



Title VI Plan

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Minnesota Valley Transit Authority
100 E. Highway 13
Burnsville, MN 55337

Date Adopted:
April 26, 2023

*The MVTAA board and board subcommittees are made up of elected representatives which are appointed by MVTAA member cities and counties. The current demographic profile of the board consists of 7 white board members, 6 of whom are male and 1 female.

Table of Contents

Sections	Page
Section I. Introductions/Plan Statement	3
Section II. Title VI Information Dissemination	3
Section III. Subcontracts and Vendors	4
Section IV. Record Keeping	4
Section V. Title VI Complaint Procedures	4
Section VI. Language Assistance Plan (LAP)	6
Section VII. Public Participation Plan	7
Section VIII. Policy Development	8
Section IX. Systemwide Standards	9
Appendices	
Appendix 1: Language Assistance Plan	13
Appendix 2: Major Service Change Policy	19
Appendix 3: Disparate Impact/Disproportionate Burden Policy	20
Exhibits	
Exhibit A: List of Locations with Title VI Notice	21
Exhibit B: Acknowledgement of Receipt of Title VI Plan	23
Exhibit C: Title VI Complaint Form	24
Exhibit D: Log of Title VI Complaints	26
Exhibit E: Language Assistance Plan Surveys	27
Exhibit F: Log to Record Inquiries for Requests for Interpreters and Requests for Translated MVT A Documents	29
Exhibit G: Log of MVT A Board Action	30
Exhibit H: History of Title VI Plan Revisions	31
Exhibit I: Annual Quick Facts Report	32

I. Introduction / Plan Statement

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground 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" (42 U.S.C. Section 2000d).

The Minnesota Valley Transit Authority (MVTA) is committed to ensuring that no person is excluded from participation in, or denied the benefits of, transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.B. This plan was developed to guide the MVTA in administration and management of Title VI-related activities.

Title VI Manager Contact information:

Luther Wynder
Chief Executive Officer
Minnesota Valley Transit Authority
100 E. Highway 13
Burnsville, MN 55337
Phone: 952-882-7500

II. Title VI Information Dissemination

- Title VI information posters shall be prominently and publicly displayed in MVTA facilities and on their revenue vehicles. The name of the Title VI Manager is available on the website, at www.mvta.com. **Exhibit A** includes a list of locations where the MVTA Title VI notice is posted.
- All employees shall be provided a copy of the Title VI Plan and are required to sign the Acknowledgement of Receipt (see **Exhibit B**).
- Title VI information shall be disseminated to MVTA annually via employee bulletin boards and in payroll envelopes. This process reminds employees of the MVTA's policy statement, and of their Title VI responsibilities in their daily work and duties.
- During New Employee Orientation, new employees shall be informed of the provisions of Title VI, and the MVTA's expectations to perform their duties accordingly and be provided a copy of the Title VI Plan and are required to sign the Acknowledgement of Receipt (see **Exhibit B**).

III. Subcontracts and Vendors

All subcontractors and vendors who receive payments from Minnesota Valley Transit Authority where funding originates from any federal assistance are subject to the provisions of Title VI of the Civil Rights Act of 1964 as amended.

Written contracts shall contain non-discrimination language, either directly or through the bid specification package which becomes an associated component of the contract.

IV. Record Keeping

The Title VI Manager will maintain permanent records, which include, but are not limited to, signed acknowledgements of receipt from the employees indicating the receipt of the Title VI Plan, copies of Title VI complaints or lawsuits and related documentation, records of correspondence to and from complainants, and Title VI investigations.

V. Title VI Complaint Procedures

Any person who believes that s/ he, individually, as a member of any specific class, has been subjected to discrimination prohibited by Title VI of the Civil Rights Act of 1964, as amended, may file a written complaint with MVTA. A complaint may also be filed by a representative on behalf of such a person. All complaints will be referred to MVTA's Executive Director for review and action.

In order to have the complaint considered under this procedure, the complainant must file the complaint no later than 180 days after:

- The date of the alleged act of discrimination; or
- The date when the person(s) became aware of the alleged discrimination.
- Where there has been a continuing course of conduct, the date of the most recent occurrence

MVTA may extend the time for filing or waive the time limit in the interest of justice, specifying in writing the reason for doing so.

Complaints shall be in writing and shall be signed by the complainant and/or the complainant's representative. Complaints shall set forth as fully as possible the facts and circumstances surrounding the claimed discrimination. In the event that a person makes a verbal complaint of discrimination to a Board member or employee of MVTA, the person shall be interviewed by the Executive Director or his/her designee. If necessary, the Executive Director or his/her designee will assist the person in reducing the complaint to writing and submit the written version of the complaint to the person for signature. The complaint shall then be handled in the usual manner.

Within 10 days, the Executive Director or his/her designee will acknowledge receipt of the allegation, inform the complainant of action taken or proposed action to process the allegation, and advise the complainant of other avenues of redress available, such as the Federal Transit Administration (FTA). Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

The complaint should include the following information:

- Name, address and phone number of the complainant.
- Name(s) and address(es) of alleged discriminating official(s).
- Basis of complaint (i.e., race, color, national origin, sex, age, disability).
- Date of alleged discriminatory act(s).
- Date of complaint received by MVTA
- A statement of the complaint.
- Other agencies (State, local or Federal) where the complaint has been filed.

The investigation will be conducted in a full, fair and impartial manner by the Executive Director or his/her designee. Results of the investigation will be presented to the Minnesota Valley Transit Authority Board of Directors for a determination. Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints. Complaints will be determined to be substantiated, not substantiated or inconclusive. Following the investigation, the MVTA will send a final written response letter to the complainant identifying the final determination. In the letter notifying complainant that the complaint is not substantiated the complainant will be advised of his or her right to:

1. appeal within seven calendar days of receipt of the final written decision from, and/or
2. file a complaint externally with the U.S. Department of Transportation and/or the FTA.

In addition to the complaint process described above, a complainant may file a Title VI complaint with the following offices:

Federal Transit Administration Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 20590

As noted above, within 60 working days, the Executive Director or his/her designee will conduct and complete an investigation of the allegation and based on the information obtained, will render a recommendation for action in a "Report of Findings," including an explanation of the actions MVTA has taken or proposed to resolve the issue raised in the complaint. The complaint should be resolved by informal means whenever possible. Such informal attempts and their results will be summarized in the Report of Findings.

Should a formal process be required, the complainant has the right to be represented by an attorney or other representative of his/her own choosing. A date/time will be scheduled to

accommodate the right of the complainant to bring witnesses and present testimony and evidence. As with the informal process, within 60 days, the Executive Director or his/her designee will conduct and complete an investigation of the allegation and based on the information obtained, will render a recommendation for action in a "Report of Findings," including an explanation of the actions MVTA has taken or proposed to resolve the issue raised in the complaint.

