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Introduction

In compliance with Title VI of the Civil Rights Act of 1964, the City of Cedar Rapids, doing business as Cedar Rapids Transit, operates all of its programs and provides public transportation services without regard to race, color, or national origin. Cedar Rapids Transit is committed to providing non-discriminatory service that is open to the general public. Cedar Rapids Transit is committed to ensuring that no person is excluded from access to its transit services on the basis of race, color, or national origin. This document was developed to guide Cedar Rapids Transit in the administration and management of its Title VI program. For more information, please contact Cedar Rapids Transit at (319) 286-5573 or crtransit@cedar-rapids.org.

Signed Policy Statement

A policy statement signed by the Transit Manager assuring Cedar Rapids Transit’s compliance with Title VI of the Civil Rights Act of 1964 can be found in Attachment A.

Title VI Complaint Procedures

Cedar Rapids Transit has a standard process for investigating all complaints. Anyone who believes that they have been subject to an unlawful discriminatory practice by Cedar Rapids Transit has the right to file a complaint with the City of Cedar Rapids. Anyone who has a discrimination complaint should call Cedar Rapids Transit at (319) 286-5573. Cedar Rapids Transit will respond and request additional information with the goal of obtaining an appropriate resolution.

Members of the public may file a signed, written complaint within 180 days from the date of the alleged discrimination. At a minimum, the complaint should include the following information:

- Name, mailing address, and contact information (i.e., telephone number, email address, etc.).
- How, when, where and why complainant alleges they were discriminated against.
- Names and contact information of any witnesses.
- Any other significant information.

Formal complaints should be mailed to the City of Cedar Rapids at the following address:

Human Resources Director
City of Cedar Rapids
Human Resources Department
101 First Street SE
Cedar Rapids, Iowa 52401.

Full procedures for filing a complaint and Cedar Rapids Transit’s procedures for investigating complaints can be found in Attachment B.
Record of Title VI Investigations, Complaints, or Lawsuits

Cedar Rapids Transit has not received any formal Title VI complaints during the current reporting period and is not aware of any active investigations, lawsuits, or complaints naming Cedar Rapids Transit or its sub-recipients that allege discrimination on the basis of race, color, or national origin.

Cedar Rapids Transit Limited English Proficiency (LEP) Plan

A full copy of Cedar Rapids Transit’s outreach plan for individuals with limited English proficiency can be found in Attachment C.

Notification of Cedar Rapids Transit Title VI Obligations

Cedar Rapids Transit publicizes its Title VI program by posting its commitment to providing services without regard to race, color or national origin. The Cedar Rapids Transit Title VI Public Notice shown below is posted in all Cedar Rapids Transit buses and Cedar Rapids Transit facilities. The public notice is also included in all bus schedules and on the Cedar Rapids Transit website.

<table>
<thead>
<tr>
<th>Cedar Rapids Transit Title VI Public Notice</th>
</tr>
</thead>
<tbody>
<tr>
<td>In compliance with Title VI of the Civil Rights Act of 1964, Cedar Rapids Transit operates all of its programs and provides public transportation services without regard to race, color or national origin. Cedar Rapids Transit is committed to providing non-discriminatory service that is open to the general public.</td>
</tr>
<tr>
<td>Anyone who believes that they have been subject to an unlawful discriminatory practice by Cedar Rapids Transit has the right to file a complaint with the City of Cedar Rapids. Anyone who has a discrimination complaint should call Cedar Rapids Transit at 319-286-5573. Cedar Rapids Transit will respond and request additional information with the goal of obtaining an appropriate resolution. Formal complaints should be in writing and mailed to: Human Resources Director, City of Cedar Rapids, Human Resources Department, 101 First Street SE, Cedar Rapids, Iowa 52401.</td>
</tr>
</tbody>
</table>


Analysis of Construction Projects

Cedar Rapids Transit has not undertaken any construction projects during the current reporting period.

When a construction project is undertaken in the future, Cedar Rapids Transit will comply with the DOT Order on Environmental Justice and will incorporate an environmental justice analysis into its National Environmental Policy Act (NEPA) documentation of construction projects. The environmental justice analysis will identify any low-income and minority populations impacted by the project, and describe all adverse and/or positive effects of the project, both during and after construction, that would affect the identified minority and low-income population. The analysis will also include mitigation and environmental enhancement actions incorporated into the project to address any adverse effects.

