



2021-2024

# Title VI Program Limited English Proficiency Plan and Public Participation Plan

Flint Hills Regional Coordinated  
Transit Council 4



FLINT HILLS AREA TRANSPORTATION AGENCY INC.  
FLINT HILLS AREA TRANSPORTATION AGENCY BOARD

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## Title VI Note

The Flint Hills Area Transportation Agency Inc and the Flint Hills Area Transportation Agency Board (FHATA) hereby gives public notice that it is the policy of the agency to assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, Executive Order 12898 on Environmental Justice, and related statutes and regulations in all programs and activities. Title VI requires that no person in the United States of America shall, on the grounds of race, color, or national origin, be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under all programs or activities that the FHATA receives federal financial assistance. Any person who believes they have been aggrieved by an unlawful discriminatory practice under Title VI has a right to file a formal complaint with the FHATA. Any such complaint must be in writing and filed with the FHATA's Title VI Coordinator within one hundred and eighty (180) days following the date of the alleged discriminatory occurrence. For more information, or to obtain a Title VI Discriminatory Complaint Form, please see our website at [www.flinthillsatabus.com](http://www.flinthillsatabus.com)

FHATA submits its annual Certifications and Assurances to the Federal Transit Administration (FTA) each year in accordance with the requirement to do so within 90 days from the date of the publication of the notice in the Federal Register or with the first grant application, whichever comes first. Updated Certifications and Assurances will be submitted each year.

The FHATA Title VI Notice to the Public is posted in our Administrative Office reception area, and our website [www.flinthillsatabus.com](http://www.flinthillsatabus.com). A copy of the Title VI Notice to the Public is attached as Appendix D to this program.

In order to comply with 49 CFR Section 21.9(b), any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the FHATA may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. A copy of the Title VI Complaint Procedures and Title VI Complaint Form is attached as Appendix B and Appendix C respectively, to this program. As required by 49 CFR Section 21.9(b), the FHATA maintains a list of investigations, lawsuits, and complaints against the FHATA alleging discrimination on the basis of race, color, or national origin, which are investigated by entities other than FTA. A copy of the Title VI Investigations, Lawsuits, and Complaints is attached as Appendix E to this program.



## Title VI Note Notification Procedure

The Title VI Notice to the Public is attached as Appendix D to this notice is provided:

- As a “FHATA Title VI Notice to the Public” poster on-board each FHATA Bus
- On the FHATA website: [www.flinthillsatabus.com](http://www.flinthillsatabus.com) on the **TITLE VI** section.
- As a “FHATA Title VI Notice to the Public” poster posted in our Administrative Office reception area our facility located at 5815 Marlatt Av Manhattan, KS

# Introduction

## What is the FHATA?

The Flint Hills Area Transportation Inc. (FHATA Inc) is a 501c3 private non-profit corporation founded in 1976, by a group of Riley County residents concerned about the lack of public transportation choices for seniors. FHATA is governed by a 10 member volunteer Board of Directors. Daily operations are handled by the Executive Director, who is assisted by an Executive Management team, support staff, a dispatch team and a team of carefully trained bus operators. The service area includes all of the City of Manhattan and Riley County, as well as the City of Wamego, Green Valley and St. George areas of Pottawatomie County, Fort Riley and Geary County including Junction City, Grandview Plaza, and Milford. Service is available to the general public. The Agency is committed to offering courteous, safe, and reliable service for all of our riders, without regard to race, gender, age or disability.

The Flint Hills Area Transportation Board. (FHATA Board) is an inter-local public agency, by the City of Manhattan, Riley County, Pottawatomie County, and Kansas State University, to enable the parties forming the board to apply for federal funds pursuant to an allocation letter from the Governor of Kansas to be a Direct Recipient of the Section 5307 Urban Formula funds for the Manhattan Urbanized Area (MUA).

FHATA Board is governed by a 15 member Board of Directors. The Directors comprised of elected officials, voting and non-voting members. The Daily operations are handled by the Executive Director, who is assisted by an Executive Management team, support staff, a dispatch team and a team of carefully trained bus operators. The service area includes all of the City of Manhattan and Riley County, as well as the City of Wamego, Green Valley and St. George areas of Pottawatomie County, Fort Riley and Geary County including Junction City, Grandview Plaza, and Milford. Service is available to the general public. The Agency is committed to offering courteous, safe, and reliable service for all of our riders, without regard to race, gender, age or disability.

## THE MISSION AND IMPERATIVES THAT DEFINES US

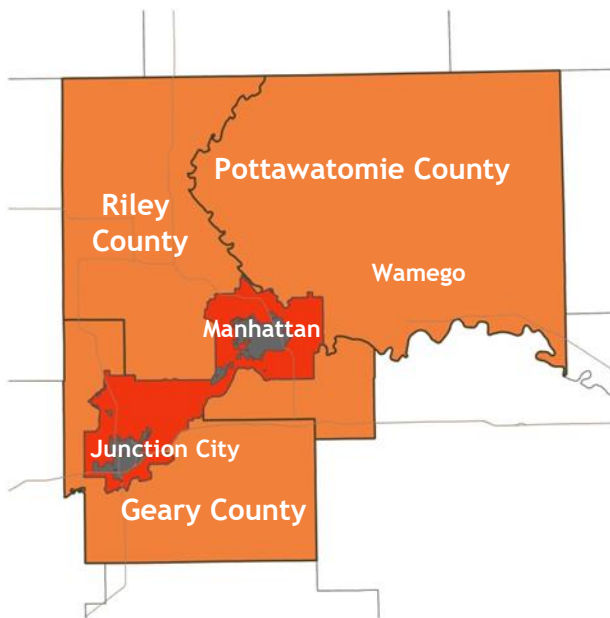
- ***Vision:*** We believe in empowering people and connecting communities
- ***Mission:*** Provide and promote the highest quality transit services to the Flint Hills communities.
- ***Public Service Mission:*** Build stronger communities and promote equality and opportunity.

## IMPERATIVES

- We are servants to each other and our communities
- We are responsible stewards of public funding entrusted to us.
- We deliver excellence in our words and actions.
- We take pride in our mission
- Together Everybody Achieves More (TEAM)

As a federally funded organization, FHATA has obligations to be involved in planning and development of general public transportation services to and within the Manhattan Urbanized Area, and throughout its service area outside of the Manhattan Urbanized Area within Riley, Geary, and Pottawatomie counties, including Fort Riley. FHATA has a responsibility to provide all residents with an equal opportunity to be engaged in this process.

Figure 1. FHATA Service Area



## What is Limited English Proficiency?

A majority of people living in the United States are able to read, write, speak, and understand the English language; however, for some, English is not their primary language. If those persons have a limited ability to read, write, speak or understand English, they are defined as Limited English Proficient (LEP). Language barriers can inhibit (or prohibit) LEP persons from participating in and/or benefiting from the planning process for transit service and the use of such transit services. The FHATA recognizes the potential barrier language can create and has developed this *Limited English Proficiency (LEP) Plan* to outline the resources available to provide LEP persons with language assistance services in order to provide meaningful access to the transportation planning process.

This FHATA Title VI Program has been prepared to ensure that the level and quality of fixed route and demand response services funded through the FHATA are provided in a nondiscriminatory manner and that the opportunity for full and fair participation is offered to transit riders and other community members. Additionally, through this program, FHATA has examined the need for services and materials for persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English.

While it is a matter of principle that FHATA is committed to ensuring that no person is excluded from participation in, or denied the benefits of, or subjected to discrimination in the receipt of any of transit services on the basis of race, color or national origin, the contents of this program have been prepared in accordance with Section 601 of Title VI of the Civil Rights Act of 1964 and Executive Order 13116 (Improving Access to Services for Persons with Limited English Proficiency).

Under the Civil Rights Act of 1964, and as a recipient of federal funding under the programs of the Federal Transit Administration (FTA) of the U.S. Department of Transportation (US DOT), FHATA has an obligation to ensure that:

- The benefits of transit services are shared equitably throughout the service area;
- No one is precluded from participating in FHATA's service planning and development process;
- Decisions regarding service changes or facility locations are made without regard to race, color or national origin and that development and urban renewal benefitting a community as a whole not be unjustifiably purchased through the disproportionate allocation of its adverse environmental and health burdens on the community's minority population; and
- A program is in place for correcting any discrimination, whether intentional or unintentional.

## What is Title VI?

As a recipient of federal funds, the FHATA must comply with **Title VI of the 1964 Civil Rights Act**, the **Civil Rights Restoration Act of 1987**, and all relevant **Executive Orders**.

### *Title VI of the Civil Rights Act of 1964*

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 otherwise subjected to discrimination under any program or activity receiving federal financial assistance (refer to 23 CFR 200.9 and 49 CFR 21).

### *Civil Rights Restoration Act of 1987*

The Civil Rights Restoration Act of 1987 broadened the scope of Title VI coverage by expanding the definition of the terms “program or activity” to include all programs or activities of federal aid recipients, sub-recipients, contractors and consultants, whether such programs and activities are federally assisted (Public Law 100259 [S. 557] March 22, 1988).

### *Executive Order 12898*

“Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations,” was an Executive Order signed by President Clinton on February 11, 1994. The Order requires all federal agencies to make environmental justice (EJ) part of their missions by identifying and addressing, as appropriate, disproportionately high and adverse human health and environmental effects of programs, policies, and activities on minority and/or low-income populations.

The FHATA will incorporate EJ into the overall transit planning process. The Federal Transit Administration’s (FTA) “Environmental Justice Policy Guidance for FTA Recipients” provides recipients of FTA financial assistance with guidance in order to incorporate environmental justice principles into plans, projects, and activities that receive FTA funding. The guiding EJ principles as defined by the US Department of Transportation (US DOT) and followed by the FHATA are as follows:

- To avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects of our programs, policies, and activities, including social and economic effects, on minority populations and low-income populations;
- To ensure the full and fair participation by all potentially affected communities in the transportation decision-making process and;
- To prevent the unwarranted denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations.

#### ***Environmental Justice***

*The fair treatment and meaningful involvement of all people regardless of race, color, national origin, or income.*

### ***Executive Order 13166***

On August 11, 2000, President Clinton signed Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency". The Executive Order requires federal agencies to examine the services they provide, identify any need for services to those with Limited English Proficiency (LEP), and develop and implement a system to provide those services so LEP persons can have meaningful access to federally conducted and federally assisted programs. It is expected that agency and program plans, as stipulated by the Executive Order, will provide for such meaningful access consistent with, and without unduly burdening, the fundamental mission of the agency. The U.S. Department of Justice's Policy Guidance Document, "Enforcement of Title VI of the Civil Rights Act of 1964 - National Origin Discrimination Against Persons With Limited English Proficiency" (LEP Guidance), sets the compliance standards that recipients of Federal financial assistance must follow to ensure that their programs and activities provided in English are accessible to LEP persons as not to discriminate on the basis of national origin.

# FHATA's Limited English Proficiency (LEP) Policy

The FHATA strives to provide meaningful access to the agency's program and services through its public participation process. The public participation process is intended to engage the public and local stakeholders, including those with limited English proficiency.

## LEP Four-Factor Analysis

The US Department of Transportation recommends four factors that should be analyzed to determine the level and extent of language assistance required to provide meaningful access to program, activities, and services within the FHATA planning area. The factors include:

1. The number or proportion of LEP persons served or likely to be encountered by the program;
2. The frequency of which LEP individuals come in contact with the program;
3. The nature and importance of programs and services to LEP persons; and
4. The resources available and overall costs of providing language services.

After conducting the four-factor analysis, the FHATA is in a better position to implement a cost effective mix of proactive language assistance measures, target resources appropriately, and to respond to requests for LEP assistance.

### *Factor 1: The number or proportion of LEP persons served or likely to be encountered by the program*

To determine the number of LEP persons residing in the FHATA service area, 2010-2014 American Community Survey block group data was used. Limited English Proficiency (LEP) was identified as census category "*Speak English less than very well*". **Table 1**, below, shows the total number of people in CTD 4 area compared to the individuals that speak English less than well. The percentage of the total population that has a limited ability to speak English is 2.61%.

Language Spoken	Total population: 5 years and over	Speak English less than "very well"	% of total population that speak English less than "very well"
English only	147,495	*	*
Language other than English	14,775	4,798	32.47%
Spanish or Spanish Creole	7,169	1,978	27.59%
Other Indo-European languages	2,890	492	17.02%
Asian and Pacific Island languages	3,684	1,838	49.89%
Other Languages	1,032	400	38.75%

Source: 2019 American Community Survey

Table 1: Language Spoken and English Proficiency for CTD 4

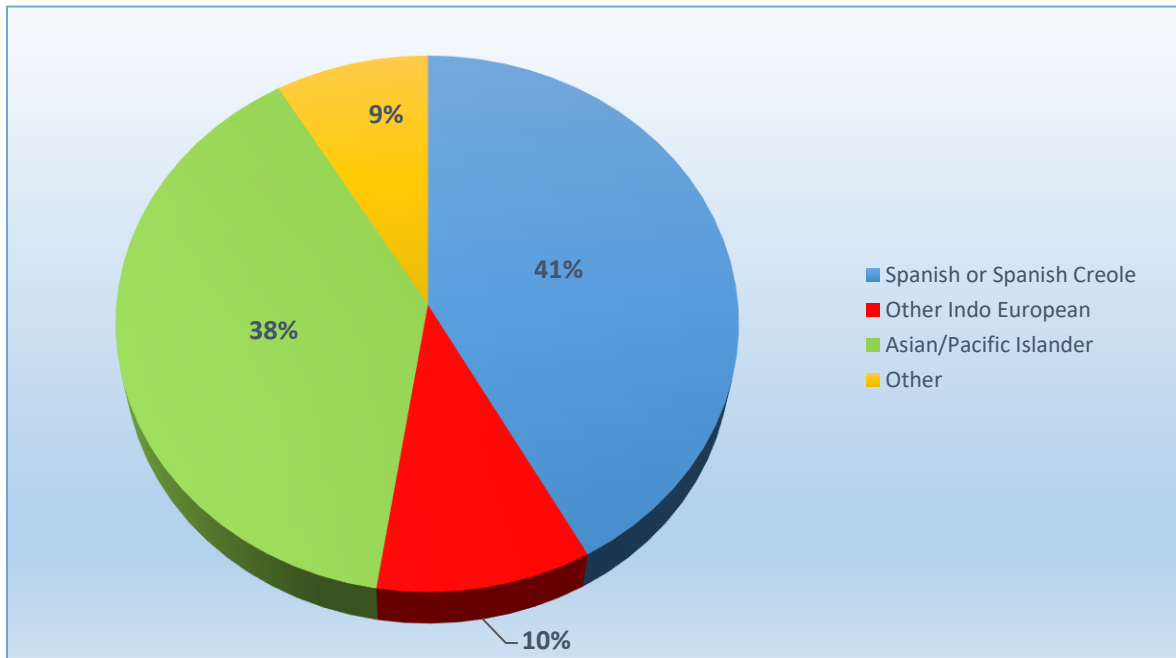
Jurisdiction	Total population: 5 years and over	Speak English less than "very well"	% of total population that speak English less than "very well"
United States	304,930,125	25,615,365	8.40%
Kansas	2,719,539	126,529	4.65%
Coordinated Transit District 4	162,270	4,798	2.95%
Clay County	7,577	31	0.40%
Dickinson County	17,684	98	0.60%
Geary County	29,921	1,234	4.10%
Marshall County	9,132	96	1.10%
Pottawatomie County	21,985	302	1.40%
Riley County	70,844	2,940	4.10%
Washington County	5,127	97	1.90%

Source: 2015-2019 American Community Survey

Table 2: provides a comparison of national, state, county, and city data compared to CTD 4.

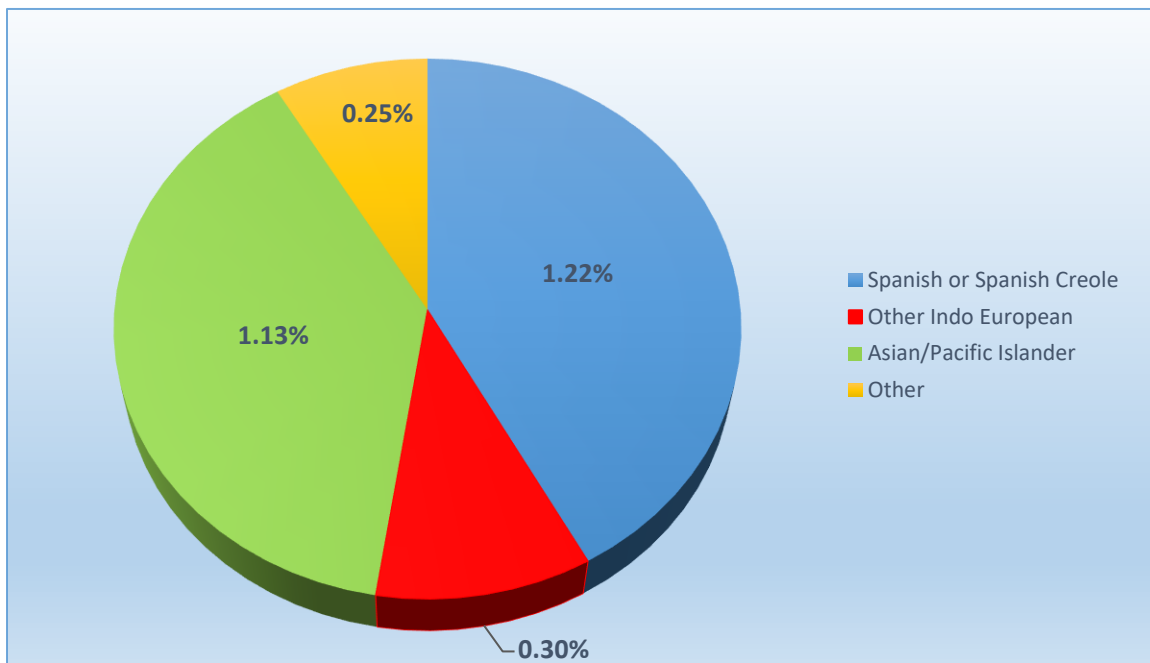
**Note: The FHATA service area encompasses Riley, Pottawatomie, and Geary counties.**





Source: 2015-2019 American Community Survey

Figure 2: Percentage by Language Among Population of Individuals Speaking English "Less than Very Well"



Source: 2015-2019 American Community Survey

Figure 3: Highest Population of Individuals Speaking English "Less than Very Well" by Language

### ***Factor 2: The frequency of which LEP individuals come in contact with the program***

The FHATA has not received any requests for translated materials or for interpretation services at public meetings. Although the proportion of people with a limited ability to speak English in the FHATA region is relatively low, the FHATA has developed an LEP Implementation Plan to outline the strategies identified to engage LEP individuals in the process to be followed by the FHATA in providing transit services to the Manhattan Urbanized Area.

### ***Factor 3: The nature and importance of programs and services to LEP persons***

The FHATA has been providing public transportation services since 1976. The FHATA is a \$5307 and \$5311 service provider. The FHATA does not provide any direct services that require vital, immediate, or emergency assistance, such as medical treatment or services for basic needs (like food or shelter). Citizens are encouraged to become involved in the FHATA's planning activities and processes as the transportation goals and improvements resulting from its planning activities have an impact on all residents. The FHATA recognizes the importance of involving all segments of the population and evaluates the impact of public transportation decisions on traditionally underserved or underrepresented groups, including LEP persons.

### ***Factor 4: The resources available and overall costs of providing language services***

The final step of the four-factor analysis is to assess the needs of LEP persons within the FHATA service area against the resources available and the cost of those services. As described previously, the LEP population in the FHATA region is a small segment of the total the population, and does not appear to warrant the translation of FHATA documents. Further, given the conservative budget the FHATA must work with, translating documents would be extremely cost prohibitive. However, as described in the LEP Implementation Plan below, the FHATA is committed to engaging all residents in the public transportation planning process and will continue to monitor the methods used to engage LEP persons.

