

KANSAS CITY AREA TRANSPORTATION AUTHORITY TITLE VI PROGRAM UPDATE



2022 EDITION

[PAGE INTENTIONALLY LEFT BLANK]

TABLE OF CONTENTS

CHAPTER ONE	1
Introduction	1
Profile of KCATA	1
Transit Service Contract Management	4
RideKC Regional Transit	4
CHAPTER TWO	5
General Reporting Requirements.....	5
Title VI Complaint Forms.....	8
Public Participation Plan	9
Language Assistance Plan (LEP Plan)	11
Membership of Non-Elected Committees and Councils.....	11
Subrecipient Monitoring.....	12
Title VI Equity Analysis for Facility Construction	14
Board Approval of Title VI Program.....	14
CHAPTER THREE	15
Requirements for Fixed Route Transit Providers	15
Service Policies	17
Demographic and Service Profile Maps and Charts	19
Demographic Ridership and Travel Patterns, Collected by Survey	25
Service Monitoring	26
Public Engagement Process	47
Service and Fare Analyses Conducted Since Last Title VI Submission.....	47
APPENDIX A.....	49
Title VI Complaint Forms.....	49
APPENDIX B.....	55
Transit-related Title VI Investigations, Complaints and Lawsuits (2016 – 2019)	55
APPENDIX C.....	57
KCATA Community Engagement Activities	57
APPENDIX D.....	60
Summary – 2021/2022 KCATA On-Board Survey Results	60
.....	61
APPENDIX E.....	61

Limited English Proficiency (LEP) Plan	61
APPENDIX F	84
Subrecipient Program Title VI Template (11/14/13 Version)	84
APPENDIX G	118
KCATA Board Meeting agenda, briefing items,	118
and minutes to approve the Title VI Program – October 26, 2022	118
APPENDIX H.....	128
Monthly Service Monitoring Report.....	128
APPENDIX I.....	131
Title VI Service Equity Analysis Reports	131

[PAGE INTENTIONALLY LEFT BLANK]

CHAPTER ONE

INTRODUCTION

This document constitutes the Kansas City Area Transportation Authority's (KCATA) Title VI Program, adopted on October 26, 2022, with the approval of the KCATA Board of Commissioners. It is prepared in accordance with FTA C 4702.1B, released by the Federal Transit Administration (FTA) on October 1, 2012.

Title VI of the Civil Rights Act of 1964 provides that “no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity receiving federal financial assistance.” To fulfill this basic civil rights mandate, each federal agency that provides financial assistance for any program is authorized and directed by the United States Department of Justice to apply provisions of Title VI to each program by issuing applicable rules, regulations, or requirements. The Federal Transit Administration (FTA) of the United States Department of Transportation issued guidelines on May 26, 1988, FTA C 4702.1, describing the contents of Title VI compliance programs to be adopted and maintained by recipients of FTA-administered funds for transit programs. On May 13, 2007, these guidelines were updated with the publication of FTA C 4702.1A, which required that Title VI compliance programs include income status in addition to minority status.

PROFILE OF KCATA

Governance

KCATA was formed with the signing of a Bi-State compact created by the Missouri and Kansas legislatures on December 28, 1965. Transit operations began on February 1, 1969. KCATA is governed by a 10-member Board of Commissioners, with five (5) Commissioners each from the States of Missouri and Kansas. Commissioners serve four-year terms and are limited to two (2) terms.

KCATA's transit district encompasses seven (7) counties in two (2) states (Kansas and Missouri). It is authorized to operate in Jackson, Cass, Clay, and Platte Counties in Missouri and Johnson, Wyandotte, and Leavenworth Counties in Kansas.

Service Area

KCATA currently has annual contracts with twelve (12) area communities to provide transit service throughout the region. KCATA's service area includes the twelve (12) partner communities of Blue Springs, Gladstone, Grandview, Independence, Kansas City, Lee's Summit, Liberty, North Kansas City, Raytown, Riverside, and Unity Village in Missouri as well as Kansas City, Kansas. Grandview and Unity Village, Missouri both became partner communities since the last Title VI Update. According to the 2016-2020 American Community Survey 5-year estimates, the KCATA service area total population is 1,037,108 (Table 1). Approximately 40.04% (415,224 residents) of the service area's population is minority – an increase of 1.11 percentage points since the 2019 Update with 394,849 minority residents.

Table 1: Minority Population Composition for KCATA's 12 Member Cities

City	Total Population	Minority Population	Percent Minority
Blue Springs, Missouri	55,415	10,382	18.73%
Gladstone, Missouri	27,365	6,082	22.23%
Grandview, Missouri	24,990	13,646	54.61%
Independence, Missouri	117,139	28,907	24.68%
Kansas City, Kansas	153,014	95,865	62.65%
Kansas City, Missouri	491,158	220,361	44.87%
Lee's Summit, Missouri	98,997	18,927	19.12%
Liberty, Missouri	31,761	4,819	15.17%
North Kansas City, Missouri	4,606	1,214	26.36%
Raytown, Missouri	29,176	14,136	48.45%
Riverside, Missouri	3,422	872	25.48%
Unity Village, Missouri	65	13	20.00%
Total:	1,037,108	415,224	40.04%

Route Services – Fixed/Flex Routes

As of May 2022, KCATA operates a network of 37 bus routes (32 fixed routes and 5 flex routes), with most service located and scheduled in minority block groups – block groups with a minority population higher than the KCATA core service area average (40.04%). Twenty-eight (28) of the 37 routes currently operating are classified as “minority routes.”

Most KCATA service is located in the urban core of Kansas City (Jackson County), Missouri. In general, the KCATA route system is based on a design that uses Kansas City’s central business district (CBD) as the system hub with routes radiating to and from various parts of the community. In the urban core, the street grid layout allows routes to operate on north-south and east-west arterials—allowing multiple connections for on-street transfers between routes. However, the street grid and population density is not present outside of the urban core. Routes outside of the urban core typically follow major arterials and parkways and connect with other routes at satellite transit centers in various suburban areas. Ridership is typically highest on routes serving the CBD and the urban core. In 2021, KCATA carried approximately 9.2 million passengers and averaged almost 29,000 passengers per weekday.

KCATA operates three (3) types of scheduled fixed-route/flex transit service:

- 1.) Fixed-Route: KCATA operates local, express and community-based fixed-route service on 34 routes. These routes are provided with a mix of vehicles – ranging from full size (40') transit buses to small buses of varying sizes.

- 2.) Bus Rapid Transit (BRT)¹: KCATA operates three (3) Bus Rapid Transit routes (MAX): Main Street MAX, Troost MAX and the Prospect MAX. The BRT services are arterial services utilizing 42' low floor BRT vehicles.
- 3.) Flex Service: KCATA operates demand-responsive, neighborhood circulator service in selected geographic areas of the metropolitan area. This flex service is for the general public provided primarily on a phone-in reservation basis. Currently there are five (5) Flex service routes.

KCATA transit service is provided on weekdays from 4:00AM to 1:00AM, and from 5:00AM to 12:30AM on Saturdays, Sundays, and holidays.

KCATA operates from a single maintenance and administration facility in Kansas City, Missouri. KCATA has an active fleet of 212 buses for fixed-route and 21 buses for flex-route services (August 2022). The current peak requirement is for 119 vehicles – 112 fixed-route vehicles and 7 flex-route vehicles (May 2022).

Currently, KCATA fixed-route services are under a temporary Zero Fare program where service is provided for free to all riders. The City of Kansas City is in the process of securing funding to make the Zero Fare program permanent and hopes to implement this in 2023 when the temporary program is due to expire. Flex routes continue to charge a fare of \$1.50 for all trips with free transfers to fixed-routes where possible.

Route Services – Paratransit

KCATA also operates RideKC Freedom, which provides door-to-door service to eligible elderly and persons with disabilities in compliance with the requirements of the American with Disabilities Act. The service is provided seven (7) days a week from 6:00AM to 12:00AM. Currently, KCATA paratransit services are under a temporary Zero Fare program where service is provided for free to all eligible paratransit riders. The City of Kansas City is in the process of securing funding to make the Zero Fare program permanent and hopes to implement this in 2023 when the temporary program is due to expire. Non-ADA trips may be made anywhere in the metro region. The fare for the non-ADA trips is based on the trip length and starts at \$5.00 for the first five (5) miles and \$2 after each additional mile. Only 60 non-ADA trips are permitted per month per rider. Rides must be scheduled no later than 4:45PM the previous day.

As a complement to the RideKC Freedom paratransit service, RideKC Freedom On-Demand allows riders to request same-day, immediate, curb-to-curb service that can be booked either via phone or RideKC's Freedom On-Demand smartphone app. The On-Demand program differs from their traditional Freedom paratransit program as it allows paratransit-eligible riders to request transportation without the 24-hour advanced reservation deadline restriction.

The fare for RideKC Freedom On-Demand is \$5 for the first 5 miles and \$2 for each additional mile, with no difference in cost between ADA and non-ADA trips. Riders may book the trip by calling the RideKC Freedom hotline or using the program's smartphone app to request rides. Riders may pay the driver with cash or pay by credit or debit card through the app. While the program is marketed to pre-approved paratransit riders, the service is also available to the general public without the subsidy making the fare \$10 for the first 5 miles and \$2 for each additional mile.

¹ BRT is used in this context as a specialized type of service provided by these three routes (i.e., high frequency, unique branding, etc.). However, only Main MAX meets the NTD definition of Rapid Bus Directly Operated (RBDO) service. Troost MAX and Prospect MAX is not considered an RBDO service by the NTD.

Route Services – Vanpool

Additionally, KCATA manages a vanpool program, called RideKC Vanpool, and is available in Jackson, Johnson. The RideKC Vanpool program provides passenger vans with 7, 8 or 12-seats for groups of commuters. Riders pay a monthly fee based on the number of vanpool members and commute distance. Vanpools are eligible if one portion of the commute begins or ends in a community that has existing KCATA transit service.

TRANSIT SERVICE CONTRACT MANAGEMENT

KCATA directly oversees and operates all transit services provided within its core service area for fixed-route, BRT and Flex. In late 2014, KCATA formed an agreement with Johnson County, Kansas, to manage transit operations of Johnson County Transit and its operating contractor, First Transit. In 2015, KCATA signed an agreement with the City of Independence to manage transit services within Independence, known as IndeBus. KCATA also manages the operation of select routes for the Unified Government of Wyandotte County. This newly initiated structure of unified operations and management of public transit services is helping to provide transit users in the Kansas City metro area a more seamless and convenient way of moving throughout the entire region.

RIDEKC REGIONAL TRANSIT

RideKC is the unified regional transit brand for all public transit service providers in the Kansas City metropolitan area including KCATA, KC Streetcar (Kansas City Streetcar Authority), Johnson County Transit, IndeBus (Independence, MO) and Unified Government Transit (Kansas City, KS). The effort to develop one seamless transit system for the Kansas City region was initiated back in the fall of 2015. RideKC is the common brand, website, fare structure that is improving the ability of residents of the Kansas City metro area to more easily move around the region using public transit. Prior to the RideKC initiative, users of any of the regional public transit providers could encounter several challenges traveling throughout the Kansas City region including differing fare policies and rates and visiting multiple websites to locate transit information.

CHAPTER TWO

GENERAL REPORTING REQUIREMENTS

Title VI Notice to the Public

The following is KCATA's Title VI notice to the public:

KCATA's Commitment to Civil Rights

The Kansas City Area Transportation Authority (KCATA) is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended.

Toward this end, it is KCATA's objective to:

- Ensure that the level and quality of transportation service is provided without regard to race, color or national origin;
- Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations;
- Promote the full and fair participation of all affected populations in transportation decision making;
- Prevent the denial, reduction or delay in benefits related to programs and activities that benefit minority populations or low-income populations; and
- Ensure meaningful access to programs and activities by persons with limited English proficiency (LEP).

The President/Chief Executive Officer, senior management, and all supervisors and employees share the responsibility for carrying out KCATA's commitment to Title VI. For more information on Title VI, visit the Federal Transit Administration's website at www.fta.dot.gov/civilrights/12328.html

Posting of Notice

KCATA has posted its Title VI notice to the public and directions to directly file a Title VI complain with KCATA, in both English and Spanish, on its website at the following link.

http://www.kcata.org/about_kcata/entries/title_vi

The notice is also posted in KCATA's Breen Building lobby, next to the customer service window.

Additionally, placards are posted in the interior of the bus fleet notifying beneficiaries of KCATA's Title VI Program and how to file a complaint (Figure 1).

Figure 1: Title VI Placard for Bus Interior



Title VI Complaint Procedures

KCATA's Title VI Complaint Procedure

Filing a Title VI Complaint:

Any person who believes that he or she has been subjected to discrimination under Title VI on the basis of race, color or national origin may file a Title VI complaint with KCATA within 180 days from the date of the alleged discrimination. To file a complaint or for more information on your rights, contact:

KCATA Title VI Program
Attention: KCATA Planning Director
1350 E. 17th Street
Kansas City, MO 64108
(816) 346-0311

Title VI Complaint Forms are available at the East Village Transit Center by request, by calling (816) 346-0311, or online at:

<http://www.kcata.org/documents/uploads/TitleVIEng.pdf> (English)

http://www.kcata.org/documents/uploads/SpanishTitleVIComplaint_Form.pdf (Spanish)

The written, signed complaint should include:

- Your name, address and telephone number;
- How, why, and when you believe you were discriminated against;
- Include as much specific, detailed information as possible; and
- The names of any people, if known, who KCATA can contact to support or to clarify your allegations.

KCATA will provide appropriate assistance to complainants with limited ability to communicate in English.

Complaint Acceptance:

KCATA will process complaints that are complete. Once a completed Title VI Complaint Form is received, KCATA will review it to determine if the matter relates to KCATA services. The complainant will receive an acknowledgement letter informing them whether or not the complaint will be investigated by KCATA.

Investigations:

KCATA will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, KCATA may contact the complainant. Unless a longer period is specified by KCATA, the complainant will have ten (10) days from the date of the letter to send requested information to the KCATA Title VI investigator assigned to the case. If the requested information is not received within that timeframe, the case will be closed. Also, a case can be administratively closed if the complainant no longer wishes to pursue the case. KCATA Investigator will be the Civil Rights Manager.

Closure:

After the Title VI investigator reviews the complaint, the Title VI investigator will issue one of two (2) letters to the complainant: a closure letter or 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 provides an explanation of the corrective action taken.

If the complainant disagrees with KCATA's determination, the complainant may request reconsideration by submitting the request in writing to the Title VI investigator within seven (7) days after the date of the letter of closure or LOF, stating with specificity the basis for the reconsideration. KCATA will notify the complainant of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, KCATA will issue a determination letter to the complainant upon completion of the reconsideration review.

Other Resources:

Complaints may also be filed with the Federal Transit Administration (FTA). FTA complaint forms can be found on its webpage: http://www.fta.dot.gov/civilrights/12328_5104.html Complaints must be signed, include contact information, and mailed to:

Federal Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Avenue SE
Washington, DC 20590

TITLE VI COMPLAINT FORMS

KCATA offers Title VI complaint forms in English (Figure 2) and Spanish. For reference, the forms are located in Appendix A.

Figure 2: Title VI Complaint Form (English)

Title VI Complaint Form
Kansas City Area Transportation Authority (KCATA)

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

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, please contact KCATA Planning Director at (816) 246-0371. The completed form must be returned to KCATA Planning Director, 3300 E. 17th St., Kansas City, MO 64188.

Your Name:	Phone:
Street Address:	Alt. Phone:
	City, State & Zip Code:
Person(s) Discriminated against (If someone other than complainant, identify):	
Street Address, City, State & Zip Code:	

Which of the following best describes the reason for the alleged discrimination? (Circle one) Date of incident:

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

Please describe the alleged discrimination incident. Provide the names and titles of all Metro employees involved if available. Explain what happened and who you believe was responsible. Please use the back of this form if additional space is required.

Complete reverse side of form

Title VI Complaint Form
Kansas City Area Transportation Authority (KCATA)

Please describe the alleged discrimination incident (continued)

Have you filed a Title VI complaint with any other federal, state or local agencies? (Circle one) Yes / No. If so, list agency (agencies) and contact information below:

Agency:	Contact Name:
Street Address, City, State & Zip Code:	Phone:
Agency:	Contact Name:
Street Address, City, State & Zip Code:	Phone:

Complainant's Signature: _____ Date: _____

Print or Type Name of Complainant

KCA/USE ONLY

Date Received: _____

Received by: _____

A list of Title VI related complaints filed with the KCATA since 2019 can be found in Appendix B.

PUBLIC PARTICIPATION PLAN

KCATA utilizes numerous methods to engage the public—including minority, low-income, and LEP populations—for planning service changes and transit capital improvements. In addition, KCATA conducts various outreach events year-round to educate riders and the public about KCATA services and how to access and use the route system.

Specific outreach methods used in the last three (3) years include the following:

- **Passenger Bulletins:** To gain input on proposed service changes, KCATA issues a passenger bulletin that discusses the proposed change and provides multiple mediums for the public to provide comment on the proposals. The passenger bulletin is available both on the website and in hard copy on buses and at informational kiosks.
- **Digital Outreach:** KCATA maintains a list of community contacts, stakeholders, neighborhood groups and associations, non-profits, social service agencies, corporate partners, transit advocates, and riders to routinely engage the community in the planning process and to publicize upcoming service changes. KCATA utilizes mail, email, social media, and hard copies of information, as appropriate, to engage a variety of stakeholders, particularly minority, low-income, and LEP populations through neighborhood groups, social service agencies, and non-profits.
- **Multiple Mediums to Provide Public Comment:** As discussed above, comments on proposed service changes are solicited in multiple mediums to encourage public participation. Comments can be provided through a dedicated email address, a recorded phone line, postal mail, and comment cards available at public input sessions. Public comments on proposed service changes are typically taken 60 days ahead of the service change and the public input period is typically 10-14 days, but can be longer depending on the extent of the proposed changes.
- **Public Input Sessions – Service Changes:** Public input sessions are also scheduled for KCATA personnel to personally discuss proposed service changes with riders and to solicit their input on the proposals. The meetings are scheduled at locations that can be directly accessed by KCATA fixed-route service and typically during the late afternoon/early evening hours to appeal to both traditional and non-traditional workers. As necessary, meetings have also been scheduled on Saturdays. Additionally, KCATA also holds pop-up meetings at bus stops that may be affected by proposed service changes to talk to riders about proposed changes and gather feedback. Both types of events are advertised in advance and open to both current riders and the general public.
- **On-Board Announcements:** KCATA will utilize on-board announcements to advise riders of the opportunity to be surveyed/provide input about service changes and/or improvements by on-board staff.
- **Advertising:** KCATA uses both print and radio media to publicize proposed service changes and solicit public input. To encourage minority participation, notices are published in several minority newspapers including The Kansas City Globe, The Call, and Dos Mundos. Paid related announcements are also programmed for various minority radio stations
- **Public Input Sessions – Proposed Capital Projects:** In planning significant transit capital projects, KCATA typically forms a diverse stakeholder group representative of the community to review and guide the project from planning to construction. Public input sessions are also scheduled to gain feedback and input

on the planned concepts. These sessions are announced by passenger bulletin, scheduled at a community facility close to the proposed project and accessible by KCATA fixed-route services, and provide a medium for the public to review the concepts and provide comment.

- Educational Outreach Sessions: KCATA schedules numerous “How-to-Ride” clinics at multiple locations across the community to reach riders and non-riders and educate them on KCATA services and how to access the system. The “How-to-Ride” clinics involve using a KCATA bus as a mobile meeting room, allowing the clinic to be set up at key locations across the system with high ridership activity (transit centers, high-volume transfer locations, etc.). These clinics are often scheduled in minority, low-income, and LEP areas, and have been especially helpful to further discuss proposed service changes, gain invaluable feedback, and educate customers on current and future travel opportunities.
- KCATA Public Input Policy for Service Changes and Fare Increases: It is the policy of KCATA to invite public input on proposed service changes and fare increases. The KCATA believes public participation improves the quality of service and fare change decisions.

Public input opportunities may include, but will not be limited to, open meetings held at reasonable times and places with special accommodations provided as needed to comply with the ADA, phone calls to the appropriate person or persons at the KCATA via regular phone numbers or special numbers set up for this purpose, mail correspondence, or electronic mail correspondence. Public input will be solicited when there is a fare increase or a service change likely to affect more than one-third of the riders utilizing the existing route(s) or service(s). Exceptions to this policy are explained below.

Written notice of public input solicitations will be given in newspapers that have general circulation in the KCATA service area. As appropriate, notices will be placed in local/neighborhood papers as well as in bus passenger bulletins. Public input opportunities for any proposed fare increase or service change that meets the public input requirement described above will be made available for a minimum of fourteen (14) days. Public input opportunities will be made available no more than one (1) year in advance of the change implementation unless exceptional circumstances do not allow.

Exceptions to the public input requirements are:

- a. Emergency situations requiring immediate changes in service or fares. A public input period, following the above process, can be held ex post facto as soon as practical to review the emergency change, if such an opportunity is requested by affected parties.
- b. Temporary changes in service due to street/bridge closings and other such similar acts are exempted from the hearing requirement.
- c. Changes in fare associated with marketing and promotional events are exempted from the public input requirement. Such promotional or marketing changes cannot be in effect for more than 90 days.
- d. Changes to or discontinuation of routes or services funded and initiated as demonstration projects.

A summary of public engagement activities completed since 2019 can be found in Appendix C.

- Customer Satisfaction Survey: Occasionally, KCATA conducts a “Customer Satisfaction Survey” which provides detailed information about passenger demographics and travel patterns.

A summary of the most recent Customer Survey (2021/2022) can be found in Appendix D.

LANGUAGE ASSISTANCE PLAN (LEP PLAN)

KCATA's LEP plan is a critical component to best serving the transit needs of the diverse communities comprising its service area. Providing language assistance in a competent and effective manner will help ensure that KCATA's services are safe, reliable, convenient, and accessible to LEP persons in the community. Ideally, these efforts will attract additional LEP riders to KCATA's services.

According to the LEP Plan the predominate non-English language spoken in the KCATA region is Spanish.

Critical documents translated into Spanish include:

- Applications for the RideKC Freedom ADA and Non-ADA paratransit programs, available at <http://ridekc.org/mobility-services> or upon request.
- Overview of the KCATA Title VI program and the Title VI Complaint form, available at <http://ridekc.org/rider-guide/civil-rights-and-title-vi> or upon request.
- The Title VI Non-Discrimination Policy is posted on buses and in the lobby of the KCATA Breen Building, the primary location where LEP populations seek information on services. This poster is shown in Figure E-3.
- On a case-by-case basis, KCATA provides important materials, such as community surveys, in multiple languages for projects or planning studies impacting specific neighborhoods.

KCATA's language assistance plan for providing language assistance to persons with limited English proficiency (LEP) can be found in Appendix E.

On an annual basis the LEP Plan will be reviewed and approved by the KCATA Board of Commissioners.

KCATA's LEP Plan is available online at: <http://www.kcata.org/documents/uploads/LEP.pdf>

KCATA also offers a translation telephone services to assist non-English speakers with access to route and schedule information in native languages. KCATA's Regional Call Center offers interpretation services for customers with questions or in need of information. Translations services are available for over 50 different languages. The Regional Call Center can be reached at (816) 221-0660. Interpretive services are available from 6:00AM to 7:00PM. Monday through Friday.

All of KCATA's websites are translatable using 'Google Translate' as well.

MEMBERSHIP OF NON-ELECTED COMMITTEES AND COUNCILS

KCATA has established the RideKC Advisory Committee to provide critical rider, stakeholder, and resident input on transit service in the region. The committee meets every other month, and consists of seventeen (17) members, three (3) of whom are minority members. Each committee member serves a term of up to two (2) years. In forming this committee, KCATA sought minority participation by advertising the committee's request for members on transit and paratransit vehicles, the Regional Call Center phone system, and on the RideKC website. The goal was to directly reach and invite all users of the service and those interested in participating in the committee via mediums in which they directly interface with the RideKC.

In 2020 the RideKC Advisory Committee was suspended due to the COVID-19 Pandemic. KCATA intends to reinstate this group in the coming years. When the RideKC Advisory Committee is reformed the Title VI Program document will be updated to include the demographic profile of the committee's membership.

The committee is comprised of current transit customers with the purpose of serving as a knowledgeable resource and communication link between RideKC partners and their customers, transit advocates, key community stakeholders, the business community, and peer agencies. The goals of the committee are to provide a forum to voice concerns and ideas to improve public transit in the region, recommend and assist in developing policies, services, and procedures that improve transit service and access in the region, provide information and technical assistance to customers and stakeholders looking to improve and expand transit service in the region, and assist with communication materials, activities, and meetings to help improve coordination between RideKC and its customers.

SUBRECIPIENT MONITORING

KCATA receives federal funds from the Federal Transit Administration as a direct recipient, as well as its subrecipients. As the designated recipient of the funds, KCATA is responsible for ensuring that subrecipients comply with Title VI general reporting requirements outlined in FTA's Circular 4701 as well as other requirements that apply to the subrecipient.

If the subrecipient is a transit provider, the Title VI requirements are based on the type of entity and the number of fixed route vehicles it operates in peak service. If a subrecipient is a direct recipient of FTA funds, that is, it applies for funds directly from FTA in addition to receiving funds from KCATA, the subrecipient reports directly to FTA, and KCATA is not responsible for monitoring that subrecipient.

Prior to passing FTA funds to a subrecipient, KCATA requires the subrecipient to execute a Subrecipient Agreement that contains by reference compliance with all the required FTA guidelines and regulations. Subrecipients are required to provide Title VI documentation upon execution of a Subrecipient Agreement.

Providing Title VI Assistance to Subrecipients

KCATA will provide assistance to subrecipients as follows:

- In conjunction with the regional FTA office, provides guidance and technical assistance on the Title VI process and related requirements;
- Schedule routine meetings to provide assistance to subrecipients; and
- Invite subrecipients to participate in training, presentations, conferences, webinars and meetings sponsored by the Mid-America Regional Council (MARC), Kansas and Missouri Departments of Transportation and the Federal Transit Administration.

Using KCATA's website, KCATA will direct subrecipients to KCATA's Title VI Program and resources to assist subrecipients in understanding and complying with the Title VI Program regulations and requirements. It includes links to the following:

- A template for subrecipients to use for developing their Title VI programs for submission to KCATA in accordance with FTA's Title VI regulations (see Appendix F for the template);
- Federal Transit Administration's Website for the Title VI Program;
- FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients;" and
- Federal Interagency Website for Limited English Proficiency.

If a subrecipient or the general public has any questions regarding the Title VI Program, they are directed to contact KCATA at:

KCATA Title VI Program
Attention: KCATA Planning Director
1350 E. 17th Street
Kansas City, MO 64108
(816) 346-0311

Title VI - Monitoring Subrecipients

KCATA utilizes a team approach in monitoring subrecipients. The Finance Department maintains the sub-recipient application, written agreements, progress reports, drawdown requests and audits. The Planning Department serves as the agency's Title VI point of contact and is responsible for preparation of the Title VI Plan. It also receives all sub-recipient Title VI reports and follow up documentation. The Transportation Department receives complaints and coordinates responses with all KCATA Department Directors. Representatives from the Finance, Planning and Transportation department participate in the subrecipient onsite reviews.

In order to ensure subrecipients are in compliance with Title VI regulations including the general reporting requirements, KCATA will follow these specific procedures for ensuring subrecipient compliance including:

- KCATA's goal is to align the subrecipient submittal and review process with the same three-year cycle as the KCATA Title VI program. This allows for a smoother process and allows subrecipients to utilize KCATA as a resource as they are preparing their own programs.
- Similar to KCATA, no subrecipient should have a Title VI Program that is more than three (3) years old, based on the date of approval.
- As part of the process for allocating federal funding to subrecipients, the KCATA Finance Department will provide a list of subrecipients to the Planning Manager for the current cycle of funding.
- The Planning Manager will review this list and ensure that a KCATA-approved Title VI Program is on file for each entity and is no more than three (3) years old. If these conditions are not met, the Planning Manager will request a Title VI Program from the entity's primary contact.
- The KCATA Planning Manager will also provide assistance to subrecipients who are preparing their programs. This may include providing service or demographic data, answering questions related to the criteria, or other assistance, as needed.
- The Planning Manager will maintain a list of primary contacts for each organization and update this list as contacts and organizations change.
- After receipt of a Title VI Program from a subrecipient, KCATA will utilize the checklist provided in Appendix A of FTA C 4702.1B to review the program for its completeness, consulting chapters III (General Requirements) and IV (Requirements of Transit Providers) of the circular for additional guidance as needed.
- If the program is fully compliant, the Planning Manager will notify the organization's primary contact that the program has been approved and the approval date. If not yet obtained, the subrecipient will need to ensure that the program receives the approval of its board or governing body as well.
- The Planning Manager shall maintain a spreadsheet that documents the review process of each Title VI Program. This should include dates submitted and approved, and each of the checklist criteria (Figure 3) to confirm compliance on each item. Any deficiencies should be noted and then updated when the deficiencies are corrected.
- The Planning Manager should be vigilant to pass along any materials from the FTA or other government agencies regarding Title VI. This includes updated guidance, seminars or webinars, or other relevant items that will assist the subrecipients in their understanding and compliance of Title VI regulations.

Figure 3: Subrecipient Title VI Monitoring Checklist

Information and Review Process		
Entity Name	Entity 1	Entity 2
Type of Funding		
Contact Name		
Contact Email		
Contact Phone		
Plan Date - Initial Submittal		
Plan Date - Final/Approved		
Notified via email		
Review		
General Requirements (Chapter III)		
Title VI Notice to the public, including a list of locations		
Title VI Complaint Procedures		
Complaint Form		
List of transit related Title VI investigations, complaints, lawsuits		
Public Participation Plan		
Language Assistance Plan		
Membership of non-elected committees and councils		
Subrecipient monitoring		
Title VI Equity Analysis (facilities)		
Governing Entity reviewed and approved Title VI Program		
Requirements of Transit Providers (Chapter IV)		
Service Standards		
- Vehicle load for each mode		
- Vehicle headway for each mode		
- On-time performance for each mode		
- Service Availability for each mode		
Service Policies		
- Transit Amenities for each mode		
- Vehicle Assignment for each mode		
50 or more fixed route vehicles in peak service?		

TITLE VI EQUITY ANALYSIS FOR FACILITY CONSTRUCTION

Since the last Title VI review, KCATA has not constructed a new facility requiring Title VI equity analysis.

BOARD APPROVAL OF TITLE VI PROGRAM

The KCATA Board of Commissioners approved this Title VI Program at its meeting on October 26, 2022. Board minutes of the program’s approval are included in Appendix G.

CHAPTER THREE

REQUIREMENTS FOR FIXED ROUTE TRANSIT PROVIDERS

KCATA Service Standards

KCATA maintains a set service guidelines aimed at helping its efforts to provide quality transit service in a cost-effective manner that is consistent and equitable. KCATA must make a number of competing decisions on where demand is greatest, on which types of service would be most appropriate, and where limited resources can and should be used.

To do this, KCATA has developed and adopted this set of service guidelines that are used to:

- Design service;
- Determine appropriate service levels;
- Establish minimum levels of service performance; and
- Measure service performance.

These service guidelines were developed as part of the KCATA 2011 Comprehensive Service Analysis (CSA) and apply to public transit service provided by KCATA. They were used to develop the CSA recommendations and will be used on an ongoing basis to evaluate, adjust and improve service as demand and conditions change.

Additionally, these service guidelines were based on a hierarchy of service types that would also assist in determining various characteristics of the route including service frequency, vehicle type(s), and amenities. The hierarchy of service types include the following: key corridor, urban local, suburban local, commuter, and lifeline services.

Key corridors are considered the “backbone” of the KCATA system and consist of routes that experience trips exceeding 50 trips per weekday with daily (Monday through Sunday) service. Urban local routes operate in the densest or most developed parts of the KCATA core service area. Suburban local routes operate in the areas of the KCATA core service area that are less dense and not as developed as the areas served by the urban local route network. Commuter routes generally operate during weekdays and at peak times to serve the commuting public that work in the CBD. Lifeline services operate in areas where overall demand for transit is too low but special circumstances require that transit service be made available to these areas. These include areas with a high concentration of elderly or low-income residents or households with no access to an automobile.

In most cases, the service guidelines define minimum thresholds that must be met, and most services would exceed the minimum thresholds. However, the guidelines are also designed to—within limits—provide flexibility to respond to varied customer needs throughout the KCATA service area.

Finally, it should be noted that adherence to these service guidelines is dependent upon resource availability, and in particular, the amount of funding provided by KCATA’s local partners. In the event of constrained resources, KCATA will meet these guidelines as closely as possible, and will work to achieve consistency as resources permit.

Service Standard – Vehicle Load

KCATA strives to provide a seat to most passengers. During peak periods, it is expected that some passengers may have to stand, but the number of standing passengers will be kept to reasonable levels. Also, services will be designed so that when passengers do have to stand, they will not have to stand for long periods of time. On routes that operate for long distances on highways, and on all off-peak services, service will be scheduled to provide nearly all passengers with a seat.

Two different methods are used to maintain passenger loads within acceptable levels. The first is to match vehicle types with ridership levels - use larger vehicles on higher ridership routes. The second method is to provide more frequent service with service frequencies set to keep passenger loads within the limits presented in Table 3.

These guidelines are presented in terms of maximum passenger loads as a percentage of seated capacity of the vehicle used to provide service, as shown in Table 4, and average loads over any one-hour period should be less than these levels. Where passenger loads exceed these levels, KCATA will deploy larger vehicles and/or increase service frequencies as financially feasible.

Table 3: Maximum Passenger Loading (as a Percentage of Seating Capacity)

Key Corridor		Urban	Suburban	Commuter	Lifeline
MAX	Other	Local	Local		
135%	125%	125%	125%	100%	125%

Table 4: Maximum Passenger Loads by Vehicle Type

	Seats (Typical)	Maximum Load
MAX	36-37	50
40' Transit Bus ("Large Bus")	40	50
30' Transit Bus ("Small Bus")	23	29
Flex Vehicle	12	15

Service Standard – Headways

The service headway guidelines define the maximum service headways (or minimum service frequencies) at which each type of service should operate. Headways are expressed as the length of time between vehicles operating on a route, whereas frequency is expressed as the number of vehicles operating on the route per length of time (typically one hour). Based on demand, many services would operate more frequently, and in these cases, the service headways would be determined based on ridership and loading levels. When a corridor is served by multiple routes, effective (or composite) service frequencies in the corridor would be more frequent than the frequencies for individual routes. The maximum service headway standards are displayed in Table 5.

Table 5: Maximum Service Headways (minutes)

	Key Corridor		Urban	Suburban	Commuter	Lifeline
	MAX	Other	Local	Local		
Weekdays						
Early Morning	30	30	60	60	--	120
AM Peak	15	15	30	60	3 Trips	120
Midday	20	30	60	60	--	120
PM Peak	15	15	30	60	3 Trips	120
Evening/Night	30	60	60	--	--	120
Saturdays						
All Day	30	30	60	60	--	120
Sundays						
All Day	30	60	60	60	--	120

Note: "--" indicates that the guideline does not apply. Also, the guidelines apply to services that are provided, and do not imply that all services will be provided at all times.

Service Standard – On-Time Performance

KCATA has an 88% on-time performance standard. On-time is defined as departing a scheduled timepoint no earlier than one minute before the scheduled departure time and no later than five (5) minutes after the scheduled departure time.

Service Standard – Service Availability for Each Mode

KCATA route service is the product of the local funding commitment and design requests of each of the twelve (12) area communities that have annual service contracts with KCATA for route service. Therefore, KCATA does not have a service availability standard, although efforts are made to maximize ridership through effective route design.

SERVICE POLICIES

Service Policy – Transit Amenity Distribution

KCATA’s transit amenity monitoring program’s goal is to improve overall transit amenity distribution throughout the KCATA system. For local (including key corridor, urban local, suburban local, and lifeline) and commuter services, KCATA’s bus stop guidelines provide average daily ridership (ADR) thresholds for placing new or removing existing amenities at local and commuter service stops. The new amenity placement standards (Table 6) are intended as a minimum ridership guideline; however, since local stops must be adapted to existing conditions, secondary factors (e.g., pedestrian accessibility, nearby land use, available right-of-way) are also taken into consideration. Since KCATA operates with a limited resources, and the proper procurement and maintenance of amenities can be costly, existing amenities at stops that have dropped substantially below these standards may need to be removed so resources can be more efficiently allocated. The weekday ridership thresholds for removing an established amenity are shown in Table 7.

Table 6: Minimum Weekday ADR Thresholds for New Amenities Placement

Amenity	Local Service	Commuter Service
Corner Schedule	10	5
Bench	25	10
Trash can/Recycling Bin	25	25
Shelter	50	25*
Second Shelter	150	N/A

*Park and Ride facilities may have shelters despite lower ridership.

Table 7: Minimum Weekday ADR Thresholds for Removing an Established Amenity

Amenity	Local Service	Commuter Service
Corner Schedule	< 5	< 3
Bench	< 10	< 5
Trash can/Recycling Bin	<10	< 10
Shelter	< 25*	< 15*
Second Shelter	< 100	N/A

*May also be removed if total maintenance costs exceed \$0.80 per boarding.

KCATA's MAX lines represent significant long-term infrastructure investments that follow an extensive planning and design process addressing the amenity design and placement at specific stop locations. Each MAX line has a distinctive amenity package including unique shelters, monument-kiosks with real-time information, benches, and trash cans. MAX bus stops may also include public art and landscaping that are less common at other stops within the KCATA system. Due to the extensive infrastructure investments made at MAX bus stops, any potential stop or amenity changes are considered on a case-by-case basis.

Service Policy – Vehicle Assignment

KCATA has a fleet of various sized buses and assigns vehicles to best match a route's average ridership demand in accordance with the seating capacity service standard listed above and as local funding commitments allow. BRT vehicles are specifically dedicated to BRT routes: Main Street MAX and Troost MAX. For daily runs, vehicles are assigned as they are available for service and in a rotating fashion.

DEMOGRAPHIC AND SERVICE PROFILE MAPS AND CHARTS

KCATA currently has annual contracts with twelve (12) area communities to provide transit service throughout the region. These are the partner communities of Blue Springs, Gladstone, Grandview, Independence, Kansas City, Lee’s Summit, Liberty, North Kansas City, Raytown, Riverside, and Unity Village in Missouri as well as Kansas City, Kansas.

Based on 2016-2020 American Community Survey 5-year estimates, the total population of the KCATA service area is 1,037,108, and the minority population constitutes approximately 40.04% (415,224) of the total service area population. Table 8 displays the total and minority composition of the KCATA’s service area total and minority population by member city.

Table 8: Minority Population Composition for KCATA's Ten Member Cities

City	Total Population	Minority Population	Percent Minority
Blue Springs, Missouri	55,415	10,382	18.73%
Gladstone, Missouri	27,365	6,082	22.23%
Grandview, Missouri	24,990	13,646	54.61%
Independence, Missouri	117,139	28,907	24.68%
Kansas City, Kansas	153,014	95,865	62.65%
Kansas City, Missouri	491,158	220,361	44.87%
Lee’s Summit, Missouri	98,997	18,927	19.12%
Liberty, Missouri	31,761	4,819	15.17%
North Kansas City, Missouri	4,606	1,214	26.36%
Raytown, Missouri	29,176	14,136	48.45%
Riverside, Missouri	3,422	872	25.48%
Unity Village, Missouri	65	13	20.00%
Total:	1,037,108	415,224	40.04%

Source: 2016-2020 American Community Survey 5-year Estimates

The following demographic maps are presented on subsequent pages:

- Figure 4: KCATA 2022 Service Area Base Map
- Figure 5: ACS 2016-2020 Estimated Minority Population within KCATA 2022 Service Area
- Figure 6: ACS 2016-2020 Estimated Minority Population within KCATA 2022 Core Service Area
- Figure 7: ACS 2016-2020 Estimated Population with Income below Poverty Level within KCATA 2019 Service Area
- Figure 8: ACS 2016-2020 Estimated Population with Income below Poverty Level within KCATA 2019 Core Service Area

Figure 4: KCATA 2022 Service Area Base Map

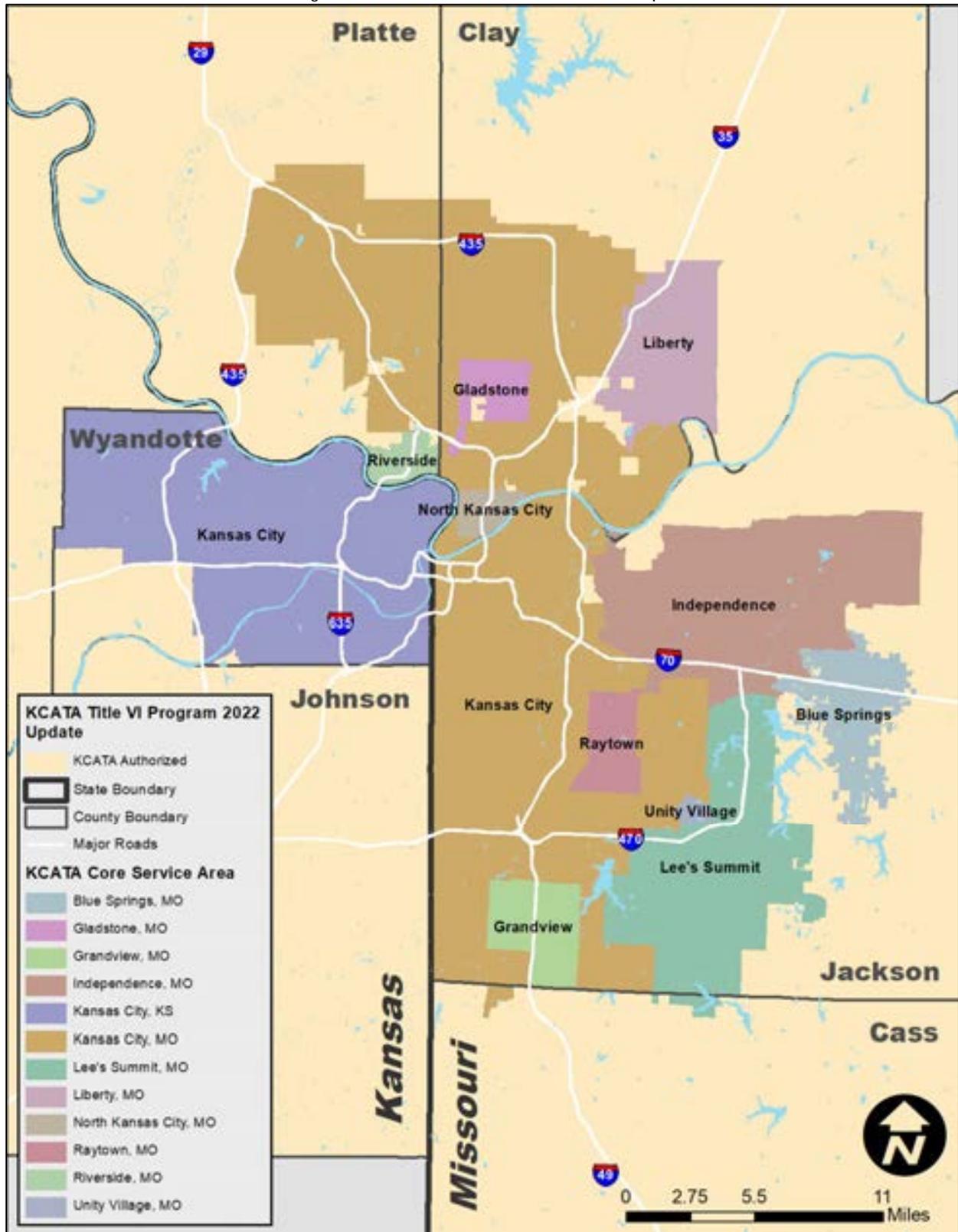
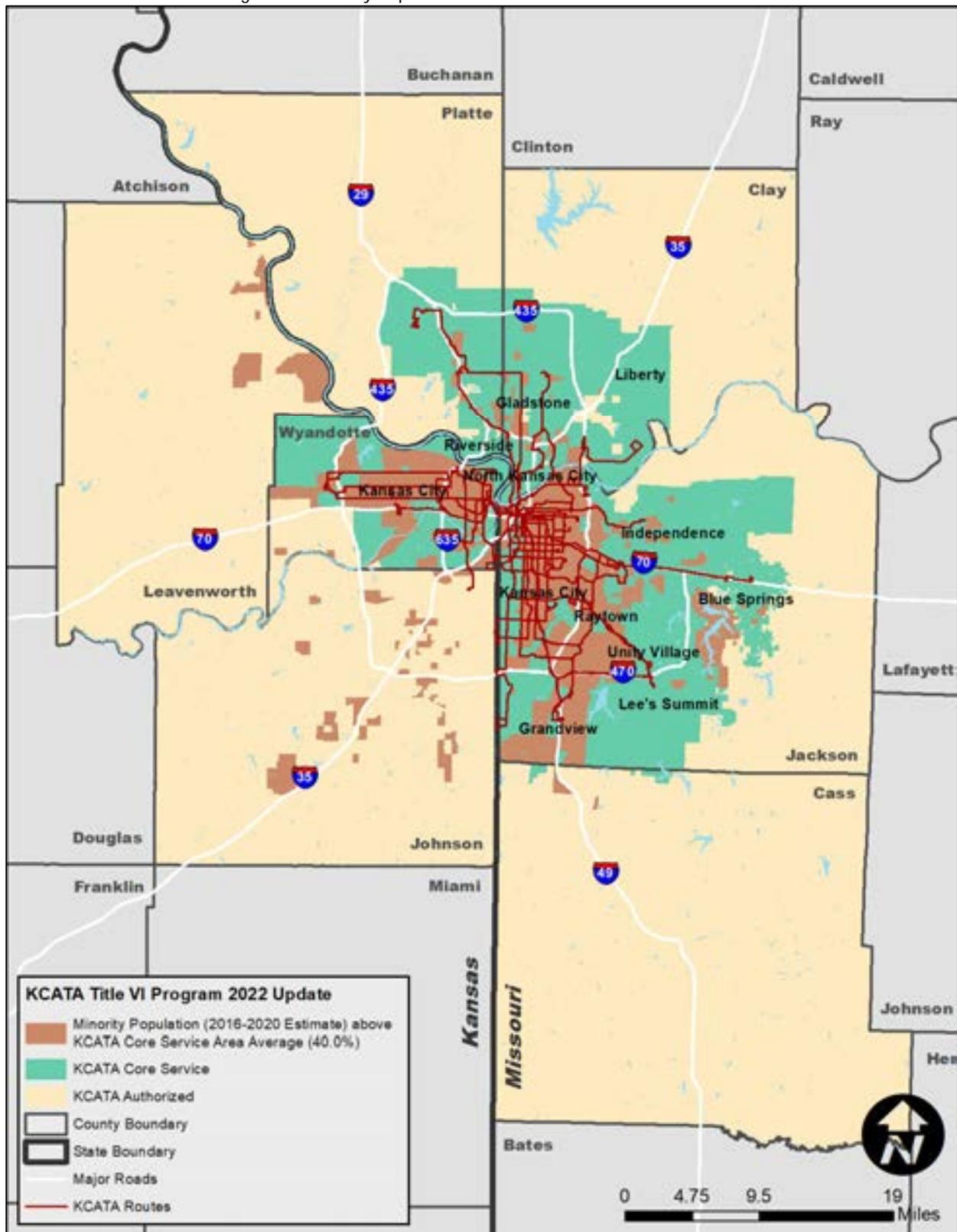
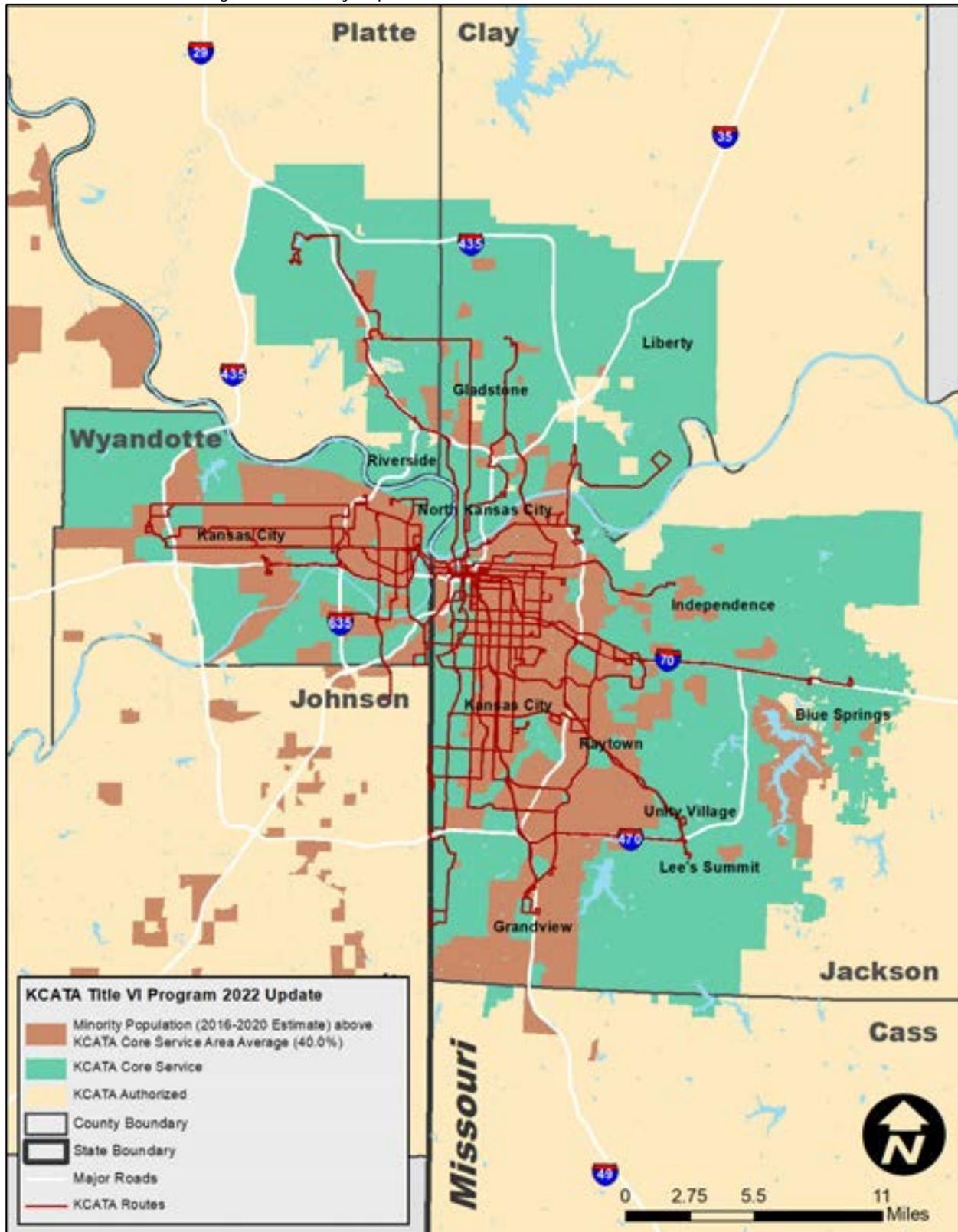


Figure 5: Minority Population within KCATA 2022 Service Area



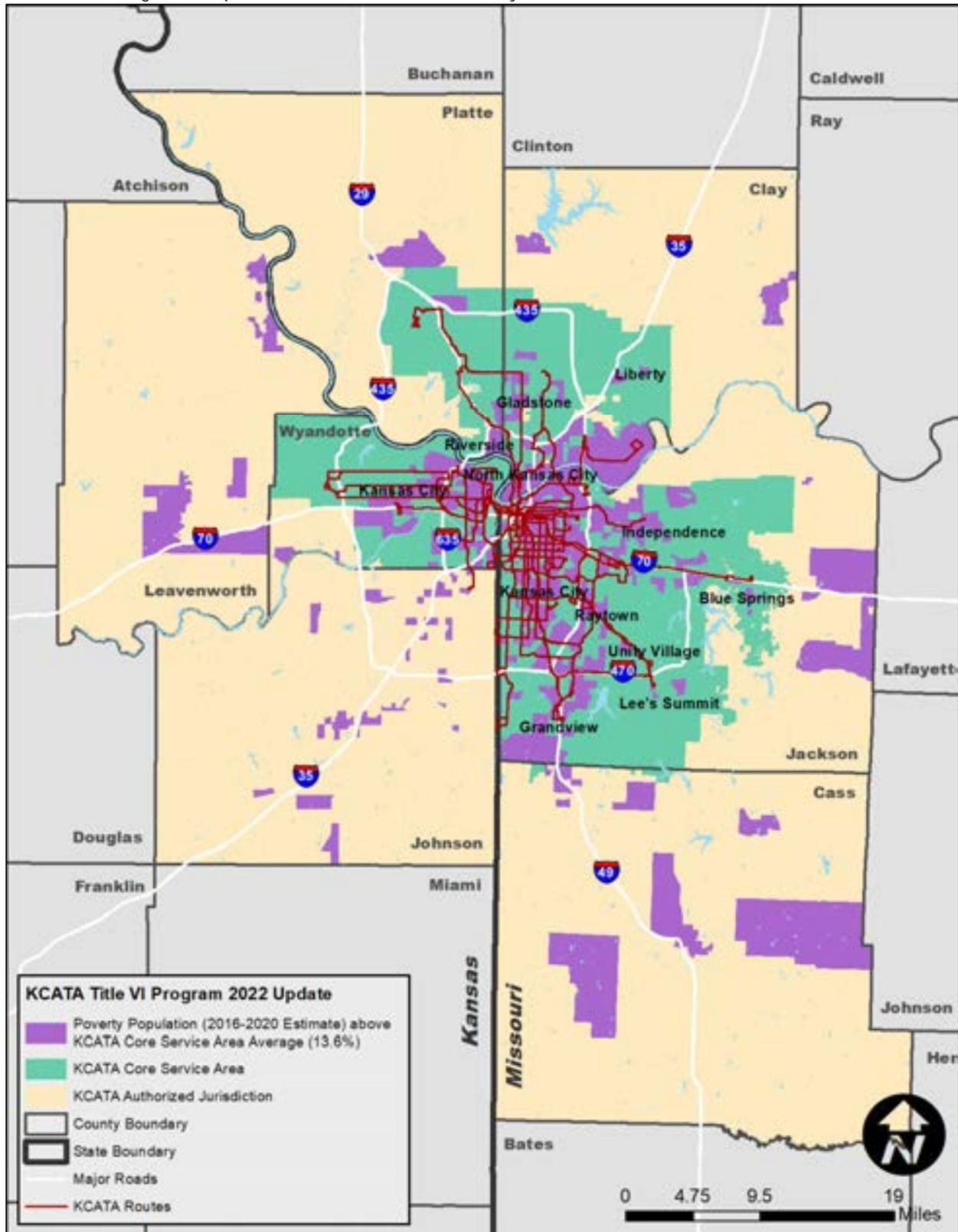
Source: 2016-2020 American Community Survey 5-year Estimates, Block Group Data, Table B03002

Figure 6: Minority Population within KCATA 2022 Core Service Area



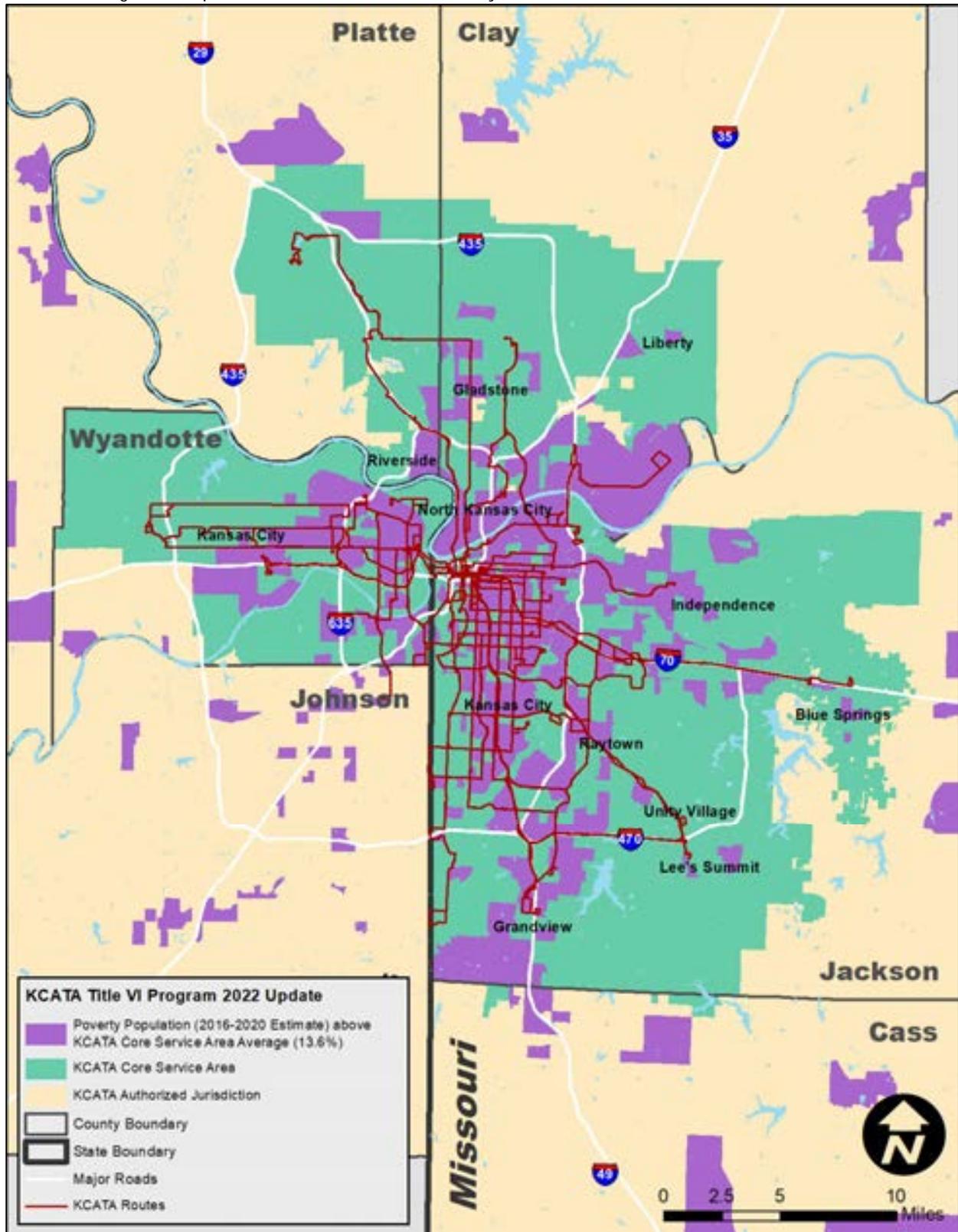
Source: 2016-2020 American Community Survey 5-year Estimates, Block Group Data, Table B03002

Figure 7: Population with Income below Poverty Level within KCATA 2022 Service Area



Source: 2016-2020 American Community Survey 5-year Estimates, Block Group Data, Table B17021

Figure 8: Population with Income below Poverty Level within KCATA 2019 Core Service Area



Source: 2016-2020 American Community Survey 5-year Estimates, Block Group Data, Table B17021

DEMOGRAPHIC RIDERSHIP AND TRAVEL PATTERNS, COLLECTED BY SURVEY

2021 On-Board Survey

Approximately every three (3) years, KCATA conducts an on-board passenger survey to measure the demographics and customer satisfaction of riders using the KCATA system. The on-board survey is conducted on all routes and utilizes a sampling methodology to produce a statistically accurate profile of KCATA riders. The most recently completed on-board survey was conducted in the winter of 2021/22, and the next on-board survey will be conducted in the 2024/2025. A summary of the 2021 survey findings follow:

- **ETHNIC SELF-IDENTIFICATION:** Most respondents (67%) identify themselves as African-American. The balance identifies primarily as White (20%), Hispanic (6%), Native-American (3%), and Asian (1%) or of other origin (3%).
- **GENDER:** 68% of respondents were male and 31% women.
- **AGE:** Thirty-three percent (33%) of survey respondents were younger than 45 years old; 22% of survey respondents were between 45 and 64 years old; and 14% were 65 years or older. A large number of respondents (40 percent) did not provide their age.
- **KCATA RIDERS ARE WORK-BOUND:** Ridership is primarily work-focused with 54% of riders in 2021/22 going to or from work. This is an increase from 47% in 2019. Another 11% of riders are job-seeking or going to school or college. KCATA service continues to be closely related to work and other aspects of labor market mobility (school/job seeking) with 65 percent of respondents attributing their trip to work, school, or job searching. Of all respondents, another 16% indicated their trip was for shopping, 10% for social or entertainment type trips, and 8% for medical purposes.
- **TRANSIT DEPENDENT:** Eighty-two percent (82%) of survey respondents are dependent in one way or another on public transit. They are dependent because they either do not possess a driver license (58%), lack a vehicle to drive, prefer to live a car-free lifestyle, or a combination of any of the above.
- **INCOME:** Almost two-thirds of respondents (66%) report household incomes of less than \$20,000. The low-incomes are consistent with the increased in percent of riders with low levels of education and with the increased number of students (students typically report low incomes). Another 13% of respondents report incomes between \$20,000 and \$29,999 for a total of almost 80% reporting household incomes under \$30,000 annually. Overall, the income of respondents was far lower than that of the total community – median household income for Kansas City, MO was reported as \$56,179 per year.

In all future passenger surveys two questions will be included to assist with enhancing the Limited English Proficiency Plan:

1. What is the predominate language spoken at home?
2. What is your ability to speak English?

SERVICE MONITORING

Requirement to Monitor Transit Service

The FTA requires that recipients undertake periodic service-monitoring activities to compare the level and quality of service provided to predominantly minority and low-income areas with service provided to other areas. KCATA monitors the performance of all its routes on a monthly basis. A monthly service report provides a summary of the monitoring activity and is used as a means for evaluating route performance on an on-going basis. A sample of the monthly service report can be found in Appendix H. The reports are distributed to the KCATA executive team and made available for the KCATA Board to review and available to the public upon request.

On an annual basis the Service Monitoring Policy will be reviewed and approved by the KCATA Board of Commissioners.

Service Monitoring – Analysis

As part of KCATA's service monitoring efforts, an analysis was conducted to compare the operational characteristics of minority and non-minority routes against KCATA's adopted service standards and policies. As part of this analysis, fixed routes were classified as being either minority or non-minority routes in accordance with the definition provided by FTA Circular 4702.1B, in which a route is defined as a minority route if at least 1/3 (33%) of its total revenue mileage is within a Census block group or block groups where the percentage of minority population exceeds the percentage of minority population in the transit service area.

In order to conduct this analysis, revenue miles by route and pattern from the KCATA's service period beginning on May 22, 2022, were annualized, and a GIS intersect analysis was conducted to determine the percentage of revenue miles operated within Census block groups where the percentage minority population exceeds the percentage of minority population (40.04%) in the KCATA service area for each route. The results of this analysis are shown in Table 9.

In addition to its fixed route services, KCATA also operates five (5) Flex, or on-demand, routes that operate within a defined service area. Because these routes do not have fixed alignments, they cannot be classified as minority or non-minority routes based on the definition for fixed route services set by the FTA. Moreover, several of KCATA's service standards and policies cannot be applied to these on-demand services—including service headways, on-time performance, and transit amenity distribution—because they do not operate along a fixed alignment. Nevertheless, the Flex routes have been classified as minority routes if the percentage of the Flex route's service area that intersects a Census block group where the percentage of minority population exceeds the percentage the of minority population in the KCATA service area is greater than 1/3 (33%). The resulting classification of the Flex routes is shown in Table 10.

Table 9: Classification of KCATA Fixed Routes as Minority and Non-Minority Routes

#	ROUTE NAME	ROUTE TYPE	REVENUE MILES	REVENUE MILES WITHIN MINORITY BG	% REVENUE MILES WITHIN MINORITY BG	CLASSIFICATION
KEY CORRIDORS – MAX						
MAX	Main Street MAX	Key Corridors	258,194	9,343	3.6%	Non-Minority
TMAX	Troost MAX	Key Corridors	313,434	176,882	57.3%	Minority
PMAX	Prospect MAX	Key Corridors	422,252	403,941	96.7%	Minority
KEY CORRIDOR - LOCAL						
12	12th Street	Key Corridors	115,269	99,879	88.6%	Minority
24	Independence	Key Corridors	233,153	173,407	70.3%	Minority
25	Troost	Key Corridors	157,527	101,519	64.4%	Minority
31	31st Street	Key Corridors	405,422	296,226	73.3%	Minority
39	39th Street	Key Corridors	163,841	109,008	62.0%	Minority
101	State Ave	Key Corridors	292,904	207,953	71.0%	Minority
URBAN LOCAL						
9	9th Street	Urban Local	58,314	49,729	85.3%	Minority
11	Northeast-Westside	Urban Local	257,949	209,679	81.3%	Minority
18	Indiana	Urban Local	216,527	189,610	88.5%	Minority
21	Cleveland-Antioch	Urban Local	138,235	110,471	80.0%	Minority
23	23rd Street	Urban Local	64,621	55,765	86.3%	Minority
27	27th Street	Urban Local	74,565	56,165	75.2%	Minority
35	35th Street	Urban Local	105,223	62,618	59.5%	Minority
47	Broadway	Urban Local	264,663	133,234	50.3%	Minority
57	Wornall	Urban Local	115,335	1,378	1.2%	Non-Minority
63	63rd Street	Urban Local	62,174	48,438	75.5%	Minority
71	Prospect	Urban Local	96,213	96,213	100.0%	Minority
75	75th Street	Urban Local	133,415	85,897	64.0%	Minority
85	Paseo	Urban Local	178,805	107,237	59.9%	Minority
104	Argentine	Urban Local	51,456	42,826	83.2%	Minority
106	Quindaro-Amazon	Urban Local	134,917	94,827	62.2%	Minority
107	7th Street-Parallel	Urban Local	49,055	30,648	62.5%	Minority

#	ROUTE NAME	ROUTE TYPE	REVENUE MILES	REVENUE MILES WITHIN MINORITY BG	% REVENUE MILES WITHIN MINORITY BG	CLASSIFICATION
SUBURBAN LOCAL						
28	Blue Ridge	Suburban Local	177,390	128,157	72.3%	Minority
201	North Oak	Suburban Local	303,310	74,935	24.7%	Non-Minority
210	Front Street	Suburban Local	242,970	87,144	35.9%	Minority
229	Boardwalk-KCI	Suburban Local	339,817	70,404	20.7%	Non-Minority
238	Meadowbrook	Suburban Local	181,954	26,498	14.6%	Non-Minority
SUBURBAN EXPRESS						
29	Blue Ridge Limited*	Suburban Exp	28,926	21,367	73.9%	Minority
570	Blue Springs Express*	Suburban Exp	7,991	2,293	28.7%	Non-Minority

*Revenue miles calculated as miles in revenue service on local/arterial roads – excluding highways when in “express” service.

Table 10: Classification of KCATA Flex Routes as Minority and Non-Minority Routes

#	ROUTE NAME	ROUTE TYPE	FLEX SERVICE AREA (ACRES)	SERVICE AREA WITHIN MINORITY BG (ACRES)	% SERVICE AREA WITHIN MINORITY BG	CLASSIFICATION
LIFELINE - FLEX						
99	South Kansas City Flex	Lifeline - Flex	17,821.7	10,353.3	58.1%	Minority
297	Tiffany Springs	Lifeline - Flex	2,858.4	636.3	22.3%	Non-Minority
298	North Kansas City Flex	Lifeline - Flex	2,307.8	49.1	2.1%	Non-Minority
299	Gladstone Flex	Lifeline - Flex	10,921.4	1,763.1	16.1%	Non-Minority
399	Raytown Flex	Lifeline - Flex	8,613.1	5,015.5	58.2%	Minority

Since the 2019 Title VI Update, no routes have switched from a “Minority” to “Non-Minority” classification or vice versa. However, there are two new routes in the 2022 update which include the Prospect MAX and Route 210-Front Street (formerly the Route 77-Casino Cruiser) both of which are “Minority” routes.

The following pages contain tables which illustrate KCATA’s service monitoring activities comparing operating and performance statistics of minority and non-minority routes against KCATA’s service standards and policies, including:

- Vehicle Load
- Headways
- On-Time Performance
- Service Availability
- Transit Amenity Distribution
- Vehicle Assignment

Service Monitoring – Vehicle Load

Table 11 presents observed vehicle loads by route, service type, and peak hour. For each route, the final column in the table shows the vehicle load standard for the associated service type. Minority routes that do not meet the service standard for vehicle load are highlighted in orange. Non-minority routes that do not meet the service standard for vehicle load are highlighted in yellow.

All minority routes not meeting the vehicle load service standard.

All non-minority routes meet the vehicle load service standard.

Table 11: Service Monitoring – Observed Vehicle Loads by Route (2021)

#	ROUTE NAME	CLASSIFICATION	PEAK HOUR	MAX VEHICLES	# OF SEATS	# OF PASSENGERS	LOAD FACTOR	STANDARD
KEY CORRIDOR – MAX								
MAX	Main Street MAX	Non-Minority	AM Peak	4	160	132	0.83	1.35
			PM Peak	5	185	183	0.99	1.35
TMAX	Troost MAX	Minority	AM Peak	4	148	94	0.64	1.35
			PM Peak	4	148	102	0.69	1.35
PMAX	Prospect MAX	Minority	AM Peak	8	296	166	0.56	1.35
			PM Peak	8	296	173	0.58	1.35
KEY CORRIDOR - LOCAL								
12	12th Street	Minority	AM Peak	4	92	55	0.60	1.25
			PM Peak	4	92	74	0.80	1.25
24	Independence	Minority	AM Peak	6	240	140	0.58	1.25
			PM Peak	6	240	164	0.68	1.25
25	Troost	Minority	AM Peak	4	92	67	0.73	1.25
			PM Peak	4	92	83	0.90	1.25
31	31st Street	Minority	AM Peak	6	240	98	0.41	1.25
			PM Peak	6	240	130	0.54	1.25
39	39th Street	Minority	AM Peak	4	160	110	0.69	1.25
			PM Peak	5	200	161	0.51	1.25
101	State Ave	Minority	AM Peak	2	80	66	0.83	1.25
			PM Peak	2	80	79	0.99	1.25
URBAN LOCAL								
9	9th Street	Minority	AM Peak	1	23	10	0.43	1.25
			PM Peak	1	23	16	0.70	1.25

#	ROUTE NAME	CLASSIFICATION	PEAK HOUR	MAX VEHICLES	# OF SEATS	# OF PASSENGERS	LOAD FACTOR	STANDARD
11	Northeast-Westside	Minority	AM Peak	4	160	89	0.56	1.25
			PM Peak	4	160	109	0.68	1.25
18	Indiana	Minority	AM Peak	4	92	40	0.43	1.25
			PM Peak	4	92	44	0.48	1.25
21	Cleveland	Minority	AM Peak	2	46	21	0.46	1.25
			PM Peak	2	46	24	0.52	1.25
23	23rd Street	Minority	AM Peak	1	23	10	0.43	1.25
			PM Peak	1	23	11	0.48	1.25
27	27th Street	Minority	AM Peak	2	46	13	0.28	1.25
			PM Peak	2	46	16	0.35	1.25
35	35th Street	Minority	AM Peak	3	69	44	0.64	1.25
			PM Peak	3	69	57	0.83	1.25
47	Broadway	Minority	AM Peak	3	120	93	0.78	1.25
			PM Peak	3	120	137	1.14	1.25
57	Wornall	Non-Minority	AM Peak	2	46	26	0.57	1.25
			PM Peak	2	46	26	0.57	1.25
63	63rd Street	Minority	AM Peak	2	46	24	0.52	1.25
			PM Peak	2	46	27	0.59	1.25
71	Prospect	Minority	AM Peak	2	80	18	0.23	1.25
			PM Peak	2	80	30	0.38	1.25
75	75th Street	Minority	AM Peak	2	46	21	0.46	1.25
			PM Peak	2	46	24	0.52	1.25
85	Paseo	Minority	AM Peak	2	80	27	0.34	1.25
			PM Peak	2	80	33	0.41	1.25
104	Argentine	Minority	AM Peak	1	23	14	0.61	1.25
			PM Peak	1	23	15	0.65	1.25
106	Quindaro-Amazon	Minority	AM Peak	2	80	17	0.21	1.25
			PM Peak	2	80	23	0.29	1.25
107	7th Street-Parallel	Minority	AM Peak	1	23	16	0.70	1.25
			PM Peak	1	23	17	0.74	1.25

#	ROUTE NAME	CLASSIFICATION	PEAK HOUR	MAX VEHICLES	# OF SEATS	# OF PASSENGERS	LOAD FACTOR	STANDARD
SUBURBAN LOCAL								
28	Blue Ridge	Minority	AM Peak	2	46	32	0.70	1.25
			PM Peak	2	46	41	0.89	1.25
201	North Oak	Minority	AM Peak	2	80	29	0.36	1.25
			PM Peak	2	80	47	0.59	1.25
210	Front Street	Non-Minority	AM Peak	2	80	19	0.24	1.25
			PM Peak	2	80	27	0.34	1.25
229	Boardwalk-KCI	Non-Minority	AM Peak	2	46	21	0.46	1.25
			PM Peak	2	46	24	0.52	1.25
238	Meadowbrook	Non-Minority	AM Peak	2	46	13	0.28	1.25
			PM Peak	2	46	18	0.39	1.25
SUBURBAN EXPRESS								
29	Blue Ridge Limited	Minority	AM Peak	1	40	19	0.48	1.00
			PM Peak	1	40	18	0.45	1.00
570	Blue Springs Express	Non-Minority	AM Peak	1	23	2	0.09	1.00
			PM Peak	1	23	2	0.09	1.00
LIFELINE – FLEX								
99	South Kansas City Flex	Minority	AM Peak	3	36	10	0.28	1.25
			PM Peak	3	36	12	0.33	1.25
297	Tiffany Springs	Non-Minority	AM Peak	1	12	3	0.25	1.25
			PM Peak	1	12	3	0.25	1.25
298	North Kansas City Flex	Non-Minority	AM Peak	1	12	4	0.33	1.25
			PM Peak	1	12	5	0.42	1.25
299	Gladstone Flex	Non-Minority	AM Peak	1	12	3	0.25	1.25
			PM Peak	1	12	4	0.33	1.25
399	Raytown Flex	Minority	AM Peak	1	12	3	0.25	1.25
			PM Peak	1	12	3	0.25	1.25

Service Monitoring – Headways

Table 12 presents scheduled headways by route, service type, service day, and time of day. Minority routes that do not meet the headway service standard are highlighted in orange. Non-minority routes that do not meet the headway service standard are highlighted in yellow.

Minority routes not meeting the headway service standard:

- Troost MAX does not meet the Key Corridor-MAX standard for AM peak, PM peak, or midday service.
- Prospect MAX does not meet the Key Corridor-MAX standard for AM peak, PM peak, or midday service.
- Route 9 – 9th Street does not meet the Urban Local standard for AM or PM peak service.
- Route 12 – 12th Street does not meet the Key Corridor-Local standard for AM or PM peak service, early morning, midday, or Saturday service.
- Route 21 – Cleveland-Antioch does not meet the Urban Local standard for AM or PM peak service.
- Route 23 – 23rd Street does not meet the Urban Local standard for AM or PM peak service.
- Route 24 – 24th Street does not meet the Key Corridor-Local standard for AM or PM peak service, or midday service.
- Route 25 – 25th Street does not meet the Key Corridor-Local standard for AM or PM peak service.
- Route 27 – 27th Street does not meet the Urban Local standard for AM or PM peak service.
- Route 35 – 35th Street does not meet the Urban Local standard for AM or PM peak service.
- Route 39 – 39th Street does not meet the Key Corridor-Local standard for AM or PM peak service.
- Route 47 – Broadway does not meet the Urban Local standard for AM or PM peak service.
- Route 63 – 63rd Street does not meet the Urban Local standard for AM or PM peak service.
- Route 71 – Prospect does not meet the Urban Local standard for AM or PM peak service. However, the Prospect MAX operates along the same alignment as the local Route 71 with 15-minute headways during the AM and PM peaks.
- Route 75 – 75th Street does not meet the Urban Local standard for AM or PM peak service.
- Route 85 – Paseo does not meet the Urban Local standard for AM or PM peak service.
- Route 101 – State Avenue is funded by the Unified Government and has limited funding. Because of this funding limitation, Route 101 does not meet the Key Corridor adopted headway standard during the AM peak, PM peak, and Saturdays.
- Route 104 – Argentine does not meet the Urban Local standard for AM or PM peak service.
- Route 106 – Quindaro-Amazon does not meet the Urban Local standard for AM or PM peak service.
- Route 107 – 7th-Parallel does not meet the Urban Local standard for AM or PM peak service.

Non-minority routes not meeting the headway service standard:

- Main Street MAX does not meet the Key Corridor-MAX headway standard for AM peak, PM Peak, or midday service.
- Route 57 – Wornall does not meet the Urban Local standard for AM or PM peak service.
- Route 570 – Blue Springs Express does not meet the Commuter headway standard.

Note: Since the beginning of the pandemic, KCATA has had to pare down service due to operator availability and has cut routes, service, and frequencies in order to provide reliable and on-time service based on personnel. KCATA anticipates driver training to increase in late 2022 and for on-time performance to improve and for service to begin returning to pre-pandemic levels as more operators become available.

Table 12: Service Monitoring –Scheduled Headways by Route (2022)

#	ROUTE NAME	CLASSIFICATION	EARLY	WEEKDAY			NIGHT	SAT	SUN
				AM PEAK	MIDDAY	PM PEAK			
KEY CORRIDOR - MAX									
MAX	Main Street MAX	Non-Minority	30	30	30	30	30	30	30
TMAX	Troost MAX	Minority	30	30	30	30	30	30	30
PMAX	Prospect MAX	Minority	15	15	15	15	30	15	30
KEY CORRIDOR - LOCAL									
12	12th Street	Minority	45	45	45	45	45	45	60
24	Independence	Minority	20	20	20	20	20	30	30/60
25	Troost	Minority	30	30	30	30	N/A	30	60
31	31st Street	Minority	15	15	15	15	30	30	30/60
39	39th Street	Minority	30	30	30	30	30	30	30
101	State Ave	Minority	30	30	30	30	60	60	60
URBAN LOCAL									
9	9th Street	Minority	60	60	60	60	N/A	60	60
11	Northeast-Westside	Minority	30	30	30	30	60	60	60
18	Indiana	Minority	30	30	30	30	60	30/60	60
21	Cleveland-Antioch	Minority	60	60	60	60	N/A	60	N/A
23	23rd Street	Minority	60	60	60	60	60	60	60
27	27th Street	Minority	60	60	60	60	60	60	60
35	35th Street	Minority	45	45	45	45	N/A	45	45
47	Broadway	Minority	45	45	45	45	45	60	60
57	Wornall	Non-Minority	60	60	60	60	N/A	60	60
63	63rd Street	Minority	N/A	60	60	60	N/A	60	60
71	Prospect	Minority	60	60	60	60	60	60	60
75	75th Street	Minority	60	60	60	60	60	60	60
85	Paseo	Minority	60	60	60	60	60	60	60
104	Argentine	Minority	60	60	60	60	N/A	60	N/A
106	Quindaro-Amazon	Minority	60	60	60	60	60	60	60
107	7th Street-Parallel	Minority	N/A	60	60	60	N/A	60	N/A
SUBURBAN LOCAL									
28	Blue Ridge	Minority	N/A	60	60	60	60	60	N/A
201	North Oak	Non-Minority	30	30	60	30	60	60	60
210	Front Street	Minority	60	60	60	60	60	60	60
229	Boardwalk-KCI	Non-Minority	60	60	60	60	60	60	60
238	Meadowbrook	Non-Minority	60	60	60	60	60	60	60

#	ROUTE NAME	CLASSIFICATION	EARLY	AM PEAK	WEEKDAY			NIGHT	SAT	SUN
					MIDDAY	PM PEAK				
SUBURBAN EXPRESS										
29	Blue Ridge Limited	Minority	N/A	6 trips	N/A	6 trips	N/A	N/A	N/A	N/A
570	Blue Springs Express	Non-Minority	N/A	2 trips	N/A	2 trips	N/A	N/A	N/A	N/A

Service Monitoring – On-Time Performance

Table 13 presents on-time performance for 2021 by route and service day. Minority routes that do not meet the 88% on-time performance standard are highlighted in orange. Non-minority routes that do not meet the on-time performance standard are highlighted in yellow.

Minority routes not meeting the on-time performance standard:

- Troost MAX (Weekdays, Saturdays, and Sundays)
- Prospect MAX (Sundays)
- Route 9 – 9th Street (Weekdays, Saturdays, and Sundays)
- Route 11 – Northeast-Westside (Weekdays, Saturdays, and Sundays)
- Route 12 – 12th Street (Weekdays, Saturdays, and Sundays)
- Route 18 – Indiana (Weekdays, Saturdays, and Sundays)
- Route 24 – Independence (Weekdays, Saturdays, and Sundays)
- Route 21 – Cleveland-Antioch (Weekdays and Saturdays)
- Route 25 – Troost (Saturday and Sundays)
- Route 27 – 27th Street (Weekdays and Sundays)
- Route 28 – Blue Ridge (Weekdays and Saturdays)
- Route 29 – Blue Ridge Limited (Weekdays)
- Route 35 – 35th Street (Weekdays, Saturdays, and Sundays)
- Route 39 – 39th Street (Saturdays)
- Route 47 – Broadway (Weekdays, Saturdays, and Sundays)
- Route 71 – Prospect (Weekdays)
- Route 75 – 75th Street (Weekdays, Saturdays, and Sundays)
- Route 85 – Paseo (Weekdays, Saturdays, and Sundays)
- Route 101 – State Avenue (Weekdays, Saturdays, and Sundays)
- Route 106 – Quindaro-Amazon (Saturdays)
- Route 107 – 7th Street-Parallel (Weekdays and Saturdays)
- Route 210 – Front Street (Weekdays, Saturdays, and Sundays)

Non-minority routes not meeting the on-time performance standard:

- Main MAX (Weekdays, Saturdays, and Sundays)
- Route 201 – North Oak (Weekdays, Saturdays, and Sundays)
- Route 229 – Boardwalk-KCI (Weekdays, Saturdays, and Sundays)
- Route 238 – Meadowbrook (Weekdays and Saturdays)
- Route 570 – Blue Ridge Limited (Weekdays)

Note: Since the beginning of the pandemic, KCATA has had to pare down service due to operator availability and has cut routes, service, and frequencies in order to provide reliable and on-time service based on personnel. KCATA anticipates driver training to increase in late 2022 and for on-time performance to improve and for service to begin returning to pre-pandemic levels as more operators become available.

Table 13: Service Monitoring – On-Time Performance by Route (1Q 2019)

#	ROUTE NAME	CLASSIFICATION	PERCENT ON-TIME		
			WEEKDAY	SATURDAY	SUNDAY
KEY CORRIDOR - MAX					
MAX	Main Street MAX	Non-Minority	84.6%	84.0%	83.5%
TMAX	Troost MAX	Minority	84.2%	88.4%	92.1%
PMAX	Prospect MAX	Minority	89.7%	88.9%	86.7%
KEY CORRIDOR – LOCAL					
12	12th Street	Minority	83.9%	84.7%	80.1%
24	Independence	Minority	82.0%	80.8%	87.0%
25	Troost	Minority	90.6%	87.2%	78.4%
31	31st Street	Minority	89.9%	88.8%	89.9%
39	39th Street	Minority	90.8%	85.1%	92.2%
101	State Ave	Minority	78.7%	63.6%	65.8%
URBAN LOCAL					
9	9th Street	Minority	71.5%	83.3%	80.7%
11	Northeast-Westside	Minority	84.8%	85.1%	71.9%
18	Indiana	Minority	86.4%	86.5%	78.2%
21	Cleveland-Antioch	Minority	83.7%	86.3%	-
23	23rd Street	Minority	93.9%	97.3%	-
27	27th Street	Minority	88.1%	88.9%	86.3%
35	35th Street	Minority	75.0%	76.6%	84.0%
47	Broadway	Minority	84.2%	69.4%	73.3%
57	Wornall	Non-Minority	92.5%	93.0%	89.7%
63	63rd Street	Minority	92.1%	92.8%	92.6%
71	Prospect	Minority	85.6%	88.9%	89.0%
75	75th Street	Minority	81.9%	83.4%	83.1%
85	Paseo	Minority	83.8%	82.8%	87.0%
104	Argentine	Minority	88.5%	88.6%	-
106	Quindaro-Amazon	Minority	88.2%	86.4%	89.8%
107	7th Street-Parallel	Minority	87.2%	86.4%	-
SUBURBAN LOCAL					
28	Blue Ridge	Minority	85.6%	85.5%	-
201	North Oak	Non-Minority	87.6%	86.6%	86.3%
210	Front Street	Minority	71.6%	81.8%	86.9%
229	Boardwalk-KCI	Non-Minority	76.5%	79.0%	77.1%
238	Meadowbrook	Non-Minority	79.8%	79.2%	-

#	ROUTE NAME	CLASSIFICATION	WEEKDAY	PERCENT ON-TIME		
				SATURDAY	SUNDAY	
SUBURBAN EXPRESS						
29	Blue Ridge Limited	Minority	82.0%	-	-	
570	Blue Springs Express	Non-Minority	73.4%	-	-	

Service Monitoring – Service Availability

While KCATA does not have a service availability standard for each mode, service availability is monitored by the percentage of the population in proximity to its fixed route service. Table 14 provides a summary of the service proximity for both minority and non-minority populations within Census block groups that are within ½ mile of a KCATA fixed route.

In sum:

- 65.9% of the population within the KCATA service area is within ½ mile of a KCATA fixed route.
- 77.8% of the minority population within the KCATA service area is within ½ mile of a KCATA fixed route.
- 57.9% of the non-minority population within the KCATA service area is within ½ mile of a KCATA fixed route.

Table 14: Service Monitoring – Service Availability

	Population within the KCATA Service Area		Population within 1/2 Mile of KCATA Fixed Route		Population More Than 1/2 Mile of KCATA Fixed Route	
	Number of People		Number of People	Percent	Number of People	Percent
Minority	415,204		323,030	77.8%	92,174	22.2%
Non-Minority	621,884		360,264	57.9%	261,620	42.1%
Total	1,037,108		683,294	65.9%	353,814	34.1%

Source: 2016-2020 American Community Survey 5-year Estimates, Block Group Data, Table B03002

Service Monitoring – Vehicle Assignment

Table 15 presents the KCATA vehicle inventory as of May 31, 2022. The vehicle inventory includes an average age for each type of vehicle in the fleet, as well as an average age for each vehicle size – Large Bus BRT, Large Bus, Small Bus, or Minibus (12 passenger van). Table 16 shows the 2022 vehicle assignment by route, including the average age of the vehicles deployed on each route. Minority routes where the average age of the vehicles deployed on the route is more than 10 percent higher than the average age of the KCATA fleet of the same size are highlighted in orange. Non-minority routes where the average age of the vehicles deployed on the route is more than 10 percent higher than the average age of the KCATA fleet of the same size are highlighted in yellow.

All minority routes are operated with vehicles less than ten (10) percent older than the KCATA fleet average.

All non-minority routes are operated with vehicles less than ten (10) percent older than the KCATA fleet average.

Table 15: Service Monitoring –Vehicle Inventory (May 2022)

SERIES BUS NUMBER	QTY. OF VEHICLES	VEHICLE MAKE/MODEL	SEATING CAPACITY	EQUIPMENT, AMENITIES	DATE IN SERVICE	AGE OF COACHES	SERIES TOTAL AGE
LARGE BUS - 40 FT.							
2700-2711	12	GIL LOW FLOOR	40	1,2,3	05/2007	15.0	180.0
4000-4005	6	GIL LOW FLOOR	40	1,2,3	03/2010	12.2	73.2
4100-4105	6	GIL 40 LOW FLOOR	40	1,2,3	04/2011	11.1	66.6
4400-4407	8	CNG - GIL 40 LOW FLR	40	1,2,3	04/2014	8.1	64.8
4500-4514	15	CNG - GIL 40 LOW FLR	40	1,2,3	07/2015	7.8	117.0
4600-4601	2	CNG - GIL 40 LOW FLR	40	1,2,3	03/2016	6.2	12.4
4700-4709	10	CNG - GIL 40 LOW FLR	40	1,2,3	05/2017	5.0	50.0
4710-4719	10	CNG - GIL 40 LOW FLR	40	1,2,3	05/2017	5.0	50.0
4800-4819	20	CNG - GIL 40 LOW FLR	40	1,2,3	07/2018	4.8	96.0
5000	1	ZEV – GIL 40 LOW FLR	40	1,2,3	05/2021	1.0	1.0
						Average Age:	7.9
BRT BUS - 40 FT.							
3524-3527	4	BRT-GIL LOW FLOOR	37	1,2,3	04/2010	12.1	48.4
3520-3523	4	BRT-GIL 40 LOW FLR HYBRID	37	1,2,3	01/2011	11.4	45.6
3528-3533	6	BRT-GIL LOW FLOOR	37	1,2,3	01/2011	11.4	68.4
3534	1	BRT-GIL 40 LOW FLR HYBRID	37	1,2,3	04/2011	11.1	11.1
3535-3536	2	CNG-BRT-40 LOW FLR	37	1,2,3	04/2016	6.1	12.2
3537-3547	11	CNG-BRT-40 LOW FLR	37	1,2,3	02/2019	3.3	36.3
3548-3559	12	CNG-BRT-40 LOW FLR	37	1,2,3	05/2019	3.0	36.0
3560	1	ZEV-BRT-40 LOW FLR	37	1,2,3	05/2021	1.0	1.0
						Average Age:	6.3
SMALL BUS - 29 FT.							
S160-S181	22	GIL 29 LOW FLOOR	23	1,2,3	05/2011	11.0	242.0
S182-S193	12	GIL 29 LOW FLOOR	23	1,2,3	09/2012	9.7	116.4
S194-S195	2	CNG – GIL 29 LOW FLR	23	1,2,3	07/2013	8.8	17.6
S196-S202	7	CNG – GIL 29 LOW FLR	23	1,2,3	04/2014	8.1	56.7
S203-S210	8	CNG – GIL 29 LOW FLR	23	1,2,3	09/2014	7.7	61.6
S211-S228	18	CNG – GIL 29 LOW FLR	23	1,2,3	06/2018	3.9	70.2
S229-S230	12	GIL 29 LOW FLOOR	23	1,2,3	05/2021	1.0	12.0
						Average Age:	7.1
MINIBUS - 12 PASSENGER - 22 FT.							
1412-1420	6	AEROTECH-NATIONAL	12	1,2,3	11/2010	11.5	69.0
1421-1422	2	FORD ELKHART 450	12	1,2,3	09/2016	5.7	11.4
1423-1435	13	CNG-FOR STARTRANS	12	1,2,3	03/2019	3.2	41.6
						Average Age:	5.8

Table 16: Service Monitoring – Vehicle Assignment

#	ROUTE NAME	CLASSIFICATION	BUS SIZE	AVERAGE AGE	AVERAGE FLEET AGE +10%
KEY CORRIDOR - MAX					
MAX	Main Street MAX	Non-Minority	Large BRT	5.9	6.9
TMAX	Troost MAX	Minority	Large BRT	5.7	6.9
PMAX	Prospect MAX	Minority	Large BRT	5.6	6.9
KEY CORRIDOR – LOCAL					
12	12th Street	Minority	Small	6.5	7.8
24	Independence	Minority	Large	6.4	8.7
25	Troost	Minority	Small	6.5	7.8
31	31st Street	Minority	Large	6.4	8.7
39	39th Street	Minority	Large	6.4	8.7
101	State Ave	Minority	Large	6.4	8.7
URBAN LOCAL					
9	9th Street	Minority	Small	6.6	7.8
11	Northeast-Westside	Minority	Large	6.5	8.7
18	Indiana	Minority	Small	6.4	7.8
21	Cleveland-Antioch	Minority	Small	6.5	7.8
23	23rd Street	Minority	Small	6.6	7.8
27	27th Street	Minority	Small	6.4	7.8
35	35th Street	Minority	Small	6.5	7.8
47	Broadway	Minority	Large	6.3	8.7
57	Wornall	Non-Minority	Small	6.6	7.8
63	63rd Street	Minority	Small	6.4	7.8
71	Prospect	Minority	Large	6.3	8.7
75	75th Street	Minority	Small	6.4	7.8
85	Paseo	Minority	Large	6.5	8.7
104	Argentine	Minority	Small	6.6	7.8
106	Quindaro-Amazon	Minority	Large	6.4	8.7
107	7th Street-Parallel	Minority	Small	6.5	7.8
SUBURBAN LOCAL					
28	Blue Ridge	Minority	Small	6.5	7.8
201	North Oak	Non-Minority	Large	6.4	8.7
210	Front Street	Minority	Large	6.5	8.7
229	Boardwalk-KCI	Non-Minority	Small	6.3	7.8
238	Meadowbrook	Non-Minority	Small	6.5	7.8
SUBURBAN EXPRESS					
29	Blue Ridge Limited	Minority	Large	6.5	8.7
570	Blue Springs Express	Non-Minority	Small	6.4	7.8

#	ROUTE NAME	CLASSIFICATION	BUS SIZE	AVERAGE AGE	AVERAGE FLEET AGE +10%
LIFELINE - FLEX					
99	South Kansas City Flex	Minority	12-Pass Van	2.8	6.4
297	Tiffany Springs	Non-Minority	12-Pass Van	2.9	6.4
298	North Kansas City Flex	Non-Minority	12-Pass Van	2.8	6.4
299	Gladstone Flex	Non-Minority	12-Pass Van	2.9	6.4
399	Raytown Flex	Minority	12-Pass Van	2.7	6.4

Service Monitoring – Transit Amenity Distribution

KCATA’s current service policy provides minimum thresholds for both the installation of new amenities and removal of existing amenities, including shelters, second shelters, benches, trash cans and recycling bins, and corner schedules. Table 17 shows the number of shelters by route compared to the number of shelters required by the agency’s current policy for shelter distribution – ADR (boardings) > 49 for local fixed routes and ADR (boardings) > 24 for express fixed routes.

Minority routes not meeting the current service policy for shelter distribution:

- Route 35 – 35th Street – under by two (2) shelters.

Non-minority routes not meeting the current service policy for shelter distribution:

- Route 229 – Boardwalk-KCI – under by one (1) shelter.

Table 17: Service Monitoring – Shelter Distribution

#	ROUTE NAME	CLASSIFICATION	ACTUAL SHELTERS	SHELTERS REQUIRED TO MEET POLICY STANDARD	DIFFERENCE
KEY CORRIDOR - MAX					
MAX	Main Street MAX	Non-Minority	21	11	+10
TMAX	Troost MAX	Minority	38	21	+17
PMAX	Prospect MAX	Minority	27	19	+8
KEY CORRIDOR - LOCAL					
12	12th Street	Minority	12	12	-
24	Independence	Minority	17	15	+2
25	Troost	Minority	27	20	+7
31	31st Street	Minority	11	9	+2
39	39th Street	Minority	5	8	+3
101	State Ave	Minority	12	5	+7
URBAN LOCAL					
9	9th Street	Minority	8	8	-
11	Northeast-Westside	Minority	12	11	+1
18	Indiana	Minority	15	9	+6
21	Cleveland-Antioch	Minority	5	4	+1
23	23rd Street	Minority	10	7	+3
27	27th Street	Minority	4	2	+2
35	35th Street	Minority	6	8	-2
47	Broadway	Minority	19	4	+15
57	Wornall	Non-Minority	5	1	+4
63	63rd Street	Minority	6	1	+5
71	Prospect	Minority	14	14	-
75	75th Street	Minority	6	1	+5
85	Paseo	Minority	13	12	+1
104	Argentine	Minority	7	0	+7
106	Quindaro-Amazon	Minority	9	2	+7
107	7th Street-Parallel	Minority	6	1	+5
SUBURBAN LOCAL					
28	Blue Ridge	Minority	5	4	+1
201	North Oak	Non-Minority	10	9	+1
210	Front Street	Minority	8	7	+1
229	Boardwalk-KCI	Non-Minority	6	7	-1
238	Meadowbrook	Non-Minority	11	8	+3

#	ROUTE NAME	CLASSIFICATION	ACTUAL SHELTERS	SHELTERS REQUIRED TO MEET POLICY STANDARD	DIFFERENCE
SUBURBAN EXPRESS					
29	Blue Ridge Limited	Minority	7	5	+2
570	Blue Springs Express	Non-Minority	6	4	+2

PUBLIC ENGAGEMENT PROCESS

KCATA's Major Service Change and Impact Policies

A major change in route includes the addition or elimination of a route within KCATA's transit system, increasing or decreasing the number of service hours operated on a route by 25% or more, or routing changes that alter 25% or more of a route's path. Minor changes to an existing route shall not constitute a "major change in route".

A service change that is deemed a "Major Service Change" based on the description above would require a Title VI analysis.

Service changes that are deemed as a "Major Service Change" will also be required to have disparate impact analysis and disproportionate burden analysis done.

KCATA's Title VI Program includes disparate impact and disproportionate burden policies.

On an annual basis the Public Engagement and Major Service Change Policy will be reviewed and approved by the KCATA Board of Commissioners.

The KCATA Board of Commissioners will review and approve all Title VI Equity Analyses for major service changes prior to implementation.