Subrecipient Oversight

Cedar Rapids Transit has a responsibility to provide contractor oversight for its service contractors to ensure compliance with FTA regulations. Linn County LIFTS is the service contractor for Cedar Rapids Transit’s Complementary Paratransit service. Quarterly oversight meetings are held between Cedar Rapids Transit and Linn County LIFTS that include a review of any complaints (Title VI or otherwise) and/or service issues. Horizons/Neighborhood Transit Service (Horizons/NTS) is the contractor for Cedar Rapids Transit’s after-hours demand-response service. At a minimum, annual oversight meetings are held between Cedar Rapids Transit and NTS that include a review of any complaints (Title VI or otherwise) and/or service issues. Furthermore, both LIFTS and NTS are executive members of the TAG Committee that meets quarterly to discuss various topics concerning transit including Title VI and LEP issues. Cedar Rapids Transit does not have any subrecipients that provide fixed-route service.

Summary of Public Participation Efforts

Over the last reporting period, Cedar Rapids Transit conducted the following public outreach and involvement activities:

Transportation Advisory Group (TAG) –
Cedar Rapids Transit reaches out to local human service agencies that work with low-income and minority individuals that may be dependent on public transit through the metro area Transportation Advisory Group, which consists of over 50 members. This organization is coordinated by the Linn County Mobility Coordinator and consists of organizations representing transportation providers, school systems, youth organizations, health organizations, community organizations, state/city governments, religious organizations, and legal aid entities. The TAG meets at least quarterly and plays an active role in the Corridor MPO’s Passenger
Transportation Plan. Cedar Rapids Transit will continue to coordinate community outreach through the TAG committee.

**Cedar Rapids Transit Income-Based Half Fare Program**
Cedar Rapids Transit implemented a new Income-Based Half Fare Program in December 2013. The program was developed to allow persons with incomes at or below 160% of the Federal Poverty Level to qualify for half-price bus fares. The program was developed over a 15-month timeframe with extensive input from the TAG which included extensive stakeholder and public involvement.

**Public Participation Plan**
To promote inclusive public participation with all Cedar Rapids residents, but especially minorities and LEP populations, CR Transit meets with the Transit Advisory Group (TAG) at least quarterly to discuss barriers and solutions to transportation issues. TAG is coordinated by the Linn County Mobility Coordinator and consists of over 50 members that represent transportation providers, school systems, youth organizations, health organizations, community organizations, state and city government departments, religious organizations, and legal aid entities. A full list of the members is listed in Attachment D.

**Fixed Route Service Standards and Policies**
Cedar Rapids Transit operates fixed route bus service in an urbanized area less than 200,000 in population and operates with less than 50 fixed route vehicles in peak service. A copy of Cedar Rapids Transit’s required fixed route system-wide service standards and policies can be found in Attachment E.

**Governing Body Review and Approval Documentation**
The review and approval documentation of the governing body can be found in Attachment F.
Cedar Rapids Transit
Title VI
Non-Discrimination Policy Statement

In compliance with Title VI of the Civil Rights Act of 1964, Cedar Rapids Transit operates all of its programs and provides public transportation services without regard to race, color or national origin. Cedar Rapids Transit is committed to providing non-discriminatory service that is open to the general public. Cedar Rapids Transit is committed to ensuring that no person is excluded from access to its transit services on the basis of race, color, or national origin. Also, under the Americans with Disabilities Act of 1990, Cedar Rapids Transit shall not discriminate against an individual with a physical or mental disability in connection with the provision of transportation service.

Anyone who believes that they have been subject to an unlawful discriminatory practice by Cedar Rapids Transit has the right to file a complaint with the City of Cedar Rapids. Anyone who has a discrimination complaint should call Cedar Rapids Transit at 319-286-5573. Cedar Rapids Transit will respond and request additional information with the goal of obtaining an appropriate resolution. Formal complaints should be in writing and mailed to: Human Resources Director, City of Cedar Rapids, Human Resources Department, 101 First Street SE, Cedar Rapids, Iowa 52401.

Brad DeBrower
Transit Manager
Cedar Rapids Transit
Discrimination Complaint Procedure

In compliance with Title VI of the Civil Rights Act of 1964, Cedar Rapids Transit operates all of its programs and provides public transportation services without regard to race, color, or national origin. Cedar Rapids Transit is committed to providing non-discriminatory service that is open to the general public. Cedar Rapids Transit is committed to ensuring that no person is excluded from access to its transit services on the basis of race, color, or national origin. Also, under the Americans with Disabilities Act of 1990, Cedar Rapids Transit shall not discriminate against an individual with a physical or mental disability in connection with the provision of transportation service.

