
TITLE VI

TITLE VI PROGRAM UPDATE JUNE 1, 2022 – MAY 31, 2025

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CITY OF BANGOR

*Community Connector
475 Maine Ave
Bangor, Maine 04401
207-992-4670
www.bangormaine.gov*

Title VI Coordinator Contact Information

Laurie Linscott, Superintendent, Community Connector, 475 Maine Avenue, Bangor, Maine, 04401, 207-992-4672 and email: laurie.linscott@bangormaine.gov. Additional information relating to nondiscrimination can be obtained from the Title VI Coordinator.

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INTRODUCTION

City of Bangor Community Connector Commitment to Civil Rights

Title VI of the Civil Rights Act of 1964 as amended prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance" (FTA) 42 U.S.C. Section 2000d).

This update of City of Bangor Community Connector Title VI program has been prepared to ensure that the level and quality of Community Connector fixed route and ADA paratransit services are provided in a nondiscriminatory manner and that the opportunity for full and fair participation is offered to the riders and other community members. Additionally, through this program, Community Connector 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. As a direct recipient of Federal Transit Administration (FTA) funds, the City of Bangor Community Connector, is required to submit a Title VI Plan to the FTA Region 1 office every three years.

City of Bangor Community Connector (all Federal agencies) are to examine the services they provide, identify any need for services to those with limited English proficiency, and develop and implement a system to provide those services so LEP persons can have meaningful access to them.

Executive Order 13116

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 US Department of Transportation (US DOT), Community Connector has an obligation to ensure that:

- The benefits of its' bus services are shared equitably throughout the service area;
- The level and quality of bus services are sufficient to provide equal access to all riders in its service area;
- No one is precluded from participating in Community Connector 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.

This program contains all of the elements required of a transit provider operating in an urbanized area of 50,000 or more in population and operating less than fifty vehicles in peak service. It supersedes Community Connectors' Title VI Program of 2019 and is effective 2022. It has been prepared using data from the most U. S. Census.

In accordance with 49 CFR section 21.7 (a), every application Community Connector submits for financial assistance to FTA must be accompanied by an assurance that Community Connector will carry out the program in compliance with the Department of Transportations' Title VI regulations. This requirement is fulfilled when Community Connector submits its annual certifications and assurances (C&A) to FTA. Community Connector maintains a hard copy of the signed C&A's on file with signatures from its City of Bangor Legal and City Manager. Those assurances are uploaded into FTA's Transit Award Management System (TrAMS) software.

Community Connector does not contract with sub recipients and therefore does not collect C&A's from any other providers.

GENERAL REQUIREMENT

FTA requires that each grantee notify the public of its rights under Title VI and include the notice and where it is posted.

Notice to the Public:

Community Connector alerts its passengers and other community members of their Civil Rights and complaint process under Title VI using the following:

The short notice will be included in documents with:

- Signage on Community Connector ADA Paratransit Vans;
- Signage on Community Connector Fixed Route Buses;
- Signage on Service Brochure and System Timetable

City of Bangor Community Connector Title VI Short Notice

The Community Connector operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the 1964 Civil Rights Act. To find out more about our nondiscrimination obligations, to file a complaint, or to request this information in another language, please contact us at 207-992-4670.

The long notice will be prominently and publicly displayed at:

- City of Bangor website available on the "Title VI" section of the Community Connector page www.bangormaine.gov/titlevi
- Signage at the Community Connector Transit Center and Administration Office
- Additionally, specialized training or assistance is provided to disabled or visually impaired customers upon request

City of Bangor Community Connector

Title VI Long Notice

City of Bangor Community Connector operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the 1964 Civil Rights Act. Any person who believes that she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with our agency.

Any such complaint must be in writing and filed with this agency within 180 days following the date of the alleged discriminatory occurrence. For information on our nondiscrimination obligations or how to file a complaint, please contact Community Connector by any of the methods listed below.

City of Bangor Community Connector

475 Maine Ave. Bangor, Maine 04401

Phone: 207-992-4670 Fax: 207-945-4992

Email: community.connector@bangormaine.gov

If you need the notices in another language please contact us.

YOUR CIVIL RIGHTS

City of Bangor Community Connector operates its program and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Community Connector. For more information on Community Connector civil rights program and the procedures to file a complaint, please contact 207-992-4670; email community.connector@bangormaine.gov or visit our administrative office at 475 Maine Ave., Bangor, Maine 04401, from 8am to 4pm Monday through Friday. A complainant may file a complaint directly with the Federal Transit Administration (FTA) by filing a complaint with the Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590. For more information about City of Bangor Community Connector programs and services, visit www.bangormaine.gov. If information is needed in another language, please call 207-992-4670.