Within 90 days of receipt of the complaint, the Executive Director or their designee will notify the complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the complainant of their appeal rights if they are dissatisfied with the final decision rendered by MVTA.

The Title VI complaints are to be submitted in writing to:

Luther Wynder
Chief Executive Officer
Minnesota Valley Transit Authority
100 E. Highway 13
Burnsville, MN 55337
Phone: 952-882-7500
Email: mvta@mvta.com

It is the responsibility of the complainant to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked. For complaints originally submitted by facsimile, an original, signed copy of the complaint must be mailed to the Executive Director as soon as possible, but no later than 180 days from the alleged date of discrimination.

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by the MVTA will be directly addressed by the MVTA and shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. In addition, Executive Order 12898 (Environmental Justice) prohibits discrimination based on income status. Additionally, the MVTA shall make every effort to address all complaints in an expeditious and thorough manner.

See **Exhibits C and D** for the MVTA Complaint Form and a Log of Title VI Complaints.

VI. Language Assistance Plan (LAP)

The Minnesota Valley Transit Authority has developed this Language Assistance Plan (LAP) to help identify reasonable steps to provide language assistance for Limited English Proficiency (LEP) persons seeking meaningful access to MVTA services including Flex Route, Local Fixed Route, Commuter Express, Guaranteed Ride Home and other transportation services as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak

English as their primary language and who has a limited ability to read, speak, write, or understand English.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training staff, how to notify LEP persons that assistance is available, and information for future plan updates. In developing the plan, the MVTA undertook a U.S. Department of Transportation four factor LEP analysis which considered the following:

- 1) number or proportion of LEP persons eligible in the MVTA service area who may be served by or likely to encounter a Minnesota Valley Transit Authority program, activity, or service;
- 2) frequency with which LEP individuals come in contact with MVTA services;
- 3) nature and importance of the program, activity or service provided by MVTA to the LEP population; and
- 4) resources available to the MVTA and overall cost to provide LEP assistance. A brief description of these considerations is provided in the following section.

See **Appendix 1** for a copy of the LAP. See **Exhibits E and F** for LEP surveys and a Log of Requests for Interpretation / Translation.

VII. Public Participation Plan

The Minnesota Valley Transit Authority has undertaken the following community outreach efforts to engage the public in planning and decision-making processes, as well as its marketing and outreach activities:

- MVTA regularly tracks requests for service and the public is always invited to participate in the process whether via e-mail, through a notification on our website, through public meetings or surveys.
- When a change to an existing service or addition of new service is proposed the MVTA conducts public outreach with methods including but not limited to virtual public meetings, survey methods, website presence, and general outreach and engagement to discuss feasibility and to welcome suggestions. The public is invited to attend and participate in the dialogue.
- Citizens and passengers may call the MVTA at 952-882-7500 to lodge a complaint or comment. All complaints/comments are input into a database and then distributed to appropriate staff to research and respond to the complaint.
- The MVTA Board of Commissioners offers time on every agenda for public comments, including issues regarding facilities and the transit service.

- MVTA Board meeting notices and agendas are posted per the State of Minnesota open meeting statutes. Agendas, Board Packet Materials, Meeting Summaries and Meeting Minutes are available online.
- The MVTA has established a website at www.mvta.com to post information, policies, maps, schedules, news, rider alerts, and meeting notices. This section clearly states contact information for MVTA and lists the “Commitment to Fairness” policy.
- The MVTA has the ability to send out Route Alerts as part of the MVTA website (www.mvta.com) to bus riders and other interested individuals about information, policies, maps, schedules, news, and rider alerts, meeting notices. The MVTA also uses its mobile app, RideMVTA.
- Flyers are directly distributed to bus riders on bus by the drivers and posted at Transit Stations, Park & Ride lots, or at bus shelters.
- Bus Schedules and maps are distributed in public places including the Apple Valley, Burnsville, Eagan, Rosemount and 157th St. Transit Stations. Contact information for the MVTA and the “Commitment to Fairness” policy are included on MVTA’s website at www.mvta.com. Contact information is also included on all printed items.
- About every two years, a comprehensive user survey is undertaken and other subject-specific surveys are used as needed. The most recent rider survey was conducted in Fall 2021. A survey is planned to occur in 2023.
- As a part of MVTA’s Systemwide Study effort, a survey was conducted to better understand travel patterns and needs of riders

Cultural Engagement

In 2019, MVTA, with the use of a consultant, led an effort to engage with transit riders from the Somali and Hispanic communities within its service area. Focus groups were held to identify needs and opportunities that transit could provide within these communities.

Feedback from the focus groups identified a need for a greater presence of MVTA within the communities, including how important it is for marketing and advertisements to reflect realistic cultural references from their communities, specifically in publications, TV outlets and other popular media channels with informative messages on the services provided. As a result, MVTA developed a 30-second ad offering riders an opportunity to try transit for free. A Spanish TV commercial aired on Univision TV for a 30-day period during the most frequented programming. An English voice-over version with Spanish captions was also created and displayed in movie theatres for 30 days to add to MVTA brand awareness and presence within the whole community.

In addition, digital ads with messaging that re-enforced how simplistic the first transit ride can be were developed for digital ad placement on Somali and Hispanic online publications. MVTA

also translated brochures with basic information on how to ride and pay for MVTA bus services. These brochures are available on the agency website at www.mvta.com.

VIII. Policy Development

Effective October 1, 2012, FTA Circular 4702.1B requires transit providers, located in urbanized areas of more than 200,000 who receive federal funding and operate at least 50 peak vehicles, to develop two new policies:

- 1) A Major Service Change Policy, with thresholds that determine when a service equity analysis is required; and,
- 2) A Disparate Impact/Disproportionate Burden Policy, with thresholds that measure adverse impacts on minority and low-income populations.

The Minnesota Valley Transit Authority partnered with Metropolitan Council/Metro Transit and SouthWest Transit to develop the policies in **Appendix 2 and Appendix 3**.

The Major Service Change and Disparate Impact/Disproportionate Burden policies are based on existing practices used by Metropolitan Council and were reviewed by eight local advocacy groups. Additionally, policies used by transit agencies across the county were considered, including Los Angeles, CA; Washington, D.C.; Fort Worth, TX; Houston, TX; Atlanta, GA; and Portland, OR.

