

RESOLUTION NO. 2016-119

APPROVING THE 2017 TITLE VI PROGRAM UPDATE FOR SUBMITTAL TO THE FEDERAL TRANSIT ADMINISTRATION

WHEREAS, the Board of Trustees has been granted the power and authority, pursuant to Chapter 306 of the Ohio Revised Code, to manage and conduct the affairs of the Greater Cleveland Regional Transit Authority (GCRTA); and

WHEREAS, Title VI of the Civil Rights Act of 1964 requires GCRTA and all recipients of Federal financial assistance to operate their programs and services in a nondiscriminatory manner without regard to race, color or national origin; and

WHEREAS, the Federal Transit Administration (FTA) issued Circular FTA C4702.1B, effective October 1, 2012, setting forth requirements and guidelines for Title VI compliance; and

WHEREAS, as set forth in the above-referenced Circular, the GCRTA Board of Trustees is required to review and approve a Title VI Program Update for submittal to the FTA every three years; and

WHEREAS, in November 2016, the draft Title VI Program Update was mailed to all GCRTA Board members; and

WHEREAS, on December 6, 2016, GCRTA's Committee of the Whole considered the draft Title VI Program Update and recommended it, with refinements, to the full Board of Trustees.

NOW, THEREFORE, BE IT RESOLVED by the Board of Trustees of the Greater Cleveland Regional Transit Authority, Cuyahoga County, Ohio:

Section 1. That the 2017 Title VI Program Update, which is substantially in the form of the attachment hereto, has been reviewed and is approved and the CEO, General Manager/ Secretary-Treasurer is hereby authorized to submit the update to the Federal Transit Administration.

Section 2. That this resolution shall be effective immediately.

Attachment: 2017 Title VI Program Update

Adopted: December 20, 2016

  
\_\_\_\_\_  
President

Attest:   
\_\_\_\_\_  
CEO, General Manager/Secretary-Treasurer

# 2017 TITLE VI PROGRAM UPDATE



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## **INTRODUCTION**

The U.S. Department of Transportation, Federal Transit Administration has implemented guidelines governing applicants, recipients and subrecipients of federal assistance with regard to Title VI of the Civil Rights Act of 1964. Specifically, these requirements dictate that the Greater Cleveland Regional Transit Authority (hereinafter the Authority or RTA) 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.

RTA 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. With regard to Title VI, RTA 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 2014 Title VI Program Update. The approval expires on February 17, 2017. 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. With regard to 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 as a whole.
- 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 Manager of EEO and ADA Programs is responsible for the day-to-day operation of the program as it relates to complaints and coordinating efforts. The Manager of EEO and ADA Programs 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 consist of the following:

Joel Freilich, Director of Service Management

Steve Bitto, Director of Marketing

Maribeth Feke, Director of Planning

In order to ensure that the Authority continues to comply with all the requirements set forth in Circular 4702.1B, effective date October 12, 2012, the Manager of EEO and ADA programs will report semi-annually to the Equal Opportunity (EO) Committee regarding Title VI and Title VII updates. The EO Committee is responsible for reporting formal and informal personnel practices to ensure that equal treatment; making recommendations to the CEO, General Manager, Secretary-Treasurer for modifications of GCRTA's policies and practices in order to enhance affirmative action and equal opportunity efforts; reviewing quarterly department/division reports on goals and timetables, and recommending approval; and report on Title VI Updates.

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

## **THE GENERAL REQUIREMENTS**

FTA requires that a Title VI document is submitted in accordance to 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. Public Participation Plan
6. Language Assistance 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, RideRTA.com/OEO. The notice is also displayed in all of GCRTA's transit vehicles (buses and rail cars), and transit facilities such as the main office customer service area, and transit stations.

## Rights Under Title VI Greater Cleveland Regional Transit Authority (GCRTA)

GCRTA operates its programs and services without regards to race, color, and national origin in accordance with Title VI of the Civil Rights Act.

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.



GCRTA is committed to providing equality of opportunity for employees, customers, and vendors and to complying with all appropriate Federal and State laws, rules and regulations pertaining to the treatment of minorities, women, disabled persons, and veterans in all facets of the Authority's activities. Any person who believes she or he has been discriminated against based on any unlawful discriminatory practices may file a complaint with GCRTA.

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

- Call (216) 566-5060
- Go to [RideRTA.com/oao/](http://RideRTA.com/oao/)  
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.
- If information is needed in  
another language contact  
(216) 566-5060.

## **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 on the basis of 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 on the basis of 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 Manager of EEO & ADA Programs may be utilized for resolutions. The Manager of EEO & ADA Programs will notify the Deputy General Manager, Legal Affairs/Civil Rights Officer of all Title VI related complaints as well as all 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 Manager of EEO & ADA Programs 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 date when the Complainants 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 Manager of EEO & ADA Programs will determine its jurisdiction, acceptability, 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 of the Complainant.
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, GCRTA's EEO Manager will prepare an investigative report for review by the Civil Rights Officer. The report shall include a narrative description of the incident, identification of persons interviewed, findings and recommendations for disposition.
8. The Manager of EEO & ADA Programs will make a determination 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 Manager of EEO & ADA Programs' determination will be mailed to the Complainant. Notice shall include information regarding appeal rights of Complainant and instructions for initiating such an 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 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 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



### SECTION I:

Today's Date: \_\_\_\_\_

|                         |                            |
|-------------------------|----------------------------|
| Your Name:              | Job Title:                 |
| Home Address:           | Home Phone Number:         |
| City, State & Zip Code: | Cell Phone Number:         |
| Your Supervisor's Name: | Supervisor's Phone Number: |
| Your Work Schedule:     | Union Affiliation:         |

### SECTION II:

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

- Age ..... Age 40 or over
- Disability ..... Physical or mental disability
- FMLA ..... Denial of Family and Medical Care leave. Eligible employees are entitled to take up to 12 weeks, unpaid, job-protected leave each year for specific medical and family reasons.
- Sex ..... Male or female, masculine or feminine, gender identity and pregnancy.
- Genetic Information Tests of applicants, employees, or their family members; Manifestation of diseases or disorders in family members (family medical history); and requests for or receipt of genetic services by applicants, employers, or their family members.
- National Origin ..... National birth site – may also include person's language, accent or race.

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- Race/Color ..... Belonging to a certain race or because of certain characteristics associated with race; or unfavorable treatment because of skin color complexion.
- Religion ..... Religious/Spiritual beliefs
- Retaliation ..... Retaliation **for filing a discrimination complaint** (internally or externally) or for participating in an EEO investigation, or for opposing illegal discriminatory employment practices.
- Sexual Harassment ..... Unsolicited and/or unwelcome sexual advances, requests for sexual favors and other verbal or physical harassment of a sexual nature.
- Sexual Orientation.... Perceived by others to be in or identified with heterosexuality, homosexuality, bisexuality, etc. (whether or not it is true).
- Veteran Status ..... Service in the Armed Forces

**SECTION III:**

What is the most recent date that the discrimination occurred?

\_\_\_\_\_

When was your initial contact with OEO?

\_\_\_\_\_

What type of contact did you have?     Telephone             Email             In-person

**SECTION IV:**

|   |                               |
|---|-------------------------------|
| Name of the person or persons responsible for the harm you feel you suffered: | Job Title(s):                 |
| Work Location(s):   | Work Phone Number(s):         |
| Supervisor's Name(s):   | Supervisor's Phone Number(s): |
| Work Schedule(s):   | Union Affiliation:            |

**SECTION V:**

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

- Failure to Hire                             Failure to Promote                     Terminated
- Pay     Training                                 Working Conditions
- Performance Evaluation                 Fringe Benefits                         Disciplinary Action
- Work Assignments                         Hostile Work Environment         Other

If "Other," please specify:

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**SECTION VI:**

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

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**SECTION VII:**

What remedy would you like GCRTA to consider?

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**SECTION VIII:**

Have you filed a union grievance regarding these allegations?  No  Yes  N/A

If yes, at what level is the grievance?  1<sup>st</sup> Level  2<sup>nd</sup> Level  3<sup>rd</sup> Level

Have you filed a Complaint regarding these allegations with any other person, organization or agency?

- No
- Yes If yes, please specify:
  - Equal Employment Opportunity Commission
  - Ohio Civil Rights Commission
  - State Employment Relations Board
  - Supervisor (please specify): \_\_\_\_\_
  - Other (please specify): \_\_\_\_\_

Have you spoken to anyone else about this situation?  No  Yes

If "Yes," please specify who and what was discussed.

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**SECTION IX:**

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

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

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**SECTION X:**

I affirm that the information that I have provided in this document is correct to the best of my knowledge, information and belief. I also acknowledge that falsifying information is a violation of GCRTA Employee Performance Code and can lead to discipline, up to and including termination.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## **TITLE VI 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 on the basis of 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.

|                        | <b>Date</b> | <b>Summary</b>  | <b>Status</b> | <b>Action(s) Taken</b>  |
|------------------------|-------------|---|---------------|---|
| 15-05-03               | 5/28/2015   | Customer filed a Title VI complaint because she had left some important papers on the bus.  | Closed        | Referred to Transit Police. Not enough evidence to substantiate as a Title VI complaint.                |
| 16-07-01               | 7/8/2016    | Customer filed a Title VI complaint regarding lost items not being recovered.   | Closed        | Referred to Transit Police; not enough evidence to substantiate the allegations as a Title VI complaint |
| EEOC<br>532202600589   | 4/5/2016    | Complaint filed with the OCRC and EEOC alleging that he was unlawfully discriminated against due to his race and in retaliation for engaging in protected activity. | Closed        | No Probable Cause   |
| OCRC<br>CLEG4436160928 | 9/28/16     |   | Pending       | Pending   |

## Language Assistance Plan

This Limited English Proficiency Plan has been prepared to address the Greater Regional Transit Authority (RTA) 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 on the basis of 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 RTA departments receiving federal grant funds.

The RTA 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 2017. 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.

**LIMITED ENGLISH PROFICIENCY PLAN**

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## 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 trends over time and geography of the percent of population over 5 years who speak English less than very well. Cuyahoga County is the GCRTA service area.

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

| Percent of Population 5 years or older | Census      | ACS         | ACS         |
|--|-------------|-------------|-------------|
| Speak English less than very well      | <b>2000</b> | <b>2010</b> | <b>2014</b> |
| United States                          | 8.1%        | 8.7%        | 8.6%        |
| Ohio                                   | 2.2%        | 2.3%        | 2.4%        |
| Cuyahoga County                        | 3.2%        | 4.1%        | 4.1%        |

Source: American Community Survey, 2010, 2014 DP02, Census 2000, DP-2

Within Cuyahoga County, 4.1% 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 2010-2014 ACS 5-Year Estimates, Cuyahoga County’s population 5 years or older is 1,194,128. Of that 12.74% speak a language other than English, and 4.14% 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**

| <b>Cuyahoga County, Ohio 2010-2014 ACS</b>        | <b>Total</b> | <b>Percent</b> |
|---|--------------|----------------|
| <b>Population 5 years or older</b>                | 1,194,128    |                |
| <b>Speak only English</b>                         | 1,059,192    | 88.70%         |
| <b>Speak a language other than</b>                | 134,936.46   | 12.74%         |
| Speak a language other than less than "very well" | 49,386.7     | 4.14%          |
| <b>Spanish</b>                                    | 42,514       | 31.51%         |
| Speak English less than "very well"               | 15,560       | 1.30%          |
| <b>Indo-European</b>                              | 55,581       | 41.19%         |
| Speak English less than "very well"               | 21,121       | 1.77%          |
| <b>Asian and Pacific Island</b>                   | 19,321       | 14.32%         |
| Speak English less than "very well"               | 8,366        | 0.70%          |
| <b>Other Languages</b>                            | 17,788       | 13.18%         |
| Speak Language less than "very well"              | 5,550        | 0.46%          |

*Source: US Census, American Community Survey, 2010-2014; Table S1601*

**Table C – Cuyahoga County Change in LEP Individuals**

| <b>Subject</b>                            | <b>Cuyahoga County<br/>2008-2012 ACS</b> |         | <b>Cuyahoga County<br/>2010-2014 ACS</b> |         | <b>Percent<br/>Change</b> |
|---|--|---------|--|---------|---------------------------|
|   | Total                                    | Percent | Total                                    | Percent | Total                     |
| <b>Population 5 years and over</b>        | 1,203,660                                | 100%    | 1,194,128                                | 100%    | -0.79%                    |
| <b>Speak only English</b>                 | 1,067,646                                | 88.70%  | 1,059,192                                | 88.70%  | -0.79%                    |
| <b>Language other than English</b>        | 136,014                                  | 11.30%  | 134,936                                  | 11.30%  | -0.79%                    |
| Speak English less than "very well"       | 49,641                                   | 4.10%   | 49,387                                   | 4.14%   | -0.51%                    |
| <b>Spanish or Spanish Creole</b>          | 41,838                                   | 3.50%   | 42,514                                   | 3.56%   | 1.62%                     |
| Speak English less than "very well"       | 14,643                                   | 1.20%   | 15,560                                   | 1.30%   | 6.26%                     |
| <b>Other Indo-European languages</b>      | 57,414                                   | 4.80%   | 55,581                                   | 4.65%   | -3.19%                    |
| Speak English less than "very well"       | 20,726                                   | 1.70%   | 21,121                                   | 1.77%   | 1.90%                     |
| <b>Asian and Pacific Island languages</b> | 19,492                                   | 1.60%   | 19,321                                   | 1.62%   | -0.88%                    |
| Speak English less than "very well"       | 9,434                                    | 0.80%   | 8,366                                    | 0.70%   | -11.32%                   |
| <b>Other languages</b>                    | 17,277                                   | 1.40%   | 17,788                                   | 1.49%   | 2.96%                     |
| Speak English less than "very well"       | 4,838                                    | 0.40%   | 5,550                                    | 0.46%   | 14.71%                    |

*Source: American Community Survey, 2008-2012, 2010-2014; Table S1601*

English only speakers, Indo-European, Asian and Pacific populations have all lost population within the two year ACS data comparison. Spanish and “other languages” have gained population, increasing individuals who speak English less than “very well”. Overall Cuyahoga County population has decreased by .79%.

**Table D: Population and Percent of LEP by language**

Source: U.S. Census Bureau, 2010-2014 American Community Survey (Table B16001)

|  | Estimate  | Percent of Population | Speak English Less than "very well" | Percent of LEP |
|--|-----------|-----------------------|-------------------------------------|----------------|
| Total:                                 | 1,194,128 |                       |                                     |                |
| Speak only English                     | 1,058,924 | 88.68%                |                                     |                |
| Spanish or Spanish Creole:             | 42,514    | 3.56%                 | 14469                               | 1.21%          |
| French (incl. Patois, Cajun):          | 3,268     | 0.27%                 | 598                                 | 0.05%          |
| French Creole:                         | 74        | 0.01%                 | 12                                  | 0.00%          |
| Italian:                               | 4,920     | 0.41%                 | 1,675                               | 0.14%          |
| Portuguese or Portuguese Creole:       | 581       | 0.05%                 | 143                                 | 0.01%          |
| German:                                | 4,847     | 0.41%                 | 1,188                               | 0.10%          |
| Yiddish:                               | 255       | 0.02%                 | 44                                  | 0.00%          |
| Other West Germanic languages:         | 303       | 0.03%                 | 67                                  | 0.01%          |
| Scandinavian languages:                | 184       | 0.02%                 | 8                                   | 0.00%          |
| Greek:                                 | 1,974     | 0.17%                 | 625                                 | 0.05%          |
| Russian:                               | 6,676     | 0.56%                 | 3,489                               | 0.29%          |
| Polish:                                | 3,940     | 0.33%                 | 1,476                               | 0.12%          |
| Serbo-Croatian:                        | 5,215     | 0.44%                 | 2,256                               | 0.19%          |
| Other Slavic languages:                | 6,633     | 0.56%                 | 3,190                               | 0.27%          |
| Armenian:                              | 179       | 0.01%                 | 53                                  | 0.00%          |
| Persian:                               | 830       | 0.07%                 | 427                                 | 0.04%          |
| Gujarati:                              | 1,355     | 0.11%                 | 245                                 | 0.02%          |
| Hindi:                                 | 3,516     | 0.29%                 | 576                                 | 0.05%          |
| Urdu:                                  | 1,218     | 0.10%                 | 246                                 | 0.02%          |
| Other Indic languages:                 | 3,223     | 0.27%                 | 1,472                               | 0.12%          |
| Other Indo-European languages:         | 6,390     | 0.54%                 | 3,337                               | 0.28%          |
| Chinese:                               | 8,599     | 0.72%                 | 4,271                               | 0.36%          |
| Japanese:                              | 1,001     | 0.08%                 | 387                                 | 0.03%          |
| Korean:                                | 1,702     | 0.14%                 | 831                                 | 0.07%          |
| Mon-Khmer, Cambodian:                  | 455       | 0.04%                 | 234                                 | 0.02%          |
| Hmong:                                 | 0         | 0.00%                 | 0                                   | 0.00%          |
| Thai:                                  | 167       | 0.01%                 | 80                                  | 0.01%          |
| Laotian:                               | 290       | 0.02%                 | 115                                 | 0.01%          |
| Vietnamese:                            | 1,699     | 0.14%                 | 975                                 | 0.08%          |
| Other Asian languages:                 | 3,155     | 0.26%                 | 720                                 | 0.06%          |
| Tagalog:                               | 1,855     | 0.16%                 | 570                                 | 0.05%          |
| Other Pacific Island languages:        | 398       | 0.03%                 | 192                                 | 0.02%          |
| Navajo:                                | 0         | 0.00%                 | 0                                   | 0.00%          |
| Other Native North American languages: | 101       | 0.01%                 | 6                                   | 0.00%          |
| Hungarian:                             | 2,637     | 0.22%                 | 738                                 | 0.06%          |
| Arabic:                                | 12,097    | 1.01%                 | 4,021                               | 0.34%          |
| Hebrew:                                | 1,260     | 0.11%                 | 229                                 | 0.02%          |
| African languages:                     | 1,592     | 0.13%                 | 535                                 | 0.04%          |
| Other and unspecified languages:       | 101       | 0.01%                 | 15                                  | 0.00%          |

### 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, 2010 and 2014 5-year estimates, along with 2000 Census data for trend analysis. The 5-year ACS data is an ongoing survey that provides vital information on a yearly basis about individuals. 2014 ACS data is the most recent information we can obtain for this plan. A map has been created for the following language groups:

1. English Only Speakers
2. Spanish Speakers Less than Well or None
3. Indo-European Speakers, Less than Well or None
4. Asian-Pacific Island Speakers, Less than Well or None
5. Other Speakers, Less than Well or None

**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-Pacific Island 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



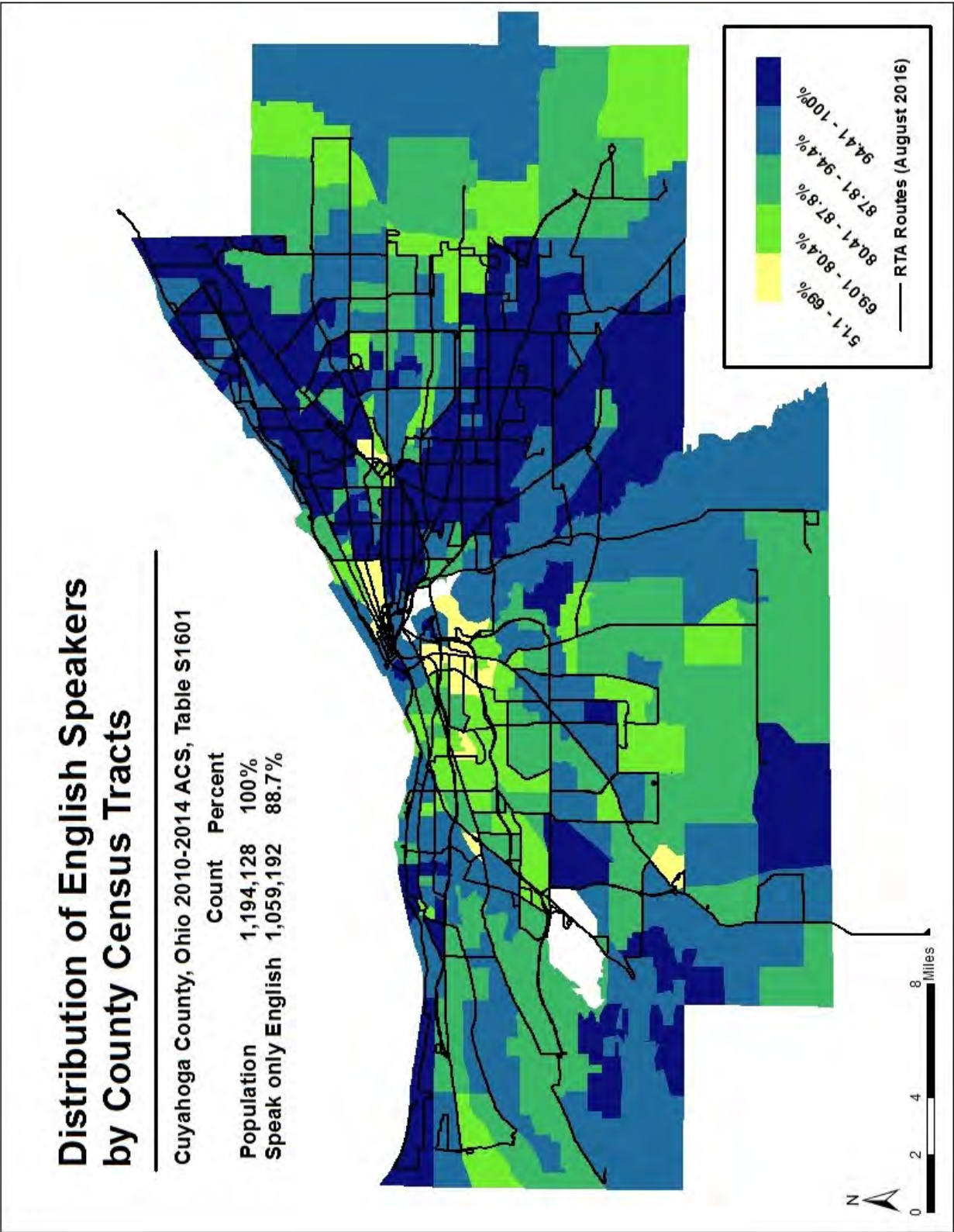


Figure 1 – English Only Speakers in Cuyahoga County

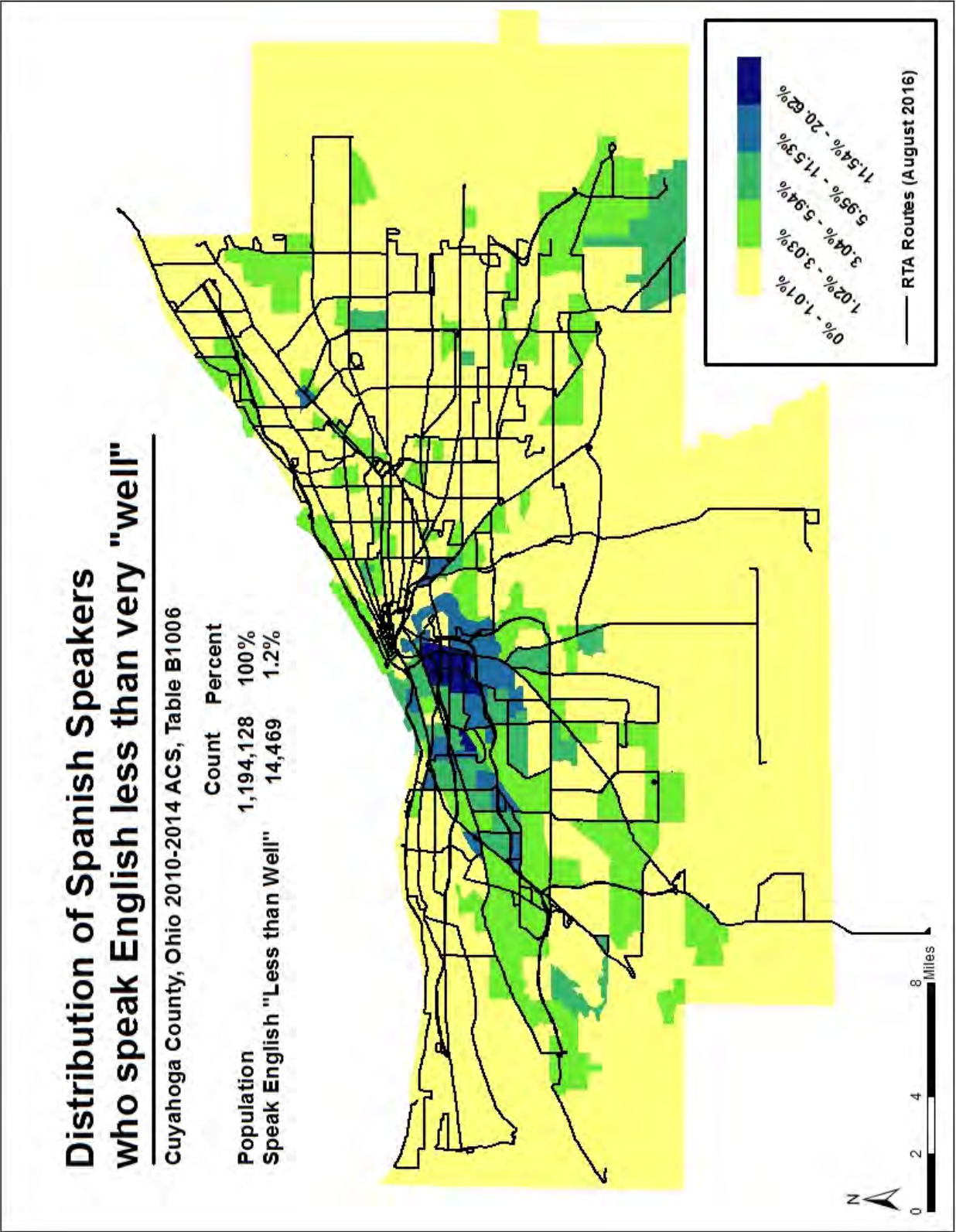


Figure 2 – Spanish Speaking LEP Tracts in Cuyahoga County



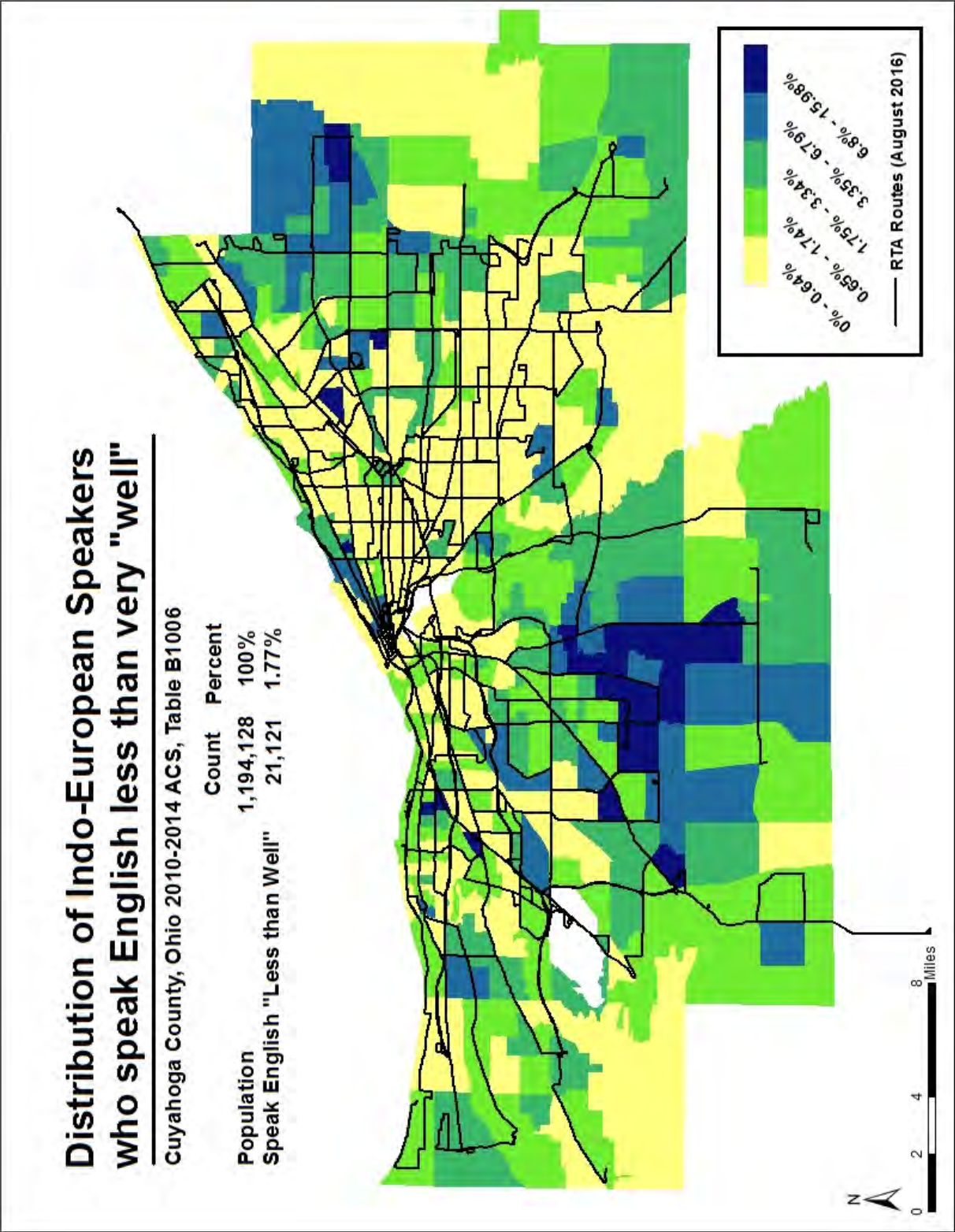


Figure 3 – Indo-European Language Speaking LEP Tracts in Cuyahoga County

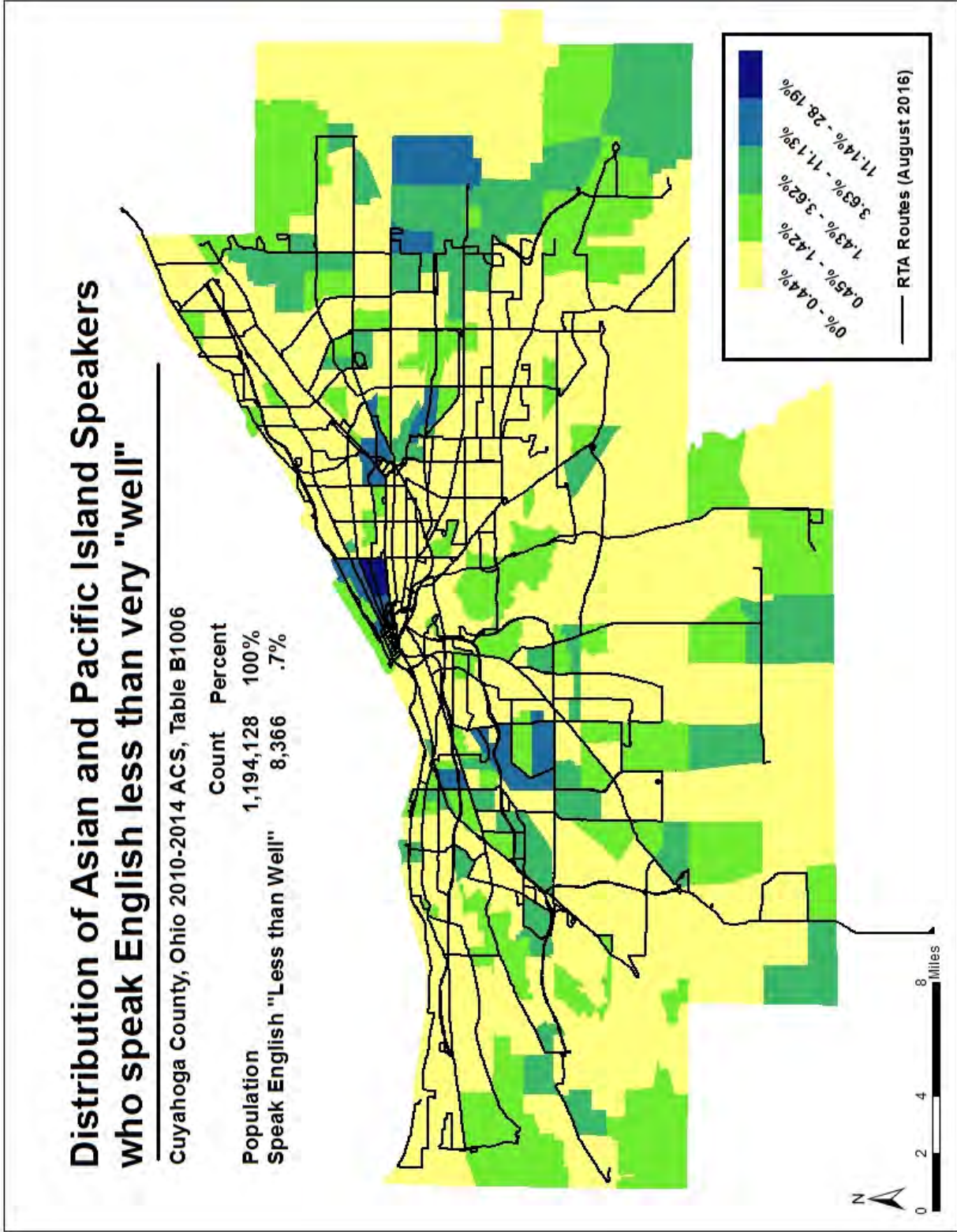


Figure 4 – Asian-Pacific Language Speaking LEP Tracts in Cuyahoga County



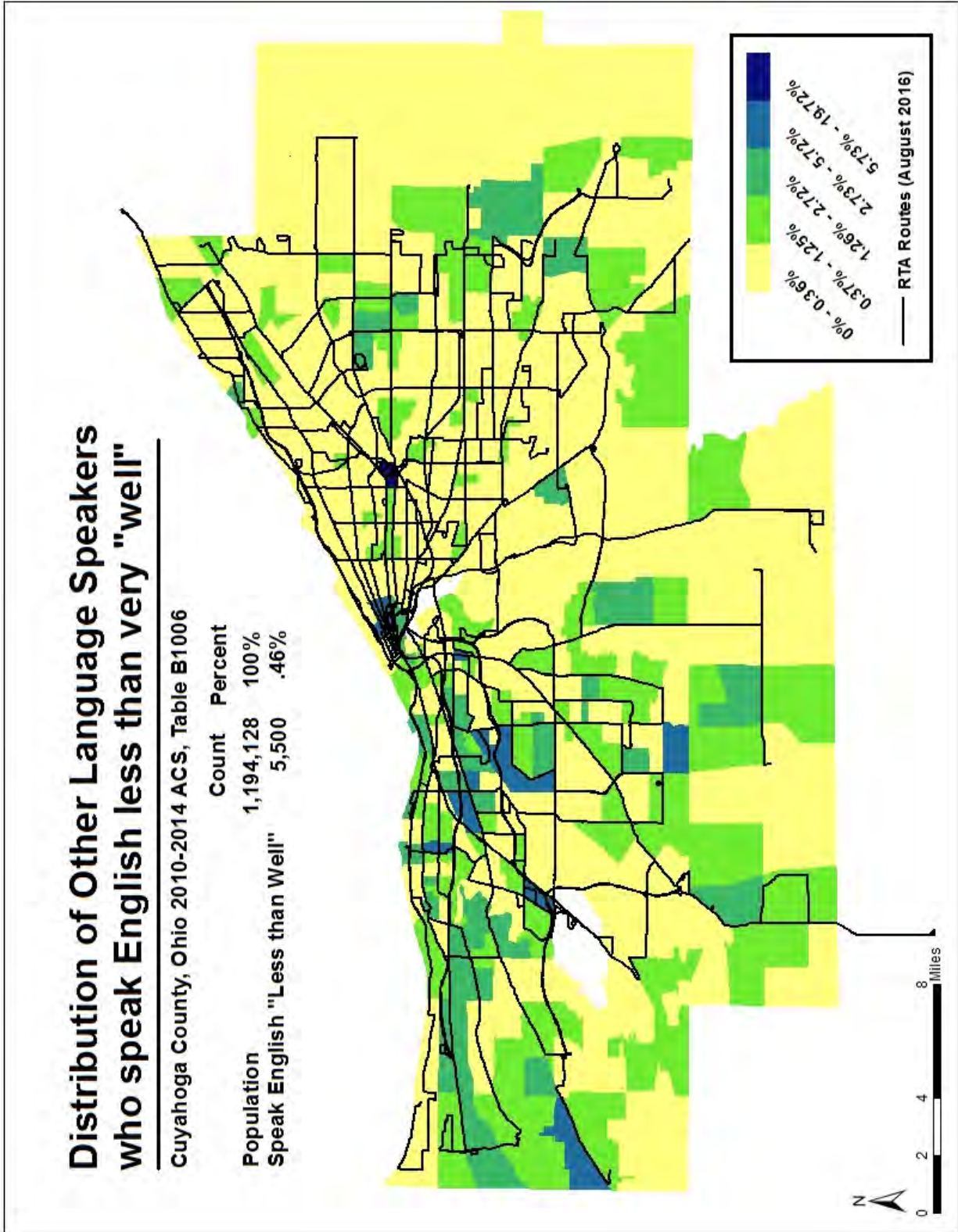


Figure 5 – Other Languages Speaking LEP Tracts in Cuyahoga County

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 2014 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 5% of the population use public transit as a means of transportation to work and .2% 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)**

| Mode                           | ALL   | English Only | Speak English less than "very well" |
|--------------------------------|-------|--------------|-------------------------------------|
| Drove Alone                    | 80.1% | 71.5%        | 2.6%                                |
| Carpooled                      | 7.6%  | 6.1%         | 0.6%                                |
| Public Transit                 | 5.0%  | 4.5%         | 0.2%                                |
| Walked                         | 2.5%  | 2.2%         | 0.1%                                |
| Taxi, motorcycle, biked, other | 1.3%  | 1.1%         | 0.0%                                |
| Worked from home               | 3.6%  | 3.3%         | 0.1%                                |

*Source: American Community Survey, 2014 5-year Estimates, Table B08113*

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 (RTAnswerline) 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.

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 class 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.

#### *2.1.5 Board Meetings and Public Meetings*

Translators are provided 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 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 Drivers License (CDL) to being 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.

## **2.2 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, and 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 frequently elderly or disabled citizens, of which 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 individual 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*

Translation of Documents are limited due to the low threshold of LEP individuals. However, RTA provides timetables in Spanish online. RTA is currently looking at adding bi-lingual signage at specific stations surrounding larger LEP populations.

Concurrent with Title VI regulations, Title VI information and documentation is available at [www.riderta.com](http://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 entitling 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.

### **RTA LANGUAGE ASSISTANCE PLAN**

#### Goals and Objectives

1. Comply with federal regulations by providing meaningful access to the benefits, services, information, and other important portions of RTA programs and activities for individuals with limited English proficiency.

- a. Translate “vital documents” into Spanish if necessary
  - b. Continue to replace text with pictograms or universal icons
  - c. Notify LEP populations the availability of free translation and interpretation of important documents upon request.
  - d. Identify service changes affecting areas with high concentrations of LEP individuals and provide translation services to public meetings.
2. Continue best hiring practices to encourage LEP individuals to apply for open positions at the RTA
    - a. Continue work with El Barrio Training Center to encourage Hispanic population to apply for available positions within the RTA
    - b. Work with Training Centers and the Cuyahoga Community College to develop training programs to provide applicants with necessary skills needed for certain positions.

#### Primary Target Audience

Based on the above analysis, Spanish as the only group with enough LEP speakers to warrant specific writing requirements. As the Authority is approaching the threshold of the Safe Harbor Act, we are preparing by identifying the following services that have yet to be implemented in our service.

#### Program Elements

1. Survey Customer Service staff and representatives yearly to identify the number of LEP customers’ encounters.
2. Additional Training
  - Enhance training programs and plan dissemination to employees who may encounter a LEP customers.
  - Provide information on the Title VI Policy and LEP responsibilities to employees.
  - Description of language assistance services offered to the public.
  - Use of interpreter service provider’s language identification cards.
  - Documentation of language assistance requests.
  - How to handle a potential Title VI/LEP complaint.
3. Improve website design to include easier accessibility for Spanish information and translation.
4. Fare Vending Machines
  - Reprogram fare machines to include the option for Spanish translation.
5. Review customer service documents to have Spanish information easy to locate.

## Monitoring and Updating the LEP Plan

In review of the current RTA services and customer interaction points, RTA has identified several opportunities to obtain information on a more continual basis regarding interactions with LEP individuals.

This plan is designed to be flexible. With the rolling 5-year ACS data, the census analysis shall be updated on an annual basis. This, in conjunction with continued outreach with organizations representing LEP individuals, will allow RTA to proactively identify any significant increases or decreases in specific language groups that may require additional information on using public transportation.

## Additional LEP Outreach Efforts

GCRTA operates a program with the local area school districts to educate students on how to use RTA services and how to do so safely. GCRTA partnered with Cleveland Municipal School District (CMSD) to implement the RTA Safety and public awareness programming. In addition, CMSD also passed a resolution stating that: "The District needs to utilize the community outreach programs through the Greater Cleveland Regional Transit Authority to provide STEM outreach, safety on Public Transit, public awareness, and how-to-ride information."

Through this partnership, GCRTA Safety staff presented materials to many Cleveland High Schools specifically to students whose first language was not English. CMSD provided translators and GCRTA translation of materials in several different languages spoken throughout the district.

The largest segment of the student "LEP" population speaks Spanish. GCRTA has attached copies of the literature that was translated into Spanish as well as its English equivalents. GCRTA will continue to work with CMSD to educate students on using RTA in the languages required.

Pamphlets are attached to this Update as Exhibit C.

## **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 Directors meets bi-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 is solicited in a number of 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, signage is 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 be 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 communicate with this audience. 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, Executive Director of Office of Management and Budget, and other key executive staff for final determination. The final recommendations take into full consideration comments received through the public involvement process. GCRTA staff is committed to faithfully representing all comments received, positive as well as negative, when presenting the results to Management staff.

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 meetings 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

Effective August 14, 2016, GCRTA conducted a service reduction and fare increase that required the activation of the Authority's Public Participation Plan.

The following chart details the public hearings/community meetings that were held to solicit comment and customer feedback regarding the triggering event:

**Public Outreach Program  
Spring 2016**

|                              |  |          |                    |
|------------------------------|--|----------|--------------------|
| RTA Main Office              | 1240 West 6 <sup>th</sup> Street<br>Cleveland  | March 21 | 12:00 PM – 2:00 PM |
| RTA Main Office              | 1240 West 6 <sup>th</sup> Street<br>Cleveland  | March 21 | 6:00 PM – 8:00 PM  |
| Maple Hts. Public Library    | 5225 Libby Road<br>Maple Hts.                  | March 22 | 6:00 PM – 8:00 PM  |
| Cuyahoga Community College   | 11000 West Pleasant Valley<br>Parma            | March 23 | 6:00 PM – 8:00 PM  |
| Lakeview Towers              | 2700 Washington Ave.<br>Cleveland              | March 24 | 6:00 PM – 8:00 PM  |
| Richmond Hts. Public Library | 5235 Wilson Mills Road<br>Richmond Hts.        | March 24 | 6:30 PM – 8:30 PM  |
| Murtis Taylor Community Ctr. | 13422 Kinsman Road<br>Cleveland                | March 28 | 5:30 PM – 7:30 PM  |
| Christ Redeemer Church       | 9201 Brecksville Road<br>Brecksville           | March 29 | 6:00 PM – 8:00 PM  |
| Sagrada Familia Center       | 7719 Detroit Road<br>Cleveland                 | March 30 | 6:00 PM – 8:00 PM  |
| Euclid Public Library        | 631 East 222 <sup>nd</sup> Street<br>Euclid    | March 31 | 6:00 PM – 8:00 PM  |
| St. James AME Church         | 8401 Cedar Avenue<br>Cleveland                 | April 2  | 3:00 PM – 5:00 PM  |
| Tremont Pointe               | 2556 West 6 <sup>th</sup> Street<br>Cleveland  | April 4  | 6:00 PM – 8:00 PM  |
| Cedar Extension High Rise    | 2320 East 30 <sup>th</sup> Street<br>Cleveland | April 4  | 6:00 PM – 8:00 PM  |
| Gunning Rec Center           | 16700 Puritas Ave.<br>Cleveland                | April 5  | 5:30 PM – 7:30 PM  |
| Fairfax Rec Center           | 2335 East 82 <sup>nd</sup> Street<br>Cleveland | April 6  | 5:30 PM – 7:30 PM  |
| RTA Main Office              | 1240 West 6 <sup>th</sup> Street<br>Cleveland  | May 16   | 12:00 PM – 2:00 PM |





In accordance to the Public Participation and Engagement Plan, GCRTA presented the following information at the above location at the public hearings.

See attached:

Exhibit A – Fare and Service Modification Proposals Spring 2016; and

Exhibit B – Revised Service Plan Presentation to Committee of the Whole RTA Board of Trustees June 7, 2016. This Exhibit represents the modifications as a result of the Public Hearings.

