

Blue Water Area Transportation Commission

Title VI Program

Updated 3/24/15

Title VI program Requirements:

Section

1. Title VI Notice to the Public, including a list of locations where the notice is posted
2. Title VI Complaint Procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint)
3. Title VI Complaint Form
4. List of transit-related Title VI investigations, complaints, and lawsuits
5. Public Participation Plan, including information about outreach methods to engage minority and limited English proficient populations (LEP), as well as a summary of outreach efforts made since the last Title VI Program submission
6. Language Assistance Plan for providing language assistance to persons with limited English proficiency (LEP), based on the DOT LEP Guidance
7. A table depicting the membership of non-elected committees and councils, the membership of which is selected by the recipient, broken down by race, and a description of the process the agency uses to encourage the participation of minorities on such committees
8. Primary recipients shall include a description of how the agency monitors its subrecipients for compliance with Title VI, and a schedule of subrecipient Title VI Program submissions
9. A Title VI equity analysis if the recipient has constructed a facility, such as a vehicle storage facility, maintenance facility, operation center, etc.
10. A copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved the Title VI Program. For State DOT's, the appropriate governing entity is the State's Secretary of Transportation or equivalent
11. Service Standards and Policies

Section 1. Title VI Notice to the Public, including a list of locations where the notice is posted

Public Notice

**NOTIFYING THE PUBLIC OF RIGHTS UNDER
TITLE VI
BLUE WATER AREA TRANSPORTATION**

Blue Water Area Transportation operates its program and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Blue Water Area Transportation.

For more information on Blue Water Area Transportation civil rights program, and the procedures to file a complaint, contact (810) 987-7373 extension #129, email bwatc@bwbus.com or visit our administrative office at 2021 Lapeer, Port Huron, Michigan.

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

If more information is needed in another language, contact (810) 987-7373 extension #129.

To ensure that our drivers understand our obligations and our passengers understand their rights, BWATC has posted our *Title VI Notice to the Public* in easily accessible locations. The notice has been posted:

1. On all BWATC revenue service vehicles
2. On BWATC's website located at <http://www.bwbus.com>.
3. In newspapers distributed county wide as part of our annual State of Michigan operating assistance application.

Section 2. Title VI Complaint Procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint)

Blue Water Area Transportation Commission Title VI Complaint Procedures

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Blue Water Area Transportation Commission (hereinafter referred to as “the Commission”) may file a Title VI complaint by completing and submitting the Commission’s Title VI Complaint Form. The Blue Water Area Transportation Commission investigates complaints received no more than 180 days after the alleged incident. The Commission will process complaints that are complete.

Once the complaint is received, the Commission will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office. If our office has jurisdiction and will investigate the complaint, the case will be assigned to the designated Title VI officer of the Commission and he/she will document all aspects of the investigation in a Title VI complaint log. The Commission has 30 days to investigate the complaint. If more information is needed to resolve the case, the Commission may contact the complainant. The complainant has 30 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 30 business days, the Commission can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the Complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Ave., SE, Washington, DC 20590.

Section 3. Title VI Complaint Form

See Attachment A

Section 4. List of transit-related Title VI investigations, complaints, and lawsuits

None since last submission.

Section 5. Public Participation Plan, including information about outreach methods to engage minority and limited English proficient populations (LEP), as well as a summary of outreach efforts made since the last Title VI Program submission

Since BWATC's last submission, the Commission has performed community outreach in a number of ways and ensured that minority and low income people had access to our activities. BWATC has:

- a. Hosted various Local Advisory Committee (LAC) meetings on our ADA accessible premises 4 to 5 times per year. All LAC meetings are open to all people in the community and BWATC does not select members of the Committee. These meetings have a variety of people who represent many different demographic profiles of the community.
- b. Performed a Four Factor LEP Analysis that included a great deal of outreach – see Attachment B.
- c. BWATC has contacted the local Hispanic Council since our last submission to ensure that their needs were being met. LEP Spanish speaking persons, at 0.5% of our service population, or 632 people, form the largest block of LEP in our area that has community representation. The Hispanic Council has explained to us that all of the LEP Spanish speaking persons' current needs are being met, and if something changes they will contact us and work together to form a solution.
- d. BWATC has worked directly with nine not-for-profit agencies in the past three years that deal mainly with low-income and minority issues. We incorporated them into our county-wide coordinated and consolidated transportation program. Working with these agencies, low-income and minorities had their transportation needs evaluated to see if existing public transportation would meet their needs or if they qualified for our JARC voucher program. By working with these agencies on a day to day basis, a great deal of transportation information was disseminated throughout the community.
- e. BWATC posted our *Title VI Notice to the Public* in readily accessible locations on all of our revenue vehicles in order to ensure that our drivers understand our obligations and passengers understand their rights.
- f. BWATC has posted our *Title VI Notice to the Public* in readily accessible locations throughout our Admin/Maintenance Facility located at 2021 Lapeer Ave., Port Huron, MI. This facility is currently the only Admin/Maintenance facility that BWATC operates.
- g. BWATC published our *Title VI Notice to the Public* in newspapers with county wide circulation as part of our annual application for operating assistance from the State of Michigan.
- h. BWATC has included our *Title VI Notice to the Public* on our website as well as this program.
- i. BWATC has performed an analysis of Public Participation since our last submission and public participation has been strong. We found that LAC meetings are open to the public and held at BWATC's Admin/Maintenance Facility at 10:30 am on the fifth Tuesday of the month for each

calendar quarter and one meeting in January. BWATC's facility is ADA accessible and accessible via public transportation. BWATC performs outreach for participation in LAC meetings through the St. Clair County Community Services Coordinating Body which is a coalition of 66 health and human service organizations in the county as well as posting LAC meeting times and dates at the City of Port Huron Offices and the County Library. A review of meeting attendees shows that past meetings have been attended by users of public transportation, disabled persons, low-income persons, persons representing the elderly, and staff from agencies that service all of the above. Participation in LAC meetings has been strong and there have been no requests to change venue or the date and time of the meeting.

In addition to the public outreach performed by BWATC, BWATC also has an established policy to consider public comment before raising a fare or carrying out additions or reductions in transportation service. See Attachment F.

Section 6. Language Assistance Plan for providing language assistance to persons with limited English proficiency (LEP), based on the DOT LEP Guidance

See Attachment C

Section 7. A table depicting the membership of non-elected committees and councils, the membership of which is selected by the recipient, broken down by race, and a description of the process the agency uses to encourage the participation of minorities on such committees

BWATC has no such committees and or councils.

Section 8. Primary recipients shall include a description of how the agency monitors its subrecipients for compliance with Title VI, and a schedule of subrecipient Title VI Program submissions

BWATC has no subrecipients.

Section 9. A Title VI equity analysis if the recipient has constructed a facility, such as a vehicle storage facility, maintenance facility, operation center, etc.

BWATC has not constructed any type of facility since our last submission.

Section 10. A copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved the Title VI Program.

