

Coast Transit Authority

Title VI & LEP Plan

2025

Prepared for:



By:



Notation of Financial Assistance:

This document was prepared and published by Gulf Regional Planning Commission, the Mississippi Gulf Coast Metropolitan Planning Organization (MPO), in cooperation with or with financial assistance from the United States Department of Transportation (USDOT), the Federal Transit Administration (FTA), the Federal Highway Administration (FHWA) and the Mississippi Department of Transportation (MDOT). Assistance notwithstanding, the contents of this document do not necessarily reflect the official view or policies of the funding agencies. It was prepared as tasked in the Mississippi Gulf Coast MPO's F.Y. 2025-2026 Unified Planning Work Program Task B-2.

Nondiscrimination Notification:

As provided by Title VI of the Civil Rights Act of 1964 as amended, the Civil Rights Restoration Act of 1987 (P.L. 100.259) and related statues, executive orders and regulations, Coast Transit Authority (CTA) assures that no person shall on the grounds of race, color, national origin, sex, religion, age, or disability be excluded from participating in, be denied the benefits of, or otherwise subjected to discrimination under any CTA program or activity.

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INTRODUCTION

Federal Transit Administration (FTA) requires that all direct recipients document their compliance by submitting a Title VI Program once every three years. Coast Transit Authority's 2025 Title VI and LEP plan is an update to the 2022 document. The major goal of the Title VI, LEP, and Service Standards Plan is to provide a framework for the evaluation of transit services such as CTA's markets, customer expectations, and resources, which change over time. CTA must be responsive to these changes in order to retain current customers and sustain ridership growth. Balancing customer expectations, quality service, and budget constraints is a difficult challenge. CTA's mission is to deliver efficient, accessible, and quality transit services that link people, jobs, and communities. The service standards discussed in this Plan lay out a framework for achieving this mission.

Based on FTA Circular C 4702.1B TITLE VI REQUIREMENTS AND GUIDELINES FOR FEDERAL TRANSIT ADMINISTRATION RECIPIENTS, including the Appendix C to 49 CFR part 21 referenced therein, which states, "No person or group of persons shall be discriminated against with regard to the routing, scheduling, or quality of service of transportation service furnished as a part of the project on the basis of race, color, or national origin. Frequency of service, age and quality of vehicles assigned to routes, quality of stations serving different routes, and location of routes may not be determined on the basis of race, color, or national origin", CTA will sets and adopts system-wide service standards and service policies to ensure service design and operations practices do not result in discrimination on the basis of race, color, or national origin.

Transit Service Profile

CTA's legislatively authorized operating area along the Mississippi Gulf Coast consists of the counties of Hancock, Harrison, and Jackson Counties.

Fixed Route Public Transportation

CTA offers routes that provide service in portions of Ocean Springs, St. Martin, D'Iberville, Biloxi, and Gulfport. Service is also offered during community events. Reasonable walking distance can vary for different areas depending on topography, sense of safety, and other factors along a street and neighborhood. It is generally understood that most people will walk from 5 to 15 minutes (1/4 mile to 1/2 mile) to get to or from a transit station stop. This industry-standard is referenced in FHWA's "Pedestrian Safety Guide for Transit Agencies." For purposes of planning and service evaluation, CTA uses a defined service area to identify the area from which most transit users will access the system by foot. The definition of a transit service area is needed to evaluate service by identifying gaps and redundancies in service. Redundancy occurs when the same parcel is served by multiple routes leading to the same destination. Gaps occur in areas where a transit route is not reasonably reachable by foot.

CTA Fixed Route Service Area: 1/4 mile (1320 ft.)

Bike' N Bus

Every bus and trolley on the fixed route system is equipped to accommodate up to two bicycles on an easy to use front rack free of charge. The integration of bicycles and transit in CTA's "Bike and Bus" program enables transit users to access transit reasonably at farther distances. Of course, in

order to provide safe access to transit by bike, the community must have a system of roadways suitable for bicycle travel that includes adequate signage, paved shoulders, bike lanes, and separated paths. Although the transit service area used by CTA is based on reasonable distances to transit by foot for planning and evaluation purposes, it is worth considering the impacts of a desirable biking distance to access transit. As referenced in Mineta Transportation Institute's "Bicycling Access and Egress to Transit" guide in 2011, most people prefer to ride their bike to transit between 1.2 and 1.9 miles.