1. Anyone who believes that they have been subject to an unlawful discriminatory practice by Cedar Rapids Transit has the right to file a written complaint within 180 days from the date of the alleged discrimination. Anyone who has a discrimination complaint should call Cedar Rapids Transit at 319-286-5573 and ask to speak to a supervisor or manager. Cedar Rapids Transit will respond and request additional information with the goal of obtaining an appropriate resolution promptly.

2. Formal complaints must be in writing, signed by the complainant and/or the complainant’s representative, and mailed to the following address: Human Resources Director, City of Cedar Rapids, Human Resources Department, 101 First Street SE, Cedar Rapids, Iowa 52401. Complaints must describe as accurately as possible all facts and circumstances surrounding the alleged discrimination. The complaint shall then be handled according to these investigative procedures.

3. All complaints will be referred to the Transit Manager for review and action. The Transit Manager will review and investigate every complaint promptly. Reasonable measures will be undertaken to preserve any information that is confidential. The investigation will identify and review all relevant documents, practices and procedures; and identify and interview persons with knowledge of the Title VI violation (the person making the complaint; witnesses, or anyone identified by the Complainant; anyone who may have been subject to similar activity, or anyone with relevant information).

4. Upon completion of the investigation, the Transit Manager will complete a final report for the Cedar Rapids Human Resources Director. If a Title VI violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The Complainant will also receive a final report together with any remedial steps.

5. The Transit Manager shall maintain a log of Title VI complaints received from this process to include the date the complaint was filed, a summary of the allegations, the status of the complaint, and actions taken by the Cedar Rapids Transit in response to the complaint.

6. A summary of the complaint and resolution will be included as part of the Title VI updates to the FTA and IDOT.
Cedar Rapids Transit
Title VI Complaint Form

In compliance with Title VI of the Civil Rights Act of 1964, Cedar Rapids Transit operates all of its programs and provides public transportation services without regard to race, color, or national origin. Cedar Rapids Transit is committed to providing non-discriminatory service that is open to the general public. Anyone who believes that they have subject to an unlawful discriminatory practice by Cedar Rapids Transit has the right to file a Title VI complaint with the City of Cedar Rapids. The complaint must be filed within 180 days from the date of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, please call 319-286-5573. The completed form must be sent to Human Resources Director, City of Cedar Rapids, 101 First St SE, Cedar Rapids, IA 52401.

Name: __________________________________________________________

Phone & Alternate Phone: _________________________________________

Street Address: ________________________________________________

City, State & Zip Code: _________________________________________

Person(s) discriminated against (if someone other than complainant): _______________________

Contact Information: ____________________________________________

Describe the alleged discrimination incident as accurately as possible including names, dates and times. Provide the names of all Cedar Rapids Transit employees involved if available. Explain what happened and whom you believe was responsible. Please use the back of this form if additional space is required.

________________________________________________________________________

________________________________________________________________________

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________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

I affirm that I have read the above charge and that it is true to the best of my knowledge.

Complainant’s Signature: __________________________ Date: ____________
Attachment C