TITLE VI COMPLAINT PROCEDURE

Any person who believes they have been discriminated against on the basis of race, color, or national origin by the City of Bangor Community Connector (hereinafter referred to as “the agency”) may file a Title VI complaint by completing and submitting the agency’s Title VI Complaint Form. **See Appendix A.**

How do you file a complaint?

The form is available on the City of Bangor Community Connector website at www.bangormaine.gov/communityconnector or you may request a copy by writing or phoning Community Connector at 475 Maine Ave. Bangor, Maine 04401 or call 207-992-4670. You may file a signed, dated and written complaint by email to community.connector@bangormaine.gov, or mail to the address above.

How will your complaint be handled?

Civil rights complaints should be filed immediately. City of Bangor Community Connector, Title VI Coordinator will investigate complaints received no more than 180 days after the alleged incident. The Community Connector, Title VI Coordinator will process complaints that are complete. Once a completed complaint is received, the Title VI Coordinator will review it

to determine if Community Connector has jurisdiction. The complainant will receive an acknowledgement letter informing them whether or not the complaint will be investigated by City of Bangor Community Connector.

Community Connector has 30 days to investigate the complaint. If more information is needed to resolve the case, the Title VI Coordinator may contact the complainant. The complainant has 30 business days from the date of the letter to send requested information to the Title VI Coordinator (investigator) assigned to the case. If the Title VI Coordinator (investigator) is not contacted by the complainant or does not receive the additional information within 30 business days, Community Connector can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After an investigation is complete, the Title VI Coordinator will issue one of two letters to the complainant, a closure letter or a letter of finding (LOF). A closure letter summarizes the results of the investigation, and states that there was not a Title VI violation and that the case is closed. A LOF summarizes the findings and advising of any corrective action to be taken as a result of the investigation.

If a complainant disagrees with the Title VI Coordinator's determination, they may request reconsideration by submitting a request in writing to City of Bangor City Manager's Office within seven (7) days after the date of City of Bangor Community Connector letter, stating with specificity the basis for the reconsideration.

The City of Bangor City Manager's Office will notify the complainant of the decision either to accept or reject the request for reconsideration within 10 days. In cases where reconsideration is granted, the City Manager's Office will issue a determination letter to the complainant upon completion of the reconsideration review.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590. If information is needed in another language, then contact City of Bangor Community Connector at 207-992-4670.

COMMUNITY CONNECTOR TITLE VI INVESTIGATIONS

There have been no Title VI investigations, complaints or lawsuits filed with the agency during the past two calendar years. In the event that there are any investigations, complaints or lawsuits in the future, Community Connector will document these incidents electronically recording the date, summary, status and action(s) taken.

RECORD KEEPING

The Title VI Coordinator shall maintain permanent records which include, but are not limited to, copies of Title VI complaints or lawsuits and related documentation, and records of correspondence to and from complainants, and Title VI investigations. As of the writing of this program, there are no service complaints pending which allege discrimination on the grounds of race, color, national origin or any other form of discrimination.

TYPE	DATE (Month, Day, Year)	SUMMARY (include basis of complaint: race, color, or national origin)	STATUS	ACTION(S) TAKEN
Complaints				
Investigations				
Lawsuits				

COMMUNITY CONNECTOR PUBLIC PARTICIPATION PLAN

Community Connector's Public Participation Plan (PPP) has been prepared to ensure that no one is precluded from participating in Community Connector's service planning and development process.

Community Connector has developed a public participation plan to encourage and guide public involvement efforts and enhance access to Community Connector's decision-making process by minority and Limited English Proficient (LEP) populations.

Community Connector will use its public participation plan when considering fare changes, route modifications, and service reductions. Community Connector's Public Participation Plan is attached in **Appendix B.**

PUBLIC PARTICIPATION PROCESS

Outreach Efforts

City of Bangor Community Connector has actively sought interactions and input with and from the public on a regular basis, without regard to race, color or national origin including languages spoken.

Community Connector has identified several points of interaction between staff and the public. These interactions are through public meetings, university orientation sessions, public outreach, public surveys, and displayed materials.

These outreach efforts are aimed at helping organizations with LEP populations and the general public understand the transit services provided by Community Connector and allowing engagement with organizations all over the service area.