CTA Biking Service Area: 1.5 miles

ADA Paratransit Service

As referenced in 49CFR37.121, since CTA is operating a fixed route system, CTA shall provide paratransit or other special services to individuals with disabilities that are comparable to the level of service provided to individuals without disabilities who use the fixed-route system. This complementary paratransit service shall provide the service to the ADA paratransit eligible individuals to origins and destinations within corridors with a width of 3/4 of a mile on each side of each fixed route. The corridor shall include an area with a 3/4 mile radius at the ends of each fixed route.

CTA ADA Paratransit Service Area: 3/4 of a mile

ADA Paratransit Plus

The goal of ADA Para transit PLUS is to provide transportation to people with disabilities that live outside of the ADA mandated 3/4-mile service corridors. You must make an appointment to ride ADA Para transit PLUS. Service requests are taken Monday - Friday from 8 am to 5 pm at the CTA offices for Harrison, Hancock, and Jackson Counties. Requests can be made up to two weeks in advance. The same eligibility requirements exist for ADA and ADA Plus services.

Senior Demand-Response Transportation

The Senior Citizen Service is a non-emergency curb-to-curb service the CTA provides for senior citizens that reside in Harrison County. The service is provided by CTA in cooperation with the Harrison County Board of Supervisors. Transportation is provided free of charge to eligible participants for medical appointments, grocery shopping, and senior citizen centers. The Harrison County Human Resource Agency collects applications for this service. Applicants may apply online, in person, and over the phone.

Coast Commuter

The Coast Commuter is a work transportation program consisting of vanpools, carpools, and fixed-route services. The Commuter program provides cost and stress reducing work commute options in the three counties making up the Gulf Coast region.

Hurricane Evacuation and Cold Weather Services

CTA provides evacuation transportation in the event of a hurricane or other emergency situation occurring in the Gulf Coast region. This service is provided to residents of Harrison County in partnership with the Harrison County Emergency Management Agency. The service is available to all citizens, including seniors, the disabled, and people with pets. CTA also provides

transportation to cold weather shelters. This service is activated when the shelters are opened due to extreme cold weather. Citizens can register for emergency transportation by calling CTA or on CTA's website.

Fare Zones and Bus Passes

CTA operates with a system of Fare Zones. CTA does not offer free or reduced transfers. Customers pay a fare when they board a vehicle and must pay an additional fare each time they cross a fare zone. The zones are located at the Ocean Springs Walmart, Biloxi Transit Center, Edgewater mall, Gulfport Transit Center, and Grocery Depot on Dedeaux Road. Fare Zone locations are easily identifiable on route schedules because they are printed in red ink, while other route stops are printed in black ink.

Purchasing a daily, 3-day, or monthly pass can result in considerable savings. Passes may be used anytime and are good for unlimited rides for the period indicated on the pass. Passes are non-refundable and have no cash value. Riders must have a CTA ID in order to purchase a bus pass. I.D. cards can be purchased for \$2.00 at the CTA administrative offices. All future pass purchases can be made at the administrative offices or by any fixed route bus operator. CTA offers the following fare structure to the general public:

Fare Classification	Amount
Regular Adult Fare (Single Ride) and Transfers	\$1.75
With Medicare Card	\$.85
Senior Citizens (60 and Older)	
With CTA ID Card	\$.85
Over 90 (w/CTA ID)	FREE
Monthly pass (w/CTA ID)	\$32.00
Students	
Public School Student (w/CTA ID)	\$1.25
Monthly pass (w/CTA I.D.)	\$40.00
Children	
Children Ages 5 and Under	\$FREE
Ages 6 to 14	\$1.00
Disabled	
Disabled (w/CTA ID)	\$.85
Monthly Pass (w/CTA ID)	\$32.00
Coast Tour Pass	
Daily, Unlimited Rides	\$6.00
3-Day, Unlimited Rides	\$14.00
Monthly, Unlimited Rides	\$50.00
ADA/Para transit	\$2.00/Zone

CTA Facilities

Coast Transit Authority (CTA) operates and maintains several types of facilities that support the transit service, which are presented below:

Facility	Type	Description
Biloxi Coliseum Station	Comfort Station	Parking areas, public restroom & beach access
Courthouse Road Station	Comfort Station	Parking areas, public restroom & beach access
Jones Park Station	Comfort Station	Parking areas, public restroom & beach access
Long Beach Harbor Station	Comfort Station	Parking areas, public restroom & beach access
Rodenberg Avenue Station	Comfort Station	Parking areas, public restroom & beach access
Gulfport Transit Center	Transfer Hub	Parking, inside waiting area, public restroom
Biloxi Transit Center	Transfer Hub	Parking, inside waiting area, public restroom
D'Iberville Transit Center	Hub	Parking, outside waiting area, public restroom
CTA Main Offices	Administration	Offices and bus maintenance shop

