Authorization to Award and Execute a Construction Contract for MWWTP Medium Voltage Cable Replacement – Phase 3; MCES Project No. 805928; Contract No. 12P046

"That the Metropolitan Council authorizes its Regional Administrator to award and execute a Construction Contract for MWWTP Medium Voltage Cable Replacement – Phase 3; MCES Project No. 805928; Contract No. 12P046, with Premier Electrical Corporation in the amount of \$1,516,702."

2012-191 Authorization to Award and Execute a Construction Contract for the Victoria Interceptor 7019-B Rehabilitation, MCES Project No. 802815, Contract No. 12P019

"That the Metropolitan Council authorize its Regional Administrator to award and execute a construction contract for the Victoria Interceptor 7019-B Rehabilitation, MCES Project 802815, Contract 12P019, with Lametti and Sons, Inc., for their low responsive, responsible bid of \$3,251,200."

2012-196 Park Acquisition Opportunity Fund Grant Request for Rice Creek Chain of Lakes Park Reserve, Anoka County

"That the Metropolitan Council authorize a grant of up to \$268,072 from the Environment and Natural Resources Trust Fund Acquisition Account in the Park Acquisition Opportunity Fund to Anoka County to finance 75% of the acquisition costs to acquire the 85 acre Preiner parcel as depicted in Figure 1 for Rice Creek Chain of Lakes Park Reserve. The grant should be financed with:

\$110,547 from the 2009 Environment and Natural Resources Trust Fund appropriation
\$50,296 from the 2011 Environment and Natural Resources Trust Fund appropriation
\$107,229 from Metropolitan Council bonds."

2012-197 Change Scope of Grant SG-2011-123, Scott County

"That the Metropolitan Council approve a change to the scope of grant SG-2011-123 to Scott County so that the \$291,000 grant can be used for work related to phase 1 development of Spring Lake Regional Park (removal of Co. Rd. 81 from the park, construct 3 miles of trail, a parking lot, restroom building and an off-lease dog park, plus natural resource restoration)."

2012-198 Park Acquisition Opportunity Fund Grant Request for Big Marine Park Reserve, Washington County

"That the Metropolitan Council authorize a grant of up to \$329,550 from the Environment and Natural Resources Trust Fund Acquisition Account in the Park Acquisition Opportunity Fund to Washington County to finance 75% of the acquisition costs to acquire the 2.65 acre Knauff parcel as depicted in Figure 1 for Big Marine Park Reserve. The grant should be financed with:

\$197,730 from the 2009 Environment and Natural Resources Trust Fund appropriation
\$131,820 from Metropolitan Council bonds."

2012-199 Master Plan Amendment of Boundary for Above the Falls Regional Park and Approval of FY2012 and FY2013 Parks and Trails Legacy Fund Financed Grants, Minneapolis Park & Recreation Board

It was moved by Kramer, seconded by Chávez

"That the Metropolitan Council:

1. Approve the Above the Falls Regional Park Master Plan Amendment regarding the Scherer Lumber Company Site (Referral No. 50024-1).
2. Approve the following grants from the Minneapolis Park and Recreation Board's share of FY2012 and FY2013 Parks and Trails Legacy Fund appropriations to finance the acquisition costs of Parcels B and C as depicted in Figure 2."

Parks & Trails Legacy Fund	Grant
FY2013	\$1,469,000
FY2012	\$1,429,970

Commerz abstained from voting due to a conflict of interest.

Motion carried.

2012-200 Park Acquisition Opportunity Fund Grant Request for Blakely Bluffs Park Reserve, Scott County

"That the Metropolitan Council authorize a grant of up to \$448,370 from the Parks and Trails Legacy Fund Acquisition Account in the Park Acquisition Opportunity Fund to Scott County to finance 75% of the acquisition costs to acquire the 84 acre Wells Fargo parcels as depicted in Figure 1 for Blakely Bluffs Park Reserve. The grant should be financed with:

\$269,022 from the FY2012 Parks and Trails Legacy Fund appropriation
\$179,348 from Metropolitan Council bonds."