See External Attachment –

Cedar Rapids Transit’s Limited English Proficiency (LEP) Plan
### Attachment D

<table>
<thead>
<tr>
<th>TAG Members</th>
<th>TAG Members</th>
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</thead>
<tbody>
<tr>
<td>Abbe Center for Mental Health</td>
<td>Goodwill Industries</td>
</tr>
<tr>
<td>Aging Services, Inc.</td>
<td>Hawkeye Area Community Action Program</td>
</tr>
<tr>
<td>Alzheimer’s Association</td>
<td>H.D. Youth Center</td>
</tr>
<tr>
<td>American Cancer Society</td>
<td>Healthy Linn Care Network</td>
</tr>
<tr>
<td>Area Ambulance</td>
<td>Horizons, A Family Service Alliance</td>
</tr>
<tr>
<td>Area Substance Abuse Council - Heart of Iowa</td>
<td>Iowa Department of Transportation</td>
</tr>
<tr>
<td>Area Substance Abuse Council - Novus Center</td>
<td>Iowa Workforce Development</td>
</tr>
<tr>
<td>Big Brothers Big Sisters</td>
<td>Jane Boyd</td>
</tr>
<tr>
<td>Boys and Girls Club</td>
<td>Jones County Jets</td>
</tr>
<tr>
<td>Benton County Coalition</td>
<td>Kirkwood - Skills to Employment</td>
</tr>
<tr>
<td>Benton County Transit</td>
<td>Linn County Community Services</td>
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<tr>
<td>Benton County Volunteer Transportation</td>
<td>Linn County General Assistance</td>
</tr>
<tr>
<td>Catherine McAuley Center</td>
<td>Linn County LIFTS</td>
</tr>
<tr>
<td>Cedar Rapids Transit</td>
<td>Linn Marr School District</td>
</tr>
<tr>
<td>Cedar Rapids Community Schools</td>
<td>Mercy Medical Center</td>
</tr>
<tr>
<td>Cedar Rapids Recreation Department</td>
<td>Horizons/NTS</td>
</tr>
<tr>
<td>Churches United</td>
<td>Options of Linn County</td>
</tr>
<tr>
<td>Community Health Free Clinic</td>
<td>RSVP of Linn and Jones County</td>
</tr>
<tr>
<td>Conner Center for Independent Living</td>
<td>Southeast Linn Community Center</td>
</tr>
<tr>
<td>Corridor MPO</td>
<td>The Arc of East Central Iowa</td>
</tr>
<tr>
<td>Cross Roads Mission</td>
<td>The Heritage Area Agency on Aging</td>
</tr>
<tr>
<td>Coralville Transit</td>
<td>United Way of East Central Iowa</td>
</tr>
<tr>
<td>Discovery Living</td>
<td>Volunteer Services of Cedar County</td>
</tr>
<tr>
<td>East Central Iowa Council of Governments</td>
<td>Willis Dady Shelter</td>
</tr>
<tr>
<td>Empower Iowa</td>
<td>Witwer Senior Center</td>
</tr>
<tr>
<td>Foundation 2</td>
<td>YMCA</td>
</tr>
<tr>
<td>Four Oaks</td>
<td>Young Parents Network</td>
</tr>
</tbody>
</table>

**Transportation Advisory Group (TAG) Members**
Cedar Rapids Transit
Fixed Route Service Standards and Policies

Vehicle Age
The average vehicle age for Cedar Rapids Transit’s fixed-route bus fleet should not exceed 10 years. 22 of the 30 buses in the Cedar Rapids Transit fixed-route fleet are 2009 or newer models, and the 8 remaining buses that have exceeded their useful life threshold will be replaced in the next three years, so the vehicle age will continue to remain within the 10-year threshold.

Vehicle Load Standards
The maximum passenger load should not exceed 150% of the vehicle’s seating capacity. Cedar Rapids Transit’s fleet is primarily comprised of 35-foot, low-floor, Gillig buses with 32 seats; therefore, the maximum passenger load should not exceed 48 passengers.

Vehicle Headways
Service is operated on 60 minute headways for all one-hour routes, with 30 minute headways on the busiest routes during peak service hours. 30 minute headways are currently provided throughout the day on the busiest corridor, 1st Ave E between downtown and Lindale Mall, with 15 minute headways proposed to be implemented in July 2017 to address high ridership along that corridor.

On-time Performance
A bus is considered on time if it departs a scheduled timepoint no more than 0 minutes early and no more than 5 minutes late. Cedar Rapids Transit’s on-time performance objective is 90% or greater.

Service Availability
Cedar Rapids Transit strives to provide transit service so that 90% of residents in the service area are within ¾ mile of a bus route.

Transit Amenities
The installation of transit amenities at bus stops, such as benches and shelters, is based upon ridership needs and the number of passenger boardings and deboardings at the bus stops.
**Vehicle Assignments**

Cedar Rapids Transit pre-assigns specific vehicles to each route, with the newest buses assigned to the highest-ridership routes. The assignments are adjusted on a quarterly basis to balance mileage on the buses. Each route is assigned one of the 2009-14 model Gillig low-floor buses so Cedar Rapids Transit’s newest buses are evenly distributed throughout the service area. 22 of the 30 buses in the Cedar Rapids Transit fixed-route fleet are 2009 or newer models, and the 8 remaining buses that have exceeded their useful life threshold will be replaced in the next three years, so a newer model bus will continue to be assigned to each route throughout the Cedar Rapids Transit service area.
Attachment F

Governing Body Review and Approval Documentation

- City Council Resolution – passed June 13, 2017