CTA will complete a Title VI equity analysis during the planning stage with regard to where a facility is located to ensure the location is selected without regard to race, color, or national origin. CTA will engage in outreach to persons potentially impacted by the siting of facilities. The Title VI equity analysis must compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site. When evaluating the locations of facilities, CTA should give attention to other facilities with similar impacts in the area to determine if any cumulative adverse impacts might result. Analysis should be done at the Census tract or block group where appropriate to ensure that proper perspective is given to localized impacts. If CTA determines that the location of the project will result in a disparate impact on the basis of race, color, or national origin, they may only locate the project in that location if there is a substantial legitimate justification for locating the project there, and where there are no alternative locations that would have a less disparate impact on the basis of race, color, or national origin. CTA will show how both tests are met; it is important to understand that in order to make this showing, the recipient must consider and analyze alternatives to determine whether those alternatives would have less of a disparate impact on the basis of race, color, or national origin, and then implement the least discriminatory alternative

Planning Documents

Title VI Plan

This process will include a review and update to general information and services offered, updates with available data for demographic analysis of user populations and groups, and review and updates to the agency's system-wide service standards. The process of completing this review and update will follow all procedures and guidelines provided by the Federal Transit Administration, U.S. Department of Transportation. Notice of the full update to the Title VI Plan will be made to the public and will be accompanied by a defined period for review and comment.

Transit Development Plan

The Transit Development Plan (TDP) is the source for identifying the types of transit projects planned for implementation, which will be included within the MPO's Transportation

Improvement Program (TIP). The TDP is updated every five years in connection with updates to the region's Long-Range Transportation Plan (MTP).

5310 Coordinated Services Plan

The Coordinated Public Transit-Human Services Transportation Plan is a plan developed and approved through a process that includes participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers, and other members of the public.

Transportation Improvement Program

The Metropolitan Planning Organization (MPO) is required to develop a Transportation Improvement Program (TIP), which is a list of upcoming transportation projects covering a period of at least four years. The TIP must be developed in cooperation with the Mississippi Department of Transportation (MDOT) and CTA as the Gulf Coast's urban public transit provider. The TIP should include all regionally significant capital and non-capital projects receiving FHWA or FTA funds.

CTA Planning Document Change Descriptions	
<i>FULL UPDATE</i>	<ul style="list-style-type: none"> • Required document update
<i>AMENDMENT</i>	<ul style="list-style-type: none"> • Addition or deletion of a project • Major changes scope • Change in system service standard measure or threshold • Financial changes in a project's programmed amount of federal funds greater than 20% of the original cost
<i>MODIFICATION</i>	<ul style="list-style-type: none"> • Correcting obvious minor data entry errors • Splitting or combining projects without modifying the original project design, concept, and scope or creating project segmentation • Changing or clarifying elements of a project description. This change would not alter the original project design, concept, and scope. It also must be consistent with the approved environmental document. • Moving a project from one federal funding category to another federal category • Moving a project from federal funding to state funding • Shifting the schedule of a project or phase within the years covered by the TIP • Updating project cost estimates (within the original project scope and intent) not to exceed greater than 20% of the original cost estimate • Moving any identified project phase programmed for the previous year into a new TIP (rollover provision) • Adding an additional agency to a group • Adding projects with grouped projects within the TIP, provided fiscal constraint is maintained • Removing a project reported as obligated or completed • Redemonstration of fiscal constrain is not required

SYSTEM-WIDE SERVICE STANDARDS & POLICIES

In order to comply with 49 CFR Section 21.5(b)(2) and (7), Appendix C to 49 CFR part 21, CTA has set system-wide service standards used to guard against discriminatory service design or operations decisions.

Vehicle Load

Based upon load factors currently experienced by CTA, a maximum load factor of 1.1 of the seated capacity has been established. During peak periods, if a route exceeds the maximum load factor for a period of one week, additional service or larger equipment will be implemented as soon as possible. The seated capacities for buses currently in service are as follows:

Route Used	Bus Make	Seated Capacity
Route 34 - Pass Road Route 37 – Orange Grove	GILLIG	26 or 20 plus 2 wheelchairs
Route 4 – D'Iberville Route 7 – Ocean Springs Route 38 – West Gulfport	Champion	20 or 16 plus 2 wheelchairs
Casino Hooper	Hometown Trolley	28 or 20 plus 2 wheelchairs
Beachcomber	Optima Trolley	28 or 20 plus 2 wheelchairs
Festival Hopper	Optima Trolley	28 or 20 plus 2 wheelchairs

