

# BMTA Title VI Program FTA Circular 4702.1B

FY-2023

## **Program Approval**

Name of Person Who Drafted This Plan	Eric J. Sprague, General Manager
	Relevant Documentation (Title and Location)
Approval by the Board of Directors	The original of Board Minutes (2/15/2023) and Resolution 2023-04 approving the BMTA Title VI Program is maintained in the office of the BMTA Executive Assistant.

## **Bay Metropolitan Transportation Authority Title VI Program 2023**

#### I. TITLE VI COMPLIANCE REQUIREMENT CRITERIA FOR BMTA

- 1. Bay Metropolitan Transportation Authority (BMTA) is authorized under 49 U.S.C. Chapter 53, Title 23 to be the direct recipient of Federal funds. Therefore, BMTA must meet Title VI and Title VI-dependent guidelines.
- 2. BMTA is the direct recipient of Section 5307 Urbanized Area Formula funds. BMTA is also a subrecipient of the State of Michigan for Section 5311 Non-Urbanized Formula funds. BMTA is a subrecipient of the Metropolitan Planning Organization, Bay County Area Transportation Study (BCATS), for Section 5303 Metropolitan Planning Program funds.
- 3. BMTA's service area serves a population of about 103,000.
- 4. BMTA operates 10-12 fixed routes.

## II. NOTIFICATION OF BENEFICIARIES OF PROTECTION UNDER TITLE VI AND THE TITLE VI COMPLAINT PROCEDURE

BMTA provides information to the public regarding BMTA's obligations under DOT's Title VI regulations and apprises members of the public of the protections against discrimination afforded to them by Title VI. BMTA publicizes its Title VI program by posting its commitment to providing services without regard to race, color, or national origin on posters in all buses, facilities, and the BMTA website. Further, BMTA's obligation under Title VI appears on public notices of intent to apply for federal grants.

- Attachment I is a sample of the public notice of beneficiaries' protection under Title VI.
- Attachment III is a sample of public notice of BMTA's intent to apply for federal funds with Title VI statement of compliance and complaint contact information.

#### III. TITLE VI COMPLAINT PROCEDURE

This procedure covers all complaints filed under Title VI of the Civil Right Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990, for alleged discrimination in any program or activity administered by BMTA. These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the

lowest level possible. The option of informal mediation meetings between affected parties and BMTA may be utilized for resolution. Any individual or group of individuals, that believes that they have been subjected to discrimination prohibited under Title VI and related statutes, may file a complaint. Attachment I is the public notice describing the Title VI Complaint Procedure and Attachment II is the Title VI Complaint Form.

#### **Filing Title VI complaints:**

- 1. A formal complaint must be filed within 180 days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative, and will include the complainants' name, address and telephone number; name of alleged discriminating official, basis of complaint (race, color, national origin); and the date of the alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints.
- 2. The preferred method is to have complaints filed in writing using the BMTA complaint form, and having it sent to:

Title VI Coordinator
Bay Metro Transit Authority
1510 N. Johnson Street
Bay City, MI 48708

In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the BMTA Title VI Coordinator. Under these circumstances, the complainant will be interviewed, and the BMTA Title VI Coordinator will assist the Complainant in converting the verbal allegations to writing.

- 3. When a complaint is received, the Title VI Coordinator will provide written acknowledgment to the Complainant, within ten (10) days by registered mail.
- 4. If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided 60 business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.

#### **Investigation and Resolution of Title VI complaints:**

- 1. Within 15 business days from receipt of a complete complaint, BMTA will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within five (5) days of this decision, the General Manager or his/her authorized designee will notify the Complainant by registered mail, informing them of the disposition.
  - a. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.

- b. If the complaint is to be investigated, the notification shall state the grounds of BMTA's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.
- 2. When BMTA does not have sufficient jurisdiction, the General Manager or his/her authorized designee will refer the complaint to the appropriate State or Federal agency holding such jurisdiction.
- 3. If the complaint has investigative merit, the General Manager or his/her authorized designee will instruct the Title VI Coordinator to fully investigate the complaint. A complete investigation will be conducted, and an investigative report will be submitted to the General Manager within 60 days from receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, and a finding with recommendations and conciliatory measures where appropriate. If the investigation is delayed for any reason, the Title VI Coordinator will notify the appropriate authorities, and an extension will be requested.
- 4. The General Manager or his/her authorized designee will issue letters of finding to the Complainant within 90 days from receipt of the complaint unless an extension has been granted.
- 5. A complainant has a right to report his/her complaint to the Federal Transit Administration within 180 days of the alleged incident, regardless of whether he/she is satisfied with the BMTA's resolution of the complaint. He/she can file a complaint with the:

