

**Central Midlands Regional Transit Authority (CMRTA)
DbA/The COMET**

**TITLE VI
COMPLIANCE PLAN UPDATE
FOR
ADDRESSING TITLE VI
OF THE
CIVIL RIGHTS ACT OF 1964**



UPDATE - May 2017

**Adopted by the
CMRTA Board of Directors
May 24, 2017**

Central Midlands Regional Transit Authority (CMRTA)

COMPLIANCE PLAN UPDATE FOR ADDRESSING TITLE VI OF THE CIVIL RIGHTS ACT OF 1964 AND THE USDOT ORDER ON ENVIRONMENTAL JUSTICE

Introduction:

The Central Midlands Regional Transit Authority (CMRTA) is the public transit service provider for the Columbia, South Carolina urbanized area (UZA). The CMRTA provides fixed route bus and complementary paratransit services throughout the City of Columbia; the City of Cayce; the City of West Columbia; The City of Forest Acres; the Town of Arcadia Lakes; and in some contiguous suburban areas in unincorporated portions of Lexington and Richland Counties.

As a recipient of US Department of Transportation funding, the CMRTA has developed the following compliance plan for meeting the requirements of Title VI of the Civil Rights Act of 1964 and the USDOT Order on Environmental Justice.

By formal adoption of the Title VI Compliance Plan Update and the annual execution of the FTA Certifications and Assurances, the CMRTA hereby certifies compliance with the requirements of Title VI of the Civil Rights Act of 1964, as amended (42 USC 2000d); 49 USC Section 5332; 49 CFR Part 21; DOT Order 1000.12; DOT Order 1050.2; DOT Order 5610.2; FTA Circular 4702.1A; Executive Order 12898; Executive Order 13166; and DOT LEP Policy Guidance.

Title VI of the Civil Rights Act of 1964, as amended, protects any person in the United States on the ground of race, color, or national origin from being excluded from participation, being denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal financial assistance from the US Department of Transportation.

Objectives:

The objectives of the CMRTA's Title VI program are:

- 1.** To ensure that USDOT assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin;

2. To ensure that the level and quality of the USDOT assisted public transit services are sufficient to provide equal access and mobility for any person without regard to race, color, or national origin;
3. To ensure that opportunities to participate in transit planning and decision making are provided to persons without regard to race, color, or national origin;
4. To ensure that decisions on the location of transit services and facilities are made without regard to race, color, or national origin; and
5. To ensure that corrective and remedial action is taken by the CMRTA as recipients of USDOT assistance to prevent discriminatory treatment of any beneficiary based on race, color, or national origin.

GENERAL REQUIREMENTS

1. Annual Title VI Certification and Assurance

The CMRTA submits the annual Title VI assurance as a part of the annual execution of the Certifications and Assurances in TEAM. The most recent submission of Annual Certifications and Assurances were executed in TEAM in February 2017.

2. Title VI Complaint Procedures

The CMRTA's procedures apply to complaints filed under Title VI of the Civil Rights Act of 1964, relating to any program and/or activity administered by the CMRTA or its sub-recipients, consultants, and/or contractors. Intimidation or retaliation of any kind is prohibited by law.

The CMRTA's procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies, or to seek private counsel for complaints alleging discrimination. These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the complainant.

a. Filing

Any person who believes that he or she or any specific class of persons has been subjected to discrimination or retaliation prohibited by Civil Rights authorities, based upon race, color, , or national origin, may file a written complaint to CMRTA's Title VI Program Coordinator (the "Title VI Coordinator"). The complaint must meet the following requirements:

1. A formal complaint must be filed within 180 calendar days of the alleged occurrence or when the attached discrimination became known to the complainant (the "Complainant").

2. Complaints must be in writing, signed by the Complainant, and include full contact information (mailing address, telephone number, and email address if available).

3. Complaints must include the date of the alleged act(s) of discrimination (date when the Complainant became aware of the alleged discrimination) or the date on which the conduct was discontinued or the latest instance of the conduct.