## **Safe Harbor Stipulation**

Federal law provides a “safe harbor” stipulation so recipients of federal funds can ensure compliance with their obligation to provide written translations in languages other than English with greater certainty. A “safe harbor” means that as long as a recipient (the FHATA) has created a plan for the provision of written translations under a specific set of circumstances, such action will be considered strong evidence of compliance with written translation obligations under Title VI.

Failure to provide written translations, however, does not necessarily mean that there is noncompliance. In certain situations where it may be too burdensome or cost prohibitive to translate a document, then written translation would not be required. In such cases, other ways of providing meaningful access, such as effective oral interpretation of certain documents, may suffice.

Evidence of compliance with the recipient's written translation obligations under “safe harbor” includes providing written translations of vital documents for each LEP

language group that constitutes 5% or 1,000 persons, whichever is less. Oral translation of non-vital documents is deemed sufficient under the “safe harbor” provision to meet the requirements of Title VI.

The “safe harbor” provision applies to the translation of written documents only. It does not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and reasonable to provide.

## LEP Implementation Plan

Based on the four-factor analysis and the overall percentage of limited English proficiency (LEP) persons in the FHATA region, translating documents to other languages is not warranted, nor cost effective. While the translation of documents is not feasible, the FHATA is committed to engaging the region's diverse population in the transportation planning process as well as in its service operations, and has identified implementation strategies for providing LEP persons with language assistance services. These strategies are further described in the paragraphs below.

### *Identifying LEP Individuals*

The U.S. Census Bureau has created language identification cards that have translated "Mark this box if you read or speak [name of language]" into 38 different languages. The FHATA will make those cards available in the office, on the FHATA website, and at all public meetings. Once an individual's language has been identified, the FHATA will evaluate the feasibility of providing written translation service and/or oral interpretation assistance. The Census Bureau's language identification cards can be downloaded for free at: [www.lep.gov/ISpeakCards2004.pdf](http://www.lep.gov/ISpeakCards2004.pdf).

### *Language Assistance*

The FHATA is a 501c3 private non-profit organization and does not have the in-house expertise or capacity to provide translation services. If the translation of a document is requested, the FHATA will utilize a free online written translator website, a local volunteer (if one is available), or working with Kansas State University and one of the language departments. If the required language is not available in written form and formal interpretation is required, staff will use the telephone interpreter service, Language Line, at 1-800-752-6096, or seek assistance from Kansas State University.

The Kansas Relay Center (KRC) is a free service that connects customers who are deaf, hard of hearing or have speech disabilities with others, using either standard telephone equipment or telephone equipment that has been specifically designed for individuals with disabilities. Making a call is simple: dial 7-1-1 or the toll-free number, 1-800-766-3777.

The FHATA cannot accurately assess or guarantee the accuracy of translation services provided by others. Although working within the confines of a limited budget and capabilities, the FHATA pledges that it will, to the best of its abilities, ensure that LEP persons have a meaningful opportunity to participate in the transportation planning and decision-making process.

### ***FHATA Staff Training***

Current FHATA staff members and incoming staff members will be briefed on the FHATA LEP Plan, how to assist LEP persons, and will be encouraged to attend any relevant training offered. New staff members will also be instructed to keep a record of language assistance requests so that needs may be accurately assessed in the future.

### ***Monitoring and Updating the LEP Plan***

This LEP Plan, along with other public involvement documents, will be reviewed and updated as needed on a schedule that coincides with the Flint Hills Transportation Plan updates.

Each update will consider the following components:

- Current LEP population in the FHATA area.
- Number of LEP persons engaged in the FHATA process and record of if their needs were met.
- Record of complaints received.
- Review any complaints received.
- Changes in resources, such as technology, staff, and financial resources changed.
- Review of any applicable federal and state regulations regarding LEP plans.

### ***Dissemination***

The FHATA will post this LEP Plan on its website under the “Public Participation” tab at: [www.flinthillsatabus.com](http://www.flinthillsatabus.com). Copies of the LEP Plan will also be available at the FHATA office. Any person or agency requesting a copy of the LEP Plan will be provided a copy.

### ***Complaint Procedure***

To file a complaint regarding LEP activities, please fill out the Title VI Complaint Form, available in PDF format by following this link: [www.flinthillsatabus.com](http://www.flinthillsatabus.com) . Should an LEP complaint be filed, the Title VI review process will be followed. Hard copies of the Title VI Complaint Form are available upon request.

The FHATA maintains a list of complaints filed alleging discrimination on the basis of race, color, or national origin. This list includes the date the investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken in response to the investigation, lawsuit or complaint.

## **Flint Hills Area Transportation Agency Inc (FHATA Inc) Flint Hills Area Transportation Agency Board (FHATA Board)**

### **Boards of Directors**

Title 49 CFR Section 21.5(b) (1) (vii) states that a recipient may not, on the grounds of race, color, or national origin, “deny a person the opportunity to participate as a member of a planning, advisory, or similar body which is an integral part of the program.”

FHATA’s partners reach out to all minorities in encouraging participation by adhering to all Title VI and Equal Employment Opportunity directives.

### **Ensuring Nondiscrimination of Federal Pass-Through and Sub-Recipient Monitoring**

Title 49 CFR Section 21.9(b) states that if “a primary recipient extends Federal financial assistance to any other recipient, such other recipient shall also submit such compliance reports to the primary recipient as may be necessary to enable the primary recipient to carry out its obligations under this part.” In accordance with 49 CFR 21.9(b), and to ensure that sub recipients are complying with the DOT Title VI regulations, primary recipients must monitor their sub-recipients for compliance with the regulations. Importantly, if a sub-recipient is not in compliance with Title VI requirements, then the primary recipient is also not in compliance.

Flint Hills Area Transportation Agency Inc. and Flint Hills Area Transportation Agency Board do not have any sub-recipients at this time.

## Determination of Site or Location of Facilities

Title 49 CFR Section 21.9(b) (3) states, “In determining the site or location of facilities, a recipient or applicant may not make selections with the purpose or effect of excluding persons from, denying them the benefits of, or subjecting them to discrimination under any program to which this regulation applies, on the grounds of race, color, or national origin; or with the purpose or effect of defeating or substantially impairing the accomplishment of the objectives of the Act or this part.”

Flint Hills Area Transportation Agency Inc. constructed a new facility in 2013 which is located in the Riley County Public Works Park at 5815 Marlatt Av Manhattan, KS, this land is leased to the FHATA Board of Directors; it was funded and approved by FTA.

FHATA’s new facility was constructed on a site that was an undeveloped parcel of land that could accommodate a combined facility for bus storage, employee operations, and bus maintenance. This site did not displace any persons from their residence or business.

The site of the new facility is on a three acre parcel adjoining the Riley County Public Works facilities.

A public hearing before the Riley County Planning Board was held as part of the permitting process. No impacts to the Riley County Public Works facility were identified, nor were there any impacts to any surrounding properties.

There were no disparate impacts on the basis of race, color, or national origin.

As part of the grant application process, an analysis was conducted to determine the legitimate justification for the project location. This location had the least impact of any locations that were analyzed.

FHATA’s goal in constructing the new facility was to interact with the community and public by bringing local government, nonprofit and educational groups to the center for transit opportunities.

The facility has a number of “green” amenities including are:

- Windows that reflect and retain heat
- Geo-thermal heating and cooling system
- Energy efficient lighting
- Waste Oil heater
- Simple Saver Roof System
- R-38 Insulation
- Native plants

## Public Participation Plan

Public participation is an integral part of FHATA's effort to provide public transportation services to Riley, Geary, and Pottawatomie counties, including the Manhattan urbanized area. While federal laws and regulation set a framework for public involvement, FHATA seeks to tailor a public participation process that is effective at engaging the diverse population in the region.

## Public Involvement Methods

The FHATA strives to provide a public involvement process with comprehensive information, timely public notice, and full public access to the regional transportation planning process. The FHATA works closely with local, state, and federal planning partners (KDOT, FHWA, FTA, FHMPPO, Flint Hills Regional Transit Administration, Coordinated Transit District 4, Kansas State University and local jurisdictions) to coordinate public outreach efforts. The following methods are used to provide the public and interested parties with a variety of opportunities for being involved in the planning process, based on the information gathered from the Public Participation Survey.

### FHATA Board of Directors

The FHATA Board is the decision-making body of the FHATA and is comprised of local elected officials from the City of Manhattan, the three counties (Geary, Riley and Pottawatomie), two representatives from Kansas State University as well as citizens from the FHATA service area. The FHATA Board meetings are open to the public and are held in accessible locations. There is a public comment opportunity at the beginning of each meeting to allow citizens to address the Policy Board with their comments or concerns. Additionally, the FHATA Board agendas are posted on the FHATA's website and sent out to citizens who have asked to be included on the FHATA's email notification list ([see Stay Informed! for information on how to sign-up for email notifications](#)). The Board meetings are governed by the Kansas Open Meeting Act (KOMA) and the Kansas Open Records Act (KORA). However, there may be times when Policy Board meetings are closed to the public for Executive Sessions to discuss personnel and other sensitive issues.

### Working Groups and Steering Committees

In addition, the FHATA may create ad hoc working groups or steering committees to focus on a specific topic or document. Any long-term or standing sub-committees will be appointed by the Board at a regularly occurring meeting.



## Document Availability

When major FHATA documents or products are developed, updated or amended, copies of the draft document will be available during the public comment period at the locations listed below. A copy of the draft may also be obtained by visiting The FHATA website, [www.flinthillsatabus.com](http://www.flinthillsatabus.com) or contacting FHATA staff at 785-537-6345 or 1-877-551-6345.

### *Hard copies of documents out for public comment are available at:*

**Manhattan City Hall**

1101 Poyntz Ave  
Manhattan, KS 66502

**Manhattan Public Library**

629 Poyntz Ave  
Manhattan, KS 66502

**Geary County Office Building**

200 East 8<sup>th</sup>  
Junction City, KS 66441

**Riley County Office Building**

110 Courthouse Plaza  
Manhattan, KS 66502

**Junction City Municipal Building**

700 N. Jefferson  
Junction City, KS 66441

**Dorothy Bramlage Public Library**

230 West Seventh Street  
Junction City, KS 66441

**Pottawatomie County Building**

207 N 1st  
Westmoreland, KS 66549

**FHMPO Office**

5815 Marlatt Av  
Manhattan, KS 66503

## Website

The FHATA website—[www.flinthillsatabus.com](http://www.flinthillsatabus.com)—provides a wealth of information about the FHATA. Housed on the website are important documents and meeting agendas, along with announcements regarding current comment periods and public meetings. The FHATA website has a “Contact” tab to allow interested parties to submit comments, questions, or requests to be placed on the FHATA’s email notification list.

The website also contains a link to Google Translate and WorldLingo, a free translation tool. This allows for website information and documents to be translated from English into a variety of other languages. Google Translate currently does not allow documents on the website to be directly translated into another language, but users may copy and paste the text into the WorldLingo. The FHATA will continue to explore ways to translate the website content in accordance with the Limited English Proficiency Plan.

## Social Networking

The FHATA maintains a Facebook account and a Twitter account to provide notifications and updates to the public on the transportation planning process. Facebook and Twitter can also be used to elicit public comments on documents during public comment opportunities. The social networking sites can be accessed by clicking the Facebook/Twitter icon on the FHATA's homepage, by visiting [www.facebook.com/Flinthillsatabus](http://www.facebook.com/Flinthillsatabus) or on Twitter @FlinthillsaTa.

## Email Notifications

The FHATA maintains a database of interested citizens, agency staff and stakeholders wanting to receive email notifications. This allows the FHATA to email notifications regarding meeting agendas, special events or meetings, public comment periods or other information. During the development of the Metropolitan Transportation Plan (MTP), the FHATA may also utilize the email notification systems already established by local jurisdictions to inform citizens of public meetings and the MTP draft public comment period.

### Stay Informed!

Sign up to receive periodic emails concerning major FHATA initiatives. To be added, call 785-537-6345, or 1-877-551-6345 email [asmith@rileycountyks.gov](mailto:asmith@rileycountyks.gov) or visit [www.flinthillsatabus.com](http://www.flinthillsatabus.com) and select the "Contact" tab.

## Postal Mailings

The FHATA recognizes the diversity in the citizens it serves and that not everyone may have readily available access to the internet to view the FHATA website or receive email notifications. While it would be cost prohibitive to mail every resident in the FHATA service area notification each time a comment period or public meeting is held, citizens may request that the FHATA mail them notifications if that is their preferred method. Mailings may also be used by the FHATA to target specific neighborhoods or stakeholder groups to gather comments or feedback.

## Public Meetings, Workshops, and Open Houses

The FHATA will hold public meetings as necessary for specific issues or documents. If a public meeting is required by federal regulations, one will be held before or during the public comment period in a location accessible by the public. Public meetings and open houses will generally be conducted between the hours of 4:00pm and 6:00pm, Monday through Thursday. The FHATA will strive to hold a public meeting in the impacted community to provide access that is more convenient for all citizens in the FHATA region.

Workshops, open houses, or other events may also be conducted to keep the public informed, involved, and elicit feedback on various projects and plans. To notify the public of these events, the FHATA will post information on the FHATA website, and, if appropriate, through email notices, mailed notices, legal publications in the newspaper, or press releases.

### Local Newspaper Articles and Legal Notices

The local media will be notified when providing information to the public or encouraging participation. Press releases will be sent whenever notable planning activities are occurring. The FHATA will publish a legal notice in both the *Manhattan Mercury* and the *Junction City Daily Union*, notifying the public of public meetings or of public comment periods for the Metropolitan Transportation Plan.

### Cable TV Public Access Channels

Public meetings and open houses will be advertised on the local cable TV public access channels (City of Manhattan, Channel 3 and the City of Junction City's Government Access Channel, Channel 3).

### Media Press Releases

Press Releases are sent to local media contacts regarding public meetings, open houses and documents out for public comment. There are some media contacts that have requested to be placed on the FHATA email notification lists as well.

### Presentations

Civic organizations, interest groups, and agencies may request presentations by FHATA staff. Presentation topics may include a general overview of the FHATA or specific FHATA work products or planning activities.

### Visualization

Visualization techniques will be used in all core transportation plans, programs and documents as much as possible. Visualization techniques promote improved understanding of the FHATA process and products for those who do not have a background in transportation planning. These techniques will include the use of colors, diagrams, tables, figures, maps and photos that further illustrate the ideas and concepts in transportation plans, projects and programs.

# Engaging Traditionally Underserved Populations

While a federal requirement, it is also a practice of the FHATA to make special effort to consider the concerns of traditionally underserved populations, including low-income, minority, elderly, immigrant, and disabled populations. FHATA meetings are open to the public and held in locations that are accessible by transit and in buildings compliant with the Americans with Disabilities Act (ADA). The FHATA staff will use a combination of the following techniques, as appropriate, to engage the traditionally underserved populations:

- Conduct interviews orally to reduce low-literacy as a barrier.
- Utilize local residents to help interview citizens in their own communities.
- Provide a comfortable meeting space with appropriate accommodations.
- Involve local officials and community representatives, as appropriate.
- Use traditional, non-computer based means during public outreach efforts.
- Hold meetings in “neutral” locations like schools, community centers, or public libraries (when necessary).
- To the extent possible, host meetings in locations that are accessible by transit and held during transit operating hours.
- Utilize the knowledge and connections of existing organizations.
- Attend scheduled and special events (the “don’t wait for them to come to you, go to them” approach).
- Provide documents in alternative formats upon request.
- Use interpreters and translated materials where appropriate and feasible (this will be further developed in the FHATA’s Limited English Proficiency Plan).

# Evaluating Public Participation Strategies

One of the five objectives of the FHATA's Public Participation Plan is to "evaluate" the process and methods used to involve the public in the planning process. The PPP is a constantly evolving document and must be continuously evaluated and improved upon to create and maintain effective public engagement.

A complete update of the PPP is initiated every five years to reevaluate the methods and strategies for engaging the public. In the interim, the public participation process will be reviewed on an annual basis to assess whether public opinions are being actively sought and that the public has equal and full access to all FHATA documents and plans. Public participation methods will be reviewed using the following evaluation criteria to gauge the effectiveness of each strategy.

Method	Evaluation Criteria
Website	<ul style="list-style-type: none"><li>●Number of emails received through website</li><li>●Number of visitors</li><li>●Number of first time visitors</li></ul>
Social Networking	<ul style="list-style-type: none"><li>●Number of Facebook "Likes"</li><li>●Number of Twitter Followers</li><li>●Number of comments received</li></ul>
Email Contact List	<ul style="list-style-type: none"><li>●Number of persons in the database</li><li>●Number of additions to the mailing list each quarter</li></ul>
Postal Mailings	<ul style="list-style-type: none"><li>●Number of requests for postal mailings</li></ul>
Public Meetings/Open Houses	<ul style="list-style-type: none"><li>●Number of attendees</li><li>●Number of comments received</li></ul>
Newspaper Ads and Articles	<ul style="list-style-type: none"><li>●No measure (required for most documents)</li></ul>
Cable TV Public Access Channels	<ul style="list-style-type: none"><li>●No measure</li></ul>
Neighborhood Meetings	<ul style="list-style-type: none"><li>●Number of attendees</li><li>●Number of comments received</li></ul>
Surveys	<ul style="list-style-type: none"><li>●Number of surveys sent</li><li>●Number of surveys returned</li></ul>
Presentations	<ul style="list-style-type: none"><li>●Number of presentations made</li></ul>
Press Releases	<ul style="list-style-type: none"><li>●Number of contacts</li><li>●Number of media articles/radio interviews</li></ul>

# Service Standards and Policy Requirement

All fixed route transit providers shall set standards and policies for each specific fixed route mode of service they provide. Fixed route modes of service include but are not limited to, local bus, express bus, commuter bus, and bus rapid transit. These standards and policies must address how service is distributed across the transit system, and must ensure that the manner of the distribution affords users access to these assets.

Providers of fixed route public transportation shall also adopt system-wide service policies to ensure service design and operations practices do not result in discrimination on the basis of race, color, or national origin. Service policies differ from service standards in that they are not necessarily based on a quantitative threshold.

FHATA has established the following standards as guidelines to assure the equitable distribution of services and the accessibility of the fixed-route services.

## 1. Vehicle Assignments/Age of Vehicles

Fixed route transit providers must set a policy to govern vehicle assignment. Buses are assigned on a random basis with no assignment to a specific route based on the age of the bus. The only vehicle requirement as related to a service is that which is associated with capacity. Those routes having the greatest ridership are assigned vehicles with an adequate passenger capacity.

## 2. Vehicle Load

Vehicle load is expressed as the ratio of passengers to the total number of seats on a vehicle, relative to the vehicle's maximum load point. Load factor characteristics are shown below.

Vehicle loads are monitored on a daily basis. On routes that experience extremely high passenger activity vehicle loads are reported in real time.

The average of all loads during the peak operating period shall not exceed the vehicles' maximum operating capacity. The maximum operating capacity for the 20 passenger fixed route vehicles with 14 ambulatory seats and 3 wheelchair seats is 32 passengers. This is associated with a maximum load factor of 2.25.

For a 20 Passenger bus:

- 14 Ambulatory + 0 Wheelchairs
- 8 Ambulatory + 3 Wheelchairs

Load Factor:

- $2.25 \rightarrow (14 \times 2.25) = 32$  (Rounded from 31.5) - 14 Seated and 18 Standees Permitted

### **3. Vehicle Headways (Frequencies)**

Vehicle headway is the amount of time between two buses traveling in the same direction on a given route. For the convenience of the riding public FHATA maintains uniform headways of 60 minutes.