Local public participation was available through five public hearings that were held across the region in February 2013. Comments were accepted by e-mail, fax, mail, and/or phone, with the public comment period closing 10 days after the last public hearing. Details of the proposed policies and public hearings were also made available on: MVTA's website, in the *State Register*, *Star Tribune*, *Pioneer Press*, *Finance & Commerce*, *Capitol Report*, *Anoka County Union*, *Waconia Patriot*, *Rosemount Town Pages*, *Shakopee Valley News*, *Lillie Suburban Newspaper*, *Asian American Press*, and the *MN Spokesman Recorder*. A total of five people attended the public hearings and comments were received from seven people; although, some comments did not specifically relate to the proposed Title VI policies.

IX. Systemwide Standards

In 2010, MVTA worked with other service providers in the region to complete a Regional Service Improvement Plan, which focused on evaluating opportunities for system expansion. As part of this undertaking, MVTA relied on an extensive public involvement process to help develop standards for both design (service type, span, frequency, stop spacing, and facilities) and performance. The standards developed by MVTA were used internally to create a Service Investment Strategy and externally to meet requirements of the regional Transportation Policy Plan. The Systemwide Standards described below use this work as a foundation.

As of 2022, MVTA operates a total of 26 routes. These routes serve the seven MVTA partner cities of Apple Valley, Burnsville, Eagan, Prior Lake, Rosemount, Savage and Shakopee, two

partner counties of Dakota and Scott, as well as Downtown Minneapolis and St. Paul, University of Minnesota and Mall of America. The following sections describe the FTA required quantitative standards and policies used by MVTA when planning and monitoring transit services.

Service Standards

1. Vehicle Load

Vehicle load compares the number of passengers to the total number of seats.

MVTA capacities are determined by bus specifications. Additionally, most express services require the use of standing room due to a limited number of buses available and the design of express route service to meet the demand of morning and evening peak commutes.

The table below indicates the vehicle type, seating capacity, and the maximum load factor, which may not be exceeded, on MVTA services.

Vehicle Load by Vehicle Type

Vehicle Type	Seated Capacity	Standing Capacity	Total Capacity	Max Load Factor
16' to 20' Bus	17	10	27	1.59
35' Bus	29	20	49	1.69
40' Bus	39	36	75	1.92
45' Coach Bus	57	16	73	1.28
40' BRT Bus *	31	30	61	1.97

2. Vehicle Headway

Vehicle headway refers to the amount of time between two vehicles that travel in the same direction, with a shorter headway indicating more frequent service.

During the 2010 Regional Service Improvement process, 5 types of MVTA service were identified based on the hours of service and/or the location of service: Local, Commuter/Express, Feeder, Community, and Transitway. The table below identifies the minimum headways (i.e., the number of minutes before the next trip) for each type of service.

Vehicle Headway by Service Type

Service Type	Routes	Minutes Between Buses		
		Base	Peak	Weekend
Local	438, 440, 442, 444, 445, 446, 497, 499	60	60	No service or 60
Commuter/Express	436, 460, 464, 470, 472, 475, 476, 477, 478, 479, 480, 484, 489, 490, 491, 492, 493, 495, & 498	No service or 120	60	No service or 60
Feeder	426 & 420 (peak)	No service or 60	60	No service
Community	420 (off peak) & 421	60	No service or 60	No service
Transitway*	465 & METRO Red Line	60	30	No service or 30

Peak hours are from 6:00 a.m. to 9:00 a.m. and 3:00 p.m. to 6:30 p.m.

3. On-Time Performance

On-time performance measures runs that are completed as scheduled.

MVTA tracks performance by the number of missed trips. Current policy provides an incentive to MVTA’s contracted service provider for less than 1 missed trips per month. As automatic

vehicle location (AVL) technologies have been installed on MVTA’s entire fleet, on-time performance data is collected on a regular basis and an on-time performance percentage threshold will be added to the Title VI Plan upon AVL project validation. MVTA also investigates every customer comment related to bus performance to resolve on-time concerns.

4. Service Availability

Service availability measures the general distribution and availability of service.

MVTA coordinates with partner cities and counties to analyze demand and start new services in locations where regional and local plans support transit. MVTA also relies on customer comments to help adjust the availability of transit services throughout the year. On MVTA designated stop routes (444, 445, 460, 464, 465, 475, 480, and METRO Red Line), bus stops are typically 0.5 miles apart or less on the local segments. All other routes operate with a flag system which makes service available from anywhere along the route.

* MVTA has contracted with the Metropolitan Council to operate METRO Red Line service through 2016, contingent upon annual sub-agreement updates. Such agreement updates occurred through December 2020. Effective December 2020, METRO Red Line service is operated by the Metropolitan Council.

Service Policies

1. Vehicle Assignment

MVTA does not assign specific vehicles to individual routes. Rather, a vehicle size is assigned based on ridership, service area, roadway geometry, and travel distance. Further, the assignment of buses within a subfleet is based on random distribution.

For example, MVTA community routes (Routes 420 & 421) are designed to be demand-responsive and serve off-route destinations by reservation. The smaller buses used on these routes must navigate a roadway network with tighter turns than fixed routes. Conversely, larger coach buses are more comfortable for commuter/express routes that travel longer distances on the highway and can accommodate the high numbers of riders that travel in the peak direction.

MVTA buses are also a part of the regional fleet and meet standards/replacement ages identified in the Regional Vehicle Fleet Policy.

The table below indicates the vehicle size assignments that are in use by service type at MVTA.

Vehicle Assignment by Service Type

Service Type	Routes	Min Vehicle Size	Max Vehicle Size
Local	438, 440, 442, 444, 445, 446, 497, 499	16’	40’
Commuter/Express	436, 460, 464, 470, 472, 475, 476, 477, 478, 479, 480, 484, 489, 490, 491, 492, 493, 495, & 498	35’	45’
Feeder	426 & 420 (peak)	16’	40’
Community	420 (off peak) & 421	16’	35’
Transitway *	465 & METRO Red Line	40’	45’

2. Transit Amenities

MVTA coordinates the installation of transit amenities with partner cities and counties. Cooperatively, these agencies install and maintain four categories of facilities within MVTA's service area:

- **Designated bus stops** which consist of a bus stop sign and must be approved by the city and/or county. Designated bus stops are currently available on Routes 444, 445, 460, 464, 465, 475, 480, & METRO Red Line. Benches are installed by an external vendor at the request of cities/counties.
- **Bus shelters** which must have a concrete pad, an overhead shelter, and route schedule information posted.

Bus shelters are installed by MVTA based on passenger boardings and local development plans as well as at locations that are high profile, require improved safety, improve ADA access, and/or serve transit dependent populations. MVTA also uses the regional threshold of more than 25 boardings/day as a guideline (2040 Transportation Policy Plan) when considering shelter locations.