KCATA's Disparate Impact and Disproportionate Burden Policy

Adverse Effects: Major Service Change proposals and all fare change proposals shall be analyzed to measure and compare the level of adverse effect (loss) or benefit (gain) between minority and non-minority populations and between low-income and non-low-income populations as determined by demographic analysis of proposed changes and U.S. Census data and transit rider data.

What is Fair? Determination of adverse impact is based on the federal standard described in Uniform Guidelines published by the Equal Employment Opportunity Commission (EEOC) known as the "four-fifths" rule. This standard requires benefits to accrue to protected populations at a rate at least four-fifths (4/5 or 80%) of the rate of unprotected populations. Likewise, adverse effects must be borne by unprotected populations at a rate at least four fifths (4/5 or 80%) of the rate for protected populations.

Stated another way, the maximum acceptable difference (positive or negative) in level of benefit between protected and unprotected populations is 20%. For changes in transit service or transit fare rates, this standard applies as follows for minority and low-income populations.

Disparate impact on minority populations: If the impact of a major service change proposal or any fare change proposal requires a minority population to receive benefits 20% less or to bear adverse effects 20% more than those benefits or adverse effects received or borne by the non-minority population, that impact will be considered a disparate impact.

Disproportionate burden on low-income populations: If the impact of a major service change proposal or any fare change proposal requires a low-income population to receive benefits 20% less or to bear adverse 20% more than those benefits or adverse effects received or borne by the non-low-income population, that impact will be considered a disparate impact.

SERVICE AND FARE ANALYSES CONDUCTED SINCE LAST TITLE VI SUBMISSION

Major Service Changes since 2019 Update

One Title VI Service Equity Analyses was completed in response to proposed major service changes included in the RideKC Next redesign effort. These analyses were completed in May of 2021 which included the following proposed changes:

- Route additions: Route 40;
- Route suspensions: Routes 9, 10, 15, 16, 21, 25, 29, 51, 52, 55, 57, 71, 75, 231, 233, 234, 235, 236 and 237;
- Service Span/Frequency Changes: Routes 12, 18, 23, 39, 47, 299, and 340 – increases; Routes 28, 85, 99, and 201 - decreases;
- Alignment Changes: Main MAX, Routes 12, 18, 23, 28, 31, 35, 39, 47, 77, 229, 238, and 340 – extensions; and Routes 12, 18, 23, 31, 35, 39, 47, 77, 229, and 238 – cuts.

The analysis concluded that none of the proposed RideKC Next changes were considered to neither adversely affect minority populations nor were they considered to disproportionately burden low-income residents.

The reports for these analyses are provided in Appendix I.

Fare Increases since 2019 Update

In March of 2020, KCATA requested a Title VI fare equity analysis on extending the Prospect MAX's zero fare program beyond its initial 3-month promotional period. KCATA wanted to determine the affects on minority and low-income populations if the program was extended beyond the six-month period when the FTA considers fare reduction programs to be permanent.

The analysis concluded that the fare free program on the RideKC Prospect MAX was considered to neither adversely affect minority populations nor were they considered to disproportionately burden low-income residents.

In August of 2022, KCATA requested a Title VI fare equity analysis on formalizing its system-wide fixed-route fare free program on all KCATA fixed-routes. In late 2019, the City Council of Kansas City, Missouri unanimously approved an ordinance that would transform KCATA into a fare-free transit agency for fixed-route and paratransit services. With the arrival of the COVID-19 pandemic and the dramatic decrease in ridership faced by transit agencies across the county, KCATA fast-tracked and implemented their fare free program in late March 2020 to reduce driver-rider interactions and potentially soften the drop in ridership caused by the pandemic and local shutdown policies. In anticipation of securing the funding for a permanent zero fare transit system, KCATA wanted to formalize the program and complete all requirements by the FTA including conducting a Title VI fare equity analysis.

The analysis concluded that the proposed KCATA fixed-route fare free program was considered to neither adversely affect minority populations nor were they considered to disproportionately burden low-income residents.

The reports for both these analyses are also provided in Appendix I.

APPENDIX A

TITLE VI COMPLAINT FORMS



Title VI Complaint Form

Kansas City Area Transportation Authority (KCATA)

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

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, please contact KCATA Planning Director at (816) 346-0311. The completed form must be returned to KCATA Planning Director, 1350 E. 17th St., Kansas City, MO 64108.

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

Which of the following best describes the reason for the alleged discrimination? (Circle one)

Date of Incident: _____

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

Please describe the alleged discrimination incident. Provide the names and titles of all Metro employees involved if available. Explain what happened and who you believe was responsible. Please use the back of this form if additional space is required.

Complete reverse side of form



Formulario de Quejas Título VI Kansas City Area Transportation Authority (KCATA)

KCATA se compromete a asegurar que ninguna persona quede excluida de participar o que se le nieguen los beneficios de sus servicios debido a su raza, color o país de origen, según se dispone en el título VI de la Ley de Derecho Civil de 1964, enmendada. Las quejas bajo Título VI deben interponerse dentro de los 180 días a partir de la fecha de la supuesta discriminación.

La siguiente información es necesaria para ayudarnos a procesar su queja. Si usted necesita ayuda para completar este formulario, favor de contactar al Director de Planificaciones de KCATA al (816) 346-0311. El formulario completo debe entregarse al Director de Planificaciones de KCATA, 1350 E. 17th St., Kansas City, MO 64108.

Su nombre:	Teléfono:
Nombre de la calle:	Teléfono alternativo:
	Ciudad, Estado y Código de Área:
Persona(s) contra quien(es) se ha discriminado (si es diferente al denunciante): Nombre(s):	
Dirección, ciudad, estado y código postal:	

¿Cuál de las siguientes razones describe mejor la supuesta discriminación? (encierre una en un círculo)

Fecha del incidente _____

- Raza
- Color
- Origen nacional (Incluye inglés limitado)

Favor de describir el presunto incidente de discriminación. Dar nombres y cargos de todo personal del Metro implicados, si los tiene. Explique lo que ocurrió y diga quién cree usted cree que fue el responsable. Utilice el reverso de este formulario si necesita más espacio.

Completar el reverso del formulario

[PAGE INTENTIONALLY LEFT BLANK]

APPENDIX B

TRANSIT-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS AND LAWSUITS (2016 – 2019)

The following is a list of Title VI complaints filed against KCATA transit services alleging discrimination on the basis of race, color, or national origin:

Table B-1: Transit-related Title VI Investigations, Complaints and Lawsuits (2019-2022)

OCCURRENCE	DATE	SUMMARY	STATUS	ACTIONS
Complaint 1	8/27/2021	The customer states that the driver decided to use the intercom to tell all the passengers his religious beliefs.		
Complaint 2	1/07/2022	The customer states that the driver let a man that was the same color as him on the bus before the time for the bus to depart but would not allow her to board prior to boarding time.		

APPENDIX C

KCATA COMMUNITY ENGAGEMENT ACTIVITIES

Table C-1: KCATA Community Engagement

MEETING DATE	SUBJECT	MEETING LOCATION	SITE IN MINORITY TRACT	BUS ROUTE ACCESS	MEETING TIME
July 27, 2020	Staff in-person to discuss service changes taking effect on 08/02/20	Crown Center and 10 th & Main Bus Stops	Yes	Yes	7AM-9AM & 4PM-6PM
July 29, 2020	Rider Alert signs containing information about route changes taking effect on 08/02/20	All impacted transit stops	Yes	Yes	During operating hours
July 30, 2020	Staff in-person to discuss service changes taking effect on 08/02/20	10 th & Main Bus Stop	Yes	Yes	24 Hours
July 31, 2020	Route & bus stop changes taking effect on 08/02/20	Online/Tweet	Yes	Yes	24 Hours
September 24, 2021	Customer Outreach Pop-up Event	East Village Transit Center	Yes	Yes	9AM-10AM
September 24, 2021	Customer Outreach Pop-up Event	39 th and Troost	Yes	Yes	10:30AM-12:30PM
October 7, 2021	Main Max Route Service Survey	Online	Yes	Yes	24 Hours
November 22, 2021	11 th & 12 th Street Complete Streets Connections Study Pop-Up Events	Multiple Site Downtown	Yes	Yes	Various
November 22, 2021	11 th & 12 th Street Complete Streets Connections Study Online Survey	Online	Yes	Yes	24 Hours
November 30, 2021	11 th & 12 th Street Complete Streets Connections Study Pop-up Events	11 th & Grand Bus Stop and 12 th & Grand Bus Stops or Oppenstein Brothers Memorial Park	Yes	Yes	7AM-9AM 11AM-1PM
January 1, 2022	In-person Information about route changes for routes 28, 31, 41, 302, & 570 taking effect 01/02/22	Blue Ridge Crossing	Yes	Yes	11AM-1PM
January 16, 2022	In-person on-bus survey of riders related to service	On buses – Numerous locations	Yes	Yes	Various
February 14, 2022	Introduction of RideKC Flex App on routes 99, 299, and 399	Online/Tweet	Yes	Yes	24 Hours
March 2, 2022	Public Open House for the 11 th & 12 th Complete Streets Connection	East Village Transit Center	Yes	Yes	12PM-5PM
March 29, 2022	KCMO Vision Zero Event	East Village Transit Center	Yes	Yes	3PM-6PM
March 30, 2022	Streetcar Open House	Drexel Hall	Yes	Yes	5PM-6PM
May 13, 2022	Virtual Town Hall	Online	Yes	Yes	10:00AM-10:45PM
May 23, 2022	East/West Transit Service Surveys	Online	Yes	Yes	24 Hours
June 9, 2022	499 Micro Transit Riders Feedback	Online Survey	Yes	Yes	24 Hours
June 22, 2022	Valentine Neighborhood Association Meeting – East/West Transit Study	Uptown Theatre	Yes	Yes	7PM-8PM
June 28, 2022	North Rail streetcar Study Public Open House	North Kansas City YMCA	Yes	Yes	4PM-6PM

APPENDIX D

SUMMARY – 2021/2022 KCATA ON-BOARD SURVEY RESULTS

KCATA RideKC

WINTER 2021/22 RIDEKC BUS/MAX CUSTOMER SATISFACTION SURVEY

Findings Report

Prepared By
ETC INSTITUTE
OLATHE, KS

Presented To
KANSAS CITY AREA
TRANSPORTATION
AUTHORITY
(KCATA)
KANSAS CITY, MO

JUNE 2022



Table of Contents

Section 1: page 1 **Survey Summary**

Section 2: page 19 **Survey Instrument**

Section 3: page 21 **Tabular Data**

Section 4: page 50 **Survey Results,
Charts & Graphs**

Section 5: page 79 **Importance-Satisfaction
Analysis Methodology**

Section 6: page 81 **Benchmark Analysis**

Section 1: Survey Summary

INTRODUCTION

The Kansas City Area Transportation Authority (KCATA) connects people to opportunities through safe, reliable public transportation. KCATA is a bi-state agency charged with serving the transportation and development needs of the Kansas City region. As part of their mission, KCATA conducts regular customer satisfaction surveys across RideKC services including RideKC Bus, RideKC MAX, RideKC Streetcar, RideKC Flex, RideKC Freedom, RideKC Freedom On-Demand, and RideKC Micro Transit.

KCATA contracted with ETC Institute to administer a customer satisfaction survey in the winter of 2021-2022. The primary objective of the survey was to collect and analyze customer opinions regarding all aspects of service, including items regarding the COVID-19 pandemic. The information collected is intended to serve multiple objectives, including overall satisfaction with RideKC services and who, how, and why riders are using RideKC services.

Survey questionnaires were tailored for each RideKC service evaluated and developed based on past satisfaction surveys, additions to reflect the changing operating environment, and updates related to current technology and customer information outlets. Survey instruments generally included questions related to:

- Overall RideKC usage including frequency, length of time as a customer, and reasons for using transit (both prior to COVID-19 and during the pandemic as applicable);
- Trip information including transferring among RideKC modes;
- Passenger safety including measures that may improve customer's sense of safety while riding;
- The COVID-19 pandemic and RideKC's updated policies and procedures, reasons for continued ridership, and suspension of fares;
- Sources of passenger information including brochures, schedules, RideKC Notify, and planning and monitoring apps;
- RideKC performance and overall satisfaction with RideKC services, and
- Demographic characteristics, including occupation, household income, size of household, race/ethnicity, age, and gender identification.

The Winter 2021/22 RideKC Bus/MAX Customer Satisfaction Survey surveyed users of RideKC Bus and RideKC MAX. The full survey instrument is in Section 2 of this report.

SURVEY ADMINISTRATION

The survey team took special precaution to survey customers in a safe manner due to COVID-19 health safety concerns. The team used a hybrid methodology to administer a primarily onboard survey for the RideKC Bus and RideKC MAX customer satisfaction survey. Paper pass-out/pick-up was the primary method used to collect data for all bus user surveys. Team members handed out paper surveys to riders on board and allowed them to complete the survey while on the bus or at the transit centers/stops. Generally, this required unaided completion as users completed the survey without the assistance of a team member.

In addition to providing paper surveys, the survey team was equipped with QR codes which users could scan to complete the survey electronically on their smartphone or tablet. QR codes were tied to each unique interviewer (either on a badge or on a postcard) which allowed the team to link responses to specific routes, locations, and time of day.

To ensure the health and safety of riders and interviewers, high-volume stops along routes were targeted to limit person-to-person contact and time onboard vehicles. If a potential respondent did not have time to complete the survey, a postage-paid envelope was provided, and the rider was asked to complete the survey and return it by mail. The written survey was also provided in Spanish to ensure non-English speaking riders had an opportunity to respond. In addition, multiple members of the on-site data collection team were bi-lingual.

Additionally, a mailout survey was administered to both RideKC Flex and RideKC Micro Transit users which also provided an online option for users. The mailer was accompanied by several text reminders to complete the survey.

Surveys were collected from 2,364 bus riders. The following shows the exact number of validated surveys that were completed by service type:

- 495 completed surveys on MAX routes and
- 1,869 completed surveys on Local/Fixed routes.

The results for 2,364 completed surveys have a margin of error of +/-2.0 percent with a 95 percent level of confidence. The table to the right shows the number of completed surveys per local/fixed and MAX routes.

Number of Surveys Completed by Route	
Route	Completed
9	15
11	94
12	79
18	101
21	38
24	200
25	93
27	31
28	34
31	220
35	60
39	163
47	120
57	24
63	30
71	19
75	40
77	46
85	70
101	149
104	23
106	37
107	25
201	77
229	43
233	15
238	23
Main MAX	117
Prospect MAX	232
Troost MAX	146
Total on MAX Routes	495
Total on Local/Fixed Routes	1,869
Grand Total	2,364

SURVEY RESULTS

Information was collected from RideKC bus riders to gauge their level of satisfaction with bus services, as well as attaining more understanding of riders’ frequency of usage, trip purpose, accessing transit information, and demographic information. The following section presents the survey results and conclusions.

DEMOGRAPHIC CHARACTERISTICS

The survey asked respondents about their demographic and other social characteristics including income, race/ethnicity, age, and gender identity. Summary points include:

- Approximately 67.6% of participants were male, 30.6% female, 0.4% other, and 1.4% did not provide their gender
- More than two-thirds of participants were Black/African American (67.4%), 20.0% white, 5.9% Hispanic
- The majority 58.3% of participants do not have a valid driver's license
- About eight out of ten (79.0%) participants earned less than \$30,000 in 2021
- Nearly three-fourths of passengers reported not having a car available to them (74.9%)

2021/22 KCATA Customer Satisfaction Survey			
Demographics			
Occupation (N=1,808)		Race/Ethnicity (N=2,373)	
Food preparation/serving	26.0%	Black/African American	67.4%
Retail/sales	11.9%	White	20.0%
Health care/medical related	8.5%	Hispanic	5.9%
Government/community services	7.7%	American Indian	2.8%
Business/office	7.4%	Asian American	1.2%
Construction	6.1%	Other	3.0%
Emergency services	1.1%	Household Income in 2021 (N=2,364)	
Other	9.8%	\$0-\$19,999	65.9%
Not provided	21.5%	\$20K-\$29,999	13.1%
Age (N=2,364)		\$30K-\$39,999	7.3%
17 years old or younger	0.8%	\$40K-\$49,999	5.5%
18 to 24 years old	6.8%	\$50K-\$69,999	2.9%
25 to 24 years old	13.0%	\$70K-\$99,999	1.8%
35 to 44 years old	12.8%	\$100K+	0.7%
45 to 54 years old	11.4%	Not provided	2.8%
55 to 64 years old	10.8%	Household Size (N=2,364)	
65 years old or older	3.9%	One person	35.5%
Not provided	40.5%	Two people	23.6%
Gender (N=2,364)		Three people	14.8%
Male	67.6%	Four people	10.2%
Female	30.6%	Five people	4.8%
Other	0.4%	Six people or more	5.7%
Not provided	1.4%	Not provided	5.2%
Valid Driver's License (N=2,364)		Length of Time Using RideKC Services (N=2,364)	
Yes	37.3%	Less than 1 year	14.5%
No	58.3%	1-2 years	14.4%
Not provided	4.4%	3-5 years	16.2%
Working Car or Other Vehicle (N=2,364)		5+ years	52.7%
Yes	15.9%	Not provided	2.2%
No	74.6%		
Not provided	9.5%		

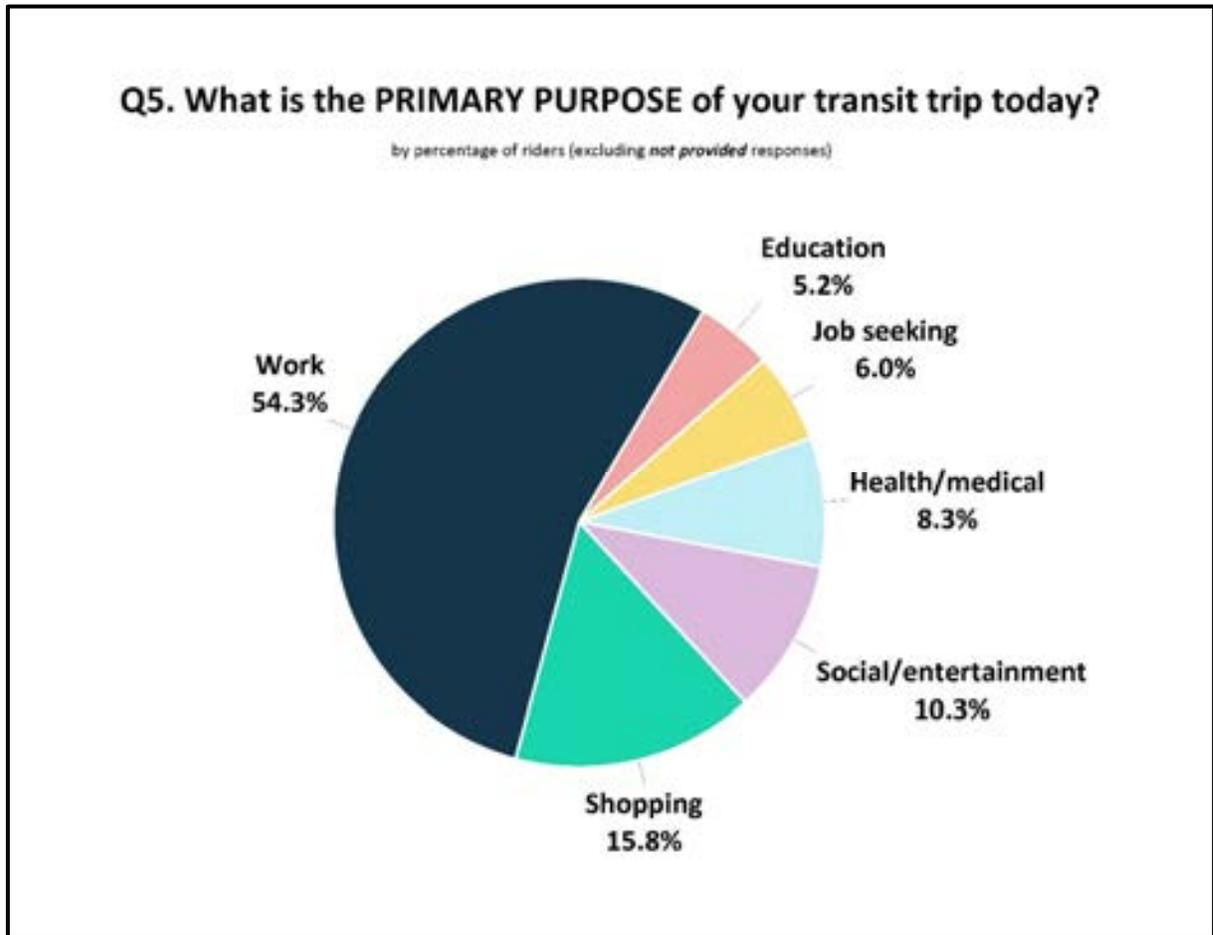
RIDEKC USAGE

Riders were asked to provide information on their overall usage of RideKC bus service and their reasons for using transit. Summary points include:

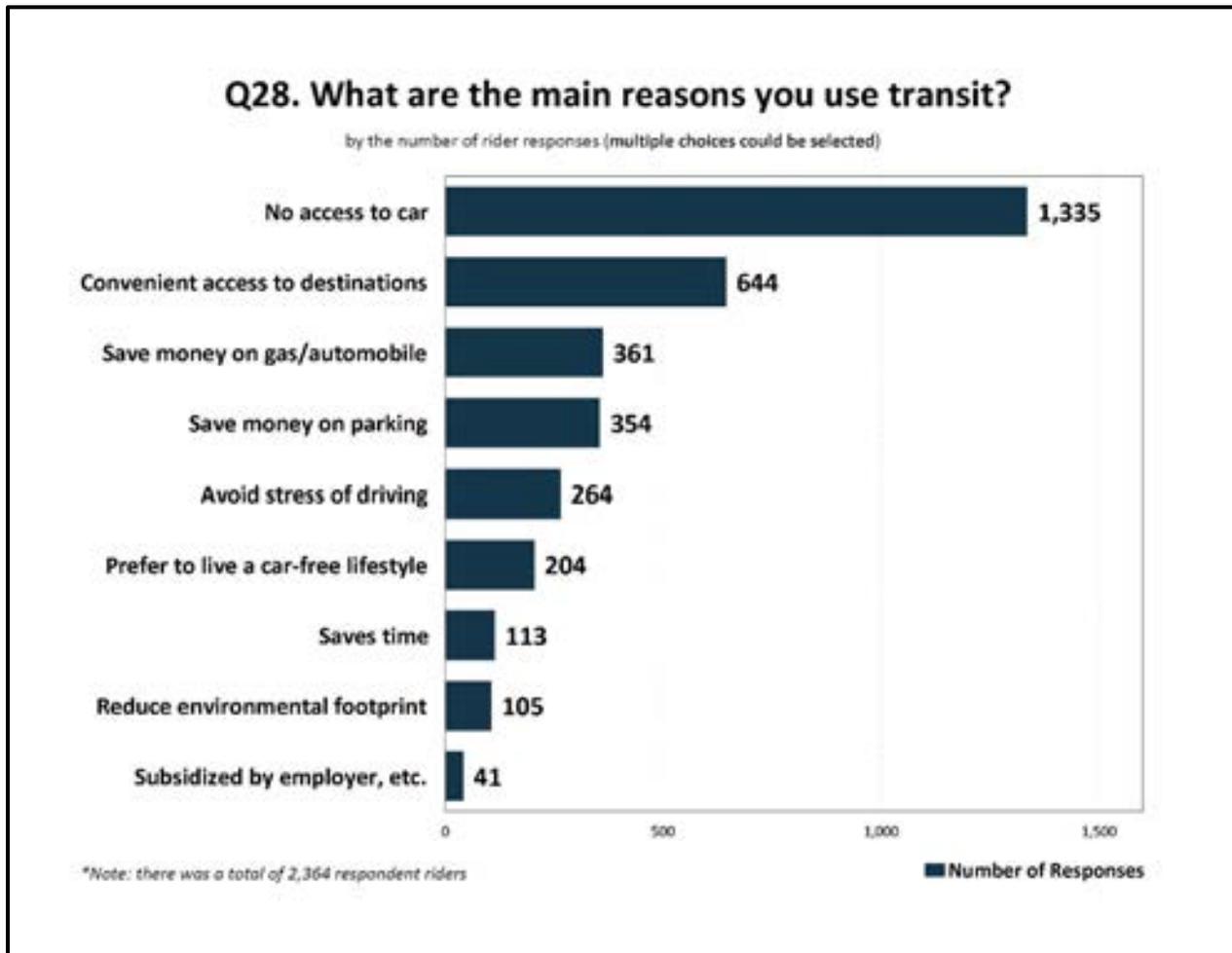
- The majority (53.9%) have been using RideKC services for five years (or longer), 16.6% have been using RideKC services for three to five years, 14.7% for one to two years, and 14.8% for less than one year.
- Most respondents (90.6%) indicated that they accessed transit by walking;
- The number of riders who ride one day per week increased compared to pre-COVID. Prior to COVID-19, 88.3% of respondents rode the bus at least one day per week. Currently, the number who rode at least one day per week increased to 96.5%.
- Seventy-nine percent (79.2%) of respondents that indicated they would ride the bus every day prior to COVID-19, indicated that they currently ride the bus every day (See below).

How many days a week did you ride the bus <u>BEFORE</u> the COVID-19 pandemic?	Currently, how many days a week do you ride the bus?							Not a Regular Rider
	Seven	Six	Five	Four	Three	Two	One	
Seven	79.2%	15.2%	10.4%	13.0%	9.9%	4.9%	4.7%	2.4%
Six	3.6%	53.9%	4.4%	10.4%	5.9%	2.8%	0.0%	0.0%
Five	3.5%	11.5%	65.1%	16.0%	19.7%	14.6%	9.4%	2.4%
Four	2.7%	5.2%	6.0%	36.4%	13.3%	9.0%	7.8%	0.0%
Three	1.6%	4.7%	3.8%	6.9%	32.0%	13.9%	23.4%	1.2%
Two	0.9%	2.6%	2.1%	6.9%	4.9%	34.7%	4.7%	1.2%
One	0.8%	0.5%	0.9%	1.3%	2.0%	3.5%	29.7%	2.4%
Not a Regular Rider	7.6%	6.3%	7.2%	9.1%	12.3%	16.7%	20.3%	90.2%

- The majority of riders indicated that the primary purpose of their trip was work (54.3%). Other trip purposes for riders were shopping (15.8%), social/entertainment (10.3%), health/medical (8.3%), job seeking (6.0%), and education (5.2%).



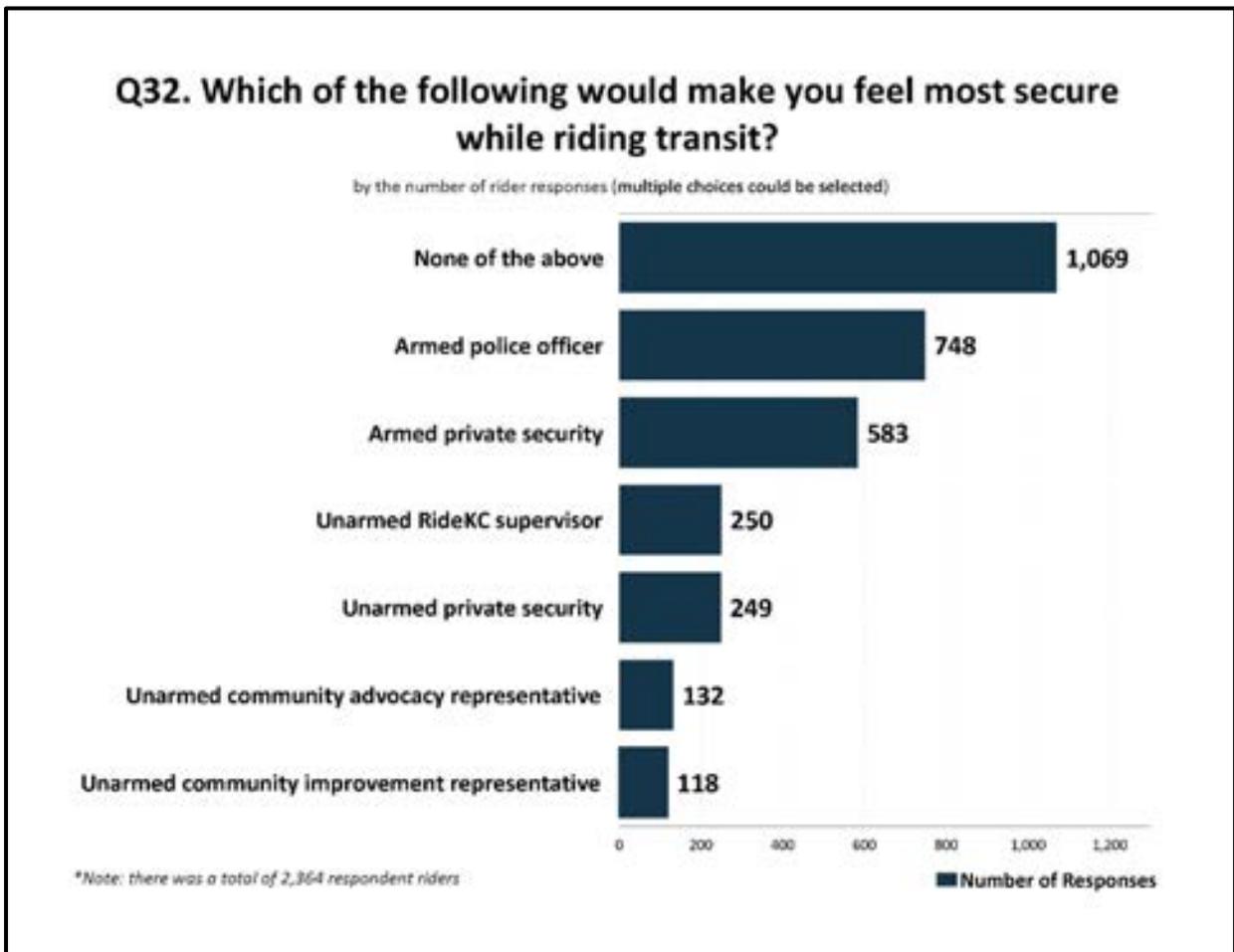
- Most (82.4%) riders indicated that they do not have a working car or other vehicle that they could have used. Therefore, riders’ main reason for using transit is overwhelmingly due to the lack of access to a car (1,335 riders). The other major reasons include convenient access to destinations (644 riders), saving money on gas or car expenses (361 riders), and saving money on parking (354 riders).



PASSENGER SAFETY

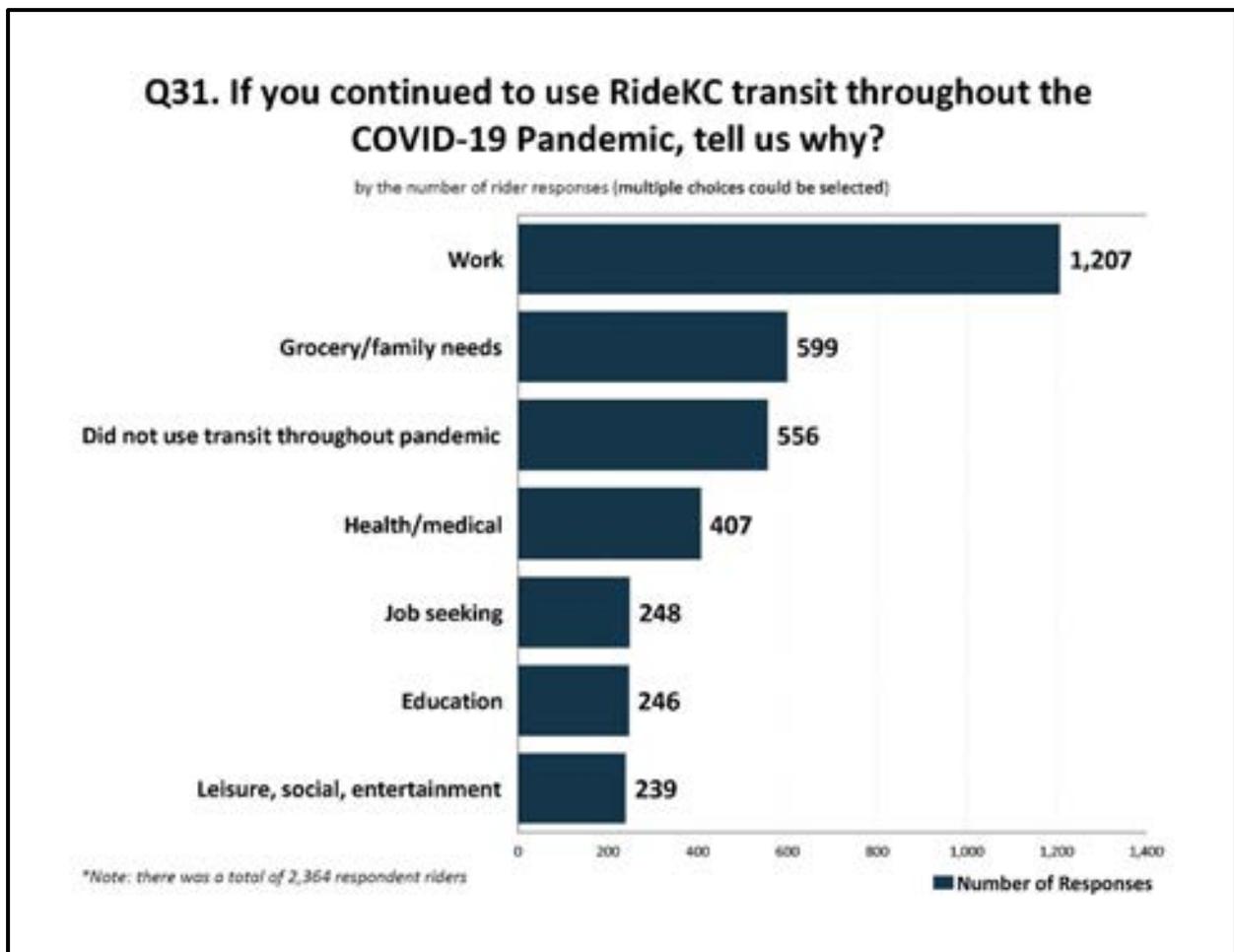
The survey asked riders about enhanced safety on buses including options for armed and unarmed security staff. Summary points include:

- 1,069 riders indicated that they would not feel secure with any of the security options listed.
- 748 riders would feel most secure, while riding transit, if there was an armed police officer and 583 riders would feel most secure if there was an armed private security officer.

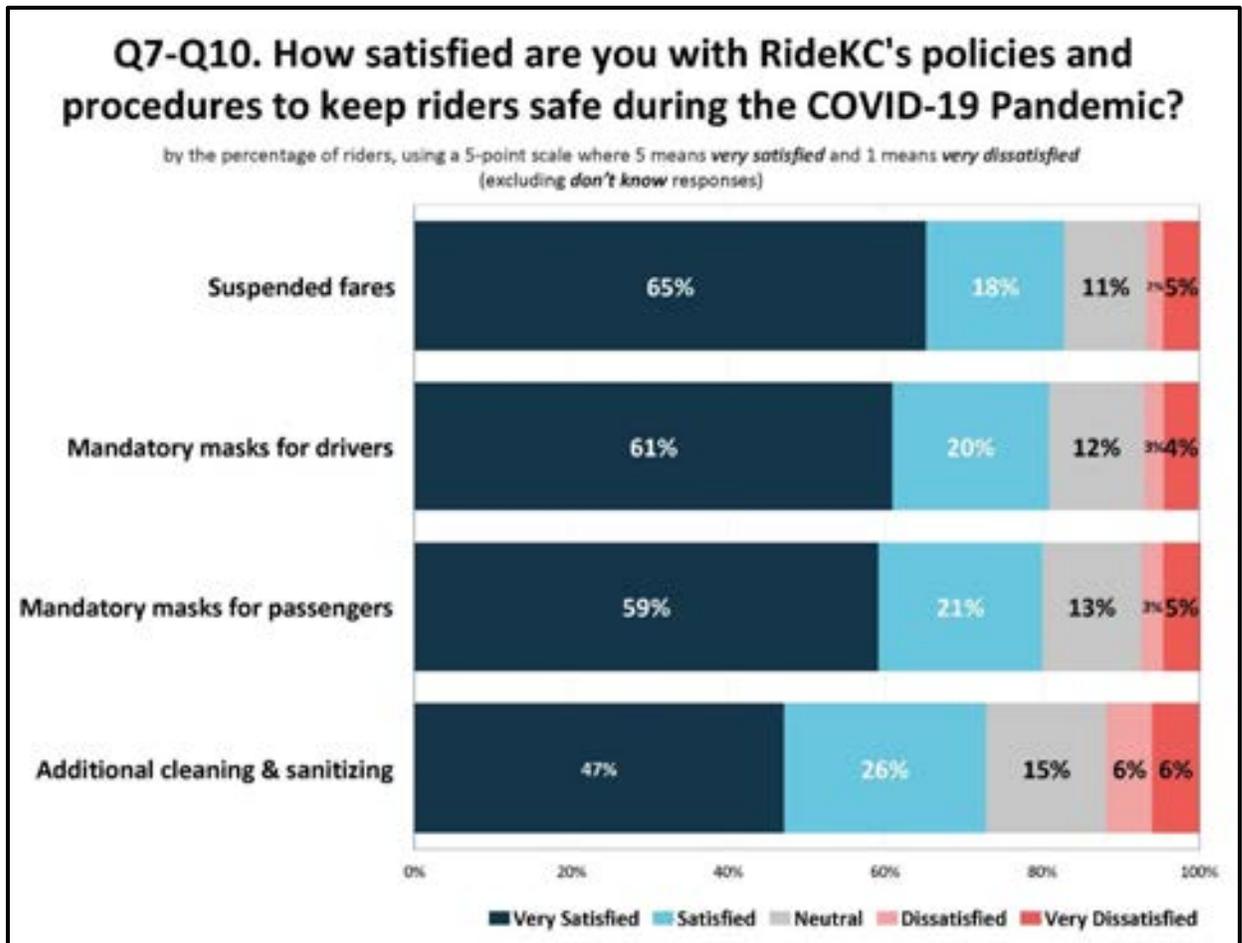


COVID-19 PANDEMIC

Throughout the COVID-19 Pandemic, the majority of riders (1,207 riders) surveyed continued to use RideKC transit for work, 599 riders used transit for grocery and/or family needs, and 407 riders used transit for health/medical reasons. Five hundred and fifty-six (556) riders did not use transit throughout the Pandemic.

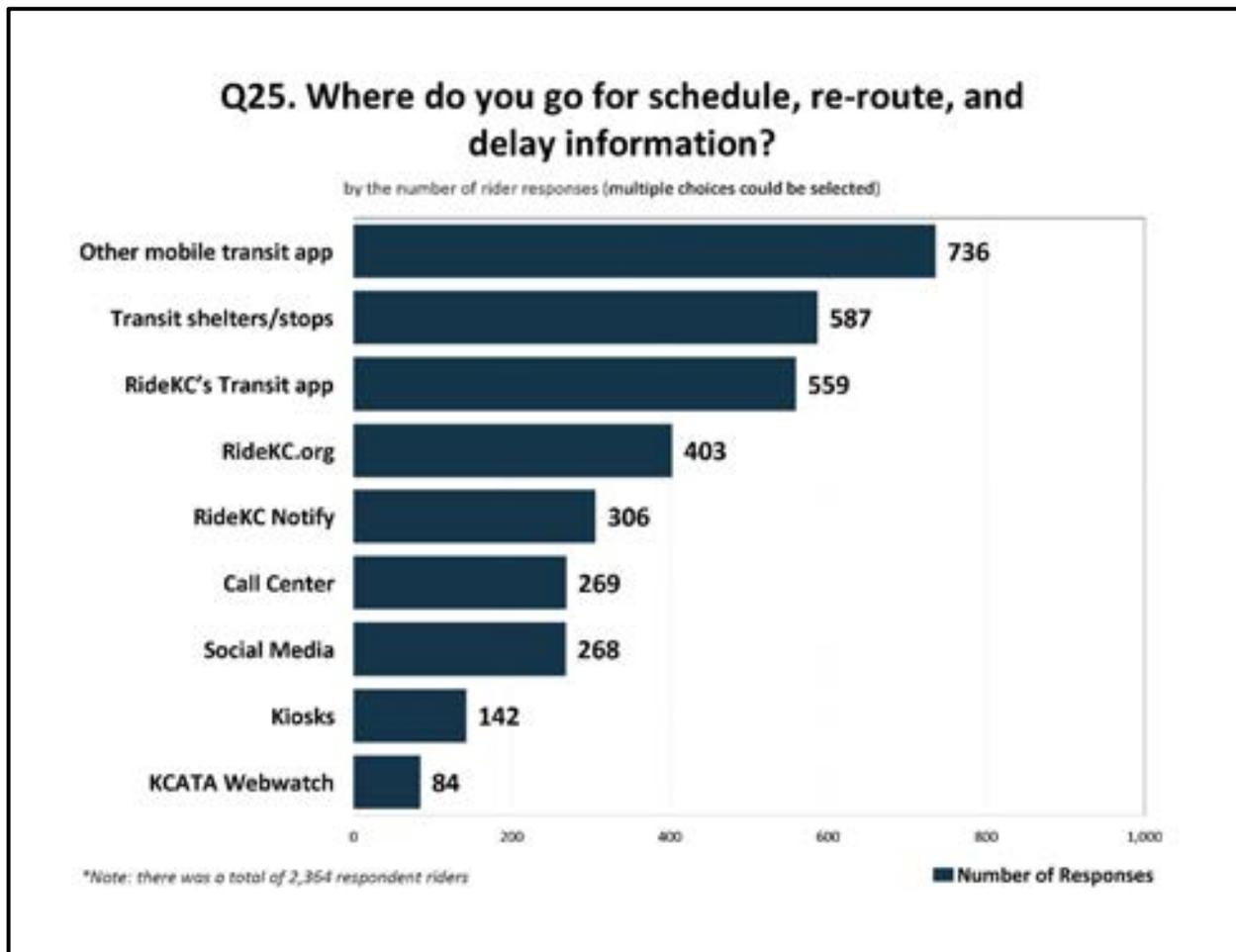


- Overall, riders were satisfied with RideKC’s policies and procedures to keep riders safe during the COVID-19 pandemic. Riders were most satisfied with the suspended fares (83%), followed by the mandatory masks for drivers (81%) and passengers (80%), and 73% of riders were satisfied with the additional cleaning and sanitizing occurring on buses for added protection.

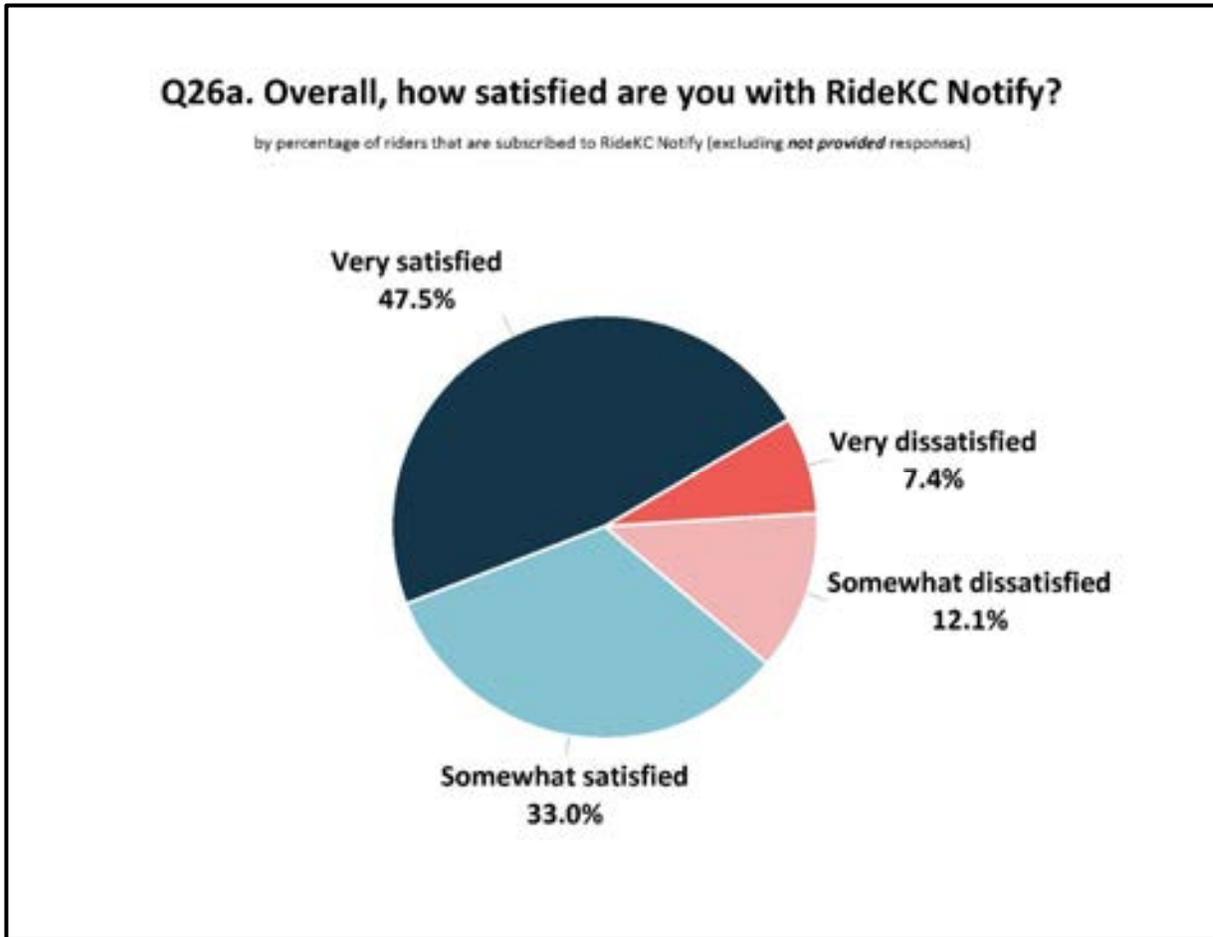


AGENCY COMMUNICATION METHODS

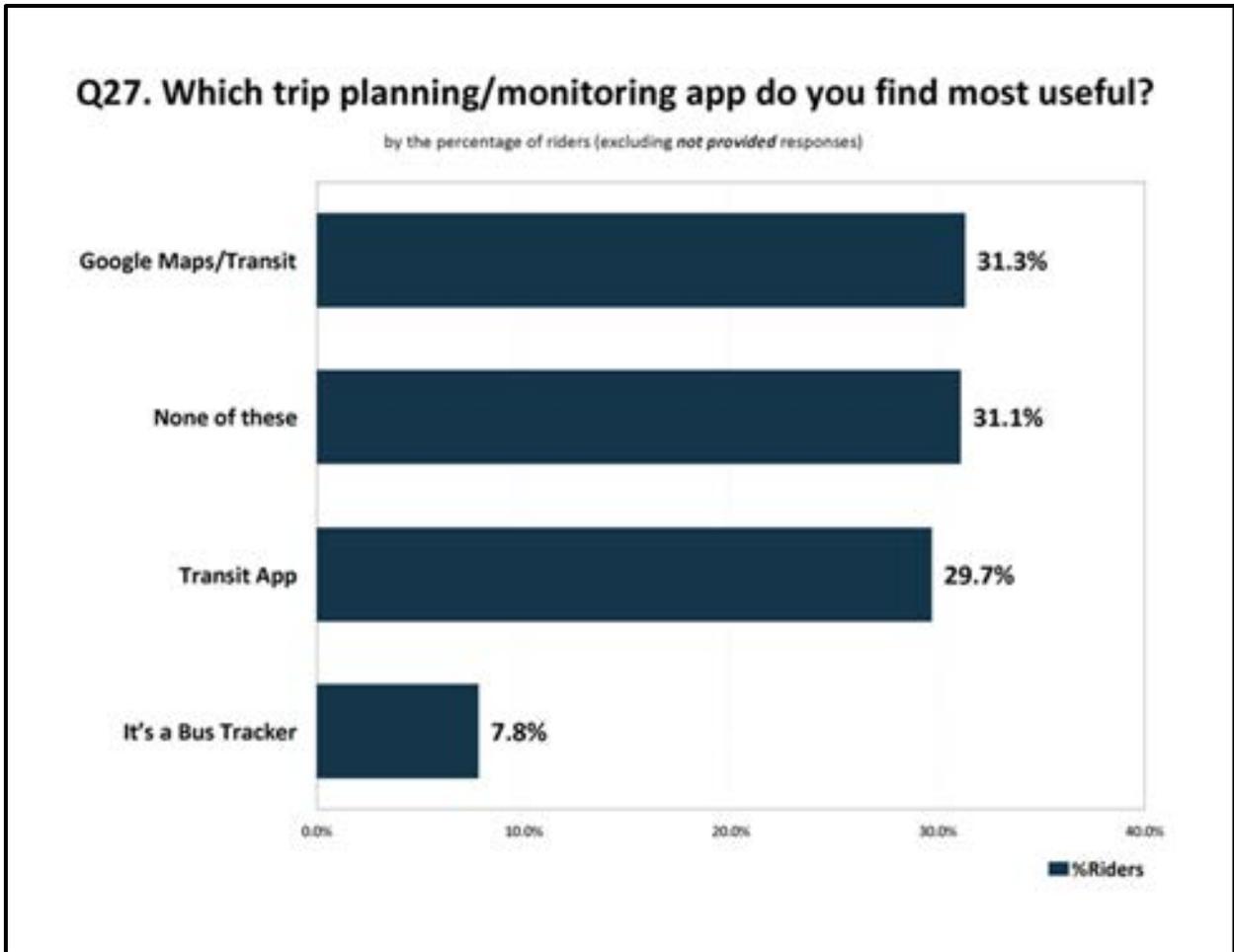
The survey addressed various sources of information about RideKC on topics such as replacement of paper schedules with a general brochure, utilization of/satisfaction with RideKC Notify, and trip planning and monitoring apps. Riders use various methods to retrieve schedule, re-route, and delay information. The methods that riders are most likely to use are mobile transit apps (not RideKC’s transit app) (736 riders), information at transit shelters/stops (587 riders) and RideKC’s Transit app (559 riders). Riders are less likely to use KCATA Webwatch as a method to get information (84 riders).



- Nineteen percent (18.9%) of respondents indicated they are subscribed to RideKC Notify to receive text, e-mail, or voice message alerts about services. Of the 19% who subscribe to RideKC Notify, 80.5% of them are “very satisfied” or “somewhat satisfied” with the service.



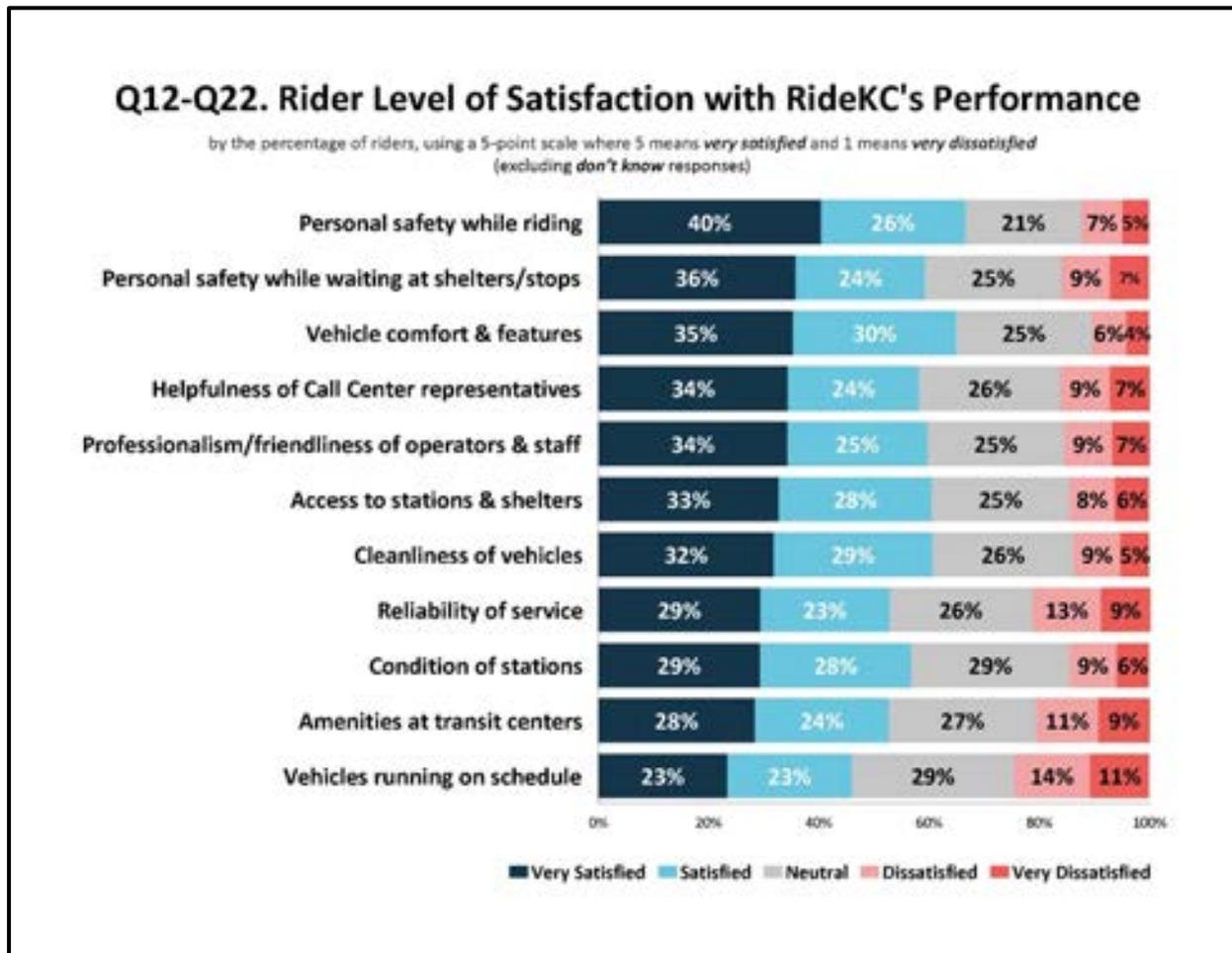
- About one-third of riders (31.3%) find that Google Maps/Transit is the most useful trip planning app compared to *Transit App* (29.7%) and *It's a Bus Tracker* (7.8%). Nearly one out of three riders (31.1%) do not find any of RideKC's communication useful for trip planning/monitoring.



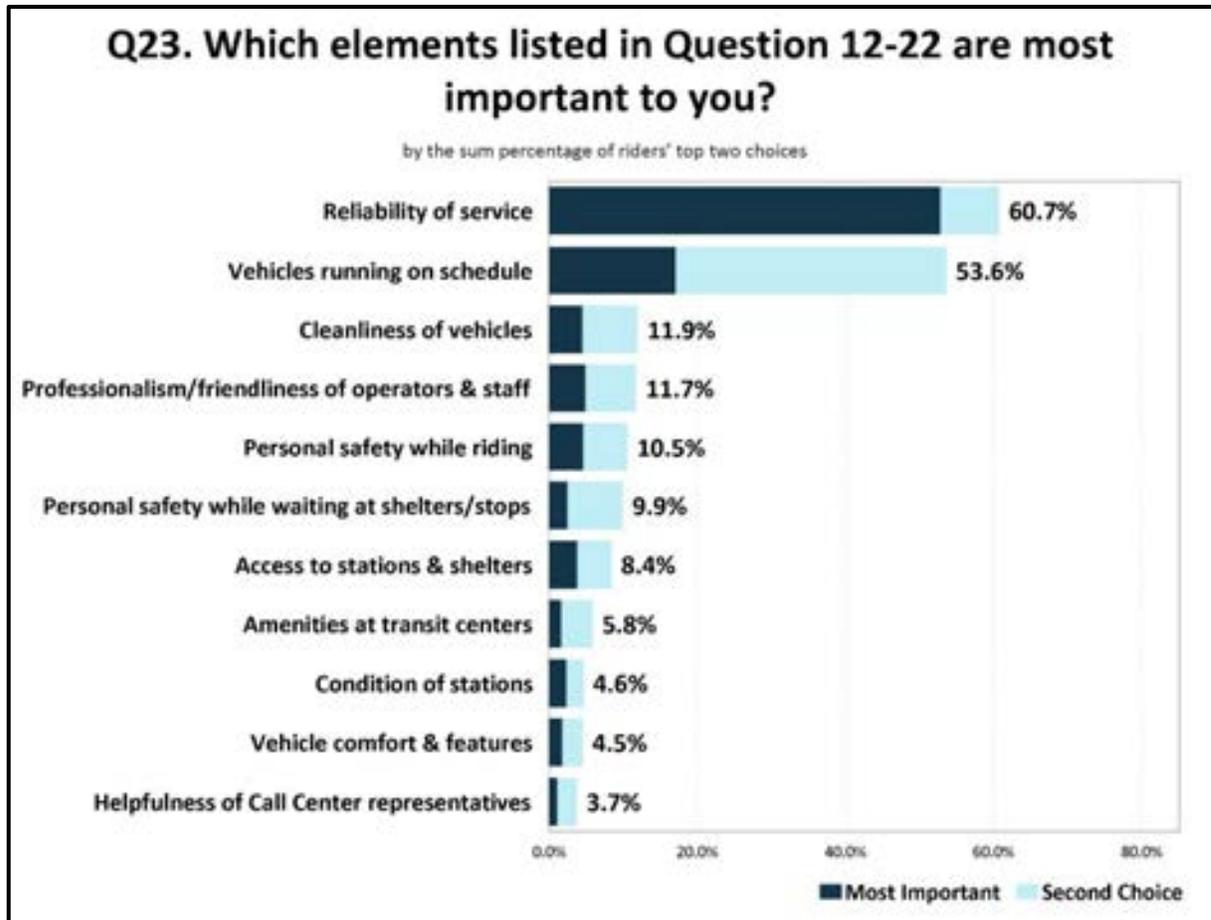
PERFORMANCE

Survey respondents were asked about their satisfaction with RideKC’s performance in areas such as professionalism of staff, reliability of service, on-time operation, and personal safety. Summary points include:

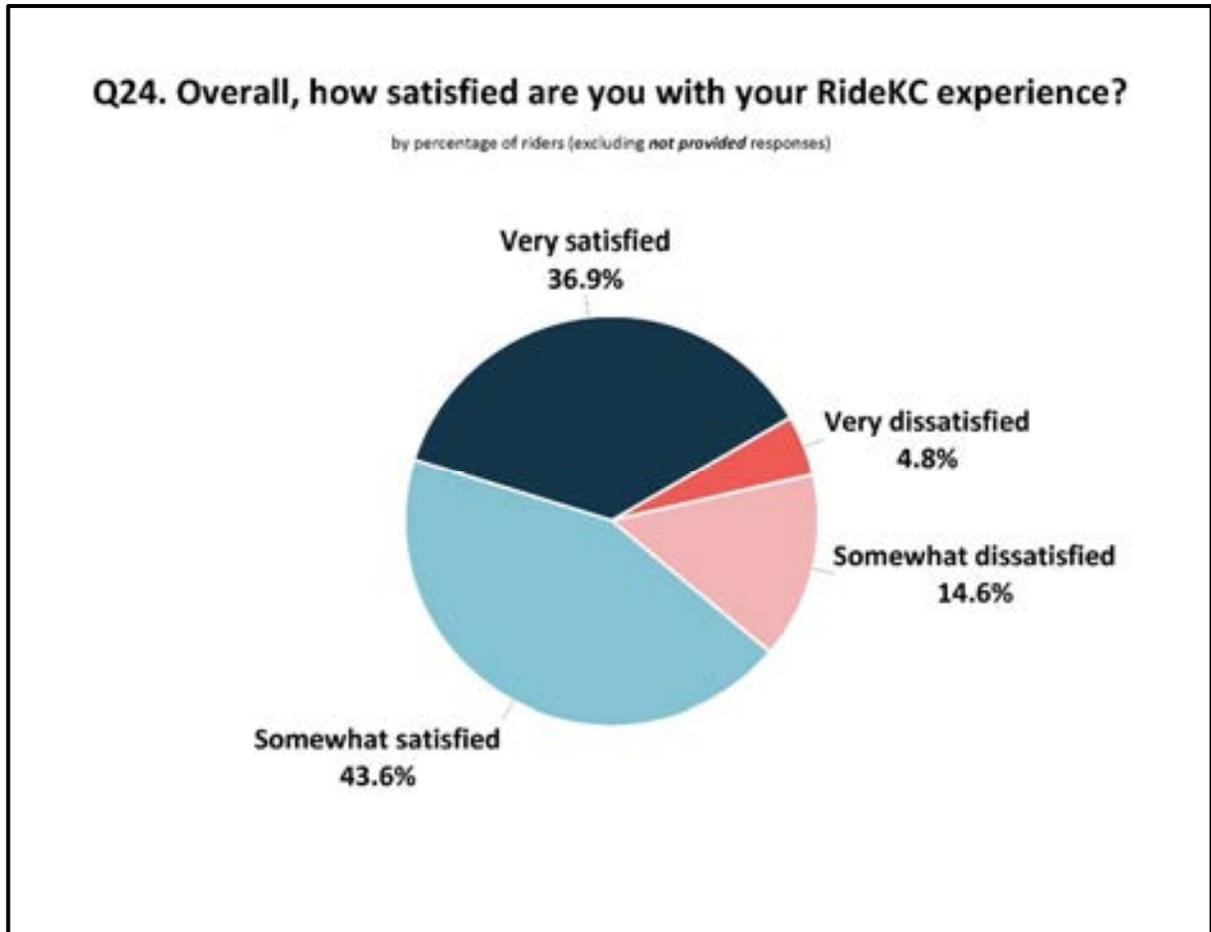
- The elements of RideKC’s performance that received the highest combined sum of “very satisfied” and “satisfied” responses include: personal safety while riding (66%), vehicle comfort and features (65%), cleanliness of vehicles (61%), and access to stations and shelters (61%). No more than 25% of survey respondents were dissatisfied with any aspect of RideKC’s performance.



- Based on the sum of their top two choices, the elements of RideKC’s performance that are most important to customers include: reliability of service (60.7%), and vehicles running on schedule (53.6%).



- Most of the survey respondents (80.5%) were “very satisfied” or “satisfied” with their overall experience with RideKC.



IMPORTANCE-SATISFACTION ANALYSIS

The Importance-Satisfaction (I-S) rating is based on the concept that public agencies may choose to maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high. The results of the analysis for RideKC (MAX, Local Metro, and Overall) are provided below and on the following page in Figures 1-3. Figure 1 shows the overall I-S Rating for RideKC Metro bus service including MAX, Figure 2 shows the I-S Rating for RideKC Metro bus services, excluding MAX respondents, and Figure 3 shows the I-S Rating for RideKC MAX service only.

Ratings that are greater than or equal to 0.10 identify areas that should receive significantly more emphasis. Ratings from 0.05 to 0.10 identify service areas that should receive increased emphasis. Ratings less than 0.05 should continue to receive the current level of emphasis.

- Significantly Increase Emphasis (IS \geq 0.10)
- Increase Current Emphasis (0.05 \leq IS $<$ 0.10)
- Maintain Current Emphasis (IS $<$ 0.05)

The categories of services that need a significant increase in emphasis are vehicles running on schedule and reliability of service for overall services, fixed-route bus services, and MAX services. Additional detail and methodology is presented in Section 5.

Figure 1: Overall Importance-Satisfaction Ratings

2022 Importance-Satisfaction Analysis & Rating						
RideKC Customer Satisfaction Survey						
Overall Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S Rating >0.20)						
Vehicles running on schedule	54%	2	46%	11	0.2894	1
Reliability of service	61%	1	53%	9	0.2865	2
Medium Priority (I-S Rating <0.10)						
Professionalism/friendliness of operators & staff	12%	4	60%	5	0.0472	3
Cleanliness of vehicles	12%	3	61%	3	0.0469	4
Personal safety while waiting at shelters/stops	10%	6	59%	6	0.0407	5
Personal safety while riding	11%	5	67%	1	0.0351	6
Access to stations & shelters	8%	7	61%	4	0.0332	7
Amenities at transit centers	6%	8	53%	10	0.0274	8
Condition of stations	5%	9	57%	8	0.0199	9
Vehicle comfort & features	5%	10	65%	2	0.0158	10
Helpfulness of Call Center representatives	4%	11	58%	7	0.0150	11

Figure 2: Metro Services Importance-Satisfaction Ratings

2022 Importance-Satisfaction Analysis & Rating						
RideKC Customer Satisfaction Survey						
Metro Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-5 Rating Rank
Very High Priority (I-5 Rating >0.20)						
Reliability of service	61%	1	52%	10	0.2938	1
Vehicles running on schedule	54%	2	46%	11	0.2916	2
Medium Priority (I-5 Rating <0.10)						
Professionalism/friendliness of operators & staff	12%	3	60%	5	0.0482	3
Cleanliness of vehicles	11%	4	60%	4	0.0435	4
Personal safety while waiting at shelters/stops	10%	5	59%	6	0.0425	5
Personal safety while riding	10%	6	66%	1	0.0347	6
Access to stations & shelters	8%	7	60%	3	0.0329	7
Amenities at transit centers	6%	8	53%	9	0.0288	8
Condition of stations	5%	9	56%	8	0.0205	9
Vehicle comfort & features	5%	10	64%	2	0.0163	10
Helpfulness of Call Center representatives	4%	11	58%	7	0.0160	11

Figure 2: MAX Services Importance-Satisfaction Ratings

2022 Importance-Satisfaction Analysis & Rating						
RideKC Customer Satisfaction Survey						
MAX Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-5 Rating Rank
Very High Priority (I-5 Rating >0.20)						
Vehicles running on schedule	54%	2	49%	11	0.2770	1
Reliability of service	59%	1	56%	9	0.2637	2
Medium Priority (I-5 Rating <0.10)						
Cleanliness of vehicles	15%	3	64%	3	0.0559	3
Professionalism/friendliness of operators & staff	11%	5	60%	5	0.0428	4
Personal safety while waiting at shelters/stops	9%	7	59%	6	0.0364	5
Access to stations & shelters	10%	6	62%	4	0.0358	6
Personal safety while riding	12%	4	69%	1	0.0357	7
Amenities at transit centers	4%	10	52%	10	0.0201	8
Condition of stations	4%	9	59%	7	0.0180	9
Vehicle comfort & features	5%	8	68%	2	0.0153	10
Helpfulness of Call Center representatives	3%	11	59%	8	0.0132	11

Section 2: Survey Instrument

- Before the COVID-19 pandemic, how many days a week did you ride the bus?
7 6 5 4 3 2 1 0 - not a regular rider
- Currently (Winter-2021/22), how many days a week do you ride the bus?
7 6 5 4 3 2 1 0 - not a regular rider/just started
- How long have you used RideKC services?
(1) Less than 1 year (2) 1-2 years (3) 3-5 years (4) 5+ years
- How did you get to the bus for this trip?
(1) Walked (4) Bike share (6) Dropped off (not a service)
(2) Drove a car (5) E-Scooter (7) Personal bicycle
(3) Dropped off by Uber or similar service
- What is the PRIMARY PURPOSE of your transit trip today?
(1) Work (3) Shopping (5) Social/Entertainment
(2) Education (4) Job Seeking (6) Health/Medical
(7) Other: _____

- How important are RideKC services to the community? (Bus, MAX, Streetcar, Freedom, etc.)
(1) Extremely Important (3) Somewhat Important
(2) Important (4) Not Important
- How do you think the current level of funding for public transportation (e.g., bus, streetcar, etc.) in the Kansas City area should change over the next five years? Additional funding will allow for improved service, frequency, routes, stop amenities, etc.
(1) Should be reduced
(2) Should stay the same
(3) Should be somewhat greater than it is now
(4) Should be much greater than it is now
- If you continued to use RideKC transit throughout the COVID-19 pandemic, tell us why?
(1) Did not use transit throughout pandemic [Continue to Q32]
(2) Work (5) Health/Medical
(3) Education (6) Job seeking
(4) Grocery/family needs (7) Leisure, social, entertainment
(8) Other: _____

- Excluding the route you are currently on, how many other routes did you (or will you) use today?
(1) I will only be use the route I am currently on
(2) I will use one other route > Please Provide the Route #: _____
(3) I will use two other routes > Please Provide both Route #s: _____
(4) I will use three or more routes

- If you continued to take transit to/from work, which industry do you work in?
(1) Food preparation/Serving (5) Health care/Medical related
(2) Government/Community services (6) Emergency services
(3) Retail/sales (7) Construction
(4) Business/office (8) Other: _____

How satisfied are you with RideKC's policies and procedures to keep riders safe during the COVID-19 pandemic? **Very Satisfied=5 Very Dissatisfied=1**

7. Additional cleaning and sanitizing	5	4	3	2	1
8. Mandatory masks for passengers	5	4	3	2	1
9. Mandatory masks for drivers	5	4	3	2	1
10. Suspended fares	5	4	3	2	1

- Which of the above measures make you most comfortable using transit? Write the question number that corresponds to your top 2 choices. Example: Write "7" for 1st choice below if cleaning and sanitizing make you most comfortable.
1st: _____ 2nd: _____

- Which of the following would make you feel most secure while riding transit? (Select all that apply)
(1) Armed Police Officer (6) Unarmed RideKC Supervisor
(2) Armed Private Security (7) None of the above
(3) Unarmed Community Advocacy Representative
(4) Unarmed Community Improvement Representative (i.e. Yellow Jackets)
(5) Unarmed Private Security

- RideKC suspended bus fares during the COVID-19 pandemic. How satisfied are you with the program?
(1) Very Satisfied (3) Somewhat Dissatisfied
(2) Somewhat Satisfied (4) Very Dissatisfied

Please rate RideKC's performance: **Very Satisfied=5 Very Dissatisfied=1**

12. Reliability of service	5	4	3	2	1
13. Vehicles running on schedule	5	4	3	2	1
14. Condition of stations	5	4	3	2	1
15. Access to stations and shelters	5	4	3	2	1
16. Vehicle comfort and features	5	4	3	2	1
17. Cleanliness of vehicles	5	4	3	2	1
18. Personal safety while riding	5	4	3	2	1
19. Personal safety while waiting at shelters/stops	5	4	3	2	1
20. Amenities at transit centers	5	4	3	2	1
21. Professionalism/friendliness of operators and staff	5	4	3	2	1
22. Helpfulness of Call Center Representatives	5	4	3	2	1

Please tell us why: _____

- Which elements listed above are most important to you? Write the question number that corresponds to your top 2 choices. Example: Write "12" for 1st choice below if reliability of service is your most important element.
1st: _____ 2nd: _____

- Do you have a valid driver's license? (1) Yes (2) No
- Including YOU, how many people live in your household?
1 2 3 4 5 6 or more
- Do you have a working car or other vehicle that you could have used for this trip instead of taking the bus today? (1) Yes (2) No

- Overall, how satisfied are you with your RideKC experience?
(1) Very Satisfied (3) Somewhat Dissatisfied
(2) Somewhat Satisfied (4) Very Dissatisfied
- Where do you go for schedule, re-route, and delay information? (select all that apply)
(1) RideKC Notify (5) Social Media (8) RideKC's Transit App
(2) RideKC.org (6) Kiosks (9) Other Mobile Transit App
(3) Call Center (7) Transit shelters/Stops
(4) KCATA Webwatch
- realtime monitoring system

- What year were you born? _____
- Do you identify as a: (1) Male (2) Female (3) Other: _____
- Which of these BEST describe your race/ethnicity?
(1) Black/African American (3) Asian American (5) White
(2) American Indian (4) Hispanic (6) Other

- Are you subscribed to RideKC Notify to receive text, e-mail, or voice message alerts about services? (1) Yes (2) No [If "no" go to Q27]

- Which of the following BEST describes your household's total annual income in 2021?
(1) \$0- \$19,999 (4) \$40,000-\$49,999 (6) \$70,000-\$99,999
(2) \$20,000- \$29,999 (5) \$50,000-\$69,999 (7) \$100,000 or more
(3) \$30,000- \$39,999

- Overall, how satisfied are you with RideKC Notify?
(1) Very Satisfied (3) Somewhat Dissatisfied
(2) Somewhat Satisfied (4) Very Dissatisfied
- Which trip planning/monitoring app do you find most useful? (select one)
(1) Transit App (3) Google Maps/Transit
(2) It's a Bus Tracker (4) None of these
- What are the main reasons you use transit? (select up to 3)
(1) Convenient access to destinations (6) Prefer to live a car-free lifestyle
(2) Save money on parking (7) Save money on gas/automobile
(3) Avoid the stress of driving (8) No access to car
(4) Reduce environmental footprint (9) Saves time
(5) Subsidized by employer, etc. (10) Other: _____

- Please provide your home zip code in the space provided below.

Home Zip Code: _____

Optional: RideKC is dedicated to continual improvement and would like to learn more about riders. If you are willing to participate in future focus groups and/or surveys, please provide your name, phone number and email:

Name: _____

Phone: _____

Email: _____

Supervisor Only: Route #: _____

Time: 6-9a 9a-1p 1-4p After 4p Page 20

Day of Week: M T W TH F Sat Sun

Section 3: Tabular Data

Q1. Before the COVID-19 Pandemic, how many days a week did you ride the bus?

	Number	Percent
7	760	32.1 %
6	202	8.5 %
5	598	25.3 %
4	200	8.5 %
3	165	7.0 %
2	107	4.5 %
1	46	1.9 %
Not a regular rider	276	11.7 %
Not provided	10	0.4 %
Total	2364	100.0 %

EXCLUDING "NOT PROVIDED" RESPONSES

Q1. Before the COVID-19 Pandemic, how many days a week did you ride the bus? (without "not provided")

	Number	Percent
7	760	32.3 %
6	202	8.6 %
5	598	25.4 %
4	200	8.5 %
3	165	7.0 %
2	107	4.5 %
1	46	2.0 %
Not a regular rider	276	11.7 %
Total	2354	100.0 %

Q2. Currently (Winter 2021/22), how many days a week do you ride the bus?

	Number	Percent
7	746	31.6 %
6	191	8.1 %
5	681	28.8 %
4	232	9.8 %
3	208	8.8 %
2	144	6.1 %
1	64	2.7 %
Not a regular rider	82	3.5 %
Not provided	16	0.7 %
Total	2364	100.0 %

EXCLUDING "NOT PROVIDED" RESPONSES**Q2. Currently (Winter 2021/22), how many days a week do you ride the bus? (without "not provided")**

	Number	Percent
7	746	31.8 %
6	191	8.1 %
5	681	29.0 %
4	232	9.9 %
3	208	8.9 %
2	144	6.1 %
1	64	2.7 %
Not a regular rider	82	3.5 %
Total	2348	100.0 %

Q3. How long have you used RideKC services?

	Number	Percent
Less than 1 year	342	14.5 %
1-2 years	341	14.4 %
3-5 years	383	16.2 %
5+ years	1246	52.7 %
Not provided	52	2.2 %
Total	2364	100.0 %

EXCLUDING "NOT PROVIDED" RESPONSES**Q3. How long have you used RideKC services? (without "not provided")**

	Number	Percent
Less than 1 year	342	14.8 %
1-2 years	341	14.7 %
3-5 years	383	16.6 %
5+ years	1246	53.9 %
Total	2312	100.0 %

Q4. How did you get to the bus for this trip?

	Number	Percent
Walked	2099	88.8 %
Drove a car	44	1.9 %
Dropped off by Uber or similar service	42	1.8 %
Bike share	27	1.1 %
E-scooter	14	0.6 %
Dropped off (not a service)	59	2.5 %
Personal bicycle	33	1.4 %
Not provided	46	1.9 %
Total	2364	100.0 %

EXCLUDING "NOT PROVIDED" RESPONSES

Q4. How did you get to the bus for this trip? (without "not provided")

	Number	Percent
Walked	2099	90.6 %
Drove a car	44	1.9 %
Dropped off by Uber or similar service	42	1.8 %
Bike share	27	1.2 %
E-scooter	14	0.6 %
Dropped off (not a service)	59	2.5 %
Personal bicycle	33	1.4 %
Total	2318	100.0 %

Q5. What is the PRIMARY PURPOSE of your transit trip today?

	Number	Percent
Work	1180	49.9 %
Education	113	4.8 %
Shopping	344	14.6 %
Job seeking	132	5.6 %
Social/entertainment	224	9.5 %
Health/medical	182	7.7 %
Other	122	5.2 %
Not provided	67	2.8 %
Total	2364	100.0 %

EXCLUDING "NOT PROVIDED" RESPONSES

Q5. What is the PRIMARY PURPOSE of your transit trip today? (without "not provided")

	Number	Percent
Work	1180	51.4 %
Education	113	4.9 %
Shopping	344	15.0 %
Job seeking	132	5.7 %
Social/entertainment	224	9.8 %
Health/medical	182	7.9 %
Other	122	5.3 %
Total	2297	100.0 %

Q5-7. Other

	Number	Percent
All of the above	5	9.4 %
Court	5	9.4 %
Everything	3	5.7 %
Home	3	5.7 %
TRANSPORTATION	2	3.8 %
Banking	2	3.8 %
Visit friends	2	3.8 %
Errands	2	3.8 %
Counseling	1	1.9 %
Post office	1	1.9 %
Interview	1	1.9 %
TAKE KIDS TO SCHOOL, HUSBAND TO DOCTOR	1	1.9 %
Going home from work	1	1.9 %
Volunteer work	1	1.9 %
BUSINESS	1	1.9 %
Appointment	1	1.9 %
GYM	1	1.9 %
Family	1	1.9 %
HAIRCUT	1	1.9 %
Plasma donation	1	1.9 %
Homeless	1	1.9 %
Looking for housing	1	1.9 %
LIBRARY	1	1.9 %
Wasting time	1	1.9 %
Free food	1	1.9 %
Helping others	1	1.9 %
Business	1	1.9 %
Breakfast	1	1.9 %
Dropped off car at mechanics	1	1.9 %
GOING TO MY FAMILY'S HOUSE	1	1.9 %
CAR SHOP	1	1.9 %
Church	1	1.9 %
Driver's license	1	1.9 %
Laundry	1	1.9 %
APARTMENT SEARCH	1	1.9 %
POST OFFICE	1	1.9 %
Blood bank	1	1.9 %
Total	53	100.0 %

Q6. Excluding the route you are currently on, how many other routes did you or will you use today?

	Number	Percent
I will only be using the route I am currently on	738	31.2 %
I will use one other route	573	24.2 %
I will use two other routes	313	13.2 %
I will use three or more routes	662	28.0 %
Not provided	78	3.3 %
Total	2364	100.0 %

EXCLUDING "NOT PROVIDED" RESPONSES

Q6. Excluding the route you are currently on, how many other routes did you or will you use today? (without "not provided")

	Number	Percent
I will only be using the route I am currently on	738	32.3 %
I will use one other route	573	25.1 %
I will use two other routes	313	13.7 %
I will use three or more routes	662	29.0 %
Total	2286	100.0 %

Q6-2. "I will use one other route" Please provide Route number:

	Number	Percent
31	19	6.0 %
101	18	5.7 %
11	17	5.4 %
Troost Max	17	5.4 %
39	16	5.1 %
71	14	4.4 %
24	13	4.1 %
75	13	4.1 %
35	12	3.8 %
47	11	3.5 %
77	11	3.5 %
27	11	3.5 %
18	10	3.2 %
25	10	3.2 %
28	10	3.2 %
Max	9	2.9 %
Prospect Max	9	2.9 %
85	9	2.9 %
57	8	2.5 %
106	7	2.2 %
201	5	1.6 %
1	4	1.3 %
63	4	1.3 %
229	4	1.3 %
Main Max	3	1.0 %
2	3	1.0 %

Q6-2. "I will use one other route" Please provide Route number:

	Number	Percent
238	3	1.0 %
306	2	0.6 %
103	2	0.6 %
Street car	2	0.6 %
9	2	0.6 %
12	2	0.6 %
233	2	0.6 %
21	2	0.6 %
301	2	0.6 %
107	2	0.6 %
34	1	0.3 %
519	1	0.3 %
140	1	0.3 %
54	1	0.3 %
LIGHT RAIL	1	0.3 %
8	1	0.3 %
727	1	0.3 %
115	1	0.3 %
Several	1	0.3 %
RED	1	0.3 %
85 Paseo	1	0.3 %
33	1	0.3 %
111	1	0.3 %
31/302	1	0.3 %
299	1	0.3 %
4	1	0.3 %
409	1	0.3 %
303	1	0.3 %
43	1	0.3 %
401	1	0.3 %
41	1	0.3 %
118	1	0.3 %
475	1	0.3 %
403	1	0.3 %
302	1	0.3 %
104	1	0.3 %
Multiple routes	1	0.3 %
Total	315	100.0 %

Q6-3. "I will use two other routes." Please provide Route numbers:

	Number	Percent
47 Main Max	3	2.4 %
Troost Max	3	2.4 %
31, 71	3	2.4 %
25	2	1.6 %
24	2	1.6 %
Main Max	2	1.6 %
25, 31	2	1.6 %
25, 101	2	1.6 %
MAX	2	1.6 %
75	2	1.6 %
47	2	1.6 %
18, 21	1	0.8 %
MAX TWO TIMES	1	0.8 %
28 and 201	1	0.8 %
25, Troost Max	1	0.8 %
1847	1	0.8 %
47, 71	1	0.8 %
24, 85 Trail	1	0.8 %
39, Main Max	1	0.8 %
24, 16	1	0.8 %
85, 35, 12	1	0.8 %
PMAX 101	1	0.8 %
31, Prospect Max	1	0.8 %
1124	1	0.8 %
TROOST MAX, PROSPECT 39TH ST	1	0.8 %
57, 233	1	0.8 %
31, 39	1	0.8 %
20, 201	1	0.8 %
25, PROSPECT	1	0.8 %
475, 403, and Troost Max	1	0.8 %
71, 106	1	0.8 %
108, 201	1	0.8 %
Troost Max and C104	1	0.8 %
75, Troost Max, 18	1	0.8 %
31	1	0.8 %
71, 18	1	0.8 %
18, 3	1	0.8 %
Main Max, Prospect	1	0.8 %
77, 25	1	0.8 %
201, 12	1	0.8 %
39, 26	1	0.8 %
71, 31, 28	1	0.8 %
29, 77	1	0.8 %
31, 72	1	0.8 %
63, 25	1	0.8 %

Q6-3. "I will use two other routes." Please provide Route numbers:

	Number	Percent
31, Troost Max	1	0.8 %
238	1	0.8 %
31, 21, Blue	1	0.8 %
31, 302	1	0.8 %
71, 229	1	0.8 %
101, 8106	1	0.8 %
12	1	0.8 %
18, 47	1	0.8 %
238, 233	1	0.8 %
85	1	0.8 %
27	1	0.8 %
47, 402	1	0.8 %
39, 31	1	0.8 %
85, 71, 57	1	0.8 %
39	1	0.8 %
111, 39	1	0.8 %
47, 25	1	0.8 %
12, 9	1	0.8 %
77, 39	1	0.8 %
Max	1	0.8 %
29, 18	1	0.8 %
28	1	0.8 %
31, 47	1	0.8 %
405	1	0.8 %
18, 12	1	0.8 %
47, 31, 35	1	0.8 %
28, 15	1	0.8 %
MAX 85	1	0.8 %
75, 25	1	0.8 %
47, 21	1	0.8 %
101, 7	1	0.8 %
25, 28	1	0.8 %
35, 85	1	0.8 %
35	1	0.8 %
103, 85, 106	1	0.8 %
47, 11	1	0.8 %
39, 18	1	0.8 %
107, 18	1	0.8 %
101, 106	1	0.8 %
71 Pros Max	1	0.8 %
MAX 63, 21	1	0.8 %
63 Troost MAX	1	0.8 %
85, Main Max	1	0.8 %
50, 40, 403	1	0.8 %
18, 24	1	0.8 %

Q6-3. "I will use two other routes." Please provide Route numbers:

	Number	Percent
23	1	0.8 %
201	1	0.8 %
31, 7	1	0.8 %
26, 31	1	0.8 %
Max, 11	1	0.8 %
45	1	0.8 %
27, 21	1	0.8 %
75, 27	1	0.8 %
71, 39	1	0.8 %
24, 135, 101	1	0.8 %
71, 25	1	0.8 %
28, Troost Max	1	0.8 %
38, 133	1	0.8 %
21	1	0.8 %
104, 106	1	0.8 %
39,75	1	0.8 %
Prospect Max	1	0.8 %
201 Max	1	0.8 %
535 MAX	1	0.8 %
11, 201	1	0.8 %
Total	124	100.0 %

Q7-10. How satisfied are you with RideKC's policies and procedures to keep riders safe during the COVID-19 Pandemic?

(N=2364)

	Very satisfied	4	3	2	Very dissatisfied	Not provided
Q7. Additional cleaning & sanitizing	46.7%	25.5%	15.3%	5.8%	5.9%	0.9%
Q8. Mandatory masks for passengers	58.2%	20.6%	12.4%	2.7%	4.7%	1.4%
Q9. Mandatory masks for drivers	59.8%	19.5%	12.0%	2.5%	4.3%	1.9%
Q10. Suspended fares	64.1%	17.3%	10.3%	2.1%	4.5%	1.7%

EXCLUDING "NOT PROVIDED" RESPONSES

Q7-10. How satisfied are you with RideKC's policies and procedures to keep riders safe during the COVID-19 Pandemic? (without "not provided")

(N=2364)

	Very satisfied	4	3	2	Very dissatisfied
Q7. Additional cleaning & sanitizing	47.1%	25.7%	15.4%	5.8%	6.0%
Q8. Mandatory masks for passengers	59.1%	20.9%	12.6%	2.8%	4.7%
Q9. Mandatory masks for drivers	60.9%	19.9%	12.2%	2.5%	4.4%
Q10. Suspended fares	65.2%	17.6%	10.5%	2.1%	4.6%

Q11. Which of the measures listed in Question 7-10 make you most comfortable using transit?

	Number	Percent
Additional cleaning & sanitizing	963	40.7 %
Mandatory masks for passengers	828	35.0 %
Mandatory masks for drivers	77	3.3 %
Suspended fares	398	16.8 %
None chosen	98	4.1 %
Total	2364	100.0 %

Q11. Which of the measures listed in Question 7-10 make you most comfortable using transit?

	Number	Percent
Additional cleaning & sanitizing	302	12.8 %
Mandatory masks for passengers	652	27.6 %
Mandatory masks for drivers	629	26.6 %
Suspended fares	394	16.7 %
None chosen	387	16.4 %
Total	2364	100.0 %

SUM OF THE TOP TWO CHOICES

Q11. Which of the measures listed in Question 7-10 make you most comfortable using transit? (Top 2)

	Number	Percent
Sum of the top two choices		
Additional cleaning & sanitizing	1265	53.5 %
Mandatory masks for passengers	1480	62.6 %
Mandatory masks for drivers	706	29.9 %
Suspended fares	792	33.5 %
None chosen	98	4.1 %
Total	434	

Q12-22. Please rate RideKC's performance:

(N=2364)

	Very satisfied	4	3	2	Very dissatisfied	Not provided
Q12. Reliability of service	29.0%	23.1%	25.6%	12.3%	8.8%	1.3%
Q13. Vehicles running on schedule	23.2%	22.3%	29.1%	13.7%	10.6%	1.1%
Q14. Condition of stations	28.6%	26.8%	27.9%	8.4%	5.8%	2.5%
Q15. Access to stations & shelters	31.9%	27.1%	24.3%	8.1%	6.1%	2.5%
Q16. Vehicle comfort & features	34.3%	28.8%	24.0%	6.2%	4.0%	2.6%
Q17. Cleanliness of vehicles	31.1%	28.2%	25.0%	8.3%	5.1%	2.2%
Q18. Personal safety while riding	39.5%	25.6%	20.5%	7.2%	4.8%	2.4%
Q19. Personal safety while waiting at shelters/stops	35.0%	22.9%	24.2%	8.6%	7.0%	2.3%
Q20. Amenities at transit centers	27.5%	23.5%	25.8%	10.9%	9.0%	3.4%
Q21. Professionalism/friendliness of operators & staff	33.7%	24.9%	24.3%	8.5%	6.7%	1.9%
Q22. Helpfulness of Call Center representatives	33.2%	23.0%	24.7%	8.7%	6.9%	3.4%

EXCLUDING "NOT PROVIDED" RESPONSES

Q12-22. Please rate RideKC's performance: (without "not provided")

(N=2364)

	Very satisfied	4	3	2	Very dissatisfied
Q12. Reliability of service	29.4%	23.4%	25.9%	12.5%	8.9%
Q13. Vehicles running on schedule	23.4%	22.6%	29.4%	13.8%	10.7%
Q14. Condition of stations	29.3%	27.5%	28.6%	8.6%	5.9%
Q15. Access to stations & shelters	32.7%	27.8%	24.9%	8.3%	6.2%
Q16. Vehicle comfort & features	35.3%	29.6%	24.6%	6.3%	4.1%
Q17. Cleanliness of vehicles	31.8%	28.8%	25.6%	8.5%	5.2%
Q18. Personal safety while riding	40.4%	26.2%	21.0%	7.4%	4.9%
Q19. Personal safety while waiting at shelters/stops	35.8%	23.5%	24.7%	8.8%	7.1%
Q20. Amenities at transit centers	28.4%	24.3%	26.7%	11.3%	9.3%
Q21. Professionalism/friendliness of operators & staff	34.3%	25.4%	24.8%	8.7%	6.8%
Q22. Helpfulness of Call Center representatives	34.4%	23.8%	25.6%	9.0%	7.2%

Q23. Which elements listed in Question 12-22 are most important to you?

	Number	Percent
Reliability of service	1249	52.8 %
Vehicles running on schedule	404	17.1 %
Condition of stations	55	2.3 %
Access to stations & shelters	90	3.8 %
Vehicle comfort & features	43	1.8 %
Cleanliness of vehicles	107	4.5 %
Personal safety while riding	108	4.6 %
Personal safety while waiting at shelters/stops	60	2.5 %
Amenities at transit centers	37	1.6 %
Professionalism/friendliness of operators & staff	115	4.9 %
Helpfulness of Call Center representatives	25	1.1 %
None chosen	71	3.0 %
Total	2364	100.0 %

Q23. Which elements listed in Question 12-22 are most important to you?

	Number	Percent
Reliability of service	187	7.9 %
Vehicles running on schedule	863	36.5 %
Condition of stations	54	2.3 %
Access to stations & shelters	108	4.6 %
Vehicle comfort & features	64	2.7 %
Cleanliness of vehicles	175	7.4 %
Personal safety while riding	140	5.9 %
Personal safety while waiting at shelters/stops	176	7.4 %
Amenities at transit centers	100	4.2 %
Professionalism/friendliness of operators & staff	161	6.8 %
Helpfulness of Call Center representatives	61	2.6 %
None chosen	275	11.6 %
Total	2364	100.0 %

SUM OF THE TOP TWO CHOICES

Q23. Which elements listed in Question 12-22 are most important to you? (Top 2)

Sum of the top two choices	Number	Percent
Reliability of service	1436	60.7 %
Vehicles running on schedule	1267	53.6 %
Condition of stations	109	4.6 %
Access to stations & shelters	198	8.4 %
Vehicle comfort & features	107	4.5 %
Cleanliness of vehicles	282	11.9 %
Personal safety while riding	248	10.5 %
Personal safety while waiting at shelters/stops	236	10.0 %
Amenities at transit centers	137	5.8 %
Professionalism/friendliness of operators & staff	276	11.7 %
Helpfulness of Call Center representatives	86	3.6 %
None chosen	71	3.0 %
Total	4453	

Q24. Overall, how satisfied are you with your RideKC experience?

	Number	Percent
Very satisfied	830	35.1 %
Somewhat satisfied	980	41.5 %
Somewhat dissatisfied	329	13.9 %
Very dissatisfied	109	4.6 %
Not provided	116	4.9 %
Total	2364	100.0 %

EXCLUDING "NOT PROVIDED" RESPONSES

Q24. Overall, how satisfied are you with your RideKC experience? (without "not provided")

	Number	Percent
Very satisfied	830	36.9 %
Somewhat satisfied	980	43.6 %
Somewhat dissatisfied	329	14.6 %
Very dissatisfied	109	4.8 %
Total	2248	100.0 %

MULTIPLE CHOICE QUESTION

Q25. Where do you go for schedule, re-route, and delay information? (Select all that apply.)

	Number	Percent
RideKC Notify	306	12.9 %
RideKC.org	403	17.0 %
Call Center	269	11.4 %
KCATA Webwatch	84	3.6 %
Social Media	268	11.3 %
Kiosks	142	6.0 %
Transit shelters/stops	587	24.8 %
RideKC's Transit app	559	23.6 %
Other mobile transit app	736	31.1 %
Total	3354	

Q26. Are you subscribed to RideKC Notify to receive text, email, or voice message alerts about services?

	Number	Percent
Yes	429	18.1 %
No	1840	77.8 %
Not provided	95	4.0 %
Total	2364	100.0 %

EXCLUDING "NOT PROVIDED" RESPONSES

Q26. Are you subscribed to RideKC Notify to receive text, email, or voice message alerts about services? (without "not provided")

	Number	Percent
Yes	429	18.9 %
No	1840	81.1 %
Total	2269	100.0 %

RIDERS THAT ARE SUBSCRIBED TO RIDEKC NOTIFY

Q26a. Overall, how satisfied are you with RideKC Notify?

	Number	Percent
Very satisfied	200	46.6 %
Somewhat satisfied	139	32.4 %
Somewhat dissatisfied	51	11.9 %
Very dissatisfied	31	7.2 %
Not provided	8	1.9 %
Total	429	100.0 %

EXCLUDING "NOT PROVIDED" RESPONSES

Q26a. Overall, how satisfied are you with RideKC Notify? (without "not provided")

Q26a. How satisfied are you with RideKC Notify	Number	Percent
Very satisfied	200	47.5 %
Somewhat satisfied	139	33.0 %
Somewhat dissatisfied	51	12.1 %
Very dissatisfied	31	7.4 %
Total	421	100.0 %

Q27. Which trip planning/monitoring app do you find most useful?

	Number	Percent
Transit App	680	28.8 %
It's a Bus Tracker	179	7.6 %
Google Maps/Transit	717	30.3 %
None of these	713	30.2 %
Not provided	75	3.2 %
Total	2364	100.0 %

EXCLUDING "NOT PROVIDED" RESPONSES

Q27. Which trip planning/monitoring app do you find most useful? (without "not provided")

	Number	Percent
Transit App	680	29.7 %
It's a Bus Tracker	179	7.8 %
Google Maps/Transit	717	31.3 %
None of these	713	31.1 %
Total	2289	100.0 %

MULTIPLE CHOICE QUESTION**Q28. What are the main reasons you use transit? (Select up to three responses.)**

	Number	Percent
No access to car	1335	56.5 %
Convenient access to destinations	644	27.2 %
Save money on gas/automobile	361	15.3 %
Save money on parking	354	15.0 %
Avoid stress of driving	264	11.2 %
Prefer to live a car-free lifestyle	204	8.6 %
Saves time	113	4.8 %
Reduce environmental footprint	105	4.4 %
Subsidized by employer, etc.	41	1.7 %
Other	20	0.8 %
Total	3441	

Q28-10. Other

	Number	Percent
Work	3	15.0 %
Get to work	2	10.0 %
Work schedule	1	5.0 %
I CAN'T DRIVE DUE TO CANCER	1	5.0 %
PAROLE	1	5.0 %
SCHOOL & WORK	1	5.0 %
Reliable	1	5.0 %
Blind	1	5.0 %
GET OUT AND ABOUT	1	5.0 %
Suspended license	1	5.0 %
SAVING FOR A CAR	1	5.0 %
Sightseeing	1	5.0 %
WARRANT AVOIDANCE	1	5.0 %
CAR TROUBLE	1	5.0 %
CANT DRIVE	1	5.0 %
MEDICAL	1	5.0 %
Saving to get my own car	1	5.0 %
Total	20	100.0 %

Q29. How important are RideKC services to the community? (Bus, MAX, Streetcar, Freedom, etc.)

	Percent	
Extremely important	1865	78.9 %
Important	398	16.8 %
Somewhat important	65	2.7 %
Not important	15	0.6 %
Not provided	21	0.9 %
Total	2364	100.0 %

EXCLUDING "NOT PROVIDED" RESPONSES

Q29. How important are RideKC services to the community? (Bus, MAX, Streetcar, Freedom, etc.) (without "not provided")

	Number	Percent
Extremely important	1865	79.6 %
Important	398	17.0 %
Somewhat important	65	2.8 %
Not important	15	0.6 %
Total	2343	100.0 %

Q30. How do you think the current level of funding for public transportation (e.g., bus, streetcar, etc.) in the Kansas City area should change over the next five years? Additional funding will allow for improved service, frequency, routes, stop amenities, etc.

	Number	Percent
Should be reduced	319	13.5 %
Should stay the same	964	40.8 %
Should be somewhat greater than it is now	576	24.4 %
Should be much greater than it is now	435	18.4 %
Not provided	70	3.0 %
Total	2364	100.0 %

EXCLUDING "NOT PROVIDED" RESPONSES

Q30. How do you think the current level of funding for public transportation (e.g., bus, streetcar, etc.) in the Kansas City area should change over the next five years? Additional funding will allow for improved service, frequency, routes, stop amenities, etc. (without "not provided")

	Number	Percent
Should be reduced	319	13.9 %
Should stay the same	964	42.0 %
Should be somewhat greater than it is now	576	25.1 %
Should be much greater than it is now	435	19.0 %
Total	2294	100.0 %

Q31. If you continued to use RideKC transit throughout the COVID-19 Pandemic, tell us why?