### **Non-Elected Committee Membership**

The Citizens Advisory Board (CAB) is comprised of representatives selected from public and private agencies, consumer groups, interested individuals and users of the transit system. The CAB is a transit-related group of volunteers that meet monthly to discuss relevant issues pertaining to the operations of the Authority. Nine (9) members have been directly appointed by the Board of Trustees and eight (8) members have been selected through the application process.

Members of the CAB work to increase citizens' participation in community activities and involve the public in transit decision-making.

| <b>CITIZENS ADVISORY BOARD<br/>MEMBER COMPOSITION: SEX/ETHNICITY</b> |           |
|--|-----------|
| African American Male  | 4         |
| African American Female  | 2         |
| Hispanic Female  | 1         |
| White Male   | 7         |
| White Female   | 3         |
| <b>Total Members</b>   | <b>17</b> |

## **Board Meeting Policy Decision Documentation**

This document will be inserted upon approval from the Board.

## **TITLE VI- ASSESSMENT**

### **Demographic and Service Profile Maps and Charts**

See the following files:

- Map of Census Tracts Identified by Tract Number
- Map of Interstate Highway System, Arterials, and Major Streets
- Map of Cuyahoga County Trip Generators
- Map of GCRTA Levels of Service
- Map of Percent Minority Population by Census Tract
- Map of Percent Low-Income population by Census Tract
- Map of Percent Low Income & Below Poverty Population By Census Tract
- Map of Minority, Below Poverty, and Low-Income Census tracts that exceed the Cuyahoga County Average
- Access to GCRTA Transit Service
- Map of GCRTA Transit Facilities
- Distribution of Transit Amenities (Shelter Locations)
- Map of Fare Media Locations
- GCRTA Supervisory Work Zones 1-8
- 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.

### **Requirement to Set Service Standards and Policies**

The following standards attached to this document a copy of Resolution 2013-122 approved by the board in January 2014, which updates policies directly related to Title VI. Specific policies for Vehicle Load, Vehicle Headway (Service Frequency), On Time Performance, Transit Amenities, can be found in a 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 on page 6 of RTA’s Title VI Program Update, January 2014.

- (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 2015 Service Management Plan is attached. It calls for no significant service changes in 2015, and none occurred in the time frame covered by this report.

## **Information Dissemination**

Methods used to inform minority, low-income and LEP (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 (e.g., Plain Dealer, Call & Post, and Sun Newspapers).
- 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 Riders 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 two Customer Service Representatives in the Telephone Information Center (Call Center) who are Hispanic and speak Spanish.

## **MONITORING PROCEDURES FOR TRANSIT PROVIDERS**

### **Requirement for Transit Providers**

#### **Service Planning Section**

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 the last three-year trend indicates that 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 since 2013.

#### Customer Complaints regarding Overcrowding

| <b>Items</b>  | <b>2013</b> | <b>2014</b> | <b>2015</b> | <b>Avg '13-'15</b> |
|---|-------------|-------------|-------------|--------------------|
| Overcrowding  | 92          | 64          | 95          | 84                 |
| Total Complaints  | 6,180       | 6,386       | 6,833       | 6,466              |
| Overcrowding Complaints as a Percentage of Total Complaints | 1.49%       | 1.00%       | 1.39%       | 1.29%              |
| Ridership   | 39,180,481  | 39,511,360  | 37,271,970  | 38,654,604         |
| One Overcrowding complaint for every 500,000 rides          | 425,875     | 617,365     | 392,337     | <b>462,007</b>     |

On average RTA receives one overcrowding complaint for every 462,007 rides.

The RTA staff has verified the lack 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 was averaged, and the average maximum load of all route in the NONMINLOW category were also averaged. Both averages are less than 15 passengers. These low averages are consistent with the absence of an overcrowding problem in minority and low-income areas.

## Vehicle Assignment

RTA's Policy on vehicle assignment was stated in Section V.3.a (3).a. of this report. Typically, higher mileage blocks receive newer and more reliable equipment. Coincidentally, high mileage blocks serve minority and low-income areas.

However, to measure whether RTA vehicle assignments comply with Title VI, RTA sampled nine dates in 2015, as shown in the following table:

### Randomly Selected Dates

| Date               | Day       | Quarter |
|--------------------|-----------|---------|
| January 6, 2015    | Tuesday   | 1       |
| February 18, 2015  | Wednesday | 1       |
| May 15, 2015       | Friday    | 2       |
| June 16, 2015      | Tuesday   | 2       |
| July 23, 2015      | Thursday  | 3       |
| September 11, 2015 | Friday    | 3       |
| November 9, 2015   | Monday    | 4       |
| December 2, 2015   | Wednesday | 4       |

All pull-out sheets and vehicle assignments by date and garage were extracted from the MIDAS 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, there is no significant difference in the average age of buses serving MINLOW and NONMINLOW routes.

### Vehicle Assignment

| Route Category | Average Age |
|----------------|-------------|
| MINLOW         | 9.85        |
| NONMINLOW      | 9.26        |

## 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     | Headways |        |
|-----------|----------|--------|
| Category  | Peak     | Midday |
| MINLOW    | 24       | 36     |
| NONMINLOW | 36       | 54     |

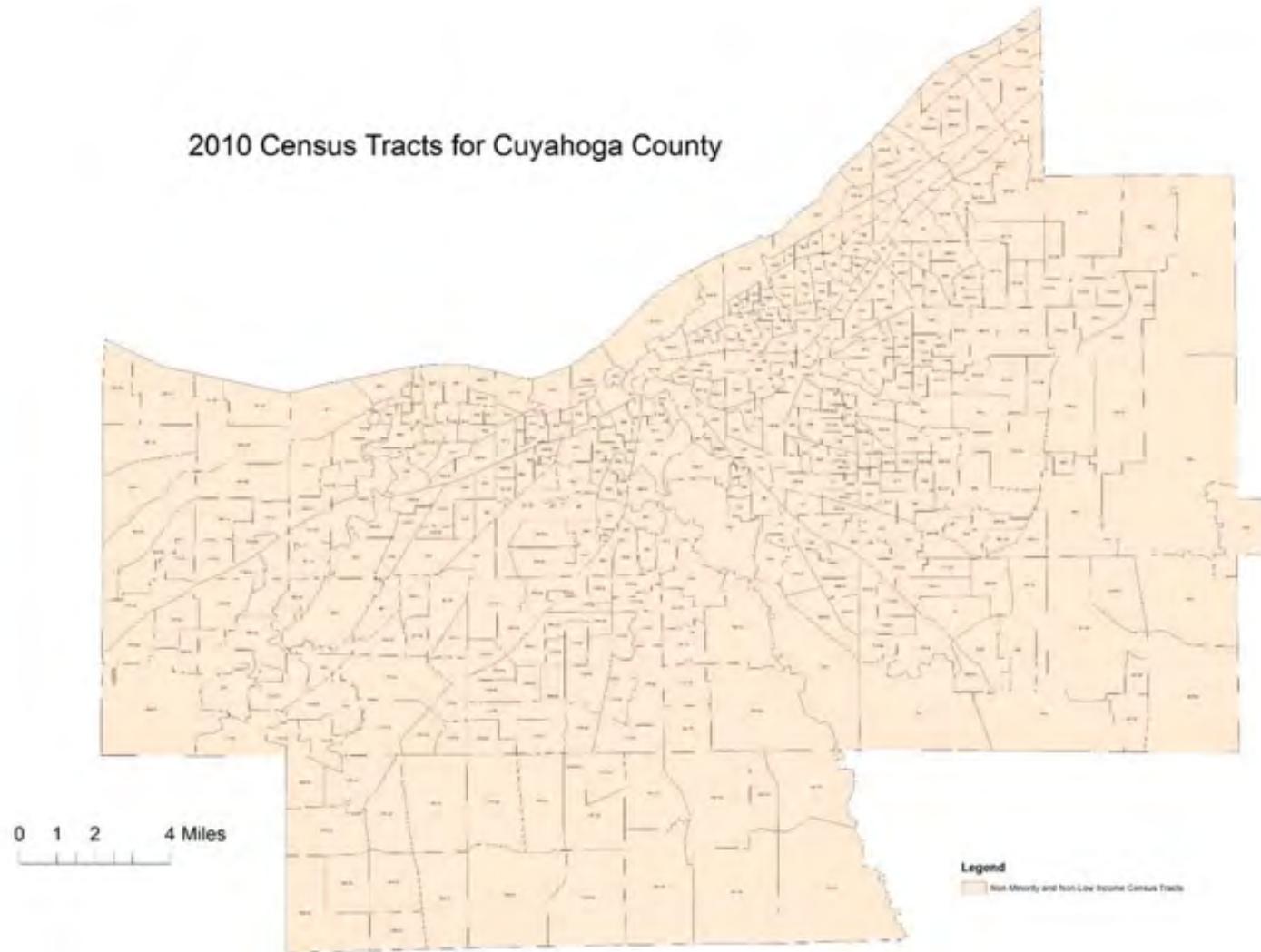
(Schedules effective November 2015)

## Distribution of Transit Amenities

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



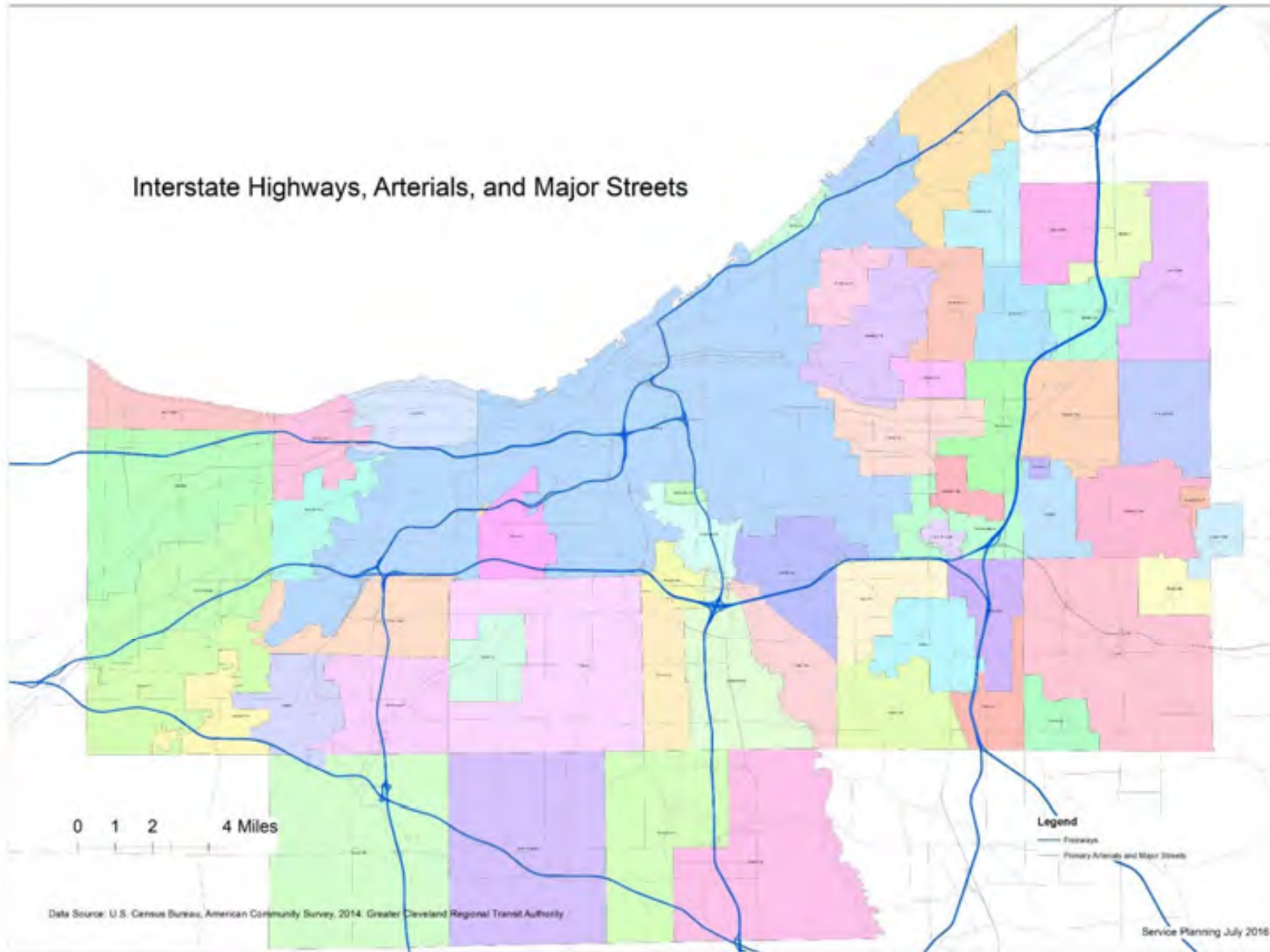
## 2010 Census Tracts for Cuyahoga County



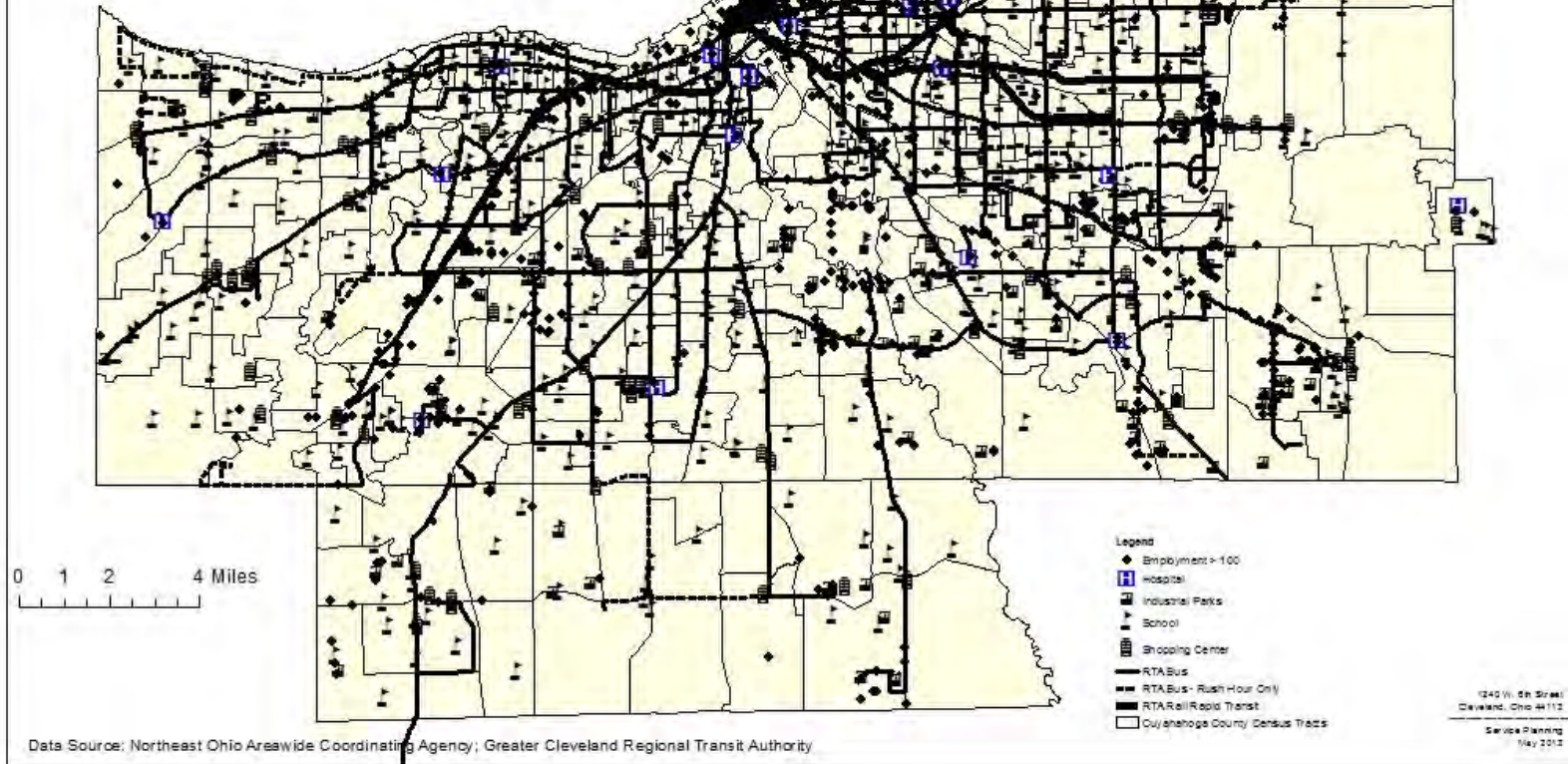
Data Source: U.S. Census Bureau, American Community Survey, 2014; Greater Cleveland Regional Transit Authority

Service Planning July 2016

## Interstate Highways, Arterials, and Major Streets

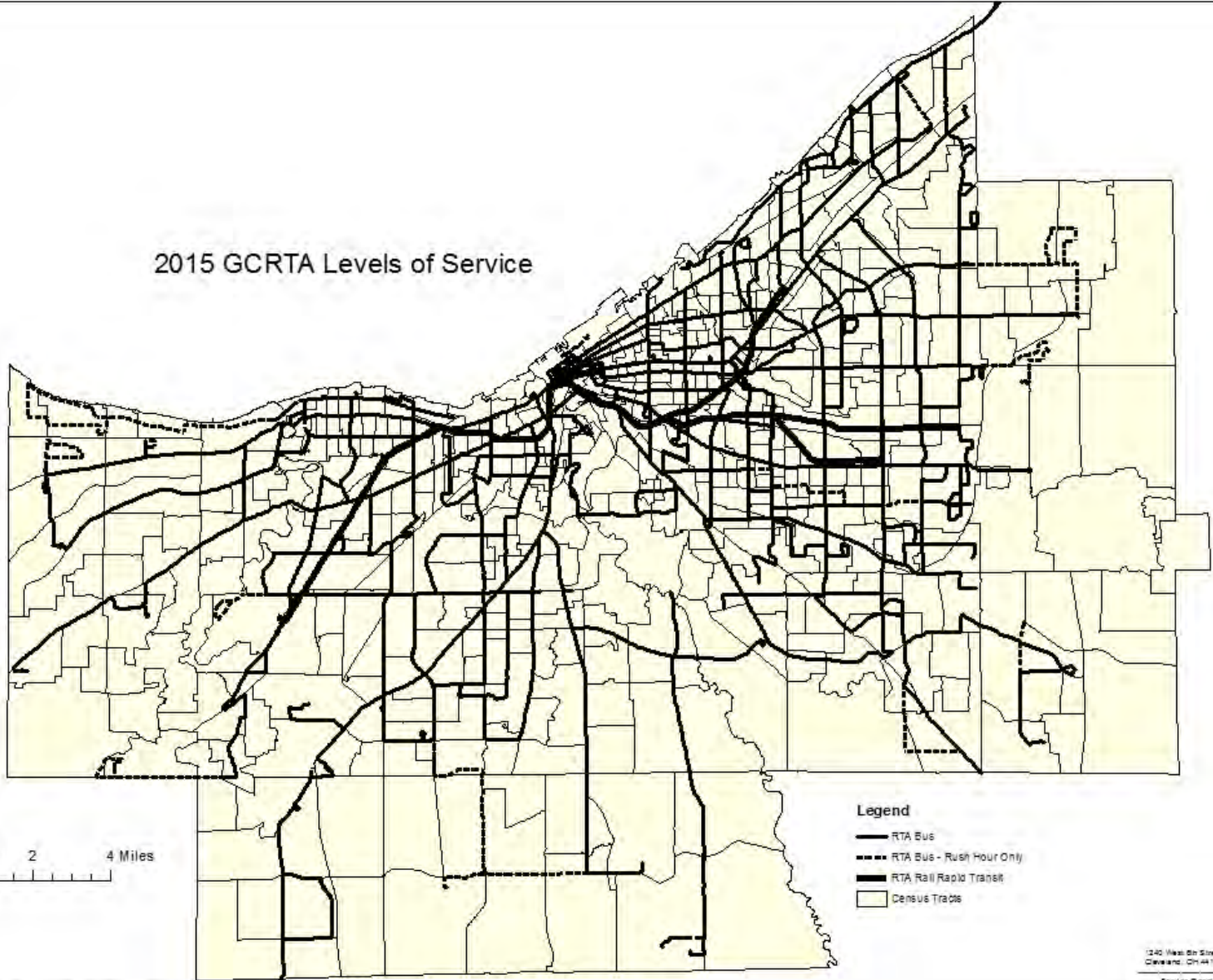


# Cuyahoga County Trip Generators





# 2015 GCRTA Levels of Service



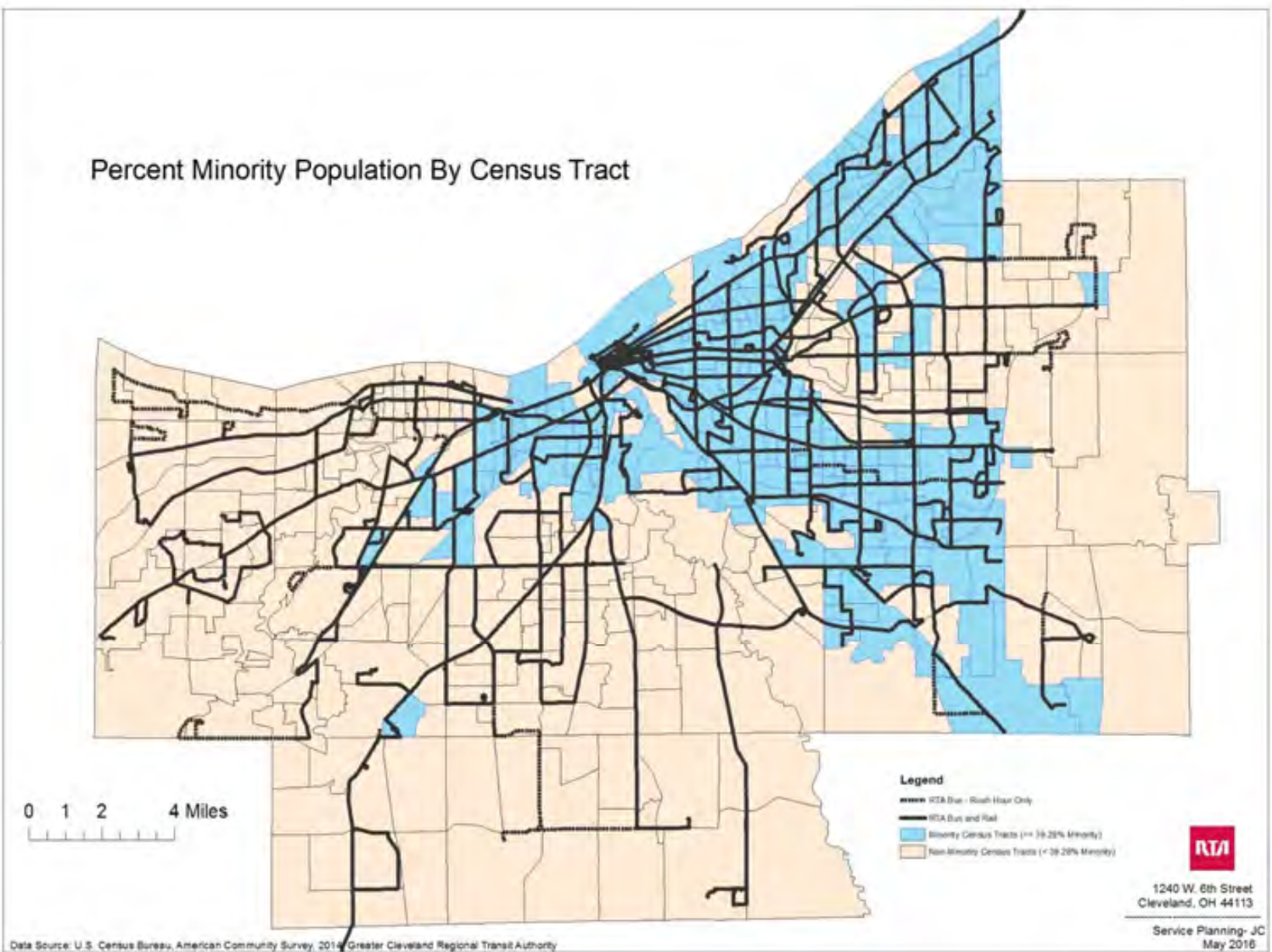
0 1 2 4 Miles

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

Data Source: Greater Cleveland Regional Transit Authority

1240 West 8th Street  
Cleveland, OH 44112  
Service Planning  
July 2015

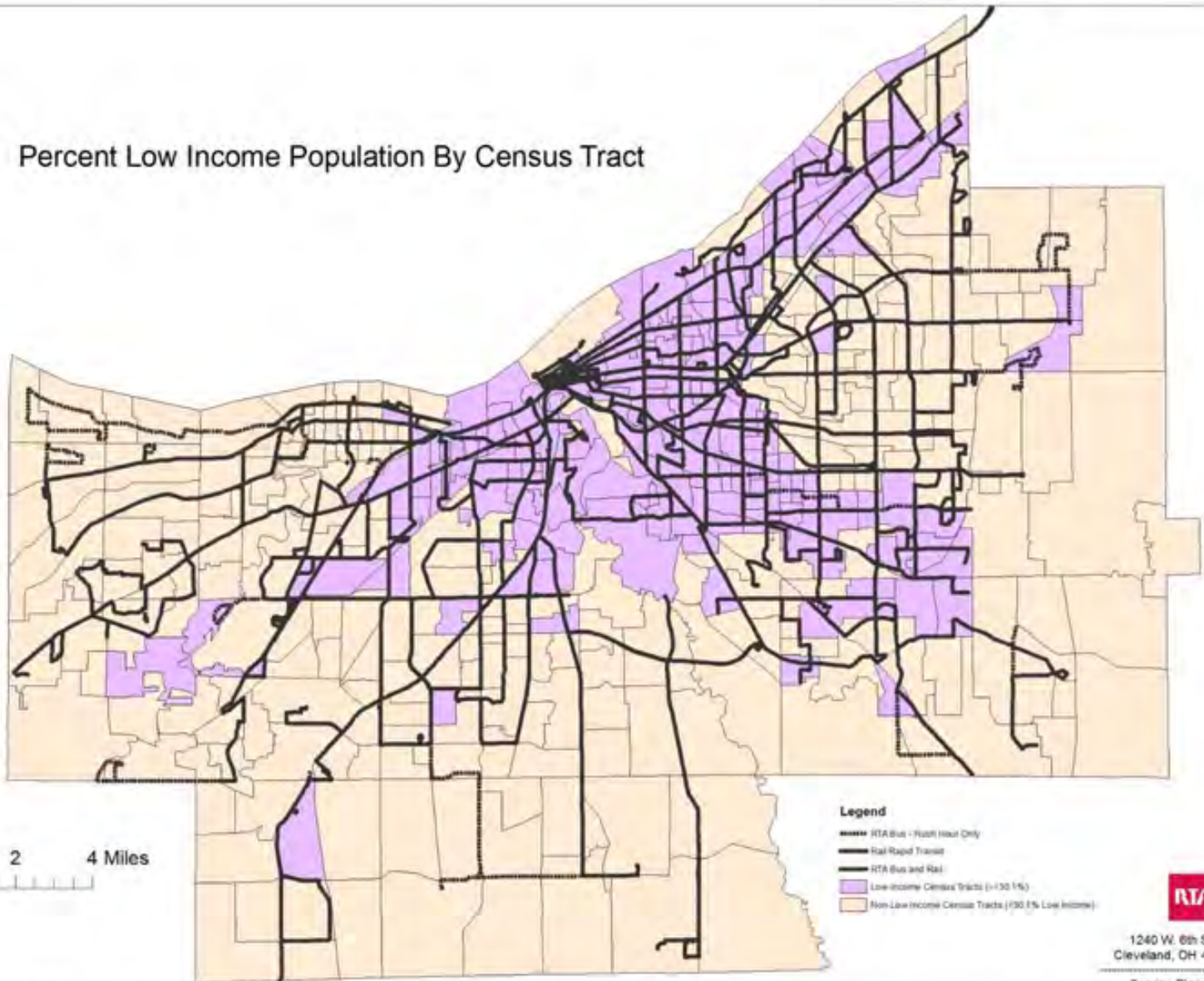
# Percent Minority Population By Census Tract



Data Source: U.S. Census Bureau, American Community Survey, 2010; Greater Cleveland Regional Transit Authority



# Percent Low Income Population By Census Tract

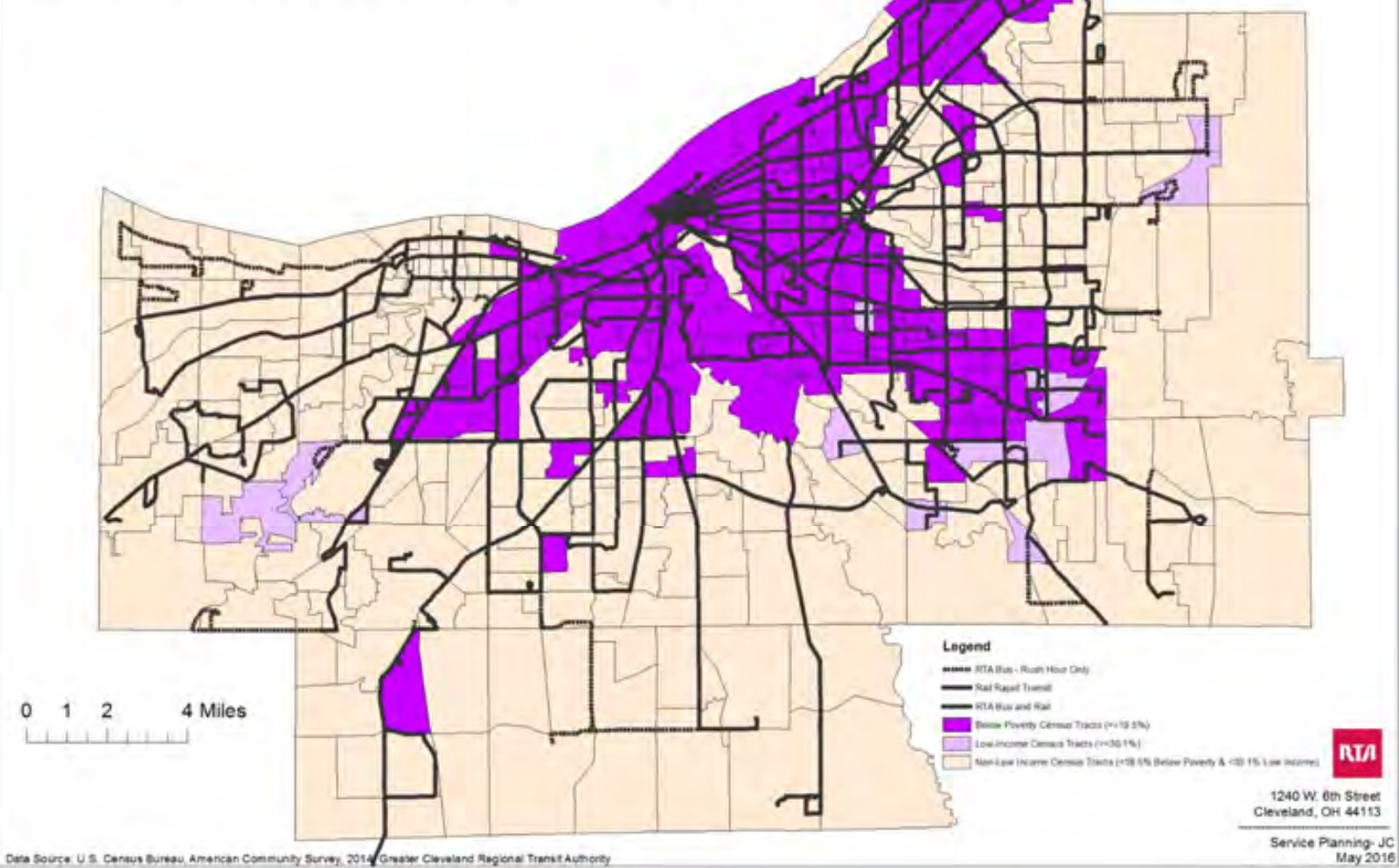


0 1 2 4 Miles

Data Source: U.S. Census Bureau, American Community Survey, 2014 Greater Cleveland Regional Transit Authority

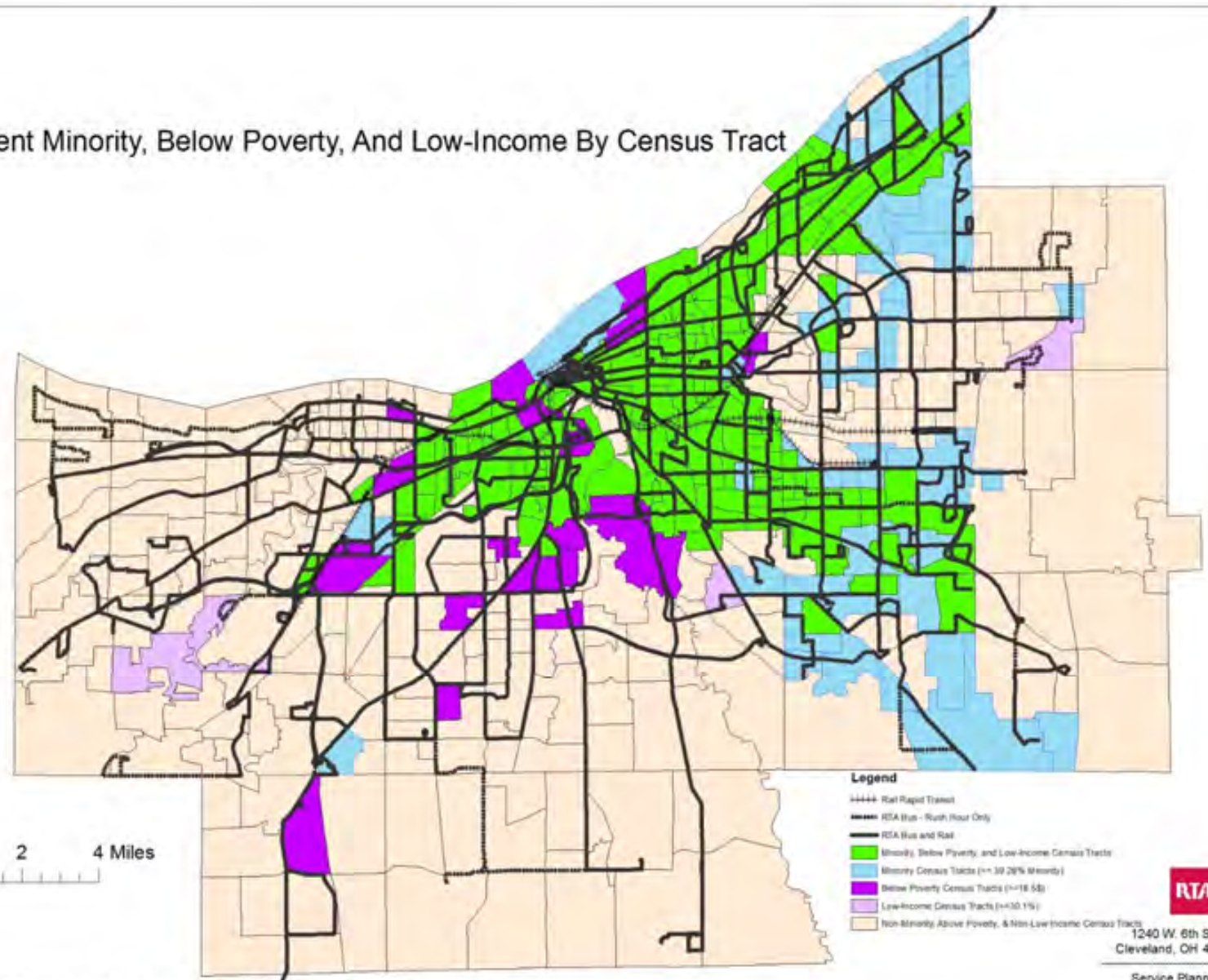
  
1240 W. 6th Street  
Cleveland, OH 44113  
Service Planning-JC  
May 2016

# Percent Low Income & Below Poverty Population By Census Tract





# Percent Minority, Below Poverty, And Low-Income By Census Tract



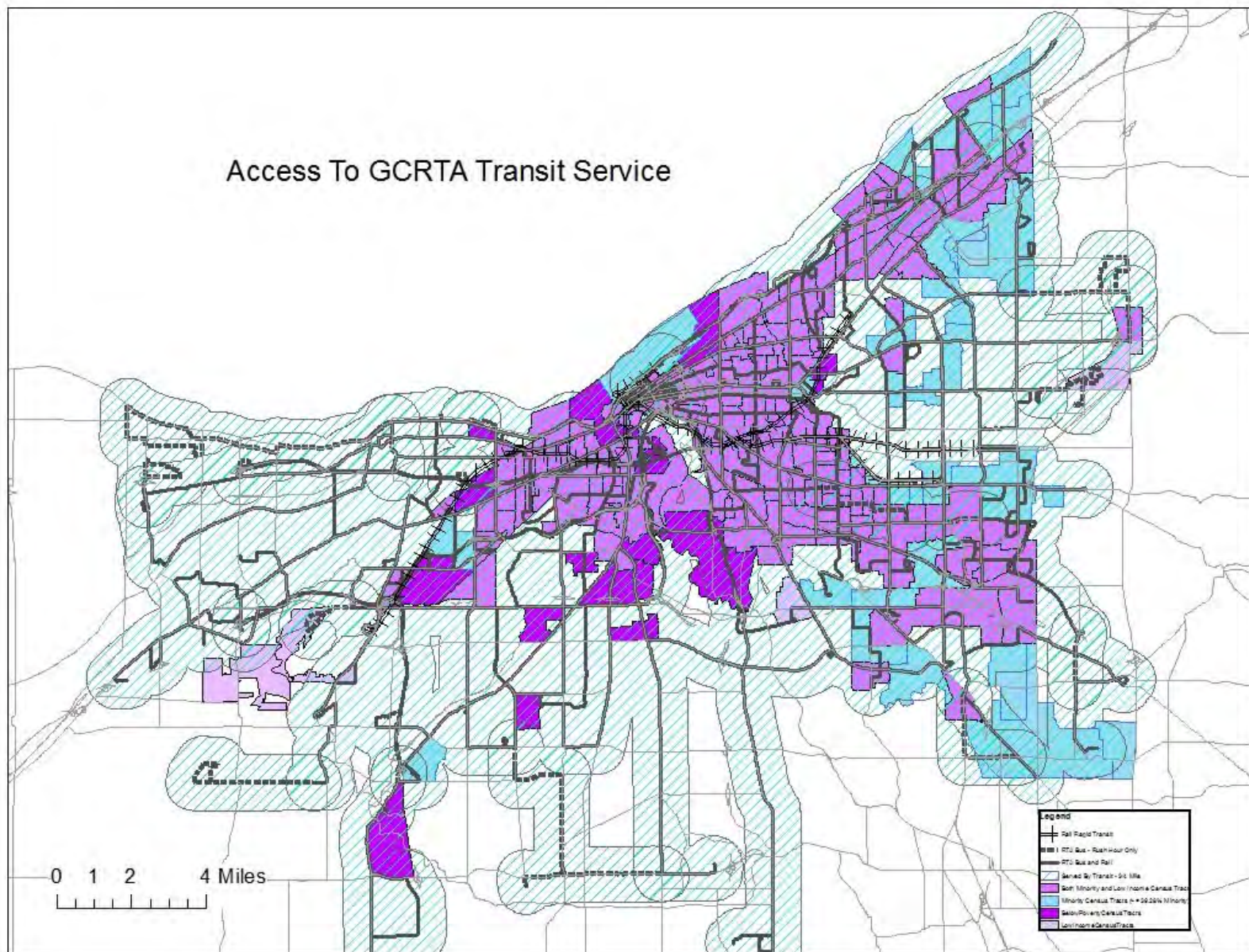
0 1 2 4 Miles

Data Source: U.S. Census Bureau, American Community Survey, 2014 Greater Cleveland Regional Transit Authority

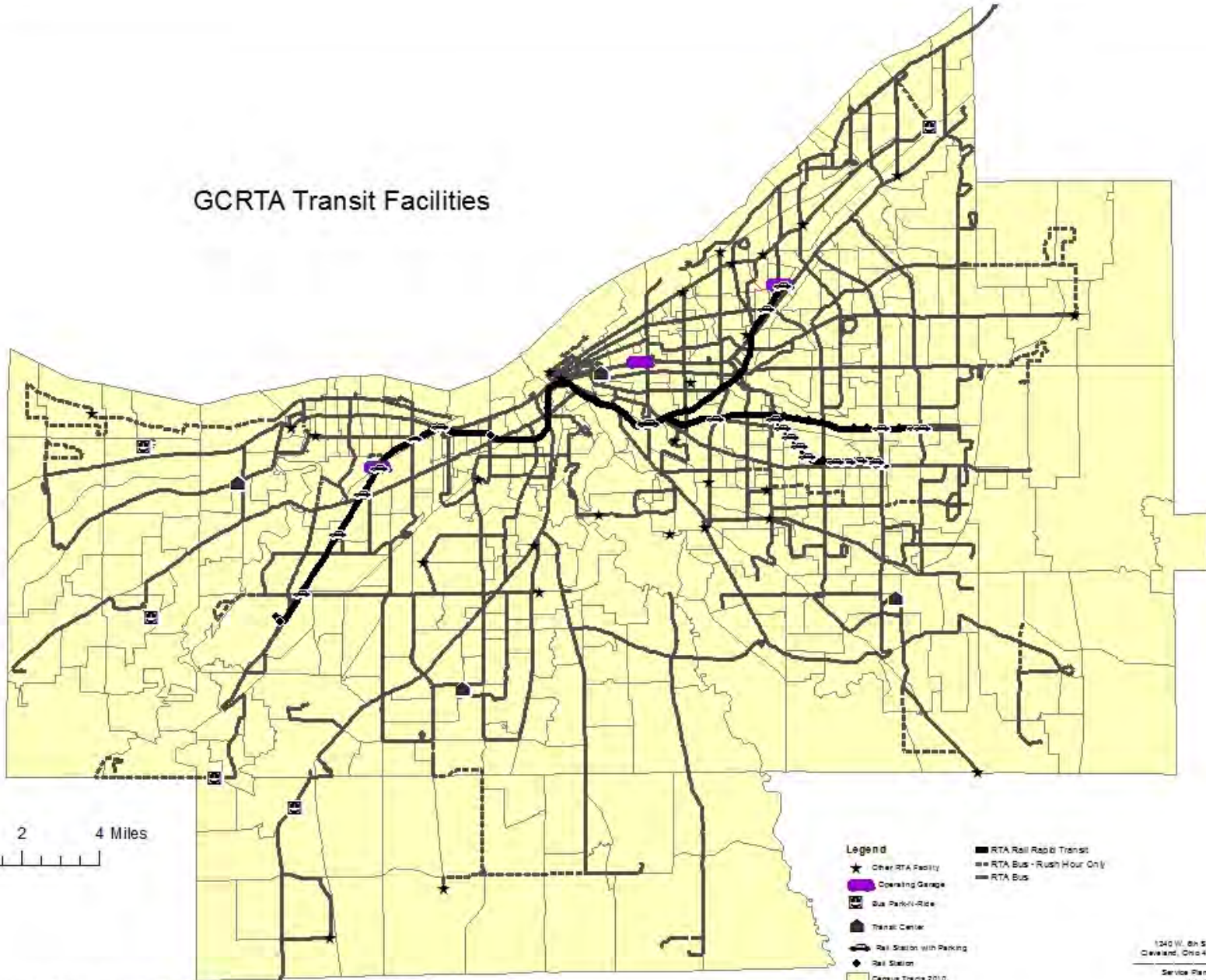
**RTA**  
 1240 W. 6th Street  
 Cleveland, OH 44113  
 Service Planning- JC  
 April 2016