U.S. Department of Transportation Federal Transit Administration 200 West Adams Street Suite 320 Chicago, IL 60606-5253

#### IV. RECORD OF TITLE VI COMPLAINTS, INVESTIGATIONS, OR LAWSUITS

BMTA prepares and maintains a list of any of the following that allege discrimination on basis of race, color, or national origin; active investigations; lawsuits; and complaints naming BMTA. This list includes the date that the investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; actions taken by BMTA in response or final findings related to the investigation, lawsuit, or complaint. No complaints received, investigations conducted, or lawsuits pending, since last compliance review.

#### V. INCLUSIVE PUBLIC PARTICIPATION PROCESS

#### It is BMTA's goal to:

- Improve and increase public participation in the transit planning process.
- Develop measures to prevent the denial of, reduction in, or significant delay in the receipt of transit benefits by minority populations.
- Facilitate participation of non-traditional participants in the planning process.
- To provide and encourage timely and early participation to ensure opportunity for comment (by stakeholders and the public) on transit decisions.
- Develop transit plans and projects that reflect Bay County community values.

BMTA will continue to work to identify residential, employment, and transit patterns of minority populations so that their needs can be identified and addressed, and the benefits and burdens of transit investments can be fairly distributed. BMTA will continue to evaluate, and, where necessary, improve the public participation process to eliminate barriers and engage minority populations in the transit decision-making process. BMTA cannot fully meet community needs without the active participation of well-informed, empowered individuals; community groups; and other non-governmental organizations. Involvement of these populations and stakeholders in the process is necessary to help BMTA understand community needs, perceptions, and goals.

As grant recipients, BMTA complies with the public participation requirements of 49 U.S.C. Section 5307(b) (requires programs of projects to be developed with public participation) in conjunction with the Bay County Area Transportation Study (Municipal Planning Organization (MPO)) and its Public Participation Plan, as well as 5307(c)(1)(I) (requires a locally developed process to consider comment before raising a fare or carrying out major reduction in transportation service.

BMTA employs various engagement strategies when seeking public input on route changes, service improvements and amenities, passenger code of conduct, and facility features accessible to the public. These strategies include:

- Scheduling public meetings at times and locations that are convenient and accessible for minorities and individuals with Limited English Proficiency (LEP) communities.
- Employing different meeting sizes and formats.
- Coordinating with community- and faith-based organizations, educational institutions, and other organizations to reach out specifically to members of affected minority and/or LEP communities.
- Posting on the BMTA website and other forms of social media meeting notices and the means to comment beyond meeting attendances such as though email, social media posting and phone calls.

 To the extent feasible, BMTA will utilize opportunities through local radio, TV, and newspaper. Bulletin board formats will be posted at all BMTA facilities and on transit vehicles.

The following organizations have been identified as organizations that must continue to be contacted to further BMTA outreach efforts: All Citizen District Councils, NAACP Bay City branch, Great Lakes Bay Region Hispanic Business Association, and the Saginaw Chippewa Indian Tribe. The goal is to have specific strategies developed with each group to best engage minority and the LEP populations they represent whether it is a need for outreach regarding a specific service-related activity or a part of a general effort for inclusive public participation. This will ensure that BMTA is progressing in developing its participation process through community organizations representing minority and LEP populations.

## VI. ACCESS TO SERVICE FOR PERSONS THAT ARE LIMITED ENGLISH PROFICIENT (LEP)

This Limited English Proficiency (LEP) Plan has been prepared to address BMTA's responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq, and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color, or national origin.

Executive Order 13166, titled Improving Access to Services for Persons with Limited English Proficiency indicates that differing treatment based upon a person's inability to speak, read, write, or understand English is a type of national origin discrimination. It directs each federal agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal funds, including BMTA which receives federal assistance through the U.S. Department of Transportation [U.S. DOT].

#### 1. Plan Summary

BMTA has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided by the transit authority. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write, or understand English. This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available. In order to prepare this plan, BMTA undertook the U.S. DOT four-factor LEP analysis which considers the following factors:

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

- b. The frequency with which LEP persons come in contact with BMTA programs, activities, or services.
- c. The nature and importance of programs, activities or services provided by BMTA to the LEP population.
- d. The resources available to BMTA and overall cost to provide LEP assistance.
- e. A summary of the results of the BMTA four-factor analysis is in the following section.