Vehicle Headway

The frequency of service for CTA's fixed routes ranges from 20 minutes to 90 minutes, depending on route class, location, and ability to navigate local traffic conditions and return to the designated CTA transit centers in Biloxi and Gulfport. Headways are capped at 90 minutes for all fixed routes, as it has been CTA's experience that this is the longest time possible to run transit routes in the region, address obstacles created by local vehicular traffic and still accommodate potential passengers with a baseline of service. All routes are designed with the objective of meeting a 15-minute interval test. Each system route must be able to start and finish at one of the existing CTA transit centers (Biloxi or Gulfport) within this time or within a multiple of 15 minutes (30, 45, 60, 75, 90 minutes) in order to maximize the ability of passengers on these buses to transfer through the transit center to other routes in the network. CTA currently has three different classes of routes that include System Mobility Routes, System Accessibility Routes, and Special Routes.

Mobility System Routes

Transportation mobility is the quick and efficient movement of people from point to point across the region. The MS Gulf Coast region has linear geography with most of the population density and employment density between two major east-west corridors, I-10 and U.S. 90, with north-south corridors in between. The fixed-route service provided on these mobility corridors are the bus routes that serve as the primary arteries to navigate CTA's fixed-route system. The priority for these routes is mobility as opposed to accessibility. For instance, as transit is made more accessible with more route coverage and stop areas, mobility is reduced. As mobility increases, accessibility is compromised because of fewer

Transit provided on mobility corridors should have priority for improvement to enable shorter travel times and shorter headways.

posted stops and fewer neighborhood or individual area routes as more of the system is turned over to intercity or regional route strategies. Long-term, better transit mobility on these important corridors will attract new customers to CTA increasing the numbers who use transit as a viable option for not just their work commute but other daily trips as well. Headways on these corridors should be among the shortest in the system. To the extent possible and practicable, transit provided on mobility corridors should have priority for improvement to enable shorter travel time and shorter headways.

Beachcomber.....	45-minute headway
Route 4 - D'Iberville	90-minute headway
Route 7 - Ocean Springs	90-minute headway
Route 37 - Gulfport.....	90-minute headway

Accessibility System Routes

The purpose of these routes is more access than mobility; therefore, more route coverage and stop areas resulting in higher headways are acceptable. These routes serve collectors that feed the mobility routes by making transfers at the CTA transit centers.

Casino Hopper	20-minute headway
Route 34 - Gulfport.....	45-minute headway
Route 38 – Gulfport	90-minute headway

On-Time Performance

Maintaining good on-time performance is very important to CTA's system because of the high percentage of its customers making transfers at the transit centers. On-time performance is tracked by performance reports that consider on-time performance to all CTA stops, including mid-route stops and CTA hubs. On-time performance is measured periodically at the CTA hubs, specifically through manual surveys. CTA field supervisors also regularly monitor on-time performance and counsel drivers who consistently fail to meet on-time performance standards that are within their control. Discussions with drivers are also used to identify vehicle scheduling and routing issues, which are corrected through the annual Service Review Plan. Guidelines to help evaluate CTA fixed-route on-time performance include:

Eighty-five percent of bus trips on each route should depart CTA transit centers not more than three minutes late and never early.

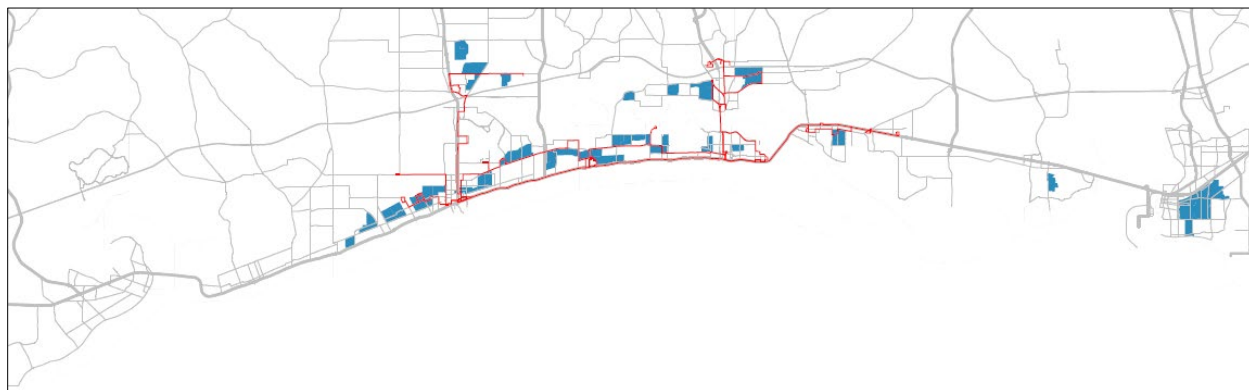
Eighty-five percent of bus trips on each route should arrive at the CTA transit centers not more than five minutes late.