# Access To GCRTA Transit Service



# GCRTA Transit Facilities



0 1 2 4 Miles

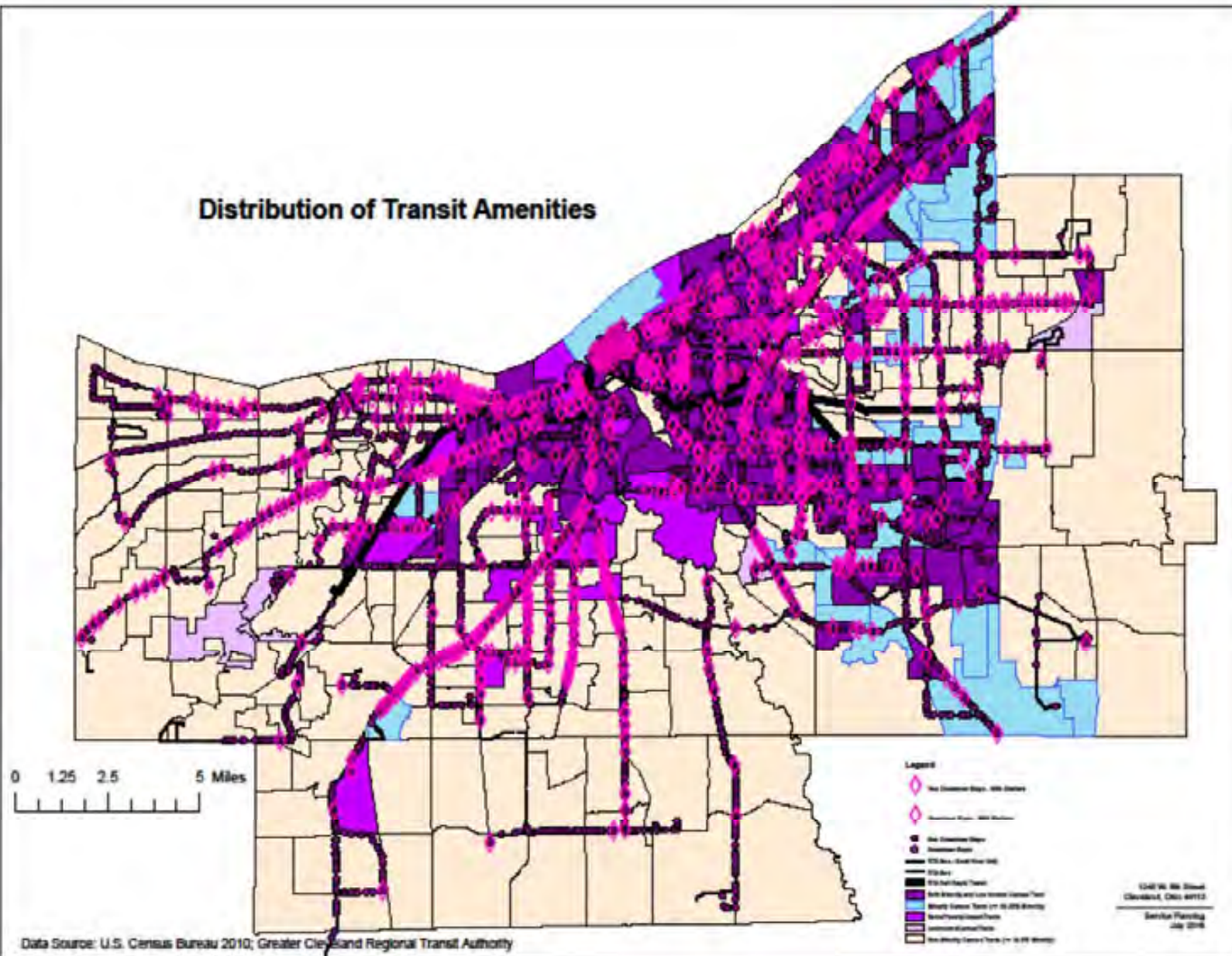
- Legend**
- ★ Other RTA Facility
  - Operating Garage
  - 🚌 Bus Park/Ride
  - 🏠 Transit Center
  - 🚗 Rail Station with Parking
  - ◆ Rail Station
  - 🟡 Census Tracts 2010
  - RTA Rail Rapid Transit
  - RTA Bus - Rush Hour Only
  - - - RTA Bus

Data Source: U.S. Census Bureau 2010, Greater Cleveland Regional Transit Authority

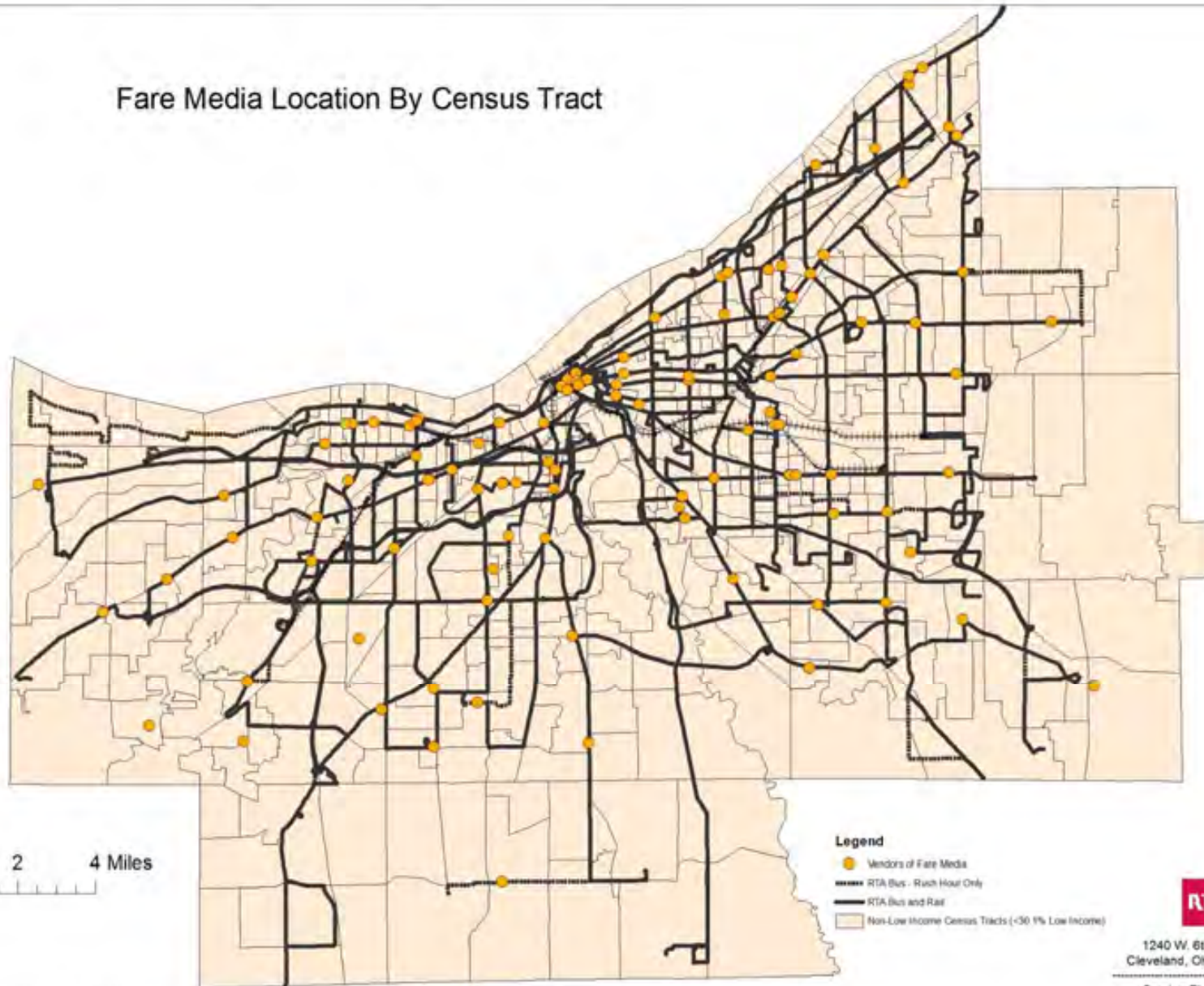
1240 W. 8th Street  
Cleveland, Ohio 44112  
Service Planning  
July 2018



## Distribution of Transit Amenities



# Fare Media Location By Census Tract



0 1 2 4 Miles

Data Source: U.S. Census Bureau, American Community Survey, 2014; Greater Cleveland Regional Transit Authority

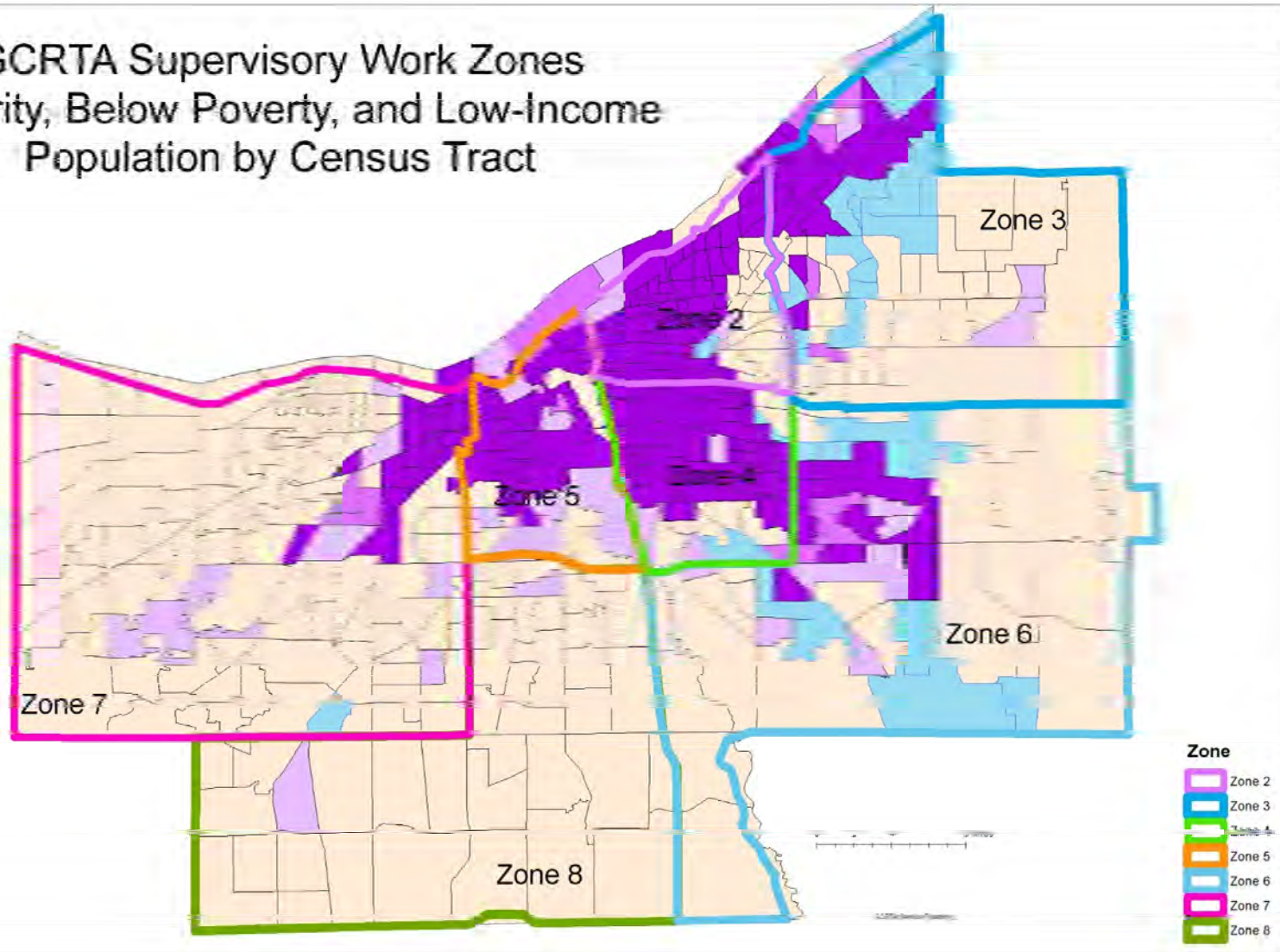


1240 W. 6th Street  
Cleveland, OH 44113

Service Planning- J/C  
May 2016



# GCRTA Supervisory Work Zones Minority, Below Poverty, and Low-Income Population by Census Tract



## Analysis of GCRTA Supervisory Staff Work Zones for Title VI Compliance

In order to analyze GCRTA Work Zones, we created a map of each supervisory work zone and overlaid the census tracts, classified as either:

Minority Census Tract  
Low Income Census Tract  
Both Minority and Low Income Census Tract  
Not Minority and Not Low Income Census Tract

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”

The Authority's entire bus service area is divided into seven geographical zones (Zones 2-8). Zone 11 covers the entire GCRTA service area. GCRTA rail lines (Red Blue and Green) are divided into two zones (R-1 and R-2) of four segments. Additional supervisory zones include the following Transportation Hubs:

Tower City (TC)  
Stokes/Windermere (SW)  
University Circle (UC)  
Stephanie Tubbs Jones (STJ)

Each zone and segment is provided supervisory coverage during the AM and PM hours. Additionally, the Authority has four transportation hubs that are staffed five days a week. One supervisor covers the entire service area from 8:00 p.m. to 4:30 a.m. daily.

The majority of both minority and low-income census tracts (MINLOW) are covered by the Supervisory Work Zones 2, 4, 5, R-1, and R-2. The Transportation Hubs of Stephanie Tubbs Jones Transit Center (STJ), University Circle (UC), and Stokes – Windermere (SW) also serve the majority of MINLOW tracts. Characteristics of these zones include a smaller geographical area (see Maps 1, 3, 4) and a more closely spaced route network.

Within these zones, at least 15 people are working at least 40 hours per week (see Table 1)

The majority of Non-Minority and Non Low-Income (NONMINLOW) census tracts are covered by the Supervisory Work Zones 3,6,7,8. Characteristics of these zones include larger geographical area (see Maps 2, 5, 6, 7) and a more widespread route network.

Within these zones, at least 9 people are working at least 40 hours per week (see Table 1).

Supervisory resources are properly distributed throughout the area with no discrimination on minority or low income areas.

### Minority, Low-Income, and Poverty Census Tract File

| ID                   | GEOID10     | NAMELSAD10                                  | NAME10  | TOTAL  | Percent Low Income | TOTPOV POP | POPBELOWPOV | Percent Below Poverty | TOTAL   | NONMIN | TOTALMIN | Percent Minority |
|----------------------|-------------|---|---------|--------|--------------------|------------|-------------|-----------------------|---------|--------|----------|------------------|
| 0500000US39035       | 39035       | Cuyahoga County, Ohio                       |         | 534721 | 30.07%             | 1241330    | 230111      | 18.54%                | 1267513 | 769600 | 497913   | 39.28%           |
| 1400000US39035101101 | 39035101101 | Census Tract 1011.01, Cuyahoga County, Ohio | 1011.01 | 867    | 70.24%             | 1618       | 845         | 52.22%                | 1720    | 730    | 990      | 57.56%           |
| 1400000US39035101102 | 39035101102 | Census Tract 1011.02, Cuyahoga County, Ohio | 1011.02 | 2517   | 28.25%             | 4371       | 467         | 10.68%                | 4371    | 3054   | 1317     | 30.13%           |
| 1400000US39035101200 | 39035101200 | Census Tract 1012, Cuyahoga County, Ohio    | 1012    | 1357   | 68.31%             | 2413       | 1096        | 45.42%                | 2417    | 1300   | 1117     | 46.21%           |
| 1400000US39035101300 | 39035101300 | Census Tract 1013, Cuyahoga County, Ohio    | 1013    | 851    | 68.39%             | 1689       | 770         | 45.59%                | 1856    | 869    | 987      | 53.18%           |
| 1400000US39035101400 | 39035101400 | Census Tract 1014, Cuyahoga County, Ohio    | 1014    | 755    | 48.87%             | 1973       | 579         | 29.35%                | 1973    | 972    | 1001     | 50.73%           |
| 1400000US39035101501 | 39035101501 | Census Tract 1015.01, Cuyahoga County, Ohio | 1015.01 | 855    | 49.12%             | 2331       | 1104        | 47.36%                | 2398    | 811    | 1587     | 66.18%           |
| 1400000US39035101603 | 39035101603 | Census Tract 1016.03, Cuyahoga County, Ohio | 1016.03 | 922    | 58.13%             | 2352       | 1056        | 44.90%                | 2363    | 800    | 1563     | 66.14%           |
| 1400000US39035101700 | 39035101700 | Census Tract 1017, Cuyahoga County, Ohio    | 1017    | 1016   | 46.16%             | 2560       | 1088        | 42.50%                | 2560    | 857    | 1703     | 66.52%           |
| 1400000US39035101800 | 39035101800 | Census Tract 1018, Cuyahoga County, Ohio    | 1018    | 849    | 63.25%             | 2138       | 1075        | 50.28%                | 2332    | 1243   | 1089     | 46.70%           |
| 1400000US39035101901 | 39035101901 | Census Tract 1019.01, Cuyahoga County, Ohio | 1019.01 | 574    | 41.46%             | 1598       | 463         | 28.97%                | 1598    | 683    | 915      | 57.26%           |
| 1400000US39035102101 | 39035102101 | Census Tract 1021.01, Cuyahoga County, Ohio | 1021.01 | 1241   | 42.95%             | 3135       | 1246        | 39.74%                | 3161    | 1279   | 1882     | 59.54%           |
| 1400000US39035102102 | 39035102102 | Census Tract 1021.02, Cuyahoga County, Ohio | 1021.02 | 1041   | 39.67%             | 2512       | 563         | 22.41%                | 2572    | 1119   | 1453     | 56.49%           |
| 1400000US39035102200 | 39035102200 | Census Tract 1022, Cuyahoga County, Ohio    | 1022    | 1155   | 36.28%             | 2901       | 551         | 18.99%                | 2922    | 1488   | 1434     | 49.08%           |
| 1400000US39035102300 | 39035102300 | Census Tract 1023, Cuyahoga County, Ohio    | 1023    | 819    | 37.00%             | 2176       | 668         | 30.70%                | 2186    | 756    | 1430     | 65.42%           |
| 1400000US39035102401 | 39035102401 | Census Tract 1024.01, Cuyahoga County, Ohio | 1024.01 | 750    | 41.20%             | 2204       | 912         | 41.38%                | 2204    | 705    | 1499     | 68.01%           |
| 1400000US39035102402 | 39035102402 | Census Tract 1024.02, Cuyahoga County, Ohio | 1024.02 | 1017   | 37.46%             | 3127       | 1100        | 35.18%                | 3154    | 1053   | 2101     | 66.61%           |
| 1400000US39035102700 | 39035102700 | Census Tract 1027, Cuyahoga County, Ohio    | 1027    | 1398   | 62.23%             | 3825       | 1882        | 49.20%                | 3825    | 1595   | 2230     | 58.30%           |
| 1400000US39035102800 | 39035102800 | Census Tract 1028, Cuyahoga County, Ohio    | 1028    | 630    | 54.44%             | 1733       | 977         | 56.38%                | 1746    | 614    | 1132     | 64.83%           |
| 1400000US39035102900 | 39035102900 | Census Tract 1029, Cuyahoga County, Ohio    | 1029    | 753    | 47.94%             | 2097       | 722         | 34.43%                | 2106    | 754    | 1352     | 64.20%           |
| 1400000US39035103100 | 39035103100 | Census Tract 1031, Cuyahoga County, Ohio    | 1031    | 463    | 35.85%             | 1071       | 425         | 39.68%                | 1071    | 621    | 450      | 42.02%           |
| 1400000US39035103300 | 39035103300 | Census Tract 1033, Cuyahoga County, Ohio    | 1033    | 1230   | 56.99%             | 2333       | 1384        | 59.32%                | 2333    | 561    | 1772     | 75.95%           |
| 1400000US39035103400 | 39035103400 | Census Tract 1034, Cuyahoga County, Ohio    | 1034    | 1153   | 45.79%             | 2380       | 918         | 38.57%                | 2382    | 1107   | 1275     | 53.53%           |
| 1400000US39035103500 | 39035103500 | Census Tract 1035, Cuyahoga County, Ohio    | 1035    | 934    | 46.47%             | 2121       | 762         | 35.93%                | 2121    | 1180   | 941      | 44.37%           |
| 1400000US39035103602 | 39035103602 | Census Tract 1036.02, Cuyahoga County, Ohio | 1036.02 | 1726   | 45.48%             | 3069       | 1127        | 36.72%                | 3325    | 2034   | 1291     | 38.83%           |



### Minority, Low-Income, and Poverty Census Tract File

| ID                   | GEOID10     | NAMELSAD10                                  | NAME10  | TOTAL | Percent Low Income | TOTPOV POP | POPBEL OWPOV | Percent Below Poverty | TOTAL | NONMIN | TOTALMI N | Percent Minority |
|----------------------|-------------|---|---------|-------|--------------------|------------|--------------|-----------------------|-------|--------|-----------|------------------|
| 1400000US39035103800 | 39035103800 | Census Tract 1038, Cuyahoga County, Ohio    | 1038    | 720   | 45.14%             | 1874       | 520          | 27.75%                | 1880  | 964    | 916       | 48.72%           |
| 1400000US39035103900 | 39035103900 | Census Tract 1039, Cuyahoga County, Ohio    | 1039    | 707   | 58.13%             | 1762       | 998          | 56.64%                | 1775  | 534    | 1241      | 69.92%           |
| 1400000US39035104100 | 39035104100 | Census Tract 1041, Cuyahoga County, Ohio    | 1041    | 502   | 67.13%             | 987        | 502          | 50.86%                | 997   | 463    | 534       | 53.56%           |
| 1400000US39035104200 | 39035104200 | Census Tract 1042, Cuyahoga County, Ohio    | 1042    | 603   | 36.48%             | 1174       | 389          | 33.13%                | 1174  | 686    | 488       | 41.57%           |
| 1400000US39035104300 | 39035104300 | Census Tract 1043, Cuyahoga County, Ohio    | 1043    | 944   | 26.17%             | 1820       | 390          | 21.43%                | 1821  | 1468   | 353       | 19.38%           |
| 1400000US39035104400 | 39035104400 | Census Tract 1044, Cuyahoga County, Ohio    | 1044    | 715   | 44.62%             | 1422       | 546          | 38.40%                | 1431  | 1139   | 292       | 20.41%           |
| 1400000US39035104600 | 39035104600 | Census Tract 1046, Cuyahoga County, Ohio    | 1046    | 491   | 63.75%             | 1221       | 618          | 50.61%                | 1221  | 395    | 826       | 67.65%           |
| 1400000US39035104800 | 39035104800 | Census Tract 1048, Cuyahoga County, Ohio    | 1048    | 731   | 41.72%             | 1971       | 827          | 41.96%                | 2011  | 735    | 1276      | 63.45%           |
| 1400000US39035104900 | 39035104900 | Census Tract 1049, Cuyahoga County, Ohio    | 1049    | 830   | 46.63%             | 2104       | 969          | 46.06%                | 2170  | 712    | 1458      | 67.19%           |
| 1400000US39035105100 | 39035105100 | Census Tract 1051, Cuyahoga County, Ohio    | 1051    | 1299  | 52.89%             | 3116       | 1192         | 38.25%                | 3203  | 1788   | 1415      | 44.18%           |
| 1400000US39035105300 | 39035105300 | Census Tract 1053, Cuyahoga County, Ohio    | 1053    | 1044  | 53.54%             | 2911       | 1322         | 45.41%                | 2911  | 1089   | 1822      | 62.59%           |
| 1400000US39035105400 | 39035105400 | Census Tract 1054, Cuyahoga County, Ohio    | 1054    | 1322  | 44.70%             | 3565       | 1096         | 30.74%                | 3626  | 1770   | 1856      | 51.19%           |
| 1400000US39035105500 | 39035105500 | Census Tract 1055, Cuyahoga County, Ohio    | 1055    | 736   | 64.27%             | 1877       | 1033         | 55.03%                | 1877  | 927    | 950       | 50.61%           |
| 1400000US39035105602 | 39035105602 | Census Tract 1056.02, Cuyahoga County, Ohio | 1056.02 | 922   | 52.60%             | 2473       | 1167         | 47.19%                | 2477  | 1066   | 1411      | 56.96%           |
| 1400000US39035105700 | 39035105700 | Census Tract 1057, Cuyahoga County, Ohio    | 1057    | 2184  | 48.90%             | 4272       | 1115         | 26.10%                | 4272  | 3129   | 1143      | 26.76%           |
| 1400000US39035105900 | 39035105900 | Census Tract 1059, Cuyahoga County, Ohio    | 1059    | 1282  | 36.90%             | 2926       | 729          | 24.91%                | 2926  | 2338   | 588       | 20.10%           |
| 1400000US39035106100 | 39035106100 | Census Tract 1061, Cuyahoga County, Ohio    | 1061    | 1543  | 23.40%             | 3688       | 481          | 13.04%                | 3696  | 2409   | 1287      | 34.82%           |
| 1400000US39035106200 | 39035106200 | Census Tract 1062, Cuyahoga County, Ohio    | 1062    | 1788  | 37.92%             | 3791       | 818          | 21.58%                | 3791  | 2674   | 1117      | 29.46%           |
| 1400000US39035106300 | 39035106300 | Census Tract 1063, Cuyahoga County, Ohio    | 1063    | 1246  | 40.29%             | 3141       | 761          | 24.23%                | 3213  | 1879   | 1334      | 41.52%           |
| 1400000US39035106400 | 39035106400 | Census Tract 1064, Cuyahoga County, Ohio    | 1064    | 483   | 27.95%             | 1037       | 172          | 16.59%                | 1037  | 760    | 277       | 26.71%           |
| 1400000US39035106500 | 39035106500 | Census Tract 1065, Cuyahoga County, Ohio    | 1065    | 1156  | 23.36%             | 2853       | 391          | 13.70%                | 2859  | 2414   | 445       | 15.56%           |
| 1400000US39035106600 | 39035106600 | Census Tract 1066, Cuyahoga County, Ohio    | 1066    | 1526  | 31.39%             | 3716       | 1023         | 27.53%                | 3725  | 3108   | 617       | 16.56%           |
| 1400000US39035106800 | 39035106800 | Census Tract 1068, Cuyahoga County, Ohio    | 1068    | 1212  | 59.08%             | 2929       | 1065         | 36.36%                | 3062  | 1676   | 1386      | 45.26%           |
| 1400000US39035106900 | 39035106900 | Census Tract 1069, Cuyahoga County, Ohio    | 1069    | 1763  | 32.67%             | 3780       | 777          | 20.56%                | 3780  | 3101   | 679       | 17.96%           |
| 1400000US39035107000 | 39035107000 | Census Tract 1070, Cuyahoga County, Ohio    | 1070    | 723   | 8.44%              | 1569       | 65           | 4.14%                 | 1587  | 1347   | 240       | 15.12%           |

### Minority, Low-Income, and Poverty Census Tract File

| ID                   | GEOID10     | NAMELSAD10                                  | NAME10  | TOTAL | Percent Low Income | TOTPOV POP | POPBEL OWPOV | Percent Below Poverty | TOTAL | NONMIN | TOTALMI N | Percent Minority |
|----------------------|-------------|---|---------|-------|--------------------|------------|--------------|-----------------------|-------|--------|-----------|------------------|
| 1400000US39035107101 | 39035107101 | Census Tract 1071.01, Cuyahoga County, Ohio | 1071.01 | 1622  | 19.17%             | 2601       | 527          | 20.26%                | 4628  | 2568   | 2060      | 44.51%           |
| 1400000US39035107701 | 39035107701 | Census Tract 1077.01, Cuyahoga County, Ohio | 1077.01 | 1228  | 38.36%             | 1929       | 636          | 32.97%                | 1944  | 1175   | 769       | 39.56%           |
| 1400000US39035107802 | 39035107802 | Census Tract 1078.02, Cuyahoga County, Ohio | 1078.02 | 2106  | 61.97%             | 3405       | 1843         | 54.13%                | 3738  | 1478   | 2260      | 60.46%           |
| 1400000US39035108201 | 39035108201 | Census Tract 1082.01, Cuyahoga County, Ohio | 1082.01 | 817   | 42.23%             | 1551       | 411          | 26.50%                | 1551  | 974    | 577       | 37.20%           |
| 1400000US39035108301 | 39035108301 | Census Tract 1083.01, Cuyahoga County, Ohio | 1083.01 | 708   | 44.77%             | 1450       | 477          | 32.90%                | 1450  | 312    | 1138      | 78.48%           |
| 1400000US39035108400 | 39035108400 | Census Tract 1084, Cuyahoga County, Ohio    | 1084    | 509   | 53.63%             | 1232       | 539          | 43.75%                | 1232  | 258    | 974       | 79.06%           |
| 1400000US39035108701 | 39035108701 | Census Tract 1087.01, Cuyahoga County, Ohio | 1087.01 | 1548  | 80.04%             | 4061       | 2893         | 71.24%                | 4067  | 121    | 3946      | 97.02%           |
| 1400000US39035109301 | 39035109301 | Census Tract 1093.01, Cuyahoga County, Ohio | 1093.01 | 690   | 77.10%             | 1404       | 864          | 61.54%                | 1410  | 94     | 1316      | 93.33%           |
| 1400000US39035109701 | 39035109701 | Census Tract 1097.01, Cuyahoga County, Ohio | 1097.01 | 550   | 86.73%             | 1594       | 1226         | 76.91%                | 2282  | 398    | 1884      | 82.56%           |
| 1400000US39035109801 | 39035109801 | Census Tract 1098.01, Cuyahoga County, Ohio | 1098.01 | 756   | 86.64%             | 1781       | 1378         | 77.37%                | 1781  | 0      | 1781      | 100.00%          |
| 1400000US39035110501 | 39035110501 | Census Tract 1105.01, Cuyahoga County, Ohio | 1105.01 | 353   | 59.77%             | 710        | 246          | 34.65%                | 710   | 254    | 456       | 64.23%           |
| 1400000US39035110801 | 39035110801 | Census Tract 1108.01, Cuyahoga County, Ohio | 1108.01 | 425   | 48.24%             | 1214       | 445          | 36.66%                | 1238  | 472    | 766       | 61.87%           |
| 1400000US39035110901 | 39035110901 | Census Tract 1109.01, Cuyahoga County, Ohio | 1109.01 | 1116  | 52.06%             | 3079       | 1821         | 59.14%                | 3079  | 1364   | 1715      | 55.70%           |
| 1400000US39035111202 | 39035111202 | Census Tract 1112.02, Cuyahoga County, Ohio | 1112.02 | 555   | 55.68%             | 1340       | 599          | 44.70%                | 1340  | 193    | 1147      | 85.60%           |
| 1400000US39035111401 | 39035111401 | Census Tract 1114.01, Cuyahoga County, Ohio | 1114.01 | 489   | 68.10%             | 1262       | 660          | 52.30%                | 1262  | 12     | 1250      | 99.05%           |
| 1400000US39035111500 | 39035111500 | Census Tract 1115, Cuyahoga County, Ohio    | 1115    | 518   | 70.08%             | 975        | 533          | 54.67%                | 975   | 300    | 675       | 69.23%           |
| 1400000US39035111600 | 39035111600 | Census Tract 1116, Cuyahoga County, Ohio    | 1116    | 512   | 69.92%             | 1284       | 756          | 58.88%                | 1284  | 112    | 1172      | 91.28%           |
| 1400000US39035111700 | 39035111700 | Census Tract 1117, Cuyahoga County, Ohio    | 1117    | 427   | 64.17%             | 990        | 559          | 56.46%                | 990   | 93     | 897       | 90.61%           |
| 1400000US39035111800 | 39035111800 | Census Tract 1118, Cuyahoga County, Ohio    | 1118    | 330   | 59.39%             | 774        | 172          | 22.22%                | 774   | 29     | 745       | 96.25%           |
| 1400000US39035111902 | 39035111902 | Census Tract 1119.02, Cuyahoga County, Ohio | 1119.02 | 250   | 61.60%             | 752        | 357          | 47.47%                | 752   | 46     | 706       | 93.88%           |
| 1400000US39035112100 | 39035112100 | Census Tract 1121, Cuyahoga County, Ohio    | 1121    | 786   | 80.15%             | 1506       | 901          | 59.83%                | 1687  | 47     | 1640      | 97.21%           |
| 1400000US39035112200 | 39035112200 | Census Tract 1122, Cuyahoga County, Ohio    | 1122    | 457   | 67.40%             | 1178       | 608          | 51.61%                | 1178  | 9      | 1169      | 99.24%           |
| 1400000US39035112301 | 39035112301 | Census Tract 1123.01, Cuyahoga County, Ohio | 1123.01 | 477   | 73.38%             | 1091       | 620          | 56.83%                | 1423  | 146    | 1277      | 89.74%           |
| 1400000US39035112400 | 39035112400 | Census Tract 1124, Cuyahoga County, Ohio    | 1124    | 460   | 44.13%             | 1029       | 261          | 25.36%                | 1042  | 12     | 1030      | 98.85%           |
| 1400000US39035112500 | 39035112500 | Census Tract 1125, Cuyahoga County, Ohio    | 1125    | 527   | 51.61%             | 1335       | 476          | 35.66%                | 1437  | 59     | 1378      | 95.89%           |

### Minority, Low-Income, and Poverty Census Tract File

| ID                   | GEOID10     | NAMELSAD10                                  | NAME10  | TOTAL | Percent Low Income | TOTPOV POP | POPBEL OWPOV | Percent Below Poverty | TOTAL | NONMIN | TOTALMI N | Percent Minority |
|----------------------|-------------|---|---------|-------|--------------------|------------|--------------|-----------------------|-------|--------|-----------|------------------|
| 1400000US39035112600 | 39035112600 | Census Tract 1126, Cuyahoga County, Ohio    | 1126    | 451   | 85.81%             | 1083       | 675          | 62.33%                | 1083  | 43     | 1040      | 96.03%           |
| 1400000US39035112800 | 39035112800 | Census Tract 1128, Cuyahoga County, Ohio    | 1128    | 530   | 50.94%             | 1132       | 353          | 31.18%                | 1132  | 59     | 1073      | 94.79%           |
| 1400000US39035113101 | 39035113101 | Census Tract 1131.01, Cuyahoga County, Ohio | 1131.01 | 370   | 85.68%             | 613        | 358          | 58.40%                | 821   | 115    | 706       | 85.99%           |
| 1400000US39035113500 | 39035113500 | Census Tract 1135, Cuyahoga County, Ohio    | 1135    | 511   | 45.40%             | 1276       | 496          | 38.87%                | 1276  | 0      | 1276      | 100.00%          |
| 1400000US39035113600 | 39035113600 | Census Tract 1136, Cuyahoga County, Ohio    | 1136    | 377   | 49.34%             | 791        | 242          | 30.59%                | 993   | 104    | 889       | 89.53%           |
| 1400000US39035113801 | 39035113801 | Census Tract 1138.01, Cuyahoga County, Ohio | 1138.01 | 713   | 64.80%             | 1760       | 947          | 53.81%                | 1760  | 81     | 1679      | 95.40%           |
| 1400000US39035114100 | 39035114100 | Census Tract 1141, Cuyahoga County, Ohio    | 1141    | 505   | 71.09%             | 1172       | 495          | 42.24%                | 1172  | 2      | 1170      | 99.83%           |
| 1400000US39035114300 | 39035114300 | Census Tract 1143, Cuyahoga County, Ohio    | 1143    | 540   | 91.11%             | 1563       | 1235         | 79.01%                | 1563  | 0      | 1563      | 100.00%          |
| 1400000US39035114501 | 39035114501 | Census Tract 1145.01, Cuyahoga County, Ohio | 1145.01 | 543   | 61.51%             | 1211       | 554          | 45.75%                | 1224  | 150    | 1074      | 87.75%           |
| 1400000US39035114600 | 39035114600 | Census Tract 1146, Cuyahoga County, Ohio    | 1146    | 456   | 52.63%             | 1252       | 514          | 41.05%                | 1252  | 515    | 737       | 58.87%           |
| 1400000US39035114700 | 39035114700 | Census Tract 1147, Cuyahoga County, Ohio    | 1147    | 197   | 73.60%             | 458        | 301          | 65.72%                | 458   | 0      | 458       | 100.00%          |
| 1400000US39035114900 | 39035114900 | Census Tract 1149, Cuyahoga County, Ohio    | 1149    | 806   | 65.88%             | 1923       | 1211         | 62.97%                | 1923  | 599    | 1324      | 68.85%           |
| 1400000US39035115100 | 39035115100 | Census Tract 1151, Cuyahoga County, Ohio    | 1151    | 517   | 58.41%             | 1173       | 545          | 46.46%                | 1176  | 589    | 587       | 49.91%           |
| 1400000US39035115200 | 39035115200 | Census Tract 1152, Cuyahoga County, Ohio    | 1152    | 349   | 66.19%             | 910        | 557          | 61.21%                | 910   | 282    | 628       | 69.01%           |
| 1400000US39035115300 | 39035115300 | Census Tract 1153, Cuyahoga County, Ohio    | 1153    | 378   | 60.58%             | 932        | 610          | 65.45%                | 932   | 266    | 666       | 71.46%           |
| 1400000US39035115400 | 39035115400 | Census Tract 1154, Cuyahoga County, Ohio    | 1154    | 755   | 58.94%             | 1571       | 692          | 44.05%                | 1571  | 822    | 749       | 47.68%           |
| 1400000US39035115700 | 39035115700 | Census Tract 1157, Cuyahoga County, Ohio    | 1157    | 665   | 58.20%             | 1607       | 824          | 51.28%                | 1607  | 735    | 872       | 54.26%           |
| 1400000US39035115800 | 39035115800 | Census Tract 1158, Cuyahoga County, Ohio    | 1158    | 1130  | 48.76%             | 3286       | 1567         | 47.69%                | 3380  | 1481   | 1899      | 56.18%           |
| 1400000US39035115900 | 39035115900 | Census Tract 1159, Cuyahoga County, Ohio    | 1159    | 1530  | 36.01%             | 3775       | 883          | 23.39%                | 3786  | 1485   | 2301      | 60.78%           |
| 1400000US39035116100 | 39035116100 | Census Tract 1161, Cuyahoga County, Ohio    | 1161    | 414   | 67.63%             | 1042       | 528          | 50.67%                | 1042  | 6      | 1036      | 99.42%           |
| 1400000US39035116200 | 39035116200 | Census Tract 1162, Cuyahoga County, Ohio    | 1162    | 380   | 52.63%             | 1018       | 430          | 42.24%                | 1018  | 7      | 1011      | 99.31%           |
| 1400000US39035116300 | 39035116300 | Census Tract 1163, Cuyahoga County, Ohio    | 1163    | 666   | 60.96%             | 1937       | 648          | 33.45%                | 1937  | 15     | 1922      | 99.23%           |
| 1400000US39035116400 | 39035116400 | Census Tract 1164, Cuyahoga County, Ohio    | 1164    | 1242  | 57.25%             | 3175       | 1516         | 47.75%                | 3238  | 46     | 3192      | 98.58%           |
| 1400000US39035116500 | 39035116500 | Census Tract 1165, Cuyahoga County, Ohio    | 1165    | 964   | 68.36%             | 2010       | 737          | 36.67%                | 2024  | 0      | 2024      | 100.00%          |
| 1400000US39035116600 | 39035116600 | Census Tract 1166, Cuyahoga County, Ohio    | 1166    | 1067  | 52.86%             | 2577       | 1077         | 41.79%                | 2577  | 5      | 2572      | 99.81%           |

### Minority, Low-Income, and Poverty Census Tract File

| ID                   | GEOID10     | NAMELSAD10                                  | NAME10  | TOTAL | Percent Low Income | TOTPOV POP | POPBEL OWPOV | Percent Below Poverty | TOTAL | NONMIN | TOTALMI N | Percent Minority |
|----------------------|-------------|---|---------|-------|--------------------|------------|--------------|-----------------------|-------|--------|-----------|------------------|
| 1400000US39035116700 | 39035116700 | Census Tract 1167, Cuyahoga County, Ohio    | 1167    | 703   | 50.50%             | 1657       | 655          | 39.53%                | 1657  | 10     | 1647      | 99.40%           |
| 1400000US39035116800 | 39035116800 | Census Tract 1168, Cuyahoga County, Ohio    | 1168    | 1043  | 50.53%             | 2658       | 766          | 28.82%                | 2678  | 1      | 2677      | 99.96%           |
| 1400000US39035116900 | 39035116900 | Census Tract 1169, Cuyahoga County, Ohio    | 1169    | 633   | 55.92%             | 1299       | 548          | 42.19%                | 1299  | 47     | 1252      | 96.38%           |
| 1400000US39035117101 | 39035117101 | Census Tract 1171.01, Cuyahoga County, Ohio | 1171.01 | 1155  | 47.88%             | 2795       | 989          | 35.38%                | 2795  | 488    | 2307      | 82.54%           |
| 1400000US39035117102 | 39035117102 | Census Tract 1171.02, Cuyahoga County, Ohio | 1171.02 | 436   | 60.78%             | 1213       | 526          | 43.36%                | 1213  | 5      | 1208      | 99.59%           |
| 1400000US39035117201 | 39035117201 | Census Tract 1172.01, Cuyahoga County, Ohio | 1172.01 | 1960  | 80.71%             | 3056       | 1768         | 57.85%                | 3200  | 542    | 2658      | 83.06%           |
| 1400000US39035117202 | 39035117202 | Census Tract 1172.02, Cuyahoga County, Ohio | 1172.02 | 809   | 44.99%             | 1861       | 673          | 36.16%                | 1861  | 340    | 1521      | 81.73%           |
| 1400000US39035117300 | 39035117300 | Census Tract 1173, Cuyahoga County, Ohio    | 1173    | 987   | 57.14%             | 2481       | 1228         | 49.50%                | 2514  | 171    | 2343      | 93.20%           |
| 1400000US39035117400 | 39035117400 | Census Tract 1174, Cuyahoga County, Ohio    | 1174    | 548   | 44.16%             | 1475       | 733          | 49.69%                | 1531  | 155    | 1376      | 89.88%           |
| 1400000US39035117500 | 39035117500 | Census Tract 1175, Cuyahoga County, Ohio    | 1175    | 1228  | 47.39%             | 2835       | 799          | 28.18%                | 2847  | 393    | 2454      | 86.20%           |
| 1400000US39035117600 | 39035117600 | Census Tract 1176, Cuyahoga County, Ohio    | 1176    | 1448  | 38.05%             | 3105       | 654          | 21.06%                | 3105  | 735    | 2370      | 76.33%           |
| 1400000US39035117700 | 39035117700 | Census Tract 1177, Cuyahoga County, Ohio    | 1177    | 2146  | 26.65%             | 4667       | 963          | 20.63%                | 4795  | 2415   | 2380      | 49.64%           |
| 1400000US39035117800 | 39035117800 | Census Tract 1178, Cuyahoga County, Ohio    | 1178    | 924   | 48.59%             | 2214       | 884          | 39.93%                | 2214  | 540    | 1674      | 75.61%           |
| 1400000US39035117900 | 39035117900 | Census Tract 1179, Cuyahoga County, Ohio    | 1179    | 1165  | 56.57%             | 2412       | 630          | 26.12%                | 2412  | 96     | 2316      | 96.02%           |
| 1400000US39035118101 | 39035118101 | Census Tract 1181.01, Cuyahoga County, Ohio | 1181.01 | 660   | 58.94%             | 1991       | 958          | 48.12%                | 2017  | 34     | 1983      | 98.31%           |
| 1400000US39035118200 | 39035118200 | Census Tract 1182, Cuyahoga County, Ohio    | 1182    | 749   | 68.22%             | 1954       | 1142         | 58.44%                | 1961  | 35     | 1926      | 98.22%           |
| 1400000US39035118301 | 39035118301 | Census Tract 1183.01, Cuyahoga County, Ohio | 1183.01 | 1028  | 58.37%             | 2612       | 912          | 34.92%                | 2619  | 217    | 2402      | 91.71%           |
| 1400000US39035118400 | 39035118400 | Census Tract 1184, Cuyahoga County, Ohio    | 1184    | 759   | 45.06%             | 1651       | 565          | 34.22%                | 1683  | 16     | 1667      | 99.05%           |
| 1400000US39035118500 | 39035118500 | Census Tract 1185, Cuyahoga County, Ohio    | 1185    | 324   | 46.30%             | 774        | 243          | 31.40%                | 892   | 131    | 761       | 85.31%           |
| 1400000US39035118602 | 39035118602 | Census Tract 1186.02, Cuyahoga County, Ohio | 1186.02 | 1074  | 83.99%             | 2261       | 1301         | 57.54%                | 2261  | 16     | 2245      | 99.29%           |
| 1400000US39035118700 | 39035118700 | Census Tract 1187, Cuyahoga County, Ohio    | 1187    | 808   | 66.58%             | 1544       | 890          | 57.64%                | 3670  | 2123   | 1547      | 42.15%           |
| 1400000US39035118800 | 39035118800 | Census Tract 1188, Cuyahoga County, Ohio    | 1188    | 1551  | 60.41%             | 2289       | 886          | 38.71%                | 2740  | 1675   | 1065      | 38.87%           |
| 1400000US39035118900 | 39035118900 | Census Tract 1189, Cuyahoga County, Ohio    | 1189    | 639   | 42.25%             | 1560       | 645          | 41.35%                | 1561  | 84     | 1477      | 94.62%           |
| 1400000US39035119100 | 39035119100 | Census Tract 1191, Cuyahoga County, Ohio    | 1191    | 65    | 6.15%              | 125        | 22           | 17.60%                | 142   | 80     | 62        | 43.66%           |
| 1400000US39035119202 | 39035119202 | Census Tract 1192.02, Cuyahoga County, Ohio | 1192.02 | 535   | 62.24%             | 774        | 287          | 37.08%                | 1122  | 357    | 765       | 68.18%           |