- **Transit stations** are climate-controlled, enclosed facilities with seating, trash receptacles, lighting, bike racks, and video surveillance. They are ADA accessible and have route schedule information posted.
- **Park and rides** provide an overhead shelter but may not be completely enclosed, trash receptacles, lighting, bike racks, are ADA accessible, and have schedule information posted.

Transit System Monitoring

For purposes of the FTA Triennial transit monitoring review, MVTA will evaluate Service Standards and Policies by selecting a *sample* of minority and non-minority routes. The following steps outline the general review process:

- The MVTA ridership database and decennial Census will be used as primary data sources.
- Census data will be used to identify the total minority and non-minority populations within a 1/4 mile of fixed-routes to distinguish between minority and non-minority routes.
- Population totals and ridership levels will be compared to the Service Standards and Policies to determine whether discrepancies exist and whether a disparate impact exists.
- Systemwide service standards/policies will be re-evaluated, as needed, to ensure equitable distribution.
- The Transit System Monitoring report will be approved by the MVTA Board every 3 years, at a minimum.

Appendix 1

Language Assistance Plan

This Language Assistance Plan has been prepared to address the Minnesota Valley Transit Authority's responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills accessing the services offered by MVTA. 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 state 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 (LEP), 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 federal 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 transit funds, including MVTA where applicable relating to MVTA services and facilities.

MVTA has developed this Language Assistance Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided by the transit authority. As defined in 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.

In order to prepare this plan, MVTA undertook the U.S. DOT four-factor LEP analysis which considers the following:

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter an MVTA program, activity or service.
2. The frequency with which LEP persons come in contact with MVTA programs, activities or services.
3. The nature and importance of programs, activities or services provided by the MVTA to the LEP population.
4. The resources available to MVTA and overall cost to provide LEP assistance.

Four-Factor Analysis:

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter an MVTA program, activity or service.

The Minnesota Valley Transit Authority staff determined, based on 2016-2020 ACS data, that 311,985 persons live in the MVTA Service area (City of Apple Valley – 54,847; City of Burnsville – 62,170; City of Eagan – 65,975; City of Prior Lake – 27,317; City of Rosemount – 25,798; City of Savage – 32,858 and City of Shakopee – 43,020). Based on the 2016-2020 ACS data, a total of 46,307 or 16.5 percent of the persons indicated they speak a language other than English at home.

Language Spoken at Home for Ages 5+ via 2016-2020 ACS

<i>Classification</i>	<i>Population Totals</i>	<i>Percentage of Total</i>
Only English	235,770	83.6%
Other, High English Proficiency	27,795	9.9%
Other, Low English Proficiency	18,512	6.6%
Spanish	4,607	1.6%
Other	4,538	1.6%
Vietnamese	2,241	0.8%
Other Asian/Pacific Island	2,224	0.8%
Russian, Polish, or Other Slavic	1,434	0.5%
Other Indo-European	965	0.3%
Chinese (incl. Mandarin and Cantonese)	812	0.3%
French	575	0.2%
Tagalog	411	0.1%
Korean	306	0.1%
Arabic	282	0.1%
German	115	0.0%

Based on *LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER - Universe: POPULATION 5 YEARS AND OVER*

<https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?src=CF>

The MVTA also contacted the four primary school districts in the area: 191 (Burnsville-Eagan-Savage), 196 (Rosemount-Apple Valley-Eagan), 720 (Shakopee) and 719 (Prior Lake-Savage) regarding their non-English-speaking populations with the goal of gaining additional context.

In ISD 191, primary languages for households that are non-English speaking are: Somali, Spanish, Russian, Ukrainian, Cambodian, Vietnamese, Lao, Chinese, and Arabic. Efforts to contact this school district for a 2023 update did not receive a response.

In ISD 720, the languages of students who are not fluent in English are: Somali and Spanish are the top two languages spoken. Other languages include Vietnamese, Russian, Ukrainian, & Cambodian (Khmer).

In ISD 719, there are 61 total languages present, with the top 5 non-English languages spoken being: Russian, Spanish, Somali, Vietnamese, and Cambodian (Khmer).

2. The frequency with which LEP persons come in contact with the MVTA programs, activities or services.

The MVTA periodically assesses the frequency with which staff and drivers have, or could have, contact with LEP persons. This includes documenting phone inquiries and surveying vehicle operators. **Exhibit E** includes the most current driver surveys. **Exhibit F** contains the log to record inquiries for requests for interpreters and requests for translated MVTA documents.

The MVTA surveyed its drivers/supervisors again in 2023 (receiving 42 responses) with the following results:

- 14 drivers/supervisors reported no contact with LEP bus riders
- 28 drivers/supervisors reported contact with LEP bus riders

Of the 28 drivers who reported contact with LEP bus riders, they came in contact with an LEP rider an average of 3 times per week, although many riders reported only a single contact per week and others reported multiple contacts per day. Of the 28 drivers who reported contact with LEP bus riders, they provided assistance an average of 2 times per week.

Languages encountered by drivers/supervisors:

- Spanish – 43 percent
- African/Somali – 14 percent
- Chinese – 3 percent
- Japanese – 4 percent
- Vietnamese – 4 percent
- ASL – 4 percent
- Don't know what languages – 43 percent

(totals more than 100 percent because drivers may have reported encounters with more than one language)

An anecdotal review of the Customer Service Database did not indicate significant requests for LEP assistance during the past three years. The Database includes a field to track any LEP comments we received of this nature. Tools used to assist LEP riders includes initiatives such as Google Translate features on the MVTA website, as well as a Language Assistance Line

3. The nature and importance of programs, activities or services provided by MVTA to the LEP population.

There is no single large geographic concentration of any type LEP individuals in the MVTA service area. The overwhelming majority of the population in the Cities of Apple Valley, Burnsville, Eagan, Prior Lake, Rosemount, Savage and Shakopee (MVTA area) speak only English. However, within Dakota and Scott counties and the associated school districts, there are social services, professional and leadership organizations that focus on outreach to LEP individuals. The MVTA provides three transportation services that serve the general public, which include the commuter express, local fixed route and local flex route. These services on a rare occasion may encounter LEP individuals which serves the general public.

4. The resources available to the Minnesota Valley Transit Authority and overall cost to provide LEP assistance.

The MVTA assessed its available resources that could be used for providing LEP assistance, and has determined that it could afford a professional interpreter and translation service on an as-needed basis. Furthermore, MVTA has determined that its pocket schedules would be the most important documents to be translated if the need should arise. In order to participate in the 2016 Shakopee Diversity Fair, MVTA had two informational pieces (general MVTA Information and ‘how to ride’ information) translated into both Spanish and Somali. With the assistance of grant funding, in 2019, MVTA held cultural focus groups and created targeted messages that were distributed through a translated How to Ride one-pager, a television ad on Univision, and an ad placed on 86 screens in local movie theaters. MVTA has the necessary resources and partnerships to assist with future outreach and translation efforts.