To accommodate peak period demands on the busiest routes, an additional "tripper" bus may be used. These trippers are necessary in order to address when vehicles are exceeding the standard vehicle load factor. Since trippers are used to address rapid changes in passenger activity they are not included in published headways.

### **4. On-Time Performance**

On-time performance is a measure of runs completed as scheduled. Among the most important service standard for customers is on-time performance or adherence to the published schedules.

FHATA expects a higher level of service to the community. In order to maintain a predictable service that operates with schedule confidence, FHATA requires an on-time for all fixed transit vehicles of eighty-five (85%) percent. A vehicle is considered on-time if it arrives at the stop less than 5 minutes early and no more than 5 minutes late.

### **5. Service Availability**

At a minimum: Fixed routes in Manhattan operate year round Monday-Friday from 7:00a.m.-7:00p.m. and on Saturday from 9:00am-7:00pm. The Jardine, and Park&Ride, routes operate on the campus of Kansas State University, during the academic year. In Junction City, the fixed routes operate Monday-Friday from 7:00a.m.-7:00 p.m., year round. Routes do not operate New Year's Day, Thanksgiving Day, and Christmas Day.

### **6. Distribution of Transit Amenities**

Transit amenities refer to items of comfort, convenience, safety that are available to the general riding public. Fixed route transit providers must set a policy to ensure equitable distribution of transit amenities across the system.

**Bus Shelters:** Consideration of locations is based on ridership analyses as well as the ability to safely board and alight passengers. New transit amenities installed by the transit agency will be constructed in a manner that the number of passengers boarding at each stop and the lack of protection from weather will determine the order of construction. The stop with the highest number of boarding that currently lacks amenities for protection from weather will be the first stop with added amenities.

**Bus Stop Signs:** Bus stop signs are located throughout the service area at major boarding locations. The sign content, design, markings, lettering, color, illumination, reflectivity, size, shape, material and construction must comply with the most current version of the Manual on Uniform Traffic Control Devices (MUTCD). The content of the signs shall be limited to: 1) location of bus stops, 2) route information, and 3) time schedules.

## 7. Monitoring Service Standards

Monitoring of the service standards is integral to operational planning. The age of the vehicles is part of capital planning which is evaluated annually; vehicle loads are measured when evaluating ridership on a monthly basis; headways relates to the ability to maintain a schedule and on-time performance which is monitored daily; service accessibility and transit amenities are part of the on-going annual planning activities.

## 8. Complementary Paratransit

To comply with the Americans with Disabilities Act (ADA) transit agencies are required to provide a complementary paratransit service for disabled persons who cannot independently use the bus service because of a disability. Paratransit service must be provided along a corridor that mirrors the fixed route service. Complementary paratransit service is a door-to-door service provided in the service area. Generally, the ADA established service area extends three quarters of a mile on each side of the established fixed route. Complementary service is available on those days and during those times when trips are provided on regular routes. To take advantage of complementary paratransit service, you must be certified as ADA eligible.

# Anti-Drug Use and Alcohol Misuse Testing

Each applicant shall establish an anti-drug use and alcohol misuse program consistent with the requirements of 49 PART 655—PREVENTION OF ALCOHOL MISUSE AND PROHIBITED DRUG USE IN TRANSIT OPERATIONS.

An anti-drug use and alcohol misuse program shall include the following:

- A statement describing the employer's policy on prohibited drug use and alcohol misuse in the workplace, including the consequences associated with prohibited drug use and alcohol misuse. This policy statement shall include all of the elements specified in §655.15. Each employer shall disseminate the policy consistent with the provisions of §655.16.
- An education and training program which meets the requirements of §655.14.
- A testing program, as described in Subparts C and D of this part, which meets the requirements of this part and 49 CFR Part 40.
- Procedures for referring a covered employee who has a verified positive drug test result or an alcohol concentration of 0.04 or greater to a Substance Abuse Professional, consistent with 49 CFR Part 40.



## Civil Rights

The civil rights of all passengers must be assured within the daily operations of all transportation related providers. Transportation service programs will not discriminate against any person on the basis of race, color or national origin. A procedure for all discrimination complaints must be in place with every effort to resolve the complaint as quickly as possible. Transportation service providers must have a Title VI plan and policies in place that address procedures for the complaint or grievance process.

# Appendices

Appendix A: Title VI Assurances

Appendix B: Title VI Complaint Procedures

Appendix C: Title VI Complaint Form

Appendix D: Title VI Notice to the Public

Appendix E: Title VI Investigations, Lawsuits, and Complaints

Appendix F: Record of Policy Board Adoption

Appendix G: Table Depicting Membership of Committees, Councils, Broken Down by Race

Appendix H Summary of Public Outreach

# Appendix A: Title VI Assurances

## Certifications & Assurances

### ASSURANCE OF COMPLIANCE WITH TITLE VI (of the Civil Rights Act of 1964) CERTIFICATION:

Name of Organization: Flint Hills Area Transportation Agency Inc.

HEREBY AGREES THAT it will comply with Title VI of the Civil Rights Act of 1964 (P.L. 88-352) and all requirements imposed by the U.S. Department of Transportation, to the end that, in accordance with Title VI of the Act, no person in the United States shall, on the grounds of race, color, sex or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the Recipient receives Federal financial assistance from the Department under Federal Transit Administration Act programs; and HEREBY GIVES ASSURANCE THAT it will immediately take any measures necessary to effectuate this agreement.

If any real property or structure thereon is provided or improved with the aid of Federal financial assistance extended to the Recipient by the Department under Federal Transit Administration programs, this assurance shall obligate the Recipient, or in the case of any transfer of such property, any transferee, for the period during which the real property or structure is used for a purpose for which the Federal financial assistance is extended or for another purpose involving the provision of similar services or benefits. If any personal property is so provided this assurance shall obligate the Recipient for the period during which it retains ownership or possession of the property. In all other cases, this assurance shall obligate the Recipient for the period during which the Federal financial assistance is extended to it by the Department under Federal Transit Administration programs.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all federal grants, loans, contracts, property, discounts, or other Federal financial assistance extended after the date hereof to the Recipient by the Department under Federal Transit Administration programs. The Recipient recognizes and agrees that such Federal financial assistance will be extended in reliance on the representatives and agreements made in this assurance, and that the United States shall have the right to seek judicial enforcement of this assurance. This assurance is binding on the Recipient, its successors, transferees, and assignees. The person or persons whose signatures appear below are authorized to sign this assurance on behalf of the Recipient.

Signed by 

Agency CEO, President, Director or authorized official

Date 30 June 2021

## Appendix B: Title VI Complaint Procedures

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

Upon receipt of the complaint, the Executive Director of Flint Hills Area Transportation Agency Inc. shall appoint one or more staff review officers, as appropriate, to evaluate and investigate the complaint. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The Agency has 30 days to investigate the complaint. If more time is required, the Executive Director shall notify the Complainant of the estimated timeframe for completing the review. If more information is needed to resolve the case, the Agency may contact the complainant. The complainant has 30 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 30 business days, the Agency can administratively close the case. A case can be administratively closed if the complainant no longer wishes to pursue their case.

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

If the Complainant disagrees with the Agency’s response, he or she may request reconsideration by submitting the request, in writing, to the Executive Director within 10 calendar days after receipt of the Agency’s response. The request for reconsideration shall be sufficiently detailed to contain any items the Complainant feels were not fully understood by the Agency. The Executive Director will notify the Complainant of the Agency’s decision in writing either to accept or reject the request for reconsideration within 10 calendar days. In cases where the Agency agrees to reconsider, the matter shall be returned to the staff review officer(s) to reevaluate in accordance with Paragraph 2 above.

If the request for reconsideration is denied, the Complainant may appeal the Agency's response by submitting a written appeal to The Flint Hills Area Transportation Agency Inc. Board of Directors no later than 10 calendar days after receipt of the Agency's written decision rejecting reconsideration. Flint Hills Area Transportation Agency Inc. Board of Directors will then make a determination to either request re-evaluation by the staff review officer(s) or forward the complaint to Kansas Department of Transportation for further investigation.

A person may also file a complaint directly with the Kansas Department of Transportation:

KDOT Office of Contract Compliance  
Eisenhower State Office Building  
700 SW Harrison 3<sup>rd</sup> Floor  
Topeka, KS 66603

Or the Federal Transit Administration:

The Federal Transit Administration  
FTA Office of Civil Rights  
1200 New Jersey Avenue SE  
Washington, DC 20590

# Appendix C: Discrimination Complaint Form

Flint Hills Area Transportation Agency Inc.

## Discrimination Complaint Form

The Flint Hills Area Transportation Agency Inc. 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 in the provision of transportation services and transit-related benefits.

The purpose of this form is to assist you in filing a complaint with the Flint Hills Area Transportation Agency Inc. You are not required to use this form: a letter containing the same information will be sufficient.

For questions about the Flint Hills Area Transportation Agency Inc. Americans with Disabilities Act (ADA) complaint procedures or complaint form contact Katey Cain ADA Compliance Officer, at 816-645-9526 or [kcain@fhata.org](mailto:kcain@fhata.org).

<b>Section I:</b>					
Name:					
Address:					
Telephone (Home):			Telephone (Work):		
Electronic Mail Address:					
Accessible Requirements?	Format	Large Print		Audio Tape	
		TDD		Other	
<b>Section II:</b>					
Are you filing this complaint on your own behalf?			Yes*	No	
*If you answered "yes" to this question, go to Section III.					
If not, please supply the name and relationship of the person for whom you are complaining:					
Please explain why you have filed for a third party:					
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No	
(Continued on next page)					
<b>Section III:</b>					

I believe the discrimination I experienced was based on (check all that apply):

☐ Race                      ☐ Color                      ☐ National Origin                      ☐ Age  
☐ Disability                      ☐ Other (specify) \_\_\_\_\_

Date of Alleged Discrimination (Month, Day, Year): \_\_\_\_\_

Time of Day: \_\_\_\_\_

Location: \_\_\_\_\_

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please attach additional pages.

Witness(es): ☐ YES ☐ NO

List Witness(es): *(Attach a separate sheet, if necessary)*

(1) Name:

Phone Number: (    )

(2) Name:

Phone Number: (    )

(3) Name:

Phone Number: (    )

(4) Name:

Phone Number: (    )

*(Continued on next page)*

<b>Section IV</b>		
Have you previously filed a Title VI complaint with this agency?	Yes	No
<b>Section V</b>		
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? <input type="checkbox"/> Yes <input type="checkbox"/> No  If yes, check all that apply:  <input type="checkbox"/> Federal Agency: _____ <input type="checkbox"/> Federal Court _____ <input type="checkbox"/> State Agency _____ <input type="checkbox"/> State Court _____ <input type="checkbox"/> Local Agency _____		
Please provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:		
Agency:		
Address:		
Telephone:		
<b>Section VI</b>		
Name of agency complaint is against:		
Contact person:		
Title:		
Telephone number:		

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

Signature and date required below:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Please submit this form in person at the address below, or mail this form to:

Flint Hills Area Transportation Agency Inc.  
 5815 Marlatt Av  
 Manhattan, KS 66503  
 ATTN: Executive Director



## Appendix D: Title VI Notice to the Public

### Notifying the Public of Rights Under Title VI

#### FLINT HILLS AREA TRANSPORTATION AGENCY INC. (FHATA)

- FHATA operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with FHATA.
- For more information on the FHATA's civil rights program, and the procedures to file a complaint, contact 785-537-6345 or 1- 877-551-6345; email: [asmith@rileycountyks.gov](mailto:asmith@rileycountyks.gov) or visit our administrative office at 5815 Marlatt Avenue Manhattan, KS 66503

For more information, visit [www.flinthillsatabus.com](http://www.flinthillsatabus.com)

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

If information is needed in another language, contact 1- 855-785-3472.

This notice is posted in the foyer at  
Flint Hills Area Transportation Agency Inc. (FHATA)  
It is posted on the agency website at <http://www.flinthillsatabus.com>

# Appendix E: Title VI Investigations, Lawsuits, and Complaints

## Flint Hills Area Transportation Agency Inc.

	Date Submitted/Filed Month, Day, Year)	Summary of Allegation (Include basis of complaint: race, color or national origin)	Status	Resolution/Action Taken
Investigations 1. 2. 3				
Complaints 1. 2. 3.				
Lawsuits 1. 2. 3.				

# Appendix F: Title VI Record of Policy Board Adoption

## FHATA BOARD MEETING MINUTES 18 OCTOBER 2016

“October 2016 BOARD MEETING

FHATA Transit Facility 5815 Marlatt Avenue

Tuesday, October, 18 2016 at **5:30** p.m.

- **Call to order: Florence Whitebread, President**
- **Welcome board members and guests**
  - Robert Boyd – *Seconded the motion to bring the meeting to order*
  - Dick Hayter – Absent
  - Dana Hunter – Absent
  - Derek Jackson –
  - Chad Kinsley – Absent
  - Karen McCulloh – Absent
  - Lorene Oppy – *Motioned to bring the meeting to order*
  - Judy Roland –
  - Terry Umscheid McAfee – Absent
  - Stephanie Watts –
  - Cyndi Washington – Absent
  - Florence Whitebread –
  - Anne Smith –
  - Kevin Riley –
  - Melanie Tuttle – Absent
  - Stacy Schaffer (Guest) – Kansas State Credit Union
- **Minutes of last meeting-Dana Williams**
- **Treasurer’s report – Melanie Tuttle**
  - Not present at meeting.
- **Director’s report – Anne Smith**
  - Found drivers seats.
  - Reroute busses.

aTa now has a little breathing room with the extra vehicles. Anne Smith asked for permission to check into the Mobile Market. Anne would like to give back to the community that gives aTa Bus so much. A mobile market will draw attention to public transportation. Stephanie and Judy are both very interested in helping with this project. Anne has agreed to put a few green apple bikes on a couple of the aTa busses as way of helping raise awareness.

### **Operations Manager Report – Kevin Riley**

Kevin described Mike and Kevin's trip to Houston regarding the OSHA training and they are both certified OSHA inspectors. Kevin produced the rides report for park and ride, which was almost 700 people. aTa Bus has also been contacted by 3 more groups associated with K-State to charter their events. During 2 events (Oz Fest and Ogden Fest) aTa Bus displayed one of our buses. Over the past month there have been 2 accidents. aTa Bus is looking into a phone recording system to provide continuous quality assurance, the system is not very expensive. Champion Car Wash in Junction City has given aTa Bus a 10% discount for sales up to \$200.00 and a 15% discount for sales over \$200.00. On November 26, 2016 K-State is having aTa Bus charter the KU vs. K-State game.

- **New Business –**

1. The line of credit through K-State bank is ready for the board President to sign for resolution. Robert motioned to approve and Judy seconded the motion, the motion passed.
2. Melanie Tuttle will apply for the position of part-time finance manager for aTa Bus. Lorene Oppy thinks that this is a very good idea. Lorene motioned to approve and Judy seconded the motion. Lorene asked the question if aTa Bus would need to advertise for this position and Robert asked if Melanie had worked everything out so that there would not be a conflict of interest.
3. Jared Tremblay brought with him an example of how the signs at the bus stops could be revamped for ease of use. The same concept used with the signs could be used in the brochures as a way of better visual aids.

- **Unfinished Business –**

1. **Title VI** – There were some minor changes that needed to be made for KDOT’s approval, those have been done. Robert motioned to approve and Dereck seconded the motion to adopt the update to this policy, the motion passed.
2. **FY17 Budget** – Vote to approve the budget Judy motioned to approve and Robert seconded the motion the motion passed. The audit is out for bid. Varney will continue to be our auditors. The maximum for pay raises will be 3%. 1 ½ % for cola and 1 ½ % for merit.
3. FHATA has been approved for the REVEAL Resource Manager and the “where’s my ride” app. FHATA will fund the development of Google Transit which will be \$3000.00. FHATA will use local funds to pay for this. K-State- is purchasing API Data, that will tie into their app. Discussions were had with Riley County IT on the possibilities of updating the FHATA website. Riley County is going to be revamping their website in the Spring, so the timing of this discussion is advantageous.

- **Additional Business to be brought before the board**

Judy met some new people who ride aTa Bus quite a bit and there was nothing but praise about our services. Stephanie will conduct the next meeting as Florence has another meeting to attend.

- **Meeting Adjourned**

- **Next Meeting: November 15, 2016 at 5:30 p.m.”**

## Appendix G: Table Depicting Membership of Committees, Councils, Broken Down by Race

BODY	CAUCASIAN	LATINO	AFRICAN AMERICAN	ASIAN AMERICAN	NATIVE AMERICAN	OTHER
POPULATION WITHIN THE SERVICE AREA	80.4%	7.7%	8.7%	3.3%	.03%	2.2%
AGENCY BOARD OF DIRECTORS	92.4%	6.6%				
AGENCY STAFF	78.46%	6.15%	13.85%	0	1.54%	

## Appendix H: Summary of Public Outreach

# MANHATTAN FIXED ROUTES

Community Outreach in Rerouting Transit



July 2018



Flint Hills



MPO



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# INTRODUCTION

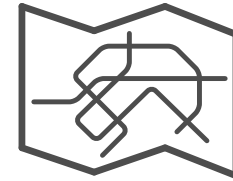
In 2015, the Flint Hills Metropolitan Planning Organization (MPO) was awarded funding from the Kansas Department of Transportation (KDOT) and Flint Hills Regional Transit Administration (FHRTA) for the development of a Multimodal Integration Project. The plan includes three main components:



Regional Bicycle and Pedestrian Connections



The role of technology with bicycles and transit



Route realignment for Manhattan's transit system

The Multimodal Integration Project has create the Junction City Bicycle Master Plan, the Green Apple Bikes Evolution document, the Regional Connections Plan, and the new Manhattan Fixed Route Transit System, the latter of which will be the focus of this document. Throughout these pages, these new routes will be referred to as the **2018 routes**, the **proposed routes**, and the **new routes** to differentiate them from the **2012 routes**, which may also be referred to as the **previous routes**, or the **original routes**.