### Minority, Low-Income, and Poverty Census Tract File

| ID                   | GEOID10     | NAMELSAD10                                  | NAME10  | TOTAL | Percent Low Income | TOTPOV POP | POPBEL OWPOV | Percent Below Poverty | TOTAL | NONMIN | TOTALMI N | Percent Minority |
|----------------------|-------------|---|---------|-------|--------------------|------------|--------------|-----------------------|-------|--------|-----------|------------------|
| 1400000US39035119300 | 39035119300 | Census Tract 1193, Cuyahoga County, Ohio    | 1193    | 1480  | 75.34%             | 3783       | 2456         | 64.92%                | 3793  | 36     | 3757      | 99.05%           |
| 1400000US39035119401 | 39035119401 | Census Tract 1194.01, Cuyahoga County, Ohio | 1194.01 | 1032  | 44.67%             | 1870       | 445          | 23.80%                | 1870  | 254    | 1616      | 86.42%           |
| 1400000US39035119402 | 39035119402 | Census Tract 1194.02, Cuyahoga County, Ohio | 1194.02 | 853   | 54.04%             | 1774       | 780          | 43.97%                | 1774  | 30     | 1744      | 98.31%           |
| 1400000US39035119501 | 39035119501 | Census Tract 1195.01, Cuyahoga County, Ohio | 1195.01 | 1475  | 39.25%             | 2763       | 691          | 25.01%                | 2769  | 811    | 1958      | 70.71%           |
| 1400000US39035119502 | 39035119502 | Census Tract 1195.02, Cuyahoga County, Ohio | 1195.02 | 1198  | 49.00%             | 1983       | 441          | 22.24%                | 1983  | 549    | 1434      | 72.31%           |
| 1400000US39035119600 | 39035119600 | Census Tract 1196, Cuyahoga County, Ohio    | 1196    | 1080  | 55.93%             | 2331       | 793          | 34.02%                | 2331  | 61     | 2270      | 97.38%           |
| 1400000US39035119701 | 39035119701 | Census Tract 1197.01, Cuyahoga County, Ohio | 1197.01 | 773   | 54.46%             | 1432       | 481          | 33.59%                | 1432  | 24     | 1408      | 98.32%           |
| 1400000US39035119702 | 39035119702 | Census Tract 1197.02, Cuyahoga County, Ohio | 1197.02 | 958   | 73.70%             | 2025       | 1021         | 50.42%                | 2025  | 1      | 2024      | 99.95%           |
| 1400000US39035119800 | 39035119800 | Census Tract 1198, Cuyahoga County, Ohio    | 1198    | 1543  | 60.86%             | 3737       | 1905         | 50.98%                | 3737  | 2      | 3735      | 99.95%           |
| 1400000US39035119900 | 39035119900 | Census Tract 1199, Cuyahoga County, Ohio    | 1199    | 1043  | 61.94%             | 1739       | 575          | 33.06%                | 1739  | 97     | 1642      | 94.42%           |
| 1400000US39035120200 | 39035120200 | Census Tract 1202, Cuyahoga County, Ohio    | 1202    | 1065  | 67.14%             | 2427       | 1006         | 41.45%                | 2465  | 20     | 2445      | 99.19%           |
| 1400000US39035120400 | 39035120400 | Census Tract 1204, Cuyahoga County, Ohio    | 1204    | 919   | 48.53%             | 2388       | 738          | 30.90%                | 2396  | 0      | 2396      | 100.00%          |
| 1400000US39035120500 | 39035120500 | Census Tract 1205, Cuyahoga County, Ohio    | 1205    | 1023  | 56.70%             | 2703       | 1139         | 42.14%                | 2725  | 27     | 2698      | 99.01%           |
| 1400000US39035120600 | 39035120600 | Census Tract 1206, Cuyahoga County, Ohio    | 1206    | 1006  | 45.92%             | 2567       | 452          | 17.61%                | 2602  | 43     | 2559      | 98.35%           |
| 1400000US39035120701 | 39035120701 | Census Tract 1207.01, Cuyahoga County, Ohio | 1207.01 | 783   | 59.51%             | 1498       | 624          | 41.66%                | 1498  | 14     | 1484      | 99.07%           |
| 1400000US39035120702 | 39035120702 | Census Tract 1207.02, Cuyahoga County, Ohio | 1207.02 | 756   | 56.61%             | 1618       | 550          | 33.99%                | 1627  | 24     | 1603      | 98.52%           |
| 1400000US39035120801 | 39035120801 | Census Tract 1208.01, Cuyahoga County, Ohio | 1208.01 | 885   | 46.67%             | 1964       | 534          | 27.19%                | 1964  | 0      | 1964      | 100.00%          |
| 1400000US39035120802 | 39035120802 | Census Tract 1208.02, Cuyahoga County, Ohio | 1208.02 | 801   | 43.95%             | 1916       | 631          | 32.93%                | 1916  | 66     | 1850      | 96.56%           |
| 1400000US39035121100 | 39035121100 | Census Tract 1211, Cuyahoga County, Ohio    | 1211    | 900   | 54.22%             | 2232       | 972          | 43.55%                | 2249  | 11     | 2238      | 99.51%           |
| 1400000US39035121200 | 39035121200 | Census Tract 1212, Cuyahoga County, Ohio    | 1212    | 633   | 61.45%             | 1665       | 691          | 41.50%                | 1665  | 12     | 1653      | 99.28%           |
| 1400000US39035121300 | 39035121300 | Census Tract 1213, Cuyahoga County, Ohio    | 1213    | 896   | 61.83%             | 2331       | 944          | 40.50%                | 2331  | 166    | 2165      | 92.88%           |
| 1400000US39035121401 | 39035121401 | Census Tract 1214.01, Cuyahoga County, Ohio | 1214.01 | 764   | 58.25%             | 2004       | 805          | 40.17%                | 2004  | 0      | 2004      | 100.00%          |
| 1400000US39035121403 | 39035121403 | Census Tract 1214.03, Cuyahoga County, Ohio | 1214.03 | 1135  | 59.30%             | 2639       | 888          | 33.65%                | 2639  | 24     | 2615      | 99.09%           |
| 1400000US39035121500 | 39035121500 | Census Tract 1215, Cuyahoga County, Ohio    | 1215    | 1212  | 41.67%             | 3279       | 834          | 25.43%                | 3298  | 25     | 3273      | 99.24%           |
| 1400000US39035121700 | 39035121700 | Census Tract 1217, Cuyahoga County, Ohio    | 1217    | 1624  | 33.25%             | 3607       | 781          | 21.65%                | 3659  | 22     | 3637      | 99.40%           |



### Minority, Low-Income, and Poverty Census Tract File

| ID                   | GEOID10     | NAMELSAD10                                  | NAME10  | TOTAL | Percent Low Income | TOTPOV POP | POPBEL OWPOV | Percent Below Poverty | TOTAL | NONMIN | TOTALMI N | Percent Minority |
|----------------------|-------------|---|---------|-------|--------------------|------------|--------------|-----------------------|-------|--------|-----------|------------------|
| 1400000US39035121800 | 39035121800 | Census Tract 1218, Cuyahoga County, Ohio    | 1218    | 751   | 37.95%             | 1889       | 546          | 28.90%                | 1889  | 46     | 1843      | 97.56%           |
| 1400000US39035121900 | 39035121900 | Census Tract 1219, Cuyahoga County, Ohio    | 1219    | 555   | 38.74%             | 1225       | 264          | 21.55%                | 1296  | 34     | 1262      | 97.38%           |
| 1400000US39035122100 | 39035122100 | Census Tract 1221, Cuyahoga County, Ohio    | 1221    | 1328  | 40.51%             | 3143       | 889          | 28.29%                | 3310  | 123    | 3187      | 96.28%           |
| 1400000US39035122200 | 39035122200 | Census Tract 1222, Cuyahoga County, Ohio    | 1222    | 768   | 38.41%             | 1660       | 436          | 26.27%                | 1660  | 10     | 1650      | 99.40%           |
| 1400000US39035122300 | 39035122300 | Census Tract 1223, Cuyahoga County, Ohio    | 1223    | 847   | 46.99%             | 2067       | 773          | 37.40%                | 2067  | 19     | 2048      | 99.08%           |
| 1400000US39035123100 | 39035123100 | Census Tract 1231, Cuyahoga County, Ohio    | 1231    | 1140  | 14.12%             | 2575       | 197          | 7.65%                 | 2575  | 2356   | 219       | 8.50%            |
| 1400000US39035123200 | 39035123200 | Census Tract 1232, Cuyahoga County, Ohio    | 1232    | 1526  | 17.69%             | 3195       | 388          | 12.14%                | 3225  | 2932   | 293       | 9.09%            |
| 1400000US39035123400 | 39035123400 | Census Tract 1234, Cuyahoga County, Ohio    | 1234    | 1635  | 23.55%             | 3745       | 352          | 9.40%                 | 3745  | 3306   | 439       | 11.72%           |
| 1400000US39035123501 | 39035123501 | Census Tract 1235.01, Cuyahoga County, Ohio | 1235.01 | 1488  | 40.32%             | 3224       | 898          | 27.85%                | 3224  | 2399   | 825       | 25.59%           |
| 1400000US39035123502 | 39035123502 | Census Tract 1235.02, Cuyahoga County, Ohio | 1235.02 | 1309  | 41.18%             | 2888       | 692          | 23.96%                | 2888  | 1751   | 1137      | 39.37%           |
| 1400000US39035123601 | 39035123601 | Census Tract 1236.01, Cuyahoga County, Ohio | 1236.01 | 1252  | 16.69%             | 3017       | 270          | 8.95%                 | 3017  | 2548   | 469       | 15.55%           |
| 1400000US39035123602 | 39035123602 | Census Tract 1236.02, Cuyahoga County, Ohio | 1236.02 | 1446  | 28.56%             | 2778       | 343          | 12.35%                | 2972  | 2538   | 434       | 14.60%           |
| 1400000US39035123603 | 39035123603 | Census Tract 1236.03, Cuyahoga County, Ohio | 1236.03 | 1525  | 26.30%             | 3278       | 244          | 7.44%                 | 3299  | 3000   | 299       | 9.06%            |
| 1400000US39035123700 | 39035123700 | Census Tract 1237, Cuyahoga County, Ohio    | 1237    | 1016  | 19.69%             | 2386       | 220          | 9.22%                 | 2440  | 1971   | 469       | 19.22%           |
| 1400000US39035123800 | 39035123800 | Census Tract 1238, Cuyahoga County, Ohio    | 1238    | 943   | 64.37%             | 2241       | 1418         | 63.28%                | 2241  | 940    | 1301      | 58.05%           |
| 1400000US39035123900 | 39035123900 | Census Tract 1239, Cuyahoga County, Ohio    | 1239    | 1107  | 24.03%             | 2654       | 416          | 15.67%                | 2678  | 1820   | 858       | 32.04%           |
| 1400000US39035124100 | 39035124100 | Census Tract 1241, Cuyahoga County, Ohio    | 1241    | 1994  | 40.02%             | 4920       | 1636         | 33.25%                | 4920  | 2386   | 2534      | 51.50%           |
| 1400000US39035124201 | 39035124201 | Census Tract 1242.01, Cuyahoga County, Ohio | 1242.01 | 1235  | 28.18%             | 2843       | 576          | 20.26%                | 2853  | 1716   | 1137      | 39.85%           |
| 1400000US39035124202 | 39035124202 | Census Tract 1242.02, Cuyahoga County, Ohio | 1242.02 | 731   | 29.55%             | 1507       | 384          | 25.48%                | 1654  | 1199   | 455       | 27.51%           |
| 1400000US39035124300 | 39035124300 | Census Tract 1243, Cuyahoga County, Ohio    | 1243    | 1664  | 28.49%             | 4637       | 1097         | 23.66%                | 4647  | 1640   | 3007      | 64.71%           |
| 1400000US39035124500 | 39035124500 | Census Tract 1245, Cuyahoga County, Ohio    | 1245    | 1547  | 30.58%             | 3763       | 736          | 19.56%                | 3776  | 2665   | 1111      | 29.42%           |
| 1400000US39035124600 | 39035124600 | Census Tract 1246, Cuyahoga County, Ohio    | 1246    | 1713  | 43.72%             | 3940       | 1376         | 34.92%                | 3940  | 2354   | 1586      | 40.25%           |
| 1400000US39035126100 | 39035126100 | Census Tract 1261, Cuyahoga County, Ohio    | 1261    | 1427  | 36.86%             | 2668       | 590          | 22.11%                | 2859  | 271    | 2588      | 90.52%           |
| 1400000US39035127501 | 39035127501 | Census Tract 1275.01, Cuyahoga County, Ohio | 1275.01 | 1213  | 45.75%             | 3266       | 1246         | 38.15%                | 3306  | 253    | 3053      | 92.35%           |
| 1400000US39035130103 | 39035130103 | Census Tract 1301.03, Cuyahoga County, Ohio | 1301.03 | 1627  | 3.75%              | 4363       | 8            | 0.18%                 | 4492  | 4335   | 157       | 3.50%            |

### Minority, Low-Income, and Poverty Census Tract File

| ID                   | GEOID10     | NAMELSAD10                                  | NAME10  | TOTAL | Percent Low Income | TOTPOV POP | POPBEL OWPOV | Percent Below Poverty | TOTAL | NONMIN | TOTALMI N | Percent Minority |
|----------------------|-------------|---|---------|-------|--------------------|------------|--------------|-----------------------|-------|--------|-----------|------------------|
| 1400000US39035130104 | 39035130104 | Census Tract 1301.04, Cuyahoga County, Ohio | 1301.04 | 1508  | 6.03%              | 4240       | 119          | 2.81%                 | 4240  | 4080   | 160       | 3.77%            |
| 1400000US39035130105 | 39035130105 | Census Tract 1301.05, Cuyahoga County, Ohio | 1301.05 | 1497  | 17.57%             | 3355       | 127          | 3.79%                 | 3355  | 3209   | 146       | 4.35%            |
| 1400000US39035130106 | 39035130106 | Census Tract 1301.06, Cuyahoga County, Ohio | 1301.06 | 1411  | 7.80%              | 3375       | 197          | 5.84%                 | 3421  | 3353   | 68        | 1.99%            |
| 1400000US39035131102 | 39035131102 | Census Tract 1311.02, Cuyahoga County, Ohio | 1311.02 | 1179  | 10.26%             | 3048       | 170          | 5.58%                 | 3410  | 2047   | 1363      | 39.97%           |
| 1400000US39035131103 | 39035131103 | Census Tract 1311.03, Cuyahoga County, Ohio | 1311.03 | 1434  | 8.02%              | 4081       | 41           | 1.00%                 | 4084  | 3698   | 386       | 9.45%            |
| 1400000US39035131104 | 39035131104 | Census Tract 1311.04, Cuyahoga County, Ohio | 1311.04 | 2244  | 22.33%             | 3738       | 230          | 6.15%                 | 4361  | 3530   | 831       | 19.06%           |
| 1400000US39035132100 | 39035132100 | Census Tract 1321, Cuyahoga County, Ohio    | 1321, C | 2153  | 35.07%             | 4636       | 847          | 18.27%                | 4652  | 1789   | 2863      | 61.54%           |
| 1400000US39035132200 | 39035132200 | Census Tract 1322, Cuyahoga County, Ohio    | 1322, C | 1111  | 20.52%             | 2842       | 335          | 11.79%                | 2842  | 1392   | 1450      | 51.02%           |
| 1400000US39035132301 | 39035132301 | Census Tract 1323.01, Cuyahoga County, Ohio | 1323.01 | 1648  | 24.94%             | 3468       | 398          | 11.48%                | 3468  | 1385   | 2083      | 60.06%           |
| 1400000US39035132302 | 39035132302 | Census Tract 1323.02, Cuyahoga County, Ohio | 1323.02 | 914   | 33.48%             | 1965       | 360          | 18.32%                | 1965  | 886    | 1079      | 54.91%           |
| 1400000US39035133103 | 39035133103 | Census Tract 1331.03, Cuyahoga County, Ohio | 1331.03 | 1553  | 35.54%             | 3236       | 518          | 16.01%                | 3257  | 575    | 2682      | 82.35%           |
| 1400000US39035133104 | 39035133104 | Census Tract 1331.04, Cuyahoga County, Ohio | 1331.04 | 1324  | 40.79%             | 2559       | 490          | 19.15%                | 2619  | 586    | 2033      | 77.63%           |
| 1400000US39035134100 | 39035134100 | Census Tract 1341, Cuyahoga County, Ohio    | 1341, C | 599   | 20.03%             | 1307       | 170          | 13.01%                | 1449  | 1030   | 419       | 28.92%           |
| 1400000US39035134203 | 39035134203 | Census Tract 1342.03, Cuyahoga County, Ohio | 1342.03 | 1262  | 7.45%              | 3345       | 156          | 4.66%                 | 3345  | 3026   | 319       | 9.54%            |
| 1400000US39035134204 | 39035134204 | Census Tract 1342.04, Cuyahoga County, Ohio | 1342.04 | 1915  | 29.40%             | 4029       | 603          | 14.97%                | 4324  | 3966   | 358       | 8.28%            |
| 1400000US39035134205 | 39035134205 | Census Tract 1342.05, Cuyahoga County, Ohio | 1342.05 | 1145  | 17.82%             | 2903       | 192          | 6.61%                 | 2910  | 2595   | 315       | 10.82%           |
| 1400000US39035134206 | 39035134206 | Census Tract 1342.06, Cuyahoga County, Ohio | 1342.06 | 1382  | 16.93%             | 3021       | 312          | 10.33%                | 3021  | 2746   | 275       | 9.10%            |
| 1400000US39035134300 | 39035134300 | Census Tract 1343, Cuyahoga County, Ohio    | 1343, C | 1144  | 27.53%             | 2235       | 167          | 7.47%                 | 3995  | 3218   | 777       | 19.45%           |
| 1400000US39035135103 | 39035135103 | Census Tract 1351.03, Cuyahoga County, Ohio | 1351.03 | 1045  | 13.21%             | 2254       | 38           | 1.69%                 | 2254  | 2168   | 86        | 3.82%            |
| 1400000US39035135104 | 39035135104 | Census Tract 1351.04, Cuyahoga County, Ohio | 1351.04 | 1456  | 6.73%              | 4021       | 55           | 1.37%                 | 4021  | 3864   | 157       | 3.90%            |
| 1400000US39035135105 | 39035135105 | Census Tract 1351.05, Cuyahoga County, Ohio | 1351.05 | 2238  | 14.12%             | 5801       | 318          | 5.48%                 | 6003  | 5590   | 413       | 6.88%            |
| 1400000US39035135106 | 39035135106 | Census Tract 1351.06, Cuyahoga County, Ohio | 1351.06 | 501   | 2.79%              | 1265       | 31           | 2.45%                 | 1265  | 1265   | 0         | 0.00%            |
| 1400000US39035136101 | 39035136101 | Census Tract 1361.01, Cuyahoga County, Ohio | 1361.01 | 2561  | 20.50%             | 5779       | 314          | 5.43%                 | 5779  | 4985   | 794       | 13.74%           |
| 1400000US39035136102 | 39035136102 | Census Tract 1361.02, Cuyahoga County, Ohio | 1361.02 | 2931  | 8.63%              | 7690       | 367          | 4.77%                 | 7690  | 6012   | 1678      | 21.82%           |
| 1400000US39035136103 | 39035136103 | Census Tract 1361.03, Cuyahoga County, Ohio | 1361.03 | 2080  | 11.35%             | 5676       | 367          | 6.47%                 | 5840  | 5486   | 354       | 6.06%            |

### Minority, Low-Income, and Poverty Census Tract File

| ID                   | GEOID10     | NAMELSAD10                                  | NAME10  | TOTAL | Percent Low Income | TOTPOV POP | POPBEL OWPOV | Percent Below Poverty | TOTAL | NONMIN | TOTALMI N | Percent Minority |
|----------------------|-------------|---|---------|-------|--------------------|------------|--------------|-----------------------|-------|--------|-----------|------------------|
| 1400000US39035137101 | 39035137101 | Census Tract 1371.01, Cuyahoga County, Ohio | 1371.01 | 1175  | 29.28%             | 2501       | 428          | 17.11%                | 2512  | 1874   | 638       | 25.40%           |
| 1400000US39035137102 | 39035137102 | Census Tract 1371.02, Cuyahoga County, Ohio | 1371.02 | 1904  | 29.41%             | 4401       | 647          | 14.70%                | 4414  | 3534   | 880       | 19.94%           |
| 1400000US39035137103 | 39035137103 | Census Tract 1371.03, Cuyahoga County, Ohio | 1371.03 | 1772  | 24.27%             | 4121       | 470          | 11.40%                | 4121  | 3243   | 878       | 21.31%           |
| 1400000US39035138105 | 39035138105 | Census Tract 1381.05, Cuyahoga County, Ohio | 1381.05 | 571   | 34.68%             | 1310       | 198          | 15.11%                | 1310  | 919    | 391       | 29.85%           |
| 1400000US39035138106 | 39035138106 | Census Tract 1381.06, Cuyahoga County, Ohio | 1381.06 | 1276  | 21.71%             | 3450       | 577          | 16.72%                | 3464  | 2995   | 469       | 13.54%           |
| 1400000US39035138107 | 39035138107 | Census Tract 1381.07, Cuyahoga County, Ohio | 1381.07 | 773   | 20.70%             | 2112       | 114          | 5.40%                 | 2121  | 2039   | 82        | 3.87%            |
| 1400000US39035138108 | 39035138108 | Census Tract 1381.08, Cuyahoga County, Ohio | 1381.08 | 1587  | 18.84%             | 4073       | 212          | 5.21%                 | 4093  | 3732   | 361       | 8.82%            |
| 1400000US39035138109 | 39035138109 | Census Tract 1381.09, Cuyahoga County, Ohio | 1381.09 | 1834  | 23.94%             | 4092       | 257          | 6.28%                 | 4102  | 3559   | 543       | 13.24%           |
| 1400000US39035138110 | 39035138110 | Census Tract 1381.10, Cuyahoga County, Ohio | 1381.1  | 1646  | 20.72%             | 3879       | 305          | 7.86%                 | 3937  | 3348   | 589       | 14.96%           |
| 1400000US39035140100 | 39035140100 | Census Tract 1401, Cuyahoga County, Ohio    | 1401, C | 645   | 15.66%             | 1500       | 152          | 10.13%                | 1500  | 235    | 1265      | 84.33%           |
| 1400000US39035140301 | 39035140301 | Census Tract 1403.01, Cuyahoga County, Ohio | 1403.01 | 901   | 36.29%             | 2283       | 862          | 37.76%                | 2305  | 101    | 2204      | 95.62%           |
| 1400000US39035140302 | 39035140302 | Census Tract 1403.02, Cuyahoga County, Ohio | 1403.02 | 1044  | 29.89%             | 2528       | 493          | 19.50%                | 2540  | 1104   | 1436      | 56.54%           |
| 1400000US39035140400 | 39035140400 | Census Tract 1404, Cuyahoga County, Ohio    | 1404, C | 1323  | 20.11%             | 3012       | 254          | 8.43%                 | 3012  | 1112   | 1900      | 63.08%           |
| 1400000US39035140500 | 39035140500 | Census Tract 1405, Cuyahoga County, Ohio    | 1405, C | 1505  | 27.51%             | 3497       | 695          | 19.87%                | 3511  | 1374   | 2137      | 60.87%           |
| 1400000US39035140600 | 39035140600 | Census Tract 1406, Cuyahoga County, Ohio    | 1406, C | 374   | 20.05%             | 986        | 113          | 11.46%                | 986   | 414    | 572       | 58.01%           |
| 1400000US39035140701 | 39035140701 | Census Tract 1407.01, Cuyahoga County, Ohio | 1407.01 | 920   | 32.93%             | 2223       | 586          | 26.36%                | 2230  | 727    | 1503      | 67.40%           |
| 1400000US39035140702 | 39035140702 | Census Tract 1407.02, Cuyahoga County, Ohio | 1407.02 | 616   | 23.05%             | 1652       | 162          | 9.81%                 | 1664  | 554    | 1110      | 66.71%           |
| 1400000US39035140800 | 39035140800 | Census Tract 1408, Cuyahoga County, Ohio    | 1408, C | 1713  | 41.51%             | 3828       | 869          | 22.70%                | 3831  | 2007   | 1824      | 47.61%           |
| 1400000US39035140900 | 39035140900 | Census Tract 1409, Cuyahoga County, Ohio    | 1409, C | 684   | 16.96%             | 2044       | 384          | 18.79%                | 2044  | 573    | 1471      | 71.97%           |
| 1400000US39035141000 | 39035141000 | Census Tract 1410, Cuyahoga County, Ohio    | 1410, C | 501   | 48.50%             | 1151       | 612          | 53.17%                | 1151  | 301    | 850       | 73.85%           |
| 1400000US39035141100 | 39035141100 | Census Tract 1411, Cuyahoga County, Ohio    | 1411, C | 2508  | 32.97%             | 4267       | 1090         | 25.54%                | 4267  | 2837   | 1430      | 33.51%           |
| 1400000US39035141200 | 39035141200 | Census Tract 1412, Cuyahoga County, Ohio    | 1412, C | 1510  | 19.93%             | 3122       | 445          | 14.25%                | 3122  | 2345   | 777       | 24.89%           |
| 1400000US39035141300 | 39035141300 | Census Tract 1413, Cuyahoga County, Ohio    | 1413, C | 857   | 14.47%             | 2372       | 576          | 24.28%                | 2932  | 2115   | 817       | 27.86%           |
| 1400000US39035141400 | 39035141400 | Census Tract 1414, Cuyahoga County, Ohio    | 1414, C | 917   | 8.07%              | 2556       | 173          | 6.77%                 | 2677  | 2081   | 596       | 22.26%           |
| 1400000US39035141500 | 39035141500 | Census Tract 1415, Cuyahoga County, Ohio    | 1415, C | 798   | 29.82%             | 1747       | 298          | 17.06%                | 1747  | 1378   | 369       | 21.12%           |



### Minority, Low-Income, and Poverty Census Tract File

| ID                   | GEOID10     | NAMELSAD10                                  | NAME10  | TOTAL | Percent Low Income | TOTPOV POP | POPBEL OWPOV | Percent Below Poverty | TOTAL | NONMIN | TOTALMI N | Percent Minority |
|----------------------|-------------|---|---------|-------|--------------------|------------|--------------|-----------------------|-------|--------|-----------|------------------|
| 1400000US39035141601 | 39035141601 | Census Tract 1416.01, Cuyahoga County, Ohio | 1416.01 | 705   | 7.52%              | 1658       | 78           | 4.70%                 | 1658  | 1305   | 353       | 21.29%           |
| 1400000US39035141602 | 39035141602 | Census Tract 1416.02, Cuyahoga County, Ohio | 1416.02 | 619   | 26.66%             | 1389       | 179          | 12.89%                | 1411  | 518    | 893       | 63.29%           |
| 1400000US39035141700 | 39035141700 | Census Tract 1417, Cuyahoga County, Ohio    | 1417, C | 618   | 13.59%             | 1479       | 50           | 3.38%                 | 1479  | 1003   | 476       | 32.18%           |
| 1400000US39035150100 | 39035150100 | Census Tract 1501, Cuyahoga County, Ohio    | 1501, C | 982   | 52.85%             | 2297       | 548          | 23.86%                | 2302  | 62     | 2240      | 97.31%           |
| 1400000US39035150300 | 39035150300 | Census Tract 1503, Cuyahoga County, Ohio    | 1503, C | 754   | 52.39%             | 1856       | 895          | 48.22%                | 1856  | 28     | 1828      | 98.49%           |
| 1400000US39035150400 | 39035150400 | Census Tract 1504, Cuyahoga County, Ohio    | 1504, C | 581   | 63.17%             | 1349       | 556          | 41.22%                | 1349  | 0      | 1349      | 100.00%          |
| 1400000US39035151100 | 39035151100 | Census Tract 1511, Cuyahoga County, Ohio    | 1511, C | 680   | 58.97%             | 1358       | 651          | 47.94%                | 1358  | 39     | 1319      | 97.13%           |
| 1400000US39035151200 | 39035151200 | Census Tract 1512, Cuyahoga County, Ohio    | 1512, C | 832   | 60.94%             | 1357       | 690          | 50.85%                | 1391  | 52     | 1339      | 96.26%           |
| 1400000US39035151300 | 39035151300 | Census Tract 1513, Cuyahoga County, Ohio    | 1513, C | 1236  | 67.31%             | 1877       | 847          | 45.13%                | 2016  | 512    | 1504      | 74.60%           |
| 1400000US39035151400 | 39035151400 | Census Tract 1514, Cuyahoga County, Ohio    | 1514, C | 501   | 41.72%             | 1525       | 465          | 30.49%                | 1576  | 141    | 1435      | 91.05%           |
| 1400000US39035151500 | 39035151500 | Census Tract 1515, Cuyahoga County, Ohio    | 1515, C | 466   | 51.50%             | 1288       | 477          | 37.03%                | 1376  | 39     | 1337      | 97.17%           |
| 1400000US39035151600 | 39035151600 | Census Tract 1516, Cuyahoga County, Ohio    | 1516, C | 689   | 56.60%             | 1338       | 611          | 45.67%                | 1338  | 17     | 1321      | 98.73%           |
| 1400000US39035151700 | 39035151700 | Census Tract 1517, Cuyahoga County, Ohio    | 1517, C | 489   | 58.28%             | 1251       | 578          | 46.20%                | 1251  | 60     | 1191      | 95.20%           |
| 1400000US39035151800 | 39035151800 | Census Tract 1518, Cuyahoga County, Ohio    | 1518, C | 772   | 62.31%             | 1806       | 962          | 53.27%                | 1806  | 14     | 1792      | 99.22%           |
| 1400000US39035152101 | 39035152101 | Census Tract 1521.01, Cuyahoga County, Ohio | 1521.01 | 1013  | 6.71%              | 2254       | 134          | 5.94%                 | 2260  | 1713   | 547       | 24.20%           |
| 1400000US39035152102 | 39035152102 | Census Tract 1521.02, Cuyahoga County, Ohio | 1521.02 | 1781  | 26.05%             | 4157       | 896          | 21.55%                | 4189  | 1860   | 2329      | 55.60%           |
| 1400000US39035152201 | 39035152201 | Census Tract 1522.01, Cuyahoga County, Ohio | 1522.01 | 1806  | 40.92%             | 3180       | 520          | 16.35%                | 3185  | 972    | 2213      | 69.48%           |
| 1400000US39035152202 | 39035152202 | Census Tract 1522.02, Cuyahoga County, Ohio | 1522.02 | 1805  | 28.75%             | 3691       | 592          | 16.04%                | 3691  | 1903   | 1788      | 48.44%           |
| 1400000US39035152301 | 39035152301 | Census Tract 1523.01, Cuyahoga County, Ohio | 1523.01 | 1487  | 26.90%             | 2602       | 197          | 7.57%                 | 2678  | 1149   | 1529      | 57.09%           |
| 1400000US39035152302 | 39035152302 | Census Tract 1523.02, Cuyahoga County, Ohio | 1523.02 | 1771  | 23.15%             | 4752       | 801          | 16.86%                | 4752  | 2702   | 2050      | 43.14%           |
| 1400000US39035152303 | 39035152303 | Census Tract 1523.03, Cuyahoga County, Ohio | 1523.03 | 1678  | 25.69%             | 3897       | 667          | 17.12%                | 3923  | 2105   | 1818      | 46.34%           |
| 1400000US39035152400 | 39035152400 | Census Tract 1524, Cuyahoga County, Ohio    | 1524, C | 776   | 31.70%             | 1894       | 407          | 21.49%                | 1907  | 665    | 1242      | 65.13%           |
| 1400000US39035152501 | 39035152501 | Census Tract 1525.01, Cuyahoga County, Ohio | 1525.01 | 1586  | 31.65%             | 3448       | 392          | 11.37%                | 3530  | 1843   | 1687      | 47.79%           |
| 1400000US39035152502 | 39035152502 | Census Tract 1525.02, Cuyahoga County, Ohio | 1525.02 | 1081  | 33.58%             | 2568       | 561          | 21.85%                | 2629  | 817    | 1812      | 68.92%           |
| 1400000US39035152603 | 39035152603 | Census Tract 1526.03, Cuyahoga County, Ohio | 1526.03 | 441   | 47.17%             | 1008       | 302          | 29.96%                | 1008  | 230    | 778       | 77.18%           |

### Minority, Low-Income, and Poverty Census Tract File

| ID                   | GEOID10     | NAMELSAD10                                  | NAME10  | TOTAL | Percent Low Income | TOTPOV POP | POPBEL OWPOV | Percent Below Poverty | TOTAL | NONMIN | TOTALMI N | Percent Minority |
|----------------------|-------------|---|---------|-------|--------------------|------------|--------------|-----------------------|-------|--------|-----------|------------------|
| 1400000US39035152604 | 39035152604 | Census Tract 1526.04, Cuyahoga County, Ohio | 1526.04 | 2213  | 57.84%             | 4396       | 1468         | 33.39%                | 4396  | 1510   | 2886      | 65.65%           |
| 1400000US39035152701 | 39035152701 | Census Tract 1527.01, Cuyahoga County, Ohio | 1527.01 | 1527  | 80.88%             | 1969       | 658          | 33.42%                | 2181  | 203    | 1978      | 90.69%           |
| 1400000US39035152702 | 39035152702 | Census Tract 1527.02, Cuyahoga County, Ohio | 1527.02 | 922   | 28.52%             | 2267       | 398          | 17.56%                | 2301  | 402    | 1899      | 82.53%           |
| 1400000US39035152703 | 39035152703 | Census Tract 1527.03, Cuyahoga County, Ohio | 1527.03 | 787   | 13.85%             | 1708       | 121          | 7.08%                 | 1806  | 701    | 1105      | 61.18%           |
| 1400000US39035153103 | 39035153103 | Census Tract 1531.03, Cuyahoga County, Ohio | 1531.03 | 1153  | 18.99%             | 2623       | 137          | 5.22%                 | 2623  | 2445   | 178       | 6.79%            |
| 1400000US39035153104 | 39035153104 | Census Tract 1531.04, Cuyahoga County, Ohio | 1531.04 | 1268  | 13.49%             | 3058       | 275          | 8.99%                 | 3058  | 2710   | 348       | 11.38%           |
| 1400000US39035153105 | 39035153105 | Census Tract 1531.05, Cuyahoga County, Ohio | 1531.05 | 1928  | 21.37%             | 3842       | 431          | 11.22%                | 3846  | 3435   | 411       | 10.69%           |
| 1400000US39035153106 | 39035153106 | Census Tract 1531.06, Cuyahoga County, Ohio | 1531.06 | 1474  | 20.69%             | 3549       | 282          | 7.95%                 | 3549  | 3135   | 414       | 11.67%           |
| 1400000US39035153107 | 39035153107 | Census Tract 1531.07, Cuyahoga County, Ohio | 1531.07 | 1708  | 23.59%             | 3549       | 382          | 10.76%                | 3549  | 3060   | 489       | 13.78%           |
| 1400000US39035154100 | 39035154100 | Census Tract 1541, Cuyahoga County, Ohio    | 1541, C | 766   | 31.46%             | 1963       | 500          | 25.47%                | 2006  | 1199   | 807       | 40.23%           |
| 1400000US39035154200 | 39035154200 | Census Tract 1542, Cuyahoga County, Ohio    | 1542, C | 637   | 33.44%             | 1492       | 470          | 31.50%                | 1492  | 886    | 606       | 40.62%           |
| 1400000US39035154300 | 39035154300 | Census Tract 1543, Cuyahoga County, Ohio    | 1543, C | 419   | 40.10%             | 1035       | 285          | 27.54%                | 1035  | 40     | 995       | 96.14%           |
| 1400000US39035154400 | 39035154400 | Census Tract 1544, Cuyahoga County, Ohio    | 1544, C | 1107  | 29.09%             | 2889       | 640          | 22.15%                | 2889  | 1348   | 1541      | 53.34%           |
| 1400000US39035154501 | 39035154501 | Census Tract 1545.01, Cuyahoga County, Ohio | 1545.01 | 1481  | 34.77%             | 3458       | 598          | 17.29%                | 3629  | 2619   | 1010      | 27.83%           |
| 1400000US39035154502 | 39035154502 | Census Tract 1545.02, Cuyahoga County, Ohio | 1545.02 | 1336  | 24.03%             | 2919       | 299          | 10.24%                | 2929  | 1893   | 1036      | 35.37%           |
| 1400000US39035154601 | 39035154601 | Census Tract 1546.01, Cuyahoga County, Ohio | 1546.01 | 1834  | 27.21%             | 4647       | 475          | 10.22%                | 4959  | 2992   | 1967      | 39.67%           |
| 1400000US39035154603 | 39035154603 | Census Tract 1546.03, Cuyahoga County, Ohio | 1546.03 | 1264  | 21.68%             | 3147       | 395          | 12.55%                | 3240  | 2097   | 1143      | 35.28%           |
| 1400000US39035154604 | 39035154604 | Census Tract 1546.04, Cuyahoga County, Ohio | 1546.04 | 1607  | 19.04%             | 3655       | 326          | 8.92%                 | 3655  | 2476   | 1179      | 32.26%           |
| 1400000US39035154700 | 39035154700 | Census Tract 1547, Cuyahoga County, Ohio    | 1547, C | 971   | 35.32%             | 2654       | 679          | 25.58%                | 2658  | 53     | 2605      | 98.01%           |
| 1400000US39035155101 | 39035155101 | Census Tract 1551.01, Cuyahoga County, Ohio | 1551.01 | 2027  | 11.49%             | 5235       | 174          | 3.32%                 | 5239  | 4691   | 548       | 10.46%           |
| 1400000US39035155102 | 39035155102 | Census Tract 1551.02, Cuyahoga County, Ohio | 1551.02 | 1143  | 15.49%             | 3085       | 119          | 3.86%                 | 3085  | 2846   | 239       | 7.75%            |
| 1400000US39035156101 | 39035156101 | Census Tract 1561.01, Cuyahoga County, Ohio | 1561.01 | 550   | 10.55%             | 1299       | 43           | 3.31%                 | 1299  | 1176   | 123       | 9.47%            |
| 1400000US39035156102 | 39035156102 | Census Tract 1561.02, Cuyahoga County, Ohio | 1561.02 | 2138  | 13.56%             | 5837       | 162          | 2.78%                 | 5837  | 5783   | 54        | 0.93%            |
| 1400000US39035160100 | 39035160100 | Census Tract 1601, Cuyahoga County, Ohio    | 1601, C | 746   | 6.84%              | 1967       | 89           | 4.52%                 | 1967  | 1877   | 90        | 4.58%            |
| 1400000US39035160200 | 39035160200 | Census Tract 1602, Cuyahoga County, Ohio    | 1602, C | 1128  | 21.63%             | 2149       | 92           | 4.28%                 | 2149  | 1953   | 196       | 9.12%            |

### Minority, Low-Income, and Poverty Census Tract File

| ID                   | GEOID10     | NAMELSAD10                                  | NAME10  | TOTAL | Percent Low Income | TOTPOV POP | POPBEL OWPOV | Percent Below Poverty | TOTAL | NONMIN | TOTALMI N | Percent Minority |
|----------------------|-------------|---|---------|-------|--------------------|------------|--------------|-----------------------|-------|--------|-----------|------------------|
| 1400000US39035160300 | 39035160300 | Census Tract 1603, Cuyahoga County, Ohio    | 1603, C | 844   | 16.59%             | 1971       | 173          | 8.78%                 | 1971  | 1696   | 275       | 13.95%           |
| 1400000US39035160400 | 39035160400 | Census Tract 1604, Cuyahoga County, Ohio    | 1604, C | 1363  | 21.35%             | 3190       | 642          | 20.13%                | 3190  | 2770   | 420       | 13.17%           |
| 1400000US39035160500 | 39035160500 | Census Tract 1605, Cuyahoga County, Ohio    | 1605, C | 1918  | 38.95%             | 3401       | 520          | 15.29%                | 3519  | 3111   | 408       | 11.59%           |
| 1400000US39035160601 | 39035160601 | Census Tract 1606.01, Cuyahoga County, Ohio | 1606.01 | 3438  | 27.75%             | 5072       | 399          | 7.87%                 | 5072  | 4117   | 955       | 18.83%           |
| 1400000US39035160602 | 39035160602 | Census Tract 1606.02, Cuyahoga County, Ohio | 1606.02 | 1485  | 33.60%             | 2958       | 687          | 23.23%                | 3031  | 2008   | 1023      | 33.75%           |
| 1400000US39035160700 | 39035160700 | Census Tract 1607, Cuyahoga County, Ohio    | 1607, C | 947   | 33.47%             | 1777       | 522          | 29.38%                | 1785  | 1562   | 223       | 12.49%           |
| 1400000US39035160800 | 39035160800 | Census Tract 1608, Cuyahoga County, Ohio    | 1608, C | 517   | 20.70%             | 983        | 95           | 9.66%                 | 983   | 911    | 72        | 7.32%            |
| 1400000US39035160900 | 39035160900 | Census Tract 1609, Cuyahoga County, Ohio    | 1609, C | 1686  | 21.77%             | 3752       | 342          | 9.12%                 | 3752  | 3347   | 405       | 10.79%           |
| 1400000US39035161000 | 39035161000 | Census Tract 1610, Cuyahoga County, Ohio    | 1610, C | 807   | 19.70%             | 1839       | 215          | 11.69%                | 1839  | 1591   | 248       | 13.49%           |
| 1400000US39035161100 | 39035161100 | Census Tract 1611, Cuyahoga County, Ohio    | 1611, C | 1524  | 16.54%             | 3715       | 497          | 13.38%                | 3715  | 3277   | 438       | 11.79%           |
| 1400000US39035161200 | 39035161200 | Census Tract 1612, Cuyahoga County, Ohio    | 1612, C | 1254  | 24.24%             | 2906       | 387          | 13.32%                | 2906  | 2307   | 599       | 20.61%           |
| 1400000US39035161300 | 39035161300 | Census Tract 1613, Cuyahoga County, Ohio    | 1613, C | 1271  | 31.94%             | 2864       | 576          | 20.11%                | 2866  | 2298   | 568       | 19.82%           |
| 1400000US39035161400 | 39035161400 | Census Tract 1614, Cuyahoga County, Ohio    | 1614, C | 1456  | 20.88%             | 3317       | 504          | 15.19%                | 3317  | 2895   | 422       | 12.72%           |
| 1400000US39035161500 | 39035161500 | Census Tract 1615, Cuyahoga County, Ohio    | 1615, C | 1709  | 28.44%             | 3780       | 808          | 21.38%                | 3865  | 3434   | 431       | 11.15%           |
| 1400000US39035161600 | 39035161600 | Census Tract 1616, Cuyahoga County, Ohio    | 1616, C | 941   | 36.34%             | 2155       | 502          | 23.29%                | 2179  | 1846   | 333       | 15.28%           |
| 1400000US39035161700 | 39035161700 | Census Tract 1617, Cuyahoga County, Ohio    | 1617, C | 948   | 37.34%             | 2180       | 632          | 28.99%                | 2180  | 1402   | 778       | 35.69%           |
| 1400000US39035161800 | 39035161800 | Census Tract 1618, Cuyahoga County, Ohio    | 1618, C | 591   | 51.27%             | 1148       | 488          | 42.51%                | 1148  | 787    | 361       | 31.45%           |
| 1400000US39035170101 | 39035170101 | Census Tract 1701.01, Cuyahoga County, Ohio | 1701.01 | 1243  | 14.16%             | 2737       | 96           | 3.51%                 | 2737  | 2212   | 525       | 19.18%           |
| 1400000US39035170102 | 39035170102 | Census Tract 1701.02, Cuyahoga County, Ohio | 1701.02 | 1968  | 10.52%             | 5253       | 560          | 10.66%                | 5284  | 4481   | 803       | 15.20%           |
| 1400000US39035170201 | 39035170201 | Census Tract 1702.01, Cuyahoga County, Ohio | 1702.01 | 1060  | 14.62%             | 2032       | 112          | 5.51%                 | 2032  | 1969   | 63        | 3.10%            |
| 1400000US39035170202 | 39035170202 | Census Tract 1702.02, Cuyahoga County, Ohio | 1702.02 | 1714  | 15.75%             | 3635       | 105          | 2.89%                 | 3803  | 3566   | 237       | 6.23%            |
| 1400000US39035171102 | 39035171102 | Census Tract 1711.02, Cuyahoga County, Ohio | 1711.02 | 2037  | 32.45%             | 4773       | 884          | 18.52%                | 4801  | 956    | 3845      | 80.09%           |
| 1400000US39035171103 | 39035171103 | Census Tract 1711.03, Cuyahoga County, Ohio | 1711.03 | 1482  | 29.22%             | 3815       | 852          | 22.33%                | 3903  | 617    | 3286      | 84.19%           |
| 1400000US39035171104 | 39035171104 | Census Tract 1711.04, Cuyahoga County, Ohio | 1711.04 | 1786  | 45.97%             | 4623       | 1634         | 35.35%                | 4641  | 621    | 4020      | 86.62%           |
| 1400000US39035171203 | 39035171203 | Census Tract 1712.03, Cuyahoga County, Ohio | 1712.03 | 1238  | 29.89%             | 2642       | 387          | 14.65%                | 2642  | 1171   | 1471      | 55.68%           |