For State DOT's, the appropriate governing entity is the State's Secretary of Transportation or equivalent

See Attachment D

Section 11. Service Standards and Policies

See Attachment E

Attachment A

Blue Water Area Transportation Commission Title VI Complaint Form		
Section I:		
Name:		
Address:		
Telephone (Home): Telephone (Work):		
Electronic Mail Address:		
Section II:		
Are you filing this complaint on your own behalf?		
	Yes *	No
*If you answered "yes" to this question, go to Section III.		
If not, please supply the name and relationship of the person for whom you are complaining:		
Please explain why you have filed for a third party:		
Please confirm that you have obtained the permission of aggrieved party if you are filing on behalf of a third party.		
	Yes	No
Section III:		
I believe the discrimination I experienced was based on (check all that apply):		
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin		
Date of Alleged Discrimination (Month, Day, Year): _____		
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.		
_____ _____ _____		
Section IV		
Have you previously filed a Title VI complaint with this agency?		
	Yes	No

Section V

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 and list all that apply:

☐ Federal Agency:

☐ Federal Court ☐ State Agency

☐ State Court ☐ Local Agency

Please provide information about a contact person at the agency/court where the complaint was filed.

Name:

Title:

Agency:

Address:

Telephone:

Section VI

Name of agency complaint is against:

Contact person:

Title:

Telephone number:

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

Signature _____ Date _____

Please submit this form in person at the address below, or mail this form to:
Blue Water Area Transportation Commission
2012 Lapeer Ave.
Port Huron, MI 48060

Attachment B

Blue Water Area Transportation Commission Limited English Proficiency (LEP)

Four Factor Analysis

Blue Water Area Transportation Commission (BWATC) has conducted this analysis to meet requirements under Title VI of the Civil Rights Act of 1964, which seeks to improve access to services for persons with Limited English Proficiency (LEP). The purpose is to ensure that no person 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 from the FTA.

Analysis Using Four Factor Framework

BWATC has conducted the following analysis using the four factors identified in the DOT LEP guidance:

Factor 1: The number and proportion of LEP persons served or encountered in the eligible service population

Task 1. Step 1: Examine prior experiences with LEP individuals.

BWATC assessed prior experiences with LEP individuals by surveying current dispatchers, operators, and other frontline staff. The survey showed that with the estimated 1,403,302 customer interactions BWATC had in the previous year, at most only 20 interactions took place between BWATC staff and transit customers where language was a barrier to communication. Of those 20 interactions, Spanish was the predominant language spoken. BWATC also determined that there were no complaints received over the preceding three years concerning the agency's failure to meet the needs of LEP individuals.

Task 1. Step 2: Become familiar with the data from the U.S. Census.

The latest available information for St. Clair County is the 2008-2012 American Community 5-Year Estimated data. This data describes the languages spoken in St. Clair County and the number speaking each language as follows:

St. Clair County
2008-2012 U.S. Census

<u>LANGUAGE SPOKEN AT HOME</u>	<u>Number</u>	<u>Percent</u>
Population 5 years and over	153,762	100
English only	147,678	96.0
Language other than English	6,084	4.0
Spanish	2,702	1.8
Other Indo-European languages	2,430	1.6
Asian and Pacific Island languages	397	0.3
Other	555	0.4

The two most significant non-English language populations speak Spanish and Indo-European languages.

Task 1. Step 2A: Identify the geographic boundaries of the area that your agency serves.

BWATC's service area includes all of St. Clair County, Michigan. Appendix A shows a U.S. Census Tract Map of St. Clair County, Michigan. This Census Tract Map is also available here:

http://www2.census.gov/geo/maps/dc10map/tract/st26_mi/c26147_st_clair/DC10CT_C26147_000.pdf.

Task 1. Step 2B: Obtain Census data on the LEP population in your service area.

Appendix B contains the Census data on English proficiency in St. Clair County, listing population by language and the numbers of the population that speaks English less than "very well."

Task 1. Step 2C: Analyze the data you have collected.

St. Clair County has 6,084 people who speak *Language other than English* at home. This accounts for 4.0% of the population over 5 years old. Non-proficiency of this population is determined by those who speak English less than "very well." A total of 1,695 people in St. Clair County are identified as LEP. This equates to 1.1% of the total County population.

The Spanish language speaking population is the largest in the county with 2,702 people. Of these, 696 people, or 0.5% of the county population over 5 years old, are defined as LEP.

The next largest group is the Indo-European speaking population with 2,430 people. Of the Indo-European speaking county population, 632 people, or 0.4% of the county population over 5 years old, are defined as LEP.

Asian and Pacific Islander language speaking population is the third largest group in the county with 397 people and of these 160, or 0.1% of the county population over 5 years old, are defined as LEP.

Task 1. Step 2D: Identify any concentrations of LEP persons within your service area.

BWATC assessed our service area and could not identify any concentrations of LEP persons.

Task 1. Step 3: Consult state and local sources of data.

The Blue Water Area Transportation Commission contacted the Port Huron Area School District, the largest District in our service area, and consulted with the District's Director for State and Federal Programs. The data supplied by the School District on its LEP population is attached as Appendix C. Currently; there are 84 LEP students out of a student population of over 9,200.

Task 1. Step 4: Community organizations that serve LEP persons.

BWATC has current associations with:

Port Huron Area School District, St. Clair County Community Mental Health, Blue Water Community Action, YMCA of the Blue Water Area, ARC of St. Clair County, Community Enterprises of St. Clair County, St. Clair County Council on Aging, and other local units of government. All of these organizations serve LEP persons.

Task 1. Step 4A: Identify community organizations.

Because of the small number of LEP individuals in our service area, only one organization, The Hispanic Council of St. Clair County, was identified.

Task 1. Step 4B: Contact relevant community organizations.

BWATC corresponded with:

Port Huron Area School District, St. Clair County Community Mental Health, Blue Water Community Action, YMCA of the Blue Water Area, ARC of St. Clair County,

Community Enterprises of St. Clair County, St. Clair County Council on Aging, and the Hispanic Council of St. Clair County.

Task 1. Step 4C: Obtain information.

BWATC received feedback from the Port Huron Area School District, St. Clair County Community Mental Health, Blue Water Community Action, YMCA of the Blue Water Area, ARC of St. Clair County, Community Enterprises of St. Clair County, St. Clair County Council on Aging and the Hispanic Council of St. Clair County.

II. Factor 2: The frequency with which LEP individuals come into contact with or programs, activities and services

Task 2. Step 1: Review the relevant programs, activities, and services you provide.

BWATC provides Fixed Route service in the Cities of Port Huron and Fort Gratiot Township as well as demand response service throughout St. Clair County. BWATC surveyed dispatchers, operators, and frontline staff on their interactions with LEP individuals. A summary of the results of the Survey is attached as Appendix D.

Task 2. Step 2: Review information obtained from community organizations.

BWATC surveyed community organizations that service LEP populations and received information about the LEP populations that they serve. None of the organizations contacted knew of any issues or barriers LEP populations had with BWATC transit's service. The community organizations did not identify any concentration of LEP individuals in our service area.

Task 2. Step 3: Consult directly with LEP persons.

