

DRAFT

2023 TITLE VI PROGRAM UPDATE



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Chapter 1 INTRODUCTION 4

 What Is Title VI? 5

 Who Is Responsible for Ensuring Title VI Is Implemented? 5

Chapter 2 THE GENERAL REQUIREMENTS 7

 Notice to the Public 8

 Title VI Complaint Procedures 8

 The Complaint Form 11

Chapter 3 TRANSIT-RELATED INVESTIGATIONS, COMPLAINTS AND LAWSUITS 14

 Language Assistance Plan 15

 Four Factor Analysis..... 16

 Public Participation Plan..... 30

 Summary of Outreach Activities since last Title VI submission..... 34

 Monitoring Sub-Recipient..... 34

 Non-Elected Committee Membership..... 35

 Board Meeting Policy Decision Documentation 35

Chapter 4 ASSESSMENT AND MONITORING 36

 Demographic and Service Profile Maps and Charts 36

 Requirement to Set Service Standards and Policies..... 36

 Other Areas of Title VI Considerations. 38

 Meaningful Access to LEP Persons..... 38

Chapter 5 MONITORING PROCEDURES FOR TRANSIT PROVIDERS..... 39

 Requirement for Transit Providers 39

 Level of Service Methodology..... 39

 Vehicle Assignment..... 41

 Vehicle Headway..... 42

 On-Time Performance..... 42

 Distribution of Transit Amenities 43

 Service Availability 43

 Service Quality Supervisory Work Zones 43

 Attached Transit and Service Maps..... 44

Chapter 6 ATTACHMENTS 57

 Attachment A: Notice to the Public in English and Spanish – Title VI Signage 58

 Attachment B: NEXT GEN RTA System Redesign Public Participation Summary and Schedule..... 59

 Attachment C: The Title VI Board Presentation 65

 Attachment D: GCRTA Board Resolution 2023-XXXX 87

 Attachment E: Staff Summary & Comments 88

 Attachment F: Board Meeting Minutes 89

Attachment G: GCRTA Services Code (December 2018) 90
Attachment H: 2022 Service Management Plan 105
Attachment I: GCRTA Tracts ACS 2020 112
Attachment J: GCRTA Vehicle Assignment by Route 2021..... 117
Attachment K: GCRTA Vehicle Headway by Route 2021 118
Attachment L: GCRTA On-Time Performance 2021 119
Attachment M: GCRTA Title VI Analysis 4.12.2020 121

Chapter 1 INTRODUCTION

The U.S. Department of Transportation, Federal Transit Administration has implemented guidelines governing applicants, recipients and subrecipients of federal assistance regarding Title VI of the Civil Rights Act of 1964. Specifically, these requirements dictate that the Greater Cleveland Regional Transit Authority (hereinafter the Authority or GCRTA) must ensure that no person, on the ground of race, color, or national origin, be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

GCRTA is committed to providing equality of opportunity for employees, vendors, and customers and to complying with all appropriate Federal and State laws, rules and regulations pertaining to the treatment of minorities, women, disabled persons, and Vietnam-era veterans in all facets of the Authority's activities. GCRTA is equally committed to:

- Ensuring any federally funded transit-related benefits and services are made available and are equitably distributed without regard to race, color, or national origin.
- Ensuring that the level and quality of transit services provide equal access and mobility for any person without regard to race, color, or national origin.
- Ensuring that opportunities to participate in the transit planning and decision-making processes are provided to persons without regard to race, color, or national origin.
- Ensuring that decisions on the location of transit services and facilities are made without regard to race, color, or national origin; and
- Ensuring that corrective and remedial action is taken to prevent discriminatory treatment of any beneficiary based on race, color, or national origin.

The U.S. Department of Transportation, Federal Transit Administration, Region V, approved the Authority's 2020 Title VI Program Update. The approval expires on February 17, 2023. This Program Update conforms to the requirements set forth in Circular 4702.1B, dated October 1, 2012.

What Is Title VI?

Title VI is a provision that resulted from the Civil Rights Act of 1964.

“No person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal assistance.”

-Civil Rights Act of 1964

The purpose of Title VI is to remove barriers and conditions that prevent minority, low-income, and persons with limited English proficiency (LEP) from access to public goods and services. In result, Title VI promotes fairness and equity in federally assisted programs and activities.

What Does This Mean For GCRTA?

GCRTA, as a recipient of federal financial assistance through the Federal Transit Administration (FTA) is required to prepare a Title VI program update every three years.

GCRTA is subjected to rules and regulations provided through FTA Circular 4702.1B. “Title VI Requirements and Guidelines for Federal Transit Administration Recipients effective October 1, 2012, Circular”. This report is provided as documentation of compliance with Title VI of Civil Rights Act of 1964 in accordance with FTA grant recipient requirements. The update is to include policies, practices, and analysis that will illustrate how GCRTA ensures compliance with Title VI.

GCRTA will ensure full compliance with Title VI of the Civil Rights Act of 1964, as amended, and related statutes and regulations in all GCRTA programs and activities. Regarding Title VI, GCRTA is equally committed to ensure that:

- The benefits of its bus and rail services are shared equitably throughout the service area.
- The level and quality of bus and rail services are sufficient to provide equal access to all riders in its service area.
- No one is precluded from participating in GCRTA’s service planning and development process.
- Decisions regarding service changes or facility locations are made without regard to race, color or national origin and that development and urban renewal benefitting a community.
- A program is in place for correcting any discrimination, whether intentional or unintentional.

Who Is Responsible for Ensuring Title VI Is Implemented?

The Board of Trustees, General Manager, Chief Civil Rights Officer, management, and all employees share the responsibility for carrying out GCRTA's commitment to Title VI.

The Sr. Manager of OEO, ADA & DEI of the Office of Equal Opportunity, ADA & DEI is responsible for the day-to-day operation of the program as it relates to complaints and coordinating efforts. The Sr. Manager of OEO, ADA & DEI works with a Title VI team to ensure equal protection of the law as it relates to services and programs provided by GCRTA.

The Team consists of the following:

- Felicia Brooks-Williams, Office of Equal Opportunity, ADA & DEI
- Joel Freilich, Director of Service Management
- Sharon Jenkins, Director of Marketing & Communications
- Maribeth Feke, Director of Programming & Planning

To ensure that the Authority continues to comply with all the requirements set forth in Circular 4702.1B, effective date October 12, 2012, the Sr. Manager of OEO, ADA & DEI of the OEO will report quarterly to the Civil Rights (CR) Committee. The CR Committee serves as an opportunity to update the GM and Executive Team of all the civil rights functions. The Sr. Manager provides an update on Title VI, Title VII, ADA, and DEI. In addition, the GM receives updates on Disadvantaged Business Enterprise (DBE), Human Resources (HR) Recruitment and Training efforts, ADA, and legal matters. The agenda includes formal and informal personnel practices to ensure equal treatment; making recommendations to the GM for modifications of GCRTA's policies and practices to enhance affirmative action and equal opportunity efforts; reviewing quarterly department/division reports on goals and timetables and recommending approval; and reporting on Title VI Updates.

GCRTA Board of Directors must also approve the Authority's Title VI program prior to its submittal to FTA.

Chapter 2 THE GENERAL REQUIREMENTS

FTA requires that a Title VI document be submitted in accordance with the Federal Transit Administration (FTA) as part of their Title VI Program.

The General Requirements section of this update contains Title VI Program components required in Chapter III, of FTA Circular 4702.1B. This section includes the following information:

1. Title VI Public Notice
2. Title VI Complaint Procedures
3. Title VI Complaint Form
4. List of Title VI Investigations, Complaints and Lawsuits
5. Language Assistance Plan
6. Public Participation Plan
7. Minorities Participation in Public Committees and Councils
8. Title VI Compliance for Subrecipients
9. Title VI Equity and Fare Analysis
10. Board Meeting Minutes and Resolutions

Notice to the Public

In accordance with Title VI, GCRTA displays a public notice to inform customers of their rights under Title VI. The notice is posted on GCRTA's website, RideGCRTA.com. The notice is also displayed in all GCRTA's transit vehicles (buses and rail cars), and transit facilities such as the main office customer service area, and transit stations.

See Attachment A for the Title VI signage in both English and Spanish.

Title VI Complaint Procedures

This section outlines the Title VI complaint procedures related to providing programs, services, and benefits. However, it does not deny the complainant the right to file formal complaints with the Ohio Civil Rights Commission, Equal Employment Opportunity Commission, and Federal Transit Administration, or seek private counsel for complaints alleging discrimination, intimidation or retaliation of any kind that is prohibited by law.

Title VI of the Civil Rights Act of 1964 prohibits discrimination based on race, color, or national origin in programs receiving federal financial assistance.

General

Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected to discrimination based on race, color, or national origin as noted below may file a written complaint with the Greater Cleveland Regional Transit Authority's Office of Equal Opportunity, 1240 W. 6th Street, 6th Floor, Cleveland, Ohio 44113. Complainants have the right to complain directly to the appropriate federal agency. Every effort will be made to obtain early resolution of complaints. The option of informal meeting(s) between the affected parties and the Sr. Manager of OEO, ADA & DEI of OEO, ADA & DEI or Specialist may be utilized for resolutions. The Sr. Manager of OEO, ADA & DEI will notify the Chief Civil Rights Officer of all the Title VI complaints and resolutions.

Procedure

1. The complaint must meet the following requirements:
 - a. Complaint shall be in writing and signed by the complainant(s). In cases where Complainant is unable or incapable of providing a written statement, a verbal complaint may be made. The Sr. Manager of OEO, ADA & DEI or OEO Designee will interview the Complainant and assist the person in converting verbal complaints in writing. All complaints must, however, be signed by the Complainant or his/her representative.
 - b. Include the date of the alleged act of discrimination, the date when the Complainant became aware of the alleged act of discrimination; or the date on which that conduct was discontinued or the latest instance of conduct.
 - c. Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complaint.
 - d. Federal and state law requires complaints be filed within 180 calendar days of the alleged incident.
2. Upon receipt of the complaint, the Sr. Manager of OEO, ADA & DEI of OEO will determine its jurisdiction, acceptability and need for additional information, as well investigate the merit of the complaint.
3. The Complainant will be provided with a written acknowledgement that GCRTA has either accepted or rejected the complaint.
4. A complaint must meet the following criteria for acceptance:

- a. The Complaint must be filed within 180 days of the alleged occurrence.
 - b. The allegation must involve a covered basis such as race, color or national origin, age, gender, or disabled.
 - c. The allegation must involve a GCRTA service of a Federal-aid recipient, sub-recipient, or contactor.
5. 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 additional information needed to process the complaint.
 - c. The Complainant cannot be located after reasonable attempts.
6. Once GCRTA's Office of Equal Opportunity decides to accept the complaint for investigation, the Complainant will be notified in writing of such determination. The complaint will receive a case number and will then be logged in a database identifying Complainant's name, basis, alleged harm, race, color, and national origin.
7. In cases where GCRTA's Office of Equal Opportunity assumes the investigation of the complaint, within 90 calendar days of the acceptance of the complaint, the Sr. Manager of OEO, ADA & DEI of OEO will prepare an investigative report for the file. The report shall include a narrative description of the incident, identification of persons interviewed, findings and recommendations for disposition.
8. The Sr. Manager of OEO, ADA & DEI of OEO will decide on the disposition of the complaint. Dispositions will be stated as follows:
- a. In the event GCRTA is in noncompliance with Title VI regulations or there is enough evidence to substantiate the allegation, a stakeholders' meeting is conducted. A stakeholders meeting includes all the managers and executives that may be involved in a discussion of resolution or disciplinary action.
9. Notice of the Sr. Manager of OEO, ADA & DEI of OEO determination will be mailed to the Complainant. Notice shall include information regarding appeal rights of Complainant and instructions for initiating such appeal. Notice of appeals are as follows:
- a. GCRTA will reconsider this determination if new facts come to light.
 - b. If Complainant is dissatisfied with the determination and/or resolution set forth by GCRTA, the same complaint may be submitted to the FTA for investigation. Complainant will be advised to contact the Federal Transit Administration, Office of Civil Rights, 1760 Market Street, Suite 500, Philadelphia, PA 19103, Telephone 215-656-7100.
10. A copy of the complaint and GCRTA's investigation report/letter of finding and Final Remedial Action Plan, if appropriate, will be issued to FTA within 120 days of the receipt of the complaint.
11. A summary of the complaint and its resolution will be included as part of the Title VI updates to the FTA.

Recordkeeping Requirement

The Senior Manager of the Office of Equal Opportunity will ensure that all records relating to GCRTA's Title VI Complaint Process are maintained with department records.

Records will be available for compliance review audits.

The Complaint Form



Greater Cleveland Regional Transit Authority

Civil Rights Complaint Form

GCRTA is committed to ensuring that no person is excluded from participation in or denied the benefits of its services based on race, color or nation origin, disability, age, religion, gender, and veteran status. All complaints must be filed within 180 days from the date of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. If you require assistance in completing this form, please contact the Office of Equal Opportunity by calling (216) 356-3085. The completed form must be returned to: GCRTA Office of Equal Opportunity, ADA & DEI: Sr. Manager of Office of Equal Opportunity, 1240 West Sixth Street, Cleveland, OH 44113-1331.

Section I:

Today's Date: _____

Form with fields: Your Name, Home Address, City, State & Zip Code, Telephone No., Email Address

Accessible Format Requirements? [] Large Print [] Audio Tape [] Braille [] TDD [] Other

Section II:

Law prohibits discrimination based on the categories shown below. Check those categories, which you feel apply to the discrimination you experienced.

- Age 40 or over
Color of skin, including shade of skin within group
Physical or mental disability
Male or female, masculine or feminine, gender identity and pregnancy
National birth site - may also include person's language, accent, or race
Belonging to a GCRTA in race or because of GCRTA in characteristics associated with race
Religious/Spiritual beliefs
Retaliation for filing a discrimination complaint or for opposing illegal discriminatory practices
Unsolicited and/or unwelcome sexual advances, requests for sexual favors and other verbal or physical harassment of a sexual nature
Perceived by others to be in or identified with heterosexuality, homosexuality, bisexuality, etc.
Service in the Armed Forces

Section III:

Name of the person(s) responsible for the harm you feel you suffered:	Job Title(s) and/or ID Number:
Location(s) of the occurrence(s):	Route No. and/or Bus No.:
Date(s) and time(s) of the occurrence(s):	Direction: Eastbound or Westbound
Brief description of the person(s) (i.e. gender, race, height, etc.):	

Section IV:

What type of harm or discriminatory action was taken against you?

- Accommodation Hostile environment Service Other

If "Other," please specify:

Section VI:

Describe the harm you feel you suffered and how the person(s) you named above are responsible.

Did anyone witness the harm or discrimination you suffered? No Yes

If "Yes," please indicate who and what they witnessed.

Section VI:

What remedy would you like GCRTA to consider?

Section VII:

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

No Yes

If yes, please provide the contact information at the agency/court where the complaint was filed.

Agency:	Contact Name:
Address:	Telephone Number:
City, State & Zip Code:	

Have you previously filed a Title VI complaint with GCRTA? No Yes

If yes, please describe the complaint.

Please attach any written material or other information that you think is relevant to your complaint.

I affirm that the information contained in this document is true and accurate to the best of my knowledge, information and belief.

Complainant's Signature: _____ Date: _____

Please mail this form to:

GCRTA Office of Equal Opportunity
Sr. Manager of the Office of Equal Opportunity
1240 West 6th Street
Cleveland, Ohio 44113-1331

Chapter 3 TRANSIT-RELATED INVESTIGATIONS, COMPLAINTS AND LAWSUITS

GCRTA maintains a list of active investigations conducted internally by the Office of Equal Opportunity or externally by FTA and entities other than FTA, including lawsuits and complaints that allege discrimination based on race, color, or national origin. This list includes the date that the transit-related Title VI investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by GCRTA in response, or final findings related to the investigation, lawsuit, or complaint.

There are no active Title VI investigations currently. However, there was an inquiry regarding the implementation of the NextGen Bus System Redesign.

Language Assistance Plan

This Limited English Proficiency Plan has been prepared to address the Greater Regional Transit Authority (GCRTA) responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English proficiency language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq., and its implementing regulations, which states that no person shall be subjected to discrimination based on race, color or national origin.

Executive Order 13166, titled Improving Access to Services for Persons with Limited English Proficiency, indicates that differing treatment based upon a person's inability to speak, read, write, or understand English is a type of national origin discrimination. It directs each agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal funds, including all GCRTA departments receiving federal grant funds.

The GCRTA has developed this Limited Assistance Plan to help identify reasonable steps for providing language assistance to persons with Limited English Proficiency (LEP) who wish to access services by providing a snapshot as of January 2020. As defined Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write, or understand English. This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available. The Implementation Plan follows the four-factor framework outlined in Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient Persons; A Handbook for Public Transportation Providers as prepared by the Federal Transit Administration Office of Civil Rights, April 13, 2007.

Four Factor Analysis

1.0 FACTOR 1 – THE NUMBER OR PROPORTION OF LEP ELIGIBLE TO BE SERVED OR LIKELY TO BE ENCOUNTERED BY A GCRTA PROGRAM, ACTIVITY, OR SERVICE

GCRTA staff interaction with customers of Limited English Proficiency (LEP) varies depending on department and function of the employee. The following have been identified as the most probable locations:

- Customer Call Center
- Paratransit Reservation Center
- Paratransit Customer Registration (Disabled/Senior Transportation)
- Transit Police
- Public Meetings
- Hiring Events

1.1 Census Data

Data from the US Census Bureau identified English language proficiency of people based on the language spoken at home.

Table A compares the percent of various populations who speak English less than very well over 10 years. Cuyahoga County is the GCRTA service area.

Table A: Population that speaks English less than “very well”

Percent of Population 5 years or older				
Speak English Less than Very Well	2000	2010	2017	2020
United States	8.10%	8.70%	8.50%	8.20%
Ohio	2.20%	2.30%	2.40%	2.50%
Cuyahoga County	3.20%	4.10%	4.20%	4.30%

Source: DP02, 2020: ACS 5-Year Estimate

Within Cuyahoga County, 4.3% of the population was reported less than “very well” English speaking ability. This is the GCRTA service area boundary. This includes 58 municipalities.

People who speak English as a second language come from a variety of lingual backgrounds.

1.1.1 Cuyahoga County Overview

RTA provides service throughout Cuyahoga County. According to 2016-2020 ACS 5-Year Estimates, Cuyahoga County’s population 5 years or older is 1,170,634. Of that, 12.2% speak a language other than English, and 4.3% speak English less than “very well”. Table B provides a breakdown of the language groups spoken at home in our service area and table C shows the percent change in LEP populations.

Table B: Cuyahoga County Population Language Demographics

Cuyahoga County, Ohio 2016 -2020 ACS 5-Year Estimates		
	Total	Percent
Population 5 years and over	1,170,634	
English only	1,028,266	87.8%
Language other than English	142,368	12.2%
Speak English less than "very well"	49,815	4.3%
Spanish	50,772	4.3%
Speak English less than "very well"	17,328	1.5%
Other Indo-European languages	52,318	4.5%
Speak English less than "very well"	17,938	1.5%
Asian and Pacific Islander languages	20,582	1.8%
Speak English less than "very well"	8,499	0.7%
Other languages	18,696	1.6%
Speak English less than "very well"	6,050	0.5%

Table C – Cuyahoga County Change in LEP Individuals

Cuyahoga County, Ohio 2016 -2020 ACS 5-Year Estimates			Cuyahoga County, 2013-2017 ACS		Percent Change
	Total	Percent	Total	Percent	
Population 5 years and over	1,170,634		1,184,832		-1.2%
English only	1,028,266	87.8%	1,048,766	88.5%	-1.95%
Language other than English	142,368	12.2%	136,066	11.5%	4.63%
Speak English less than "very well"	49,815	4.3%	50,220	4.2%	-0.81%
Spanish	50,772	4.3%	46,773	3.9%	8.55%
Speak English less than "very well"	17,328	1.5%	16,239	1.4%	6.71%
Other Indo-European languages	52,318	4.5%	52,283	4.4%	0.07%
Speak English less than "very well"	17,938	1.5%	19,098	1.6%	-6.07%
Asian and Pacific Islander languages	20,582	1.8%	19,169	1.6%	7.37%
Speak English less than "very well"	8,499	0.7%	8,818	0.7%	-3.62%
Other languages	18,696	1.6%	17,841	1.5%	4.79%
Speak English less than "very well"	6,050	0.5%	6,065	0.5%	-0.25%

Source: US Census, 2016-2020 American Community Survey, DP02

English only speakers have lost population within the three-year ACS data comparison. Spanish and other languages have gained population, increasing the overall number of individuals who speak English less than “very well” even if slightly decreasing the percentage. Cuyahoga County total population has decreased by 1.2%.

Table D: Population and Percent of LEP by language

Cuyahoga County, Total Population = 1,198,600			
Language	Estimated LEP Population	% of LEP Population	% of Total Population
Spanish	14300	29.3%	1.2%
Chinese	4700	9.6%	0.4%
Other Slavic Languages	3400	7.0%	0.3%
Russian	3400	7.0%	0.3%
Other Indo-European Languages	3400	7.0%	0.3%
Arabic	3300	6.8%	0.3%
Serbo-Croatian	2200	4.5%	0.2%
Italian	1800	3.7%	0.2%
Polish	1400	2.9%	0.1%
German	1300	2.7%	0.1%
Vietnamese	900	1.8%	0.1%
Other Asian Languages	900	1.8%	0.1%
Korean	800	1.6%	0.1%
Hungarian	800	1.6%	0.1%
French	700	1.4%	0.1%
African Languages	600	1.2%	0.1%
Tagalog	600	1.2%	0.1%
Greek	600	1.2%	0.1%

Source: MPI Data Hub, "Ohio: Languages Spoken by Limited English Proficient (LEP) Individuals Statewide and by County: Number and Share of Total State/County Population"

1.1.2 Map Analysis

Geographic locations for limited English proficiency individual by language is shown on Figures 1 through 4. This distinguishes locations of where limited proficiency individuals might interact with the transit system. Data used for this analysis includes the American Community Survey 2016 and 2020 5-year estimates. The 5-year ACS data is an ongoing survey that provides vital information on a yearly basis about individuals. 2020 ACS data is the most recent complete dataset that we can obtain. A map has been created for the following language groups:

1. All Limited English Proficiency Speakers
2. Spanish Language Speakers Less than Very Well
3. Indo-European Language Speakers, Less than Very Well
4. Asian Language Speakers, Less than Very Well
5. Other Language Speakers, Less than Very Well

Spanish Speakers include:

- Spanish or Spanish Creole

Indo-European Speakers include:

- French, including Patois, Cajun
- French, Creole
- Italian
- Portuguese or Portuguese Creole
- German
- Yiddish
- Other West Germanic languages
- Scandinavian Languages
- Greek
- Russian
- Polish
- Serbo-Croatian
- Other Slavic Languages
- Armenian
- Persian
- Gujarati
- Hindi
- Urdu
- Other Indo-European

Languages

Asian Speakers include:

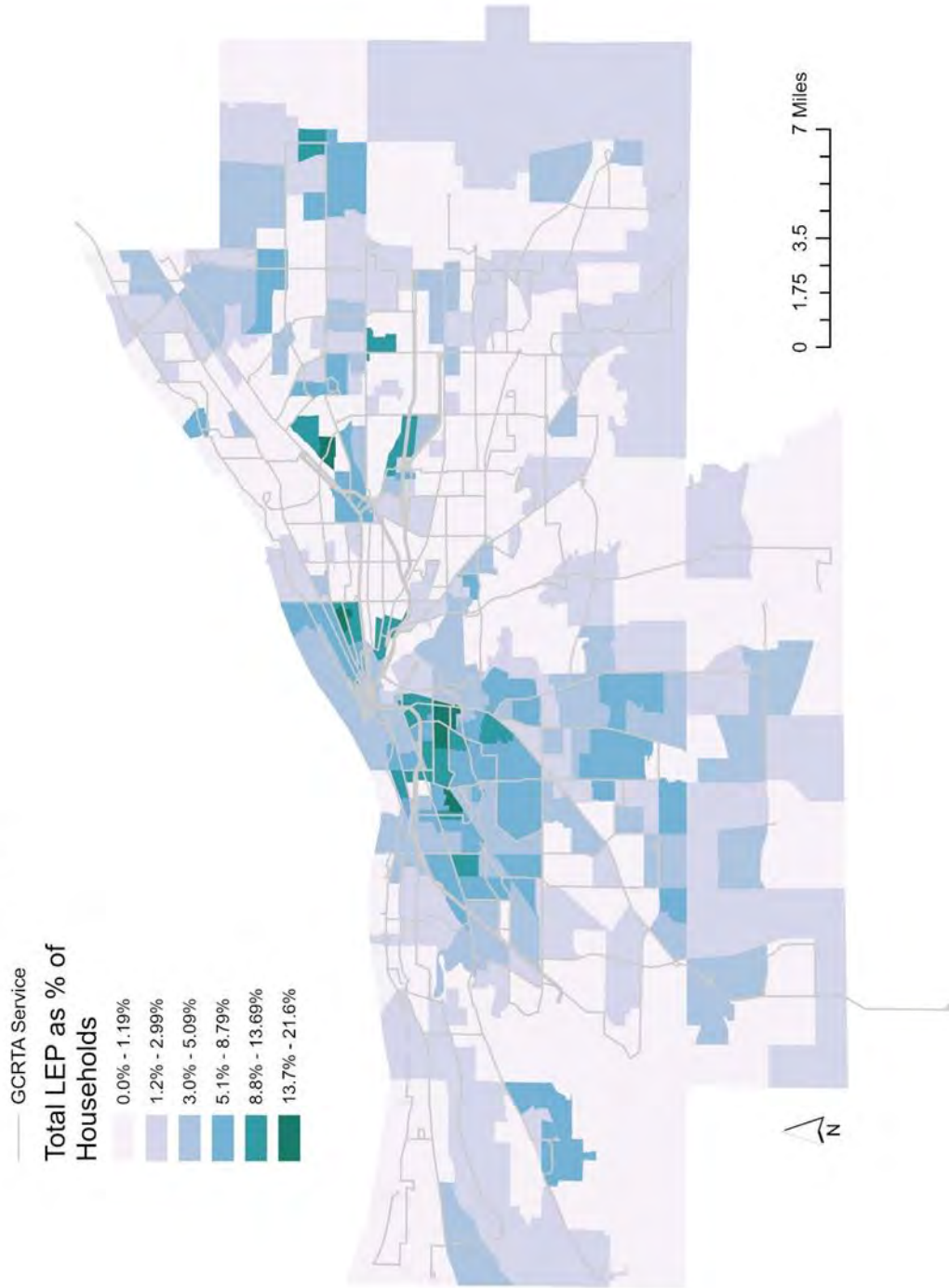
- Chinese
- Japanese
- Korean
- Mon-Khmer
- Hmong
- Thai
- Laotian
- Vietnamese
- Other Asian Languages
- Tagalog
- Other Pacific Island Languages

Other Language Speakers include:

- Navajo
- Other Native North American Languages
- Hungarian
- Arabic
- Hebrew
- African Languages
- Other Specified Languages

Figure 1

Distribution of Population Who Speaks English "Less Than Very Well"



Distribution of Spanish Language Speakers Who Speak English "Less Than Very Well"

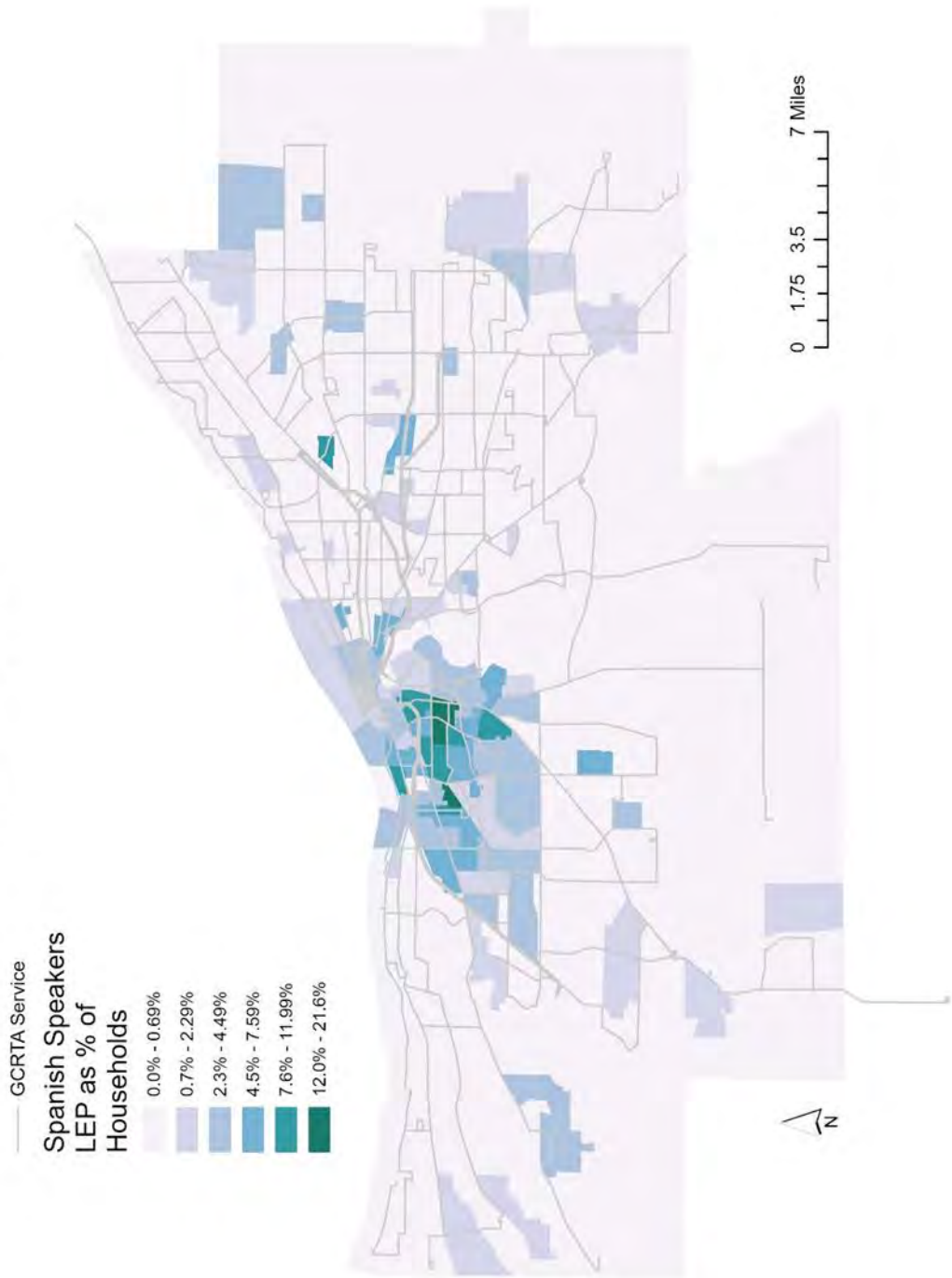


Figure 2

Distribution of Indo-European Language Speakers Who Speak English "Less Than Very Well"