	Number	Percent
Did not use transit throughout pandemic	556	23.5 %
Work	1207	51.1 %
Education	246	10.4 %
Grocery/family needs	599	25.3 %
Health/medical	407	17.2 %
Job seeking	248	10.5 %
Leisure, social, entertainment	239	10.1 %
Other	13	0.5 %
Total	3515	

Q31-8. Other

	Number	Percent
Errands	1	7.7 %
Visit girlfriend	1	7.7 %
Volunteer	1	7.7 %
NO CAR	1	7.7 %
LIFE	1	7.7 %
PERSONAL	1	7.7 %
Car broke	1	7.7 %
Homeless	1	7.7 %
Cannot physically walk fast enough	1	7.7 %
Better than walking	1	7.7 %
COULDNT FIND A RIDE	1	7.7 %
Lost everything due to Covid	1	7.7 %
BECAUSE CONVENIENT	1	7.7 %
Total	13	100.0 %

RIDERS THAT CONTINUED TO USE RIDEKC THROUGHOUT THE COVID-19 PANDEMIC

Q31a. If you continued to take transit to/from work, which industry do you work in?

	Number	Percent
Food preparation/serving	470	26.0 %
Government/community services	139	7.7 %
Retail/sales	216	11.9 %
Business/office	134	7.4 %
Health care/medical related	154	8.5 %
Emergency services	20	1.1 %
Construction	110	6.1 %
Other	177	9.8 %
Not provided	388	21.5 %
Total	1808	100.0 %

EXCLUDING "NOT PROVIDED" RESPONSES

Q31a. If you continued to take transit to/from work, which industry do you work in?

	Number	Percent
Food preparation/serving	470	33.1 %
Government/community services	139	9.8 %
Retail/sales	216	15.2 %
Business/office	134	9.4 %
Health care/medical related	154	10.8 %
Emergency services	20	1.4 %
Construction	110	7.7 %
Other	177	12.5 %
Total	1420	100.0 %

Q31a-8. Other

	Number	Percent
Warehouse	21	28.0 %
Education	10	13.3 %
Security	5	6.7 %
Production	3	4.0 %
Factory	3	4.0 %
Janitor	2	2.7 %
Aviation	2	2.7 %
Transportation	1	1.3 %
Barber	1	1.3 %
Manufacturing	1	1.3 %
Service company	1	1.3 %
Linen supplier to hospital	1	1.3 %
Custodial	1	1.3 %
Construction	1	1.3 %
Salon	1	1.3 %
Homeless ministry	1	1.3 %
Truman Medical	1	1.3 %
Banking	1	1.3 %
Performance	1	1.3 %
College	1	1.3 %
Maintenance	1	1.3 %
Legal	1	1.3 %
PRIVATE CLUB	1	1.3 %
CLEANING	1	1.3 %
FUNERAL	1	1.3 %
Plumber	1	1.3 %
Hotel	1	1.3 %
HOSPITALITY	1	1.3 %
CONSOILDATOR	1	1.3 %
Government	1	1.3 %
Recycling	1	1.3 %
WELDING	1	1.3 %
General labor	1	1.3 %
Mech	1	1.3 %
SSI	1	1.3 %
COSULTANT	1	1.3 %
Total	75	100.0 %

MULTIPLE CHOICE QUESTION

Q32. Which of the following would make you feel most secure while riding transit? (Select all that apply.)

	Number	Percent
Armed police officer	748	31.6 %
Armed private security	583	24.7 %
Unarmed community advocacy representative	132	5.6 %
Unarmed community improvement representative (i.e., Yellow Jackets)	118	5.0 %
Unarmed private security	249	10.5 %
Unarmed RideKC supervisor	250	10.6 %
None of the above	1069	45.2 %
Total	3149	

EXCLUDING "NOT PROVIDED" RESPONSES

Q32. Which of the following would make you feel most secure while riding transit? (without "none of the above")

	Number	Percent
Armed police officer	748	57.8 %
Armed private security	583	45.0 %
Unarmed community advocacy representative	132	10.2 %
Unarmed community improvement representative (i.e., Yellow Jackets)	118	9.1 %
Unarmed private security	249	19.2 %
Unarmed RideKC supervisor	250	19.3 %
Total	2080	

Q33. RideKC suspended bus fares during the COVID-19 Pandemic. How satisfied are you with the program?

	Number	Percent
Very satisfied	1605	67.9 %
Somewhat satisfied	507	21.4 %
Somewhat dissatisfied	90	3.8 %
Very dissatisfied	72	3.0 %
Not provided	90	3.8 %
Total	2364	100.0 %

EXCLUDING "NOT PROVIDED" RESPONSES

Q33. RideKC suspended bus fares during the COVID-19 Pandemic. How satisfied are you with the program? (without "not provided")

	Number	Percent
Very satisfied	1605	70.6 %
Somewhat satisfied	507	22.3 %
Somewhat dissatisfied	90	4.0 %
Very dissatisfied	72	3.2 %
Total	2274	100.0 %

Q34. Do you have a valid driver's license?

	Number	Percent
Yes	882	37.3 %
No	1379	58.3 %
Not provided	103	4.4 %
Total	2364	100.0 %

EXCLUDING "NOT PROVIDED" RESPONSES

Q34. Do you have a valid driver's license? (without "not provided")

	Number	Percent
Yes	882	39.0 %
No	1379	61.0 %
Total	2261	100.0 %

Q35. Including YOU, how many people live in your household?

	Number	Percent
1	839	35.5 %
2	559	23.6 %
3	351	14.8 %
4	242	10.2 %
5	114	4.8 %
6 or more	135	5.7 %
Not provided	124	5.2 %
Total	2364	100.0 %

EXCLUDING "NOT PROVIDED" RESPONSES

Q35. Including YOU, how many people live in your household? (without "not provided")

	Number	Percent
1	839	37.5 %
2	559	25.0 %
3	351	15.7 %
4	242	10.8 %
5	114	5.1 %
6 or more	135	6.0 %
Total	2240	100.0 %

Q36. Do you have a working car or other vehicle that you could have used for this trip instead of taking the bus today?

	Number	Percent
Yes	376	15.9 %
No	1763	74.6 %
Not provided	225	9.5 %
Total	2364	100.0 %

EXCLUDING "NOT PROVIDED" RESPONSES

Q36. Do you have a working car or other vehicle that you could have used for this trip instead of taking the bus today? (without "not provided")

	Number	Percent
Yes	376	17.6 %
No	1763	82.4 %
Total	2139	100.0 %

Q37a. Age:

	Number	Percent
Under 18	20	0.8 %
18-24	161	6.8 %
25-34	307	13.0 %
35-44	303	12.8 %
45-54	269	11.4 %
55-64	255	10.8 %
65+	92	3.9 %
Not provided	957	40.5 %
Total	2364	100.0 %

EXCLUDING "NOT PROVIDED" RESPONSES

Q37a. Age: (without "not provided")

	Number	Percent
Under 18	20	1.4 %
18-24	161	11.4 %
25-34	307	21.8 %
35-44	303	21.5 %
45-54	269	19.1 %
55-64	255	18.1 %
65+	92	6.5 %
Total	1407	100.0 %

Q38. Do you identify yourself as a:

	Number	Percent
Male	1597	67.6 %
Female	724	30.6 %
Other	10	0.4 %
Not provided	33	1.4 %
Total	2364	100.0 %

EXCLUDING "NOT PROVIDED" RESPONSES

Q38. Do you identify yourself as a: (without "not provided")

	Number	Percent
Male	1597	68.5 %
Female	724	31.1 %
Other	10	0.4 %
Total	2331	100.0 %

Q38-3. Self-describe your gender:

	Number	Percent
Nonbinary	5	62.5 %
Fluid	2	25.0 %
Trans	1	12.5 %
Total	8	100.0 %

Q39. Which of the following BEST describe your race/ethnicity?

	Number	Percent
Black/African American	1593	67.4 %
American Indian	67	2.8 %
Asian American	29	1.2 %
Hispanic	139	5.9 %
White	473	20.0 %
Other	72	3.0 %
Total	2373	

Q40. Which of the following BEST describes your household’s total annual income in 2021?

	Number	Percent
\$0-\$19,999	1557	65.9 %
\$20K-\$29,999	309	13.1 %
\$30K-\$39,999	173	7.3 %
\$40K-\$49,999	130	5.5 %
\$50K-\$69,999	69	2.9 %
\$70K-\$99,999	43	1.8 %
\$100K+	17	0.7 %
Not provided	66	2.8 %
Total	2364	100.0 %

EXCLUDING “NOT PROVIDED” RESPONSES

Q40. Which of the following BEST describes your household’s total annual income in 2021? (without "not provided")

	Number	Percent
\$0-\$19,999	1557	67.8 %
\$20K-\$29,999	309	13.4 %
\$30K-\$39,999	173	7.5 %
\$40K-\$49,999	130	5.7 %
\$50K-\$69,999	69	3.0 %
\$70K-\$99,999	43	1.9 %
\$100K+	17	0.7 %
Total	2298	100.0 %

Q41. Please provide your home zip code in the space provided below.

	Number	Percent
64130	123	10.0 %
64109	86	7.0 %
64127	81	6.6 %
64132	73	5.9 %
64128	69	5.6 %
64111	64	5.2 %
64131	47	3.8 %
64123	45	3.7 %
64124	44	3.6 %
64110	43	3.5 %
64106	43	3.5 %
64108	35	2.8 %
66102	33	2.7 %
66101	33	2.7 %
64133	31	2.5 %
64129	24	1.9 %
66104	23	1.9 %
64134	20	1.6 %
64126	20	1.6 %
64105	18	1.5 %
64137	17	1.4 %
64114	14	1.1 %
64138	14	1.1 %
64118	12	1.0 %
64050	11	0.9 %
66103	10	0.8 %
64117	10	0.8 %
64125	10	0.8 %
64112	10	0.8 %
64052	9	0.7 %
64055	9	0.7 %
66112	8	0.6 %
64119	7	0.6 %
66106	6	0.5 %
64120	5	0.4 %
64152	5	0.4 %
64053	5	0.4 %
64101	5	0.4 %
64012	4	0.3 %
64014	4	0.3 %
64116	4	0.3 %
64015	3	0.2 %
66105	3	0.2 %
66108	3	0.2 %
64103	3	0.2 %
64153	3	0.2 %

Q41. Please provide your home zip code in the space provided below.

	Number	Percent
64082	3	0.2 %
64151	3	0.2 %
66212	2	0.2 %
64136	2	0.2 %
64155	2	0.2 %
66111	2	0.2 %
64321	2	0.2 %
66214	2	0.2 %
64135	2	0.2 %
64068	2	0.2 %
64150	2	0.2 %
64122	2	0.2 %
66109	2	0.2 %
64054	2	0.2 %
64154	2	0.2 %
66210	2	0.2 %
64121	2	0.2 %
64085	1	0.1 %
64186	1	0.1 %
64158	1	0.1 %
66213	1	0.1 %
64789	1	0.1 %
64157	1	0.1 %
66208	1	0.1 %
64057	1	0.1 %
65803	1	0.1 %
64161	1	0.1 %
64056	1	0.1 %
64113	1	0.1 %
64102	1	0.1 %
66061	1	0.1 %
64030	1	0.1 %
64620	1	0.1 %
66143	1	0.1 %
66110	1	0.1 %
64115	1	0.1 %
64142	1	0.1 %
66304	1	0.1 %
64609	1	0.1 %
64147	1	0.1 %
64301	1	0.1 %
64650	1	0.1 %
64511	1	0.1 %
64149	1	0.1 %
66132	1	0.1 %
66204	1	0.1 %

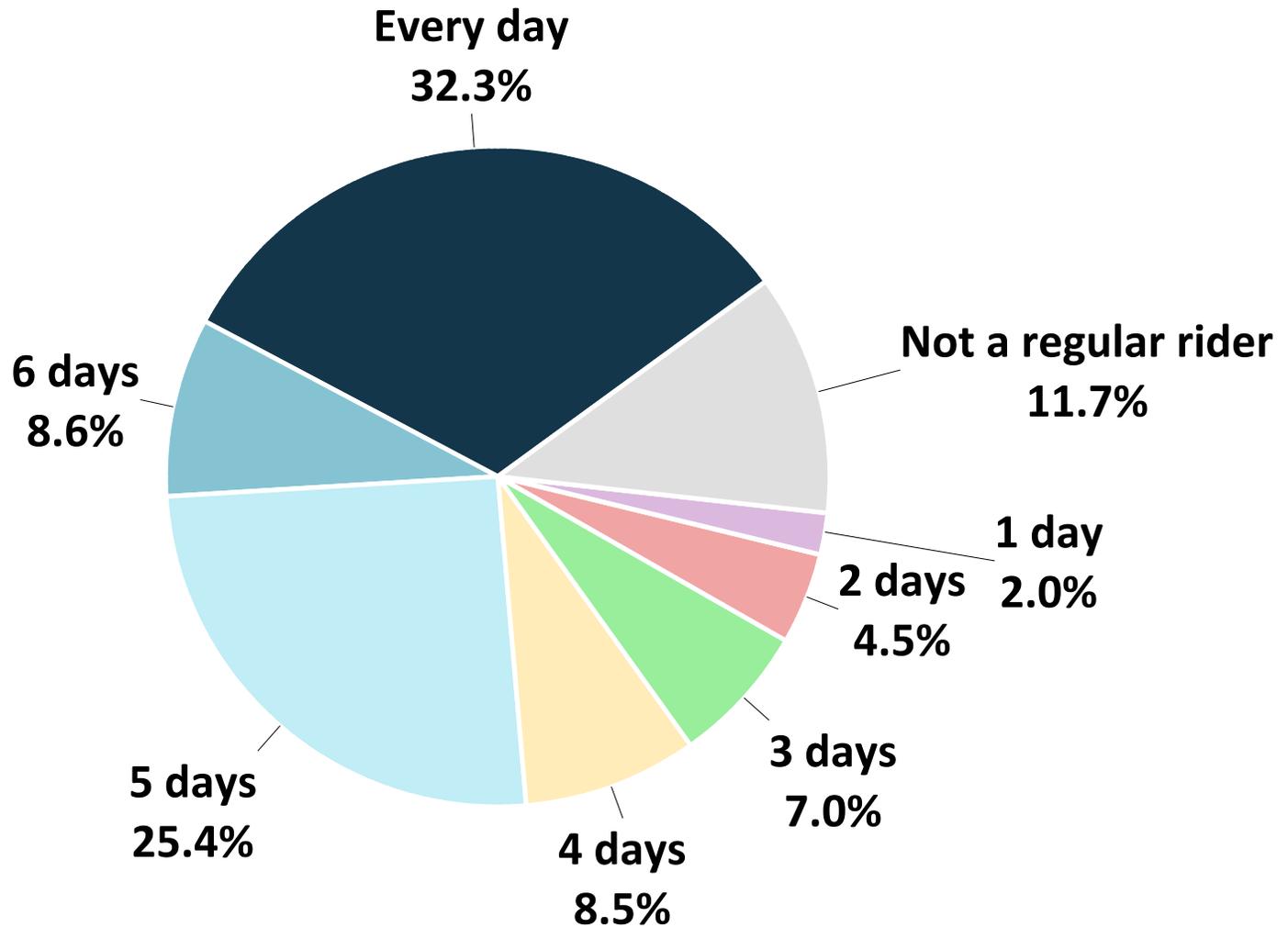
Q41. Please provide your home zip code in the space provided below.

	Number	Percent
66107	1	0.1 %
90250	1	0.1 %
65202	1	0.1 %
64160	1	0.1 %
64175	1	0.1 %
64235	1	0.1 %
64773	1	0.1 %
64857	1	0.1 %
64215	1	0.1 %
66215	1	0.1 %
66218	1	0.1 %
66240	1	0.1 %
64570	1	0.1 %
64957	1	0.1 %
64016	1	0.1 %
64217	1	0.1 %
66433	1	0.1 %
64051	1	0.1 %
Total	1232	100.0 %

Section 4: Survey Results, Charts & Graphs

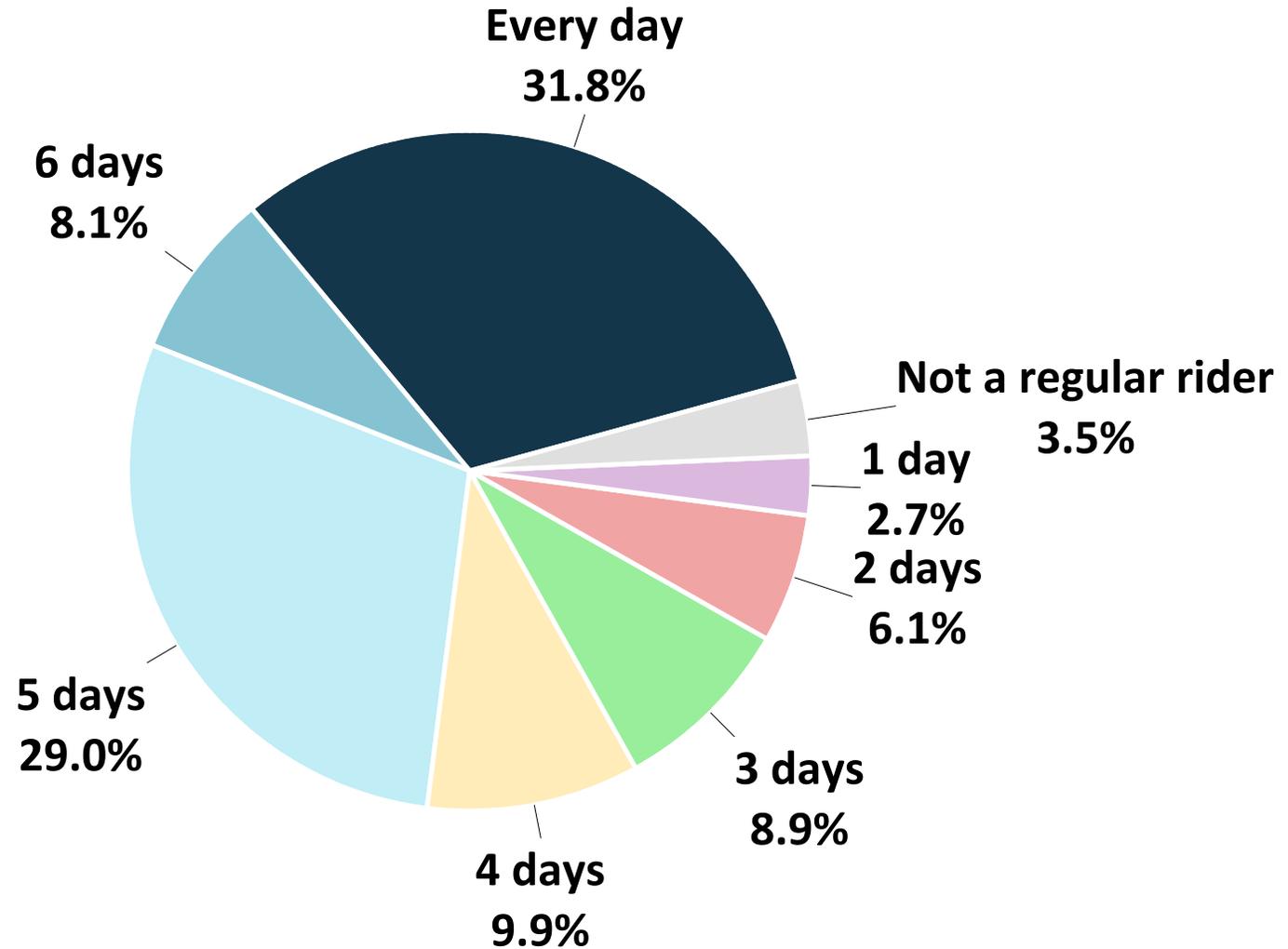
Q1. Before the COVID-19 Pandemic, how many days a week did you ride the bus?

by percentage of riders (excluding *not provided* responses)



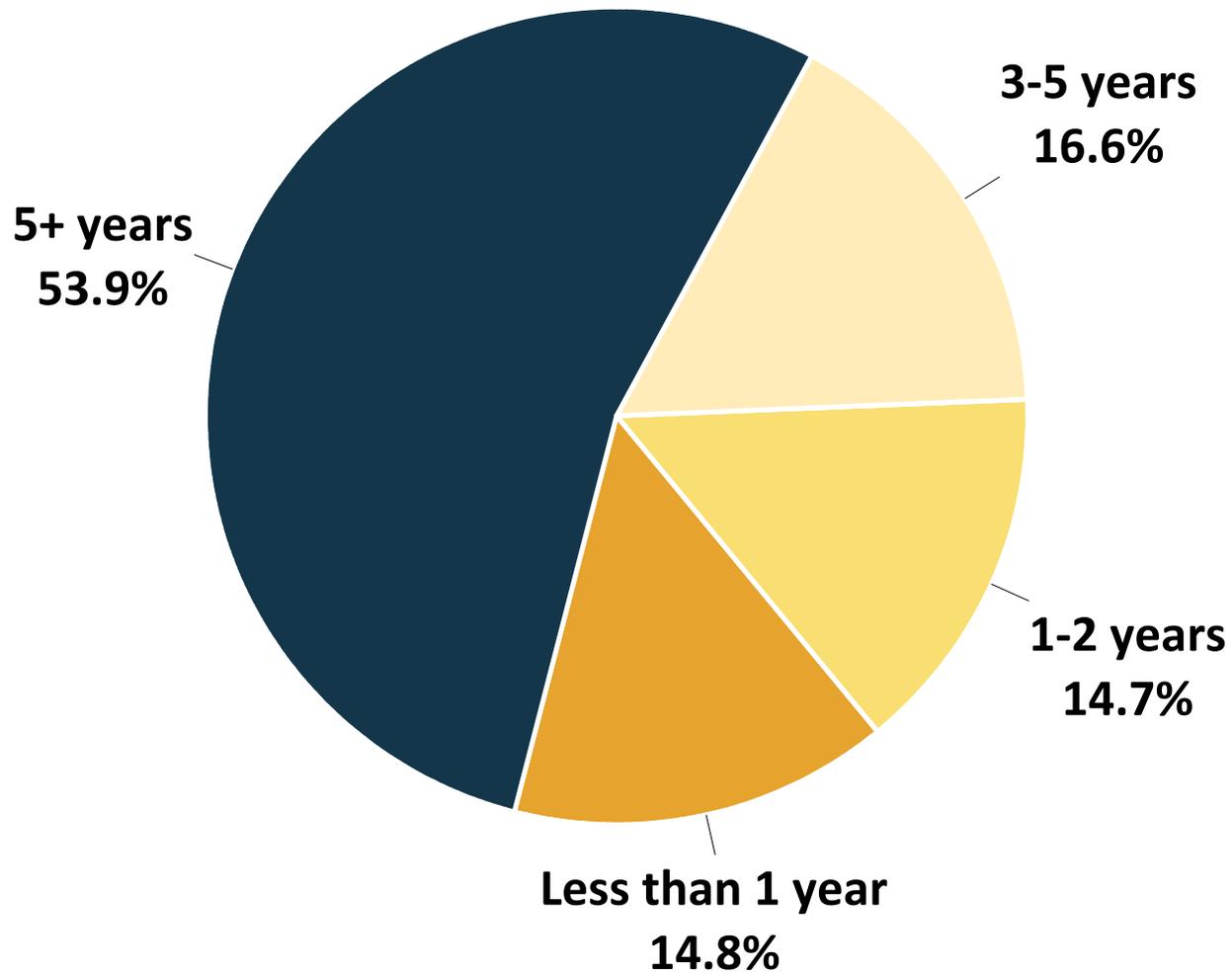
Q2. Currently (Winter 2021/22), how many days a week do you ride the bus?

by percentage of riders (excluding *not provided* responses)



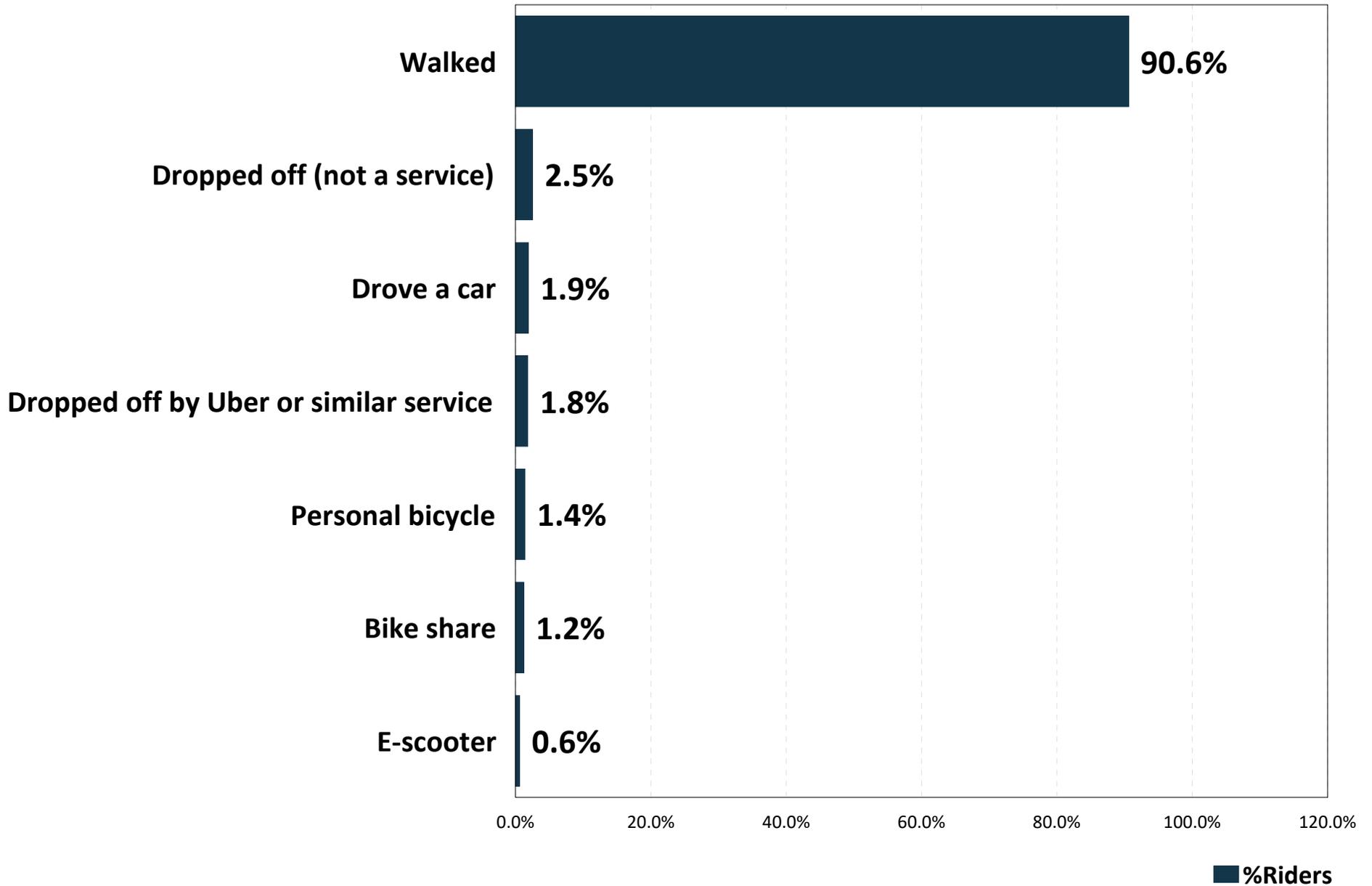
Q3. How long have you used RideKC services?

by percentage of riders (excluding *not provided* responses)



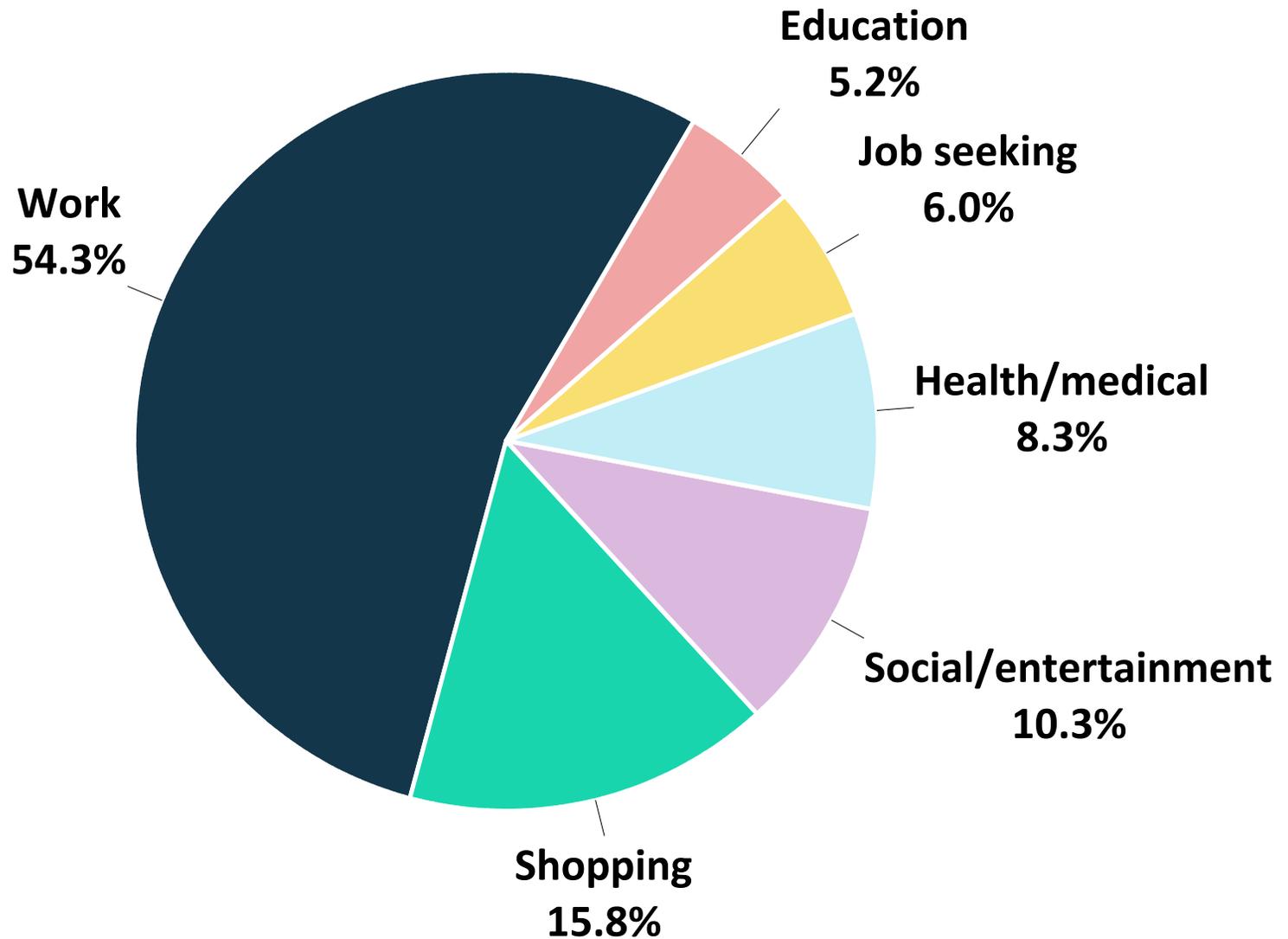
Q4. How did you get to the bus for this trip?

by the percentage of riders (excluding *not provided* responses)



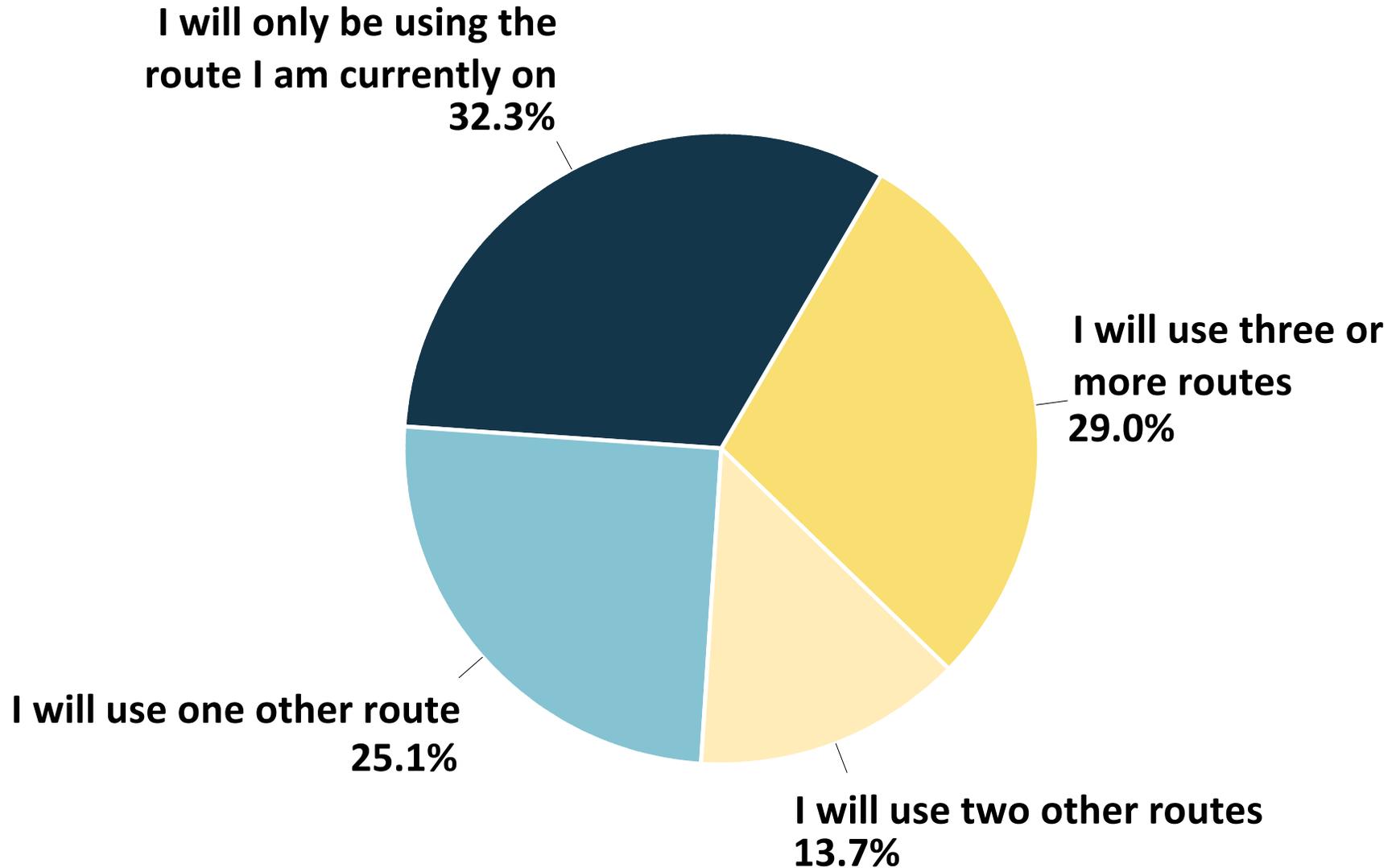
Q5. What is the PRIMARY PURPOSE of your transit trip today?

by percentage of riders (excluding *not provided* responses)



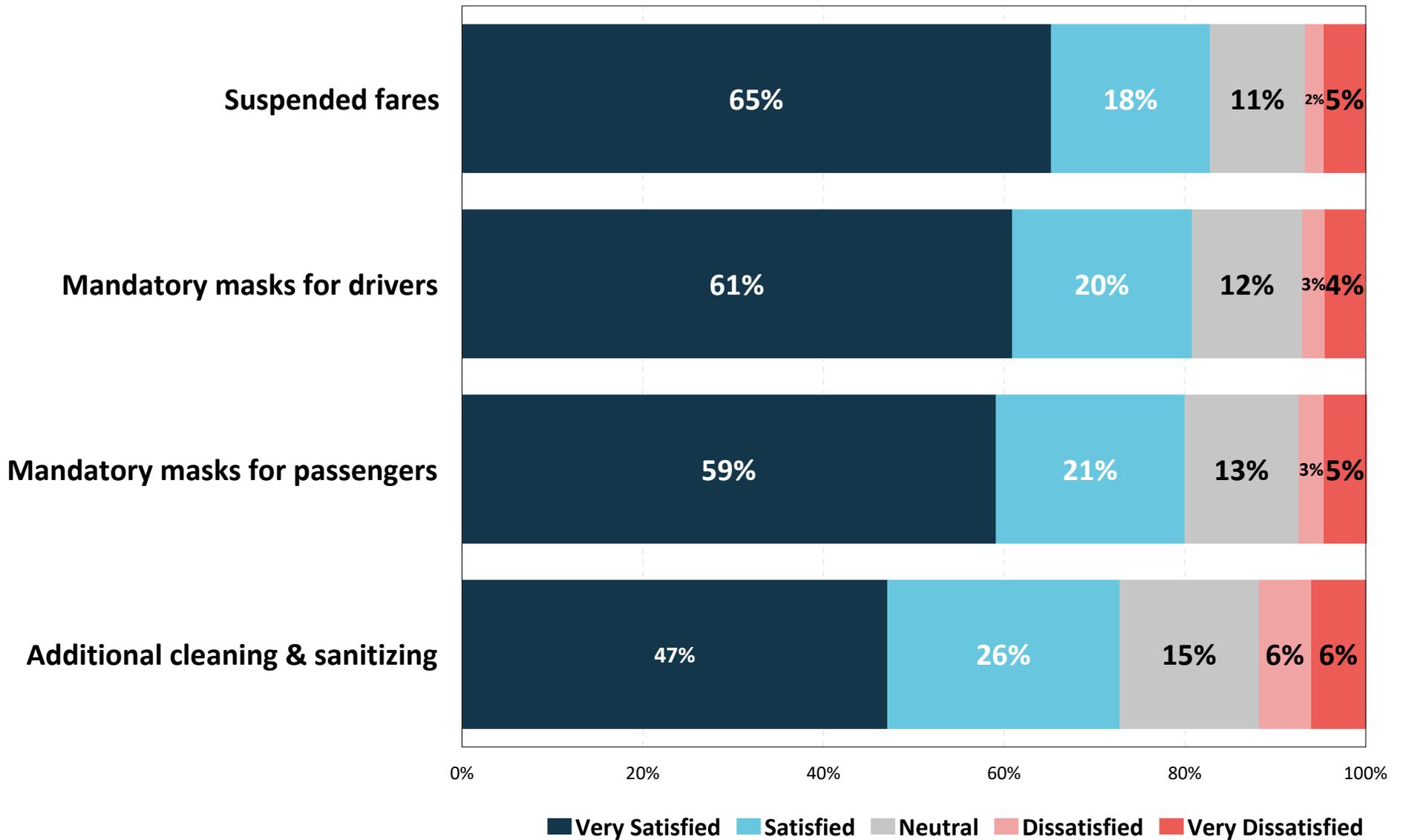
Q6. Excluding the route you are currently on, how many other routes did you or will you use today?

by percentage of riders (excluding *not provided* responses)



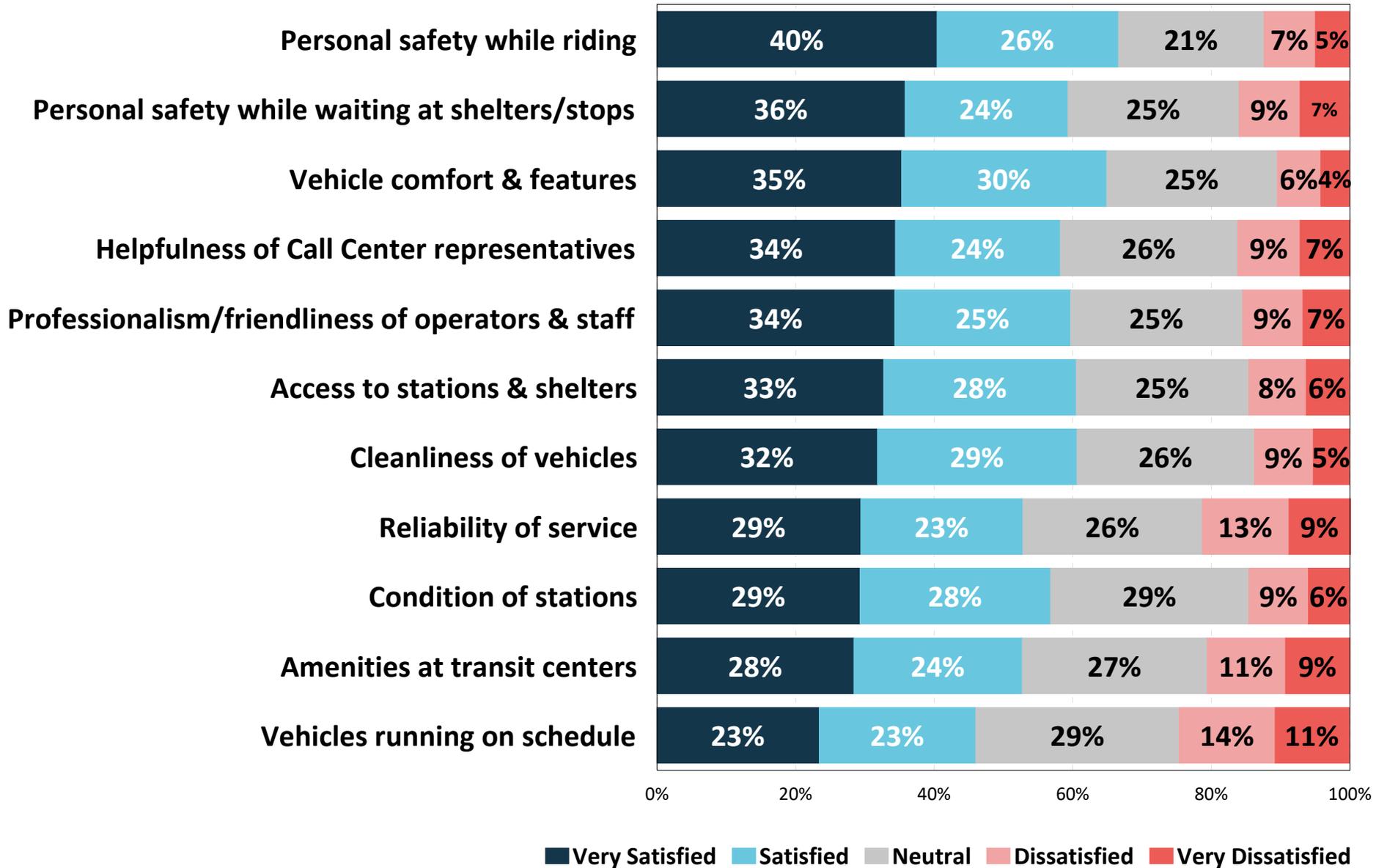
Q7-Q10. How satisfied are you with RideKC's policies and procedures to keep riders safe during the COVID-19 Pandemic?

by the percentage of riders, using a 5-point scale where 5 means *very satisfied* and 1 means *very dissatisfied*
(excluding *don't know* responses)



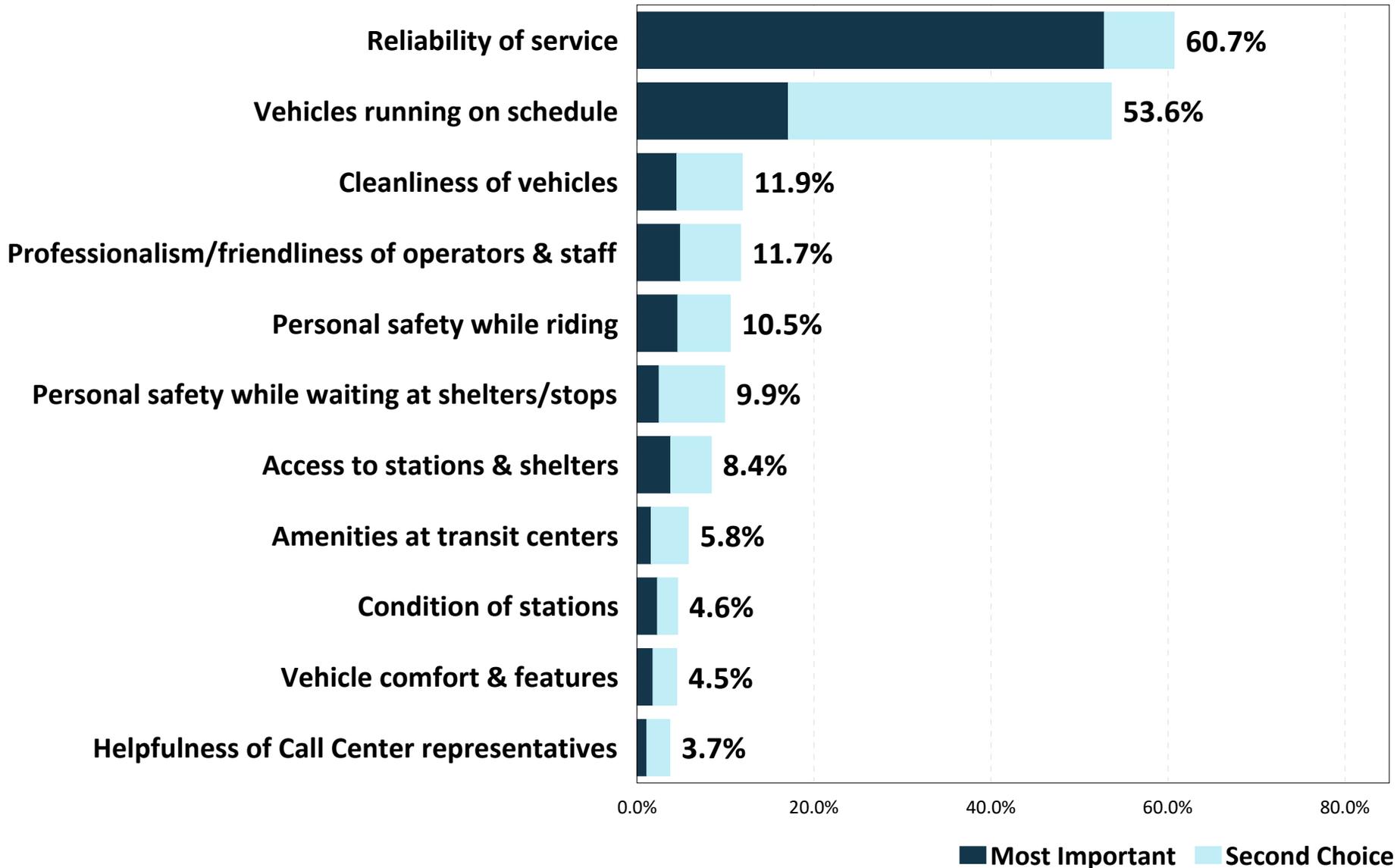
Q12-Q22. Rider Level of Satisfaction with RideKC's Performance

by the percentage of riders, using a 5-point scale where 5 means *very satisfied* and 1 means *very dissatisfied*
(excluding *don't know* responses)



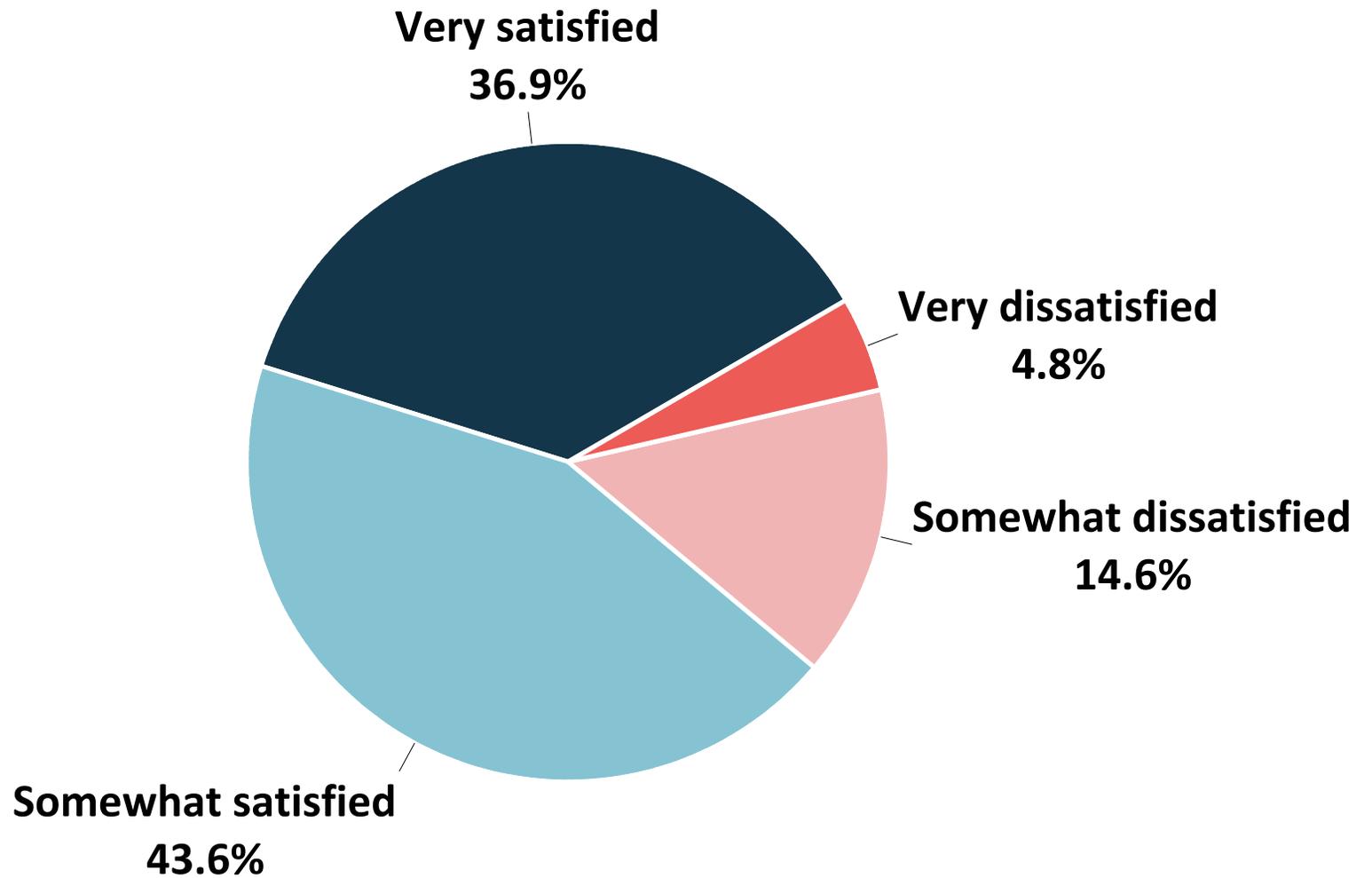
Q23. Which elements listed in Question 12-22 are most important to you?

by the sum percentage of riders' top two choices



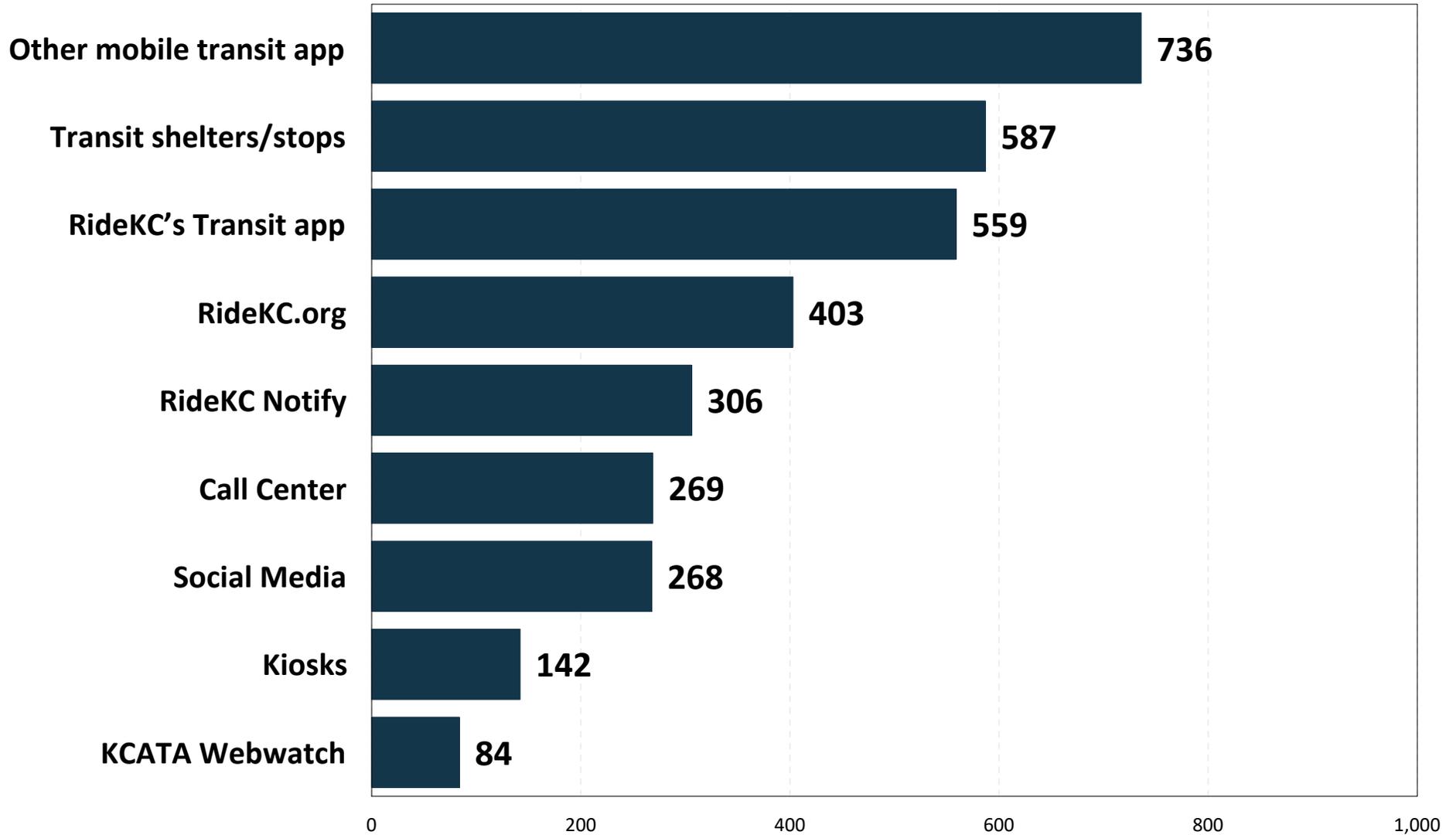
Q24. Overall, how satisfied are you with your RideKC experience?

by percentage of riders (excluding *not provided* responses)



Q25. Where do you go for schedule, re-route, and delay information?

by the number of rider responses (multiple choices could be selected)

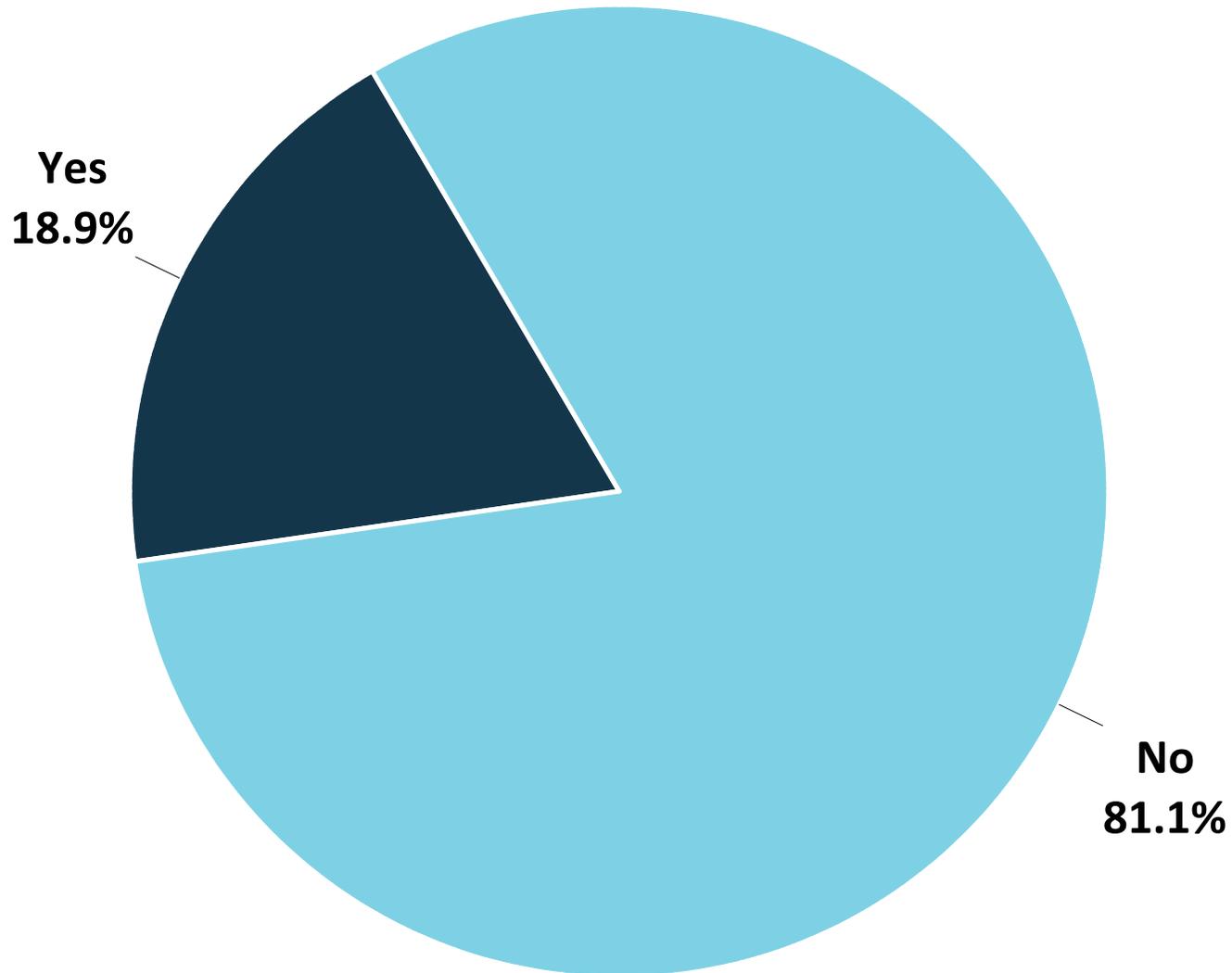


*Note: there was a total of 2,364 respondent riders

■ Number of Responses

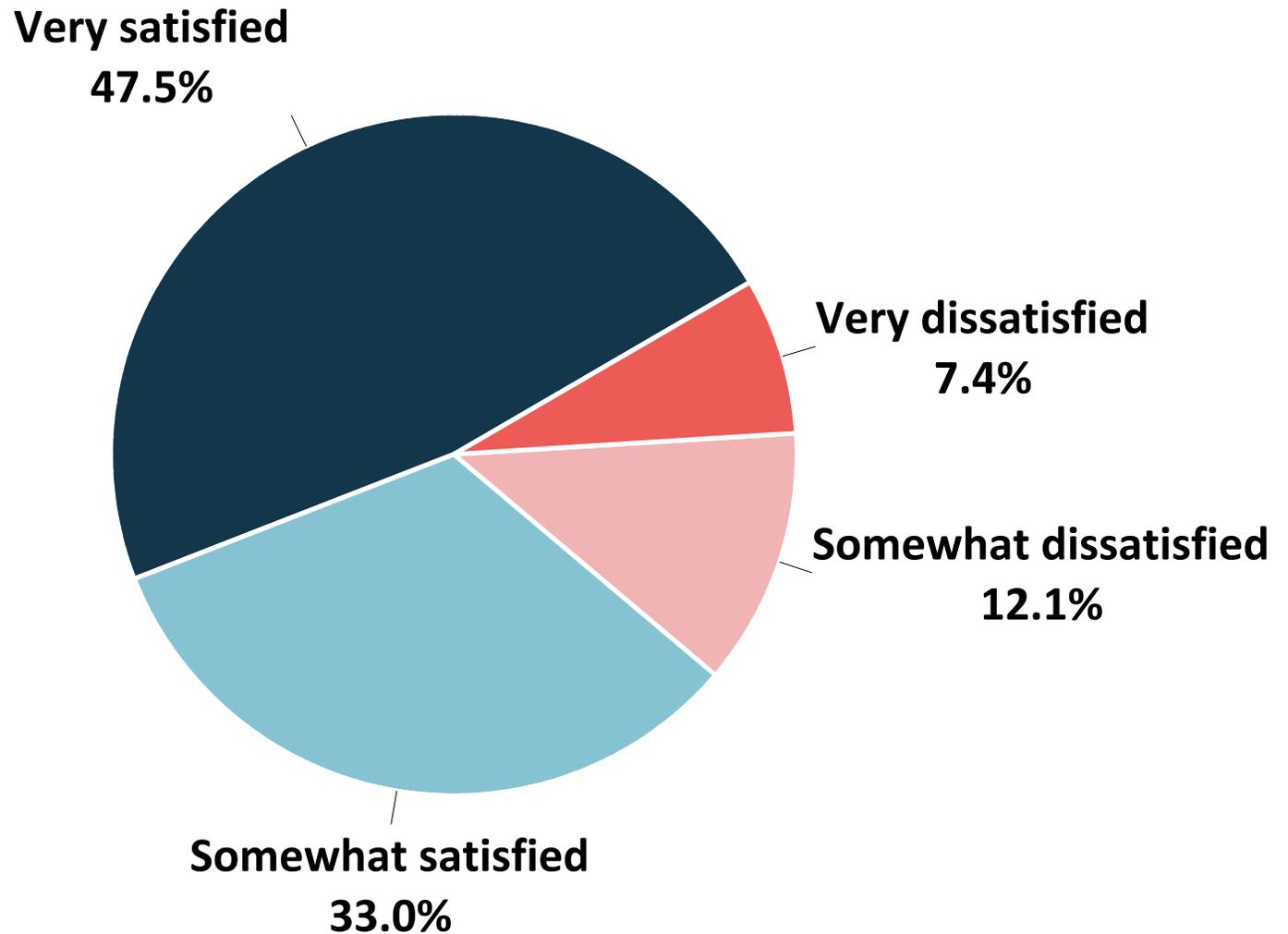
Q26. Are you subscribed to RideKC Notify to receive text, email, or voice message alerts about services?

by percentage of riders (excluding *not provided* responses)



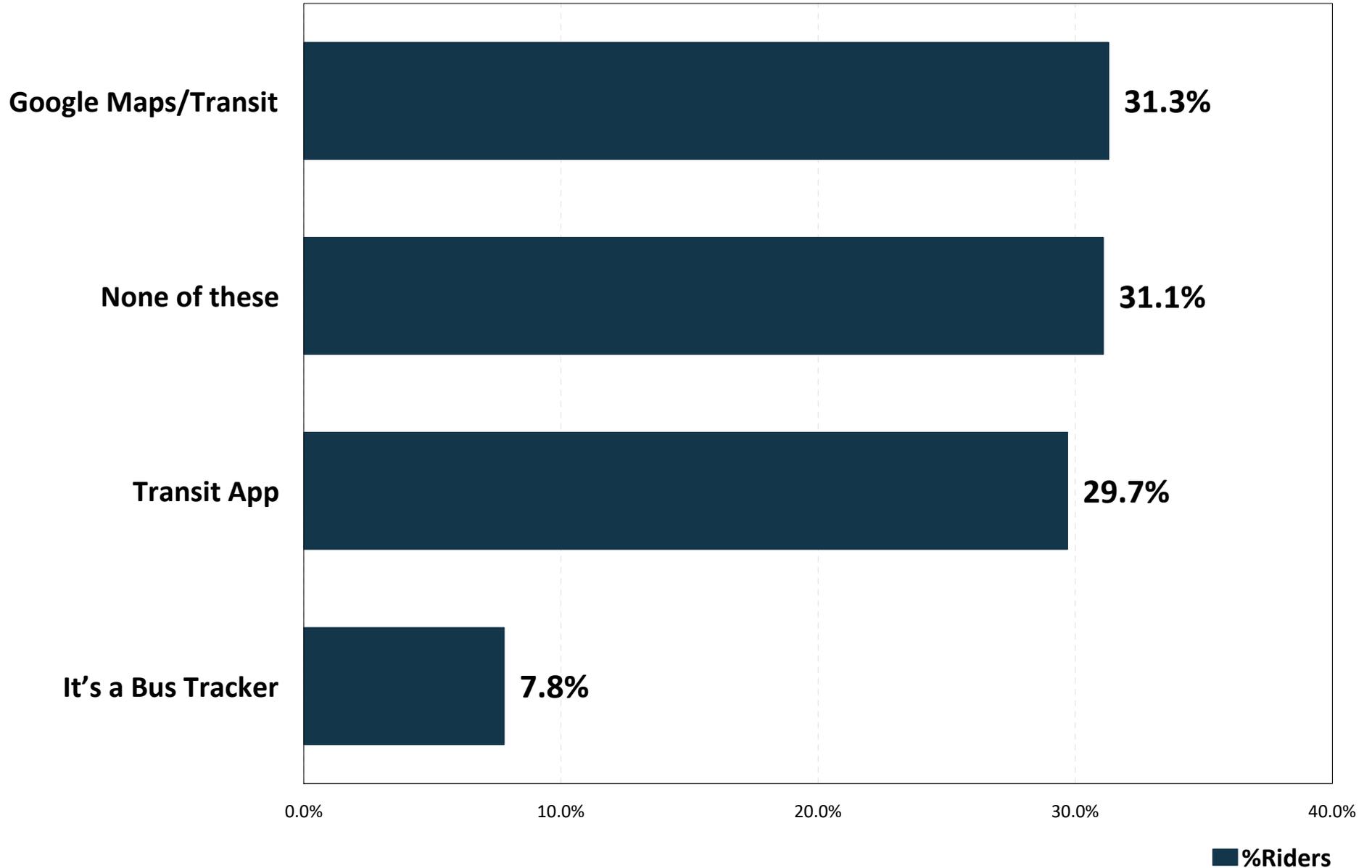
Q26a. Overall, how satisfied are you with RideKC Notify?

by percentage of riders that are subscribed to RideKC Notify (excluding *not provided* responses)



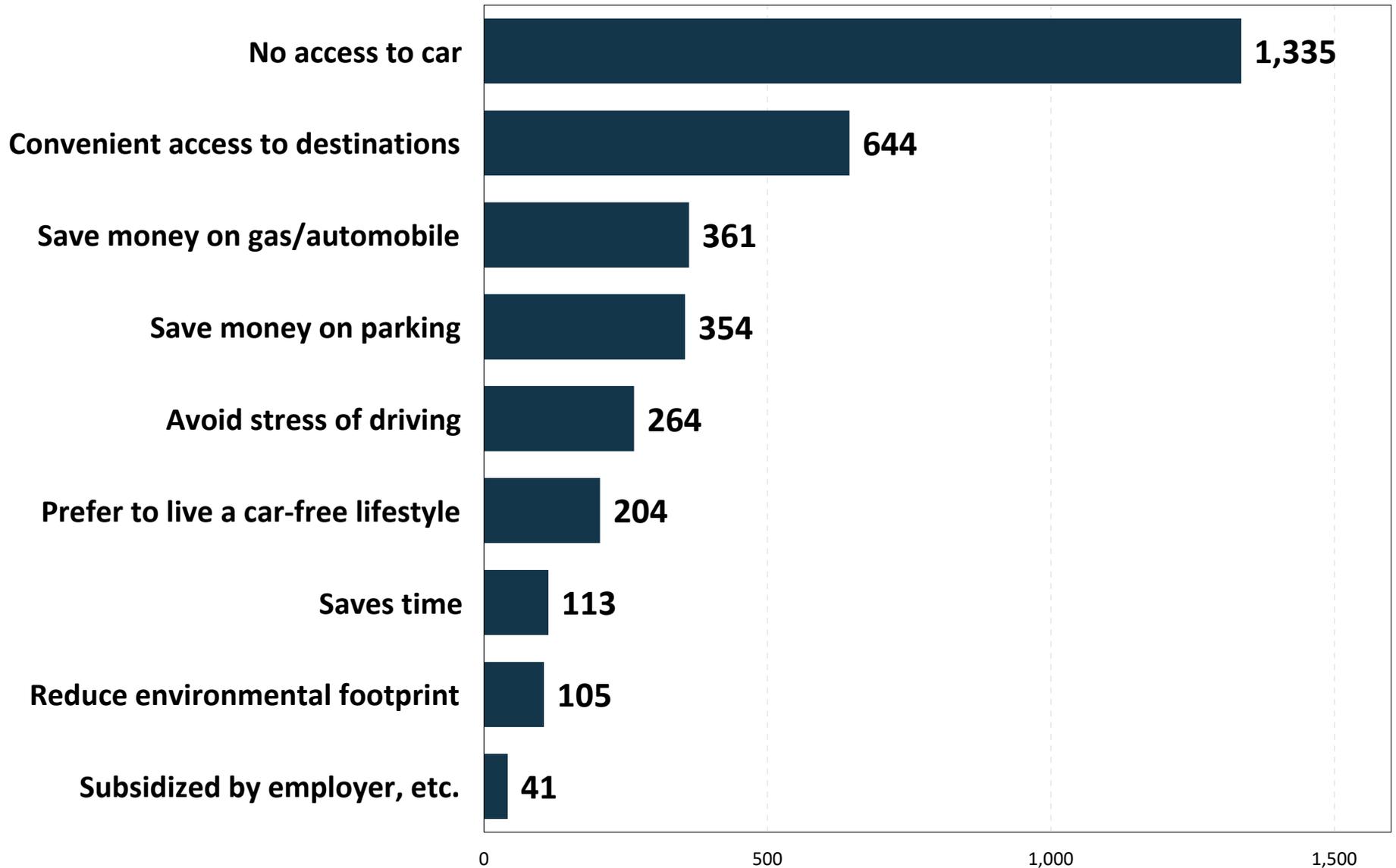
Q27. Which trip planning/monitoring app do you find most useful?

by the percentage of riders (excluding *not provided* responses)



Q28. What are the main reasons you use transit?

by the number of rider responses (multiple choices could be selected)

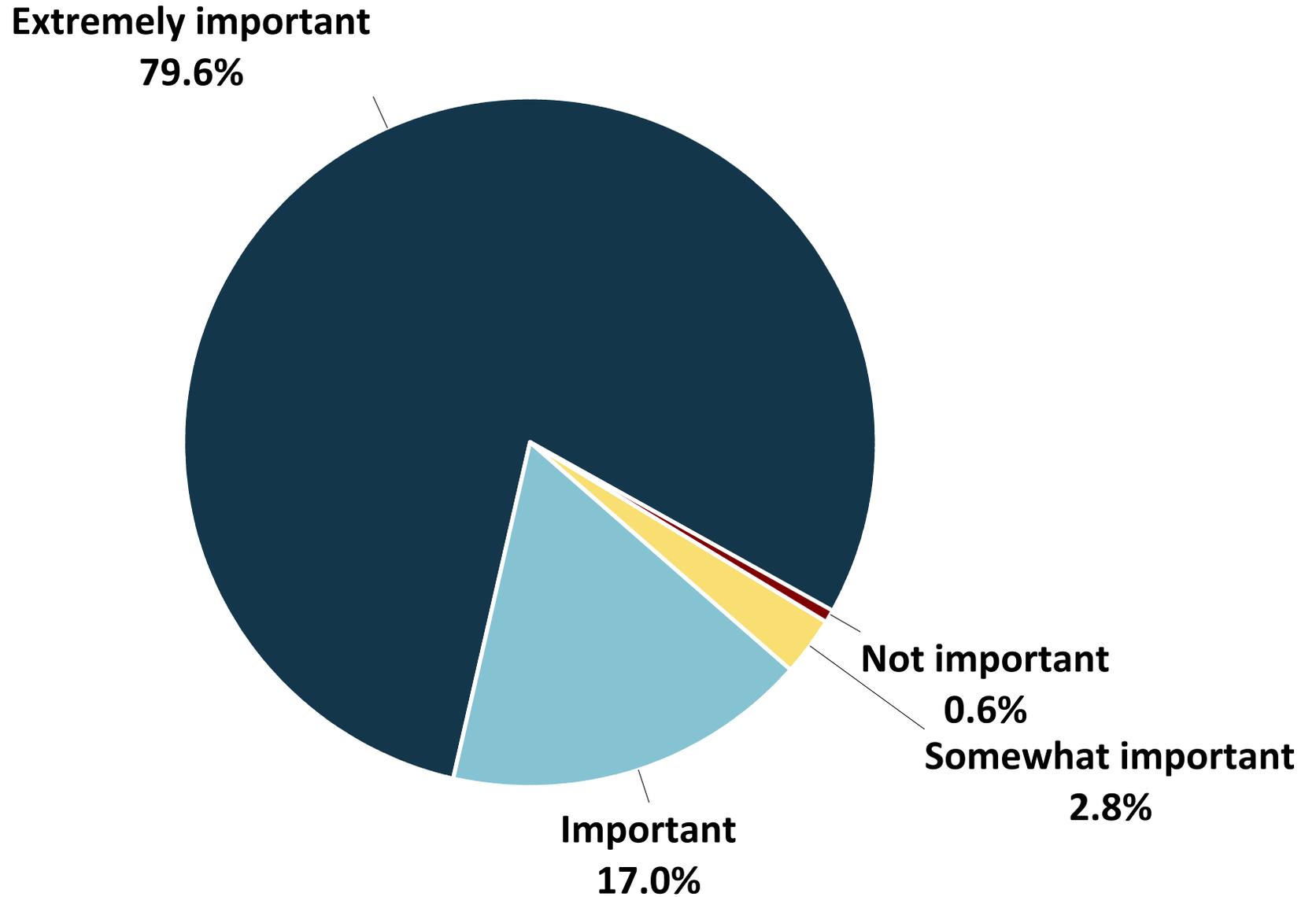


**Note: there was a total of 2,364 respondent riders*

■ Number of Responses

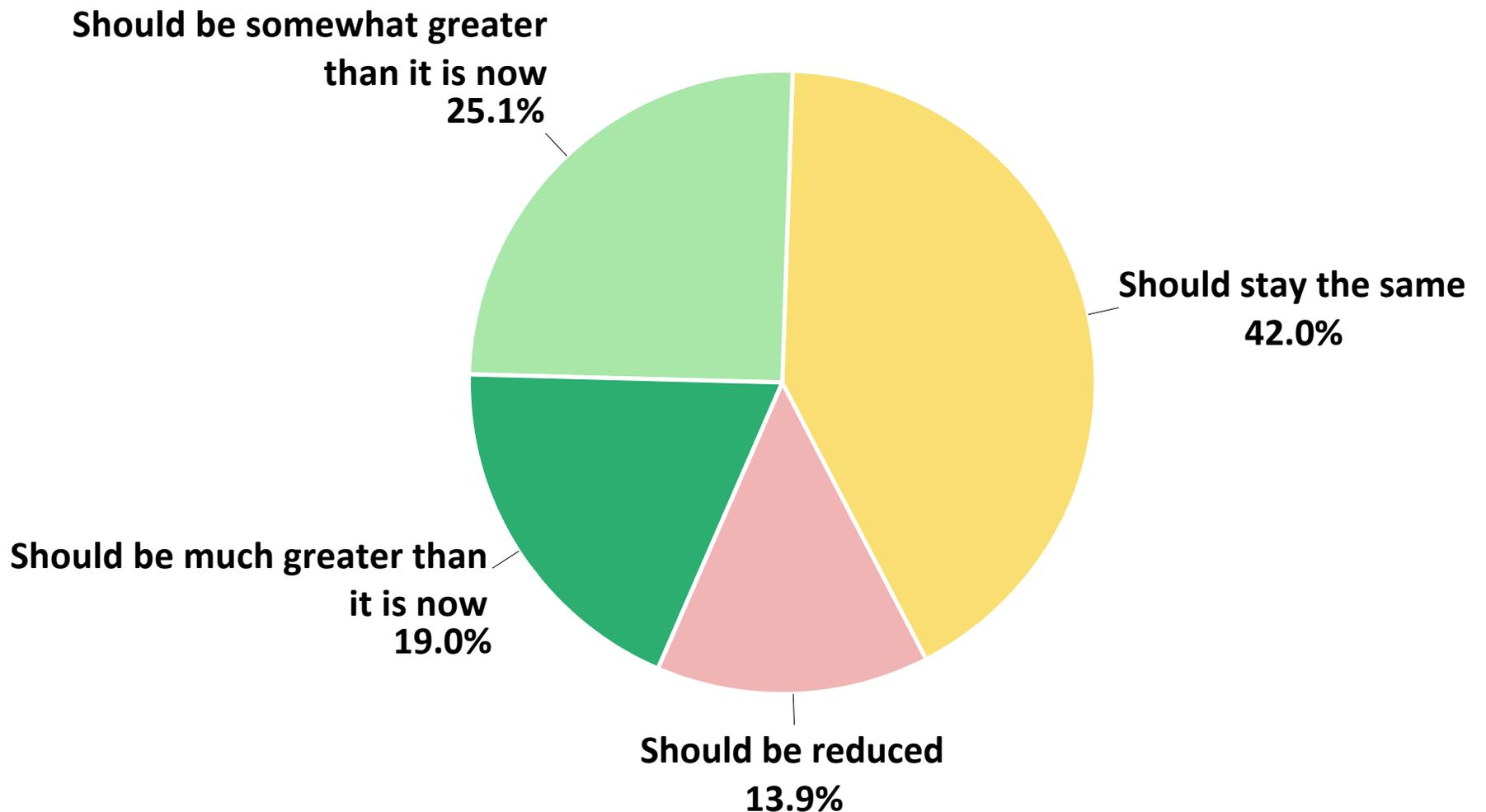
Q29. How important are RideKC services to the community?

by percentage of riders (excluding *not provided* responses)



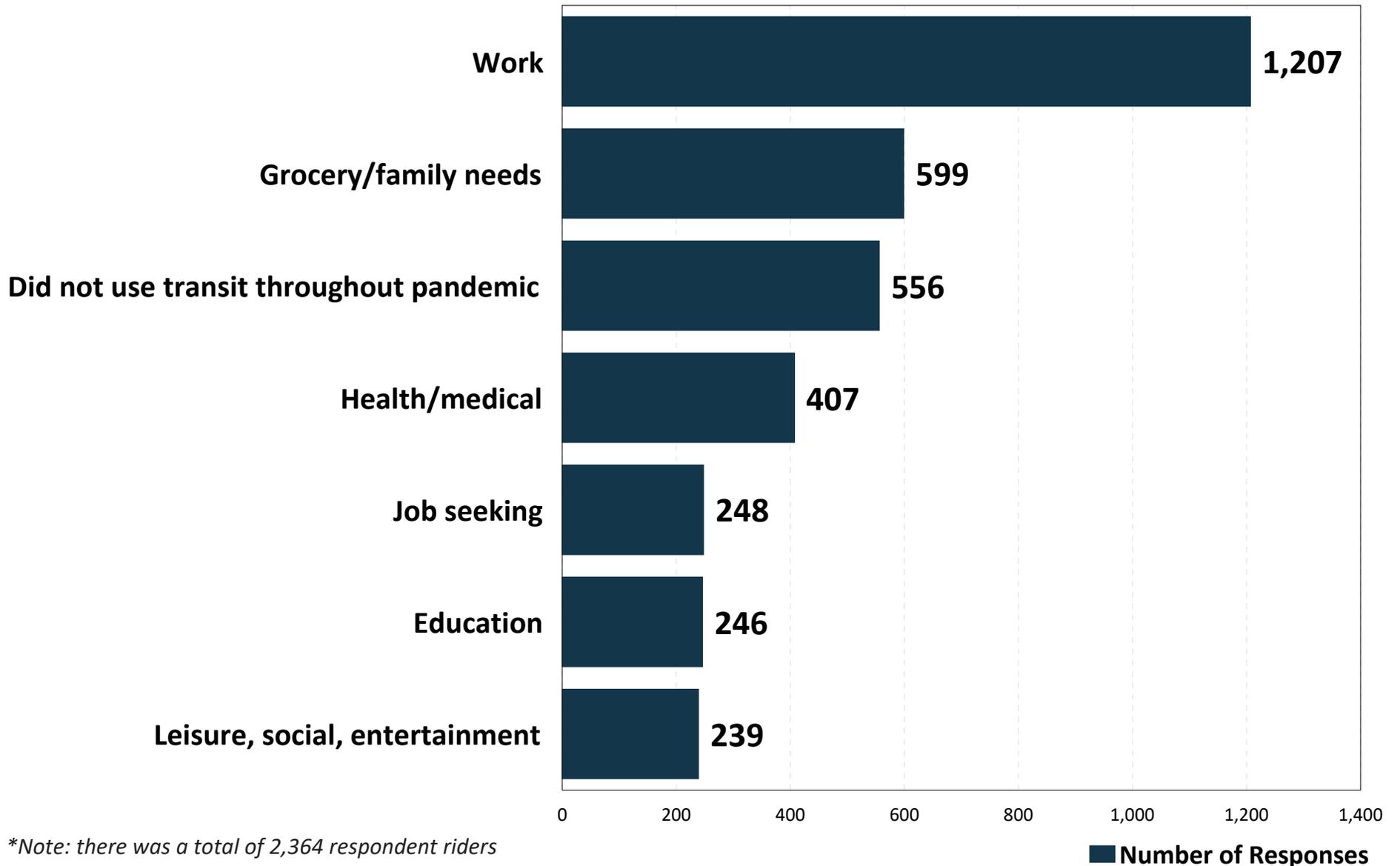
Q30. How do you think the current level of funding for public transportation (e.g., bus, streetcar, etc.) in the Kansas City area should change over the next five years?

by percentage of riders (excluding *not provided* responses)



Q31. If you continued to use RideKC transit throughout the COVID-19 Pandemic, tell us why?

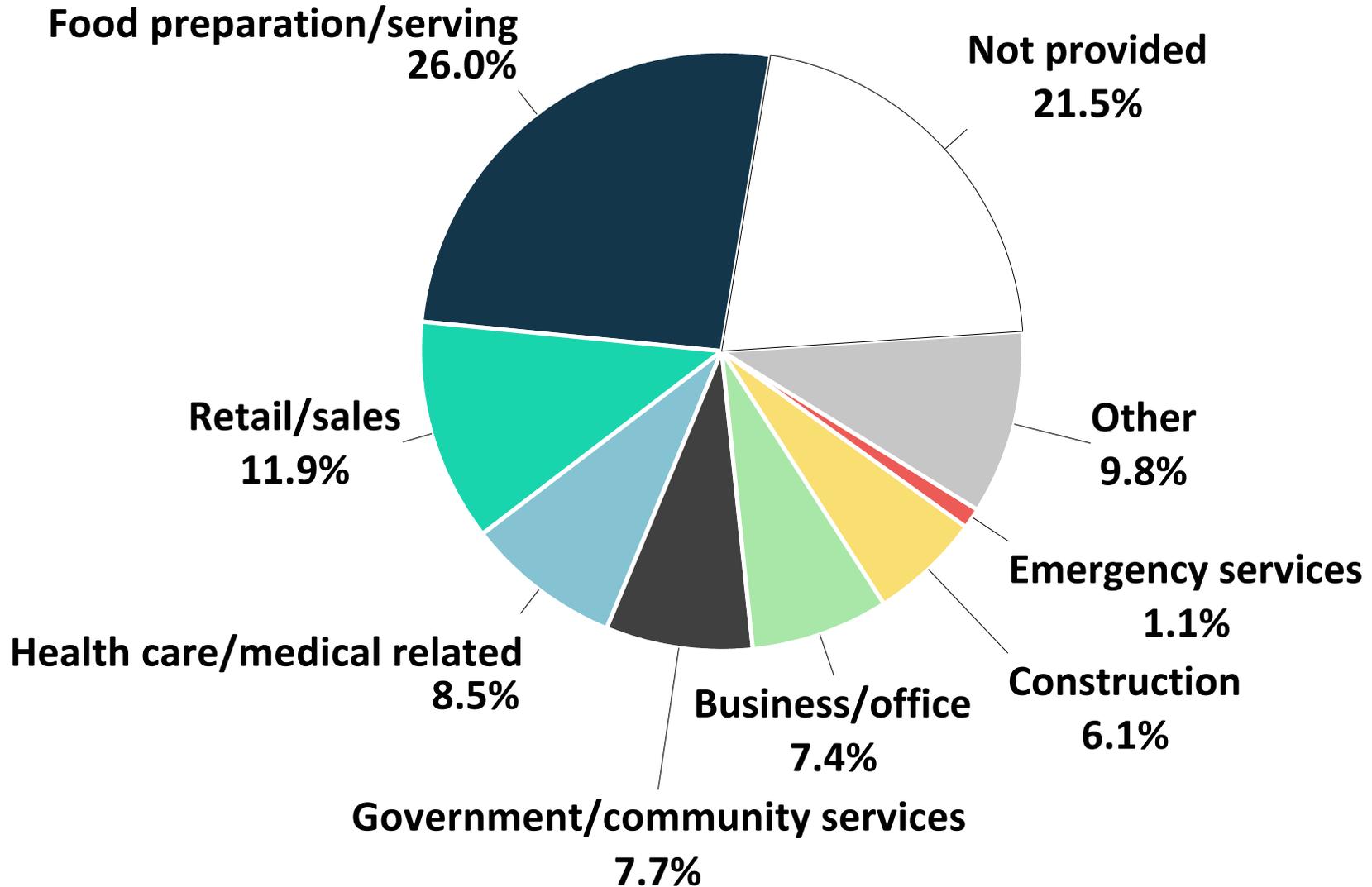
by the number of rider responses (multiple choices could be selected)



*Note: there was a total of 2,364 respondent riders

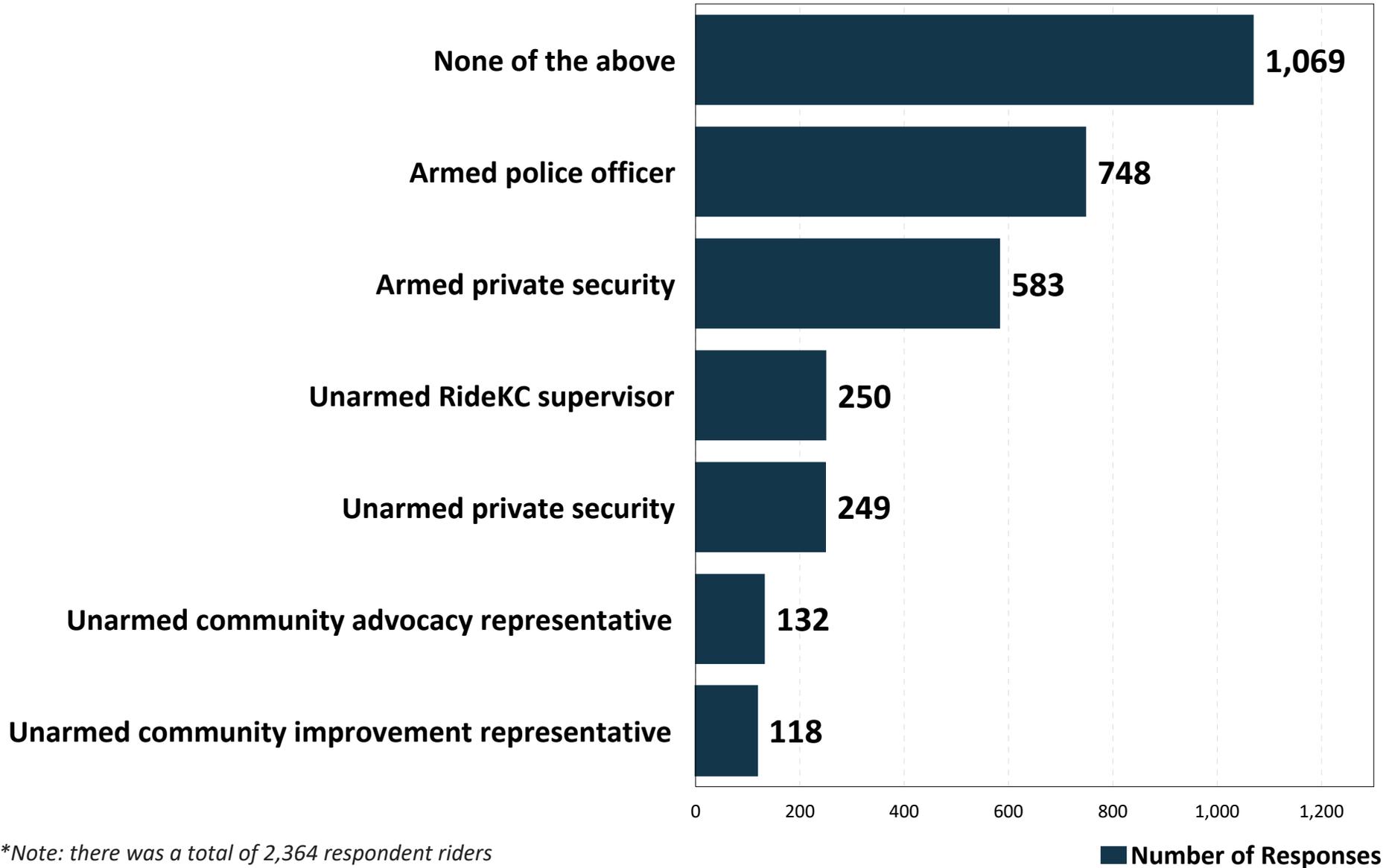
Q31a. If you continued to take transit to/from work, which industry do you work in?

by percentage of riders that continued to use transit throughout the COVID-19 Pandemic



Q32. Which of the following would make you feel most secure while riding transit?