In order to reach LEP persons, BWATC has agreed to be on the agenda of any future Port Huron Area School District LEP specific parent meetings. BWATC has also agreed to attend the Cinco de Mayo celebrations sponsored by the Hispanic Council of St. Clair County.

III. Factor 3: The Importance to LEP persons of your program, activities, and services

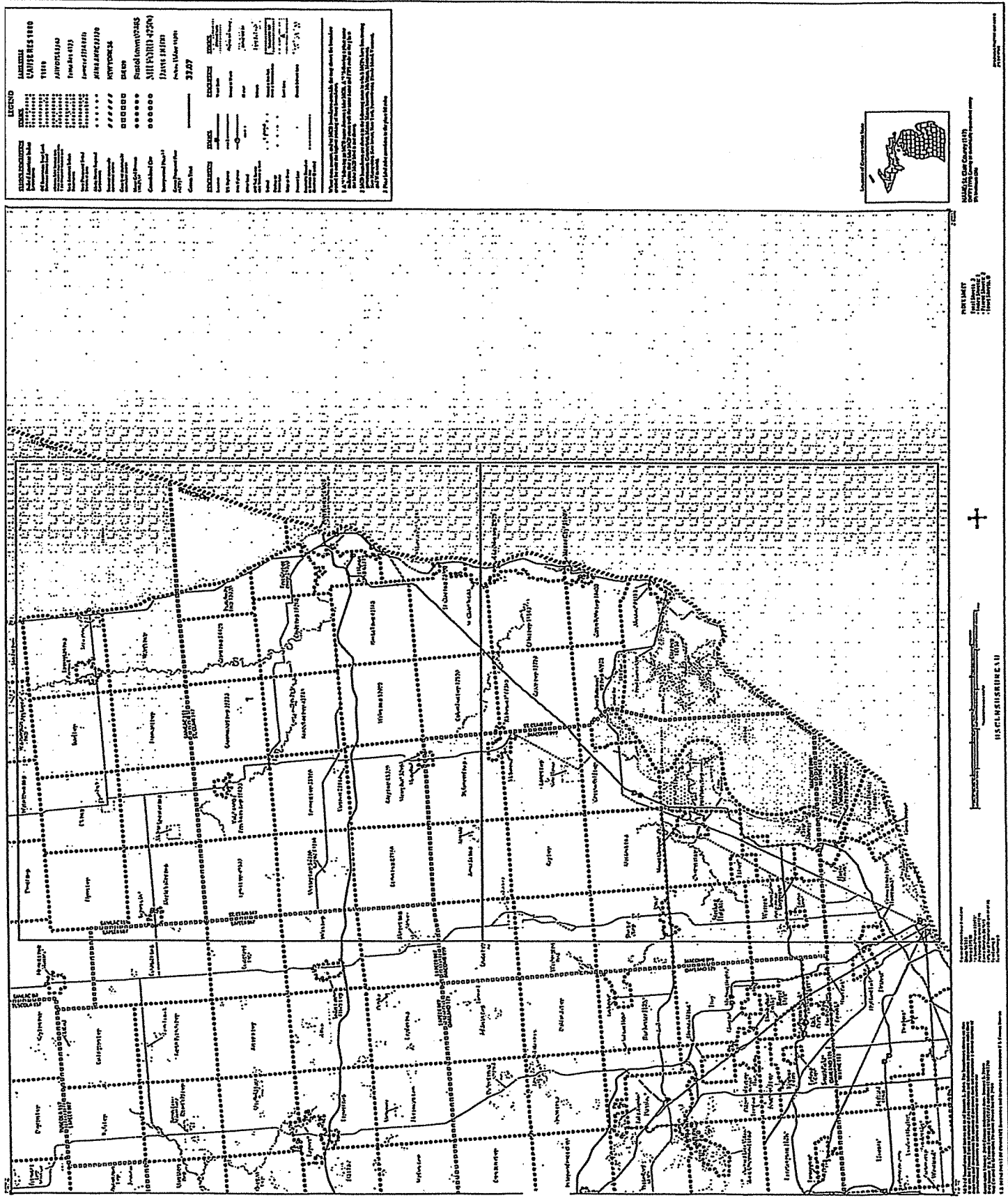
There is no large concentration of any type of LEP individuals in the BWATC service area. Surveys of BWATC dispatchers, operators and frontline staff show that contact with LEP population has been very minimal. The services provided by BWATC that are most likely to encounter LEP individuals are our fixed routes as well as our general demand response service that primarily serves senior and disabled persons.

IV. Factor 4: The resources available to the recipient and costs

BWATC assessed the available resources that could be used for providing LEP assistance, including which BWATC documents would be the most valuable to the LEP community if translated. BWATC also took inventory of available organizations that could be approached for partnering opportunities for outreach and translation efforts and learned that a professional translation service would cost \$ 3.95 per minute on an as-needed-basis. In addition, the amount of staff and vehicle operating training that might be needed was also considered during the assessment.

Based on the four factor analysis, BWATC developed its LEP plan as outlined in Attachment C of this report.

Appendix A





DP02

SELECTED SOCIAL CHARACTERISTICS IN THE UNITED STATES

2008-2012 American Community Survey 5-Year Estimates

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Data and Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities and towns and estimates of housing units for states and counties.

Subject	Michigan				St. Clair County, Michigan
	Estimate	Margin of Error	Percent	Percent Margin of Error	Estimate
HOUSEHOLDS BY TYPE					
Total households	3,818,931	+/-9,420	3,818,931	(X)	64,083
Family households (families)	2,518,957	+/-7,423	66.0%	+/-0.1	44,152
With own children under 18 years	1,098,117	+/-6,763	28.8%	+/-0.1	17,875
Married-couple family	1,869,840	+/-9,377	49.0%	+/-0.2	34,280
With own children under 18 years	736,267	+/-7,545	19.3%	+/-0.2	12,469
Male householder, no wife present, family	165,359	+/-2,618	4.3%	+/-0.1	2,950
With own children under 18 years	82,795	+/-1,719	2.2%	+/-0.1	1,304
Female householder, no husband present, family	483,758	+/-4,115	12.7%	+/-0.1	6,922
With own children under 18 years	279,055	+/-2,862	7.3%	+/-0.1	4,102
Nonfamily households	1,299,974	+/-5,737	34.0%	+/-0.1	19,931
Householder living alone	1,091,619	+/-6,344	28.6%	+/-0.1	16,457
65 years and over	396,363	+/-5,289	10.4%	+/-0.1	6,650
Households with one or more people under 18 years	1,205,489	+/-6,930	31.6%	+/-0.1	19,728
Households with one or more people 65 years and over	973,392	+/-3,690	25.5%	+/-0.1	16,853
Average household size	2.53	+/-0.01	(X)	(X)	2.52
Average family size	3.13	+/-0.01	(X)	(X)	3.04
RELATIONSHIP					
Population in households	9,667,270	*****	9,667,270	(X)	161,340
Householder	3,818,931	+/-9,420	39.5%	+/-0.1	64,083
Spouse	1,868,374	+/-10,251	19.3%	+/-0.1	34,164
Child	2,985,060	+/-8,308	30.9%	+/-0.1	49,182
Other relatives	502,699	+/-9,110	5.2%	+/-0.1	6,535
Nonrelatives	492,206	+/-7,812	5.1%	+/-0.1	7,376
Unmarried partner	210,433	+/-2,993	2.2%	+/-0.1	4,113
MARITAL STATUS					
Males 15 years and over	3,880,888	+/-713	3,880,888	(X)	64,829
Never married	1,352,844	+/-6,714	34.9%	+/-0.2	19,217
Now married, except separated	1,978,512	+/-9,577	51.0%	+/-0.2	35,871
Separated	47,609	+/-1,434	1.2%	+/-0.1	572