FTA requires that the Title VI program include a public participation plan that includes an outreach plan to engage minority and limited English proficient (LEP) populations. The plan may include other constituencies that are traditionally underserved, such as people with disabilities, low-income populations, and others. Other participation methods include open council meetings, council meetings of cities that provide local funding, advisory committees, public involvement efforts for transportation services, passenger surveys, marketing efforts, such as trade show booths, presentations or workshops to service other organizations.

While all of the meetings are open to the public, some of the meetings are focused on smaller groups with a unique interest.

Community Connector also makes available one-on-one training to help passengers learn how to navigate the transit system through the volunteer Bus Ambassador program. Community Connector has provided training to the Bus Ambassadors on Title VI. This opportunity is great for the LEP population since it provides one-on-one training and the time to really explain how our transit system works.

COMMUNITY CONNECTOR LEP ANALYSIS AND PLAN

In order to ensure meaningful access to programs and activities, Community Connector uses the information obtained in a Four Factor Analysis to determine the specific language services that are appropriate. This analysis helps Community Connector to determine if it communicates effectively with LEP person and informs language access planning.

Under guidance from the U.S. Department of Transportation, Community Connector is obligated to determine the extent of its obligation to provide LEP services to its transit-dependent population. This determination must be based on an analysis of four factors:

LEP refers to person for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. It includes people who reported to the U. S. Census that they speak English less than very well, not well, or not at all.

The Four Factor Analysis

- *The number or proportion of LEP persons who may be serviced or are likely to encounter a Community Connector program, activity or service;*
- *The frequency with which LEP persons come in contact with Community Connector programs, activities, or services;*
- *The nature and importance of Community Connector programs, activities, or services to the LEP population; and*
- *The resources available to Community Connector for LEP outreach, as well as overall costs to provide LEP assistance.*

Limited English Proficient (LEP)

Factor #1: The Number of LEP Persons in Service Region

The first step toward understanding the extent of the LEP population in Community Connector's service area is a review of Census data. The data for this review is derived from the United States Census Bureau web portal data from the 2019 American Community Survey 5-Year Estimates. The analysis of Census data shows that the number and percentage of persons who speak English less than "very well" within four major groups in each of the six municipalities served by Community Connector falls below the safe harbor provision of 1,000 person or 5% threshold. Also, Community Connector utilizes surveys of the Universities and Colleges in our service area to understand the number and percentage of students, faculty and staff who speak English less than "very well." This is because the largest diversity for our area comes from the local colleges and universities.

SAFE HARBOR PROVISION

DOT has adopted DOJ's Safe Harbor Provision, which outlines circumstances that can provide a "safe harbor" for recipients regarding translation of written materials for LEP populations. The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations. These safe harbor provisions apply to the translation of written documents only.

Due to the Covid 19 Pandemic all five colleges and universities within our service area have been doing online classes with very little in class room instruction. Very few faculty and staff have been working on campuses. Ridership for all colleges and universities has been substantially lower than normal. Over the next few years in class instruction is unknown and online classes will continue for some colleges and universities.

Table 1							
Summary of Limited English Proficiency (LEP) Persons 5 Years and Older							
Community Connector Service Area							
Municipality	Total Persons	5 % Threshold	Persons Speaking English less than "very well"				Total
			Spanish	Other Indo-European Languages	Asian and Pacific Island Languages	Other	
Bangor	32,095	1605	37	39	0	0	76
Brewer	9090	455	0	0	0	0	0
Hampden	7352	368	0	0	0	0	0
Old Town	7474	374	0	0	0	0	0
Orono	9541	477	0	12	35	12	59
Veazie	1999	100	0	4	0	0	4
Total	67551	3379	37	55	35	12	139
Universities and or Colleges	Total Students Enrolled and Facility/ Staff	5 % Threshold	Spanish	Other Indo-European Languages	Asian and Pacific Island Languages	Other	Total
University of Maine	11,404 +2689 = 14093	705	0	0	0	702	702
Eastern Maine Community College	2396 + 314=2710	136	0	0	7	8	15
Beal University	272 +50 =322	16	0	0	0	0	0
Husson University	3762	184	0	0	0	72	72
UMA Bangor	745	37	0	0	0	0	0
Total	21632	1078	0	0	7	782	789

Source: U.S. Census Bureau, 2019 American Community Survey and The Individual College/University Responses from 2021

In addition to the analysis of census data, Community Connector has contacted the five colleges and universities within its service area and determined that the inclusion of LEP populations at these institutions does not increase any language group above the 1,000 person or 5% threshold. Even if it is assumed that each international student is an LEP individual, the LEP populations at these institutions are well below the safe harbor threshold, except for UMaine which is close to the threshold of 5%. UMaine has a 5% threshold of 705, the international population is 702, however, UMaine doesn't have statistics on LEP population, only international students many of whom are known to speak English as a second language. UMaine does not have records available regarding the LEP status of each student.