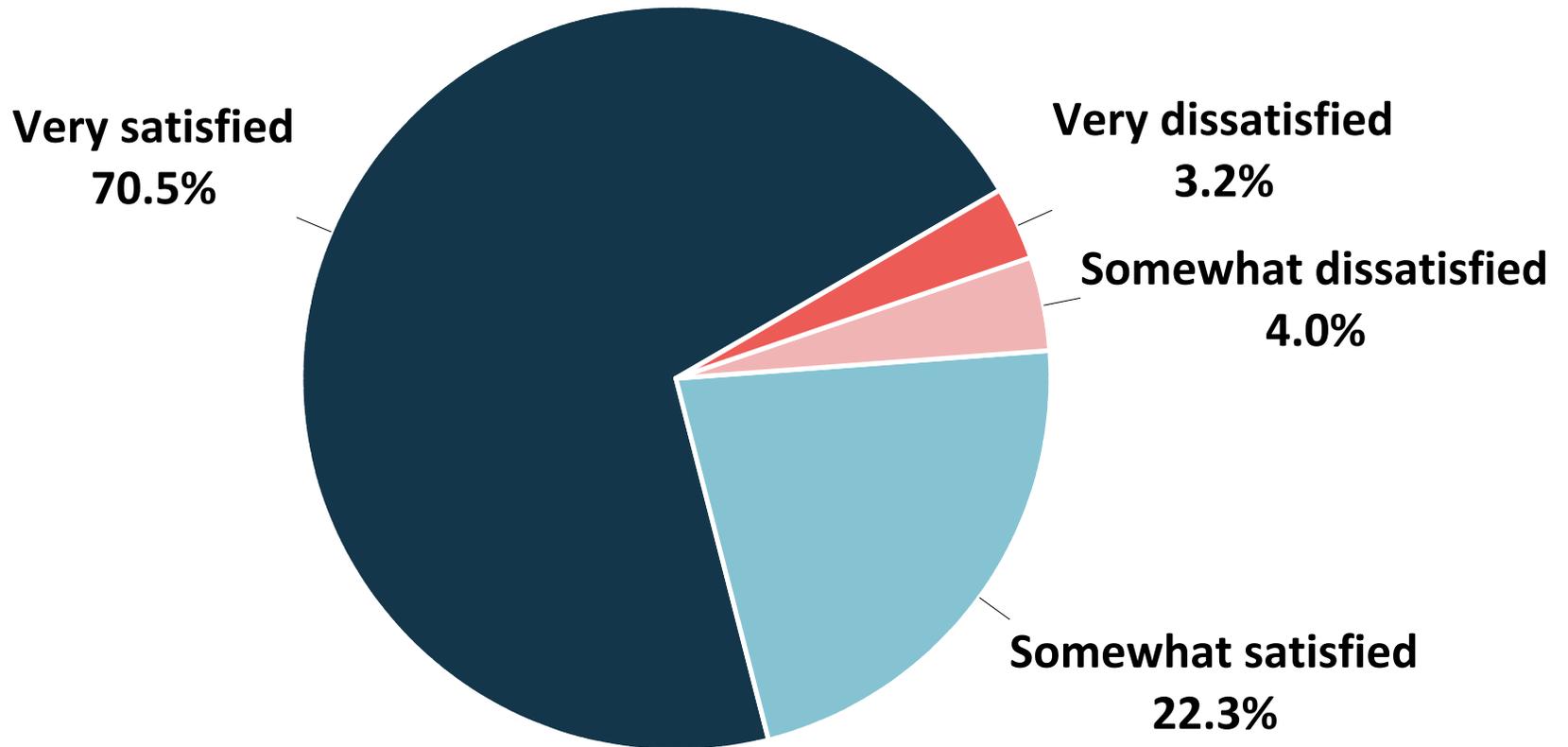
by the number of rider responses (multiple choices could be selected)



*Note: there was a total of 2,364 respondent riders

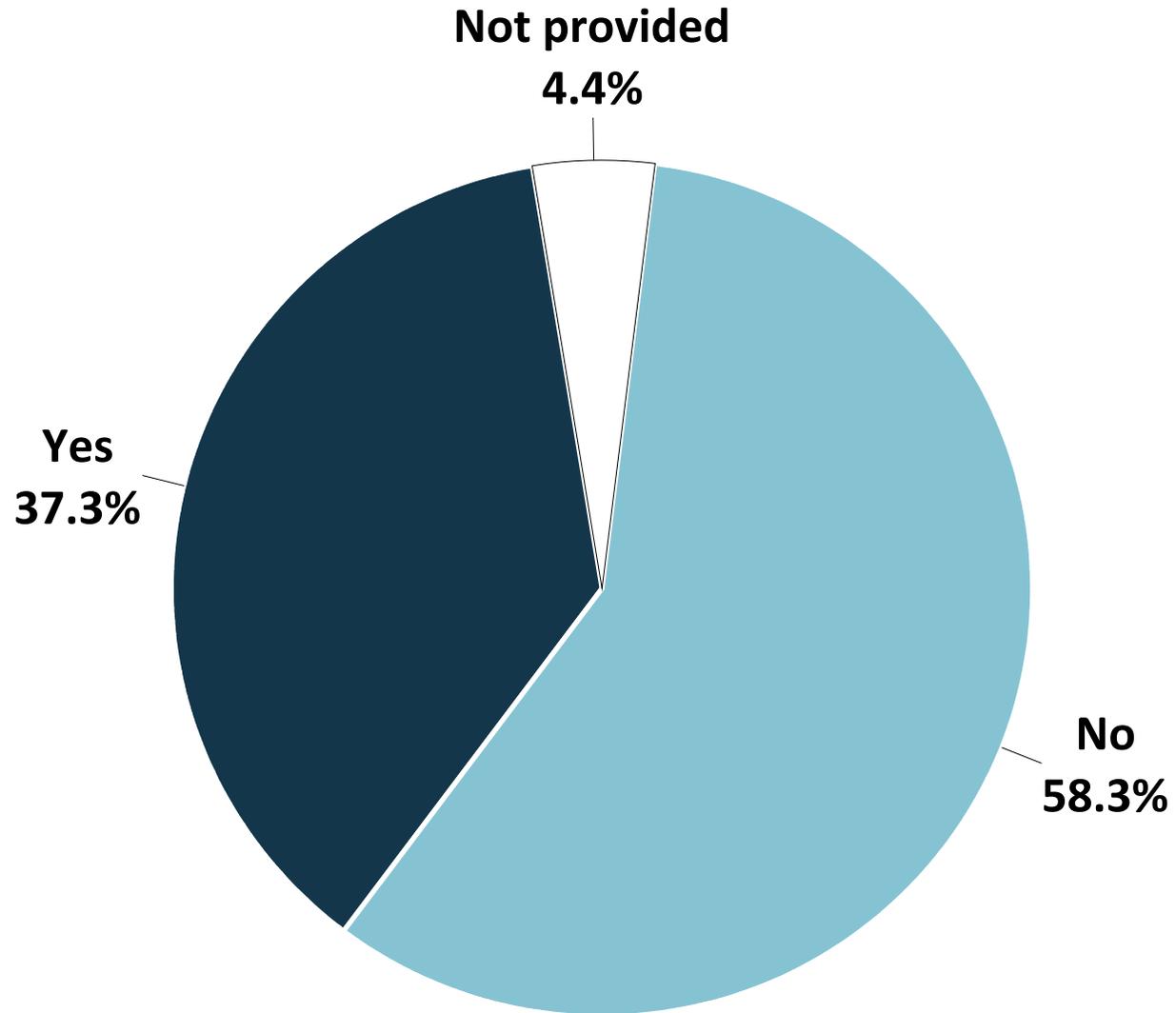
Q33. RideKC suspended bus fares during the COVID-19 Pandemic. How satisfied are you with the program?

by percentage of riders (excluding *not provided* responses)



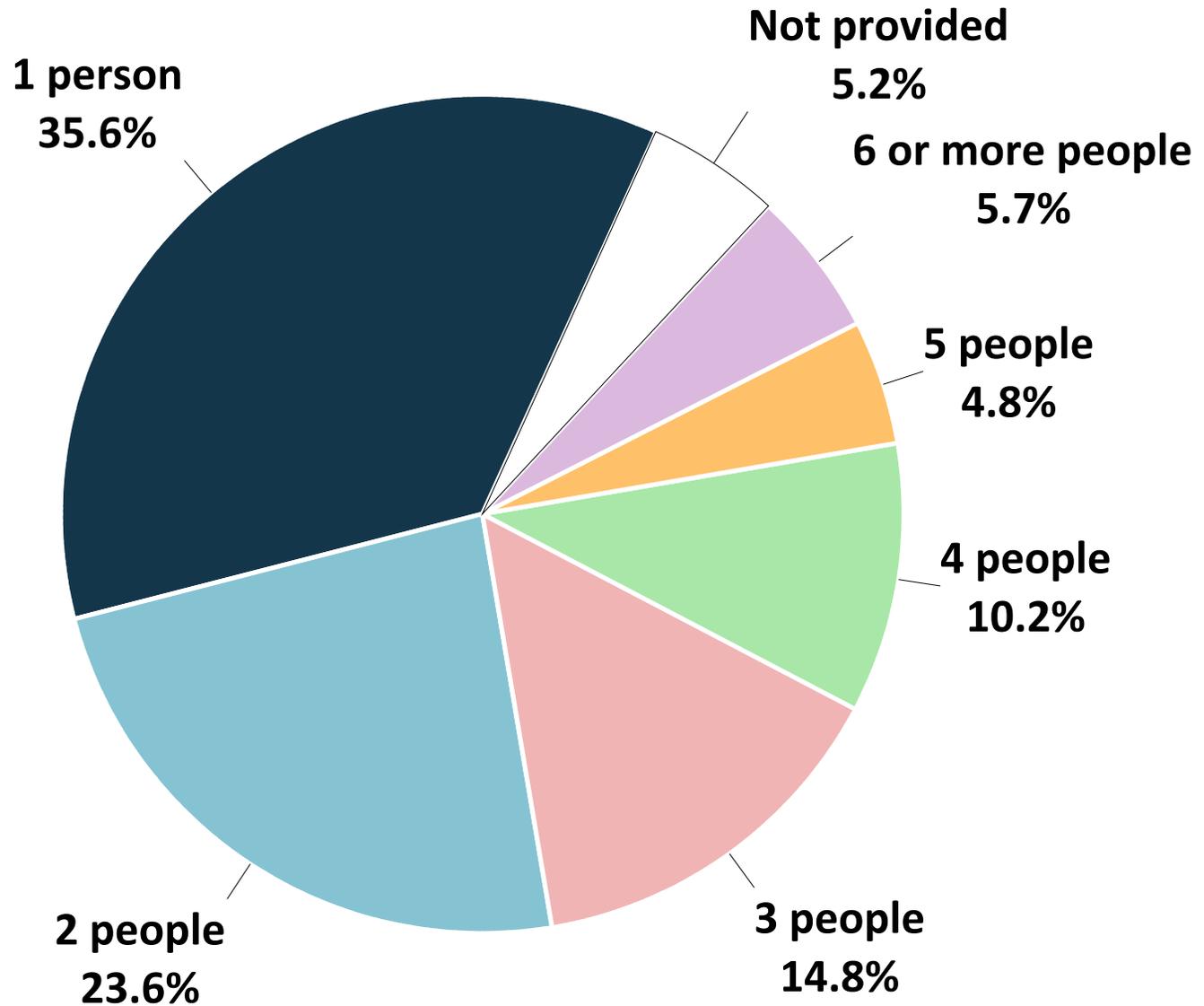
Q34. Do you have a valid driver's license?

by percentage of riders



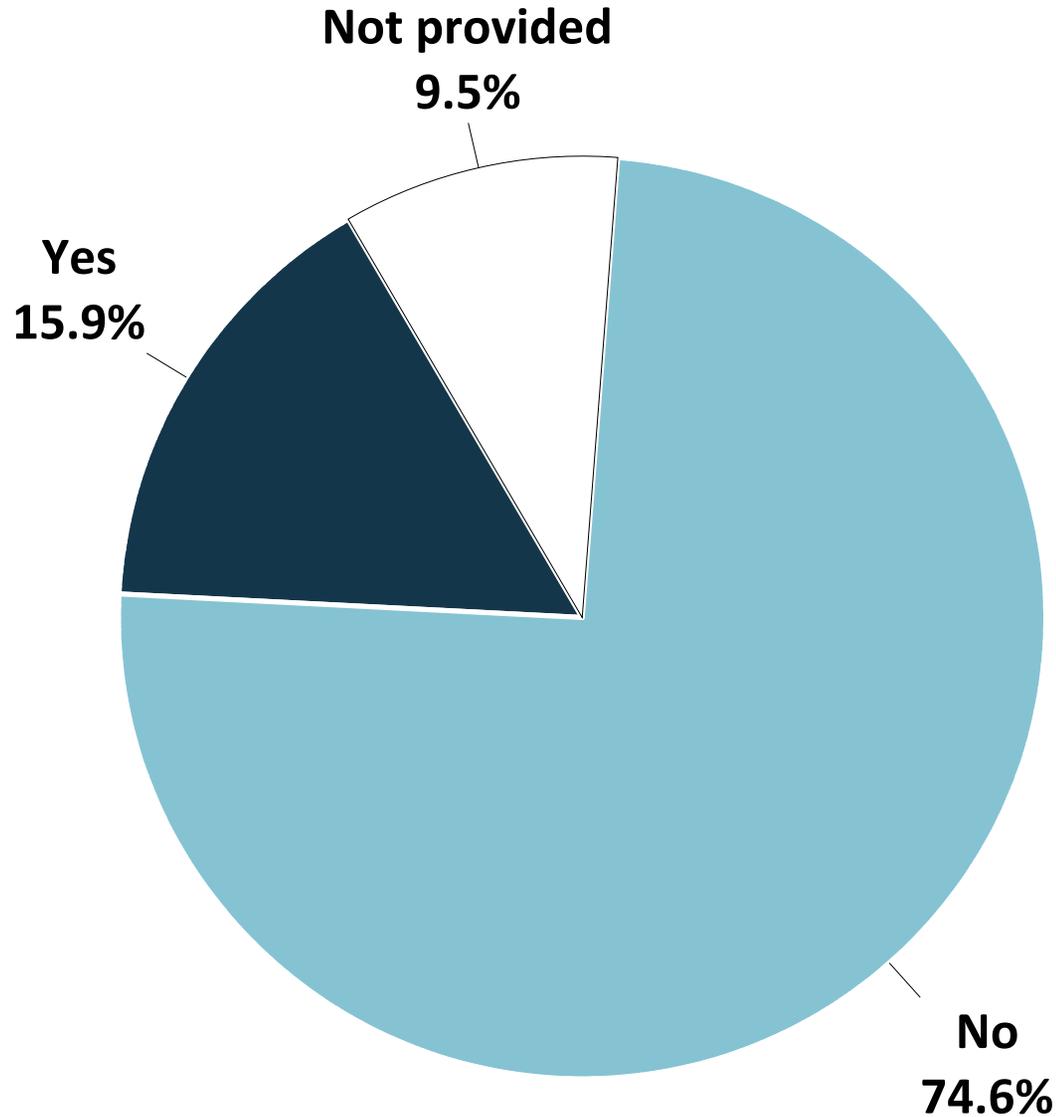
Q35. Including YOU, how many people live in your household?

by percentage of riders



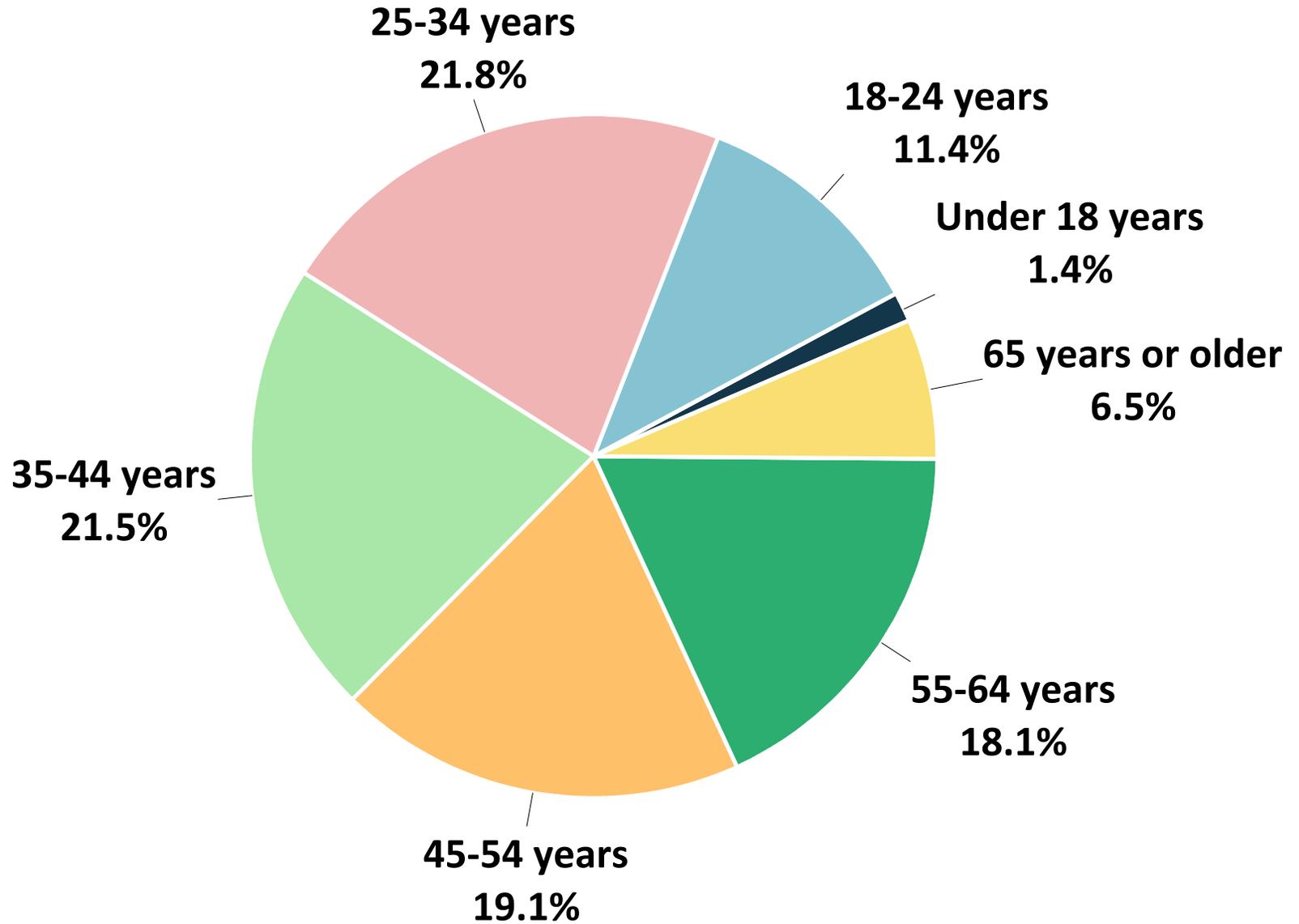
Q36. Do you have a working car or other vehicle that you could have used for this trip instead of taking the bus today?

by percentage of riders



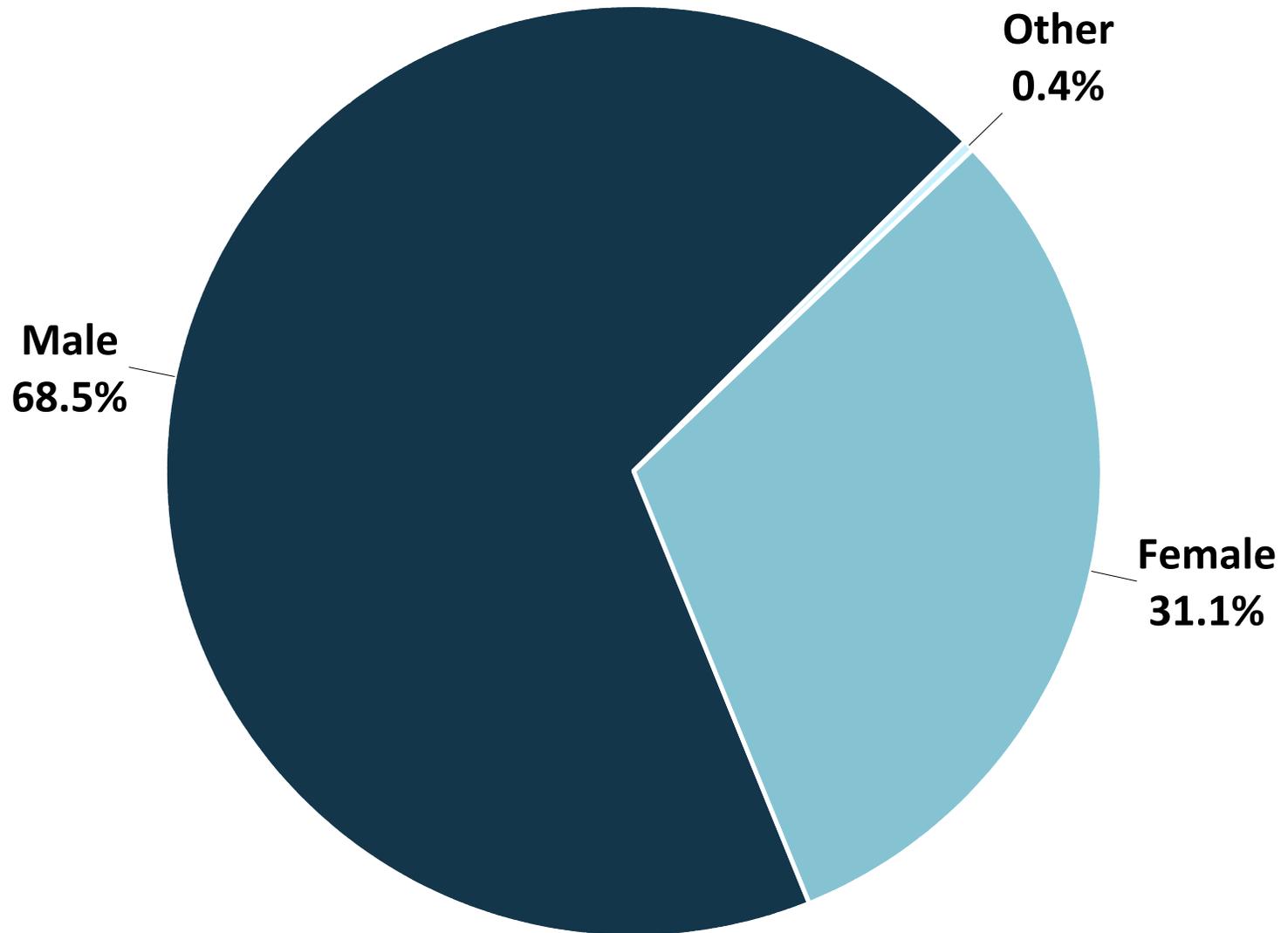
Q37. Age:

by percentage of riders (excluding *not provided* responses)



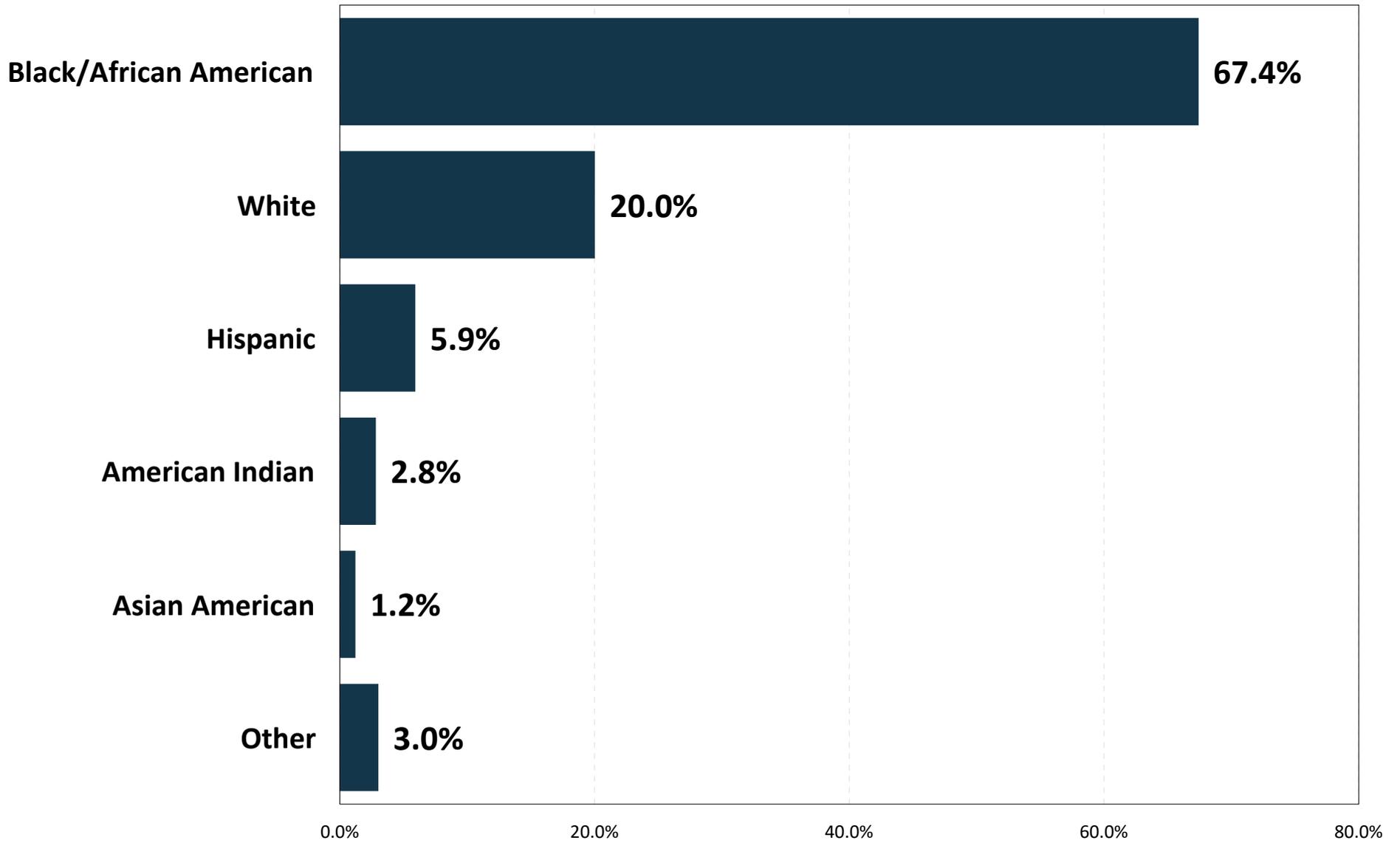
Q38. Do you identify yourself as a:

by percentage of riders (excluding *not provided* responses)



Q39. Which of the following BEST describe your race/ethnicity?

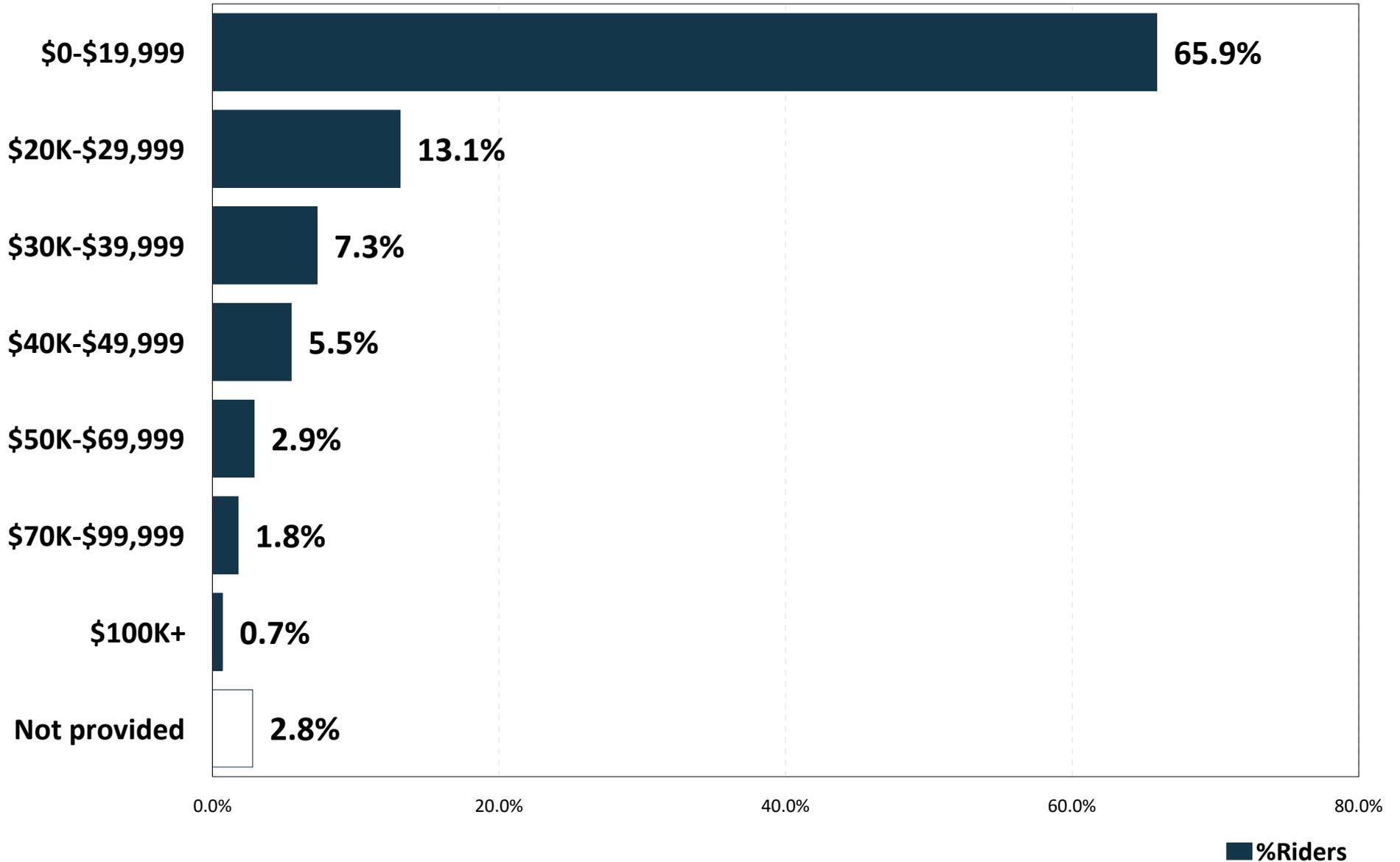
by the percentage of riders



■ %Riders

Q40. Which of the following BEST describes your household's total annual income in 2021?

by the percentage of riders



Section 5: Importance-Satisfaction Analysis Methodology

IMPORTANCE-SATISFACTION ANALYSIS

METHODOLOGY

The Importance-Satisfaction (I-S) rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the agency to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the agency's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't know" responses). "Don't know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one for the two or three most important areas for the agency to emphasize over the next two years.

Example of the Calculation

Respondents were asked to identify the aspects of RideKC service they think are most important. Approximately twenty-six percent (25.8%) of respondents selected vehicles running on schedule, as one of the most important service items.

With regard to satisfaction, 65.5% of respondents surveyed rated RideKC's overall performance for vehicles running on schedule, as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "don't know" responses. The I-S rating for vehicles running on schedule, was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 25.8% (.258) was multiplied by 34.5% (.345=1-0.655). This calculation yielded an I-S rating of 0.890 which ranked first (most important to emphasize) out of 12 service-related items.

Section 6: Benchmark Analysis

BENCHMARK ANALYSIS

Overview

In 2021, ETC Institute began administering the Transportation Rider Customer Satisfaction National Survey, which is administered to communities across the United States. A selection of questions and responses from the 2022 Transportation Rider Customer Satisfaction National Survey are presented here for comparison to the KCATA's 2021 Onboard Customer Satisfaction Survey results.

Additionally, ETC maintains survey results from other ETC-conducted, transit customer satisfaction surveys to offer regional comparisons.

Comparison data points were selected where questions and response options are comparable between the national, regional and KCATA surveys, including on the following topics:

- Overall satisfaction
- Frequency of transit use
- Satisfaction with specific transit services Communication methods
- Primary reason riders choose transit

The regional average represents survey results within the past year from the following agencies:

- EMBARK (Oklahoma City, OK)
- Trinity Metro (Fort Worth, TX)
- DART (Dallas, TX)
- DART (Des Moines, IA)

Results are on the following page.

Overall, how satisfied are you with your transit experience?	National Average	Regional Average	KCATA
Very Satisfied	33.0%	40.4%	36.9%
Very Satisfied and Satisfied	81.6%	84.2%	80.5%
How often do you typically use public transportation?	National Average	Regional Average	KCATA
5+ days per week	33.5%	62.1%	68.9%
3-4 days per week	29.7%	23.0%	18.8%
1-2 days per week	22.5%	9.0%	8.8%
Not a regular rider	14.3%	4.3%	3.5%
What is the primary purpose of your transit trips?	National Average	Regional Average	KCATA
Work	No data	51.3%	54.3%
How satisfied are you with your public transportation agency's performance with the following services?	National Average	Regional Average	KCATA
How safe you feel riding buses/trains	57.5%	66.8%	66.6%
Comfort of buses/trains	58.2%	66.8%	64.9%
Cleanliness of buses/trains	55.3%	60.5%	60.6%
Courtesy of bus/train drivers	68.6%	61.2%	59.7%
Your feeling of safety while waiting at bus/train stops	50.3%	66.1%	59.3%
Cleanliness of bus/train shelters	57.3%	57.5%	56.8%
Reliability of service (buses/trains arrive on-time)	60.7%	59.2%	52.8%
Where do you go for schedule, re-route, and delay information?	National Average	Regional Average	KCATA
Mobile app	26.6%	27.3%	31.1%
Stations/stops	18.6%	29.4%	24.8%
Call center	6.3%	9.7%	11.4%
Social media	17.2%	9.8%	11.3%
What is the reason you use transit?	National Average	Regional Average	KCATA
No access to car	21.6%	49.2%	56.5%
Save money on gas/automobile	10.3%	14.6%	15.3%
Avoid stress of driving	8.5%	9.6%	11.2%
Prefer to live a car-free lifestyle	1.5%	7.0%	8.6%
Saves time	3.7%	4.0%	4.8%
Reduce environmental footprint	1.2%	2.3%	4.4%
Subsidized by employer, etc.	1.0%	1.6%	1.7%

APPENDIX E

LIMITED ENGLISH PROFICIENCY (LEP) PLAN

Kansas City Area Transportation Authority

Limited English Proficiency (LEP) Plan

August 2022 Update

INTRODUCTION

The Need for an LEP Plan

Individuals with a limited ability to read, write, speak, or understand English are limited English proficient or “LEP.” This language barrier may prevent individuals from accessing public services and benefits—including public transit services.

Federal Requirements

Title VI of the Civil Rights Act of 1964 and Executive Order 13166 signed on August 11, 2000, are the federal legislation necessitating LEP plans from public agencies receiving federal funds.

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq., and its implementing regulations provide that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives Federal financial assistance. The U.S. Supreme Court has ruled that LEP is a component of the protected class of national origin.

Executive Order 13166, “Improving Access to Services with Limited English Proficiency,” requires Federal agencies to examine the services they provide, identify any need for services to those with LEP, and develop and implement a system to provide those services so LEP persons can have meaningful access to them. Executive Order 13166 also requires that the Federal agencies work to ensure that recipients of Federal financial assistance provide meaningful access to their LEP applicants and beneficiaries. The Executive Order applies to all federal agencies and all programs and operations of entities that receive funding from the federal government—including state agencies, local agencies and governments, private and non-profit entities, and sub-recipients such as public transit agencies.

The U.S. Department of Transportation (DOT) published revised LEP guidance for its recipients on December 14, 2005. The Federal Transit Authority (FTA) references the DOT LEP guidance in its Circular 4702.1B, “Title VI and Title VI-Dependent Guidelines for FTA Recipients,” which was published on April 13, 2007. This Circular reiterates the requirement to take responsible steps to ensure meaningful access to benefits, services, and information for LEP persons and suggests that FTA recipients and sub-recipients develop a language implementation plan consistent with the provisions of Section VII of the DOT LEP guidance.

KCATA’s LEP Plan

The Kansas City Area Transportation Authority (KCATA) is the regional transit authority for the Greater Kansas City bi-state region and by federal compact is authorized to provide transit services in the Missouri counties of Cass, Clay, Jackson, and Platte and the Kansas counties of Leavenworth, Johnson, and Wyandotte. KCATA is a designated direct recipient of FTA funding and is required to develop and routinely update its LEP plan as part of its Title VI Program.

KCATA’s LEP plan is a critical component to best serving the transit needs of the diverse communities comprising its service area. Providing language assistance in a competent and effective manner will help ensure that KCATA’s

services are safe, reliable, convenient, and accessible to LEP persons in the community. Ideally, these efforts will attract additional LEP riders to KCATA's services.

The "Four Factor Analysis"

The DOT guidance outlines "four factors" recipients are to consider when assessing language needs and determining appropriate steps to ensure meaningful access to services for LEP services. Through conducting the "Four Factor Analysis," KCATA is better positioned to formalize and implement a cost-effective and appropriate mix of proactive language assistance measures and to respond to requests for LEP assistance from constituents. The four (4) factors are as follows:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient or grantee.
2. The frequency with which LEP individuals come in contact with the program.
3. The nature and importance of the program, activity, or service provided by the recipient to the LEP Community.
4. The resources available to the recipient and the overall cost.

KCATA’s “Four Factor Analysis”

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient or grantee.

For planning purposes, KCATA considers its current service area to be the twelve (12) communities it has annual service contracts with to provide transit services. The ten (12) communities include the Missouri cities of Blue Springs, Gladstone, Independence, Kansas City, Lee’s Summit, Liberty, North Kansas City, Raytown, Riverside, and Unity Village, and Kansas City, Kansas. Analysis of U.S. Census Bureau American Community Survey 2017 5-Year estimate (2016 – 2020) data was conducted to estimate the LEP population in KCATA’s service area. See Figure E-1 for a map of KCATA’s service area.

Examination of America Community Survey table C16001, “Language Spoken at Home: Population 5 Years and Over,” by geographic place determined that there are ten (10) non-English languages spoken at home by over 1,000 persons in KCATA’s service area (Table E-1). People who speak Spanish at home represent 8.1% of KCATA’s service area population. Each of the other nine (9) languages were spoken by 0.50% or less of the population five (5) years and older in KCATA’s service area or, when totaled, comprised 2.3% of the service population five (5) years and older.

Table E-1: Language spoken at Home by 1,000+ Persons in KCATA’s Service Area

LANGUAGE SPOKEN AT HOME	PERSONS 5 YEARS OF AGE AND OLDER	PERCENTAGE OF KCATA SERVICE AREA POPULATION FIVE YEARS AND OVER
English	845,023	87.4%
Spanish or Spanish Creole	77,913	8.1%
Arabic	4,989	0.5%
Vietnamese	3,928	0.4%
French, Haitian, or Cajun	3,727	0.4%
Chinese	3,079	0.3%
German	1,732	0.2%
Russian, Polish, or Other Slavic Languages	1,615	0.2%
Filipino (Tagalog)	1,593	0.2%
Korean	1,194	0.1%
Other Asian and Pacific Islander Languages	8,861	0.9%

Source: U.S. Census Bureau; American Community Survey 2020, 5 – Year Estimate (2016 – 2020), Table C16001, “Language Spoken at Home”.

Note: “Other Asian and Pacific Islander Languages” are not further broken down into individual languages. However, it is highly unlikely that any have more than 1,000 speakers in the Kansas City region. This is because the major Asian and Pacific Islander languages are already included in the table as individual languages.

Figure E-1: KCATA Service Area



American Community Survey table B16004, “Ability to Speak English: Population 5 Years and Over by Language Spoken at Home and Ability to Speak English,” by geographic place were also examined. Using FTA guidelines, the LEP population—the population that speaks English less than “very well”—was estimated by summing the Census responses for Speak English “well,” “not well,” and “not at all.” The data is categorized by the language groups spoken by respondents: “Spanish,” “Indo-European,” “Asian or Pacific Islander,” or “Other.”

Study determined that approximately 5.45% (52,700 / 966,813) of the population over the age of 5 in KCATA’s service area speaks English less than “very well” and hence is characterized as LEP (See Table E-2). The majority of the LEP population—approximately 33,532 of the 52,700 LEP non-English speaking persons—speak Spanish. The remaining non-English speaking persons presumably speak one or more of the Indo-European, Asian/Pacific Islander, or Other languages. Corresponding maps of concentrated populations/languages by Census block group are provided further in this appendix.

Table E-2: Ability to Speak English by Place in KCATA's Service Area

GEOGRAPHIC AREA (PLACE)	POPULATION AGE 5+	SPEAK ENGLISH LESS THAN "VERY WELL"										ESTIMATED TOTAL LEP POPULATION	
		SPEAK ONLY ENGLISH		SPANISH		OTHER INDO- EUROPEAN		ASIAN OR PACIFIC ISLANDER		ALL OTHER LANGUAGES			
Blue Springs, MO	50,978	48,611	95.4%	253	0.5%	50	0.1%	251	0.5%	48	0.1%	602	1.2%
Gladstone, MO	25,587	23,751	92.8%	176	0.7%	93	0.4%	120	0.5%	168	0.7%	557	2.2%
Grandview, MO	23,271	21,024	90.3%	814	3.5%	12	0.1%	68	0.3%	46	0.2%	940	4.0%
Independence, MO	110,065	102,347	93.0%	2,141	1.9%	203	0.2%	579	0.5%	61	0.1%	2,984	2.7%
Kansas City, KS	140,683	99,452	70.7%	15,926	11.3%	1,090	0.8%	3,533	2.5%	734	0.5%	21,283	15.1%
Kansas City, MO	458,713	402,325	87.7%	12,702	2.8%	2,703	0.6%	4,339	0.9%	3,101	0.7%	22,845	5.0%
Lee's Summit, MO	92,844	86,641	93.3%	785	0.8%	341	0.4%	778	0.8%	80	0.1%	1,984	2.1%
Liberty, MO	29,819	28,644	96.1%	216	0.7%	56	0.2%	135	0.5%	8	0.0%	415	1.4%
North Kansas City, MO	4,363	4,102	94.0%	149	3.4%	0	0.0%	45	1.0%	0	0.0%	194	4.4%
Raytown, MO	27,349	25,249	92.3%	355	1.3%	193	0.7%	107	0.4%	75	0.3%	730	2.7%
Riverside, MO	3,076	2,813	91.4%	15	0.5%	1	0.0%	35	1.1%	115	3.7%	166	5.4%
Unity Village, MO	65	64	98.5%	0	0.00%	0	0.0%	0	0.0%	0	0.0%	0	0.00%
KCATA SERVICE AREA	966,813	845,023	87.4%	33,532	3.5%	4,742	0.5%	9,990	1.0%	4,436	0.5%	52,700	5.5%

Source: U.S. Census Bureau; American Community Survey 2020, 5 – Year Estimate (2016 – 2020), Table B16004, "Language Spoken at Home"

Conclusions: Spanish is the most prevalent language spoken by LEP persons in KCATA’s service area and should be the primary focus of any translation or language assistance activities. There are populations in the community that speak non-English languages other than Spanish and it remains important to consider providing additional language assistance services as necessary and economically feasible. The most prominent of these languages are Vietnamese, Chinese, and Arabic, although specific neighborhoods within the service area may have a concentration of people who speak other languages as well. The LEP Plan Implementation section identifies strategies for providing language assistance to these individuals.

Factor 2: The frequency with which LEP individuals come in contact with KCATA services.

RideKC operates the Regional Call Center (RCC) to provide customer assistance and travel planning information for customers seeking to use RideKC services in areas around the Kansas City Metro area in both Missouri and Kansas. The current language line, Index Lingua, is available for riders requiring interpretive services in several languages. Records show that only 191 (0.05 percent) of the total calls (379,341) placed to the RCC between September 2019 and April 2022 requested assistance from the language line. The largest number of calls requesting interpretive services was for Spanish (97.4 percent) followed by Punjabi and Chinese(2 requests each), and Hindi with only one request.

LEP individuals currently have infrequent and unpredictable contact with the RCC and KCATA services. However, the small and growing size of the LEP population in the KCATA service area will likely increase its future contact with KCATA services and it will be important to continue monitoring its population trends.

Factor 3: The nature and importance of service provided by KCATA.

Access to public transportation is critical for many to fully participate in society. KCATA provides a range of important transportation options to the community through its fixed-route, flex-route, and paratransit services. Riders use KCATA services for their multiple travel needs within the community, including trips to work, school, job interviews, grocery stores and retail shops, medical offices, community service agencies, and more.

Factor 4: The resources available to KCATA and the overall cost.

KCATA’s annual operating budget has for many years funded outreach efforts and translation services to effectively communicate with LEP persons in the community. As funding allows, KCATA intends to continue such efforts into the foreseeable future.

The KCATA Marketing Department spends approximately \$5,000 annually in bilingual advertising placements in local community newspapers. Modest funding is available for translation services, which are typically used for news releases, route information, passenger bulletins, and other marketing effort targeted at Spanish speaking audiences.

The RideKC Regional Call Center (RCC) annually budgets \$3,000 to support the “TeleLanguage” translation phone line. Actual annual costs are dependent upon usage.

IMPLEMENTING THE LEP PLAN

The DOT LEP Guidance recommends that recipients develop an implementation plan to address the needs of the LEP populations they serve. The DOT LEP notes that effective implementation plans typically include the following five (5) elements:

1. Identifying LEP individuals who need language assistance;
2. Providing language assistance measures;
3. Training staff;
4. Providing notice to LEP persons; and
5. Monitoring and updating the plan.

KCATA LEP Plan Implementation

Element 1: Identifying LEP Individuals who need language assistance

1. Census data: As discussed above, the 2016-2020 American Community Survey 5-year estimate (Table B16004) data indicates that Spanish-speaking LEP persons are the primary group requiring language assistance in KCATA's service area. In general, the highest concentrations of Spanish-speaking LEP persons are in the Argentine, Armourdale, Downtown, Kensington, Rosedale, and Quindaro neighborhoods of Kansas City, Kansas, the Northeast and Westside neighborhoods of Kansas City, Missouri, Grandview, southern Lee's Summit, and Riverside, Missouri. KCATA will continue monitoring and using Census data releases to identify and locate significant and emerging LEP populations.
2. Customer Satisfaction Survey: Approximately every two (2) to three (3) years, KCATA conducts a "Customer Satisfaction Survey" which provides detailed information about passenger demographics and travel patterns. Future passenger satisfaction surveys will include questions to quantify LEP riders, their travel patterns, and route use. This will become important information in further identifying and understanding the transit needs of LEP persons. The last customer satisfaction survey was conducted in 2021/2022.
3. Documenting Staff Encounters with LEP Persons at KCATA Public Meetings: When open houses or public meetings are held, KCATA staff will have the Census Bureau's "I Speak" flashcards available to help identify LEP persons. While KCATA staff may not be able to provide translation assistance at the time, the flashcards will be an important asset in identifying language needs for future public events. A continuous record will be kept detailing the primary languages of LEP persons attending KCATA's public meetings.
4. Tracking Calls to the Language Line: KCATA will continue to monitor and quantify the volume and trends of calls to the "TeleLanguage" line for language assistance.

Element 2: Providing Language Assistance Measures

KCATA currently employs various methods and strategies to provide LEP customers with information critical to using KCATA services. Many of these efforts focus on reaching Spanish-speaking persons, the dominant LEP population in KCATA's service area.

KCATA's current and planned efforts to provide language assistance to LEP customers into the near future include the following:

1. Translation services via phone – "TeleLanguage": KCATA has access to interpreters who can assist riders with bus schedule information in more than 50 languages. Callers to the Regional Call Center (816) 221-0660) needing language assistance are personally directed to the language line services. This free service is available from 6AM to 6PM., Monday through Friday.

KCATA has access to the following (and more languages if needed) through this interpreter service: Arabic, Burmese, Cambodian, Cantonese Chinese, Croatian, Czech, Dutch, French, German, Greek, Hebrew, Hindi, Hmong, Hungarian, Italian, Japanese, Korean, Laotian, Malay, Mandarin Chinese, Mongolian, Persian, Portuguese, Pulaar, Punjabi, Romanian, Russian, Samoan, Serbian, Slovenian, Somali, Spanish, Swahili, Swazi, Swedish, Tagalog, Tamil, Thai, Tibetan, Turkish, Ukrainian, Urdu, Vietnamese, and Xhosa.

2. Pocket schedules and route maps in Spanish: Many route pocket schedules and maps are printed in both English and Spanish. Bilingual route literature is primarily available for routes serving Kansas City, Kansas, and the northeast and west side neighborhoods of Kansas City, Missouri—specific areas with concentrations of Spanish-speaking persons.

Pocket schedules have been created that combine information from local routes in each segment of the region. These new schedules provide information in both English and Spanish, as shown in Figure E-2. Review of future biennial "Customer Satisfaction Survey" results will provide information about other routes frequented by LEP riders and needing bilingual printed passenger information.

297 Tiffany Springs Flex
February 14, 2022
Edici3n el 14 de febrero de 2022

297 Flex service operates:
Monday-Friday
5:30-9:30 a.m.
2:30-6:30 p.m.

RideKC Flex service will pick you up and take you to your destination. All trips must be within the boundaries of the specific zone.

El servicio 297 Tiffany Springs Flex se ofrece de lunes a viernes de 5:30-9:30 a.m. y 2:30-6:30 p.m. El servicio RideKC Flex lo recoger3 y lo llevar3 a su destino. Todos los viajes deben realizarse dentro de los l3mites de la zona espec3fica.

BOOK A RIDE ON THE MOBILE APP

The RideKC Flex app allows customers to book and cancel trips. You must book at least 24 hours in advance of your requested trip.

Reserve un viaje en la aplicaci3n m3vil. La aplicaci3n m3vil RideKC Flex permite a los clientes reservar y cancelar viajes en la aplicaci3n en cualquier momento.

Reserve un viaje por tel3fono. Llame al 816.346.0346 al menos 24 horas antes de su viaje solicitado. Las reservas de viaje de orden permanente ya no se ofrecer3n a los pasajeros de RideKC Flex. Los clientes s3lo pueden reservar viajes con hasta 14 d3as de anticipaci3n. Horario del centro de llamadas de RideKC Flex: de lunes a viernes: de 5 a.m. -11:15 p.m.; Domingos y Festivos: 10 a.m. -5:45 p.m.

BOOK A RIDE BY PHONE CALL

Call 816.346.0346 at least 24 hours in advance of your requested trip. Standing order trip reservations will no longer be offered to RideKC Flex riders. Customers may only book trips up to 14 days in advance.

Flex Call Center Hours:
Monday through Saturday
5 a.m.-7:15 p.m.
Sundays and holidays
10 a.m.-5:45 p.m.

Text RideKC297 to 816.685.8541 for service notifications

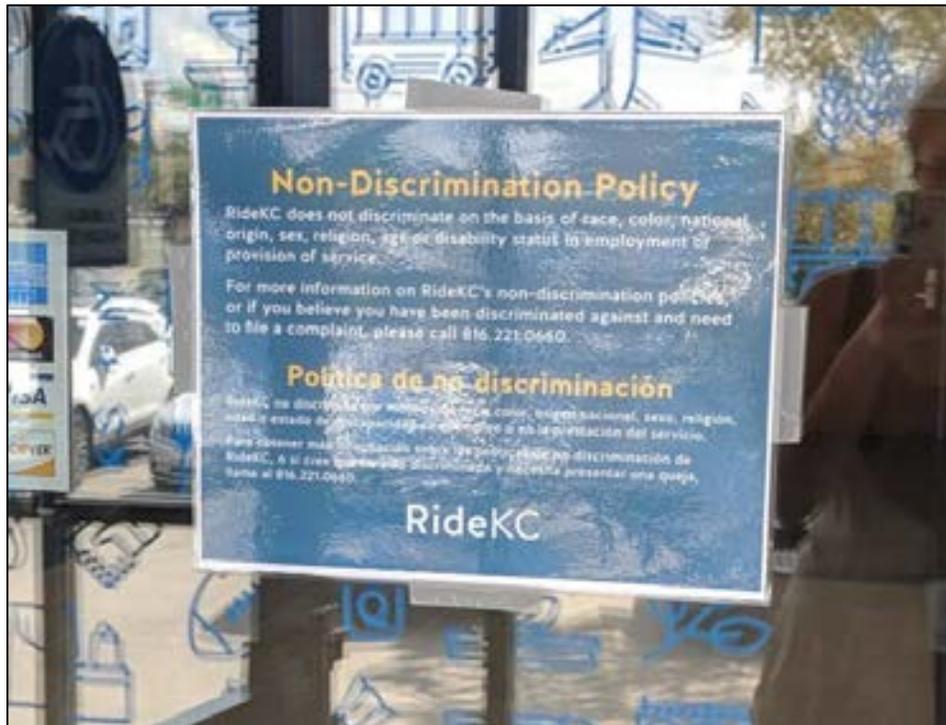
Download RideKC Flex to book or Transfer app to plan Bus and Flex in one stop

Figure E-2: Local Route Combined Pocket Schedules (Effective February 2022)

3. On-Board Announcements in Spanish: From review of future “Customer Satisfaction Survey” results, routes frequented by Spanish-speaking riders will be identified and automated, on-board audio announcements in Spanish may be initiated on these routes to best communicate with riders.
4. “Non-English Resources” section of KCATA’s website: KCATA has dedicated a section of its website that discusses specific services available to non-English speaking persons and provides links to critical translated documents for download. KCATA will continue to promote and build this section of the website, found at the following link: <http://ridekc.org/rider-guide/non-english-resources>
5. KCATA Website translation: Cost-effective methods to provide translation services to the entire KCATA website, i.e. Google Translate, will be researched and considered for future implementation.
6. Critical documents in Spanish: For existing and potential LEP customers and the general public, KCATA provides Spanish translations of the following critical documents:

- Applications for the RideKC Freedom ADA and Non-ADA paratransit programs, available at <http://ridekc.org/mobility-services> or upon request.
- Overview of the KCATA Title VI program and the Title VI Complaint form, available at <http://ridekc.org/riderguide/civil-rights-and-title-vi> or upon request.
- The Title VI Non-Discrimination Policy is posted on buses and in the lobby of the KCATA Breen Building, the primary location where LEP populations seek information on services. This poster is shown in Figure E-3.
- On a case-by-case basis, KCATA provides important materials, such as community surveys, in multiple languages for projects or planning studies impacting specific neighborhoods.

Figure E-3: Non-Discrimination Policy Posted in the KCATA Breen Building Lobby



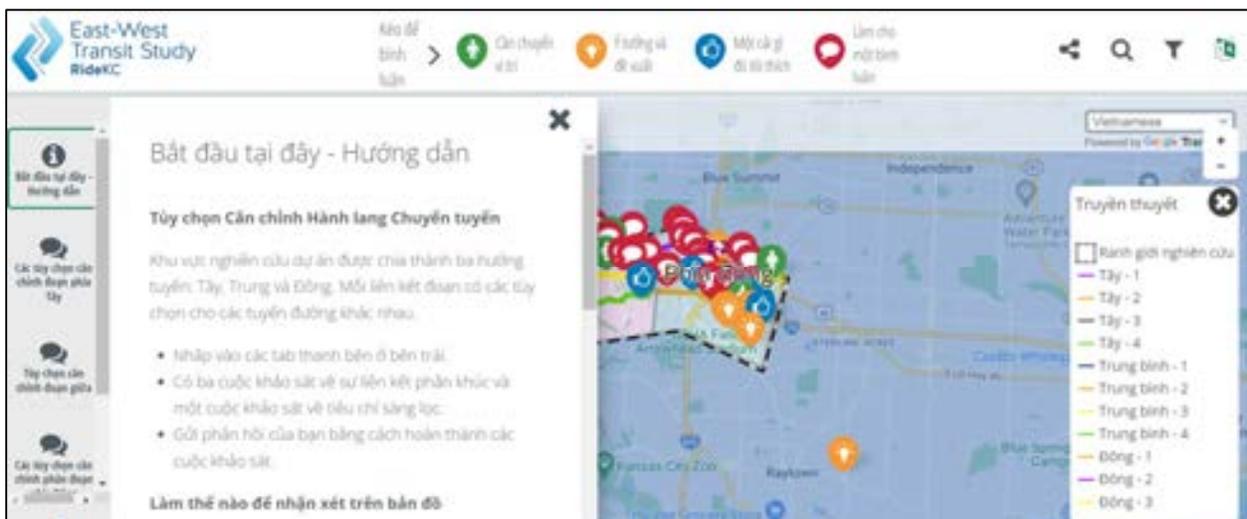
Note: This is a temporary location for the poster due to ongoing renovation of the lobby.

7. Assisting LEP Persons on-board KCATA Buses: Written KCATA protocol for providing LEP passenger assistance is included in the operator route book (bus operations manual). If an LEP passenger needs assistance while on-board a KCATA bus, recommended approaches to understand and appropriately respond to the passenger’s needs and situations are as follows:
 - The bus operator may inquire if another passenger can serve as a translator;
 - The driver directs the LEP person to any translated schedule and route information that has been placed aboard the vehicle or to the KCATA customer service line for language assistance; and
 - More difficult or emergency situations may necessitate contacting Transportation Supervisors or Dispatch for additional help and phone access to language line interpreters.

8. Planning Project Outreach: KCATA conducts planning studies in support of expanding or improving RideKC services throughout the region. When conducting these studies, KCATA will assess the need to provide materials in multiple languages based on the needs of the LEP populations at the neighborhood level, with priority given to public input opportunities such as community surveys. KCATA staff will utilize the following methods to determine the need for translated materials:
 - Consulting the LEP Plan and the maps provided in the appendix
 - Reviewing customer service records for information requests on specific routes or from certain jurisdictions
 - Coordinating with municipalities and with non-profit and community organizations that frequently work with people in the study area or impacted neighborhoods.

An example of a survey provided in Vietnamese for the is shown in Figure E-4. This survey was also provided in English, Spanish, Arabic, and Swahili, based on the known LEP populations in the impacted neighborhoods.

Figure E-4: Community Survey Translated in Vietnamese



Element 3: Training of Staff

In order to establish meaningful access to information and services for LEP individuals, various personnel and departments that regularly interact with the public will be trained on KCATA's LEP plan for providing language assistance.

Programmed training efforts include the following:

- On an annual basis, the LEP Plan is reviewed with the executive staff to reinforce its importance and ensure its implementation by KCATA;
- LEP protocol is reviewed with Planning & Special Services Department and Marketing Department staffs in preparation for KCATA public meetings and open houses to quantify and engage LEP persons who attend and participate;
- The Customer Service Department, which is responsible for the Regional Call Center and the KCATA's on-site reception area, has annual refresher training on directing LEP callers and walk-in customers to the "TeleLanguage" phone line for interpretation services. New hires to the Regional Call Center receive LEP protocol training during orientation activities; and
- The Transportation Department trains dispatchers, roadside supervisors, and operators on best practices and procedures for assisting LEP passengers.
 - LEP passenger assistance protocol training is incorporated into the formal curriculum for new operators and refresher training for current operators. Training for new operators occurs during orientation; refresher training sessions for current operators are scheduled on a monthly basis.
 - An annual operations bulletin is issued to all Transportation personnel to increase awareness and reinforce LEP passenger assistance protocol.

Element 4: Providing Notice to LEP Persons of the Availability of Language Assistance

KCATA’s current and planned measures to inform LEP persons of the availability of language assistance includes, but is not limited, to the following:

1. Placards on buses: KCATA has informational placards on buses in Spanish that inform riders of KCATA’s language line and translation services and the Title VI non-discrimination policy. The placards also provide information about route information and other documents available in Spanish. See Figure E-5 for current examples.

Figure E-5: Informational placards for bus interiors in English and Spanish



2. Local non-English newspapers: KCATA will continue to issue media press releases in Spanish and purchase advertisements in local non-English newspapers publicizing language assistance measures offered by KCATA.
3. Direct engagement with LEP populations and community organizations: Through working with various community organizations, KCATA will seek to identify and engage LEP populations in the community and inform them of available public transportation services and related language assistance mediums. Conducting “How to Ride” clinics in partnership with community organizations continues to be a great tool in educating LEP persons how to use KCATA services. Direct engagement with LEP persons will also help KCATA learn what additional agency information may need translation.

Element 5: Monitoring and Updating the LEP Plan

KCATA will routinely review and update its LEP Plan as new demographic information becomes available. Anticipated updates will include the incorporation of new Census data, LEP ridership trends identified through the “Customer Satisfaction Survey,” and public comments about the LEP Plan. KCATA will continue to work with its regional transit and transportation partners—namely, Johnson County Transit, Unified Government Transit, the City of

Independence, and Mid-America Regional Council—in coordinating language assistance measures for transit riders in the region. Full review of the LEP Plan will occur with each triennial Title VI program submission.

DISSEMINATION OF KCATA'S LEP PLAN

KCATA posts its LEP plan on its website at the following link: <http://ridekc.org/rider-guide/non-english-resources>. Any person or agency with Internet access will be able to access and download the plan from the KCATA website.

Alternatively, any person or agency may request a copy of the plan via telephone, email, fax, mail, or in person and shall be provided a copy of the plan at no cost. Requests for copies of KCATA's LEP plan and questions or comments about the plan should be directed to the following:

KCATA Planning Department
1200 E. 18th Street
Kansas City, MO 64108
Phone: (816) 346-0200
Fax: (816) 346-0305
Email: metro@kcata.org

Figure E-6: Census Tracts with LEP Concentrations

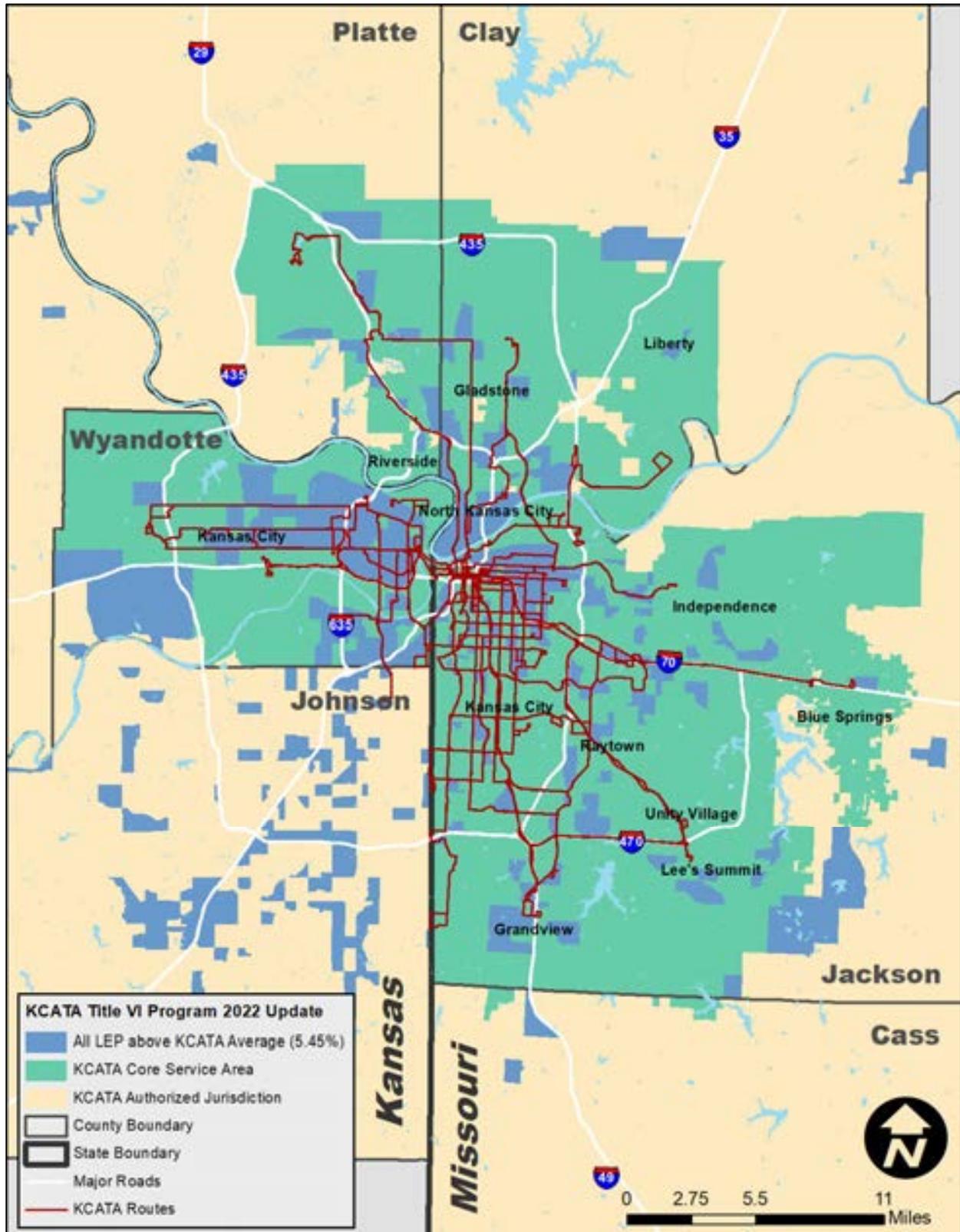


Figure E-7: Census Tracts with LEP Spanish Language Concentrations

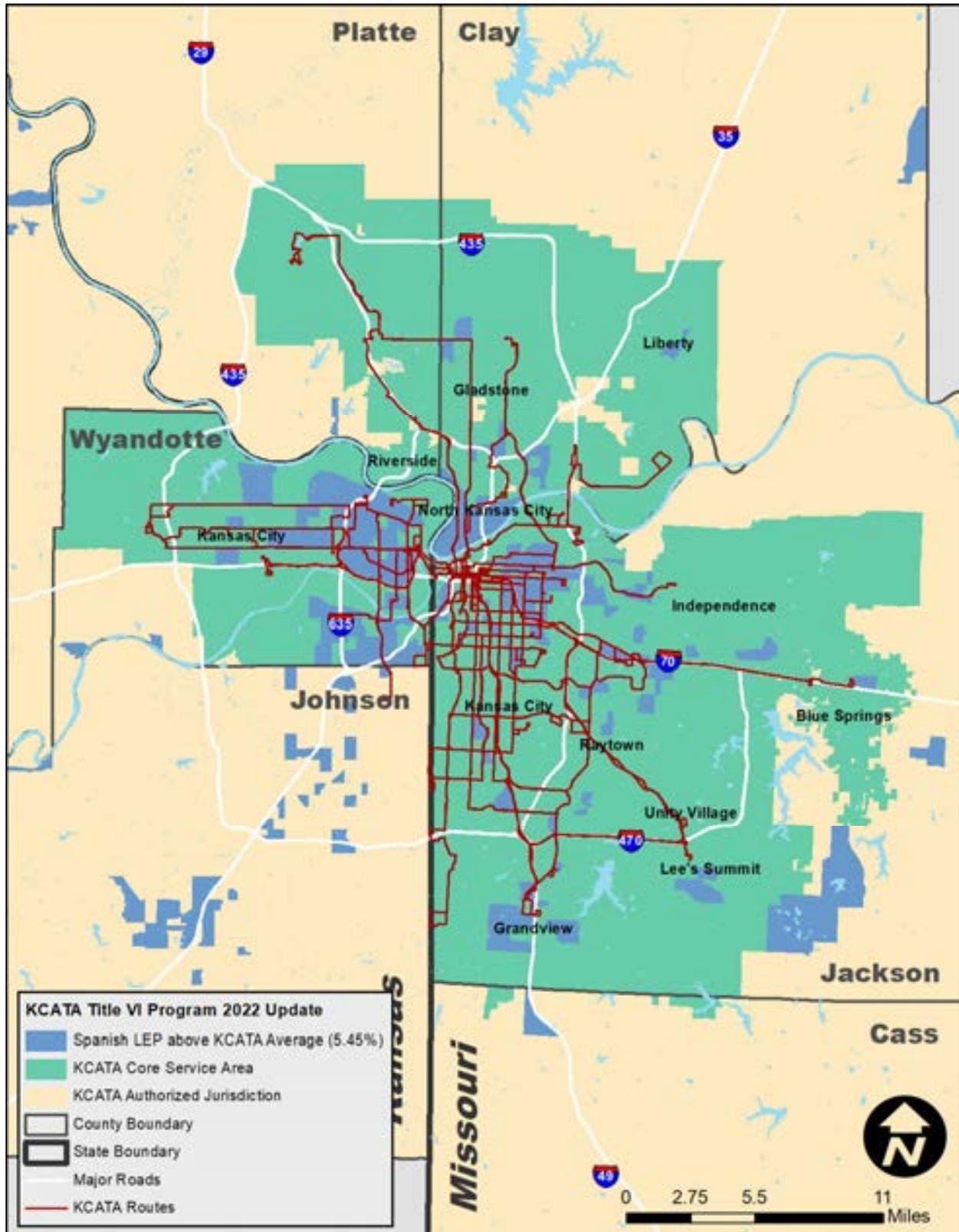


Figure E-8: Census Tracts with LEP Indo-European Language Concentrations

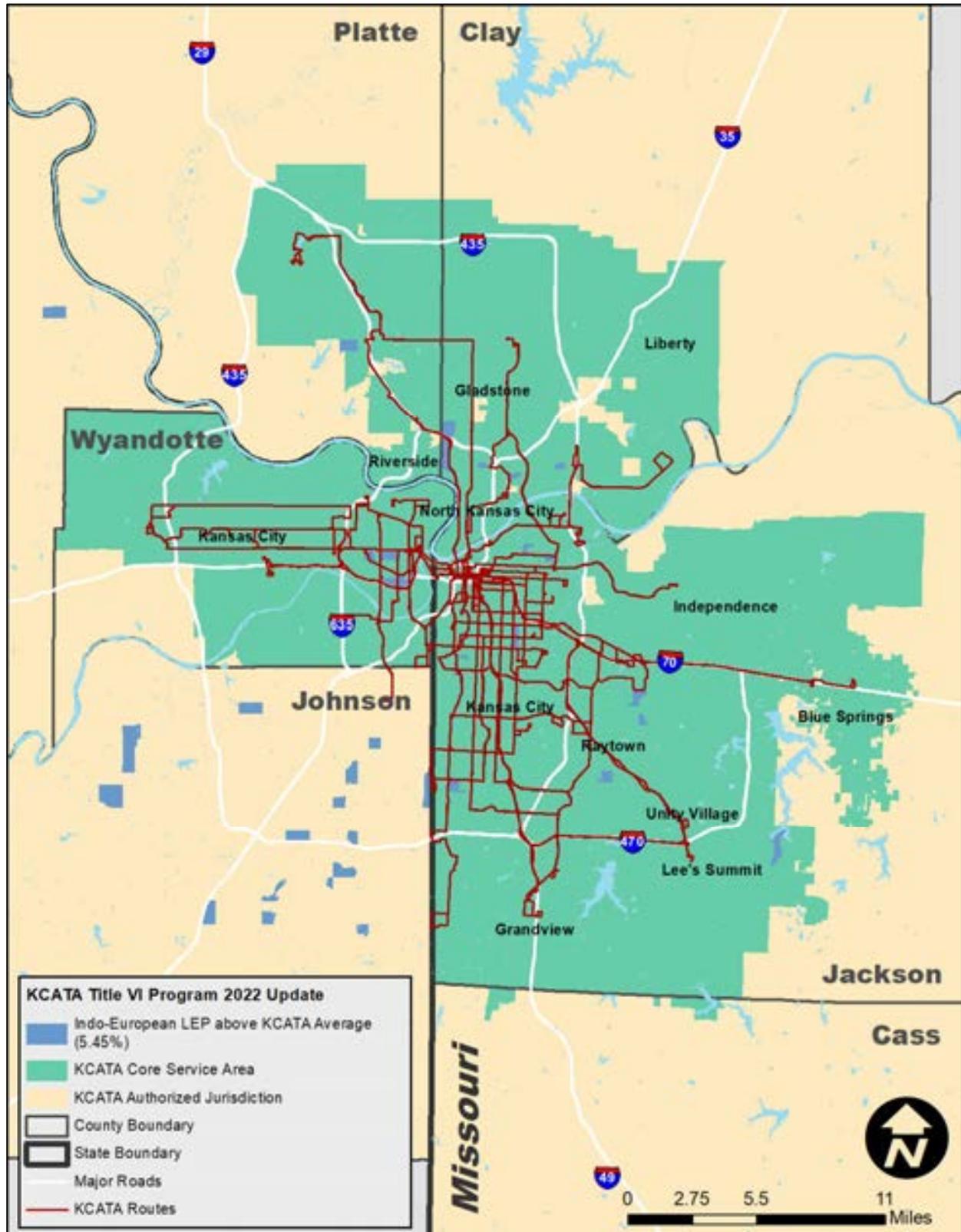


Figure E-9: Census Tracts with LEP Asian & Pacific Island Language Concentrations

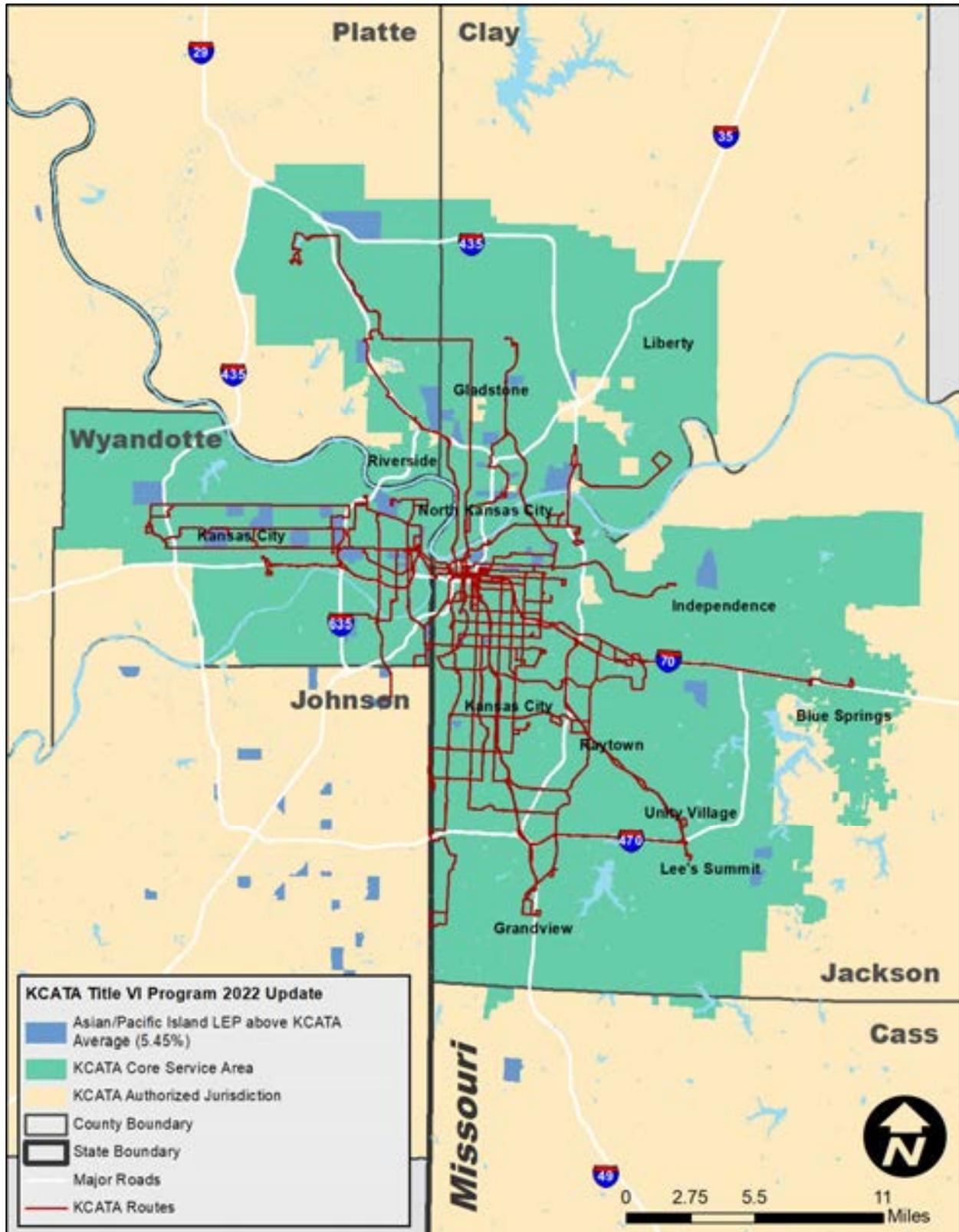
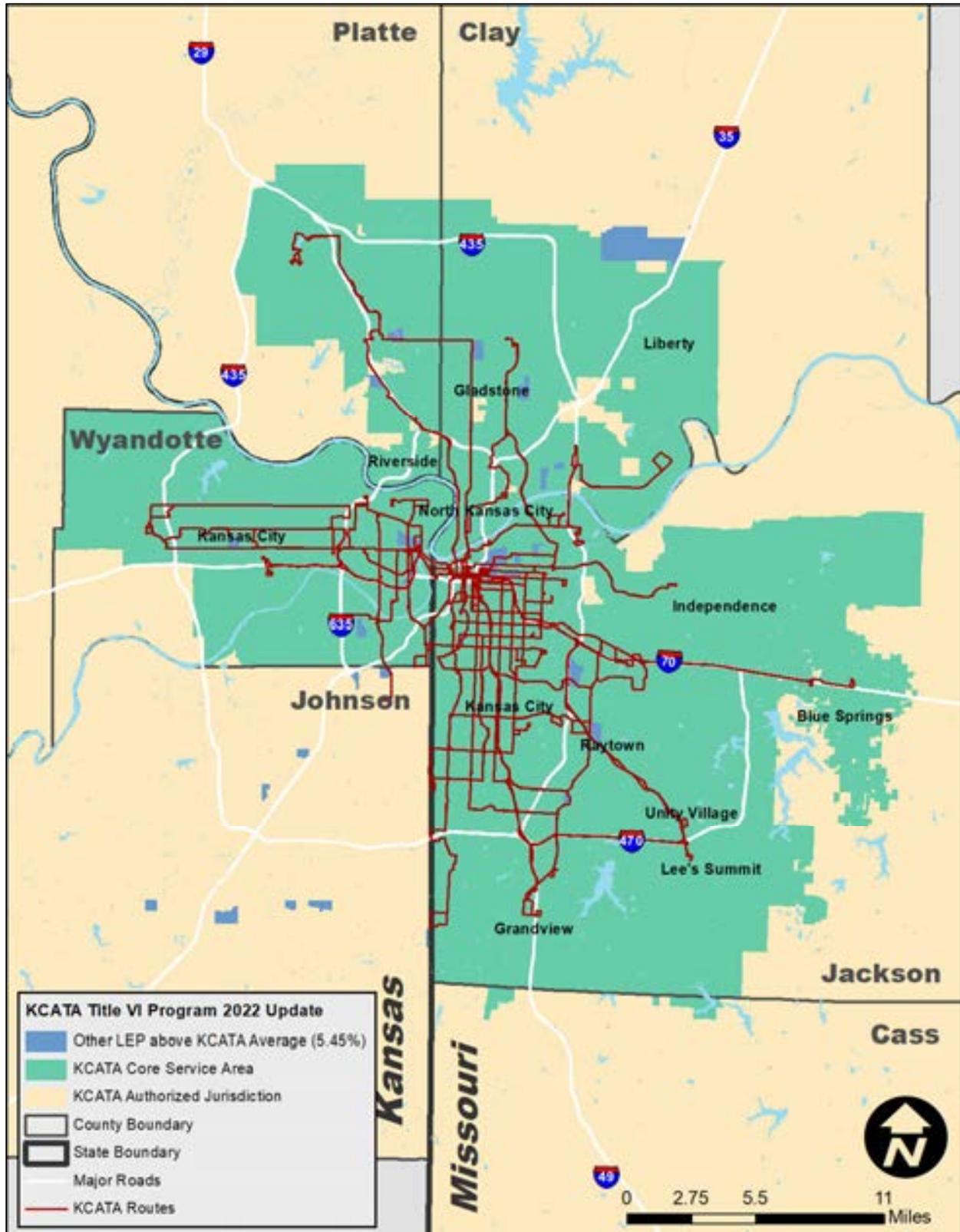


Figure E-10: Census Tracts with LEP Other Language Concentrations



[PAGE INTENTIONALLY LEFT BLANK]

APPENDIX F

SUBRECIPIENT PROGRAM TITLE VI TEMPLATE (11/14/13 VERSION)

AGENCY NAME

Title VI Program

DATE

This TEMPLATE is provided by the Kansas City Area Transportation Authority (KCATA), as a resource for producing the triennial Title VI Program document for Federal Transit Administration recipients and subrecipients. FTA Circular 4702.1B, dated October 1, 2012, "Title VI Requirement and Guidelines for Federal Transit Administration Recipients" was the primary source of material for this template. Use of this template does not override each agency's responsibility to interpret the requirements as expressed in FTA Circular 4702.1B, or as amended in the future.

This template is available online, through a link at:

<http://www.kcata.org/documents/uploads/KCATASubrecipientTitleVIProgramTemplate.docx>

Check this link periodically for most recent, dated template updates.

Title VI Plan Table of Contents

A. Introduction	page 2
B. Title VI Assurances	page 3
C. Agency Information	page 4
D. Notice to the Public	page 5
E. Procedure for Filing a Title VI Complaint	page 6
F. Title VI Complaints, Investigations, Lawsuits	page 8
G. Public Participation/Engagement Plan	page 9
H. Language Assistance Plan	page 12
I. Advisory Bodies	page 16
J. Subrecipient Assistance	page 17
K. Subrecipient Monitoring	page 18
L. Equity Analysis of Facilities	page 19
For Fixed Route Transit Providers	
M. Standards and Policies	page 20
N. Data Reporting and Collection	page 21
O. Transit Service Monitoring	page 22
P. Service and Fare Equity Changes	page 23

Attachments

Attachment 1 – Agency Information (Sample)

Attachment 2 – Title VI Complaint Form

Attachment 3 – Title VI Checklist

Introduction

Title VI of the Civil Rights Act of 1964 provides that “no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity receiving federal financial assistance.” To fulfill this basic civil rights mandate, each federal agency that provides financial assistance for any program is authorized and directed by the United States Department of Justice to apply provisions of Title VI to each program by issuing applicable rules, regulations, or requirements. The Federal Transit Administration (FTA) of the United States Department of Transportation issued guidelines on October 2012, FTA C 4702.1,B describing the contents of Title VI compliance programs to be adopted and maintained by recipients of FTA administered funds for transit programs.

A. Title VI Assurances

_____ agrees to comply with all provisions prohibiting discrimination on the basis of race, color, or national origin of Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. 200d et seq., and with U.S. DOT regulations, “Nondiscrimination in Federally-Assisted Programs of the Department of Transportation – Effectuation of Title VI of the Civil Rights Act,” 49 CFR part 21.

_____ assures that no person shall, as provided by Federal and State civil rights laws, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity. _____ further ensures every effort will be made to ensure non-discrimination in all programs and activities, whether those programs and activities are federally funded or not.

_____ meets the objectives of the FTA Master Agreement which governs all entities applying for FTA funding, including _____ and its third-party contractors by promoting actions that:

- A. Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin.
- B. Identify and address, as appropriate, disproportionately high and adverse effects of programs and activities on minority populations and low-income populations.
- C. Promote the full and fair participation of all affected Title VI populations in transportation decision making.
- D. Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations.
- E. Ensure meaningful access to programs and activities by persons with Limited English Proficiency (LEP).

See sample B.
Agency
Information
ATTACHMENT 1

B. Agency Information

1. Mission of _____
2. History [including year started]
3. Profile (geographic, population)
4. Population served (in context with regional geography)
5. Service area (include map, with any routes utilized)
6. Governing body (make-up, including minority representation)

C. Notice to the Public

Notifying the Public of Rights under Title VI

_____ posts Title VI notices on our agency's website, in public areas of our agency, in our board room, and on our buses and/or paratransit vehicles.

_____ operates its programs and services without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act of 1964.

If you believe you have been discriminated against on the basis of race, color, or national origin by _____, you may file a Title VI complaint by completing, signing, and submitting the agency's Title VI Complaint Form.

How to file a Title VI complaint with _____:

1. [options ... how to obtain Complaint Form]
2. In addition to the complaint process at _____, complaints may be filed directly with the Federal Transit Administration, Office of Civil Rights, Region __, _____.
3. Complaints must be filed within 180 days following the date of the alleged discriminatory occurrence and should contain as much detailed information about the alleged discrimination as possible.
4. The form must be signed and dated, and include your contact information.

If information is needed in another language, contact [phone number].

See sample Title VI Complaint Form
ATTACHMENT 2

D. Procedure for Filing a Title VI Complaint

Filing a Title VI Complaint

The complaint procedures apply to the beneficiaries of _____'s programs, activities, and services.

RIGHT TO FILE A COMPLAINT: Any person who believes they have been discriminated against on the basis of race, color, or national origin by _____ may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Title VI complaints must be received in writing within 180 days of the alleged discriminatory complaint.

HOW TO FILE A COMPLAINT: Information on how to file a Title VI complaint is posted on our agency's website, and in public areas of our agency.

You may download the _____ Title VI Complaint Form at [web address], or request a copy by writing to [agency's full address.] Information on how to file a Title VI complaint may also be obtained by calling _____ at [phone number].

You may file a signed, dated complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Your name, address and telephone number.
- Specific, detailed information (how, why and when) about the alleged act of discrimination.
- Any other relevant information, including the names of any persons, if known, the agency should contact for clarity of the allegations.

Please submit your complaint form to [agency contact and full address].

COMPLAINT ACCEPTANCE: _____ will process complaints that are complete. Once a completed Title VI Complaint Form is received, _____ will review it to determine if _____ has jurisdiction. The complainant will receive an acknowledgement letter informing them whether or not the complaint will be investigated by _____.

INVESTIGATIONS: _____ will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, _____ may contact the complainant. Unless a longer period is specified by _____, the complainant will have ten (10) days from the date of the letter to send requested information to the _____ investigator assigned to the case.

If the requested information is not received within that timeframe the case will be closed. Also, a case can be administratively closed if the complainant no longer wishes to pursue the case.

LETTERS OF CLOSURE OR FINDING: After the Title VI investigator reviews the complaint, the Title VI investigator will issue one of two letters to the complainant: a closure letter or 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.

- A Letter of Finding (LOF) summarizes the allegations and provides an explanation of the corrective action taken.

If the complainant disagrees with _____'s determination, the complainant may request reconsideration by submitting the request in writing to the Title VI investigator within seven (7) days after the date of the letter of closure or letter of finding, stating with specificity the basis for the reconsideration. _____ will notify the complainant of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, _____ will issue a determination letter to the complainant upon completion of the reconsideration review.

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

If information is needed in another language, contact _____ at [agency's full address], or at [phone number].

E. Monitoring Title VI Complaints, Investigations, Lawsuits

Documenting Title VI Complaints/Investigations

All Title VI complaints will be entered and tracked in _____'s complaint log. Active investigations will be monitored for timely response on the part of all parties. The agency's Title VI Coordinator shall maintain the log.

Agency Title VI Complaint Log

Date complaint filed	Complainant	Basis of complaint R-C-NO	Summary of allegation	Pending status of complaint	Actions taken	Closure Letter (CL)	Letter of Finding (LOF)	Date of CL or LOF

F. Public Participation/Engagement Plan

Goal

The goal of the Public Engagement Plan is to have significant and ongoing public involvement, by all identified audiences, in the public participation process for major agency outreach efforts.

Objectives

- To understand the service area demographics and determine what non-English languages and other cultural barriers exist to public participation.
- To provide general notification of meetings and forums for public input, in a manner that is understandable to all populations in the area.
- To hold public meetings in locations that are accessible to all area stakeholders, including but not limited to minority and low income members of the community.
- To provide methods for two-way communication and information and input from populations which are less likely to attend meetings.
- To convey the information in various formats to reach all key stakeholder groups.

Identification of Stakeholders

Stakeholders are those who are either directly or indirectly affected by an outreach effort, system or service plan or recommendations of that plan. Stakeholders include but are not limited to the following:

- Board of Directors – the governing board of the agency. The role of the Board is to establish policy and legislative direction for the agency. The Board defines the agency’s mission, establishes goals, and approves then budget to accomplish the goals.
- Advisory Bodies – non-elected advisory bodies review current and proposed activities of the agency, and are encouraged to be active in the agency’s public engagement process. Advisory bodies provide insight and feedback to the agency.
- Agency Transit riders and clients
- Minority and low income populations, including limited English proficient persons
- Local jurisdictions and other government stakeholders
- Private businesses and organizations
- Employers
- Partner agencies

Elements of the Public Participation/Engagement Plan

It is necessary to establish a public participation plan that includes an outreach plan to engage minority and limited English proficient (LEP) populations.

Elements of the Public Engagement Plan include:

1. Public Notice
 - a. Official notification of intent to provide opportunity for members of the general public to participate in public engagement plan development, including participation in open Board/council meetings, and advisory committees.
2. Public Engagement Process/Outreach Efforts:
 - a. Public meetings
 - b. Open houses
 - c. Rider forums
 - d. Rider outreach
 - e. Public hearings
 - f. Focus groups
 - g. Surveys
 - h. Services for the Disabled (Notices of opportunities for public involvement include contact information for people needing these or other special accommodations.)

Events such as public meetings and/or open houses are held at schools, churches, libraries and other non-profit locations easily accessible to public transit and compliant with the Americans with Disabilities Act.

3. Public Comment
 - a. Formal public comment periods are used to solicit comments on major public involvement efforts around an agency service or system change.
 - b. Comments are accepted through various means:
 - i. Dedicated email address.
 - ii. Website.
 - iii. Regular mail.
 - iv. Forms using survey tool for compilation.
 - v. Videotaping.
 - vi. Phone calls to Customer Service Center [phone]

4. Response to Public Input

All public comments are provided to the Board of Directors prior to decision making. A publicly available summary report is compiled, including all individual comments.

Title VI Outreach Best Practices

_____ ensures all outreach strategies, communications and public involvement efforts comply with Title VI. _____'s Public Engagement Plan proactively initiates the public involvement process and makes concerted efforts to involve members of all social, economic, and ethnic groups in the public involvement process. Aligned with the above referenced communication tactics, _____ provides the following:

- a. Public notices published in non-English publications (if available).
- b. Title VI non-discrimination notice on agency's website.
- c. Agency communication materials in languages other than English (subject to Safe Harbor parameters).
- d. Services for Limited English Proficient persons. Upon advance notice, translators may be provided.

2022 – 2025 Title VI Program Public Engagement Process

_____ [will conduct] [conducted] a Public Engagement Process for the 2022-2025 Title VI Program. This process includes Community Meetings to seek input, provide education, and highlight key components of the Title VI Plan. Materials have been created to explain Title VI policies as well as provide education on how they relate to minority populations.

_____ [will provide] [provided] briefings to the Board of Directors and Advisory Bodies.

_____ [will conduct] [conducted] a 30 day public comment period to provide opportunities for feedback on the 2022-2025 Title VI Program.

Comments are accepted during the public outreach period via:

- a. Email
- b. Mail
- c. Phone
- d. In person
- e. Survey tool (agency option)

Summary of 2022-2025 Public Outreach Efforts

G. Language Assistance Plan

_____ Limited English Proficiency Plan

This limited English Proficiency (LEP) Plan has been prepared to address _____'s responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964; Federal Transit Administration Circular 4702.1B, dated October 1, 2012, which states that the level and quality of transportation service is provided without regard to race, color, or national origin.

Executive order 13166, titled "Improving Access to Services for Persons with Limited English Proficiency," indicates that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination. It directs each federal agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discriminations do not take place. This order applies to all state and local agencies which receive federal funds.

Service Area Description:

_____ has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided by _____. 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, and the ways in which assistance may be provided.

In order to prepare this plan, _____ undertook the four-factor LEP analysis which considers the following factors:

Four Factor Analyses

1. The number and proportion of LEP persons eligible to be served or likely to be encountered in the service area:

A significant majority of people in the _____ service area are proficient in the English language. Based on 2010 Census data, [__%] of the population five years of age and older speak English “less than very well” – a definition of limited English proficiency

LEP Population in _____ Service Area					
Population 5 years and over by language spoken at home and ability to speak English	Service Area Sector [1]	Service Area Sector [1]	Service Area Sector [1]	Service Area Total	Percentage of Population 5 Years and Older
Population 5 Years and Over					
Speak English “less than very well”					
Spanish					
Speak English “less than very well”					
Other Indo-European					
Speak English “less than very well”					
Asian and Pacific Island					
Speak English “less than very well”					
All Other					
Speak English “less than very well”					

2. Frequency of Contact by LEP Persons with _____’s Services:

The _____ staff reviewed the frequency with which office staff, dispatchers and drivers have, or could have, contact with LEP persons. To date, _____ has, on average, [only one or two requests per month] for an interpreter. _____ averages [____] phone calls per month.

LEP Staff Survey Form

_____ is studying the language assistance needs of its riders so that we can better communicate with them if needed.

1. How often do you come into contact with passengers who do not speak English or have trouble understanding you when you speak English to them?
DAILY WEEKLY MONTHLY LESS THAN MONTHLY
2. What languages do these passengers speak?
3. What languages (other than English) do you understand or speak?
4. Would you be willing to serve as a translator when needed?

Frequency of Contact with LEP Persons	
Frequency	Language Spoken by LEP Persons
Daily	
Weekly	
Monthly	
Less frequently than monthly	

3. The importance of programs, activities or services provided by _____ to LEP persons:

Outreach activities, summarized in _____'s Title VI Public Engagement Plan, include events such as public meetings and/or open houses held at schools, churches, libraries and other non-profit locations, and include specific outreach to LEP persons to gain understanding of the needs of the LEP population, and the manner (if at all) needs are addressed.

Outside Organization LEP Survey

Organization: _____

1. What language assistance needs are encountered?
2. What languages are spoken by persons with language assistance needs?
3. What language assistance efforts are you undertaking to assist persons with language assistance needs?
4. When necessary, can we use these services?

4. The resources available to _____ and overall cost to provide LEP assistance:

Strategies for Engaging Individuals with Limited English Proficiency include:

1. Language line. Upon advance notice, translators can be provided.
2. Language identification flashcards.
3. Written translations of vital documents (identified via safe harbor provision)
4. One-on-one assistance through outreach efforts.
5. Website information.
6. To the extent feasible, assign bilingual staff for community events, public hearings and Board of Directors meetings and on the customer service phone lines.

Staff Training

The following training will be provided to _____ staff:

1. Information on _____ Title VI Procedures and LEP responsibilities.
2. Description of language assistance services offered to the public.
3. Use of Language Identification Flashcards.
4. Documentation of language assistance requests.

Monitoring and Updating the LEP Plan

The LEP Plan is a component of _____'s Title VI Plan requirement.

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

1. How the needs of LEP persons have been addressed.
2. Determine the current LEP population in the service area.
3. Determine as to whether the need for, and/or extent of, translation services has changed.
4. Determine whether local language assistance programs have been effective and sufficient to meet the needs.
5. Determine whether _____'s financial resources are sufficient to fund language assistance resources as needed.
6. Determine whether _____ has fully complied with the goals of this LEP Plan.
7. Determine whether complaints have been received concerning _____'s failure to meet the needs of LEP individual.

H. Advisory Bodies

Table Depicting Membership of Committees, Councils, By Race

Committee [examples]	Caucasian	Latino	African American	Asian American		Total
Population Committee						100%
Access Committee						100%
Citizens Advisory Council						100%
Bicycle Pedestrian Committee						100%

Description of efforts made to encourage minority participation on committees:

-
-
-
-
-

I. Subrecipient Assistance

Subrecipient Assistance

OPTION A

_____ does not have any subrecipients.

OPTION B

Primary recipients should provide subrecipients:

- Sample public notices, Title VI complaint procedures, and the recipient's Title VI complaint form.
- Sample procedures for tracking and investigating Title VI complaints filed with a subrecipient.
- Direction regarding obtaining demographic information of population served by subrecipients.
- Technical assistance.
- Reviews of Title VI Programs; follow-up as necessary.

J. Subrecipient Monitoring

Subrecipient Monitoring

OPTION A

_____ does not have any subrecipients.

OPTION B

Primary recipients must monitor subrecipients.

- Non-compliant subrecipient means primary recipient is also non-compliant.

Primary recipients shall:

- Document process for ensuring all subrecipients are complying with the general and specific requirements.
- Collect and review subrecipients' Title VI Programs.
- At FTA's request, the primary recipient shall request that subrecipients who provide transportation services verify that their level and quality of service is equitably provided.

K. Equity Analysis of Facilities

OPTION A

_____ has not constructed any storage facilities, maintenance facilities, or operations centers in the last three years.

OPTION B1

_____ performed an equity analysis of [a new facility] [new facilities] per Title VI regulations.

_____ developed demographic data and mapped minority/low-income levels as a proportion to overall population. Similarly, _____ mapped current locations of residences and businesses in the proposed facilities locations.

Demographic data and mapping
Guidance may be obtained from regional Metropolitan Planning Organization.

Regarding the location of applicable projects, no persons were displaced from their residences and/or businesses on the basis of race, color, or national origin.

OPTION B2

_____ performed an equity analysis of [a new facility] [new facilities] per Title VI regulations.

_____ developed demographic data and mapped minority/low-income levels as a proportion to overall population. Similarly, _____ mapped current locations of residences and businesses in the proposed facilities locations.

Demographic data and mapping
Guidance may be obtained from regional Metropolitan Planning Organization.

Regarding the location of applicable projects, the “two-test” exercise was conducted and it was determined that the facility [facilities] could proceed, despite disparate impact, due to a “substantial legitimate justification” to meet a goal that is integral to the agency’s institutional

mission. In addition, no comparable effective alternative location(s) would result in less disparate impact.

L. System-Wide Service Standards and Policies*

*applies to all fixed route providers (including those that do not meet volume threshold)

Template for System-Wide Service Standards (1. 2. 3. 4.)
is presented in detail
in FTA Circular 4702.1B Appendix G.

Template for System-Wide Service Policies (1. 2.)
is presented in detail
in FTA Circular 4702.1b Appendix H.

NOTE: Template for Major Service Change and Impact Policies
is located at O. Service and Fare Equity Analysis.

M. Requirement to Collect and Report Demographic Data*

*applies to providers that operate 50 or more fixed route transit vehicles in peak service; and 200,000+ population.

Template for Demographic Profile and Travel Patterns
is presented in detail
in FTA Circular 4702.1B Appendix I.

N. Requirement to Monitor Transit Service*

*applies to providers that operate 50 or more fixed route transit vehicles in peak service; and 200,000+ population.

Template for Demographic Profile and Travel Patterns
is presented in detail
in FTA Circular 4702.1B Appendix J.

O. Service and Fare Equity Analysis*

*applies to providers that operate 50 or more fixed route transit vehicles in peak service; and 200,000+ population.

Major Service Change and Impact Policies

The Board of Directors of _____ has established formal hearing procedures for the adoption of major changes in transit routes.

A major change in route includes the addition or elimination of a route within _____'s transit system, increasing or decreasing the number of service hours operated on a route by 25% or more, or routing changes that alter 25% or more of a route's path. Minor changes to an existing route shall not constitute a "major change in route".

A service change that is deemed a "Major Service Change" based on the description above would require a Title VI analysis.

Service changes that are deemed as a "Major Service Change" will also be required to have disparate impact analysis and disproportionate burden analysis done.

The _____ Title VI Program includes disparate impact and disproportionate burden policies.

_____ 's Disparate Impact and Disproportionate Burden Policy

Adverse Effects: Major Service Change proposals and all fare change proposals shall be analyzed to measure and compare the level of adverse effect (loss) or benefit (gain) between minority and non-minority populations and between low-income and non-low-income populations as determined by demographic analysis of proposed changes and U.S. Census data and transit rider data.

What is Fair?: [EXAMPLE] Determination of adverse impact is based on the federal standard described in Uniform Guidelines published by the Equal Employment Opportunity Commission (EEOC) known as the "four-fifths" rule. This standard requires benefits to accrue to protected populations at a rate at least four fifths (4/5) (or eighty percent) of the rate of unprotected populations. Likewise, adverse effects must be borne by unprotected populations at a rate at least four fifths (4/5) (or eighty percent) of the rate for protected populations.

Stated another way, the maximum acceptable difference (positive or negative) in level of benefit between protected and unprotected populations is [20%]. For changes in transit service or transit fare rates, this standard applies as follows for minority and low-income populations.

Disparate impact on minority populations: If the impact of a major service change proposal or any fare change proposal requires a minority population to receive benefits [twenty percent (20%)] less or to bear adverse effects [twenty percent (20%)] more than those benefits or adverse effects received or borne by the non-minority population, that impact will be considered a disparate impact.

Disproportionate burden on low income populations: If the impact of a major service change proposal or any fare change proposal requires a low-income population to receive benefits [twenty percent (20%)] less or to bear adverse effects [twenty percent (20%)] more than those benefits or adverse effects received or borne by the non-low-income population, that impact will be considered a disparate impact.

Template for Service and Fare Equity Analysis
is presented in detail
in FTA Circular 4702.1B Appendix K.

Attachment 1

Agency Information (Sample)

- Mission of _____
- History [including year started]
- Profile (geographic, population)
- Population served (in context with regional geography)
- Service area (include map, with any routes utilized)
- Governing body (make-up, including minority representation)

Attachment 2
Title VI Complaint Form (Sample)



Title VI Complaint Form

Kansas City Area Transportation Authority (KCATA)

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

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, please contact KCATA Planning Director at (816) 346-0311. The completed form must be returned to KCATA Planning Director, 1350 E. 17th St., Kansas City, MO 64108.

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

Which of the following best describes the reason for the alleged discrimination? (Circle one)

Date of Incident: _____

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

Please describe the alleged discrimination incident. Provide the names and titles of all Metro employees involved if available. Explain what happened and who you believe was responsible. Please use the back of this form if additional space is required.

Complete reverse side of form

Title VI Program Checklist

Every three years, on a date determined by the Federal Transit Administration (FTA), each recipient is required to submit the following information to the FTA as part of their Title VI Program. Subrecipients shall submit the information below to their primary recipient (the entity from whom the subrecipient receives funds directly), on a schedule to be determined by the primary recipient.

All “Chapter References” are from FTA’s Circular 4702.1B, dated October 1, 2012

General Requirements (Chapter III)

All recipients must submit:

- Title VI Notice to the Public, including a list of locations where the notice is posted
- Title VI Complaint Procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint)
- Title VI Complaint Form
- List of transit-related Title VI investigations, complaints, and lawsuits
- 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
- Language Assistance Plan for providing language assistance to persons with limited English proficiency (LEP), based on the DOT LEP Guidance
- 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
- A Title VI equity analysis if the recipient has constructed a facility, such as a vehicle storage facility, maintenance facility, operation center, etc.
- 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.
- Additional information as specified in chapters IV, V, and VI, depending on whether the recipient is a transit provider (see below)

Requirements of Transit Providers (Chapter IV)

All Fixed Route Transit Providers must submit:

- All requirements set out in Chapter III (General Requirements)
- Service standards

App. A-2 FTA C 4702.1B

- Vehicle load for each mode
- Vehicle headway for each mode
- On time performance for each mode
- Service availability for each mode
- Service policies
- Transit Amenities for each mode
- Vehicle Assignment for each mode

Transit Providers that operate 50 or more fixed route vehicles in peak service and are located in an Urbanized Area (UZA) of 200,000 or more people must submit:

- Demographic and service profile maps and charts
- Demographic ridership and travel patterns, collected by surveys
- Results of their monitoring program and report, including evidence that the board or other governing entity or official(s) considered, was aware of the results, and approved the analysis
- A description of the public engagement process for setting the “major service change policy,” disparate impact policy, and disproportionate burden policy Results of service and/or fare equity analyses conducted since the last Title VI
- Program submission, including evidence that the board or other governing entity or official(s) considered, was aware of, and approved the results of the analysis

[PAGE INTENTIONALLY LEFT BLANK]

APPENDIX G

KCATA BOARD MEETING AGENDA, BRIEFING ITEMS,
AND MINUTES TO APPROVE THE TITLE VI PROGRAM – OCTOBER 26, 2022

Board of Commissioners Regular Meeting

Melissa
Bynum,
Chair
Reginald
Townsend
, Vice
Chair

David Bower, Joe Peterson, Louie
Wright, Dr Tyjaun Lee, Jeff Meyers,
Pastor Jason Sims, Vicky Kaaz,
Michael Shaw Wednesday, October
26, 2022 | 12:00 PM

KCATA Breen Building | 1200 E 18th St. | Conference Room | KCMO
64108

-
- I. Call the Meeting to Order and approve Agenda
12:05pm. Commissioner Meyers made the motion ‘I move the Board of Commissioner approve the October 26, 2022 agenda as published.’ Commissioner Shaw seconded the motion and it passed with a roll call vote. Vice Chair Reginald Townsend, Commissioner Louie Wright, Commissioner Jeff Meyers, Commissioner Pastor Jason Sims, Commissioner Vicky Kaaz, Commissioner Michael Shaw, Commissioner Daniel Serda.
 - II. Determination of Presence of Quorum
Chair Bynum stated there is a quorum today.
 - III. Public Comment
Mr. John Ivy stated that he would like to see KCATA be in control of the Kansas City airport instead of KCMO. He advised he is friends with Bill Nigro who couldn’t be here today but would like the to KCATA begin running party bus lines for the public as it is necessary for tourism. He then spoke about the KCATA bought the 17.5 miles of Railroad with that Jackson County and now it’s time for KCATA to begin building some light rail on that line. Lots of things could be built along that line. He stated if there are any questions, he will leave his card.
 - IV. Items from the Chair
Chair Bynum stated that she would like to begin the APTA award discussion by showing the video created for KCATA’s acceptance at the APTA meeting in Seattle (video was played). Chair Bynum then stated this was a regional award for all systems in the area and stated the agency was represented well in Seattle by Commissioners and staff and asked if any Commissioner had any comments. Commissioner Meyers stated that Johnson County was represented by Josh Powers in Seattle and that Johnson County is very proud of the involvement and the receiving the award. Commissioner Shaw stated the video is fantastic and kudos to Cindy Baker and her team. He then stated there is a lot of money available and we need to look at how to

go after it. He also stated there is a lot to learn from these conferences and recommends all Commissioners go to the Board member conference for APTA. Vice-Chair Townsend stated that he echoes Commissioner Shaw's comments and added that he and Commissioner Kaaz were able to attend that conference in Utah this year and felt the same way when he returned, we can learn so much from our peers. He stated that he gives kudos to the operators for making us the best in the country. Chair Bynum then asked if staff who attended had any comments? Chuck Ferguson stated that it was great to be the panel and he had not been on a panel for that large of a group before and appreciated the opportunity. He stated he appreciate the comradery at these conferences. Cindy Baker echoes the other comments made today. Terri Barr-Moore stated she appreciated the board involvement and realizing how hard staff works during these conferences. Chair Bynum stated she had the same take aways as the others and that it's a constant reminder that we are always telling our story. She stated that in speaking with congressional people's Chief of Staff's, they reminded us that they appreciate how we keep in touch and that is important so we can stay on their minds when they do their very important work, we need their support. Congressman Emanuel Cleaver II is always supportive of KCATA and we did receive a letter of congratulations from him for this APTA award and a copy is in today's packet.