Subject	Michigan				St. Clair County, Michigan
	Estimate	Margin of Error	Percent	Percent Margin of Error	Estimate
Widowed	103,989	+/-1,710	2.7%	+/-0.1	1,712
Divorced	397,934	+/-4,677	10.3%	+/-0.1	7,457
Females 15 years and over	4,111,129	+/-708	4,111,129	(X)	67,098
Never married	1,183,821	+/-6,218	28.8%	+/-0.2	15,434
Now married, except separated	1,957,771	+/-8,169	47.6%	+/-0.2	35,618
Separated	67,579	+/-1,624	1.6%	+/-0.1	892
Widowed	395,574	+/-2,986	9.6%	+/-0.1	6,832
Divorced	506,384	+/-4,464	12.3%	+/-0.1	8,322
FERTILITY					
Number of women 15 to 50 years old who had a birth in the past 12 months	123,716	+/-2,123	123,716	(X)	1,723
Unmarried women (widowed, divorced, and never married)	47,232	+/-1,478	38.2%	+/-0.9	738
Per 1,000 unmarried women	36	+/-1	(X)	(X)	40
Per 1,000 women 15 to 50 years old	52	+/-1	(X)	(X)	46
Per 1,000 women 15 to 19 years old	23	+/-2	(X)	(X)	16
Per 1,000 women 20 to 34 years old	100	+/-2	(X)	(X)	108
Per 1,000 women 35 to 50 years old	21	+/-1	(X)	(X)	13
GRANDPARENTS					
Number of grandparents living with own grandchildren under 18 years	173,684	+/-3,224	173,684	(X)	2,754
Responsible for grandchildren	71,116	+/-1,994	40.9%	+/-0.9	1,074
Years responsible for grandchildren					
Less than 1 year	16,818	+/-750	9.7%	+/-0.4	254
1 or 2 years	18,416	+/-881	10.6%	+/-0.5	242
3 or 4 years	12,122	+/-697	7.0%	+/-0.4	238
5 or more years	23,760	+/-1,121	13.7%	+/-0.6	340
Number of grandparents responsible for own grandchildren under 18 years	71,116	+/-1,994	71,116	(X)	1,074
Who are female	45,114	+/-1,281	63.4%	+/-0.8	644
Who are married	47,590	+/-1,835	66.9%	+/-1.2	798
SCHOOL ENROLLMENT					
Population 3 years and over enrolled in school	2,717,878	+/-7,161	2,717,878	(X)	41,887
Nursery school, preschool	149,263	+/-2,349	5.5%	+/-0.1	2,379
Kindergarten	130,368	+/-2,175	4.8%	+/-0.1	2,142
Elementary school (grades 1-8)	1,046,823	+/-3,168	38.5%	+/-0.1	17,361
High school (grades 9-12)	583,131	+/-2,254	21.5%	+/-0.1	10,055
College or graduate school	808,293	+/-6,166	29.7%	+/-0.2	9,950
EDUCATIONAL ATTAINMENT					
Population 25 years and over	6,578,519	+/-966	6,578,519	(X)	111,358
Less than 9th grade	227,617	+/-3,777	3.5%	+/-0.1	3,233
9th to 12th grade, no diploma	516,802	+/-5,738	7.9%	+/-0.1	9,595
High school graduate (includes equivalency)	2,021,310	+/-9,407	30.7%	+/-0.1	40,772
Some college, no degree	1,581,958	+/-6,382	24.0%	+/-0.1	29,775
Associate's degree	551,652	+/-3,983	8.4%	+/-0.1	10,677
Bachelor's degree	1,033,830	+/-7,547	15.7%	+/-0.1	10,613
Graduate or professional degree	645,350	+/-6,015	9.8%	+/-0.1	6,693
Percent high school graduate or higher	(X)	(X)	88.7%	+/-0.1	(X)
Percent bachelor's degree or higher	(X)	(X)	25.5%	+/-0.2	(X)
VETERAN STATUS					
Civilian population 18 years and over	7,553,972	+/-519	7,553,972	(X)	124,381
Civilian veterans	692,582	+/-4,627	9.2%	+/-0.1	12,976

Subject	Michigan				St. Clair County, Michigan
	Estimate	Margin of Error	Percent	Percent Margin of Error	Estimate
DISABILITY STATUS OF THE CIVILIAN NONINSTITUTIONALIZED POPULATION					
Total Civilian Noninstitutionalized Population	9,782,012	+/-406	9,782,012	(X)	161,796
With a disability	1,320,092	+/-7,321	13.5%	+/-0.1	25,002
Under 18 years					
With a disability	2,334,434	+/-410	2,334,434	(X)	38,466
	114,223	+/-2,280	4.9%	+/-0.1	2,085
18 to 64 years					
With a disability	6,114,253	+/-945	6,114,253	(X)	100,184
	714,151	+/-6,459	11.7%	+/-0.1	14,181
65 years and over					
With a disability	1,333,325	+/-731	1,333,325	(X)	23,146
	491,718	+/-3,230	36.9%	+/-0.2	8,736
RESIDENCE 1 YEAR AGO					
Population 1 year and over	9,786,049	+/-1,795	9,786,049	(X)	161,439
Same house	8,353,344	+/-15,401	85.4%	+/-0.2	139,703
Different house in the U.S.	1,387,365	+/-15,238	14.2%	+/-0.2	21,547
Same county	909,435	+/-12,677	9.3%	+/-0.1	15,716
Different county	477,930	+/-7,852	4.9%	+/-0.1	5,831
Same state	353,194	+/-7,199	3.6%	+/-0.1	4,269
Different state	124,736	+/-2,763	1.3%	+/-0.1	1,562
Abroad	45,340	+/-2,184	0.5%	+/-0.1	189
PLACE OF BIRTH					
Total population	9,897,264	*****	9,897,264	(X)	162,978
Native	9,299,509	+/-6,192	94.0%	+/-0.1	158,684
Born in United States	9,234,644	+/-6,261	93.3%	+/-0.1	157,573
State of residence	7,566,116	+/-10,435	76.4%	+/-0.1	141,494
Different state	1,668,528	+/-9,939	16.9%	+/-0.1	16,079
Born in Puerto Rico, U.S. Island areas, or born abroad to American parent(s)	64,865	+/-1,847	0.7%	+/-0.1	1,111
Foreign born	597,755	+/-6,192	6.0%	+/-0.1	4,294
U.S. CITIZENSHIP STATUS					
Foreign-born population	597,755	+/-6,192	597,755	(X)	4,294
Naturalized U.S. citizen	296,261	+/-3,960	49.6%	+/-0.6	2,377
Not a U.S. citizen	301,494	+/-5,341	50.4%	+/-0.6	1,917
YEAR OF ENTRY					
Population born outside the United States	662,620	+/-6,261	662,620	(X)	5,405
Native					
Entered 2010 or later	64,865	+/-1,847	64,865	(X)	1,111
Entered before 2010	1,455	+/-352	2.2%	+/-0.5	0
	63,410	+/-1,853	97.8%	+/-0.5	1,111
Foreign born					
Entered 2010 or later	597,755	+/-6,192	597,755	(X)	4,294
Entered before 2010	27,177	+/-1,738	4.5%	+/-0.3	218
	570,578	+/-5,974	95.5%	+/-0.3	4,076
WORLD REGION OF BIRTH OF FOREIGN BORN					
Foreign-born population, excluding population born at sea	597,725	+/-6,191	597,725	(X)	4,294
Europe	144,084	+/-3,056	24.1%	+/-0.4	1,238
Asia	272,917	+/-3,459	45.7%	+/-0.5	1,039
Africa	23,774	+/-1,617	4.0%	+/-0.3	31
Oceania	2,157	+/-328	0.4%	+/-0.1	3
Latin America	114,777	+/-2,630	19.2%	+/-0.4	631
Northern America	40,016	+/-1,443	6.7%	+/-0.2	1,352