Eighty-five percent of bus trips on each route should reach each mid-route scheduled time point not more than five minutes late.

Service Availability

The current fixed-route transit system services are offered primarily within a core market from west Gulfport to Ocean Springs within the denser population on the Gulf Coast. As funding

becomes available or opportunities to shuffle services come about, priority should be given to provide service in areas of dense population currently not serviced by fixed-route transit. Factors that influence the assignment of route location include the availability of local funding, the route miles, and number of anticipated stops and layovers, **areas of dense population of 3000 persons per square mile or more** (presented on the map below), presence of supporting infrastructure to help convey passengers to the route, as well as the presence of potential trip demand generators either for employment or receipt of services.



CTA Fixed Routes and Transit Supportive Areas on the Gulf Coast – 2020 Census

Direct Travel

CTA bus routes are designed to operate as directly as possible, using major arterial streets. Route deviations bring service closer to a trip generator, reducing walk access travel time for customers to/from the generator, which makes the route desirable to new customers. The deviation, however, imposes a burden on customers who are not boarding from the generator. The number of new customers that should be expected must be weighed against the potential losses to travel time and on-time performance of the existing route.

Route deviations should not exceed five minutes and should have a minimum of 100 riders per month.

Underperforming Routes

Productive fixed route service is very important to CTA and local jurisdictions, it is recommended that all CTA routes operate above a minimum productivity threshold. This threshold is used to identify routes that are underperforming as well as being instrumental in evaluating new routes. In the case of existing services, the standards are used to identify any underperforming routes that fall below the minimum productivity thresholds are subject to route reconfiguration or elimination. The ultimate alternative for existing underperforming routes is the reinvestment of those resources into stronger transit markets. The standards are also used as a basis for any recommendations for new service.

The minimum threshold is seven passengers boarding per vehicle hour for transit routes.

Bus Stop Spacing

There is an important balance to be found when determining the distance between stops. More closely spaced stops provide customers with more convenient access with a shorter walk to the nearest bus stop. However, more stops result in a longer ride for customers if demand for boarding and alighting is more often than needed because of the number of times it takes the bus to decelerate, come to a complete stop and then accelerate and reenter traffic. Employment and other high-use transit generators also influence the general distribution and precise placement of bus stops.

CTA bus stops should not be placed closer than ¼ mile (1320 feet) apart and no further than ½ mile (2640 feet) apart.

Bus Stop Location

Far-side bus stops are preferable wherever possible. A bus stop placed after an intersection allows the bus to go through the intersection before stopping for passenger boarding and alighting. This allows the bus to reenter traffic in gaps created by traffic signals at the intersection. Bus stops located on the far side of intersections encourage pedestrians to cross behind the bus, which improves safety.

*CTA's policy is when a far-side stop is used, there must be **50 to 60 feet** between the rear of the bus and the corner of the intersection measured from a point where the curb or edge of pavement line for the intersecting roadways meet.*

Nearside bus stops are located before an intersection. The benefit of these stops is that passengers can load and unload during a red light; however, the dwell time for boarding and alighting may result in the bus sitting through an extra light cycle which has an impact on the route's travel time. Nearside stops also have a conflict with right-turning traffic and should be avoided where possible.

*CTA's policy is when providing for a nearside stop, there must be **50 to 60 feet** between the front of the bus and the corner of the intersection measured from a point where the curb or edge of pavement line for the intersecting roadways meet.*

In addition, variations may be applied to locating stops on state highways (such as U.S. Highway 90 or U.S. Highway 49) because bus stops cannot be located on a state highway unless a turning lane or other pullover lane is available. Variations can also be made when it is determined that such are in the best interest of pedestrian safety.

Distribution of Transit Amenities

Transit amenities refer to items of comfort and convenience available to the general riding public. They are distributed on a system-wide basis. These items include, but are not limited to, benches, shelters, route maps, timetables, and trash receptacles along bus routes as well as "park-and-ride" facilities and transit centers. The location of transit amenities is determined by factors such as ridership, access to right-of-way, individual requests, and staff recommendations. Transit centers and park and ride facilities are used at route termini and transfer point locations. These facilities provide added comfort for passengers seeking to access the transit system. At present, all shelters

are installed and maintained by Coast Transit Authority (CTA). CTA currently regulates the content of all advertising which appears on the shelters. CTA will periodically evaluate the placement and distribution of amenities in disadvantaged communities.