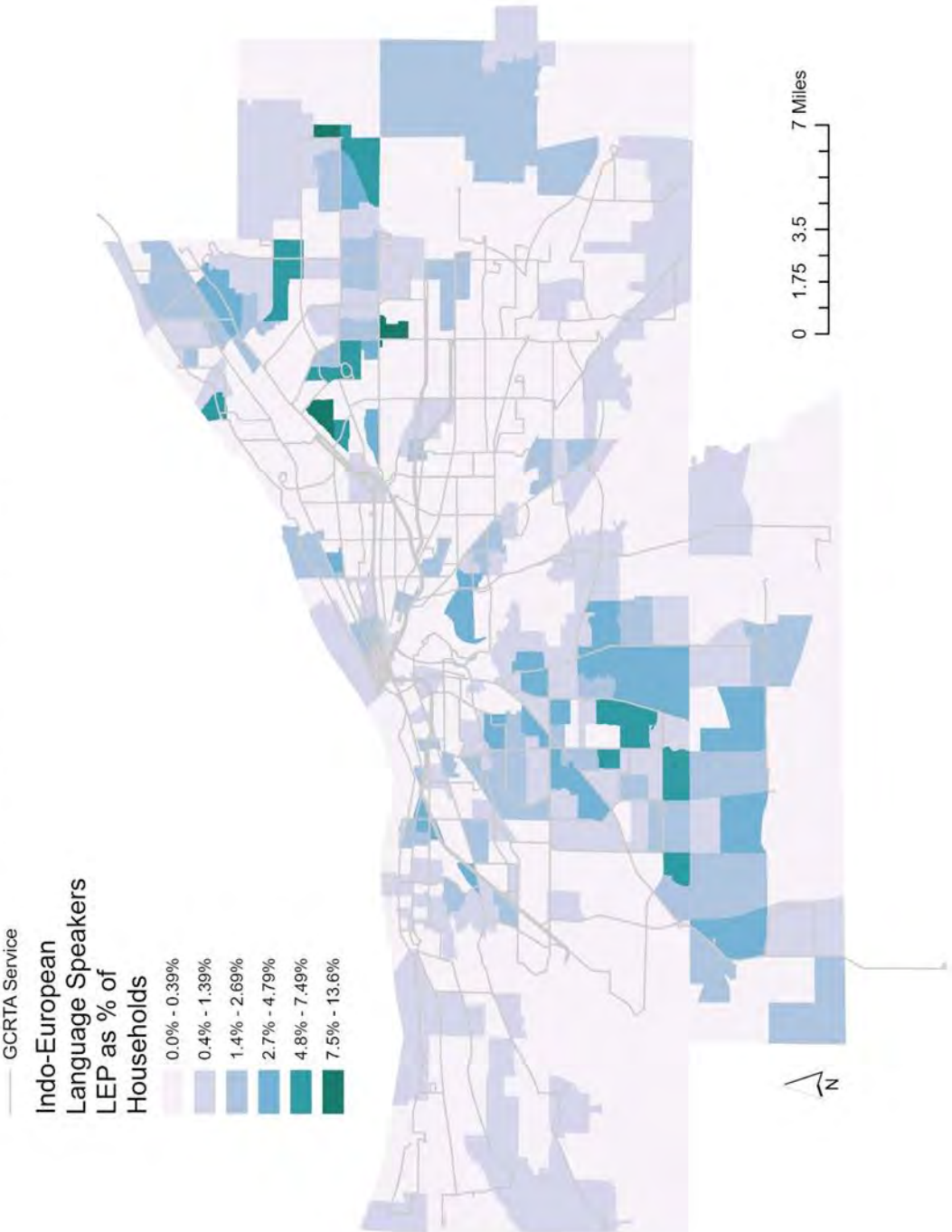


Figure 3

Distribution of Asian Language Speakers Who Speak English "Less Than Very Well"

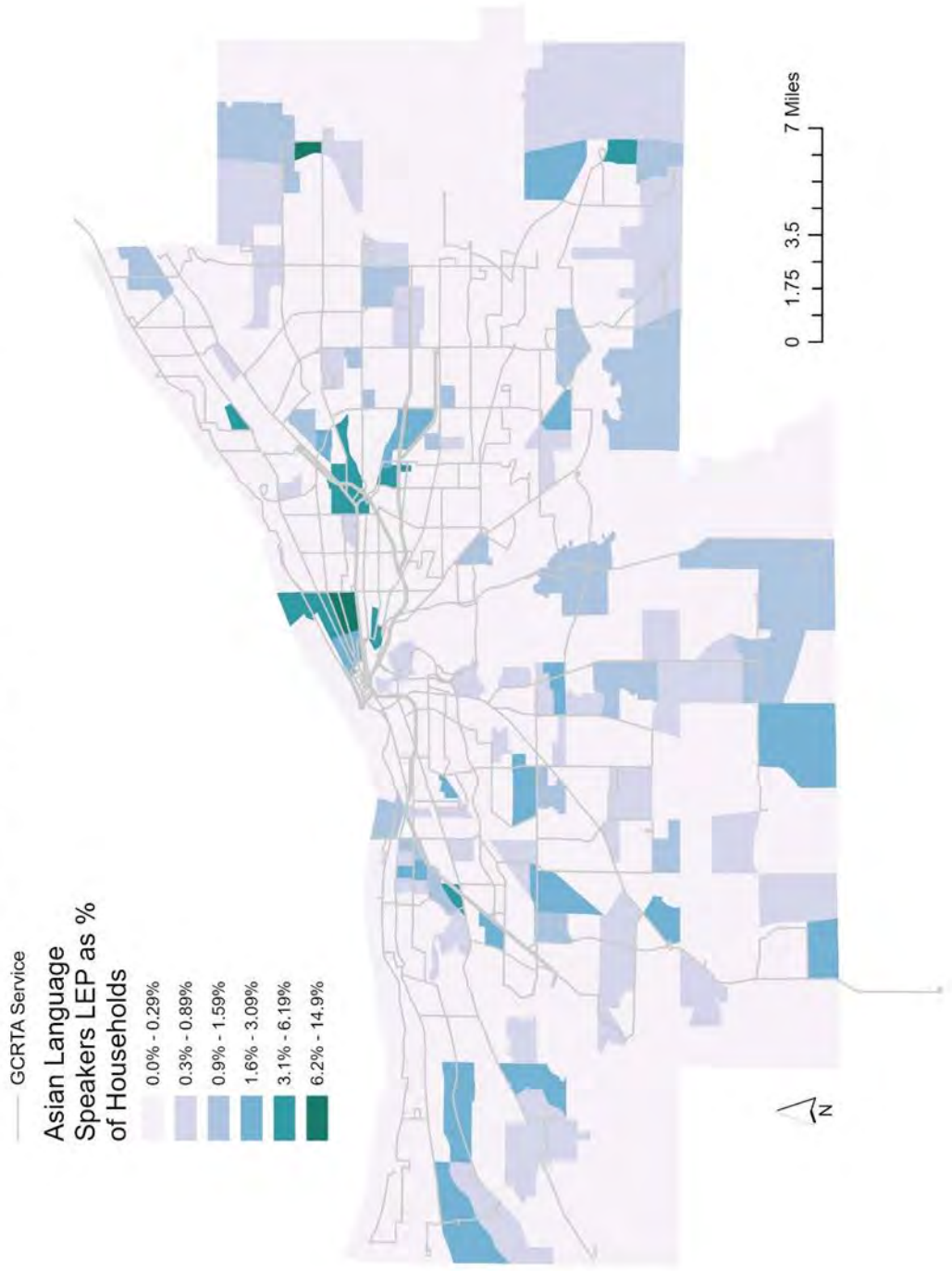


Figure 4

Distribution of Other Language Speakers Who Speak English "Less Than Very Well"

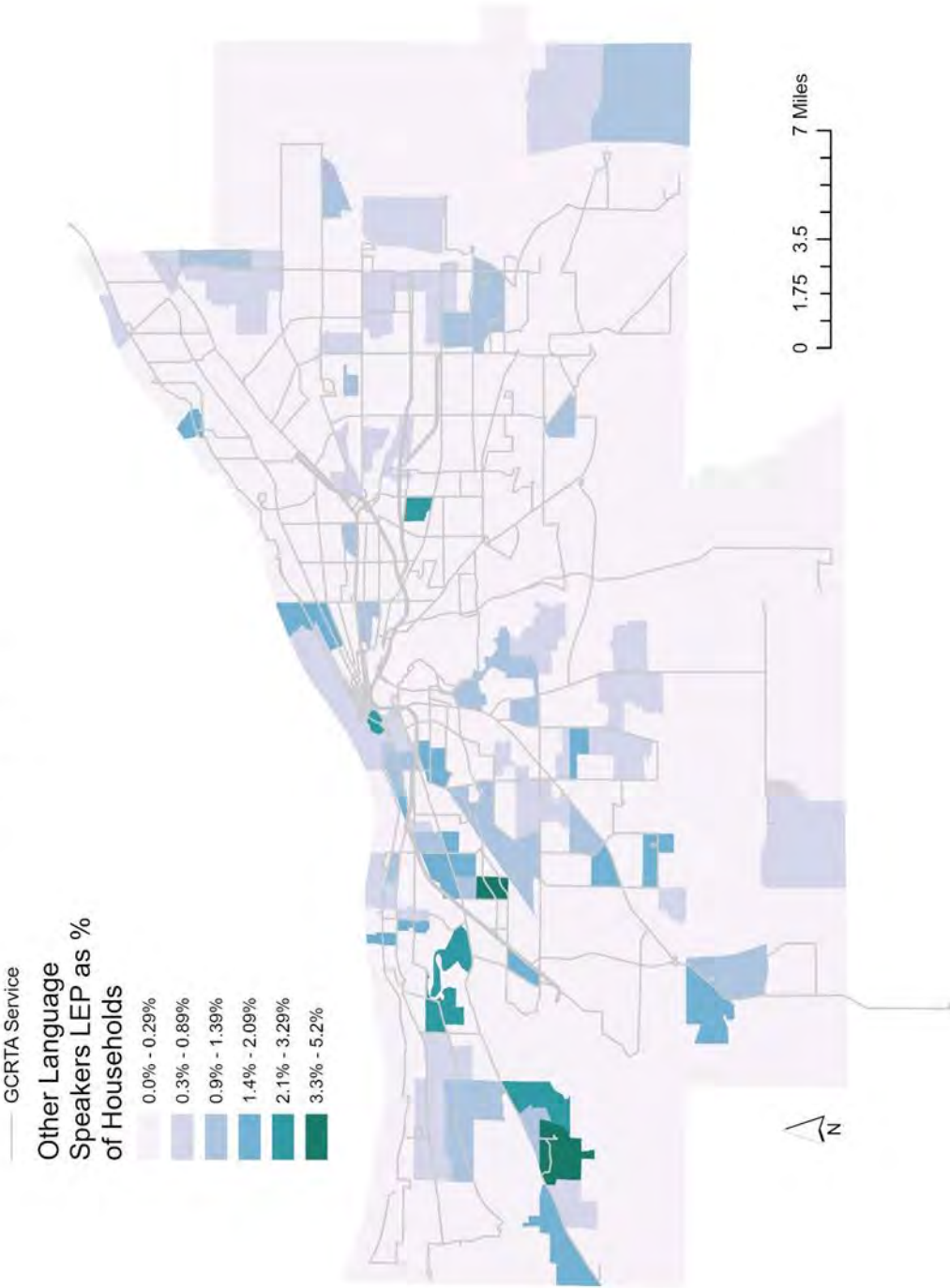


Figure 5

Summarizing the map information:

- Overall, the urban core (City of Cleveland) has a higher percentage of persons who speak another language other than English at home.
- High concentration of LEP individuals are located on the west side of City of Cleveland
- Indo-European LEP individuals have a high concentration in the southern portion of the County.
- Asian and Pacific, and “other languages” are located throughout the County.

2.0 FACTOR 2 – THE FREQUENCY WITH WHICH LEP PERSONS COME IN CONTACT WITH GCRTA PROGRAMS, ACTIVITIES OR SERVICES

GCRTA provides fixed route bus, rail, bus rapid transit, and demand response (Paratransit) services. Various facilities and vehicles provide these services, which requires GCRTA to have community interaction, including operator communication, services dispatch, transit police, and ADA processing.

LEP encounters are not collected. However, RTA has several public outreach groups that may discuss events related to LEP individuals and determine possible solutions. These groups include Citizens Advisory Board and ADA Council.

2.1 LEP Encounters

American Community Survey 2020 data sets for workers aged 16 years and older provided data for travel to work by language proficiency. Table E displays these results. Overall, only 4.3% of the population use public transit as a means of transportation to work and 3.8% of the total working population 16 years or older speak English less than “very well”.

Table E: LEP populations means of transportation to work (16 years and older)

	Total	Car, truck, or van -- drove alone	Car, truck, or van -- carpooled	Public transportation (excluding taxicab)
Label	Estimate	Estimate	Estimate	Estimate
Workers 16 years and over	582,120	449,872	43,877	24,844
Speak language other than English	12.1%	11.6%	18.7%	9.8%
Speak English less than "very well"	3.8%	3.4%	7.9%	3.6%

Source: US Census, 2020 American Community Survey 5-Year Estimates, S0802

RTA has several key programs and major points of contact with the public that LEP individuals may use. The following describe customer service interactions and opportunities for LEP outreach.

2.1.1 Customer Call Center

The RTA Customer Call Center (RTAanswerline) provides information for general callers on RTA services. It is located within the RTA Main Office Building. The Call Center tracks requests for Spanish-speaking assistance. RTA has bilingual representatives in the Call Center to help anyone who requires Spanish language assistance. Two of the customer service center personnel are bi-lingual in Spanish. The call center records approximately 30 calls per month requiring Spanish translation which is .2 % of the calls received by the Center.

In addition, RTA does have available the Cleveland State University Call Bank for translations to other languages. There is no tracking of usage and is rarely used.

2.1.2 Paratransit Reservation Center

The Paratransit reservation center does not track requests for assistance in arranging trips in other languages. The primary language barrier is Spanish, which is handled by a full-time Spanish speaking reservationist. LEP individuals are not common, averaging four cases a month. Most frequently, the caller will have a family member or friend available on the phone for translation. The Paratransit reservation center is located at the Paratransit District Garage and not within the Main Office Building.

2.1.3 Paratransit Customer Registration (Disabled/Senior Transportation), ADA Office

The Paratransit registration is located within the Main Office Building. It screens and registers individuals for reduced fares. Assistance from the Call Center bilingual employee is needed roughly six to eight times a week. It is common for individuals with limited English skills to bring a family member or friend to assist in the translation.

2.1.4 Transit Police

Transit Police rarely encounters non-English speaking individuals. In the event a translator is needed, a Spanish-speaking Transit Police officer, Spanish speaking RTA employee or another first responder has been available to assist. Transit Police have three (3) officers who are fluent in the Spanish Language.

2.1.5 Board Meetings and Public Meetings

Translators are provided for Board Meetings when notice is given. This includes American Sign Language interrupters. Public meetings are held in public areas to discuss a service change or development. If notice is given prior to attendance, GCRTA will provide translation assistance.

2.1.6.1 Human Resources Hiring Events

In recent years, GCRTA has created a partnership with El Barrio – Workforce Development Center which is part of the Centers for Family and Children. Two or three times a year, GCRTA has an event at their facility to meet with clients and potential job applicants. These events give GCRTA the opportunity to speak to the Hispanic community about general areas of interest and possibly provide employment opportunities. El Barrio provides training to their clients that are interested in becoming a bus Operator at GCRTA, and how to obtain the temporary Commercial Driver’s License (CDL) to begin the recruitment process at GCRTA.

GCRTA also has a partnership with the Spanish American Community, where our Human Resources department meet with organization representatives to present GCRTA and open job opportunities.

These processes have been successful at obtaining a diverse workforce and meeting the employment needs for GCRTA.

2.1.6.2 Human Resource -CMSD Outreach

The Department of Education, along with (OCR) determined CMSD needed to provide ESL/Bilingual students with information on how to safely use public transportation. The student’s grade levels ranged from K-12 representing over thirty-seven (37) languages. GCRTA Outreach Sessions were held at the following schools.

- Buhner Dual Language Academy
- Clark
- Joseph M. Gallagher
- Luis Munoz Marin
- Scranton
- Thomas Jefferson International Newcomers Academy
- James Ford Rhodes
- Lincoln West
- Max Hayes
-

GCRTA literature was translated by CMSD Staff and was provided to students and parents. The literature and presentation focused on the following:

- Bus & Rail Safe Riding Tips (Grade Crossing, Emergency Phone Use)
- Safe Place Program
- Transit Police App (Safe Watch)
- How to use your fare card/planning your trip
- Go RTA App
- What to expect your first time
-

2.1.7 Office of Small Business

The Office of Small Business participates in the Northeast Ohio Hispanic Chamber of Commerce (NEOHCC)Construction Opportunity Fair. This is an annual event which provides GCRTA an opportunity to highlight contracting opportunities and provide instruction on how to become certified with GCRTA as a minority or woman owned business. Translation services for required forms and documents is also provided.

2.2 Other Local Government Agency Experience

RTA will monitor and learn from the City of Cleveland, Cuyahoga County, and Cleveland Municipal School District experiences with LEP individuals. RTA will also reach out to the local planning departments in communities that have a cluster of LEP individuals for assistance on how to best communicate information to specific populations.

RTA participates in regional transit collaboration through the local metropolitan planning organization called NOACA (Northern Ohio Areawide Coordinating Agency). RTA participates in Transit Council where discussions related to transit services and funding. It is an opportunity to share best practices related to customer service and needs.

3.0 FACTOR 3 – THE NATURE AND IMPORTANCE OF PROGRAMS, ACTIVITIES, OR SERVICES PROVIDED BY RTA TO THE LEP POPULATION

RTA provides a wide array of transportation service from the regular fixed route system to Paratransit services. Making these services accessible to LEP persons provides transportation choice and is a vital service for individuals without access to personal vehicles.

In addition to transit services, RTA provides service-related information at public meetings and board meetings, and LEP individuals interact and able to access transit police services and hiring events.

3.1 Consequences of Language Barriers

The critical services can be divided into three groupings for potential consequences: basic service usage; emergency procedures; and public hearings.

3.1.1 Basic Service Usage

LEP individuals could potentially not receive transportation service. It could be an inconvenience to LEP individuals until appropriate translation or assistance is provided. RTA provides Paratransit services, which serves customers that are unable to utilize typical fixed route service. These customers are ADA certified residents, of which some may be LEP customers.

3.1.2 Emergency Procedures

For emergency procedures, it is feasible that there may be an occurrence where an LEP individual would need to evacuate an RTA vehicle or building for life safety purposes or contact the authorities for safety reasons. Recent updates to the safety evacuation signage on busses and trains provide most information pictorially, with limited usage of written instructions. Within RTA facilities, universal exit signage is utilized to direct all patrons out of the facility or to an area of safe refuge.

3.1.3 Public Hearings

LEP individuals could have the inability to understand and provide comment on the proposed service changes or other issues. This may result in an unintentional under-representation of the impact to the greatest number of LEP persons within the limits of RTA's resources. RTA analyzes site locations for public hearings and may provide translation services if needed.

4.0 FACTOR 4 -THE RESOURCES AVAILABLE TO RTA AND OVERALL COST TO PROVIDE LEP ASSISTANCE

4.1 Inventory of RTA Resources

The RTA reviewed its available resources that could be used for providing LEP assistance, including verbal and written Spanish translation.

4.1.1 Language Assistance

A person who does not speak English as their primary language and who has a limited ability to read, write, speak or understand English may be a Limited English Proficient person and may be entitled to language assistance with respect to RTA services. Language assistance can include interpretation, which means oral or spoken transfer of a message from one language into another language and/or translation, which means the written transfer of a message from one language into another language.

How the RTA staff may identify an LEP person who needs language assistance:

- Post notice of LEP Plan and the availability of interpretation or translation services free of charge in languages LEP persons would understand.
- When the RTA sponsors an informational meeting or event, a staff person may greet participants as they arrive. By informally engaging participants in conversation, it is possible to gauge each attendee's ability to speak and understand English. Although translation may not be able to be provided at the event, it will help identify the need for translation at future events.

4.1.2 Current Language Assistance Measures

Although there are a very low percentage of LEP individuals in the RTA service area, that is, persons who speak English less than "very well", the RTA staff will take reasonable steps to provide the opportunity for meaningful access to LEP clients who have difficulty communicating English.

The following resources will be available to accommodate LEP persons:

- Volunteer or staff interpreters for the Spanish language are available and will be provided within a reasonable time period.
- Language interpretation will be accessed for all other languages through a telephone interpretation service.

4.1.3 Printed Materials

GCRTA provides translations of its vital documents in Spanish online. Those Vital Documents include:

- Complaint Form
- Complaint Process
- Notice of Your Rights -Title VI Signage
- Paratransit Application
- Paratransit Booklet

Concurrent with Title VI regulations, Title VI information and documentation is available at www.riderta.com and upon request. Any person who believes he or she has been aggrieved by an unlawful discriminatory

practice under Title VI may file for a complaint with RTA. Each transit vehicle displays signage (in both English and Spanish), informing passengers of their rights protected by Title VI.

4.1.4 *Monitoring*

The plan will be reviewed and updated periodically, or when higher concentrations of LEP individuals are present in the RTA service area. Updates will include the following:

- Current LEP population in the service area
- Need for translation services has changed
- Language assistance programs have been effective and sufficient
- RTA financial resources are sufficient to fund language assistance resources needed
- RTA fully complies with the goals of this LEP Plan
- Complaints have been received concerning LEP customers

4.2 **Recent LEP Service Implementations**

The following services identified have been implemented to assist the LEP population:

- Fixed Route Bus/Rail Schedules
- With the re-issuance of new schedules for each route, information is now translated in Spanish to direct LEP persons to call the Customer Service Center for additional help.
- Similar information directing Spanish LEP persons to call the Customer Service Center are now placed on the RTA website.
- Emergency Evacuation Procedures
- RTA recently updated all of the emergency evacuation instructions on all busses and trains with universal graphic signage. Text has been augmented or replaced with fully pictorial versions.
- Currently use the universal “EXIT” signs and no further action is required.
- Oral Translations
- RTA has continued to pursue hiring bilingual speakers, with a focus on language group(s) identified through continued outreach as potentially having a significant LEP population using transit.
- Bi-Lingual public meetings on 25Connects project and translation of Executive Summary in Spanish.

Public Participation Plan

It is the policy of the Greater Cleveland Regional Transit Authority (GCRTA) to encourage public involvement and participation in the decision-making process regarding issues impacting the Authority’s customers, including but not limited to service reductions and fare modifications (Resolution No. 1995-25). GCRTA has established

a public involvement process to ensure minority, low-income and LEP populations are engaged through public outreach and involvement activities.

GCRTA Board of Trustees meets monthly. All meetings of the Board, except executive sessions held for purposes required or permitted by law, are open to the public and no person is excluded from any meeting. Time is provided for the public to comment on any issue at each meeting. The GCRTA maintains a list of persons and organizations that wish to receive information from the GCRTA.

Outreach Efforts

GCRTA solicits comment and customer feedback from interested parties related to major decisions impacting services and fares.

- Public comment and participation are solicited in several ways, including:
- Public Hearings and/or Community Meetings
- Letters written to The Greater Cleveland Regional Transit Authority (GCRTA)
- Comments received via the GCRTA website
- Social media: Facebook and Twitter
- GCRTA's Citizen Advisory Board
- Direct communications with elected officials and community leaders
- Emails to public comment mailbox

Public Meetings

Public meetings are a critical element of the Authority's community involvement program. Meetings are held with the primary objective of sharing information related to specific changes, as well as soliciting feedback from interested parties.

Typically, meetings are held in affected neighborhoods, allowing those audiences that may be impacted by proposed changes, easy access to provide comment. Locations are easily accessible by public transportation and all facilities are ADA compliant.

Notification of meetings are posted at least two weeks in advance in the Cleveland Plain Dealer, as well as the Call and Post (weekly publication targeting Northeast Ohio's African American community). Scheduled meetings are also promoted in the Authority's customer newsletters, website, signage posted on revenue vehicles, audio announcements are aired in passenger facilities, as well as through postings in various media outlets.

The format of the meeting/hearing varies based on the audience and magnitude of the proposed change. In most cases, an "open-house" type meeting is held that spans several hours and is typically conducted in communities that may potentially be impacted by the proposed changes. The meeting would begin with GCRTA staff providing a detailed description of the changes proposed, followed by a period of open comment from meeting attendees. Throughout the meeting, staff would be present to respond directly to customer inquiries and questions.

To encourage the participation of those with a hearing impairment, GCRTA provides sign language interpreters to more effectively. Typically, meetings are held in affected neighborhoods, allowing those audiences that may be impacted by proposed changes, easy access to provide comment. Locations are easily accessible by public transportation and all facilities are ADA compliant.

Notification of meetings are posted at least two weeks in advance in the Cleveland Plain Dealer, as well as the Call and Post (weekly publication targeting Northeast Ohio's African American community). Scheduled meetings are also promoted in the Authority's customer newsletters, website, signage posted on revenue vehicles, audio announcements are aired in passenger facilities, as well as through postings in various media outlets.

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To encourage the participation of those with a hearing impairment, GCRTA provides sign language interpreters to communicate with this audience more effectively. Additionally, a court reporter is present to capture an accurate transcript of comments provided by attendees. These comments are later reviewed and interpreted by the Authority's Service Planning staff and incorporated into the final recommendations prepared for management's consideration.

To better address the needs of those individuals with language barriers, Spanish-speaking staff members are present to provide those translation services.

Consideration of Public Comment and Feedback

All comments received regarding proposed changes are reviewed and summarized by Authority staff including Marketing, Service Management, Office of Management & Budget, and Finance. After a general review is completed, staff from affected departments will share information received from the public, along with revised recommendations to the Authority's General Manager, Deputy General Manager of Operations, and other key executive staff for final determination. The final recommendations take into full consideration comments received through the public involvement process and forwarded to the Board of Trustees for consideration. GCRTA staff is committed to faithfully representing all comments received, positive as well as negative, when presenting the results to Management staff and Board of Trustees.

Recommendations endorsed by the Executive Management team are taken to the Authority's Board of Trustees for final action or acceptance.

Responsibilities

The Service Management Department and the Office of Management & Budget are responsible for the following:

- Develop proposals for consideration related to service modifications and fare increases
- Develop and implement the community involvement plan to solicit customer comments
- Review and summarize the comments
- Based on public comment and input, revise recommendations
- Package final recommendations for approval by the Board of Trustees

The Marketing department is responsible for the following:

- Maintain all documentation related to the public participation process
- Placement of legal notices promoting public hearings at least two weeks prior to scheduled events. Also responsible for the development of other communication strategies to promote the meetings (signs, media releases, flyers)
- Compile and maintain the public comment file for all comments received through all sources (meetings, emails, letters)
- Coordinate use of web-based media for both posting of information and collecting customer comments
- Determine the best format for the meeting

- Make all arrangements for public meetings, including but not limited to, securing the meeting space, retaining hearing interpreters and court reporters, and development and production of all collateral materials for the meeting
- Communicate with elected officials and community leaders in affected areas prior to meetings to review proposals and solicit comment

Summary of Outreach Activities since last Title VI submission

The GCRTA had fare and service changes since the last Title VI submittal. The changes were of the following:

- 1) Fare Reduction – based on a fare equity study, the All-Day Passes fare were decreased.
 - a. Updated all time timetables
 - b. During the 2021 Public Image campaign promoted the reduction in fare rates
 - c. Presented at board meeting
 - d. Updated website, signage at Tower City and other areas (not sure where all location are at)
 - e. Leveraged our social channels to advise of the change
 - f. Printed banners hung at various locations
 - g. Paladin
 - h. Fare box price change sticker

Below are links to the two folders in SharePoint with all the creative we did as well.