Vice-Chair Townsend stated that the Planning & Operations meeting went very well and there was a lot of information covered. We're on the right track for hiring and those numbers are going up. The on-time performance is going up and ridership is also going up. We are moving in the right direction. Commissioner Bower Chairs the Finance Committee meeting and is out on this day but staff will be covering most of all that information during today's meeting.

V. Report of the CEO

Frank White III stated he just returned from the Urban Outfitters ribbon cutting in Wyandotte County, he stated KCATA has been involved since early on in the process to make transportation a priority for development and economic growth. Mr. White stated the APTA conference was the best he attended thus far, mostly due who he was with. Everyone there was very excited about everything were learning and everyone was very engaged. He stated it was a huge honor to go on stage and receive this award on behalf of the agency and the region, it was well perceived by our peers. He stated we will be having a celebration next Friday November 4, 2022 at Union Station in the front parking lot, everyone should have gotten an invitation and the guest list is significant.

VI. Report of the President of RideKC Development Corporation

Brien Starner stated the RideKC Development Corporation has a new project manager and he would like to introduce Jerome Robins to this Board and stated we will work on proper onboarding for him before concentrating on hiring an office manager. He then proved updates on the various TOD and START projects RideKC DC is currently working on including 41 Paseo East. Chair Bynum asked if this includes supported living? Brien stated we think it does. He stated the 3rd and Grand update is that it's going to the

planning commission next week. 10th & Main should be in draft pre-development next week and the Kmart property has many stake holders, and they are actively holding public meetings to determine the future of this site. Chair Bynum stated that she appreciates the visual representation and the value these projects bring to communities stating that's always helpful. Mr. Starner then stated he is working with Allison Bergman to provide the TED report next month.

VII. Consent Items:

Chair Bynum stated we will now move on to the consent section of the agenda. She asked if there were any items that any commissioner would like to pull for further discussion? No commissioners advised they would like to further discuss any items. Chair Bynum asked to entertain a motion to approve consent items. Vice Chair Townsend made the motion 'I move the Board of Commissioners approve the agenda for the October 26, 2022 Board of Commissioner's meeting as published.' The motion was seconded by Commissioner Sims and passed with a roll call vote. Vice Chair Townsend, Commissioner Wright, Commissioner Meyers, Commissioner Sims, Commissioner Kaaz, Commissioner Michael Shaw, Commissioner Serda, Chair Bynum stated she also voted yes.

VIII. Action Items:

a. Staff stated RKCDC received a START application (the "START Application") from 41 Paseo East, LLC, a Missouri limited liability company and entity affiliated with Community Builders of Kansas City, a Missouri nonprofit corporation (the "START Developer") for "Twin Elms," a transit-oriented development comprised of senior low-income housing tax credit residential facility (the "TOD Housing Facility"). The TOD Housing Facility is located at 4109 Paseo, Kansas City, Jackson County, Missouri (the "Site"). The Site is located within the boundaries of the KCATA's District as defined in the KCATA's bi-state Compact. The Site is improved with a large multi-family senior affordable residential complex of 54 units located on 41st Street and Paseo Boulevard, within walking distance of Troost Avenue which offers bus service via the Paseo 85 and TroostMax lines. The START Developer applied for and has received an allocation of low-income housing tax credits ("LIHTC") from the Missouri Housing Development Commission ("MHDC"), to completely renovate the Site and the 54 units on the Site which are currently at the expiration of their useful life. The proposed TOD Housing Facility has a renovation budget of approximately \$10 million. The TOD Housing Facility also includes an existing 30+ space surface parking lot that is available for residents of the Project and will contribute to the concept of creating "district parking" which supports residents and visiting transit users along the Paseo 85 transit line. As a LIHTC transaction through MHDC, the TOD Housing Facility proposes utilizing revenue and exempt START bonds issued by the KCATA, which START Bonds are authorized under the Compact. Chair Bynum asked if the START bond transfers ownership to the KCATA, then what is the impact on low-income housing or tax credits? Allison stated none, that is all negotiated

before. Commissioner Shaw asked if this has been presented to the city council? Allison stated no because it has already been to this Board for approval on the first resolution. Commissioner Shaw stated this was a stipulation to move forward. Allison stated we can do that and come back in November. Commissioner Shaw stated people are not getting notified or informed. Staff stated that all information is posted and mailed to those who request it from the RideKC DC office. Chair Bynum stated that the stipulation was not in the motion last month. Vice-Chair Townsend asked if we are able to get on the schedule in time to come back to us next month? Commissioner Shaw stated that he believed we could.

Commissioner Wright made the motion 'I move the Board of Commissioners defer action on this item to next month's meeting subject to the matter being presented to the city council.' Commissioner Shaw seconded the motion and it passed with a roll call vote. Vice Chair Townsend, Commissioner Wright, Commissioner Meyers, Commissioner Sims, Commissioner Kaaz, Commissioner Shaw Commissioner Serda, Chair Bynum stated she also voted yes.

- b. Staff stated KCATA's 2022 operating budget of \$103,554,905 was approved by the Board of Commissioners in January of 2022. Funding for the budgets is derived from passenger fare, revenue vehicle advertising, Federal and local sources. The primary sources of local funding are the ½ cent Mass Public Transit Fund sales tax from Kansas City, Missouri and a 3/8 cent sales tax. Major expenditure categories include personal services, contractual services, commodities and capital including revenue vehicles. KCATA has several fiscal years to deal with when preparing and administering the annual budgets. Fiscal years for KCATA are calendar year. The federal fiscal year is October 1 through September 30 while the State of Missouri, State of Kansas, City of Independence and City of Gladstone begin July 1. Kansas City, Missouri, which is the primary source of local funding for the operating budget, has a fiscal year beginning May 1. Other local community service contracts begin on July 1, October 1, and November 1. Chair Bynum stated that in the packet it shows almost \$80 Million for May- July sales tax revenue, we budgeted for that so is the overage really a variance? Staff stated what we are receiving is a little higher than what we're spending. Chair Bynum asked if that is because we got a bulk amount in one month? Staff stated yes. Commissioner Shaw made the motion 'I move the Board of Commissioners accept the September 2022 Financial report as presented'. Commissioner Wright seconded the motion and it passed with a roll call vote. Vice-Chair Townsend, Commissioner Wright, Commissioner Meyers, Commissioner Sims, Commissioner Kaaz, Commissioner Shaw, Commissioner Serda, Chair Bynum stated she also voted yes.

- c. Staff stated the Title VI of the Civil Rights Act of 1964 provides that "no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity receiving federal financial assistance." The Federal Transit Administration (FTA) implementing guidance is Circular 4702.1B which requires "all direct and primary recipients document their compliance by submitting a Title VI

Program to their FTA regional civil rights officer once every three years. The Title VI Program must be approved by the direct or primary recipient's board of directors or appropriate governing entity or official(s) responsible for policy decisions prior to submission to FTA". KCATA's Title VI Program outlines the policies and procedures ensuring that KCATA is compliant with this federal law. The documentation and analysis contained in the updated 2022 Title VI Program covers the three-year period since the completion of the 2019 Title VI Program. Required elements of the Title VI Program include KCATA's Commitment to Civil Rights, Title VI Complaint Procedure and Investigations, a Public Participation Plan, a Language Assistance Plan (LEP – Limited English Proficiency plan), and a set of Service Standards and Service Policies. In addition, the plan contains monitoring data and analysis regarding transit and the standard of service in relation to the Service Standards and Policies. Specific updates of note in the 2022 Title VI Program include new demographic ridership and travel patterns collected by on-board passenger survey. Also included in the update is data related to service monitoring of minority and non-minority routes and analysis of this data to compare the operational characteristics of those routes against KCATA's adopted service standards and policies in conformance with FTA Circular 4702.1B. The FTA requires that recipients undertake periodic service-monitoring activities to compare the level and quality of service provided to predominantly minority and low-income areas with service provided by other areas. KCATA monitors the performance of all its routes on a monthly basis. A monthly service report provides a summary of monitoring activity and is used as a means for evaluating route performance on an on-going basis. Metrics measured and analyzed include service monitoring by vehicle load, headways, on-time performance, service availability, vehicle assignment, and transit amenity distribution. KCATA contracts with WSP on this project. Commissioner Shaw stated the demographics change substantially when you cross the river so how do we ensure when we look at routes for changes, how do we look at disparity? The impact could be significant. Chair Bynum asked what do we mean when we say impact? Staff stated we mean change in accessibility, and this changes every time we make a significant change to a route. Commissioner Wright asked if there was an incrementally or segmented change, would that start the change over? Jared Gulbranson with WSP stated yes, it could. Staff stated there is an enhanced module for the Title VI area and just only a handful of findings, so AJ is doing a magnificent job. AJ stated the same for Whitney Morgan, KCATA DBE Manager. Vice-Chair Townsend asked does the Board have any involvement in the changes that affect Title VI areas? Staff stated major system changes do come for approval, but quarterly mark up does not come to the Board. Commissioner Shaw made the motion 'I move the Board of Commissioners approve and authorize the KCATA to submit the KCATA Title VI Report to the FTA this month.' The motion was seconded by Commissioner Meyers and passed with a roll call vote. Vice-Chair Townsend, Commissioner Wright, Commissioner Meyers, Commissioner Sims, Commissioner Kaaz, Commissioner Michael Shaw, Commissioner Serda, Chair Bynum stated she also voted yes.

IX. Information/Update Items

- a. Staff stated the KCATA 2023 Operating Budget is being prepared in keeping with the budget assumptions presented to the Board last month. It is expected that a draft budget will be presented in November for approval at the December 2022 meeting. The KCATA capital budget is being analyzed, the status of capital projects reviewed, and the capital budget process is being examined. Active projects are continuing per the current budget. Following the internal review, a draft capital budget reflecting new/revised projects and priorities will be presented to the Board. Chair Bynum asked the other commissioners how the budget timeline is completed in each of their jurisdictions? They each provided responses. Chair Bynum then suggested this Board could be more involved in the budget process moving forward. She then asked if there are any major cost centers, we are re planning for in 2023, such as the NFL draft? Staff stated we're still getting this information back from the departments. Commissioner Serda stated he prefers to be more involved than less. He added that community contracts should begin earlier so we don't run into operational issues. Commissioner Shaw stated we need a strategic planning session to help guide us on the direction we need to go.
- b. Staff stated in March 2022, the KCATA Board approved a cooperative agreement with the Kansas City Area Transportation Authority, Wyandotte County, The University of Kansas Health System, The KC Streetcar Authority and Kansas City, Missouri to assess an east-west, high-capacity connection between The University of Kansas Health System and Rock Island Corridor/Truman Sports Complex (Kauffman Stadium and Arrowhead Stadium). Work began by a team led by HNTB and Parson Associates to look at corridor options with the aim of completing the East-West Transit Study by the end of March 2023. KCATA and its partners recently reached the halfway point for this project. Chair Bynum asked if we got a grant for this study? Staff stated we used formula funds we can use the data to apply for grants. Chair Bynum asked will there be a final report on this? Staff stated yes. Chair Bynum asked Justus Welker of U.G. if he would like to add anything at this time? Mr. Welker stated he did not, they have been involved and active throughout the process.
- c. Staff stated The Triennial Review is an FTA management tools for examining grantee performance and adherence to federal requirements and policies. The Triennial Review is required by Congress and occurs once every three years for all agencies receiving Urbanized Area Formula Funds. Although not an audit, the Triennial Review is FTA's assessment of compliance with Federal requirements, determined by examining a sample of management and program implementation practices. In addition to helping evaluate grantees, the review gives FTA an opportunity to provide technical assistance to grantees on federal requirements. Due to the Coronavirus 2019 (COVID-19) Public Health Emergency, a virtual site visit of KCATA was conducted on June 13, 2022. In addition, the review was expanded to address KCATA's compliance with the administrative relief and flexibilities FTA granted and the requirements of the COVID-19 Relief funds received through the Coronavirus

Aid, Relief, and Economic Security (CARES) Act; Coronavirus Response and Relief Supplemental Appropriations Act (CRRSAA) of 2021; and the American Rescue Plan (ARP) Act of 2021. The review covered the period June 2018 through May 2022 and focused on KCATA's compliance in 23 areas. There were findings in five areas: Disadvantaged Business Enterprise (which has since been resolved), Title VI, Equal Employment Opportunity, Charter Bus, and Public Transportation Agency Safety Plan. Corrective actions for deficiencies are due by December 15, 2022. Vice-Chair Townsend asked how many findings were repeated findings from 2018? Staff stated there were some repeated findings, just a few. Vice-Chair Townsend asked if that included the EEO Officer? Staff stated yes. Vice-Chair Townsend stated there should be no repeated findings in 2025 from this time, correct? Staff stated we may but hope not to. Commissioner Shaw stated we are operating around those findings, so we don't repeat them.

X. Old Business:

None.

XI. New Business:

Chair Bynum stated she wanted ask if the Chair of the Bylaw committee had any updates but that is Commissioner Dr. Lee who is not present. Commissioner Kaaz stated they had a meeting scheduled for November 1, 2022 and that Dr. Lee asked staff who are working to get a joint meeting scheduled for the Bylaw committee and the Governance committee for a joint work session.

Commissioner Wright stated he may not be available for the October 31, 2022 meeting scheduled for the Procurement Policy Committee.

Chair Bynum stated we are looking at Saturday, November 12, 2022 for the strategic planning session and hopes that Commissioner Meyers is able to attend as he was the only possible no for this date.

XII. Next Meeting Date: November 16, 2022

XIII. Items from Commissioners:

Commissioner Serda stated the due to KCATA November and December meetings being moved up to the third week of each month, RideKC DC meetings have been moved up to the first Wednesday of each month. November 2, 2022 and December 7, 2022. All other Commissioners have nothing to share at this time.

XIV. Adjourn to Executive Sessions:

Commissioner Wright made the motion 'I move the Board of Commissioners go into executive session pursuant to RSMo 610.021(1), (2), (3), (9), (11), (12) and (13) to discuss real estate, personnel, performance, negotiations with employee groups, negotiated contracts and legal actions with legal counsel under attorney client privilege for up to one and one-half hours and return at 4p.m. Commissioner Shaw seconded the motion and it passed with a roll call vote. Vice-Chair Townsend, Commissioner Wright, Commissioner

Meyers, Commissioner Sims, Commissioner Kaaz, Commissioner Shaw, Commissioner Serda, Chair Bynum stated she also voted yes.

XV. Reconvene to Regular Session:
3:15pm.

XVI. Report of Executive Session:
Chair Bynum stated due to quorum issues they have returned to vote on one item before losing a quorum. Commissioner Wright made the motion 'I move the Board of Commissioners approve and authorize the proposed settlement as proposed to resolve all claims in the matter of Jerry Whitehead verses KCATA and Dannel Wright, 2021-CV000810-Wyandotte County District Court'. Commissioner Meyers seconded the motion and it passed with a roll call vote. Vice-Chair Townsend, Commissioner Meyers, Commissioner Sims, Commissioner Shaw, Commissioner Wright, Chair Bynum stated she also voted yes. Commissioner Wright made the motion to return to executive session until the predetermined 4pm. Commissioner Shaw seconded the motion and it passed with a role call vote. Vice-Chair Townsend, Commissioner Meyers, Commissioner Sims, Commissioner Shaw, Commissioner Wright, Chair Bynum stated she also voted yes.

XVII. Reconvene to Regular Session:
3:35pm.

XVIII. Adjournment of Regular Session:
Vice-Chair Townsend made the motion 'I move to adjourn.' Commissioner Meyers seconded the motion and it passed with a roll call vote. Vice Chair Townsend, Commissioner Meyers, Commissioner Sims, Commissioner Shaw, Commissioner Serda, Commissioner Kaaz.
Meeting adjourns at 3:40pm.

[PAGE INTENTIONALLY LEFT BLANK]

APPENDIX H

MONTHLY SERVICE MONITORING REPORT

Ride KC Transit Key Performance Indicators

Kansas City, MO Service

September 2022

Report Submitted October 13, 2022



Kansas City, MO KPIs

Completed Trips

93.5%

Goal: 97%

September 2022

Fixed Route OTP

79.2%

Goal: 80%, 90%

September 2022

Paratransit OTP

77.6%

Goal: 90%

September 2022

About this Report

This report contains information about transit service operated by the Kansas City Area Transportation Authority contracted by the City of Kansas City, Missouri. Key Performance Indicators (KPIs) outlined in the contract between KCATA and KCMO are shown here, while detailed metrics can be found on the following pages of this dashboard.

Fixed + Flex Route KPIs

Fixed + Flex Ridership

983,734

September 2022

Fixed Route Ridership

978,740

September 2022

Flex Route Ridership

4,994

September 2022

Platform Hours

33,831

September 2022

Passengers per Platform Hour

29

September 2022

Cost per Passenger

\$1.81

September 2022

Paratransit KPIs

Paratransit Trips

18,849

September 2022

Paratransit Passengers

20,491

September 2022

Safety KPIs

Collisions

37

September 2022

Road Calls

37

September 2022

Glossary of Terms

Collisions: Any incident where a bus runs into another vehicle or fixed object (includes property damage only collisions).

Flex Route: A route that operates within a service area during certain times, but takes different routes based on rider requests.

Fixed Route: A bus that operates on a pre-determined route and schedule.

KPI: Key Performance Indicator; a metric used to measure progress against goals.

Platform Hours: The total time it takes for drivers to operate revenue service, spend time in a layover, or travel to and from a maintenance facility.

Road Calls: A maintenance response to a transit agency vehicle.

Trips vs. Passengers (Paratransit): A trip is a journey from one point to another that can have one or more passengers.

See the [NTD Glossary](#) for more definitions.

Ridership

Ridership measures the number of people boarding each individual route, as counted by Automatic Passenger Counters (APCs) stationed at the doors of transit vehicles. Ridership is measured in Unlinked Passenger Trips, meaning a single passenger transferring to another route would be counted for both boardings. See the [NTD Glossary](#) for more definitions.

Ridership **983,734** Year-over-Year Change **17.3%**

September 2022

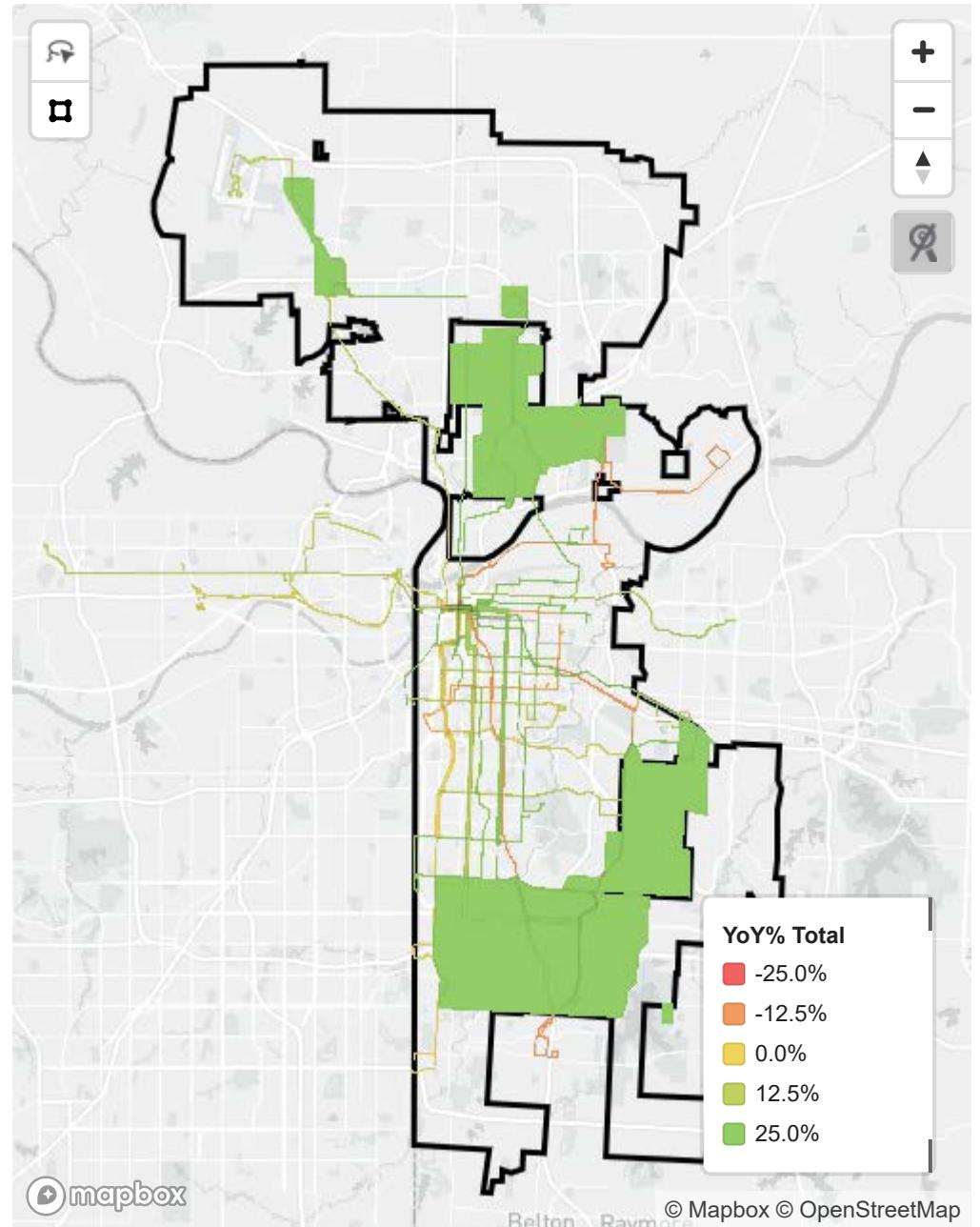
September 2022

#	Route Name	Month Total	Average Daily	YoY% Change
1	Main Street MAX	66,007	2,200	-0.4%
2	Troost MAX	83,845	2,795	17.9%
3	Prospect MAX	135,976	4,533	21.9%
9	9th Street	6,407	214	33.9%
11	Northeast-Westside	37,966	1,266	43.2%
12	12th Street	24,749	825	-6.6%
18	Indiana	38,399	1,280	29.0%
21	Cleveland-Antioch	12,974	519	18.8%
23	23rd Street	6,139	205	
24	Independence	73,713	2,457	15.7%
25	Troost	44,180	1,473	6.5%
27	27th Street	11,532	384	19.6%
28	Blue Ridge	12,880	515	27.8%
29	Blue Ridge Limited	2,462	117	-12.4%
31	31st Street	84,028	2,801	11.9%
35	35th Street	18,731	624	-7.2%
39	39th Street	57,381	1,913	8.2%
47	Broadway	41,654	1,388	5.7%
57	Wornall	8,638	288	0.8%
63	63rd Street	10,424	347	12.9%
71	Prospect	15,716	524	
75	75th Street	15,370	512	20.9%
85	Paseo	28,208	940	21.1%
99	South Kansas City Flex	3,229	129	80.0%
101	State Ave	51,442	1,715	11.6%
106	Quindaro-Amazon	11,895	396	6.9%
201	North Oak	31,577	1,053	31.9%
210	Front Street	15,397	513	-11.7%
229	Boardwalk/KCI	16,234	541	11.1%
238	Meadowbrook	14,820	494	130.9%
297	Tiffany Springs Flex	233	11	184.1%
299	Gladstone Circulator	978	33	253.1%
399	Raytown Circulator	554	26	87.2%

Monthly Ridership



Transit Ridership Change - Year over Year



Platform Hours

Fixed and Flex Route Service is measured in the number of **Platform Hours**, or time a transit vehicle is in revenue service (carrying passengers), on a layover (waiting to start a new trip), or deadheading (driving between the vehicle maintenance facility and the beginning or end of a route).

Platform Hours

Year-over-Year Change

33,831

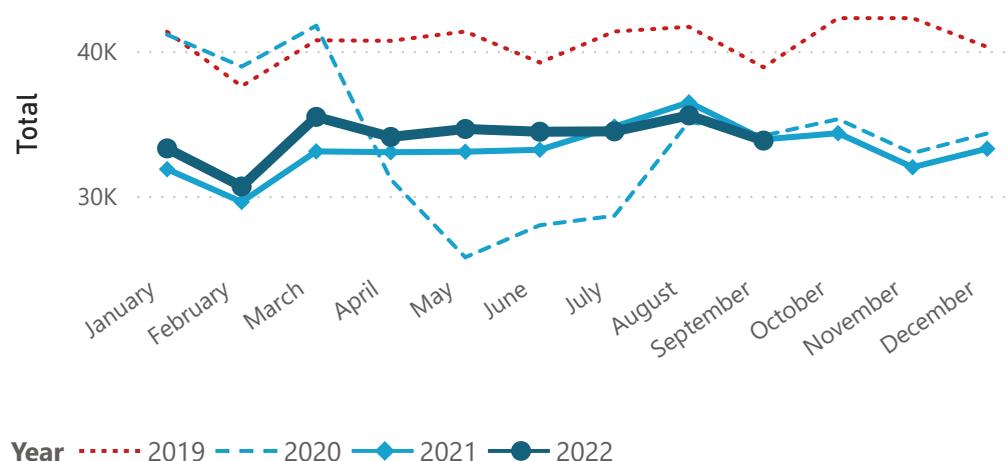
-0.2%

September 2022

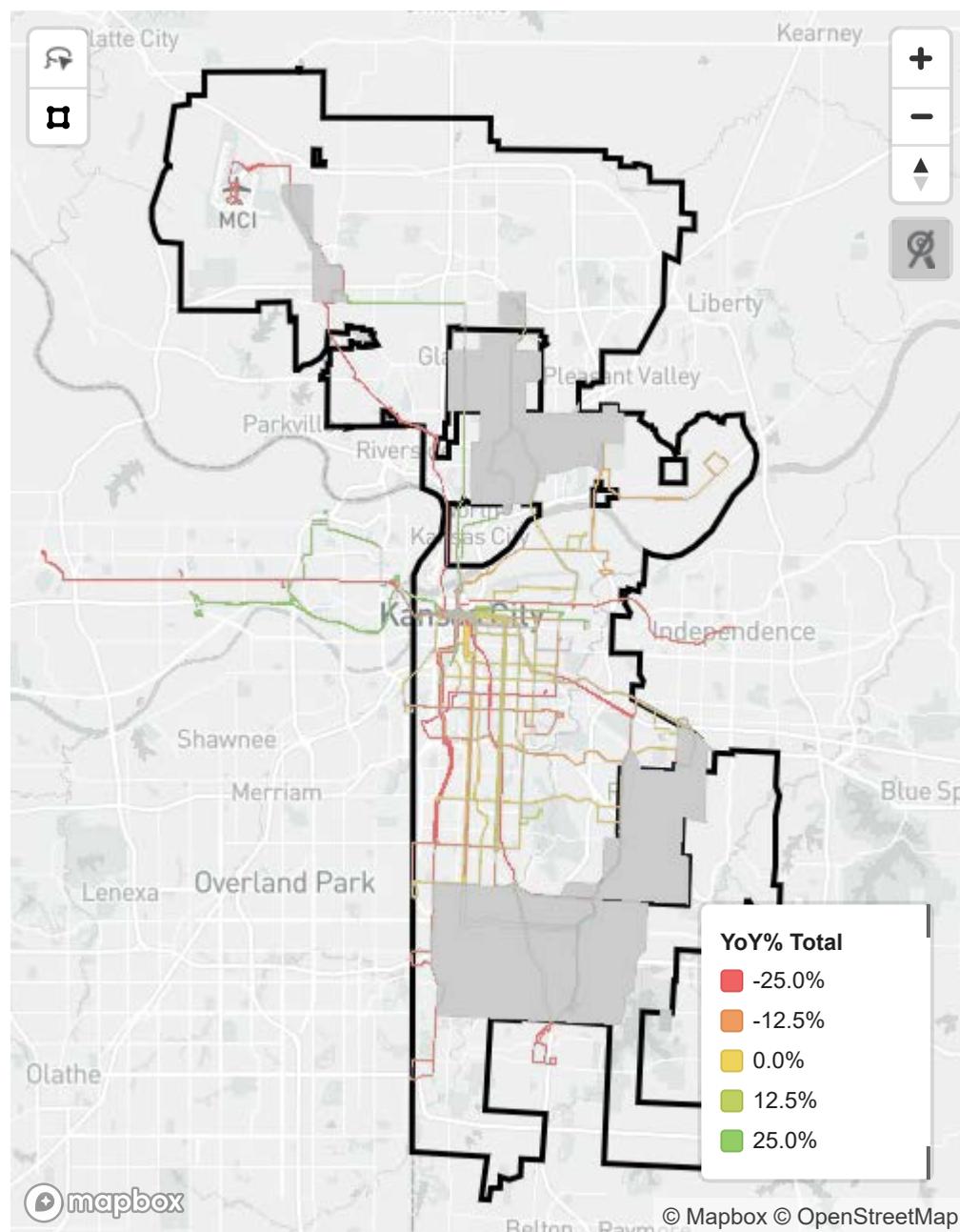
September 2022

#	Route Name	Platform Hrs	YoY % Change
1	Main Street MAX	1,869	-35.2%
2	Troost MAX	2,251	-0.2%
3	Prospect MAX	3,315	5.4%
9	9th Street	529	40.2%
11	Northeast-Westside	1,553	1.0%
12	12th Street	1,128	-11.1%
18	Indiana	1,693	6.4%
21	Cleveland-Antioch	675	-0.3%
23	23rd Street	489	
24	Independence	1,608	-20.6%
25	Troost	1,216	-15.0%
27	27th Street	560	-0.2%
28	Blue Ridge	676	-2.5%
29	Blue Ridge Limited	210	-40.1%
31	31st Street	2,167	0.6%
35	35th Street	903	-36.1%
39	39th Street	1,474	-14.6%
47	Broadway	1,384	-9.4%
57	Wornall	753	-20.7%
63	63rd Street	319	-0.2%
71	Prospect	894	
75	75th Street	651	-17.5%
85	Paseo	1,127	-0.3%
99	South Kansas City Flex	1,088	
101	State Ave	138	-35.5%
106	Quindaro-Amazon	237	29.2%
201	North Oak	1,537	21.5%
210	Front Street	991	-6.9%
229	Boardwalk/KCI	1,287	-32.3%
238	Meadowbrook	692	46.5%
297	Tiffany Springs Flex	219	
299	Gladstone Circulator	196	
399	Raytown Circulator	0	

Monthly Platform Hours



Service Increases or Decreases Year-over-Year



Cost per Rider

Efficiency can be best understood as the cost per unlinked passenger trip. Costs are determined by multiplying the average cost of service per hour by the number of vehicle revenue hours. **Cost per Rider** is determined by dividing the direct cost of service by the number of Unlinked Passenger Trips. See the [NTD Glossary](#) for more definitions.

Cost per Rider Year-over-Year Change

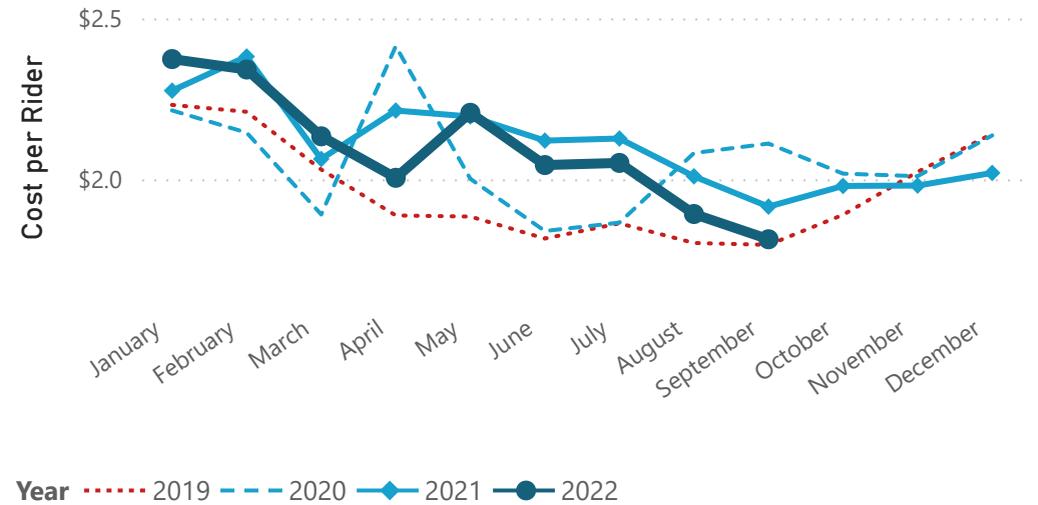
\$1.81 -4.7%

September 2022

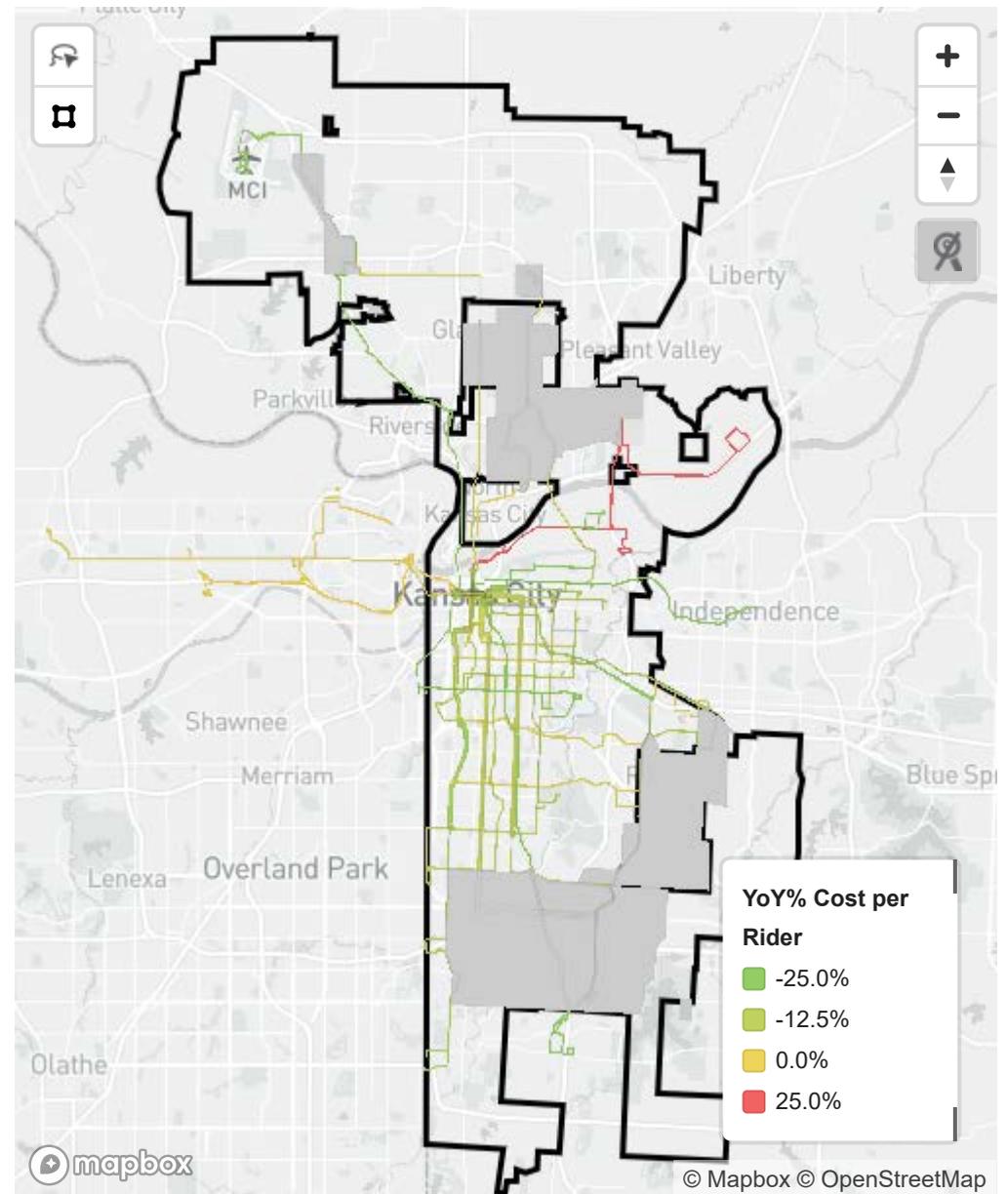
September 2022

#	Route Name	Cost per Rider	YoY %
1	Main Street MAX	\$1.38	-19.7%
2	Troost MAX	\$1.26	-7.8%
3	Prospect MAX	\$1.10	-10.9%
9	9th Street	\$2.92	-16.9%
11	Northeast-Westside	\$2.23	-24.2%
12	12th Street	\$1.83	-13.0%
18	Indiana	\$1.83	-15.8%
21	Cleveland-Antioch	\$2.58	-8.5%
23	23rd Street	\$3.44	
24	Independence	\$1.21	-24.9%
25	Troost	\$1.22	-14.4%
27	27th Street	\$2.27	-9.6%
28	Blue Ridge	\$2.62	-15.1%
29	Blue Ridge Limited	\$3.91	-33.9%
31	31st Street	\$1.46	-4.1%
35	35th Street	\$2.48	-14.6%
39	39th Street	\$1.10	-25.6%
47	Broadway	\$1.91	-3.3%
57	Wornall	\$3.61	-16.0%
63	63rd Street	\$1.59	-4.7%
71	Prospect	\$2.09	
75	75th Street	\$1.89	-10.1%
85	Paseo	\$1.93	-10.3%
99	South Kansas City Flex	\$18.12	
101	State Ave	\$1.54	-2.7%
106	Quindaro-Amazon	\$2.79	0.8%
201	North Oak	\$2.59	-4.4%
210	Front Street	\$3.25	29.9%
229	Boardwalk/KCI	\$4.26	-23.3%
238	Meadowbrook	\$4.26	-0.2%
297	Tiffany Springs Flex	\$44.18	
299	Gladstone Circulator	\$22.10	
399	Raytown Circulator	\$18.20	

Monthly Cost per Rider



Cost per Rider Decrease or Increase Year over Year



On-Time Performance

On-Time Performance (OTP) measures the percentage of vehicle departures from time points established for each route. On-Time is defined as departures that are no more than 1 minute early or 6 minutes late. OTP is measured by using on-board and stationary communications equipment. **Trip completion** is the percentage of scheduled trips that were actually completed. See the [NTD Glossary](#) for more definitions.

On-Time Performance

Year-over-Year Change

79.2%

-2.00%

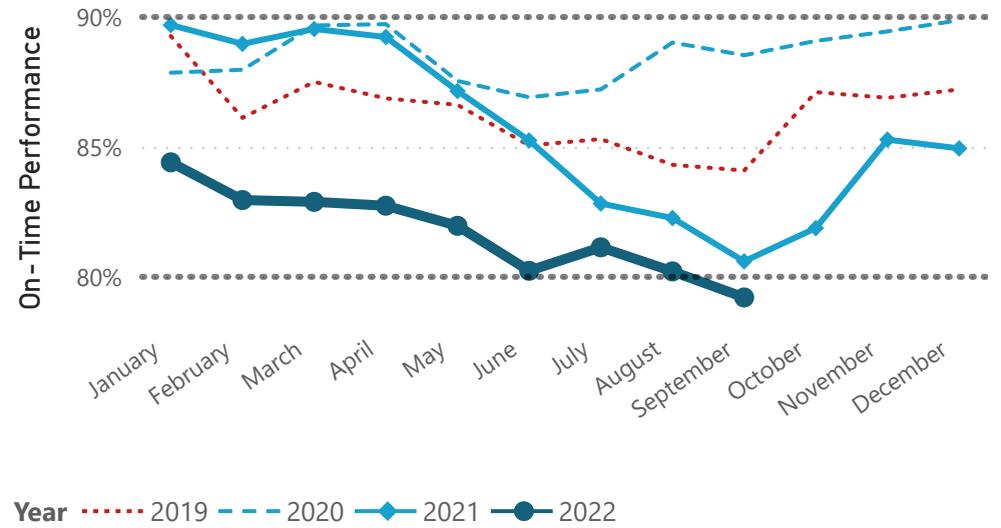
September 2022

September 2022

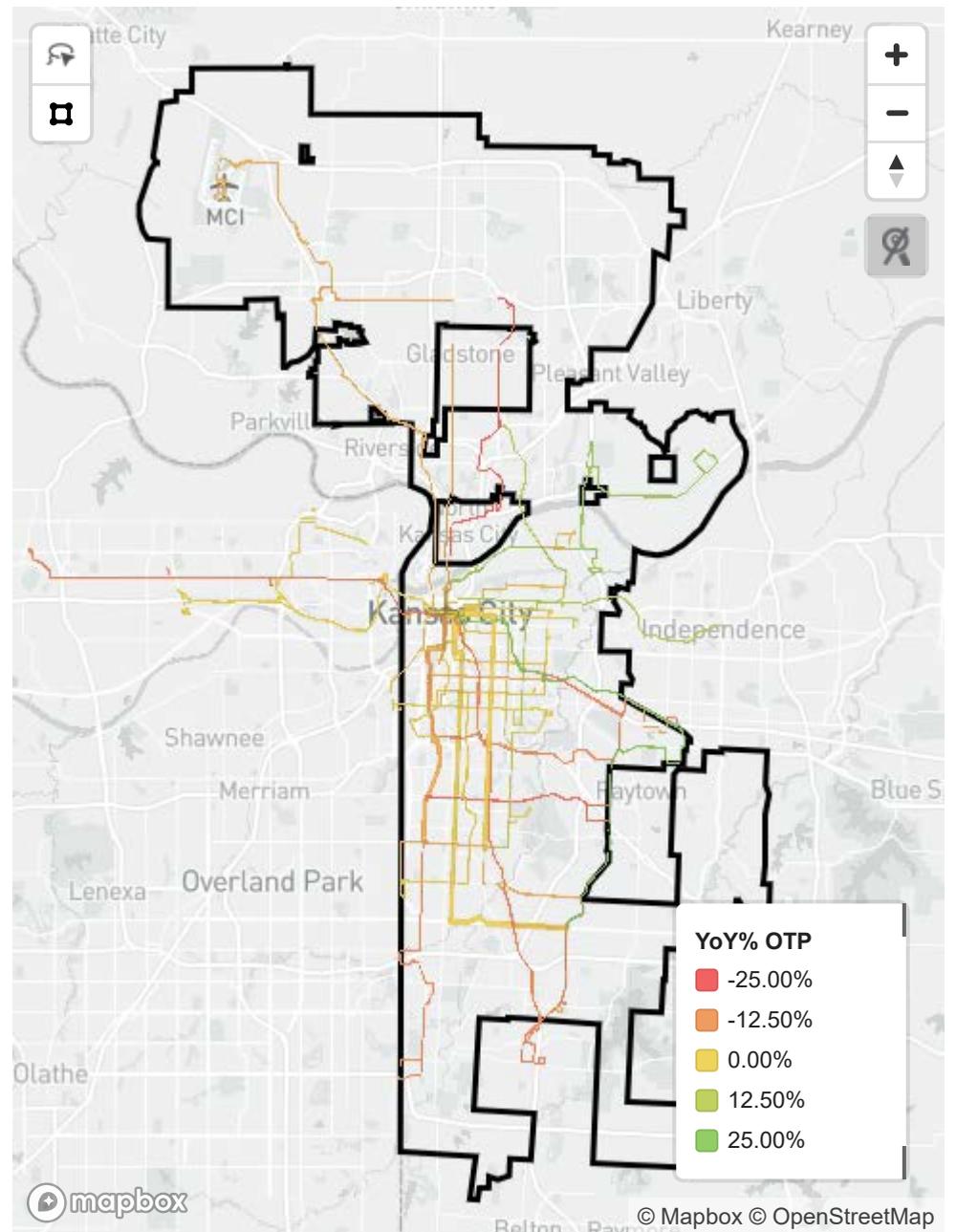
#	Route Name	Current OTP	YoY OTP % Change	Trip Completion
1	Main Street MAX	73.5%	-7.63%	90.8%
2	Troost MAX	79.9%	-0.59%	95.4%
3	Prospect MAX	84.2%	-0.78%	91.3%
9	9th Street	76.4%	2.25%	80.0%
11	Northeast-Westside	77.5%	-3.47%	93.3%
12	12th Street	82.0%	0.46%	90.9%
18	Indiana	85.0%	3.10%	94.0%
21	Cleveland-Antioch	82.2%	10.48%	94.2%
23	23rd Street	87.9%		96.1%
24	Independence	76.8%	12.06%	96.5%
25	Troost	86.8%	1.88%	92.6%
27	27th Street	83.8%	-2.40%	94.0%
28	Blue Ridge	86.7%	25.80%	95.9%
29	Blue Ridge Limited	73.2%	-15.27%	91.3%
31	31st Street	82.0%	-7.89%	91.5%
35	35th Street	67.7%	-1.66%	99.1%
39	39th Street	88.5%	1.14%	91.8%
47	Broadway	67.7%	-14.14%	93.7%
57	Wornall	78.9%	-14.47%	87.0%
63	63rd Street	72.0%	-20.38%	92.4%
71	Prospect	79.2%		95.0%
75	75th Street	73.8%	-6.81%	96.2%
85	Paseo	78.3%	-1.47%	96.2%
101	State Ave	60.5%	-16.17%	96.5%
106	Quindaro-Amazon	84.9%	1.60%	97.2%
201	North Oak	78.6%	-8.51%	96.5%
210	Front Street	75.8%	19.37%	96.5%
229	Boardwalk/KCI	65.6%	-6.86%	87.8%
238	Meadowbrook	54.8%	-21.95%	97.8%

Trip Completion
93.5%

Monthly On-Time Performance



On-Time Performance Year-over-Year Change



[PAGE INTENTIONALLY LEFT BLANK]

APPENDIX I

TITLE VI SERVICE EQUITY ANALYSIS REPORTS

RideKC NEXT

TITLE VI SERVICE

EQUITY ANALYSIS

MAY 2021

PREPARED BY



INTRODUCTION

Title VI of the Civil Rights Act of 1964 prohibits discrimination based on a person's race, color, or national origin regarding programs and/or activities that receive Federal funding. Transit agencies that accept Federal funding of any type are required to follow regulations and guidelines set forth under Title VI. To ensure that service is being provided equitably and without prejudice, large transit providers are required to conduct a service equity analysis whenever a major service change (e.g. suspension of a route) is proposed. This document will highlight the analysis and its findings for the proposed changes in the RideKC Next plan due for implementation in the fall of 2021.

BACKGROUND INFORMATION

The most recent five-year update to KCATA's Title VI plan was approved and adopted by the Board of Commissioners in 2019 and includes the agency's service equity policy as required by Federal Transit Agency (FTA) Circular 4702.1B. As per the agency's latest Title VI Update, service changes that constitute a major service change includes the addition or elimination of routes, increasing or decreasing the number of service hours on a route by 25 percent or more, or routing changes that alter 25 percent or more of a route's alignment. Any such changes would require a Title VI service equity analysis that includes completing a disparate impact and disproportionate burden analysis for minority and low-income populations, respectively.

Major service changes are considered to have a disparate impact on minority populations if the minority population within 0.25 miles of the route receives 20 percent less benefit for additions or service expansions or bears 20 percent more adverse effects for service cuts than those received or borne by the non-minority population. For KCATA, who has a service area minority population of 38.9 percent, any proposed major service additions (e.g. new routes, extended routes, more frequencies, etc.) must serve a minority population of at least 18.9 percent of the total service population for the additions to be considered to not have a disparate impact on minorities. When major service changes include service cuts (e.g. route eliminations, route cuts, frequency reductions, etc.), they are considered to have a disparate impact on minorities if the minority population affected by the cuts exceeds 58.9 percent of the total service population of the route.

Major service changes are considered to have a disproportionate burden on low-income populations if the population living below the poverty line within 0.25 miles of the route receives 20 percent less benefit for additions or service expansion or bears 20 percent more adverse effects for service cuts than those received or borne by the non-low-income population. For KCATA, who has a service area low-income population of 13.3 percent, any proposed major service additions (e.g. new routes, extended routes, more frequencies, etc.) must serve a low-income population of at least 0 percent of the total service population for the additions to be considered to not have a disproportionate burden on low-income residents. In other words, any service additions or expansions must serve at least some low-income residents. When major service changes include service cuts (e.g. route eliminations, route cuts, frequency reductions, etc.), they are considered to have a disproportionate burden on low-income residents if the low-income population affected by the cuts exceeds 33.3 percent of the total service population of the route.

RIDEKC NEXT PROPOSED CHANGES

The RideKC Next project is a comprehensive review and redesign of transit service focused on connecting people with opportunities. The RideKC Next plan reviewed the transit system in the Kansas City region with the goal of identifying opportunities to improve efficiency, reliability and enhance overall transit connectivity in the region.

Through the RideKC Next plan, several changes are proposed to the transit service network as a response to rider demand, community conditions, financial projections, and service efficiencies/optimization. Based on the magnitude of the proposed changes, they are considered major and require a service equity analysis. The following is a list and description of the proposed service changes in the RideKC Next plan:



Main MAX | Route would offer service to Waldo on all trips. At the Plaza, the route would remain on Main/Brookside south of 47th. The existing Main MAX service to South Plaza would be covered by a new Route 40. Main MAX would run from 5AM to midnight every day, with service every 15 minutes from 6AM to 8PM on weekdays and from 6AM to 6PM on Saturdays. Service would otherwise run every 30 minutes. Additionally, Main MAX would feature a long trip that serves Martin City, replacing Route 57 to 135th and State Line. These trips south of 75th Street would operate hourly on all days. The Main MAX would serve Ward Parkway Center and follow the same route as the existing 57 Wornall route south of the shopping center.

Troost MAX | Service on Troost would be consolidated on the Troost MAX route. From downtown to 75th Street, Troost MAX would run from 5AM to midnight every day, with service every 15 minutes to 75th Street from 6AM to 8PM on weekdays and from 6AM to 6PM on Saturdays. Service to 75th Street would otherwise run every 30 minutes. Long trips to 3-Trails Transit Center would run every 30 minutes from 5AM to 8PM on weekdays, and hourly from 5AM to 8PM on Saturdays and Sundays.

Prospect MAX | Service on Prospect would be consolidated on the Prospect MAX route. From downtown to 75th Street, Prospect MAX would run from 5AM to midnight every day, with service every 15 minutes to 75th Street from 6AM to 8PM on weekdays and from 6AM to 6PM on Saturdays. Service to 75th Street and Prospect would otherwise run every 30 minutes. The RideKC Next plan would provide for convenient transfers to more routes at East Village Transit Center and at 75th and Prospect. Additionally, Prospect MAX would feature a long trip that would replace the eastern portion of the existing Route 75 route along 87th Street and Blue Ridge Blvd. to 3-Trails Transit Center. These trips south of 75th Street would operate hourly on all days.

99th Street | Route 9 service would be suspended. Portions of the existing route west of Prospect would be covered by a modified Route 12, with increased frequency of 15 minutes on weekdays and Saturdays, and 30 minutes on Sundays. On other portions of the route, nearby frequent service would be available on both 12th Street and Independence Avenue.

10 Woodland-Brooklyn | Route 10 service would be suspended. A portion of the route on Woodland between 18th Street and 22nd Street would be covered by a revised Route 18 which would operate every 30 minutes. Much of the existing Route 10 alignment is close to other frequent routes, such as the Prospect MAX and Route 12.

11 Northeast-Westside | Route 11 would be modified at Saint John and Hardesty. The route would no longer travel to Northeast Industrial District or the MCC-Business and Technology Campus. Service to MCC Campus would be provided by a modified Route 77. Route 11 would provide service from Saint John and Hardesty to 31st and Van Brunt, via Hardesty. The western portion of the route would not change, and would continue to serve KU Med. The route would operate every 30 minutes from 5AM to 8PM on weekdays and every hour from 5AM to 8PM on Saturdays and Sundays.

12 12th Street | Route 12 would provide service from the 7th and Minnesota Transit Center in downtown Kansas City, Kansas (KCK), to Truman Road and Winchester, via Minnesota, N. James Street, 12th Street, Troost, 10th Street, Mary Lou Williams Lane, 9th Street, Prospect, 12th Street, and Winchester. Service would provide the connection between Downtown KCK and Downtown Kansas City, Missouri (KCMO). The route would run from 5AM to midnight every day, with service every 15 minutes from 6AM to 8PM on weekdays and from 6AM to 6PM on Saturdays. Service would otherwise run every 30 minutes.

15 Truman Road | Route 15 service would be suspended. Service on Truman Road west of Jackson would be provided by a modified Route 23. Additionally, frequent service would be provided nearby, on 12th Street, via Route 12.



16 Truman Road Limited | Route 16 service would be suspended. Service on Truman Road within Kansas City would be provided by a modified Route 23. Additionally, frequent service would be provided nearby, on 12th Street, via Route 12.

18 Indiana | Route 18 would operate every 30 minutes from 5AM to 8PM on weekdays and every hour from 5AM to 8PM on Saturdays and Sundays. Additionally, the route would be extended to 75th and Wornall, replacing portions of the existing Routes 21 and 75. Transfers to other routes would be provided at 75th and Prospect Transit Center. The Route would cover the portion of Route 12 that operates to 9th and Pennsylvania (Quality Hill). The route would no longer travel to the Kansas City Zoo.

21 Cleveland-Antioch | Route 21 service would be suspended. Portions of the existing route on Swope Parkway, Cleveland, and 75th Street would be covered by changes proposed on Route 18. On the portion of the existing route along Chouteau Trafficway in the Northland, an expanded Route 299 would provide coverage.

23 23rd Street | The proposed changes to Route 23 would be a combination of the existing Route 15 and 23 route alignments. The revised route would operate between 12th and Wyandotte and Park Tower Rd. just north of 23rd Street. The alignment would replicate the existing Route 15 from 12th and Wyandotte to Truman and Jackson, then on Jackson between Truman Rd and 23rd Street, then replicate the existing Route 23 to Park Tower Rd. The route would no longer serve 23rd and 22nd Street west of Jackson, Pershing Rd., and Southwest Blvd. Hourly service would be provided from 5AM to 8PM every day.

24 Independence | No changes to the existing route alignment are proposed. Weekday service frequency would be maintained, and Saturday service would be improved. Between downtown and Winner and Independence, the route would run from 5AM to midnight every day, with service every 15 minutes from 6AM to 8PM on weekdays and from 6AM to 6PM on Saturdays. Service would otherwise run every 30 minutes. Trips extending to Truman and Noland (Independence Transit Center) would provide hourly service from 5AM to 8PM every day, adding Sunday service to Truman and Noland.

25 Troost | Route 25 service would be suspended and consolidated with Troost MAX. Service on Troost south of 25th Street would be provided by Troost MAX. Service on Troost between 18th Street and 12th Street would be provided by Route 18.

27 27th Street | The portion of the route serving Hospital Hill and Crown Center would be modified. The revised route would travel on 27th Street and Gillham Rd. between Grand and Holmes. The route would no longer travel on Charlotte, Holmes, and 22nd Street. East of Charlotte, the route would remain the same. The route would operate between 5AM and 8PM on all days, with service every 30 minutes on weekdays and every hour on Saturdays and Sundays.

28 Blue Ridge | Route 28 would no longer travel between downtown and Blue Ridge Crossing. The revised route would use the existing alignment between Blue Ridge Crossing and 3-Trails Transit Center, with the exception of no longer serving Sterling and 51st Street. Service would be provided from 5AM to 8PM every day. During most operating hours, buses would run hourly. However, on weekdays between 5AM to 8AM and from 3PM to 6PM, buses would operate every 30 minutes, and these trips would extend to Grandview, replacing Route 29.

29 Blue Ridge Limited | Route 29 service would be suspended. Existing service would be consolidated with the proposed Route 28, which would provide service between Blue Ridge Crossing and Grandview on weekdays between 5AM to 8AM and from 3PM to 6PM

31 31st | Route 31 would offer service between Metropolitan Community College (MCC)-Penn Valley in midtown Kansas City, Missouri, to Blue Ridge Crossing via 31st Street and US Hwy. 40. The route would no longer serve Pittman Rd. and 42nd Street; this portion of the route would be replaced by Route 47. The route would run from 5AM to

midnight every day, with service every 15 minutes from 6AM to 8PM on weekdays and from 6AM to 6PM on Saturdays. Service would otherwise run every 30 minutes.

35 35th Street | Route 35 would be modified to offer service to KU Medical Center via 39th Street and Broadway. The route would no longer travel on Westport Rd., Roanoke, and 47th St. to the Country Club Plaza. Additionally, the route would no longer travel on 35th Street and Hardesty east of the VA Medical Center, on its way to 31st and Van Brunt. The route would operate between 5AM and 8PM on all days, with service every 30 minutes on weekdays and every hour on Saturdays and Sundays.

39 39th Street | Route 39 would be modified at its eastern terminus. The route would alternate end points to 31st and Van Brunt or to Blue Parkway and Kensington. Some trips would travel to 31st and Van Brunt via Topping, Cleaver II, and Hardesty. The other trips would travel to Blue Parkway and Kensington via Cleveland, 45th, Van Brunt, and Elmwood. West of Jackson Ave. Service on the route would run from 5AM to midnight every day, with service every 15 minutes from 6AM to 8PM on weekdays and from 6AM to 6PM on Saturdays. Service would otherwise run every 30 minutes. East of Jackson Ave., the alternating trips would provide 30-minute service to 31st and Van Brunt and to Blue Parkway and Kensington from 6AM to 7PM on weekdays Saturdays, with hourly service during other hours.

40 Broadway | Route 40 is a new proposed route. The existing Route 47 would be split into two separate routes. The new Route 40 would provide service from 12th and Wyandotte, via Broadway, through Country Club Plaza to 51st and Main. The route would serve portions of Main Street between Ward Parkway and 51st Street currently served by Main MAX. Hourly service would be provided from 5AM to 8PM every day. East-west service between the Country Club Plaza and Blue Ridge Crossing would now be provided by Route 47.

47 47th Street | The existing Route 47 would be split into two separate routes. The east-west portion of the existing route would be renamed 47 47th Street. Service to downtown via Broadway would be provided by the new Route 40, as highlighted above. Route 47 would serve East Village and travel between KU Medical Center, the Country Club Plaza, and the Shops on Blue Pkwy, with some trips extending to Blue Ridge Crossing. Between KU Medical Center and Blue Parkway and Kensington, the route would run from 5AM to midnight every day, with service every 15 minutes from 6AM to 8PM on weekdays and from 6AM to 6PM on Saturdays. Service would otherwise run every 30 minutes. Trips extending to Blue Ridge Crossing would be provided between 5AM and 8PM with hourly service at all times.

51 Ward Parkway | Route 51 service would be suspended. Some portions of these routes south of Waldo would be served by a revised Main MAX route.

52 Ward Parkway Limited | Route 52 service would be suspended. Some portions of these routes south of Waldo would be served by a revised Main MAX route.

55 Universities-Crossroads | Route 55 service would be suspended. On some portions of the route, service would be provided via other routes such Route 40 on Broadway and Route 47 to 47th street/Plaza. Service to UMKC and Rockhurst would continue to be provided on the Main MAX and Troost MAX routes.

57 Wornall | Route 57 service would be suspended. Service would be consolidated with Main MAX which would provide hourly trips every day along the route currently served by Route 57.

63 63rd Street | No changes to the existing route alignment are proposed. Service hours and frequency would be slightly modified. The route would operate between 5AM and 8PM on all days, with service every 30 minutes on weekdays and every hour on Saturdays and Sundays.

75 75th Street | Route 75 service would be suspended and be consolidated into other routes. Main MAX long trips would provide service between 75th and Wornall to Ward Parkway Center. Route 18 would provide service on 75th Street between Wornall and Cleveland. Prospect MAX long trips would provide service between 75th and Prospect and Blue Ridge and Holiday. Other service on 75th Street and extending to Johnson County are provided by Routes 475 and 495.

77 Casino Cruiser | Route 77 would be modified to provide additional service in the East Bottoms, replacing a portion of Route 11 that operates to Universal Ave. and Front St. Other service on the route would remain in place. Hourly service would be provided from 5AM to 8PM every day, no longer extending until midnight.

85 Paseo | No changes to the existing route alignment are proposed but frequencies would be modified. Hourly service would be provided from 5AM to 8PM every day, no longer extending until midnight.

99 South Kansas City Flex | No changes are proposed.

101 State Avenue | Route 101 would be modified to serve East Village via the North Loop streetcar stop and terminate at 7th and Minnesota. Service east of 7th and Minnesota would be provided by a modified and expanded Route 12, with convenient transfer times. The operating hours and frequency of the 101 State Avenue route would not change.

106 Quindaro-Amazon | Route 106 would be modified to terminate at 7th and Minnesota. Service east of 7th and Minnesota would be provided by a modified and expanded Route 12, with convenient transfer times. The operating hours and frequency of the route would not change.

201 North Oak | No changes to the existing route alignment are proposed but service frequency would be modified to provide a consistent level of service throughout the day. Hourly service would be provided from 5AM to 8PM every day, no longer extending until midnight.

229 KCI-Boardwalk | A few minor alignment changes are proposed. From Ambassador and Pomona to Ambassador and 110th Street, the route would be modified to travel on segments of Pomona, 107th Ter., Airworld Dr., and 110th St. to provide greater access to employers in this area. Additionally, the route near the airport would be modified to provide service to the construction site of the new KCI terminal. The route would continue to serve Terminals B and C as well. Service frequency would be modified to provide a consistent level of service throughout the day. Hourly service would be provided from 5AM to 8PM every day, no longer extending until midnight.

231 Riverside-Antioch | Route 231 service would be suspended. Portions of the route on Prairie View Rd. would be served by Route 229. Service at Antioch Crossing would be provided by Route 238.

233 Vivion-Antioch | Route 233 service would be suspended. Route 238 would provide direct service between Antioch Crossing and Downtown currently provided by the existing Route 233. However, the route would travel on a different alignment north of Armour Rd. - rather than providing service on Antioch and Prather, the route would operate on portions of Vivion, Highland, Parvin, as well as through North Kansas City Hospital on Clay Edwards Drive. Hourly service would be provided from 5AM to 8PM every day.

234 Boardwalk-Antioch | Route 234 service would be suspended. Portions of the route north of Boardwalk Square would be covered by Route 229. Service at Antioch Crossing would be provided by Route 238.

235 Winnwood-Gracemor | Route 235 service would be suspended. The Route 299 Flex would operate from 6AM to 6PM every day, offering a much greater level of access than the limited existing service on Route 235.

236 East Gladstone | Route 236 service would be suspended with the areas currently served by the route to now be served by the expanded Route 299 Flex. Route 299 Flex route would operate from 6AM to 6PM, offering a much greater level of access than the limited existing service on Route 236.

237 West Gladstone | Route 237 service would be suspended due to the nearby availability of service on Route 201 and the expanded Route 299 Flex service.

238 Meadowbrook | Route 238 service would be suspended with service transferred to Route 233. As mentioned above, Route 233 would be adjusted to provide some service to existing riders between Antioch Crossing and Armour Rd. The route would remain the same north of Antioch Crossing. The revised route would no longer serve portions of North Oak north of Armour, 42nd Street, North Holmes, and 44th Street. Hourly service would be provided from 5AM to 8PM every day.

297 Tiffany Springs | No changes are proposed.

298 North Kansas City Flex | No changes are proposed.

299 Gladstone-Antioch Flex | The Route 299 Flex zone is being expanded to provide greater coverage with an increase in service hours in the areas of the Northland. The expanded zone would extend east to include the Gracemor neighborhood, and south to the North Kansas City boundary, and Chouteau and Parvin within KCMO. Route 299 Flex would operate from 6AM to 6PM daily.

340 TMC-Lakewood | Route 340 would continue to operate between the Blue Ridge Crossing Shopping Center and the Truman Medical Center in Lakewood via US Highway 40 and Lee Summit Road. However, the route would be extended northward to downtown Independence along Sterling Avenue and Lexington Avenue and southward to downtown Lee's Summit along Douglas Street. No changes to the existing service span or frequency are proposed.

529 KCI Express Limited | Route 297 service would be suspended with service transferred to the proposed Route 229, which would provide all-day access to the new KCI terminal construction site.

The proposed RideKC network is presented in Figure 1 with the service area minority and low-income block groups presented in Figures 2 and 3.

Figure 1: RideKC Next Proposed Transit Network

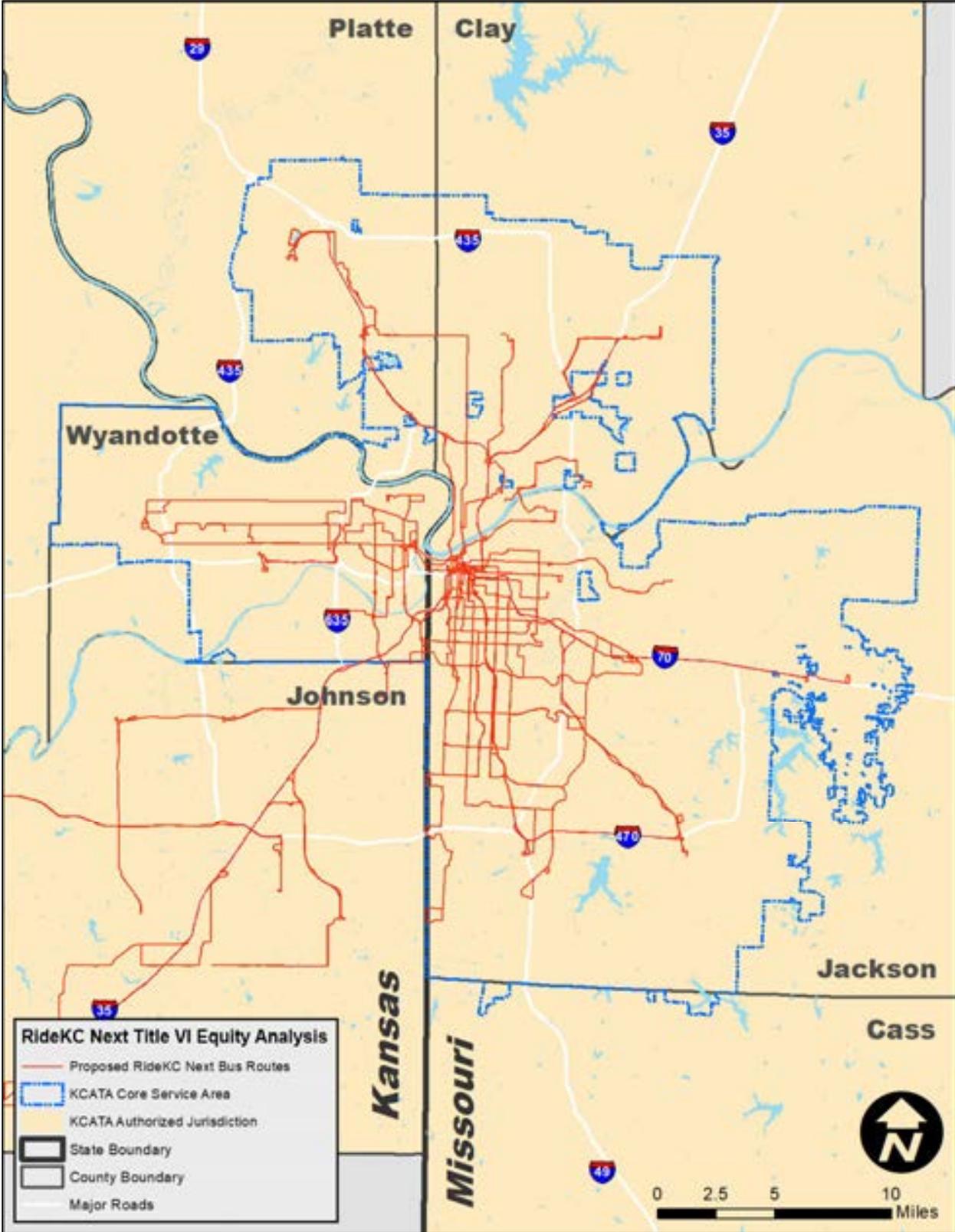


Figure 2: RideKC Next Proposed Transit Network – Minority Block Groups

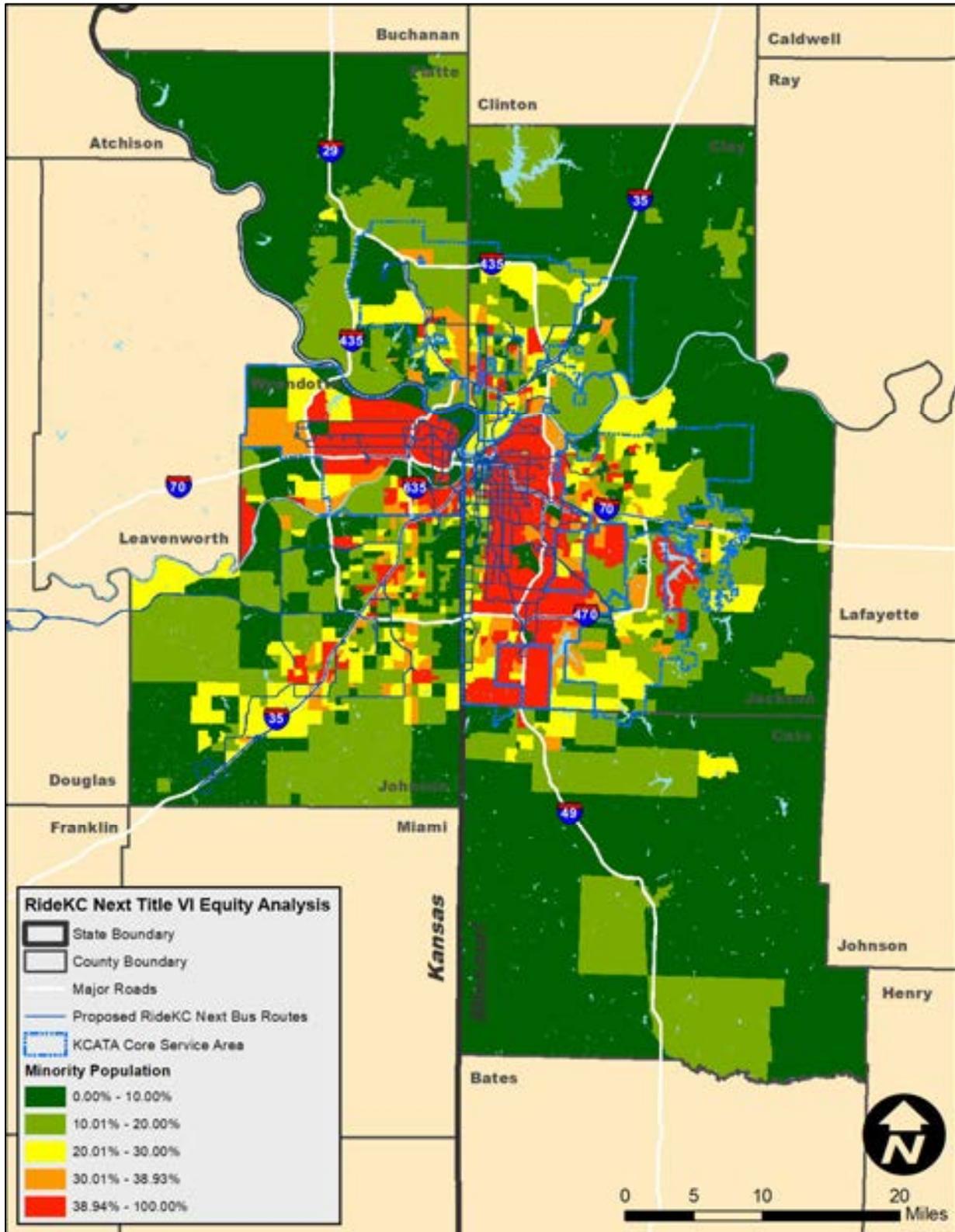
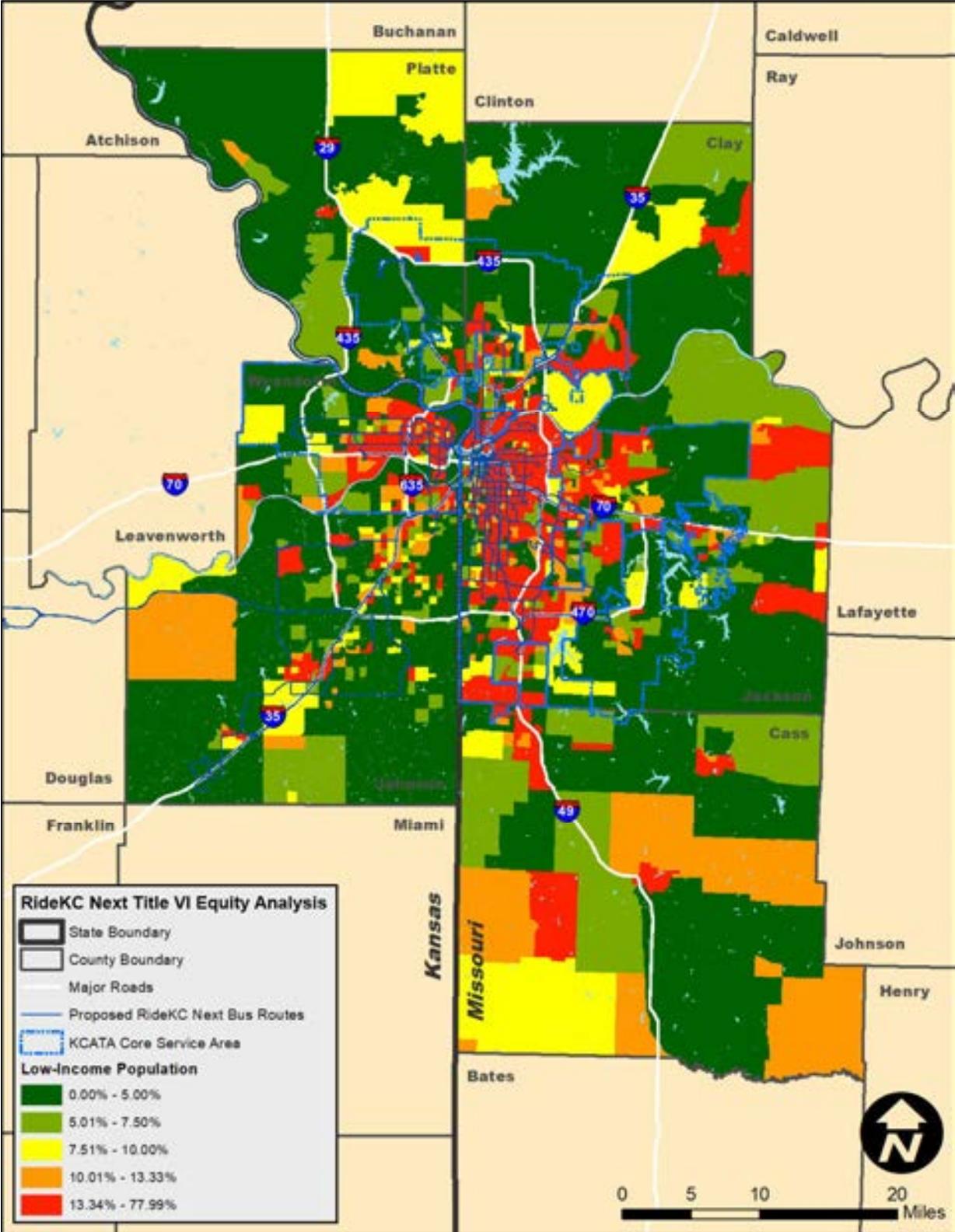


Figure 3: RideKC Next Proposed Transit Network – Low-Income Block Groups



RIDEKC NEXT SERVICE CHANGE PUBLIC OUTREACH

As part of its Title VI Program, KCATA conducts public outreach prior to significant or notable service changes to raise public awareness and to receive public comment on the possible impacts of proposed service adjustments. Due to the COVID-19 Pandemic, KCATA held six virtual webinars in November and December 2020 to gather input from riders and the general public about the proposed service changes. The virtual sessions included the following:

- Thursday, Nov. 12, 11AM-1PM
- Tuesday, Nov. 17, 7-9AM
- Thursday, Nov. 19, 4-6PM
- Monday, Nov. 23, 12-2PM
- Saturday, Dec. 5, 11AM-1PM
- Wednesday, Dec. 9, 5-7PM

Detailed public outreach information and comments received are included in the public RideKC Next plan.

SERVICE EQUITY ANALYSIS METHODOLOGY

Based on the proposed list of changes, there were three categories of analysis: route additions/suspensions, service span/frequency changes, and alignment changes (expansions and cuts). Equity analyses for the proposed changes were analyzed by the type of service change. For example, all routes proposed to be eliminated were analyzed separately from routes that are proposed to have a reduction in service hours or alignment changes. The Census block groups associated with each route were identified, and the total population, minority population, and poverty population within 0.25 miles of the route were calculated. When this was completed for each route, the totals were summed and used to determine whether minority or poverty populations are more disparately impacted or disproportionately burdened by the proposed changes compared to non-protected populations.

Minority and poverty population data at the block group level from the 2015-2019 American Community Survey downloaded directly from the US Census Bureau website was used to support the analysis. Blocks groups located within 0.25 miles of the route alignment were used in the analysis. Data from the entire identified block groups was used including areas that lie outside the 0.25-mile boundary. The minority and poverty populations of the affected routes were compared to the entire KCATA service area population.

Minorities are disparately impacted if the proportional sum of their population exceeds 58.9 percent of the block group population for service cuts or is below 18.9 percent for service additions, as this is 20 percent more/less than the proportional minority population of the KCATA service area (38.9 percent). Low-income (poverty) persons are disproportionately burdened if the proportional sum of their population exceeds 33.3 percent for service cuts, as this is 20 percent more than the proportional low-income population of the KCATA service area (13.3 percent). All service additions are considered to not be disproportionately burdensome to low-income persons as 20 percent less than the 17.4 percent low-income population for the KCATA service area is 0 percent (or -2.6 percent). In other words, all major service additions adequately benefit low-income populations regardless of the number of low-income residents present.

Of the highlighted service changes from the previous section and based on the criteria identified by the RideKC Title VI Plan Update 2019 for major service changes, several routes require a service equity analysis to determine if they will disparately impact minority populations or disproportionately burden low-income populations.

The following is a list of routes that will be included into this Title VI Service Equity Analysis:

- 1 New Routes – Route 40;
- 19 Suspended Routes – Routes 9, 10, 15, 16, 21, 25, 29, 51, 52, 55, 57, 71, 75, 231, 233, 234, 235, 236, and 237;
- 6 Major Increase in Revenue Hours – Route 12, 18, 23, 39, 47, 299, and 340;
- 4 Major Decrease in Revenue Hours – Routes 28, 85, 99, and 201;
- 13 Major Alignment Extensions – Routes 1, 12, 18, 23, 28, 31, 35, 39, 47, 77, 229, 238, and 340; and
- 11 Major Alignment Cuts – Routes 12, 18, 23, 28, 31, 35, 39, 47, 77, 229, and 238.

Table 1 on the following page quantifies the proposed changes to the routes included in the RideKC Next plan and highlights (in blue) the routes that are required to be included in the Title VI service equity analysis. Note that all new and suspended routes are always included in Title VI Service Equity Analyses as well as changes to service hours or route alignments that exceed 25 percent of current levels.

Table 1: RideKC Next Proposed Service Changes by Route

Route	New or Suspended Route	Change in Annual Revenue Hours			Change in Alignment		
		Annual Revenue Hours (Existing)	Annual Revenue Hours (Proposed)	Change in Revenue Hours (Percentage)	Alignment Cuts (miles)	Alignment Extensions (miles)	Change in Alignment Length (Percentage)
1		42,177	44,685	5.9%	1.5	23.8	137.3%
2		49,139	41,298	-15.9%	0	0	0%
3		48,273	44,692	-7.4%	0	0	0%
9	SUSPENDED	8,039	0	-100.0%	13.1	0	100.0%
10	SUSPENDED	2,927	0	-100.0%	11.7	0	100.0%
11		19,760	17,111	-13.4%	1.9	2.0	15.3%
12		10,547	29,448	179.2%	7.9	7.9	127.3%
15	SUSPENDED	7,987	0	-100.0%	10.7	0	100.0%
16	SUSPENDED	1,168	0	-100.0%	96.6	0	100.0%
18		18,286	23,820	30.3%	7.5	12.0	96%
21	SUSPENDED	7,841	0	-100.0%	34.4	0	100.0%
23		3,539	5,475	54.7%	9.5	6.2	142%
24		27,088	21,748	-19.7%	0	0	0%
25	SUSPENDED	16,061	0	-100.0%	19.0	0	100.0%
27		10,046	9,300	-7.4%	2.1	0	18.3%
28		13,669	8,396	-38.6%	4.1	8.9	30.1%
29	SUSPENDED	3,876	0	-100.0%	76.4	0	100.0%
31		29,937	31,233	4.3%	3.8	2.6	33%
35		14,308	11,671	-18.4%	7.9	4.1	80%
39		20,801	31,545	51.6%	0	3.6	31%
40	NEW	0	5,475	NEW	0	11.3	100.0%
47		18,798	27,223	44.8%	10.0	4.2	44%
51	SUSPENDED	6,115	0	-100.0%	43.3	0	100.0%
52	SUSPENDED	1,360	0	-100.0%	29.2	0	100.0%
55	SUSPENDED	7,701	0	-100.0%	21.6	0	100.0%
57	SUSPENDED	13,483	0	-100.0%	21.3	0	100.0%
63		8,139	9,300	14.3%	0	0	0%

Table 1: RideKC Next Proposed Service Changes by Route (continued)

Route	New or Suspended Route	Change in Annual Revenue Hours			Change in Alignment		
		Annual Revenue Hours (Existing)	Annual Revenue Hours (Proposed)	Change in Revenue Hours (Percentage)	Alignment Cuts (miles)	Alignment Extensions (miles)	Change in Alignment Length (Percentage)
71	SUSPENDED	4,302	0	-100.0%	19.9	0	100.0%
75	SUSPENDED	12,851	0	-100.0%	27.3	0	100.0%
77		12,573	11,970	-4.8%	6.6	8.9	44.1%
85		19,925	10,950	-45.0%	1.8	1.6	12.2%
99		11,890	8,334	-29.9%	0	0	0%
101		21,010	21,010	0.0%	4.8	1.7	19.9%
104		6,686	6,686	0.0%	0	0	0%
106		18,299	18,299	0.0%	0	9.0	19.6%
107		10,184	10,184	0.0%	0	0	0%
201		15,826	10,950	-30.8%	3.4	0.9	12.7%
229		16,714	13,871	-17.0%	14.5	7.3	49.5%
231	SUSPENDED	2,874	0	-100.0%	17.1	0	100.0%
233	SUSPENDED	4,763	0	-100.0%	15.9	0	100.0%
234	SUSPENDED	6,013	0	-100.0%	34.7	0	100.0%
235	SUSPENDED	732	0	-100.0%	25.2	0	100.0%
236	SUSPENDED	1,308	0	-100.0%	30.7	0	100.0%
237	SUSPENDED	1,326	0	-100.0%	35.2	0	100.0%
238		9,966	10,950	9.9%	9.3	11.2	74.9%
297		2,083	2,083	0.0%	0	0	0%
298		4,869	4,861	-0.2%	0	0	0%
299		1,913	8,760	358.0%	0	7.5 sq. mi.	80%
340		1,512	3,251	115.0%	0.4	20.9	114.8%
399		2,040	2,040	0.0%	0	0	0%
535		1,479	1,479	0.0%	0	0	0%
550		1,640	1,640	0.0%	0	0	0%
570		1,250	1,250	0.0%	0	0	0%
571		2,632	2,632	0.0%	0	0	0%

IMPACTS OF ROUTE ADDITIONS ON MINORITY AND LOW-INCOME POPULATIONS

Route 40 is the only new route proposed in the RideKC Next plan and included in the service equity analysis as all new routes are considered major service changes. As shown in Table 2, the addition of the new fixed-route benefits minorities at a lower rate than the service area minority population (38.9 percent) at 29.3 percent – a difference of 9.6 percentage points. With this, it is concluded that the proposed addition of Route 40 does not disparately impact the minority population along the route as it exceeds minimum threshold required (18.9 percent) to serve the minority population.

When considering the low-income population, the elimination of the flex route also affects low-income populations at a higher rate than the service area low-income population (13.3 percent) at 15.5 percent – a difference of 2.2 percentage points. With this, it is also concluded that the proposed route addition does not disproportionately burden the low-income population along the proposed route as it exceeds the minimum threshold required (0.0 percent) to serve the low-income population.

Table 2: Service Equity Analysis – New Routes

	Minority Portion of Route Population				Low-Income Portion of Route Population			
	Total Population	Minority Population	Percentage	Service Area Minority Population	Total Population	Low-Income Population	Percentage	Service Area Low-Income Population
Route 40	30,659	8,981	29.29%	38.93%	29,321	4,541	15.49%	13.33%

The minority and low-income block groups that are served by the proposed Route 40 are provided in Appendix A.

IMPACTS OF ROUTE CUTS ON MINORITY AND LOW-INCOME POPULATIONS

Nineteen route cuts are proposed in the RideKC Next plan and included in the service equity analysis as all route cuts are considered major service changes. As shown in Table 3, the suspension of 19 fixed-route affects minorities at a slightly higher rate than the service area minority population (38.9 percent) at 41.4 percent – a difference of 2.5 percentage points. With this, it is concluded that the proposed cuts of these routes do not disparately affect the minority populations along those routes as the percentage of affected minorities does not exceed the maximum threshold permitted (58.9 percent) for route cuts.

When considering the low-income population, the elimination of the 21 routes also affects low-income populations at a higher rate than the service area low-income population (13.3 percent) at 17.4 percent – a difference of 4.1 percentage points. With this, it is also concluded that the proposed route cuts do not disproportionately burden the low-income population along the proposed routes as it does not exceed the maximum threshold permitted (33.3 percent) for route cuts.

Table 3: Service Equity Analysis – Suspended Routes

	Minority Portion of Route Population			Service Area Minority Population	Low-Income Portion of Route Population			Service Area Low-Income Population		
	Total Population	Minority Population	Percentage		Total Population	Low-Income Population	Percentage			
Route 9	30,500	18,834	61.75%	38.93%	28,911	9,499	32.86%	13.33%		
Route 10	28,874	20,591	71.31%		27,459	7,475	27.22%			
Route 15	23,320	14,611	62.65%		21,796	7,220	33.13%			
Route 16	75,337	28,837	38.28%		72,890	18,098	24.83%			
Route 21	61,664	44,017	71.38%		60,789	16,895	27.79%			
Route 25	51,091	26,204	51.29%		48,110	10,482	21.79%			
Route 29	65,125	37,971	58.30%		63,269	13,856	21.90%			
Route 51	99,536	21,675	21.78%		96,840	8,315	8.59%			
Route 52	77,120	18,782	24.35%		74,818	6,459	8.63%			
Route 55	57,443	24,778	43.13%		55,053	9,480	17.22%			
Route 57	47,954	9,989	20.83%		46,589	2,429	5.21%			
Route 71	39,841	32,507	81.59%		38,144	11,006	28.85%			
Route 75	57,447	28,510	49.63%		57,016	9,767	17.13%			
Route 231	34,870	10,270	29.45%		34,402	4,272	12.42%			
Route 233	26,995	8,407	31.14%		25,409	3,446	13.56%			
Route 234	58,875	17,002	28.88%		58,438	5,323	9.11%			
Route 235	38,506	10,575	27.46%		37,100	5,223	14.08%			
Route 236	64,764	22,461	34.68%		62,823	11,427	18.19%			
Route 237	56,257	16,374	29.11%		54,568	6,884	12.62%			
Total	995,519	412,395	41.43%			964,424	167,556		17.37%	

The minority and low-income block groups that are currently served by the suspended routes are included in Appendix B.

IMPACTS OF SERVICE SPAN/FREQUENCY INCREASES ON MINORITY AND LOW-INCOME POPULATIONS

Six routes are proposed to have their revenue hours increased by at least 25 percent from current levels. As shown in Table 4, the increase in service hours for these six routes benefits minorities at a higher rate than the service area minority population (38.9 percent) at 46.5 percent – a difference of 7.6 percentage points. With this, it is concluded that the proposed service expansions on these routes do not disparately impact the minority population along the routes as it exceeds minimum threshold required (18.9 percent) to serve the minority population.

When considering the low-income population, the various increases in service benefits low-income populations at a higher rate than the service area low-income population (13.3 percent) at 19.8 percent – a difference of 6.5 percentage points. With this, it is also concluded that the proposed route increases do not disproportionately burden the low-income population along the proposed route as it exceeds the minimum threshold required (0.0 percent) to serve the low-income population.

Table 4: Service Equity Analysis – Service Expansion

	Minority Portion of Route Population				Low-Income Portion of Route Population			
	Total Population	Minority Population	Percentage	Service Area Minority Population	Total Population	Low-Income Population	Percentage	Service Area Low-Income Population
Route 12	36,499	23,053	63.16%	38.93%	34,497	11,936	34.60%	13.33%
Route 18	59,625	41,179	69.06%		57,844	12,422	21.48%	
Route 23	24,393	16,154	66.22%		23,066	7,260	31.47%	
Route 39	35,302	21,657	61.35%		35,004	7,597	21.70%	
Route 47	34,914	14,283	40.91%		33,635	6,679	19.86%	
Route 299	74,796	19,832	26.51%		74,288	9,546	12.85%	
Route 340	68,837	19,267	27.99%		68,080	9,182	13.49%	
Total	334,366	155,425	46.48%			326,414	64,622	

IMPACTS OF SERVICE SPAN/FREQUENCY CUTS ON MINORITY AND LOW-INCOME POPULATIONS

Four routes are proposed to have their revenue hours cuts by at least 25 percent from current levels. As shown in Table 5, the decrease in service hours for these four routes adversely affects minorities at a higher rate than the service area minority population (38.9 percent) at 51.3 percent – a difference of 12.4 percentage points. However, it is concluded that the proposed increase in service on these routes do not disparately affect the minority populations along these routes as the percentage of affected minorities does not exceed the maximum threshold permitted (58.9 percent) for route cuts.

When considering the low-income population, the decrease in service affects low-income populations at a higher rate than the service area low-income population (13.3 percent) at 21.5 percent – a difference of 8.2 percentage points. However, it is also concluded that the proposed service cuts do not disproportionately burden the low-income population along these routes as it exceeds the maximum threshold permitted (33.3 percent) to serve the low-income population.

Table 5: Service Equity Analysis – Service Cuts

	Minority Portion of Route Population				Low-Income Portion of Route Population			
	Total Population	Minority Population	Percentage	Service Area Minority Population	Total Population	Low-Income Population	Percentage	Service Area Low-Income Population
Route 28	72,065	40,942	56.81%		69,994	15,189	21.70%	
Route 85	70,186	35,797	51.00%		66,645	13,037	19.56%	
Route 99	89,735	50,245	55.99%		88,439	16,721	18.91%	
Route 201	73,169	21,453	29.32%		71,358	8,016	11.23%	
Total	305,155	148,437	48.64%	38.93%	296,436	52,963	17.87%	13.33%

IMPACTS OF ALIGNMENT EXTENSIONS ON MINORITY AND LOW-INCOME POPULATIONS

Thirteen routes are proposed to have their route alignments increase by at least 25 percent from current levels. As shown in Table 6, the increase in service reach for these 13 routes benefits minorities at a higher rate than the service area minority population (38.9 percent) at 46.0 percent – a difference of 7.1 percentage points. With this, it is concluded that the proposed service extensions on these routes do not disparately impact the minority population along the routes as it exceeds minimum threshold required (18.9 percent) to serve the minority population.

When considering the low-income population, increase in service reach affects low-income populations at a higher rate than the service area low-income population (13.3 percent) at 19.3 percent – a difference of 6.0 percentage points and benefits at least 0 percent of low-income residents along the route. With this, it is also concluded that the proposed route increases do not disproportionately burden the low-income population along the proposed route as it exceeds the minimum threshold required (0.0 percent) to serve the low-income population.

Table 6: Service Equity Analysis – Alignment Extensions

	Minority Portion of Route Population				Low-Income Portion of Route Population			
	Total Population	Minority Population	Percentage	Service Area Minority Population	Total Population	Low-Income Population	Percentage	Service Area Low-Income Population
Route 1	50,969	11,718	22.99%	38.93%	48,419	5,601	11.57%	13.33%
Route 12	36,499	23,053	63.16%		34,497	11,936	34.60%	
Route 18	59,625	41,179	69.06%		57,844	12,422	21.48%	
Route 23	24,393	16,154	66.22%		23,066	7,260	31.47%	
Route 28	55,745	32,167	57.70%		55,273	11,925	21.57%	
Route 31	34,725	19,822	57.08%		34,461	7,224	20.96%	
Route 35	32,486	18,410	56.67%		32,141	8,041	25.02%	
Route 39	35,302	21,657	61.35%		35,004	7,597	21.70%	
Route 47	57,249	25,708	44.91%		55,802	11,015	19.74%	
Route 77	26,525	10,936	41.23%		25,152	5,690	22.62%	
Route 229	60,922	19,403	31.85%		59,371	6,607	11.13%	
Route 238	55,656	16,224	29.15%		53,879	8,083	15.00%	
Route 340	68,837	19,267	27.99%		68,080	9,182	13.49%	
Total	598,933	275,698	46.03%		582,989	112,583	19.31%	

The minority and low-income block groups that would be served by the route extensions through the RideKC Next plan are provided in Appendix C.

IMPACTS OF ALIGNMENT CUTS ON MINORITY AND LOW-INCOME POPULATIONS

Eleven routes are proposed to have their alignments cut by at least 25 percent from current levels. As shown in Table 7, the decrease in service reach for these ten routes adversely affects minorities at a higher rate than the service area minority population (38.9 percent) at 49.8 percent – a difference of 10.9 percentage points. However, it is concluded that the proposed increase in service on these routes do not disparately affect the minority populations along these routes as the percentage of affected minorities does not exceed the maximum threshold permitted (58.9 percent) for route cuts.

When considering the low-income population, the decrease in service reach affects low-income populations at a higher rate than the service area low-income population (13.3 percent) at 19.6 percent – a difference of 6.3 percentage points. However, it is also concluded that the proposed service cuts do not disproportionately burden the low-income population along these routes as it exceeds the maximum threshold permitted (33.3 percent) to serve the low-income population.

Table 7: Service Equity Analysis – Alignment Cuts

	Minority Portion of Route Population				Low-Income Portion of Route Population			
	Total Population	Minority Population	Percentage	Service Area Minority Population	Total Population	Low-Income Population	Percentage	Service Area Low-Income Population
Route 12	32,370	21,048	65.02%	38.93%	30,734	10,260	33.38%	13.33%
Route 18	40,781	32,167	78.88%		39,080	10,101	25.85%	
Route 23	26,454	18,028	68.15%		26,251	6,856	26.12%	
Route 28	72,065	40,942	56.81%		69,994	15,189	21.70%	
Route 31	34,725	19,822	57.08%		34,461	7,224	20.96%	
Route 35	42,803	19,401	45.33%		41,407	8,828	21.32%	
Route 39	35,395	21,726	61.38%		35,065	7,154	20.40%	
Route 47	63,056	29,119	46.18%		60,229	11,523	19.13%	
Route 77	32,604	11,130	34.14%		31,137	5,164	16.58%	
Route 229	58,082	17,125	29.48%		56,697	4,981	8.79%	
Route 238	51,125	13,291	26.00%		49,320	5,456	11.06%	
Total	489,460	243,799	49.81%	38.93%	474,375	92,736	19.55%	13.33%

The minority and low-income block groups that were once served by the proposed route cuts are also provided in Appendix C.