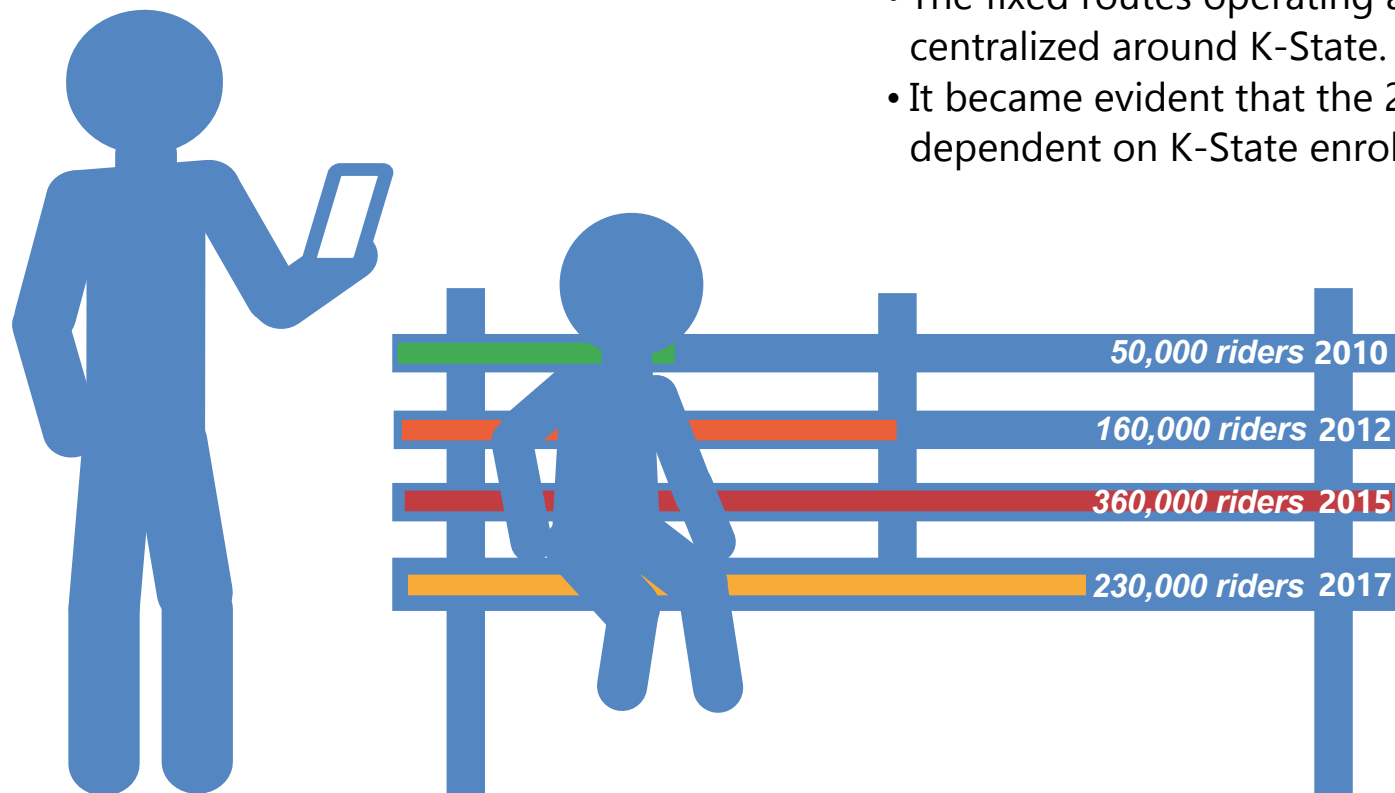


The Flint Hills Area Transportation Agency (ATA or aTa Bus) began offering fixed-routes in the Manhattan community in 2012. The inclusion of a fixed-route system dramatically increased FHATA's total ridership. From 2011 to 2012, ridership increased by 118%, peaking in 2014 with nearly 370,000 rides, and has slowly decreased over the years.

Between 2010 and 2014, aTa Bus ridership grew over 630%.

### Kansas State University's influence on transit ridership:

- K-State's enrollment has a direct influence on ridership. In 2014, student enrollment peaked and there was a large presence of international students on campus who are often accustomed to taking transit in their home countries.
- The fixed routes operating at the time were largely centralized around K-State.
- It became evident that the 2012 fixed route system was too dependent on K-State enrollment.

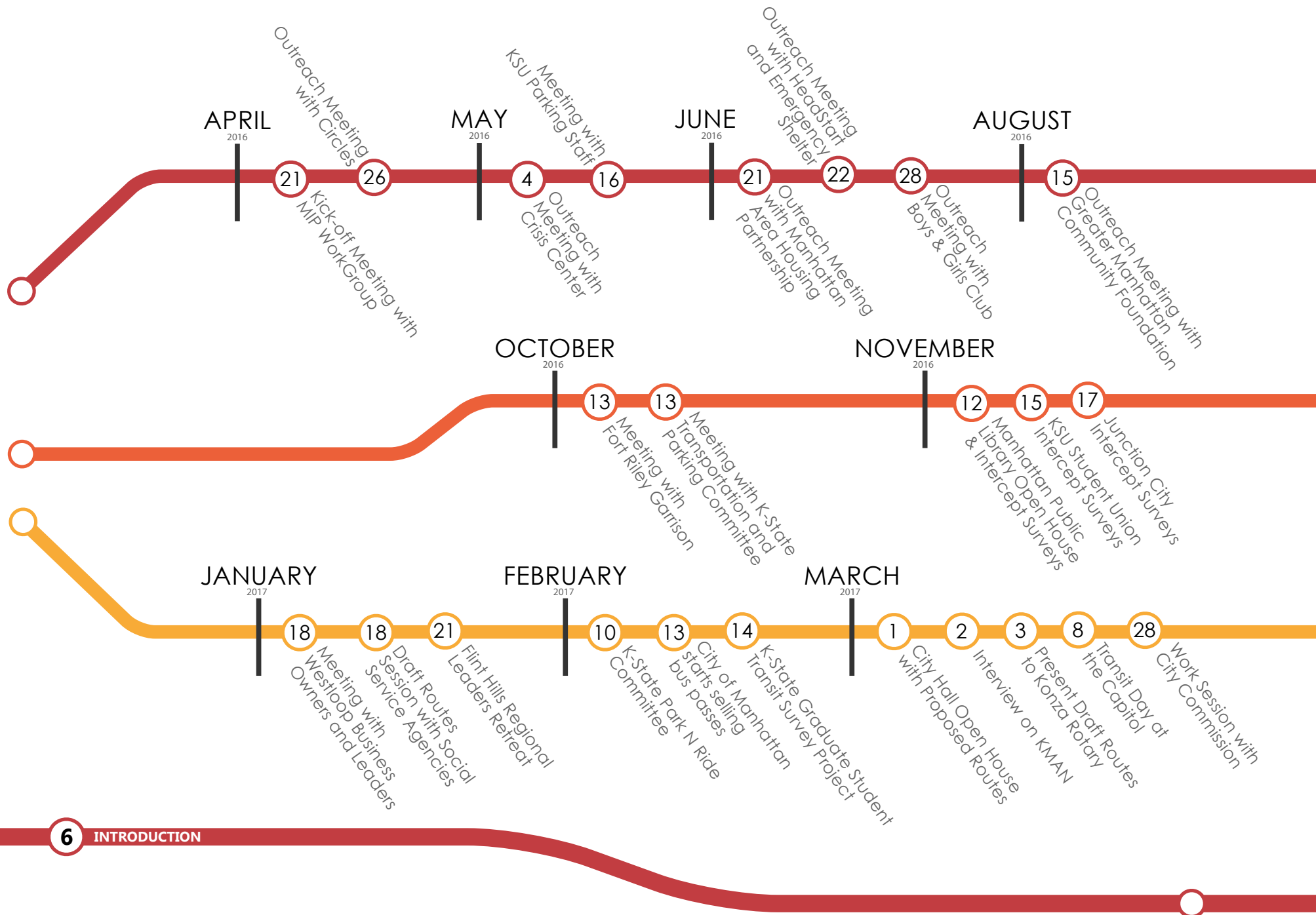


Park & Ride route saw a 400% increase in ridership between 2016 and 2017

As of February 2018, ridership has increased 18% from February 2017.

Figure 1: Ridership milestones since 2010

# New Routes Project Timeline



To ensure that the new routes best serve Manhattan and all of its citizens and visitors, the MPO made public outreach a critical part of its new route development process, as shown in the Project Timeline.

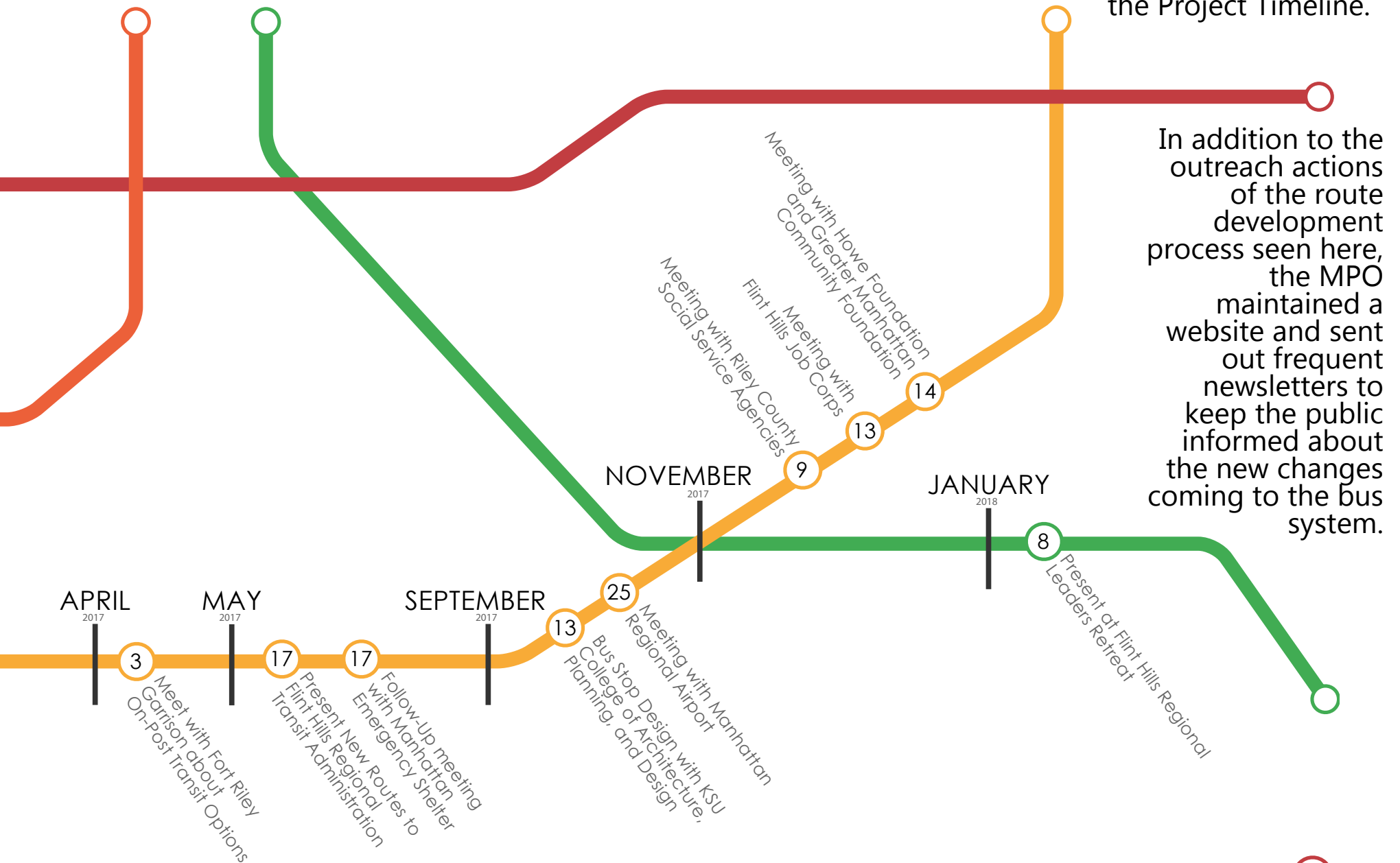


Figure 2: New route development timeline

# Stakeholders in Route Development



Figure 3: Groups involved in the new route process

Throughout the route development process, the MPO provided updates to groups they regularly work with, including:

- MPO Policy Board
- MPO Technical Advisory Committee
- Manhattan Area Chamber of Commerce: Transportation Committee
- Riley County: Community Health Implementation Plan Committee
- Flint Hills ATA Board
- City of Manhattan Commission

Other groups who were informed and received updates included:

- Large Employers
- Hoteliers
- Social Service Agencies

One of the main focuses of the developing the new fixed routes was to provide transit service for citizens with varying needs, interests, and lifestyles. To do this, the MPO and ATA met with a wide range of stakeholders and interest groups.

Figure 3 provides an overview of some of the groups involved during the route development process. The overarching goal of the new routes was to improve the stop density and efficiency for existing clients, while also creating opportunities for new riders to be served.



## Previous Routes

The map to the right conceptually shows the 2012-2017 aTa Bus routes.

There were four routes providing one-hour headways at each stop. The blue and red routes ran year-round and the orange and green routes only operated during the months that Kansas State University was in session.

The former system provided a basic service to Manhattan citizens and was highly successful as the first fixed route system in the region; however, the routes were largely focused around K-State and failed to provide city-wide service to key destinations.

The MPO redesigned the system with the intention of increasing service coverage, service frequency, and stop density. These new routes were designed after a series of public outreach initiatives that provided input on how the aTa Bus could improve service to area citizens.

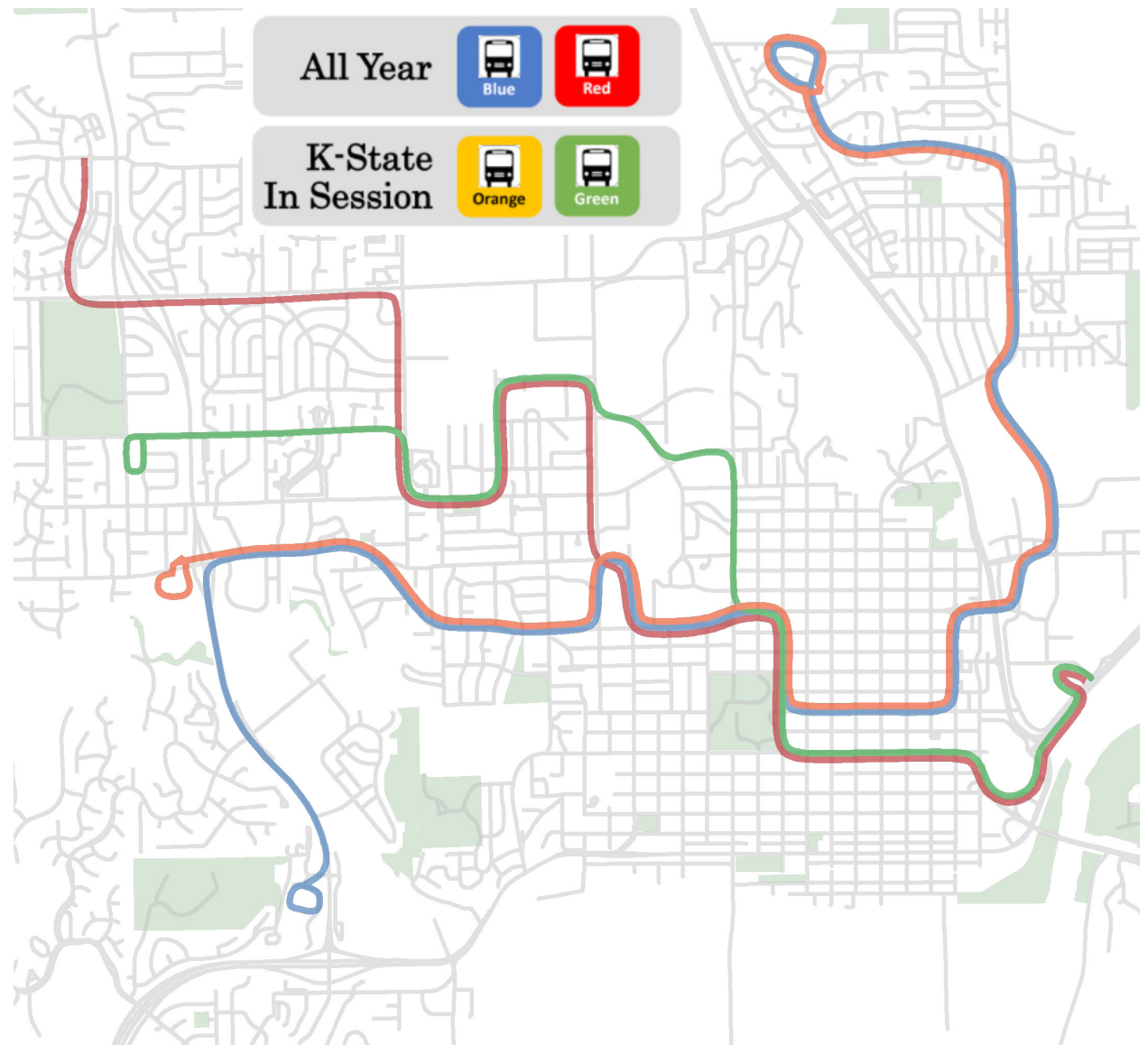


Figure 4: Existing aTa Bus Routes in Manhattan



# STAKEHOLDER MEETING OUTCOMES

As shown in the timeline at the beginning of this document, the MPO and ATA did extensive outreach with stakeholders and different interest groups. The feedback received during this initial stage of outreach set the tone for the transit realignment process. It was apparent that the routes weren't the only emphasis of this project, we were going to have to examine the interactions between transit and the user.



Figure 5: New 30-Day passes for the aTa Bus

One of the first stakeholder meetings the MPO held was with the Manhattan Emergency Shelter, Inc (MESI). It was pointed out that the unlimited-use monthly bus passes were only valid from the first of the month through the last day of that same month. MESI staff explained that bus passes were donated to them around Christmas, but then the passes would expire a week later. It was from this meeting that a new unlimited-use pass system, shown in Figure 5, was created.

Figure 6 shows other unlimited-use passes created. These were the result of various requests received from the public and stakeholders during the new route process.



Figure 6: The 5-, 3-, and 1-Day Bus Passes that are new to the aTa Bus system.

# Changing the Bus Stop Environments



*Figure 7: Bus stop along Manhattan's red route*

The absence of bus stop amenities makes it difficult for pedestrians to access stops and may prevent people from using the bus because of the lack of information provided lack of protection from the weather.

The volume of requests for these amenities indicate that improving the stops' signage and adding amenities will make the stops more comfortable would improve the experience of taking the bus. Incorporating these features also has the potential to appeal to new riders.

The most common requests received throughout the route realignment process were for bus stop amenities, like benches, shelters, and better signage.

Figure 7 to the left shows a bus stop in Manhattan, outside of Walmart. Most stops, like this one, lack the amenities that make using transit safe, comfortable, and convenient.

It is not unusual for stops to be located somewhere without a shelter, seating, or a sidewalk. The signage at these stops is small, difficult to see, and lacks route information and pick-up times. The existing signs resemble other signs present along streets that are unrelated to the aTa Bus system. This comparison is shown below in Figure 8.



*Figure 8: Existing street signs that are similar to the aTa Bus sign*

# Bus Stop Signs

Redesigning the bus stop signage was a readily feasible and critical step to improving both the bus stops themselves, as well as the accessibility of information to riders.

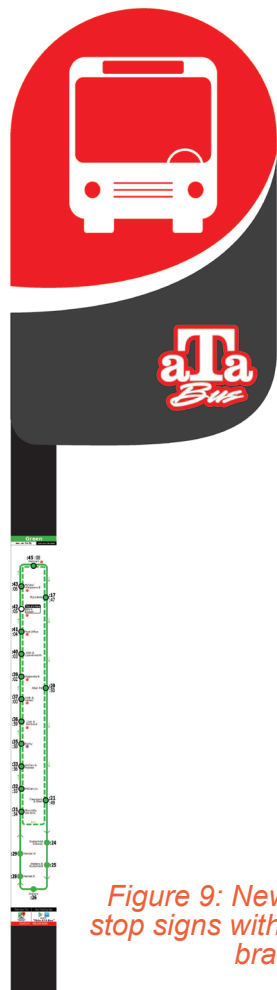


Figure 9: New bus stop signs with pole brackets



Figure 10: New bus stop signs

The MPO created one-of-a-kind bus stop signs that stand out from other roadside signage in shape. The signs clearly indicate the bus stop locations with the bus graphic and the aTa Bus logo. This design is shown in Figures 9 and 10.

To provide bus departure times and destinations along the routes, route signs were created for the bus stop signs. Figure 9 shows the new bus stop sign and route sign attached to the pole. These are aligned vertically on the pole to comply with engineering and ADA standards. An example of the route sign is shown in Figure 11.