[All Day Pass Price Change](#)

[All Day Pass Price Reduction](#)

- 2) NEXT GEN Bus System Redesign-engaged with customers to learn that customers prioritized rides for employment, education, and health care with emphasis on providing more frequency, more direct and accessible transportation. Online surveys as well as public engagement sessions were held to facilitate feedback. See attachment B for System Redesign Public Participation Summary and Schedule.

Monitoring Sub-Recipient

At this time, GCRTA has no sub-recipients.

Non-Elected Committee Membership

The Citizens Advisory Committee (CAC) is comprised of representatives selected from public and private agencies, consumer groups, interested individuals, and users of the transit system. The CAC is a transit-related group of volunteers that meet quarterly to discuss relevant issues about the operations of the Authority. The Board of Trustees has appointed (7) members directly, and four (4) members have been selected through the application process. CAC members work to increase citizens' participation in community activities and involve the public in transit decision-making.

CITIZENS ADVISORY BOARD	
MEMBER COMPOSITION: SEX/ETHNICITY	
African American Male	3
African American Female	2
Hispanic Female	1
White Male	4
White Female	1
Total Members	11

Board Meeting Policy Decision Documentation

In accordance to the FTA C 4702.1n, it is required in the Title VI Update a copy of the board meeting minutes, resolution, and other appropriate documentation showing the board of trustees reviewed and approved the Title VI program. The following information consists of: The following information consist of the:

- **The Title VI Board Presentation**
- **Resolution No. 2023-XXX ; Approving the 2023 Title VI Program Update**
- **Staff Summary & Comments: Approving the 2020 Title VI Program Update**
- **Board Meeting Minutes**

Chapter 4 ASSESSMENT AND MONITORING

PROGRAM SPECIFIC REQUIREMENTS AND GUIDELINES FOR RECIPIENTS SERVING LARGE URBANIZED AREAS

Demographic and Service Profile Maps and Charts

See the following files (transmitted to FTA digitally):

1. Map of Interstate Highways, Arterials, and Major Streets
2. Map of Cuyahoga County Census Tracts
3. Map of 2021 GCRTA Levels of Service
4. Map of Percent Minority Population by Census Tract
5. Map of Low-Income Population by Census Tract
6. Map of Low-Income & Below Poverty population by Census Tract
7. Map of Minority, Below Poverty, and Low-Income Census
8. Map of GCRTA Service Availability
9. Map of GCRTA Transit Facilities
10. Map of Distribution of Transit Amenities (Shelter Locations)
11. Map of Location of Fare Media Distribution by Census Tract
12. Map of Service Quality Supervisory Work Zones
13. Table identifying each tract with its minority/non-minority and low-income/non low-income composition, with tracts highlighted that exceed Cuyahoga County average for both categories. (GCRTA Tracts ACS 2020)
14. Greater Cleveland Regional Transit Authority Title VI Analysis_04-12-2020

Requirement to Set Service Standards and Policies

The Title VI Standards and Policies mentioned above are directly related to Title VI. Specific standard and policies for Vehicle Load, Vehicle Headway (Service Frequency), Vehicle Assignment, On Time Performance, Transit Amenities, can be found in the attached copy of that document.

Assessment of Compliance

- a. Establish Procedures: After each decennial census, RTA analyzes census tracts in its service area (Cuyahoga County). RTA designates a tract as “MINLOW” if it meets **either or both** of the following criteria:
- The minority population percentage of the tract exceeds that of the county.
 - The low-income population percentage of the tract exceeds that of the county.

A tract that meets **neither** of the above criteria is designated “NONMINLOW”

- b. Establish procedures: Annually, RTA staff classifies routes into two categories according to areas served. RTA classifies a route as MINLOW if at least 1/3 of the route is located in a MINLOW census tract; otherwise the route is classified as NONMINLOW. The RTA staff compares the number of vehicle trips, vehicle miles, and vehicle hours by route category to ensure that minority and/or low-income areas are getting their fair share of service.

Establish internal guidelines: RTA’s internal guidelines are presented in section IV of RTA’s Title VI Program Update, January 2023.

- c. Evaluate system-wide service changes: Any time RTA plans a significant system-wide service change, RTA will use the procedure in IV.3.7 (4) (a) above to determine whether the plan is discriminatory. If so, RTA will not implement the plan. A significant service change is one that increases or decreases total annual vehicle revenue miles by at least 10 percent.
- d. Conduct compliance assessments: Every three years RTA will assess its service for Title VI compliance in a manner similar to that presented in this document.
- e. Take action on findings: RTA will take action on any findings made by FTA or by RTA’s Manager of EEO/ADA Programs.

Other Areas of Title VI Considerations.

Changes in Service Features

RTA's service planning document is the Service Management Plan (SMP), which is prepared annually. The 2022 Service Management Plan Revised February 17, 2022 is attached. Its calls for no significant service changes in 2022. RTA performed one major service change in the reporting period, April 12, 2020; that service change was a result of the COVID-19 pandemic.

Though not required to do so, RTA performed a Title VI analysis on this service change. For more detail see "Greater Cleveland Regional Transit Authority Title VI Analysis_04-12-2020" file attached to this report. Other service changes in the reporting period did not require a Title VI analysis.

This Title VI Monitoring Report was performed on the RTA service that was in operation in the second half of the year in 2021. All maps and documents reflect the network that was in operation as of December 31, 2021.

Information Dissemination

Methods used to inform minority, low-income and LEP (Limited English Proficiency) communities of service changes (e.g. public notices, public hearings, other formal and informal public discussions, presentations, meeting, etc.) are as follows:

- Public notices published in local newspapers including those with significant Minority community readership.
- Informational flyers pertaining to hearings or meeting are sent to local community development groups, educational institutions, public officials, senior citizen organizations, churches community groups, and libraries throughout the metropolitan area.
- Flyers or Rider's Alerts are posted on RTA buses and rapid cars, and press releases are sent to all print and electronic media.
- Special attention is given to affected service areas.

Service change information is also mailed out to local community service organizations, governmental offices, and in the case of major changes, public hearings are held in the neighborhoods affected. Information community meetings are also scheduled. Please see the LEP Communication Plan for more details.

Meaningful Access to LEP Persons

Please reference the Meaningful Access to LEP Persons Communication Plan for more detailed information. Information is provided to the Hispanic population with the assistance of our Hispanic Community Relations Specialist. The Specialist translates as needed to provide two way communication between the Hispanic Community and RTA. RTA also employs staff in the Telephone Information Center (Call Center) who speak Spanish, and RTA translates key documents into Spanish.

Chapter 5 MONITORING PROCEDURES FOR TRANSIT PROVIDERS

Requirement for Transit Providers

The Service Planning Section operates with Title VI considerations as basic criteria of service development. Care is given to ensure Title VI compliance when service changes are made. The Manager of EEO/ADA Programs is informed of service change proposals that require public involvement pursuant to RTA's Service Policy.

Level of Service Methodology

Vehicle Load

Overloads are investigated and corrected on a case-by-case basis. Reviewing 2021 complaints, RTA does not have a persistent or chronic overload problem. Vehicle load issues are reported to RTA Management via drivers, supervisors, service monitors, scheduling committee members and customers through website, phone calls, email, written and walk-in reports. The following table summarizes customer complaints related to overcrowding for second half of 2021.

Customer Complaints regarding Overcrowding in second half of 2021

Overcrowding		
Row		Value
1	All complaints, 7/1/2021 - 12/31/2021	2,368
2	Complaints excluding Web Spam / Advertising	2,357
3	Overcrowded Vehicle complaints	7
4	Overcrowded Vehicle complaint percentage	0.30%
5	System total ridership, 7/1/2021 - 12/31/2021	8,714,659
6	One Overcrowded Vehicle complaint for every ____ rides	1,244,951
7	Overcrowded Vehicle complaints per 100,000 rides	0.08
8	MINLOW Max Load - NTD Sample Avg	11.94
9	MINLOW Max Load Below 20	88%
10	Non-MINLOW Max Load - NTD Sample Avg	6.83
11	Non-MINLOW Max Load Below 20	93%

Items

Overcrowding	7
Total Complaints	2,357
Overcrowding Complaints as a Percentage of Total Complaints	0.30%
Ridership	8,714,659
One Overcrowding complaint for every ___ rides	1,244,951

On average RTA receives one overcrowding complaint for every 1,244,951 rides.

The RTA staff has verified the absence of an overcrowding problem by reviewing maximum passenger loads on trips sampled for the National Transit Database. For each route, the average of the observed maximum passenger loads was calculated. Each route was classified as either MINLOW or NONMINLOW as described in Section IV.3.7.b. The average maximum load of all routes in the MINLOW category and NONMINLOW category were averaged. Both averages are less than 12 passengers. These low averages are consistent with the absence of an overcrowding problem on MINLOW routes.

Vehicle Assignment

As stated in RTA's Service Code, newer buses have lower per-mile maintenance costs and shall therefore be assigned to higher mileage blocks. Care shall be taken to maintain compliance with Title VI (nondiscrimination) regulations. Coincidentally, high mileage blocks serve minority and low-income areas.

However, to measure whether RTA vehicle assignments comply with Title VI, RTA sampled eight dates in the second half of 2021, as shown in the following table:

Randomly Selected Dates

Date	Day	Quarter
July 18, 2021	Sunday	3
August 19, 2021	Thursday	3
September 8, 2021	Wednesday	3
October 3, 2021	Sunday	4
October 13, 2021	Wednesday	4
October 16, 2021	Saturday	4
November 2, 2021	Tuesday	4
December 2, 2021	Thursday	4

All pull-out sheets and vehicle assignments by date and garage were extracted from HASTUS daily bus dispatch database. As described in Section IV.3.7.b, all routes were categorized as either MINLOW or NONMINLOW. As shown in the table, buses serving MINLOW routes are newer, on average, than those serving NONMINLOW routes.

Vehicle Assignment

Route Category	Average Age
MINLOW	6.70
NONMINLOW	11.19

For more detail, see Attachment J: GCRTA Vehicle Assignment by Route 2021.

Vehicle Headway

All routes in the minority and low-income service area comply with RTA's headway policy. All routes are reviewed and investigated further in response to customer complaints, suggestions, and comments.

Each route was classified as either MINLOW or NONMINLOW as described in Section IV.3.7.b. An average headway for each category was calculated. As indicated in the following table, MINLOW routes have shorter (i.e. better) average headways than NONMINLOW routes. This is true during peak and off-peak time periods.

Average Vehicle Headways

Route Category	Headways	
	Peak	Midday
MINLOW	31.82	32.81
NONMINLOW	37.5	45.00

Schedules effective second half of 2021 (HASTUS Booking 2106)

For more detail, see Attachment K: GCRTA Vehicle Headway by Route 2021

On-Time Performance

RTA on-time performance metrics are outlined in the Service Code. As described in Section IV.3.7.b, all routes were categorized as either MINLOW or NONMINLOW. As shown in the table below, on-time performance on MINLOW routes averages better than NONMINLOW routes, and GCRTA as a whole.

2021 Second Half On-time Performance

Route Category	Percent On-time
MINLOW	81.15%
NONMINLOW	80.32%
All GCRTA	81.03%

For more detail, see Attachment L: GCRTA On-Time Performance 2021

Distribution of Transit Amenities

See Transit Amenities map file included with this report. Shelter concentration is higher in MINLOW areas than NONMINLOW areas.

Service Availability

See Service Availability map. It shows a $\frac{3}{4}$ mile radius around each transit stop. As shown, an insignificant fraction of MINLOW areas are not within $\frac{3}{4}$ mile of a stop, while a significant fraction of NONMINLOW areas are more than $\frac{3}{4}$ mile from a stop.

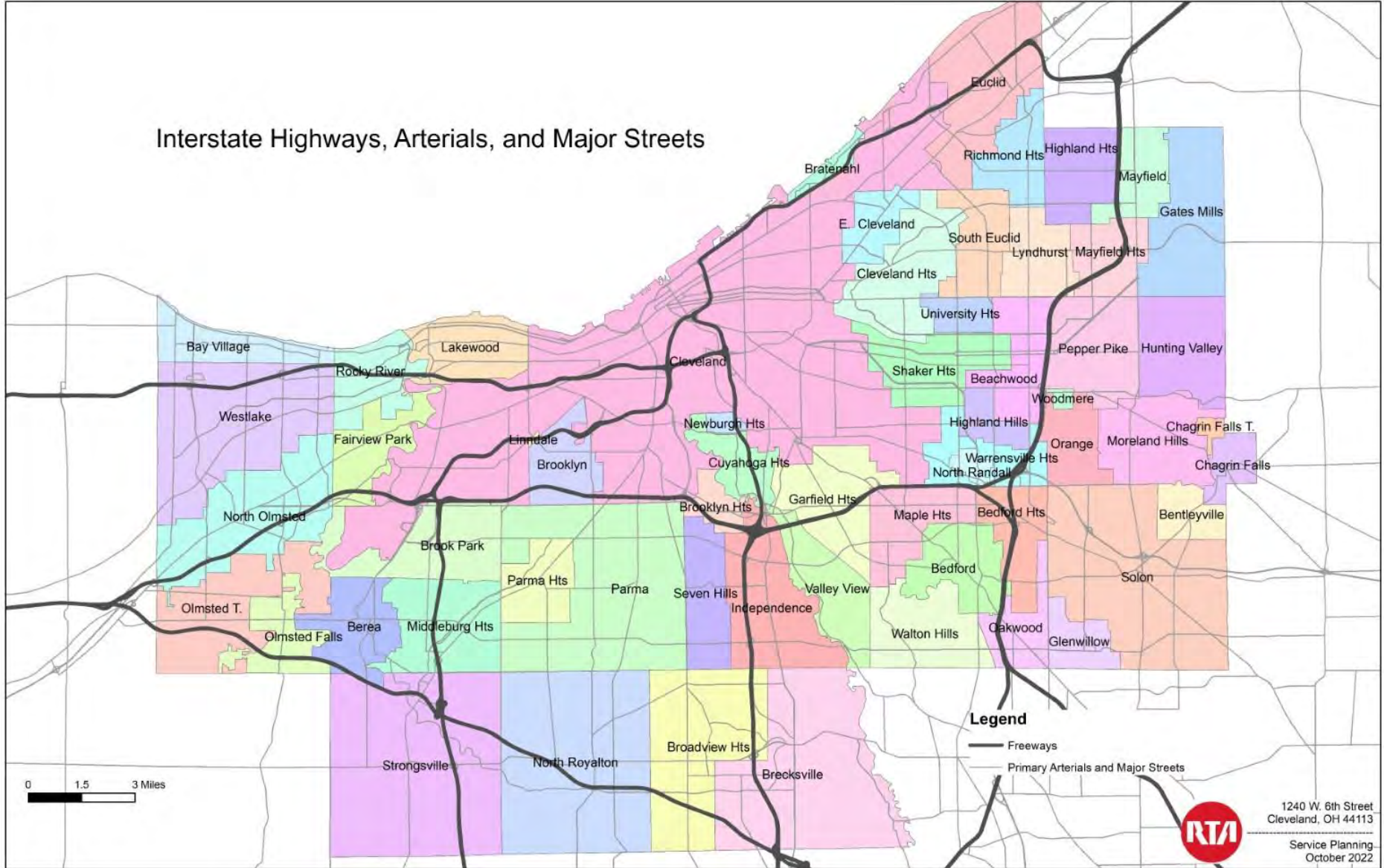
Service Quality Supervisory Work Zones

See Map of Service Quality Supervisory Work Zones. The work zones show no inequality in design of the zones.

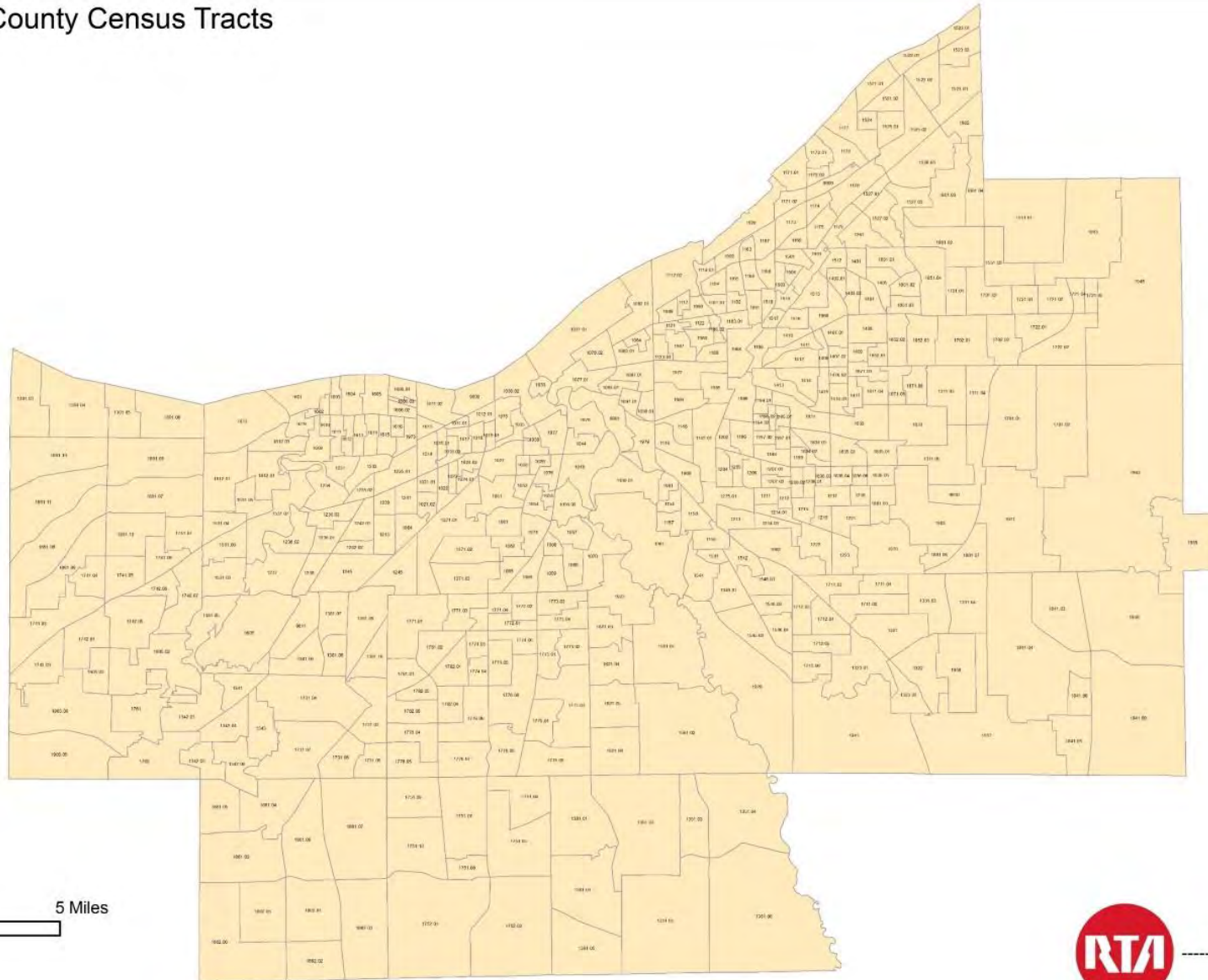
Attached Transit and Service Maps

1. Map of Interstate Highways, Arterials, and Major Streets
2. Map of Cuyahoga County Census Tracts
3. GCRTA Levels of Service as of December 30, 2021
4. Map of Percent Minority Population by Census Tract
5. Map of Low-Income Population by Census Tract
6. Map of Low-Income & Below Poverty population by Census Tract
7. Map of Minority, Below Poverty, and Low-Income Census
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12. Map of Service Quality Supervisory Work Zones

Interstate Highways, Arterials, and Major Streets



Cuyahoga County Census Tracts



0 2.5 5 Miles



1240 W. 6th Street
Cleveland, OH 44113

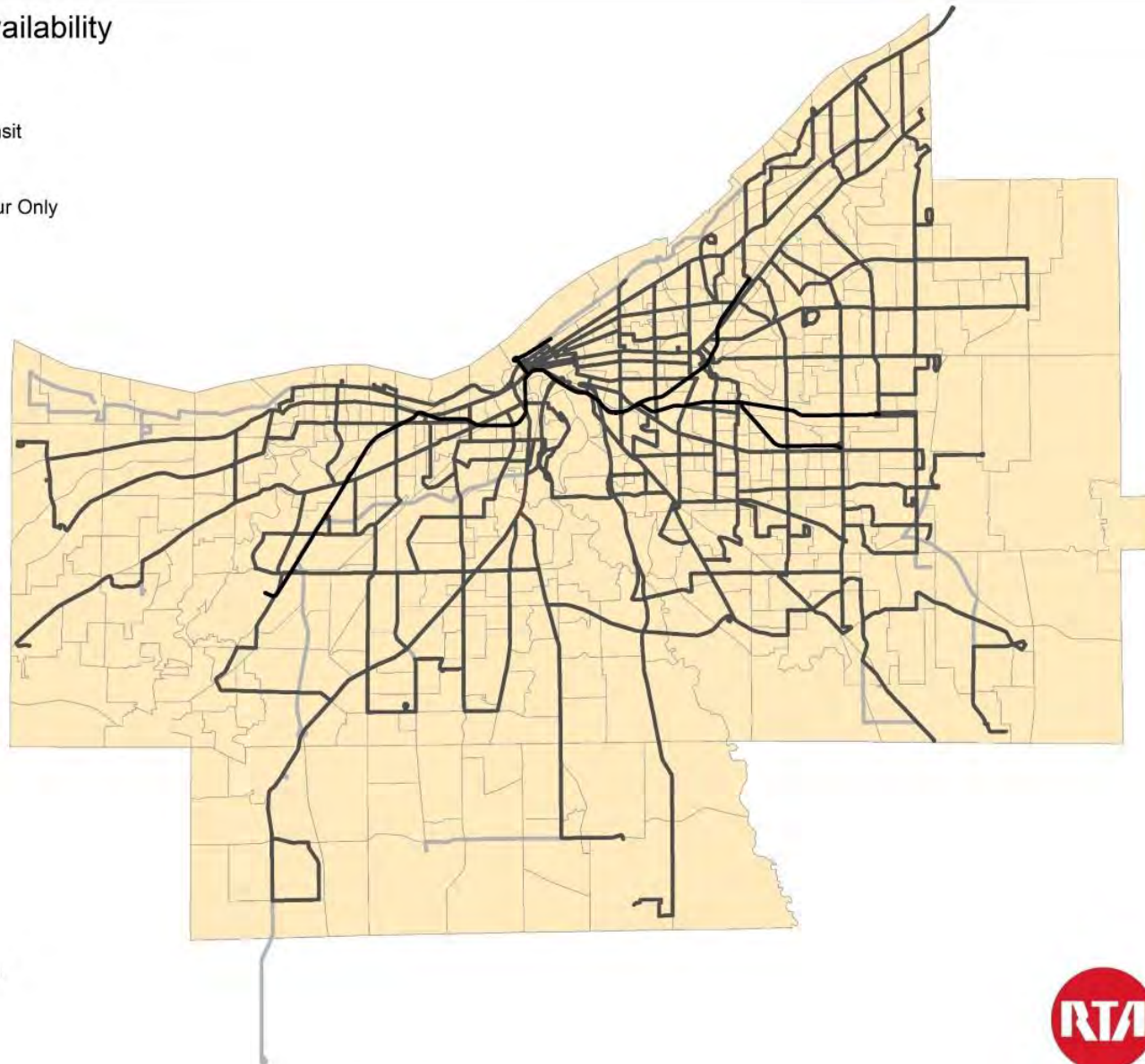
Service Planning
May 2022

Data Source: U.S. Census Bureau, American Community Survey, 2021: Greater Cleveland Regional Transit Authority

GCRTA Service Availability

Legend

- RTA Rail Rapid Transit
- RTA Bus
- RTA Bus - Rush Hour Only
- Census Tracts



0 2.5 5 Miles

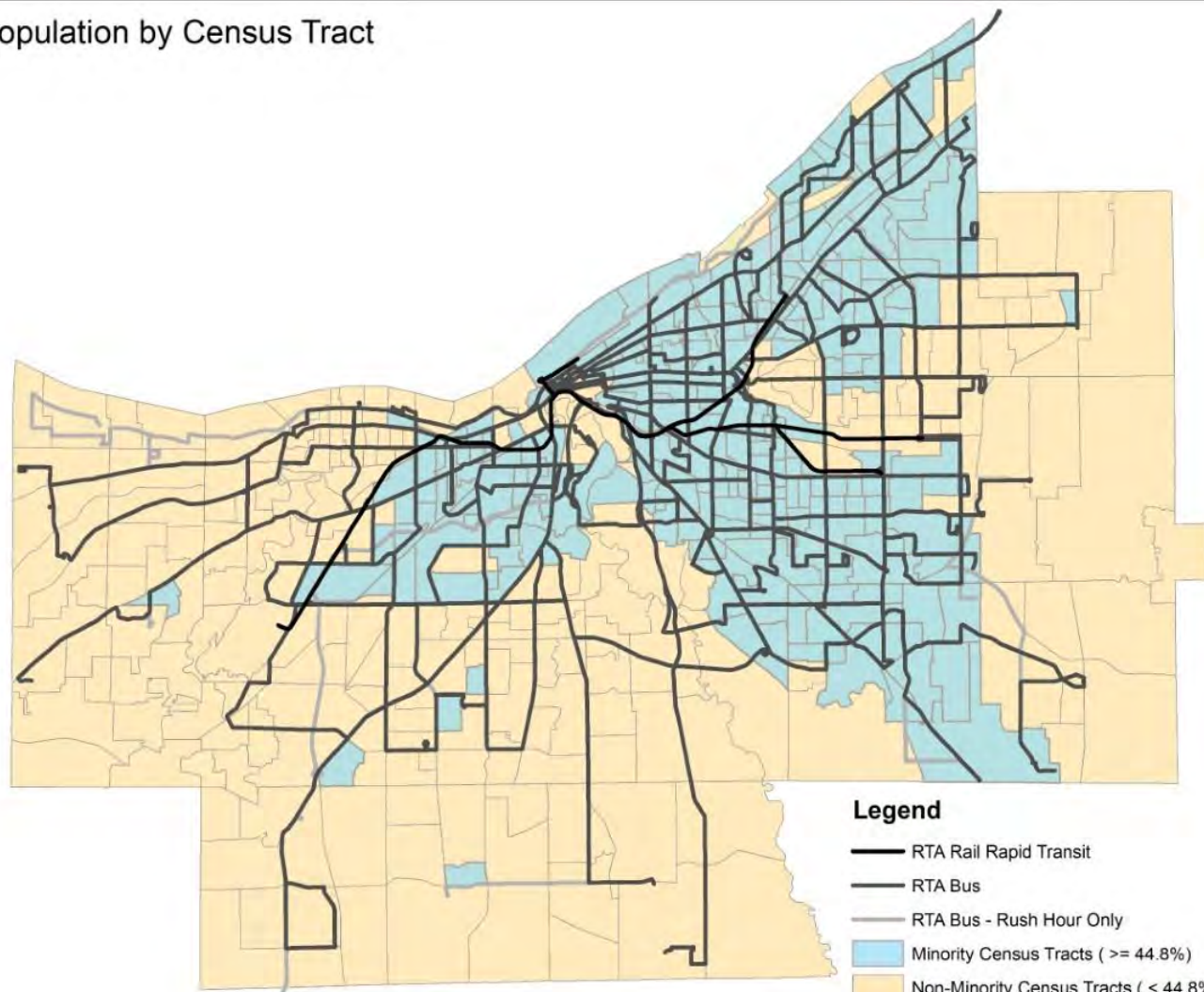


1240 W. 6th Street
Cleveland, OH 44113

Service Planning
October 2022


Data Source: U.S. Census Bureau, American Community Survey, 2021: Greater Cleveland Regional Transit Authority