#### 2. Four-Factor Analysis

- a. The number or proportion of LEP persons in the service area who may be served or are likely to encounter a BMTA program, activity or service.

  BMTA staff reviewed the 2020 American Community Survey (ACS) of the U.S. Census and determined based on a county population of 98,434 persons of 5 years of age and older, that 2,090 persons in Bay County [2.1 % of the population] speak a language other than English. In Bay County, 603 persons [0.6%] have limited English proficiency; that is, they speak English less than "very well". In Bay County, of those persons with limited English proficiency, 183 speak Spanish, 56 speak Asian and Pacific Island languages, and 279 speak other Indo-European languages, primarily Polish and German.
- b. The frequency with which LEP persons come in contact with BMTA programs, activities or services.

  BMTA assesses the frequency with which staff and drivers have, or could have, contact with LEP persons. This includes documenting phone inquiries and reviewing Incident Reports relevant to Title VI and LEP encounters submitted by vehicle operators. Any encounters with LEP persons and the results are to be reported directly the Title VI Coordinator, the General Manager. To date, BMTA has had no requests for interpreters and no requests for translated BMTA
- c. <u>The nature and importance of programs, activities or services provided by BMTA to the LEP population.</u>

documents. Staff and vehicle operators have had no contact with LEP persons.

- There is no large geographic concentration of any type of LEP individuals in the BMTA service area. The overwhelming majority of the population, 97.9 %, speaks only English in Bay County. As a result, there is a lack of social, service, professional and leadership organizations within the BMTA service area that focus on outreach to LEP individuals. Services provided by BMTA that are most likely to encounter LEP individuals are the fixed route [city bus] system which serves the general public and the demand-response [dial-a-ride] system which serves primarily senior and disabled persons.
- d. The resources available to BMTA and overall cost to provide LEP assistance.

  BMTA assessed its available resources that could be used for providing LEP assistance, including determining how much a professional interpreter and

translation service would cost on an as-needed basis, which of its documents would be the most valuable to be translated if the need should arise, and taking an inventory of available organizations that the BMTA could partner with for outreach and translation efforts. The number of staff and vehicle operating training that might be needed was also considered.

#### 3. LEP Plan Outline

- a. How BMTA staff may identify an LEP person who needs language assistance:
  - Examine records to see if requests for language assistance have been received in the past, either at meetings or over the phone, to determine whether language assistance might be needed at future events.
  - When BMTA sponsors an event, have a staff person greet participants as they arrive. By informally engaging participants in conversation, it is possible to gauge each attendee's ability to speak and understand English.
  - Front-line staff, like dispatchers, Dial-A-Ride schedulers, and planners, are to report to the Title VI Coordinator, the General Manager, on their experience concerning any contacts with LEP persons during the previous year. Incident Reports turned in by Vehicle Operators are flagged and reported to the Title VI Coordinator.

#### b. Language Assistance Measures

Although there is a very low percentage in Bay County of LEP individuals, that is, persons who speak English less than "very well", BMTA will ensure that the following measures are in place:

- The BMTA Title VI Policy and LEP Plan will be posted on the agency website, www.baymetro.com.
- The BMTA website, www.baymetro.com, has a translation tool to allow translation of the site by the user.
- Employees are notified about smart phone apps available which allows for verbal translation. If an interpreter is needed, in person or on the telephone, staff will attempt to determine what language is required and then access language assistance services at www.languageline.com. BMTA has a Spanishspeaking employee available to assist with Spanish translation.

#### c. Staff Training

The following training will be provided to BMTA staff:

- Information on the BMTA Title VI Policy and LEP responsibilities.
- Description of language assistance services offered to the public.
- Documentation of language assistance requests.
- Use of language-line service and smart phone apps.
- How to handle a potential Title VI/LEP complaint.

#### d. Outreach Techniques

Due to the very small local LEP population, BMTA does not have a formal outreach procedure in place, as of 2023. Translation resources are also very limited in this region. However, when and if the need arises for LEP outreach, BMTA will consider the following options:

- When staff prepares a document, or schedules a meeting, for which the target audience is expected to include LEP individuals, then documents, meeting notices, flyers, and agendas will be printed in an alternative language based on the known LEP population.
- Bus schedules, maps, and other transit publications will be made available in an alternative language when and if a specific and concentrated LEP population is identified.