Subject	Michigan				St. Clair County, Michigan
	Estimate	Margin of Error	Percent	Percent Margin of Error	Estimate
LANGUAGE SPOKEN AT HOME					
Population 5 years and over	9,303,488	+/-452	9,303,488	(X)	153,762
English only	8,463,248	+/-7,657	91.0%	+/-0.1	147,678
Language other than English	840,240	+/-7,552	9.0%	+/-0.1	6,084
Speak English less than "very well"	301,795	+/-4,393	3.2%	+/-0.1	1,695
Spanish	270,604	+/-3,372	2.9%	+/-0.1	2,702
Speak English less than "very well"	99,748	+/-2,421	1.1%	+/-0.1	696
Other Indo-European languages	281,203	+/-4,539	3.0%	+/-0.1	2,430
Speak English less than "very well"	82,761	+/-2,325	0.9%	+/-0.1	632
Asian and Pacific Islander languages	133,666	+/-2,486	1.4%	+/-0.1	397
Speak English less than "very well"	57,367	+/-1,838	0.6%	+/-0.1	160
Other languages	154,767	+/-3,868	1.7%	+/-0.1	555
Speak English less than "very well"	61,919	+/-2,196	0.7%	+/-0.1	207
ANCESTRY					
Total population	9,897,264	*****	9,897,264	(X)	162,978
American	520,057	+/-6,660	5.3%	+/-0.1	9,417
Arab	158,695	+/-4,288	1.6%	+/-0.1	954
Czech	50,138	+/-1,602	0.5%	+/-0.1	392
Danish	39,851	+/-1,417	0.4%	+/-0.1	500
Dutch	491,599	+/-5,298	5.0%	+/-0.1	3,568
English	979,265	+/-8,295	9.9%	+/-0.1	18,503
French (except Basque)	470,679	+/-5,169	4.8%	+/-0.1	11,788
French Canadian	164,403	+/-2,976	1.7%	+/-0.1	4,769
German	2,156,770	+/-9,542	21.8%	+/-0.1	52,052
Greek	43,025	+/-1,992	0.4%	+/-0.1	491
Hungarian	100,261	+/-2,709	1.0%	+/-0.1	1,621
Irish	1,146,808	+/-8,827	11.6%	+/-0.1	24,164
Italian	473,474	+/-5,593	4.8%	+/-0.1	10,084
Lithuanian	30,265	+/-1,244	0.3%	+/-0.1	674
Norwegian	80,656	+/-2,353	0.8%	+/-0.1	1,179
Polish	885,777	+/-7,008	8.9%	+/-0.1	20,925
Portuguese	5,755	+/-626	0.1%	+/-0.1	97
Russian	75,075	+/-2,237	0.8%	+/-0.1	1,285
Scotch-Irish	77,152	+/-1,975	0.8%	+/-0.1	1,612
Scottish	233,166	+/-3,850	2.4%	+/-0.1	6,390
Slovak	26,901	+/-1,285	0.3%	+/-0.1	469
Subsaharan African	57,113	+/-2,779	0.6%	+/-0.1	115
Swedish	163,432	+/-2,812	1.7%	+/-0.1	2,077
Swiss	24,163	+/-1,254	0.2%	+/-0.1	373
Ukrainian	40,450	+/-1,604	0.4%	+/-0.1	678
Welsh	49,230	+/-1,520	0.5%	+/-0.1	724
West Indian (excluding Hispanic origin groups)	13,457	+/-1,451	0.1%	+/-0.1	130

Subject	St. Clair County, Michigan		
	Margin of Error	Percent	Percent Margin of Error
HOUSEHOLDS BY TYPE			
Total households	+/-569	64,083	(X)
Family households (families)	+/-704	68.9%	+/-0.9
With own children under 18 years	+/-560	27.9%	+/-0.8
Married-couple family	+/-572	53.5%	+/-0.9
With own children under 18 years	+/-490	19.5%	+/-0.8
Male householder, no wife present, family	+/-352	4.6%	+/-0.5
With own children under 18 years	+/-240	2.0%	+/-0.4
Female householder, no husband present, family	+/-360	10.8%	+/-0.5
With own children under 18 years	+/-317	6.4%	+/-0.5
Nonfamily households	+/-644	31.1%	+/-0.9
Householder living alone	+/-628	25.7%	+/-0.9
65 years and over	+/-353	10.4%	+/-0.5
Households with one or more people under 18 years	+/-530	30.8%	+/-0.8
Households with one or more people 65 years and over	+/-310	26.3%	+/-0.4
Average household size	+/-0.02	(X)	(X)
Average family size	+/-0.04	(X)	(X)
RELATIONSHIP			
Population in households	+/-269	161,340	(X)
Householder	+/-569	39.7%	+/-0.3
Spouse	+/-623	21.2%	+/-0.4
Child	+/-858	30.5%	+/-0.5
Other relatives	+/-648	4.1%	+/-0.4
Nonrelatives	+/-551	4.6%	+/-0.3
Unmarried partner	+/-351	2.5%	+/-0.2
MARITAL STATUS			
Males 15 years and over	+/-51	64,829	(X)
Never married	+/-463	29.6%	+/-0.7
Now married, except separated	+/-620	55.3%	+/-1.0
Separated	+/-127	0.9%	+/-0.2
Widowed	+/-210	2.6%	+/-0.3
Divorced	+/-480	11.5%	+/-0.7
Females 15 years and over	+/-38	67,098	(X)
Never married	+/-405	23.0%	+/-0.6
Now married, except separated	+/-623	53.1%	+/-0.9
Separated	+/-181	1.3%	+/-0.3
Widowed	+/-387	10.2%	+/-0.6
Divorced	+/-429	12.4%	+/-0.6
FERTILITY			
Number of women 15 to 50 years old who had a birth in the past 12 months	+/-273	1,723	(X)
Unmarried women (widowed, divorced, and never married)	+/-182	42.8%	+/-7.1
Per 1,000 unmarried women	+/-10	(X)	(X)
Per 1,000 women 15 to 50 years old	+/-7	(X)	(X)
Per 1,000 women 15 to 19 years old	+/-9	(X)	(X)
Per 1,000 women 20 to 34 years old	+/-20	(X)	(X)
Per 1,000 women 35 to 50 years old	+/-5	(X)	(X)
GRANDPARENTS			
Number of grandparents living with own grandchildren under 18 years	+/-456	2,754	(X)
Responsible for grandchildren	+/-272	39.0%	+/-6.8