4. Complaints must present a detailed description of the issues; include the names, job titles, and addresses of those individuals perceived as parties in the action complained against; and the names and addresses of any witnesses. The CMRTA Title VI Complaint Form is attached as Exhibit 1.

5. The allegation(s) in the complaint must involve a covered basis such as race, color or national origin.

6. The allegations in the complaint must involve a program or activity that receives Federal financial assistance.

7. Complainant has a continuing duty to provide the Title VI Coordinator with his/her current contact information.

b. Receipt, Acceptance and Preliminary Investigation.

1. Upon receipt of the complaint, the Title VI Coordinator will review the complaint to determine if the requirements set forth in Section 2(a)1-6 have been met.

2. Within 15 calendar days of the receipt of the complaint, the Complainant shall be informed by the Title VI Coordinator in writing that the complaint meets the requirements or informed of which requirement(s) have not been met. The Complainant(s) shall have 30 calendar days from the date of such notice to supplement, amend or refile the complaint.

3. If the complaint meets the requirements in Section 2(a), the Title VI Coordinator shall conduct a preliminary investigation. This investigation shall include but not be limited to an interview with the Complainant, interview with the person or persons named in the complaint, review of any documents provided by the Complainant, review of any audio, video or other digital evidence, or interviews with any witnesses.

4. The CMRTA will assume responsibility for investigating complaints against any of its sub-recipients. Complaints in which the CMRTA is named as the

Respondent, shall be forwarded to the appropriate Federal agency for proper disposition, in accordance with their procedures.

c. Review or Action by Executive Committee; Initial Investigation

1. Within 30 calendar days of the date of the determination made pursuant to (b)(2) or within 30 calendar days of the date the Complainant provides additional information specified in (b)(2), the Title VI Coordinator shall submit to the Executive Committee a written report summarizing the preliminary investigation.

2. The Executive Committee shall review the report within 30 calendar days of its date and shall take action accepting the report as final and submit to the FTA or take action referring the matter to an attorney other than its general counsel for further investigation.

If the matter is referred, the Executive Committee shall direct that the report from the attorney be received within 60 calendar days of the date of the referral at which time the report shall be reviewed by the Executive Committee and submitted to the FTA.

3. Actions required herein by the Executive Committee may be made upon a majority vote during a meeting or by written agreement of a majority of the members of the Executive Committee.

d. Dismissal

A complaint may be recommended for dismissal for the following reasons:

1. The Complainant requests, in writing, withdrawal of the complaint.
2. The Complainant fails to respond to repeated requests for additional information needed to process the complaint.
3. The Complainant cannot be located after reasonable attempts.

e. Investigation of Complaints

In cases where CMRTA assumes responsibility for investigation of Complaints against any of its sub-recipients, CMRTA will provide the Respondent with the opportunity to respond to the allegations in writing. The CMRTA Executive Committee will designate an investigative team responsible for evaluating the complaint, developing an investigative plan, conducting interviews, collecting and analyzing evidence, and preparing an investigative report.

CMRTA's final investigative report will be submitted to FTA (or appropriate Federal agency) within 60 calendar days of receipt of the complaint. FTA will issue a

final agency decision (FAD) and provide written notification of the decision to the Complainant and Respondent.

f. Appeals

If the FTA concludes that the respondent is in compliance with laws/regulations and the Complainant disagrees, the Complainant may, if dissatisfied, file an action in the appropriate U.S. District Court.

3. Records/Documentation of Title VI Investigations, Complaints, and Lawsuits

The CMRTA shall develop and maintain records of Title VI investigations, complaints, and lawsuits, including any investigations conducted by entities other than the FTA and any lawsuits or complaints naming the recipient or subrecipient that allege discrimination on the basis of race, color, or national origin. At a minimum, the record shall include the following:

- Date of investigation, lawsuit or receipt of filed complaint;
- Brief summary of the allegation(s);
- Status of investigation, lawsuit or receipt of filed complaint; and,
- Description of any actions taken by the recipient or subrecipient in response to the investigation, lawsuit or receipt of filed complaint.