Locations with 100 or more boardings a month are considered for shelter placement.

Vehicle Assignment

CTA bases its vehicle assignments on a combination of passenger volume and operating environment. All transit bus class vehicles operating in fixed route service are lift-equipped, air-conditioned, and have padded seats (vinyl or cloth). Each vehicle carries stations for wheelchair passengers. Some include jump seats which can convert these areas into additional seating areas for passengers. All have grab bars to accommodate standees.

Fixed Route Vehicle Assignment

GILLIG low floor buses are used on routes with a higher passenger volume operating in areas considered more urban and densely developed with a more complex street network. The OPTIMA buses are used on the Beachcomber and Biloxi's Casino district, utilizing the traditional trolley look of the buses to promote Mississippi Gulf Coast heritage. Deviations in these assignments may be made in response to changes in vehicle load patterns or under emergency conditions/situations.

Route Used	Bus Make
Route 34 - Pass Road Route 37 - Orange Grove	GILLIG
Route 4 - D' Iberville Route 7 - Ocean Springs Route 38 - West Gulfport	Champion
Casino Hooper	Hometown Trolley
Beachcomber	Optima Trolley
Festival Hopper	Optima Trolley

Demand-Response Vehicle Assignments

The 15 demand response routes use Glaval, Elkhart, or ARBOC buses seating 20 or 16 plus 2 wheelchairs.

SENIORS	HANCOCK COUNTY	JACKSON CO ADA	JACKSON COUNTY
LYM 2	HARRISON COUNTY	Seniors/Handy Rides	HANCOCK COUNTY
LYM 1	HARRISON COUNTY	PBMH	Contract
BLX DR	HARRISON COUNTY	PBMH	Contract
GPT DR	HARRISON COUNTY	PBMH	Contract
GPT SENIORS	HARRISON COUNTY	N Gpt DR	HARRISON COUNTY
FFC	HARRISON COUNTY	MHA	HARRISON COUNTY
		PBMH	Contract

Vanpool Vehicle Assignment

Vehicle assignments within the vanpool program are based upon passenger volume information identified through the subscriptions collected at participating employers. Vans operated on the Coast Commuter service range from 15-passenger to small 7/8 passenger minivans.

SERVICE REVIEW PLAN

The Service Review Plan, which takes place annually, provides for a general evaluation of all transit services considering changes in the local environment (funding, population, development). The Plan identifies new transit services or significant changes to existing services for the following year. The Plan identifies changes that are designed to achieve specific service goals and opportunities for service expansion and improvement. The Service Review Plan provides a process with which to measure and evaluate system performance on a year-to-year basis. When planning for transit service expansion or reduction, an evaluation process should be followed to determine if service reduction or expansion is warranted. The evaluation process guidelines considered will include but are not limited to:

- Local funding availability from the entity where the service is located
- Service or portion of the service is not performing to an acceptable ridership level
- Unserved areas which are identified as transit-supportive based on population density
- New or unserved trip generators including employment centers, shopping, educational facilities, medical institutions, government/community facilities, and tourist attractions
- Travel time adjustments to improve failing on-time performance
- Consider opportunities for headway reduction
- Consider impacts on those areas served created by a reduction or loss of service
- Consider the role the route may play in connecting to the larger transit network. Important transfer points and mobility routes should be given additional review
- Consider existing duplication in services from the overlap of service areas from two or more routes

CTA will make all attempts to reduce the impact on customers that rely on the transit service to their daily needs and will only implement the service change if they can demonstrate substantial justification for the proposed service change and show there are no alternatives that would have less impact on riders but would also still accomplish their goals.

Route Changes

Anytime route changes or adjustments are proposed, CTA performs an analysis to determine the impacts that would result from changes. CTA wants to evaluate and consider impacts to minority customers, low-income customers, and overall ridership. As written in FTA Circular 4702.1B, the requirement to formally evaluate service and fare changes apply to fixed-route providers with 50+ vehicles. CTA does not meet that criterion. However, CTA is still responsible for complying with the DOT Title VI regulations which prohibit disparate impact discrimination. CTA also considers low-income populations because it is important to evaluate the impacts of service and fare changes on passengers who are transit dependent. FTA requires transit providers to evaluate proposed service and fare changes to determine whether low-income populations will bear a disproportionate burden of the proposed changes.