### Minority, Low-Income, and Poverty Census Tract File

| ID                   | GEOID10     | NAMELSAD10                                  | NAME10  | TOTAL | Percent Low Income | TOTPOV POP | POPBEL OWPOV | Percent Below Poverty | TOTAL | NONMIN | TOTALMI N | Percent Minority |
|----------------------|-------------|---|---------|-------|--------------------|------------|--------------|-----------------------|-------|--------|-----------|------------------|
| 1400000US39035171204 | 39035171204 | Census Tract 1712.04, Cuyahoga County, Ohio | 1712.04 | 813   | 38.75%             | 1825       | 538          | 29.48%                | 1825  | 579    | 1246      | 68.27%           |
| 1400000US39035171205 | 39035171205 | Census Tract 1712.05, Cuyahoga County, Ohio | 1712.05 | 1303  | 29.93%             | 2691       | 280          | 10.41%                | 2691  | 982    | 1709      | 63.51%           |
| 1400000US39035171206 | 39035171206 | Census Tract 1712.06, Cuyahoga County, Ohio | 1712.06 | 1099  | 31.76%             | 2377       | 249          | 10.48%                | 2377  | 1120   | 1257      | 52.88%           |
| 1400000US39035172101 | 39035172101 | Census Tract 1721.01, Cuyahoga County, Ohio | 1721.01 | 1102  | 19.06%             | 2536       | 134          | 5.28%                 | 2536  | 2185   | 351       | 13.84%           |
| 1400000US39035172102 | 39035172102 | Census Tract 1721.02, Cuyahoga County, Ohio | 1721.02 | 1654  | 22.43%             | 3669       | 438          | 11.94%                | 3669  | 3219   | 450       | 12.26%           |
| 1400000US39035172103 | 39035172103 | Census Tract 1721.03, Cuyahoga County, Ohio | 1721.03 | 2817  | 31.77%             | 4883       | 699          | 14.31%                | 5014  | 2939   | 2075      | 41.38%           |
| 1400000US39035172201 | 39035172201 | Census Tract 1722.01, Cuyahoga County, Ohio | 1722.01 | 1625  | 18.89%             | 3925       | 207          | 5.27%                 | 3937  | 3436   | 501       | 12.73%           |
| 1400000US39035172202 | 39035172202 | Census Tract 1722.02, Cuyahoga County, Ohio | 1722.02 | 2120  | 31.46%             | 3817       | 213          | 5.58%                 | 3817  | 3044   | 773       | 20.25%           |
| 1400000US39035173103 | 39035173103 | Census Tract 1731.03, Cuyahoga County, Ohio | 1731.03 | 1147  | 26.33%             | 2802       | 284          | 10.14%                | 2874  | 2642   | 232       | 8.07%            |
| 1400000US39035173104 | 39035173104 | Census Tract 1731.04, Cuyahoga County, Ohio | 1731.04 | 2113  | 20.11%             | 3939       | 364          | 9.24%                 | 4130  | 3630   | 500       | 12.11%           |
| 1400000US39035173105 | 39035173105 | Census Tract 1731.05, Cuyahoga County, Ohio | 1731.05 | 920   | 6.52%              | 2496       | 46           | 1.84%                 | 2503  | 2265   | 238       | 9.51%            |
| 1400000US39035173106 | 39035173106 | Census Tract 1731.06, Cuyahoga County, Ohio | 1731.06 | 1641  | 22.55%             | 3779       | 391          | 10.35%                | 3784  | 2206   | 1578      | 41.70%           |
| 1400000US39035173107 | 39035173107 | Census Tract 1731.07, Cuyahoga County, Ohio | 1731.07 | 943   | 11.88%             | 2393       | 47           | 1.96%                 | 2532  | 2439   | 93        | 3.67%            |
| 1400000US39035174103 | 39035174103 | Census Tract 1741.03, Cuyahoga County, Ohio | 1741.03 | 1210  | 16.78%             | 2959       | 375          | 12.67%                | 2959  | 2661   | 298       | 10.07%           |
| 1400000US39035174104 | 39035174104 | Census Tract 1741.04, Cuyahoga County, Ohio | 1741.04 | 860   | 12.79%             | 2209       | 144          | 6.52%                 | 2280  | 2063   | 217       | 9.52%            |
| 1400000US39035174105 | 39035174105 | Census Tract 1741.05, Cuyahoga County, Ohio | 1741.05 | 1064  | 8.83%              | 2947       | 247          | 8.38%                 | 2955  | 2569   | 386       | 13.06%           |
| 1400000US39035174106 | 39035174106 | Census Tract 1741.06, Cuyahoga County, Ohio | 1741.06 | 1370  | 13.65%             | 2897       | 132          | 4.56%                 | 2915  | 2624   | 291       | 9.98%            |
| 1400000US39035174107 | 39035174107 | Census Tract 1741.07, Cuyahoga County, Ohio | 1741.07 | 1622  | 14.55%             | 4006       | 328          | 8.19%                 | 4006  | 3911   | 95        | 2.37%            |
| 1400000US39035174203 | 39035174203 | Census Tract 1742.03, Cuyahoga County, Ohio | 1742.03 | 1239  | 8.15%              | 3215       | 75           | 2.33%                 | 3215  | 2920   | 295       | 9.18%            |
| 1400000US39035174204 | 39035174204 | Census Tract 1742.04, Cuyahoga County, Ohio | 1742.04 | 1399  | 10.72%             | 3867       | 188          | 4.86%                 | 3867  | 3434   | 433       | 11.20%           |
| 1400000US39035174205 | 39035174205 | Census Tract 1742.05, Cuyahoga County, Ohio | 1742.05 | 2261  | 10.44%             | 4817       | 178          | 3.70%                 | 4817  | 4250   | 567       | 11.77%           |
| 1400000US39035174206 | 39035174206 | Census Tract 1742.06, Cuyahoga County, Ohio | 1742.06 | 1001  | 20.88%             | 1980       | 76           | 3.84%                 | 2002  | 1543   | 459       | 22.93%           |
| 1400000US39035174207 | 39035174207 | Census Tract 1742.07, Cuyahoga County, Ohio | 1742.07 | 1436  | 23.33%             | 3137       | 387          | 12.34%                | 3358  | 2948   | 410       | 12.21%           |
| 1400000US39035175103 | 39035175103 | Census Tract 1751.03, Cuyahoga County, Ohio | 1751.03 | 3029  | 14.76%             | 6665       | 379          | 5.69%                 | 6825  | 6121   | 704       | 10.32%           |
| 1400000US39035175104 | 39035175104 | Census Tract 1751.04, Cuyahoga County, Ohio | 1751.04 | 2735  | 19.82%             | 6224       | 491          | 7.89%                 | 6346  | 5590   | 756       | 11.91%           |

### Minority, Low-Income, and Poverty Census Tract File

| ID                   | GEOID10     | NAMELSAD10                                  | NAME10  | TOTAL | Percent Low Income | TOTPOV POP | POPBEL OWPOV | Percent Below Poverty | TOTAL | NONMIN | TOTALMI N | Percent Minority |
|----------------------|-------------|---|---------|-------|--------------------|------------|--------------|-----------------------|-------|--------|-----------|------------------|
| 1400000US39035175105 | 39035175105 | Census Tract 1751.05, Cuyahoga County, Ohio | 1751.05 | 1679  | 7.33%              | 4854       | 130          | 2.68%                 | 4865  | 4568   | 297       | 6.10%            |
| 1400000US39035175106 | 39035175106 | Census Tract 1751.06, Cuyahoga County, Ohio | 1751.06 | 1062  | 10.36%             | 3040       | 76           | 2.50%                 | 3040  | 2863   | 177       | 5.82%            |
| 1400000US39035175201 | 39035175201 | Census Tract 1752.01, Cuyahoga County, Ohio | 1752.01 | 2631  | 12.05%             | 6168       | 155          | 2.51%                 | 6168  | 5721   | 447       | 7.25%            |
| 1400000US39035175202 | 39035175202 | Census Tract 1752.02, Cuyahoga County, Ohio | 1752.02 | 1375  | 20.58%             | 3109       | 151          | 4.86%                 | 3109  | 2924   | 185       | 5.95%            |
| 1400000US39035176100 | 39035176100 | Census Tract 1761, Cuyahoga County, Ohio    | 1761, C | 809   | 15.82%             | 2043       | 69           | 3.38%                 | 2043  | 2014   | 29        | 1.42%            |
| 1400000US39035176200 | 39035176200 | Census Tract 1762, Cuyahoga County, Ohio    | 1762, C | 2301  | 15.17%             | 5674       | 221          | 3.89%                 | 5741  | 5400   | 341       | 5.94%            |
| 1400000US39035177101 | 39035177101 | Census Tract 1771.01, Cuyahoga County, Ohio | 1771.01 | 1902  | 23.87%             | 3926       | 668          | 17.01%                | 3943  | 3073   | 870       | 22.06%           |
| 1400000US39035177103 | 39035177103 | Census Tract 1771.03, Cuyahoga County, Ohio | 1771.03 | 1803  | 37.99%             | 3907       | 864          | 22.11%                | 3907  | 3155   | 752       | 19.25%           |
| 1400000US39035177104 | 39035177104 | Census Tract 1771.04, Cuyahoga County, Ohio | 1771.04 | 1406  | 23.97%             | 3533       | 549          | 15.54%                | 3566  | 3319   | 247       | 6.93%            |
| 1400000US39035177201 | 39035177201 | Census Tract 1772.01, Cuyahoga County, Ohio | 1772.01 | 1478  | 18.06%             | 3901       | 329          | 8.43%                 | 3915  | 3460   | 455       | 11.62%           |
| 1400000US39035177202 | 39035177202 | Census Tract 1772.02, Cuyahoga County, Ohio | 1772.02 | 1339  | 22.93%             | 3635       | 429          | 11.80%                | 3667  | 3257   | 410       | 11.18%           |
| 1400000US39035177302 | 39035177302 | Census Tract 1773.02, Cuyahoga County, Ohio | 1773.02 | 1084  | 25.00%             | 2356       | 117          | 4.97%                 | 2356  | 2093   | 263       | 11.16%           |
| 1400000US39035177303 | 39035177303 | Census Tract 1773.03, Cuyahoga County, Ohio | 1773.03 | 1965  | 21.83%             | 4774       | 717          | 15.02%                | 4816  | 4402   | 414       | 8.60%            |
| 1400000US39035177304 | 39035177304 | Census Tract 1773.04, Cuyahoga County, Ohio | 1773.04 | 1565  | 37.00%             | 3079       | 760          | 24.68%                | 3408  | 2621   | 787       | 23.09%           |
| 1400000US39035177403 | 39035177403 | Census Tract 1774.03, Cuyahoga County, Ohio | 1774.03 | 1271  | 23.60%             | 3225       | 322          | 9.98%                 | 3225  | 2988   | 237       | 7.35%            |
| 1400000US39035177404 | 39035177404 | Census Tract 1774.04, Cuyahoga County, Ohio | 1774.04 | 1191  | 14.69%             | 2877       | 210          | 7.30%                 | 2877  | 2788   | 89        | 3.09%            |
| 1400000US39035177405 | 39035177405 | Census Tract 1774.05, Cuyahoga County, Ohio | 1774.05 | 1783  | 17.50%             | 4374       | 259          | 5.92%                 | 4385  | 4203   | 182       | 4.15%            |
| 1400000US39035177406 | 39035177406 | Census Tract 1774.06, Cuyahoga County, Ohio | 1774.06 | 1576  | 21.64%             | 4171       | 491          | 11.77%                | 4181  | 3319   | 862       | 20.62%           |
| 1400000US39035177501 | 39035177501 | Census Tract 1775.01, Cuyahoga County, Ohio | 1775.01 | 1794  | 25.64%             | 4107       | 568          | 13.83%                | 4107  | 3700   | 407       | 9.91%            |
| 1400000US39035177503 | 39035177503 | Census Tract 1775.03, Cuyahoga County, Ohio | 1775.03 | 1454  | 13.00%             | 3613       | 228          | 6.31%                 | 3770  | 3434   | 336       | 8.91%            |
| 1400000US39035177504 | 39035177504 | Census Tract 1775.04, Cuyahoga County, Ohio | 1775.04 | 1677  | 18.25%             | 3999       | 453          | 11.33%                | 3999  | 3715   | 284       | 7.10%            |
| 1400000US39035177505 | 39035177505 | Census Tract 1775.05, Cuyahoga County, Ohio | 1775.05 | 1821  | 16.20%             | 4342       | 138          | 3.18%                 | 4342  | 4206   | 136       | 3.13%            |
| 1400000US39035177604 | 39035177604 | Census Tract 1776.04, Cuyahoga County, Ohio | 1776.04 | 838   | 15.63%             | 2064       | 130          | 6.30%                 | 2069  | 1934   | 135       | 6.52%            |
| 1400000US39035177605 | 39035177605 | Census Tract 1776.05, Cuyahoga County, Ohio | 1776.05 | 1135  | 14.98%             | 2896       | 184          | 6.35%                 | 2896  | 2715   | 181       | 6.25%            |
| 1400000US39035177606 | 39035177606 | Census Tract 1776.06, Cuyahoga County, Ohio | 1776.06 | 1504  | 19.88%             | 3350       | 203          | 6.06%                 | 3561  | 3051   | 510       | 14.32%           |



### Minority, Low-Income, and Poverty Census Tract File

| ID                   | GEOID10     | NAMELSAD10                                  | NAME10  | TOTAL | Percent Low Income | TOTPOV POP | POPBEL OWPOV | Percent Below Poverty | TOTAL | NONMIN | TOTALMI N | Percent Minority |
|----------------------|-------------|---|---------|-------|--------------------|------------|--------------|-----------------------|-------|--------|-----------|------------------|
| 1400000US39035177607 | 39035177607 | Census Tract 1776.07, Cuyahoga County, Ohio | 1776.07 | 1627  | 22.50%             | 4114       | 442          | 10.74%                | 4233  | 3456   | 777       | 18.36%           |
| 1400000US39035177608 | 39035177608 | Census Tract 1776.08, Cuyahoga County, Ohio | 1776.08 | 2358  | 29.81%             | 5242       | 631          | 12.04%                | 5335  | 4779   | 556       | 10.42%           |
| 1400000US39035177609 | 39035177609 | Census Tract 1776.09, Cuyahoga County, Ohio | 1776.09 | 829   | 16.04%             | 1987       | 149          | 7.50%                 | 2141  | 2022   | 119       | 5.56%            |
| 1400000US39035178101 | 39035178101 | Census Tract 1781.01, Cuyahoga County, Ohio | 1781.01 | 1259  | 29.79%             | 2793       | 309          | 11.06%                | 2793  | 2249   | 544       | 19.48%           |
| 1400000US39035178102 | 39035178102 | Census Tract 1781.02, Cuyahoga County, Ohio | 1781.02 | 1914  | 18.81%             | 4955       | 813          | 16.41%                | 4995  | 4284   | 711       | 14.23%           |
| 1400000US39035178201 | 39035178201 | Census Tract 1782.01, Cuyahoga County, Ohio | 1782.01 | 1586  | 22.19%             | 3453       | 202          | 5.85%                 | 3453  | 3064   | 389       | 11.27%           |
| 1400000US39035178204 | 39035178204 | Census Tract 1782.04, Cuyahoga County, Ohio | 1782.04 | 2258  | 47.08%             | 4434       | 997          | 22.49%                | 4434  | 3988   | 446       | 10.06%           |
| 1400000US39035178205 | 39035178205 | Census Tract 1782.05, Cuyahoga County, Ohio | 1782.05 | 777   | 15.57%             | 1873       | 111          | 5.93%                 | 2061  | 1968   | 93        | 4.51%            |
| 1400000US39035178206 | 39035178206 | Census Tract 1782.06, Cuyahoga County, Ohio | 1782.06 | 1142  | 19.00%             | 2745       | 235          | 8.56%                 | 2754  | 2611   | 143       | 5.19%            |
| 1400000US39035179101 | 39035179101 | Census Tract 1791.01, Cuyahoga County, Ohio | 1791.01 | 1190  | 12.44%             | 3085       | 199          | 6.45%                 | 3279  | 2780   | 499       | 15.22%           |
| 1400000US39035179102 | 39035179102 | Census Tract 1791.02, Cuyahoga County, Ohio | 1791.02 | 977   | 4.91%              | 2745       | 54           | 1.97%                 | 2800  | 2324   | 476       | 17.00%           |
| 1400000US39035180102 | 39035180102 | Census Tract 1801.02, Cuyahoga County, Ohio | 1801.02 | 1752  | 16.78%             | 3833       | 345          | 9.00%                 | 3863  | 2118   | 1745      | 45.17%           |
| 1400000US39035180103 | 39035180103 | Census Tract 1801.03, Cuyahoga County, Ohio | 1801.03 | 1449  | 14.49%             | 3563       | 222          | 6.23%                 | 3563  | 1817   | 1746      | 49.00%           |
| 1400000US39035180104 | 39035180104 | Census Tract 1801.04, Cuyahoga County, Ohio | 1801.04 | 1647  | 29.63%             | 2907       | 345          | 11.87%                | 3082  | 1029   | 2053      | 66.61%           |
| 1400000US39035181100 | 39035181100 | Census Tract 1811, Cuyahoga County, Ohio    | 1811, C | 2505  | 10.66%             | 5972       | 162          | 2.71%                 | 6112  | 5973   | 139       | 2.27%            |
| 1400000US39035181201 | 39035181201 | Census Tract 1812.01, Cuyahoga County, Ohio | 1812.01 | 2720  | 22.50%             | 5814       | 537          | 9.24%                 | 5854  | 5385   | 469       | 8.01%            |
| 1400000US39035181203 | 39035181203 | Census Tract 1812.03, Cuyahoga County, Ohio | 1812.03 | 1361  | 11.17%             | 3117       | 115          | 3.69%                 | 3124  | 2955   | 169       | 5.41%            |
| 1400000US39035181204 | 39035181204 | Census Tract 1812.04, Cuyahoga County, Ohio | 1812.04 | 2236  | 17.04%             | 5055       | 175          | 3.46%                 | 5055  | 4918   | 137       | 2.71%            |
| 1400000US39035182103 | 39035182103 | Census Tract 1821.03, Cuyahoga County, Ohio | 1821.03 | 1104  | 14.95%             | 2613       | 131          | 5.01%                 | 2613  | 2537   | 76        | 2.91%            |
| 1400000US39035182104 | 39035182104 | Census Tract 1821.04, Cuyahoga County, Ohio | 1821.04 | 1108  | 20.67%             | 2526       | 92           | 3.64%                 | 2526  | 2310   | 216       | 8.55%            |
| 1400000US39035182105 | 39035182105 | Census Tract 1821.05, Cuyahoga County, Ohio | 1821.05 | 1374  | 14.77%             | 3466       | 202          | 5.83%                 | 3466  | 3373   | 93        | 2.68%            |
| 1400000US39035182106 | 39035182106 | Census Tract 1821.06, Cuyahoga County, Ohio | 1821.06 | 1293  | 9.82%              | 3130       | 63           | 2.01%                 | 3130  | 3028   | 102       | 3.26%            |
| 1400000US39035183100 | 39035183100 | Census Tract 1831, Cuyahoga County, Ohio    | 1831, C | 1371  | 22.32%             | 2956       | 408          | 13.80%                | 2956  | 1728   | 1228      | 41.54%           |
| 1400000US39035183200 | 39035183200 | Census Tract 1832, Cuyahoga County, Ohio    | 1832, C | 858   | 5.71%              | 2406       | 24           | 1.00%                 | 2406  | 1983   | 423       | 17.58%           |
| 1400000US39035183300 | 39035183300 | Census Tract 1833, Cuyahoga County, Ohio    | 1833, C | 1530  | 5.56%              | 4314       | 108          | 2.50%                 | 4374  | 3405   | 969       | 22.15%           |

### Minority, Low-Income, and Poverty Census Tract File

| ID                   | GEOID10     | NAMELSAD10                                  | NAME10  | TOTAL | Percent Low Income | TOTPOV POP | POPBEL OWPOV | Percent Below Poverty | TOTAL | NONMIN | TOTALMI N | Percent Minority |
|----------------------|-------------|---|---------|-------|--------------------|------------|--------------|-----------------------|-------|--------|-----------|------------------|
| 1400000US39035183401 | 39035183401 | Census Tract 1834.01, Cuyahoga County, Ohio | 1834.01 | 802   | 16.33%             | 2148       | 172          | 8.01%                 | 2154  | 1366   | 788       | 36.58%           |
| 1400000US39035183402 | 39035183402 | Census Tract 1834.02, Cuyahoga County, Ohio | 1834.02 | 618   | 26.54%             | 1235       | 139          | 11.26%                | 1245  | 163    | 1082      | 86.91%           |
| 1400000US39035183501 | 39035183501 | Census Tract 1835.01, Cuyahoga County, Ohio | 1835.01 | 1596  | 18.73%             | 3291       | 171          | 5.20%                 | 3291  | 1548   | 1743      | 52.96%           |
| 1400000US39035183502 | 39035183502 | Census Tract 1835.02, Cuyahoga County, Ohio | 1835.02 | 1453  | 21.61%             | 3647       | 378          | 10.36%                | 3669  | 2463   | 1206      | 32.87%           |
| 1400000US39035183603 | 39035183603 | Census Tract 1836.03, Cuyahoga County, Ohio | 1836.03 | 566   | 40.11%             | 1351       | 460          | 34.05%                | 1351  | 73     | 1278      | 94.60%           |
| 1400000US39035183604 | 39035183604 | Census Tract 1836.04, Cuyahoga County, Ohio | 1836.04 | 874   | 24.71%             | 2187       | 371          | 16.96%                | 2194  | 486    | 1708      | 77.85%           |
| 1400000US39035183605 | 39035183605 | Census Tract 1836.05, Cuyahoga County, Ohio | 1836.05 | 1193  | 15.42%             | 2771       | 96           | 3.46%                 | 2816  | 1268   | 1548      | 54.97%           |
| 1400000US39035183606 | 39035183606 | Census Tract 1836.06, Cuyahoga County, Ohio | 1836.06 | 586   | 12.46%             | 1615       | 93           | 5.76%                 | 1615  | 521    | 1094      | 67.74%           |
| 1400000US39035184103 | 39035184103 | Census Tract 1841.03, Cuyahoga County, Ohio | 1841.03 | 1352  | 3.85%              | 3910       | 53           | 1.36%                 | 3910  | 3311   | 599       | 15.32%           |
| 1400000US39035184104 | 39035184104 | Census Tract 1841.04, Cuyahoga County, Ohio | 1841.04 | 691   | 13.75%             | 1724       | 79           | 4.58%                 | 1811  | 1237   | 574       | 31.70%           |
| 1400000US39035184105 | 39035184105 | Census Tract 1841.05, Cuyahoga County, Ohio | 1841.05 | 1679  | 14.35%             | 4761       | 55           | 1.16%                 | 4761  | 2836   | 1925      | 40.43%           |
| 1400000US39035184106 | 39035184106 | Census Tract 1841.06, Cuyahoga County, Ohio | 1841.06 | 873   | 16.15%             | 2321       | 181          | 7.80%                 | 2342  | 1631   | 711       | 30.36%           |
| 1400000US39035184108 | 39035184108 | Census Tract 1841.08, Cuyahoga County, Ohio | 1841.08 | 2541  | 9.09%              | 7324       | 360          | 4.92%                 | 7324  | 5370   | 1954      | 26.68%           |
| 1400000US39035185101 | 39035185101 | Census Tract 1851.01, Cuyahoga County, Ohio | 1851.01 | 1035  | 14.49%             | 2543       | 198          | 7.79%                 | 2546  | 523    | 2023      | 79.46%           |
| 1400000US39035185102 | 39035185102 | Census Tract 1851.02, Cuyahoga County, Ohio | 1851.02 | 1131  | 19.36%             | 2798       | 101          | 3.61%                 | 2804  | 1412   | 1392      | 49.64%           |
| 1400000US39035185103 | 39035185103 | Census Tract 1851.03, Cuyahoga County, Ohio | 1851.03 | 924   | 24.46%             | 2199       | 106          | 4.82%                 | 2199  | 1237   | 962       | 43.75%           |
| 1400000US39035185104 | 39035185104 | Census Tract 1851.04, Cuyahoga County, Ohio | 1851.04 | 1536  | 11.59%             | 3860       | 509          | 13.19%                | 3871  | 2648   | 1223      | 31.59%           |
| 1400000US39035185201 | 39035185201 | Census Tract 1852.01, Cuyahoga County, Ohio | 1852.01 | 772   | 21.89%             | 1746       | 137          | 7.85%                 | 1746  | 406    | 1340      | 76.75%           |
| 1400000US39035185202 | 39035185202 | Census Tract 1852.02, Cuyahoga County, Ohio | 1852.02 | 2129  | 14.42%             | 5174       | 430          | 8.31%                 | 5190  | 2118   | 3072      | 59.19%           |
| 1400000US39035185203 | 39035185203 | Census Tract 1852.03, Cuyahoga County, Ohio | 1852.03 | 1398  | 22.75%             | 3167       | 453          | 14.30%                | 3696  | 2540   | 1156      | 31.28%           |
| 1400000US39035186103 | 39035186103 | Census Tract 1861.03, Cuyahoga County, Ohio | 1861.03 | 1729  | 10.35%             | 4276       | 79           | 1.85%                 | 4276  | 3845   | 431       | 10.08%           |
| 1400000US39035186104 | 39035186104 | Census Tract 1861.04, Cuyahoga County, Ohio | 1861.04 | 1006  | 13.02%             | 2669       | 194          | 7.27%                 | 2669  | 2480   | 189       | 7.08%            |
| 1400000US39035186105 | 39035186105 | Census Tract 1861.05, Cuyahoga County, Ohio | 1861.05 | 1425  | 8.63%              | 3470       | 129          | 3.72%                 | 3470  | 3078   | 392       | 11.30%           |
| 1400000US39035186106 | 39035186106 | Census Tract 1861.06, Cuyahoga County, Ohio | 1861.06 | 2475  | 37.86%             | 4956       | 1107         | 22.34%                | 5108  | 4062   | 1046      | 20.48%           |
| 1400000US39035186107 | 39035186107 | Census Tract 1861.07, Cuyahoga County, Ohio | 1861.07 | 2219  | 13.70%             | 5692       | 196          | 3.44%                 | 5722  | 5218   | 504       | 8.81%            |

### Minority, Low-Income, and Poverty Census Tract File

| ID                   | GEOID10     | NAMELSAD10                                  | NAME10  | TOTAL | Percent Low Income | TOTPOV POP | POPBEL OWPOV | Percent Below Poverty | TOTAL | NONMIN | TOTALMI N | Percent Minority |
|----------------------|-------------|---|---------|-------|--------------------|------------|--------------|-----------------------|-------|--------|-----------|------------------|
| 1400000US39035186201 | 39035186201 | Census Tract 1862.01, Cuyahoga County, Ohio | 1862.01 | 2214  | 7.68%              | 5599       | 177          | 3.16%                 | 5754  | 5089   | 665       | 11.56%           |
| 1400000US39035186202 | 39035186202 | Census Tract 1862.02, Cuyahoga County, Ohio | 1862.02 | 1634  | 9.85%              | 4722       | 102          | 2.16%                 | 4752  | 4024   | 728       | 15.32%           |
| 1400000US39035186203 | 39035186203 | Census Tract 1862.03, Cuyahoga County, Ohio | 1862.03 | 1287  | 4.27%              | 3676       | 43           | 1.17%                 | 3697  | 3344   | 353       | 9.55%            |
| 1400000US39035186205 | 39035186205 | Census Tract 1862.05, Cuyahoga County, Ohio | 1862.05 | 1964  | 4.99%              | 5034       | 43           | 0.85%                 | 5034  | 4614   | 420       | 8.34%            |
| 1400000US39035186206 | 39035186206 | Census Tract 1862.06, Cuyahoga County, Ohio | 1862.06 | 1450  | 8.07%              | 4167       | 27           | 0.65%                 | 4167  | 3643   | 524       | 12.57%           |
| 1400000US39035187103 | 39035187103 | Census Tract 1871.03, Cuyahoga County, Ohio | 1871.03 | 1179  | 27.06%             | 2986       | 726          | 24.31%                | 2993  | 1565   | 1428      | 47.71%           |
| 1400000US39035187104 | 39035187104 | Census Tract 1871.04, Cuyahoga County, Ohio | 1871.04 | 1280  | 11.41%             | 3275       | 307          | 9.37%                 | 3275  | 2495   | 780       | 23.82%           |
| 1400000US39035187105 | 39035187105 | Census Tract 1871.05, Cuyahoga County, Ohio | 1871.05 | 872   | 23.74%             | 1921       | 182          | 9.47%                 | 3123  | 2510   | 613       | 19.63%           |
| 1400000US39035187106 | 39035187106 | Census Tract 1871.06, Cuyahoga County, Ohio | 1871.06 | 1335  | 17.08%             | 3450       | 304          | 8.81%                 | 4013  | 3459   | 554       | 13.81%           |
| 1400000US39035188103 | 39035188103 | Census Tract 1881.03, Cuyahoga County, Ohio | 1881.03 | 1315  | 30.11%             | 3506       | 712          | 20.31%                | 3532  | 97     | 3435      | 97.25%           |
| 1400000US39035188104 | 39035188104 | Census Tract 1881.04, Cuyahoga County, Ohio | 1881.04 | 876   | 26.37%             | 1654       | 307          | 18.56%                | 1688  | 90     | 1598      | 94.67%           |
| 1400000US39035188105 | 39035188105 | Census Tract 1881.05, Cuyahoga County, Ohio | 1881.05 | 1756  | 42.71%             | 3331       | 580          | 17.41%                | 3360  | 149    | 3211      | 95.57%           |
| 1400000US39035188106 | 39035188106 | Census Tract 1881.06, Cuyahoga County, Ohio | 1881.06 | 1029  | 32.46%             | 2338       | 428          | 18.31%                | 2338  | 135    | 2203      | 94.23%           |
| 1400000US39035188107 | 39035188107 | Census Tract 1881.07, Cuyahoga County, Ohio | 1881.07 | 1121  | 33.01%             | 2414       | 458          | 18.97%                | 2424  | 129    | 2295      | 94.68%           |
| 1400000US39035189105 | 39035189105 | Census Tract 1891.05, Cuyahoga County, Ohio | 1891.05 | 1656  | 11.23%             | 4150       | 181          | 4.36%                 | 4150  | 3818   | 332       | 8.00%            |
| 1400000US39035189107 | 39035189107 | Census Tract 1891.07, Cuyahoga County, Ohio | 1891.07 | 1939  | 13.10%             | 4704       | 246          | 5.23%                 | 4795  | 4344   | 451       | 9.41%            |
| 1400000US39035189108 | 39035189108 | Census Tract 1891.08, Cuyahoga County, Ohio | 1891.08 | 2034  | 11.01%             | 4942       | 266          | 5.38%                 | 5218  | 4420   | 798       | 15.29%           |
| 1400000US39035189109 | 39035189109 | Census Tract 1891.09, Cuyahoga County, Ohio | 1891.09 | 1508  | 13.46%             | 3228       | 105          | 3.25%                 | 3243  | 3016   | 227       | 7.00%            |
| 1400000US39035189110 | 39035189110 | Census Tract 1891.10, Cuyahoga County, Ohio | 1891.1  | 2173  | 10.72%             | 4121       | 205          | 4.97%                 | 4377  | 3736   | 641       | 14.64%           |
| 1400000US39035189111 | 39035189111 | Census Tract 1891.11, Cuyahoga County, Ohio | 1891.11 | 2864  | 13.37%             | 6632       | 386          | 5.82%                 | 6841  | 5686   | 1155      | 16.88%           |
| 1400000US39035189112 | 39035189112 | Census Tract 1891.12, Cuyahoga County, Ohio | 1891.12 | 1373  | 5.90%              | 3844       | 94           | 2.45%                 | 3889  | 3287   | 602       | 15.48%           |
| 1400000US39035190502 | 39035190502 | Census Tract 1905.02, Cuyahoga County, Ohio | 1905.02 | 1318  | 37.41%             | 2154       | 193          | 8.96%                 | 2242  | 2194   | 48        | 2.14%            |
| 1400000US39035190503 | 39035190503 | Census Tract 1905.03, Cuyahoga County, Ohio | 1905.03 | 598   | 4.52%              | 1736       | 14           | 0.81%                 | 1736  | 1596   | 140       | 8.06%            |
| 1400000US39035190504 | 39035190504 | Census Tract 1905.04, Cuyahoga County, Ohio | 1905.04 | 3993  | 11.85%             | 10544      | 388          | 3.68%                 | 10544 | 9525   | 1019      | 9.66%            |
| 1400000US39035192300 | 39035192300 | Census Tract 1923, Cuyahoga County, Ohio    | 1923    | 564   | 13.48%             | 1518       | 88           | 5.80%                 | 1518  | 1460   | 58        | 3.82%            |



### Minority, Low-Income, and Poverty Census Tract File

| ID                   | GEOID10     | NAMELSAD10                               | NAME10 | TOTAL | Percent Low Income | TOTPOV POP | POPBEL OWPOV | Percent Below Poverty | TOTAL | NONMIN | TOTALMI N | Percent Minority |
|----------------------|-------------|--|--------|-------|--------------------|------------|--------------|-----------------------|-------|--------|-----------|------------------|
| 1400000US39035192800 | 39035192800 | Census Tract 1928, Cuyahoga County, Ohio | 1928   | 660   | 9.85%              | 1169       | 75           | 6.42%                 | 1169  | 965    | 204       | 17.45%           |
| 1400000US39035192900 | 39035192900 | Census Tract 1929, Cuyahoga County, Ohio | 1929   | 711   | 12.52%             | 1969       | 121          | 6.15%                 | 1975  | 1881   | 94        | 4.76%            |
| 1400000US39035193800 | 39035193800 | Census Tract 1938, Cuyahoga County, Ohio | 1938   | 455   | 40.00%             | 804        | 205          | 25.50%                | 954   | 111    | 843       | 88.36%           |
| 1400000US39035193900 | 39035193900 | Census Tract 1939, Cuyahoga County, Ohio | 1939   | 235   | 57.87%             | 584        | 215          | 36.82%                | 1044  | 224    | 820       | 78.54%           |
| 1400000US39035194100 | 39035194100 | Census Tract 1941, Cuyahoga County, Ohio | 1941   | 909   | 11.77%             | 2121       | 71           | 3.35%                 | 2272  | 2066   | 206       | 9.07%            |
| 1400000US39035194300 | 39035194300 | Census Tract 1943, Cuyahoga County, Ohio | 1943   | 1410  | 8.65%              | 3424       | 129          | 3.77%                 | 3432  | 3000   | 432       | 12.59%           |
| 1400000US39035194500 | 39035194500 | Census Tract 1945, Cuyahoga County, Ohio | 1945   | 905   | 7.73%              | 2248       | 113          | 5.03%                 | 2250  | 2097   | 153       | 6.80%            |
| 1400000US39035194800 | 39035194800 | Census Tract 1948, Cuyahoga County, Ohio | 1948   | 417   | 27.58%             | 1004       | 178          | 17.73%                | 1004  | 139    | 865       | 86.16%           |
| 1400000US39035194900 | 39035194900 | Census Tract 1949, Cuyahoga County, Ohio | 1949   | 1334  | 10.79%             | 3292       | 150          | 4.56%                 | 3292  | 2471   | 821       | 24.94%           |
| 1400000US39035195600 | 39035195600 | Census Tract 1956, Cuyahoga County, Ohio | 1956   | 2006  | 20.44%             | 4718       | 469          | 9.94%                 | 4804  | 840    | 3964      | 82.51%           |
| 1400000US39035195700 | 39035195700 | Census Tract 1957, Cuyahoga County, Ohio | 1957   | 1766  | 21.86%             | 4543       | 554          | 12.19%                | 4763  | 1449   | 3314      | 69.58%           |
| 1400000US39035195800 | 39035195800 | Census Tract 1958, Cuyahoga County, Ohio | 1958   | 1426  | 6.59%              | 3889       | 127          | 3.27%                 | 3911  | 3089   | 822       | 21.02%           |
| 1400000US39035195900 | 39035195900 | Census Tract 1959, Cuyahoga County, Ohio | 1959   | 2015  | 20.89%             | 4124       | 160          | 3.88%                 | 4186  | 4083   | 103       | 2.46%            |
| 1400000US39035196000 | 39035196000 | Census Tract 1960, Cuyahoga County, Ohio | 1960   | 772   | 22.54%             | 1590       | 101          | 6.35%                 | 1590  | 611    | 979       | 61.57%           |
| 1400000US39035196100 | 39035196100 | Census Tract 1961, Cuyahoga County, Ohio | 1961   | 1112  | 34.35%             | 2557       | 635          | 24.83%                | 2577  | 2033   | 544       | 21.11%           |
| 1400000US39035196200 | 39035196200 | Census Tract 1962, Cuyahoga County, Ohio | 1962   | 1517  | 48.78%             | 3872       | 1493         | 38.56%                | 3877  | 298    | 3579      | 92.31%           |
| 1400000US39035196300 | 39035196300 | Census Tract 1963, Cuyahoga County, Ohio | 1963   | 1506  | 7.50%              | 3922       | 143          | 3.65%                 | 3922  | 3535   | 387       | 9.87%            |
| 1400000US39035196400 | 39035196400 | Census Tract 1964, Cuyahoga County, Ohio | 1964   | 1127  | 47.91%             | 2650       | 811          | 30.60%                | 2672  | 557    | 2115      | 79.15%           |
| 1400000US39035196500 | 39035196500 | Census Tract 1965, Cuyahoga County, Ohio | 1965   | 595   | 50.59%             | 1544       | 715          | 46.31%                | 1544  | 20     | 1524      | 98.70%           |
| 1400000US39035980100 | 39035980100 | Census Tract 9801, Cuyahoga County, Ohio | 9801   | 0     | #DIV/0!            | 0          | 0            | #DIV/0!               | 0     | 0      | 0         | #DIV/0!          |
| 1400000US39035980500 | 39035980500 | Census Tract 9805, Cuyahoga County, Ohio | 9805   | 0     | #DIV/0!            | 0          | 0            | #DIV/0!               | 0     | 0      | 0         | #DIV/0!          |
| 1400000US39035981100 | 39035981100 | Census Tract 9811, Cuyahoga County, Ohio | 9811   | 0     | #DIV/0!            | 0          | 0            | #DIV/0!               | 0     | 0      | 0         | #DIV/0!          |
| 1400000US39035990000 | 39035990000 | Census Tract 9900, Cuyahoga County, Ohio | 9900   | 0     | #DIV/0!            | 0          | 0            | #DIV/0!               | 0     | 0      | 0         | #DIV/0!          |

RTA Revised Service Policy

# **Greater Cleveland Regional Transit Authority**

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## **Revised Service Policy**

Pursuant to Resolution 2003 - 068, adopted May 20, 2003

Updated 1-5-16 to Conform to Resolution 2013-122 adopted  
December 17, 2013

**Operations Division  
Service Management Department**

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**May 20, 2003**

## **Executive Summary**

The GCRTA Service Policy, as originally adopted in April 1990, was designed to guide the management of existing transit services, as well as the planning and implementation of new and modified transit services. The Policy's intent was to establish consistent criteria for evaluating transit performance. The policy was to provide an objective framework by which limited resources could be allocated to improve the quality and productivity of transit services.

During the last decade, there have been major changes in the environment in which the GCRTA functions. There have been regulatory changes, such as those accompanying the passing of the Americans with Disabilities Act by Congress. There have been demographic changes in the GCRTA service area, such as continuing suburban development and sprawl, which has resulted in pressures to provide more community-based transit services, such as Community Circulators, and "reverse-commute" services to take Cleveland and inner-ring suburban residents to jobs in the outlying suburbs and even outside of Cuyahoga County.

As the original Service Policy was intended to be a "living document," to be modified as needed in order to maintain it as an effective planning and management tool, RTA Management believes that it is time to update the document to reflect the current regulatory setting, service environment, and service delivery mechanisms.

The Service Policy consists of six chapters. Chapter One consists of general provisions, including the purpose, scope, and amendment procedures, as well as definitions of terms used in the Service Policy. Chapter Two describes the various categories of transit services that GCRTA provides. Chapter Three addresses the guidelines for route network design, for the design of individual line-haul and Community Circulator bus routes, and for the location of passenger facilities such as bus stops, passenger shelters, and transit centers. Chapter Four establishes criteria and guidelines for evaluating service quality characteristics such as schedule adherence and passenger overcrowding. Chapter Five establishes procedures for ensuring scheduling efficiency and for evaluating and improving the ridership productivity of transit services. Finally, Chapter Six describes the various components of service management, such as ongoing service monitoring, development of service proposals and the Annual Service Management Plan, public hearing requirements, and trial periods for new and modified routes.

The intent in updating the Service Policy is to bring the document in line with GCRTA's current operating conditions and to make it a more practical, user-friendly tool for managing transit services.

SERVICE POLICY  
OF THE  
BOARD OF TRUSTEES  
OF THE  
GREATER CLEVELAND REGIONAL TRANSIT AUTHORITY

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CHAPTER ONE  
General Provisions and Definitions

**I PURPOSE**

- (a) The purpose of this service policy (Title Two of Part Ten of these Policies and Procedures) is to establish goals, objectives, measures, guidelines and procedures for both the management of existing GCRTA (hereinafter referred to as the "Authority") transit services as well as the planning and implementation of new transit services. It is also intended to provide direction for Authority staff as well as to provide elected officials and the general public with a clearer understanding of how both existing and new transit services are managed.
- (b) It is intended that this policy will accomplish the following:
  - (1) Provide consistent criteria for evaluating, maintaining and improving the quality and productivity of existing transit services;
  - (2) Provide guidelines for planning and developing new transit services; and
  - (3) Provide objective framework for the allocation of limited service resources among existing services and new services.

**II REVISIONS AND AMENDMENTS; REVIEW BY OPERATIONS COMMITTEE**

- (a) The service policies delineated in this service policy shall be subject to review and revision by the Board of Trustees on an as-needed basis.
- (b) Amendments or revisions to this service policy may be initiated or proposed by any member of the Board of Trustees or by the General Manager/Secretary-Treasurer.
- (c) Proposed amendments or revisions to this service policy shall be subject to review and study by the Operations Committee of the Board of Trustees. The Operations Committee will make recommendations on any proposed amendment or revision to the Board of Trustees. The Board of Trustees must approve any amendment or revision by majority vote, as defined in the Bylaws, before such amendment or revision will become official policy of the Authority.

**III DEFINITIONS**

As used in this service policy:

- (a) Charter service: public transportation service on an exclusive basis, rendered in a vehicle which is licensed to render that service and engaged at a single price for the trip or a period of time agreed on by the operating licensee, its agent or the chauffeur and the charter.
- (b) Fixed route: a transit route that is scheduled to always operate over the same alignment.
- (c) Headway: time interval between vehicles moving along the same road or track in the same direction.

- (d) Line-haul bus: bus service that is designed to provide travel between various origins and destinations along a travel corridor.
- (e) Maximum load point: the location along a transit line where the greatest vehicle loads occur.
- (f) Park-n-ride: a procedure that permits a patron to drive a private automobile to a transit station, park in the area provided for that purpose and ride the transit system to his or her destination.
- (g) Peak-period, or rush hours: the hours, generally 6:00 to 9:00 a.m. and 3:00 to 6:00 p.m. during weekdays when the demand for transportation is greatest.
- (h) Radial route a fixed-route bus service that extends outward from the Central Business District or a concentrated activity center along a main arterial road.
- (i) Route deviation: a scheduled exception to the normal fixed-route of a bus line in order to serve a specific activity center.



## CHAPTER TWO Service Categories

### I BASIC CATEGORIES

This portion of the service policy describes the categories of service that the Authority currently operates or may choose to operate in the future. These categories are based on the type of vehicle utilized and the type of routing/schedule operated. Currently, the basic service categories are bus services, paratransit services, rail services, and special services. As it becomes desirable to do so in order to penetrate new transit markets, the Authority may establish new service categories.

### II BUS SERVICES

Bus services are currently operated using small, medium or large buses on fixed routes with fixed schedules. There are four categories of existing bus services: local/radial, express/flyer, crosstown/feeder and circulator. Another category of bus service under consideration for the future is subscription bus.

- (a) Local Radial Service. Local radial bus service is used to collect and distribute high-turnover traffic along developed corridors radiating to and from major trip generators such as the Cleveland Central Business District or other high-density activity centers. It is characterized by frequent stops, shorter passenger trips, a higher level of base or off-peak patronage, and slower bus speeds due to passenger boarding and alighting and traffic conditions.
- (b) Express/flyer Service. Express service is used to provide fast line-haul service to major trip attractions under high peak-period ridership conditions. It generally serves suburban areas and/or park-n-ride facilities. This service is characterized by longer passenger trips, reduced levels of patron turnover, and fewer passengers per mile. There are three kinds of express bus services: limited-stop arterial express, arterial and freeway flyer, and exclusive park-n-ride flyer.
  - (1) Limited-stop arterial express routes (denoted by an "X") travel over regular arterial roads bypassing selected marked bus stops which are served by local service.
  - (2) Freeway Flyer routes (denoted by an "F") operate their express segment on freeways rather than parallel arterial roads.
  - (3) Exclusive Park-N-Ride Flyer routes collect the majority of their riders at designated park-n-ride lots and then operate via freeway to the Central Business District.
- (c) Crosstown/Feeder Service. Crosstown/feeder service is used to link routes or route segments. This type of service provides travel opportunities for patrons with dispersed trip origins and destinations. This service is characterized by patrons boarding throughout a large area and frequently transferring to another bus or to the rail to complete their trip.
- (d) Community Circulator Services. Community Circulator bus operations provide transportation to popular destinations within selected neighborhoods or communities. Vehicles utilized for this service are typically smaller than other bus

types, often running frequently over a limited span of hours to supplement and/or complement other bus service. These routes best serve areas that have the following characteristics:

- (1) High employment and diversified activities within a well-defined area; or
  - (2) High residential density with poor access to fixed-route service and/or diversified activity centers.
  - (3) Future neighborhood flexible routings and/or flexible trip patterns based on passenger trip origins and destinations in specific geographic areas are envisioned under this category of service.
- (e) Downtown Loop Services. Downtown Loop bus collect/distribute passengers along the important business/commercial streets in the Cleveland CBD. The Loop Service:
- (1) allows passengers to complete trips made on rail or line-haul bus routes
  - (2) provides internal transportation within the CBD
- (f) Special Services. See section V. below.

### III PARATRANSIT SERVICE

Paratransit services are special transportation services designed to meet the needs of persons with disabilities who meet the Americans with Disabilities Act (ADA) eligibility criteria for functional mobility and eligible senior citizens. These services are typically provided with smaller vehicles and are generally operated on a demand-respective schedule (i.e., the schedule and routing may vary from day to day depending on the origins and destinations of the trips that are requested). There are two types of service provided based on the ADA Complementary Paratransit Service and eligibility guidelines.