Percent Minority Population by Census Tract



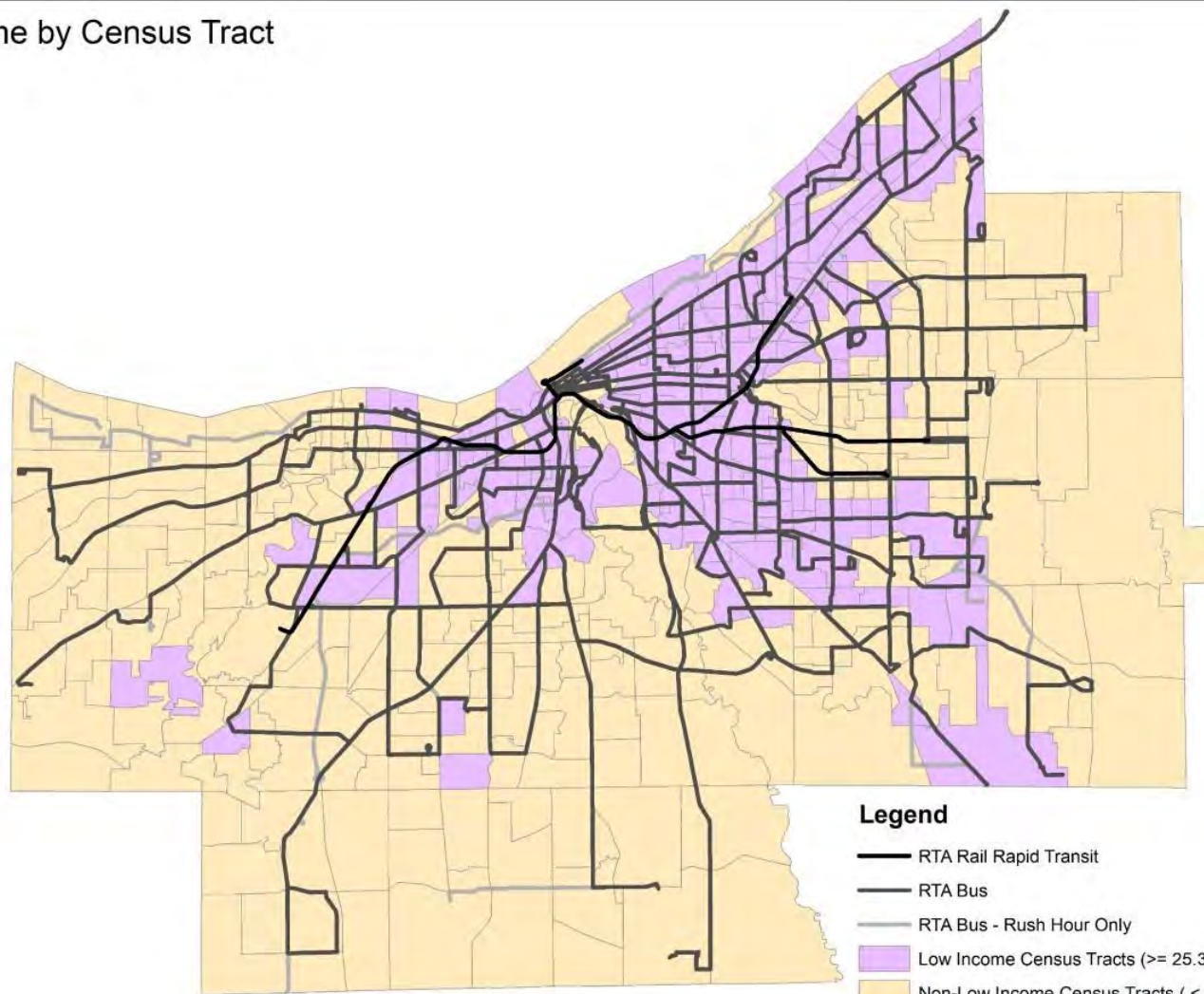
0 2.5 5 Miles

- Legend**
- RTA Rail Rapid Transit
 - RTA Bus
 - RTA Bus - Rush Hour Only
 - Minority Census Tracts ($\geq 44.8\%$)
 - Non-Minority Census Tracts ($< 44.8\%$ Low Income)

 1240 W. 6th Street
Cleveland, OH 44113
Service Planning
May 2022

Data Source: U.S. Census Bureau, American Community Survey, 2021: Greater Cleveland Regional Transit Authority

Percent Low Income by Census Tract



Legend

- RTA Rail Rapid Transit
- RTA Bus
- RTA Bus - Rush Hour Only
- Low Income Census Tracts ($\geq 25.3\%$)
- Non-Low Income Census Tracts ($< 25.3\%$ Low Income)

0 2.5 5 Miles

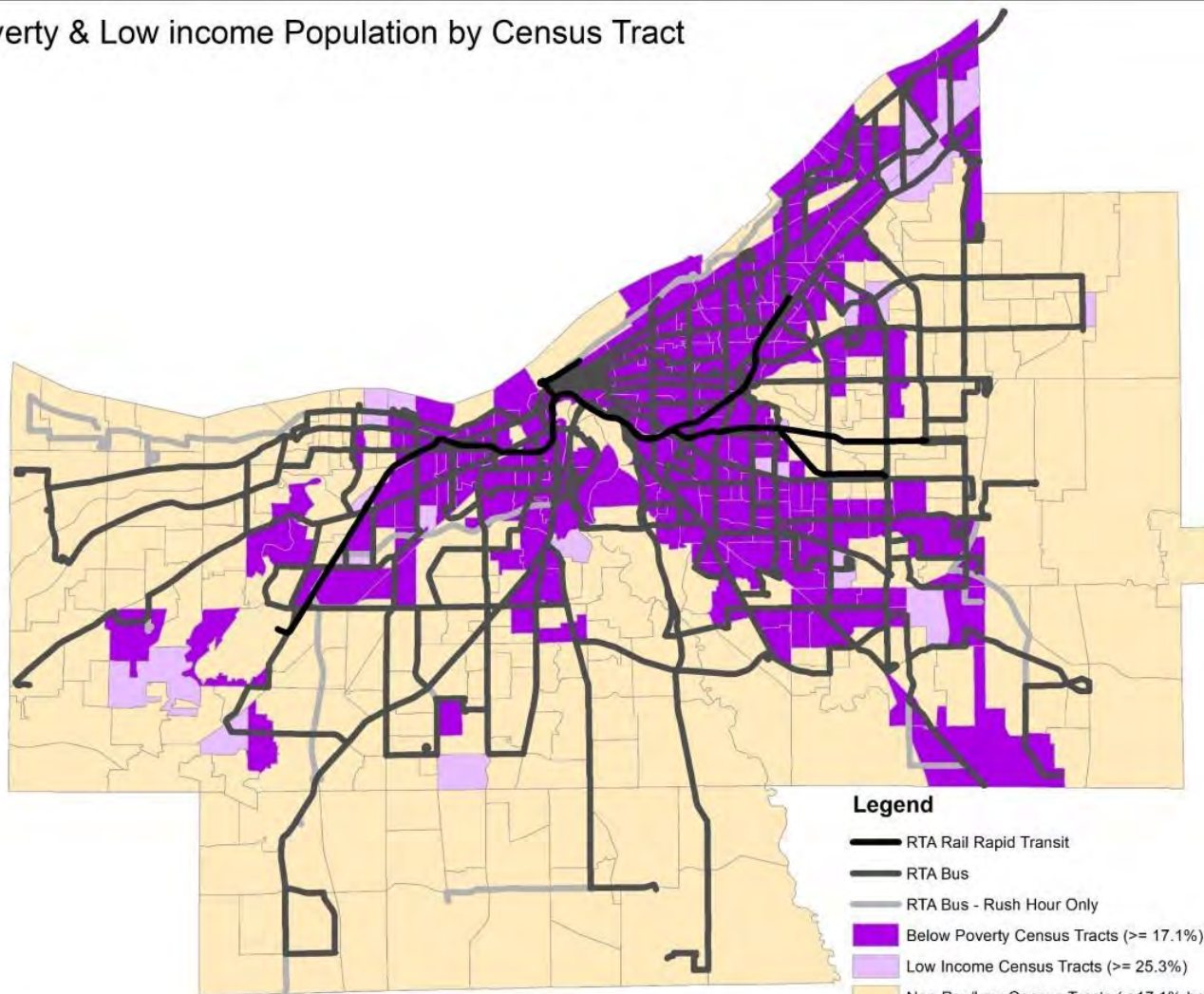


1240 W. 6th Street
Cleveland, OH 44113

Service Planning
May 2022

Data Source: U.S. Census Bureau, American Community Survey, 2021: Greater Cleveland Regional Transit Authority

Percent Below Poverty & Low income Population by Census Tract



Legend

- RTA Rail Rapid Transit
- RTA Bus
- RTA Bus - Rush Hour Only
- Below Poverty Census Tracts ($\geq 17.1\%$)
- Low Income Census Tracts ($\geq 25.3\%$)
- Non-Pov/Low Census Tracts ($< 17.1\%$ below poverty & $< 25.3\%$ Low Income)

0 2.5 5 Miles











1240 W. 6th Street
Cleveland, OH 44113

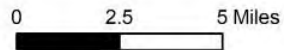
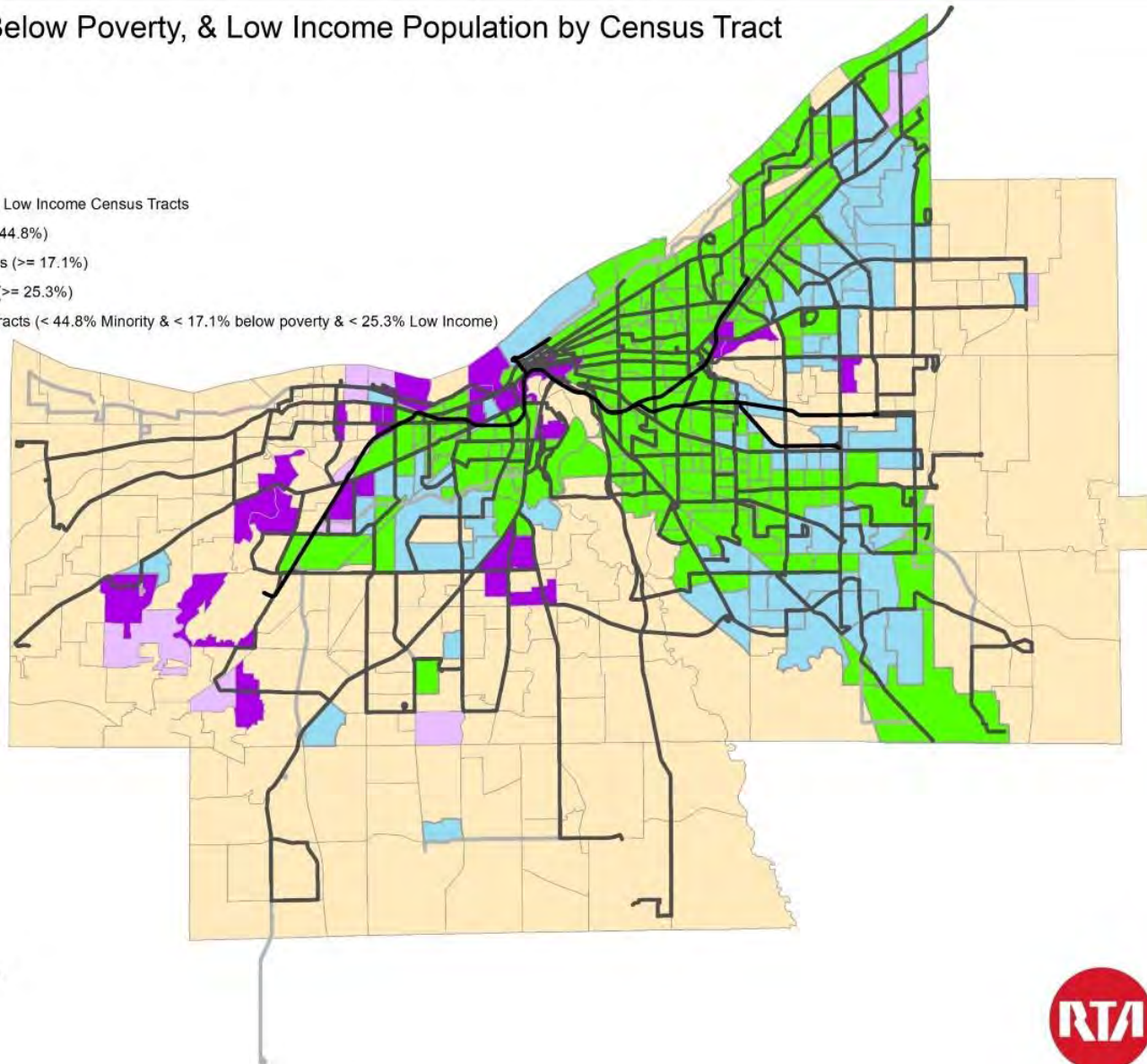
Service Planning
May 2022

Data Source: U.S. Census Bureau, American Community Survey, 2021: Greater Cleveland Regional Transit Authority

Percent Minority, Below Poverty, & Low Income Population by Census Tract

Legend

-  RTA Rail Rapid Transit
-  RTA Bus
-  RTA Bus - Rush Hour Only
-  Minority, Below Poverty, and Low Income Census Tracts
-  Minority Census Tracts ($\geq 44.8\%$)
-  Below Poverty Census Tracts ($\geq 17.1\%$)
-  Low Income Census Tracts ($\geq 25.3\%$)
-  Non-Min/Pov/Low Census Tracts ($< 44.8\%$ Minority & $< 17.1\%$ below poverty & $< 25.3\%$ Low Income)



Data Source: U.S. Census Bureau, American Community Survey, 2021: Greater Cleveland Regional Transit Authority












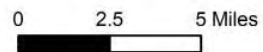
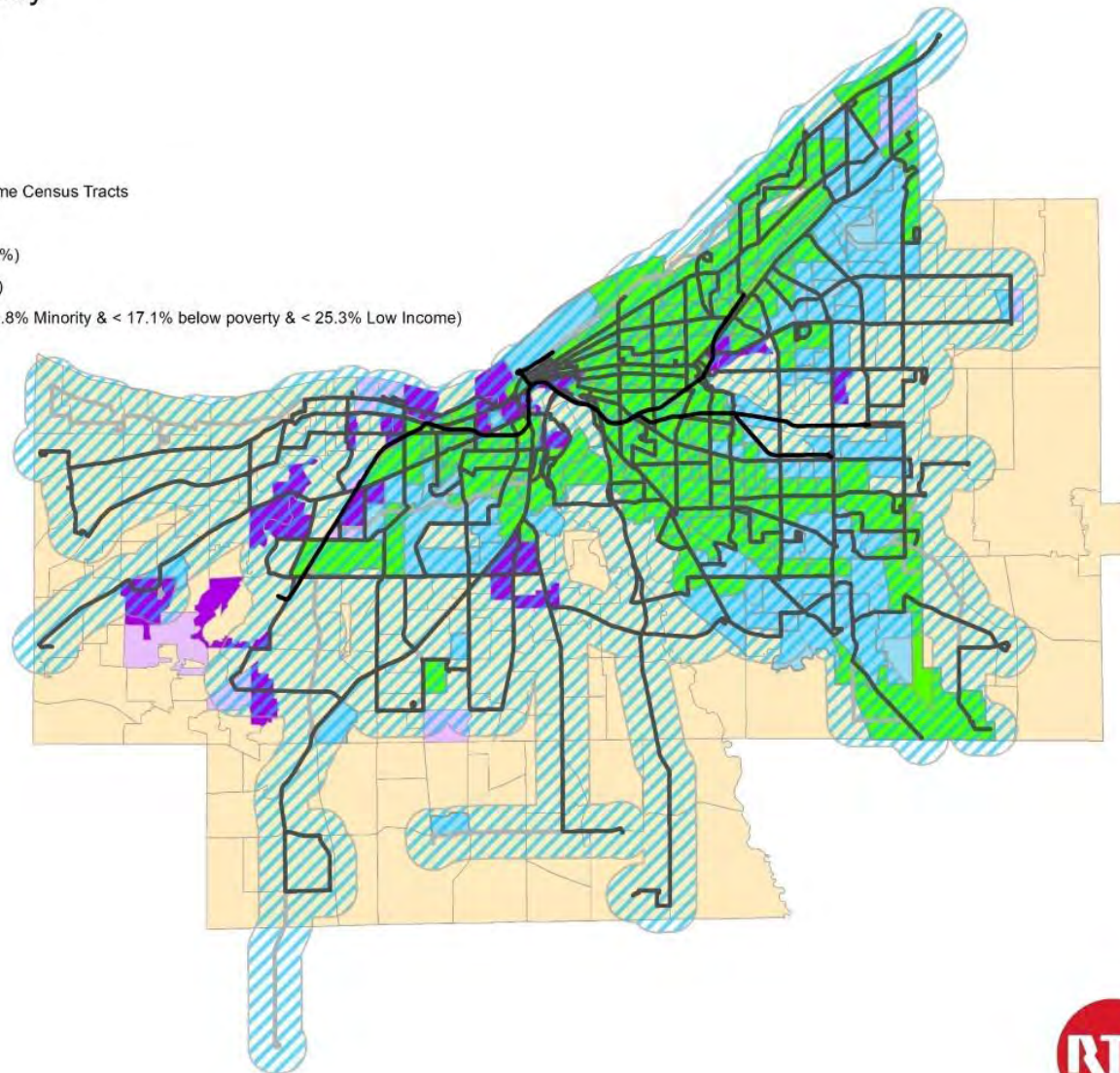
1240 W. 6th Street
Cleveland, OH 44113

Service Planning
May 2022

GCRTA Service Availability

Legend

-  RTA Rail Rapid Transit
-  RTA Bus
-  RTA Bus - Rush Hour Only
-  Served by Transit - 3/4 Mile
-  Minority, Below Poverty, and Low Income Census Tracts
-  Minority Census Tracts ($\geq 44.8\%$)
-  Below Poverty Census Tracts ($\geq 17.1\%$)
-  Low Income Census Tracts ($\geq 25.3\%$)
-  Non-Min/Pov/Low Census Tracts ($< 44.8\%$ Minority & $< 17.1\%$ below poverty & $< 25.3\%$ Low Income)



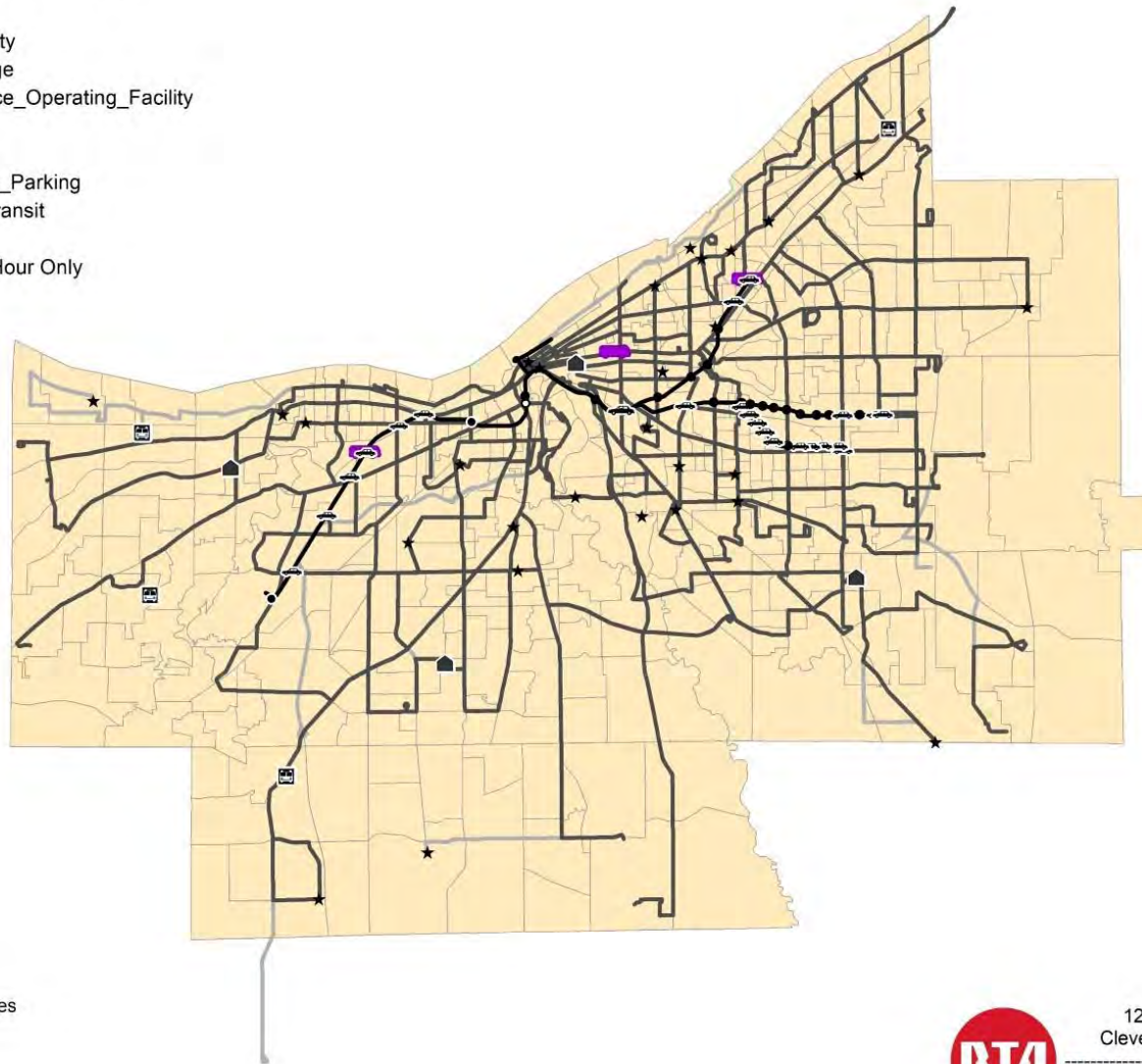
1240 W. 6th Street
Cleveland, OH 44113

Service Planning
October 2022

Data Source: U.S. Census Bureau, American Community Survey, 2021: Greater Cleveland Regional Transit Authority

GCRTA Transit Facilities

- ★ Loops
- ★ Other_RTAFacility
- Operating_Garage
- ★ Rail_Maintenance_Operating_Facility
- Bus_PNR
- Transit_Centers
- Rail_Station_with_Parking
- RTA Rail Rapid Transit
- RTA Bus
- RTA Bus - Rush Hour Only
- Census Tracts



0 1.25 2.5 5 Miles

Data Source: Greater Cleveland Regional Transit Authority



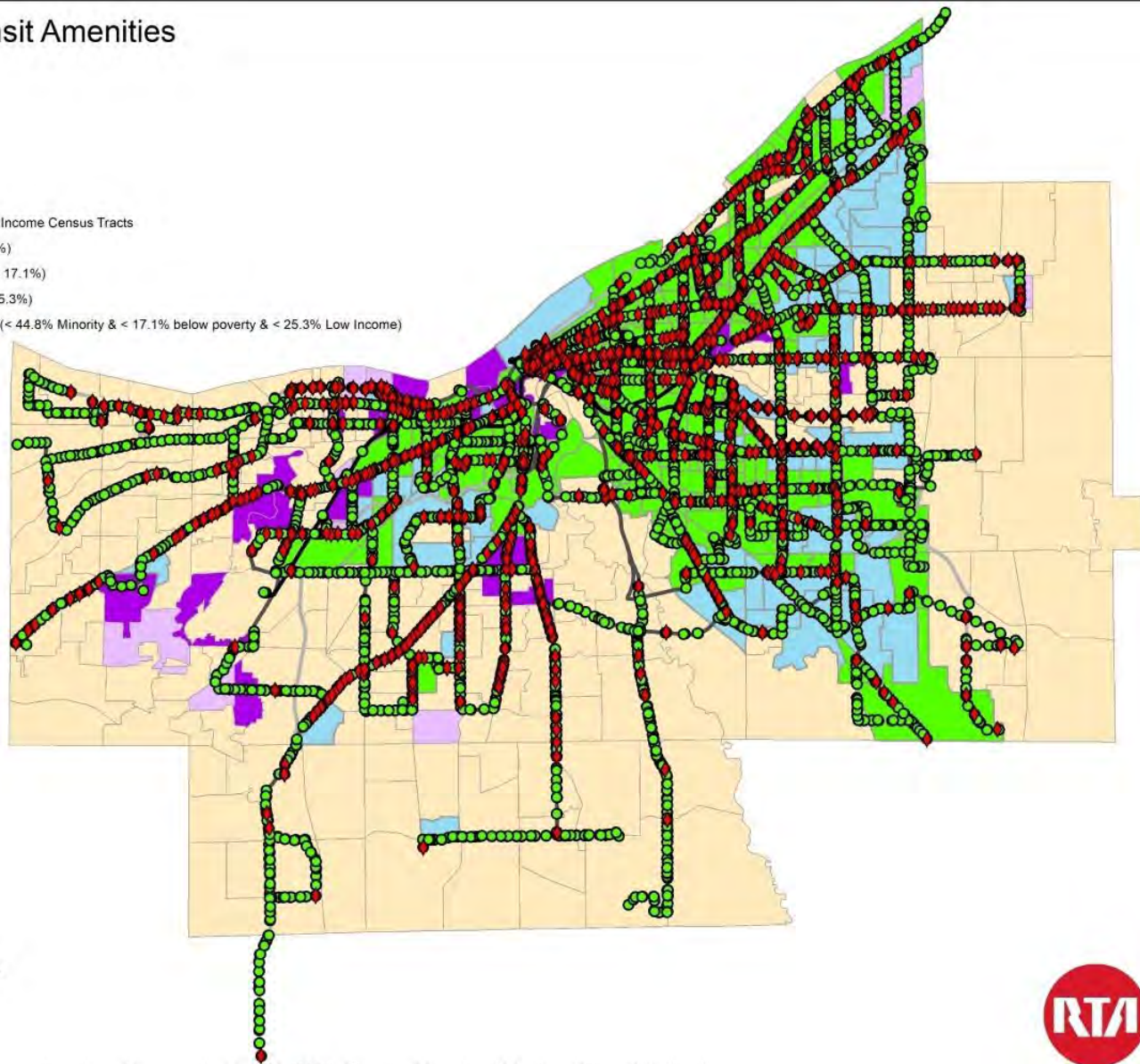
1240 W. 6th Street
Cleveland, OH 44113

Service Planning
October 2022

Distribution of Transit Amenities

Legend

- Bus Stop, No Shelter
- ◆ Bus Stop with Shelter
- RTA Rail Rapid Transit
- RTA Bus
- RTA Bus - Rush Hour Only
- Minority, Below Poverty, and Low Income Census Tracts
- Minority Census Tracts ($\geq 44.8\%$)
- Below Poverty Census Tracts ($\geq 17.1\%$)
- Low Income Census Tracts ($\geq 25.3\%$)
- Non-Min/Pov/Low Census Tracts ($< 44.8\%$ Minority & $< 17.1\%$ below poverty & $< 25.3\%$ Low Income)



0 2.5 5 Miles

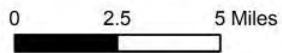
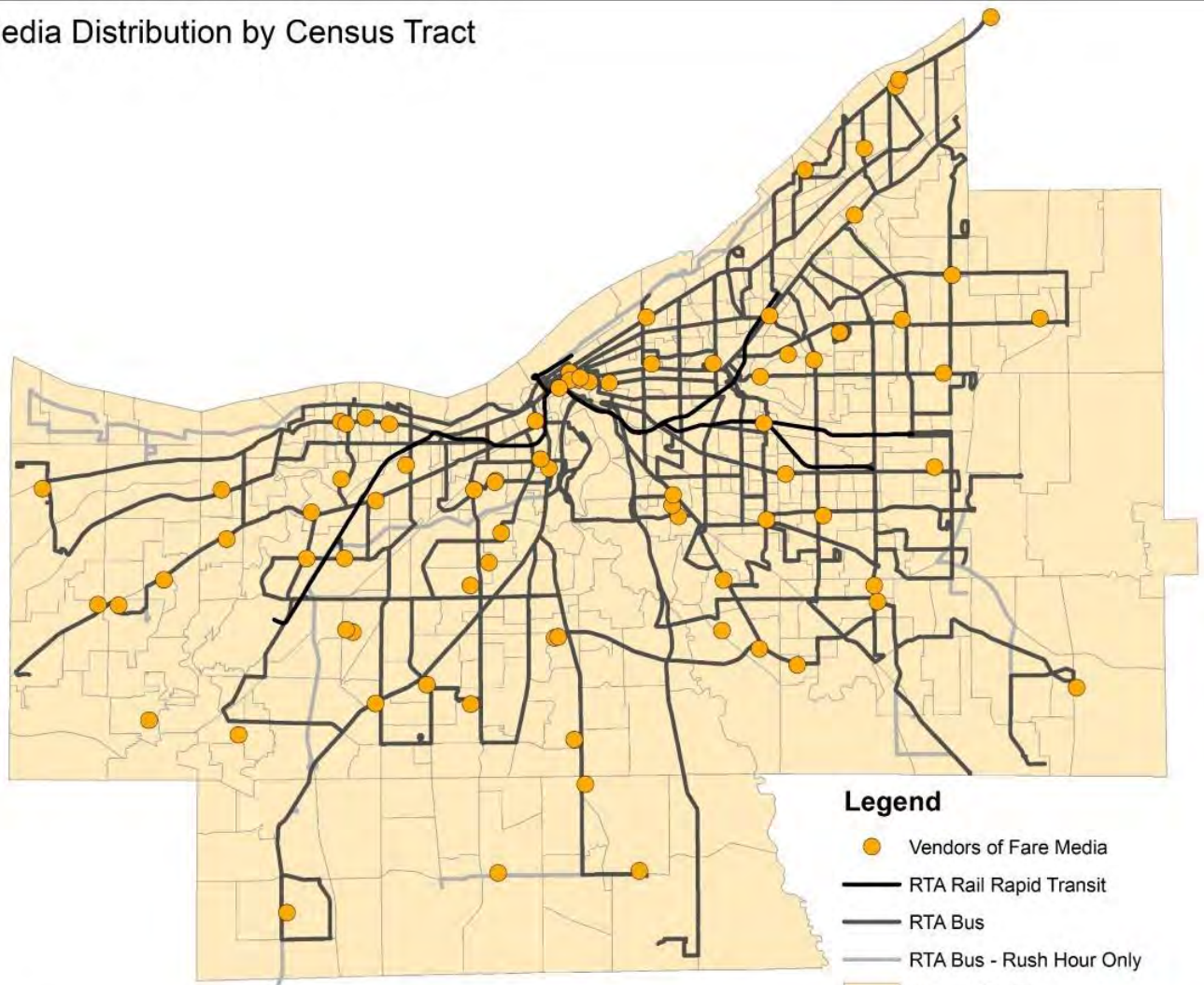