ROUTES FOR POTENTIAL REINSTATEMENT

As a result of the COVID-19 pandemic, nearly all of KCATA's routes experienced varying levels of modification. In some instances, this included temporarily suspending certain routes. As the pandemic continues to subside and both ridership demand and revenue improve, a number of these suspended routes may be reinstated. These routes include:

- Route 23
- Route 235
- Route 297
- Route 340
- Route 535
- Route 570
- Route 571

Table 8: Route for Potential Reinstatement

	Minority Portion of Route Population			Low-Income Portion of Route Population		
	Total Population	Minority Population	Percentage	Total Population	Low-Income Population	Percentage
Route 23	26,454	18,028	68.15%	26,251	6,856	26.12%
Route 235	38,506	10,575	27.46%	37,100	5,223	14.08%
Route 297	20,207	5,533	27.38%	20,168	724	3.59%
Route 340	68,837	19,267	27.99%	68,080	9,182	13.49%
Route 535	82,840	25,822	31.17%	79,894	12,897	16.14%
Route 570	81,653	32,287	39.54%	79,596	14,143	17.77%
Route 571	58,917	40,078	68.02%	56,810	14,069	24.77%

KCATA will prioritize the reinstatement of these routes based on several factors that include ridership demand, availability of near-by transit service, impact to low-income and minority areas, funding availability, and others.

CONCLUSION

This Title VI Service Equity Analysis conducted for the proposed RideKC Next changes has identified that none of the changes are considered to either disparately adversely affect minority populations nor are they considered to disproportionately burden low-income residents. With this, no changes are required to the proposed network to meet Title VI requirements for service equity.

RideKC NEXT

TITLE VI SERVICE

EQUITY ANALYSIS

MAY 2021

APPENDICES

PREPARED BY



APPENDIX A – NEW ROUTES

Figure A1: Route 40 – Minority Block Groups

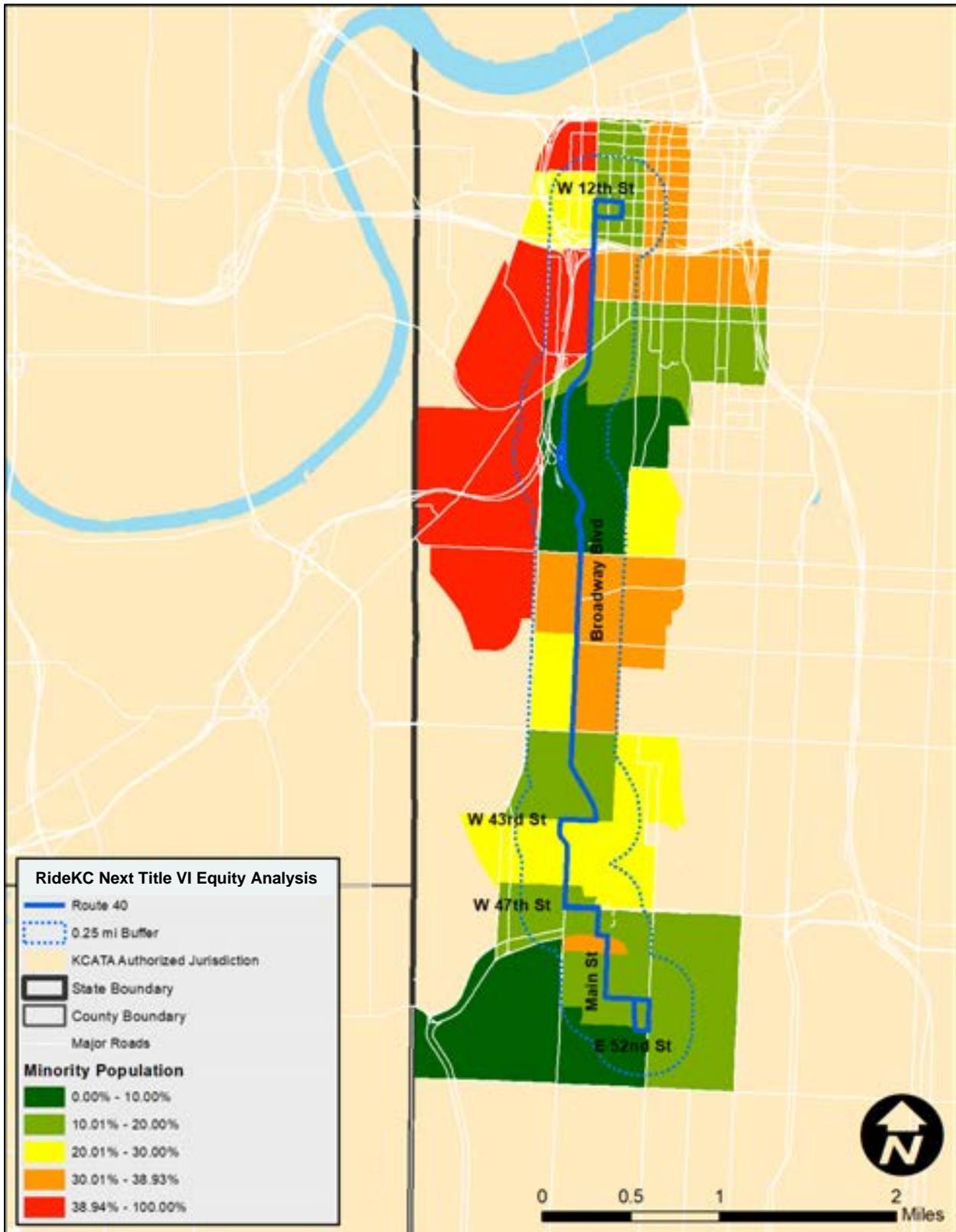
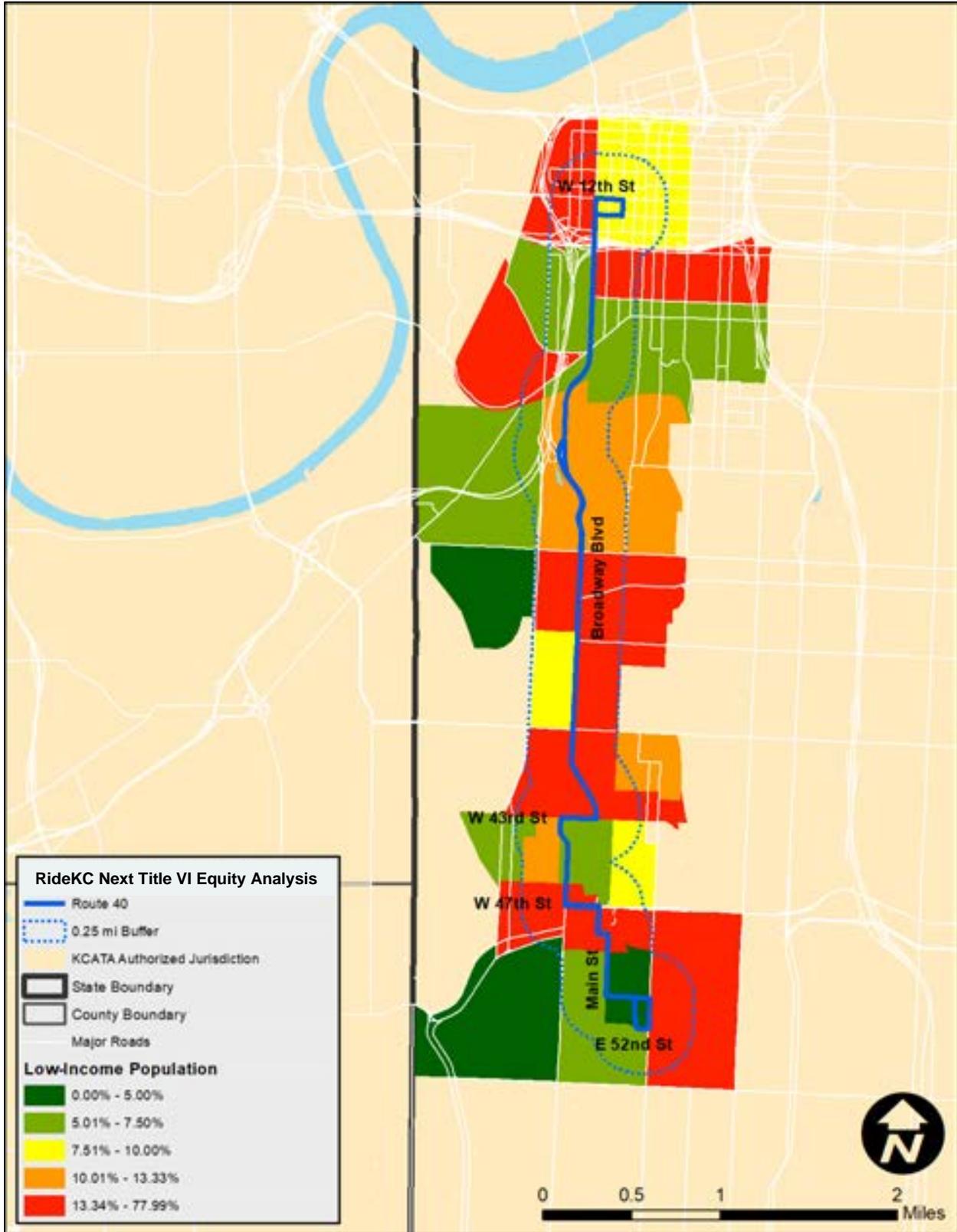


