



CITY OF
MUSCATINE

FTA Title VI Program

Fixed-Route Public Transit System

City of Muscatine
215 Sycamore Street
Muscatine, IA 52761

This program to be submitted every three years to the Iowa Department of Transportation Office of Public Transit.

Date: October 1, 2020

Recipient Profile

Recipient: City of Muscatine

Administrative Head: Carol Webb
Name

City Administrator
Title

Recipient Title VI Coordinator: Stephanie Romagnoli
Name

Human Resource Mgr
Title

Address: 215 Sycamore

City/State: Muscatine, IA

Zip Code/County: 52761/Muscatine

Phone: 563-264-1550

Fax: 563-264-0750

Email: sromagnoli@muscatineiowa.gov

Website: www.muscatineiowa.gov

Has the recipient signed and submitted its Title VI Assurances? Yes No _____

General Requirements

1.

Attach a copy of recipient's Title VI notice to the Public.

Required elements:

A statement that the agency operates programs without regard to race, color, or national origin

A description of the procedures that members of the public should follow in order to request additional information on the recipient's Title VI obligations

A description of the procedures that members of the public shall follow in order to file a Title VI discrimination complaint against the recipient

List locations where the notice is posted:

City Hall (215 Sycamore Street) on community bulletin board and in Finance Office at point of ticket sales, Public Works (1459 Washington Street) in the MuscaBus Office at point of ticket sales, all buses, all bus shelters

2.

Please attach a copy of the recipient's instructions to the public regarding how to file a Title VI discrimination complaint, including a copy of the complaint form.

Attachment A

Are complaint procedures and the complaint form posted on the recipient's website?
Please provide the URL: www.muscatineiowa.gov

3.

Please list and describe any transit-related Title VI investigations, complaints, or lawsuits filed with, concerning, or naming the recipient in the last three years.

| | Date Filed (Month, Day, Year) | Summary (include basis of complaint: race, color, or national origin) | Status | Action(s) Taken |
|----------------|--|---|---|---|
| Investigations | | | | |
| 1. | 5/8/2018 | Passenger filed a complaint MuscaBus discriminated against them based on sex (male) and disability. We would not accommodate their request to caring on large can bags (2) full of aluminum cans and bottles. We have a policy of one kitchen size bag per passenger. | The Iowa Civil Rights Commission (ICRC) administratively closed the case on 8/1/2018. | No action was taken and the ICRC stated they will take no further action. |
| 2. | | | | |
| Lawsuits | | | | |

| | | | | |
|------------|------|--|--|--|
| 1. | None | | | |
| 2. | | | | |
| Complaints | None | | | |
| 1. | | | | |
| 2. | | | | |

4.

Please attach a public participation plan that includes an outreach plan to engage minority and limited English proficient populations, as well as a summary of outreach efforts made in the last three years. Attachment B

Please describe the methods used to inform low-income and minority populations of planning efforts for transportation-related services and/or improvements:

The City of Muscatine Transit (MuscaBus) utilizes the Muscatine Journal for all printed notifications. It is published Monday through Saturday, year round. We also publish info in Discover Muscatine, which is a weekly paper, released on Tuesdays. Individuals can access both newspapers at Musser Public Library. The Muscatine Journal can also be accessed online at www.muscatinejournal.com and Discover Muscatine at www.discovermuscatine.com . The library has current and past issues available for reading. The library is located on a bus route and handicapped accessible.

The City maintains a Facebook page and a website for sharing information. Notices of public meetings are on the City's website. It is www.muscatineiowa.gov . Musser Public Library has desktop computers for public use and free Wi-Fi for individuals using their own devices.

MuscaBus utilizes local radio for paid advertising as well as Public Service Announcements. MuscaBus utilizes our own Facebook page for changes in routes due to construction and any weather related delays or suspension of routes.

List minority and/or community media utilized to ensure notification of public meetings or public review of recipient documents for residents in minority and low-income areas:

MuscaBus previously published info in the Hispanic newspaper. This paper is no longer published.