2012-201 Amend Four Fiscal Year 2012 Parks and Trails Legacy Fund Grants to Anoka County

“That the Metropolitan Council authorize amendments to the following grant agreements with Anoka County:

1. Reduce grant SG-2011-100, Mississippi West Regional Park boat launch from \$400,000 to \$382,000.
2. Expand the scope of grant SG-2011-101, Rice Creek Chain of Lakes Park Reserve day camp redevelopment to include funding for roadway improvements, and storm water drainage restoration and improvements because the grant is large enough to finance this additional work.
3. Reduce grant SG-2011-104, Volunteer Resources Development Coordinator from \$80,000 to \$65,000.
4. Increase grant SG-2011-103, Conservation Corp of Minnesota from \$108,000 to \$141,000 with the reductions from grants SG-2011-100 and SG-2011-104.”

2012-202 The Approval of HUD Sub-Recipient Grant Agreements – Sustainable Communities Local Implementation Capacity Planning Grant

“That the Metropolitan Council approve sub-recipient grant agreements in the amount of \$953,000 with nine entities that were awarded Local Implementation Capacity (LIC) grants by the Corridors of Opportunity Policy Board. The grants were awarded for projects along transitway corridors that promote the principles of transit oriented development (TOD). The entities are:

Project for Pride in Living	Hamline Station*	\$200,000
Aurora St. Anthony CDC	Old Home Redevelopment	\$100,000
The Cornerstone Group	Prospect Park Station*	\$300,000
L & H	L & H Station	\$114,750
LISC (Local Initiative Support Corp)	Corridor Development Initiative +	\$70,000
Aeon/YMCA	YMCA Site Selection	\$50,000
City of Minneapolis	E. Downtown Parking Lot Study	\$43,250
Hennepin County	SW Corridor Housing Inventory	\$25,000
City of Hopkins	8 th Avenue Corridor*	\$50,000
TOTAL		\$953,000

*also received LCA TOD funds”

Motion carried.

Report of the Community Development Committee

2012-195 LCA Tax Base Revitalization Account (TBRA) Grant Recommendations

It was moved by Cunningham, seconded by Smith

“That the Metropolitan Council award 13 Tax Base Revitalization Account (TBRA) grants as follows:

Projects recommended for May 2012 TBRA funding cycle:	Recommended amount
Contamination Site Investigation	
Hopkins – Lutheran Digest	\$26,200
Minneapolis – Fountain Residential	\$24,000
Newport – Knauff Salvage Yard	\$50,000
Contamination Cleanup	
Brooklyn Center EDA – Lifetime	\$525,000

Crystal EDA – Cavanagh School	\$200,000
Minneapolis – 1101 University	\$173,400
Minneapolis – 1515 Central	\$285,900
Minneapolis – Brunnsfield Place	\$38,400
Minneapolis – Dwell at Calhoun	\$226,500
Minneapolis – Pillsbury Lofts (A Mill Artist Lofts)	\$439,300
Saint Paul – Starkey Building	\$171,800
Saint Paul – Midway Corner	\$210,400
Scott County CDA (Elko New Market) – Senior Housing II	\$4,100
TOTAL	\$2,375,000

Motion carried.

Report of the Environment Committee—Reports on the Consent List

Report of the Transportation Committee

2012-179 Southwest Light Rail Transit (Green Line Extension): Memoranda of Understanding with Canadian Pacific and BNSF Railways

It was moved by Elkins, seconded by Munt

“That the Metropolitan Council authorize the Regional Administrator to negotiate and execute a Memoranda of Understanding (MOU) with Canadian Pacific Railway (CP) and BNSF Railway Co. for the Southwest Light Rail Transit (SWLRT) Project.”

Motion carried.

2012-186 Northstar Commuter Rail Fare and Tokens: Temporary Fare Change

It was moved by Elkins, seconded by Kramer

“That the Metropolitan Council:

1. Approve a Temporary Fare Change for Northstar Commuter Rail as set forth in the tables below, effective for the period of August 1, 2012 to April 30, 2013.