1240 W. 6th Street
Cleveland, OH 44113

Service Planning
October 2022

Data Source: U.S. Census Bureau, American Community Survey, 2021: Greater Cleveland Regional Transit Authority

Location of Fare Media Distribution by Census Tract



Legend

-  Vendors of Fare Media
-  RTA Rail Rapid Transit
-  RTA Bus
-  RTA Bus - Rush Hour Only
-  Census Tracts









1240 W. 6th Street
Cleveland, OH 44113

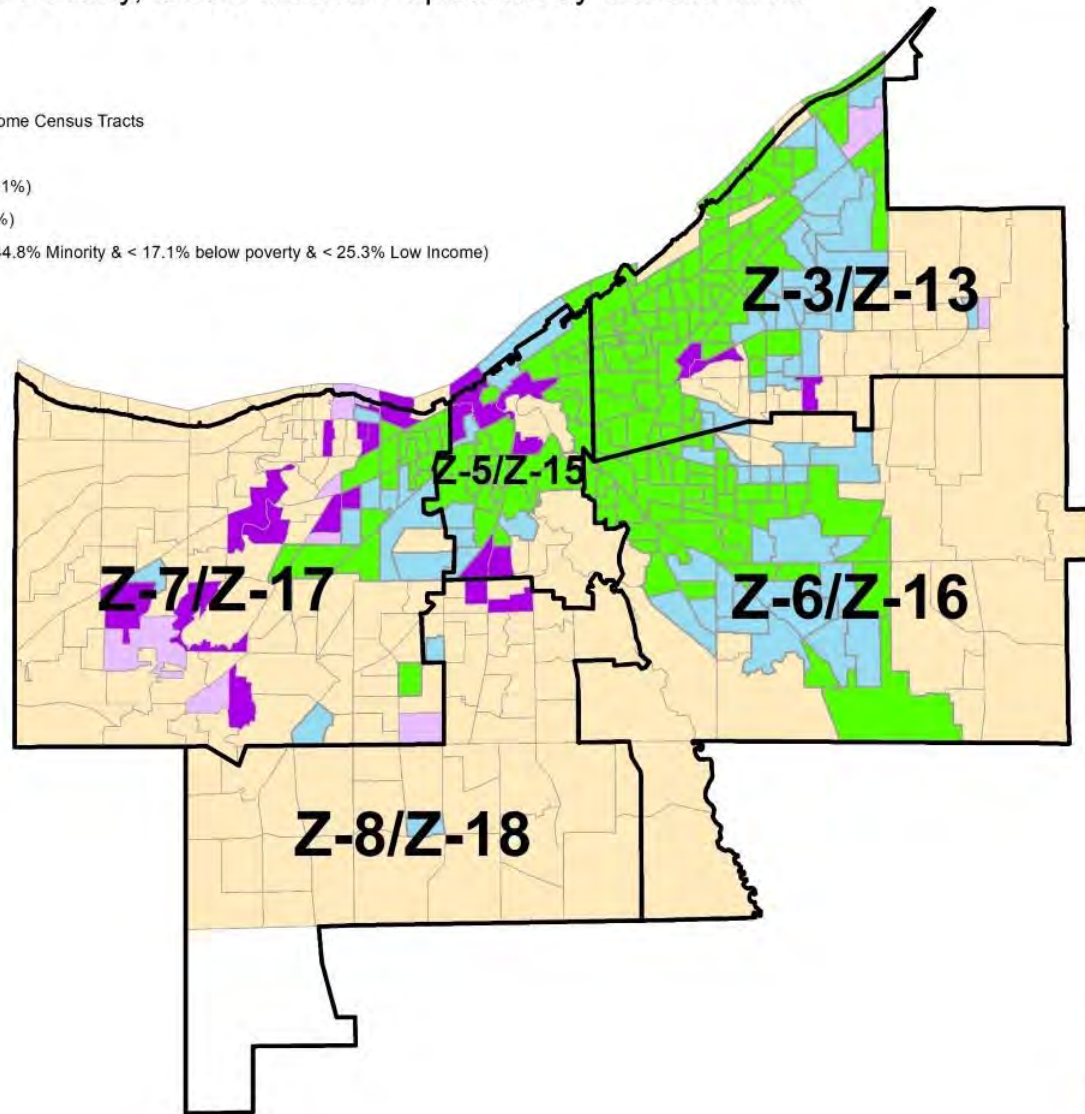
Service Planning
May 2022

Data Source: U.S. Census Bureau, American Community Survey, 2021: Greater Cleveland Regional Transit Authority

Percent Minority, Below Poverty, & Low Income Population by Census Tract

Legend

-  Supervisory Work Zones
-  Minority, Below Poverty, and Low Income Census Tracts
-  Minority Census Tracts ($\geq 44.8\%$)
-  Below Poverty Census Tracts ($\geq 17.1\%$)
-  Low Income Census Tracts ($\geq 25.3\%$)
-  Non-Min/Pov/Low Census Tracts ($< 44.8\%$ Minority & $< 17.1\%$ below poverty & $< 25.3\%$ Low Income)



0 3 6 Miles



1240 W. 6th Street
Cleveland, OH 44113

Service Planning
October 2022

Data Source: U.S. Census Bureau, American Community Survey, 2021: Greater Cleveland Regional Transit Authority

Chapter 6 ATTACHMENTS

Attachment A: Notice to the Public in English and Spanish – Title VI Signage

Rights Under Title VI

Greater Cleveland Regional Transit Authority (GCRTA)

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Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with GCRTA's Office of Equal Opportunity.

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For more information on GCRTA's civil rights program or to file a complaint :

- Call (216) 356-3085
- Go to RideRTA.com/oeo/
Download the complaint form and mail it to:

*GCRTA, 1240 West 6th Street
Cleveland, Ohio 44113-1331
Attn: Office of Equal Opportunity*
- Come to our administrative office located at

*1240 West 6th Street, Cleveland,
Ohio 44113-1331 and request a
complaint form.*
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Derechos bajo Título VI

Greater Cleveland Regional Transit Authority (GCRTA)

GCRTA opera sus programas y servicios sin distinción de raza, color y origen nacional de acuerdo con el Título VI de la Ley de Derechos Civiles.

Cualquier persona que crea que ha sido perjudicada por alguna práctica discriminatoria ilegal bajo el Título VI puede presentar una queja ante la Oficina de Igualdad de Oportunidades de GCRTA.

GCRTA se compromete a brindar igualdad de oportunidades a los empleados, clientes y proveedores y cumplir con todas las leyes, normas y reglamentos federales y estatales correspondientes al tratamiento de minorías, mujeres, personas discapacitadas y veteranos en todas las facetas de las actividades de la Autoridad. Cualquier persona que crea que ha sido discriminada en base a prácticas discriminatorias ilegales puede presentar una queja ante GCRTA.



Para obtener más información sobre el programa de derechos civiles de GCRTA o para presentar una queja:

- Llame al (216) 356-3085
- Página de internet a RideRTA.com/oeo/ y descargue el archivo de queja y envíelo por correo a:

*GCRTA, 1240 West 6th Street
Cleveland, Ohio 44113-1302
A la atención de:
Office of Equal Opportunity*
- Venga a nuestra oficina administrativa ubicada en

*1240 West 6th Street, Cleveland,
Ohio 44113-1302 y solicite un
formulario de queja.*
- Si se necesita información en otro idioma, llame al (216) 356-3085.

Attachment B: NEXT GEN RTA System Redesign Public Participation Summary and Schedule

NEXT GEN RTA System Redesign Public Participation Summary and Schedule

GCRTA utilized a multi-prong strategy to inform the community of the NEXT GEN, proposals and to solicit feedback. The multi-prong strategy is consistent with our Public Participation Plan.

GCRTA partnered with Jarrett Walker & Associates to engage with our customers to what they value and prioritize in terms of transit service. From this first engagement, we learned that customers prioritized rides for employment, education, and health care, with emphasis on:

- Providing more frequent service all day on weekdays
- Providing more frequent service on Saturdays and Sundays
- Providing more direct transportation, less transfers on trips between city and suburbs
- Keeping all areas accessible by transit (maintain "coverage")

In the next engagement of the public, we presented service proposals for comment.

In response to public comments, before implementing the NEXT GEN RTA System Redesign, the following changes were made specifically to routes 15, 48A and 50:

Changes in the Cleveland Ward 1 neighborhood served by Route 15

Original plan: Move the six daily #15 bus trips that miss the Lee-Harvard shopping center (these trips were sometimes informally called #15A or "#15 via Walden") to the main #15 route so that all trips serve the Lee-Harvard shopping center.

Revised plan: Adjust the six daily #15 trips as stated above, but also improve the frequency of #15 service to/from the Cuyahoga Community College Eastern Campus, and improve Saturday and Sunday service frequency on the Lee Road route (#40) that crosses Walden.

Changes in the neighborhood formerly served by Route 48A and now served by Route 50

Original plan: Discontinue the 48A branch. Serve stops on that branch with a route (54) that, **unlike 48A, does not serve** University Circle, a major center for jobs, education, and health care.

Revised plan: Discontinue #48A branch. Serve stops on that branch with a route (50) that, **like 48A, does serve** University Circle, a major center for jobs, education, and health care.

Also, following implementation of NEXT GEN in June 2021, questions were raised for four bus routes in three Wards in the City of Cleveland. See routes and actions below:

Bus Number	Ward	Community Meeting	Action/Outcome
15, 15A 48A, 50	Ward 1	Meeting held on July 1, 2021, at the Harvard Community Center. Meeting was organized by the Ward 1 Councilman. Approximately 12 people attended.	GCRTA considered the comments received. Then GCRTA confirmed the routes as implemented in NEXT GEN provided transit access consistent with what the community wanted: employment, education, and health care with increased frequency. GCRTA staff shared this analysis with our Board. GCRTA staff later returned to present the analysis to area residents (see meeting below).
		Meeting held April 12, 2022, at Canaan Baptist Church, with City Council member and community leaders.	GCRTA presented the analysis (see Attachment 3) to the community.
38	Wards 9 & 10	Met with City Council members, community leaders, and community on August 18, 2021. The meeting was held in the community at Patrick Henry Elementary/Middle School.	After review, GCRTA confirmed access was impacted. As a result, GCRTA created a new route (#35) based on data to support the revision. Feedback on this resolution was positive.

Public Participation Schedule

GCRTA conducted 58 meetings/opportunities for public engagement, 12 surveys, and 138 social media posts for the NextGen system redesign/service change (detailed below).

2019 Meetings:

Facility Name	Facility Address	Date	Time	Meeting Purpose
Cleveland Public Library, Main Auditorium	525 Superior Ave., Cleveland, OH 44114	Monday, May 6	11:00 a.m., 5:30 p.m.	System Redesign/ Fare Equity
Cedar Extension Hi-Rise (CMHA)	2320 E. 30th St., Cleveland, OH 44115	Tuesday, May 7	10:00 a.m.	System Redesign/ Fare Equity
Murtis Taylor Multi-Services Center	13422 Kinsman Rd., Cleveland, OH 44120	Tuesday, May 7	3:00 p.m., 5:30 p.m.	System Redesign/ Fare Equity
Gunning Rec Center	16700 Puritas Ave., Cleveland, OH 44135	Weds., May 8	4:00 p.m., 6:00 p.m.	System Redesign/ Fare Equity
Maple Heights Library	5225 Library Ln., Maple Hts., OH 44137	Thursday, May 9	5:30 p.m.	System Redesign/ Fare Equity
Lakeview Towers (CMHA)	2700 Washington Ave., Cleveland, OH 44113	Monday, May 13	10:00 a.m.	System Redesign/ Fare Equity
Collinwood Rec Center	16300 Lakeshore Blvd., Cleveland, OH 44110	Monday, May 13	5:30 p.m.	System Redesign/ Fare Equity
Cleveland Public Library, South Branch	3096 Scranton Rd., Cleveland, OH 44113	Tuesday, May 14	10:00 a.m.	System Redesign/ Fare Equity
Cleveland Heights Community Center	1 Monticello Blvd., Cleveland Hts., OH 44118	Tuesday, May 14	5:30 p.m.	System Redesign/ Fare Equity
La Sagrada Familia	7719 Detroit Ave., Cleveland, OH 44102	Weds., May 15	5:30 p.m.	System Redesign/ Fare Equity
Bellaire Gardens (CMHA)	12555 Bellaire Rd., Cleveland, OH 44135	Monday, May 20	10:00 a.m.	System Redesign/ Fare Equity
Parma Library	6996 Powers Blvd., Parma, OH 44129	Monday, May 20	5:30 p.m.	System Redesign/ Fare Equity

Public Participation Schedule

Rocky River Don Umerely Civic Center, Memorial Hall	21012 Hilliard Blvd., Rocky River, OH 44116	Weds., May 22	5:30 p.m.	System Redesign/ Fare Equity
Independence Library	6361 Selig Dr., Independence, OH 44131	Tuesday, May 28	5:30 p.m.	System Redesign/ Fare Equity
Cleveland Public Library, Main, Learning Commons	525 Superior Ave., Cleveland, OH 44114	Tuesday, Sept. 24	11:00 a.m.	System Redesign/ Fare Equity
Cleveland State University, BH134	2121 Euclid Ave., Cleveland, OH 44115	Tuesday, Sept. 24	5:30 p.m.	System Redesign/ Fare Equity
RTA Main Office Board Room	1240 W. 6th St., Cleveland, OH 44113	Weds., Sept. 25	10:00 a.m., 3:00 p.m.	System Redesign/ Fare Equity
Independence Library	6361 Selig Dr., Independence, OH 44131	Thursday, Sept. 26	5:30 p.m.	System Redesign/ Fare Equity
Cedar Extension Hi-Rise (CMHA)	2320 E. 30th St., Cleveland, OH 44115	Monday, Sept. 30	10:00 a.m.	System Redesign/ Fare Equity
Parma Library	6996 Powers Blvd., Parma, OH 44129	Monday, Sept. 30	5:30 p.m.	System Redesign/ Fare Equity
Cuyahoga Community College- Eastern Campus	4250 Richmond Rd., Highland Hills, OH 44122	Tuesday, Oct. 1	11:30 a.m., 2:00 p.m.	System Redesign/ Fare Equity
Beachwood Library	25501 Shaker Blvd., Beachwood, OH 44122	Weds., Oct. 2	5:30 p.m.	System Redesign/ Fare Equity
Windermere Rapid Station	14232 Euclid Ave., East Cleveland, OH 44112	Thursday, Oct. 3	10:00 a.m.	System Redesign/ Fare Equity
Cuyahoga Community College- Western Campus	11000 W. Pleasant Valley Rd., Parma, OH 44130	Thursday, Oct. 3	3:00 p.m., 5:30 p.m.	System Redesign/ Fare Equity
Tower City Rapid Station	50 Public Square, Cleveland, OH 44113	Monday, Oct. 7	2:00 p.m.	System Redesign/ Fare Equity
Maple Heights Library	5225 Library Ln., Maple Hts., OH 44137	Monday, Oct. 7	6:00 p.m.	System Redesign/ Fare Equity

Public Participation Schedule

Collinwood Rec Center	16300 Lakeshore Blvd., Cleveland, OH 44110	Tuesday, Oct. 8	5:00 p.m.	System Redesign/ Fare Equity
Gunning Rec Center	16700 Puritas Ave., Cleveland, OH 44135	Weds., Oct. 9	5:30 p.m.	System Redesign/ Fare Equity
Michael J. Zone Rec Center	6301 Lorain Ave., Cleveland, OH 44102	Saturday, Oct. 12	10:30 a.m.	System Redesign/ Fare Equity
Southgate Transit Center	5491 Warrensville Center Rd., Maple Hts., OH 44137	Weds., Oct. 16	10:00 a.m.	System Redesign/ Fare Equity
Rocky River Don Umerely Civic Center, Memorial Hall	21012 Hilliard Blvd., Rocky River, OH 44116	Weds., Oct. 16	5:30 p.m.	System Redesign/ Fare Equity
Cleveland Heights Community Center	1 Monticello Blvd., Cleveland Hts., OH 44118	Monday, Oct. 21	5:30 p.m.	System Redesign/ Fare Equity
Cleveland Public Library- South Brooklyn Branch	4303 Pearl Rd., Cleveland, OH 44109	Tuesday, Oct. 22	5:00 p.m.	System Redesign/ Fare Equity
Lakewood Library- Madison Branch	13229 Madison Ave., Lakewood, OH 44107	Weds., Oct. 23	5:30 p.m.	System Redesign/ Fare Equity
Alpha Education Center	2820 E. 116th St., Cleveland, OH 44120	Thursday, Oct. 24	5:30 p.m.	System Redesign/ Fare Equity
Paratransit District		Monday, Oct. 28	3:00 p.m.	System Redesign/ Fare Equity
Hayden District		Monday, Oct. 28	5:00 p.m.	System Redesign/ Fare Equity
Rail District		Tuesday, Oct. 29	10:30 a.m.	System Redesign/ Fare Equity
Triskett District		Tuesday, Oct. 29	5:00 p.m.	System Redesign/ Fare Equity
CBM District		Weds., Oct. 30	11:30 a.m.	System Redesign/ Fare Equity

Public Participation Schedule

2020 Meetings:

Facility Name	Date	Time	Meeting Purpose
Cuyahoga County Suburban Mayors and Managers Association	9/24/2020		NEXT GEN RTA
Cleveland City Council Transportation Committee	9/30/2020		NEXT GEN RTA
RTA Community Advisory Committee	10/8/2020		NEXT GEN RTA
Cleveland Ward 15 Councilman Matt Zone	10/21/2020		NEXT GEN RTA
Virtual Community Engagement-Facebook Live (Northeast Zone)	10/26/2020	11:30 a.m.	NEXT GEN RTA
Mayor of Brooklyn, K. Gallagher	10/27/2020		NEXT GEN RTA
Cleveland Hts. Transportation Committee	10/28/2020		NEXT GEN RTA
Virtual Community Engagement-Facebook Live (Northwest Zone)	10/29/2020	5:00 p.m.	NEXT GEN RTA
Shaker Heights Mayor & Planning Director	11/3/2020		NEXT GEN RTA
Downtown Cleveland Alliance	11/5/2020		NEXT GEN RTA
Virtual Community Engagement-Facebook Live (Downtown Zone)	11/5/2020	11:30 a.m.	NEXT GEN RTA
Virtual Community Engagement-Facebook Live (Southeast Zone)	11/8/2020	4:00 p.m.	NEXT GEN RTA
Virtual Community Engagement-Facebook Live (Southwest Zone)	11/10/2020	11:30 a.m.	NEXT GEN RTA
Fairview Park City Staff	11/12/2020		NEXT GEN RTA
Cleveland City Planning Staff	11/12/2020		NEXT GEN RTA
Clevelanders for Public Transit	11/16/2020		NEXT GEN RTA
University Heights Mayor and Staff	11/16/2020		NEXT GEN RTA
Cleveland Councilman Hairston and Polensek and staff	11/24/2020		NEXT GEN RTA

Attachment C: The Title VI Board Presentation



Title VI Program Update

Operational Planning & Infrastructure
Committee

January 10, 2023



Presentation Outline

- What is Title VI?
- What are the provisions of Title VI?
- What does this mean to GCRTA?
- Who is responsible for Title VI?
- What are the requirements for Title VI?

Title VI Civil Rights Act of 1964

“No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal Financial Assistance...”

Title VI Provisions

- As a federal grant recipient, GCRTA must comply with the FTA Circular 4702.1B and prepare a Title VI Program Update every three years.
- The Title VI Update must be presented and approved by the Board of Trustees.
- Failure to adopt the resolution may result in a finding by FTA which could impact and delay the approval of Federal Grants.

What does this mean to GCRTA?

- Our Vision is to service all customers regardless of their protected class
- Benefits and services are available and equitably distributed
- Level and quality of transit services are sufficient to provide equal access

What does this mean to GCRTA?

- Ensure customers have opportunities to participate in transit planning and decision-making process
- Decisions on the location of transit services and facilities are made consistent with the requirements of Title VI
- Corrective action is taken, when necessary to prevent discriminatory treatment

How can GCRTA comply with Title VI Regulations?

Comply with the FTA Circular 4702.1B

- Prepare a Title VI Program Update every three years
- Present Program Update to Board for approval
- Submit to Federal Transit Administration (FTA)



Who is Responsible?

- Board of Trustees
- General Manager/Chief Executive Officer (CEO)/Chief Civil Rights Officer
- Management and all employees



Who Implements Title VI?

Title VI Team

- Office of Equal Opportunity, ADA & DEI
- Marketing & Communications
- Programming & Planning
- Service Management

What are the Requirements?

Title VI Requirements consist of:

- General requirements
- Transit provider requirements

Title VI General Requirements

Title VI Notice to the Public in English and Spanish

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Derechos bajo Título VI

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- Página de internet a RideRTA.com/oeo/
y descargue el archivo de queja y envíelo por correo a:

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A la atención de:
Office of Equal Opportunity*

- Venga a nuestra oficina administrativa ubicada en:

*1240 West 6th Street, Cleveland,
Ohio 44113-1302 y solicite un
formulario de queja.*

- Si se necesita información en otro idioma, llame al (216) 356-3085.

What happens when a complaint is filed with the OEO?



Title VI General Requirements

- Community Advisory Committee (CAC)
- Language Assistance Plan
- Public Participation Plan



Transit Provider Requirements

- Analyze proposals to increase/decrease total service miles by 10 percent or more
- Analyze all proposals to change fares
- Monitor/assess service every three years
- Include the assessment results in the next Title VI Program Update to FTA.



Transit Provider Requirements

- GCRTA service monitoring/assessment report complies with and follows the organization of FTA Circular 4702.1B.
- Comparisons are made to ensure that service levels on Minority/Low-Income (“MINLOW”) routes are approximately the same as, or better than, on other (“NONMINLOW”) routes

Example: Vehicle Assignment

- An average vehicle age for each category was calculated.
- Eight dates selected randomly from the period analyzed (2nd half of 2021).
- As indicated in the following table, vehicles assigned to MINLOW routes are newer, on average, than NONMINLOW routes.

TITLE VI

CHAPTER IV:

E. Monitoring Procedures

1) Level of Service Methodology:

B. Vehicle Assignment

ROUTE CATEGORY	AVERAGE AGE
MINLOW	6.70
NONMINLOW	11.19



Example: Vehicle Headway

- An average headway for each category was calculated.
- As indicated in the following table, MINLOW routes have shorter (i.e. better) average headways than NONMINLOW routes.

TITLE VI

CHAPTER IV:

E. Monitoring Procedures

1) Level of Service Methodology

C. Vehicle Headway

AVERAGE HEADWAY COMPARISONS

Route Category	Headways	
	Peak	Midday
MINLOW	31.82	32.81
NONMINLOW	37.50	45.00

Recommendation

The Title VI Program Update will be forwarded to the Board of Trustees for approval at the next January 31, 2023 meeting.

Questions

Greater Cleveland Regional Transit Authority



Attachment D: GCRTA Board Resolution 2023-XXXX

Attachment E: Staff Summary & Comments

Attachment F: Board Meeting Minutes

Attachment G: GCRTA Services Code (December 2018)

CODIFIED RULES AND REGULATIONS
OF THE
GREATER CLEVELAND REGIONAL TRANSIT AUTHORITY

PART TEN - SERVICES CODE

TITLE TWO - Service Policy

- Chap. 1010. General Provisions and Definitions.
- Chap. 1011. Route Network Design.
- Chap. 1012. Service Management.
- Chap. 1013. Service Standards.
- Chap. 1014. Service Policies.
- Chap. 1024. Service Development/Approval/Implementation Process.
(Repealed)

2018 Replacement

CHAPTER 1010
General Provisions and Definitions

1010.01 Purpose.

1010.02 Definitions.

PURPOSE.

The purposes of this service policy are:

- (a) To establish guidance for public transit service operation including network design, implementation, and monitoring; and
- (b) To ensure resources are utilized efficiently and produce the greatest value for the service area.

(Res. 2017-58. Passed 7-18-17.)

DEFINITIONS.

As used in this service policy:

- (a) “Adverse effect.” A major geographical or time-based change in service which may include, but is not limited to, span of service changes, frequency changes, route segment extension or elimination, route alignment changes, increase or decrease in headways, or route creation or elimination.
- (b) “Block.” Daily operation assignment of a bus.
- (c) “Community meeting.” A publicized meeting, accessible via public transit, open to the public, and held within an Americans with Disabilities Act accessible meeting room for the purpose of gathering comments on a transit-related proposal. The requirements of Chapter 214, Public Hearing Process, do not apply.
- (d) “Facility.” Any Authority-owned building.
- (e) “Fare change.” Increase or decrease in the price of service.
- (f) “Fixed route.” A transit route that is scheduled to operate over a specific alignment.
- (g) “Headway.” Time interval between vehicles moving along the same road or track in the same direction.
- (h) “Major service change.” Service change that increases or decreases total vehicle-miles of service by ten percent or more.
- (i) “Maximum load point.” The location along a transit line where the greatest vehicle loads occur.
- (j) “Rush hours.” The weekday hours from 6:00 to 9:00 a.m. and 3:00 to 6:00 p.m.

2018 Replacement

- (a) “Public hearing.” A community meeting that meets all requirements of Chapter 214, Public Hearing Process.

- (b) "Route deviation." A scheduled exception to the normal fixed route of a bus line in order to serve a specific activity center.
- (c) "Span of service." Number of hours and days when service operates.
(Res. 2017-58. Passed 7-18-17.)

2018 Replacement

CHAPTER 1011
Route Network Design

1011.01 Objectives.

1011.02 Bus Stop Policy.

OBJECTIVES.

The objectives of the Authority's route network design are:

- (a) To maximize bus/rail interface opportunities;
- (b) To minimize route duplication;
- (c) Two-way service on a street is desirable;
- (d) Service should utilize the most direct routing possible:
 - (1) Deviations should not be considered unless there is a compelling reason such as a major activity generator.
 - A. Benefits of such deviations must outweigh disadvantages to passengers.
 - B. Factors to be considered include percentage of passengers benefitting from the deviation, the amount of time to make the deviation, and the additional costs.
 - (2) It is not appropriate to deviate into private development sites, except at a route terminus;
- (e) Route length should be limited by the ability to keep service operating on schedule; and
- (f) To the extent possible, schedules will be coordinated to facilitate transfers.
(Res. 2017-58. Passed 7-18-17.)

BUS STOP POLICY.

- (a) Safety of customers and vehicles is the highest priority for bus stop placement, including relocating an existing bus stop or establishing a new bus stop.
- (b) Topography, vehicular traffic, land use, pedestrian activity, and street conditions will be considered in the placement of bus stops.
- (c) Bus stop spacing will seek a balance between customer preferences for a reasonably fast trip on the bus and a reasonably short walk to/from a bus stop.
- (d) Bus stop establishment, relocation, and removal will be at the discretion of the Authority for the betterment of its customers.

2018 Replacement

(a) Bus stops are to be located close to signalized intersections and crosswalks when possible.

(b) The CEO, General Manager/Secretary-Treasurer shall implement and publicize specific standards and guidelines for bus stops to implement this policy. (Res. 2017-58. Passed 7-18-17.)

2018 Replacement

CHAPTER 1012
Service Management

1012.01 Monitoring of service utilization and productivity.
1012.02 Service Management Plan.

1012.03 Public involvement requirements for service changes.

MONITORING OF SERVICE UTILIZATION AND PRODUCTIVITY.

(a) The CEO, General Manager/Secretary-Treasurer will monitor the utilization (ridership), productivity (boardings per bus/train hour), and overall network performance of bus and rail services at least annually.

(b) To provide fair comparisons of bus route performance, bus routes are compared with other routes in the same category of service:

- (1) Radial - routes that travel to and from downtown (excluding Park-N-Ride);
- (2) Crosstown - routes that run entirely outside of downtown;
- (3) Park-N-Ride - routes that operate on freeways between downtown and Park-N-Ride lots;
- (4) Trolley - routes that operate a local service traveling entirely within a small, dense area.

(Res. 2017-58. Passed 7-18-17.)

SERVICE MANAGEMENT PLAN.

(a) An annual Service Management Plan ("Plan") will be submitted to the Board.

- (1) The Plan will describe changes to fixed-route transit service that the Authority plans to implement within the next fiscal year.
- (2) The Plan will contain, at minimum, the following sections:
 - A. Current Plans for service;
 - B. Bus Route Performance Summary by Route Category;
 - C. Bus Routes in the Bottom Quartile of Their Route Category.