(a) Category #1 and Category #3 Door-to-Door Service:

All ADA certified customers in categories #1 and #3 will be provided door-to-door paratransit service as follows:

- (1) For trips of five (5) miles or less, the service will be provided without regard to whether or not there is parallel fixed-route service (three-fourths (3/4) of a mile from a customer's trip origin/trip destination, limited to the day and times that such fixed route service operates).
- (2) For trips greater than five (5) miles, the provision of paratransit service is dependent on whether or not parallel fixed-route service (three-fourths (3/4) of a mile from customer's trip origin/trip destination) is available at the desired time of travel.

(b) Category #2: Call-A-Lift Service:

This service allows ADA eligible individuals to call twenty-four hours ahead and request that an accessible bus be used on a particular fixed-route at the time the person needs to travel. (Note: once RTA's bus fleet is 100% accessible, this service category will no longer be applicable.)

#### **IV RAIL SERVICES**

Rail services consist of the heavy-rail Red Line and the light-rail Blue and Green Lines (which includes the Waterfront Line).

- (a) The heavy-rail and light-rail services differ as to how the cars are boarded.
  - (1) The heavy-rail Red Line service is boarded from high platforms, which are at the same height as the car floors.
  - (2) The light-rail Blue and Green lines are boarded from low platforms which require climbing steps to enter the car.
- (b) The heavy and light rail services also vary as to the nature of the train operation and speed over the right-of-way.
  - (1) The heavy-rail Red line is fully-grade separated right of way which permits it to operate at relatively high speeds between stations.
  - (2) The light-rail Blue and Green lines have 3 unique operating segments:
    - A. Fully-grade separated right of way west of Shaker Square to Tower City, which allows high-speed operations comparable to the heavy rail-service.
    - B. At-grade service in a boulevard median, with grade crossings at all cross streets (eastern termini to Shaker Square). Currently this service is subject to same traffic signals as the boulevard traffic, resulting in lower operating speeds.
    - C. Private right of way on the Waterfront Line alignment, from Tower City to South Harbor Station. This segment is a hybrid—from Tower City to Flats East Bank, there are signalized grade crossings; from Flats East Bank to South Harbor, the alignment is fully-grade separated.

#### **V SPECIAL BUS OR RAIL SERVICES**

- (a) Special Seasonal bus or rail services are operated for single events (e.g. Air Show, Grand Prix, etc.) or for an ongoing seasonal series of events (i.e., Cleveland Indians, Cleveland Browns or Cavaliers home games) or permanent service to a location that RTA normally would not serve. RTA normally does not provide service where, (1) service is out of Cuyahoga County, (2) a location that doesn't have enough travel demand to justify a regular bus route.
- b) Such special service may be instituted by:
  - (1) A sponsor willing to compensate the Authority for the difference between the cost of operating the service and the fare revenues produced by the service; or
  - (2) The Authority, in order to prevent overcrowding on regularly scheduled services, to attract additional riders, or to meet a community need or interest.

## **VI CHARTER SERVICES**

- (a) The Authority can operate charter service.
- (b) The General Manager shall annually set charter rates that will fully recover costs.
- (c) The Authority will conform to Federal Charter regulations

## **VII JOB ACCESS SERVICES**

- (a) This specialized service was initiated under an agreement between RTA and the Cuyahoga County Board of Commissioners, authorized by the RTA Board of Trustees in June 2002. The service will continue as long as that agreement, or a successor agreement, remains in effect.
- (b) The service carries customers to and from jobs, job interviews, and job training opportunities, when regular transit service is not reasonably available.
- (c) Vehicle trips are routinely added, deleted, and modified by the RTA staff in response to changes in customer needs and resource availability.
- (d) (d) The service is supported largely by funds that cannot be used for general transit operations.

## CHAPTER THREE

### Service Design

#### I CRITERIA AND GUIDELINES

The service design section of this service policy addresses criteria and guidelines for the route network, individual route design schedules, and route facilities of the Authority's system. These criteria and guidelines ensure that:

- (a) New transit services are coordinated with the existing transit network.
- (b) New and existing services are aligned based on locations of activity centers and likely transit users.
- (c) Transit services provide the most direct and the fastest service possible given the travel needs of the customers utilizing the service.
- (d) Service schedules are tailored to provide an attractive level of service to the target market.
- (e) Route facilities are located in a logical, orderly fashion that is at the same time responsive to the needs of customers.

#### II NETWORK DESIGN

- (a) Route coverage and spacing should be based on demonstrated need or potential demand.
- (b) Maximize bus/rail interface opportunities
- (c) Line-haul bus should use arterials
- (d) Minimize route duplication, exceptions being:
  - (1) Approach roads to CBD, rail stations, and other major trip generators
  - (2) Community Circulators can duplicate line-haul routes when such duplication provides the most cost-effective solution to linking key trip generators.

#### III ROUTE DESIGN GUIDELINES

- (a) Service Type.
  - (1) Line-haul route (local radial, express/flyer, crosstown/feeder, and downtown loop)
    - A. Heavily-traveled corridor with many trip origins/destinations within walking distance of the main travel artery
    - B. Passenger volumes requiring larger-capacity vehicles
  - (2) Community Circulator
    - A. Intended for collection/distribution within a neighborhood/community.
    - B. Effective in situations where:
      - i. There is a need for new intra-community service in a previously unserved area

- ii. There is an low-productivity branch or segment on a line-haul route
- iii. There is a compelling need for an intra-community service directly linking residential with retail, institutional, and medical facilities, and it is more cost-effective to provide a dedicated service as opposed to increasing service levels on existing services.
- iv. Typically operated with smaller vehicles, which are more appropriate for neighborhood streets.

(b) Route Directness.

- (1) Two-way service on a street is desirable
- (2) Service should utilize most direct routing possible so service is attractive
- (3) Off-route deviations on line-haul routes should not be considered unless there is a compelling reason such as a major activity generator. Benefits of such deviations must outweigh disadvantages to passengers. Factors to be considered include percentage of passengers benefiting from the deviation amount of time to make the deviation, and the additional costs.
- (4) It is not appropriate to deviate line-haul routes off-street to serve activity centers, except at a route terminus.

(c) Route Length. Route length should be limited by the ability to keep service operating on schedule.

#### IV SCHEDULING DESIGN GUIDELINES

(a) Days of Service.

- (1) New bus services. Days of service are designed according to anticipated travel demand and available resources.
- (2) Existing bus services. Requests for additional days of service will be evaluated according to the route's current productivity relative to its route group, as well as the potential ridership demand for the proposed service period. If the existing service is performing at or above the average for the route group and a strong ridership demand for the additional days of service exists, the request will be considered.
- (3) Rail service. All light and heavy rail services shall operate seven days a week.

(b) Service Span.

- (1) New bus service. Service spans are designed according to anticipated travel demand and available resources.
- (2) Existing bus service. Requests for a wider span of service in a day will be evaluated according to the route's current productivity performance relative to its route group, as well as the potential ridership demand for the proposed service period. If the existing service is performing at or above the average for the route group and a strong ridership demand for the additional span of service exists, the request will be considered.



(c) Service frequency.

- (1) Hourly service is generally considered a minimum service frequency for a regular transit route. When headways (i.e., time intervals between vehicles) of 10-59 minutes are required by ridership levels, RTA will, when practical, select headways that are factors of 60 minutes (i.e., 30, 20, 15, 12, or 10 minutes). Using these time intervals helps customers to remember the schedule because the pattern repeats itself every hour. When service operates at headways that are less than 10 minutes remembering the schedule is not important for most customers.

*Service frequency (also known as vehicle headway) 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:*

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

*\* Does not apply to minor branches and special services*

- (3) *To maintain service coverage with limited resources, RTA may make an exception to the minimums shown above. RTA will conduct a public hearing before initiating such an exception.*
- (d) Schedule Coordination. To the extent possible, schedules will be coordinated to facilitate transfers.

**V 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 and lack rear doors; they are thus 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.*
- (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 (non-discrimination) regulations.*

## **VI AMENITIES AT TRANSIT STOPS AND STATIONS**

- (a) *RTA seeks to provide seating and shelter at bus stops and rail stations if sufficient space is available and 50 or more daily riders are expected to use the shelter. (RTA considers a canopy to be one form of passenger shelter.)*
- (b) *RTA installs and services waste receptacles only on RTA property. Each municipality decides whether to install and service waste receptacles in the public right-of-way.*
- (c) *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.*
- (d) *On bus routes, printed and/or digital service information is provided at transit centers and park-ride lots.*
- (e) *Elevators will be installed and maintained to the extent required by the Americans with Disabilities Act.*
- (f) *Existing escalators will remain in service unless they become cost-prohibitive to maintain.*

## **VII TRANSIT CENTER GUIDELINES**

- (a) Transit Centers in the RTA system fall into 3 categories:
  - (1) Transit hubs where multiple routes converge. An example would be a suburban hub where several regional bus routes and a community circulator meet. Another example would be a rail station where a train line and at least one bus line meet.
  - (2) Regional park-and-ride lots. Examples would be a rail station with a large customer parking lot and a suburban park-and-ride lot served by a flyer bus route.
  - (3) Small local park-and-ride lots which arterial routes serve.
- (b) Common characteristics of both transit hubs and regional park-and-rides:
  - (1) Must be a component of a Board-approved plan.
  - (2) Ownership of the facility or a long-term lease at the facility is required.
  - (3) Should be designed for easy bus ingress/egress.
  - (4) Should be designed for easy transferring between routes.
  - (5) A sheltered passenger waiting area should be provided, which can be as simple as a bus shelter.
- (c) In addition, transit hubs should have the following features:
  - (1) Should be located near trip generators.
  - (2) Should have additional passenger amenities (e.g., schedule information).
- (d) In addition, regional park-and-rides should have the following features:

- (1) Should be located near a freeway interchange.
- (2) Should have sufficient customer parking to support an attractive, high frequency service.
- e) In order to build additional customer demand along arterial radial routes, RTA staff can negotiate with private property owners to lease small parking areas for use by RTA riders within existing parking lots.

## **VIII FACILITIES PLANNING**

*(a) When making decisions about facilities, RTA will:*

- i. Comply with Title VI of the Civil Rights Act of 1964 and all other applicable laws and regulations.*
- ii. Comply with the National Environmental Protection Act 23, CFR Part 771 and with Section 4(f) 23 CFR Part 774.*
- iii. Comply with Section 106 of the National Historic Preservation Act, 36 CFR Part 800.*
- iv. Evaluate the impact of facilities per Environmental Justice Executive Order 12898 (1994), DOT Order 5610.2(a) (May 2012) and FTA Circular 4703.1.*
- v. Seek to avoid negative impacts on areas and neighborhoods near the facility.*

*(b) Where impacts cannot be avoided, RTA will seek to mitigate negative impacts.*

CHAPTER FOUR  
Service Quality Criteria and Guidelines

**I PURPOSE**

- (a) This chapter of the service policy is intended to address characteristics of system services that may influence a customer's actual or potential use of Authority services. The criteria and guidelines associated with those characteristics are intended to establish a direction in which the system should be oriented and to facilitate an assessment of how well the system is progressing in that direction. They will assist in identifying areas where remedial actions are needed to improve service quality to Authority customers.
- (b) The following service quality criteria and guidelines are intended to apply to transit services contracted by the Authority as well as to those directly operated by the Authority. These criteria and appropriate penalties violating them will be incorporated into service contracts

**II ON-TIME PERFORMANCE STANDARD**

- (a) *A trip is deemed "late" if it arrives or departs more than 5 minutes after the scheduled time.*
- (b) *A trip is deemed "early" if it departs before the scheduled time.*
- (c) *A trip is deemed "on-time" if it is neither "late" nor "early" as defined above.*
- (d) *The long-term goal is 100% "on time"; the 2013 goal is 80% on-time.*

**III PASSENGER LOADING STANDARDS**

- (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 30-minute intervals during rush hours and 60-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           |              |                |
|----------------------------------|--------------|----------------|
| SERVICE TYPE                     | RUSH HOURS   | NON-RUSH HOURS |
| <i>Park &amp; Ride</i>           | <i>54-63</i> | <i>49-57</i>   |
| <i>Regular Bus (40-ft.)</i>      | <i>54</i>    | <i>44</i>      |
| <i>Trolley (30-ft.)</i>          | <i>36</i>    | <i>36</i>      |
| <i>Heavy Rail (per car)</i>      | <i>142</i>   | <i>117</i>     |
| <i>Light Rail (per car)</i>      | <i>132</i>   | <i>108</i>     |
| <i>Articulated bus &amp; RTV</i> | <i>80</i>    | <i>65</i>      |

CHAPTER FIVE  
Service Utilization/Productivity/Efficiency

**I PURPOSE.**

(a) This chapter of the service policy deals with the following issues:

- (1) How efficiently service resources (vehicles and labor) are utilized to produce transit service;
- (2) How closely the service supply is being matched to the service demand; and
- (3) What percentage of the costs of operating transit services is being recovered through passenger fares and related revenues.

(b) The objectives are to ensure that:

- (1) Service resources are being used to produce the greatest amount of service possible.
- (2) Service is allocated among various routes based on demonstrated demand.

**II SCHEDULING EFFICIENCY.** The policy objective is to ensure that service hours are utilized to the maximum extent possible in a revenue-producing mode within the available service budget while complying with Authority/A.T.U. contract provisions and maintaining schedule reliability.

**III SERVICE UTILIZATION; ROUTE PRODUCTIVITY.**

(a) Intent.

The policy objective is to ensure that service levels are correlated to demonstrate passenger demands for each route or service. The intent is to provide a level of service, which is attractive to the rider, yet not wasteful of service resources, as well as to ensure a minimum level of ridership on all routes.

(b) Procedure for Annual Bus Route Performance Evaluation.

- (1) Each Authority bus service which has been in service for one full calendar year will be assigned to a service category (based on the primary market served) as follows:
  - A. Local radial bus;
  - B. Express/flyer bus;
  - C. Crosstown/feeder bus;
  - D. Community Circulator; and
  - E. Downtown Loop
  - F. Seasonal/Supplemental Service
- (2) Using ridership for the previous year, the following unfactored ridership indicators will be calculated for each route/service:
  - A. Boardings per trip;
  - B. Boardings per vehicle mile; and
  - C. Boardings per vehicle hour.

The system wide averages calculated for each service group become the system guidelines against which route-level productivity is to be measured until the next annual performance evaluation is performed.

- (3) Authority services which are identified as not meeting performance criteria shall be prioritized for analysis and remedial action as follows:
  - A. First priority. Substandard the previous year, has shown no improvement, or is in a worsened condition;
  - B. Second priority. First-time deficiency;
  - C. Third priority. Substandard the previous year, still substandard but improved performance; and
  - D. Fourth priority. After those routes, which are substandard, have been dealt with, those routes which are not substandard but which have opportunities for improvement.
- (4) Any individual route/service having any indicators falling below the system wide average for its service group will be analyzed for possible causes of poor productivity. Recommendations will be developed for remedial actions to be taken, which may include:
  - A. Targeted route promotions to increase ridership;
  - B. Realign the route in order to:
    1. Eliminate nonproductive route segments; and
    2. Reduce overall route mileage and/or increase speed.
  - C. Realign to ensure that major activity centers are served;
  - D. Coordinate schedules with shift times at major employment centers;
  - E. Short turn trips, reducing frequency on outlying route segments where ridership is low;
  - F. Increase headways and/or shorten service spans; and
  - G. Eliminate service.
- (5) An annual report will be prepared. This report will highlight those routes, which are performing below standard and recommend remedial actions.

(c) Rail Station Utilization.

- (1) Rail stations will remain in service as long as their utilization is sufficient to justify their costs. Therefore, rail station performance will be evaluated as follows:
  - A. Station Boardings. Based on passenger boardings per station, average and median station boardings volumes will be calculated within each category. Stations in the bottom quartile of their category warrant closer examination including cost-benefit analysis. Stations are categorized as follows; based on maintenance costs:



- i. Stations with enclosed areas for passenger waiting
  - ii. Stations without enclosed areas for passenger waiting but with one or more stairways; and
  - iii. Stations without enclosed areas for passenger waiting and without a stairway
- B. Station Spacing. Appropriate station spacing will be based on convenient access and attractiveness for faster service. Wider spacing provides speedy long-haul trips. Typically, close station spacing causes slower trips with higher vehicle maintenance costs. As much as possible, bus services should provide the block-by-block service and rail service the long-haul faster service.
- (2) Remedial actions that may be taken to correct substandard rail station productivity are:
- A. Determine if any operational changes could increase station productivity.
  - B. Explore various alternative service options and possible marketing campaigns.
  - C. Before closing any rail station, management must first hold a public hearing, as required in Chapter Six, Section IV (b) (1) and (2), and must present a report on the rail station evaluation to the Board of Trustees.

## CHAPTER SIX Service Management

### I PURPOSE.

- (a) This chapter of the service policy deals with the procedures by which existing services are monitored, evaluated, and modified when necessary to improve their performance, as well as the process by which service improvements and new services are conceived, evaluated and implemented.
- (b) This chapter is intended to ensure that:
  - (1) Existing service is periodically monitored and evaluated in order to determine compliance with those provisions of the service policy regarding service quality and service productivity.
  - (2) Existing services are monitored, evaluated, and modified as needed in order to increase their market share.
  - (3) New services are planned and implemented in order to service new transit markets and increase overall market share.

### II MANAGEMENT OF EXISTING SERVICES.

- (a) Ongoing Service Monitoring.
  - (1) Ridership monitoring and frequency adjustment. The Authority will collect ridership data, in order to determine peak vehicle loadings, compared to the appropriate loading standards. When overloads occur, frequencies will be adjusted in order to bring loading within the standards.
  - (2) Running time analysis. The Authority will collect information concerning proper running time. Schedules should be adjusted to insure that the majority of trips operate “on-time” without requiring an operator to operate less than the normal traffic speed. Running times shall be set to allow operation within legal speed.
  - (3) Routine service adjustments. In order to improve the performance of substandard routes, minor service adjustments may be performed to better match the service supply to the demonstrated ridership demand.
- (b) Annual Route Performance Evaluation.  
An annual route performance evaluation will be conducted. (See Chapter Five, Section III)

### III DEVELOPMENT OF SERVICE PROPOSALS AND ANNUAL SERVICE MANAGEMENT PLANS.

- (a) Service Proposals. Sources for service proposals will include:
  - (1) The annual route performance evaluation. This evaluation, described in Chapter Five, Section III, will be carried out early in the preliminary planning process, using ridership data from the previous year. Those lines that are identified as substandard in productivity will be prioritized for analysis and remedial action based on their performance. Service proposals will be developed for these routes with the intent of improving their performance.

- (2) Suggestions and recommendations will be collected from the following sources:
- A. Authority patrons;
  - B. Authority employees;
  - C. Civic leaders, elected officials; and
  - D. Studies carried out by the Authority through consultant services and by outside agencies.

(b) Developing the Annual Service Management Plan. Each year as part of the development of the annual operating budget for the following year, staff will produce an annual Service Management Plan detailing the service changes to be implemented. Funding availability will dictate the nature of the service proposals to be considered in the Service Management Plan. Regardless of whether the budget projects an increase or decrease, the emphasis should always be on improving the productivity of services. Staff should aggressively pursue service proposals, which improve productivity so that service resources may be reallocated for promising service improvements or new service.

(1) To improve service productivity, some of the strategies to be considered are:

- A. Achieving savings without adversely impacting riders
- B. Reducing service where service is duplicated
- C. Eliminating excessive service where transportation alternatives exist.
- D. Remove service from an area, if necessary

(2) With resources saved by productivity improvements, the following service improvements for the public may be considered:

- A. Relief of existing service quality deficiencies;  
Expansion/improvement of service to growing existing service
- B. New service to unserved markets

#### **IV 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 Chapter Three, Section IV (c) (2).
- (b) When considering a permanent removal of 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 2 hours.
  - (2) Either a public hearing or a community meeting shall be conducted if the time period is longer than 1 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 2 hours and the road segment is longer than 1 mile.
  - (2) Either a public hearing or a community meeting shall be conducted if the time period is longer than 1 hour and the road segment is longer than 1/2 mile.

- (d) When considering changes to Paratransit service, a public hearing shall be conducted if required by the Americans with Disabilities Act regulations.
- (e) Public involvement is not required for changes to special seasonal services, reserved-ride job access services, and services funded through agreements with sponsors.
- (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 shall be combined with all other changes made since the more recent of two dates:
  - (1) The date one year before the effective date of the contemplated change
  - (2) The date of the last public-hearing-supported change

## **V TRIAL PERIODS FOR NEW AND MODIFIED SERVICES**

- (a) New routes or major modifications to existing service shall operate substantially as implemented for one year, at which time they are to be evaluated for productivity (boardings per vehicle hour, boardings per vehicle mile, and passengers per trip).
- (b) At this time, the following types of service adjustments can be made based upon ridership performance to date:
  - (1) frequency changes warranted by passenger loading standards or customer comments;
  - (2) minor service reductions; and
  - (3) minor route extensions or reroutes with the potential to improve overall ridership productivity for the route
- (c) If route performance is below the system average for its service group at the end of one year, remedial action shall be taken as specified in Chapter Five, Section III (b) (4).
- (d) After one year, the route will become part of the annual route performance review.

## **VI POLICY FOR MAJOR SERVICE REDUCTIONS**

- (a) *The Greater Cleveland Regional Transit Authority (RTA) defines a “major service reduction” as a service reduction that decreases total vehicle-miles of service by 10% or more.*
- (b) *When considering a “major service reduction” RTA will comply with its Disparate Impact Policy [REFER TO SECTION OF THE CODE] and its Disproportionate Burden Policy [REFER TO SECTION OF THE CODE].*

## Resolution 2013-122

### RESOLUTION NO. 2013-122

#### ADOPTING POLICIES REQUIRED FOR COMPLIANCE WITH TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

WHEREAS, the Board of Trustees has been granted the power and authority, pursuant to Chapter 306 of the Ohio Revised Code, to manage and conduct the affairs of the Greater Cleveland Regional Transit Authority (GCRTA); and

WHEREAS, Title VI of the Civil Rights Act of 1964 requires GCRTA and all recipients of Federal financial assistance to operate their programs and services in a nondiscriminatory manner without regard to race, color or national origin; and

WHEREAS, the Federal Transit Administration (FTA) issued Circular 4702.1B, effective October 1, 2012, setting forth requirements and guidelines for Title VI compliance; and

WHEREAS, as set forth in the above-referenced Circular, GCRTA is required to adopt policies and definitions to determine when a fare change or major service reduction will have a disparate impact on minority populations or impose a disproportionate burden on low-income populations; and

WHEREAS, as set forth in the above-referenced Circular, GCRTA is required to adopt specific standards and policies to guide the equitable distribution of its services and facilities; and

WHEREAS, before adopting the aforementioned standards and policies, GCRTA is required to solicit and consider public comments on drafts of the standards and policies; and

WHEREAS, during the past two months, draft standards and policies were widely distributed to the RTA Citizens Advisory Committee, RTA passengers, and the public, and GCRTA has refined the draft standards and policies in response to the comments received in writing and comments received at public hearings; and

WHEREAS, on December 3, 2013, GCRTA's Committee of the Whole considered the standards and policies, along with the public comments, and referred the standards and policies, with further refinements, to the full Board of Trustees.

NOW, THEREFORE, BE IT RESOLVED by the Board of Trustees of the Greater Cleveland Regional Transit Authority:

Section 1. The Board of Trustees, having considered the public comments, hereby adopts the standards and policies attached hereto as Exhibit A through Exhibit F.

Section 2. The "Revised Service Policy," adopted by the Board of Trustees in May 2003, is hereby amended to conform to Exhibits E and F of this resolution.

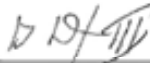
Section 3. This resolution shall be effective immediately upon its adoption.

Resolution No. 2013-122  
Page 2

Attachments:

- Exhibit A: Title VI Policy
- Exhibit B: Major Service Reduction Policy
- Exhibit C: Disparate Impact Policy
- Exhibit D: Disproportionate Burden Policy
- Exhibit E: Service Standards
- Exhibit F: Service Policies

Adopted: December 17, 2013



\_\_\_\_\_  
President

Attest:



\_\_\_\_\_  
CEO, General Manager/Secretary-Treasurer



2015 SERVICE MANAGEMENT PLAN

# Greater Cleveland Regional Transit Authority

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## Fiscal Year 2015 Service Management Plan

December 2014

### Operations Division Service Management Department

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## **Section 1: Introduction**

The FY 2015 Service Management Plan (SMP) is a companion document to the 2015 Operating and Capital Budget. The SMP describes changes to fixed-route transit service that RTA plans to implement before the end of 2015.

The 2015 operating budget will enable RTA to sustain the year-end 2014 service level through 2015. However, the budget will not support a net expansion of service above the year-end 2014 level. The staff must therefore continue to examine all services to determine which are falling short of the needs and which are exceeding requirements, so that available budget resources can be appropriately reallocated among the routes.

## **Section 2: Fixed-Route Bus Performance Summary**

RTA uses five indicators to measure route productivity:

- Boardings per revenue vehicle hour
- Boardings per revenue vehicle trip
- Boardings per revenue vehicle mile
- Boardings per total vehicle hour
- Boardings per total vehicle mile

The most important indicator is boardings per vehicle hour. This is an approximation of a route's benefit-cost ratio because labor costs accrue hourly and represent RTA's largest service cost. Ranking routes based on boardings per *revenue* vehicle hour ensures that routes with higher non-revenue hours due to distance from the garage or high volume of passengers in only a single direction are not penalized.

To provide fair comparisons of route performance, bus routes are compared with other routes in the same category of service. The categories are:

- Radial – regular routes operating to and from downtown.
- Crosstown/Feeder – routes that do not travel downtown, but typically connect with radial bus routes or rapid transit.
- Park-N-Ride – service operating on freeways between park-n-ride lots and downtown during rush hours.
- Downtown Trolley – local service traveling entirely within the downtown area.

Service statistics recorded between January 1 and June 30, 2014, were used to analyze current bus route performance.

### **Section 3: Current Plan for Service Changes**

Effective controls on costs, together with improved sales tax receipts and increased fare revenue, are leading to a favorable ending balance in the budget for 2014, despite the fact that service levels have gradually increased during the course of 2014. The recommended 2015 budget will enable RTA to sustain the year-end 2014 service level through 2015, but will not support a net expansion of service above that level. The year-end 2014 service level includes the following service modifications that take effect December 7, 2014:

1. The Cleveland State Line will begin Cleveland, Lakewood, Rocky River, Fairview Park, Bay Village, and Westlake.
2. The #28, #30, #94, and #239 will be modified in the vicinity of Lake Shore Blvd. and E. 222<sup>nd</sup> Street to accommodate construction.
3. December 2014 timetables will include added resources to address overloads and improve service reliability on numerous routes.
4. The #239 schedule will be adjusted to remove service that is no longer needed.

The following additional adjustments are planned for March 1, 2015:

1. To conserve resources, all westbound trips on the #9 Mayfield line will travel to the newly renovated Cedar-University Red Line station, and all eastbound #9 trips will originate at that station. Passengers traveling to and from downtown Cleveland will be able to transfer between the #9 and either the HealthLine or the Red Line. All westbound #9 trips will operate via Adelbert Road to provide a more direct route to the renovated station than the current alignment via Stearns Rd. provides. Convenient transfers to and from the HealthLine at Cornell Station will be maintained.
2. In response to ridership levels, service frequency will be reduced on the #22 Lorain (Saturday), the #25 Madison (weekday rush hours), the #41 Warrensville (evenings and Saturdays south of Southgate), and several rush-hour-only routes whose passenger loads are currently being reviewed.
3. In response to heavy passenger loads, service frequency will be increased on the #30 Lakeshore (Sunday).

Beyond March 1, 2015, the staff will continue to consider other resource reallocations while holding constant the total amount of service provided. For example:

1. Additional bus trips may be needed in the fall to carry increased ridership to/from Cuyahoga Community College.
2. Additional routes may be subject to frequency adjustments based on increased or decreased ridership.
3. Service resources will be reallocated as needed to offset detours and delays due to road and bridge construction projects.

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

By policy, RTA staff must identify every route whose utilization, in boardings per revenue vehicle hour (B/VH), is low in relation to other routes in its route category. Routes in the bottom quartile of each major route category (Radial, Crosstown/Feeder, and Park-n-Ride) are listed below. The number in parentheses next to each route is the number of boardings per vehicle hour for the route. The full route performance statistics are included in the Appendix.

Where possible, RTA will take actions to improve the productivity of these bottom-quartile routes. Such actions might include reducing the service frequency substantially, but not below the policy minimum of 1 trip per hour.

### **Radial (Category Average = 34)**

#77F Brecksville (14)

#8 Cedar (15)

#51 W. 25 – Pearl (19)

#45/45A Ridge (21)

#135 Broadview – No. Royalton (22)

#90F Broadway – Libby (22)

### **Crosstown/Feeder (Category Avg. = 25)**

#68 Bagley (7\*)

#43 Lake – Wolf (8\*)

#25 Detroit – Wagar (14)

#86 Rocky River – Berea (15\*)

#49 Center Ridge (15\*)

#7 Monticello – Euclid Hts. (16)

### **Park-n-Ride (Category Avg. = 40)**

#239 Euclid Park-n-Ride (37)

\* The service frequency is at the policy minimum of 1 trip per hour during all time periods that the route operates.

## **PUBLIC ENGAGEMENT PROCESS**

The public engagement process for setting the major service change policy, disparate impact policy and disproportionate burden policy is intended to listen to and act on public input before GCRTA makes decisions to change service or fares with the following purposes:

1. To inform riders and others affected by the proposed change(s);
2. To provide affected people with opportunities to ask questions, and understand the reasons why changes are being proposed;
3. To provide GCRTA with a better understanding of how riders use the service and the effects of a proposed change;
4. To encourage affected people to state objections to proposed changes and make suggestions for revisions;
5. To provide GCRTA with the opportunity to revise proposed changes based on public input to reduce negative effects.

On November 6, 2013, three public hearings were held at GCRTA's Main Office (central location) to present the Title VI policies: Major Service Reduction, Disparate Impact, and Disproportionate Burden. The hearings were held at diverse times of the day (8:30 a.m., 12:15 p.m., and 5:15 p.m.) to accommodate people's work schedules. The public hearings were advertised through Rider Alerts & Rider's Digest on vehicles, paid advertisements in the Call & Post, Sun Newspapers and the Plain Dealer from October 23-31, 2013. On October 31, 2016, there was a release for print and electronic media, website, e-news, Facebook and Twitter. There was also a presentation and discussion with the Citizen Advisory Board (CAB) on November 14, 2013. Public Comments were accepted through November 20, 2013 by mail, email and website.

All comments were received regarding the proposed policies, reviewed and summarized by the Authority staff. After a general review was completed, staff from affected departments shared information received from the public, along with revised recommendations to the Authority's General Manager, Executive Management Team and other key staff for final determination. The final recommendations take into full consideration comments received through the public involvement process.

In response to the public comments, the Disproportionate Burden Policy, second paragraph, was revised from:

**“For the purpose of this policy, GCRTA will include in the “low-income” category everyone whose total household income is less than \$25,000.”**

To this:

***“For the purpose of this policy, GCRTA will include in the “low-income” category everyone whose total household income is less than \$25,000. GCRTA will periodically reconsider this threshold because of the effects of inflation.”***

GCRTA staff was committed to faithfully representing all comments received, positive as well as negative, when presenting the results to the Management Staff.

Recommendations endorsed by the Executive Management team were taken to the Authority's Board of Trustees for final action or acceptance. The Board of Trustees approved 2014 Title VI Program Update and adopted all policies required for compliance with the Title VI of the Civil Rights Act of 1964.

### **Major Service Change Policy**

The Greater Cleveland Regional Transit Authority (GCRTA) defines a "*major service change*" as a service change that increases or decreases total vehicle-miles of service by 10% or more. If a major service change occurs, GCRTA will analyze adverse effects related to changes in transit service.

#### Adverse Effects

An adverse effect is defined as a major geographical or time-based reduction in service which may include, but is not limited to, span of service changes, frequency changes, route segment extension or elimination, route alignment changes, or route creation or elimination. The GCRTA shall consider the degree of adverse effects in the form of an equity analysis when planning major service changes.

When GCRTA is contemplating a major service change, FTA will be contacted for technical assistance related to methodology and analysis of a service equity analysis prior to GCRTA taking action.

### **Disparate Impact Policy**

When considering a fare change and/or major service change, GCRTA will conduct a fare and/or service equity analysis. If the fare and/or service equity analysis demonstrates a disparate impact on minority populations, GCRTA will revise its plan and re-analyze impacts until analysis shows that the revised plan would not have a disparate impact.

GCRTA will not implement a plan with a disparate impact unless GCRTA has demonstrated that (a) achieving the plan's goal is absolutely necessary, and (b) there is no way to reduce or eliminate the disparate impact and still achieve the plan's goal.

Should the impact of any fare change cause the percentage change for minority populations to exceed the percent change for non-minority populations by more than five (5) percentage points, that impact will be considered a disparate impact.

Should the impact of any major service change require a minority population to bear adverse effects more than ten (10) percentage points greater than those adverse effects borne by the non-minority populations, that impact will be considered a disparate impact.

### **Disproportionate Burden Policy**

When considering a fare change and/or major service change, GCRTA will conduct a fare change and/or major service change analysis. If the fare and/or service equity analysis demonstrates a disproportionate burden borne by low-income riders, GCRTA will describe alternatives and will avoid, minimize, or mitigate impacts where practicable. For the purpose of this policy, GCRTA will include in the "low-income" category everyone whose total household income is less than \$25,000. GCRTA will periodically reconsider this threshold because of the effects of inflation.



Should the impact of any fare change cause the percent change for low-income populations to exceed the percent change for non-low-income populations by more than five (5) percentage points, that burden will be considered a disproportionate burden.

Should the impact of any major service change require a low-income population to bear adverse effects more than ten (10) percentage points greater than those adverse effects borne by the non-low-income population, that burden will be considered a disproportionate burden.

## **FARE EQUITY ANALYSIS SINCE JANUARY 24, 2014**

### **Fare Equity Analysis for Proposed Fare Increase Prepared in Conformance to FTA Circular 4702.1B, Appendix K, Item (2) Submitted to the RTA Board of Trustees, May 2016**

**GCRTA has briefly and clearly stated its policy to determine when a “disparate impact” occurs in the contexts of fare changes. In particular, GCRTA has developed policy thresholds (in terms of absolute numbers or proportions) for identifying disparate impacts.**

The Greater Cleveland Regional Transit Authority (GCRTA) briefly and clearly stated its policy to determine “disparate impact” in Resolution No. 2013-122, Exhibit C, third paragraph. It explicitly addresses the contexts, thresholds, and analysis procedure for fare changes as follows:

*“Analysis procedure for fare changes: RTA will calculate the percent change in average fare for minority and non-minority riders. If the percent change for minorities exceeds the percent change for non-minorities by more than five percentage points, RTA will view that as a disparate impact on minority populations.”*

**GCRTA policy specifies how we engaged the public in developing our policy for measuring disparate impacts**

GCRTA’s Title VI Program Update submitted to the United States Department of Transportation, Federal Transit Administration on February 14<sup>th</sup>, 2014 details specific information related to engagement of the public in developing the policy for measuring disparate impacts. An overview of the information is as follows:

GCRTA incorporated reference to its public involvement activities into Resolution 2013-122 approving the policies, measures, and definitions for disparate impacts and disproportionate burden.

Specially, GCRTA released drafts of the standards and policies on October 23, 2013. Three (3) public hearings were held on November 6, 2013. Public comments were accepted by mail or email through November 23, 2013. The proposed standards and policies were discussed with GCRTA’s Citizens Advisory Board (CAB) on November 14, 2013 with verbal input included as public comments. GCRTA’s Committee of the Whole considered and recommended approval of the standards and policies, with further refinements, to the full Board of Trustees on December 3, 2013. The Board of Trustees approved the standards and policies, as recommended, on December 17, 2013. All meetings of CAB, Committee of the Whole, and Board of Trustees are open to the public and advertised on the website.

**GCRTA has briefly and clearly stated its disproportionate burden policy, and the policy describes how we engaged the public in developing the disproportionate burden policy**

The Greater Cleveland Regional Transit Authority (GCRTA) briefly and clearly stated its policy to determine “disproportionate burden” in Resolution No. 2013-122, Exhibit D, fourth paragraph. It explicitly addresses the contexts, thresholds, and analysis procedure for fare changes as follows:

*“Analysis procedure for fare changes: RTA will calculate the percent change in average fare for low-income and non-low-income riders. If the percent change for low-income riders exceeds the percent change for non-low-income riders by more than five percentage points, RTA will view that as a disproportionate burden on low-income riders.”*

GCRTA's Title VI Program Update submitted to the United States Department of Transportation, Federal Transit Administration on February 14<sup>th</sup>, 2014 details specific information related to engagement of the public in developing the policy for measuring disproportionate burden. An overview of the information is as follows:

GCRTA incorporated reference to its public involvement activities into Resolution 2013-122 approving the policies, measures, and definitions for disparate impacts and disproportionate burden.

Specially, GCRTA released drafts of the standards and policies on October 23, 2013. Three (3) public hearings were held on November 6, 2013. Public comments were accepted by mail or email through November 23, 2013. The proposed standards and policies were discussed with GCRTA's Citizens Advisory Board (CAB) on November 14, 2013 with verbal input included as public comments. GCRTA's Committee of the Whole considered and recommended approval of the standards and policies, with further refinements, to the full Board of Trustees on December 3, 2013. The Board of Trustees approved the standards and policies as, recommended, on December 17, 2013. All meetings of CAB, Committee of the Whole, and Board of Trustees are open to the public and advertised on the website.

**GCRTA has analyzed the fare media generated from ridership surveys indicating whether minority and/or low-income riders are disproportionately more likely to use the mode of service, payment type, or fare media that would be subject to the fare increase or decrease**

GCRTA conducted an onboard survey, within the past five years, and collected specific information from a sample of riders. Questions included transit mode of service, fare media usage/payment type, race, and income. Utilizing this data and the resulting statistically valid data, GCRTA built a model to analyze current minority, low-income, non-minority, and non-low-income riders weighted average fare per trip. A weighted average was used to account for data irregularities and ensure a fair, accurate account of fare media usage and impact by race and income.

This model has allowed GCRTA to estimate average cost per trip to the rider. Analysis of the survey results has produced the following information:

- In order of estimated usage, combining fare type by category, non-minority riders are most likely to use a Monthly Pass, All Day Pass, Cash fare, Weekly Pass, and then Farecard.
- In order of estimated usage, combining fare type by category, minority riders are most likely to use a Weekly Pass, All Day Pass, Cash fare, Monthly Pass, and then Farecard.
- In order of estimated usage, combining fare type by category, non-low-income riders are most likely to use a Weekly Pass, All Day Pass, Monthly Pass, Cash Fare, and then Farecard.
- In order of estimated usage, low income riders are most likely to use an All Day Pass, Weekly Pass, Cash Fare, Monthly Pass, and then Farecard.

Usage gives GCRTA the picture necessary to ensure that minority and low-income riders are not disproportionately affected by a fare change (increase or decrease). The model accounts for the variance in usage by minority, low-income, non-minority, and non-low-income. Equity is established when analyzing fare changes. GCRTA has been considering fare increases to take

effect in 2016 and 2018. These proposed increases are applied equitably across all fare media and analyzed by the model to ensure GCRTA policy compliance with Title VI.

**GCRTA has determined the number and percent of users of each fare media proposed for increase or decrease:**

- **Analysis includes a profile of fare usage by group- minority, low-income, and overall ridership-as shown below**
- **If the proposed changes would only affect certain fare media, the analysis should address whether focusing changes on those fare media may lead to a disparate impact or disproportionate burden**

GCRTA’s working fare model contain a detailed review of the number of users of each fare media and impacts that will occur with a fare change (increase or decrease). The working models include a profile of fare usage by group: minority, low-income, non-minority, and non-low income. If the proposed changes would only affect certain fare media, the model addresses whether these changes may lead to a disparate impact or disproportionate burden.

Tables 1 through 4 are excerpts from the GCRTA working fare model. These tables detail the number and percent of users of each fare media. This information is built into the working model for accurate estimation of the impacts of any fare change. The percent change from current weighted average fare to proposed weighted average fare is calculated for minority, non-minority, low-income, and non-low-income.

Table 1 details number of Minority and Non-Minority Daily trips

Table 2 details Percent usage by Minority and Non-Minority Status by Fare Media Type

Table 3 details number of Low-Income and Non-Low-Income Daily trips

Table 4 details Percent usage by Low-Income and Non-Low-Income Status by Fare Media Type

**Minority and Non-Minority Riders**

Total Trips from On Board Survey

| Non-Minority  |               |                   |              |            |               |
|---------------|---------------|-------------------|--------------|------------|---------------|
|               | Bus/Rapid     | Senior/ Disabled* | Park-N-Ride  | Student    | <b>TOTAL</b>  |
| Monthly Pass  | 3,935         | 650               | 725          | N/A        | <b>5,310</b>  |
| Weekly Pass   | 3,363         | 349               | 24           | N/A        | <b>3,735</b>  |
| All Day Pass  | 3,996         | 914               | N/A          | 47         | <b>4,957</b>  |
| Farecard      | 1,591         | 182               | 764          | 231        | <b>2,768</b>  |
| Cash Fare     | 3,981         | 472               | 259          | 82         | <b>4,793</b>  |
| <b>TOTALS</b> | <b>16,866</b> | <b>2,567</b>      | <b>1,771</b> | <b>360</b> | <b>21,564</b> |

| Minority  | Bus/Rapid     | Senior/ Disabled* | Park-N-Ride | Student      | TOTAL         |
|---|---------------|-------------------|-------------|--------------|---------------|
| Monthly Pass  | 8,054         | 1,204             | 169         | N/A          | <b>9,427</b>  |
| Weekly Pass   | 23,741        | 1,146             | 13          | N/A          | <b>24,899</b> |
| All Day Pass  | 21,174        | 2,069             | N/A         | 808          | <b>24,050</b> |
| Farecard  | 1,577         | 128               | 31          | 4,454        | <b>6,190</b>  |
| Cash Fare   | 11,780        | 1,003             | 31          | 445          | <b>13,259</b> |
| <b>TOTALS</b>   | <b>66,326</b> | <b>5,549</b>      | <b>243</b>  | <b>5,706</b> | <b>77,825</b> |
| *Includes Accompanied Children All Day                            |               |                   |             |              |               |
| N/A designates that that combination of fare media does not exist |               |                   |             |              |               |

Table 1- Minority & Non-Minority Daily Trips

Percent of Total Trips by Fare Media

| Non-Minority  | Bus/Rapid  | Senior/Disabled* | Park-N-Ride | Student   | TOTAL       |
|---------------|------------|------------------|-------------|-----------|-------------|
| Monthly Pass  | 18%        | 3%               | 3%          | N/A       | <b>25%</b>  |
| Weekly Pass   | 16%        | 2%               | 0.1%        | N/A       | <b>17%</b>  |
| All Day Pass  | 19%        | 4%               | N/A         | 0.2%      | <b>23%</b>  |
| Farecard      | 7%         | 1%               | 4%          | 1%        | <b>13%</b>  |
| Cash Fare     | 18%        | 2%               | 1%          | 0.4%      | <b>22%</b>  |
| <b>TOTALS</b> | <b>78%</b> | <b>12%</b>       | <b>8%</b>   | <b>2%</b> | <b>100%</b> |

| Minority  | Bus/Rapid  | Senior/Disabled* | Park-N-Ride | Student   | TOTAL       |
|---|------------|------------------|-------------|-----------|-------------|
| Monthly Pass  | 10%        | 2%               | 0.2%        | N/A       | <b>12%</b>  |
| Weekly Pass   | 31%        | 1%               | 0.02%       | N/A       | <b>32%</b>  |
| All Day Pass  | 27%        | 3%               | N/A         | 1%        | <b>31%</b>  |
| Farecard  | 2%         | 0.2%             | 0.04%       | 6%        | <b>8%</b>   |
| Cash Fare   | 15%        | 1%               | 0.04%       | 1%        | <b>17%</b>  |
| <b>TOTALS</b>   | <b>85%</b> | <b>7%</b>        | <b>0.3%</b> | <b>7%</b> | <b>100%</b> |
| *Includes Accompanied Children All Day                            |            |                  |             |           |             |
| N/A designates that that combination of fare media does not exist |            |                  |             |           |             |

Table 2- Percent usage by Minority/Non-Minority Status by Fare Media Type

**Low Income and Non-Low-Income**

Total Trips from On Board Survey

| Non-Low Income |               |                  |              |              |               |
|----------------|---------------|------------------|--------------|--------------|---------------|
|                | Bus/Rapid     | Senior/Disabled* | Park-N-Ride  | Student      | TOTAL         |
| Monthly Pass   | 6,800         | 487              | 828          | N/A          | 8,116         |
| Weekly Pass    | 8,615         | 302              | 28           | N/A          | 8,945         |
| All Day Pass   | 7,394         | 519              | N/A          | 303          | 8,216         |
| Farecard       | 1,996         | 93               | 632          | 1,406        | 4,128         |
| Cash Fare      | 5,786         | 298              | 265          | 94           | 6,443         |
| <b>TOTALS</b>  | <b>30,591</b> | <b>1,700</b>     | <b>1,754</b> | <b>1,803</b> | <b>35,848</b> |

| Low Income    |               |                  |             |              |               |
|---------------|---------------|------------------|-------------|--------------|---------------|
|               | Bus/Rapid     | Senior/Disabled* | Park-N-Ride | Student      | TOTAL         |
| Monthly Pass  | 4,636         | 1,286            | 65          | N/A          | 5,987         |
| Weekly Pass   | 17,583        | 1,152            | 8           | N/A          | 18,744        |
| All Day Pass  | 16,523        | 2,286            | N/A         | 451          | 19,260        |
| Farecard      | 1,038         | 217              | 71          | 2,686        | 4,011         |
| Cash Fare     | 9,201         | 1,074            | 25          | 351          | 10,651        |
| <b>TOTALS</b> | <b>48,982</b> | <b>6,015</b>     | <b>169</b>  | <b>3,488</b> | <b>58,654</b> |

\*Includes Accompanied Children All Day

N/A designates that that combination of fare media does not exist

Table 3 Low-Income & Non-Low-Income Daily Trips

Percent of Total Trips by Fare Media

| Non-Low Income |            |                   |             |           |             |
|----------------|------------|-------------------|-------------|-----------|-------------|
|                | Bus/Rapid  | Senior/ Disabled* | Park-N-Ride | Student   | TOTAL       |
| Monthly Pass   | 19%        | 1%                | 2%          | N/A       | 23%         |
| Weekly Pass    | 24%        | 1%                | 0.1%        | N/A       | 25%         |
| All Day Pass   | 21%        | 1%                | N/A         | 1%        | 23%         |
| Farecard       | 6%         | 0.3%              | 2%          | 4%        | 12%         |
| Cash Fare      | 16%        | 1%                | 1%          | 0.3%      | 18%         |
| <b>TOTALS</b>  | <b>85%</b> | <b>5%</b>         | <b>5%</b>   | <b>5%</b> | <b>100%</b> |

| Low Income    |            |                   |             |           |             |
|---------------|------------|-------------------|-------------|-----------|-------------|
|               | Bus/Rapid  | Senior/ Disabled* | Park-N-Ride | Student   | TOTAL       |
| Monthly Pass  | 8%         | 2%                | 0.1%        | N/A       | 10%         |
| Weekly Pass   | 30%        | 2%                | 0.01%       | N/A       | 32%         |
| All Day Pass  | 28%        | 4%                | N/A         | 1%        | 33%         |
| Farecard      | 2%         | 0.4%              | 0.1%        | 5%        | 7%          |
| Cash Fare     | 16%        | 2%                | 0.04%       | 1%        | 18%         |
| <b>TOTALS</b> | <b>84%</b> | <b>10%</b>        | <b>0.3%</b> | <b>6%</b> | <b>100%</b> |

\*Includes Accompanied Children All Day

N/A designates that that combination of fare media does not exist

Table 4- Percent usage by Low-Income/Non-Low-Income Status by Fare Media Type

### GCRTA has clearly depicted the information in tabular format.

- **The tables depict the fare media comparing the existing cost, the percent change, and the usage of minority groups as compared to overall usage and low-income groups as compared to overall usage. GCRTA has clearly analyzed fare media for minority groups distinct from low-income**

Tables 1 and 2, above, depict the usage and percent usage of fare media by minority groups as compared to non-minority groups. Tables 3 and 4, above, depict the usage and percent usage of fare media by low-income persons as compared to non-low-income persons.