Figure A2: Route 40 – Low-Income Block Groups



APPENDIX B – SUSPENDED ROUTES

Figure B1: Route 9 – Minority Block Groups

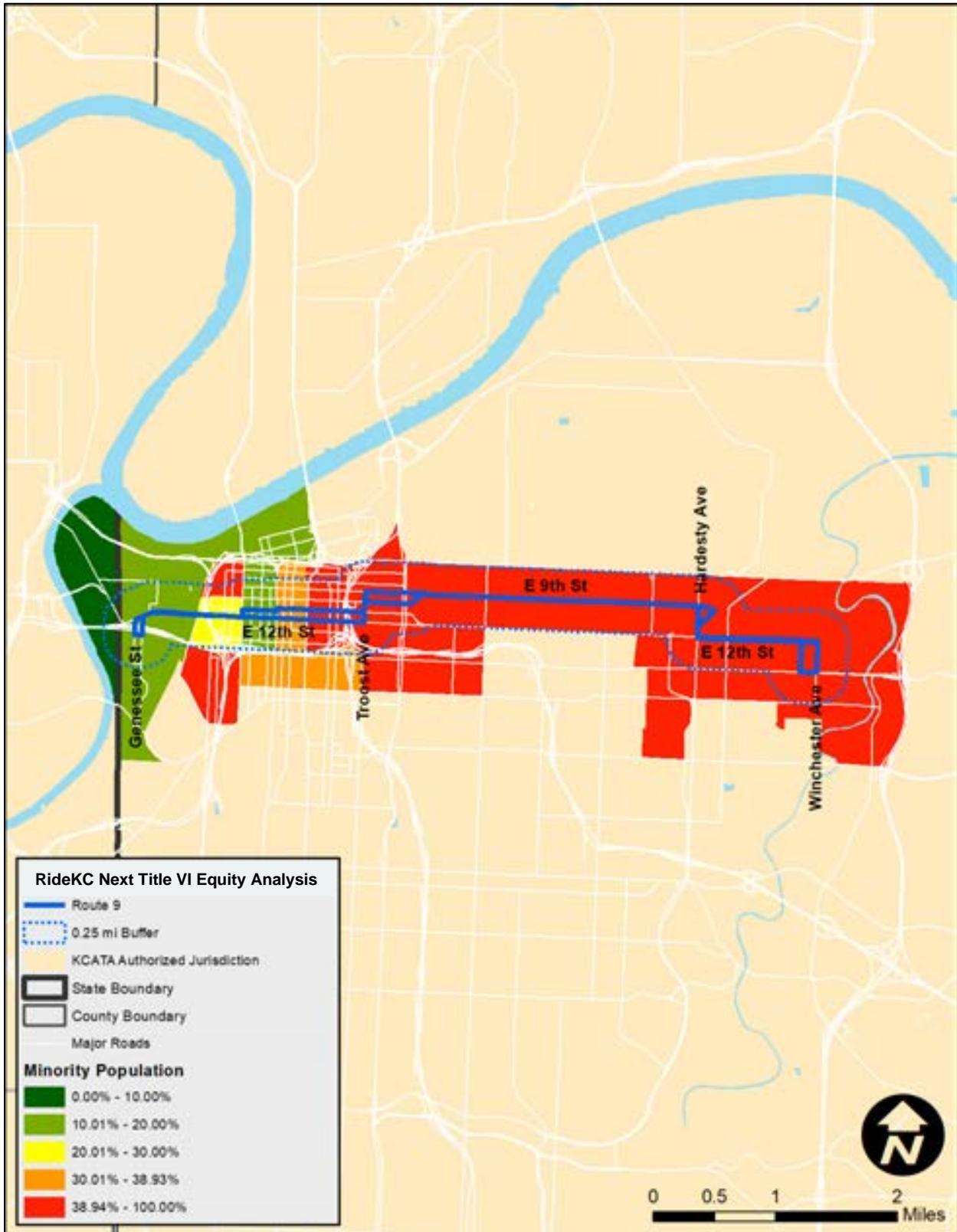


Figure B2: Route 9 – Low-Income Block Groups

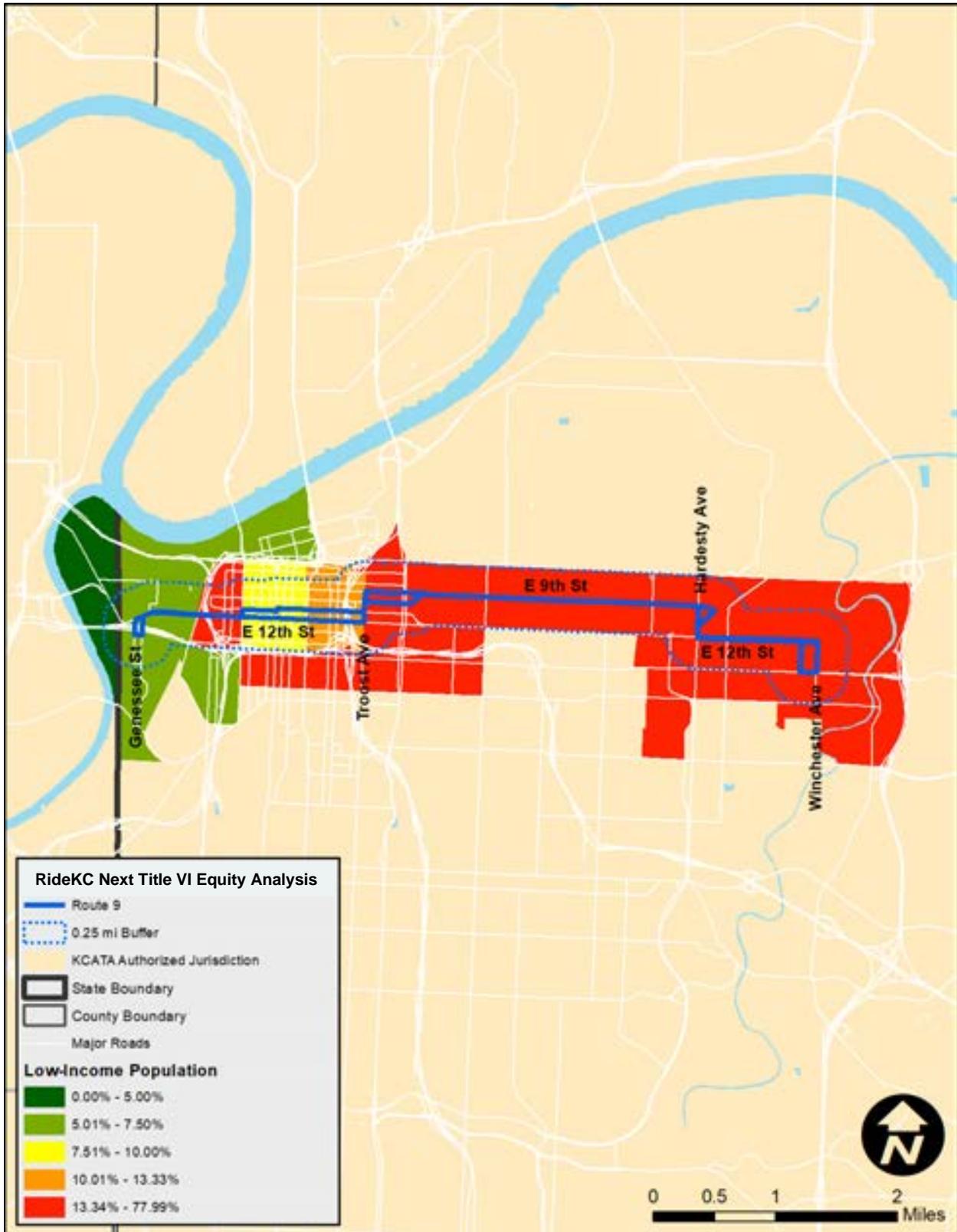


Figure B3: Route 10 – Minority Block Groups

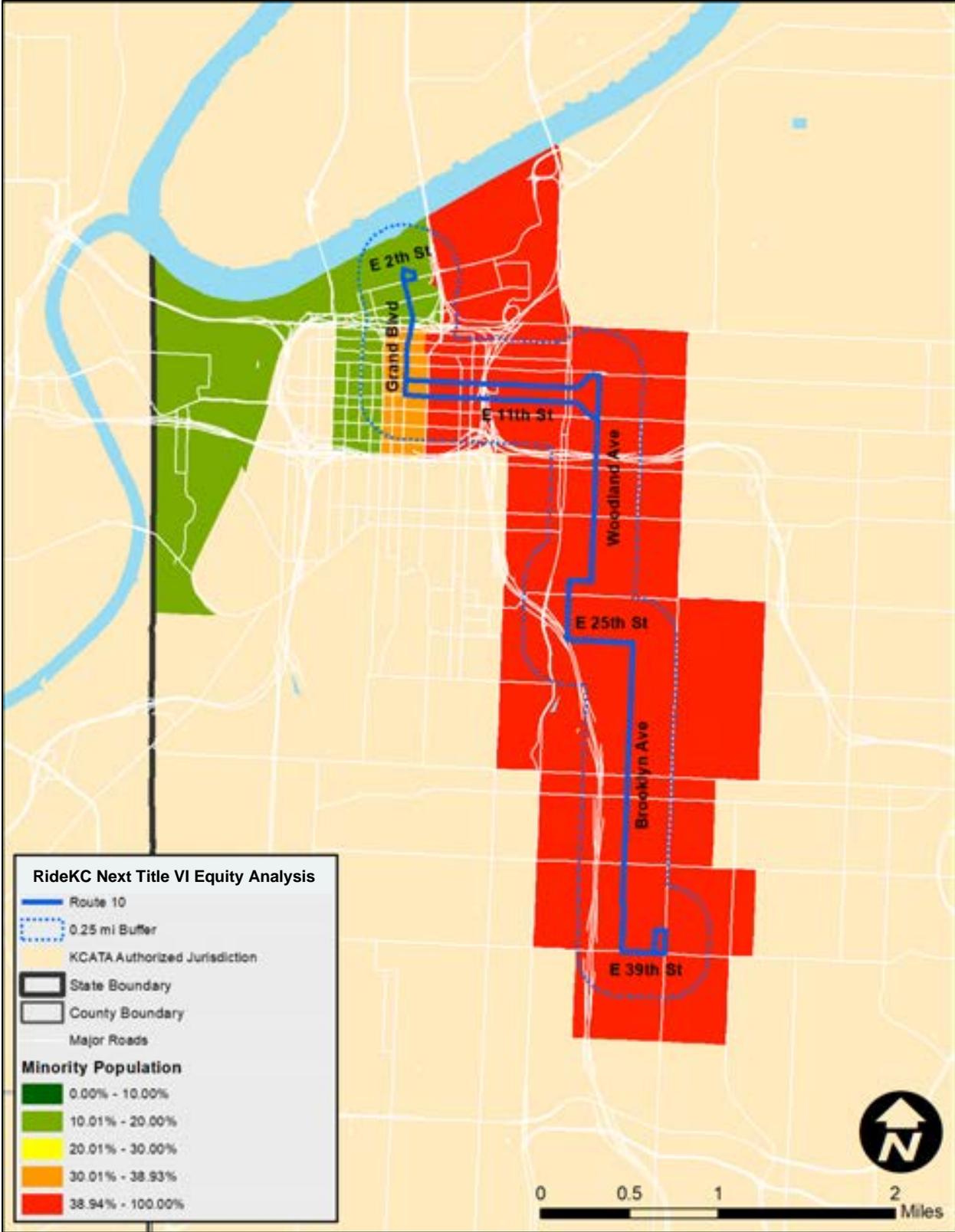


Figure B4: Route 10 – Low-Income Block Groups

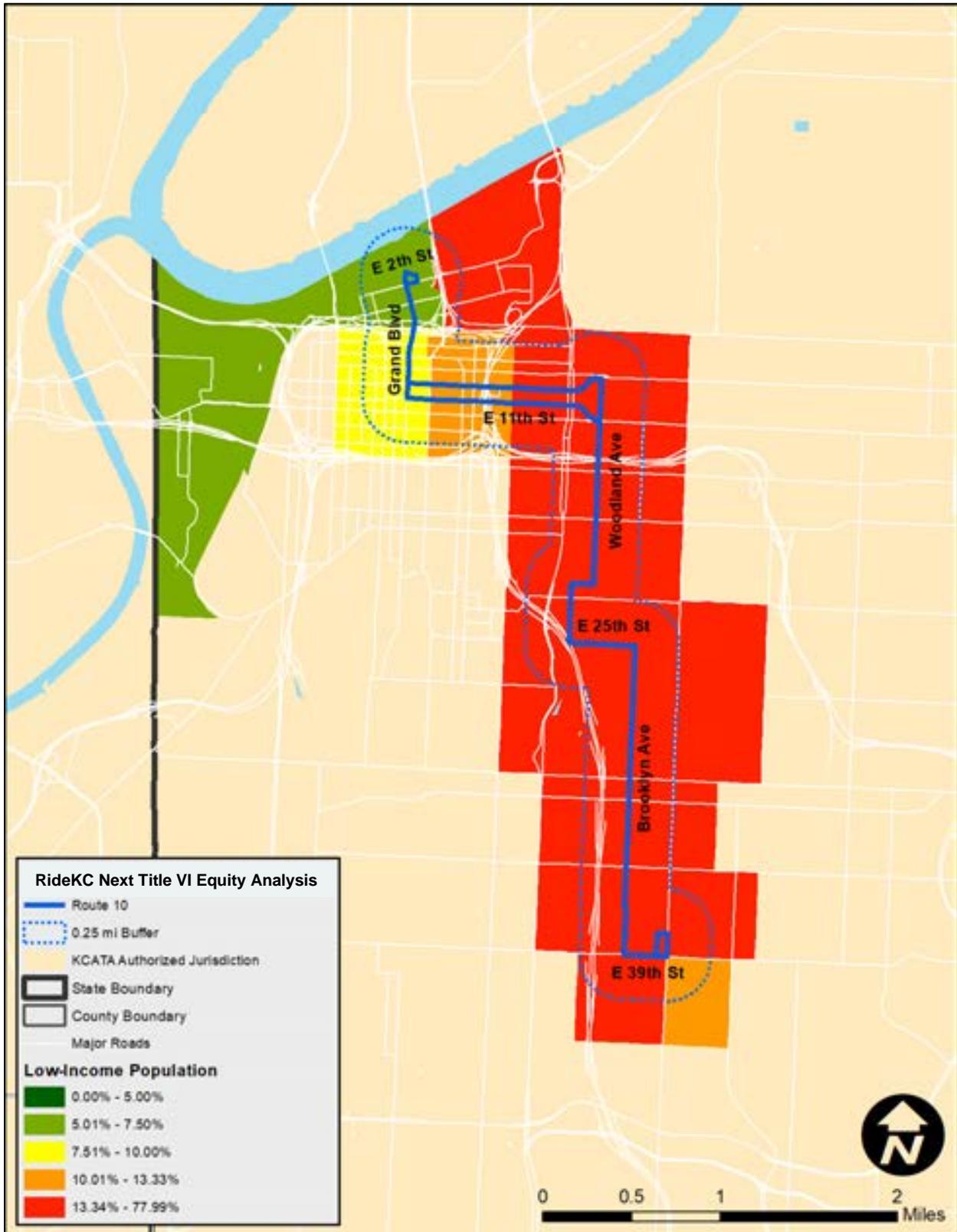


Figure B5: Route 15 – Minority Block Groups

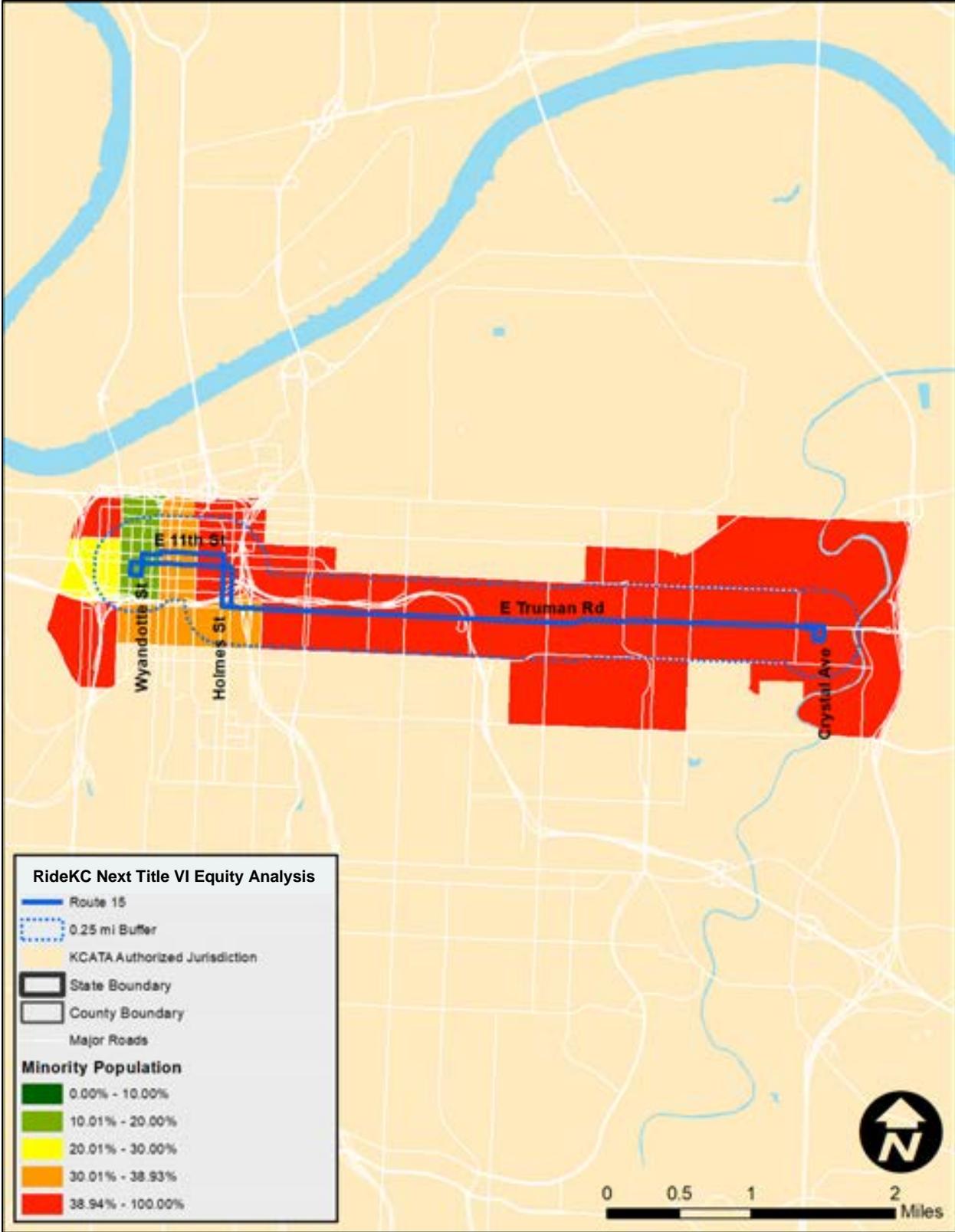


Figure B6: Route 15 – Low-Income Block Groups

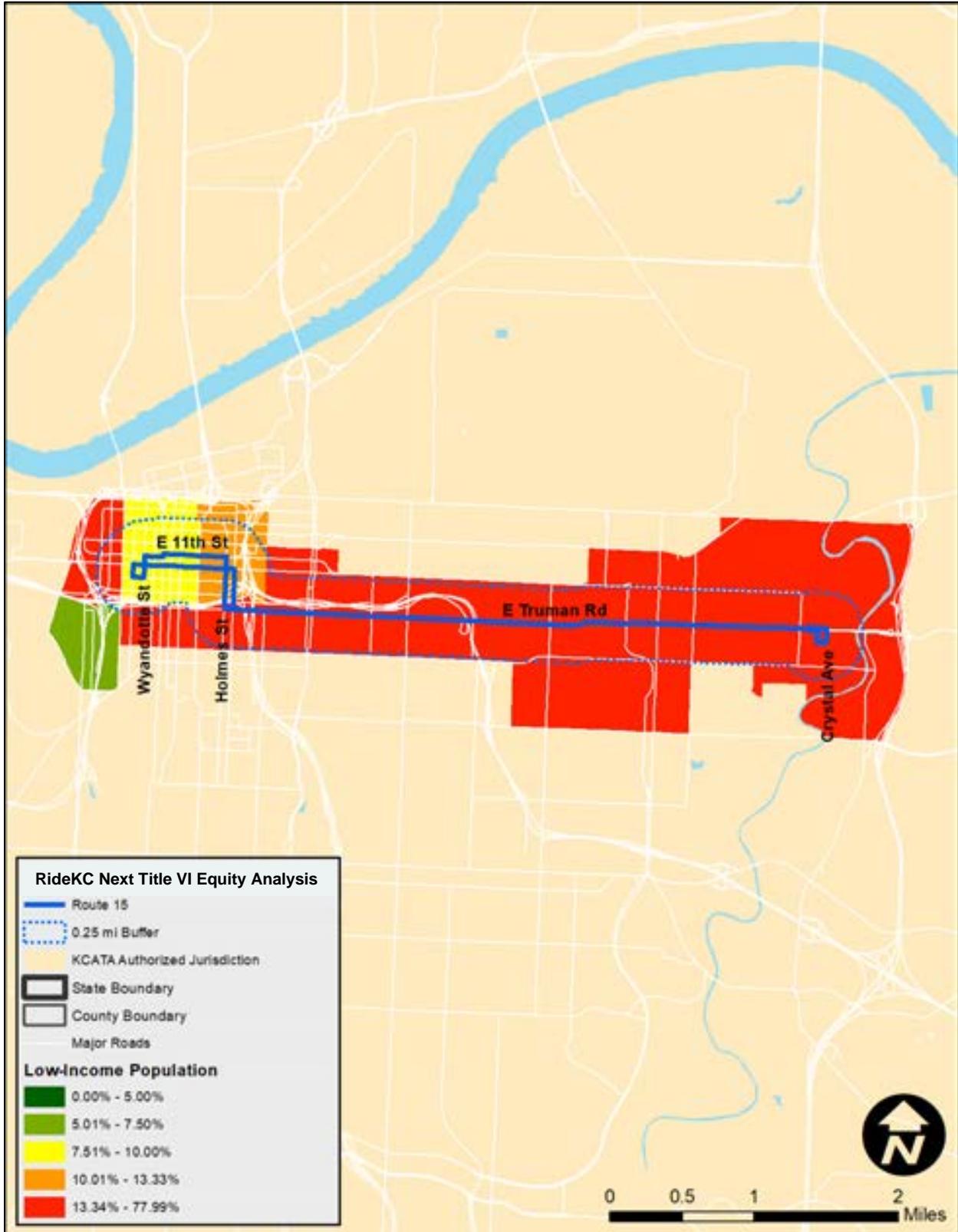


Figure B7: Route 16 – Minority Block Groups

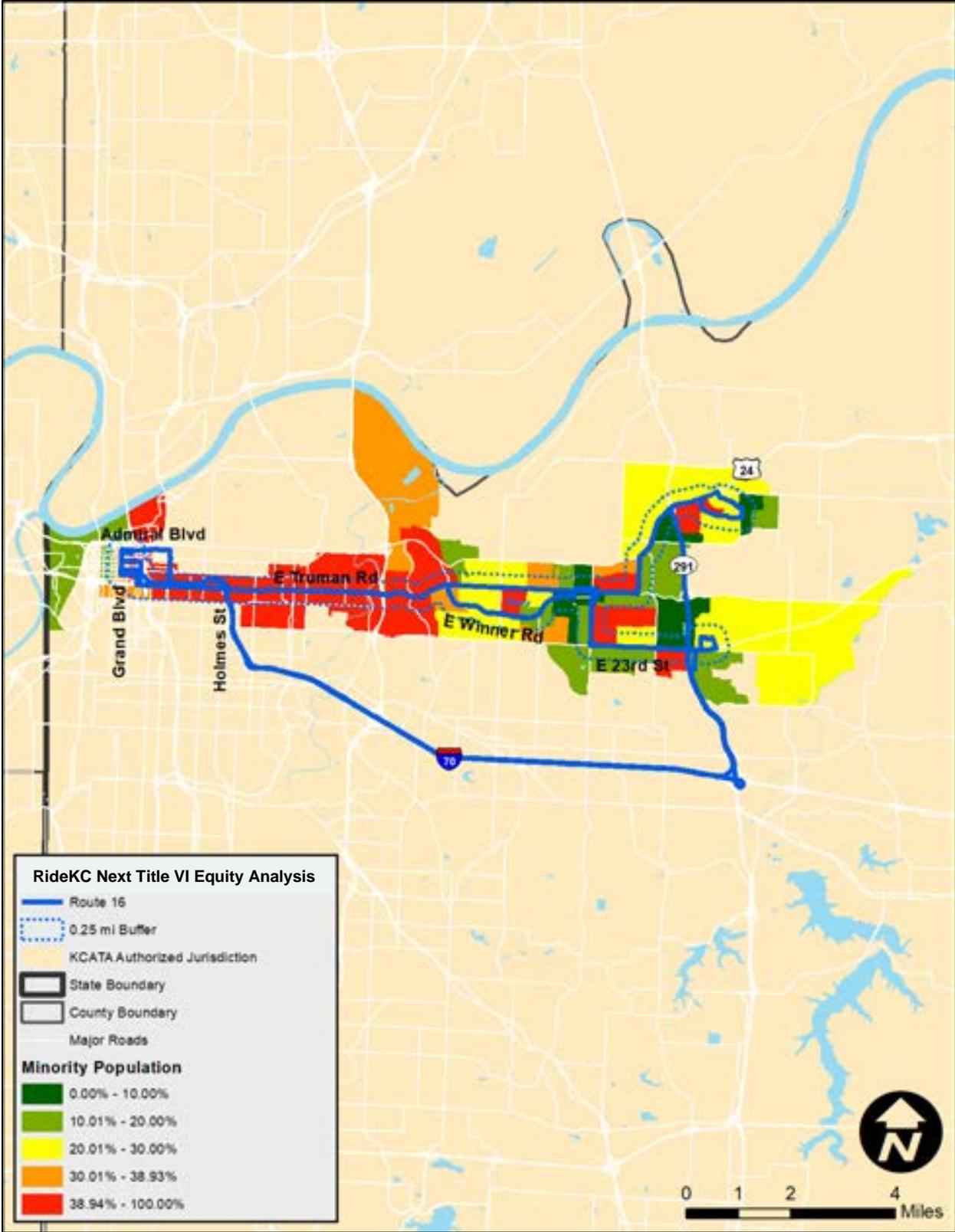


Figure B8: Route 16 – Low-Income Block Groups

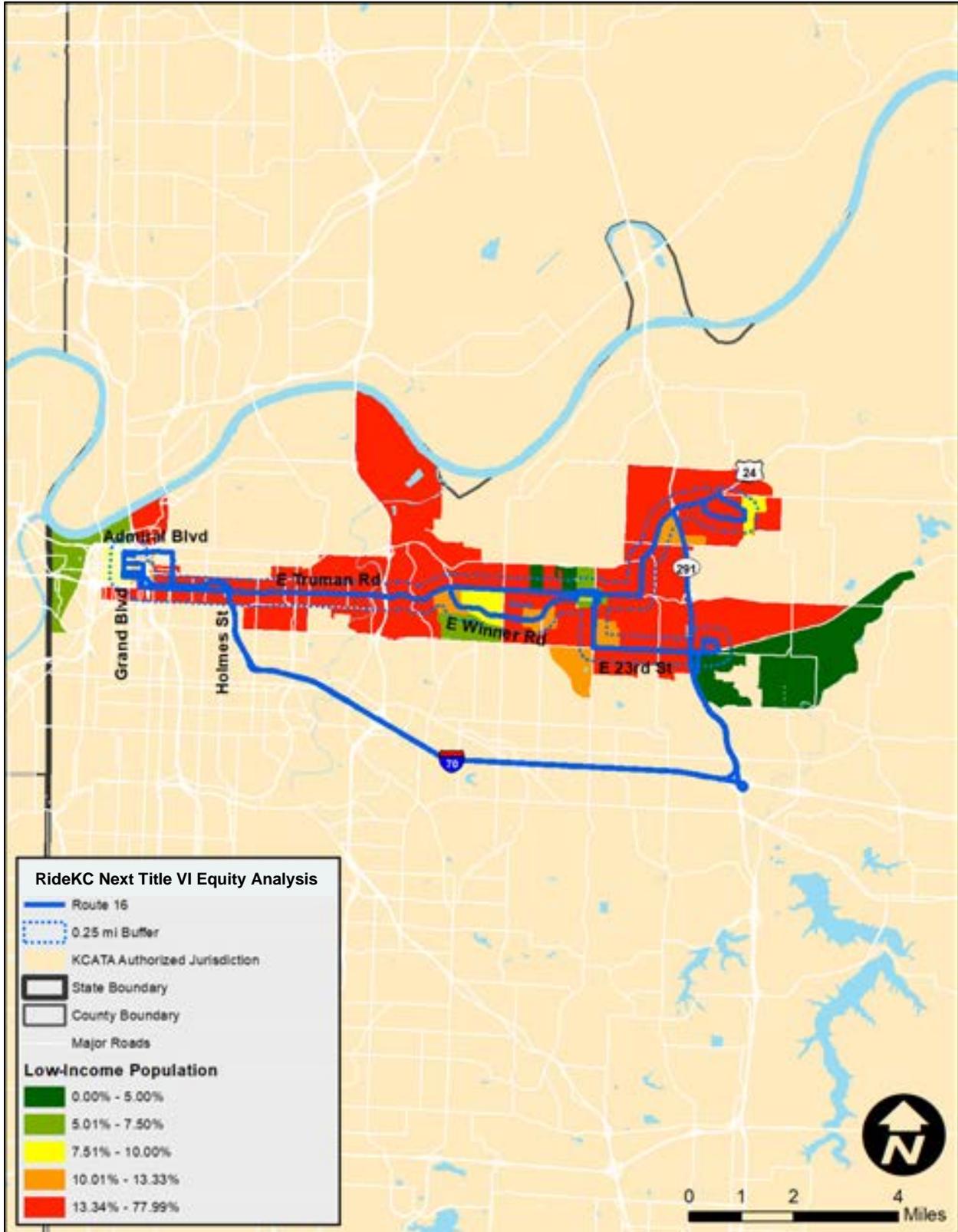


Figure B9: Route 21 – Minority Block Groups

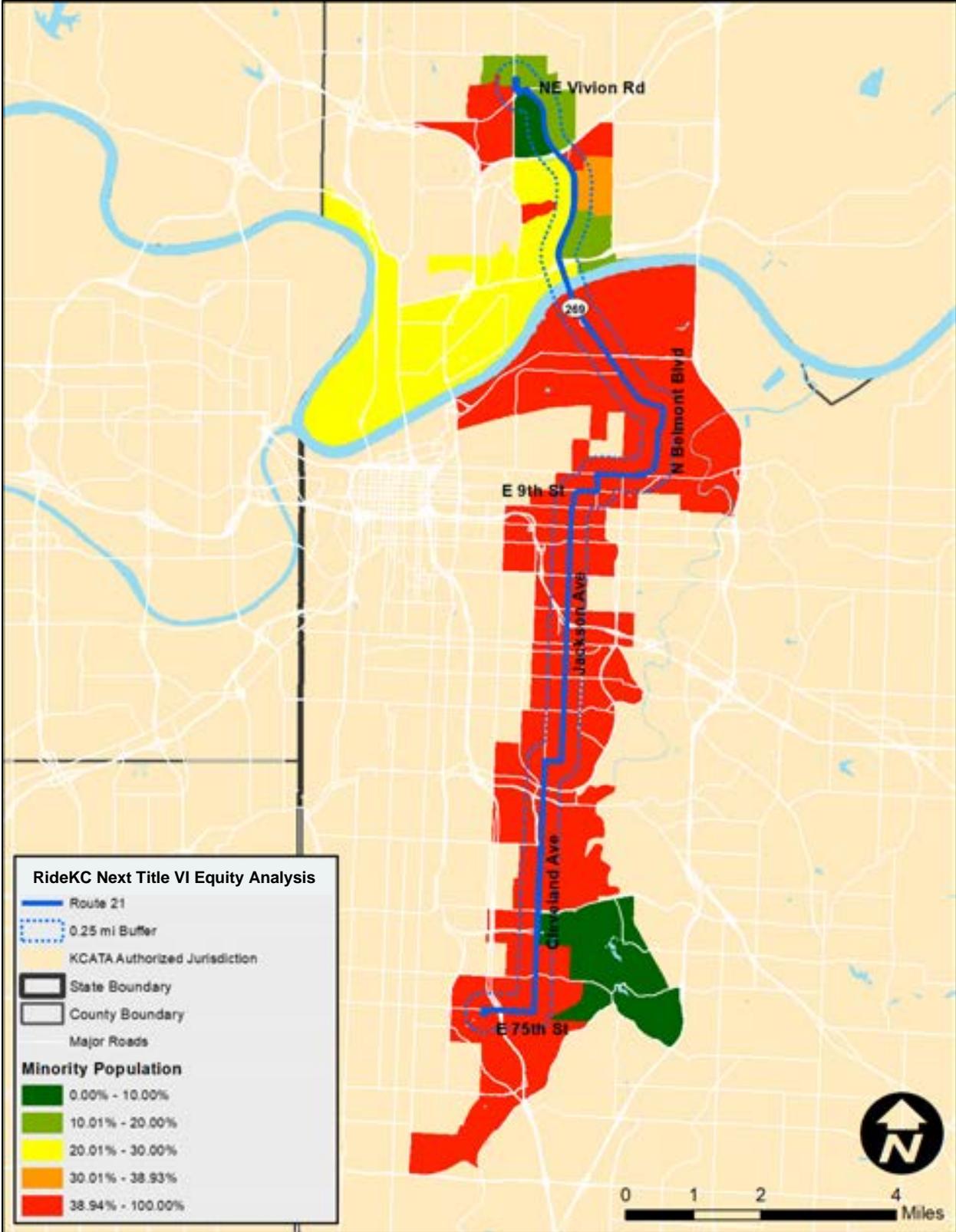


Figure B10: Route 21 – Low-Income Block Groups

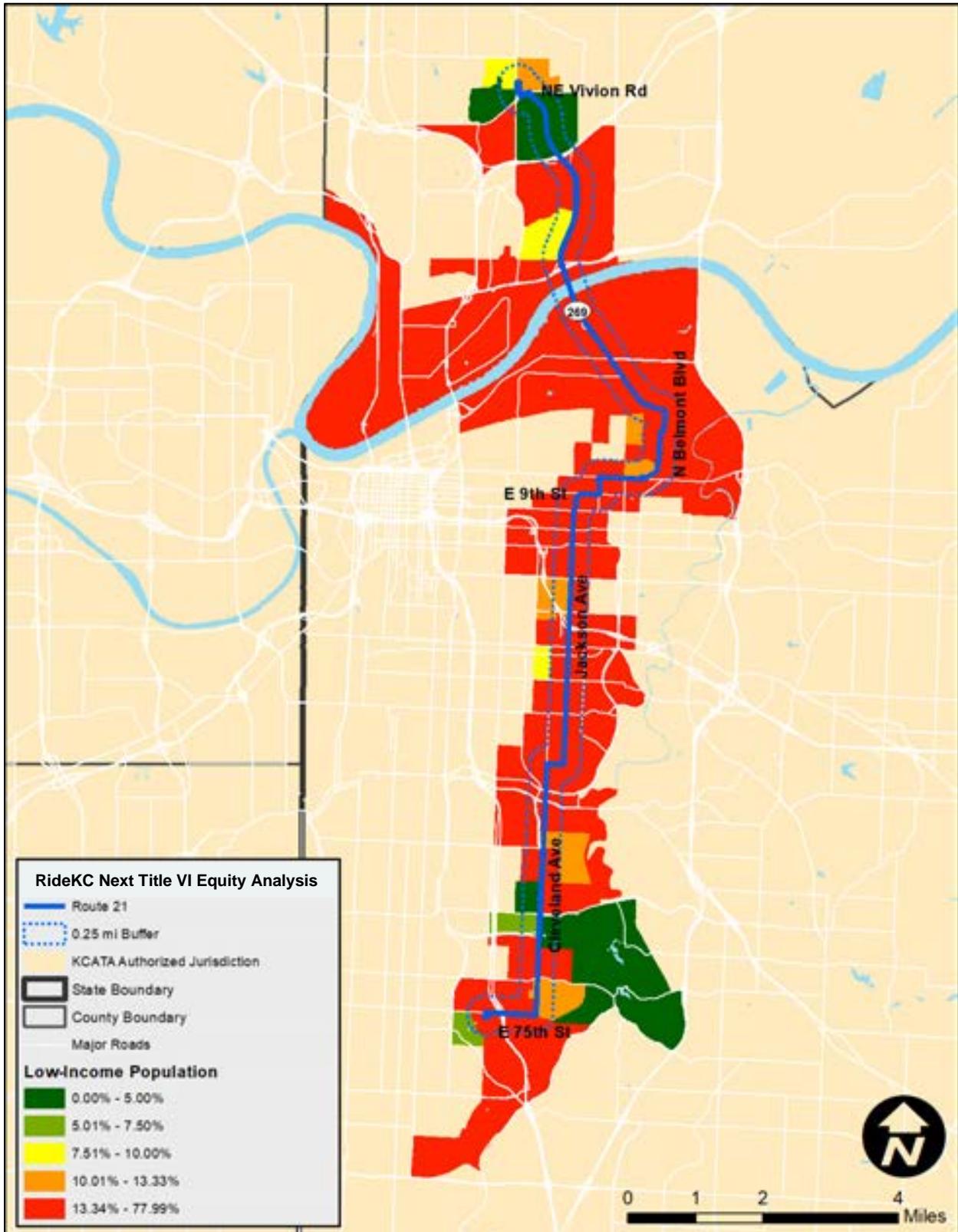


Figure B11: Route 25 – Minority Block Groups

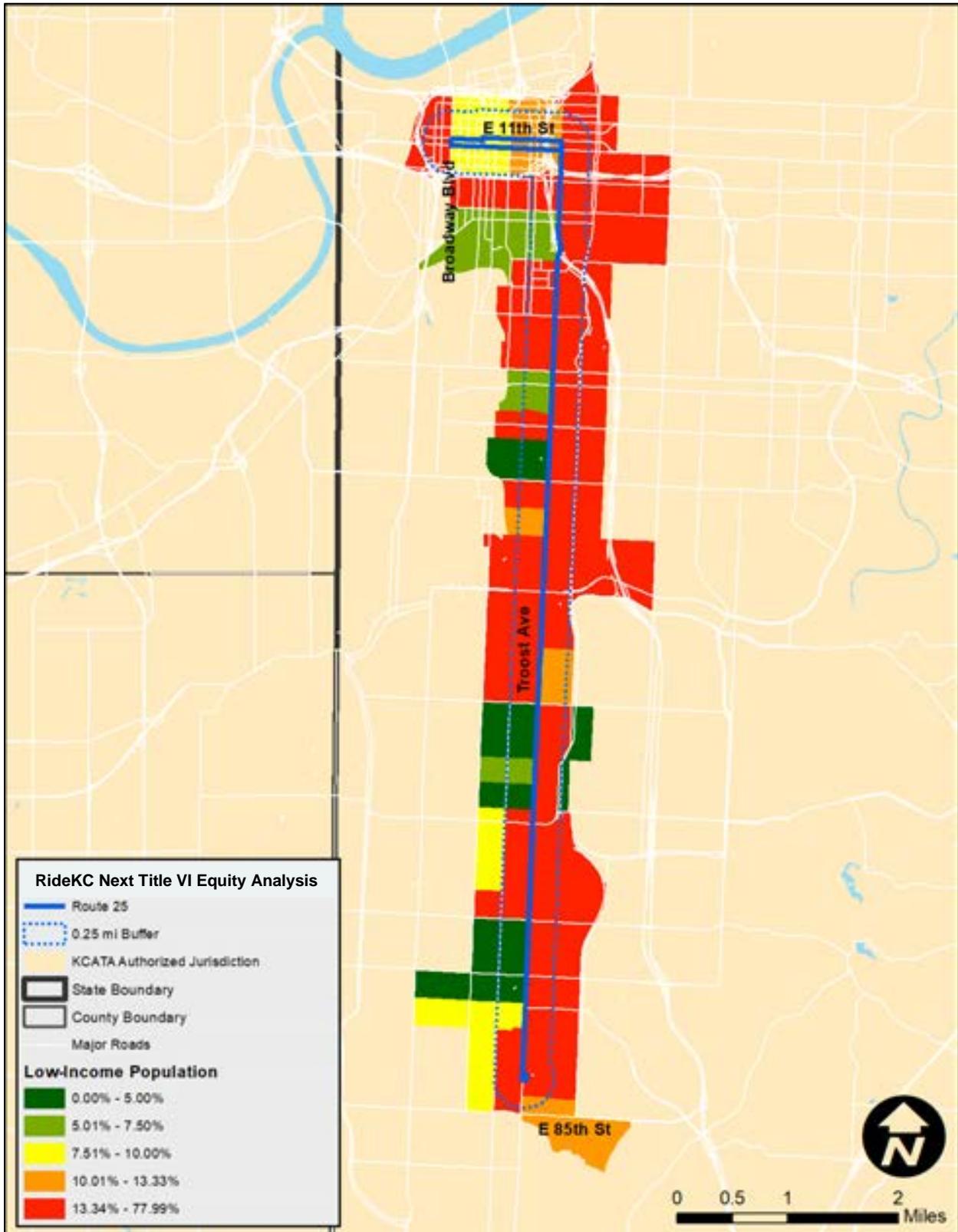


Figure B12: Route 25 – Low-Income Block Groups

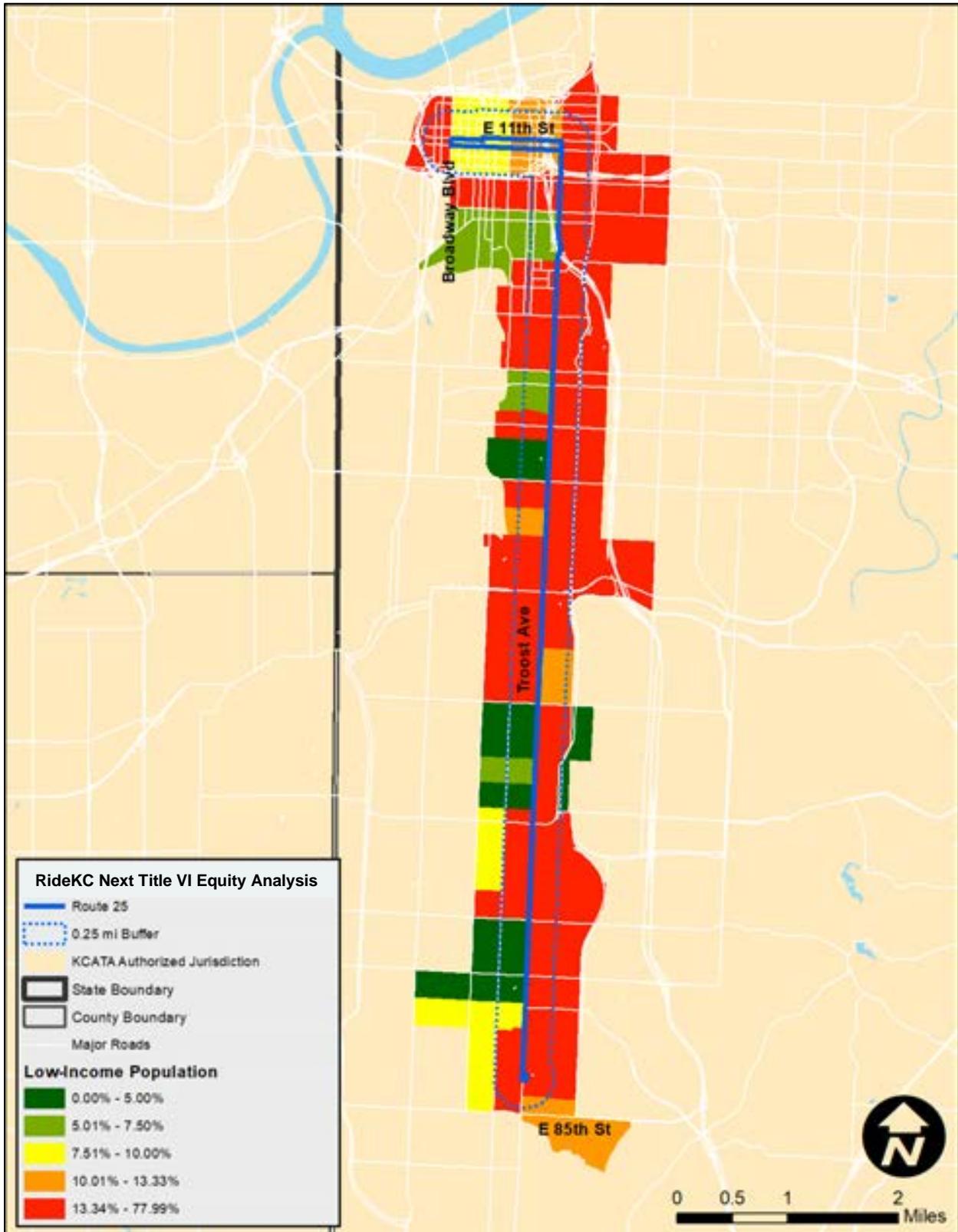


Figure B13: Route 29 – Minority Block Groups

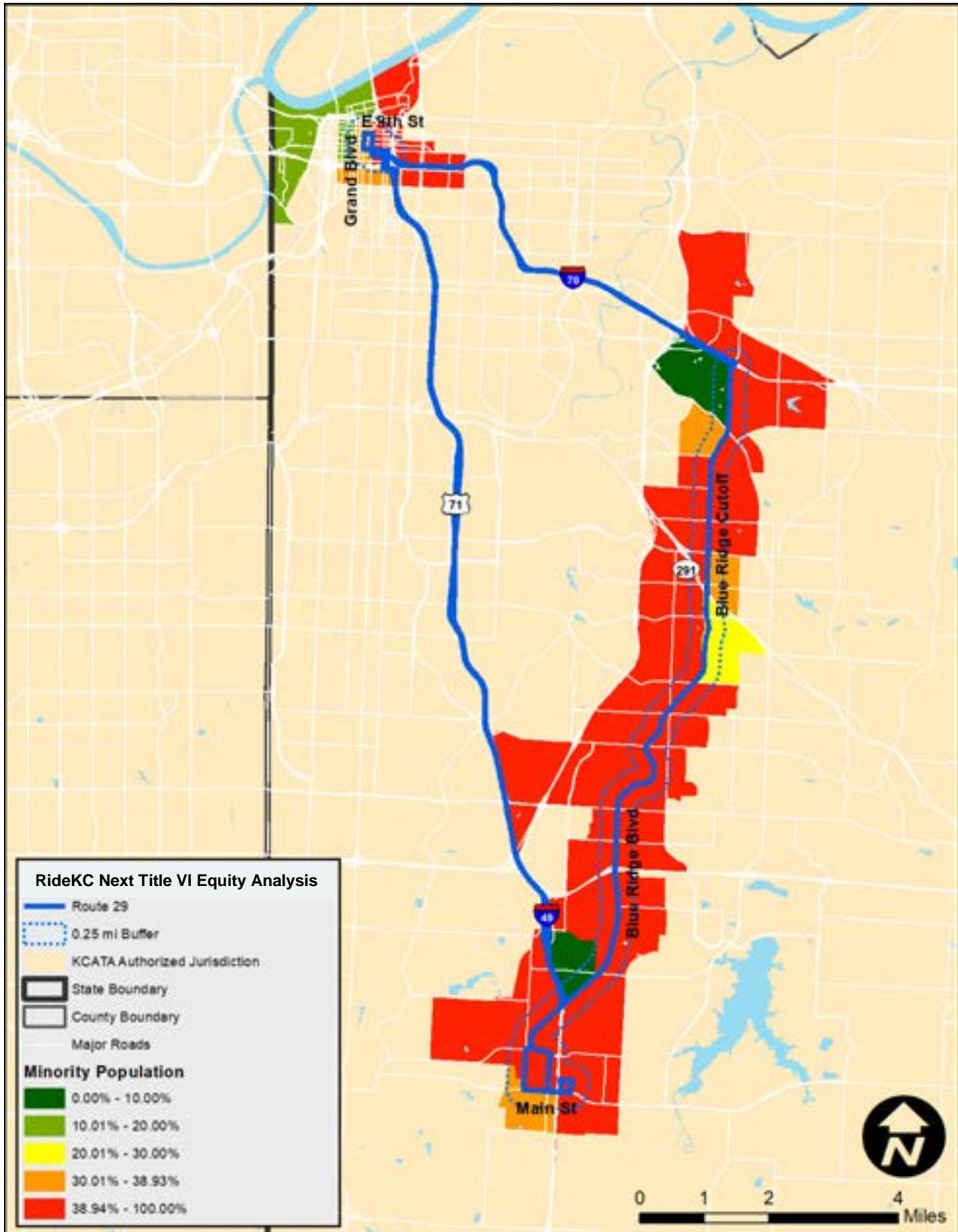


Figure B14: Route 29 – Low-Income Block Groups

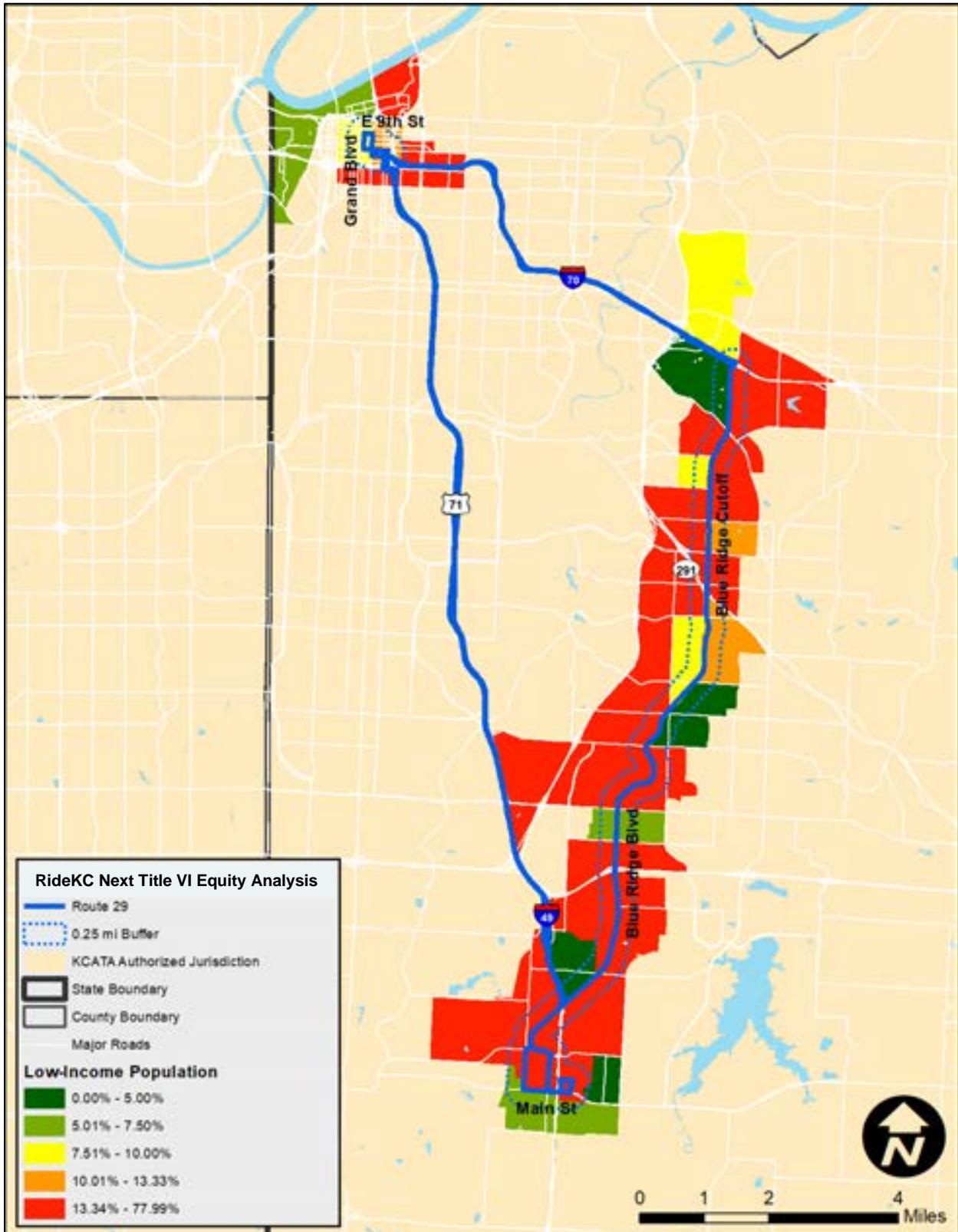


Figure B15: Route 51 – Minority Block Groups

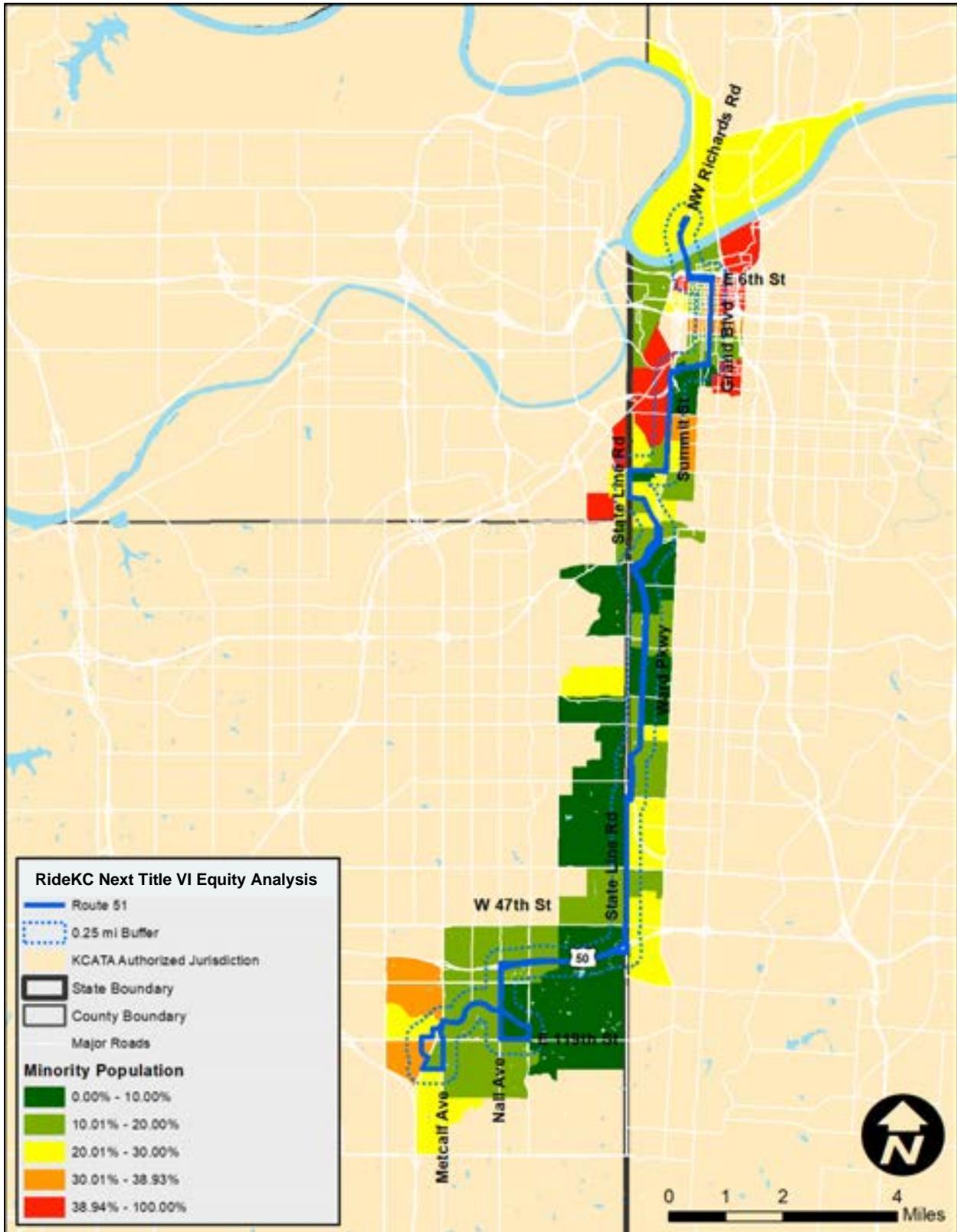


Figure B16: Route 51 – Low-Income Block Groups

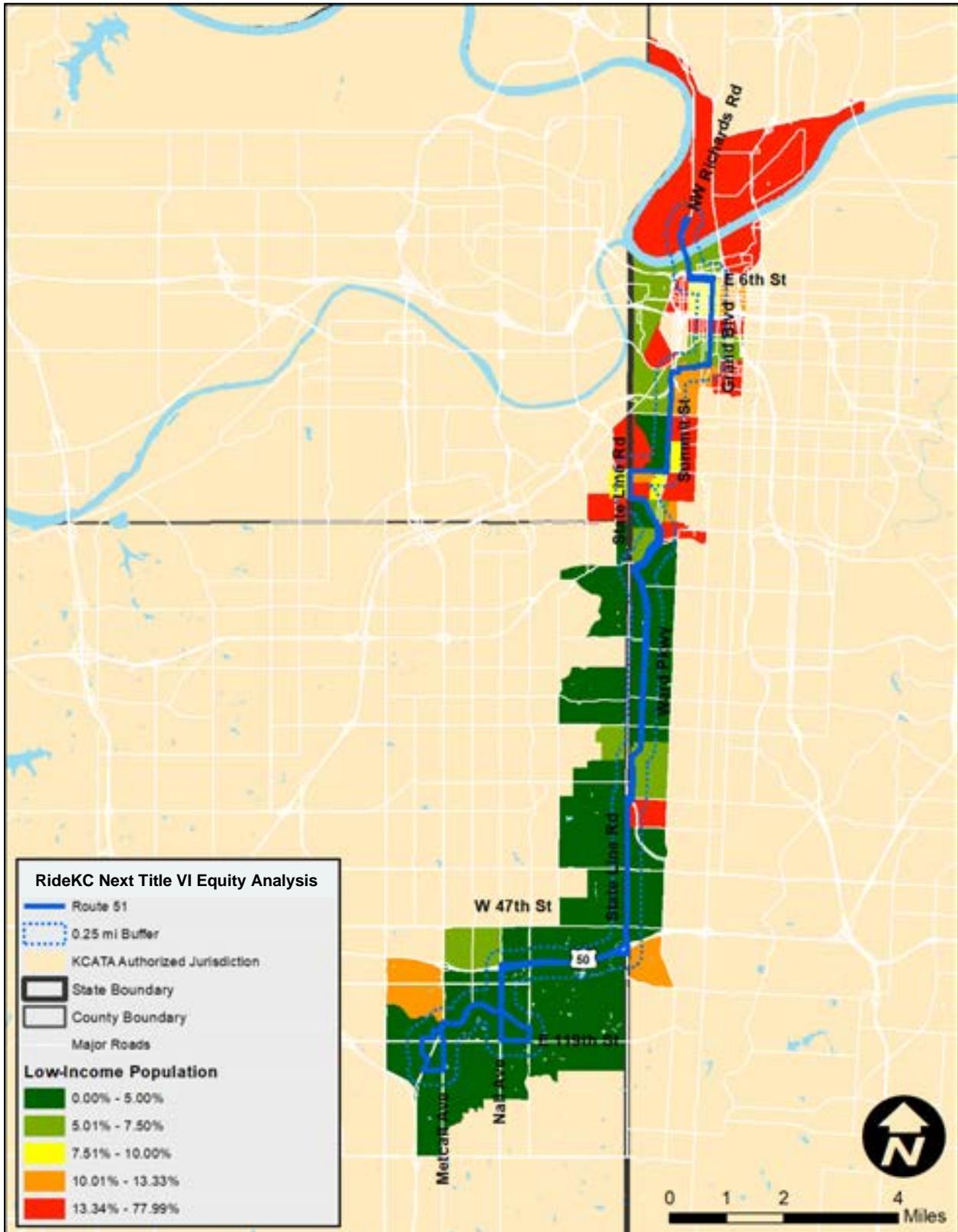


Figure B17: Route 52 – Minority Block Groups

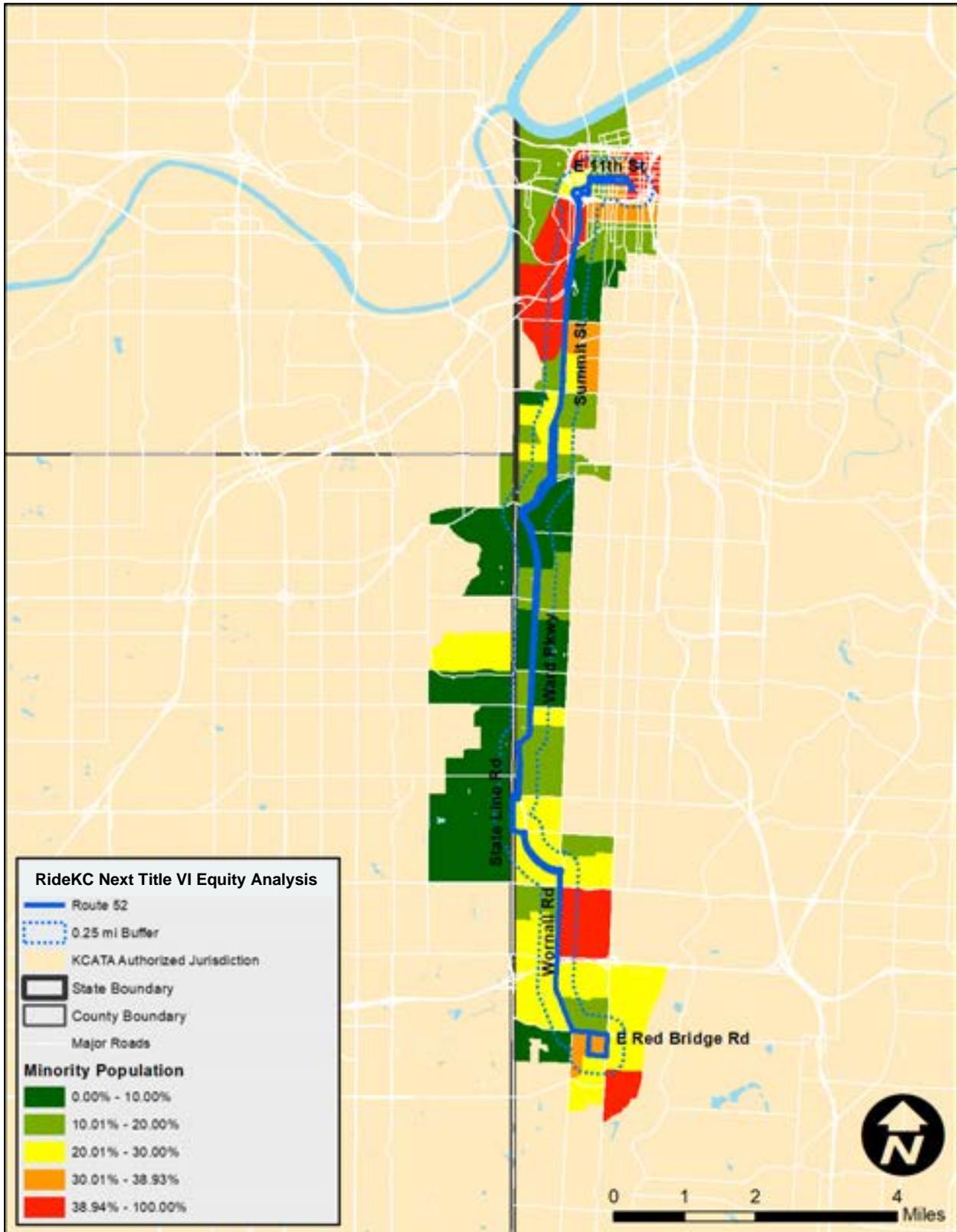


Figure B18: Route 52– Low-Income Block Groups

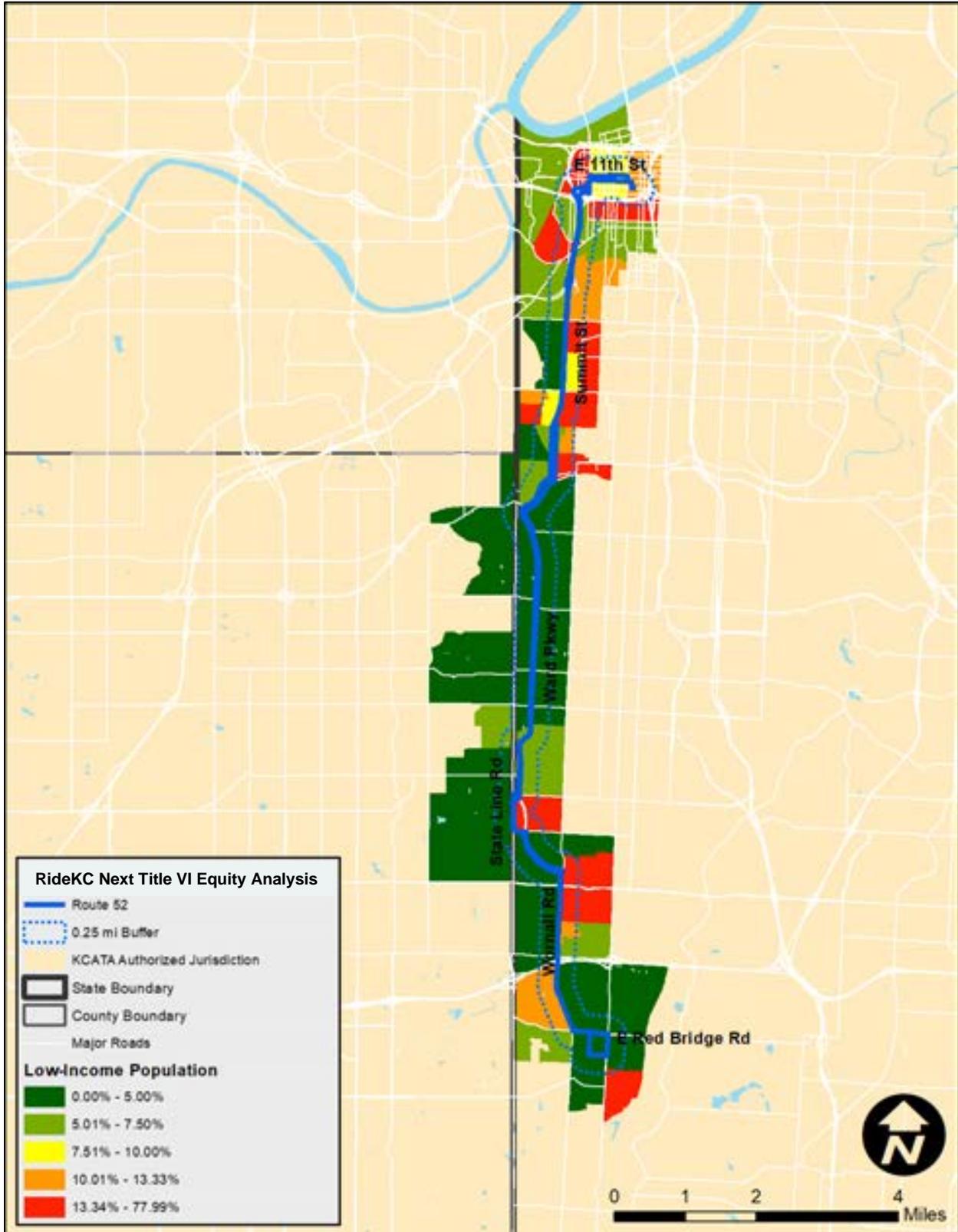


Figure B19: Route 55 – Minority Block Groups

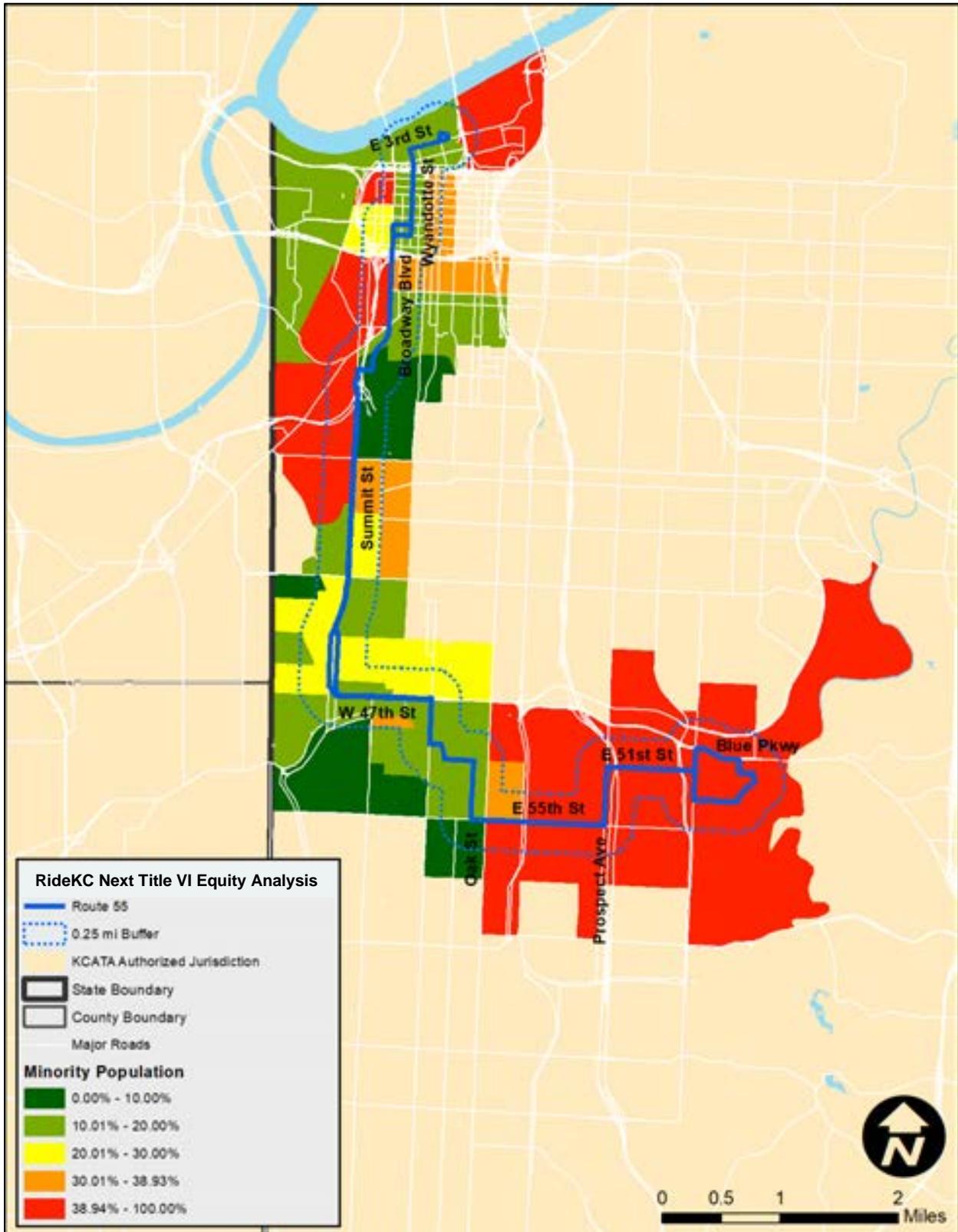


Figure B20: Route 55 – Low-Income Block Groups

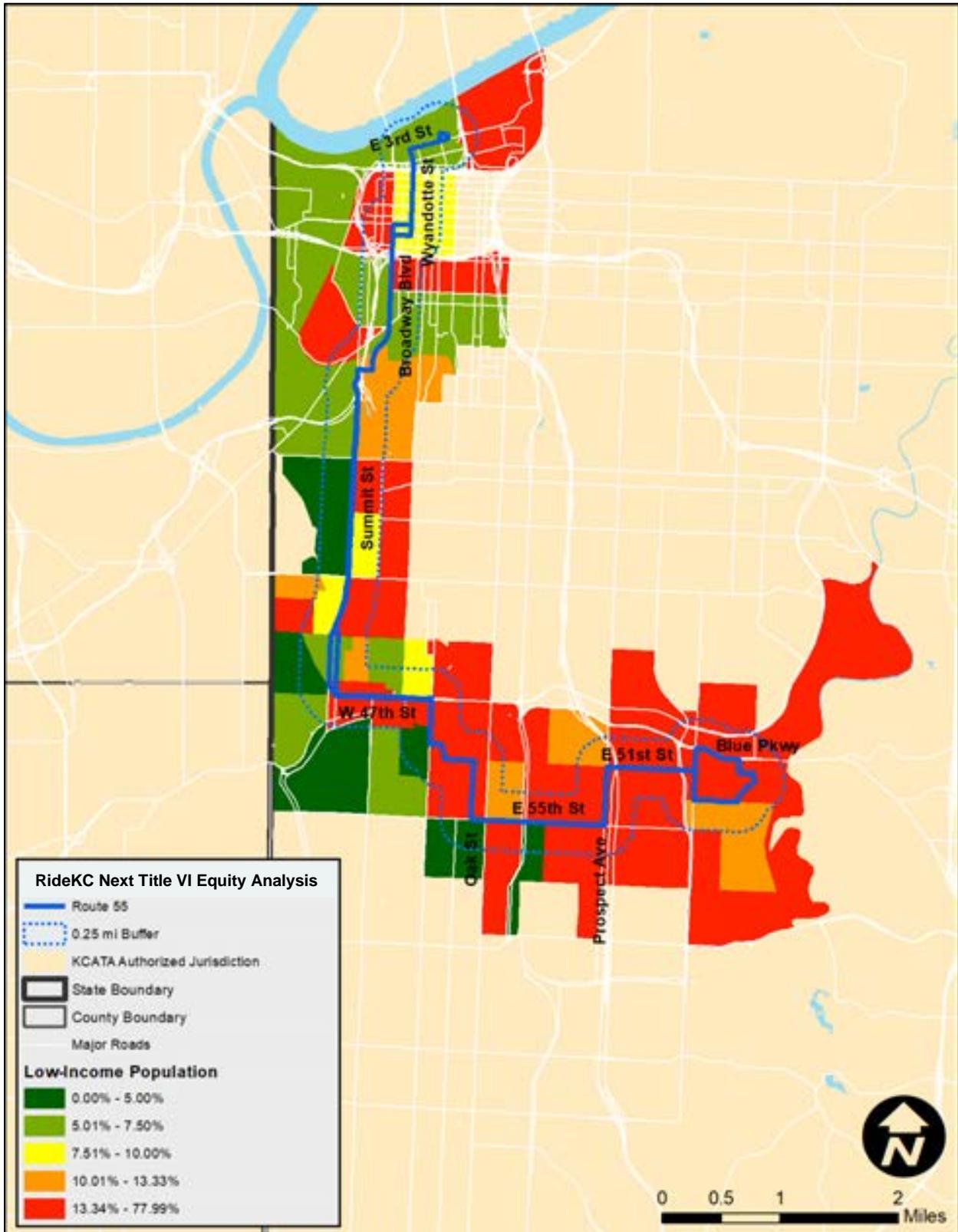


Figure B21: Route 57 – Minority Block Groups

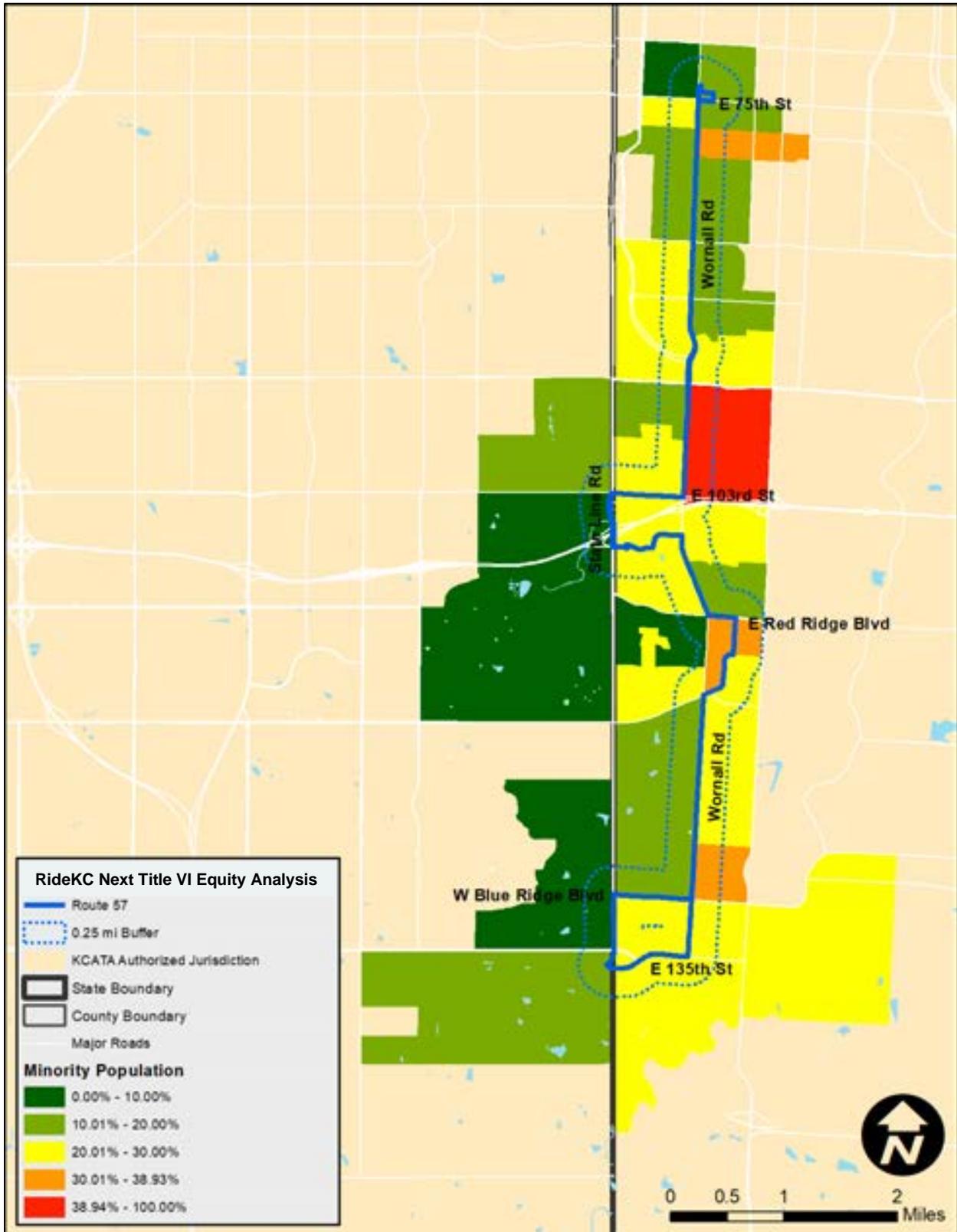


Figure B22: Route 57 – Low-Income Block Groups

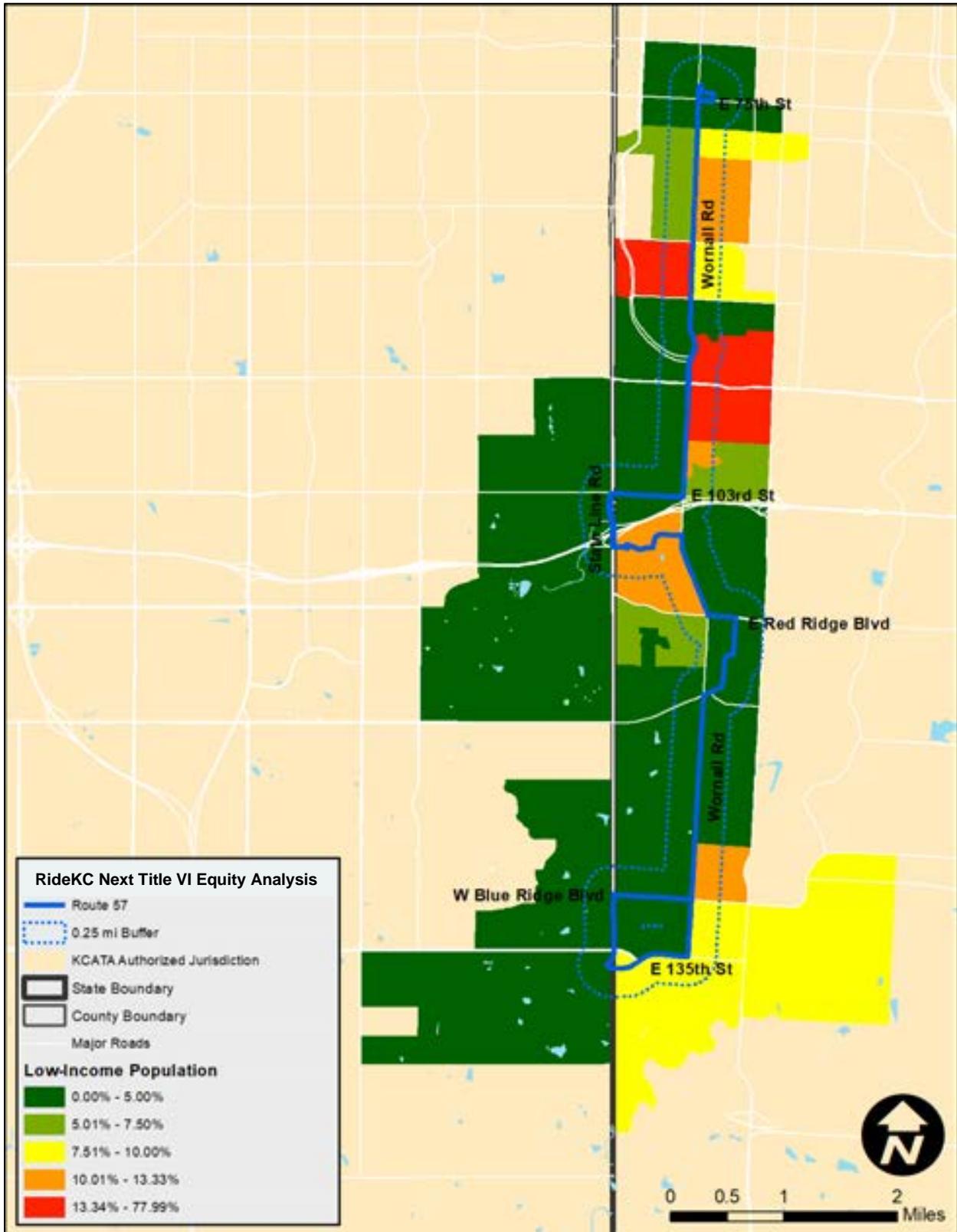


Figure B23: Route 71 – Minority Block Groups

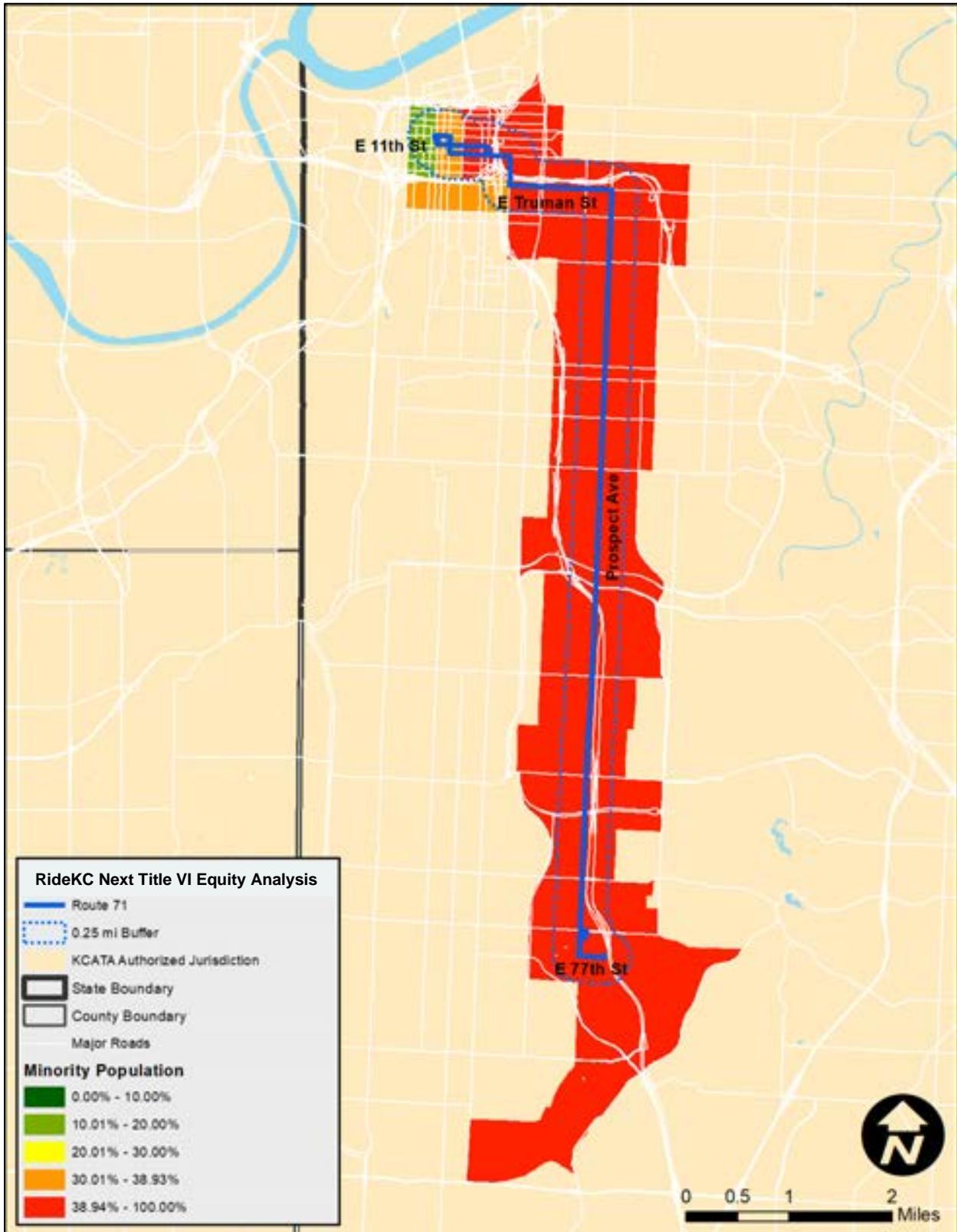


Figure B24: Route 71 – Low-Income Block Groups

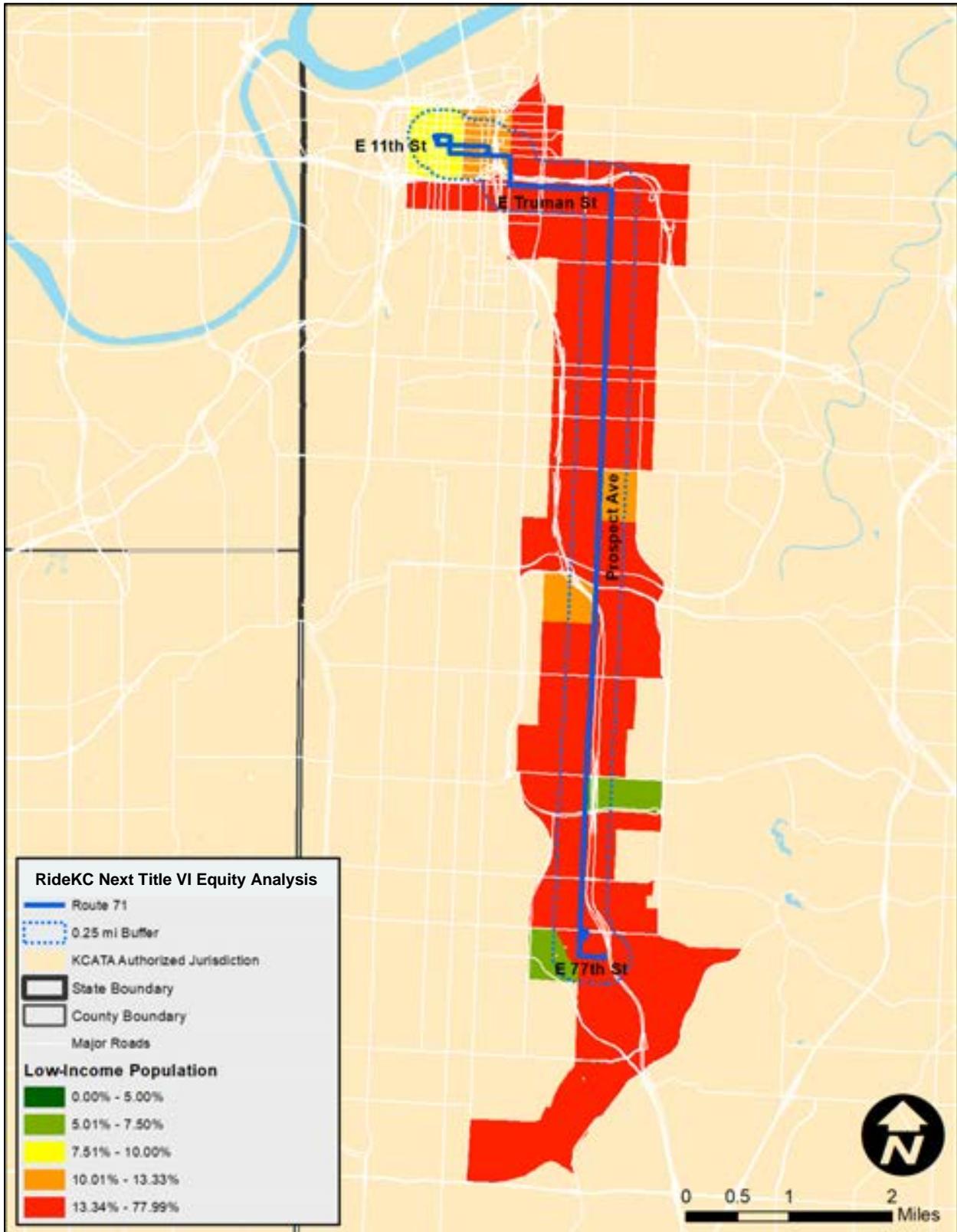


Figure B25: Route 75 – Minority Block Groups

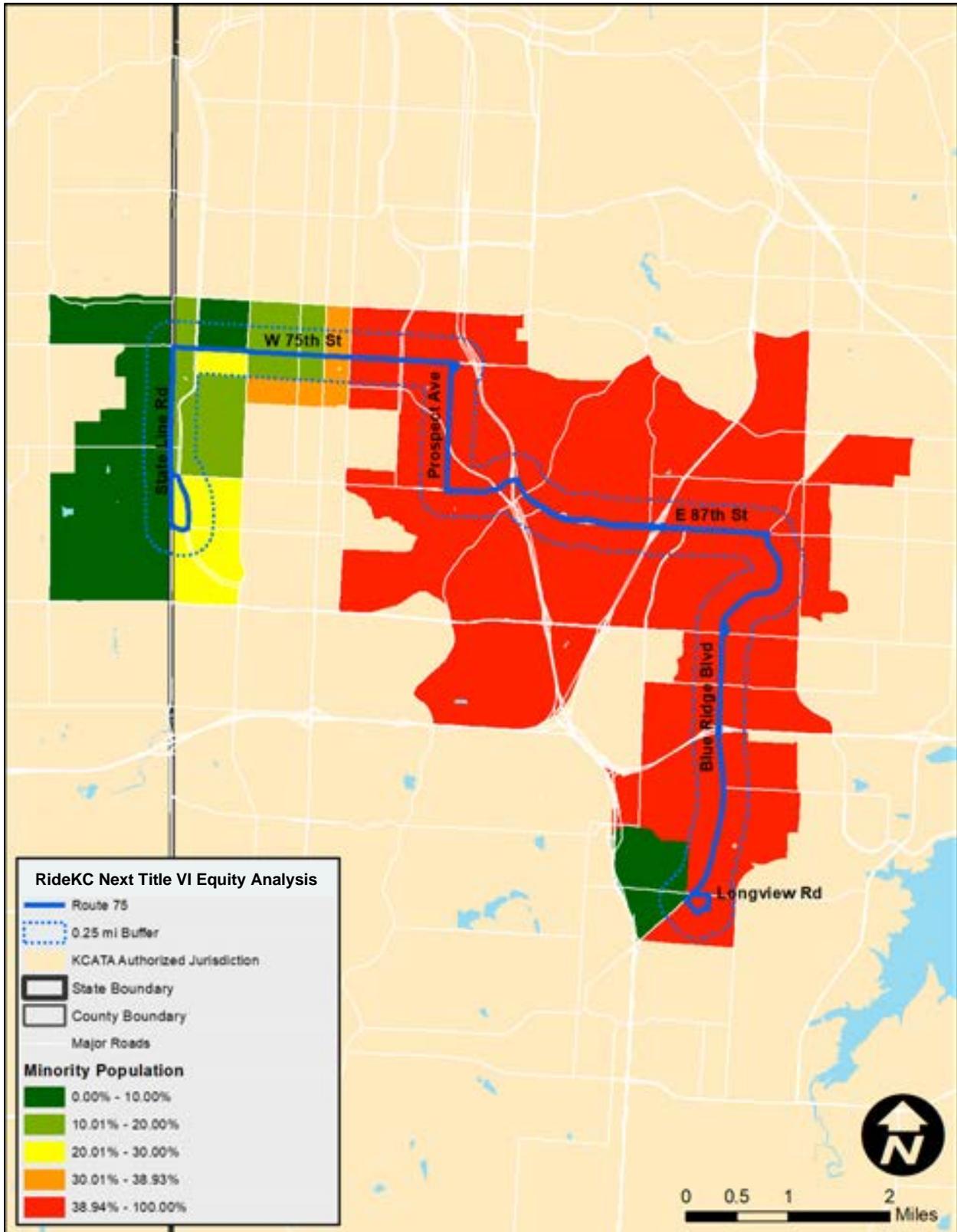


Figure B26: Route 75 – Low-Income Block Groups

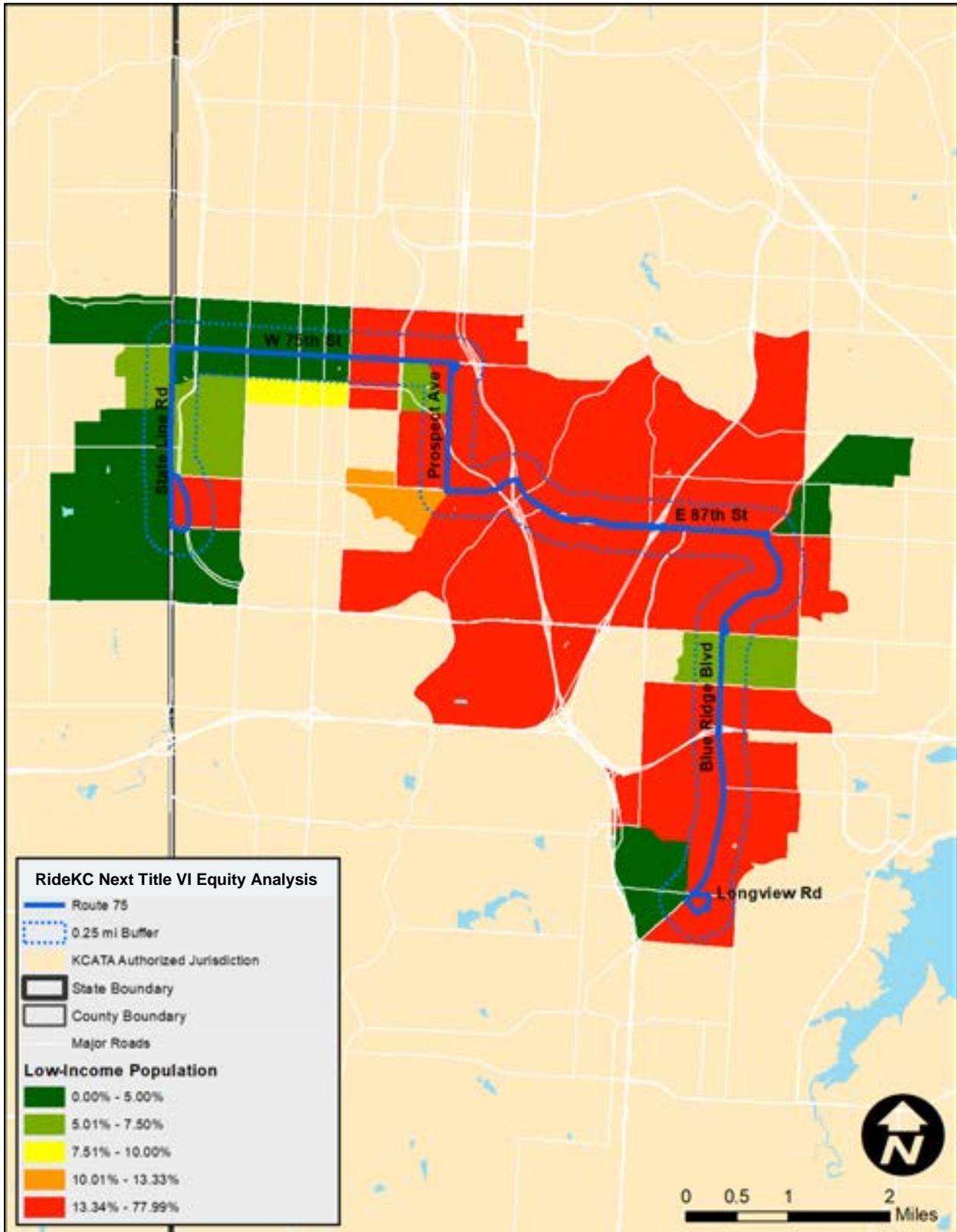


Figure B27: Route 231 – Minority Block Groups

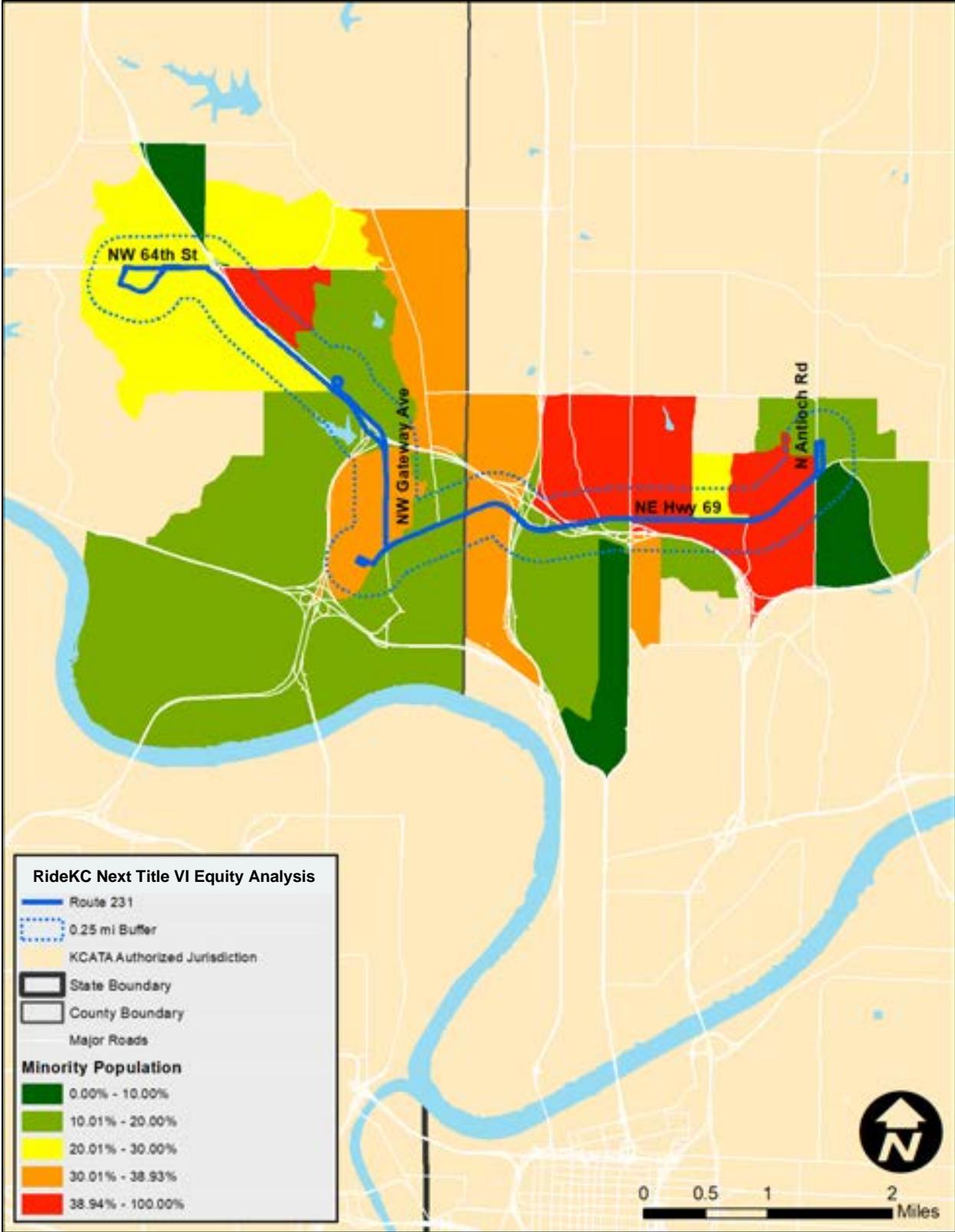


Figure B28: Route 231 – Low-Income Block Groups

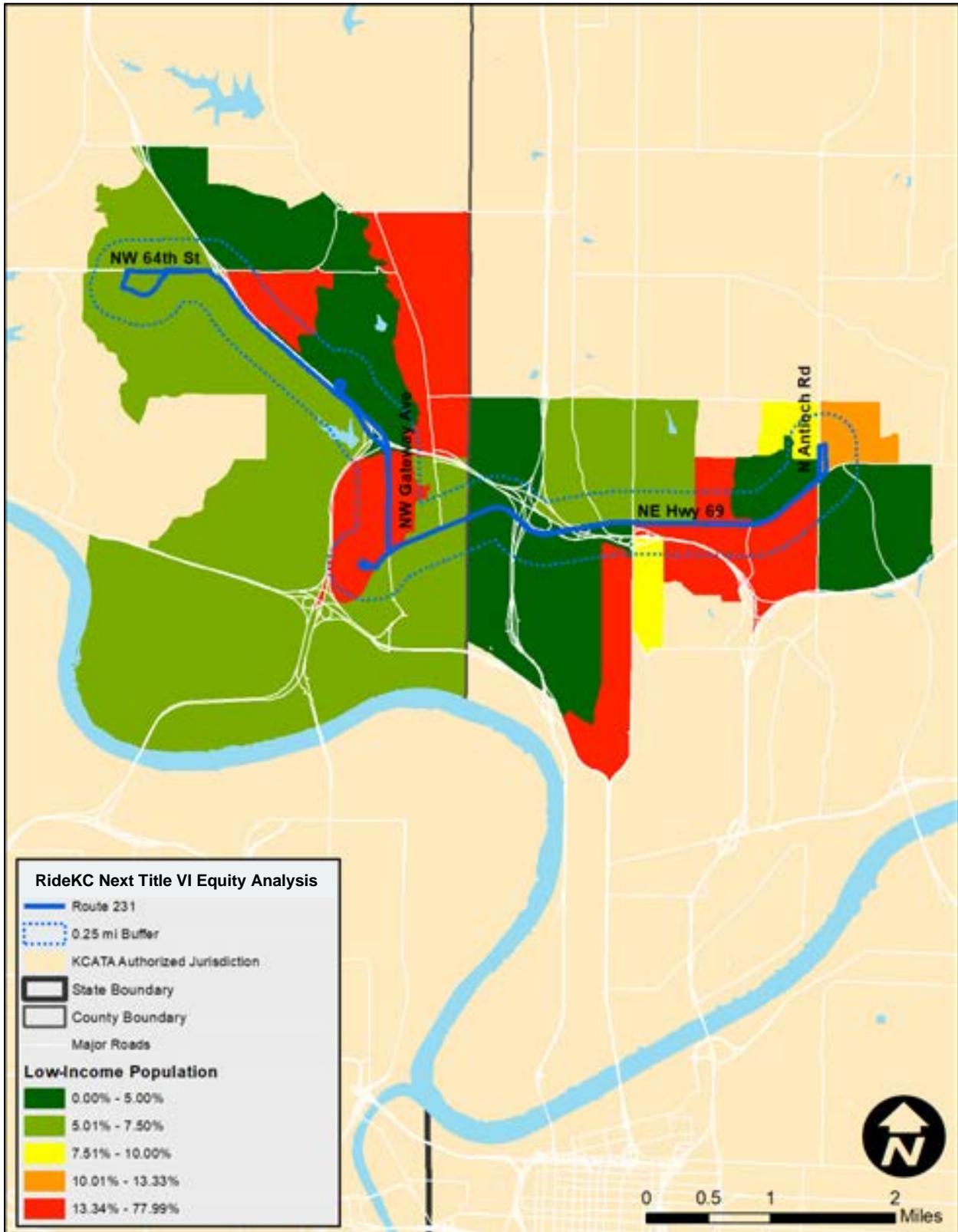


Figure B29: Route 233 – Minority Block Groups

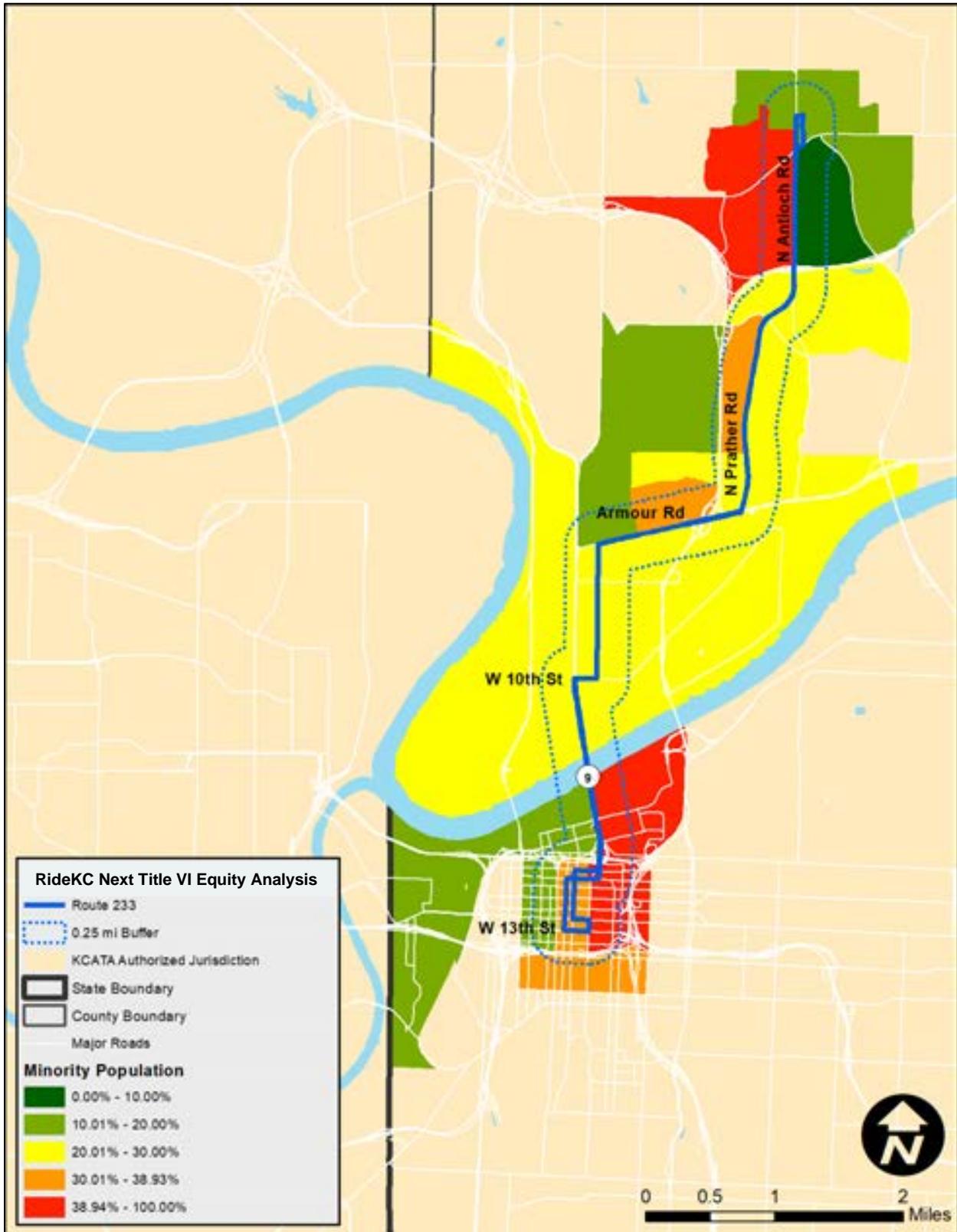


Figure B30: Route 233 – Low-Income Block Groups

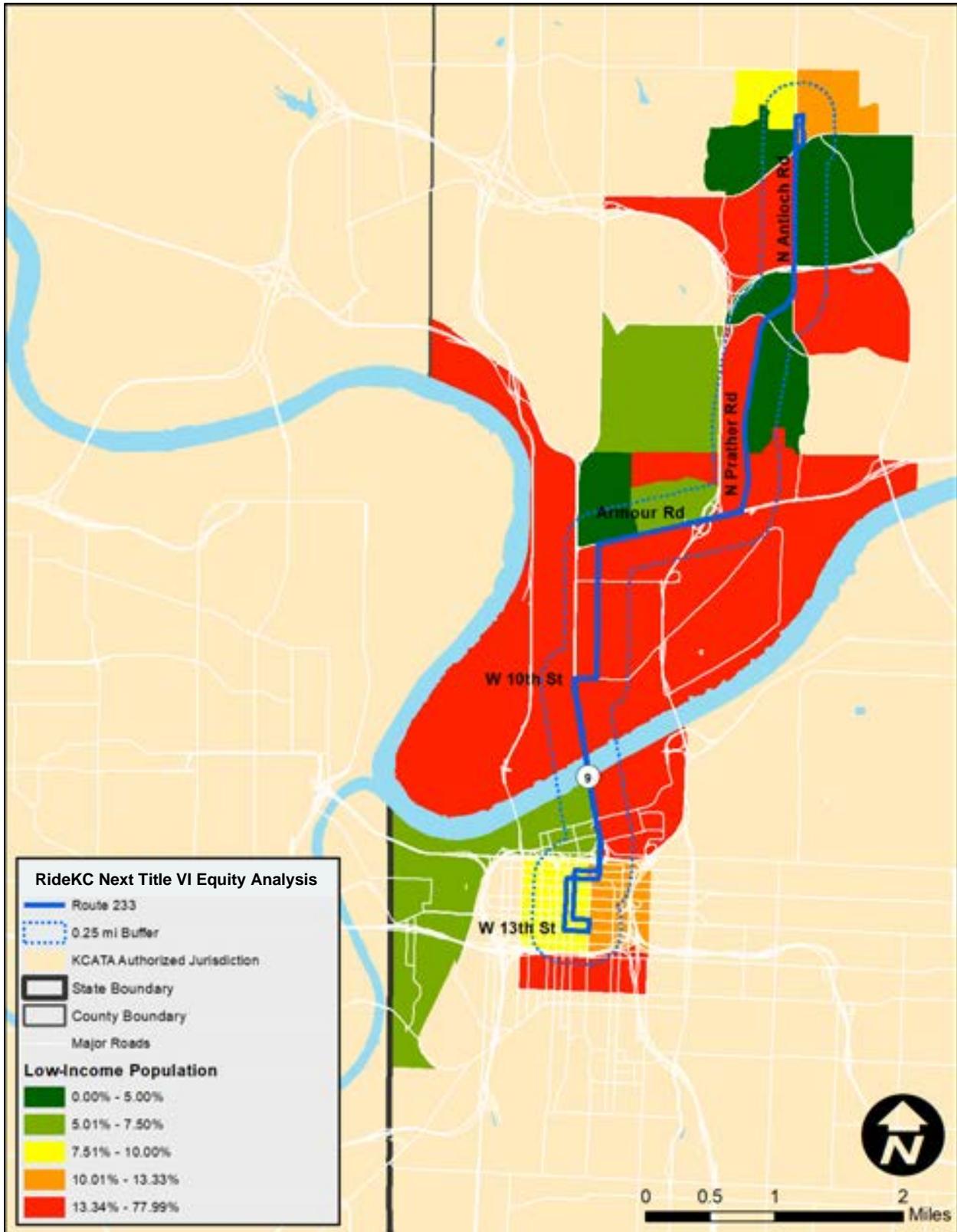


Figure B31: Route 234 – Minority Block Groups

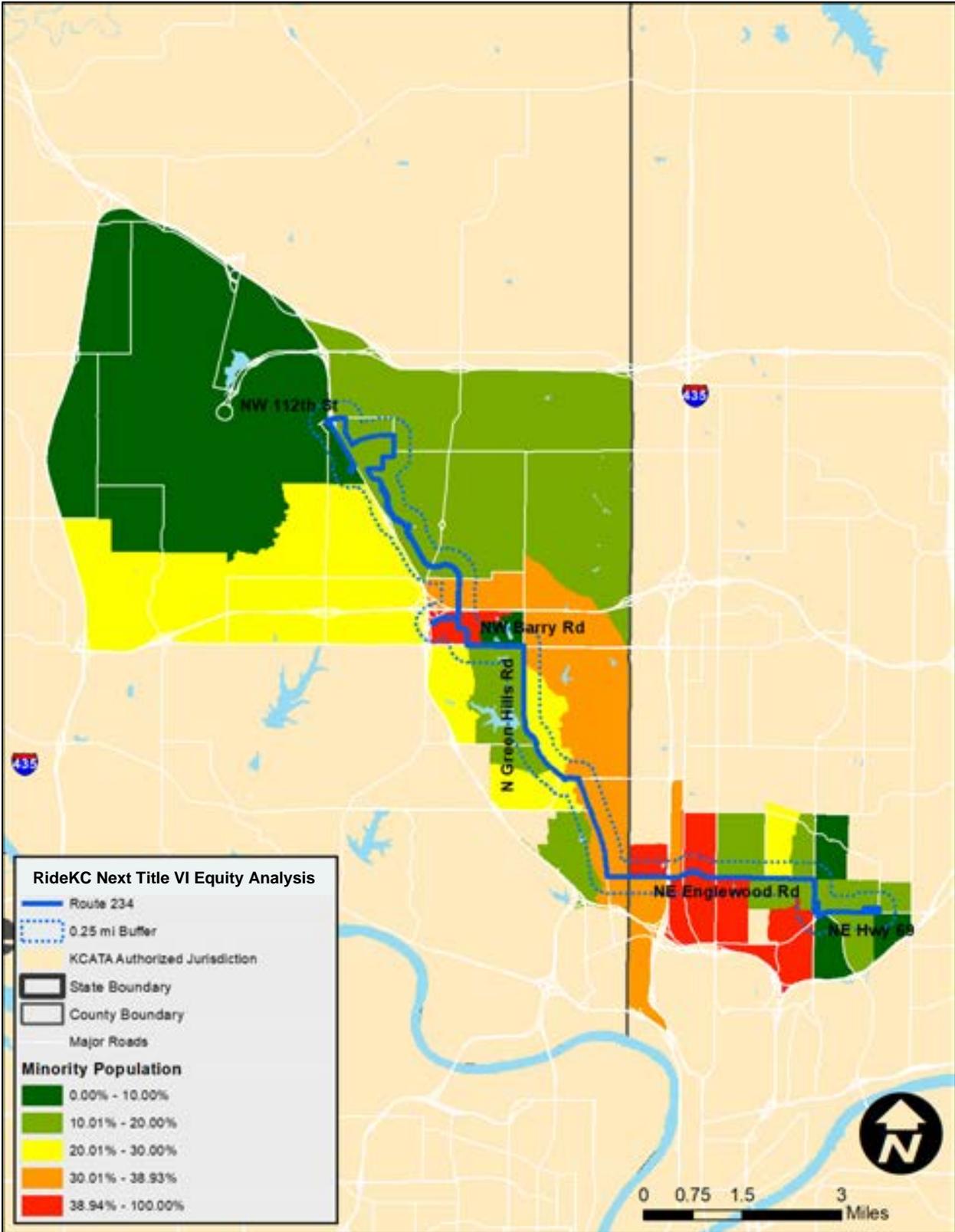


Figure B32: Route 234 – Low-Income Block Groups

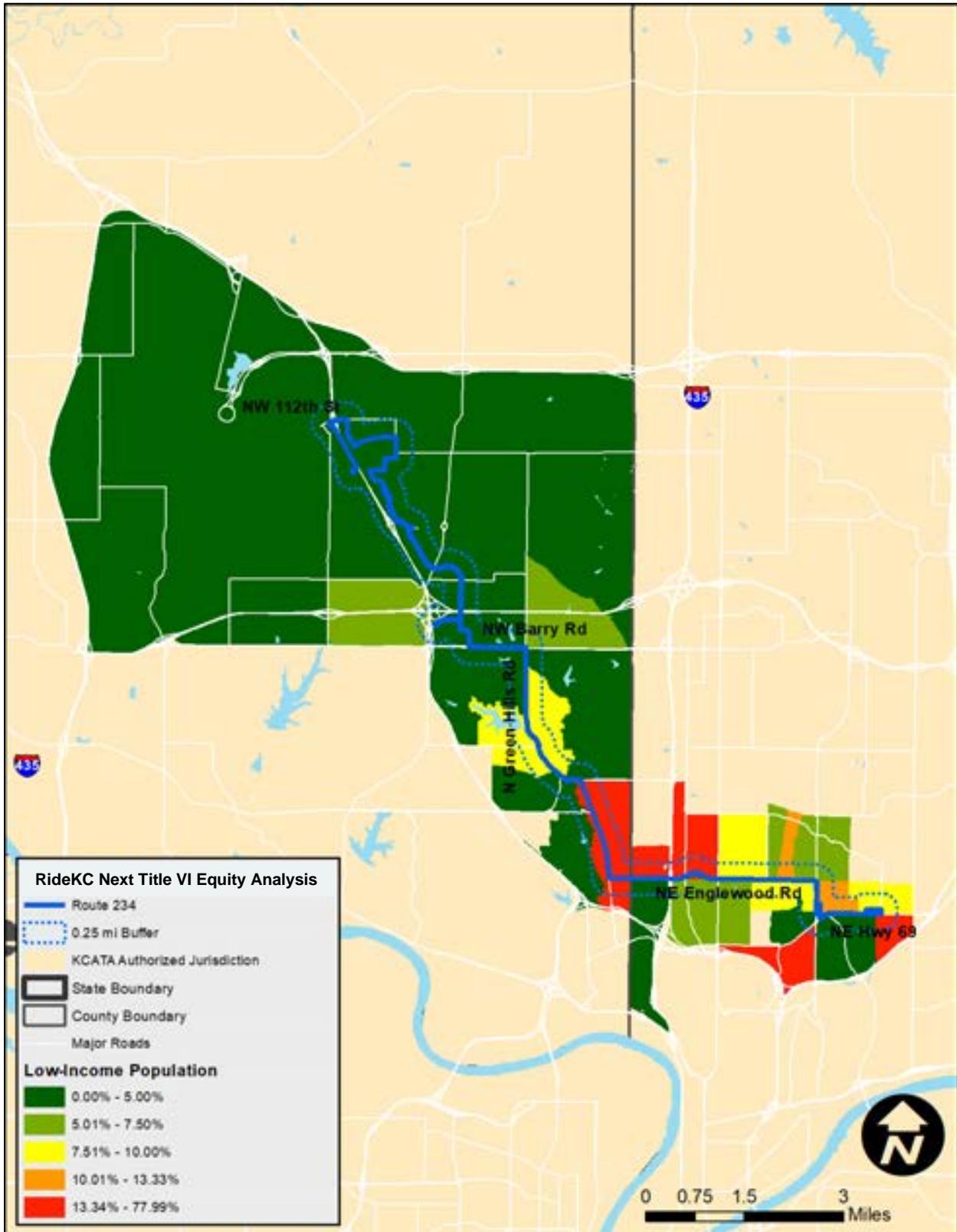


Figure B33: Route 235 – Minority Block Groups

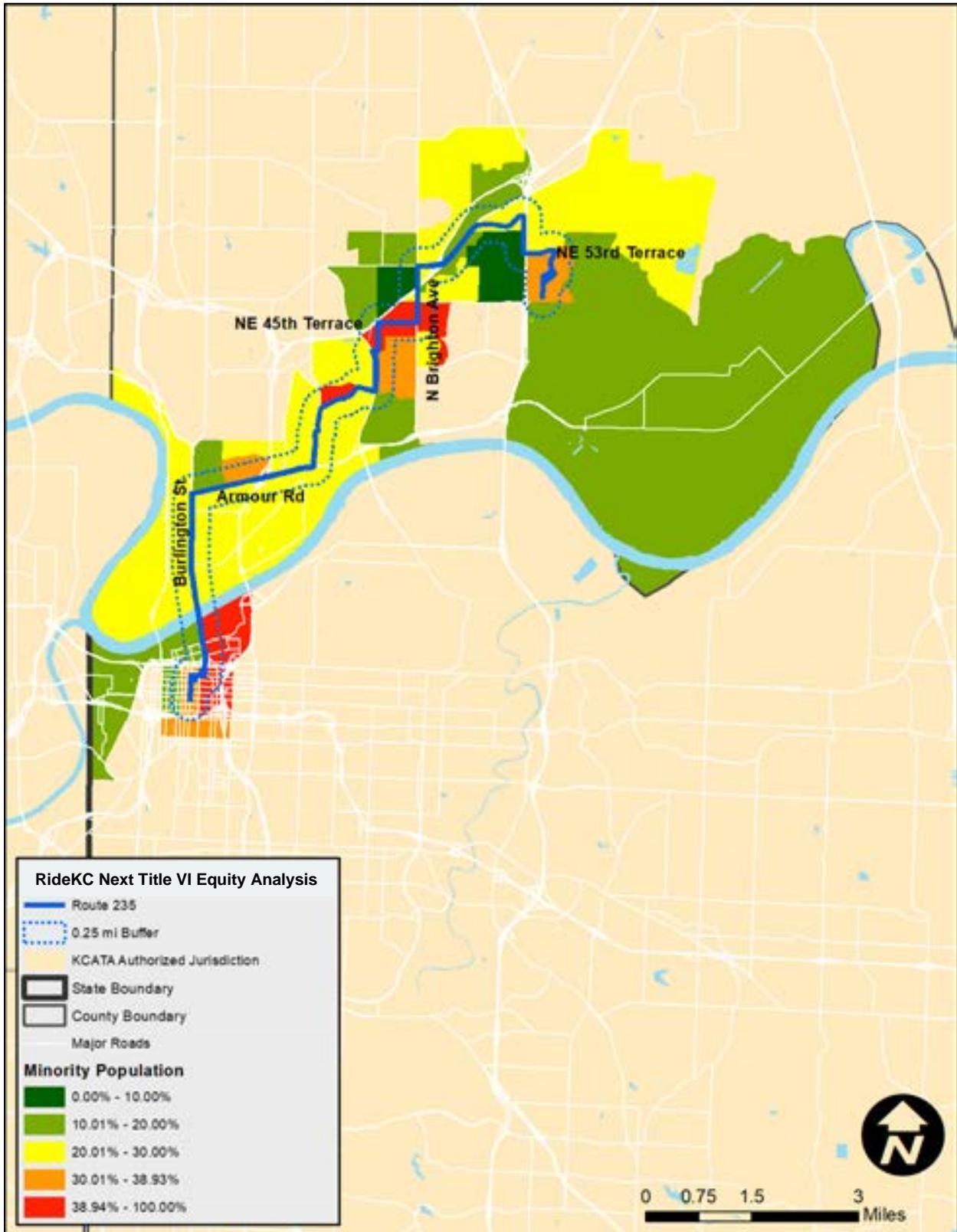


Figure B34: Route 235 – Low-Income Block Groups

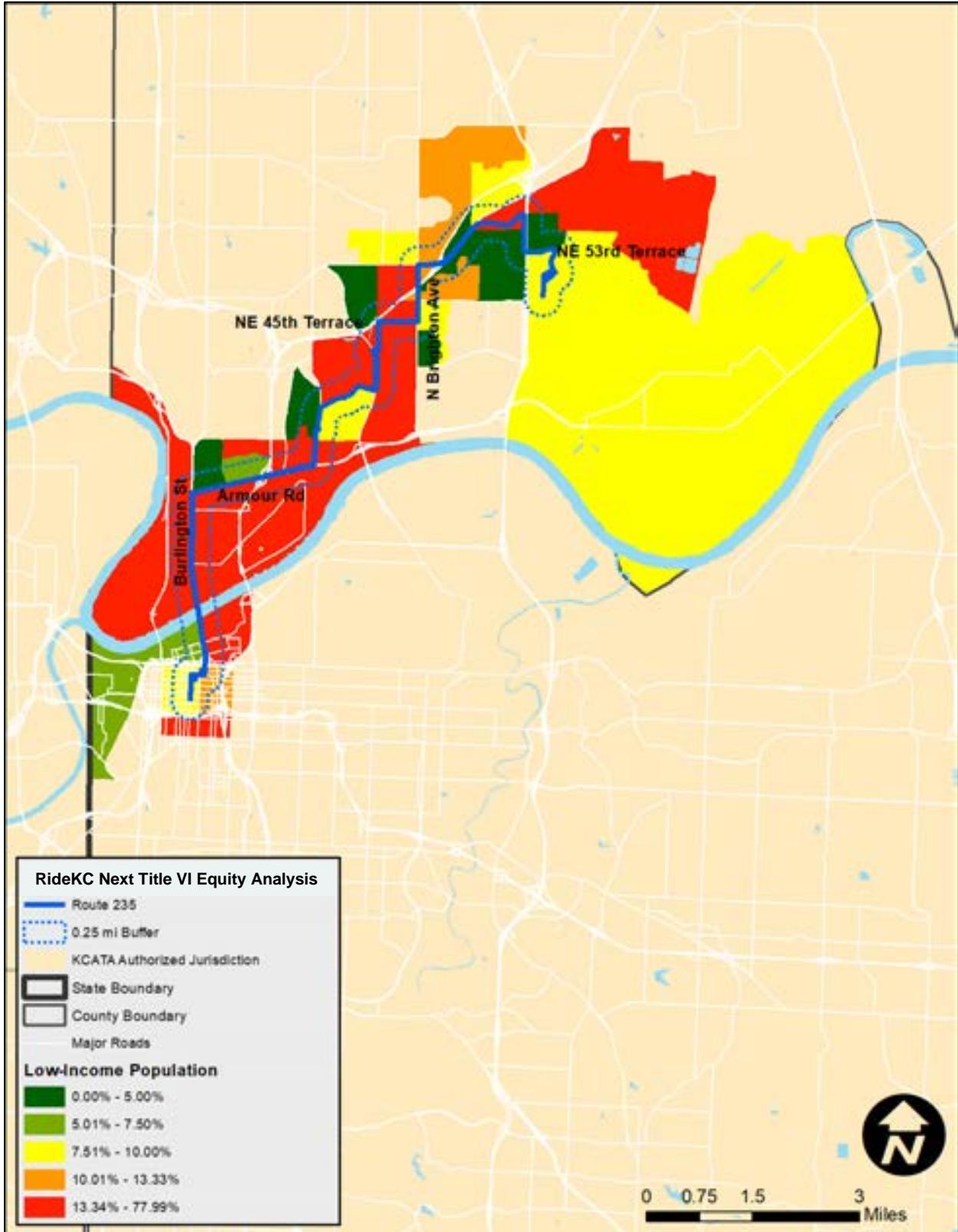


Figure B35: Route 236 – Minority Block Groups

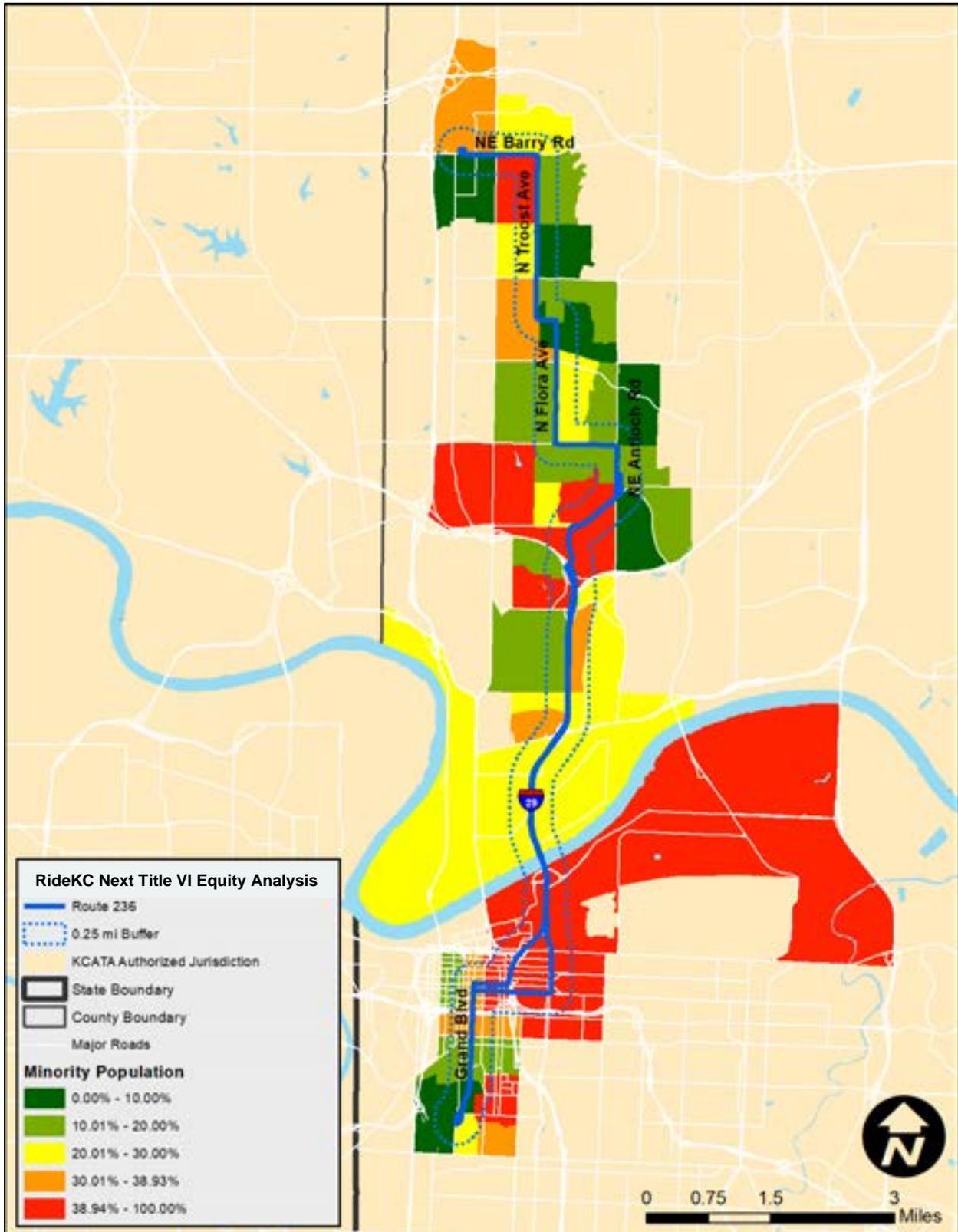


Figure B36: Route 236 – Low-Income Block Groups

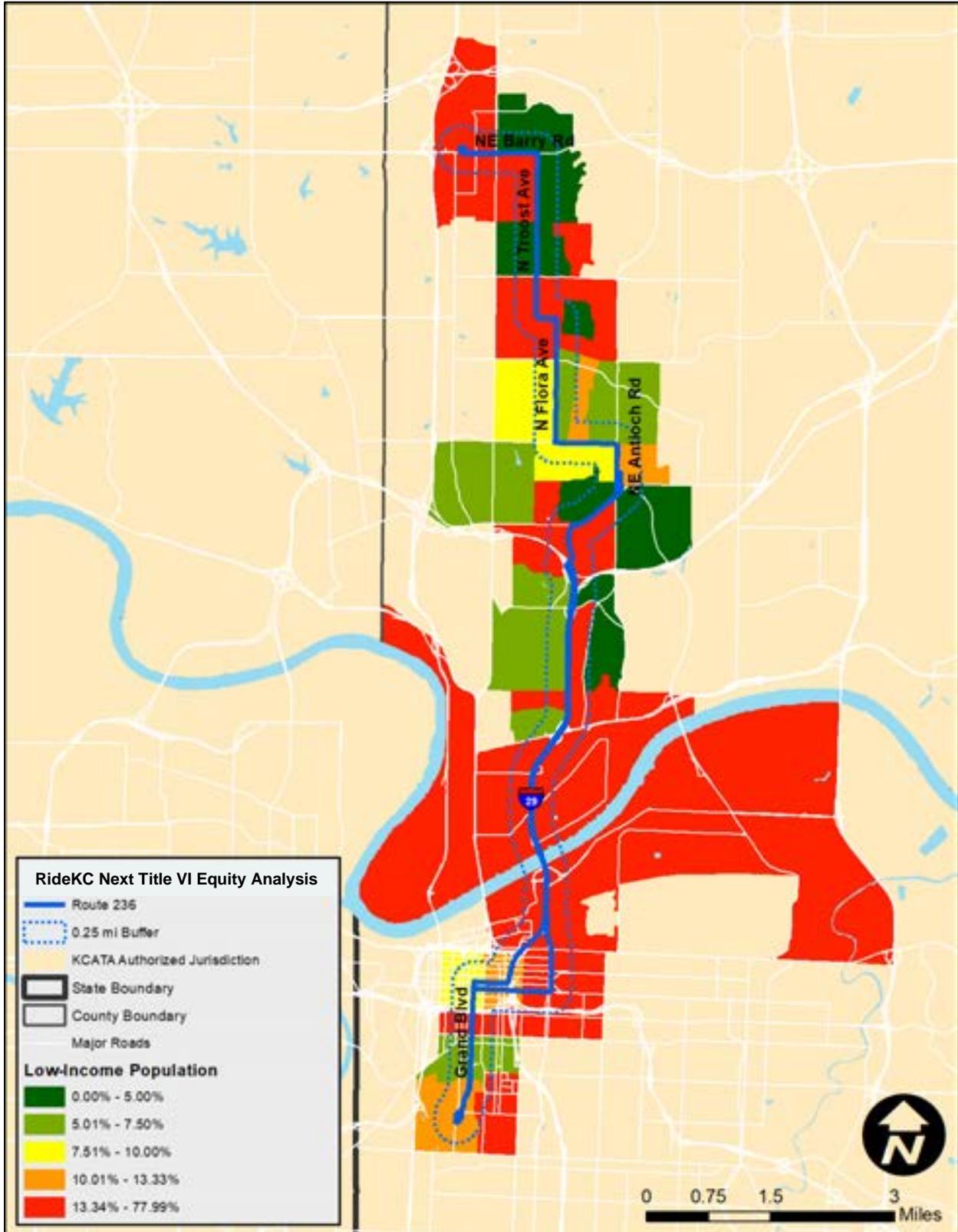


Figure B37: Route 237 – Minority Block Groups

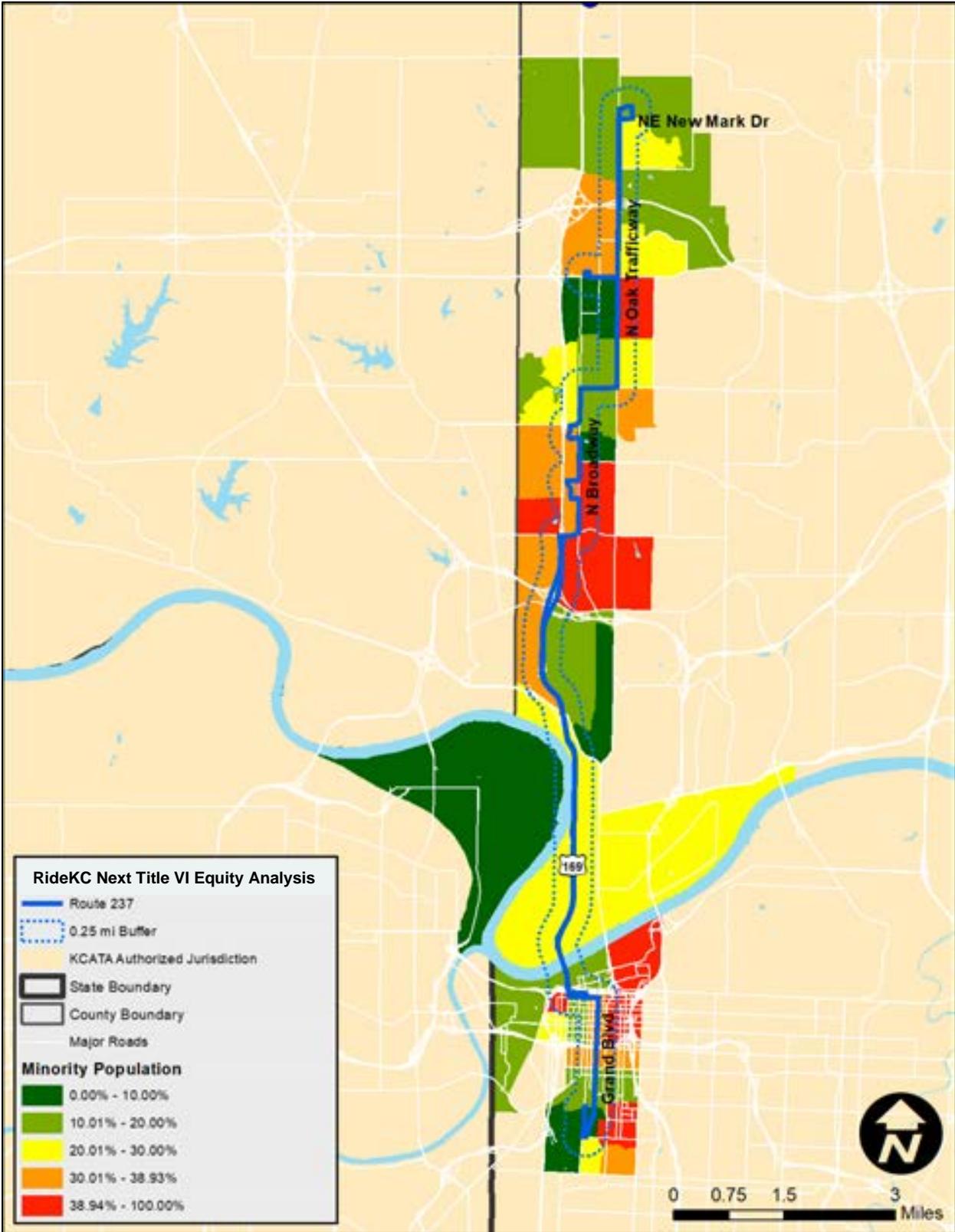
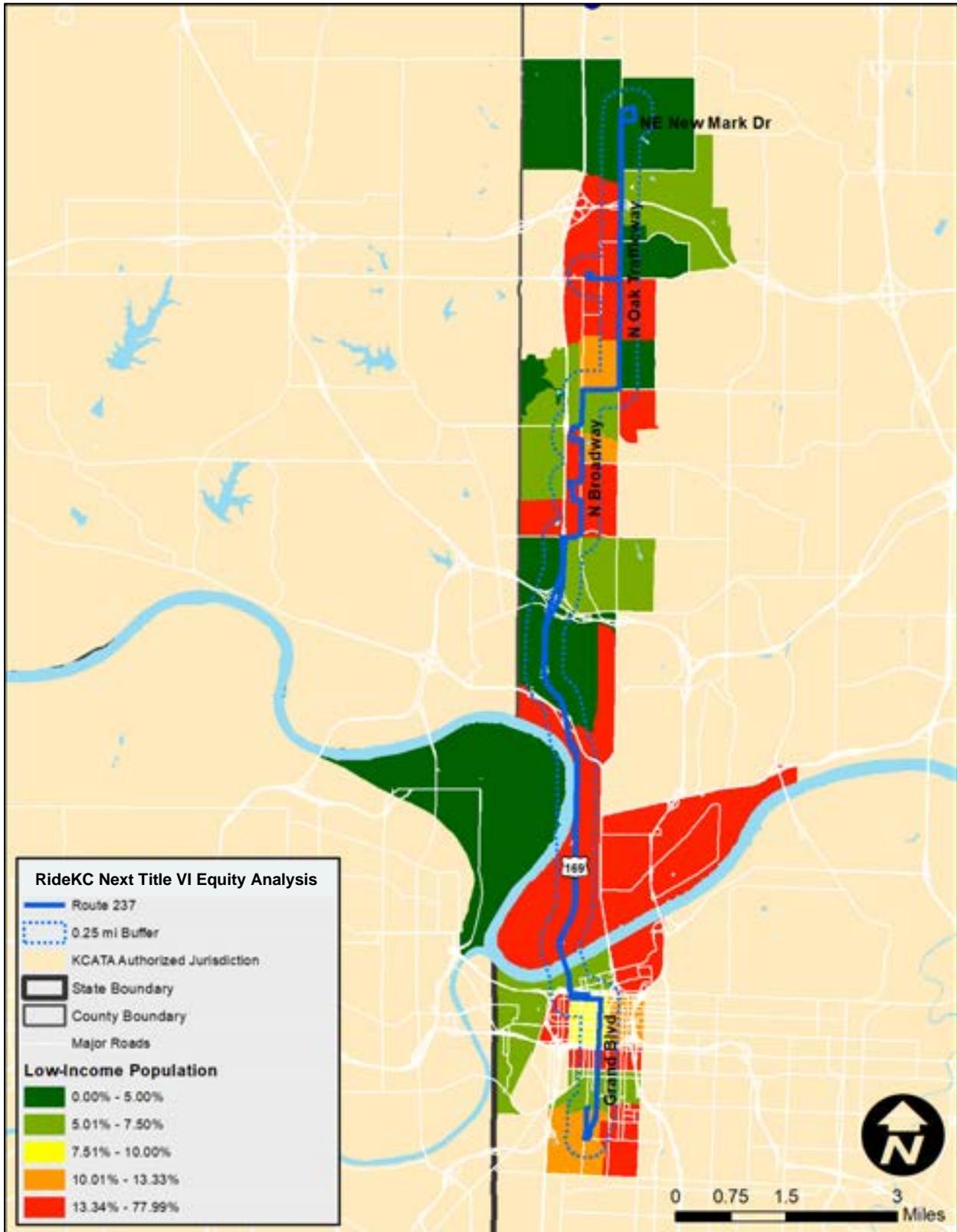