(b) Routes that perform in the bottom quartile of their route category will be analyzed for the following potential actions:

- (1) Schedule adjustments;
- (2) Service span adjustments;

2018 Replacement

- (3) Alignment changes;
 - (4) Route discontinuance or consolidation with another route;
 - (5) Seeking outside funding opportunities.
- (Res. 2017-58. Passed 7-18-17.)

PUBLIC INVOLVEMENT REQUIREMENTS FOR SERVICE CHANGES.

(a) A public hearing shall be conducted when the Authority is considering a service frequency reduction if the frequency being considered is less than the policy standard in Section 1013.02, Vehicle Headway for Each Mode.

(b) When considering a permanent removal of all rail service during any time period from a rail station, the following requirements apply:

- (1) A public hearing shall be conducted if the time period is longer than two hours.
- (2) Either a public hearing or a community meeting shall be conducted if the time period is longer than one hour.

(c) When considering a permanent removal of all fixed-route transit service during any time period from a road segment, the following requirements apply:

- (1) A public hearing shall be conducted if the time period is longer than two hours and the road segment is longer than one mile.
- (2) Either a public hearing or a community meeting shall be conducted if the time period is longer than one hour and the road segment is longer than one-half mile.

(d) Public involvement is not required for construction-related service changes, or for changes to special event or seasonal services, non-fixed route services, and subsidized services.

(e) Any service can be discontinued or changed within thirteen months of implementation without public involvement.

(f) The Authority recognizes that a series of small service reductions, each not requiring a public hearing, can have the effect of a single large service reduction that requires a public hearing. Therefore, to determine whether a public hearing is required, the contemplated change on a street segment or at a rail station shall be combined with all other changes made on that street segment or at that rail station since the more recent of two dates:

2018 Replacement

- (1) The date one year before the effective date of the contemplated change; or
- (2) The date of the last public-hearing-supported change.

(g) A public hearing will be conducted in accordance with Chapter 214 for changes to service standards and/or policies not addressed above.
(Res. 2017-58. Passed 7-18-17.)

CHAPTER 1013
Service Standards

- | | |
|--|---|
| 1013.01 Vehicle load for each mode. | 1013.03 On-time performance. |
| 1013.02 Vehicle headway for each mode. | 1013.04 Service availability for each mode. |

VEHICLE LOAD FOR EACH MODE.

(a) Adherence to the maximum load standards in the table below shall be monitored as follows:

- (1) Passengers are counted at the point on the route where most trips carry the highest load.
- (2) Passenger loads are averaged for thirty-minute intervals during rush hours and sixty-minute intervals during other time periods.
- (3) If one trip has an unusually high load, it shall be excluded from the average.

MAXIMUM LOAD STANDARDS Number of Passengers		
SERVICE TYPE	RUSH HOURS	NON-RUSH HOURS
Park-N-Ride	54-63	49-57
Regular Bus (approx. 40-ft.)	54	44
Trolley (approx.. 30-35 ft.)	36	36
Heavy Rail (per car)	142	117
Light Rail (per car)	132	108
Articulated bus (approx.. 60 ft.)	80	65

(Res. 2017-58. Passed 7-18-17.)

VEHICLE HEADWAY FOR EACH MODE.

Service frequency is based on ridership, but, during each time period that a route operates, the minimum number of trips per hour per direction will be as follows:

2018 Replacement

	<u>5 a.m. - 10 p.m.</u>	<u>Other</u>
<u>Times</u> Rail *	2	1
Bus *	1	1

* = Does not apply to minor branches and special services

To maintain service coverage with limited resources, the Authority may make an exception to the minimums shown above. The Authority will conduct a public hearing before initiating such an exception.
(Res. 2017-58. Passed 7-18-17.)

ON-TIME PERFORMANCE.

- (a) The following standard applies to all modes:
- (1) A trip is deemed "late" if it arrives or departs more than five minutes after the scheduled time.
 - (2) A trip is deemed "early" if it departs before the scheduled time.
 - (3) A trip is deemed "on-time" if it is neither "late" nor "early" as defined above.

(b) The long-term goal is 100 percent "on time"; the near-term goal is eighty percent on-time.
(Res. 2017-58. Passed 7-18-17.)

SERVICE AVAILABILITY FOR EACH MODE.

(a) Transit service availability is critical for providing access to jobs, education, medical care and other activities and opportunities necessary for quality of life.

(b) ADA-certified residents who live within 3/4 mile of bus or rapid transit service can use complementary Paratransit service to access all other areas served by regular transit routes.

(c) Ideally, 365-day bus or rapid transit service should be located near every Cuyahoga County resident. Rapid transit service includes rail and bus rapid transit service.

(d) Resource limitations and low-density settlement patterns currently preclude realization of the ideal.

(e) The Authority will provide 365-day public transit service within 3/4 miles of at least 60 percent of Cuyahoga County residents. Public transit service is any transit service open to the general public, including bus, rail, and bus rapid transit service. (Res. 2017-58. Passed 7-18-17; Res. 2018-31. Passed 3-27-18; Res. 2018-72. Passed 7-24-18.)

CHAPTER 1014
Service Policies

Transit amenities.
Vehicle assignment.
Disparate impact.

Disproportionate burden.
Facilities.

TRANSIT AMENITIES.

(a) The Authority seeks to provide seating and shelter at bus stops and rail stations if sufficient space is available and fifty or more daily riders are expected to use the shelter. The Authority considers a canopy to be one form of passenger shelter. The Authority installs and services waste receptacles only on Authority property. Each municipality decides whether to install and service waste receptacles in the public right-of-way.

(b) On Rail/BRT, printed and/or digital service information is attached to walls and shelters if they exist; digital displays are provided at busier stations. On bus routes, printed and/or digital service information is provided at transit centers and Park-N-Ride lots.

(c) Elevators will be installed and maintained to the extent required by the Americans with Disabilities Act. Existing escalators will remain in service unless they become cost-prohibitive to maintain.
(Res. 2017-58. Passed 7-18-17.)

VEHICLE ASSIGNMENT.

(a) Euclid Corridor vehicles are specially designed for use on the HealthLine with its combination of left-side and right-side stations. These buses may not be utilized on any other route.

(b) Standard articulated buses must be assigned to routes whose schedules have been built for high-capacity buses.

(c) Over-the-road buses have narrow aisles, lack rear doors and are not well suited to regular transit routes where passengers board and alight at the same stop. These vehicles shall be assigned exclusively to Park-N-Ride routes.

2018 Replacement

- (d) Trolleys may be assigned only to the designated trolley services. These vehicles carry the "Trolley" brand and will create passenger confusion if utilized on other services.
- (e) Standard transit buses shall be assigned to all other routes based on block mileage. Newer buses have lower per-mile maintenance costs and shall therefore be assigned to higher mileage blocks. Care shall be taken to maintain compliance with Title VI (nondiscrimination) regulations.

(Res. 2017-58. Passed 7-18-17.)

DISPARATE IMPACT.

(a) When considering a fare change and/or major service change, the Authority will conduct a fare and/or service equity analysis. If the fare and/or service equity analysis demonstrates a disparate impact on minority populations, the Authority will revise its plan and reanalyze impacts until analysis shows that the alternative(s) would not have a disparate impact.

(b) Should the impact of any fare change cause the percent change in average fare for minority populations to exceed the percent change in average fare for non-minority populations by more than five percentage points, that impact will be considered a disparate impact.

(c) Should the impact of any major service change require the minority population to bear adverse effects more than ten percentage points greater than those adverse effects borne by the non-minority population, that impact will be considered a disparate impact.

(d) If no alternative can be found that would not have a disparate impact on minority populations, then the Authority may implement the least discriminatory alternative only if:

- (1) The Authority has a substantial legitimate justification for the proposed fare and/or service change, and
- (2) The Authority can show that there are no alternatives that would have a less disparate impact on minority riders but would still accomplish the Authority's legitimate program goal.

(Res. 2017-58. Passed 7-18-17.)

DISPROPORTIONATE BURDEN.

(a) When considering a fare change and/or major service change, the Authority will conduct a fare and/or service equity analysis.

2018 Replacement

- (1) For the purpose of this policy, the Authority will include in the "low-income" category any person whose median household income is at or below the U.S. Department of Health and Human Services ("HHS") poverty guidelines and everyone whose total household income is less than twenty-five thousand dollars (\$25,000).
- (2) The Authority will periodically reconsider the twenty-five thousand dollar (\$25,000) threshold because of the effects of inflation.

(b) Should the impact of any fare change cause the percent change in the average fare for low-income populations to exceed the percent change in the average fare for non-low-income populations by more than five percentage points, that burden will be considered a disproportionate burden.

(c) Should the impact of any major service change require a low-income population to bear adverse effects more than ten percentage points greater than those adverse effects borne by the non-low-income population, that burden will be considered a disproportionate burden.

(d) If the fare and/or service equity analysis demonstrates a disproportionate burden borne by low-income riders, the Authority will describe alternatives and will avoid, minimize, or mitigate impacts where practicable.
(Res. 2017-58. Passed 7-18-17.)

FACILITIES.

- (a) When making decisions about facilities, the Authority will:
 - (1) Comply with Title VI of the Civil Rights Act of 1964 and all other applicable laws and regulations.
 - (2) Comply with the National Environmental Policy Act, 42 U.S.C. § 4321 et seq. and implementing regulations at 23 CFR Part 771 and with 23 CFR Part 774, Section 4(f).
 - (3) Comply with Section 106 of the National Historic Preservation Act, 54 U.S.C. 300101 et seq. and implementing regulations at 36 CFR Part 800.
 - (4) Evaluate the impact of facilities per Environmental Justice Executive Order 12898 (1994), DOT Order 5610.2(a) (May 2012) and FTA Circular 4703.1.
 - (5) Seek to avoid negative impacts on areas and neighborhoods near the facility.

(b) Where negative impacts cannot be avoided, the Authority will seek to mitigate such impacts.
(Res. 2017-58. Passed 7-18-17.)

2018 Replacement

CHAPTER 1024

Service Development, Approval, Implementation Process (Repealed)

EDITOR'S NOTE: Chapter 1024 was repealed by Resolution 2003-068, passed May 20, 2003.

2004 Replacement

**Greater Cleveland
Regional Transit Authority**

**Fiscal Year 2022
Service Management Plan**

**Originally Distributed: November 16, 2021
REVISED: February 17, 2022**

**Operations Division
Service Management Department**



Section 2: Plans for 2022

RTA implemented the NEXT GEN RTA bus system redesign on June 13th, 2021. In December 2021, a new weekday daytime route (#35) was established, restoring the link between the MetroHealth Hospital at Severance Town Center and the Windermere Rapid Station and bus hub. The addition of Route #35 re-activated bus stops on E 123, Arlington, and E 125. (See route map “New Route #35” on next page)

Throughout 2022, staff will continue to monitor the NEXT GEN RTA system performance. In addition, staff will continue to make routine service adjustments as needed. For example:

1. Service resources will be reallocated to offset detours and delays due to road and bridge construction projects.
2. Adjustments will be made to accommodate major building construction projects including the new Sherwin-Williams headquarters.
3. Temporary service will be operated to support rail construction projects and major special events.
4. Staff will continue to adjust bus stops to improve safety and informational signs.
5. Staff will continue working to improve transit waiting environments, especially along priority corridors designated in the Strategic Plan.
6. Efforts to improve systemwide service reliability will continue.



Section 4: Bus Routes in the Bottom Quartile of Their Route Category

By policy, RTA staff must identify every route whose utilization, measured in boardings per scheduled revenue vehicle hour (B/VH), is low in relation to other routes in its route category. Routes in the bottom quartile of each route category are listed below. The number in parentheses next to each route is the number of boardings per “scheduled revenue vehicle hour” (i.e., scheduled in-service vehicle hour) for the route. Detailed route performance statistics are included in the Appendix.

Radial (Category Average = 13)

- #53/53A MetroHealth - Broadview (9)
- #25 Madison - Clark (8)
- #90 Broadway - Libby (7)
- #71 Pearl - Tiedeman (7)
- #77 Brecksville (5)

Crosstown/Feeder (Category Avg. = 11)

- #86 Rocky River Dr - Bagley (6)
- #83 Warren - W. 130 (6)
- #54 Brookpark - Rockside (5)
- #7/7A Monticello (5)
- #34 E. 200 - Green (5)

Appendix - Route Performance Tables

2nd Half 2021 Route Performance: Sorted By Boarding Per Revenue Vehicle Hour in Descending Order

1. Radial ROUTE	Ridership by Route		Vehicle Statistics					Route Performance Indicators				
	Boardings	% Contribution	Revenue			Total		Revenue			Total	
			Trips	Hours	Miles	Hours	Miles	B/VT	B/VH	B/VM	B/VH	B/VM
HealthLine	758,158	16%	30,912	23,963	211,670	24,249	213,351	25	32	3.58	31	3.55
3 Superior	286,025	6%	22,656	16,586	155,038	16,752	156,001	13	17	1.84	17	1.83
1 St. Clair	271,550	6%	22,047	16,077	170,702	16,520	176,698	12	17	1.59	16	1.54
22 Lorain	387,483	8%	22,275	23,515	266,614	24,548	284,547	17	16	1.45	16	1.36
51/51A MetroHealth Line	382,942	8%	23,682	24,564	314,214	26,012	341,797	16	16	1.22	15	1.12
14/14A Kinsman	383,207	8%	23,488	27,931	355,165	29,581	393,321	16	14	1.08	13	0.97
26/26A Detroit	341,174	7%	22,174	27,096	330,613	27,981	346,960	15	13	1.03	12	0.98
11 Quincy - Cedar	198,240	4%	13,843	16,365	181,724	17,162	196,222	14	12	1.09	12	1.01
19/19A/19B Broadway	326,110	7%	23,203	27,276	352,961	29,250	407,300	14	12	0.92	11	0.80
9 Mayfield - Hough	228,355	5%	14,162	19,752	231,843	20,663	255,392	16	12	0.98	11	0.89
55/55B/55C Cleveland State Line	193,804	4%	12,694	17,907	267,121	20,064	320,040	15	11	0.73	10	0.61
15 Union - Harvard	273,114	6%	20,702	25,356	298,843	26,921	347,663	13	11	0.91	10	0.79
45 Ridge - Fulton	135,616	3%	12,779	14,133	158,645	14,776	171,916	11	10	0.85	9	0.79
39 Lakeshore	35,475	1%	3,302	3,756	56,961	4,863	81,195	11	9	0.62	7	0.44
8 Cedar - Buckeye	51,756	1%	5,774	5,623	46,328	5,907	51,677	9	9	1.12	9	1.00
53/53A MetroHealth - Broadview	70,161	1%	8,249	8,092	130,933	9,112	158,513	9	9	0.54	8	0.44
25 Madison - Clark	145,578	3%	13,699	18,411	210,899	18,959	220,136	11	8	0.69	8	0.66
90 Broadway - Libby	91,244	2%	10,815	13,134	229,946	13,988	252,803	8	7	0.40	7	0.36
71 Pearl - Tiedeman	95,007	2%	9,363	13,694	188,371	14,729	210,862	10	7	0.50	6	0.45
77 Brecksville	36,609	1%	8,174	8,077	158,985	8,732	175,866	4	5	0.23	4	0.21
	4,691,608	100%	323,993	351,306	4,317,576	370,771	4,762,260	14	13	1.09	13	0.99

B/VT Boardings per vehicle trip
B/VH Boardings per vehicle hour
B/VM Boardings per vehicle mile
Revenue Includes in-service and layover stats only.
Total Includes dead-head and other pull out/in stats.
% Contribution Category specific contribution -- not system-wide.

Appendix - Route Performance Tables

2nd Half 2021 Route Performance: Sorted By Boarding Per Revenue Vehicle Hour in Descending Order

2. Crosstown/Feeder ROUTE	Ridership by Route		Vehicle Statistics					Route Performance Indicators				
	Boardings	% Contribution	Revenue			Total		Revenue			Total	
			Trips	Hours	Miles	Hours	Miles	B/VT	B/VH	B/VM	B/VH	B/VM
41/41F Warrensville	405,844	19%	17,518	24,510	338,850	25,808	376,060	23	17	1.20	16	1.08
28/28A Euclid	263,823	13%	24,180	16,988	172,733	17,222	175,833	11	16	1.53	15	1.50
16 E.55	57,910	3%	4,341	4,195	46,965	4,563	57,629	13	14	1.23	13	1.00
10 E.105 - Lakeshore	413,801	20%	23,755	32,082	389,502	33,614	415,320	17	13	1.06	12	1.00
31 St. Clair - Babbitt	132,157	6%	14,516	10,829	122,913	10,887	123,241	9	12	1.08	12	1.07
40 Lakeview - Lee	137,499	7%	11,678	13,537	162,949	14,017	177,295	12	10	0.84	10	0.78
48 E.131	142,394	7%	14,518	14,175	132,113	15,007	143,568	10	10	1.08	9	0.99
78 W.117 - Puritas	109,425	5%	12,906	12,734	147,451	13,221	153,464	8	9	0.74	8	0.71
37 Hayden - E.185	68,403	3%	10,828	8,047	89,104	8,094	89,383	6	9	0.77	8	0.77
2 E.79	30,969	1%	3,810	3,757	46,173	3,943	51,660	8	8	0.67	8	0.60
94 E.260 - Richmond	48,427	2%	5,827	6,993	95,796	7,365	103,109	8	7	0.51	7	0.47
50 E.116	35,902	2%	5,406	5,341	53,558	5,533	55,653	7	7	0.67	6	0.65
18 W.98 - Garfield	66,664	3%	7,176	10,306	121,044	10,609	127,620	9	6	0.55	6	0.52
86 Rocky River Dr - Bagley	32,159	2%	5,520	5,471	85,924	5,732	91,228	6	6	0.37	6	0.35
83 Warren - W.130	71,730	3%	11,872	12,215	164,021	12,860	174,374	6	6	0.44	6	0.41
54 Brookpark - Rockside	30,305	1%	5,888	5,798	78,108	6,172	85,806	5	5	0.39	5	0.35
77A Monticello	36,604	2%	10,447	7,561	90,651	7,755	93,584	4	5	0.40	5	0.39
34 E.200 - Green	20,817	1%	3,937	4,329	55,243	4,509	58,692	5	5	0.38	5	0.35
	2,104,833	100%	194,123	198,867	2,393,098	206,913	2,553,519	11	11	0.88	10	0.82

B/VT Boardings per vehicle trip
B/VH Boardings per vehicle hour
B/VM Boardings per vehicle mile
Revenue Includes in-service and layover stats only.
Total Includes dead-head and other pull out/in stats.
% Contribution Category specific contribution – not system-wide.

Appendix - Route Performance Tables

2nd Half 2021 Route Performance

Bus System			Revenue					Total		Revenue			Total	
	Boardings	% Contribution	Revenue			Total		B/VT	B/VH	B/VM	B/VH	B/VM		
			Trips	Hours	Miles	Hours	Miles							
All Radial	4,691,608	67.12%	323,993	351,306	4,317,576	370,771	4,762,260	14	13	1.09	13	0.99		
All Crosstown/Feeder	2,104,833	30.11%	194,123	198,867	2,393,098	206,913	2,553,519	11	11	0.88	10	0.82		
251 Strongsville Park-n-Ride	20,702	0.30%	1,524	1,495	35,038	2,754	71,531	14	14	0.59	8	0.29		
B-Line Trolley	52,703	0.75%	12,827	3,167	17,642	3,355	21,306	4	17	2.99	16	2.47		
Uncategorized and Misc.	119,526	1.71%	10,406	6,876	77,234	7,358	86,929	N/A	N/A	N/A	N/A	N/A		
	6,989,372	100%	542,873	561,711	6,840,588	591,151	7,495,545	13	12	1.02	12	0.93		

B/VT Boardings per vehicle trip
B/VH Boardings per vehicle hour
B/VM Boardings per vehicle mile
Revenue Includes in-service and layover stats only.
Total Includes dead-head and other pull out/in stats.
% Contribution Category specific contribution -- not system-wide.

SortID	Id2	Geographic	Tract	TotalPop	Minority	NonMinority	%Minority	MIN_NONMIN	Total	LowIncome	NonLow	%LowIncome	LOW_NONLOW	Total	BelowPov	PerBelPov	POV_NONPOV
1		Cuyahoga County, Ohio		1241475	556021	685454	0.447871282		547887	138714	409173	0.253179944		441878	111441	0.252198571	
2	39035109301	Census Tract 1093.01, Cuyahoga County, Ohio	1093.01	1487	1424	63	0.957632818 MIN		1006	770	236	0.765407555 LOW		2154	918	0.426183844 POV	
3	39035109801	Census Tract 1098.01, Cuyahoga County, Ohio	1098.01	2454	2438	16	0.993480033 MIN		992	871	121	0.878024194 LOW		4640	939	0.2026828194 POV	
4	39035196200	Census Tract 1962, Cuyahoga County, Ohio	1962	3838	3725	113	0.970557582 MIN		1724	992	732	0.575406032 LOW		2762	940	0.340333092 POV	
5	39035195900	Census Tract 1959, Cuyahoga County, Ohio	1959	4081	292	3789	0.07155109 NONMIN		1914	130	1784	0.067920588 NONLOW		1661	369	0.222155328 POV	
6	39035196300	Census Tract 1963, Cuyahoga County, Ohio	1963	3937	334	3603	0.08483617 NONMIN		1688	101	1587	0.059834123 NONLOW		1956	744	0.380368098 POV	
7	39035195700	Census Tract 1957, Cuyahoga County, Ohio	1957	4570	2981	1589	0.652297593 MIN		1767	464	1303	0.262591964 LOW		2014	692	0.343584836 POV	
8	39035980100	Census Tract 9801, Cuyahoga County, Ohio	9801	0	0	0	0 NONMIN		0	0	0	0 NONLOW		2784	903	0.324353448 POV	
9	39035981100	Census Tract 9811, Cuyahoga County, Ohio	9811	0	0	0	0 NONMIN		0	0	0	0 NONLOW		2647	1251	0.472610502 POV	
10	39035138106	Census Tract 1381.06, Cuyahoga County, Ohio	1381.06	2987	489	2498	0.163709407 NONMIN		1258	289	969	0.22972973 NONLOW		2725	1200	0.440366972 POV	
11	39035111700	Census Tract 1117, Cuyahoga County, Ohio	1117	1256	1186	70	0.944267516 MIN		559	236	323	0.422182469 LOW		1395	485	0.347670251 POV	
12	39035177608	Census Tract 1776.08, Cuyahoga County, Ohio	1776.08	1569	1239	4454	0.217635693 NONMIN		2622	383	2239	0.146071701 NONLOW		3303	870	0.263396912 POV	
13	39035177609	Census Tract 1776.09, Cuyahoga County, Ohio	1776.09	1806	117	1689	0.064784053 NONMIN		742	86	656	0.115902965 NONLOW		2721	404	0.148474825 NONPOV	
14	39035178101	Census Tract 1781.01, Cuyahoga County, Ohio	1781.01	2750	302	2448	0.109818182 NONMIN		1286	302	984	0.195178849 NONLOW		3120	767	0.245833333 POV	
15	39035178102	Census Tract 1781.02, Cuyahoga County, Ohio	1781.02	4278	1001	3277	0.233987845 NONMIN		2079	386	1693	0.185666186 NONLOW		1918	549	0.286235662 POV	
16	39035179101	Census Tract 1791.01, Cuyahoga County, Ohio	1791.01	3731	1183	2548	0.317073171 NONMIN		1352	68	1284	0.052958588 NONLOW		2158	831	0.385078777 POV	
17	39035179102	Census Tract 1791.02, Cuyahoga County, Ohio	1791.02	2588	469	2119	0.18122102 NONMIN		931	72	859	0.187336198 NONLOW		3442	1138	0.330621732 POV	
18	39035180102	Census Tract 1801.02, Cuyahoga County, Ohio	1801.02	3920	2216	1704	0.563306122 MIN		1810	390	1420	0.215469613 NONLOW		3659	1677	0.458321946 POV	
19	39035180103	Census Tract 1801.03, Cuyahoga County, Ohio	1801.03	3471	1980	1491	0.570440795 MIN		1390	161	1229	0.115827338 NONLOW		1787	810	0.453273643 POV	
20	39035181100	Census Tract 1811, Cuyahoga County, Ohio	1811	6619	301	6318	0.045475147 NONMIN		2805	148	2657	0.052762923 NONLOW		1817	544	0.299394606 POV	
21	39035112200	Census Tract 1122, Cuyahoga County, Ohio	1122	1235	1214	21	0.982995951 MIN		433	183	250	0.423632794 LOW		2576	1326	0.514751553 POV	
22	39035181201	Census Tract 1812.01, Cuyahoga County, Ohio	1812.01	1636	756	5277	0.125107911 NONMIN		2694	507	2187	0.188195991 NONLOW		1463	171	0.116883117 NONPOV	
23	39035181204	Census Tract 1812.04, Cuyahoga County, Ohio	1812.04	4757	435	4322	0.091444188 NONMIN		2303	288	2015	0.125054277 NONLOW		3208	657	0.204800499 POV	
24	39035182103	Census Tract 1821.03, Cuyahoga County, Ohio	1821.03	2460	102	2358	0.041463415 NONMIN		1128	104	1024	0.092198582 NONLOW		1567	537	0.342639044 POV	
25	39035182104	Census Tract 1821.04, Cuyahoga County, Ohio	1821.04	2532	231	2301	0.091232227 NONMIN		1040	121	919	0.116346154 NONLOW		1157	263	0.227312014 POV	
26	39035182106	Census Tract 1821.06, Cuyahoga County, Ohio	1821.06	3093	306	2787	0.098933075 NONMIN		1375	222	1153	0.161454545 NONLOW		1590	405	0.254716981 POV	
27	39035183100	Census Tract 1831, Cuyahoga County, Ohio	1831	2783	1357	1426	0.497603308 MIN		1434	237	1197	0.165271987 NONLOW		4265	1753	0.41101993 POV	
28	39035183200	Census Tract 1832, Cuyahoga County, Ohio	1832	2499	336	2163	0.134453782 NONMIN		914	24	890	0.026258206 NONLOW		3332	786	0.235894358 POV	
29	39035183300	Census Tract 1833, Cuyahoga County, Ohio	1833	4068	655	3413	0.161012783 NONMIN		1504	50	1454	0.033244681 NONLOW		3195	1500	0.468483568 POV	
30	39035183402	Census Tract 1834.02, Cuyahoga County, Ohio	1834.02	1858	1633	225	0.878902045 MIN		738	110	628	0.1480851491 NONLOW		2154	583	0.270869239 POV	
31	39035183501	Census Tract 1835.01, Cuyahoga County, Ohio	1835.01	3000	1527	1473	0.509 MIN		1605	231	1374	0.143925234 NONLOW		2630	948	0.360456274 POV	
32	39035115400	Census Tract 1154, Cuyahoga County, Ohio	1154	2226	1410	816	0.633423181 MIN		892	388	504	0.434977578 LOW		4004	645	0.161088911 NONPOV	
33	39035115700	Census Tract 1157, Cuyahoga County, Ohio	1157	1455	943	512	0.648109966 MIN		741	504	237	0.271255061 LOW		3084	622	0.201686122 POV	
34	39035115800	Census Tract 1158, Cuyahoga County, Ohio	1158	2962	1794	1168	0.605671843 MIN		1189	636	553	0.53490328 LOW		3701	575	0.153363415 NONPOV	
35	39035115900	Census Tract 1159, Cuyahoga County, Ohio	1159	2962	1707	1255	0.576299797 MIN		1298	622	676	0.325115562 LOW		4063	1120	0.275683881 POV	
36	39035116300	Census Tract 1163, Cuyahoga County, Ohio	1163	1247	1216	31	0.975140337 MIN		760	479	281	0.630263158 LOW		2583	421	0.162988773 NONPOV	
37	39035116400	Census Tract 1164, Cuyahoga County, Ohio	1164	2233	2210	23	0.986999955 MIN		850	419	431	0.492941176 LOW		3189	693	0.217309501 POV	
38	39035116500	Census Tract 1165, Cuyahoga County, Ohio	1165	2422	2358	64	0.973575557 MIN		1325	705	620	0.532075472 LOW		3153	888	0.281636537 POV	
39	39035116700	Census Tract 1167, Cuyahoga County, Ohio	1167	1779	1770	9	0.994940978 MIN		661	276	385	0.417549168 LOW		3561	377	0.105869138 NONPOV	
40	39035116900	Census Tract 1169, Cuyahoga County, Ohio	1169	1318	1282	36	0.972688888 MIN		643	261	382	0.405909798 LOW		1575	142	0.09015873 NONPOV	
41	39035117101	Census Tract 1171.01, Cuyahoga County, Ohio	1171.01	2284	1908	376	0.83376532 MIN		1219	436	783	0.357670221 LOW		2261	161	0.071207433 NONPOV	
42	39035117201	Census Tract 1172.01, Cuyahoga County, Ohio	1172.01	2927	2092	835	0.714724974 MIN		2257	1697	560	0.751883031 LOW		3449	932	0.270223253 POV	
43	39035184104	Census Tract 1841.04, Cuyahoga County, Ohio	1841.04	1669	585	1084	0.350509287 NONMIN		681	113	568	0.165932452 NONLOW		3474	1785	0.513816926 POV	
44	39035184105	Census Tract 1841.05, Cuyahoga County, Ohio	1841.05	4041	1481	2560	0.366493442 NONMIN		1542	58	1484	0.037613489 NONLOW		1596	542	0.339598997 POV	
45	39035184106	Census Tract 1841.06, Cuyahoga County, Ohio	1841.06	2121	751	1370	0.354078265 NONMIN		823	103	720	0.125151883 NONLOW		1290	456	0.353488372 POV	
46	39035184108	Census Tract 1841.08, Cuyahoga County, Ohio	1841.08	7244	2320	4924	0.320265047 NONMIN		2527	213	2314	0.084289672 NONLOW		1336	668	0.5 POV	
47	39035185101	Census Tract 1851.01, Cuyahoga County, Ohio	1851.01	3068	2893	175	0.942959583 MIN		1109	159	950	0.143372408 NONLOW		4586	2922	0.637156663 POV	
48	39035185102	Census Tract 1851.02, Cuyahoga County, Ohio	1851.02	2441	1236	1205	0.506349857 MIN		1169	237	932	0.202737382 NONLOW		1482	981	0.66194332 POV	
49	39035185103	Census Tract 1851.03, Cuyahoga County, Ohio	1851.03	2127	1049	1078	0.493182887 MIN		925	219	706	0.236756757 NONLOW		1942	1848	0.95196292 POV	
50	39035185104	Census Tract 1851.04, Cuyahoga County, Ohio	1851.04	3451	1671	1780	0.484207476 MIN		1485	188	1297	0.126599327 NONLOW		2454	2152	0.876935615 POV	
51	39035185201	Census Tract 1852.01, Cuyahoga County, Ohio	1852.01	1993	1565	428	0.785248369 MIN		771	164	607	0.212710765 NONLOW		2825	1269	0.44820354 POV	
52	39035185202	Census Tract 1852.02, Cuyahoga County, Ohio	1852.02	4716	2675	2041	0.567217981 MIN		1974	438	1536	0.221684498 NONLOW		1032	309	0.299418605 POV	
53	39035117400	Census Tract 1174, Cuyahoga County, Ohio	1174	1740	1244	226	0.846258503 MIN		694	349	345	0.502881844 LOW		1307	596	0.456005121 POV	
54	39035117500	Census Tract 1175, Cuyahoga County, Ohio	1175	2520	2375	145	0.942460317 MIN		1340	657	683	0.490298507 LOW		1247	463	0.371291099 POV	
55	39035117600	Census Tract 1176, Cuyahoga County, Ohio	1176	3452	2682	770	0.776940904 MIN		1727	489	1238	0.283149971 LOW		1210	634	0.523966542 POV	
56	39035117700	Census Tract 1177, Cuyahoga County, Ohio	1177	5864	3612	2252	0.615981801 MIN		2803	1247	1556	0.444880485 LOW		1204	527	0.437707641 POV	
57	39035117800	Census Tract 1178, Cuyahoga County, Ohio	1178	2353	1952	401	0.829579261 MIN		1004	316	688	0.314741036 LOW		1465	920	0.627986348 POV	
58	39035118200	Census Tract 1182, Cuyahoga County, Ohio	1182	2015	2015	0	1 MIN		703								