#### e. Monitoring and Updating the LEP Plan

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

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

#### f. Dissemination of the BMTA LEP Plan

A link to the BMTA LEP Plan and the Title VI Plan will be included on the BMTA website, www.baymetro.com. Any person or agency with internet access will be able to access and download the plan from the BMTA website. Alternatively, any person or agency may request a copy of the plan via telephone, fax, mail, or in person, and shall be provided a copy of the plan at no cost. LEP individuals may request copies of the plan in translation which BMTA will provide, if feasible.

#### VII. MINORITY REPRESENTATION ON PLANNING AND ADVISORY BODIES

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." Recipients that have a transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.

BMTA currently has an ADA Local Advisory Committee. The committee is comprised of individuals with disabilities and seniors. Membership is selected by BMTA with recommendation from various agencies that serve these populations. While this LAC is specific to service quantity and quality as well as unmet needs within the community for individuals with disabilities and seniors, BMTA will not deny a person to participate on this committee on the basis of race, color, or national origin or an LEP individual. Currently, there is no know participants that fall under Title VI protections; however, all are welcome to participate with a contribution to the intent of the ADA LAC.

#### VIII. ASSISTANCE FOR SUBRECIPIENTS

If a recipient-subrecipient relationship is established, BMTA will ensure that the subrecipient adopts the BMTA Title VI Program. The community will be made aware of the recipient-subrecipient relationship and that all Title VI responsibilities apply to the subrecipient that apply to BMTA. The subrecipient will be provided the procedures and forms necessary to receive and report Title VI complaints to BMTA.

#### IX. MONITORING OF SUBRECIPIENTS

If a recipient-subrecipient relationship is established, BMTA will ensure that the subrecipients follow the BMTA Title VI Program. All subrecipients will be required to participate in the BMTA Local Advisory Committee meetings. If the subrecipient is a transportation provider, passengers will be informed that BMTA will be the primary contact for complaints/comments in regard to the service provided by the subrecipient. Complaints/comments will be handled in accordance with BMTA personnel policy and any Title VI complaints will be handled in accordance with this policy.

#### X. ANALYSIS OF CONSTRUCTION PROJECTS

Over the last three years, BMTA has not completed any FTA-funded construction projects. BMTA maintains a list of all construction projects and will summarize them in this report every three years. In addition, we will integrate the following components into our environmental assessment (EA) and environmental impact assessment (EIS) documents:

- a. A description of the low-income and minority population within the study area affected by the project, and a discussion of the method used to identify this population (e.g., analysis of the Census data, minority business directories, direct observation, or a public involvement process)
- b. A discussion of all adverse effects of the project both during and after construction that would affect the identified minority and low-income population.
- c. A discussion of all positive effects that would affect the identified minority and low-income population, such as improvement in transit service, mobility, or accessibility.
- d. A description of all mitigation and environmental enhancement actions incorporated into the project to address the adverse effects, including, but not limited to, any special features of the relocation program that go beyond the requirements of the Uniform Relocation Act and adverse community effects such as separation or cohesion issues; and the replacement of the community resources destroyed by the project.
- e. A discussion of the remaining effects, if any, and why further mitigation is not proposed.
- f. For projects that traverse predominantly minority and low-income and predominantly non-minority and non-low-income areas, a comparison of mitigation and environmental enhancement actions that affect predominantly low-income and minority areas with mitigation implemented in predominantly non-minority or non-low-income areas. Recipient and subrecipients that determine there is no basis for such a comparison should describe why that is so

#### XI. SYSTEM-WIDE STANDARDS AND POLICIES

BMTA has established system-wide service standards and policies in such a way as to avoid service designs and operational practices which would result in discrimination in the provision of service on the basis of race, color, or national origin. It is BMTA's goal to provide access to public transit to all members of our community. And, while seeking to provide the amount of service necessary to match the service demand, the desire is to provide a service which is homogenous for the purpose of operational continuity, community recognition (branding), and to ensure a fair and equal service in both quantity and quality for all segments of our community's population.