4. Meaningful Access to Low English Proficiency (LEP) Persons

Many CMRTA bus schedules are printed in both English and Spanish and are color coded for easy identification. Schedules printed in Spanish are for those CMRTA routes that begin, end, or travel through geographic areas known as having high concentrations of Spanish speaking individuals. Schedules printed in English are printed on white paper stock with blue ink while all schedules printed in Spanish are printed on white paper stock with green ink. At the time of the development of this Title VI Plan, other than the English speaking population, the Spanish speaking population represents the next largest population group within the CMRTA public transit service area.

The CMRTA's contract management and operating service provider employs one (1) Spanish-speaking individual. The existing Spanish-speaking employee is responsible for all CMRTA public relations and customer service activities.

Notices posted on CMRTA vehicles and in CMRTA facilities will also be made available in Spanish, on an as needed basis, and the CMRTA will secure the services of paid translators on an as needed basis.

CMRTA signage related to transit system safety warnings will be written in both English and Spanish when internationally recognized symbol style signage is not available or appropriate.

5. Title VI Protection Notification to Beneficiaries

All CMRTA vehicles (fixed route and paratransit) are posted with the CMRTA Title VI Policy Statement and information regarding accessing additional information on the CMRTA Title VI program and the filing of Title VI complaints. The postings are in English and are also on display at the CMRTA Transit Center. In addition to the vehicle and facility postings, the Title VI Policy Statement and information regarding accessing additional information on the CMRTA Title VI program and the filing of Title VI complaints is also posted on the CMRTA website.

On an as needed basis, the CMRTA will secure and provide, Spanish translations of the CMRTA Title VI Policy Statement including information regarding accessing additional information on the CMRTA Title VI program and the filing of Title VI complaints.

6. Environmental Justice and National Environmental Policy Act (NEPA):

In compliance with DOT Order 5610.2, "U.S. DOT Order on Environmental Justice to Address Environmental Justice in Minority Populations and Low-Income Populations," (April 15, 1997), the CMRTA has developed the following policy and process for construction projects.

When conducting environmental analyses, the CMRTA shall give full consideration to the requirements of USDOT Order 5610.2 and will integrate an environmental justice analysis into their National Environmental Policy Act (NEPA) documentation of construction projects. (The CMRTA understands that recipients are not required to conduct environmental justice analyses of projects where NEPA documentation is not required).

When preparing the documentation for a categorical exclusion (CE) the CMRTA shall complete and submit the FTA's standard CE checklist, which includes a section on community disruption and environmental justice.

In the event that an environmental assessment (EA) or environmental impact statement (EIS) is required for a specific CMRTA project, the CMRTA shall integrate into their documents, each of the following components:

- a. A description of the low-income and minority population within the study area affected by the project, and a discussion of the method used to identify this population (e.g., analysis of Census data, minority business directories, direct observation, or a public involvement process). The CMRTA would use two (2)

primary methodologies for identifying the low-income and minority population of the project specific study area: 1.) analysis of Census data; and 2.) a public involvement process.

- b. A discussion of all adverse effects of the project both during and after construction that would affect the identified minority and low-income population.
- c. A discussion of all positive effects that would affect the identified minority and low-income population, such as an improvement in transit service, mobility, or accessibility.
- d. A description of all mitigation and environmental enhancement actions incorporated into the project to address the adverse effects, including, but not limited to, any special features of the relocation program that go beyond the requirements of the Uniform Relocation Act and address adverse community effects such as separation or cohesion issues; and the replacement of the community resources destroyed by the project.
- e. A discussion of the remaining effects, if any, and why further mitigation is not proposed.
- f. For projects that traverse predominantly minority and low-income and predominantly non-minority and non-low-income areas, a comparison of mitigation and environmental enhancement actions that affect predominantly low-income and minority areas with mitigation implemented in predominantly non-minority or non-low-income areas. In the event that the CMRTA determines there is no basis for such a comparison a narrative explanation of how that determination was reached will be included in the CMRTA's EJ/NEPA documentation.