86	39035106200	Census Tract 1052, Cayahoga County, Ohio	1062	4063	1843	2220	0.48360571	MIN	1579	372	1207	0.235592147	NONLOW	1828	913	0.499452954	POV
87	39035106600	Census Tract 1056, Cayahoga County, Ohio	1066	3218	1298	1920	0.403356122	NONMIN	1304	360	944	0.27607362	LOW	2235	986	0.441163311	POV
88	39035106900	Census Tract 1059, Cayahoga County, Ohio	1069	3561	1237	2324	0.347374333	NONMIN	1852	353	1499	0.190804752	NONLOW	1231	301	0.244516653	POV
89	39035175201	Census Tract 1752.01, Cayahoga County, Ohio	1752.01	6339	1065	5274	0.168007572	NONMIN	2724	259	2465	0.099080784	NONLOW	2796	825	0.295064378	POV
90	39035175202	Census Tract 1752.02, Cayahoga County, Ohio	1752.02	3309	379	2630	0.114536114	NONMIN	1438	156	1283	0.107788995	NONLOW	1393	465	0.333811917	POV
91	39035176100	Census Tract 1761, Cayahoga County, Ohio	1761	2367	188	2179	0.079425433	NONMIN	894	54	840	0.060402685	NONLOW	2269	253	0.129131776	NONPOV
92	39035176200	Census Tract 1762, Cayahoga County, Ohio	1762	5699	710	4979	0.124802256	NONMIN	2615	248	2367	0.094837476	NONLOW	1797	686	0.381747357	POV
93	39035177101	Census Tract 1771.01, Cayahoga County, Ohio	1771.01	9531	1959	2612	0.145056132	NONMIN	2152	353	1999	0.164033457	NONLOW	1785	408	0.228571429	POV
94	39035177103	Census Tract 1771.03, Cayahoga County, Ohio	1771.03	4429	1268	3161	0.286294875	NONMIN	1941	454	1487	0.233900052	NONLOW	2411	839	0.347988387	POV
95	39035177104	Census Tract 1771.04, Cayahoga County, Ohio	1771.04	3120	541	2579	0.173397438	NONMIN	1333	291	1042	0.218304576	NONLOW	1307	424	0.324407039	POV
96	3903518107	Census Tract 181.07, Cayahoga County, Ohio	181.07	1953	423	1530	0.216859862	NONMIN	847	137	710	0.161747344	NONLOW	3209	545	0.16983484	NONPOV
97	39035181000	Census Tract 1810, Cayahoga County, Ohio	1810	1639	205	1434	0.125076266	NONMIN	727	50	677	0.068775791	NONLOW	1558	606	0.388962026	POV
98	39035177304	Census Tract 1773.04, Cayahoga County, Ohio	1773.04	3711	1179	2532	0.317704123	NONMIN	1568	308	1260	0.196428571	NONLOW	1386	451	0.325396825	POV
99	39035178201	Census Tract 1782.01, Cayahoga County, Ohio	1782.01	3109	440	2669	0.141524806	NONMIN	1495	341	1157	0.227836849	NONLOW	1979	890	0.43462911	POV
100	39035178204	Census Tract 1782.04, Cayahoga County, Ohio	1782.04	5284	2679	2605	0.507002271	MIN	2281	811	1670	0.267864972	LOW	1787	568	0.312295176	POV
101	39035177302	Census Tract 1773.02, Cayahoga County, Ohio	1773.02	2385	395	1993	0.165410386	NONMIN	1043	151	892	0.144774688	NONLOW	2169	454	0.209313047	POV
102	39035177303	Census Tract 1773.03, Cayahoga County, Ohio	1773.03	4470	790	3720	0.167785235	NONMIN	2203	457	1786	0.198365885	NONLOW	1316	574	0.436170213	POV
103	39035177403	Census Tract 1774.03, Cayahoga County, Ohio	1774.03	2803	391	2412	0.1394934	NONMIN	1155	194	961	0.167965368	NONLOW	1579	436	0.276124129	POV
104	39035177404	Census Tract 1774.04, Cayahoga County, Ohio	1774.04	3060	1836	1244	0.6	MIN	1097	205	892	0.186873291	NONLOW	2178	678	0.311294766	POV
105	39035177405	Census Tract 1774.05, Cayahoga County, Ohio	1774.05	4635	925	3710	0.199741156	NONMIN	1930	174	1756	0.090115544	NONLOW	2130	1044	0.490140645	POV
106	39035177406	Census Tract 1774.06, Cayahoga County, Ohio	1774.06	3686	419	3267	0.113673359	NONMIN	1426	75	1351	0.05299467	NONLOW	1934	389	0.201137539	POV
107	39035177501	Census Tract 1775.01, Cayahoga County, Ohio	1775.01	4070	341	3729	0.083783764	NONMIN	1884	373	1511	0.197983015	NONLOW	1066	356	0.333958724	POV
108	39035177503	Census Tract 1775.03, Cayahoga County, Ohio	1775.03	3252	378	2874	0.116236162	NONMIN	1406	169	1240	0.119943222	NONLOW	2013	890	0.442126118	POV
109	39035177504	Census Tract 1775.04, Cayahoga County, Ohio	1775.04	3892	279	3613	0.071685509	NONMIN	1660	227	1433	0.136746988	NONLOW	1804	611	0.33891796	POV
110	39035177505	Census Tract 1775.05, Cayahoga County, Ohio	1775.05	4076	364	3712	0.089033238	NONMIN	1779	234	1545	0.13153457	NONLOW	2462	529	0.214885963	POV
111	39035177604	Census Tract 1776.04, Cayahoga County, Ohio	1776.04	1971	210	1761	0.106549001	NONMIN	843	59	794	0.117437722	NONLOW	2297	631	0.274706138	POV
112	39035177605	Census Tract 1776.05, Cayahoga County, Ohio	1776.05	2736	413	2323	0.150950292	NONMIN	1026	503	523	0.100389884	NONLOW	4610	960	0.208242956	POV
113	39035180104	Census Tract 1801.04, Cayahoga County, Ohio	1801.04	2685	2430	556	0.814070352	MIN	1602	632	970	0.394508988	LOW	1602	341	0.227030626	POV
114	39035140301	Census Tract 1403.01, Cayahoga County, Ohio	1403.01	2344	2274	70	0.970136819	MIN	833	236	598	0.282112845	LOW	1126	435	0.364016738	POV
115	39035120702	Census Tract 1207.02, Cayahoga County, Ohio	1207.02	1579	1878	1	0.990366888	MIN	608	221	385	0.364895469	LOW	3078	864	0.280584265	POV
116	39035183606	Census Tract 1836.06, Cayahoga County, Ohio	1836.06	1803	1073	730	0.595192446	MIN	706	86	620	0.121813031	NONLOW	1809	548	0.302929798	POV
117	39035174203	Census Tract 1742.03, Cayahoga County, Ohio	1742.03	2612	220	2392	0.084226646	NONMIN	1110	61	1049	0.054954955	NONLOW	1771	268	0.151326934	NONPOV
118	39035140900	Census Tract 1409, Cayahoga County, Ohio	1409	1962	1303	679	0.857416751	MIN	817	126	691	0.154222766	NONLOW	2443	183	0.0746079	NONPOV
119	39035188107	Census Tract 1881.07, Cayahoga County, Ohio	1881.07	2665	2594	74	0.972263868	MIN	1227	374	853	0.304808476	LOW	2748	411	0.149563319	NONPOV
120	39035141602	Census Tract 1416.02, Cayahoga County, Ohio	1416.02	1433	956	477	0.667131891	MIN	580	119	461	0.205172414	NONLOW	3641	473	0.129902986	NONPOV
121	39035173105	Census Tract 1731.05, Cayahoga County, Ohio	1731.05	2185	320	1868	0.146252265	NONMIN	893	104	789	0.116461368	NONLOW	3548	1052	0.296505073	POV
122	39035116800	Census Tract 1168, Cayahoga County, Ohio	1168	2216	2226	-10	1.004512635	MIN	1077	592	485	0.549675023	LOW	2730	461	0.168864469	NONPOV
123	39035106800	Census Tract 1068, Cayahoga County, Ohio	1068	3153	1849	1304	0.588425626	MIN	1362	961	801	0.411894273	LOW	3356	467	0.139153754	NONPOV
124	39035181203	Census Tract 1812.03, Cayahoga County, Ohio	1812.03	2705	62	2644	0.022912047	NONMIN	1199	114	1085	0.095079233	NONLOW	2724	851	0.312408223	POV
125	39035124101	Census Tract 1241, Cayahoga County, Ohio	1241	6513	4221	2292	0.648088439	MIN	2627	510	2117	0.1941378	NONLOW	2661	375	0.140244684	NONPOV
126	39035183604	Census Tract 1836.04, Cayahoga County, Ohio	1836.04	2195	1715	483	0.780254777	MIN	930	144	786	0.15483871	NONLOW	2478	112	0.04519774	NONPOV
127	39035194900	Census Tract 1945, Cayahoga County, Ohio	1945	2142	239	1903	0.111577966	NONMIN	766	94	672	0.1227115405	NONLOW	2422	1752	0.723369116	POV
128	39035119702	Census Tract 1197.02, Cayahoga County, Ohio	1197.02	1307	1218	91	0.930374904	MIN	697	315	382	0.451396872	LOW	3236	476	0.271631644	POV
129	39035189109	Census Tract 1891.09, Cayahoga County, Ohio	1891.09	3699	560	3109	0.152636144	NONMIN	1541	200	1341	0.129785853	NONLOW	6513	1761	0.270382312	POV
130	39035160300	Census Tract 1603, Cayahoga County, Ohio	1603	1696	200	1496	0.117924528	NONMIN	869	128	741	0.147295742	NONLOW	2260	394	0.174336283	POV
131	39035140302	Census Tract 1403.02, Cayahoga County, Ohio	1403.02	2284	1717	567	0.751751313	MIN	1028	287	741	0.279168279	LOW	1470	225	0.163061234	NONPOV
132	39035178206	Census Tract 1782.06, Cayahoga County, Ohio	1782.06	2630	533	2097	0.202681597	NONMIN	1161	209	952	0.180017227	NONLOW	4385	719	0.163968073	NONPOV
133	39035106800	Census Tract 1068, Cayahoga County, Ohio	1068	2616	1161	1434	0.451629239	MIN	1152	283	869	0.249599722	NONLOW	3964	1082	0.272968909	POV
134	39035177201	Census Tract 1772.01, Cayahoga County, Ohio	1772.01	3785	554	3211	0.147144754	NONMIN	1495	245	1251	0.163770063	NONLOW	3911	1193	0.305037075	POV
135	39035118900	Census Tract 1189, Cayahoga County, Ohio	1189	2657	1179	1478	0.443733534	NONMIN	1571	927	644	0.590070019	LOW	2609	739	0.283290287	POV
136	39035120600	Census Tract 1206, Cayahoga County, Ohio	1206	2169	2205	-36	1.016697851	MIN	1031	419	612	0.406401952	LOW	2945	603	0.20475382	POV
137	39035171206	Census Tract 1712.06, Cayahoga County, Ohio	1712.06	2076	792	1284	0.38150269	NONMIN	1023	214	809	0.209188661	NONLOW	4295	141	0.032828871	NONPOV
138	39035140100	Census Tract 1401, Cayahoga County, Ohio	1401	1400	1056	305	0.782142857	MIN	573	110	463	0.191972077	NONLOW	4172	100	0.023969219	NONPOV
139	39035141700	Census Tract 1417, Cayahoga County, Ohio	1417	1439	372	1067	0.258512856	NONMIN	613	26	587	0.042414356	NONLOW	3593	121	0.033676593	NONPOV
140	39035178205	Census Tract 1782.05, Cayahoga County, Ohio	1782.05	1885	330	1535	0.1789437	NONMIN	691	72	619	0.104198816	NONLOW	3025	71	0.023471074	NONPOV
141	39035160602	Census Tract 1606.02, Cayahoga County, Ohio	1606.02	3074	1396	1679	0.453086116	MIN	1519	336	1183	0.221198157	NONLOW	4267	155	0.036325287	NONPOV
142	39035171104	Census Tract 1711.04, Cayahoga County, Ohio	1711.04	4421	4677	442	0.913655011	MIN	1987	541	1446	0.272269753	LOW	3689	206	0.052969915	NONPOV
143	39035185203	Census Tract 1852.03, Cayahoga County, Ohio	1852.03	3653	1321	2332	0.361620586	NONMIN	1344	418	1126	0.162202381	NONLOW	2701	169	0.062589419	NONPOV
144	39035106500	Census Tract 1065, Cayahoga County, Ohio	1065	2154	1898	256	0.881513446	MIN	878	501	377	0.570615034	LOW	4243	596	0.140466651	NONPOV
145	39035119402	Census Tract 1194.02, Cayahoga County, Ohio	1194.02	1393	1361	12	0.991385499	MIN	742	387	355	0.521563342	LOW	3377	434	0.128516435	NONPOV
146	39035140702	Census Tract 1407.02, Cayahoga County, Ohio	1407.02	2052	1541	511	0.750974659	MIN	793	317	476	0.399747793	LOW	3120	160	0.051282051	NONPOV
147	39035152703	Census Tract 1527.03, Cayahoga County, Ohio	1527.03	1635	989	646	0.604952966	MIN	719	112	607	0.155771905	NONLOW	1804	346	0.191796009	POV
148	39035101300	Census Tract 1013, Cayahoga County, Ohio	1														

172	39035190502	Census Tract 1905.02, Cayahoga County, Ohio	1905.02	1927	78	1849	0.040477428	NONMIN	1200	411	789	0.3425	LOW	0	NONPOV		
173	39035190503	Census Tract 1905.03, Cayahoga County, Ohio	1905.03	1617	298	1319	0.184291899	NONMIN	596	39	557	0.054365242	NONLOW	1391	138	0.099209202	NONPOV
174	39035122100	Census Tract 1221, Cayahoga County, Ohio	1221	3207	3164	43	0.08959183	MIN	1386	494	892	0.356421356	LOW	2344	786	0.335242322	POV
175	39035122200	Census Tract 1222, Cayahoga County, Ohio	1222	1815	1746	70	0.061432507	MIN	873	291	582	0.333333333	LOW	2284	303	0.132881966	NONPOV
176	39035123100	Census Tract 1231, Cayahoga County, Ohio	1231	2471	123	2348	0.049777418	NONMIN	1198	142	1056	0.118530685	NONLOW	3286	655	0.199330463	POV
177	39035123400	Census Tract 1234, Cayahoga County, Ohio	1234	3641	645	2996	0.177149136	NONMIN	1656	371	1285	0.224033816	NONLOW	3207	524	0.163392579	NONPOV
178	39035123501	Census Tract 1235.01, Cayahoga County, Ohio	1235.01	3548	1936	1612	0.545895926	MIN	1361	375	986	0.279532697	LOW	1065	153	0.143681972	NONPOV
179	39035123601	Census Tract 1236.01, Cayahoga County, Ohio	1236.01	3356	1400	1956	0.41716329	NONMIN	1356	256	1100	0.18879056	NONLOW	2109	680	0.322427691	POV
180	39035123602	Census Tract 1236.02, Cayahoga County, Ohio	1236.02	2852	1042	1810	0.368557844	NONMIN	1433	524	909	0.369889434	LOW	2052	925	0.450779727	POV
181	39035123603	Census Tract 1236.03, Cayahoga County, Ohio	1236.03	2690	562	2128	0.208921933	NONMIN	1443	333	1110	0.230789231	NONLOW	3485	654	0.187861406	POV
182	39035123700	Census Tract 1237, Cayahoga County, Ohio	1237	2544	829	1715	0.32588478	NONMIN	996	132	864	0.13253012	NONLOW	1979	256	0.129358262	NONPOV
183	39035124202	Census Tract 1242.02, Cayahoga County, Ohio	1242.02	1688	683	1005	0.404620853	NONMIN	704	263	441	0.373579545	LOW	696	275	0.395114943	POV
184	39035124300	Census Tract 1243, Cayahoga County, Ohio	1243	4406	2831	1575	0.64253291	MIN	1730	432	1298	0.249710983	NONLOW	3744	1030	0.275108838	POV
185	39035124500	Census Tract 1245, Cayahoga County, Ohio	1245	3072	2652	1320	0.867637116	MIN	1646	448	1198	0.27217497	LOW	2875	244	0.084869565	NONPOV
186	39035124600	Census Tract 1246, Cayahoga County, Ohio	1246	3911	1842	2069	0.470979289	MIN	1797	725	1072	0.403490195	LOW	2839	371	0.130679817	NONPOV
187	39035126100	Census Tract 1261, Cayahoga County, Ohio	1261	2776	2521	255	0.90814121	MIN	1394	635	759	0.455822673	LOW	2362	122	0.051651143	NONPOV
188	39035130104	Census Tract 1301.04, Cayahoga County, Ohio	1301.04	4172	234	3938	0.058088207	NONMIN	1476	54	1422	0.038853368	NONLOW	1599	115	0.07191995	NONPOV
189	39035131103	Census Tract 1311.03, Cayahoga County, Ohio	1311.03	4273	773	3500	0.18003347	NONMIN	1513	98	1415	0.064771978	NONLOW	1463	70	0.04784889	NONPOV
190	39035131104	Census Tract 1311.04, Cayahoga County, Ohio	1311.04	4467	1206	3261	0.269979852	NONMIN	2034	473	1561	0.232546706	NONLOW	1433	320	0.223307746	POV
191	39035132100	Census Tract 1321, Cayahoga County, Ohio	1321	4253	2809	1444	0.660474959	MIN	2067	519	1548	0.251088534	NONLOW	1421	112	0.078817734	NONPOV
192	39035132302	Census Tract 1323.02, Cayahoga County, Ohio	1323.02	1805	841	964	0.465927978	MIN	913	274	639	0.300109529	LOW	2005	638	0.318204489	POV
193	39035133104	Census Tract 1331.04, Cayahoga County, Ohio	1331.04	2414	2137	277	0.895252693	MIN	1699	779	920	0.458905903	LOW	1111	517	0.465346635	POV
194	39035134203	Census Tract 1342.03, Cayahoga County, Ohio	1342.03	3068	589	2479	0.191881747	NONMIN	1154	69	1085	0.059792028	NONLOW	1670	485	0.290419162	POV
195	39035134205	Census Tract 1342.05, Cayahoga County, Ohio	1342.05	2202	143	2059	0.064940983	NONMIN	992	117	875	0.117943548	NONLOW	1791	808	0.451144612	POV
196	39035134300	Census Tract 1343, Cayahoga County, Ohio	1343	4374	977	3397	0.223365341	NONMIN	1083	208	875	0.192059095	NONLOW	1877	566	0.301545019	POV
197	39035135103	Census Tract 1351.03, Cayahoga County, Ohio	1351.03	2316	212	2104	0.091537133	NONMIN	1253	167	1086	0.133289128	NONLOW	950	355	0.373684211	POV
198	39035135104	Census Tract 1351.04, Cayahoga County, Ohio	1351.04	4215	243	3972	0.057851246	NONMIN	1588	58	1530	0.038308953	NONLOW	1952	953	0.488217213	POV
199	39035107701	Census Tract 1077.01, Cayahoga County, Ohio	1077.01	3449	1312	2137	0.380400116	NONMIN	2353	574	1779	0.243943901	NONLOW	1251	380	0.303756994	POV
200	39035175109	Census Tract 1751.09, Cayahoga County, Ohio	1751.09	2208	283	1945	0.119112319	NONMIN	981	100	881	0.101936799	NONLOW	1778	510	0.288839145	POV
201	39035175110	Census Tract 1751.10, Cayahoga County, Ohio	1751.10	4924	700	4224	0.142169845	NONMIN	2373	235	2138	0.090303763	NONLOW	2272	110	0.048415493	NONPOV
202	39035190506	Census Tract 1905.06, Cayahoga County, Ohio	1905.06	4597	390	4207	0.084837938	NONMIN	1918	189	1729	0.098540148	NONLOW	3808	286	0.08852941	NONPOV
203	39035172106	Census Tract 1721.06, Cayahoga County, Ohio	1721.06	3603	1311	2292	0.363863447	NONMIN	2023	525	1498	0.269515571	LOW	3829	1086	0.278401671	POV
204	39035152605	Census Tract 1526.05, Cayahoga County, Ohio	1526.05	6350	3771	1579	0.704459813	MIN	2547	825	1722	0.323910483	LOW	3961	765	0.193133047	POV
205	39035160804	Census Tract 1608.04, Cayahoga County, Ohio	1608.04	3421	865	2556	0.242490044	NONMIN	2521	789	1732	0.312971043	LOW	2172	473	0.217771639	POV
206	39035136104	Census Tract 1361.04, Cayahoga County, Ohio	1361.04	2993	973	2020	0.325901881	NONMIN	1277	127	1150	0.09545184	NONLOW	4100	725	0.176825268	POV
207	39035197700	Census Tract 1977, Cayahoga County, Ohio	1977	3215	2265	950	0.704510109	MIN	1497	461	996	0.318403969	LOW	3476	497	0.131472957	NONPOV
208	39035197800	Census Tract 1978, Cayahoga County, Ohio	1978	3145	1041	2104	0.304631625	NONMIN	1965	262	1703	0.133333333	NONLOW	1838	596	0.324265506	POV
209	39035197800	Census Tract 1978, Cayahoga County, Ohio	1978	3434	3229	95	1.030312699	MIN	1237	598	639	0.483427648	LOW	3678	980	0.261011419	POV
210	39035198800	Census Tract 1988, Cayahoga County, Ohio	1988	3746	1786	1960	0.476775227	MIN	797	451	346	0.56587202	LOW	2073	274	0.132175591	NONPOV
211	39035197900	Census Tract 1979, Cayahoga County, Ohio	1979	3100	1060	690	0.605714286	MIN	736	349	387	0.474184783	LOW	5350	839	0.15882243	NONPOV
212	39035197400	Census Tract 1974, Cayahoga County, Ohio	1974	3685	1986	1679	0.541862616	MIN	1682	548	1134	0.325802616	LOW	1874	704	0.375667022	POV
213	39035136105	Census Tract 1361.05, Cayahoga County, Ohio	1361.05	3958	296	3662	0.087205659	NONMIN	1651	26	1625	0.015748031	NONLOW	2484	376	0.15136876	NONPOV
214	39035160803	Census Tract 1608.03, Cayahoga County, Ohio	1608.03	1496	218	1278	0.145721925	NONMIN	1070	444	626	0.414963271	LOW	1534	118	0.076923077	NONPOV
215	39035197300	Census Tract 1973, Cayahoga County, Ohio	1973	3485	1331	2156	0.38170347	NONMIN	1681	472	1189	0.284186165	LOW	2274	183	0.080474934	NONPOV
216	39035197500	Census Tract 1975, Cayahoga County, Ohio	1975	3690	1604	2086	0.434883347	NONMIN	1879	518	1361	0.279678552	LOW	3004	149	0.049605533	NONPOV
217	39035199200	Census Tract 1992, Cayahoga County, Ohio	1992	1704	1652	52	0.969483568	MIN	761	336	425	0.44152431	LOW	3301	462	0.148016359	NONPOV
218	39035199000	Census Tract 1990, Cayahoga County, Ohio	1990	1291	1270	21	0.98373354	MIN	584	244	340	0.417808219	LOW	3820	50	0.023586209	NONPOV
219	39035117203	Census Tract 1172.03, Cayahoga County, Ohio	1172.03	1668	1267	381	0.77182734	MIN	854	320	534	0.37470728	LOW	3742	645	0.172367716	POV
220	39035197200	Census Tract 1972, Cayahoga County, Ohio	1972	2061	1953	108	0.947598253	MIN	960	488	474	0.50625	LOW	1963	504	0.256880734	POV
221	39035198100	Census Tract 1981, Cayahoga County, Ohio	1981	2109	1821	288	0.78963097	MIN	935	396	539	0.423520412	LOW	1326	291	0.219457014	POV
222	39035198700	Census Tract 1987, Cayahoga County, Ohio	1987	2120	2085	35	0.983490596	MIN	839	418	423	0.499826367	LOW	2763	388	0.139417864	NONPOV
223	39035198800	Census Tract 1988, Cayahoga County, Ohio	1988	2198	2141	45	0.979414456	MIN	931	807	324	0.851987111	LOW	3709	628	0.20196421	POV
224	39035161900	Census Tract 1619, Cayahoga County, Ohio	1619	2530	148	2382	0.058498024	NONMIN	1484	229	1255	0.154312688	NONLOW	2741	324	0.118205035	NONPOV
225	39035114800	Census Tract 1148, Cayahoga County, Ohio	1148	2198	2198	0	1	MIN	854	620	214	0.743405276	LOW	4742	632	0.133277098	NONPOV
226	39035198500	Census Tract 1985, Cayahoga County, Ohio	1985	1567	1557	10	0.992618379	MIN	730	274	426	0.391428571	LOW	2950	717	0.243050847	POV
227	39035198600	Census Tract 1986, Cayahoga County, Ohio	1986	4557	3942	615	0.865042791	MIN	2178	1230	948	0.564738292	LOW	4132	779	0.188528558	POV
228	39035198200	Census Tract 1982, Cayahoga County, Ohio	1982	3573	3625	48	0.986595911	MIN	1775	854	921	0.481126761	LOW	5378	56	0.017664559	NONPOV
229	39035199300	Census Tract 1993, Cayahoga County, Ohio	1993	2223	2152	71	0.968061179	MIN	957	525	432	0.548589342	LOW	2991	79	0.026412571	NONPOV
230	39035175107	Census Tract 1751.07, Cayahoga County, Ohio	1751.07	3460	309	3151	0.089306358	NONMIN	1357	109	1248	0.080324245	NONLOW	1439	13	0.009034051	NONPOV
231	39035131105	Census Tract 1311.05, Cayahoga County, Ohio	1311.05	2867	1463	1424	0.506754416	MIN	1238	155	1083	0.125201939	NONLOW	5728	70	0.01222087	NONPOV
232	39035981000	Census Tract 9810, Cayahoga County, Ohio	9810	0	0	0	0	NONMIN	0	0	0	0	NONLOW	1779	54	0.030354132	NONPOV
233	39035179108	Census Tract 1791.08, Cayahoga County, Ohio	1791.08	2644	1240	1404	0.468286384	MIN	1530	344	1186	0.224836801	NONLOW	2289	183	0.079947575	NONPOV
234	39035199100	Census Tract 1991, Cayahoga County, Ohio	1991	2070	2080	10	0.995163082	MIN	961	460	512	0.467221644	LOW	1698	280	0.16509434	NONPOV
235	3903517																