In May 2016 the MVTA added a “Language Line” to improve our communication with non-English-speaking customers. Riders call the MVTA and then MVTA adds a language specialist to the phone call (this can also work in person) to translate the question from the individual’s native language to English (allowing the Customer Service Representative to understand the question) and then translates the MVTA Customer Service Representative’s answer from English to the rider’s native language. Information about the Language Line is included in all MVTA Pocket Schedules.

The MVTA website, www.myta.com, makes use of Google Translate, allowing for in the moment translation of any information on the website with dramatically improved Google Translate capabilities. Translated documents in Spanish and Somali will also be available on the website in the same locations as English-language documents.

The amount of staff and driver training that might be needed was also considered. Based on the four-factor analysis, the MVTA developed its LAP Plan as outlined in the following section.

Language Assistance Plan (LAP) Outline

The Minnesota Valley Transit Authority has narrowed down the options to assist LEP individuals to utilize Flex Route, Local Fixed Route and Commuter Express transportation services. Professional interpreter and documented translation services will be provided as needed given the overall low percentage of LEP persons within the MVTA Service Area.

Language Assistance Measures

Although there is a very low percentage in the MVTA Service Area of LEP individuals, that is, persons who speak English “not well” or “not at all”, the Minnesota Valley Transit Authority will ensure that the following measures are in place:

- The MVTA Title VI Policy and Language Assistance Plan will be posted on the agency website at www.mvta.com .
- The Language Line has been implemented.
- Google Translate is available on our website at www.mvta.com.
- If, when conducting a public meeting and an interpreter is needed, staff has a list of resources to provide translation services depending on the language requirement.

Staff Training

The following training will be provided to MVTA staff that is directly involved with the transit services:

- Information on the MVTA’s Title VI Policy and LEP responsibilities.
- Use of the Language Line.
- Documentation of language assistance and document translation requests via Exhibit B.
- How to handle a potential Title VI/LEP complaint.

Outreach Techniques

Due to the small local LEP population, the Minnesota Valley Transit Authority-initiated outreach activities are expected to be minimal, but the following procedure will be utilized as the need arises:

- When staff prepares a document, or schedules a meeting, for which the target audience is expected to consist of primarily LEP individuals, then documents, meeting notices, flyers, and agendas will be printed in an alternative language based on the known LEP population.
- Bus schedules, maps, and other transit publications will be made available online in an alternative language when and if a specific and concentrated LEP population is identified.
- A “How to Ride” guide is currently available on the agency website in both Somali and Spanish.
- MVTA will maintain vital documents pertaining to LEP populations such as consent and complaint forms, intake and application forms, written notices of rights, notice of denials, losses, or decrease in benefits or services, and notice of person’s rights under Title VI

Monitoring and Updating the Language Assistance Plan

The MVTA will update the LAP as required by U.S. DOT. At a minimum, the plan will be reviewed and updated again in three years, when data from the 2020 U.S. Census is available, or when it is clear that higher concentrations of LEP individuals are present in the Minnesota Valley Transit Authority service area.

Dissemination of the MVTA Language Assistance Plan

A link to the Minnesota Valley Transit Authority LAP and the Title VI Plan will be included on the MVTA website, www.mvta.com. Any person or agency with internet access will be able to access and download the plan from the MVTA website. In addition, the MVTA web-site

includes the Google Translate options, which allows translation of items on the web-site into numerous alternative languages. Alternatively, any person or agency may request a copy of the plan via telephone, fax, mail, or in person, and shall be provided a copy of the plan at no cost. LEP individuals may request copies of the plan in translation which the MVTA will provide, if feasible. Questions or comments regarding the LAP may be submitted to the MVTA as follows:

Luther Wynder
Chief Executive Officer
Minnesota Valley Transit Authority
100 E. Highway 13
Burnsville, MN 55337
Phone: 952-882-7500
Email: mvta@mvta.com

Appendix 2

Minnesota Valley Transit Authority (MVTA) Major Service Change Policy - Effective March 27, 2013 -

The Federal Transit Administration's (FTA) updated Circular 4702.1B includes new requirements that all transit providers, in an urbanized area of more than 200,000 who receive federal funding and operate at least 50 peak vehicles, establish a policy defining the threshold used to identify a major service change. The major service change threshold is used to determine when a more detailed, service equity analysis is required. All increases or decreases in fixed route service that meet the major service change threshold require a Title VI Equity Analysis prior to implementation, which must be presented to MVTA's Board for consideration and recorded in MVTA's Title VI Plan.

Further, the FTA requires public engagement in the decision-making process used to develop this policy. The major service change policy will be approved by the MVTA Board and incorporated into MVTA's Title VI Plan.

Major Service Change Thresholds

In support of a regional approach to developing a major service change policy, MVTA recommends adopting criteria in collaboration with the Metropolitan Council. Due to differences in system size and service types, the criteria below includes slight modifications that best reflect MVTA's service area.

A major service change meets at least one of the following criteria:

- a) An existing route or set of routes, with one or more net increases or decreases within a 12 month period of more than a 25% change in the daily in-service hours.
- b) A new route in a new coverage area.
- c) A system-wide restructuring of transit service.
- d) Elimination of a transit route without alternate service or a fixed route replacement.

The following service changes are exempt:

- a) Seasonal service changes.
- b) Route number or branch letter designation.
- c) Any change or discontinuation of a demonstration route within the first 24 months of operation.
- d) Changes on special service routes such as State Fair, sporting events, and special events.
- e) Route changes caused by an emergency. Emergencies include, but are not limited to, major construction, labor strikes, and inadequate fuel supplies.
- f) Any service change that does not meet the conditions of a major service change as defined above.

Updated January 16, 2013



Appendix 3

Minnesota Valley Transit Authority (MVTA) Disparate Impact and Disproportionate Burden Policy - Effective March 27, 2013 -

The Federal Transit Administration's (FTA) updated Circular 4702.1B includes new requirements that all transit providers, in an urbanized area of more than 200,000 who receive federal funding and operate at least 50 peak vehicles, develop a policy for measuring disparate impacts and disproportionate burdens. The policy must include a threshold for determining when:

- 1) Adverse impacts are borne disproportionately by minority or low-income populations; and,
- 2) Benefits are not equitably shared by minority or low-income populations.