When was the public participation plan last reviewed? Please describe how.

The Standard Title VI /Non-Discrimination Assurances plan was approved by the Muscatine City Council at the October 1, 2020 meeting. Council meetings are held at City Hall which is handicapped accessible. The meetings are open to the public and televised live on the local access television station. The next public hearing for Transit will be conducted in the spring of 2021 at the City Council Meeting. Bi-State Regional Planning Commission, a date yet to be determined, will conduct a Transit Summit meeting. In the past most of these meeting are held in person, but many are held online now due to the coronavirus.

5.

- Please attach a copy of the recipient's plan for providing language assistance to persons with limited English proficiency, based on the DOT LEP Guidance, *Federal Register, Volume 70, Number 239*, <http://www.gpo.gov/fdsys/pkg/FR-2005-12-14/html/05-23972.htm>.

Attachment C

What steps has the recipient taken to ensure meaningful access to the benefits, services, information, and other important components of its programs and services to persons with limited English proficiency?

Muscatine does have a large population of Spanish speakers, but many of our passengers also speak English. When we do have a language barrier, the City of Muscatine Transit (MuscaBus) utilizes the services of "the big word" for translation services for individuals with limited English proficiency. The big word offers over the phone interpreting service for 50 languages. The State of Iowa provided access to this service for Transit providers.

Locally, MuscaBus also has a working relationship with The Diversity Center, an organization whose mission is to establish a community of support for minority and underserved senior citizens. Employees at The Diversity Center are bilingual (Spanish, English) speakers.

City of Muscatine Transit (MuscaBus) also has a bilingual driver (Spanish, English) that assists with any language barrier issues.

6.

List all non-elected committees and councils, the membership of which is selected by the recipient:

Our Transit Advisory Commission ended on June 12, 2018, as our City Code no longer required the commission.

Describe the process the recipient uses to encourage the participation of minorities on such committees.

Before the Transit Advisory Commission was dissolved, the Mayor appoints members to the Transit Advisory Commission with the approval of the City Council per City Code. The Transit Supervisor made recommendations for appointees. Because we have a working relationship with the staff at the Diversity Center, we have had Hispanic/Latino members on our commission.

Racial/Ethnic Breakdown of the Non-Elected Committees and Councils:

| Group | Number |
|---|---------------|
| Male | |
| Female | |
| White | |
| Black or African American | |
| American Indian or Alaskan Native | |
| Asian | |
| Native Hawaiian or other Pacific Islander | |
| Other | |

7.

If applicable, describe the efforts the recipient uses to ensure subrecipients are complying with Title VI:

No subrecipients

Include a schedule of subrecipient Title VI program submissions:

No subrecipients

8.

Has the recipient constructed a facility, such as a vehicle storage facility, maintenance facility, operation center, etc., with Federal Transit Administration funds? Yes No

If yes, please attach the Title VI equity analysis conducted during the planning stage with regard to the location of the facility.

9.

Please attach a copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved the Title VI Program.

Attachment D

Requirements of Fixed Route Transit Providers

1. System-wide service standards

Please attach quantitative service standards for each fixed route mode of transit that the agency provides. Service standards should be set for the following four quantities for each mode:

- Vehicle load
- Vehicle headways
- On-time performance
- Service availability

These standards, defined in FTA C 4702.1B, Appendix G, may be expressed in writing or tabular format. Examples are provided in Appendix G.

Vehicle load:

Acceptable load is 1.0. We do not have loads with passengers standing. If a route exceeds standards, it is monitored. If an overload is documented for five days, corrective action shall be taken to achieve acceptable standards.