GCRTA's fare analysis model is structured to include GCRTA's current and proposed fares and generate a weighted average fare based on the trips occurring as calculated from the onboard survey. This gives a baseline of what the weighted average fare is for a rider (broken out by minority/non-minority and low-income/non-low-income status).

GCRTA's disparate impact policy compliance is analyzed through the following calculation:

- (A) Calculate percent change for weighted average fare of non-minority group
- (B) Calculate percent change for weighted average fare of minority group
- Subtract (A) from (B) to determine the number of percentage points by which (B) exceeds (A)
- If (B) exceeds (A) by more than 5 percentage points, this is a disparate impact. If not, there is no disparate impact.

GCRTA's disproportionate burden policy compliance is analyzed through the following calculation:

- (A) Calculate percent change for weighted average fare of non-low-income group
- (B) Calculate percent change for weighted average fare of low-income group
- Subtract (A) from (B) to determine the number of percentage points by which (B) exceeds (A)



- If (B) exceeds (A) by more than 5 percentage points, this is a disproportionate burden. If not, there is no disproportionate burden.

Figures 1 – 4 were created to explicitly show fare media comparing existing cost and percent change for minority, non-minority, low-income, and non-low-income groups. Figures 1 and 2 detail a 2016 fare increase proposal comparison against existing fares and provides analysis of existing cost, percent change, and GCRTA policy compliance. Figures 3 and 4 detail a 2018 fare increase proposal comparison against existing fares and provides analysis of existing cost, percent change, and GCRTA policy compliance. GCRTA has clearly analyzed fare media for minority groups (Figures 1 and 3) distinct from low income (Figures 2 and 4).

# Title VI Compliance- August 2016 Fare Increase

Minority/Non-Minority Fare Comparison

## Title VI- Non-Minority v. Minority

### Disparate Impact

if the percent change for minorities exceeds the percent change for non-minorities by more than five (5) percentage points

| Current Fares       |           |                  |             |         |
|---------------------|-----------|------------------|-------------|---------|
|                     | Bus/Rapid | Senior/ Disabled | Park-N-Ride | Student |
| Monthly Pass        | \$85.00   | \$38.00          | \$95.00     | \$0.00  |
| Weekly Pass         | \$22.50   | \$10.00          | \$25.00     | \$0.00  |
| All Day Pass        | \$5.00    | \$2.50           | \$5.00      | \$4.00  |
| Farecard (per trip) | \$2.25    | \$1.00           | \$2.50      | \$1.50  |
| Cash Fare           | \$2.25    | \$1.00           | \$2.50      | \$1.50  |

Current Non-Minority Weighted Average Fare \$2.00  
 Current Minority Weighted Average Fare \$1.98

| Proposed            |           |                  |             |         |
|---------------------|-----------|------------------|-------------|---------|
|                     | Bus/Rapid | Senior/ Disabled | Park-N-Ride | Student |
| Monthly Pass        | \$95.00   | \$48.00          | \$105.00    | \$0.00  |
| Weekly Pass         | \$25.00   | \$12.50          | \$27.50     | \$0.00  |
| All Day Pass        | \$5.50    | \$2.75           | \$5.50      | \$4.50  |
| Farecard (per trip) | \$2.50    | \$1.25           | \$2.75      | \$1.75  |
| Cash Fare           | \$2.50    | \$1.25           | \$2.75      | \$1.75  |

Proposed Non-Minority Weighted Average Fare \$2.23  
 Proposed Minority Weighted Average Fare \$2.21

(A) Percent Change Non-Minority 11.48%  
 (B) Percent Change Minority 11.41%  
 Percentage Points by which B exceeds A -0.05

If greater than 5.0, GCRTA defines this as a disparate impact.

If 5.0 or less than 5.0, GCRTA defines this as having NO disparate impact

Figure 1- Proposed 2016 Fare Increase Impact Minority/Non-Minority

# Title VI Compliance- August 2016 Fare Increase

Low Income/Non-Low Income Fare Comparison

## Title VI- Non-Low Income v. Low Income

### Disproportionate Burden

if the percent change for low-income riders exceeds the percent change for non low-income riders by more than five (5) percentage points

| Current Fares       |           |                  |             |         |
|---------------------|-----------|------------------|-------------|---------|
|                     | Bus/Rapid | Senior/ Disabled | Park-N-Ride | Student |
| Monthly Pass        | \$85.00   | \$38.00          | \$85.00     | \$0.00  |
| Weekly Pass         | \$22.50   | \$10.00          | \$25.00     | \$0.00  |
| All Day Pass        | \$5.00    | \$2.50           | \$5.00      | \$4.00  |
| Farecard (per trip) | \$2.25    | \$1.00           | \$2.50      | \$1.50  |
| Cash Fare           | \$2.25    | \$1.00           | \$2.50      | \$1.50  |

Current Non-Low Income Weighted Average Fare \$2.03  
 Current Low Income Weighted Average Fare \$1.97

| Proposed            |           |                  |             |         |
|---------------------|-----------|------------------|-------------|---------|
|                     | Bus/Rapid | Senior/ Disabled | Park-N-Ride | Student |
| Monthly Pass        | \$95.00   | \$48.00          | \$105.00    | \$0.00  |
| Weekly Pass         | \$25.00   | \$12.50          | \$27.50     | \$0.00  |
| All Day Pass        | \$5.50    | \$2.75           | \$5.50      | \$4.50  |
| Farecard (per trip) | \$2.50    | \$1.25           | \$2.75      | \$1.75  |
| Cash Fare           | \$2.50    | \$1.25           | \$2.75      | \$1.75  |

Proposed Non-Low Income Weighted Average Fare \$2.28  
 Proposed Low Income Weighted Average Fare \$2.19

(A) Percent Change Non-Low Income 11.33%  
 (B) Percent Change Low Income 11.45%  
 Percentage Points by which B exceeds A 0.12



If greater than 5.0, GCRTA defines this as a disproportionate burden  
 If 5.0 or less than 5.0, GCRTA defines this as having NO disproportionate burden

Figure 2- Proposed 2016 Fare Increase Impact Low-Income/Non-Low-Income

# Title VI Compliance- August 2018 Fare Increase

Minority/Non-Minority Fare Comparison

## Title VI- Non-Minority v. Minority

### Disparate Impact

if the percent change for minorities exceeds the percent change for non-minorities by more than five (5) percentage points

| Current Fares       |           |                     |             |         |
|---------------------|-----------|---------------------|-------------|---------|
|                     | Bus/Rapid | Senior/<br>Disabled | Park-N-Ride | Student |
| Monthly Pass        | \$85.00   | \$38.00             | \$95.00     | \$0.00  |
| Weekly Pass         | \$22.50   | \$10.00             | \$25.00     | \$0.00  |
| All Day Pass        | \$5.00    | \$2.50              | \$5.00      | \$4.00  |
| Farecard (per trip) | \$2.25    | \$1.00              | \$2.50      | \$1.50  |
| Cash Fare           | \$2.25    | \$1.00              | \$2.50      | \$1.50  |

Current Non-Minority Weighted Average Fare      \$2.00  
 Current Minority Weighted Average Fare      \$1.98

| Proposed            |           |                     |                 |         |
|---------------------|-----------|---------------------|-----------------|---------|
|                     | Bus/Rapid | Senior/<br>Disabled | Park-N-<br>Ride | Student |
| Monthly Pass        | \$105.00  | \$51.00             | \$120.00        | \$0.00  |
| Weekly Pass         | \$27.50   | \$13.50             | \$32.50         | \$0.00  |
| All Day Pass        | \$6.00    | \$3.00              | \$6.00          | \$5.00  |
| Farecard (per trip) | \$2.75    | \$1.35              | \$3.25          | \$2.00  |
| Cash Fare           | \$2.75    | \$1.35              | \$3.25          | \$2.00  |

Proposed Non-Minority Weighted Average Fare      \$2.46  
 Proposed Minority Weighted Average Fare      \$2.43

(A) Percent Change Non-Minority      23.15%  
 (B) Percent Change Minority      22.50%  
 Percentage Points by which B exceeds A      -0.66

If greater than 5.0, GCRTA defines this as a disparate impact.  
 If 5.0 or less than 5.0, GCRTA defines this as having NO disparate impact

Figure 3- Proposed 2018 Fare Increase Impact Minority/Non-Minority



# Title VI Compliance- August 2018 Fare Increase

Low Income/Non-Low Income Fare Comparison

## Title VI- Non-Low Income v. Low Income

### Disproportionate Burden

if the percent change for low-income riders exceeds the percent change for non low-income riders by more than five (5) percentage points

| Current Fares       |           |                  |             |         |
|---------------------|-----------|------------------|-------------|---------|
|                     | Bus/Rapid | Senior/ Disabled | Park-N-Ride | Student |
| Monthly Pass        | \$85.00   | \$38.00          | \$85.00     | \$0.00  |
| Weekly Pass         | \$22.50   | \$10.00          | \$25.00     | \$0.00  |
| All Day Pass        | \$5.00    | \$2.50           | \$5.00      | \$4.00  |
| Farecard (per trip) | \$2.25    | \$1.00           | \$2.50      | \$1.50  |
| Cash Fare           | \$2.25    | \$1.00           | \$2.50      | \$1.50  |

Current Non-Low Income Weighted Average Fare \$2.03  
 Current Low Income Weighted Average Fare \$1.97

| Proposed            |           |                  |             |         |
|---------------------|-----------|------------------|-------------|---------|
|                     | Bus/Rapid | Senior/ Disabled | Park-N-Ride | Student |
| Monthly Pass        | \$105.00  | \$51.00          | \$120.00    | \$0.00  |
| Weekly Pass         | \$27.50   | \$13.50          | \$32.50     | \$0.00  |
| All Day Pass        | \$6.00    | \$3.00           | \$6.00      | \$5.00  |
| Farecard (per trip) | \$2.75    | \$1.35           | \$3.25      | \$2.00  |
| Cash Fare           | \$2.75    | \$1.35           | \$3.25      | \$2.00  |

Proposed Non-Low Income Weighted Average Fare \$2.49  
 Proposed Low Income Weighted Average Fare \$2.41

(A) Percent Change Non-Low Income 22.86%  
 (B) Percent Change Low Income 22.44%  
 Percentage Points by which B exceeds A -0.42

If greater than 5.0, GCRTA defines this as a disproportionate burden  
 If 5.0 or less than 5.0, GCRTA defines this as having NO disproportionate burden

Figure 4- Proposed 2018 Fare Increase Impact Low-Income/Non-Low-Income

**GCRTA has compared the differences in impacts between minority users and overall users**

GCRTA has compared the percentage point difference between a fare increase for minority and non-minority users.

**GCRTA has compared the differences in impacts between low-income users and overall users**

GCRTA has compared the percentage point difference between a fare increase for low-income and non-low-income users.

**GCRTA has analyzed any alternative transit modes, fare payment types, or fare media available for people affected by the fare change**

- **Analysis compared the fares paid by the proposed changes with fares that would be paid through available alternatives**
- **Analysis shows whether vendors that distribute/sell the fare media are located in areas that would be convenient to impacted populations**

GCRTA's fare analysis, presented above, compared current fares to proposed fares with all alternative fare payment methods including cash and pre-paid fare media.

Figure 5 illustrates the location of vendors that distribute/sell fare media for GCRTA and the location of minority populations by census tract. Figure 6 illustrates the location of vendors that distribute/sell fare media for GCRTA and the location of low-income populations by census tract.

As can be seen in the Figures 5 and 6, availability of fare media for purchase is located in areas that would be convenient to all populations. GCRTA's distribution outlets are not skewed towards non-minority or non-low-income groups. Additionally, all GCRTA buses utilize fareboxes that accept all fare media types. In addition all-day passes are offered for sale at all fareboxes.



Greater Cleveland Regional Transit Authority  
**STAFF SUMMARY AND COMMENTS**

|   |   |
|---|---|
| TITLE/DESCRIPTION:<br><br>APPROVING THE FEBRUARY 2017 TITLE VI PROGRAM UPDATE FOR SUBMITTAL TO THE FEDERAL TRANSIT ADMINISTRATION   | Resolution No.:<br>2017-119                     |
|   | Date:<br>December 15, 2016                      |
|   | Initiator:<br>Legal/Office of Equal Opportunity |
| ACTION REQUEST:<br><input type="checkbox"/> Approval <input type="checkbox"/> Review/Comment <input type="checkbox"/> Information Only <input type="checkbox"/> Other _____ |   |

1.0 PURPOSE/SCOPE: This action will approve the Title VI Program Update for submission to the Federal Transit Administration (FTA), as required by Title VI of the Civil Rights Act of 1964.

2.0 DESCRIPTION/JUSTIFICATION: Every three years, the RTA staff prepares a Title VI Program Update and submits it to the Federal Transit Administration (FTA). Our current Title VI Program expires in February 2017, and therefore, the attached Title VI Program Update needs to be submitted to the FTA in early January 2017.

In October 2012, the FTA issued Circular to 4702.1B, which modified the guidelines for compliance with Title VI. A new requirement included in this circular is that each Title VI Program Update must be reviewed and approved by the transit agency's governing body before it is submitted to the FTA. Accordingly, the staff is requesting a resolution from the RTA Board of Trustees indicating that the Board has reviewed and approved the Title VI Program Update to be submitted to FTA.

3.0 PROCUREMENT BACKGROUND: Does not apply.

4.0 DBE/AFFIRMATIVE ACTION BACKGROUND: Does not apply.

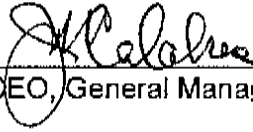
5.0 POLICY IMPACT: Adoption of the resolution will enable RTA to comply with the latest Federal guidelines implementing Title VI of the Civil Rights Act of 1964.

6.0 ECONOMIC IMPACT: Failure to adopt the resolution may result in a finding by the FTA of non-compliance with Title VI Circular 4702.1B, and the imposition of appropriate sanctions, including a refusal by the FTA to approve grants.

7.0 ALTERNATIVES: Disapproval of the resolution would impact and delay the approval of Federal grants.

8.0 RECOMMENDATION: On December 6, 2016, the Committee of the Whole reviewed and discussed the Title VI Program Update, and referred it, with refinements, to the full Board. It is recommended that the resolution be approved, authorizing the CEO, General Manager/ Secretary-Treasurer to submit the Title VI Program Update to the FTA.

Recommended and certified as appropriate to the availability of funds, legal form and conformance with the Procurement requirements.



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OEO, General Manager/Secretary-Treasurer



# Fare and Service Modification Proposals

Spring 2016

# Forward Comments to:

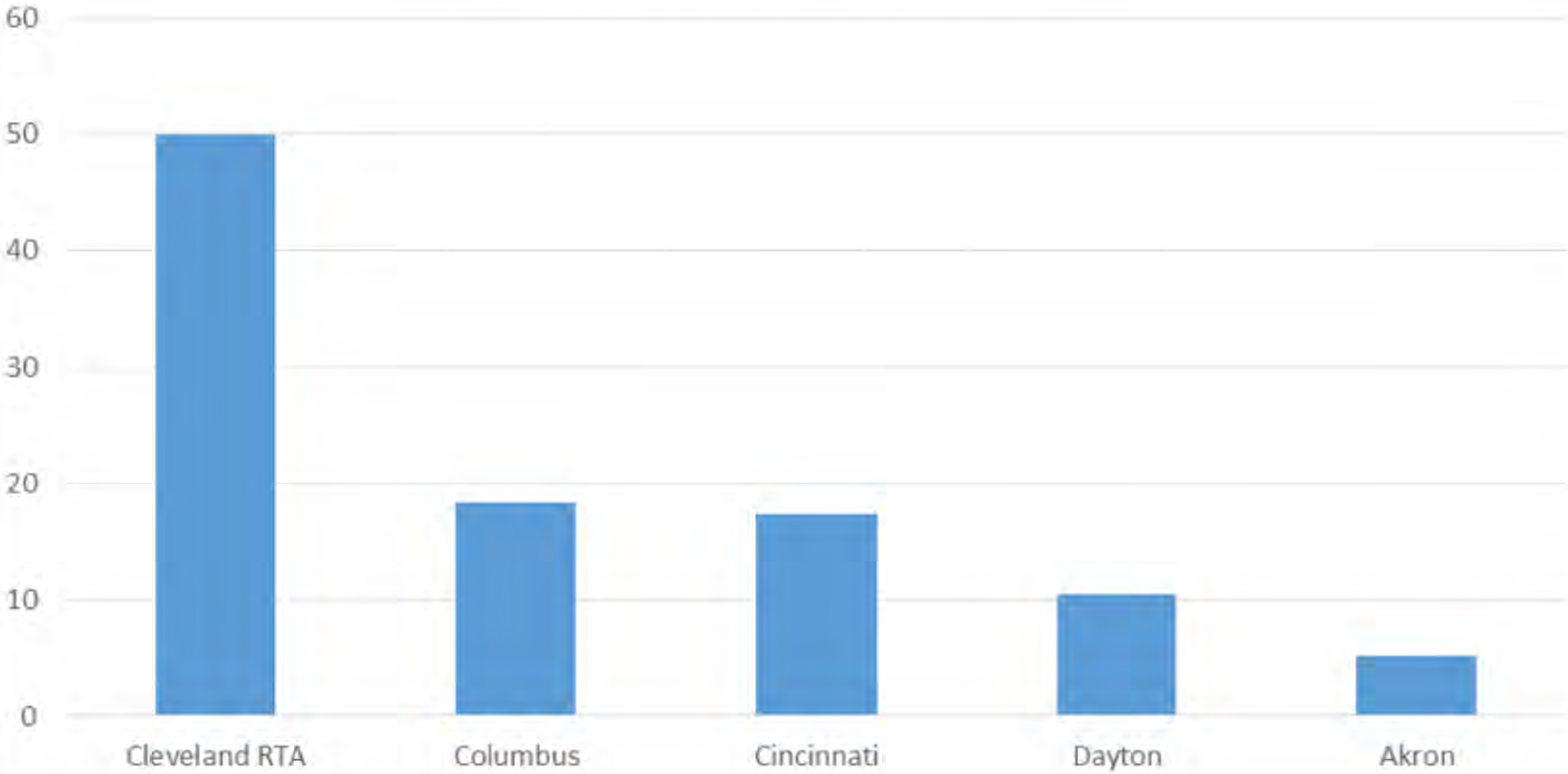
Regional Transit Authority  
c/o Marketing and Communications  
1240 West 6<sup>th</sup> Street  
Cleveland, OH 44113

[public-comment@gcrta.org](mailto:public-comment@gcrta.org)

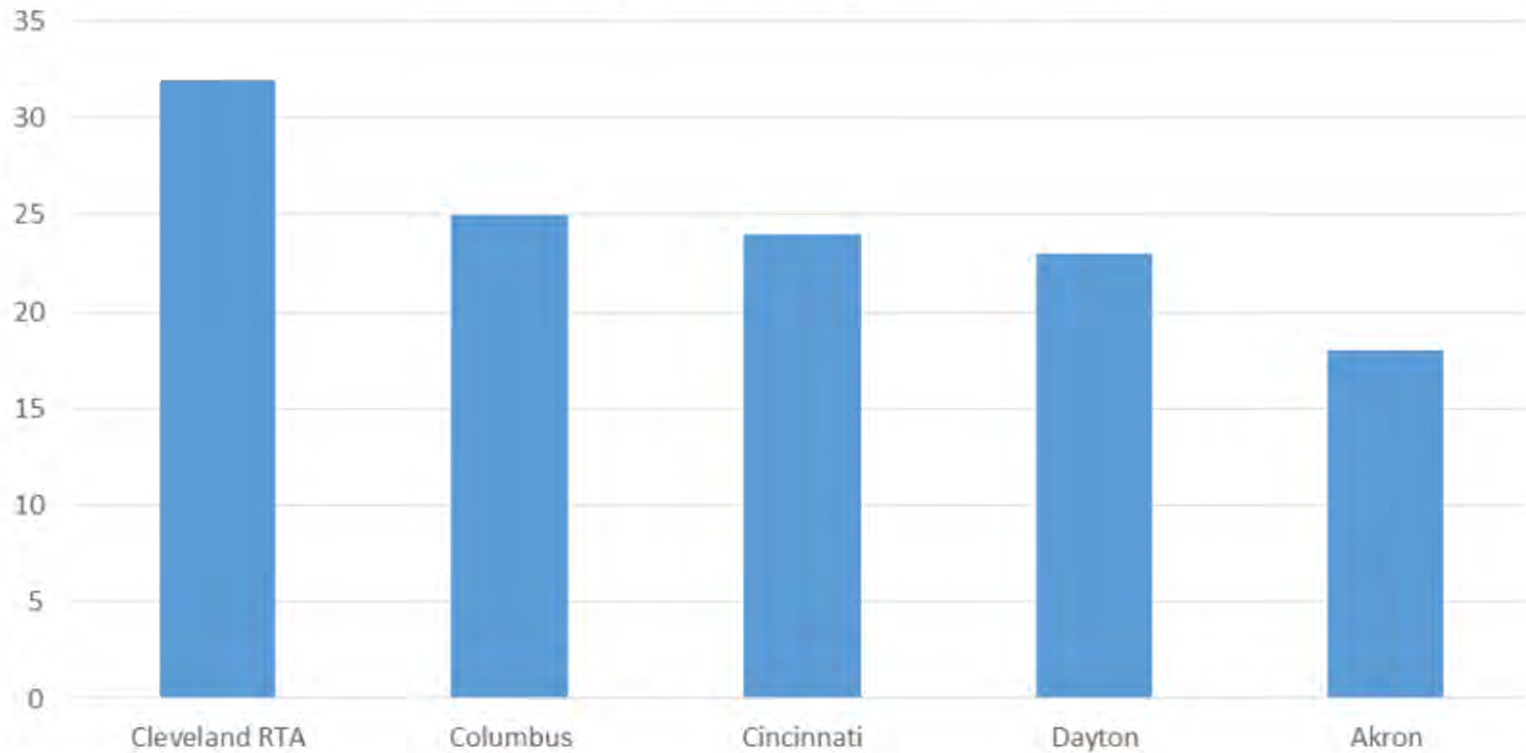
# Fare and Service Modification Proposals

Spring 2016

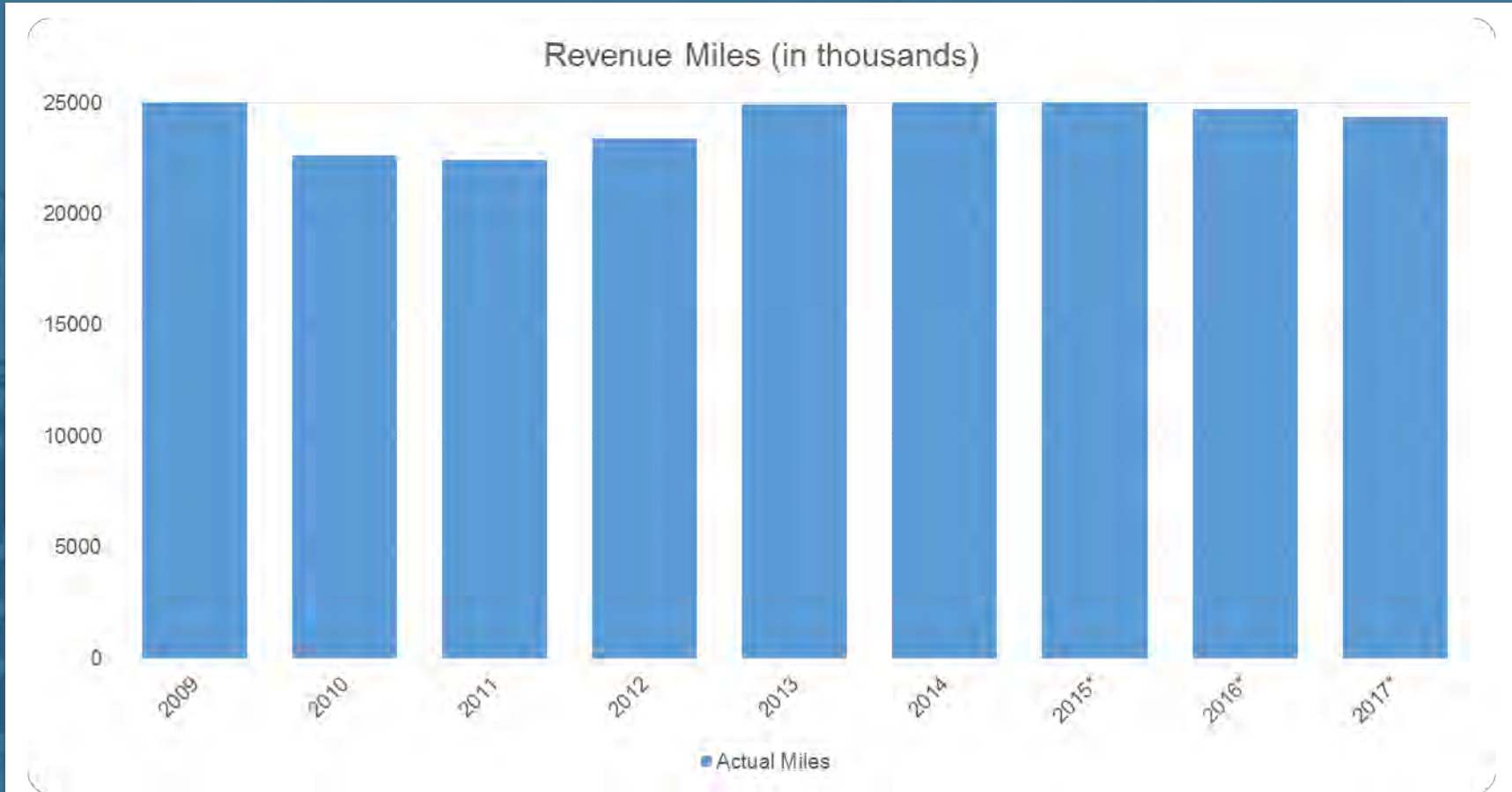
### Largest Transit Systems in Ohio Annual Customers (Millions)



## Largest Transit Systems in Ohio Productivity (Customers served per hour)

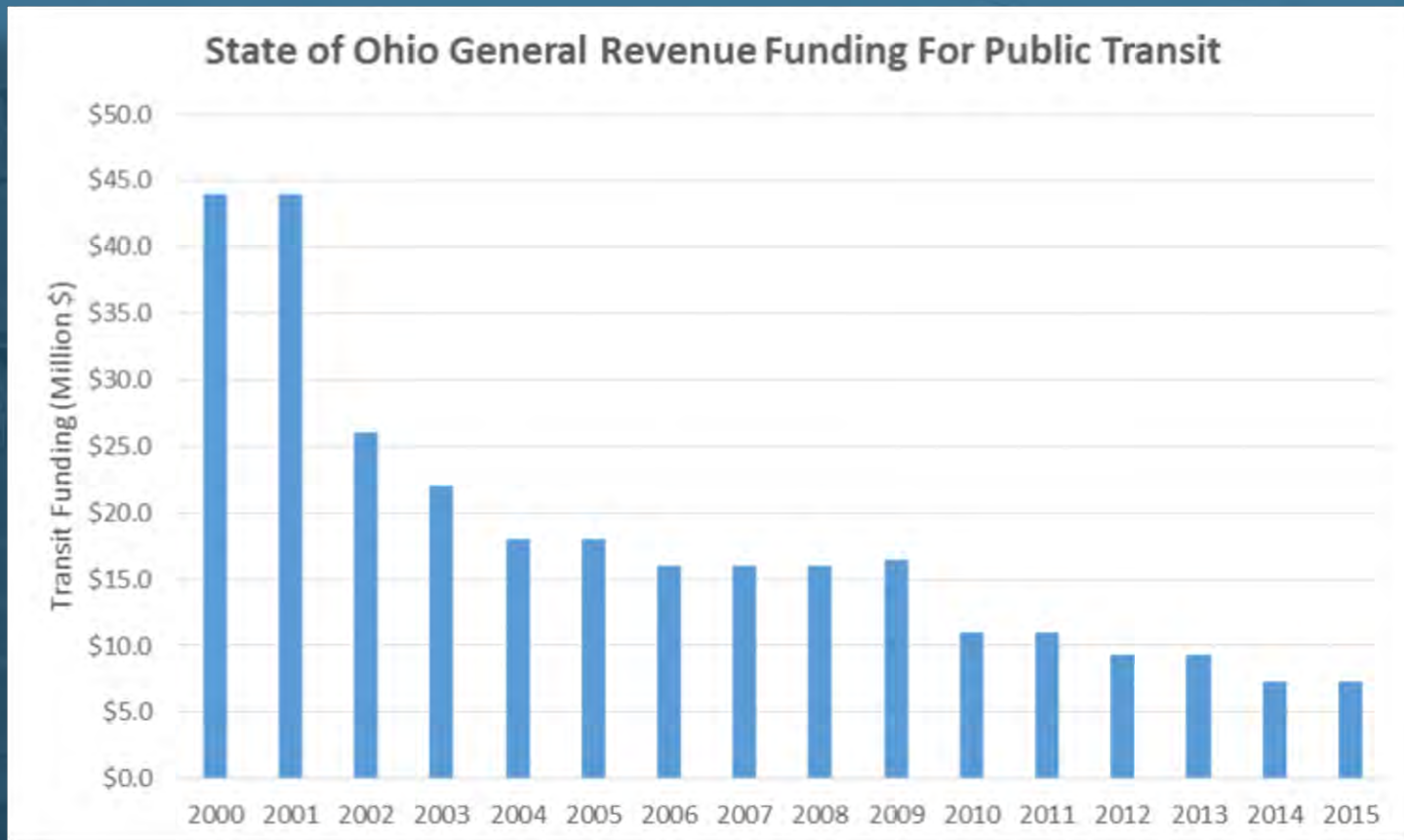


# RTA Service Levels



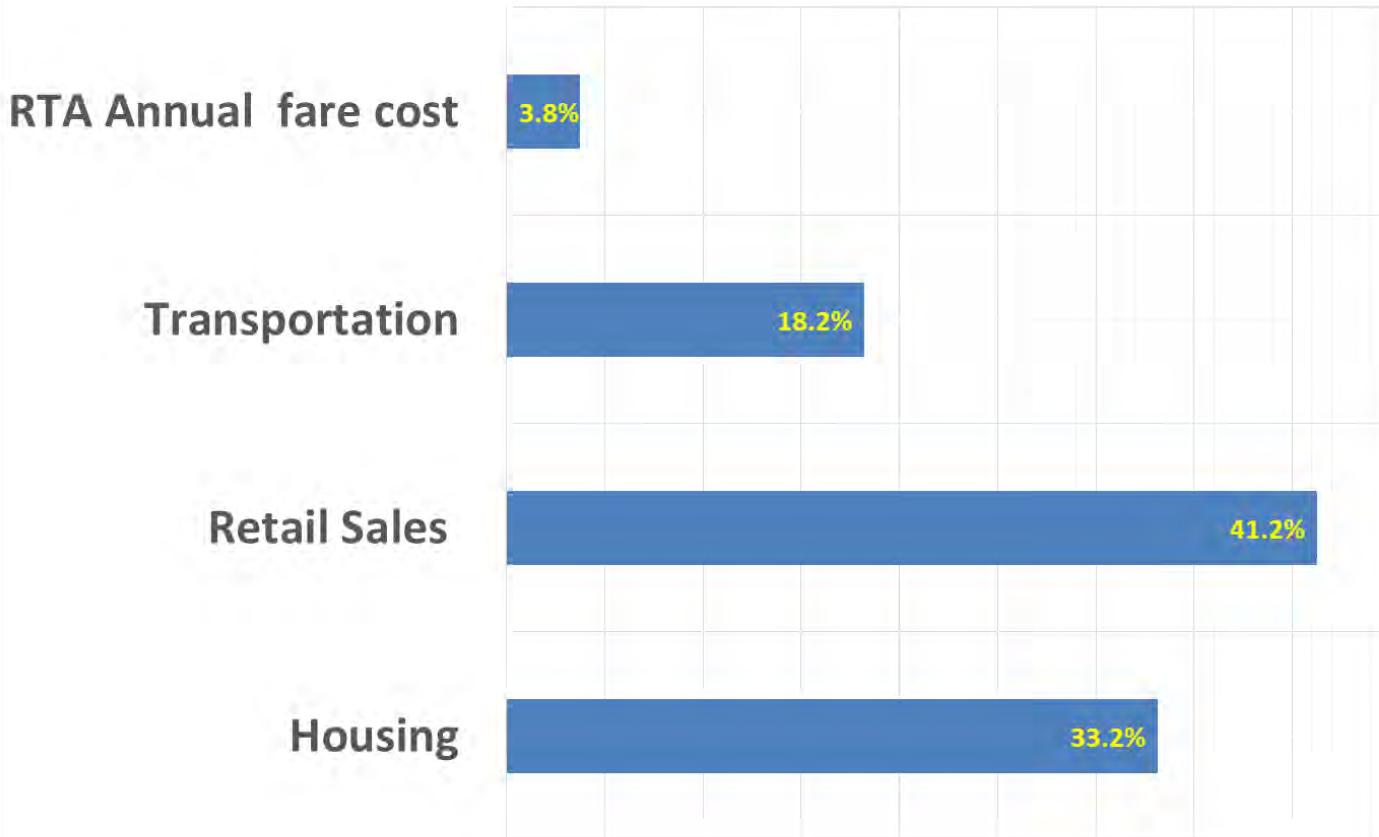


# State Investment Has Gone from Bad to Worse

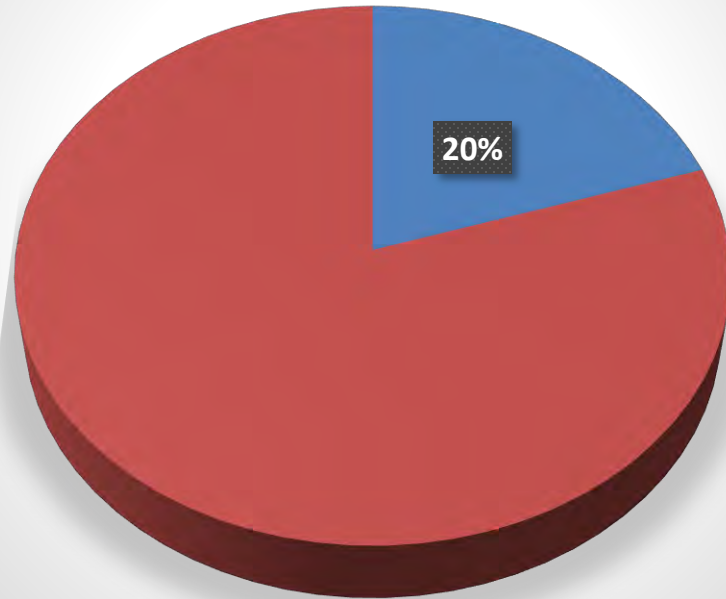




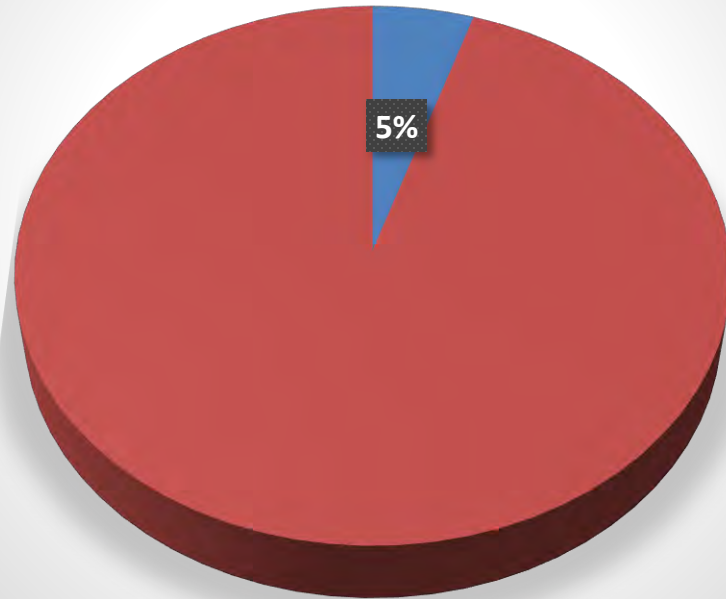
## Comparison of 2014 Per Capita Income Expenditures For Cuyahoga County Residents



## Percentage of Costs Paid for by Fares Bus/Train



## Percentage of Costs Paid for by Fares Paratransit





# 2016 Fare Proposals

Greater Cleveland Regional Transit Authority





# RTA Has Managed Well But.....

- In 2014 and 2015, RTA's Expenses Exceeded Revenues by a Combined \$21.8 M
- 2016 Operating Budget - \$267.7M
  - \$750,000/Day
  - Ending Balance of \$6M is < 9 Days of Operations
- RTA Does Not Make A Profit
- Fund Balance Ensures Continuing Operation
- RTA Must Act – Must Improve By \$7M

# ADA – Change in Policy

- **ADA Certified Customers Will Pay Senior/Disabled/ADA Rate on Regular Service**
  - Currently \$1.00 / Could go to \$1.25 if regular fare goes up to \$2.50
- **PCA's Will Pay Regular Fare on Buses, Trains, & BRT, But will Continue to Ride Free on Paratransit**

# Bus/BRT/Rail

## Option #1:

| Mode                 | Current Fare | Proposed 8/16 |
|----------------------|--------------|---------------|
| Bus/Rapid/BRT        | \$2.25       | \$2.50        |
| Park-N-Ride          | \$2.50       | \$2.75        |
| All Day Pass         | \$5.00       | \$5.50        |
| Student (K-12)*      | \$1.50       | \$1.75        |
| Senior/Disabled/ADA* | \$1.00       | \$1.25        |
| Monthly              | \$85.00      | \$95.00       |

\* With valid ID

\*\* In all options, 7-Day Pass equals 10 one-way cash fares



# Bus/BRT/Rail

## Option #2:

| Mode                 | Current Fare | Proposed 8/16 |
|----------------------|--------------|---------------|
| Bus/Rapid/BRT        | \$2.25       | \$2.75        |
| Park-N-Ride          | \$2.50       | \$3.25        |
| All Day Pass         | \$5.00       | \$6.00        |
| Student (K-12)*      | \$1.50       | \$2.00        |
| Senior/Disabled/ADA* | \$1.00       | \$1.35        |
| Monthly              | \$85.00      | \$105.00      |

\* With valid ID

# Bus/BRT/Rail

## Option #3:

| Mode                 | Current Fare | Proposed 8/16 | Proposed 8/18 |
|----------------------|--------------|---------------|---------------|
| Bus/Rapid/BRT        | \$2.25       | \$2.50        | \$2.75        |
| Park-N-Ride          | \$2.50       | \$2.75        | \$3.25        |
| All Day Pass         | \$5.00       | \$5.50        | \$6.00        |
| Student (K-12)*      | \$1.50       | \$1.75        | \$2.00        |
| Senior/Disabled/ADA* | \$1.00       | \$1.25        | \$1.35        |
| Monthly              | \$85.00      | \$95.00       | \$105.00      |

\* With valid ID

# Bus/BRT/Rail

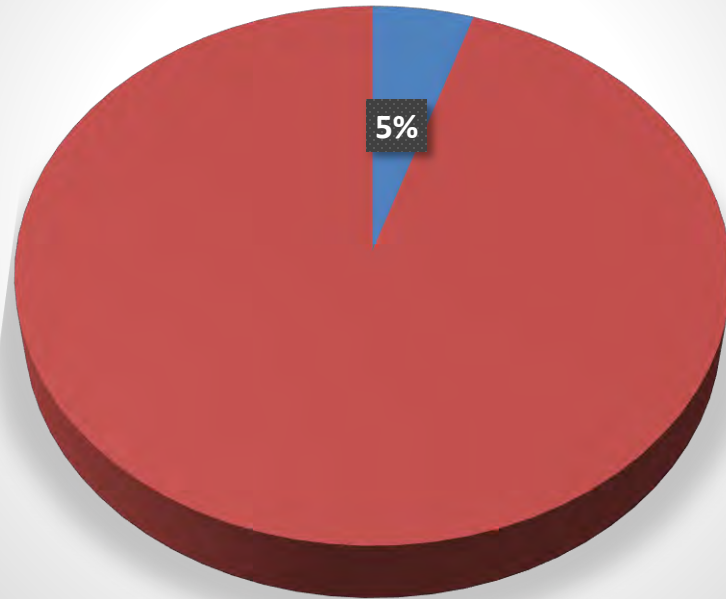
## Option #4:

| Mode                 | Current Fare | Proposed 8/16 | Proposed 8/18                                      |
|----------------------|--------------|---------------|--|
| Bus/Rapid/BRT        | \$2.25       | \$2.50        |  |
| Park-N-Ride          | \$2.50       | \$2.75        |  |
| All Day Pass         | \$5.00       | \$5.50        | Adjusted based<br>on Consumer<br>Price Index (CPI) |
| Student (K-12)*      | \$1.50       | \$1.75        |  |
| Senior/Disabled/ADA* | \$1.00       | \$1.25        |  |
| Monthly              | \$85.00      | \$95.00       |  |

\* With valid ID



## Percentage of Costs Paid for by Fares Paratransit



# Paratransit Option #1:

| Fare Type | Current Fare | Proposed 5/16 |
|-----------|--------------|---------------|
| Cash      | \$2.25       | \$3.50        |
| Monthly   | \$85.00      | \$133.00      |

# Paratransit Option #2:

| Fare Type | Current Fare | Proposed<br>5/16 | Proposed<br>5/18 |
|-----------|--------------|------------------|------------------|
| Cash      | \$2.25       | \$3.50           | \$5.00           |
| Monthly   | \$85.00      | \$133.00         | \$190.00         |





# 2016 Service Proposals

Greater Cleveland Regional Transit Authority





# General Information

- GCRTA lacks funding to maintain current service levels
- A four percent (4%) service reduction is being proposed in 2016
- Route spacing and ridership are important considerations in developing this plan
- In some cases, a route is proposed to be discontinued where a stronger route with higher ridership serves the same area