Subject	St. Clair County, Michigan		
	Margin of Error	Percent	Percent Margin of Error
Years responsible for grandchildren			
Less than 1 year	+/-124	9.2%	+/-4.1
1 or 2 years	+/-96	8.8%	+/-3.2
3 or 4 years	+/-108	8.6%	+/-3.7
5 or more years	+/-141	12.3%	+/-4.4
Number of grandparents responsible for own grandchildren under 18 years	+/-272	1,074	(X)
Who are female	+/-161	60.0%	+/-4.8
Who are married	+/-254	74.3%	+/-9.2
SCHOOL ENROLLMENT			
Population 3 years and over enrolled in school	+/-580	41,887	(X)
Nursery school, preschool	+/-261	5.7%	+/-0.6
Kindergarten	+/-275	5.1%	+/-0.7
Elementary school (grades 1-8)	+/-355	41.4%	+/-0.9
High school (grades 9-12)	+/-281	24.0%	+/-0.7
College or graduate school	+/-553	23.8%	+/-1.1
EDUCATIONAL ATTAINMENT			
Population 25 years and over	+/-112	111,358	(X)
Less than 9th grade	+/-310	2.9%	+/-0.3
9th to 12th grade, no diploma	+/-598	8.6%	+/-0.5
High school graduate (includes equivalency)	+/-913	36.6%	+/-0.8
Some college, no degree	+/-722	26.7%	+/-0.6
Associate's degree	+/-602	9.6%	+/-0.5
Bachelor's degree	+/-608	9.5%	+/-0.5
Graduate or professional degree	+/-421	6.0%	+/-0.4
Percent high school graduate or higher	(X)	88.5%	+/-0.7
Percent bachelor's degree or higher	(X)	15.5%	+/-0.7
VETERAN STATUS			
Civilian population 18 years and over	+/-69	124,381	(X)
Civilian veterans	+/-505	10.4%	+/-0.4
DISABILITY STATUS OF THE CIVILIAN NONINSTITUTIONALIZED POPULATION			
Total Civilian Noninstitutionalized Population	+/-254	161,796	(X)
With a disability	+/-914	15.5%	+/-0.6
Under 18 years	+/-8	38,466	(X)
With a disability	+/-302	5.4%	+/-0.8
18 to 64 years	+/-182	100,184	(X)
With a disability	+/-738	14.2%	+/-0.7
65 years and over	+/-204	23,146	(X)
With a disability	+/-410	37.7%	+/-1.8
RESIDENCE 1 YEAR AGO			
Population 1 year and over	+/-231	161,439	(X)
Same house	+/-1,254	86.5%	+/-0.8
Different house in the U.S.	+/-1,255	13.3%	+/-0.8
Same county	+/-1,234	9.7%	+/-0.8
Different county	+/-637	3.6%	+/-0.4
Same state	+/-545	2.6%	+/-0.3
Different state	+/-394	1.0%	+/-0.2
Abroad	+/-82	0.1%	+/-0.1

Subject	St. Clair County, Michigan		
	Margin of Error	Percent	Percent Margin of Error
PLACE OF BIRTH			
Total population	*****	162,978	(X)
Native	+/-410	97.4%	+/-0.3
Born in United States	+/-471	96.7%	+/-0.3
State of residence	+/-976	86.8%	+/-0.6
Different state	+/-923	9.9%	+/-0.6
Born in Puerto Rico, U.S. Island areas, or born abroad to American parent(s)	+/-220	0.7%	+/-0.1
Foreign born	+/-410	2.6%	+/-0.3
U.S. CITIZENSHIP STATUS			
Foreign-born population	+/-410	4,294	(X)
Naturalized U.S. citizen	+/-337	55.4%	+/-5.5
Not a U.S. citizen	+/-291	44.6%	+/-5.5
YEAR OF ENTRY			
Population born outside the United States	+/-471	5,405	(X)
Native	+/-220	1,111	(X)
Entered 2010 or later	+/-24	0.0%	+/-2.2
Entered before 2010	+/-220	100.0%	+/-2.2
Foreign born	+/-410	4,294	(X)
Entered 2010 or later	+/-129	5.1%	+/-3.0
Entered before 2010	+/-418	94.9%	+/-3.0
WORLD REGION OF BIRTH OF FOREIGN BORN			
Foreign-born population, excluding population born at sea	+/-410	4,294	(X)
Europe	+/-233	28.8%	+/-4.6
Asia	+/-206	24.2%	+/-4.2
Africa	+/-35	0.7%	+/-0.8
Oceania	+/-4	0.1%	+/-0.1
Latin America	+/-148	14.7%	+/-3.1
Northern America	+/-214	31.5%	+/-4.2
LANGUAGE SPOKEN AT HOME			
Population 5 years and over	*****	153,762	(X)
English only	+/-549	96.0%	+/-0.4
Language other than English	+/-549	4.0%	+/-0.4
Speak English less than "very well"	+/-307	1.1%	+/-0.2
Spanish	+/-370	1.8%	+/-0.2
Speak English less than "very well"	+/-168	0.5%	+/-0.1
Other Indo-European languages	+/-392	1.6%	+/-0.3
Speak English less than "very well"	+/-177	0.4%	+/-0.1
Asian and Pacific Islander languages	+/-131	0.3%	+/-0.1
Speak English less than "very well"	+/-60	0.1%	+/-0.1
Other languages	+/-255	0.4%	+/-0.2
Speak English less than "very well"	+/-149	0.1%	+/-0.1
ANCESTRY			
Total population	*****	162,978	(X)
American	+/-755	5.8%	+/-0.5
Arab	+/-323	0.6%	+/-0.2
Czech	+/-133	0.2%	+/-0.1
Danish	+/-185	0.3%	+/-0.1
Dutch	+/-473	2.2%	+/-0.3
English	+/-1,109	11.4%	+/-0.7
French (except Basque)	+/-880	7.2%	+/-0.5
French Canadian	+/-622	2.9%	+/-0.4