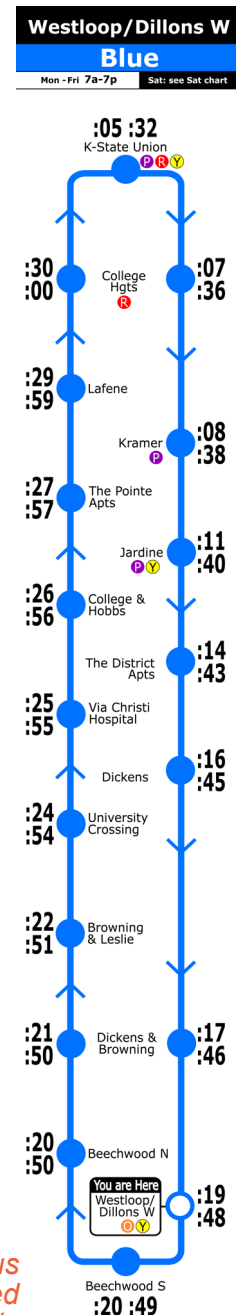


Figure 11: Visualization of bus departure times to be included on bus stop pole brackets



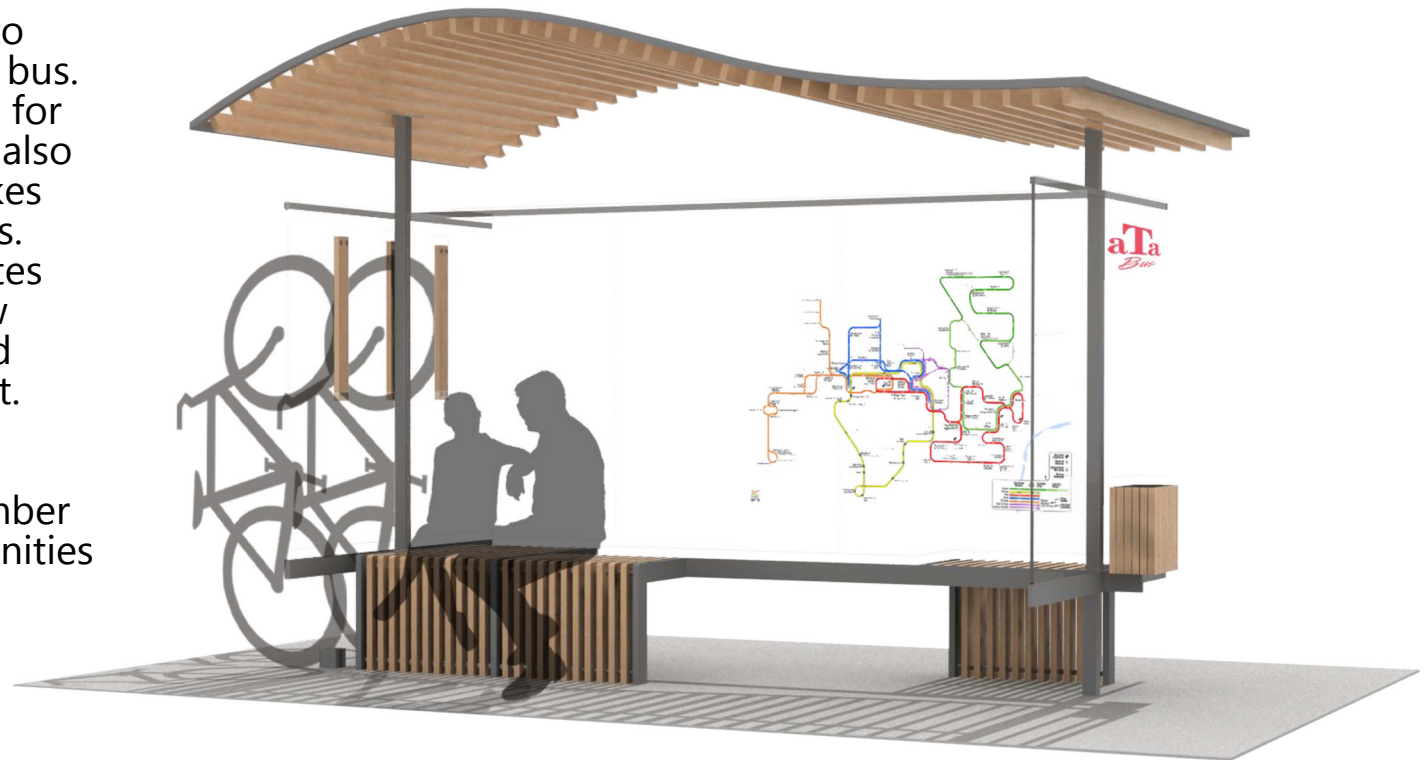
## Bus Stop Shelters

One major concern of stakeholders and citizens were the lack of amenities at bus stops. Bus shelters provide protection from the elements, provide information about the bus routes, and encourage multimodal interactions.

The MPO and ATA partnered with students from K-State's College of Architecture, Planning, and Design to create a bus shelter for the region. A draft of the proposed structure is shown in Figure 12. The unique design of the shelter is intended to provide the benefits of a bus shelter, while incorporating a light, non-intrusive design that encourages a multimodal approach to moving throughout the community.

The shelter provides a comfortable and safe place to occupy while waiting for the bus. It includes vertical bike racks for multimodal commuters that also conserve space and keep bikes out of the way of pedestrians. Large-scale maps of the routes inside the bus let users know when to expect their bus and where transfer locations exist.

The new bus shelters will be implemented at a select number of stops, as funding opportunities present themselves.



APDESIGN

THE COLLEGE of  
ARCHITECTURE, PLANNING & DESIGN // K-STATE

Figure 12: Proposed bus shelters

# SURVEYS

To better understand the current transportation needs of area employees and residents, the MPO surveyed individuals about their transportation preferences, day-to-day travel behaviors, and their lifestyle patterns. The information collected assisted with placing stops where people frequently travel to or from.

While the surveys were largely focused around student at K-State and residents in Manhattan and Junction City, a survey was also sent out by Fort Riley to specific personnel.

To remove any potential language barriers in providing input on the aTa Bus system, the MPO created an alternate survey in Spanish, the most common non-English language spoken in the area. No Spanish surveys were completed.

## Intercept Survey Methodology

The MPO also conducted intercept surveys in two highly occupied public spaces: The Manhattan Public Library lobby and in the K-State Student Union. At both events, members of the public were asked to complete a short survey on either an iPad or paper copy.

Survey respondents were also asked to comment on the new bus stop route signs and unlimited-use passes. Several changes were made to both thanks to the comments received.

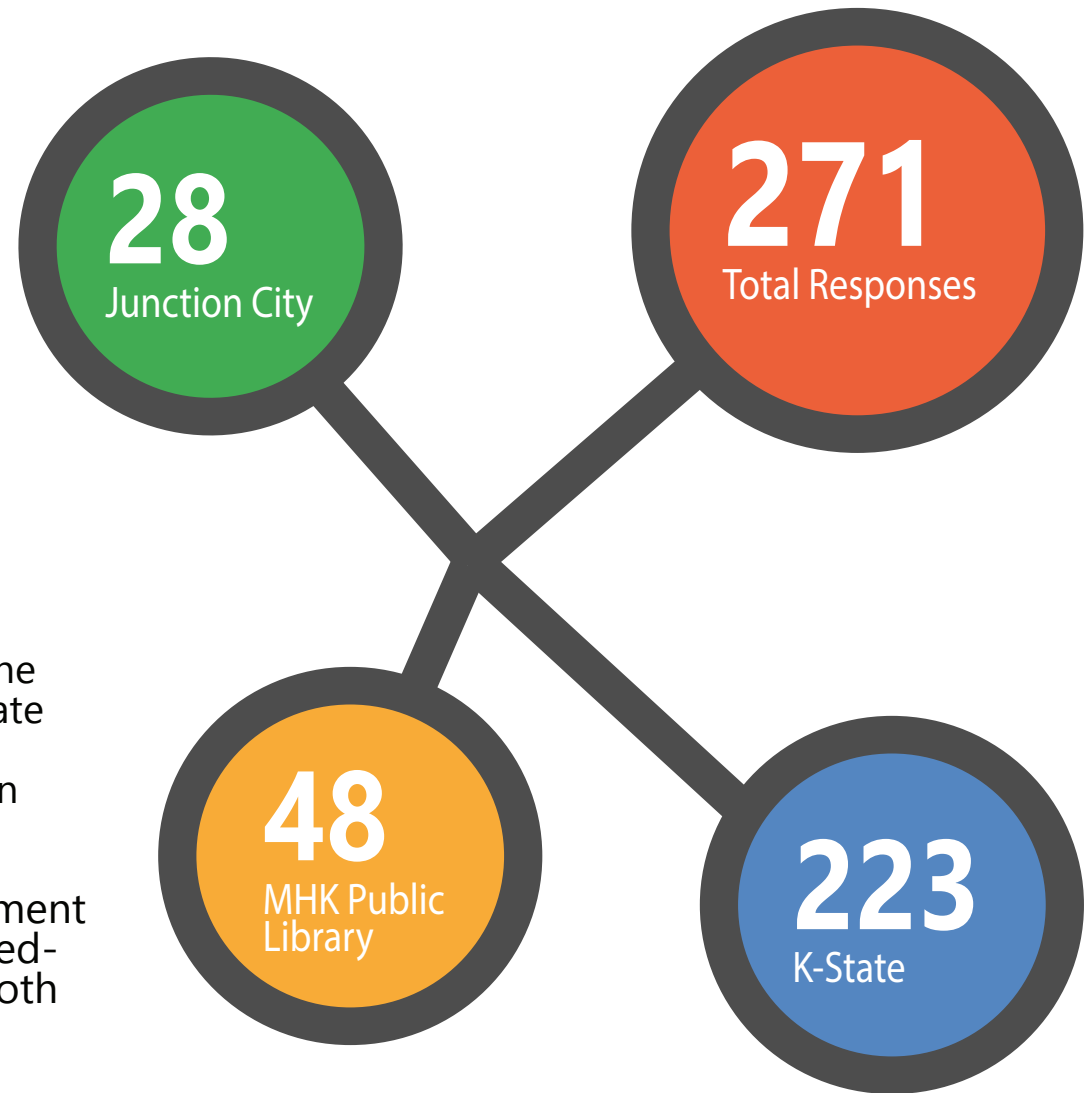


Figure 13: Number of intercept survey responses

# Demographics

The surveys began by asking respondents general demographic information for the MPO and ATA to better understand the diversity of respondents. This allows for staff to identify patterns among groups and ensure that the data collected are representative of all of the citizen's unique needs. These results are displayed in Figures 14 and 15 below.

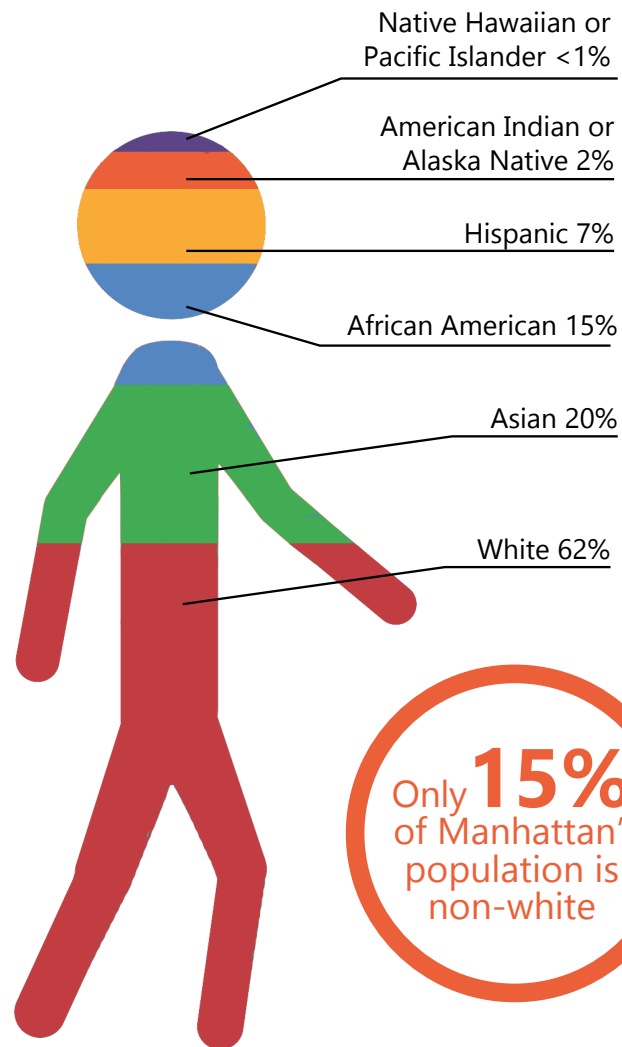


Figure 16: Proportion of respondents by ethnicity

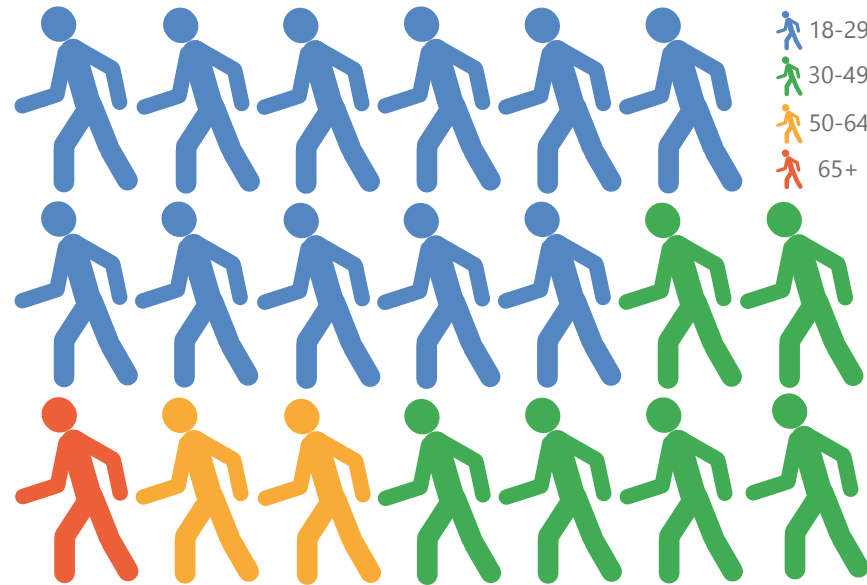


Figure 14: Proportion of respondents by age

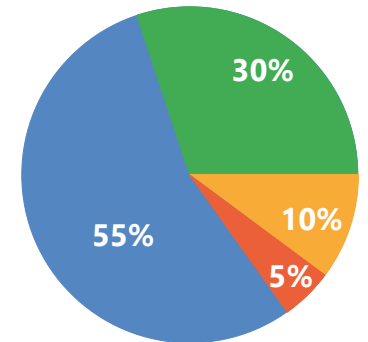


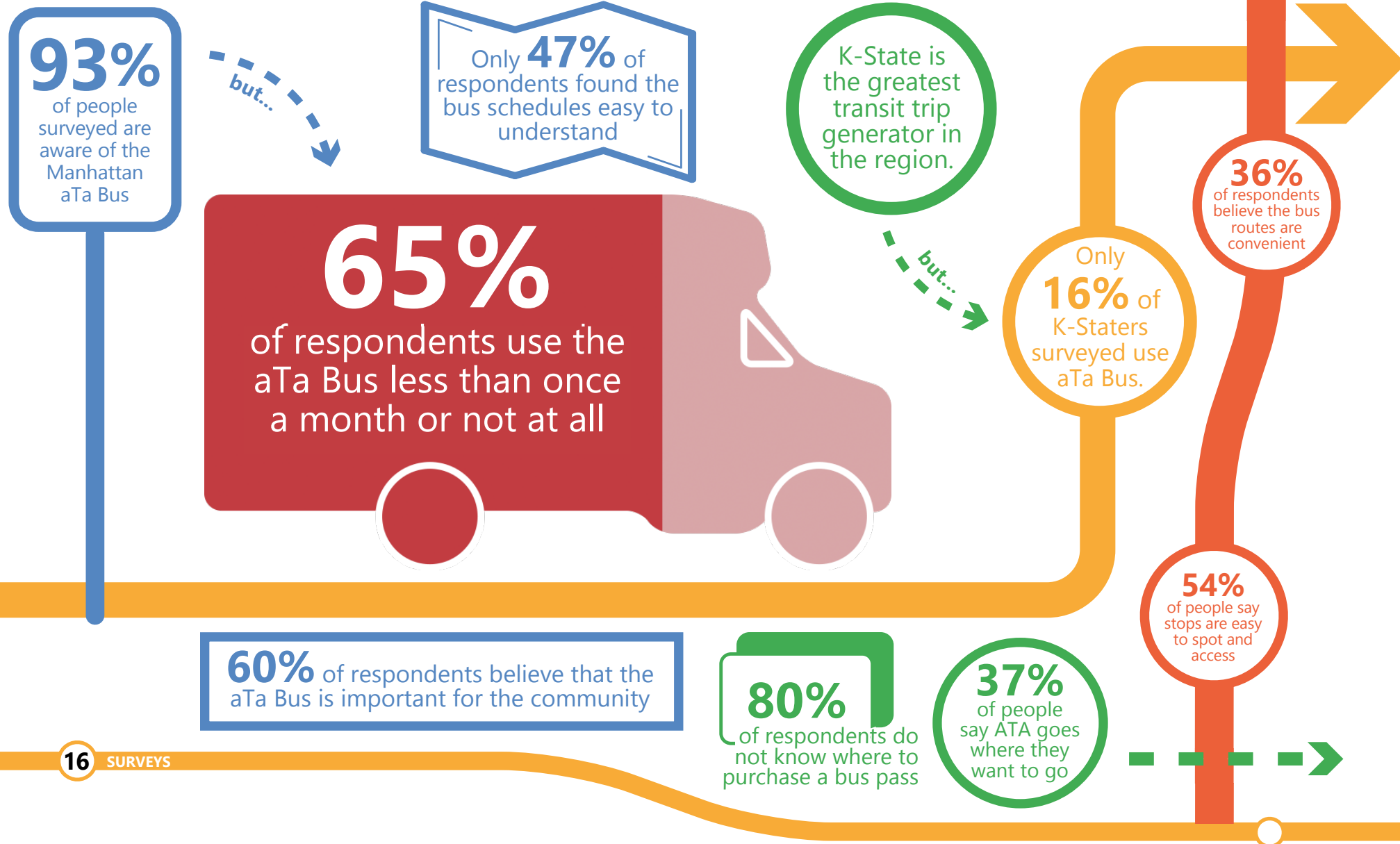
Figure 15: Percentage of respondents by age group

The responses reveal that mostly white, young adults completed to the survey. The number of young people surveyed is representative of Manhattan's overwhelmingly young population.

The pool of survey respondents represented a greater share of ethnicities than Manhattan's population. Ethnic diversity was greatest among those surveyed at the K-State Jardine apartments.

## Identifying areas of improvement

Since beginning the Manhattan fixed-routes, the aTa Bus has been successful at getting people around Manhattan and demonstrating that the demand for public transit exists. However, the survey reveals that, although ridership has grown tremendously, many people still do not ride the aTa Bus and believe that there is room for improvement.





## Desired Stops

**71%** of survey respondents say that they would ride the aTa Bus more if there were more stops to destinations they want.

The **Flint Hills Breadbasket** and the **Konza Prairie Community Health Center** are the top two community services people want to access by transit.

**71%** of individuals said that a bus stop closer to their home would encourage them to ride the aTa Bus more

To be effective, aTa Bus needs to provide service to locations people frequently access or would like to go. The original routes only serve approximately 40% of residences and don't provide service to many of the city's amenities or services. The survey asked respondents where in Manhattan they want to be able to get to using transit. The top places identified are shown in Figure 17 below.