Further, the FTA requires public engagement in the decision-making process used to develop this policy, which will be approved by the MVTA Board and incorporated into MVTA's Title VI Plan. The policy and threshold will be used to determine if a proposed fare change, major service change, or the triennial monitoring review of system-wide standards and policies shows evidence of potential disparate impacts and/or disproportionate burdens.

Four-Fifths Rule

In support of a regional approach to developing disparate impact and disproportionate burden policies, MVTA will use the "four-fifths" rule. The "four-fifths" rule states that there could be evidence of a disparate impact or disproportionate burden if:

- Benefits are being provided to minority or low-income populations at a rate less than 80% (four-fifths) of the benefits being provided to non-minority or non-low-income populations.
- Adverse effects are being borne by non-minority or non-low-income populations at a rate less than 80% (four-fifths) of the adverse effects being borne by minority or low-income populations.

If a potential disparate impact for minority populations is found, the FTA requires agencies to analyze alternatives. A transit provider may modify the proposed change to avoid, minimize, or mitigate potential disparate impacts. A transit provider may proceed with the proposed change if there is substantial legitimate justification and no alternatives exist that would have a less disparate impact but still accomplish the provider's legitimate program goals.

If a potential disproportionate burden on low-income populations is found, the FTA requires recipients to take steps to avoid, minimize or mitigate impacts where feasible and describe alternatives to passengers affected by service or fare changes.

Updated January 16, 2013



Exhibit A

List of Locations with Title VI Notice

Location	Date Posted
157 th Street Station	March 2023
Apple Valley Transit Station	March 2023
Blackhawk Park & Ride	March 2023
Burnsville Bus Garage	March 2023
Burnsville Transit Station	March 2023
Eagan Bus Garage	March 2023
Eagan Transit Station	March 2023
Heart of the City Park & Ride	March 2023
Lakeville Cedar Park & Ride	March 2023
Palomino Hills Park & Ride	March 2023
Rosemount Transit Station	March 2023
Savage Park & Ride	March 2023
Southbridge Crossings Park & Ride	March 2023
Eagle Creek Park & Ride	March 2023
Marschall Road Transit Station	March 2023

Updated: March 2023



Your Rights under Title VI of the Civil Rights Act of 1964

Minnesota Valley Transit Authority (MVTA) pledges that you will have access to all our programs, services and benefits without regard to race, color, national origin, sex, age, disability or socioeconomic status. MVTA will not tolerate discrimination by its employees or entities it contracts with for products and services. MVTA prohibits all discriminatory practices that may result in an individual:

- Being denied any service, financial aid or benefit provided under a program to which he or she may be otherwise entitled.
- Being held to different standards or requirements for participation.
- Experiencing segregation or separate treatment in any part of a program.
- Being subject to distinctions in quality, quantity or manner in which a benefit is provided.
- Experiencing discrimination in any activities conducted in an MVTA facility built in whole or part with Federal funds.

These rights are guaranteed to you under Title VI of the Civil Rights Act of 1964, which says in part:

- No person in the United State 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. (42 U.S.C. Sec200d)

In addition, Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, 1994 provides:

- Each Federal agency shall make achieving environmental justice part of its mission by identifying and addressing, as appropriate, disproportionately high and adverse human health or environmental effects of its programs, policies, and activities on minority populations and low-income populations.

If you believe that you have been discriminated against in relationship to Minnesota Valley Transit Authority because of your race, color, national origin, sex, age, disability or socioeconomic status, you may file a digital complaint at [mvta.com/customer-service/commitment-to-fairness/](https://www.mvta.com/customer-service/commitment-to-fairness/) or a written complaint with MVTA at this address:

- Executive Director, Minnesota Valley Transit Authority, 100 E. Highway 13, Burnsville, MN 55337.

If information is needed in another language, please contact MVTA Customer Service at 952-882-7500 or email mvta@mvta.com.

Si necesita información en otro idioma, comuníquese con Servicio al cliente de MVTA al 952-882-7500 o envíe un correo electrónico a mvta@mvta.com.

Nếu cần thông tin bằng ngôn ngữ khác, hãy liên hệ với Dịch vụ khách hàng của MVTA theo số 952-882-7500 hoặc gửi email mvta@mvta.com.

Haddii macluumaadka looga baahan yahay luqad kale, ka dib kala xiriir Adeegga Macmiilka MVTA 952-882-7500 ama iimayl u dir mvta@mvta.com.

Exhibit B

Acknowledgement of Receipt of Title VI Plan

All employees of the Minnesota Valley Transit Authority are expected to consider, respect, and observe this Plan in their daily work and duties. If a citizen approaches you with a question or a complaint, direct him or her to the Executive Director who is the Title VI Manager.

I hereby acknowledge the receipt of the Minnesota Valley Transit Authority Title VI Plan. I have read the plan and am committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.A.

Your signature

Print your name

Date

Minnesota Valley Transit Authority Title VI Plan



Minnesota Valley Transit Authority
 100 E. Highway 13 • Burnsville, MN 55337
 Phone: 952-882-7500 • Fax: 952-882-7600 • E-mail: mvta@mvta.com

EXHIBIT C - TITLE VI COMPLAINT FORM

PART I – COMPLAINANT INFORMATION (Print all items legibly.)

Name	Telephone	
Mailing Address		
City	State	Zip Code

PART II – ALLEGED DISCRIMINATING OFFICIAL(S) INFORMATION (Print all items legibly.)

Name	Telephone	
Mailing Address		
City	State	Zip Code

PART III – CAUSE OF DISCRIMINATION BASED ON (Check appropriate box [es].)

Race
 Color
 Sex
 Age
 National Origin
 Disability/Handicap
 Sexual or Other Harassment
 Income Status

PART IV – THE PARTICULARS ARE (Include names, dates, places, and incidents involved in the complaint.)

(If additional space is needed, attach extra sheet[s].)

Minnesota Valley Transit Authority Title VI Plan

PART V – REMEDY SOUGHT (State the specific remedy sought to resolve the issue[s].)

PART VI – COMPLAINT FILED WITH OTHER AGENCIES

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

Yes

No

If yes, check each box that applies:

_____ Federal Agency

_____ Federal Court

_____ State Agency

_____ State Court

_____ Local Agency

If you filed this complaint elsewhere as well, please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

PART VII – VERIFICATION

Complainant's Signature _____ Date _____

Exhibit D

Log of MVTA Title VI Complaints

MVTA uses a Customer Service Database to track all rider comments and there are five records since the 2019 Triennial Review that reference equity concerns. MVTA followed up with each contact.

As of December 2022, no formal Title VI Complaints have been filed with MVTA on the basis of color, race, or national origin.