Current Fare Structure

Northstar Fares	Weekday (Rush Hour)	Weekend (Non-Rush Hours)	
One-way fares to/from downtown Minneapolis	All customers except persons with disabilities	Adults	Seniors (65+), Youth (6-12) and Medicare card holders. Valid at all times for persons with disabilities.
Big Lake	\$7.00	\$5.25	\$1.75
Elk River	\$5.50	\$4.00	\$1.25
Anoka	\$4.00	\$3.00	\$1.00
Coon Rapids-Riverdale	\$4.00	\$3.00	\$1.00
Fridley	\$3.25	\$2.50	\$0.75
Station-to-Station	\$3.25	\$2.50	\$0.75

Proposed Temporary Fare Change: August 1, 2012 to April 30, 2013

Northstar Fares	Weekday (Rush Hour)	Weekend (Non-Rush Hours)	
One-way fares to/from downtown Minneapolis	All customers except persons with disabilities	Adults	Seniors (65+), Youth (6-12) and Medicare card holders. <i>Valid at all times for persons with disabilities.</i>
Big Lake	\$6.00	\$5.25	\$1.75
Elk River	\$4.50	\$4.00	\$1.25
Ramsey	\$3.50	\$3.50	\$1.00
Anoka	\$3.00	\$3.00	\$1.00
Coon Rapids-Riverdale	\$3.00	\$3.00	\$1.00
Fridley	\$3.00	\$2.50	\$0.75
Station-to-Station	\$3.00	\$2.50	\$0.75

The \$1.00 value of a bus issued transfer towards Northstar fares will not apply during this temporary fare change period.

2. Approve a Temporary Fare Change for Tokens where a single token will be valid for both local peak and off-peak fares for up to a value of \$2.25 with the token price set at \$1.75, effective for the period of August 1, 2012 to April 30, 2013*

*The timing of the Temporary Fare Change for Tokens was clarified at the Transportation Committee to be effective for the period of August 1, 2012 to April 30, 2013."

Motion carried.

Report of the Management Committee—Reports on the Consent List

Other Business

Presentation of 2013 Preliminary Budget and Levies

Mary Bogie gave a PowerPoint presentation of the 2013 Preliminary Budget and Levies. This was an informational presentation to provide the Council with a preliminary look at the 2013 budget proposal and levies. Most of the information was related to property taxes. The Council Priorities and Initiatives include Thrive MSP 2040, Corridors of Opportunity, Housing Policy Plan, Transportation Funding Plan, Integrated Operations, and Workforce Planning. The Operating Budget Highlights are Operating Reserves Targets, Transit Oriented Development Grant Program, Regional Fare Policy, No Fare Increase, Start up of Green and Red Lines, Energy Savings, and Compensation structure. The Committees will also be discussing this at their meetings.

Reports

Chair: Participated in the Transportation Finance Advisory Committee (TFAC) meeting. Participated in the CTIB Program of Projects workshop, along with several Council members. Met with individuals from MSP to discuss the role the Council could play in economic development.

Participated in a forum held by Minnesota Environmental Initiative (MEI), focusing on the environmental impacts of transit-oriented development.

Led the Met Council's Regional Forecast briefing for the Governor's office and Commissioners. Participated in the Itasca Project full group meeting. They are authoring and spearheading the return on investment study for the regional transit way system.

Council Members

Elkins—Participated in the civic caucus on the 15th. Attended the CTIB Program of Projects workshop. Attended the Urban Land Institute's Committee on Transportation and Land Use Systems where they discussed fiscal zoning and the Reality Check program. Attended the Bloomington City Council meeting and the Richfield City Council meeting.

Commers—There have been four public meetings regarding the Central Corridor concept plan for reconfiguring some of the bus service in anticipation of the Green Line. Attended two of the four public meetings which have been held in St. Paul and Minneapolis along Central Corridor. The feedback has been overwhelmingly positive.