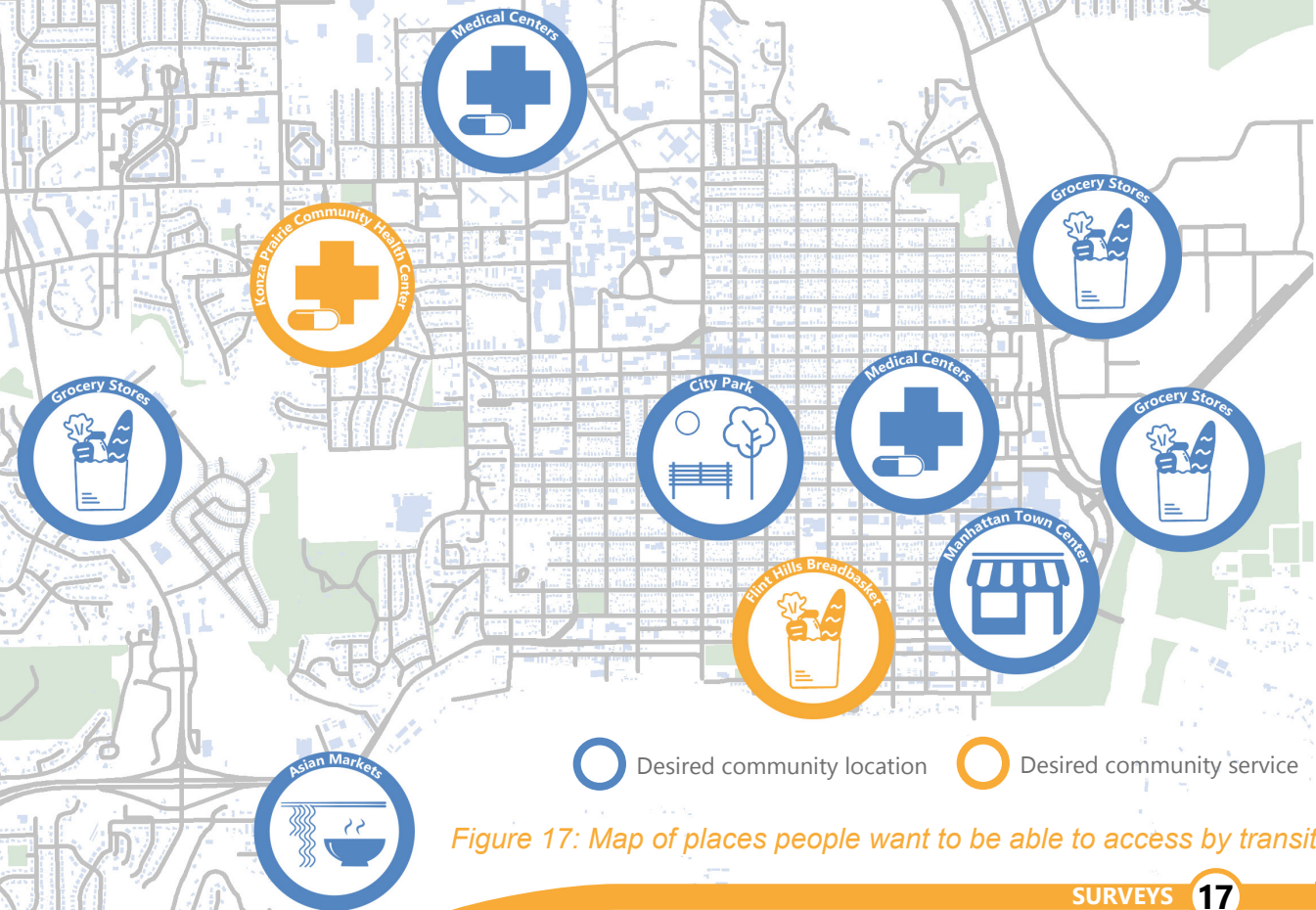


Figure 17: Map of places people want to be able to access by transit



# Survey Summary

The survey reveals helpful information about current and potential aTa Bus riders. The data provided the MPO information regarding the citizens' preferences for public transportation and what their perceptions of the system are as it existed before the new routes in 2018.

The feedback received from the survey can guide the changes made to the aTa Bus system. Survey participants were given the opportunity to identify changes they would like to see to the aTa Bus system to benefit their habits and preferences. One example would be, as a respondent suggested, more locations to switch bus routes other than at the K-State Student Union.

The survey sets priorities for the changes to be made, while also guiding the MPO and ATA to reroute the bus to areas that people already travel to and from.

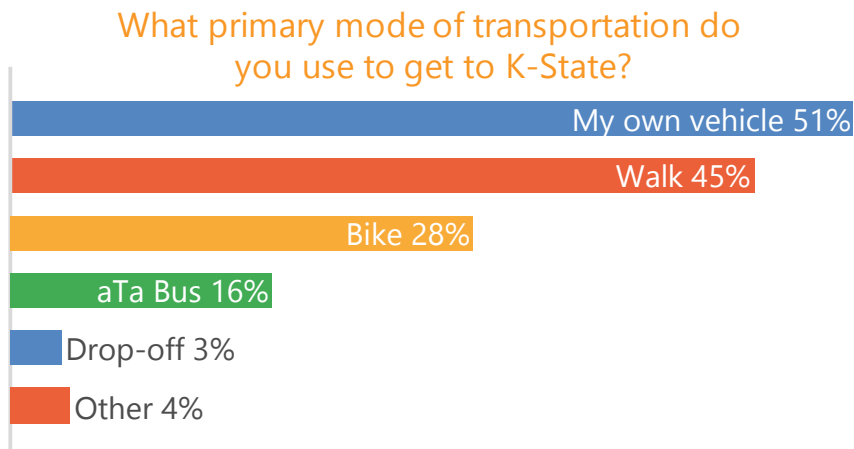


Figure 18: Survey results of primary mode of transportation

## What would encourage people to ride the aTa Bus more:



More information about times/routes/etc.



More stops at destinations they want



A stop closer to their residence



More amenities at bus stops



Extended operating days and hours

## Citizen perceptions of the aTa Bus:

1. The aTa Bus is important for me and the community
2. I don't have enough information about times, routes, etc. to confidently use the aTa Bus
3. Using the aTa Bus does not appeal to me
4. The aTa Bus is not reliable

# PUBLIC MEETINGS

The MPO and ATA organized an open house to gain additional input and feedback on the proposed routes. A "Save the Date," shown in Figure 18, was posted on social media, posted on the current aTa Buses, sent to local news outlets, and emailed to stakeholders and individuals representing various population groups.

The meeting provided extremely useful feedback and several changes were made to the draft routes to better accommodate users.

Attendees were provided maps of the system and encouraged to draw or make comments on the maps.

The open house was covered by several news outlets and highlighted on the evening news.

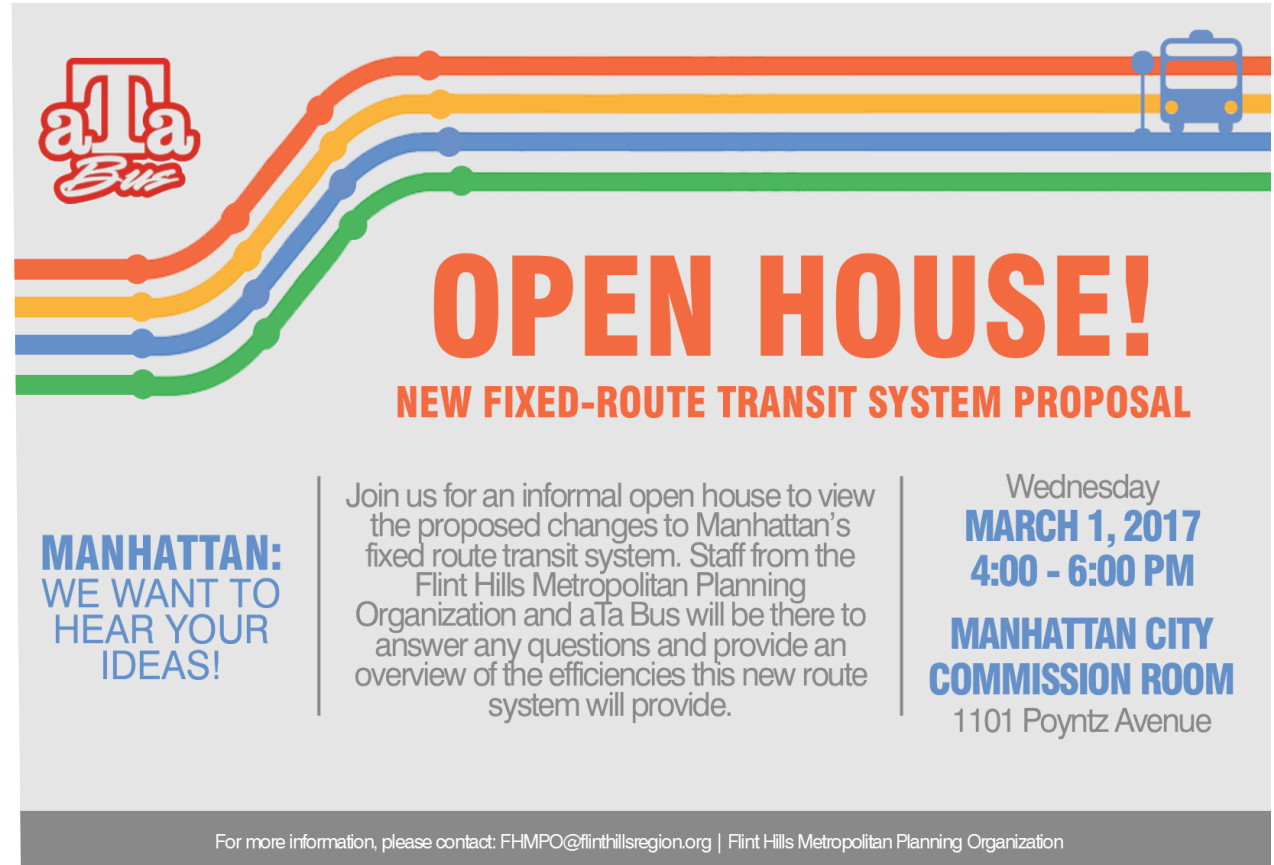


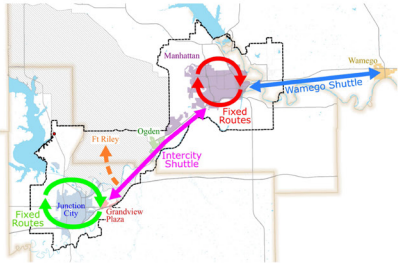
Figure 19: Flyer for the city hall open house

The following pages include the informational boards displayed at the open house.

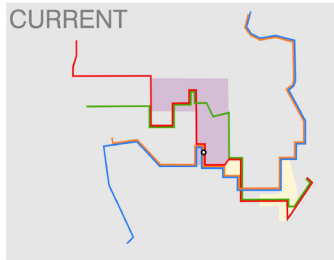
# WELCOME



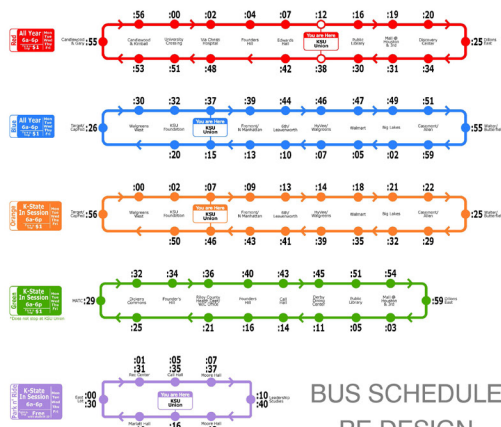
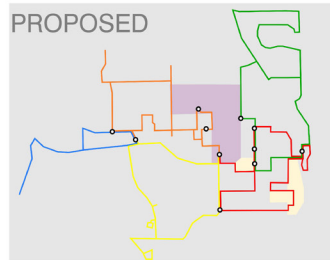
# aTa BUS FIXED-ROUTE BENEFITS



**THE FUTURE OF TRANSIT IN THE REGION**  
As one of the fastest growing metropolitan areas in the country, Manhattan has outgrown the current transit system first implemented in 2012. The new fixed-route system being proposed provides the City of Manhattan and Kansas State University a foundation on which to expand in the future. This provides regional connections and improves multimodal connectivity. The new aTa Bus routes improve efficiencies, provide more access, all while making the best of limited resources. The graphic below highlights this by comparing the current and proposed routes.

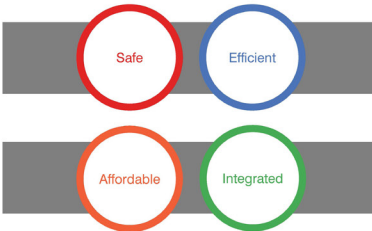


CURRENT	PROPOSED
4 Routes	5 Routes
64.4 Miles	46.5 Miles
2 Year-Round Routes	5 Year-Round Routes



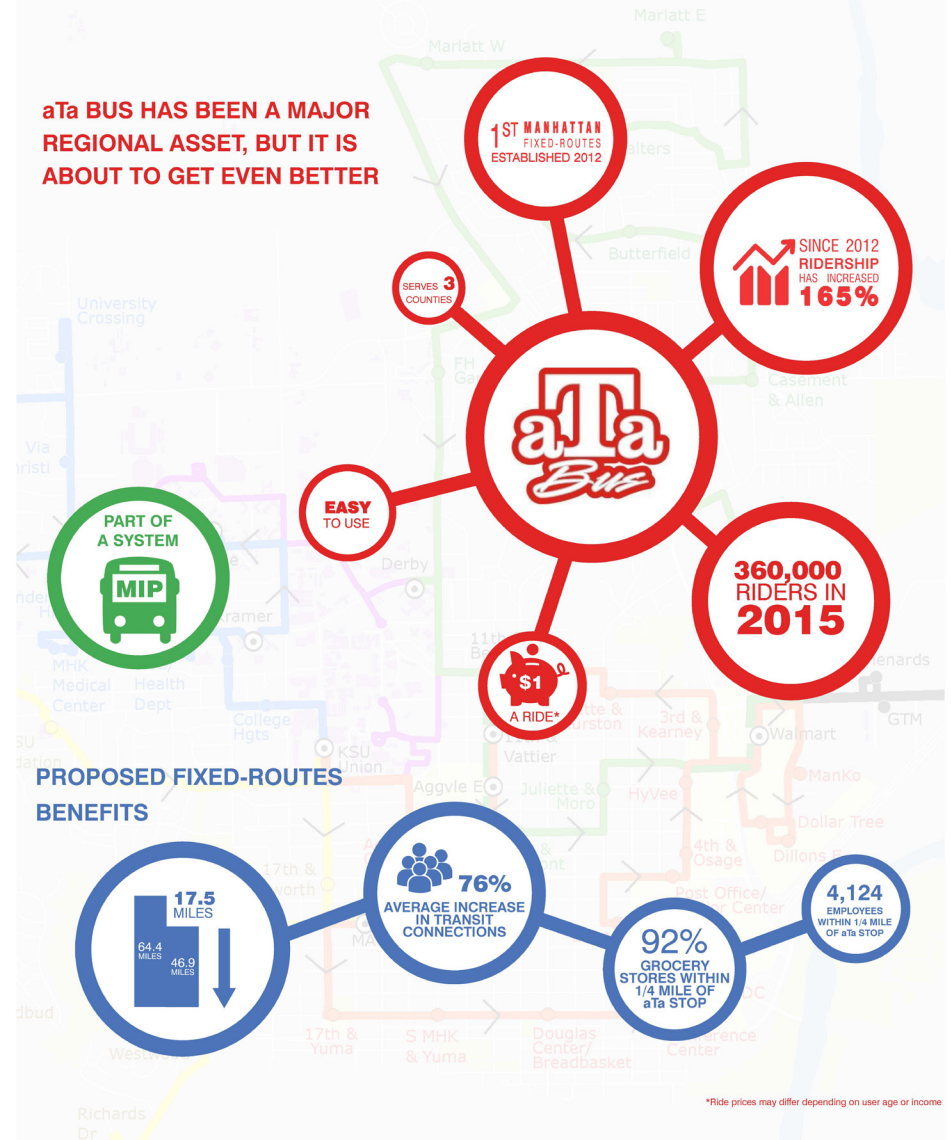
BUS SCHEDULE RE-DESIGN

WE ARE MOVING TOWARDS A



TRANSPORTATION SYSTEM

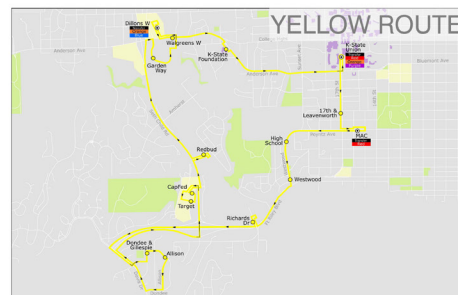
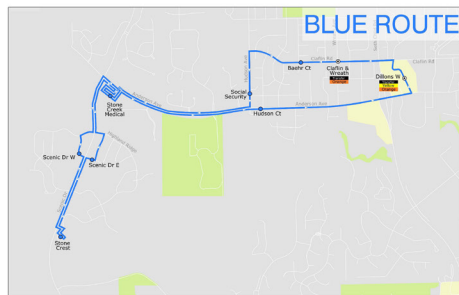
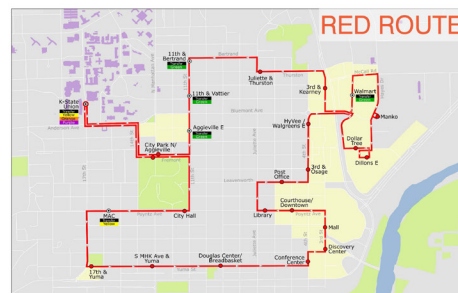
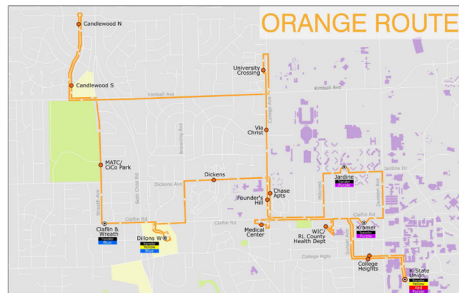
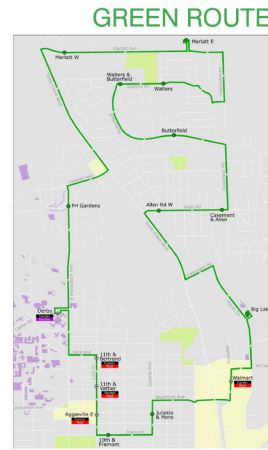
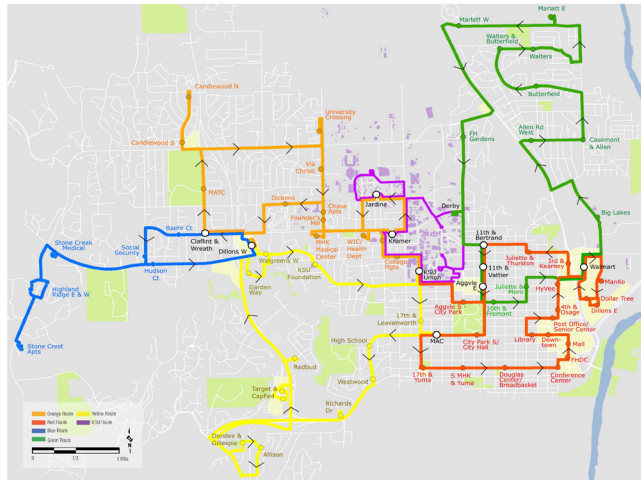
**aTa BUS HAS BEEN A MAJOR REGIONAL ASSET, BUT IT IS ABOUT TO GET EVEN BETTER**