Figure B38: Route 237 – Low-Income Block Groups



APPENDIX C – ALIGNMENT EXTENSIONS AND CUTS

Figure C1: Route 1 – Minority Block Groups

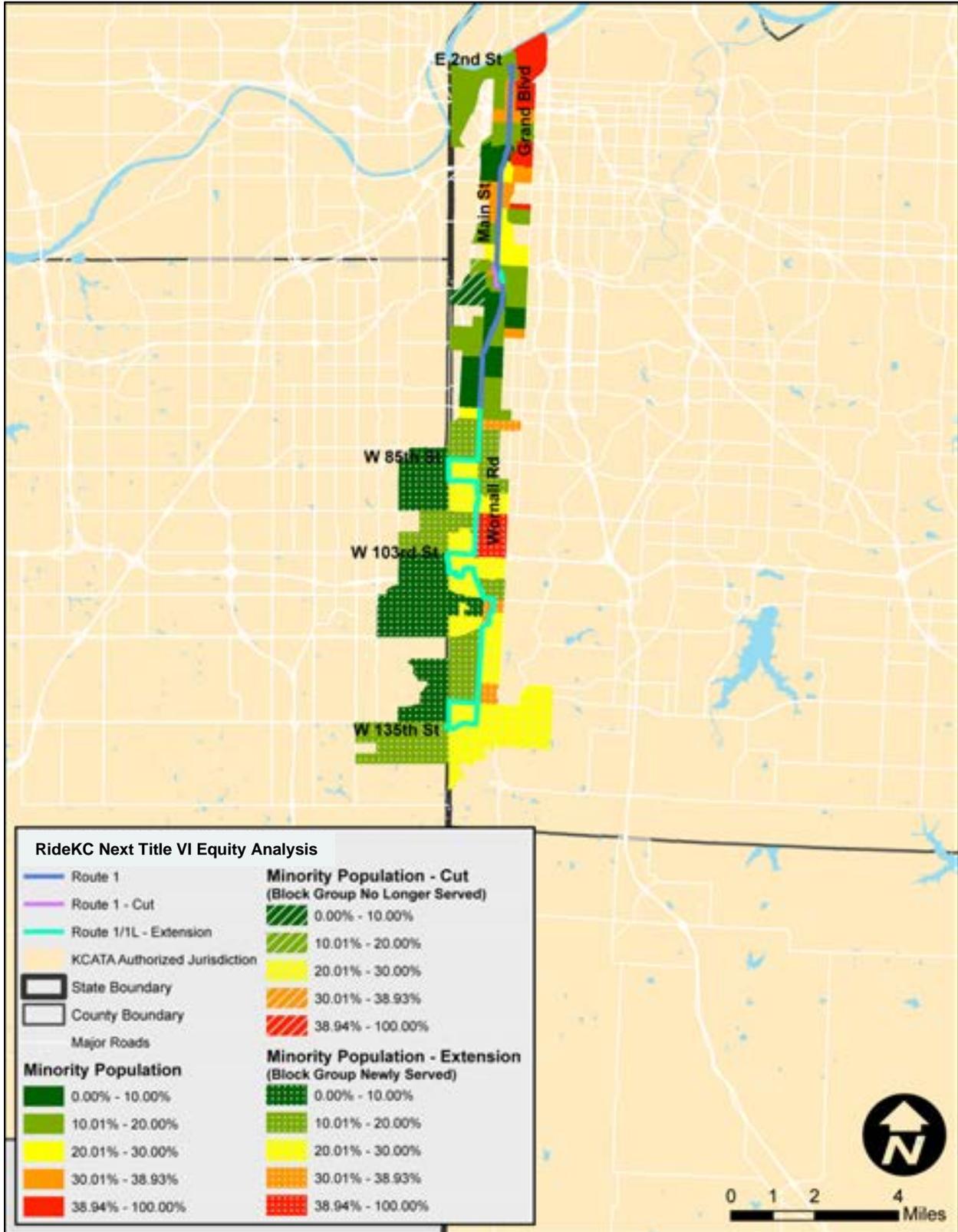


Figure C2: Route 1 – Low-Income Block Groups

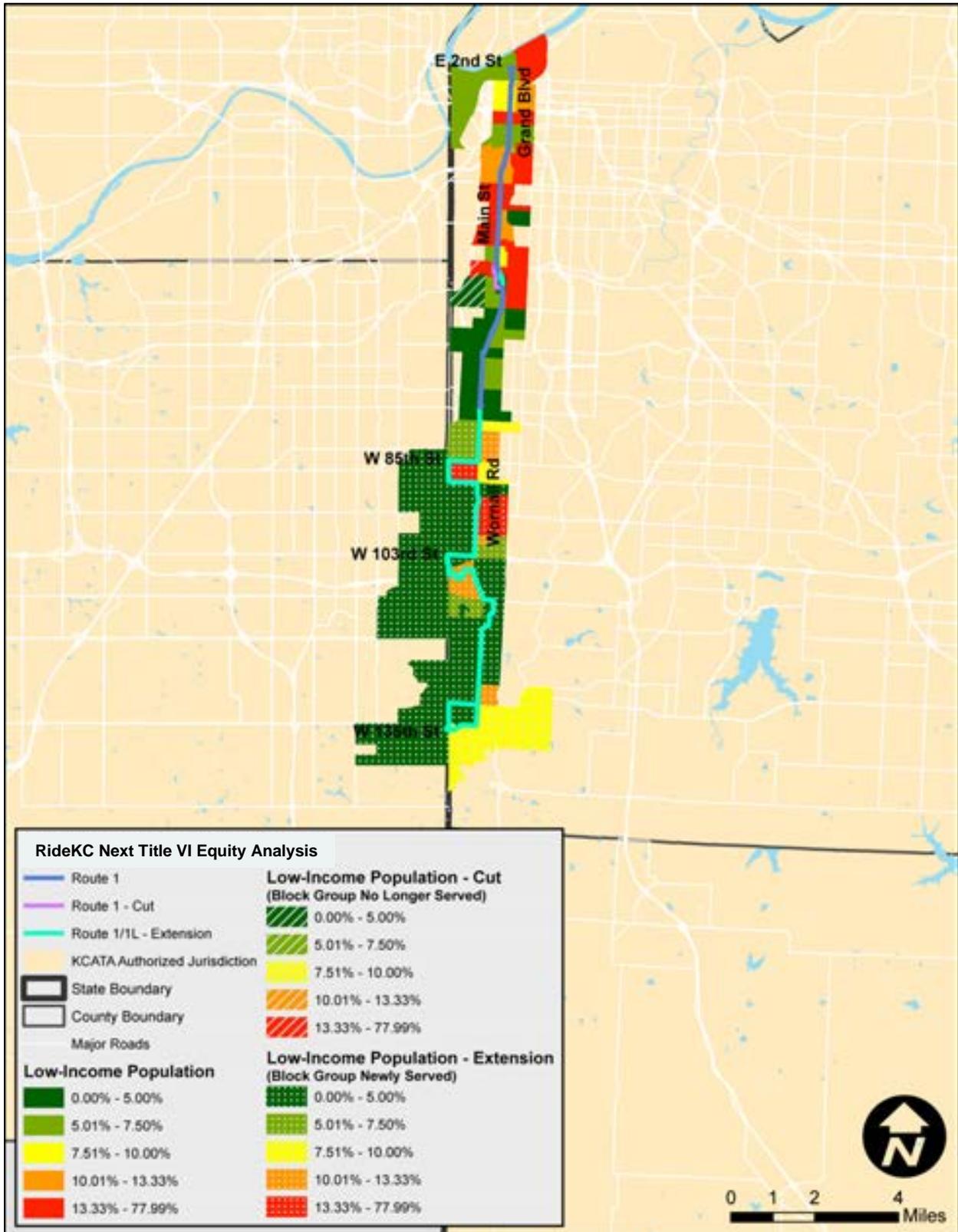


Figure C3: Route 12 – Minority Block Groups

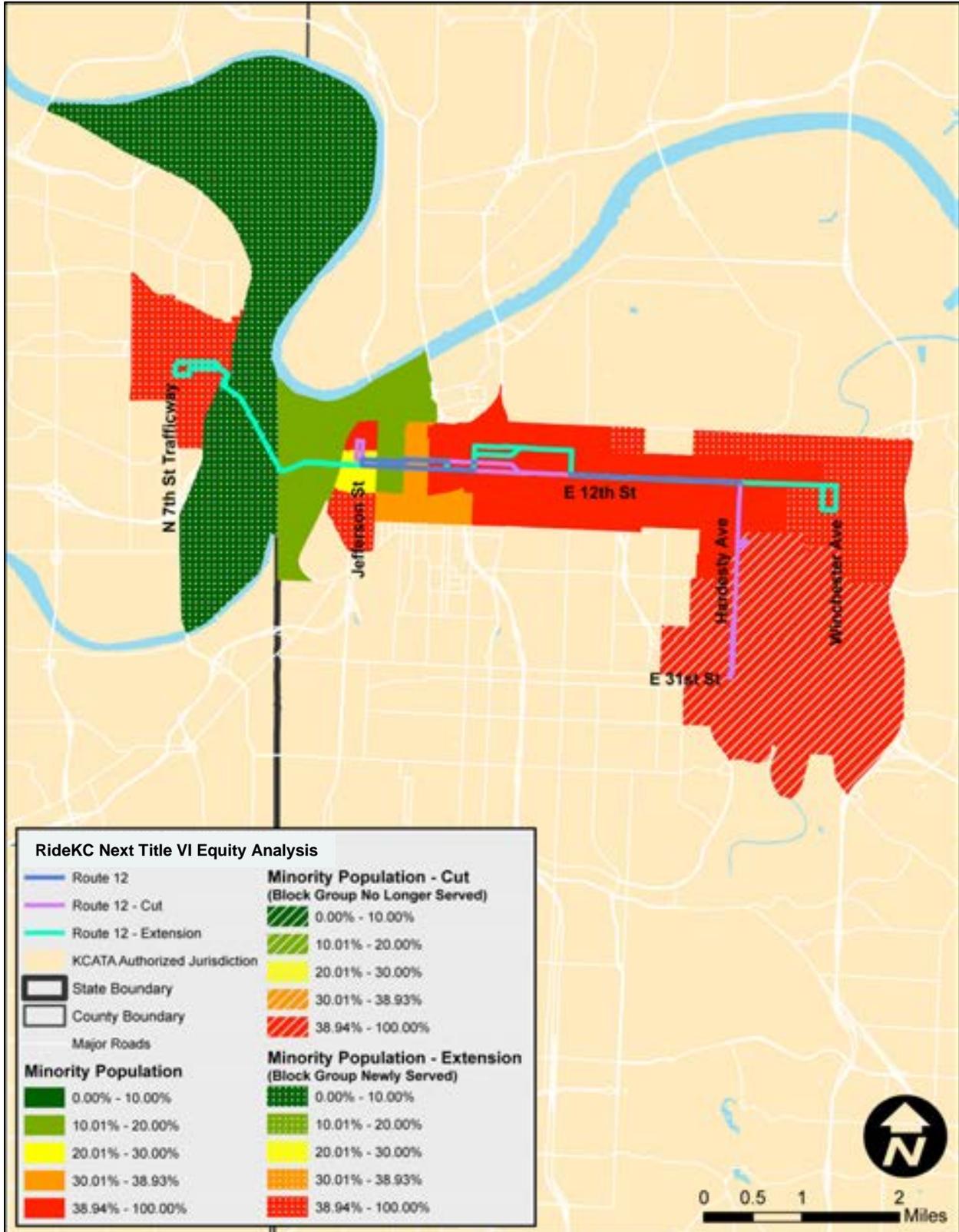


Figure C4: Route 12 – Low-Income Block Groups

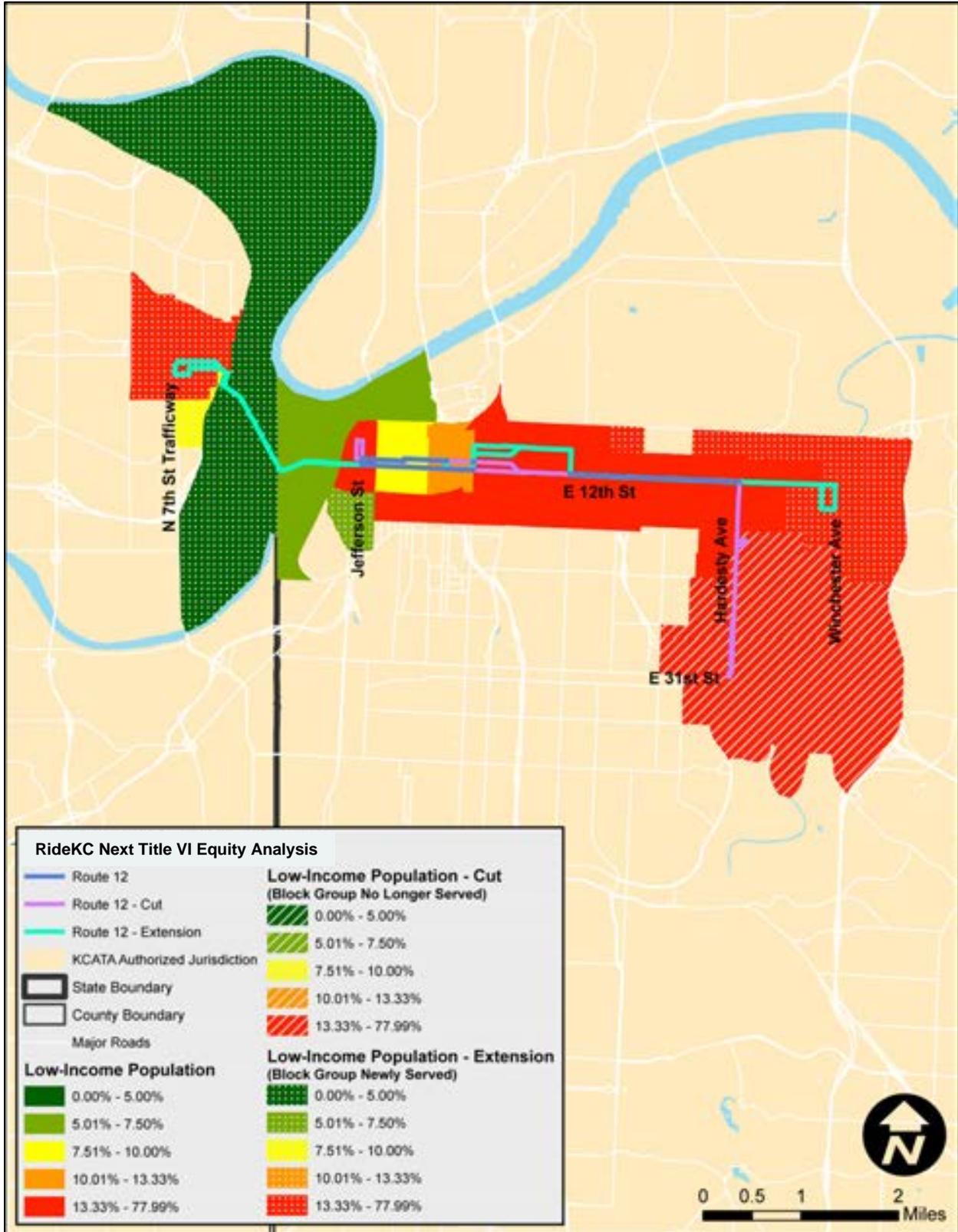


Figure C5: Route 18 – Minority Block Groups

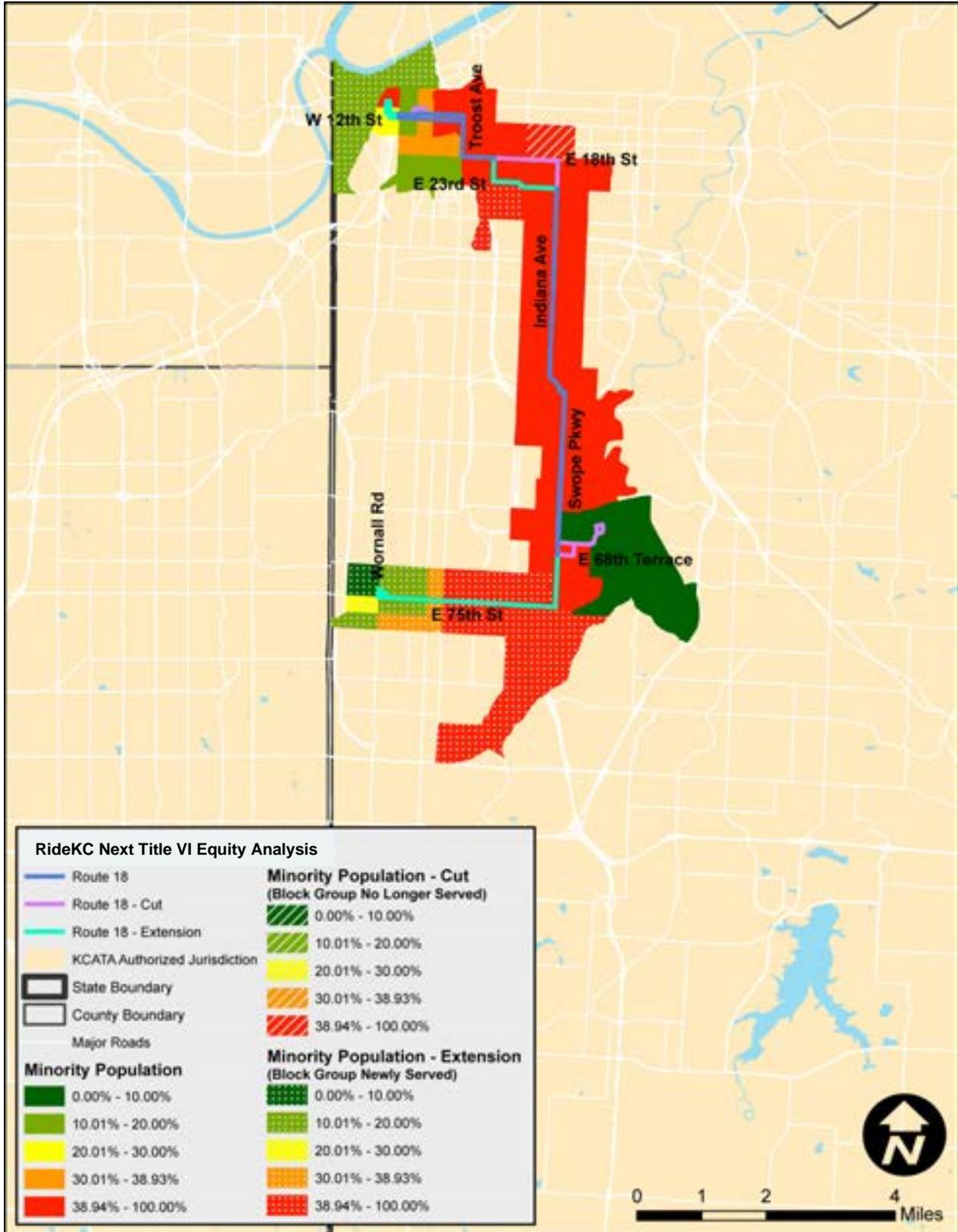


Figure C6: Route 18 – Low-Income Block Groups

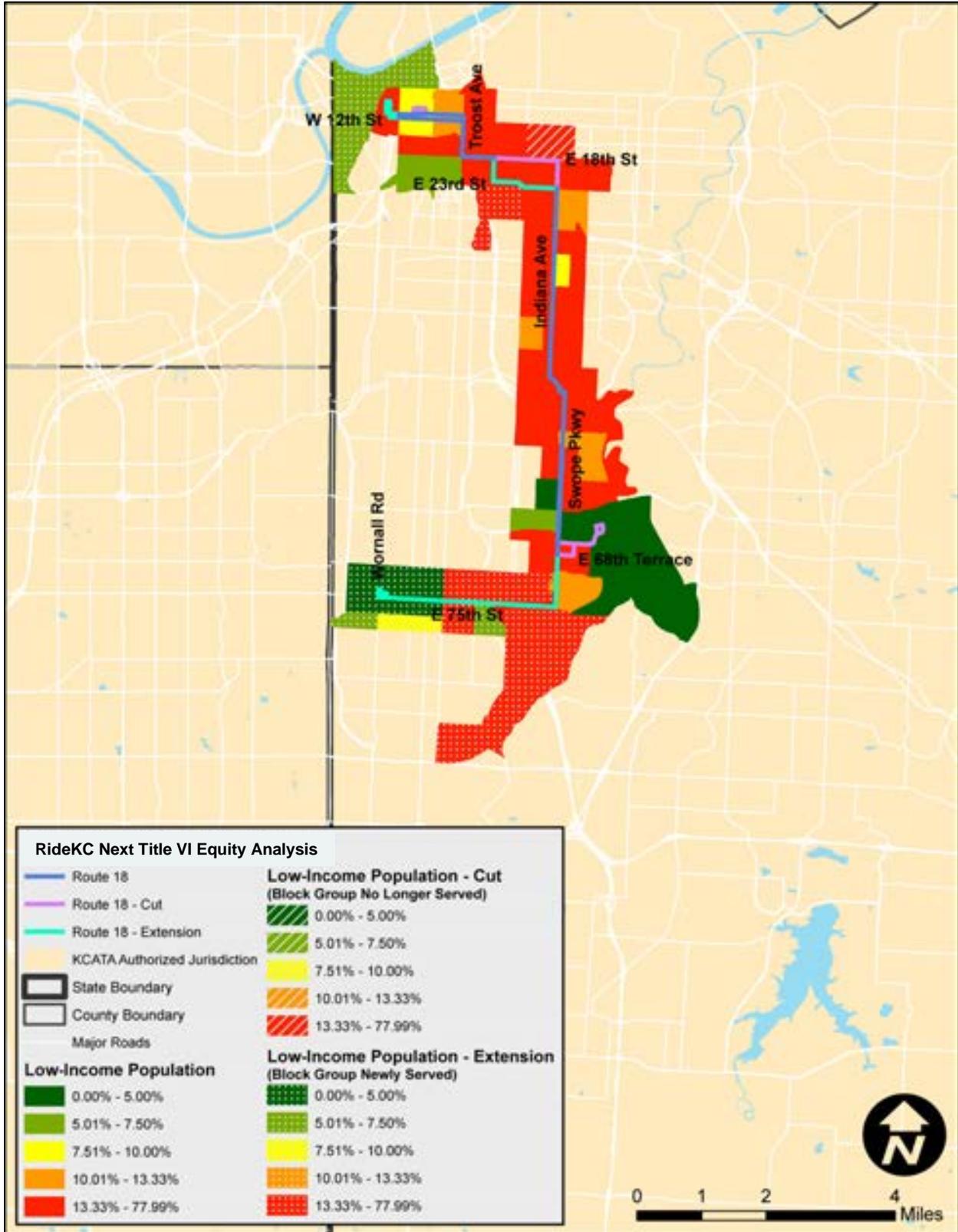


Figure C7: Route 23 – Minority Block Groups

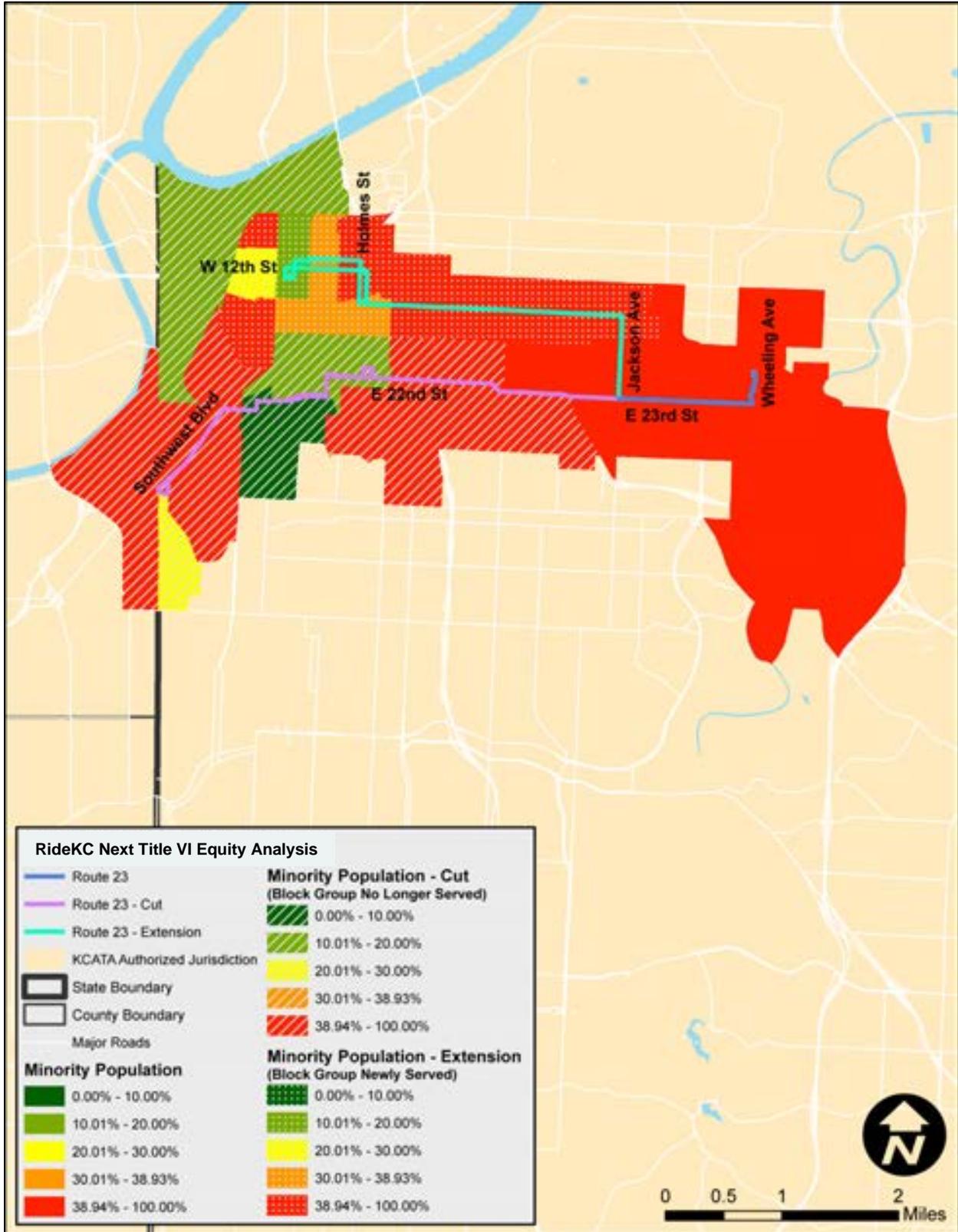


Figure C8: Route 23 – Low-Income Block Groups

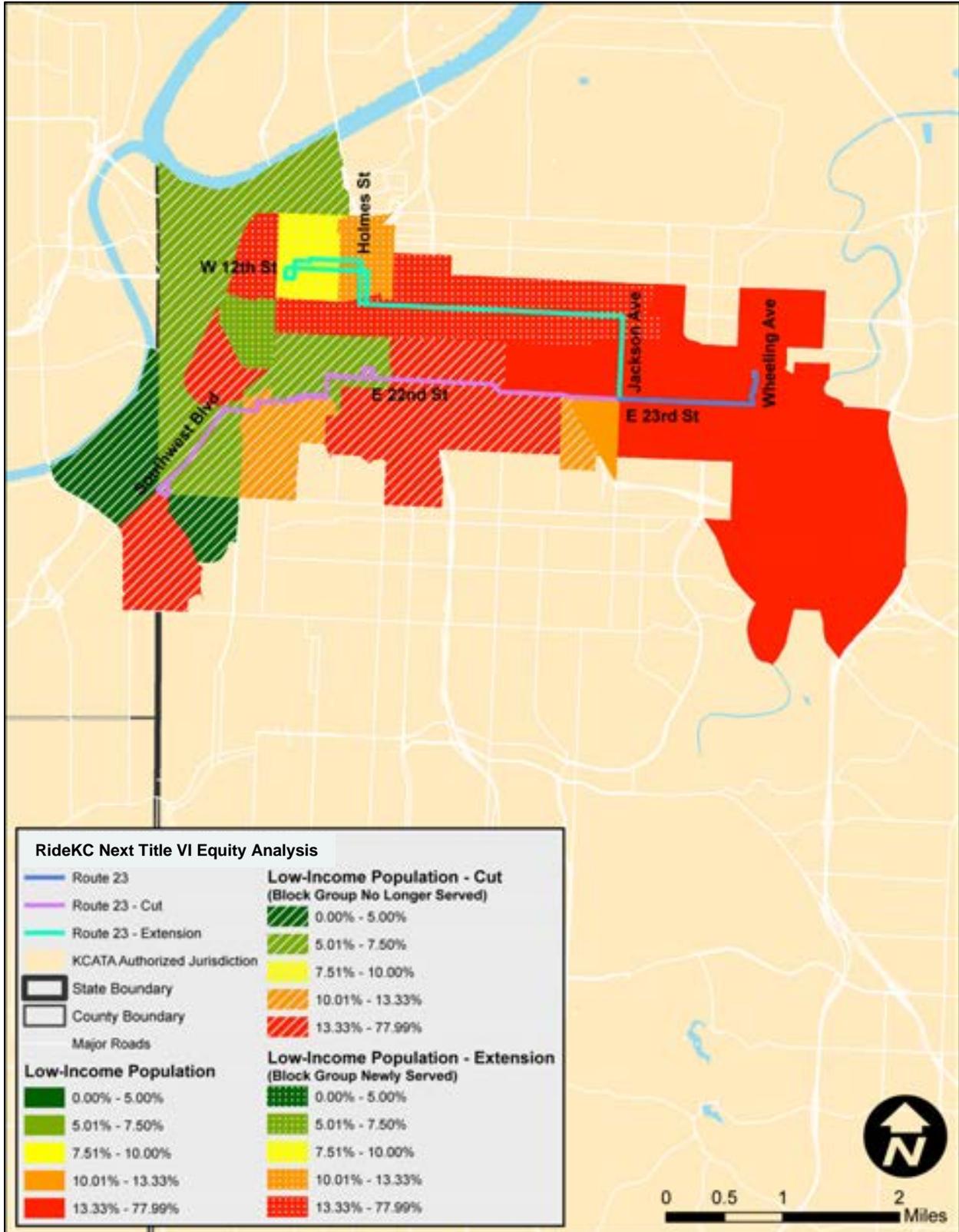


Figure C9: Route 31 – Minority Block Groups

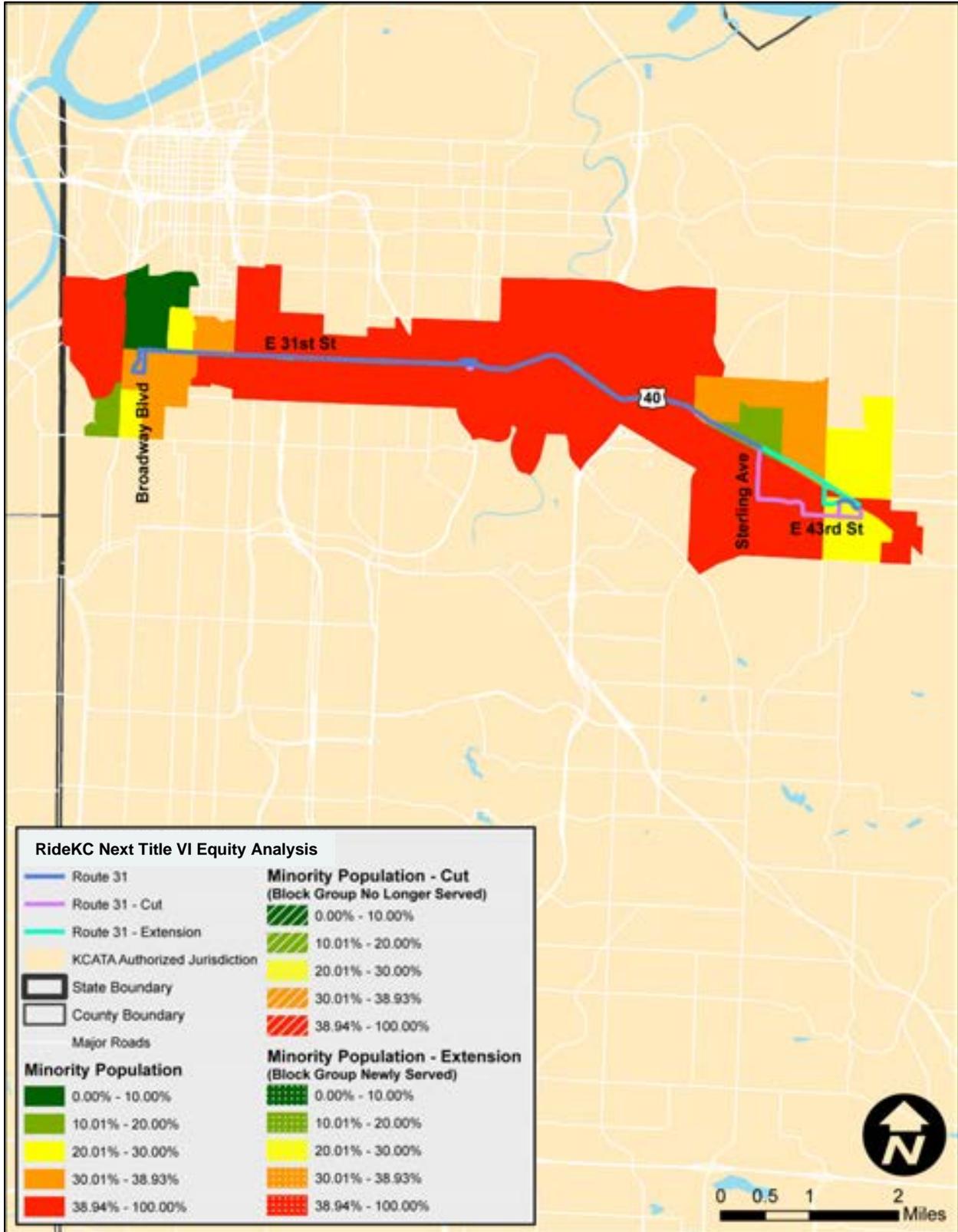


Figure C10: Route 31 – Low-Income Block Groups

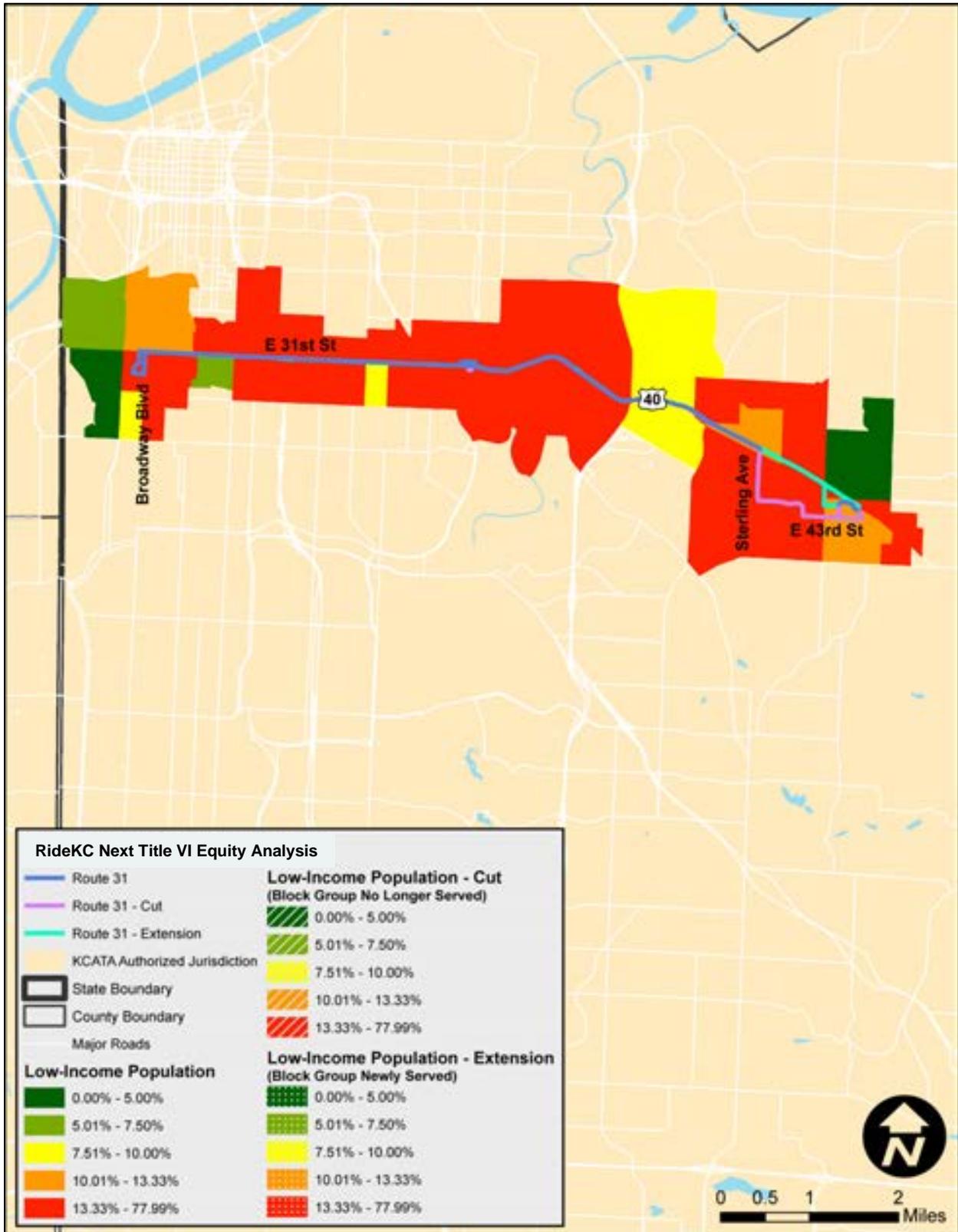


Figure C11: Route 35 – Minority Block Groups

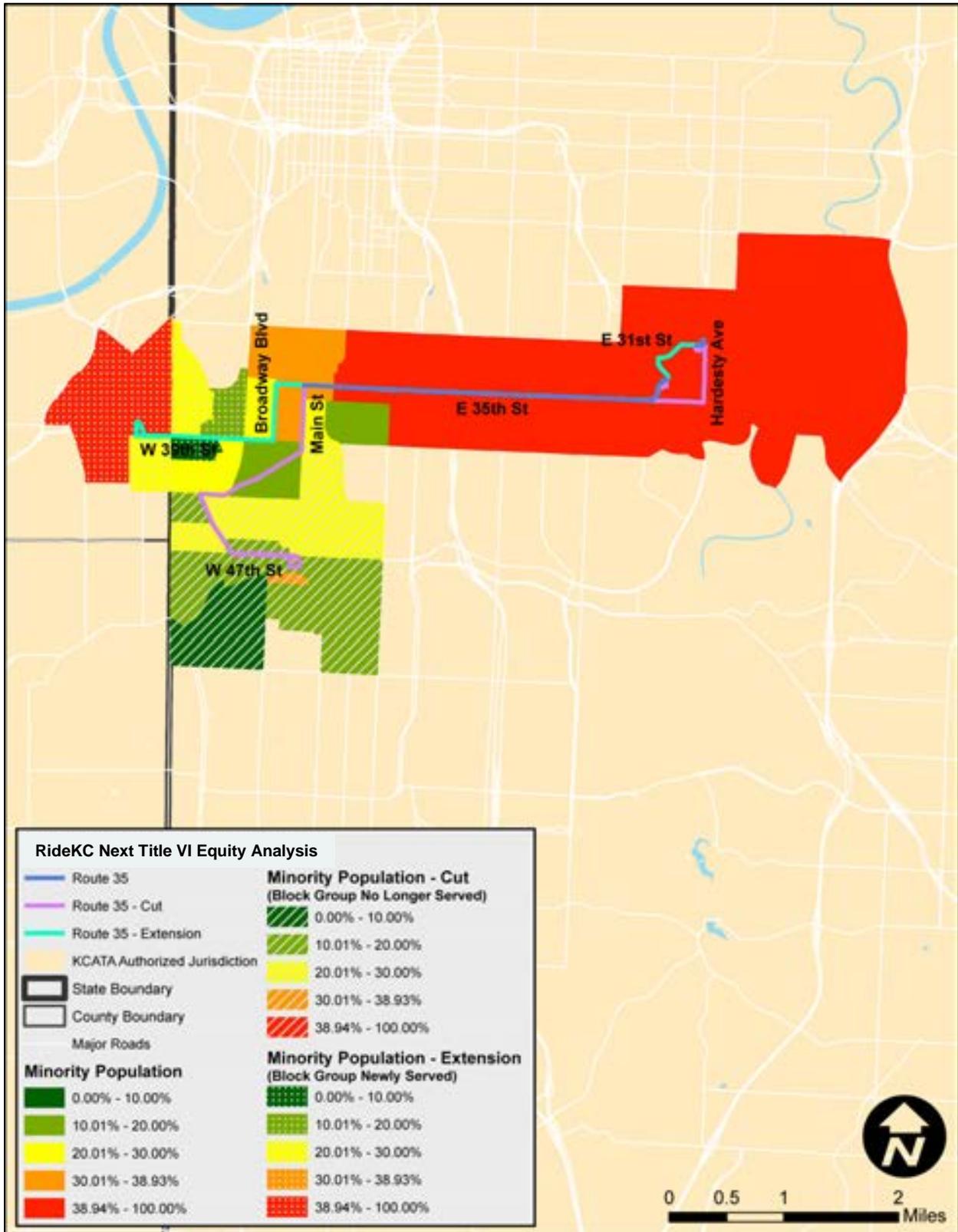


Figure C12: Route 35 – Low-Income Block Groups

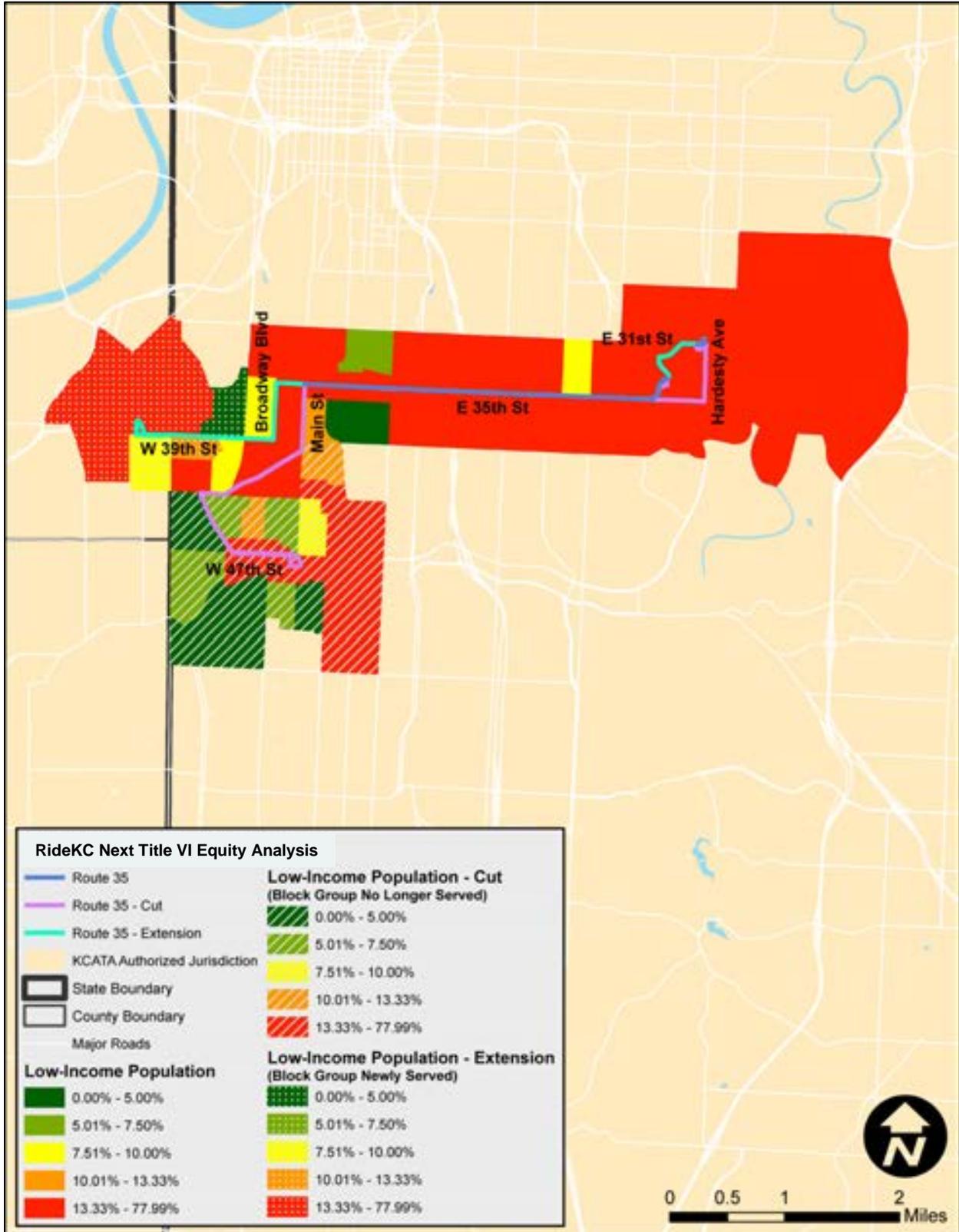


Figure C13: Route 39 – Minority Block Groups

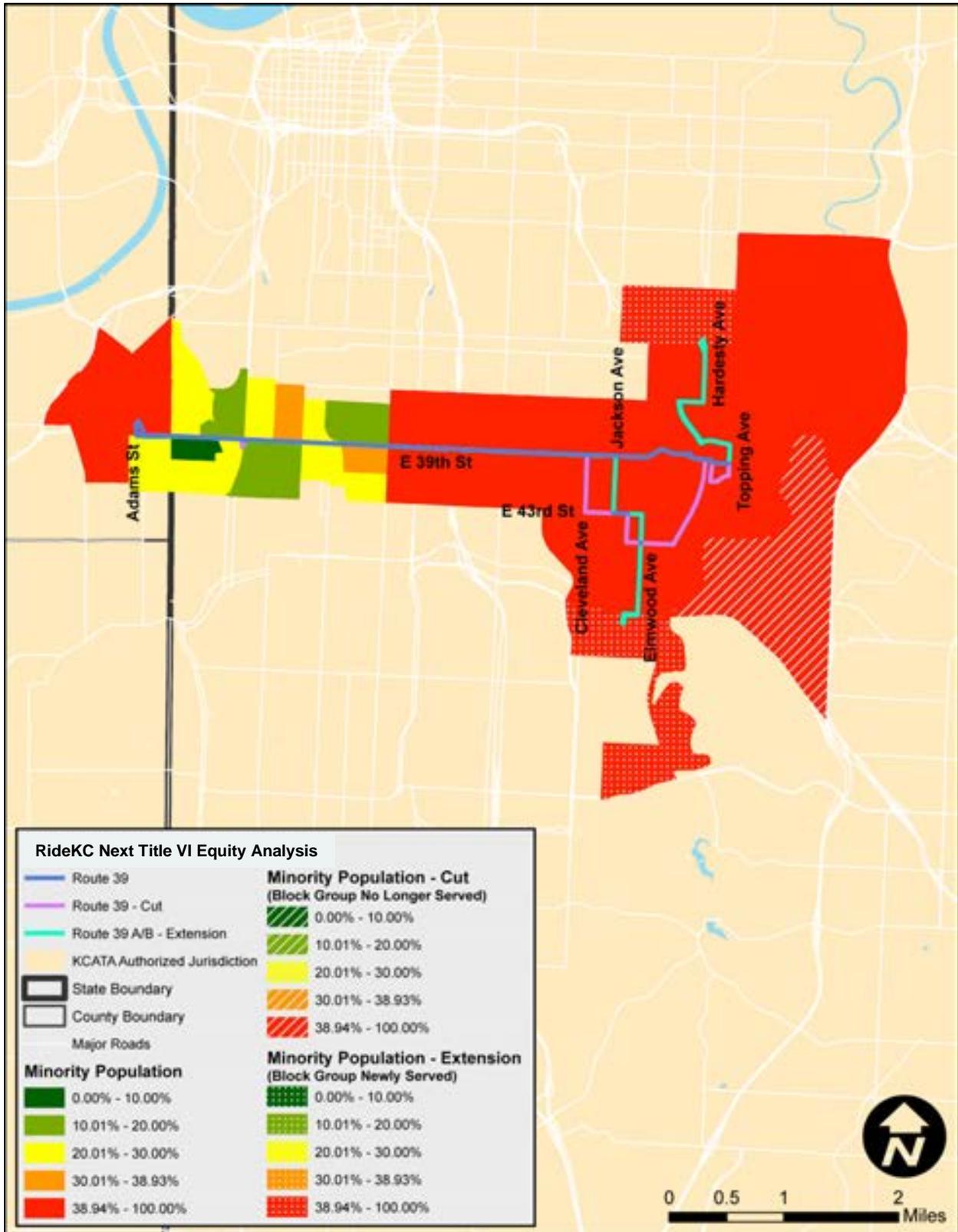


Figure C14: Route 39 – Low-Income Block Groups

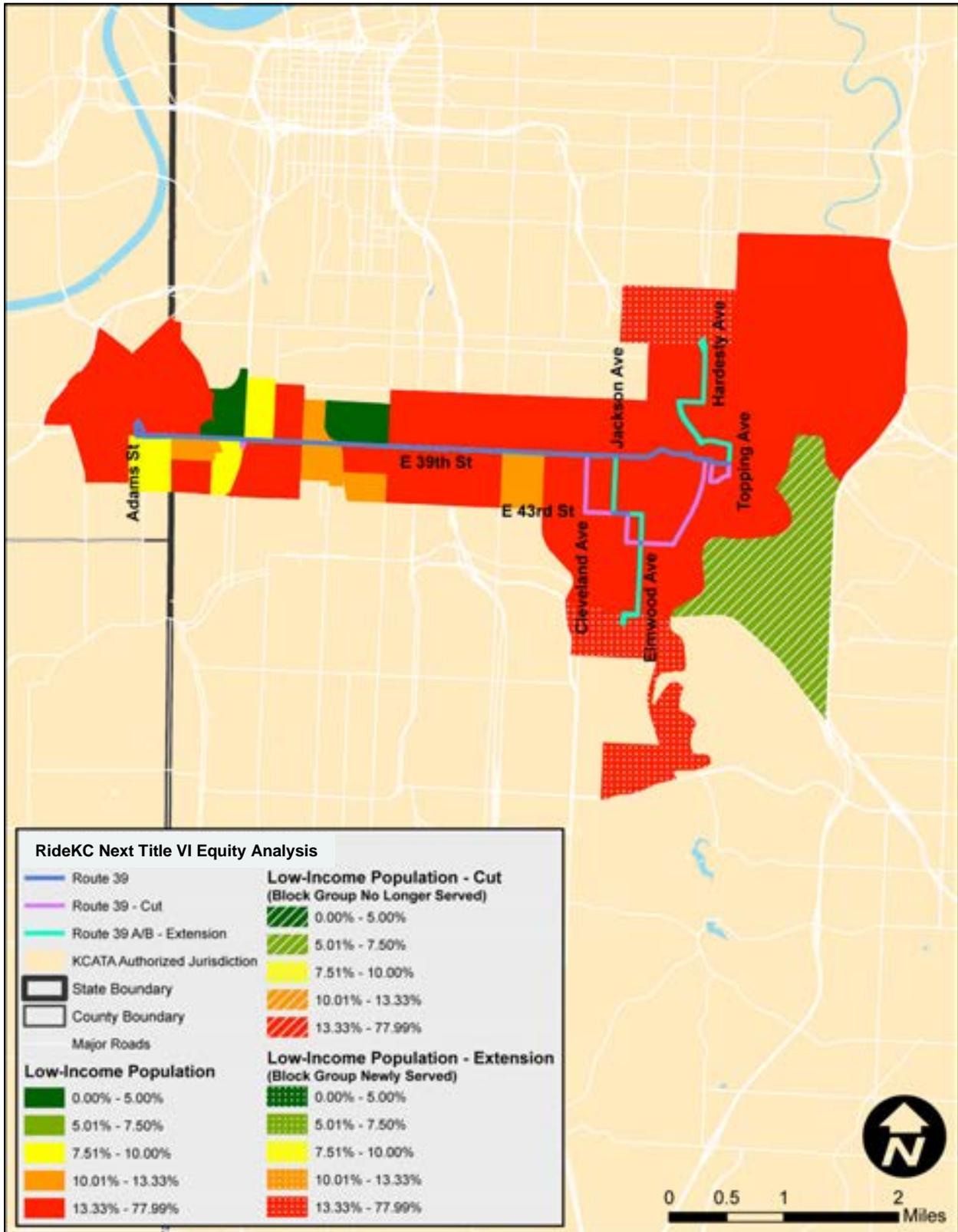


Figure C15: Route 47 – Minority Block Groups

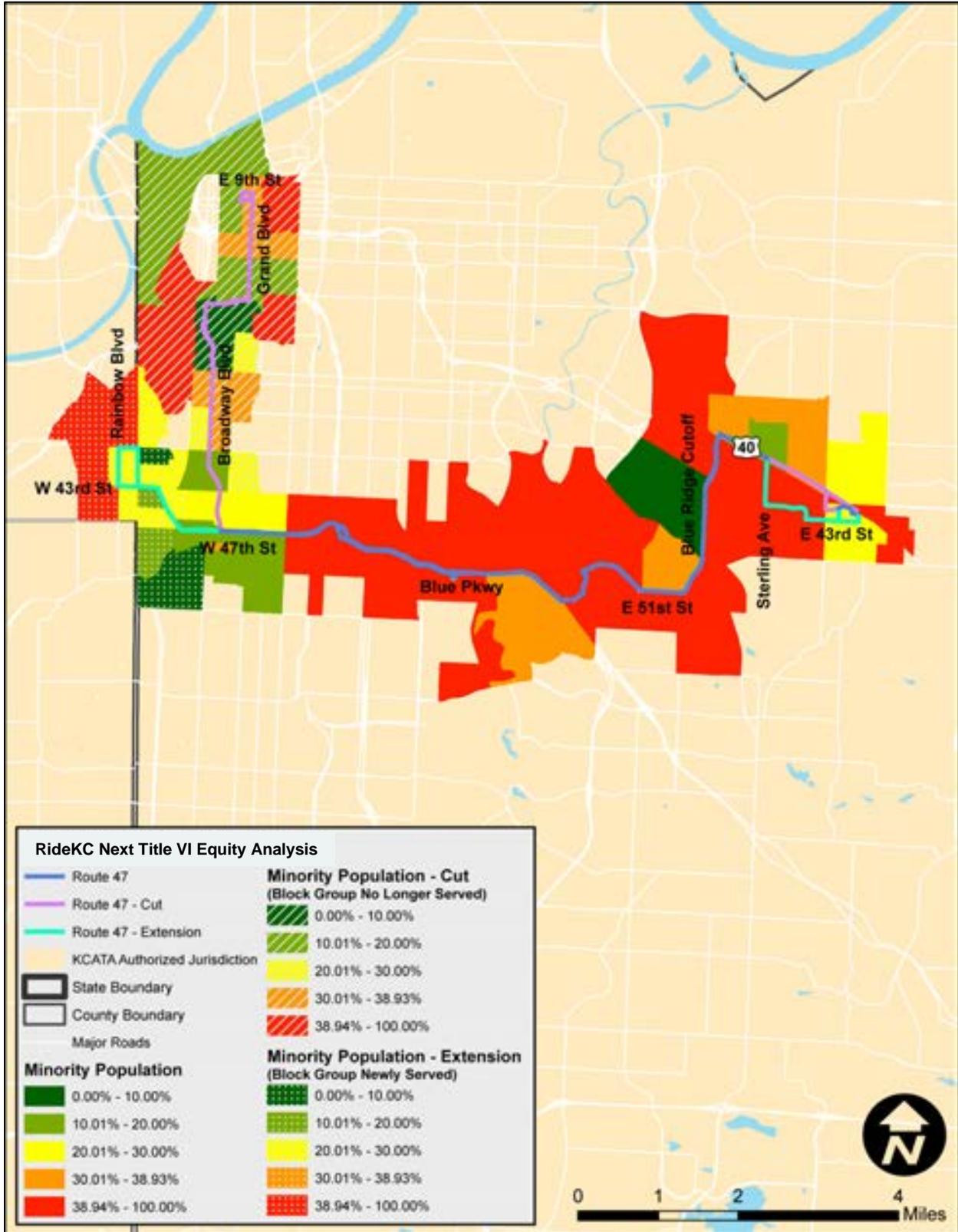


Figure C16: Route 47 – Low-Income Block Groups

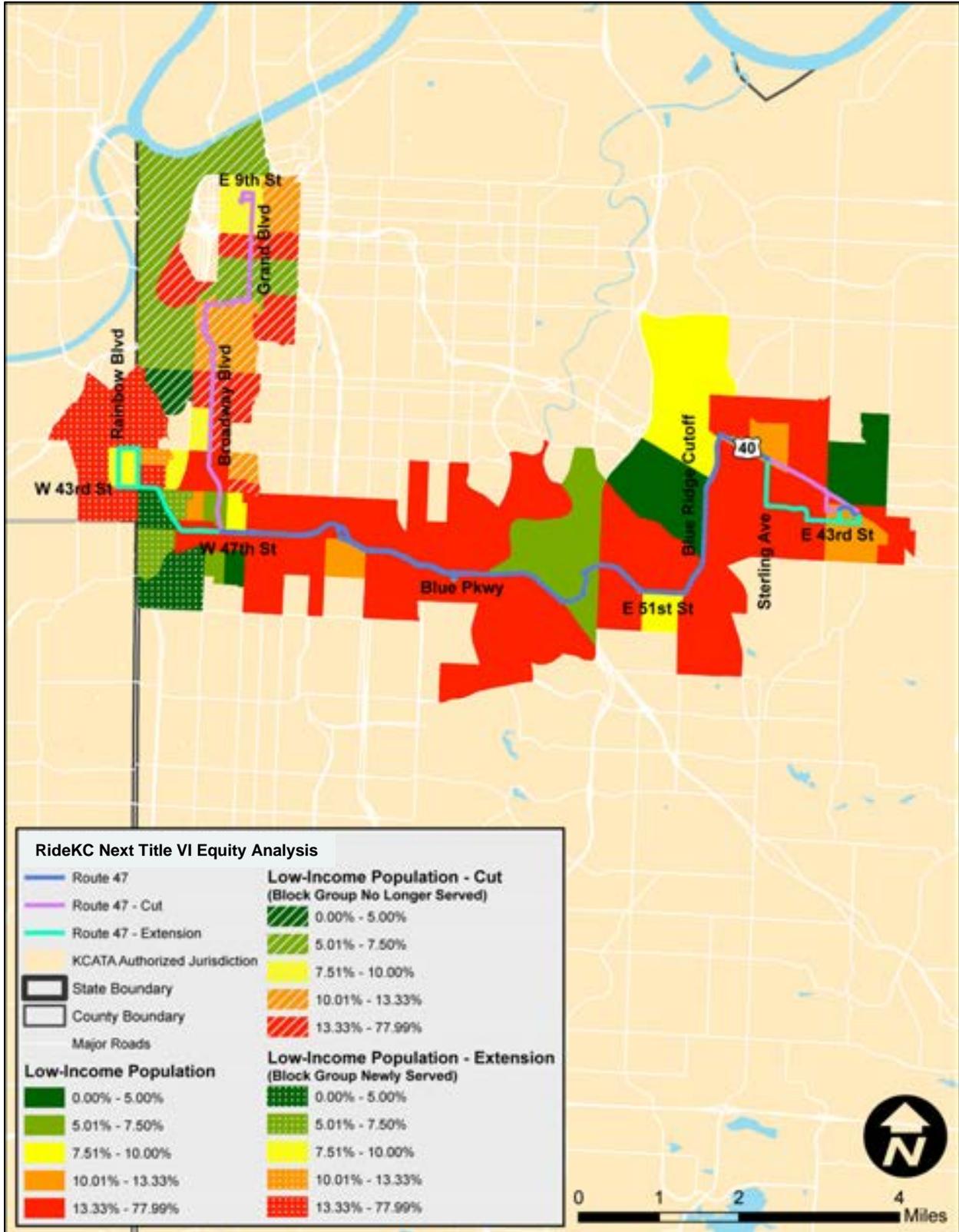


Figure C17: Route 77 – Minority Block Groups

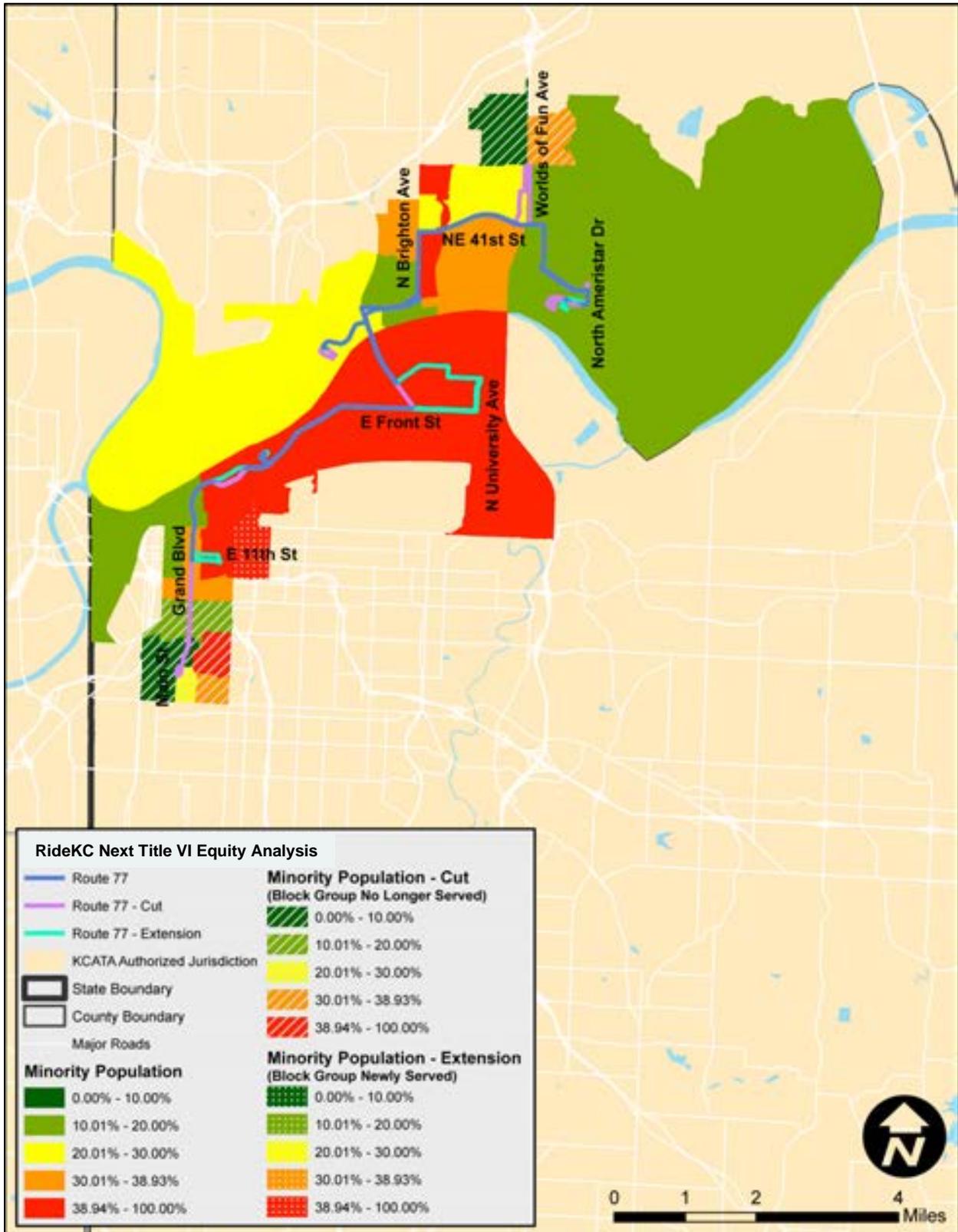


Figure C18: Route 77 – Low-Income Block Groups

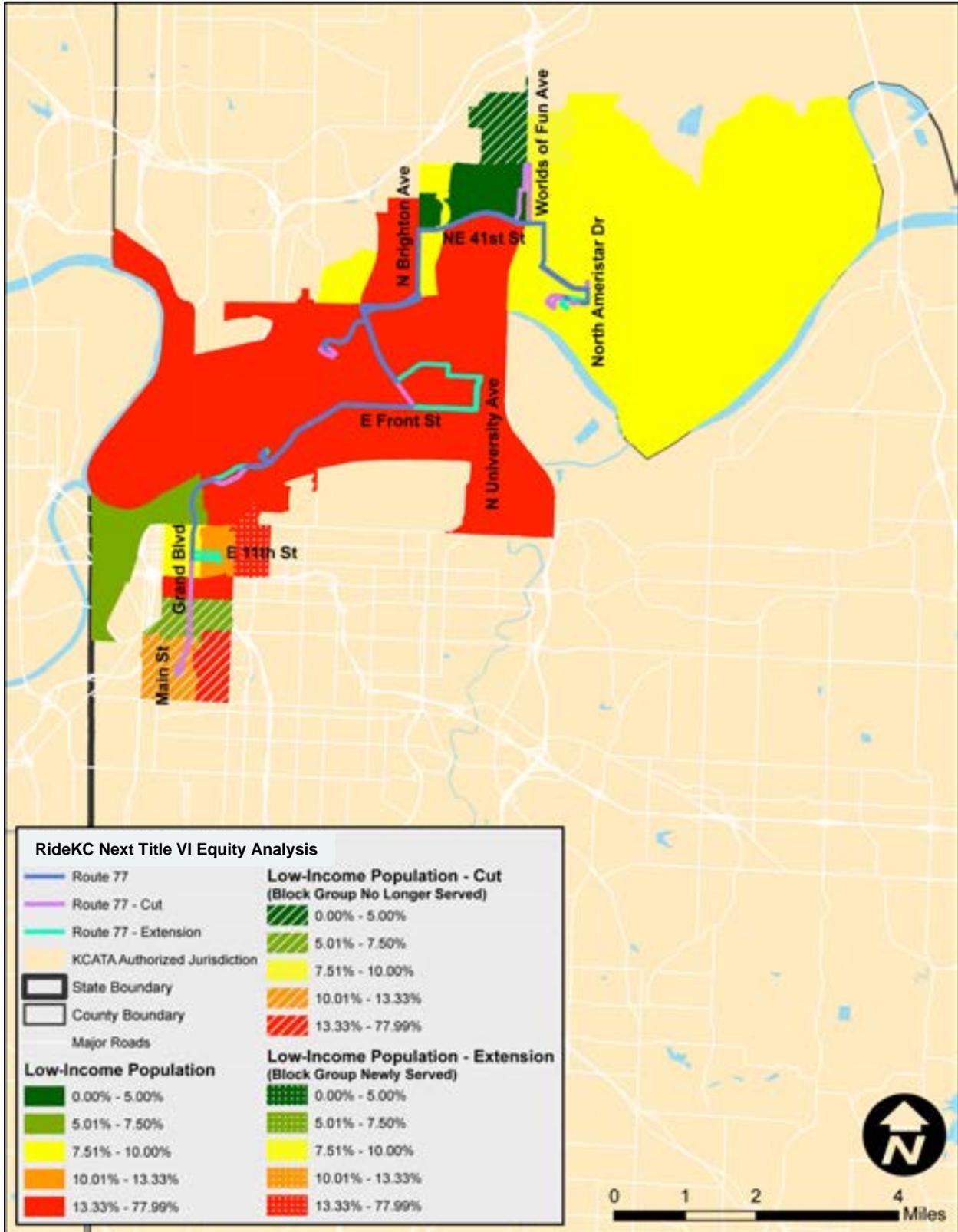


Figure C19: Route 229 – Minority Block Groups

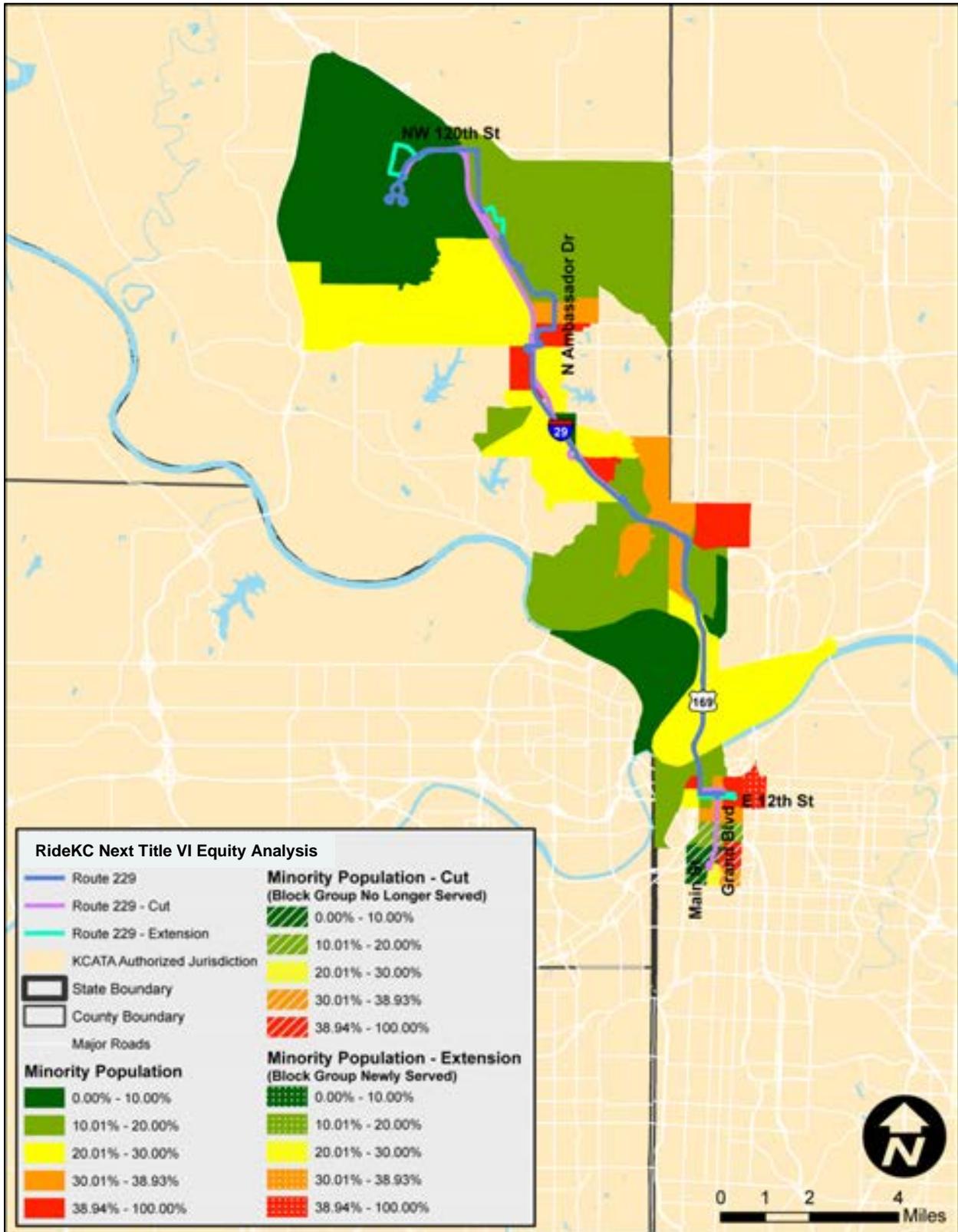


Figure C20: Route 229 – Low-Income Block Groups

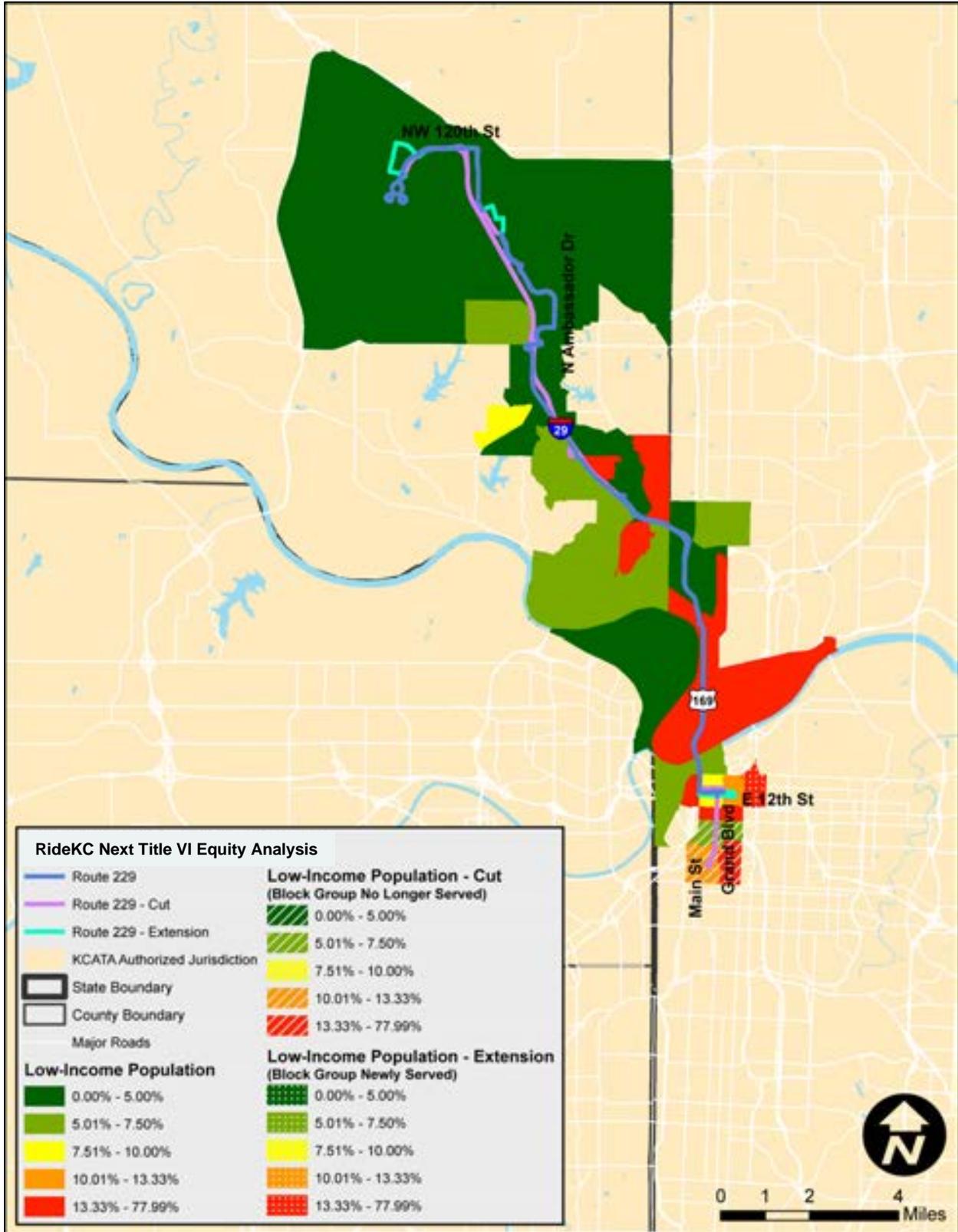


Figure C21: Route 238 – Minority Block Groups

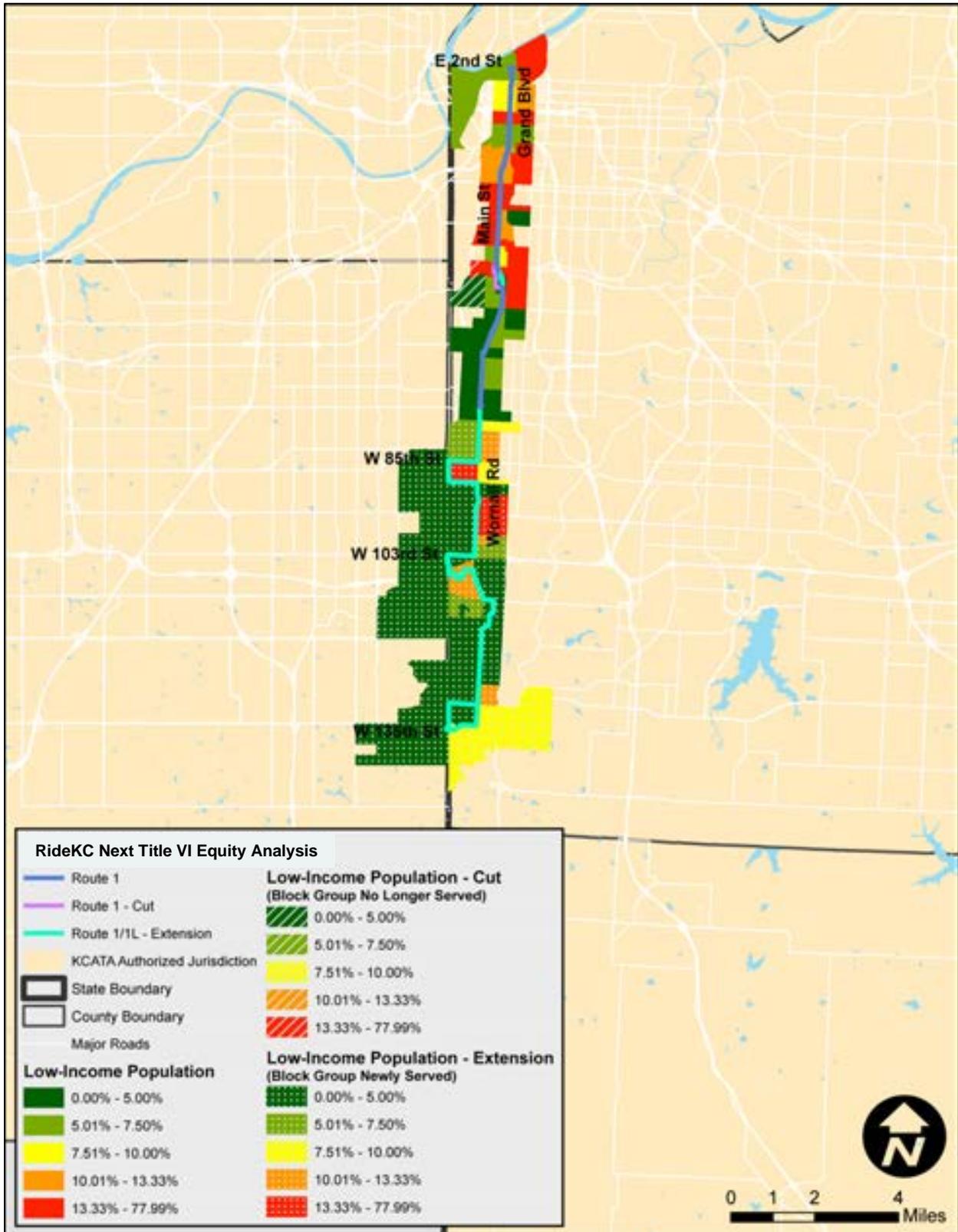


Figure C22: Route 238 – Low-Income Block Groups

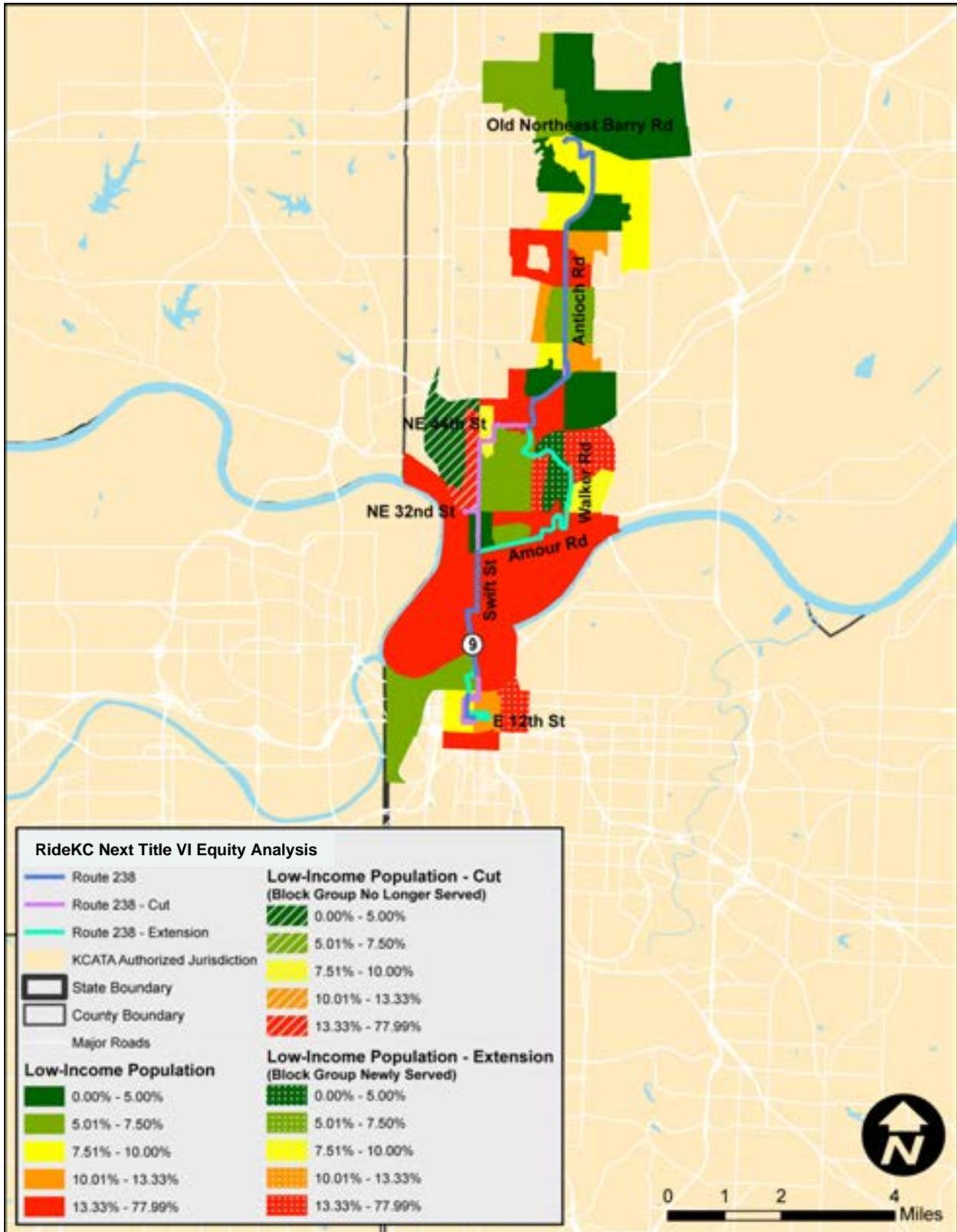


Figure C23: Route 340 – Minority Block Groups

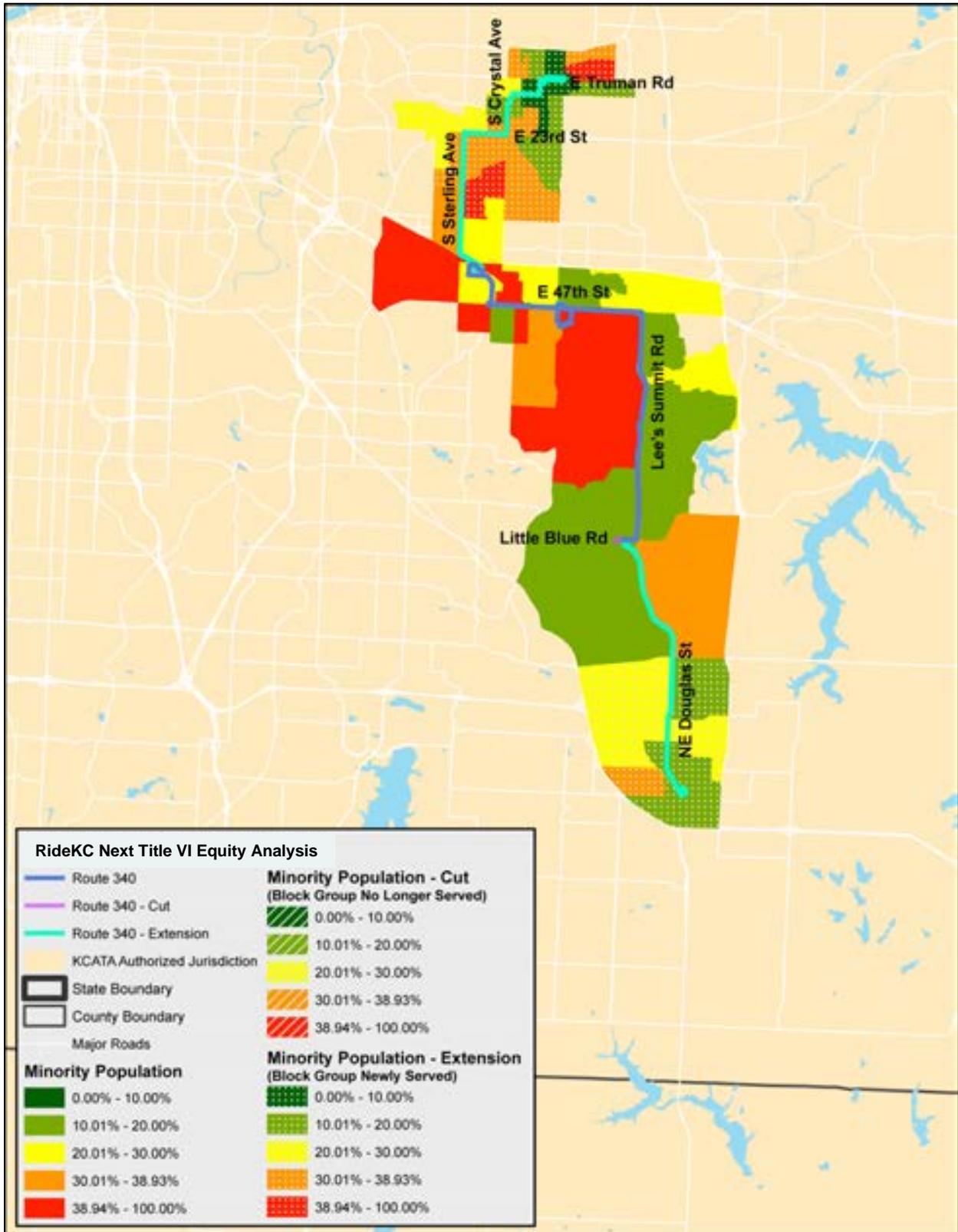
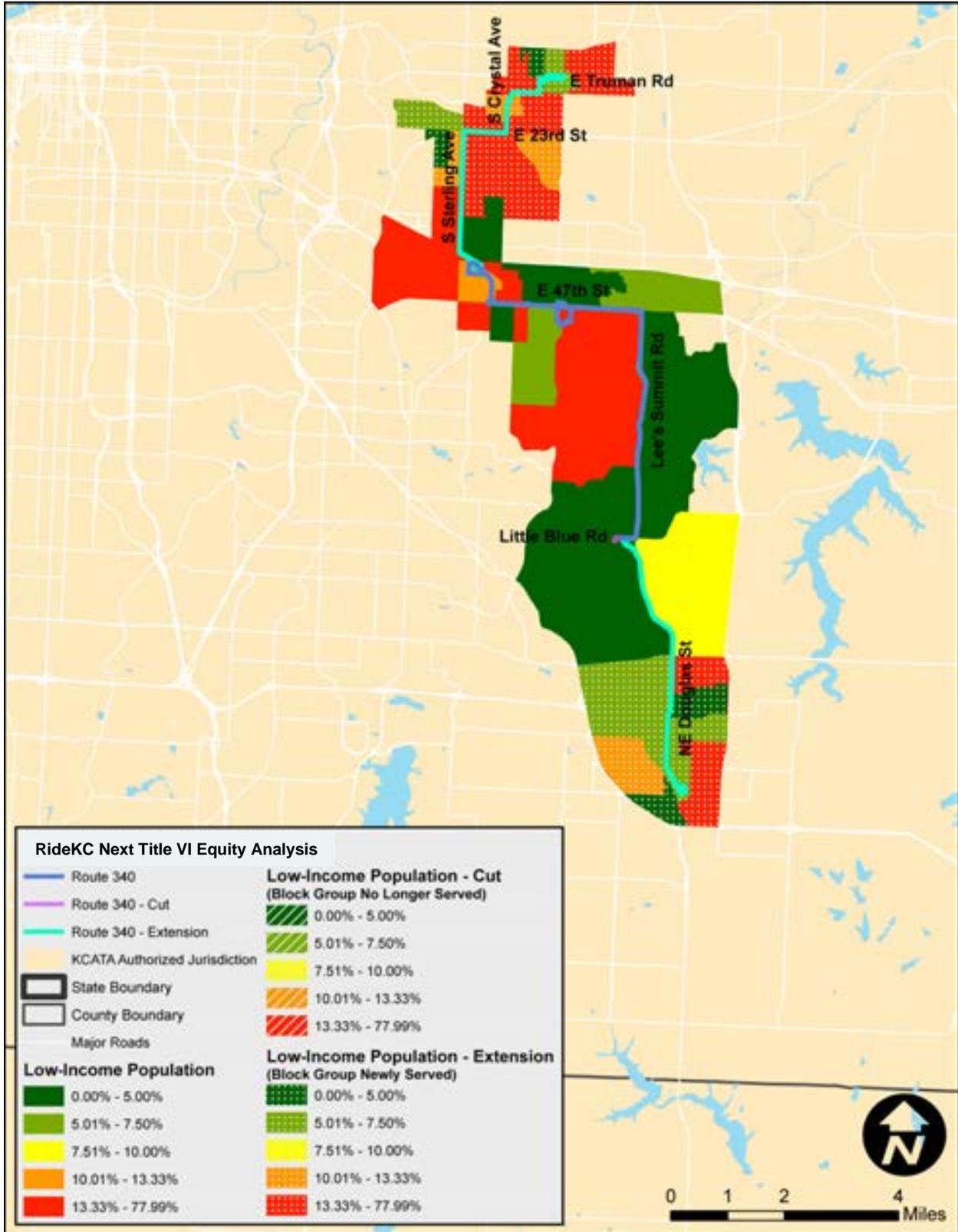


Figure C24: Route 340 – Low-Income Block Groups



Kansas City Area Transit Authority

Fixed-Route Fare Free Program and Flex Zone Title VI Fare Equity Analysis

August 30, 2022

PREPARED FOR:



PREPARED BY:



QUALITY CONTROL	<u>Name</u>	<u>Date (M/D/Y)</u>
Preparation	Kenneth Liwag	8/30/22
Technical Review	Tim Rosenberger	8/31/22
Quality Review	Jared Gulbranson	9/1/22
Backcheck & Revision		
Approval for Release		

INTRODUCTION

Title VI of the Civil Rights Act of 1964 prohibits discrimination based on a person's race, color, or national origin in regard to programs and/or activities that receive Federal funding. Transit agencies that accept funding of any type from the Federal government are required to follow the regulations and guidelines set forth under Title VI by the Federal Transit Administration (FTA). To ensure that service is being provided equitably and without prejudice, large transit providers are required to conduct an equity analysis whenever a major service change (e.g., elimination of a route) and/or fare changes are proposed. Title VI requires that service and fare changes do not result in disparate impacts on the basis of race, color, or national origin. This report highlights the analysis and its findings for the proposed Kansas City Area Transportation Authority (KCATA) fixed-route fare free program.

BACKGROUND INFORMATION

In late 2019, the City Council of Kansas City, Missouri unanimously approved an ordinance that would transform KCATA into a fare-free transit agency for fixed-route and paratransit services. The approved ordinance allowed the City Manager to submit a funding request in the next fiscal year's budget to make fixed-route public transportation free within the City. Prior to this vote, transit service for veterans and students as well as service on the Kansas City Streetcar already were free.

In anticipation of the new fiscal year budget, KCATA slowly began to implement fare free transit on a handful of its most popular routes including the newly implemented Prospect MAX with a 90-day free promotion which, unsurprisingly, proved to be very popular. With the arrival of the COVID-19 pandemic and the dramatic decrease in ridership faced by transit agencies across the county, KCATA fast-tracked and implemented their fare free program in late March 2020 to reduce driver-rider interactions and potentially soften the drop in ridership caused by the pandemic and local shutdown policies. Their efforts proved to be successful as ridership had recovered to 80 percent of pre-pandemic levels by October of 2020 – just over six months after the pandemic began in the US. Since then, fixed-route and paratransit has been free to all riders as a temporary program and the City has been studying various ways to continue and support zero fare transit.

In anticipation of securing the funding for a permanent zero fare transit system, KCATA would like to formalize the program and complete all requirements by the FTA including conducting a Title VI fare equity analysis.

TITLE VI GUIDELINES

The most recent three-year update to KCATA's Title VI plan was approved and adopted by the KCATA Board of Directors on March 24, 2021 and includes the agency's service equity policy as required by FTA Circular 4702.1B. The FTA requires that all fare changes, regardless if they are fare increases or decreases, must go through Title VI analysis.

As per the KCATA Title VI Program Update 2019 Edition, major service or fare changes require minority populations to receive benefits 20 percent less or to bear adverse effects 20 percent more than those benefits or adverse effects received or borne by the non-minority population, otherwise, this impact would be considered a disparate impact. Similarly, major service or fare changes require low-income populations to receive benefits 20 percent less or to bear adverse effects 20 percent more than those benefits or adverse effects received or borne by the non-low-income population, otherwise, this impact would be considered a disproportionate burden.



PROPOSED FARE CHANGES

KCATA proposes to offer all fixed-route services free of charge. Users of all fare products that existed before the temporary implementation of the fare-free program would experience a 100 percent decrease in fare. KCATA fares, their existing (as of early 2020) and proposed price by fare type, and the proposed percentage changes by fare type are presented in Table 1.

	Fare Type	Price		Change	
		Existing	Proposed	Absolute	Percentage
Cash Fare	Full Fare - Single Ride	\$1.50	\$0.00	-\$1.50	-100.0%
	Senior/Disable – Single Ride	\$0.75	\$0.00	-\$0.75	-100.0%
Multi-Use Pass	1-Day Pass	\$3.00	\$0.00	-\$3.00	-100.0%
	3-Day Pass	\$8.00	\$0.00	-\$8.00	-100.0%
	31-Day Pass	\$50.00	\$0.00	-\$50.00	-100.0%
	31-Day Pass – Senior/Disabled	\$25.00	\$0.00	-\$25.00	-100.0%
	31-Day Pass – Express Bus	\$95.00	\$0.00	-\$95.00	-100.0%

Table 1: KCATA Existing Fares and Proposed Changes by Fare Type

TITLE VI FARE EQUITY ANALYSIS

As described above, FTA requires a Title VI fare equity analysis for any permanent fare changes to any fare products regardless of the magnitude of the change or whether the change is an increase or decrease to the current fare. Only fares that are proposed to change are required to be included in the fare equity analysis. The potential fare reductions discussed above require a fare equity analysis to be conducted and estimates to the number of minorities and low-income riders effected by the change must be provided to identify if disparate impacts or disproportionate burdens are experienced by minorities or low-income riders, respectively; the results are presented in Table 2 and discussed below.

The FTA Title VI circular requires that the number of minority and low-income riders who use or purchase each fare type be estimated through the data collected in an on-board survey. Large transit agencies are required to conduct onboard surveys every three years to gather information on its riders that can be used for Title VI inquiries and analyses and other internal uses like service planning. Through the on-board rider survey, the transit agency is required to collect route and fare data information at the individual rider level as well as demographic data that includes race/ethnicity, income, and household size.

While KCATA has continued to conduct the required on-board survey every three years, the surveys did not ask what fare products riders used on their trips, making it impossible to estimate the number of riders who used each fare type by race , ethnicity or income-level. This data is necessary to perform a Title VI fare equity analysis. Additionally, since KCATA is not collecting fares, a survey taken now could not collect this information. However, since fixed-route fares are proposed to be the same (free) to all users, all riders will receive the same benefit regardless of their race/ethnicity or income. Moving forward, KCATA will ensure that specific fare questions are included in future on-board surveys should they be required.

		Price		Change		Usage by Group				
Fare Type		Existing	Proposed	Absolute	Percentage	Minority	Percentage of Overall	Low-Income	Percentage of Overall	Overall
Cash Fare	Full Fare – Single Ride	\$1.50	\$0.00	-\$1.50	-100.0%	N/A	N/A	N/A	N/A	169,076
	Senior/Disable – Single Ride	\$0.75	\$0.00	-\$0.75	-100.0%	N/A	N/A	N/A	N/A	N/A
Multi-Use Pass	1-Day Pass	\$3.00	\$0.00	-\$3.00	-100.0%	N/A	N/A	N/A	N/A	3,315
	3-Day Pass	\$8.00	\$0.00	-\$8.00	-100.0%	N/A	N/A	N/A	N/A	1,050
	31-Day Pass	\$50.00	\$0.00	-\$50.00	-100.0%	N/A	N/A	N/A	N/A	6,478
	31-Day Pass – Senior/Disabled	\$25.00	\$0.00	-\$25.00	-100.0%	N/A	N/A	N/A	N/A	23,674
	31-Day Pass – Express Bus	\$95.00	\$0.00	-\$95.00	-100.0%	N/A	N/A	N/A	N/A	1,241
	TOTAL					N/A	N/A	N/A	N/A	N/A

Table 2: KCATA Existing Fares and Proposed Changes with Minority and Low-Income Estimates

The minority and low-income populations that are estimated to use the various fare products would be, if available, presented in Table 2. These populations would be estimated using data sourced from KCATA's 2019 on-board survey to identify the number of minorities and low-income riders that responded to the fare questions. These populations would be presented as percentage shares among the various fare products within their respective population groups. This analysis is necessary as their percentages among the various fare products compared to the share among the overall population will determine whether any potential fare changes are considered disparately impactful or disproportionately burdensome to the protected population groups. As a reminder, KCATA considers any fare change to disparately impact or disproportionately burden the protected classes if the proportion of minority or low-income riders affected by the fare decrease receives less than 20 percent of the benefit compared to the overall general ridership at the individual fare product level, respectively. However, regardless of the minority and low-income usage levels at the individual fare level, since all fares are proposed to be eliminated or all fixed-route transit would be provided at no-cost, it is expected that minority and low-income riders would receive the same level of benefit as other non-protected riders at all fare levels.

BACKGROUND INFORMATION – FLEX ROUTES

In addition to its fixed-route and paratransit services, KCATA also operates five flex routes in the Kansas City area under the RideKC umbrella. RideKC Flex provides curb-to-curb transit service between any origin and destination within the identified flex zone. Additionally, transfers to other fixed-route KCATA routes and services are permitted where available within the zone. Trips must be booked at least 24 hours in advance of the requested trip through the KCATA reservation center or the RideKC app.

The City's ordinance establishing free fares applied only to fixed-route service, not to KCATA's specialized curb-to-curb and flex services. KCATA's complementary paratransit service (RideKC Freedom), which offers curb-to-curb service to disabled riders as required under the Americans with Disabilities Act (ADA), FTA requires that transit agencies base their fares for this complementary paratransit service on their full single-ride fixed-route fare, with the fare charged for the paratransit service limited to twice the full single-ride fixed-route fare. Based on this requirement, since KCATA's fixed-route fare is free, then complementary paratransit fare also must be free. However, KCATA's flex service is neither fixed-route nor paratransit service, and thus its fare policy is not regulated by FTA's complementary paratransit regulations, nor is it covered by the City's ordinance mandating free fares. KCATA is seeking, but has not secured, funding to eliminate fares on the flex service.

KCATA proposes to continue charging the same \$1.50 single-ride fare for flex services pending the agency securing funding to offer free fares on the flex service. Despite this being a different type of service, KCATA would like to confirm that continuing to charge fares for this service, while offering free service on fixed-route and complementary paratransit services has no disparate impacts to minority riders or disproportionate burdens to low-income riders, should KCATA be unable to secure funding to offer free fares on this service.

TITLE VI GUIDELINES

Like the fixed-route fare requirements, As per the KCATA Title VI Program Update 2019 Edition, major service or fare changes require minority populations to receive benefits 20 percent less or to bear adverse effects 20 percent more than those benefits or adverse effects received or borne by the non-minority population, otherwise, this impact would be considered a disparate impact. Similarly, major service or fare changes require low-income populations to receive benefits 20 percent less or to bear adverse effects 20 percent more than those benefits or adverse effects received or borne by the non-low-income population, otherwise, for the impact to be considered a disproportionate burden.

PROPOSED FARE CHANGES – FLEX ROUTES

As noted above, KCATA to continue to charge its current fare of \$1.50 for flex route trips. No discounts or multi-use passes are available on KCATA flex routes. Thus, no change is proposed in the flex route fare.

KCATA’s existing flex route price (as of early 2020), proposed price, and the percentage change is presented in Table 3.

	Fare Type	Price		Change	
		Existing	Proposed	Absolute	Percentage
Cash Fare	Full Fare - Single Ride	\$1.50	\$1.50	\$0.00	0.0%

Table 3: KCATA Existing Flex Fares and Proposed Changes

TITLE VI FARE EQUITY ANALYSIS – FLEX ROUTES

As described above, FTA requires a Title VI fare equity analysis for any permanent fare changes to any fare products regardless of the magnitude of the change or whether the change is an increase or decrease to the current fare. Only fares that are proposed to change are required to be included in the fare equity analysis. While the flex route fare is not proposed to change, the objective of this analysis is to confirm that the flex zones do not have elevated minority or low-income population levels in comparison to the KCATA service area that not going fare free on these flex service together with the fixed-route program may be deemed to disparately impact or disproportionately burden these protected population groups.

As fare data was not collected on the on-board survey, an approach similar to a Title VI service change analysis using Census data was used. The Census block groups associated within each flex zone were identified, and the total populations, minority populations, and low-income populations within those zones were calculated. When this was completed for each zone, the totals were summed and used to determine whether minority or low-income populations are more disparately impacted or disproportionately burdened, respectively, by potentially having to continue paying a fare. Minorities would be considered disparately impacted if the proportional sum of their population exceeds 58.93 percent, as this is 20 percent more than the proportional minority population of the KCATA service area (38.9 percent). Low-income persons are disproportionately burdened if the proportional sum of their population exceeds 23.3 percent, as this is 20 percent more than the proportional low-income population of the KCATA service area (13.3 percent).

Population, minority, and low-income population data at the block group level from the 2013-2017 American Community Survey (ACS) downloaded directly from the US Census Bureau website was used to support this analysis. Data from the entire identified block groups within the flex zone was included in the analysis. The minority and low-income populations of the zones were compared to the entire KCATA service area population. For reference, ACS Table B03002 was used for minority populations and ACS Table C17002 was used for low-income populations.

RideKC

The minority and low-income population values for the KCATA service area and for the five individual flex zones are presented in Table 4. Zone maps showing minority and low-income populations by block group are included in the appendix of this memo.

	Minority Population	Core Service Area Population	Minority Population (%)	Low-Income Population	Service Area Population	Low-Income Population (%)
KCATA Core Service Area	394,849	1,014,230	38.9%	134,893	1,014,230	13.3%
Route 99 – S KC Flex	27,649	43,872	63.0%	8,571	43,391	19.8%
Route 297 – Tiffany Springs	4,655	18,846	24.7%	996	18,733	5.3%
Route 298 – N KC Flex	1,295	4,545	28.5%	558	4,545	12.3%
Route 299 – Gladstone Flex	5,279	23,743	22.2%	3,724	23,505	15.8%
Route 399 – Raytown Flex	19,433	42,822	45.4%	5,354	42,274	12.7%
Flex Zone Total	58,311	133,828	43.6%	19,203	132,448	14.5%
Difference from KCATA Core Service Area			+4.7%			+1.2%

Table 4: KCATA Flex Zone Minority and Low-Income Population Levels

As shown in Table 4, the aggregate population of all five flex zones has a minority population level where continuing to charge fares on flex services in these areas would be considered to disparately impact minority populations. Their minority populations did not exceed 58.9 percent of the total zonal population or 20 percentage points higher than the KCATA core service area minority population of 38.9 percent. With this, should KCATA decide to continue charging fares on these specialized transit services, continuing to do so would not pose a disparate impact on minority populations in these zones.

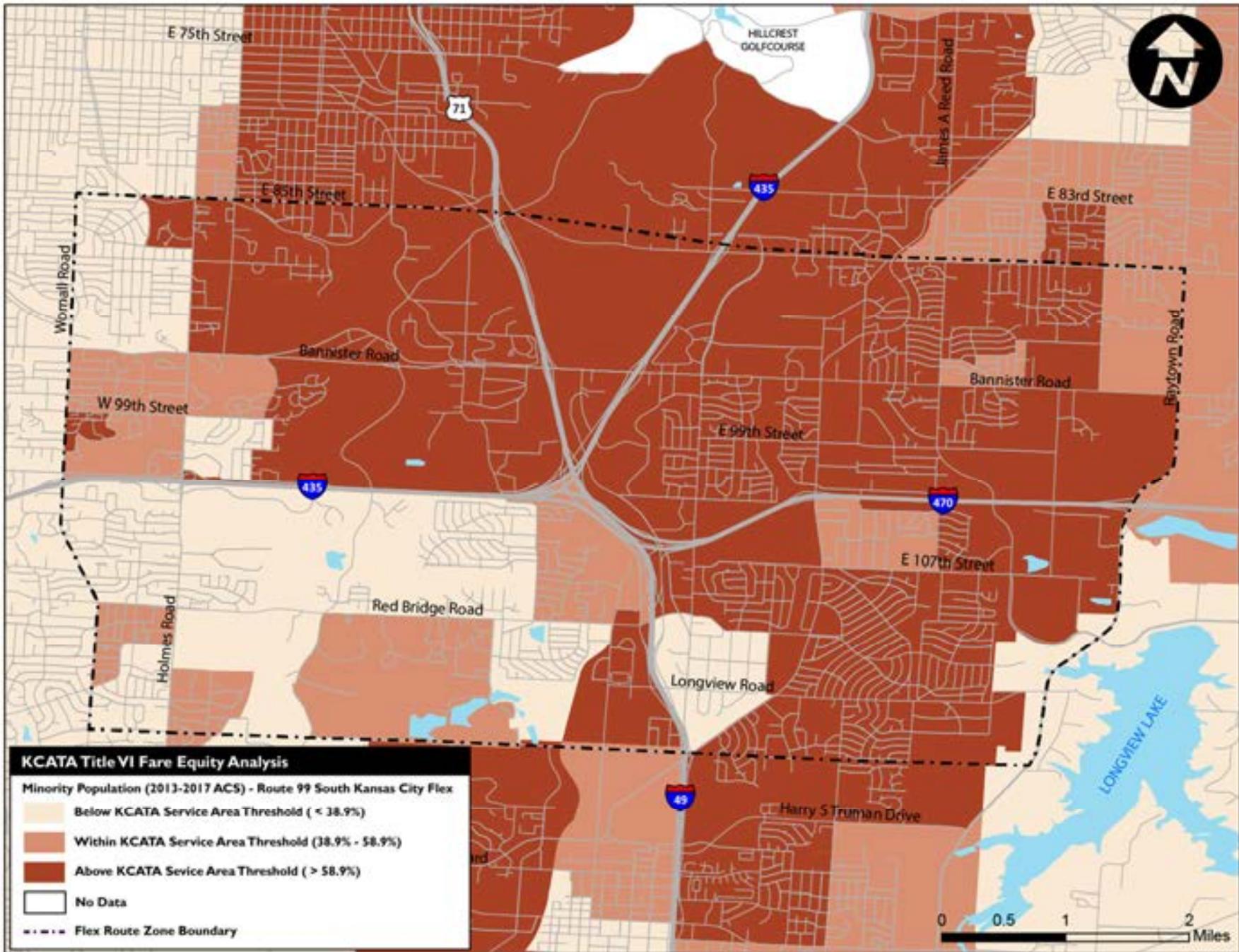
Also as shown in Table 4, for low-income populations, the aggregate of all five flex zones does not have a low-income population level where continuing to charge fares on flex services in these areas would be considered to disproportionately burden low-income populations. Their low-income populations did not exceed 33.3 percent of the total zonal population or 20 percentage points higher than the KCATA core service area low-income population of 13.3 percent. With this, should KCATA decide to continue charging fares on these specialized transit services, continuing to do so would not pose a disproportionate burden on low-income populations in these zones.

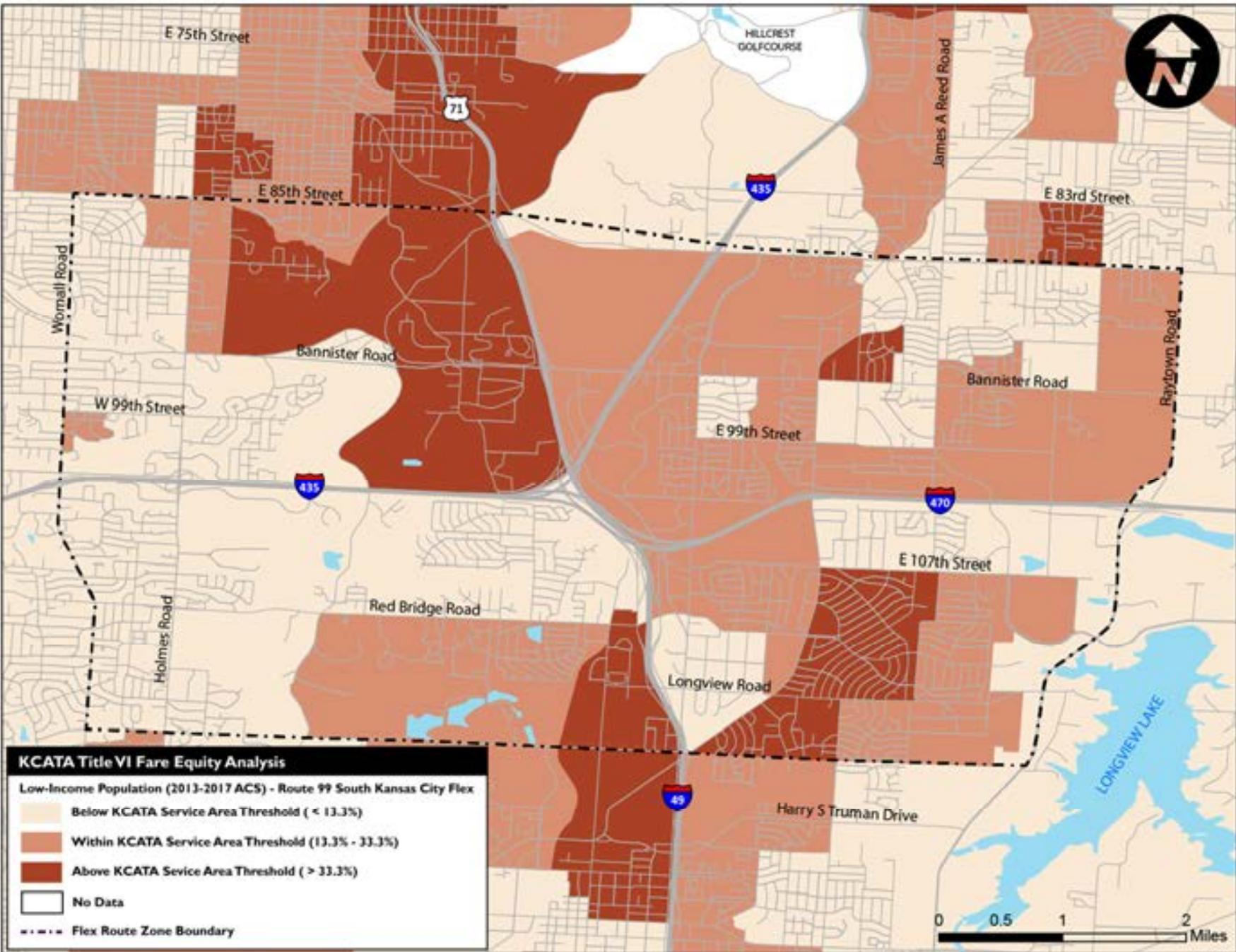
CONCLUSION

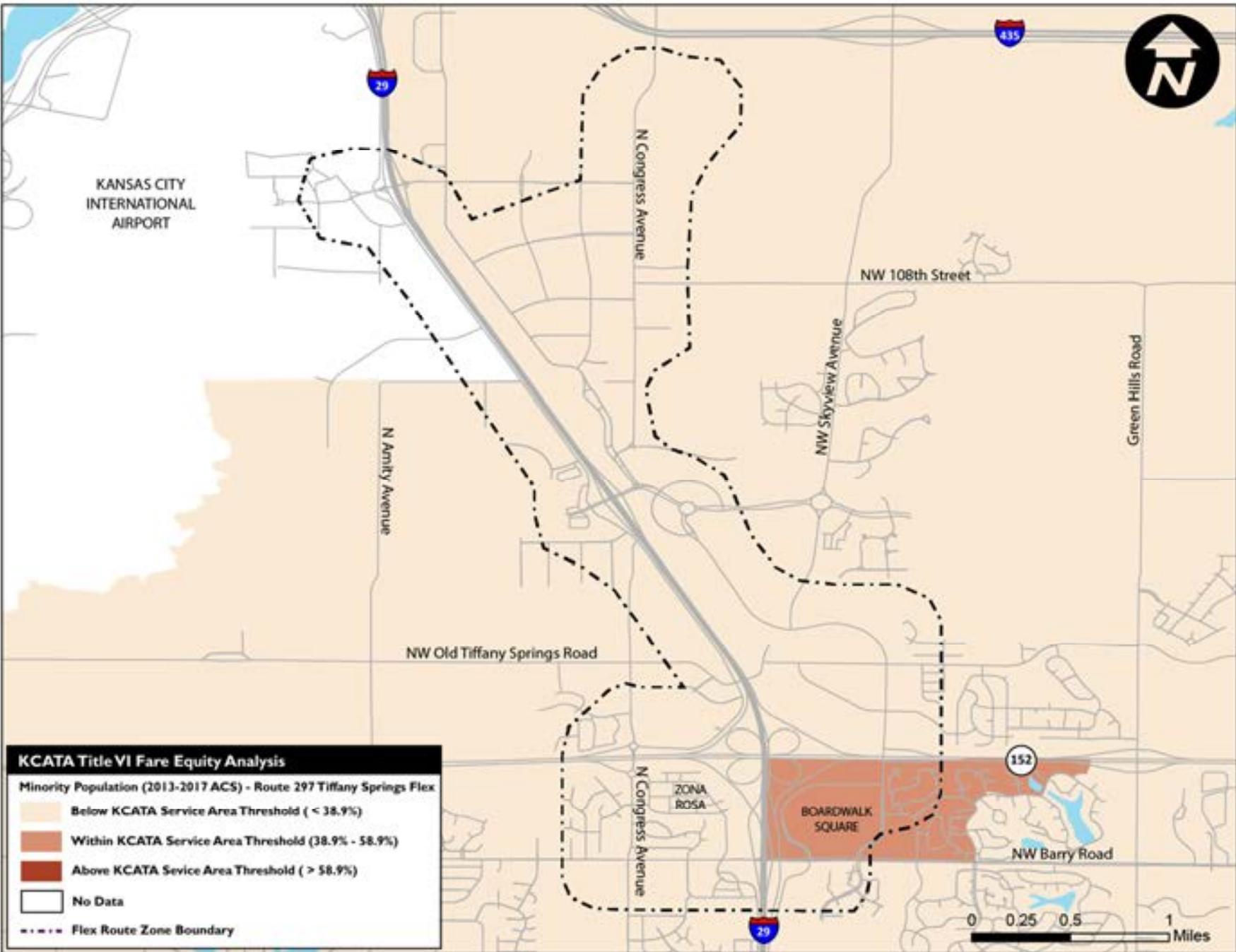
Based on the analyses conducted in this study, permanently implementing the KCATA fixed-route fare free program is not to be in violation of Title VI Fare Equity guidelines as it neither disparately impacts minority riders nor disproportionately burdens low-income riders. As the program aims to reduce all fixed-route fares to zero or no-cost to all riders, the benefits of the programs benefits all riders, including minority and low-income riders equally.

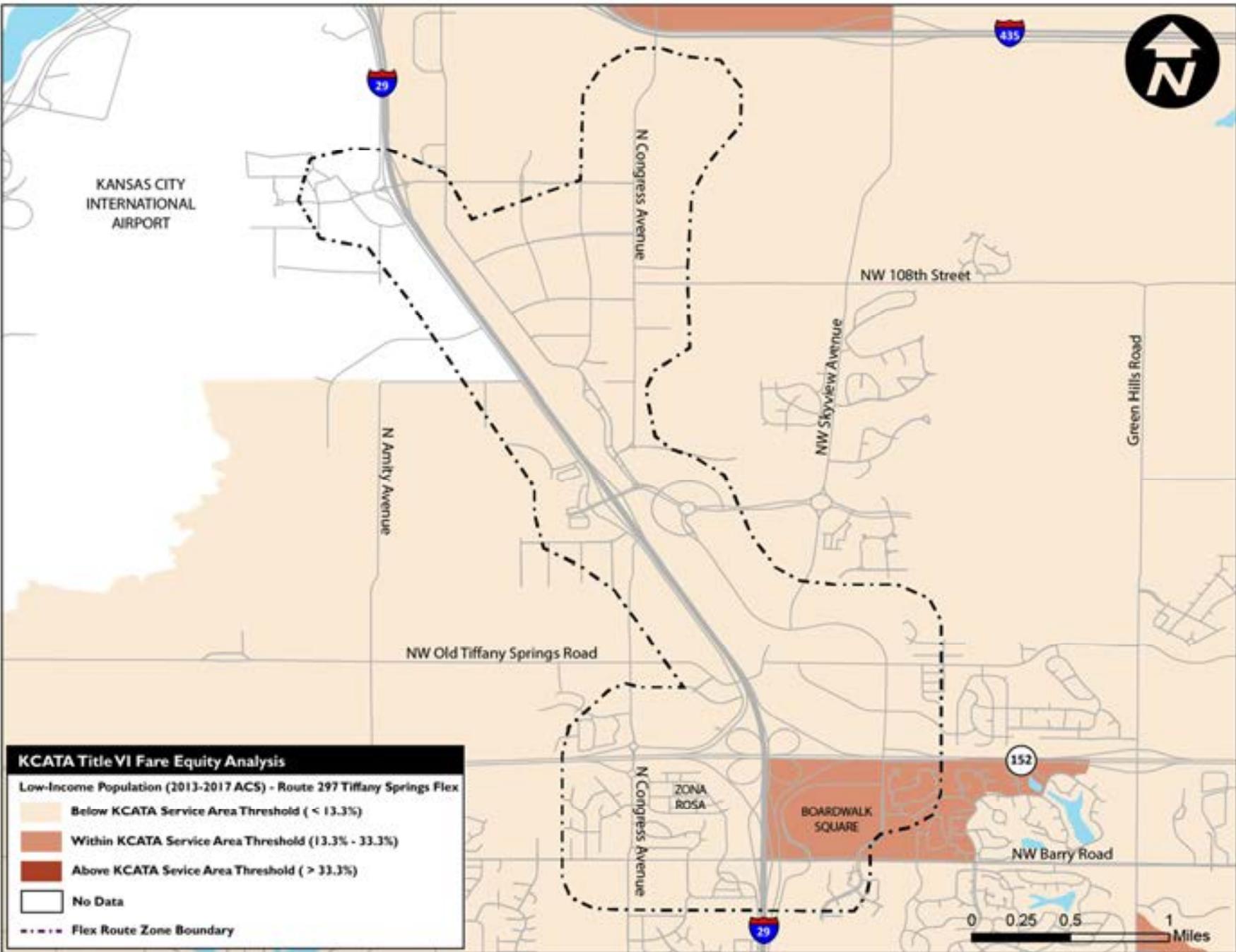
Additionally, should KCATA not be able to find additional funding to also make their flex route services also fare free, it, too, would not be in violation of Title VI Fare Equity guidelines as it neither disparately impacts minority riders nor disproportionately burdens low-income riders. First, the flex route program provides a more specialized service compared to its fixed route services by providing curb-to-curb service rather than the more traditional stop-to-stop services on its fixed routes. Second, the minority and low-income population makeup up the five flex zones does not exceed the KCATA core service area by the approved 20 percent threshold in which the benefit not borne by these protected population groups may deem the fare-free program to disparately impact minority riders or disproportionately burden low-income riders.

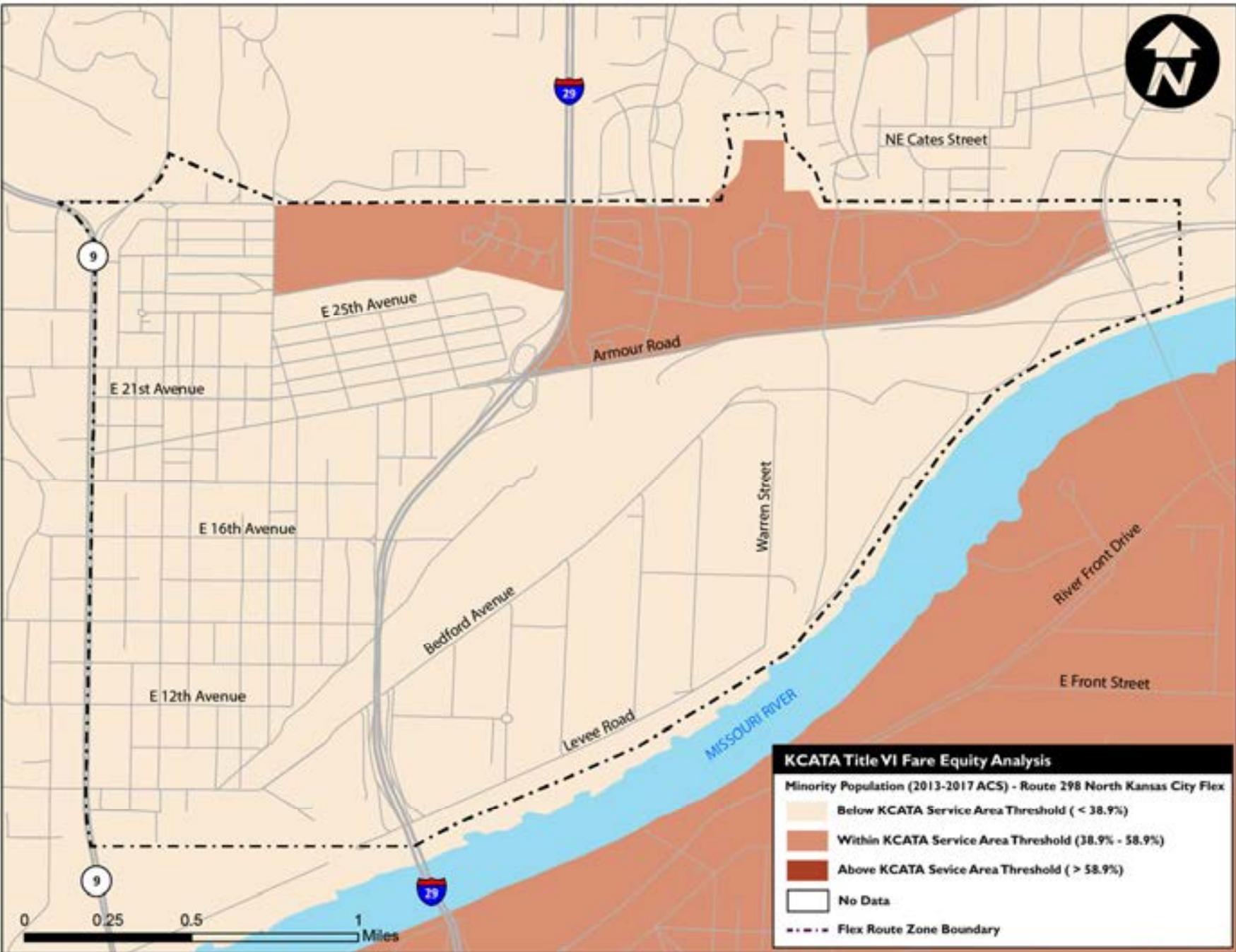
APPENDIX: ZONE ANALYSIS MAPS

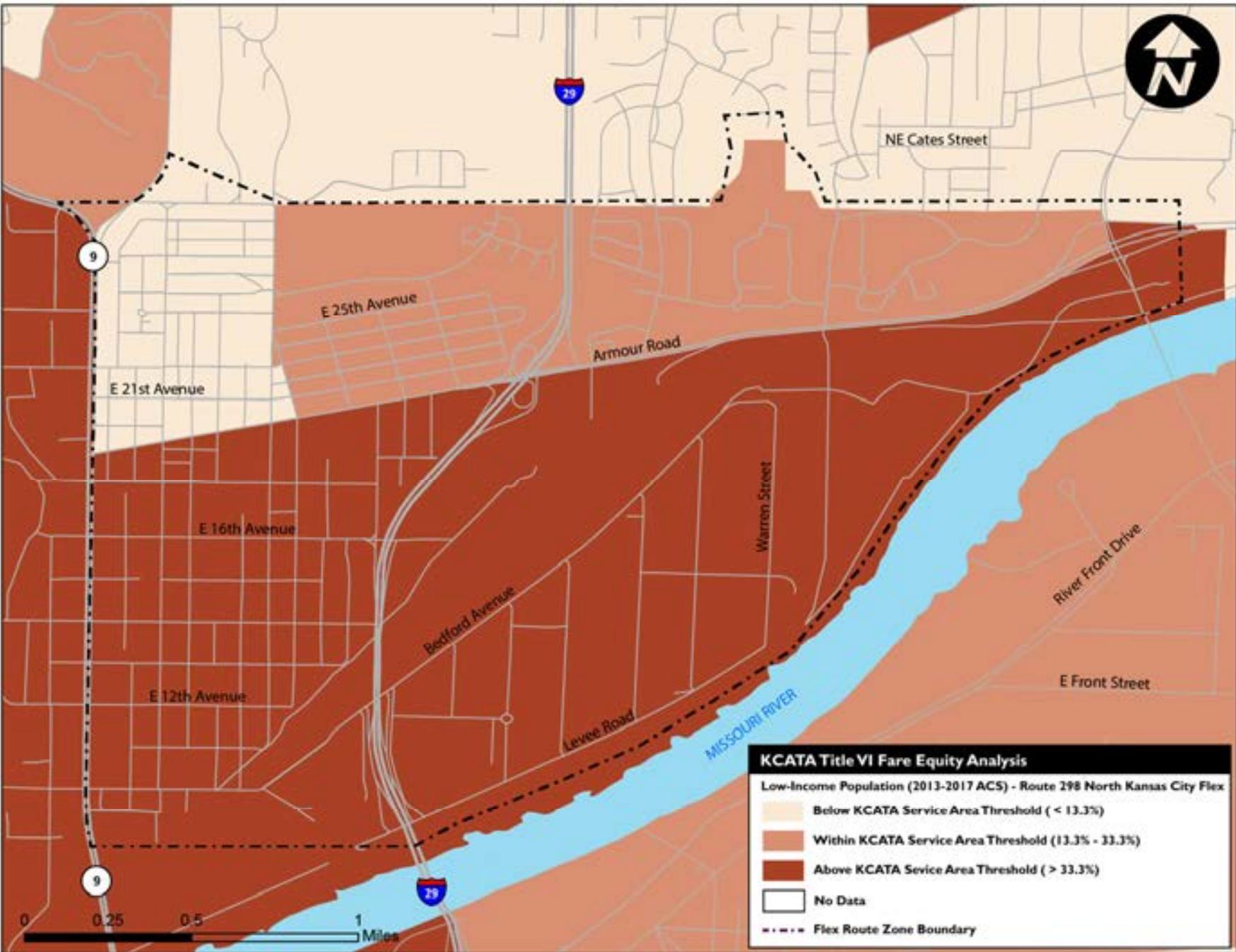


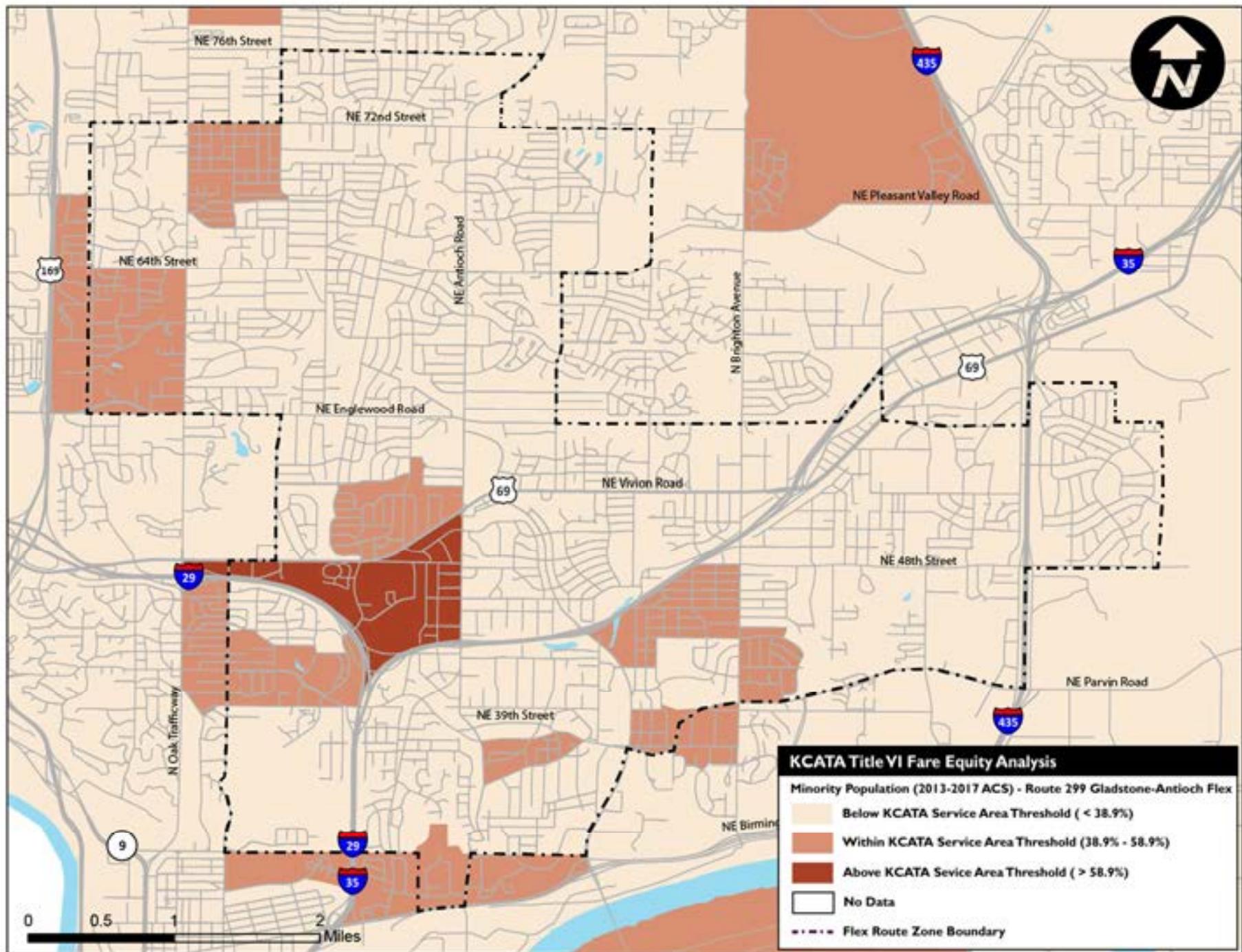


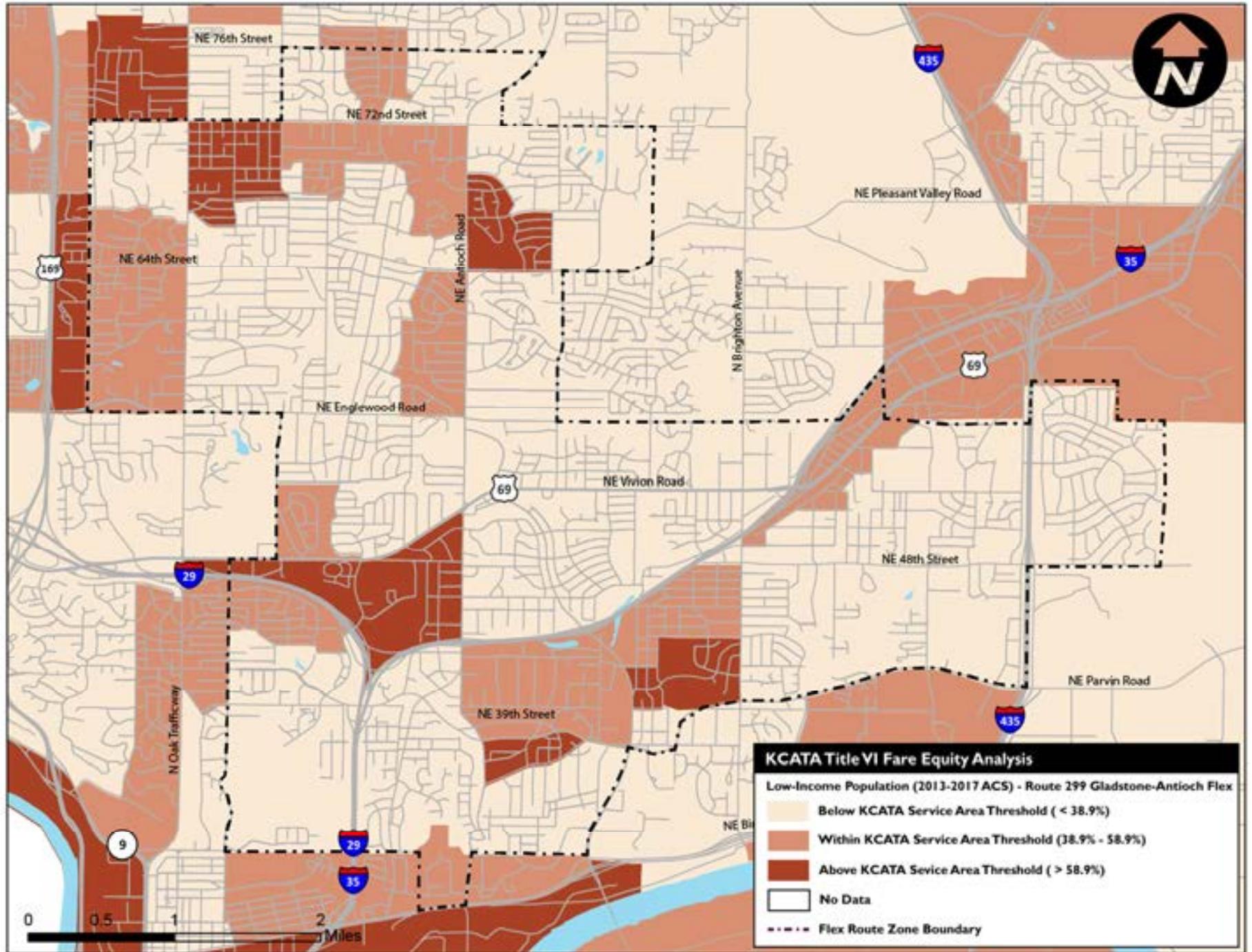


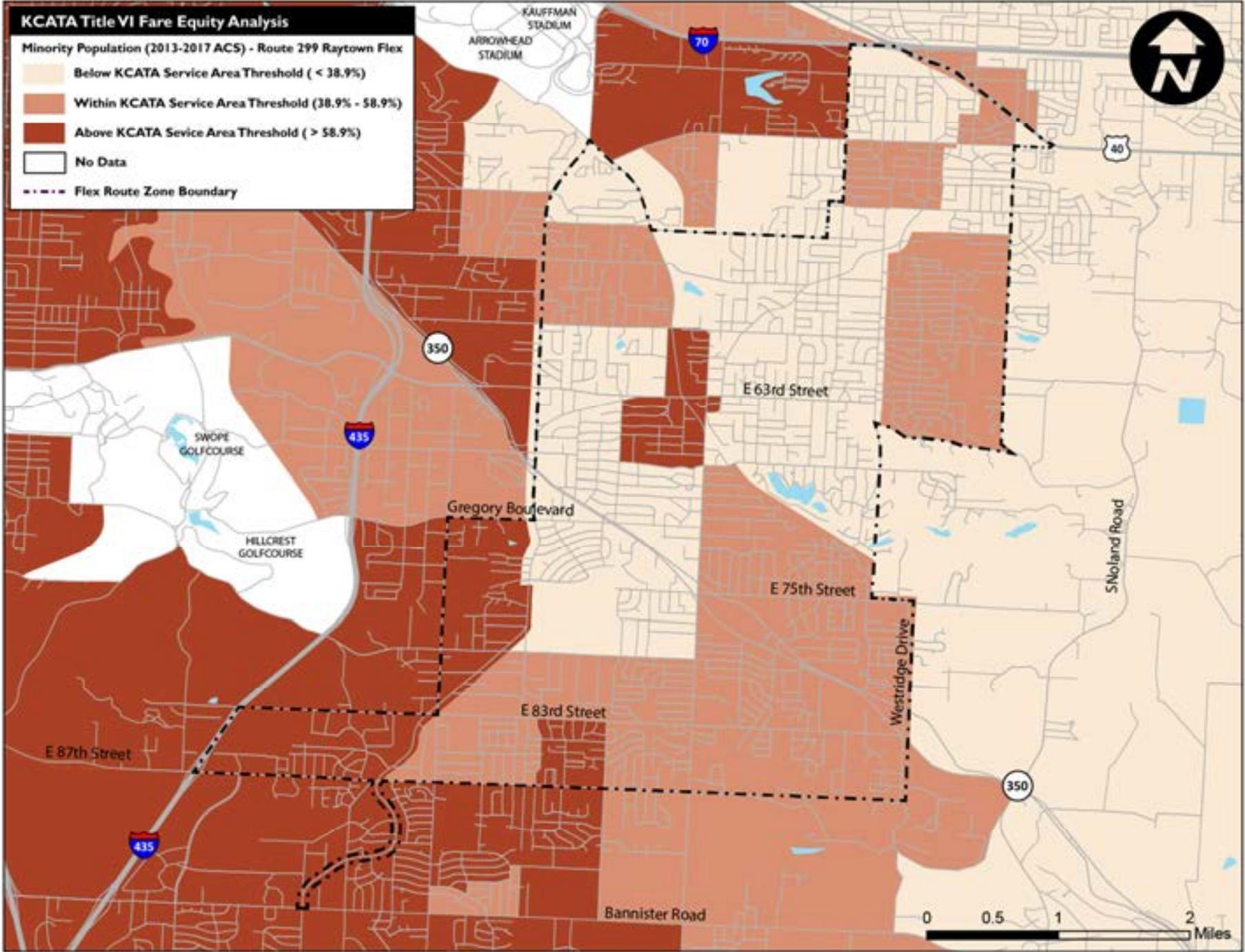












KCATA Title VI Fare Equity Analysis

Low-Income Population (2013-2017 ACS) - Route 299 Raytown Flex

- Below KCATA Service Area Threshold (< 13.3%)
- Within KCATA Service Area Threshold (13.3% - 33.3%)
- Above KCATA Service Area Threshold (> 33.3%)
- No Data
- Flex Route Zone Boundary