Munt—Attended a very lively SWLRT Community Advisory Committee meeting where the Committee discussed freight location in anticipation of the draft environmental impact statement that is coming out for public hearing in August. They also brainstormed all of the various issues they want to vote on for prioritization.

Smith—Participated in a forum on equity at an Alliance for Metro Stability meeting along with CM Cunningham and CM Chávez.

Chávez—Represented the Met Council at the monthly MAC meeting.

Regional Administrator—No report.

General Counsel—No report.

Adjournment

Business completed, the meeting adjourned at 5:10PM.

Part III - Certification

I hereby certify that the foregoing narrative and exhibits constitute a true and accurate record of the Metropolitan Council Meeting of June 27, 2012.

Approved this 11 day of July, 2012.

Respectfully submitted,

Emily Randleman
Recording Secretary

West Suburban Service Changes Concept Plan, Approved May 2013

Metropolitan Council

Council Chair Susan Haigh
Councilmember Roxanne Smith
Councilmember Lona Schreiber
Councilmember Gary Van Eyll
Councilmember Jennifer Munt

Councilmember Steve Elkins
Councilmember James Brimeyer
Councilmember Gary Cunningham
Councilmember Adam Duinick

Councilmember Edward Reynoso
Councilmember John Doan
Councilmember Sandy Rummel
Councilmember Harry Melander

Councilmember Richard Kramer
Councilmember Jon Commers
Councilmember Steven Chávez
Councilmember Wendy Wulff

Meeting Minutes

Wednesday, May 22, 2013

4:00PM

Council Chambers

IN ATTENDANCE Smith, Schreiber, Van Eyll, Elkins, Cunningham, Duinick, Reynoso, Melander, Kramer, Chávez, Wulff, Haigh

CALL TO ORDER

A quorum being present, Chair Haigh called the meeting to order at 4:00PM.

APPROVAL OF AGENDA AND MINUTES

Chair Haigh stated the presentation by Judd Schetnan would be moved from the end to the beginning of the meeting.

It was moved by Kramer, seconded by Schreiber

It was moved by Van Eyll, seconded by Chávez

INFORMATION

A. Legislative Update

Judd Schetnan provided an overview of the 2013 legislative session. The Council will receive \$129.859 million to fund existing transit operations for SFY 2014-2015, \$18 million to fund the state's share of lightrail operations for the Blue Line and the Green Line, \$37 million one-time capital construction appropriation for SWLRT, and a \$153.372 million base was established for SFY 2016-2017. The Omnibus Tax Bill includes \$35.8 million in regional transit capital (RTC) bonding authorization for the Council. RTC bonds will be used for capital improvements (fleet replacement, capital preservation, park-and-ride lot expansions/improvements, and transit station improvements). The RTC bonds support the capital projects of all the regional transit providers and services throughout the region. The Legacy Bill includes \$33.7 million for the Parks and Trails Fund in SFY 2014-2015, \$6.3 million for the Outdoor Heritage Fund in SFY 2014, and \$3.537 for the Clean Water Fund in SFY 2014-2015. The Council will also receive \$17 million for our regional park operations and maintenance funds in SFY 2014-2015. The Transit Operator Assault Bill passed both the House and Senate, and will make assaults on transit operators a gross misdemeanor if an assault inflicts demonstrable bodily harm. The MCES Housekeeping Bill also passed both bodies with strong support; it will clean up obsolete language from statutes governing wastewater treatment services. The Council will be redistricted in accordance with the State law requiring the Council districts to be redrawn in years ending in "3" based on the most recent census data. The bill signed into law designates Map 1A as the official map. Maps were devised with three central principles guiding the process: to keep local units of government in one district (except Minneapolis and St. Paul), to have reasonable population deviations (in the 3-4% range), and to ensure geographic representation throughout the region.