It should be noted that some of the schools were not able to provide information detailing the specific languages spoken by its international students. Husson University, along with UMaine, require International English Language Testing System (IELTS) and Test of English as Foreign Language (TOEFL) scores for its international students, which indicated that no individual's English proficiency was below the intermediate/fair range. Husson and UMaine asserted that it requires international applicants to submit official copies of IELTS or TOEFL scores that indicate English competency. Additionally, Husson stated that it has a bridge program for any LEP students, which prepares them to take courses at the University.

Further, it should be noted that the University of Maine at Augusta (UMA) was unable to provide any information concerning LEP populations at its Bangor campus. UMA requires all applicants whose native language is not English to submit an official IELTS or TOEFL score indicating English proficiency.

Community Connector will continue to collaborate with the colleges and universities in its' service area to monitor any changes in the LEP populations at these institutions. Community Connector concludes that the LEP population is less than 5% of the service population and that does not require us to provide written materials in any language but English.

City of Bangor Community Connector is committed to ensuring that no person(s) is excluded from participating in or denied the benefits of Community Connector services, due to a limited ability to read, write, speak or understand English. If you need any assistance please contact the Title VI Coordinator.

Factor #2: The Frequency of LEP Use

There are a large number of places where Community Connector passengers and members of the LEP population may come into contact with the Community Connector services including the use of fixed route and paratransit, calls to dispatch, and outreach materials. An important part of the development of the Language Access Plan is the assessment of major points of contact, including:

- Use of the bus service (on-board signage, announcements and driver language skills)
- Communication with dispatch
- Buying Bus passes and tickets locations
- Printed outreach materials
- Web-based outreach materials
- Public meetings
- Paratransit reservations agents
- Local news media
- Automatic on-board buses announcements and
- Service related posters at the soon to be Transit Center

To better understand the frequency with which LEP passengers come into contact with Community Connector services, Community Connector conducted an internal survey with the transit operators and staff. The survey tool was aimed at determining what language skills already exist among Community Connector employees and the number and nature of encounters with passengers or other community members where language has been a barrier. Community Connector distributed a LEP survey to its transit drivers and dispatchers. The first question asked employees as if they could communicate in a language other than English, and if so, what language or languages. The Community Connector employees speak 3 different languages; Spanish, Russian, and Italian, two employees reported they would willingly serve as translator when needed. 12 of 27 transit operators returned the survey. The survey also showed that transit operators come in contract with LEP passengers less than monthly.

Community Partners

As part of this assessment the Community Connector surveyed all five of the municipal partners to assess the extent to which they come into contact with LEP populations. Community Connector asked the partners to estimate the percent of clients they interact with who would have LEP using a questionnaire. The municipalities did report they do encounter LEP populations at their municipal offices, however, the persons can speak enough English to be helped. The municipalities reported that they do not translate any documents. It was also reported that some staff can speak Spanish and American Sign Language. It was understood that everyone who needs services can speak or write English enough to be helped.

Factor #3: The Importance of the Community Connector Service to Peoples' Lives

Access to services provided by Community Connector, both fixed route and ADA paratransit, are critical to the lives of many in the region. Many depend on Community Connector fixed route services for access to jobs and essential community services like schools, shopping and medical appointments. Riders eligible for service under the ADA require service for the same reasons. Because of the essential nature of the services, and the importance of these programs in the lives of many of the region's residents, there is a need to ensure that language is not a barrier to access.

The Community Connector is the only public transportation for people in wheelchairs or people that do not own vehicles within the urbanized area. At this point in time, the Community Connector system has limited interaction with LEP population. The colleges and universities would be the leading place to interact with this population as they all require the incoming students to have intermediate/fair range in English proficiency. Even if it is assumed that each international student is an LEP individual, the LEP populations at these institutions are below the safe harbor threshold.

Factor #4: The resources available and overall costs to provide LEP outreach

Community Connector has limited resources available to improving access to its services and programs for LEP persons. The cost predominantly associated with translation services are extremely high and are difficult to find in our service region.

Community Connector will provide notice to LEP persons about the availability of language assistance on the buses, at the Community Connector office and on our website. In addition, Community Connector will ask if language assistance is needed when conducting public meetings.