Type of Change

CTA shall analyze adverse effects related to changes in transit service. The adverse effect is measured by the change between the existing and proposed service levels that would be deemed significant. CTA shall consider the degree of adverse effects, and analyze those effects, when planning their service changes. A service change will be presented as a numerical standard, such as a change that affects "x" percent of the service area of the route or "x" percent of the revenue miles. CTA will begin by determining if the proposed service change is considered "major" or "minor" based on the table below. This will dictate the level of public involvement and outreach that will be required to implement the changes as indicated in the table below.

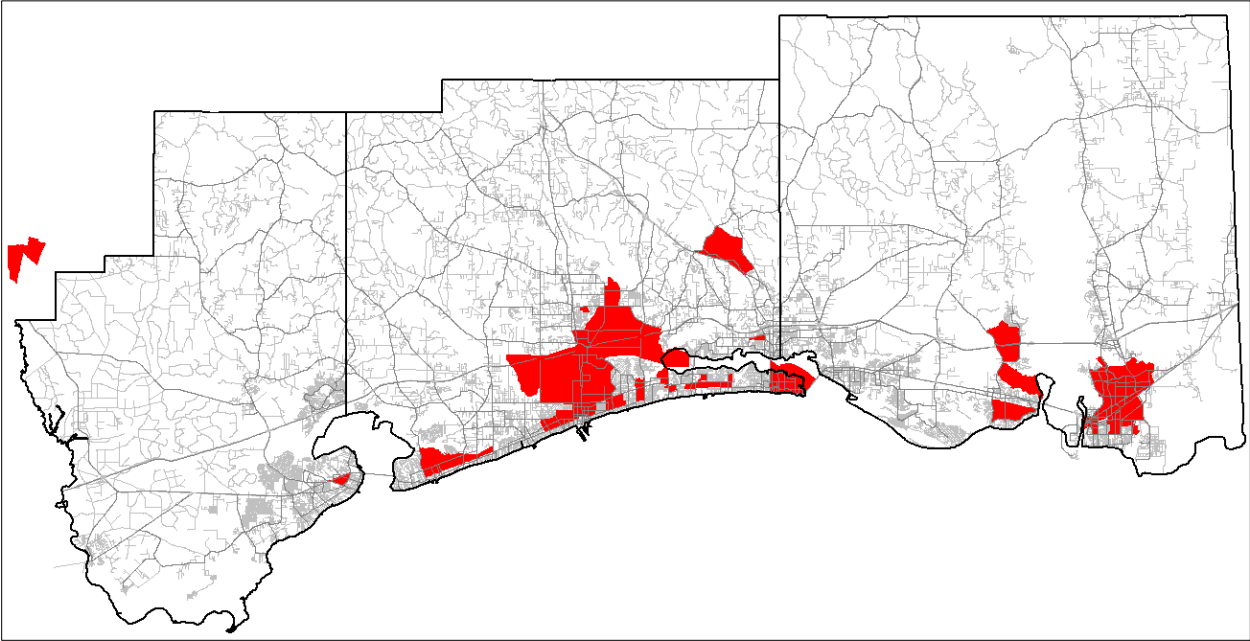
<p>MAJOR CHANGE</p>	<ul style="list-style-type: none"> • Adding a new service route (25% or greater) • Revenue route miles reduction to a route (25% or greater) • Service area reduction to a route (25% or greater) • Span of service changes to a route (25% or greater) • All system fare increases • System-wide changes to process and/or standards • Route elimination • All headway changes
<p>MINOR CHANGE</p>	<ul style="list-style-type: none"> • Revenue route miles reduction to a route (less than 25%) • Service area reduction to a route (less than 25%) • Span of service changes to a route (less than 25%) • Administrative changes to service standards • Load factor changes • Vehicle type change

**Temporary addition of service or demonstration projects that last less than 12 months can be exempt from these requirements.*