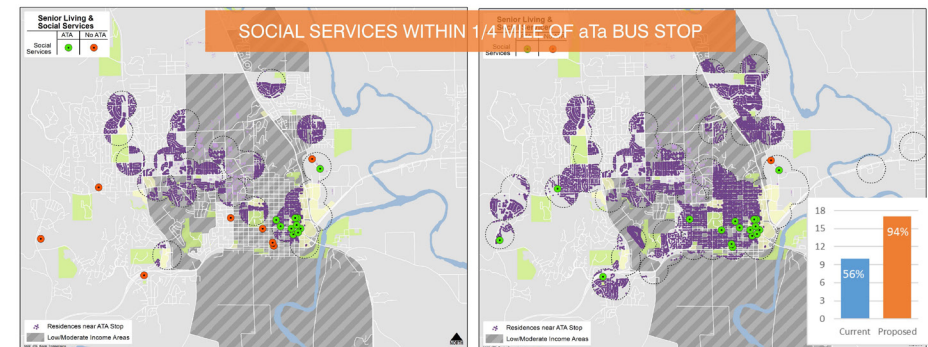
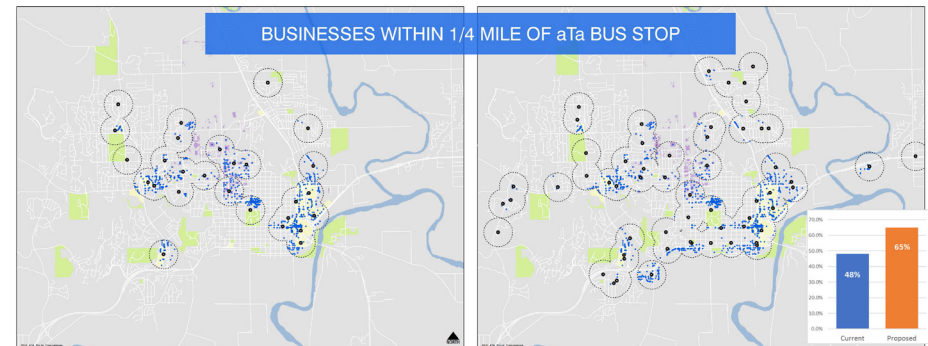
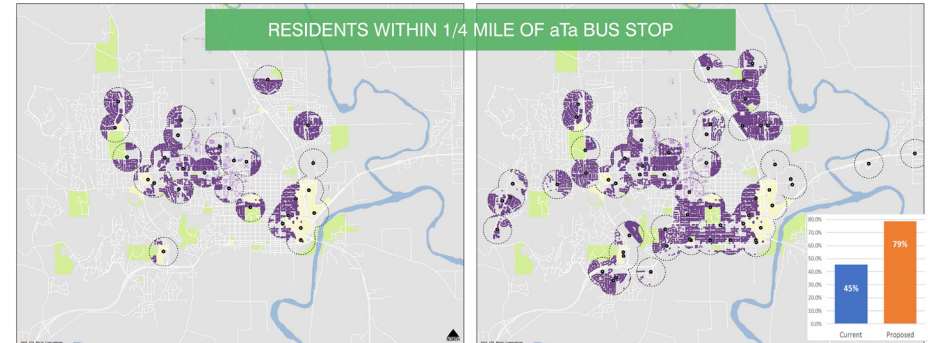
# aTa BUS PROPOSED ROUTES

# NEW ROUTE BENEFITS



## CURRENT FIXED-ROUTES

## PROPOSED FIXED-ROUTES



FLINT HILLS METROPOLITAN PLANNING ORGANIZATION

FLINT HILLS METROPOLITAN PLANNING ORGANIZATION

Figures 22 and 23: Posters for the open house

## CHANGES COMING SOON



### TRANSIT TECHNOLOGY — COMING LATE SPRING

Currently under development is an app that will provide real-time transit information. This app will show where all of the buses are in real-time, what time they will arrive at the next stop, and if there is a delay.



### BUS STOP SIGNS — COMING THIS SUMMER

Signage improvements will make it easy to read both stop times and locations. You can visually see where you are currently, what time the bus will be at your current stop, details on other stops on that route, and information on transfers to other routes.



### 30 DAY BUS PASS — AVAILABLE NOW

New 30 Day Bus Passes are now available for purchase. They provide unlimited ridership on all fixed-routes in both Manhattan and Junction City. They activate the day they are punched and expire on the same day of the following month.



Since fixed-route service was introduced to Manhattan in 2012, ridership has increased over 160%. In order to accommodate this growth, we are making it a priority to increase the quality of service and the amount coverage throughout the city.

FLINT HILLS METROPOLITAN PLANNING ORGANIZATION

Figure 24: Poster for the open house

The route information shared at the Open House was updated in the months following to refine the routes and stops to address the comments received. The information contained on the open house boards was relevant when the public meeting took place, but has since been revised. The next chapter focuses on the 2018 fixed route system and provides a comparison of the original fixed route system to the new one.

## WE ARE MOVING TOWARDS A

Safe

Efficient

Affordable

Integrated

## TRANSPORTATION SYSTEM

The 2018 fixed route system consists of five, year-round routes, over 80 bus stops, and 13 transfer locations. The routes will also introduce Saturday service for all routes. The new routes significantly improve both coverage and frequency of the transit system.



4 routes → 5 routes

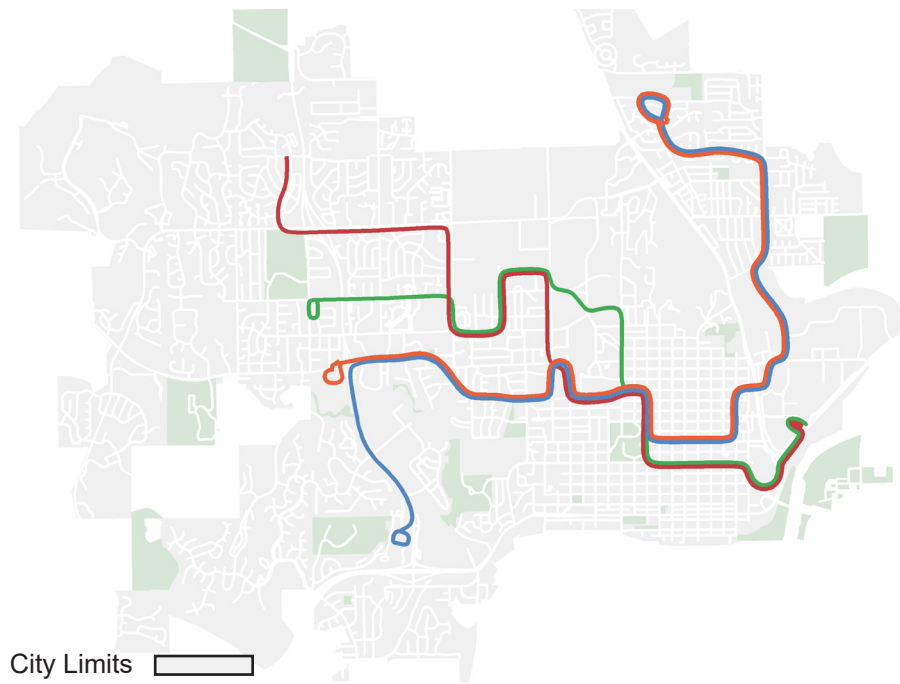


# New Routes Comparison

Two of the biggest criticisms against the fixed-routes implemented in 2012 were inconvenience and a lack of stops at destinations people wanted to go to. As Figure 26 shows, the five new routes provide service across the city. The previous routes, shown on the left, were concentrated in the center of the city, while the new routes serve neighborhoods much farther out and continue to provide service to core commercial and community areas.

The mileage of the five new routes is 9 miles less than the four routes on the old system (meaning lower operating costs), while offering more stops, transfer locations, greater service coverage, and more frequent stops. The following pages further describe these improvements.

## Current Routes



City Limits

**64.4** → **55.8**  
miles miles

## Proposed Routes

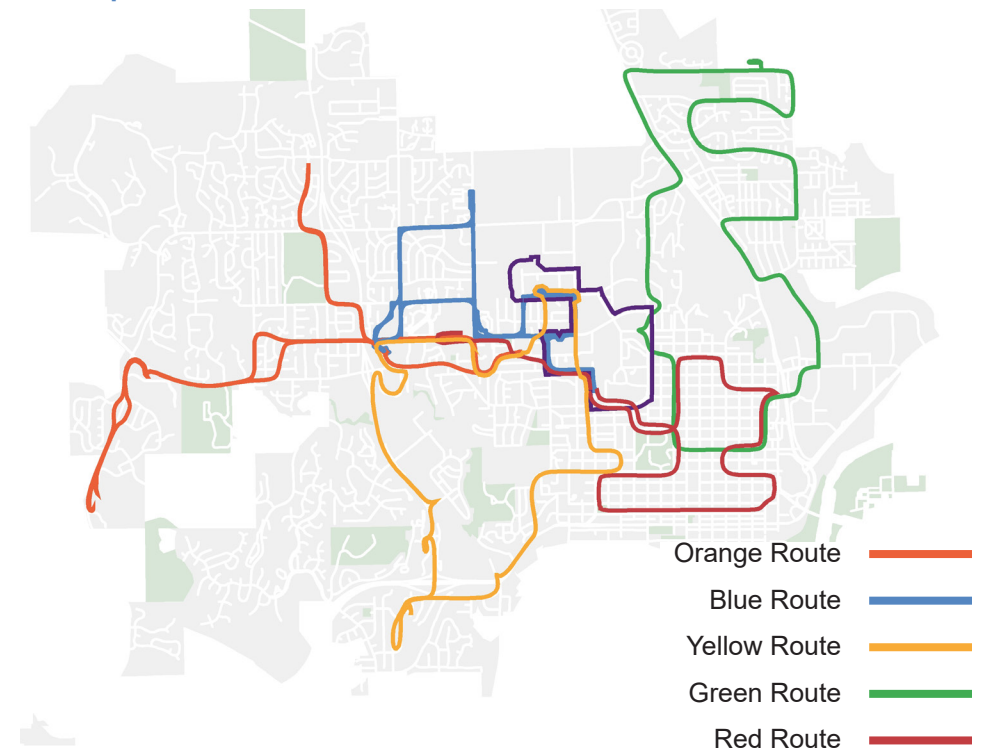


Figure 26: Side-by-side maps comparing the current Manhattan fixed-routes with the new routes

## Residences

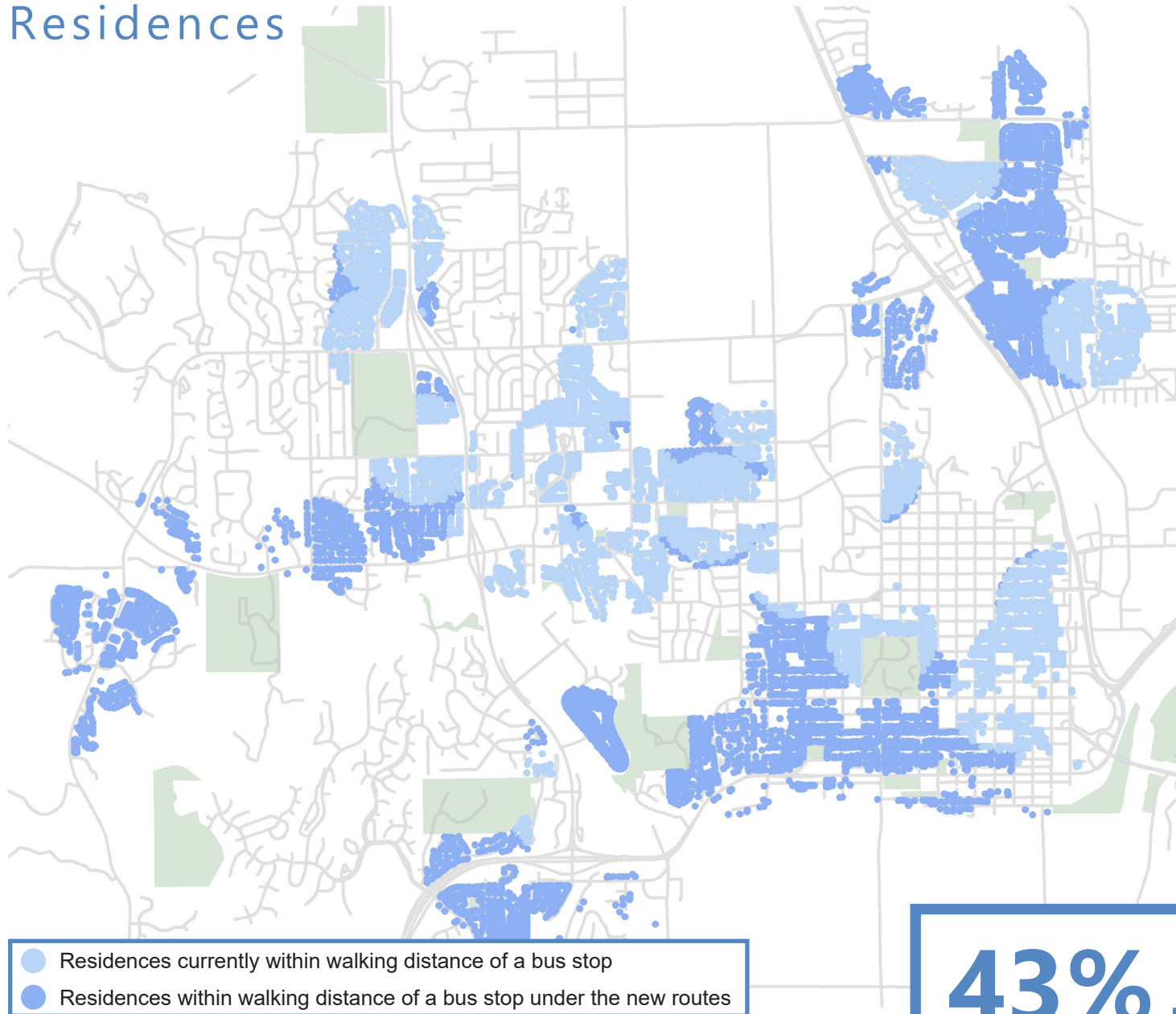


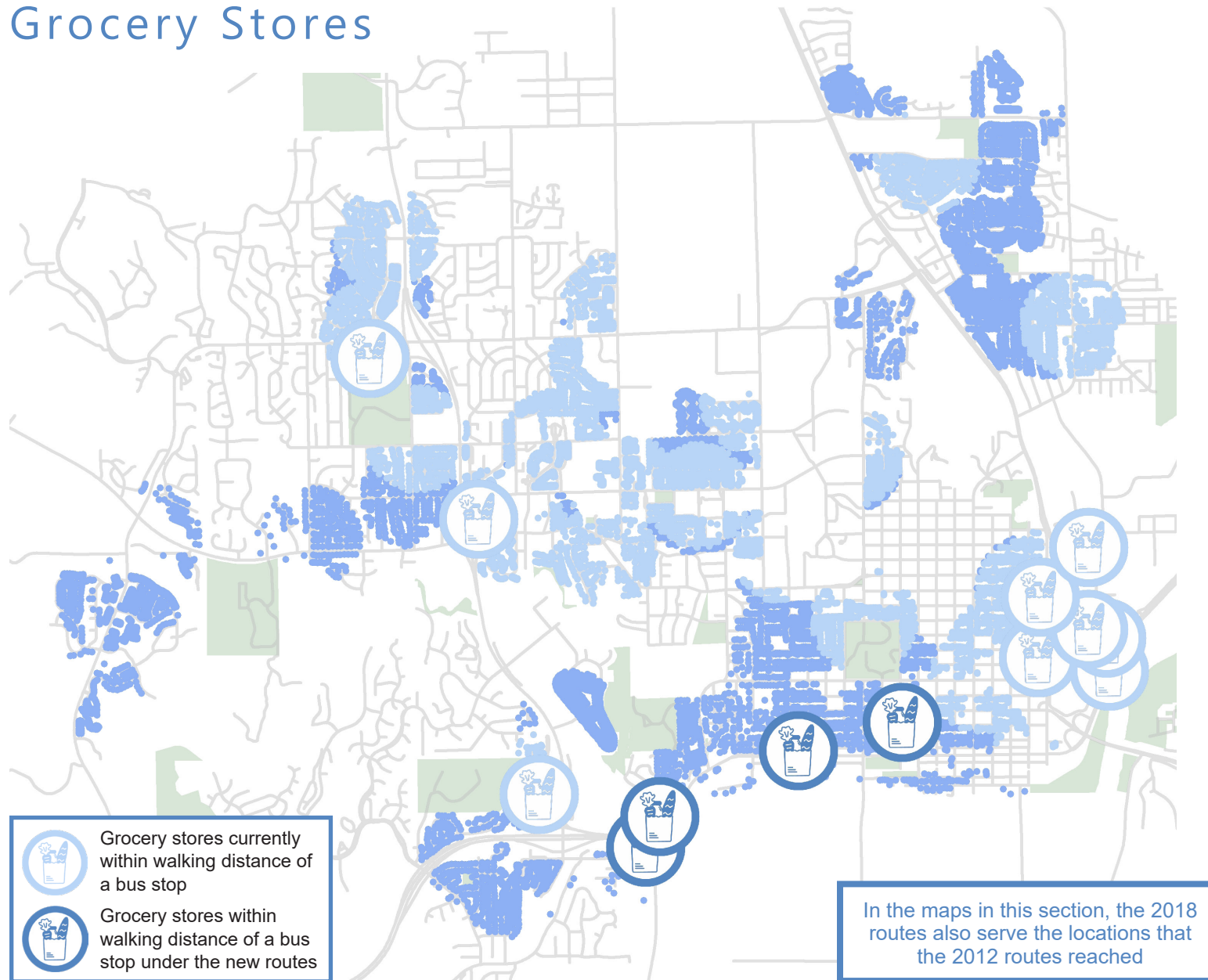
Figure 27: Comparison of the residences within walking distance of a bus stop between the 2012 and 2018 routes

Manhattan's first bus routes primarily served the center of the city and the K-State campus. While K-State was the most popular destination, less than half of the residents in Manhattan were within walking distance to a transit stop. The limited residential service restricted people from using transit for their daily activities, like getting to work. The new routes will provide service to more neighborhoods and connect more residences with destinations throughout Manhattan.