	Date	Summary	Status	Action Taken
Investigations				
	11/3/2022	Rider feels as though he is being discriminated against because of his race. Wished to remain anonymous. He said driver takes off rapidly before he is able to get to his seat after boarding bus and he has nearly fallen before. This rider claims she does not do this to white riders.	Closed	Investigated incident by video. Information reported to Operations to ensure customers have adequate time to be seated. Shared with customer.
	8/1/2022	The male driver dropped her off at Burnsville transit station. Rider claims the driver put the ticket on the ground instead of handing it to her. She claims the driver was being racist and prejudice.	Closed	Investigated incident by video. The Operator handed the passenger a transfer upon pick-up at Fairview Ridges. At no time did the Operator put the transfer on the ground for the passenger to pick-up. Shared with customer.
	6/30/2022	Customer got on Route 440 at Garrett Ave at 153rd St around 5:34 - 5:40 pm bus coming from AVTS NB. She asked the bus driver to lower the ramp for her because she had a bad knee. The bus driver told her he didn't know how to pull down the ramp. She had to pull herself up to get on the bus. The bus driver continued on his route and picked up a white customer, lowering the ramp for her before she got on the bus. Customer Joycelyn Joyce is upset because the driver discriminated against her	Closed	Investigated incident by video. Reviewed video. Operator picks up a passenger on Garret Ave. The passenger asks for the bus to be lowered and the Operator replies with "I don't know how". The Operator figures out how to lower the bus a few minutes later and lowers the bus for a passenger while they board. Operator will be counseled on knowing where and how to use necessary equipment

		and didn't lower the ramp for her. She is 65 years old.		on the bus before taking it out. Shared with customer.
	8/2/2021	Rider believes he is being racially profiled as a young black man. Verbal altercation with driver this AM. Rider believes driver treats him differently than others. Believes she does not trust him to pay, but doesn't treat others the same way.	Closed	Reviewed video. Passenger boards bus at 7:31 AM and does not pay the fare. Operator informs passenger that the fare is \$2.50. The passenger does end up paying through the mobile app halfway through the trip. Passenger departs at 46th St. station. The Operator did not say anything racial to the passenger. Shared with customer.
	5/8/2020	Customer says driver refuses to drop off at Northland Dr. She says that there is a lane closed ahead and she cannot stop there. She never stopped there before this issue. The trip an hour later has a very nice man driving and he has no problem stopping at Northland Dr. I have had surgery on my knee and a block or two is a big deal. This driver seems to have an attitude against me. Closed	Closed	Reviewed video: After stop button was pulled by rider, operator made a safe dock to the curb after crossing Mendota Hghts Road (about midblock) and no comment, request or gesture from passenger to pull farther ahead closer to Northland intersection was made. Shared with customer.

Lawsuits				

Complaints				

Updated: March 2023

Exhibit E

Minnesota Valley Transit Authority Language Assistance Plan Surveys

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. 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.

As a result, to ensure compliance with the above federal regulations, MVTA has developed a Language Assistance Plan to help identify reasonable steps for providing language assistance to persons with **limited English proficiency [LEP]** who wish to access services provided by the MVTA. An LEP person is defined as person who does not speak English as their primary language and have limited ability to read, speak, write or understand English.

One component of MVTA's Language Assistance Plan includes a driver survey to help assess the number and frequency that LEP persons use MVTA. This survey was conducted in the September 2016 and included the following:

Driver Survey

Please complete and return to MVTA Customer Service at BTS

Your Driver Badge ID and completion date must be filled in below. Your assistance is greatly appreciated. Thank you.

1. In the past 30 days, do you recall coming into contact with LEP bus riders while driving an MVTA bus?
a. ___ Yes b. ___ No (*Check one response – If yes, continue to question 2, if no, your survey is complete*).

2. If yes to question 1, on average, how many times a week do you come into **contact** with LEP bus riders while driving an MVTA bus? _____

If yes to question 1, on average, how many times a week do you **provide assistance** to LEP bus riders while driving a MVTA bus? _____

3. If yes to question 1, on average, how many times a week do you **provide assistance** to LEP bus riders while driving a MVTA bus? _____
4. If yes to question 1, if known, please list the non-English languages spoken by the LEP bus riders you encountered on the MVTA buses:

Driver Badge ID # _____

Date Completed _____

Exhibit F

Log to Record Inquiries for Requests for Interpreters and Requests for Translated Minnesota Valley Transit Authority Documents

Date of Inquiry or Request: _____

Request for Interpreter: _____ yes _____ no

- Language _____

Request for Translated Document: _____ yes _____ no

- Language _____
- Name of Document _____

Contact Info for Person Making the Request _____

Summary of Action and Conclusion _____

Exhibit G

Log of MVT A Board Action

Date	Subject	Action
3/23/2011	New Business: Adopt Title VI Plan	Approved (8-0)
12/7/2011	Consent Agenda: Title VI Plan Update	Approved (7-0)
1/30/2013	New Business: Title VI Update	Information Only
3/27/2013	Old Business: Adopt Updated Title VI Plan	Approved (7-0)
6/26/2013	Consent: Approve Title VI Service Equity Analysis – Red Line & Local Service Restructuring	Approved (7-0)
12/11/2013	Old Business: Adopt Updated Title VI Plan	Approved (6-0)
2/26/2014	New Business: Title VI Monitoring Report	Approved
1/28/2015	Staff Update: Title VI	Information Only
12/16/2015	Consent: Title VI Equity Analysis for S2S 494 Service	Approved
1/27/2016	Consent: Title VI Equity Analysis Northern Scott County Transit Study	Approved
8/31/2016	Consent: Title VI Service Equity Analysis for 495 Service	Approved
10/26/2016	Consent: 2016 Service Monitoring Report	Approved
10/26/2016	Consent: 2016 Title VI Plan	Approved
10/24/2018	Consent: Winter 2018 Service Equity Analysis	Approved
03/08/2019	Weekly E-Update on Title VI Process	Informational Only
01/29/2020	New Business: 2019 Title VI Plan	Approved
04/29/2020	Consent: 2019 Title VI Plan	Approved
04/29/2020	Consent: 2019 Service Monitoring Report	Approved
04/26/2023	Consent: Pandemic Service Equity Analysis	
04/26/2023	Consent: 2023 Title VI Plan	
04/26/2023	Consent: 2023 Service Monitoring Report	

Updated: April 2023

Exhibit H

History of MVTA Title VI Plan Revisions

Updates to 12/7/2011 Plan:

- Addition of Table of Contents
- Section V – Title VI Complaint Procedures were significantly revised and expanded
- Addition of Exhibit D: Title VI Complaint Form