Subject	St. Clair County, Michigan		
	Margin of Error	Percent	Percent Margin of Error
German	+/-1,320	31.9%	+/-0.8
Greek	+/-170	0.3%	+/-0.1
Hungarian	+/-294	1.0%	+/-0.2
Irish	+/-1,241	14.8%	+/-0.8
Italian	+/-860	6.2%	+/-0.5
Lithuanian	+/-264	0.4%	+/-0.2
Norwegian	+/-328	0.7%	+/-0.2
Polish	+/-1,162	12.8%	+/-0.7
Portuguese	+/-63	0.1%	+/-0.1
Russian	+/-329	0.8%	+/-0.2
Scotch-Irish	+/-267	1.0%	+/-0.2
Scottish	+/-651	3.9%	+/-0.4
Slovak	+/-177	0.3%	+/-0.1
Subsaharan African	+/-66	0.1%	+/-0.1
Swedish	+/-359	1.3%	+/-0.2
Swiss	+/-131	0.2%	+/-0.1
Ukrainian	+/-170	0.4%	+/-0.1
Welsh	+/-159	0.4%	+/-0.1
West Indian (excluding Hispanic origin groups)	+/-115	0.1%	+/-0.1

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see Accuracy of the Data). The effect of nonsampling error is not represented in these tables.

Fertility data are not available for certain geographic areas due to problems with data collection. See Errata Note #92 for details.

The Census Bureau introduced a new set of disability questions in the 2008 ACS questionnaire. Accordingly, comparisons of disability data from 2008 or later with data from prior years are not recommended. For more information on these questions and their evaluation in the 2006 ACS Content Test, see the Evaluation Report Covering Disability.

While the 2008-2012 American Community Survey (ACS) data generally reflect the December 2009 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas; in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities.

Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2000 data. Boundaries for urban areas have not been updated since Census 2000. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Source: U.S. Census Bureau, 2008-2012 American Community Survey

Explanation of Symbols:

1. An '***' entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.
2. An 'L' entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution.
3. An 'L' following a median estimate means the median falls in the lowest interval of an open-ended distribution.
4. An 'U' following a median estimate means the median falls in the upper interval of an open-ended distribution.
5. An '***' entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate.
6. An '*****' entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.
7. An 'N' entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.
8. An '(X)' means that the estimate is not applicable or not available.

Appendix C

Port Huron Area School District LEP Census by language as of 5/23/14

Spanish	24
Arabic	22
Mandarin	10
Bosnian	5
Vietnamese	8
Japanese	4
Tagalog	1
Mong	2
Chinese	2
Ukrainian	1
Creole	1
Bassa	1
German	1
Thai	2
Total LEP Students	84

Total District Student Census	9,264
% LEP Students	0.91%

Appendix D

Summary of LEP Survey Conducted December 2013

Number of Surveys 35

Have you experienced an LEP Customer(s) during the past year

Yes	No	Total
12	23	35

If yes, have they requested help regarding transportation and you have not been able to help them because of a language barrier

Yes	No	Total
3	9	12

If yes, how many times in the past year has this occurred?

1-5	6-10	more than 10
2	1	0

Number of times individuals could not be helped because of a language barrier compared to Transit system as a whole:

Unlinked passenger trips per year 1,273,302

Estimated total annual calls received by dispatch in past year 130,000

Total Customer Interactions 1,403,302

Total times language was a barrier- max (Assume all at high end of range e.g. 1-5 times = 5 times) 20

% of customer interactions when language was a barrier to service 0.00143%

Languages Encountered (if known) 6 responses

1. Spanish 5
2. Arabic 1
3. Asian 1

Attachment C

Blue Water Area Transportation Commission Limited English Proficiency (LEP) Plan

The Blue Water Area Transportation Commission (BWATC) has adopted the following implementation plan to meet requirements under Title VI of the Civil Rights Act of 1964 which seeks to improve access to services for persons with Limited English Proficiency (LEP). The purpose is to ensure that no person 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 from the FTA.

How BWATC Staff May Identify an LEP Person Who Needs Language Assistance

- Examine records to see if requests for language assistance have been received in the past, either at meetings or over the phone, to determine whether language assistance might be needed at future events.
- When BWATC sponsors an event, have a staff person greet participants as they arrive. By informally engaging participants in conversation it is possible to gauge each attendee's ability to speak and understand English.
- Have Census Bureau *Language Identification Flashcards* available at BWATC events near the registration table. Individuals self-identifying as persons not proficient in English may not be able to be accommodated with translation assistance at the event, but it will assist the sponsoring agency in identifying language assistance needs for future events.
- Have *Language Identification Flashcards* on all transit vehicles to assist vehicle operators in identifying specific language assistance needs of passengers. If such individuals are encountered, vehicle operators will be instructed to try to obtain contact information to give to the transit system manager for follow-up. Dispatchers and schedulers will also be instructed to obtain contact information from LEP individuals they encounter, either in person or over the phone.
- *Language Identification Flashcards* will be available at BWATC's main office reception desk.
- Vehicle operators and other front-line staff, like dispatchers, dial-a-ride schedulers, and senior operations staff will be surveyed annually on their experience concerning any contacts with LEP persons during the previous year. Surveys will take place in November of each year.

Language Assistance Measures

Although there is a very low percentage in St. Clair County of LEP individuals, that is, persons who speak English less than “very well”, BWATC will ensure that the following measures are in place:

- *Language Identification Flashcards* will be available at all times in BWATC vehicles and at BWATC’s main office where tickets are sold or information is distributed.
- When the BWATC website is redesigned, a feature will be added to allow an LEP person to contact staff via email indicating his/her native language and the type of assistance needed.
- The BWATC Title VI Policy and Limited English Proficiency Plan will be posted on the agency website, www.bwbus.com.
- Whenever the BWATC website is redesigned, BWATC staff will work with the website host to ensure that Yahoo Babel Fish service, or a comparable online translation service, is continued on the site.
- When an interpreter is needed, in person or on the telephone, staff will attempt to determine what language is required and then access language assistance services at www.languageine.com.

Staff Training

The following training will be provided to BWATC staff:

- Information on the BWATC Title VI Policy and LEP responsibilities.
- Description of language assistance services offered to the public.
- Use of the Language Identification Flashcards.
- Documentation of language assistance requests.
- Use of www.languageine.com service.
- How to handle a potential Title VI/LEP complaint.

Outreach Techniques

In order to reach LEP persons, BWATC has agreed to be on the agenda of any future Port Huron Area School District LEP specific parent meetings. BWATC has also agreed to attend the Cinco de Mayo celebrations sponsored by the Hispanic Council of St. Clair County.

If it is ascertained that more outreach is needed, BWATC will consider the following options:

- When staff prepares a document, or schedules a meeting, for which the target audience is expected to include 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 in an alternative language when, and if, a specific and concentrated LEP population is identified.

Monitoring and Updating the LEP Plan

BWATC will update the LEP as required by U.S. DOT. At a minimum, the plan will be reviewed and updated when it is clear that higher concentrations of LEP individuals are present in the BWATC service area. Updates will include the following:

- The number of documented LEP person contacts encountered annually.
- How the needs of LEP persons have been addressed.
- Determination of the current LEP population in the service area.
- Determination as to whether the need for translation services has changed.
- Determine whether local language assistance programs have been effective and sufficient to meet the need.
- Determine whether transit system's financial resources are sufficient to fund language assistance resources needed.
- Determine whether BWATC has fully complied with the goals of this LEP Plan.
- Determine whether complaints have been received concerning the agency's failure to meet the needs of LEP individuals.