**43%** → **83%**  
of residences within walking distance      of residences within walking distance



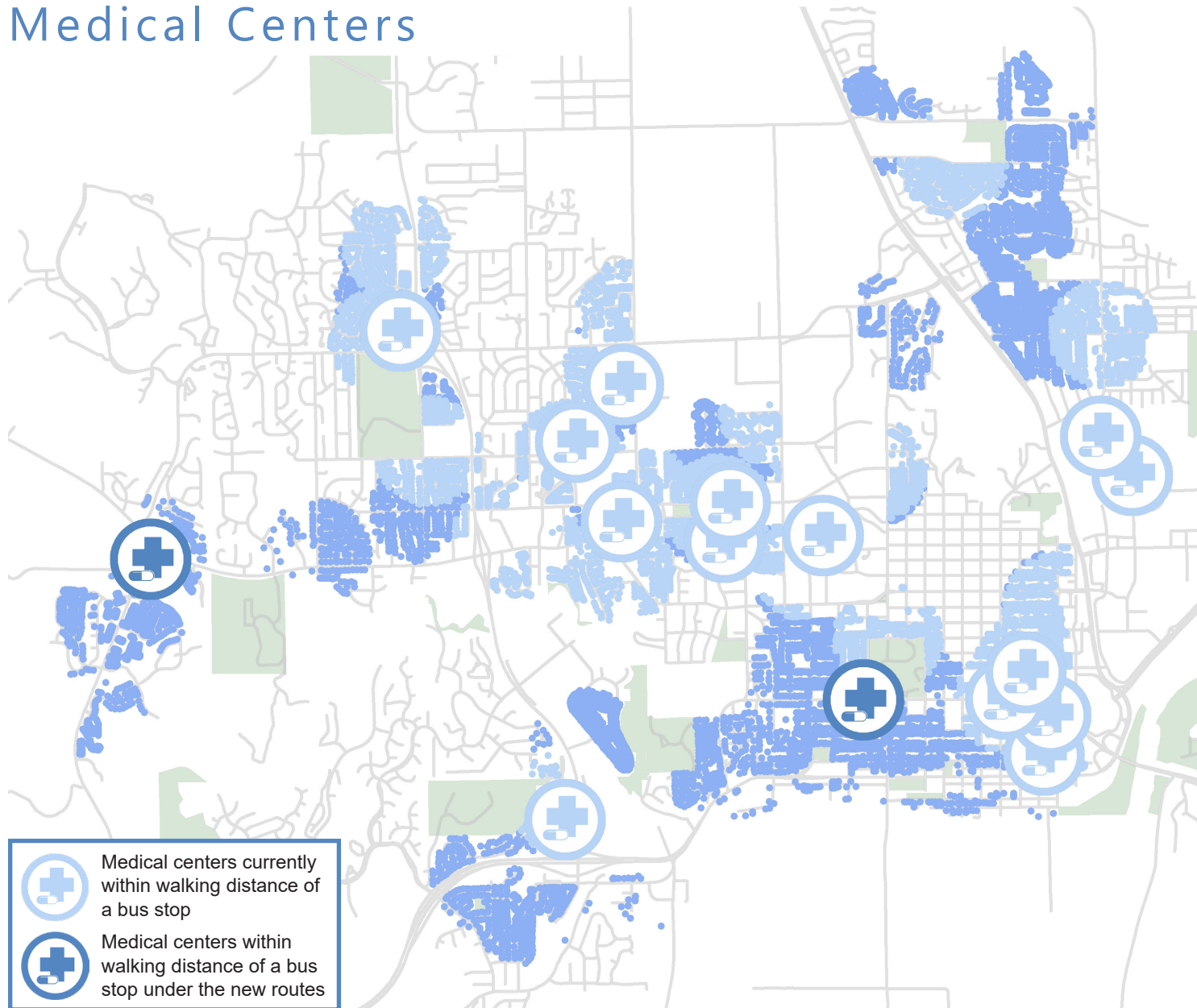
# Grocery Stores



The 2012 routes provided service to just over half of Manhattan's grocery stores. The new routes will provide service to all 13 of the city's grocery stores, including the two Asian markets that were highly requested in the public survey. Figure 28 displays the grocery stores that were served by the previous routes and the stores that have been made accessible by the new routes. The Saturday morning and Wednesday evening Farmer's Market are also served by the new routes!

Figure 28: Comparison of the grocery stores within walking distance of a bus stop between the 2012 and 2018 routes

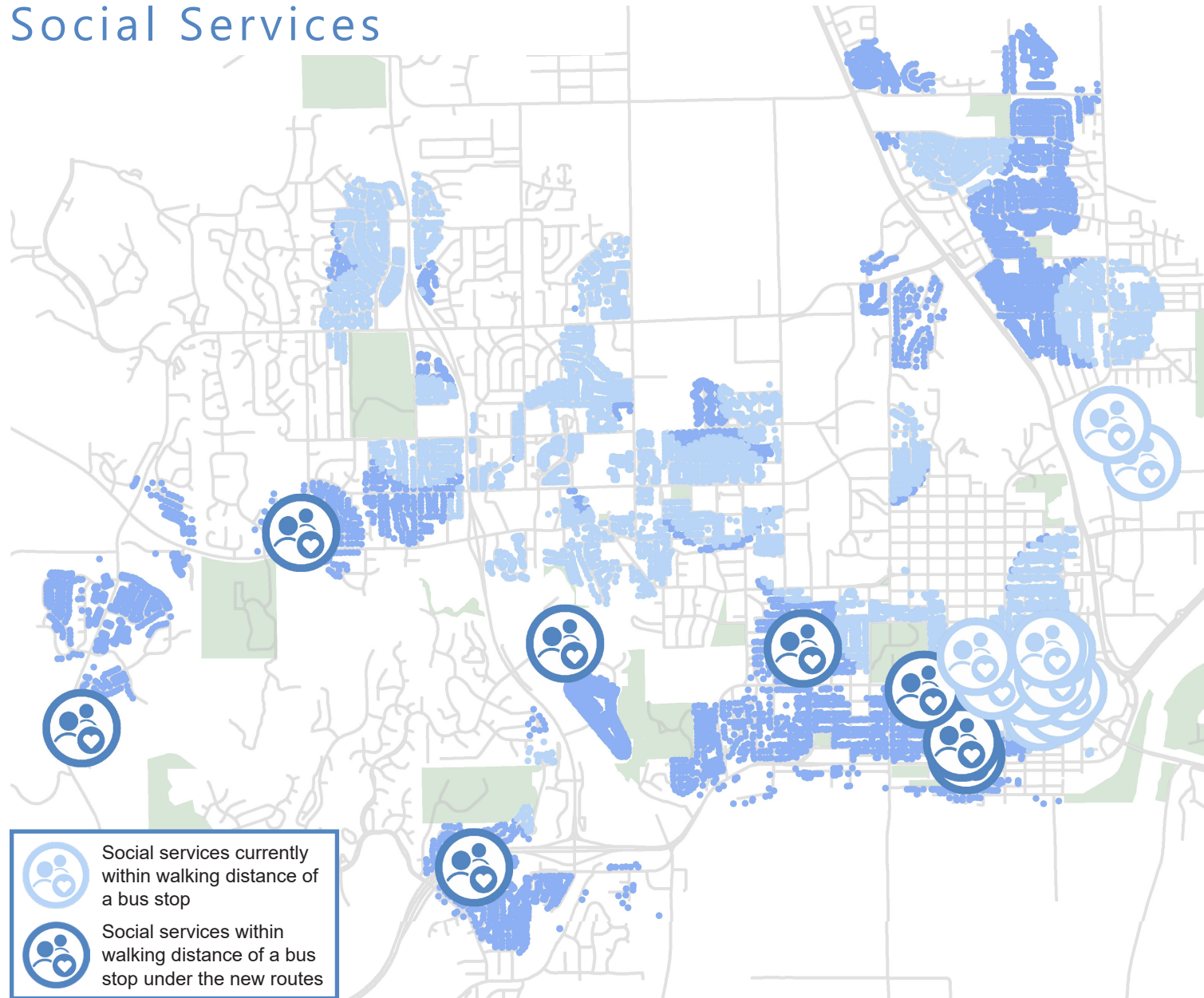
# Medical Centers



Many survey respondents and stakeholders engaged during the route development process requested that aTa Bus better serve those trying to access medical centers, like the Konza Prairie Community Center. The new routes provide increased service to more medical centers than the first fixed routes. The only medical facility not served is the Pawnee Mental Health Clinic located along Hayes Drive. While the building is within 1/4 mile of a stop, there isn't a sidewalk along Hayes Drive to safely navigate between the clinic and stop.

Figure 29: Comparison of the medical centers within walking distance of a bus stop between the 2012 and 2018 routes

## Social Services



The 2012 routes only reached a handful of the city's social services, most of which were only accessible near the downtown area. The 2018 routes serve the same services as before, but provide greater coverage throughout the city and add stops near seven additional social service agencies. The added stops and coverage will allow citizens to reach critical organizations and programs without having to rely on a vehicle.

Figure 30: Comparison of the social services within walking distance of a bus stop between the 2012 and 2018 routes



# Community Assets

The 2018 routes also serve more of the community's arts, culture, and recreation — like its parks and arts centers. Citizens and visitors alike will be more connected to the city's arts, culture, and recreation. These amenities are numbered in Figure 31 below and listed to the right.

1. Cico Park
2. Anneberg Park
3. Ecumenical Campus Ministry
4. UFM Community Learning Center
5. Manhattan Hill
6. McCain Auditorium
7. Marianna Kistler Beach Museum of Art
8. Triangle Park
9. City Park
10. Warner Park
11. Sunset Zoo
12. Manhattan High School
13. Manhattan Arts Center
14. Long's Park
15. Linear Trail Entrance
16. Douglass Community Center
17. Manhattan Public Library
18. Strecker Nelson West Gallery
19. Wareham Opera House
20. Manhattan Town Center
21. Flint Hills Discovery Center
22. Blue Earth Plaza
23. Manhattan Conference Center

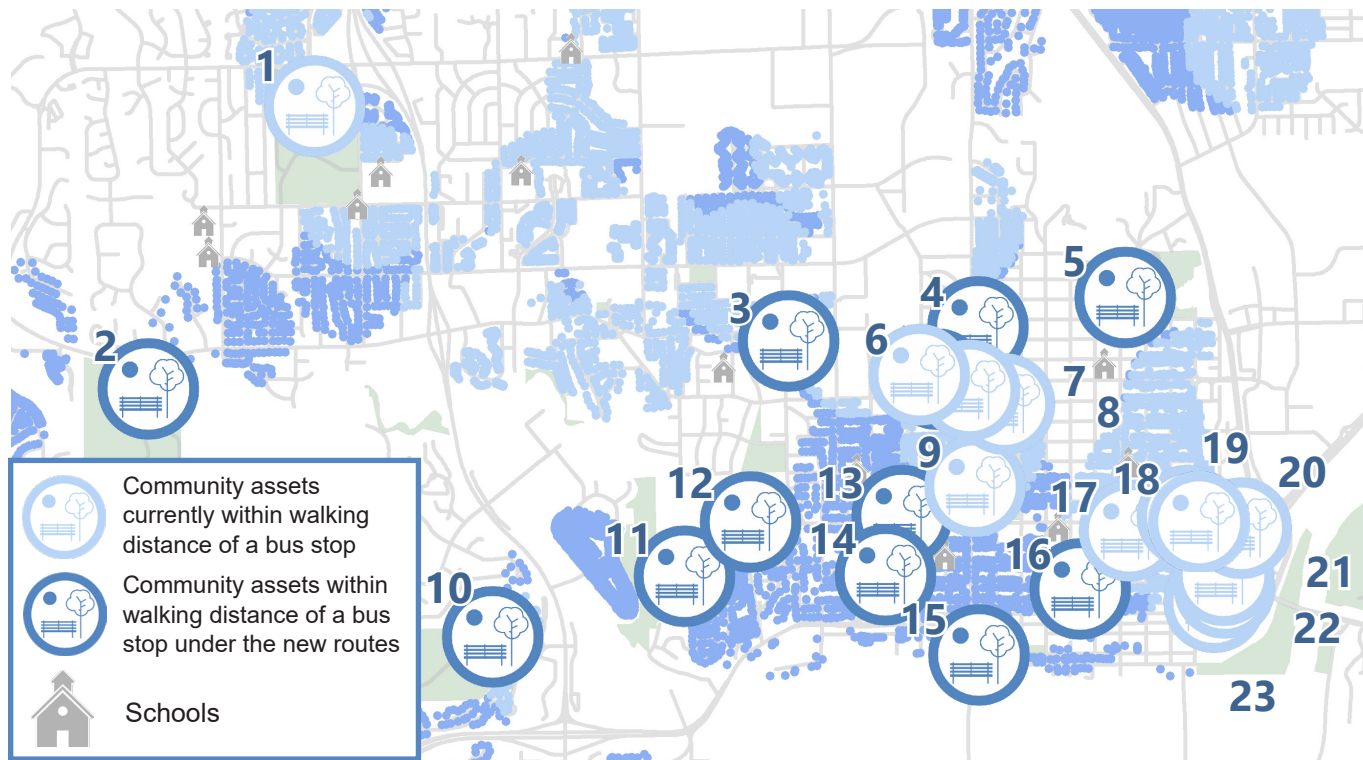









Figure 31: Comparison of community assets within walking distance of a bus stop between the 2012 and 2018 routes

# Why walking distance to transit matters

## What is within a 5-minute walk of an aTa Bus stop?

	2012 Routes	2018 Routes
Residences 	45% →	83%
Apartments, Dorms, & Mobile Homes 	56% →	86%
Businesses 	48% →	65%
Grocery Stores 	62% →	100%
Medical Centers 	67% →	83%
Social Services 	56% →	94%
Community Assets 	48% →	96%

As the previous maps highlight, the new aTa Bus routes will greatly increase transit service for Manhattan citizens and visitors. The table on the left summarizes the increased coverage the new system will provide for residents, businesses, and community services.

The table to the left defines “coverage” as anything that is within a quarter mile of a bus stop. A quarter mile is equivalent to a five minute walk, and on average, is the distance people are comfortable walking to a bus stop. If more of the community’s resources and opportunities are within walking distance of a bus stop, then transit becomes a viable, comfortable, and safe option to access these locations.

Providing a reliable and affordable transportation system is a necessity for serving existing residents and for attracting new ones. The new routes, in addition to new passes, more identifiable and comfortable stops, and more transfer locations, will help people safely and efficiently travel around the community. These new changes have the potential for many citizens to make transit part of their everyday routines.

# Regional Connections — The K-18 Connector

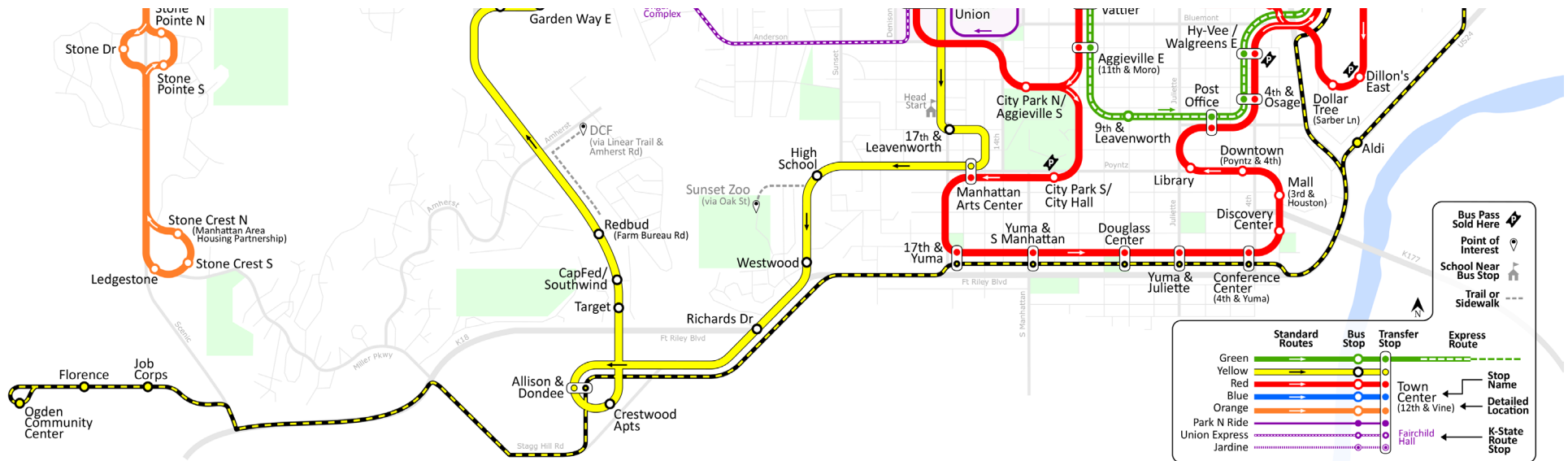


Figure 32: Map of the K-18 Connector, a public-private partnership that will connect Ogden, Florence Manufacturing, and the Job Corps to the Manhattan fixed routes.

While developing the new Manhattan fixed-route system, one of the most frequent comments or questions received was “When is there going to be a route to the airport?” In late 2017, KDOT announced funding availability for commuter routes. This presented an opportunity to implement a new regional fixed route. The MPO and FHATA developed a route to the airport, but the local match didn’t come together prior to applications being due. There was however, interest by many of the hoteliers to financially contribute to the service. Even with the hoteliers support, there still wasn’t enough local match to make the airport route viable.

As an intermediate step, the K-18 Connector was in-part funded by KDOT, which will provide a transit stop in Ogden, as well as at Florence Manufacturing, Job Corps, Aldi, GTM, along with other stops. This regional fixed-route was made possible through a private-public partnership, with financial contributions made by the City of Ogden, Florence Manufacturing, Job Corps, and GTM. In return, all employees of those businesses/agencies can ride any of the routes for free. A generous donation was made by the Howe Foundation to allow low-income residents in Ogden to ride the K-18 Connector and Manhattan routes for free.

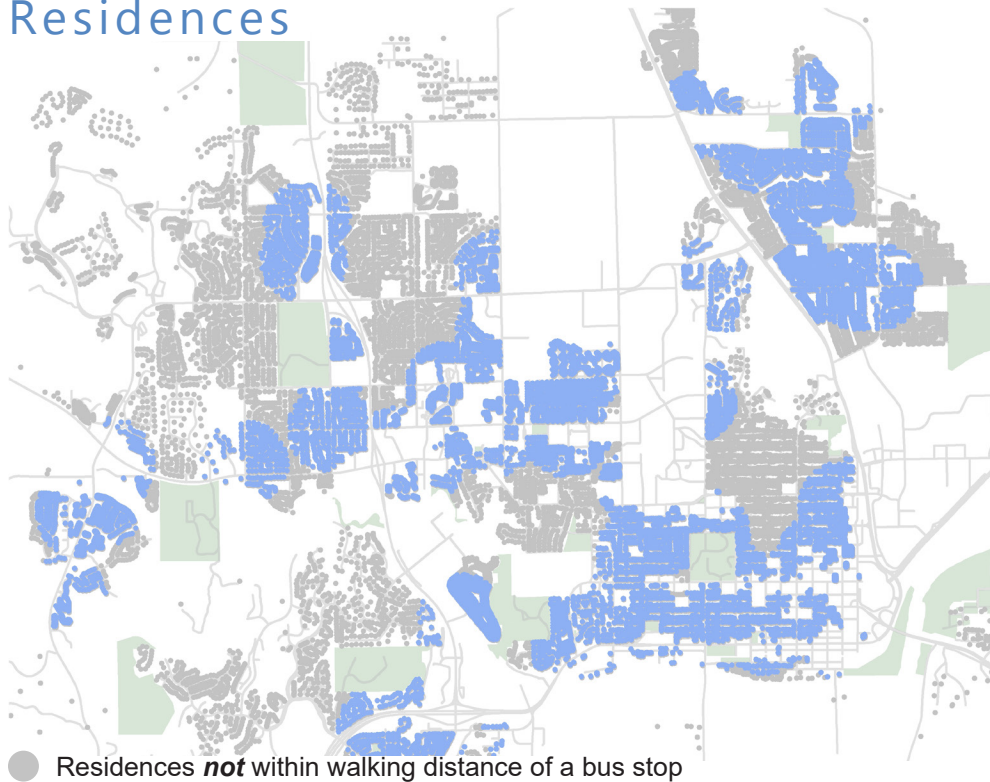
# The aTa Bus — Moving Forward

Since the beginning of the 2018 route development process, ATA and the MPO heavily relied on public input to understand community needs and system gaps. For several years, the two agencies worked to develop creative, attractive, and cost-effective ways to address the identified issues. As this document shows, the result is a set of new routes that better connect people to all the city has to offer.

As the city evolves over time, ATA will continuously adapt to its changing needs and demographics.

While the routes for the 2018 fixed-route system are finalized, this isn't the end of transit planning process. There are still many opportunities to connect more citizens through transit. For example, in Figure 33, there are many residences that are still not within walking distance of a bus stop. Other areas of future improvement include:

## Residences



● Residences **not** within walking distance of a bus stop

Figure 33: Residences in Manhattan that will not be within walking distance of a 2018 aTa Bus stop

- serving more residents
- reaching more high density residential areas
- connecting to the surrounding communities
- connecting to more neighborhoods
- creating bicycle and pedestrian connections to/from stops

Each year, MPO and ATA staff will search for opportunities to improve frequency, coverage, and amenities, while constantly seeking public feedback.