Program-Specific Requirements – Large Urban Areas:

1. Demographic and Service Profile Maps, Overlays, and Charts

With the assistance of the Central midlands Council of Governments, the local Metropolitan Planning Organization (MPO), the CMRTA has developed the required demographic and service profile maps, overlays, and charts. The demographic and service profile maps, overlays, and charts are based on the results of the 2010 US Census of the Population and reflect the existing service area and services of the CMRTA as of March 2016.

The Base Map is legible and identifies: each traffic analysis zone by number; the area's major streets and highways; the fixed transit facilities utilized by the CMRTA; and the area's major activity centers, including retail/commercial sights, multi-family housing facilities; hospitals, governmental centers; recreational facilities, etc.

2. Overlays & Charts

The CMRTA has developed the 2 required digital (and hard-copy) overlays (illustrations) as described in FTA Circular 4702.1A. The overlays illustrate the distribution of the minority population and the existing public transit services of the CMRTA.

a. Minority Population Overlay:

The Minority Population Overlay covers the entire transit service area and lists the total minority population for each traffic analysis zone in raw numbers and as a percentage for each zone. Corresponding charts listing the total for each minority group and their percentage of the total population of each zone have also been developed.

b. Transit Service Overlay:

The transit service overlay illustrates the CMRTA's fixed bus routes and the $\frac{3}{4}$ mile (on both sides and surrounding the route termination site) boundary of the complementary paratransit services area.

c. Population/Racial Distribution Chart

As required by FTA Circular 4702.1A, the CMRTA has developed a Population/Racial Distribution Chart that identifies the traffic analysis zones within the public transit service area and lists the actual numbers and percentages of the total population within each zone. The CMRTA chart is formatted and contains the population information recommended in Circular 4702.1A.

In addition to the data collected above and the mapping of the minority population areas of concentration, every 12 to 24 months, the CMRTA conducts system wide rider surveys and attempts to collect each of the information items listed in FTA Circular 4702.1A.

3. Service Standards and Policies:

a. Vehicle Load

The CMRTA has established a Vehicle Load Factor of 1:1.25 (1 transit seat for every 1.25 passengers) for use in conducting service analyses and determining additional vehicle needs.

Using the data collected with the CMRTA's electronic farebox system, the CMRTA conducts an on-going review process of all routes in terms of the hour-by-hour

passenger boardings during both peak and non-peak service times and by type of service day (e.g. weekdays, Saturdays, Sundays, and holidays).
to determine the numbers of passengers and average vehicle loads.

The CMRTA's vehicle load factor throughout the service area shall be appropriately distributed within the system as determined using the process described above.

b. Vehicle Headways

Establishment of the vehicle headways operated within the CMRTA fixed route bus system is based on the on-going analysis of each route by hour, by time of day (peak and non-peak), and by type of service day. For example, the CMRTA operates services that are more frequent Monday through Friday on the system's routes that serve multiple trip generators/trip destinations where transit ridership has historically been heaviest and/or where new potential trip generators and destinations are being developed.

The CMRTA's vehicle headways throughout the service area shall be appropriately distributed within the system as determined using the process described above.

c. On-Time Performance

The CMRTA has established the following On-Time Performance measure: "CMRTA fixed route services shall be considered On-Time when scheduled runs are completed within five (5) minutes after the published schedule." On-Time is defined as when 95 percent of all runs on a given route are completed within the allowed on-time-window (or 5 minutes)."

The CMRTA has acquired and implemented a system-wide Automated Vehicle Locator (AVL) system. The AVL system provides the CMRTA with electronically collected and documented data on the on-time performance of both the fixed route bus and complementary paratransit services.

d. Distribution of Transit Amenities

CMRTA transit amenities shall be equitably distributed throughout the system based on the on-going analysis of the levels of transit service use and needs along each of the CMRTA's fixed route corridors.

e. Service Availability

The CMRTA measures service availability in terms of the population density of the corridors surrounding fixed routes and the distances between bus stops. In the urban core and the more densely populated corridors, bus stops are closer together than in less populated corridors throughout the CMRTA service area.

3. Service-Policies

a. Vehicle Assignment:

The CMRTA operates a fixed route vehicle fleet consisting of 48 units. All of the current units in the CMRTA fleet are powered by new technology diesel engine.