255	39035126800	Census Tract 1955, Cayahoga County, Ohio	1955	4933	4348	585	0.881410906	NON	2562	413	2139	0.161833856	NONLOW	2951	152	0.059284477	NONPOV
259	39035156800	Census Tract 1955, Cayahoga County, Ohio	1955	3694	813	2881	0.220289627	NONMIN	1421	53	1368	0.037297878	NONLOW	2078	240	0.115608936	NONPOV
260	39035101803	Census Tract 1018.03, Cayahoga County, Ohio	1018.03	2784	2075	709	0.74533048	MIN	986	442	543	0.448730984	LOW	2390	399	0.168545837	NONPOV
261	39035127501	Census Tract 1275.01, Cayahoga County, Ohio	1275.01	2975	2954	111	0.982989078	MIN	1242	364	848	0.317230274	LOW	3045	131	0.043021348	NONPOV
262	39035198400	Census Tract 1984, Cayahoga County, Ohio	1984	2921	2737	84	0.970233325	MIN	1272	548	424	0.666868987	LOW	1549	32	0.208554849	NONPOV
263	39035198900	Census Tract 1989, Cayahoga County, Ohio	1989	1989	1420	549	0.721178263	MIN	896	598	297	0.668158425	LOW	3490	304	0.087108017	NONPOV
264	39035197100	Census Tract 1971, Cayahoga County, Ohio	1971	4018	1630	2388	0.405674485	NONMIN	1616	182	1434	0.112623762	NONLOW	3588	123	0.034280938	NONPOV
265	39035101201	Census Tract 1012.01, Cayahoga County, Ohio	1012.01	2771	1710	1061	0.617105738	MIN	1807	841	966	0.485412286	LOW	4383	677	0.154480415	NONPOV
266	39035198000	Census Tract 1980, Cayahoga County, Ohio	1980	2754	1962	792	0.712418301	MIN	1025	493	532	0.48097581	LOW	2625	65	0.024761905	NONPOV
267	39035135106	Census Tract 1351.06, Cayahoga County, Ohio	1351.06	1692	125	1567	0.073877069	NONMIN	622	9	613	0.014489453	NONLOW	3981	182	0.045717158	NONPOV
268	39035136101	Census Tract 1361.01, Cayahoga County, Ohio	1361.01	5843	419	5424	0.071709738	NONMIN	2543	333	2210	0.1309477	NONLOW	2188	32	0.014625229	NONPOV
269	39035136103	Census Tract 1361.03, Cayahoga County, Ohio	1361.03	8401	754	5647	0.117794095	NONMIN	2434	88	2346	0.036154478	NONLOW	3809	131	0.034392229	NONPOV
270	39035137101	Census Tract 1371.01, Cayahoga County, Ohio	1371.01	2453	1498	955	0.610860799	MIN	1121	275	846	0.245316882	NONLOW	2507	182	0.027596729	NONPOV
271	39035137103	Census Tract 1371.03, Cayahoga County, Ohio	1371.03	4309	2036	2273	0.47246942	MIN	1626	230	1396	0.141451415	NONLOW	2966	296	0.103703704	NONPOV
272	39035138105	Census Tract 1381.05, Cayahoga County, Ohio	1381.05	1430	624	806	0.436363636	NONMIN	616	144	472	0.233766234	NONLOW	2306	282	0.122289679	NONPOV
273	39035192300	Census Tract 1923, Cayahoga County, Ohio	1923	1583	129	1454	0.082533589	NONMIN	609	60	549	0.098522167	NONLOW	2879	175	0.060784995	NONPOV
274	39035192800	Census Tract 1928, Cayahoga County, Ohio	1928	1480	401	1079	0.274685734	NONMIN	788	94	674	0.122715405	NONLOW	2718	107	0.039367182	NONPOV
275	39035192900	Census Tract 1929, Cayahoga County, Ohio	1929	2075	153	1922	0.07373494	NONMIN	821	117	704	0.142509135	NONLOW	3863	254	0.065752008	NONPOV
276	39035138108	Census Tract 1381.08, Cayahoga County, Ohio	1381.08	4082	329	3753	0.080945844	NONMIN	1803	298	1507	0.184653774	NONLOW	2612	47	0.017993874	NONPOV
277	39035138109	Census Tract 1381.09, Cayahoga County, Ohio	1381.09	4055	653	3402	0.161035758	NONMIN	1884	358	1526	0.192080086	NONLOW	3681	309	0.08394458	NONPOV
278	39035140800	Census Tract 1408, Cayahoga County, Ohio	1408	1085	482	603	0.424413448	NONMIN	513	24	489	0.046783626	NONLOW	4951	1058	0.213994203	POV
279	39035140701	Census Tract 1407.01, Cayahoga County, Ohio	1407.01	2139	1578	561	0.73772791	MIN	849	254	595	0.299179501	LOW	2894	302	0.105448927	NONPOV
280	39035140800	Census Tract 1408, Cayahoga County, Ohio	1408	3492	1587	1905	0.448739977	MIN	1615	498	1117	0.308359133	LOW	2949	219	0.076869777	NONPOV
281	39035141200	Census Tract 1412, Cayahoga County, Ohio	1412	2875	831	2044	0.289043478	NONMIN	1503	286	1217	0.190286064	NONLOW	4635	208	0.044875944	NONPOV
282	39035141400	Census Tract 1414, Cayahoga County, Ohio	1414	2502	377	2125	0.150679456	NONMIN	927	67	860	0.07227816	NONLOW	2639	88	0.025767338	NONPOV
283	39035141500	Census Tract 1415, Cayahoga County, Ohio	1415	1599	418	1181	0.261413383	NONMIN	749	109	640	0.14552737	NONLOW	3480	51	0.014739884	NONPOV
284	39035150100	Census Tract 1501, Cayahoga County, Ohio	1501	2062	2062	0	1 MIN	1071	584	487	0.545264781	LOW	2530	268	0.10928854	NONPOV	
285	39035150300	Census Tract 1503, Cayahoga County, Ohio	1503	1111	1020	91	0.918091809	MIN	498	226	272	0.453815261	LOW	1926	37	0.018546368	NONPOV
286	39035150400	Census Tract 1504, Cayahoga County, Ohio	1504	1670	1506	165	0.901197605	MIN	530	216	314	0.40754717	LOW	0	NONPOV		
287	39035151200	Census Tract 1512, Cayahoga County, Ohio	1512	1835	1674	161	0.91228158	MIN	1214	772	442	0.635914333	LOW	6304	344	0.054568528	NONPOV
288	39035151300	Census Tract 1513, Cayahoga County, Ohio	1513	2035	1606	429	0.789189189	MIN	1139	884	465	0.802626778	LOW	3302	148	0.04482132	NONPOV
289	39035151600	Census Tract 1516, Cayahoga County, Ohio	1516	1991	1848	143	0.928178796	MIN	989	628	361	0.634954833	LOW	2367	88	0.037177892	NONPOV
290	39035194100	Census Tract 1941, Cayahoga County, Ohio	1941	2221	422	1799	0.190004502	NONMIN	964	67	897	0.069620275	NONLOW	5843	230	0.040758462	NONPOV
291	39035194300	Census Tract 1943, Cayahoga County, Ohio	1943	3388	140	3248	0.041322314	NONMIN	1489	83	1378	0.058888228	NONLOW	4811	684	0.142174184	NONPOV
292	39035192102	Census Tract 1921.02, Cayahoga County, Ohio	1921.02	3838	2403	1435	0.626433788	MIN	1833	406	1427	0.221494817	NONLOW	4421	398	0.089572495	NONPOV
293	39035192202	Census Tract 1922.02, Cayahoga County, Ohio	1922.02	3981	2651	1330	0.669275435	MIN	1944	573	1371	0.294753086	LOW	3098	457	0.147514526	NONPOV
294	39035192301	Census Tract 1923.01, Cayahoga County, Ohio	1923.01	2172	1354	818	0.623388582	MIN	1246	428	820	0.341849081	LOW	3765	514	0.138789189	NONPOV
295	39035192302	Census Tract 1923.02, Cayahoga County, Ohio	1923.02	4100	2919	1181	0.614390244	MIN	1640	1269	371	0.226219512	NONLOW	2948	594	0.208567416	POV
296	39035192400	Census Tract 1924, Cayahoga County, Ohio	1924	1838	1286	552	0.699873558	MIN	639	162	477	0.253521127	LOW	2388	127	0.05318258	NONPOV
297	39035192501	Census Tract 1925.01, Cayahoga County, Ohio	1925.01	3536	2385	1451	0.621741397	MIN	1671	445	1226	0.2683076	LOW	4470	213	0.047851007	NONPOV
298	39035192502	Census Tract 1925.02, Cayahoga County, Ohio	1925.02	2134	1415	719	0.663074039	MIN	983	280	703	0.284842319	LOW	3375	656	0.19437037	POV
299	39035192701	Census Tract 1927.01, Cayahoga County, Ohio	1927.01	2067	1869	198	0.908904764	MIN	1498	1078	420	0.719826168	LOW	2803	255	0.090973958	NONPOV
300	39035193105	Census Tract 1931.05, Cayahoga County, Ohio	1931.05	3318	400	2918	0.120554551	NONMIN	1712	397	1315	0.231892523	NONLOW	3080	353	0.115395977	NONPOV
301	39035193106	Census Tract 1931.06, Cayahoga County, Ohio	1931.06	3853	500	3353	0.129701888	NONMIN	1587	117	1440	0.075144509	NONLOW	4638	219	0.047238999	NONPOV
302	39035140500	Census Tract 1405, Cayahoga County, Ohio	1405	3207	2516	691	0.784533832	MIN	1404	360	1044	0.258410286	LOW	3670	162	0.044141689	NONPOV
303	39035183401	Census Tract 1834.01, Cayahoga County, Ohio	1834.01	1888	706	1182	0.377944325	NONMIN	689	99	570	0.147982063	NONLOW	4070	241	0.059213759	NONPOV
304	39035189112	Census Tract 1891.12, Cayahoga County, Ohio	1891.12	4237	416	3821	0.098182876	NONMIN	1545	71	1474	0.049594893	NONLOW	3232	187	0.057858911	NONPOV
305	39035191101	Census Tract 1911.01, Cayahoga County, Ohio	1911.01	2260	1881	379	0.823451327	MIN	1080	501	579	0.463388889	LOW	3884	197	0.050726908	NONPOV
306	39035193107	Census Tract 1931.07, Cayahoga County, Ohio	1931.07	3756	627	3129	0.168952907	NONMIN	1725	328	1397	0.190544928	NONLOW	4076	137	0.033811384	NONPOV
307	39035194802	Census Tract 1948.02, Cayahoga County, Ohio	1948.02	2741	1834	907	0.665490585	MIN	1262	262	1000	0.207808973	NONLOW	1971	139	0.070522977	NONPOV
308	39035194801	Census Tract 1948.01, Cayahoga County, Ohio	1948.01	4920	3283	1637	0.667278423	MIN	1875	401	1474	0.213869887	NONLOW	2736	220	0.080409357	NONPOV
309	39035194803	Census Tract 1948.03, Cayahoga County, Ohio	1948.03	2972	1763	1209	0.59320323	MIN	1290	451	839	0.349612403	LOW	3284	314	0.095615104	NONPOV
310	39035194804	Census Tract 1948.04, Cayahoga County, Ohio	1948.04	4132	2422	1710	0.586156825	MIN	1571	373	1198	0.23742839	NONLOW	3677	810	0.138700207	NONPOV
311	39035195101	Census Tract 1951.01, Cayahoga County, Ohio	1951.01	5383	940	4443	0.174623818	NONMIN	2183	290	1873	0.134073947	NONLOW	5656	388	0.068959717	NONPOV
312	39035195101	Census Tract 1951.01, Cayahoga County, Ohio	1951.01	1439	140	1299	0.097289785	NONMIN	554	22	532	0.039711191	NONLOW	1679	58	0.034544372	NONPOV
313	39035195102	Census Tract 1951.02, Cayahoga County, Ohio	1951.02	5728	549	5179	0.095844972	NONMIN	2259	231	2028	0.102257636	NONLOW	2750	403	0.148545455	NONPOV
314	39035195100	Census Tract 1951, Cayahoga County, Ohio	1951	1779	272	1507	0.152894885	NONMIN	761	30	731	0.039421813	NONLOW	4278	327	0.078437588	NONPOV
315	39035191400	Census Tract 1914, Cayahoga County, Ohio	1914	1982	1321	661	0.668498486	MIN	778	325	453	0.417737789	LOW	3087	293	0.094914158	NONPOV
316	39035191700	Census Tract 1917, Cayahoga County, Ohio	1917	2647	2129	518	0.804308762	MIN	1346	897	449	0.866419019	LOW	5236	1377	0.262987013	POV
317	39035192101	Census Tract 1921.01, Cayahoga County, Ohio	1921.01	3342	2738	604	0.819269898	MIN	1306	355	951	0.271822358	LOW	1692	104	0.061465721	NONPOV
318	39035192102	Census Tract 1921.02, Cayahoga County, Ohio	1921.02	2721	2043	678	0.750826902	MIN	1126	383	743	0.340142096	LOW	2630	161	0.06121673	NONPOV
319	39035192200	Census Tract 1922, Cayahoga County, Ohio	1922	3131	2333	798	0.745129352	MIN	1298	322	976	0.24807396	NONLOW	3550	224	0.063098592	NONPOV
320	39035192300	Census Tract 1923, Cayahoga County, Ohio	1923	1925	1547	378	0.803636364	MIN	832	354	478	0.4					

Attachment J: GCRTA Vehicle Assignment by Route 2021

GCRTA Vehicle Assignment by Route 2021

MINLOW_Status	fixed_Route	Vehicle_Assigned?	Values		No Vehicle Data
		TRUE	TRUE	FALSE	
		Average of Fleet_Age	Count of Fleet_Age	Count of Fleet_Age	
MINLOW	1	4.53	898	35	4%
MINLOW	2	15.50	150	0	0%
MINLOW	3	4.05	933	25	3%
MINLOW	6	13.66	1,156	188	14%
MINLOW	7	4.73	437	0	0%
MINLOW	8	4.67	250	0	0%
MINLOW	9	4.78	608	0	0%
MINLOW	10	4.48	1,001	0	0%
MINLOW	11	4.70	597	0	0%
MINLOW	14	4.06	973	13	1%
MINLOW	15	4.68	856	13	1%
MINLOW	16	13.50	175	0	0%
MINLOW	18	14.40	260	52	17%
MINLOW	19	4.68	978	0	0%
MINLOW	22	10.67	788	155	16%
MINLOW	25	14.12	505	88	15%
MINLOW	28	4.67	1,003	17	2%
MINLOW	31	4.26	624	0	0%
MINLOW	34	4.88	150	5	3%
MINLOW	37	4.36	450	0	0%
MINLOW	39	4.58	130	0	0%
MINLOW	40	3.86	490	0	0%
MINLOW	41	4.29	753	0	0%
MINLOW	45	14.21	483	70	13%
MINLOW	48	4.02	626	0	0%
MINLOW	50	4.75	234	0	0%
MINLOW	51	4.06	916	86	9%
MINLOW	62	5.00	505	0	0%
MINLOW	71	12.70	358	40	10%
MINLOW	78	13.83	476	82	15%
MINLOW	90	12.61	405	48	11%
MINLOW	94	4.58	242	6	2%
MINLOW Total		6.70	18,410	923	5%
NONMINLOW	26	13.40	837	101	11%
NONMINLOW	53	4.00	315	40	11%
NONMINLOW	54	15.71	224	32	13%
NONMINLOW	55	7.69	490	38	7%
NONMINLOW	77	10.19	314	32	9%
NONMINLOW	83	14.69	407	105	21%
NONMINLOW	86	13.86	210	30	13%
NONMINLOW	251	2.00	60	0	0%
NONMINLOW Total		11.19	2,857	378	12%

Attachment K: GCRTA Vehicle Headway by Route 2021

GCRTA Vehicle Headway by Route 2021¹

ROUTE#	ROUTE NAME	PEAK	BASE	DISTRICT	CAT	CLASSIFICATION	SERVICE TIME
1	1 - ST. CLAIR	15	15	HAYDEN	R	MINLOW	All Day
2	2 - EAST 79TH	60	60	TRISKETT	CF	MINLOW	All Day
3	3 - SUPERIOR	15	15	HAYDEN	R	MINLOW	All Day
6	6 - HEALTHLINE	15	15	HAYDEN	R	MINLOW	All Day
7	7/7A - MONTICELLO	30	30	HAYDEN	CF	MINLOW	All Day
8	8 - CEDAR-BUCKEYE	60	60	HAYDEN	R	MINLOW	All Day
9	9 - MAYFIELD-HOUGH	30	30	HAYDEN	R	MINLOW	All Day
10	10 - EAST 105TH-LAKESHORE	15	15	HAYDEN	CF	MINLOW	All Day
11	11 - QUINCY-CEDAR	30	30	HAYDEN	R	MINLOW	All Day
14	14/14A - KINSMAN	15	15	HAYDEN	R	MINLOW	All Day
15	15 - UNION-HARVARD	15	15	HAYDEN	R	MINLOW	All Day
16	16 - EAST 55TH	60	60	TRISKETT	CF	MINLOW	All Day
18	WEST 98TH-GARFIELD	60	60	TRISKETT	CF	MINLOW	All Day
19	19/19A/19B - BROADWAY	15	15	HAYDEN	R	MINLOW	All Day
22	22 - LORAIN	15	15	TRISKETT	R	MINLOW	All Day
25	25 - MADISON-CLARK	30	30	TRISKETT	R	MINLOW	All Day
26	26/26A - DETROIT	15	15	TRISKETT	R	NONMINLOW	All Day
28	28/28A - EUCLID	15	15	HAYDEN	CF	MINLOW	All Day
31	31 - ST. CLAIR-BABBITT	30	30	HAYDEN	CF	MINLOW	All Day
34	34 - EAST 200TH-GREEN	60	60	HAYDEN	CF	MINLOW	All Day
35	35 - LEE BLVD-EAST 123RD	45	45	HAYDEN	CF	MINLOW	All Day
37	37 - HAYDEN-EAST 185TH	30	30	HAYDEN	CF	MINLOW	All Day
39	39 - LAKESHORE	30	N/A	HAYDEN	R	MINLOW	Peak
40	40 - LAKEVIEW-LEE	30	30	HAYDEN	CF	MINLOW	All Day
41	41/41F - WARRENSVILLE	30	30	HAYDEN	CF	MINLOW	All Day
45	45 - RIDGE-FULTON	30	30	TRISKETT	R	MINLOW	All Day
48	48 - EAST 131ST	30	30	HAYDEN	CF	MINLOW	All Day
50	50 - EAST 116TH	60	60	HAYDEN	CF	MINLOW	All Day
51	51/51A - METROHEALTH LINE	15	15	TRISKETT	R	MINLOW	All Day
53	53/53A - METROHEALTH LINE-BROADVIEW	30	60	TRISKETT	R	NONMINLOW	All Day
54	54 - BROOKPARK-ROCKSIDE	60	60	TRISKETT	CF	NONMINLOW	All Day
55	55/B/C - CLEVELAND STATE LINE	15	30	TRISKETT	R	NONMINLOW	All Day
62	B LINE TROLLEY	15	15	TRISKETT	DL	MINLOW	All Day
71	71 - PEARL-TIEDEMAN	30	60	TRISKETT	R	MINLOW	All Day
77	77 - BRECKSVILLE	60	60	TRISKETT	R	NONMINLOW	All Day
78	78- WEST 117TH-PURITAS	30	30	TRISKETT	CF	MINLOW	All Day
83	83 -WARREN-W. 130TH	30	30	TRISKETT	CF	NONMINLOW	All Day
86	86 - ROCKY RIVER DR-BAGLEY	60	60	TRISKETT	CF	NONMINLOW	All Day
90	90 - BROADWAY-LIBBY	30	30	TRISKETT	R	MINLOW	All Day
94	94 - EAST 260TH-RICHMOND	60	60	HAYDEN	CF	MINLOW	All Day
251	251 - STRONGSVILLE P-N-R	30	N/A	TRISKETT	PNR	NONMINLOW	Peak

¹ Schedules effective June 2021

Attachment L: GCRTA On-Time Performance 2021

GCRTA On-Time Performance by Route 2021

Sum of On_Time_Performance		Report_Month							On Time Performance - Fixed Route Bus Service
MINLOW_Status	Route	Route_Name	July 2021	August 2021	September 2021	October 2021	November 2021	December 2021	
MINLOW	1	1 St. Clair	85.14%	85.63%	88.33%	92.01%	92.40%	87.66%	88.46%
MINLOW	2	2 E.79	80.30%	84.23%	84.20%	84.27%	84.62%	83.75%	83.59%
MINLOW	3	3 Superior	92.26%	90.48%	83.88%	86.89%	87.64%	86.38%	88.01%
MINLOW	6	6 HealthLine	88.31%	85.71%	87.10%	89.07%	89.40%	90.17%	88.40%
MINLOW	7	7 7A Monticello	90.70%	89.32%	88.42%	88.53%	89.19%	88.97%	89.19%
MINLOW	8	8 Cedar - Buckeye	82.69%	79.54%	80.55%	85.53%	89.32%	87.95%	84.66%
MINLOW	9	9 Mayfield - Hough	81.16%	80.31%	80.83%	79.89%	78.94%	77.72%	79.82%
MINLOW	10	10 E.105 - Lakeshore	88.25%	87.77%	86.74%	87.30%	88.38%	89.58%	88.03%
MINLOW	11	11 Quincy - Cedar	71.86%	69.47%	65.87%	64.35%	66.46%	70.63%	68.17%
MINLOW	14	14/14A Kinsman	68.45%	64.36%	61.00%	54.65%	59.18%	63.79%	61.98%
MINLOW	15	15 Union - Harvard	63.61%	66.38%	61.09%	69.26%	74.08%	76.11%	68.64%
MINLOW	16	16 E.55	89.75%	90.44%	90.15%	86.53%	91.21%	89.67%	89.68%
MINLOW	18	18 W.98 - Garfield	85.50%	84.77%	84.81%	87.26%	87.13%	86.59%	86.03%
MINLOW	19	19/19A/19B Broadway	81.36%	80.23%	79.81%	82.18%	83.17%	83.18%	81.68%
MINLOW	22	22 Lorain	72.67%	70.90%	75.08%	75.18%	79.69%	78.97%	75.36%
MINLOW	25	25 Madison - Clark	80.06%	78.88%	80.92%	78.03%	80.92%	81.16%	79.99%
MINLOW	28	28/28A Euclid	93.59%	93.95%	93.73%	86.37%	86.40%	86.78%	90.27%
MINLOW	31	31 St. Clair - Babbitt	86.87%	86.20%	90.72%	92.01%	88.55%	90.79%	89.14%
MINLOW	34	34 E.200 - Green	79.72%	86.12%	88.75%	85.13%	87.29%	87.10%	85.74%
MINLOW	35	35 Lee - E.123						90.26%	90.26%
MINLOW	37	37 Hayden - E.185	83.29%	83.00%	91.10%	92.23%	92.98%	91.04%	89.14%
MINLOW	39	39 Lakeshore	94.26%	93.72%	92.56%	92.47%	95.90%	91.52%	93.42%
MINLOW	40	40 Lakeview - Lee	90.24%	87.91%	85.03%	86.48%	85.79%	89.09%	87.51%
MINLOW	41	41/41F Warrensville	82.54%	81.88%	79.50%	82.92%	87.10%	88.79%	84.07%
MINLOW	45	45 Ridge - Fulton	77.59%	80.84%	84.66%	84.74%	85.66%	85.70%	83.31%
MINLOW	48	48 E.131	90.44%	87.50%	86.13%	84.18%	86.63%	87.94%	87.17%
MINLOW	50	50 E.116	88.70%	88.55%	85.48%	93.56%	93.92%	92.26%	90.38%
MINLOW	51	51/51A MetroHealth Line	71.77%	70.47%	73.34%	74.72%	79.90%	80.57%	75.07%
MINLOW	62	62 B-Line Trolley	84.83%	81.48%	79.99%	79.90%	80.33%	79.07%	80.98%
MINLOW	71	71 Pearl - Tiedeman	87.23%	85.03%	83.15%	82.70%	83.43%	81.83%	83.82%
MINLOW	78	78 W.117 - Puritas	91.17%	89.37%	87.67%	84.33%	85.03%	86.97%	87.37%
MINLOW	90	90 Broadway - Libby	80.28%	77.00%	73.67%	75.72%	80.68%	83.71%	78.46%
MINLOW	94	94 E.260 - Richmond	83.52%	82.35%	83.59%	84.32%	87.39%	84.57%	84.33%
On Time Performance - MINLOW Routes			81.46%	80.23%	79.83%	80.26%	82.15%	82.86%	81.15%
NONMINLOW	26	26/26A Detroit	68.71%	67.55%	72.72%	73.63%	73.68%	76.97%	72.33%
NONMINLOW	53	53/53A MetroHealth - Broadview	84.77%	84.37%	82.34%	83.26%	84.36%	86.42%	84.24%
NONMINLOW	54	54 Brookpark - Rockside	92.41%	91.89%	90.14%	84.14%	83.38%	83.88%	87.41%
NONMINLOW	55	55/55B/55C Cleveland State Line	82.28%	78.77%	77.65%	75.34%	79.62%	81.72%	79.19%
NONMINLOW	77	77 Brecksville	86.52%	87.06%	84.12%	84.97%	83.99%	82.18%	84.79%
NONMINLOW	83	83 Warren - W.130	86.87%	88.08%	86.06%	87.06%	88.44%	86.46%	87.13%
NONMINLOW	86	86 Rocky River Dr - Bagley	83.27%	86.01%	85.28%	83.95%	85.47%	79.68%	83.97%
NONMINLOW	251	251 Strongsville Park-n-Ride	89.97%	86.18%	81.54%	80.00%	86.46%	86.92%	85.34%
On Time Performance - NONMINLOW Routes			80.63%	79.59%	79.92%	79.67%	80.64%	81.48%	80.32%
On Time Performance - Fixed Route Bus Service			81.35%	80.14%	79.84%	80.17%	81.93%	82.66%	81.03%

Attachment M: GCRTA Title VI Analysis 4.12.2020



To: Joel Freilich, Director, Service Management Dept.
From: Jeffrey Macko, Planning Team Leader, Service Planning Section
Subject: GCRTA April 12 Service Reduction - Title VI Analysis
Date: April 24, 2020

Effective April 12, 2020, the Greater Cleveland Regional Transit Authority (GCRTA) implemented a major service reduction in response to the COVID-19 pandemic. Since the duration of the reduced service was not known, the GCRTA Service Planning staff performed a Title VI equity analysis prior to implementing the service reduction.

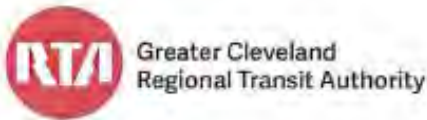
Analysis of the service reduction showed that no service area residents would experience a change in transit service availability as defined in the GCRTA transit availability standard approved by the Federal Transit Administration and set forth in the GCRTA Service Code Section 1013.04. Therefore, the analysis concluded that no disparate impact and no disproportionate burden would occur with respect to transit service availability.

Review of all the other service standards and policies showed that three of them (i.e., on-time performance, service amenities, and vehicle assignment) were likewise unaffected by the service reduction, and therefore had no potential for disparate impact and/or disproportionate burden.

The potential for disparate impact and disproportionate burden was limited to two closely related standards - vehicle load and vehicle headway – because service frequencies were changed on many routes, effective April 12. Therefore a route-by-route analysis was conducted to determine, first, whether either standard would be violated by the service change, and second, whether the service change would cause a disparate impact or a disproportionate burden.

The first analysis showed that neither standard would be violated. Vehicle loads and vehicle headways were expected to remain compliant with the applicable standards. Monitoring will be conducted on a short-term and long-term basis to detect and correct any violation of the applicable standards.

The second analysis was conducted by separating all the routes into the categories previously established by the GCRTA Title VI service monitoring system. In this monitoring system, a GCRTA route is classified as a "MINLOW" route if it serves



Minority/Low-Income areas as defined in the most recent FTA Title VI Circular. All routes not classified as "MINLOW" are classified as "NONMINLOW." Adverse changes to vehicle loads and vehicle headways can be quantified by calculating the percentage reduction of in-service vehicle-hours per week operated on each route. The analysis results are presented in Table 1, below.

Table 1: Analysis Results

	Pre April 12 In-Service Vehicle Hours	Post April 12 In-Service Vehicle Hours	Percent Change
MINLOW ROUTES*	21,512.50	18,891.48	-12%
NONMINLOW*	1,789.02	1,380.02	-23%

* As defined in the preceding paragraph

As shown in Table 1, the adverse effects are actually *less significant* on the "MINLOW" routes than on the other ("NONMINLOW") routes. In conclusion, the analysis showed that the April 12 service change does not have a disparate impact or a disproportionate burden as defined in the GCRTA Title VI policies.

Jeffrey Macko
Planning Team Leader, Service Planning Section