Updates to 3/27/2013 Plan:

- Addition of Section VIII - Policy Development Section
- Addition of Appendices 2 & 3 – Major Service Change & Disparate Impact/Disproportionate Burden Policies
- Addition of Exhibit A – List of Title VI Notice Locations
- Addition of Exhibit D – Log of Title VI Complaints
- Addition of Exhibit G – Log of MVTA Board Action
- Addition of Exhibit H – Moved History of Title VI Revisions from Table of Contents page
- Addition of Exhibit I – Annual Quick Facts Report
- Revised order of Exhibits to incorporate additions

Updates to 12/11/2013 Plan:

- Addition of Section IX: Systemwide Standards
- Update to Appendix 1: LEP Plan demographics
- Exhibit A: List of Locations with Title VI Notice
- 2013 Quick Facts Report finalized

Updates to 12/2016 Plan:

- General administrative updates to reflect current practices, demographics, and staffing
- Updated Section VII: Community Outreach
- Updated Section IX: Systemwide Standards
- Updated Appendix 1: Four Factor Analysis
- Updated Exhibit A: List of Locations with Title VI Notice
- Exhibit E: LEP Driver Survey
- Updated Exhibit G: Log of MVTA Board Action
- Updated Exhibit I: Quick Facts Report

Updates to 2019 Plan:

- General administrative updates to reflect current practices, demographics, and staffing
- Updated Appendix 1: Four Factor Analysis
- Updated Exhibit G: Log of MVTA Board Action
- Updated Exhibit I: Quick Facts Report

Updates to 2023 Plan:

- General administrative updates to reflect current practices, demographics, and staffing
- Updated Section V – Title VI Complaint Procedures

- Updated Section VII: Public Participation Plan
- Updated Section VII: Policy Development
- Updated Section IX: Systemwide Standards
- Updated Appendix 1: Four Factor Analysis
- Updated Exhibit A: List of Locations with Title VI Notice
- Updated Exhibit A: Title VI Notice
- Updated Exhibit D: Log of MVTA Title VI Complaints
- Updated Exhibit G: Log of MVTA Board Action

Title VI Plan Quick Facts – 2022

This report is intended to provide the Board an annual overview of MVTA’s service area, transit operations, and an update on relevant Title VI elements. It is anticipated that the Board will review/approve MVTA’s Title VI plan every 3 years, at a minimum.

MVTA’s Commitment to Fairness is posted online at <http://www.mvta.com/customer-service/commitment-to-fairness/>.

Service Area Overview

Demographic Profile within MVTA Service Area

Member Agency	Minority Population	Non-Minority Population	Low-Income Population	Non-Low-Income Population	Total Population
Apple Valley	15,968	39,670	2,615	55,023	55,638
Burnsville	22,188	41,755	4,412	59,531	63,943
Eagan	18,739	49,903	3,981	64,661	68,642
Prior Lake	3,707	24,379	618	27,468	28,086
Rosemount	4,369	22,273	453	26,189	26,642
Savage	8,378	24,605	1,913	31,070	32,983
Shakopee	15,324	29,223	2,406	42,141	44,547
MVTA Service Area TOTAL	88,674	231,807	16,398	304,083	320,481

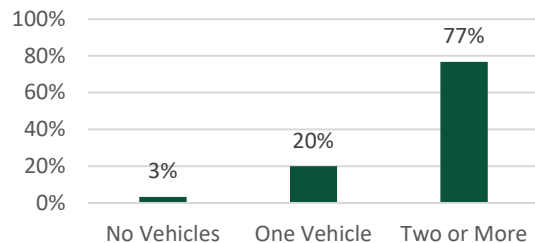
Source: U.S. Census Bureau; Quick Facts v2021 Population Estimates

Rider Survey Report

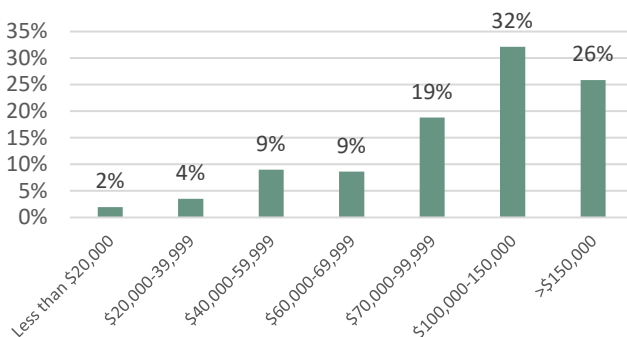
2019 MVTA Rider Survey Summary

- If the bus wasn't available, **84%** of respondents would drive and **8%** would either get a ride or carpool.
- The primary trip purpose for **96%** of respondents is work, followed by school (**2%**).
- **68%** of respondents ride the bus 5 days/week.
- **87%** of respondents have been riding the bus for more than 1 year, with **45%** riding for more than 5 years.

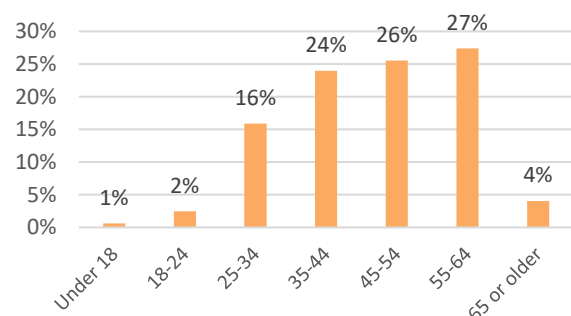
Number of Vehicles in Household



Income



Age



Service Summary

2022 Year End Ridership: 1,018,697

includes MVTA ridership, including State Fair, MVTA Connect, and Special Service

On Time Performance: 11 missed trips
since 2019 Triennial Review

Summary of Service Changes since April 2019:

Service reductions due to COVID-19 pandemic (March 2020), subsequent return of local routes to regular levels, return of express routes to increased levels, expansion of route 498 to Southdale Center, expansion of Route 446, 497 & 499 to weekends, new routes introduced (447 & Orange LINK), introduction of seasonal summer route (4FUN), and expansion of MVTA Connect on-demand to Egan.

Title VI Update

FTA Compliance Status: In compliance

Next Triennial Title VI Plan Submittal Due: Late 2025 to Met Council

Status of Title VI Investigations/Lawsuits/Complaints: Five investigations closed

Fare Equity Reports: None required

Service Equity Reports: Pandemic Service Equity Analysis

About Title VI

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities that receive federal funding. MVTA is committed to ensuring that no person is excluded from participation in, or denied the benefits of transit services, as protected by Title VI in Federal Transit Administration Circular 4702.1B.

Service Area and Facilities Map