CONSENT AGENDA

Approval of the Consent Agenda (Items 1- 11)

Consent Agenda Adopted

1. 2013-113 Authorize renewal of its property insurance, effective 6/1/13-6/1/14, with FM Global in an amount not to exceed \$1,495,000.
2. 2013-130 Authorize the Regional Administrator to exceed the 10% amendment authority for professional and technical services contracts, and amend the Elemental Materials Technology contract to a total amended contract value in an amount not to exceed \$613,430 for work related to the Central Corridor Light Rail Transit (CCLRT).
3. 2013-132 Authorize the Regional Administrator to award and execute a contract with the lowest responsive and responsible bidder, Knutson Construction, for the construction of the Highway 610 & Noble Parkway Park and Ride in Brooklyn Park at a cost of \$8,363,040.
4. 2013-138 Authorize the renewal of its railroad liability insurance, effective 5/31/13-5/31/14, for the Northstar Commuter Rail Operations in an amount not to exceed \$1,200,000.
5. 2013-140 Approve the list of projects recommended for federal funding for up to \$922,151 under the Jobs Access and Reverse Commute (JARC) program and for up to \$1,200,338 under the New Freedom program as listed in Attachment A; authorize the Regional Administrator to apply for and accept grants from the Federal Transit Administration (FTA) for the JARC program and the New Freedom program to fund the recommended projects and the contingency list of JARC projects.
6. 2013-141 Authorize the Regional Administrator to award and execute a contract for construction of the Excelsior Area Improvements Interceptor 7017 (Segment 1) Force Main Project 802850, Contract 13P043 with SR Weidema, Inc. for their bid of \$8,048,056.90.
7. 2013-142 Authorize the Regional Administrator to award and execute a contract for construction of the Lift Station L7, Project Number 805520, Contract 12P068, with Magney Construction, Inc. for its low bid of \$1,229,130.
8. 2013-143 Authorize the Regional Administrator to award and execute a contract for construction of the L7 Force Main, Project Number 805530, Contract 12P069, with Geislinger and Sons, Inc. for its low bid of \$4,794,190.
9. 2013-144 Authorize the Regional Administrator to execute a purchase agreement with Hoglund Bus (MnDOT Contract 56190) for up to seven low floor expansion buses in an amount not to exceed \$833,000.
10. 2013-145 Concur with the Transportation Advisory Board (TAB) action to amend the 2013-2016 Transportation Improvement Program (TIP) to add 18 projects on the attached list using a total of \$979,200 in federal Section 5310 funding in 2013.
11. 2013-146 Rescind Business Item SW 2013-110 authorizing the Council to enter into a grant agreement with the Cities of Prior Lake and Shakopee for \$775,000 for the Marschall Road Transit Station; and authorize the Council to enter into a grant agreement with Scott County for \$775,000 for the Marschall Road Transit Station.

BUSINESS

Community Development—No reports

Environment—Reports on Consent List

Management

2013-127 Approve the attached Resolution 2013-2 to authorize the Regional Administrator to execute a loan agreement with the Minnesota Public Facilities Authority (PFA) in substantially the same form as the attached agreement. And further, to issue the related General Obligation Sewer Note securing the loan agreement substantially in the form of the Note referenced in the resolution.

It was moved by Chávez, seconded by Wulff

Motion carried.

Transportation

2013-131 Authorize an additional 2% (\$1,757,007) above the currently authorized construction contract change order authority of \$4,392,518 to a revised change order authority of \$6,149,525 for the Central Corridor (Green Line) Systems Contract.

It was moved by Duinick, seconded by Schreiber

Motion carried.

2013-133 Adopt the West Suburban Service Changes Recommended Plan and approve the Title VI Service Equity Analysis of the Recommended Plan.

It was moved by Duinick, seconded by Smith

Motion carried.

2013-134 Authorize the Regional Administrator to negotiate and execute 1.) a non-binding Memorandum of Understanding with the City of Saint Paul and the Saint Paul Housing and Redevelopment Authority for the purpose of facilitating redevelopment of the Central Station Block in downtown Saint Paul, 2.) an easement agreement with the Saint Paul Housing and Redevelopment Authority for bus waiting area improvements, and 3.) an operations and maintenance agreement with the City of Saint Paul for a stair and elevator tower.