Currently thirty five (35) vehicles in the CMRTA fleet are 2002 model-year Blue Bird Transit Coaches and 8 are 2010 New Flyer Coaches. The CMRTA currently have new fixed route vehicles arriving and all new fleet vehicles are expected to be in by end of calendar year 2017. All units are identically equipped with interior and exterior digital signage and audio announcement features, wheelchair lifts and wheelchair securement devices, including two (2) wheelchair securement stations.

Throughout the service area, the CMRTA's vehicles are assigned for service duty based on: the relative number of passengers using specific routes during specific times of the service day and the day of week that the service will be performed; and the relative availability of a specific size of vehicle based on the rotational nature of the CMRTA preventive maintenance/maintenance program.

The CMRTA's vehicle assignments throughout the service area shall be appropriately distributed within the system as determined using the process described above.

b. Transit Security

All CMRTA vehicle operators receive security awareness training as a part of their initial employee training and at periodic safety/security meetings. The CMRTA uses the security awareness training materials developed by the National Transit Institute (NTI). As a part of the training, all CMRTA and contractor staffs are informed that when observing suspicious activity it is essential that it be observed without regard to race, color, or national origin.

The CMRTA conducts monthly security and safety inspections of its facilities and all CMRTA vehicles are equipped with audio/video surveillance equipment.

The CMRTA also partners with the Columbia Police Department SWAT team by providing equipment familiarization training opportunities. The SWAT team

conducted a day long public transit bus emergency/incident training session in June 2016. To improve security, eight cameras per vehicle are being install by end of calendar year.

4. Evaluation of Service and Fare Changes

In the programming and planning processes for service and fare changes, the CMRTA will evaluate potential service adjustments and improvements to determine that the overall benefits and costs are distributed throughout the transit system service area without discrimination as defined by Title VI of the Civil Rights Act of 1964.

Public input regarding potential service enhancements occurs through a series of informal meetings (i.e. focus groups, neighborhood association meetings, and letters to faith-based organizations) and through various communication techniques (i.e. Twitter, CMRTA website, The State Newspaper, Facebook, etc). The CMRTA also informs riders of pending service enhancements by placing signs on transit vehicles (car cards), fliers at the Transit Center, social networking, and email blasts to county councilman to inform them of upcoming changes that could affect riders within that particular district.

All input from public meetings is provided to CMRTA board members for review prior to voting on significant service enhancements and/or adjustments. The public comments are also kept for consideration in planning and implementation of future development of transit services.

Also, public meetings are conducted at local schools, and community centers to ensure that riders are aware of services and are able to voice concerns about pending service enhancements. Typically, meetings are conducted in areas that are easily accessible by public transit and are an ADA accessible facility. The community that will be affected by the transit service is made aware of service enhancements through the aforementioned methods.

Using the demographic mapping and overlays described earlier in the CMRTA Title VI Plan and Update, the CMRTA will overlay proposed service adjustments and/or improvements over the demographic maps that illustrate the distribution of the socio-economic concentrations of the service area population to ensure that routes, service spans, and fare changes do not disproportionately impact the minority and low-income populations of the CMRTA service area.

CMRTA will document the conduct of the above service evaluations and will maintain such documentation to provide verification that compliance reviews are conducted on a periodic basis.

5. Transit Service Monitoring

The CMRTA has adopted formal policies and procedures regarding transit service performance standards and analysis.

a. Level of Service Methodology

With staff assistance, the CMRTA Service Committee conducts a quarterly review and analysis of the performance of each individual route in the fixed route bus system. Since all routes are analyzed, the CMRTA uses the largest possible sample size to determine service performance.

Data collected through the electronic farebox system is utilized to determine the average number of passengers on board each route during each hour of its operation. The farebox data also provides for the calculation of the "average farebox recovery ration per hour of operation.

The CMRTA's pre-established service performance standards are: 1.) Routes identified as having an average of 15 or more passengers per hour are considered to meet the established passengers/hour performance standard; and 2.) Routes identified as having an average hourly farebox recovery ratio of 15% of the cost of operation or more are considered to meet the established farebox recovery performance standard.