# General Information (cont'd)

- Analysis was completed to identify least impactful service reductions
- 96% of GCRTA service will continue to be provided and these services typically have the highest ridership
- Impact to some riders:
  - Additional transfer may be required
  - Farther walk to transit service
  - No longer have transit access

# Proposed Changes

- The following changes are being proposed:
  - Discontinue Bus Routes
  - Discontinue Portion of Bus Route
  - Reduce Span of Service

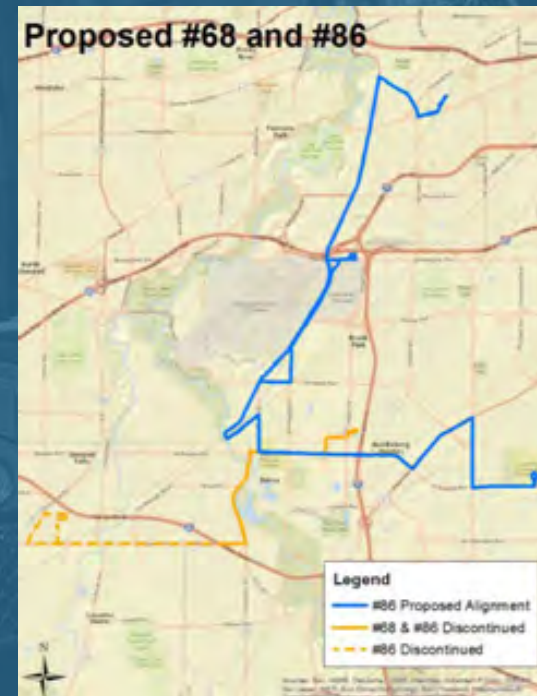


# Discontinue Bus Routes

- #2: East 79
- #43: Lake-Wolf
- #79A: Fulton
- #239: Euclid Park-N-Ride
- #751: North Olmsted High School-Stearns/Porter
- #752: North Olmsted High School-Columbia/Clague
- #761: Maple Heights School

# Discontinue Bus Route (cont'd)

- #68- Bagley
  - A portion of the #68 is being proposed to be serviced by realigning the Weekday Daytime #86: Rocky River Dr.-Berea



# Discontinue Portion of Bus Route

- #7: Monticello-Euclid Hts.
  - Discontinue Limited service east of Richmond Town Square
- #32: Cedar
  - Discontinue service east of Montefiore to Ursuline College
- #34: E.200-Green
  - Discontinue service south of Green Road Rapid Station



# Discontinue Portion of Bus Route (cont'd)

- #37: E.185-Taylor
  - Discontinue service south of Severance Town Center
- #45: Ridge
  - Discontinue limited service from Tri-C West to North Royalton Loop
- #78: W.117-Puritas
  - Discontinue NASA Deviation
  - Discontinue Bellaire Gardens (Wanda Ave.) Deviation



# Discontinue Portion of Bus Route (cont'd)

- #81: Tremont-Storer
  - Discontinue Lakeview Terrace Deviation
  - Discontinue W. 7<sup>th</sup> Deviation
- #86: Rocky River Dr.-Berea
  - Discontinue service south of Bagley Road

# Reduce Span of Service

- Waterfront Line
  - Discontinue Evening service (after approx. 7 pm)
- Green Line
  - Discontinue Evening service (after approx. 8 pm)
- #8: Cedar-E. 116
  - Discontinue Weekday Evening, Saturday, and Sunday service

# Reduce Span of Service (cont'd)

- #77F: Brecksville
  - Discontinue Saturday and Sunday Service
- #86: Rocky River Dr.-Berea
  - Discontinue Weekday Evening, Saturday, and Sunday service



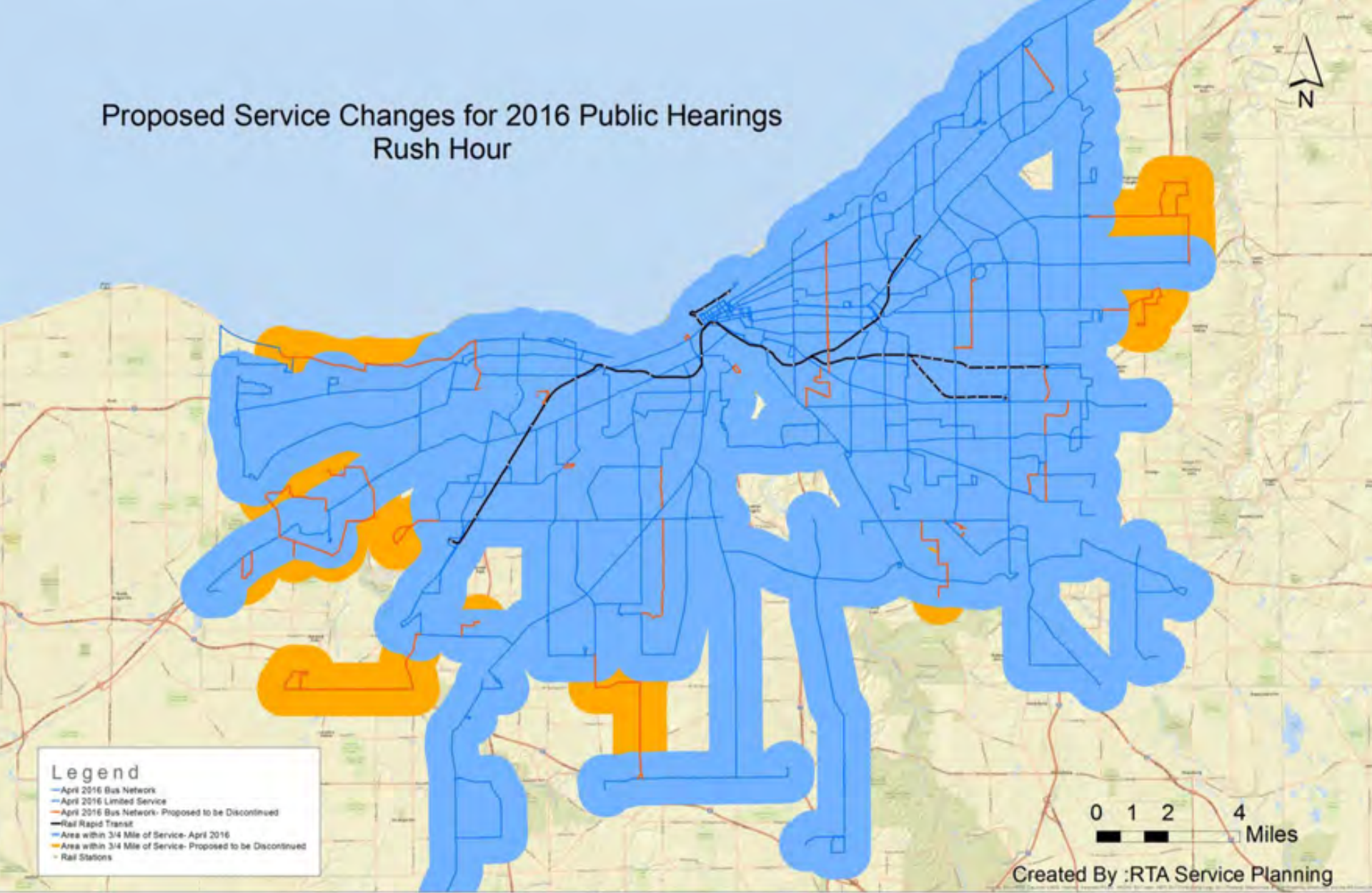


# Current & Proposed 2016 Rush Hour Network

Greater Cleveland Regional Transit Authority



# Proposed Service Changes for 2016 Public Hearings Rush Hour







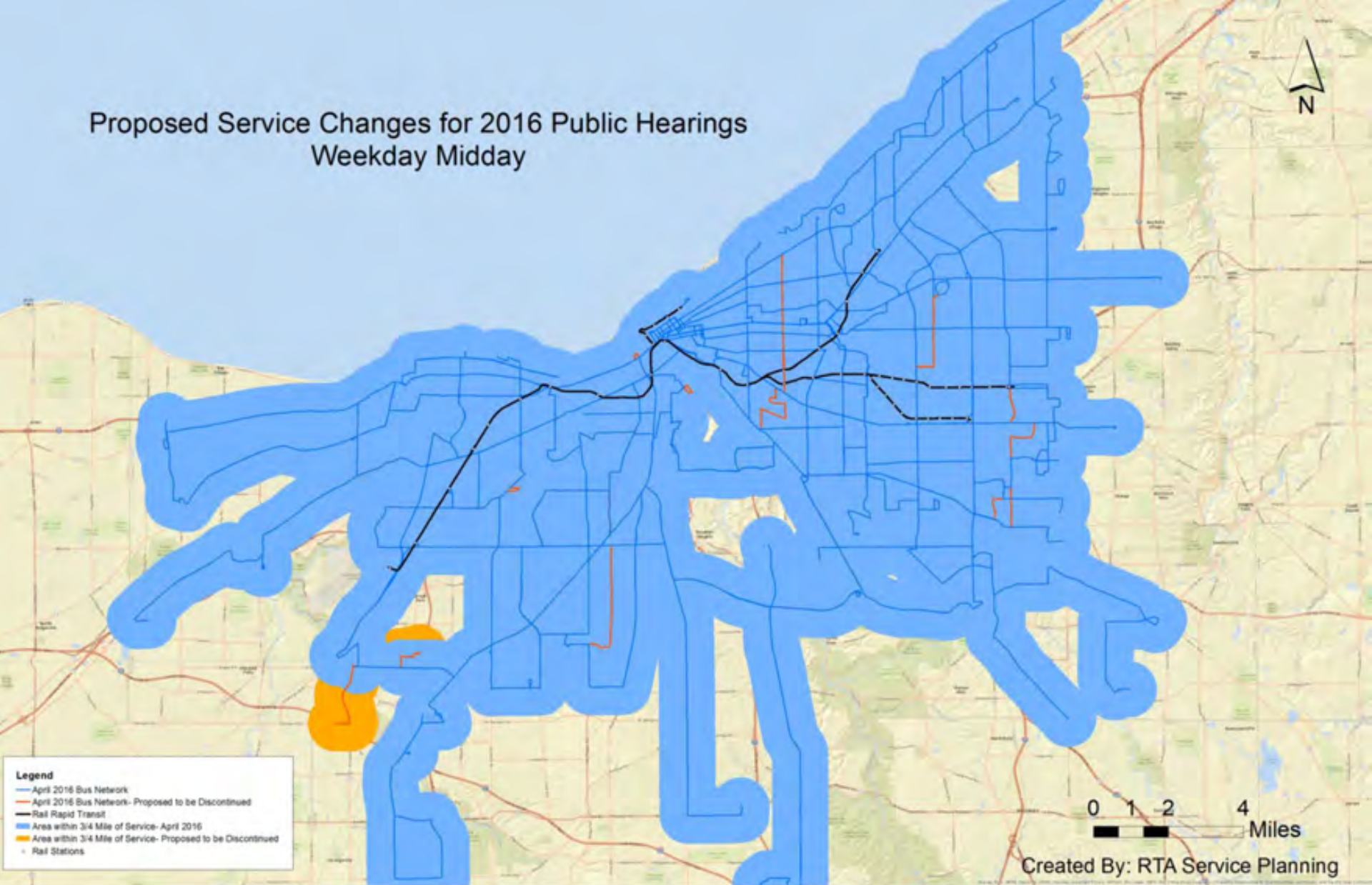
# Current & Proposed 2016 Weekday Midday Network

Greater Cleveland Regional Transit Authority





# Proposed Service Changes for 2016 Public Hearings Weekday MIDDAY





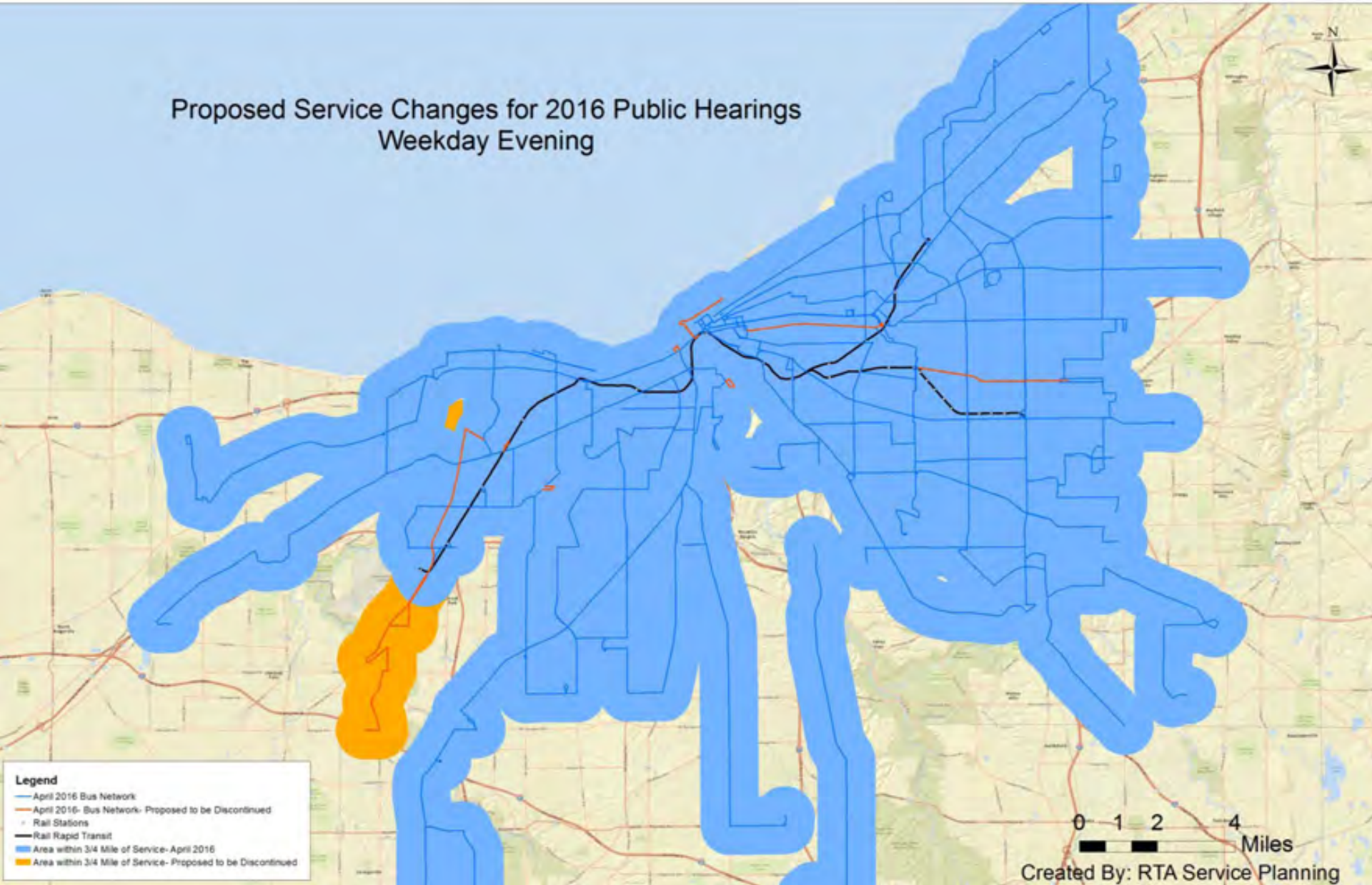
# Current & Proposed 2016 Weekday Evening

Greater Cleveland Regional Transit Authority





# Proposed Service Changes for 2016 Public Hearings Weekday Evening

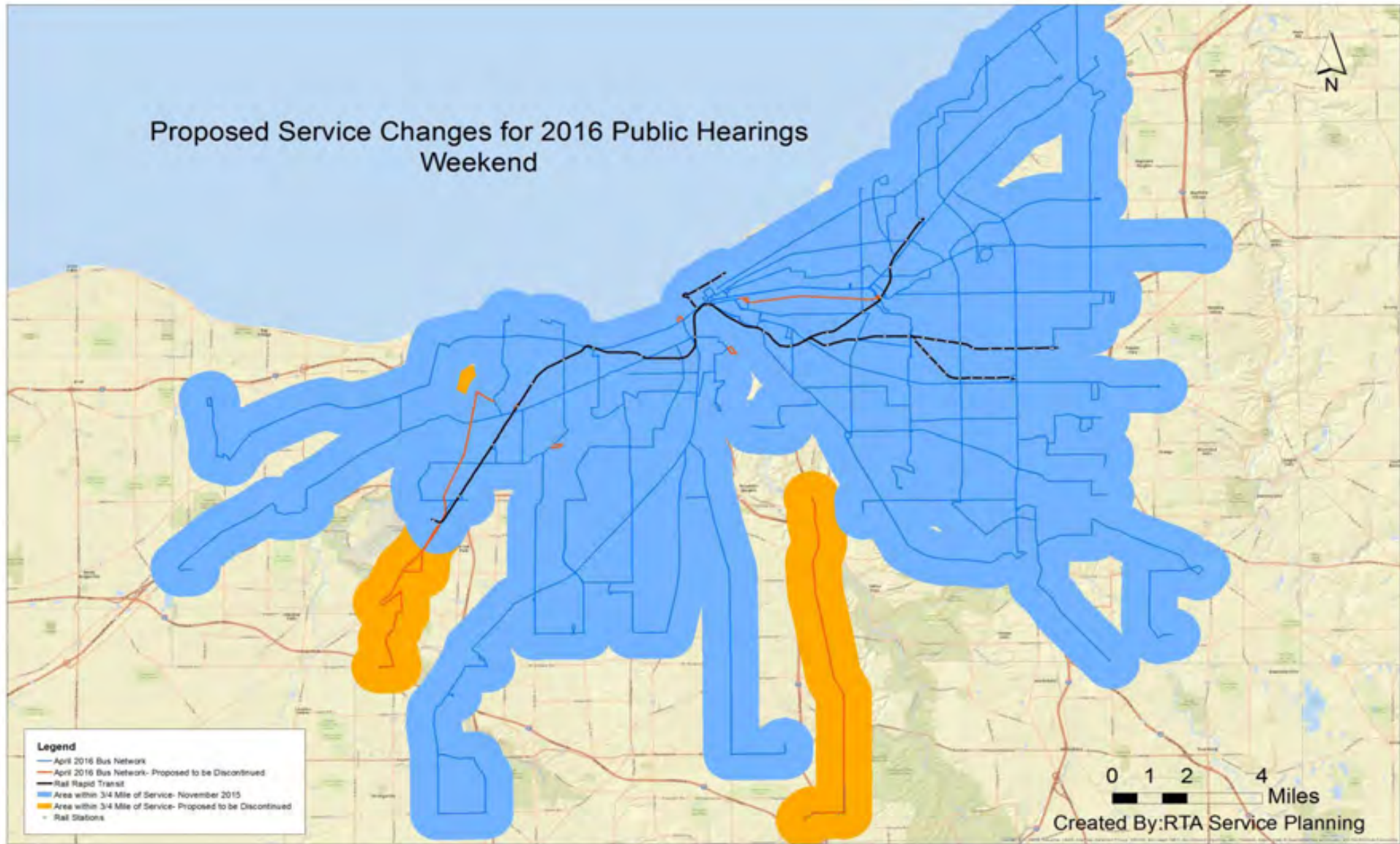




# Current & Proposed 2016 Weekend Network



# Proposed Service Changes for 2016 Public Hearings Weekend



# Forward Comments to:

Regional Transit Authority  
c/o Marketing and Communications  
1240 West 6<sup>th</sup> Street  
Cleveland, OH 44113

[public-comment@gcrta.org](mailto:public-comment@gcrta.org)



# Fare and Service Modification Proposals

Spring 2016

# Revised Service Plan

Presentation to  
Committee of the Whole  
RTA Board of Trustees  
June 7, 2016

# General Information

- Service Plan was revised again based on
  - April 26 comments from the Committee of the Whole
  - May 16 Waterfront Line Public Hearing
  - Additional community meetings at 2 CMHA buildings
    - May 17 Cedar Estates (#8 Cedar & #2 E. 79<sup>th</sup>)
    - May 18 Lakeview Terrace (#81 Tremont)
  - Additional input from the public



# General Information

- Service Plan was changed as follows:
  - #2 E. 79<sup>th</sup> still retained, but with 1 hour less service in early a.m. and evening (will run 5:30 a.m. to 7 p.m.)
  - Waterfront Line (WFL) frequency reduced
  - Evening WFL service retained on summer weekends
  - Resulting WFL savings increased by \$200,000
  - #8 Cedar retained until 9 p.m. every day
  - Both #81 deviations retained weekdays 7 a.m. - 6 p.m.



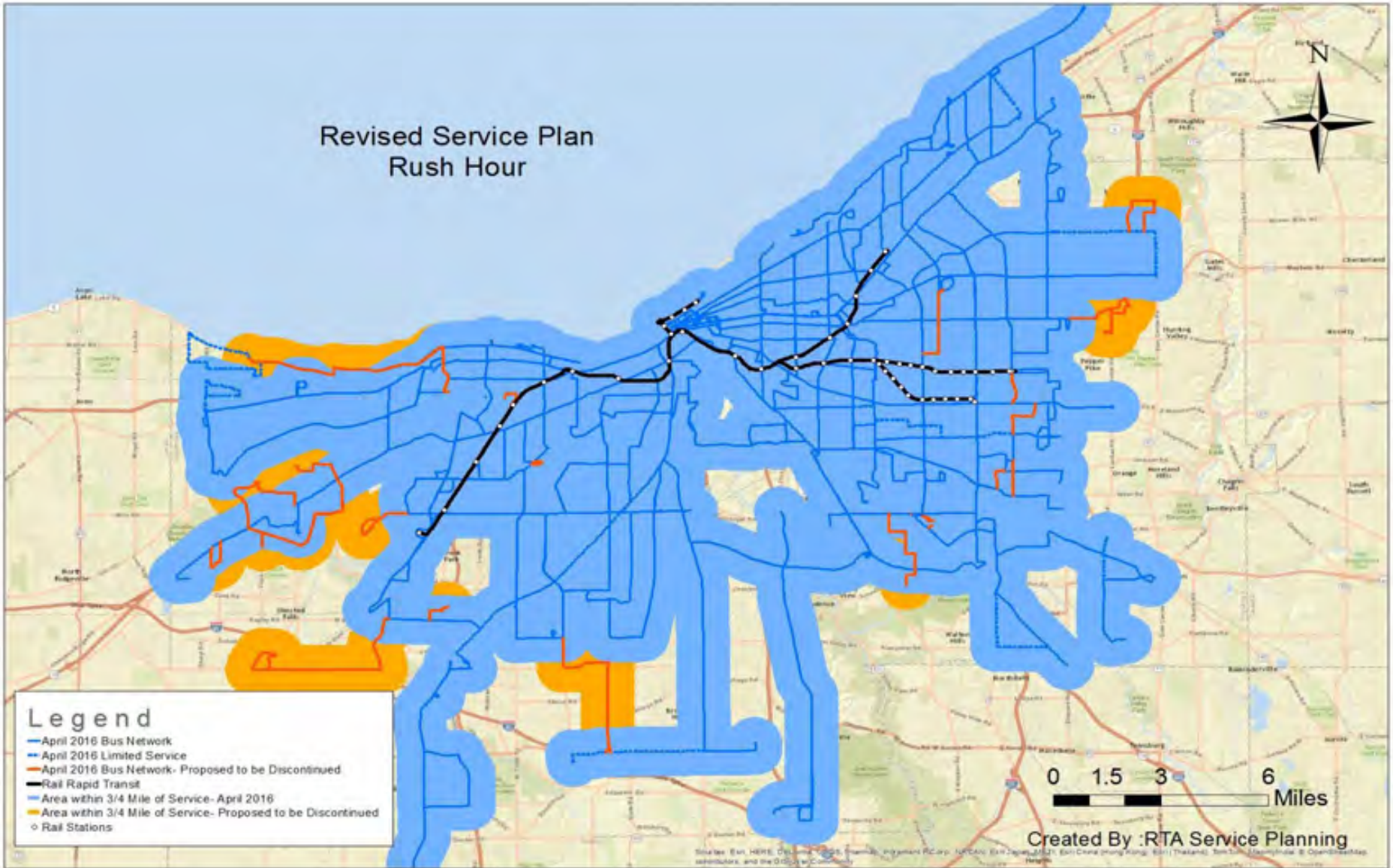
# Current & Proposed 2016 Rush Hour Network

Greater Cleveland Regional Transit Authority





# Revised Service Plan Rush Hour







# Current & Proposed 2016 Weekday Midday Network

Greater Cleveland Regional Transit Authority









# Current & Proposed 2016 Weekday Evening





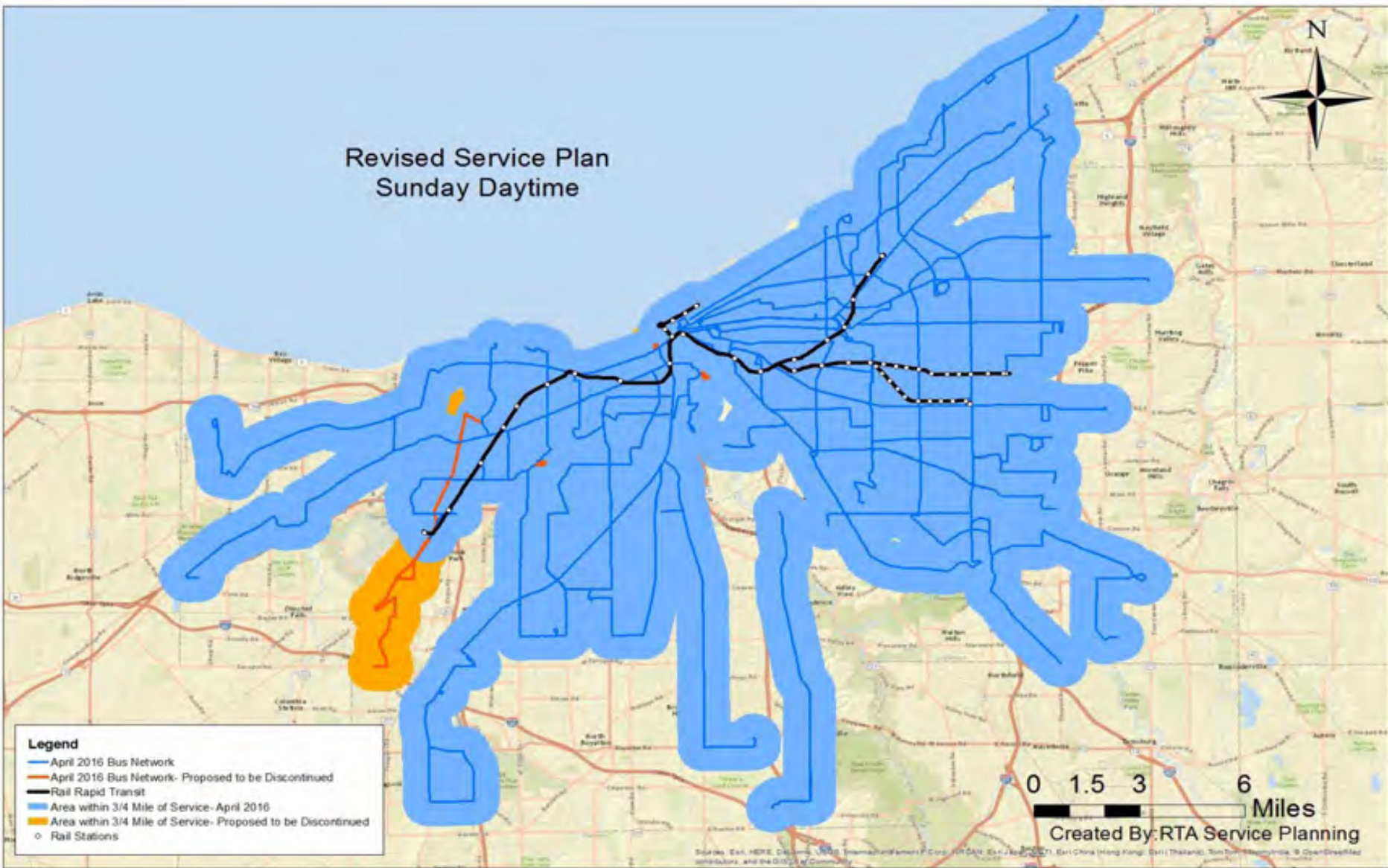
# Current & Proposed 2016 Weekend Network







# Revised Service Plan Sunday Daytime



# Revised Service Plan

Presentation to  
Committee of the Whole  
RTA Board of Trustees  
June 7, 2016

## SAFETY FIRST

**In communities across the United States, a key link between Citizen Corps and Transit Watch is safety and security awareness.**

Making public transit as safe and secure as it can possibly be depends on everyone working together: transit personnel, local authorities and the riding public.

Citizen Corps communities harness the power of the individual through education, training, and volunteer service to make communities safer, stronger and better prepared for many kinds of public hazards. It makes sense that individuals committed to safe communities take part in supporting safe transit through Transit Watch.

Transit Watch was conceived and developed in the wake of the 9-11 terrorist attacks in an effort to provide awareness regarding critical safety and security issues for transit passengers and transit employees alike.

Public transit is a safe and affordable way for millions of people across the country to travel. Police emergencies, natural disasters, fires, and collisions are among various situations that require quick thinking and action in order to avoid potential dangers. Under various types of dangerous circumstances, an informed public can be a critical response element.

## PREPAREDNESS TIPS:

- Create an advanced plan for maintaining contact with family members if separated as a result of an emergency
- Keep a record of all contact & emergency information and update it regularly as needed
- Select a location outside your home as a family meeting point should your home need to be evacuated
- Identify alternate routes and means of reaching your meeting point in the event that typical routes and means are unavailable
- Keep maps of your local transit system and local area handy for reference

For more information visit the  
Transit Watch website at:

[www.riderta.com](http://www.riderta.com)  
or visit

<http://ja.cuyahogacounty.us/es/emergency.htm>



*Let's count on each other for a safe ride*



A SAFETY & SECURITY  
AWARENESS CAMPAIGN

## A Guide for Citizen Corps:

Linking Transit Watch Initiatives  
with Citizen Corps Activities

*Let's count on each other for a safe ride*





## BE INFORMED

Get to know the “Ins and outs” of your local transit system. A key goal of Transit Watch is to inform the public before an emergency occurs.

### On a Red Line train:

- Listen to announcements. Remain calm. Follow instructions from GCRTA employees and emergency personnel.
- Evacuation through the front end of the train. If that is not possible, and no announcements have been made, exit the train using the Front and Back side doors.
- Side Door Exit Instructions are located above the front and back-side doors of each car.
- Warning, be aware of trains operating on the other tracks.
- Watch for steep drops.
- On elevated structures, use caution, wait for assistance. Evacuate to the area between the tracks.

### On a Bus or RTV:

- Be familiar with all emergency exits.
- Exit the vehicle as instructed.
- Depending on the vehicle, emergency exits may include windows & ceiling hatches.
- Warning, be aware of other vehicles operating on the street.

### On a Light Rail Train:

- Listen to announcements. Remain calm. Follow instructions from GCRTA employees and emergency personnel.
- Exit the train as instructed.
- If no announcements have been made, exit through the doors.
- On bridges, use caution, wait for assistance. Evacuate to the area between the tracks.
- Warning, be aware of trains operating on the other tracks.

Get to know transit personnel. Advise others to listen to instructions provided by transit officials everyday & in the event of an emergency.

## BE ALERT

Transit Watch depends on your eyes & ears. If you hear, see or smell something suspicious, trust your instincts & report it to 216-575-EYES (3937)

### Suspicious Items:

Unattended items simply may be lost or left behind. Look for the following characteristics to report suspicious items to transit officials or police officers:

- Placement in an out-of-the-way location
- Attached batteries, wires, tanks, bottles or bags that might contain chemicals or explosives
- Matches something described in a threat or has a threatening note attached
- Smoke, mist, gas, vapor, odor, or fluid seeping from a package or bag
- Individuals nearby showing signs of illness or distress

### RECOMMENDED COURSE OF ACTION:

Do not touch suspicious items or confront someone with suspicious behavior! Tell a transit employee, police officer or call 911.

### Suspicious Activity:

Suspicious activity relates to circumstances, timing and behavior NOT race, color, ethnicity or gender. Familiarize yourself with the following signs of suspicious activity and report people who are:

- In an unauthorized or restricted area
- Loitering, staring or watching employees and passengers
- Pacing, nervous or jumpy
- Abandoning items and quickly departing
- Acting in a disorderly manner or disturbing others
- Photographing equipment or secure areas
- Carrying a weapon or appearing to have a weapon
- Wearing clothing that is extremely inappropriate for the weather (e.g. heavy coat on a hot day)

## BE PREPARED

Transit Watch aims to prepare riders for various emergencies including transit evacuation. Take the time to be prepared.

### Transit Evacuation:

When transit passengers are prepared, the result is an effective first line of defense against potential accidents and hazards including natural or man-made disasters. Transit evacuation is rare and should take place only when directed by transit officials.

If ordered to evacuate, follow these simple steps and remember:



**LISTEN**



**LOOK**



**LEAVE**

- **LISTEN** to announcements. Remain calm. Follow instructions from GCRTA employees and emergency personnel.
- **LISTEN and LOOK** around as you prepare to exit the transit vehicle or facility in order to avoid hazards, such as smoke, debris, unusual substances and the surrounding area (For bridges, oncoming traffic).
- **LOOK** for others who may need help and offer assistance. Children, the elderly and disabled individuals may require help from others during an evacuation.
- **LOOK** for the nearest accessible exit. On Red Line Trains, evacuate through the front end of the train, if that's not possible, exit through the front and back-side doors. On Buses and RTV's, it may be an emergency door, hatch, or window. On Light Rail Trains, exit through the doors.
- **LEAVE** through the nearest exit (if evacuation is not possible through normal doors, use emergency doors or windows to exit safely)
- **LEAVE** behind large or awkward objects like suitcases, strollers and heavy items.



**Our Route for  
Kids Who Don't  
Know Where  
to Turn.**





## **Safe Place is the first step in helping kids in crisis.**

This national outreach initiative provides youth immediate access to a network of safety and support services such as food, shelter, and family counseling. RTA buses and trains are designated connection points to Safe Place locations in Guyanago County. Interior transit cards and other advertising materials instruct kids in need to approach RTA operators for help. The procedure below outlines what you need to do when a youth is looking for a Safe Place.

### **SAFE PLACE PROCEDURE:**

1. Youth approaches operator for help.
2. While continuing along the route, operator tells youth to take a seat while he/she radios for assistance.
3. Operator should call ICC (Internal Communications Center) and report a youth in need of assistance, providing location, direction, and coach/train number.
4. Operator should not detain the youth if he/she changes his/her mind.
5. ICC Supervisor will make arrangements with either Transit Police or a Zone Supervisor to intercept operator's route to transport youth to Safe Place location.
6. ICC Supervisor notifies one of the designated Safe Place agencies (either Next Step or Bellefaire) that a youth is being transported to its location.
7. Upon drop off, Transit Police or Zone Supervisor notifies ICC that youth has been taken to the appropriate agency.
8. ICC documents Safe Place incident.

**For additional information about services available from our partnering Safe Place agencies, contact:**

#### **Bellefaire JCB Homeless & Missing Youth Program**

[www.bellefairejcb.org](http://www.bellefairejcb.org)

216.570.8010

#### **Next Step Youth Shelter**

[www.lutheranmetro.org/next-step.html](http://www.lutheranmetro.org/next-step.html)

216.941.0062

#### **National Safe Place**

[www.nationalsafeplace.org](http://www.nationalsafeplace.org)





*Let's count on each other for a safe ride*

Keep alert. If you see a suspicious package or a suspicious individual engaged in questionable activity,

**Call (216) 575-EYES (3937)**

*in an emergency*

**Call 911**

RTA Answerline.....(216) 621-9500

TDD Service.....(216) 781-4271

Monday-Friday, 6:30 a.m.- 6:30 p.m.;

Saturday, 8 a.m.-4:30 p.m.

RTA Main Office.....(216) 566-5100

1240 West 6th Street Cleveland, Ohio 44113-1331

On the Web @.....[rideRTA.com](http://rideRTA.com)

**Riding Safely**



**RAPID TRANSIT SAFETY RULES**

- Stay clear and off of the tracks at all times. Always stand behind the yellow platform edge tiles.
- Always walk to the train, never run. No pushing or shoving allowed.
- When traveling with small children, hold on to them as they enter or leave the train.
- When boarding or exiting, be aware of the gap between the train and the platform. Always stand clear of the doors.
- Do not try to force open the train doors.
- Sit in your seat with your feet and legs out of the aisle. Always be considerate of other passengers.
- Never walk between cars while the train is moving.
- If you have a safety or security concern, inform your train operator by using the Passenger Emergency Intercom located behind the operator's cab.
- No food or beverages are permitted. Smoking is not permitted. Earphones must be used when listening to your personal radio or CD player.

## Introducing the Free iWatchRTA SmartphoneApp.

*If You See Something, Say Something*



- Text a tip
- Send a Video
- Send a Photo
- Call in non-urgent items
- All Anonymously

## Don't Have a Smart Phone?

You can still call or text your tip  
to RTA Transit Police  
at 216-575-3937

### **In An Emergency:**

Call Transit Police 24/7  
At 216-566-5163  
or Call 911

# RTA



## SEGURIDAD PRIMERO

En las comunidades sirio-libanesas de los Estados Unidos, un enlace clave entre los ciudadanos y la vigilancia de tránsito es el conocimiento de la seguridad.

El factor del transporte público más seguro se debe trabajar en conjunto personal de manera. Las comunidades locales ofrecen servicios de asistencia.

La comunidad tiene responsabilidades desde la educación, capacitación, y servicios de asistencia para comunidades más seguras. El transporte público es un elemento clave para muchos ciudadanos que dependen del transporte público. El conocimiento de los servicios de transporte público es esencial para la seguridad de los ciudadanos. Visite la página de Internet "Transit Watch".

"Transit Watch" es un servicio de pago de los estados. El número 800-911-9111 ofrece información sobre la seguridad y los servicios de transporte público para sus empresas.

El transporte público ofrece el mayor acceso y comodidad para viajar de manera segura. Visite la página de Internet "Transit Watch". El transporte público es un elemento clave para muchos ciudadanos que dependen del transporte público. El conocimiento de los servicios de transporte público es esencial para la seguridad de los ciudadanos.

## CONSEJOS PARA ESTAR PREPARADOS:

- Prepare un plan de emergencia que cubra los diferentes tipos de emergencias.
- Mantenga un registro de todos los vehículos e información de emergencia y servicios de emergencia.
- Identifique sus rutas de escape y los puntos de reunión en caso de que se encuentre en una emergencia.
- Mantenga un registro de los servicios de transporte público que utiliza.

Para más información visite la página de "Transit Watch" (vigilancia de tránsito):

<http://www.cuyahogacounty.us/tes/emergency.html>



Continuos unos con otros para un viaje seguro.

www.cuyahogacounty.us



CAMPANA DE CONCIENCIACION DE SEGURIDAD & PROTECCION

# Guia Para Ciudadanos

Continuos unos con otros para un viaje seguro.

Continuos unos con otros para un viaje seguro.



**ENTRADA AEREA**

Conoce las señales y símbolos del programa de emergencias. La meta de "Transit Watch" es informarte de posibles riesgos que una

"Transit Watch" depende de tus ojos & oídos. Si escuchas, ves o hueles algo sospechoso, confía en tus instintos & infórmalo al 218-675-EYES (3937)

"Transit Watch" tiene como objetivo preparar a sus pasajeros para emergencias incluyendo la evacuación de algún transporte público. Toma el tiempo para preparar

**En el tren (Red Line train):**

- Escucha los anuncios. Mantén la calma. Sigue las instrucciones de los empleados de GCRTA y el personal de emergencia.
- Evacuación por la de al frente del Seat del driver. De ser posible, y cuando han sido hecho, utiliza la salida de al tren y instrucciones.
- Instrucciones de cómo utilizar las puertas de laspuertas laterales están localizadas en la parte de arriba de cada asiento.
- **ADVERTENCIA**, estar consciente de trenes que están funcionando en otras vías.
- Ten precaución en bajadas empinadas.
- **PRECAUCIÓN** En uso de estructuras elevadas espere hasta advertir. Evacuar a la zona entre las zonas de las vías.

**En el Bus de BRT:**

- Este familiarizado con todas las salidas de emergencia.
- Evacue el vehículo siguiendo las instrucciones.
- Según en el vehículo puede ser que las salidas de emergencia solo puede incluir ventanas y techos.
- **ADVERTENCIA**, mantente alerta de otros vehículos funcionando en el tráfico.

**En una luz en la vía de el tren:**

- **Señales de advertencia**. Mantente alerta. Sigue las instrucciones de los empleados de GCRTA y el personal de emergencia.
- Sigue las instrucciones para evacuar el tren.
- Si se debe evacuar por las puertas.
- **PRECAUCIÓN** En los puentes, esperar por ayuda. Evacuar a la zona entre las vías.
- **ADVERTENCIA**, mantente alerta de otros trenes funcionando.
- Conoce el personal de tránsito. Aconseja a otros a seguir las instrucciones de los oficiales de tránsito en un evento de una emergencia.

**Sospechoso elementos:**

**Definición de sospechoso:** Buscar para las siguientes características para informar elementos sospechosos a los funcionarios de tránsito o oficiales policíacos:

- un artículo colocado en un paso fuera de la ubicación
- Baterías, cables, tanques, botellas o bolsas que podrían contener productos químicos o explosivos.
- Explosivos, cualquier cosa que se pueda describir como una amenaza o contenga una nota de amenaza.
- Humo, niebla, gas, vapor, olor, o líquido que se filtra de un paquete o bolsa.
- Individuos que muestran señales de ansiedad.

**RECOMENDACIONES DE COMO ACTUAR:**

No toque elementos sospechosos o se enfrente a alguien con comportamiento sospechoso! Comuníquese al empleado de tránsito, oficial de o llamar 911.

**Actividad Sospechosa:**

- La actividad sospechosa se refiere a anomalías tiempo y comportamiento NO raza, color, etnia o género. Familiarízate con el significado de actividad sospechosa e informe personas que:
  - Estén en lugares no autorizados o áreas restringidas
  - Tengan objetos que se exhiben de manera y/o pasajeros de manera extraña.
  - Muestran señales:
    - Abandonan elementos y rápido salida
    - Accionan un dispositivo o alarma perturbadora para otros.
    - Que fotografíe equipos o áreas de seguridad
    - En posesión de algún arma o que lo represente.
    - Usando ropa que es completamente inadecuado para la tiempo (ej. pesado capa en un caliente día)

**Evacuación del Transporte Público:**

Cuando tránsito naciones están preparados el resultado es uno efectivo como línea de defensa contra posibles accidentes y riesgos incluyendo desastres naturales o creados por el hombre. La evacuación del un transporte público es rara y debe tomar lugar sólo cuando es dirigido por funcionarios de tránsito.

**SE LE ORDENA EVACUAR EL TRANSPORTE**

**PREPARAR:**

- **ESCUCHA** y atención. Mantén calma. Sigue las instrucciones de empleados y personal GCRTA.
- **ESCUCHA** y **BUSCA** en lo que te preparas para ~~Evacuar el transporte público o instalaciones~~ para evitar riesgos, tal como humo, escombros, personas heridas, personas y animales que rodea (fuente los tráfico).
- **BUSCAR** por otros que pueden necesitar ayuda y ofrecer asistencia. Niños, ancianos, personas con discapacidad puede requieren ~~ayuda para salir del transporte.~~
- **BUSCAR** por la salida disponible mas cercana. Si ~~debe evacuar el tren~~ evacuar a ~~la~~ frente final del tren, si no es posible, salida por el frente y por los costados. En estaciones y BRTV, cuando ser un cuarto de emergencia se la puerta, ventana o techo.
- **Salir** por la puerta de salida. Si ~~evacuación~~ es no posible por la misma puertas, use salidas de emergencia: puertas, ventanas para una salida segura).
- **DEJA** detrás objetos grande como maletas, coches y pesados elementos.



**¿NO TIENE UN TELÉFONO**

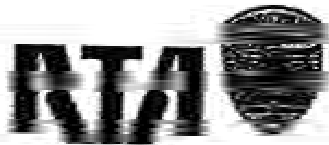
**inteligente?**

Cuando llame o envíe mensajes de texto a RTA Pídale de tránsito al-

905-970-3000

En caso de emergencia:

llame a la Policía de tránsito 24/7 al  
905-970-3000 o puede llamar al 911



**Aplicación  
Gratis para tu teléfono**

**iWatchRTA**

**Si vez algo, dí algo**



• Recibe un aviso

• Envía un texto

• Toma una foto

• Escucha un audio

• Comparte la información

• Ayuda a mejorar

la experiencia

# Riding Safety

## REGLAS DE SEGURIDAD

- Manténgase en la seguridad en la parada hasta que el autobús se detenga por completo.
- Siempre camine hacia el autobús. Nunca corra en las escaleras del autobús ya sea para abordar o salir del autobús. No se permite correr.
- Mientras este sentado mantenga sus pies fuera del pasillo del autobús.
- Cuando aborde o salga del autobús siempre lleve su cosas, paquetes y mochilas delante de usted para evitar que se atrapen en la puerta.
- Nunca saque sus brazos o cualquier otra parte del cuerpo por las ventanas del autobús.
- Hacer el señalo para que el conductor sepa que ha llegado a su parada.
- No se permite comida o bebida. Fumar está prohibido. Debe utilizar audífonos cuando este escuchando el radio o CDs.