Dissemination of the BWATC LEP Plan

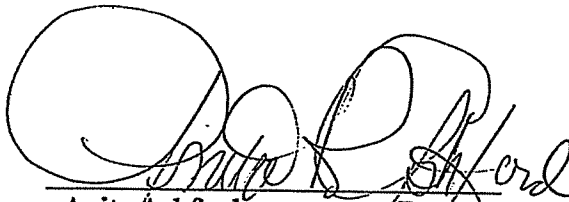

A link to the BWATC LEP Plan and the Title VI Plan will be included on BWATC's website at www.bwbus.com. Any person or agency with internet access will be able to access and download the plan from the BWATC website. Alternatively, any person or agency may request a copy of the plan via telephone, fax, 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 BWATC will provide, if feasible. Questions or comments regarding the LEP Plan may be submitted to the BWATC General Manager as follows:

General Manager's Office
Blue Water Area Transportation Commission
2021 Lapeer Ave.
Port Huron, MI 48060
810-987-7373

Attachment D

Resolution of the BWATC Approving Title VI Program

We, the Commission of the Blue Water Area Transportation Commission, do hereby approve the Commission's Title VI Program dated October 7, 2014.

	
Anita Ashford	Linda Bruckner
Commissioner	Commissioner
Date	Date
10/22/2014	



Blue Water Area Transit

2021 Lapeer Avenue
Port Huron, Michigan 48060
website www.bwbus.com

(810) 987-7373
Fax (810) 987-2431
e-mail bwatc@bwbus.com

Blue Water Area Transportation Commission Service Standards and Policies

The following information provides the Blue Water Area Transportation Commission's standards and policies related to the four quantitative indicators and two procedures required by the Federal Transit Administration (FTA) for inclusion in each fixed-route transit operator's Title VI Program. The four indicators for which quantitative standards are required include: 1) vehicle load, 2) vehicle headway, 3) on-time performance, and 4) service availability. In addition, operators must adopt qualitative policies addressing the following procedures: 1) vehicle assignment, and 2) distribution of transit amenities.

Blue Water Area Transportation Commission Fixed Route Service Standards

1 . Vehicle Load Standards

Vehicle loads shall not exceed 1.5. (Note: The vehicle load standard is expressed as a ratio of passengers to the number of seats available on a particular vehicle.) For example, if a vehicle has 28 seats then no more than 14 people will stand if all seats are occupied for a total of 42 passengers. $42/28 = 1.5$.

2. Vehicle Headway Standards

Headways and Periods of Operation - Line Haul - City of Port Huron and Fort Gratiot Township

Weekday	Day	Evening
Route 1	45	90
Route 2	45	90
Route 3	45	90
Route 4	45	90
Route 5	45	45
Route 6	45	90
Route 9	45	90
Shopper Shuttle	45	45

Weekday Day service runs from 6:15am until 7:00 pm for Routes 1-9 and 9:35am until 7:00 pm for the Shopper Shuttle

Weekday Evening service runs from 7:00 pm until 11:30 pm for Routes 1-9 and 7:00 pm until 9:15 pm for the Shopper Shuttle

Headways and Periods of Operation - Line Haul - City of Port Huron and Fort Gratiot Township

Saturday	Day	Evening
Route 1	90	90
Route 2	90	90
Route 3	90	90
Route 4	90	90
Route 5	90	45
Route 6	90	90
Route 9	90	90
Shopper Shuttle	45	45

Saturday service runs from 7:45am until 7:00 pm for Routes 1-9 and 9:35am until 7:00 pm for the Shopper Shuttle

Evening service runs from 7:00 pm until 11:30 pm for Routes 1-9 and 7:00 pm until 9:15 pm for the Shopper Shuttle

Periods of Operation - Line Haul - Commuter Route between City of Port Huron and Macomb Township

Weekday	Depart Port Huron	Arrive Macomb County	Depart Macomb County	Arrive Port Huron
94 Express South - 1st Trip	6:20am	7:15am		
94 Express South - 2nd Trip	7:00am	8:00am		
94 Express South - 3rd Trip	4:45pm	5:53pm		
94 Express North - 1st Trip			7:20am	8:05am
94 Express North - 2nd Trip			9:10am	9:55am
94 Express North - 3rd Trip			6:15pm	7:00pm
M-29 South	7:10am	9:05am		
M-29 South	4:10am	6:05pm		
M-29 North			8:10am	9:55am
M-29 North			5:56pm	7:35pm

3. On-time Performance Standards

The Blue Water Area Transportation Commission's on-time performance objective is 80% or greater. A vehicle is considered on time if it departs from a scheduled time point no more than 1 minute early and no more than 5 minutes late.

4. Service Availability Standards

BWATC fixed line buses shall stop on demand along all fixed route bus routes within the City of Port Huron and Fort Gratiot Township when possible to do in a safe manner. BWATC will stop at published locations for Commuter routes and will also stop on demand when possible to do so in a safe manner.

Blue Water Area Transportation Commission Fixed Route Service Policies

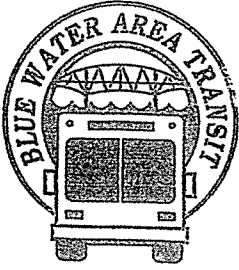
1. Vehicle Assignment Policy

Vehicles are assigned to routes based on ridership demands with newer vehicles being rotated across all routes. Specific vehicles are assigned to routes only when required by operating conditions (e.g., in cases where a smaller bus is required to provide service on narrower streets).

2. Transit Amenities Policy

Any location that has at least 50 daily boardings would qualify for the installation of a bus shelter. Any location that has at least 25 daily boardings would qualify for the installation of a bench. The Commission will review all general public requests for the installation of either a bus shelter or bench. Trash containers should be installed at all bus shelter locations and may be installed at other locations upon request.

The placement of any passenger amenity is contingent on BWATC receiving all required Local/State/County permits and permission to place an amenity.



Blue Water Area Transit

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Blue Water Area Transportation Commission Policy on Fare and Service Changes

It is the Policy of the Blue Water Area Transportation Commission to solicit the general public so that they may have the opportunity to provide written comment and/or request a public hearing whenever:

- A. A change is proposed to a fixed route that will affect 10% of the system-wide fixed route vehicle hours.
- B. A change in fares is proposed

Public Notices to solicit written comments and/or request a public hearing will be published in a local newspaper. The public will be allowed 30 days to respond with written comments and/or to request a public hearing.

If a public hearing is requested within 30 days of the Public Notice, BWATC will publish a Public Hearing Notice within 30 days. The Public Hearing Notice will be published in a local newspaper at least 30 days prior to the date of the public hearing.

All comments received will be reviewed by BWATC's Board of Commissioners before a final decision is made.