Community Connector has reached out to Literacy Volunteers of Bangor and will work with them to improve the access to our services and programs for LEP Persons. This will be an on-going relationship and together we will understand more of the needs in our service area.

Community Connector has also reached out to Multicultural Center of Bangor for their expertise on this topic and we look forward to working with them.

LANGUAGE ASSISTANCE PLAN

OUTCOME

Per FTA regulations, notices detailing Community Connector's Title VI obligations and complaint procedures should be translated into languages other than English, as needed and consistent with DOT LEP Guidance and Community Connector's language assistance plan.

At the date of this Title VI Program update, no LEP populations in our service area met the Safe Harbor threshold of 1,000 individuals for a particular language therefore, the only language notices are provided in is English.

The safe harbor provision applies to written documents only, and does not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where such services are needed and reasonable.

Based on the four-factor analysis, Community Connector developed its LEP Plan based on this information. Community Connector does not translate vital documents into other languages in paper form. The City of Bangor Community Connector continues to provide meaningful access to its' transit service, programs, and activities through its' website www.bangormaine.gov and the public can translate this notice and others via Google translate. Community Connector will also post Title VI posters at the Administrative Office and at other prominent places. Community Connector will offer videos on their website to explain how to ride the bus and how to read the schedule with voice and closed caption options.

OVERSIGHT

Community Connector staff will ensure compliance with Community Connector's Title VI Program, to include the Public Participation Plan, Language Assistance Plan and the other community outreach efforts. The Community Connector's Title VI Coordinator will review the Title VI Program, FTA requirements, and any developments that would impact the plan including complaints and requests for language assistance services. Based on this review, Community Connector's Language Assistance Plan will be updated accordingly.

TRAINING

Community Connector employees will be trained on the Title VI Policy and Complaint Procedures when they are hired and whenever the policy is updated (every three years). Staff is instructed of the resources available to them to interact with an LEP person and what to do if difficulties arise with communications. The full Title VI Program will be available on the Community Connector website www.bangormaine.gov/titlevi.

CONTRACTORS, SUBCONTRACTORS AND VENDORS

All contractors, subcontractors, and vendors who receive payments from Community Connector where funding originates from any federal assistance are subject to the provisions of Title VI of the Civil Rights Act of 1964, as amended. Written contracts shall contain non-discrimination language, either directly or through the bid specification package which is an associated component of the contract.

TITLE VI ANALYSIS FOR FACILITY CONSTRUCTION

Community Connector has not constructed a facility in the last three years. However, Community Connector is currently constructing a new transit center on City property. The construction of the new transit center is being built at the same location as the old bus depot. The transit system will operate the same as it has done in the past, no changes to routes and or schedules. Construction of any such facility will require a Title VI analysis with regards to the location of the facility and the requirements in the FTA Circular 4702.1B.

DECISION MAKING BODIES

ELECTED COUNCILS

According to FTA Circular 4702.1B, recipients that have a transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, 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 or councils.

Community Connector is governed by the Bangor City Council, an elected body consisting of nine members. The racial breakdown of the City Council is not collected.

NON-DECISION-MAKING WORKING GROUPS

Community Connector also works with two working groups - the Municipal Partners and Transportation for All (TFA). The Municipal Partners group are stakeholders that pay the City of Bangor for their transit service. Transportation for All is a group of bus riders, clergy, bus drivers, and supporters working for a strong bus system. The two groups meet separately to discuss routes, schedules and other topics important to the community and our passengers and contribute valuable ideas to Community Connector planning and operations.

Additionally, matters may be referred by both the City of Bangor or City of Bangor Community Connector staff to the City of Bangor's Advisory Committee on Racial Equity, Inclusion, and Human Rights for review and recommendation to the Community Connector.

SERVICE STANDARDS AND POLICIES

To prevent discriminatory service design or operation, the FTA Circular 4702.1B requires transit agencies to set system-wide standards and policies regardless of the size of population they serve or the number of buses operated within peak-hour service. System-wide service standards are required for the following criteria: vehicle load, vehicle headway, on-time performance and service availability.

VEHICLE LOADS

The average of all loads during the peak operating period should not exceed the vehicles' achievable capacities, as shown in the table below. Vehicle load is expressed as the ratio of passengers to the total number of seats on a vehicle.