CMRTA routes that are identified as "not meeting" one or more of the established performance standards then undergo a more detailed review to determine how to improve the route's performance. A primary step in the closer review of underperforming routes is the review of the socioeconomic data of the traffic analysis zones (TAZ's) through which the route operates.

CMRTA's process for transit service monitoring ensures that no person or group of persons are discriminated against with regard to the routing, scheduling, quality of service based on race color or national origin. Frequency of service, age and/or quality of vehicles assigned to routes, quality of facilities and locations of routes are also not determined based on race, color, or national origin. Exhibit 5 contains copies of the CMRTA service and fare change policies.

Exhibit 1

Title VI Complaint Form

**TITLE VI COMPLAINT FORM
CENTRAL MIDLANDS REGIONAL TRANSIT AUTHORITY (CMRTA)**

CMRTA is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. Title VI complaints must be filed within 180 days from the date of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, please contact the Title VI Coordinator by calling (803) 255-7133. The completed form must be returned to CMRTA Office Title VI Coordinator, PO BOX 214 Columbia SC 29202

Your Name:	Phone:
Street Address:	Alt Phone:
	City, State & Zip Code:
Person(s) discriminated against (if someone other than complainant):	
Name(s):	
Street Address, City, State & Zip Code:	
Email address:	

Which of the following best describes the reason for the alleged discrimination took place? (Circle one) **Date of Incident:** _____

- Race
- Color
- National Origin (Limited English Proficiency)

Please describe the alleged discrimination incident. Provide the names and title of all CMRTA employees involved if available. Explain what happened and whom you believe was responsible. Please use the back of this form and add sheets if additional space is required.

(Be Sure to complete Page 2 of this form)

Exhibit 2

Copy of Website Information

Title VI

Title VI of the Civil Rights Act of 1964 states the following:

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

The COMET operates public transportation services and employs individuals without regard to:

- Race
- Color
- National Origin

The COMET is committed to complying with the requirements of Title VI in all federally funded programs.

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Submitting a Title VI Complaint

Any individual who feels he or she has experienced unlawful discrimination under Title VI can submit a complaint at no charge. All complaints can be submitted over the phone (803-255-7100), email (info@catchthecomet.org), mail (P.O. Box 214, Columbia, SC 29202), on our contact form [[link to contact form](#)], or in person at the address shown below.

3613 Lucius Road, Columbia, SC, 29204

Title VI Complaint Guidelines

The Executive Director, General Manager, senior management and all supervisors and employees share the responsibility for carrying out The COMET's commitment to Title VI. The Title VI officer is responsible for the day-to-day operation of the program and receives and investigates Title VI complaints that come through the complaint procedures process.

In order for The COMET to investigate a complaint filed, the following guidelines must be met:

- The issue must be one of discrimination, and specific criteria must be met in order for The COMET to investigate the charge of harassment, discrimination and/or retaliation.
- It is necessary to show that persons of a different group (race, color, national origin) have been treated in a different manner or in the refusal or restriction of a facility or service.
- The complaint must be filed within 180 calendar days from the date of the alleged discriminatory act.

Exhibit 3

**Maps, "Overlays," and Charts
Demographic and Socioeconomic Data**

***Per the instructions of the Region IV Civil Rights Officer
the Large Scale Maps, Overlays and Charts Are Not Attached.***

***These Documents are on file at the CMRTA and available
for on-site review.***

Exhibit 4

Service (Vehicle) Headways (Frequencies)