Average Passenger Capacities

| Vehicle Type | Seated | Standing | Total | Maximum Load |
|---------------------|---------------|-----------------|--------------|---------------------|
| Conversion Van | 9 | | 9 | |
| 158"wb Light Duty | | | 16 | |
| 176"wb Light Duty | | | 18 | |
| 176"wb Light Duty | | | 20 | |
| 182"wb Light Duty | | | 18 | |

Vehicle Headways:

Weekdays Blue, Red, and Yellow routes operate from 6:30 am to 5:00 pm connecting at City Hall every 30 minutes. City Hall functions as the central transfer point. Green route operates 7:40 am to 4:40 pm connecting with Red and Blue at the Muscatine Mall every 30 minutes.

Saturdays Red and Blue routes operate from 8:30 am to 4:00 pm connecting at City Hall every 30 minutes.

Policy Headways and Periods of Operation

| WEEKDAY | HEADWAY | SATURDAY | HEADWAY |
|--------------|---------|------------|---------|
| RED ROUTE | | RED ROUTE | |
| YELLOW ROUTE | | | |
| BLUE ROUTE | | BLUE ROUTE | |
| GREEN ROUTE | | | |

On Time Performance:

The City of Muscatine Transit (MuscaBus) published timetables provide the transit passenger with a reasonable guarantee that the scheduled service will operate and be on time. We measure on time performance in terms of schedule adherence. Schedule adherence for our purpose is established at zero minutes to 7 minutes early and late. This allows some latitude for delays due to weather, construction, traffic or other occurrences without inconveniencing our passengers.

Service Availability:

The City of Muscatine Transit (MuscaBus) evaluates service based on proximity to:

1. High density housing developments including but not limited to low income housing and elderly housing,
2. Medical facilities (nursing homes, clinics, hospital)
3. Schools (5 elementary, 1 junior high, 1 high school, 1 community college)
4. Shopping areas (grocery stores, mall, big box retail, downtown shops)
5. Recreational facilities (parks, aquatic center, community Y)
6. Social services (government, public agencies)

If we receive requests for service to a new area, we evaluate the need for transportation to this location based on demand and feasibility.

2. System-wide service policies

Please attach qualitative service policies for each fixed route mode of transit that the agency provides. Service policies should be set for each mode for the following two indicators:

- Transit amenities
- Vehicle assignment

These policies should be expressed in writing. Examples are provided in FTA C 4702.1B, Appendix H.

Transit Amenities:

Bus shelters placements are based on: number of boarding passengers at specific stops, shelter available from public buildings located at or next to the stop, ADA accessibility, safety concerns, customer requests, and exposure to elements at the location.

The City of Muscatine Transit (MuscaBus) currently maintains 12 shelters located throughout Muscatine. Eleven of the shelters were purchased and installed by the City. One shelter was purchased by the Muscatine High School and placed on their property for students riding MuscaBus. Shelters are also located near grocery stores, retail centers, elderly housing complexes, and high density, low-income apartments. All Shelters have bench seats and are ADA accessible. Each shelter has route map and timetables posted for the route system. The City of Muscatine Transit (MuscaBus) also has two freestanding benches, one next to a housing complex for persons with disabilities and another near a shopping area.

Vehicle Assignments:

Our fleet consists of eleven light duty buses with wheel bases of 158", 176", & 182". We also have one 9-passenger conversion van. All buses are equipped with lifts to accommodate mobility devices. We use the 176" & 182" buses on our route systems and rotate the route that each bus is used on a weekly basis. The drivers help to keep us consistent in the way we rotate the buses. Our Paratransit system utilizes the 158" buses and conversion van, as they are able to service the door-to-door service with more maneuverability. For the Paratransit service, we tend to use the newer buses first, then work in the older buses when the newer buses need serviced.

Declaration of the Respondent

I declare that I have provided information as a part of the Title VI Program to the best of my knowledge and believe it to be true, correct, and complete.

Amy Fortenbacher
Respondent

10-2-20
Date

Declaration of the Administrative Head

I declare that I have reviewed and approved the information provided in the Title VI Program and to the best of my knowledge believe it to be true, correct, and complete.

Respondent

Date