Bus Type	Vehicle Load Standard		
	Seated Capacity	Total Customers	Percentage
5-2011 Gillig 35 ft	31	54	1.74%
1-2004 Gillig 30 ft	29	41	1.44%
4-2003 New Flyer 35 ft	30	53	1.77%
2-2017 Gillig 29ft	28	40	1.43%
2- 2018 Gillig 29ft	28	40	1.43%
8- 2019 Gillig 29ft	28	40	1.43%

VEHICLE HEADWAY (FREQUENCY)

Vehicle headway is the amount of time between two buses traveling in the same direction on a given route. Community Connector buses are scheduled with a variety of frequencies based generally on demand. Routes are schedule in 30- and 60-minute frequencies. Community Connector will also consider a number of factors, including contract financial support, cost, ridership productivity, and the density of transit population densities and activities.

The Community Connector provides service every 30 minutes on four of the routes (Capehart, Center Street, Hammond Street, Black Bear Orono Express) and every 60 minutes on the remaining routes for regular service only, as shown in the table below.

Route	Weekday Headway	Saturday Headway
Capehart	30 minutes	30 minutes
Hammond Street	30 minutes	60 minutes
Center Street	30 minutes	60 minutes
Black Bear Orono Express	30 minutes	N/A*
Brewer South	60 minutes	60 minutes
Brewer North	60 minutes	60 minutes
Hampden	60 minutes	N/A*
Mall Hopper	60 minutes	60 minutes
Old Town	60 minutes	120 minutes
Stillwater	60 minutes	60 minutes
Mount Hope	60 minutes	60 minutes

* The Hampden Route and Black Bear Orono Express does not operate on Saturday.

ON-TIME PERFORMANCE

Among the most important service standard for riders is on-time performance or adherence to published schedules.

- A transit vehicle is considered on time if it departs a scheduled time-point no more than 2 minutes early and no more than 5 minutes late.
- The Community Connectors' on-time performance objective is 90% or greater.

Ninety-five percent (95%) of Community Connector transit vehicles will complete their established runs no more than 5 minutes late in comparison to the published timetables. The exception will be inclement weather, such as a major snowstorm or any road detours. Community Connector continuously monitors on-time performance.

SERVICE AVAILABILITY - ACCESS TO THE BUS

Community Connector distributes transit service in a way that 95% of all residents in the City of Bangor's urbanized area are within a ¾ mile walk of bus service.

Community Connector distributes transit service to other communities on a contract basis. The extent of service is based on the amount of financial support from these communities, as well as federal and state financial support. Service to residents in the urbanized area of these communities within a ¾ mile walk of bus service is Brewer, Hampden, Orono, Veazie, and Old Town.

Service Accessibility is given to Hospitals/Medical Centers, Colleges/Universities/Schools, Shopping Centers, and Social Service/Government Centers. Consideration is given to new markets as demand warrants and resources are or become available.

VEHICLE ASSIGNMENT POLICY

Bus assignments consider the operating characteristics of buses of various lengths and loading capacity that are matched to the operating characteristics of the route. Routes with lower ridership may be assigned smaller buses with lower loading capacities. Buses are replaced on a rotating basis based on bus conditions and useful life benchmark (ULB). Replacement buses will thus be assigned to all routes on an equitable, rotating basis such that no route will be favored by newer buses.

TRANSIT AMENITIES

Vehicles

All transit vehicles will continue to have equal amenities, such as air conditioning and bicycle racks. Vehicles are randomly rotated on routes, except routes that have lower/higher ridership demand or route geometrics may require a different size. Currently, the fleet is made up of two bus manufacturers and two sizes.

Bus Shelters and Bus Stops

Community Connector is a flag stop system. Community Connector has hired a consultant to write a new Bus Stop Policy. The Bus Stop Policy and Design Guidelines is in draft form and is expected to be approved in late 2022. Please see [Appendix D](#).

<https://www.bangormaine.gov/busstop>

APPENDIX A



CITY OF BANGOR

DISCRIMINATION COMPLAINT FORM Community Connector Title VI

Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party: _____				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
Section III:				
I believe the discrimination I experienced was based on (check all that apply):				
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin				
Date of Alleged Discrimination (Month, Day, Year): _____				
Please explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved and as much detail as possible, including 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 any number of pages to this form.				