#### **BMTA FIXED ROUTE SERVICE STANDARDS**

a. Vehicle load: BMTA's standard is to avoid exceeding seated capacity on any fixed route at any time on a routine basis (90% of the time on any route in a 3-month time period)

- b. Vehicle headway: The standard for headway is determined by the ability of all routes to meet on-time performance and meet the standard for service availability. The current headway on all in-city routes is one hour, peak and offpeak. There are two non-urban routes which both have two-hour headways. The Bay City area is divided by the Saginaw River; spanned by multiple drawbridges. The headway was recently adjusted for the first time in several years to accommodate a growing pressure on on-time performance because of the growth of traffic volume, both street and river, and commercial growth on the fringes of BMTA urban service area.
- c. On-time performance: BMTA operates its fixed route on a pulse system. On-time performance must be accomplished to allow for transfers at the central bus station. Patterns of failure to meet on-time performance (determined through time/location evaluation with GPS, as alerted through complaint-handling process, or vehicle operator feedback) at any checkpoint listed on any published route pamphlet will be investigated at the soonest opportunity to determine appropriate corrective measure. On-time performance is measured as an arrival at the central bus station, system-wide, which allows for a minimum 5-minute dwell time for 95% of all route arrivals at the BMTA central bus station on a daily basis.
- d. Service availability: It is the policy of the transit authority to ensure that all residents of the community have access to the transit system. It is the goal, furthermore, to try to ensure that no residents of the city of Bay City live more than ¼-mile (about 3 blocks) from a route.

#### BMTA FIXED ROUTE SERVICE POLICY

- a. Distribution of transit amenities: BMTA has not provided any amenities such as seating, schedules or system maps, or digital next vehicle arrival signs, except at the BMTA central bus station. It is BMTAs current policy to avoid expense in maintenance of off-site amenities.
- b. Vehicle assignment: BMTAs policy is to match vehicle assignment to the necessary peak time capacity on each route. For continuity of service, all routes are assigned the same vehicle class (size, model) as practicable and the vehicles assigned are not switched during the day's schedule.

#### Attachment I:

PUBLIC NOTICE OF TITLE VI RIGHTS AND COMPLAINT FILING PROCESS

### Notifying the Public of Rights Under Title VI

## **Bay Metropolitan Transportation Authority**

Bay Metropolitan Transportation Authority (BMTA) 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 BMTA.

For more information on BMTA's civil rights program, and the procedures to file a complaint, contact (989)894-2900 or visit our administrative office at 1510 N. Johnson St, Bay City, MI 48708. For more information, visit www.baymetro.com.

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

If information is needed in another language or accessible format, then contact Planning (989)894-2900, ext. 3.

### **Attachment II:**

TITLE VI COMPLAINT FORM

# BAY METROPOLITAN TRANSPORTATION AUTHORITY TITLE VI COMPLAINT FORM

. What remedy are you seeking for the alleged discrimination?		
· Diagrammand a grammlata	Jaconintian of the invitant that have not a	
. Please provide a complete	description of the incident that happened.	
. We cannot accept a compl	aint if it has not been signed. Please sign and date this comp	laint
form below:		
Cimo a trava	Data	
Signature	Date	

#### **Attachment III:**

EXAMPLE NOTICE OF INTENT TO APPLY FOR FEDERAL FUNDS WITH TITLE VINOTIFICATION

#### **PUBLIC NOTICE**

BAY METROPOLITAN TRANSPORTATION AUTHORITY
PROPOSED STATE AND FEDERAL 49 USC SECTION 5311/SECTION 5307
APPLICATION FOR OPERATING AND CAPITAL ASSISTANCE

All citizens are advised that the Bay Metropolitan Transportation Authority (BMTA) has prepared an application for State of Michigan financial assistance for fiscal year 2024, as required under Act 51 of the Public Acts of 1951, as amended, and for Federal 49 USC Section 5311 assistance as required under the Federal Transit Act, as amended.

BMTA is requesting \$3,279,222 in state operating assistance for general public transit services; \$2,906,924 for Federal 49 USC Sections 5311, 5307, and 5303 operating assistance. For Federal 49 USC Section 5339, BMTA is requesting \$150,026 for 3 lift vans.

The proposed application is on file at the Bay Metropolitan Transportation Authority, 1510 N. Johnson Street, Bay City, MI 48708, and may be reviewed during a 30-day period (February 15, 2023 through March 17, 2023), between the hours of 8:00 am to Noon and 1:00 pm to 4:00 pm Monday through Friday.

Written comments regarding the application and/or written requests for a public hearing to review the application must be received by March 17, 2023. If a hearing is requested, notice of the scheduled date, time and location will be provided at least 10 days in advance. If no hearing is requested, this will serve as final notice.

BMTA ensures that the level and quality of transportation service is provided without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964. For information regarding our Title VI obligations or to file a complaint please contact us at the address given below.

Planning Department Bay Metro Transit 1510 N Johnson St Bay City, Michigan 48708