It was moved by Duinick, seconded by Chávez

Motion carried.

2013-135 Authorize the Regional Administrator to negotiate and execute a lease agreement with Wellington Management Inc. for Wellington's partial use of a Metropolitan Council transit easement at Hiawatha Avenue and Lake Street in Minneapolis.

It was moved by Duinick, seconded by Smith

Motion carried.

2013-136 Authorize the Regional Administrator to negotiate and execute a Subrecipient Grant Agreement (SGA) with Hennepin County Regional Rail Authority (HCRRA) in the amount of ~~(\$1,956,484.00)~~ \$1,964,484 for the development of The Interchange project.

It was moved by Duinick and seconded by Reynoso to negotiate and execute a Subrecipient Grant Agreement (SGA) with Hennepin County Regional Rail Authority (HCRRA) in the amount of \$1,964,484 for development of The Interchange project.

It was then moved by Duinick, seconded by Reynoso to amend the business item 2013-136 adopted by the Transportation Committee by striking the amount of \$1,956,484 and substitute the correct amount of \$1,964,484. The motion was adopted by the Council.

The Council then voted to adopt the amended motion to authorize the Regional Administrator to negotiate and execute a Subrecipient Grant Agreement (SGA) with Hennepin County Regional Rail Authority (HCRRA) in the amount of ~~(\$1,956,484.00)~~ \$1,964,484 for the development of The Interchange project.

Motion carried.

OTHER BUSINESS

REPORTS

Chair: Chair Haigh has spent a great deal of time on legislative matters. Participated in the Policymaker Discussion in Minneapolis regarding a variety of transit and transportation initiatives in North Minneapolis. Attended the Greater MSP Board of Directors meeting where a presentation was given on the return of investment study done by the Itasca Project. Participated in a meeting with the DEED Commissioner regarding the Statewide goals around economic competitiveness. Participated in the Corridors of Opportunity Policy Board meeting. Met with Commissioner Ehlinger to discuss the Health in all Policies initiative. Attended the Great River Gathering and the East Metro Transit Alternatives meeting at the Union Depot.

Council Members:

Cunningham: Attended the SAC working group meeting. Traveled to Indianapolis with the Greater MSP group. Participated in an event for the Trust for Public Land. Attended a meeting for the Midtown Corridor. Spoke at a MICAH meeting regarding the Council's work on diversity. Attended a meeting with Van Jones and many local officials.

Smith: Attended the Transportation Research conference and heard Jay Cowles and Commissioner Ehlinger speak.

Kramer: Spent time calling new constituents, including mayors and city council members.

Schreiber: Attended a meeting in Shoreview that was hosted by TAB and MnDOT. Also attended the Thrive MSP 2040 outreach meeting in Shoreview.

Duinick: Spoke at an open house at 1515 Central Ave. in Northeast Minneapolis where an old warehouse has been rehabilitated into office space. Attended the Regional Solicitation TAB/MnDOT meeting that CM Schreiber also attended. Participated in the first Transportation Policy Plan Task Force meeting. Attended the 46th Street Station event.

Elkins: Participated in the first Transportation Policy Plan Task Force meeting. Next Wednesday the SLUC will be having an event with four former Met Council Chairs on a panel.

Chávez: Attended the North Minneapolis Thrive MSP 2040 outreach meeting. Participated in a meeting regarding the Red Line. Attended a MAC meeting.

Wulff: Toured the proposed Kingswood special recreation feature along with CM Brimeyer.

Regional Administrator: The Council has started the annual internship program. There are 70 graduate and undergraduate students, and we will also be welcoming 6 high school students.

The meeting was adjourned at 5:03PM.

Certification

I hereby certify that the foregoing narrative and exhibits constitute a true and accurate record of the Metropolitan Council Meeting of May 22, 2013.

Approved this 12 day of June, 2013.

Emily Getty

Recording Secretary