Section IV		
Have you previously filed a Title VI complaint with this agency?	Yes	No
Section V		
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?		
<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:		
Section VI		
Name of agency complaint is against:		
Contact person:		
Title:		
Telephone number:		

You may attach any written materials or other information you believe 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:
 City of Bangor Community Connector
 475 Maine Avenue
 Bangor, Maine 04401

This form may also be submitted via email to:
community.connector@bangormaine.gov



CITY OF BANGOR

COMMUNITY CONNECTOR

PUBLIC PARTICIPATION PROCESS

Fare Increases/ Service Reductions
Route Modifications/ Public Outreach

Bangor, Maine

Approved June 2016 – Updated February 2022

GENERAL PURPOSE

Pursuant to FTA Circular. 9030.1E & 4702.1B City of Bangor. Operator of Community Connector, has adopted the following policy governing public participation for increases in basic fare structure, major service reductions, route modifications, and public outreach.

Public participation is a necessary and integral part of transit's planning process. The public participation process will provide early and continuing involvement: clear, accurate, and timely information: full public access to citizens, public agencies, and segments of the community affected by transportation plans.

The public participation process will actively seek public input through a variety of techniques: which include media relations (newspaper, television, radio etc.), public notices, public informational meetings, appropriate comment periods, surveys, workshops, public hearings, and input from local member governments and their appointed committees.

This document contains the Community Connector public participation process that will be followed. Sometimes things are out of our hands and this policy would not be followed during a pandemic and or during a driver shortage. FTA is aware of both situations and both situations are seen as temporary.

DEFINITION

1. Fare Increase is defined as an increase in the basic fare structure. Fare decreases are specifically excluded.
2. Major Service Reductions are defined as decreases in service that represent a net loss of three (3%) percent of total service miles or hours.
3. Route Modifications are defined as a change in any fixed-route transit service that change three (3%) percent of the total inbound and outbound trip mileage of a route.

IMPLEMENTING PROCEDURES

CALCULATION OF SERVICE MILES/HOURS REDUCTIONS

In determining whether this procedure applies to a specific service reduction, the Community Connector shall calculate and compare the total current service miles or hours to the proposed estimated total service miles or hours to be provided after reduced service would be implemented.

FARE INCREASE

The Community Connector shall receive public comment on any proposed fare increase prior to implementation. Any increase in fares shall be recommended by Community Connector before presented and reviewed by the City Bangor's Government Operations Committee who may recommend to the Bangor City Council for final approval. Majority vote is required for approval. The Community Connector reserves the right to have potential changes reviewed by additional working group/committees.

SERVICE REDUCTIONS

A major service reduction shall be any reduction in service miles or hours exceeding three percent (3%) of the total service miles or hours provided. Any major service reduction shall be reviewed and recommended by the Community Connector before being presented and reviewed by the City of Bangor's Government Operations Committee who may recommend to the Bangor City Council for final approval. Majority vote is required for approval. The Community Connector reserves the right to have potential changes reviewed by additional working group/committees.

ROUTE MODIFICATIONS

A route modification shall be a change to any fixed-route transit service affecting three percent (3%) of the total inbound and outbound trip mileage of a route.

Route and/or schedule modifications may occur due to the following but is not limited to:

- Public recommendations or complaints
- Employee/operator recommendations or complaints
- On-time performance
- Overcrowding of the bus
- Driver shortage
- Community Connector Staff recommendations

Route modifications are reviewed by Community Connector, whose recommendations shall be presented to the City of Bangor's Government Operations Committee for potential approval. The Community Connector reserves the right to have potential changes reviewed by additional working group/committees.

Notices

A public hearing for fare increases and major reductions shall be advertised in a daily publication of general circulation at least thirty (30) days prior to conducting such hearing and it shall be held at one or more locations that is accessible to all interested persons including persons with disabilities and easily accessed by public transportation. In addition to the advertisements, notices will be posted

on-board fixed-route and paratransit vehicles showing when and where the meeting will take place at least thirty (30) days in advance of the scheduled public meeting date.

An explanation of the content, including the date, time, and location of the meetings, will be published with the instructions for submitting comments, contact information and due date for questions or additional information, and a note regarding where to find additional information on the website, www.bangormaine.gov/communityconnector

The public meeting notice will be published in the legal section of at least one major newspaper with one display advertisement per major newspaper, including publications serving smaller communities.

Notices will also be provided to neighborhood associations and announcements will be made on local radio stations. Such notices will also be included on Community Connector website at www.bangormaine.gov/communityconnector.

PLANS, MAPS, OR PROGRAMS

Community Connector will make efforts to include maps, photos, or other visual tools to aid in the assisting passengers in understanding the proposed changes. When transit plans, maps, or programs are proposed to change, copies of the existing document and proposed changes will be made available at least thirty (30) days in advance of the scheduled public hearing date at the Community Connector Transit Center (once online) and Community Connector Office, as well as on website at www.bangormaine.gov/communityconnector.