**CMRTA SERVICE FREQUENCIES BY ROUTE
As of May 2017**

#	Route No./Name	Monday - Friday	Saturday	Sunday
1	5 - Fort Jackson Special	5 trips per day	5 trips	5 trips
2	6 - Eau Claire	60 Min.	60 Min. with break	60 Min. with break
3	11 - Fairfield Road	60 Min.	60 Min.	60 Min.
4	12 - Edgewood	60 Min.	60 Min.	60 Min.
5	13 - Northeast Richland Flex	Flex	No Service	No Service
6	15 - Forest Drive/Decker	30 Min.	60 Min.	60 Min.
7	16 - Two Notch Road/Dentsville	30 Min.	60 Min.	60 Min.
8	17 - Harrison Road	60 Minutes, peak only	No Service	No Service
9	22 - In town	40 Min.	40 Min.	40 Min.
10	26 - West Columbia	3 times daily	No Service	No Service
11	28 - Midlands Tech Airport Campus	6 times daily	No Service	No Service
12	31 - Denny Heights	60 Minutes, peak only	60 Min.	60 Min.
13	32 - North Main/Hard Scrabble	60 Min.	60 Min.	60 Min.
14	34 - St Andrews/Harbison	60 Min.	60 Min.	60 Min.
15	38 - Bush River Road/St Andrews	60 Min.	60 Min.	60 Min.
16	42 - Millwood Ave	60 Min.	60 Min.	60 Min.
17	45 - Leesburg - Hazelwood	60 Min.	60 Min.	60 Min.
18	46 - Lower Richland Blvd	90 Min.	No Service	No Service
19	47 - Lower Richland/Eastover	120 Min.	No Service	No Service
20	55 - Sandhills	10 times daily	8 times daily	8 times daily
21	62 - ReFlex	Flex	No Service	No Service
22	63 - Garnet	20 Min.	No Service	No Service
23	88 - Crosstown	80 Min.	80 Min.	80 Min.
24	101 - North Main	30 Min.	60 Min.	60 Min.
25	201 - Rosewood	30 Min.	60 Min.	60 Min.
26	301 - Farrow Road	30 Min.	60 Min.	60 Min.
27	401 - Devine Street	30 Min.	60 Min.	60 Min.
28	601 - Shop Road	40 Min.	40 Min.	40 Min.

Exhibit 5

CMRTA Policies

Fare Increases/Service Adjustments

CENTRAL MIDLANDS
REGIONAL TRANSIT AUTHORITY

Policies and Procedures

- Subject:** Adoption of a Service and Fare Change Procedure.
- Policy Number:** S - 30
- Board Approval:** December 16, 2004
- Purpose:** Adoption of this policy will demonstrate compliance with FTA Master Agreement, Section 35(a).
- Background:** An Applicant seeking FTA assistance is required to use its established administrative process to solicit and consider public comment before raising fares or instituting a major reduction of service.
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Policy:

SERVICE CHANGE PROCEDURES:

It is the policy of the CMRTA Board of Directors that CMRTA is responsive to the ever-changing transit service needs of the CMRTA area community. In striving to meet those changing needs, CMRTA will follow the Federal Transit Administration requirements to review and evaluate its service on an ongoing basis. The types of service changes may vary from minor schedule adjustments to total route changes. The Executive Director shall have the authority to approve minor and short-term service changes as noted below. In an effort to provide adequate public notice and an opportunity to comment on major service changes, the following procedures shall be followed:

<u>Type of Service Change</u>	<u>CMRTA Executive Director</u>	<u>CMRTA Board No Public Hearing</u>	<u>CMRTA Board With Public Hearing</u>
Percent of revenue vehicle miles for a given route directly affected by change of service ¹	≤ 10%	>10 to <25%	≥ 25%
Percent of ridership on a given route directly affected by change in service ¹	≤10%	>10 to <25%	≥25%
New transit route established	---	---	Any
Schedule Changes	Any	---	---
Emergency changes of 90 days or less duration	Any		
Demonstration service changes of 180 days or less duration ²	---	Any	---
Major system-wide (full or partial) service changes, measured in miles or hours	1% or less ³	1-5% ³	5% or more

Fare Change Procedures:

It is the intent of the CMRTA Board that prior to adoption of any increase in fares, at least one public hearing shall be held.

In the event of a conflict between this policy and Policy 70, Public Hearings for Increased Fares and Changes to Service, this policy shall control.

¹ These are daily figures. If there is a cumulative effect of 25% or greater of a series of changes within a calendar year, a public hearing is required.

² Any such change, however, must be noticed to the FTA Regional Office within five (5) days of implementation.

³ Unless public hearing is required by one of the foregoing categories.