OUTREACH EFFORTS

In addition to receiving public comments from and educating those already interested and involved, Community Connector will provide outreach to the community including efforts to involve minority and LEP populations in public participation activities. Innovative and creative strategies will be implemented by the Community Connector to reasonably assess the general public sentiments and to solicit helpful public input while educating those individuals unaware of the services provided by the Community Connector. Some examples of outreach efforts include interaction with neighborhood associations, schools, social service agencies, and presentations to community civic groups.

Community Connector intends to collaborate with the Literacy Volunteers of Bangor and the Multicultural Center to further our outreach efforts.

PUBLIC MEETINGS

The Community Connector makes an effort to ensure that scheduling and locations are accessible to the public (this includes location(s) near public transportation, a reasonable time accessible by bus, as well as an accessible building or room for individuals with disabilities).

Public information meetings will be held at various locations to inform the public of the planning process, solicit ideas, input, and feedback. At least one meeting will take place in the evening and/or on a weekend to accommodate those with traditional work schedules to attend. At least one meeting will be held during a traditional work day to allow those who work in the evenings or weekends to attend. The intent of holding public informational meetings at diversified locations is to solicit broad public comments.

Special services should be available when practical, and subject to the availability of services and resources. These services may include interpreters for those who do not speak English, materials for individuals with visual impairments, and sign language interpreters. The availability of these services will be described in public notices.

Surveys

Community Connector conducts periodic route surveys on the fixed-route system. Passengers are encouraged to provide comments about the service.

OPPORTUNITIES FOR PARTICIPATION

The Community Connector and the local Metropolitan Planning Organization (MPO), Bangor Area Comprehensive Transportation System (BACTS), will take a proactive approach to providing opportunity for the public to be involved often with continued involvement in phases of the planning process. Prior to the public participation process, a list of citizens and organizations have been developed by BACTS who will be contacted on a continuous basis to serve as a base of interested citizens for input and comment. This list will be expanded as additional citizens attend the informational public meetings and provide comments.

DOCUMENTATION OF PUBLIC COMMENT AND RESPONSES

The Community Connector shall document comments received during the course of the public input process. Community Connector shall also document how they responded to the public comments.

Comments received: Documentation of comments may be accomplished in a manner appropriate to the project and the nature of the comments. Documentation may consist of meeting minutes, files of letters, transcripts, PowerPoint presentations, and/or a memorandum that summarizes the comments. A written summary of comments and responses shall be prepared to provide the feedback to the public. A recordings and transcripts of the major points of public meetings will be made written record. When applicable, the comments will be presented to the City of Bangor's Government Operations Committee and/or the Bangor City Council for action.

Response to comments: Community Connector will respond to questions or comments from the public concerning the public participation process in a timely manner. A summary analysis and report

on disposition of comments may be made a part of the final plan. Rationale for policy decisions will be available to the public in writing, if requested.

ADDITIONAL PROCEDURES

- In the event of change, implementations shall take place no sooner than one (1) week prior to when new route schedules are made available to the public via Community Connector's website (<http://www.bangormaine.gov/communityconnector>). They will also be available at the Community Connector Transit Center (once open).
- When the changes take place, Community Connector staff will be made available to provide travel assistance to passengers who may not be aware of the modifications.
- Information regarding the changes will remain available to the public for a 30-day period beyond the implementation of the changes.

SEPARATE DOCUMENT

The Community Connector follows the Bangor Area Comprehensive Transportation System (BACTS) Metropolitan Planning Organization (MPO) process for all other transportation plans and programs. [Download](#)

Approved:



3/31/22

Deborah Laurie, City Manager

Date

APPENDIX C



CITY OF BANGOR ORDER

Date: 03/28/2022

Item No: 22-139

Assigned to Councilor: Hawes

Approving and Adopting Title VI Program for Community Connector Transit Services

Be it Ordered by the City Council of the City of Bangor that,

the Title VI Program for the Community Connector Transit Services is approved and adopted.



IN CITY COUNCIL

MARCH 28, 2022
CO 22-139

Motion made and seconded for Passage of Consent Agenda
Vote: 6 – 0
Councilors Voting Yes: Davitt, Hawes, Schaefer, Tremble, Yacoubagha, Fournier
Councilors Voting No: None
Passed


CITY CLERK



ATTACHMENT D

[Attachment D](#) is the Bus Stop Policy and Design Guidelines in its draft form until approval in late 2022. Once approved the final copy will be attached.