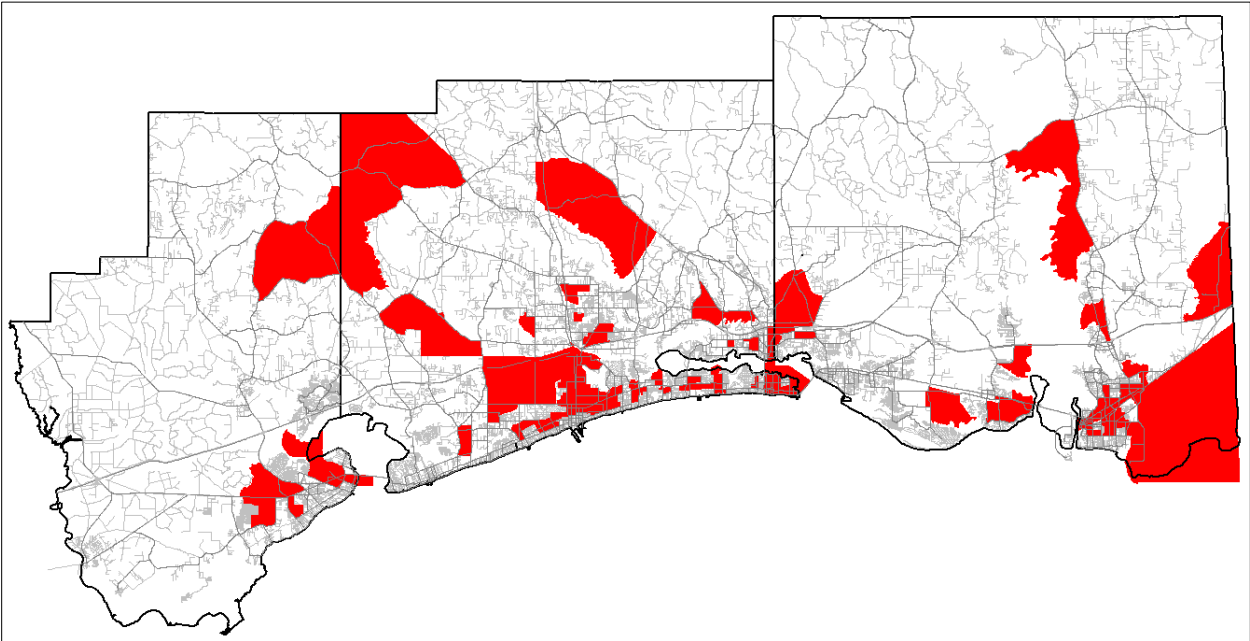
Customer Impact Analysis

CTA used the Environmental Protection Agency's EJScreen to identify low income communities and Census 2020 data to identify minority communities. Changes in service that have an adverse effect on overall ridership, a disparate impact to minority populations, or a disproportionate burden on low-income populations from reductions in service will be considered. Based on the averages for Hancock, Harrison, and Jackson Counties, Census Block Groups with greater than 50% low-income and 50% minority populations are identified. CTA will define and analyze adverse effects related to changes in transit service to all types of changes. Elimination of a route or reduction of revenue miles will generally have a greater adverse impact than a change in headways. Additions to service may also result in disparate impacts, especially if they come at the expense of reductions in service on other routes. CTA shall consider the degree of adverse effects and analyze those effects when planning their service changes. CTA will analyze the cumulative impacts of each type of service change on minority populations and low-income populations in its service area. The affected population is the Census Block Group within the route's one-quarter mile service area. CTA's ultimate determination of disparate impact on minority riders or disproportionate

burden on low-income riders would depend on analyzing the ridership data along the affected route.



Gulf Coast Minority Concentrations



Gulf Coast Low-Income Concentrations

Public Participation

Public participation is a critical component of the transportation planning process. CTA uses a documented participation plan that defines a process for providing citizens, affected public agencies, private providers of transportation, representatives of users of public transportation, vulnerable populations, and other interested parties with reasonable opportunities to be involved in the planning process.

The Coast Transit Authority (CTA) closely follows the public participation plan used by Gulf Regional Planning Commission (GRPC), the Mississippi Gulf Coast Metropolitan Planning

Organization. CTA works in partnership with the MPO staff to meet all public engagement and outreach requirements. CTA refers to the MPO's Public Participation Plan (PPP) for specific engagement strategies.

Board of Commissioners

The Board of Commissioners of CTA will review and consider the approval of information and/or changes to operations or services as recommended by the CTA Executive Director.

Public Review Period

The period for public comment and public notice will contain a summary of information and/or proposed changes to operations or services for review and comment. Notice of the review period, as well as the locations where it will be made available for public review, will be placed in *The Sun Herald*, the CTA website, advertised in CTA transit centers (Gulfport, Biloxi) and in all CTA transit vehicles.

Comments received as a result of the notice will be accepted by mail, or email, until the end of the review period. Concurrent with the notice of public review is notification of the same to key stakeholder groups and agencies located in the CTA service area, as well as the Mississippi Department of Transportation's Public Transit Division and the Federal Transit Administration Region IV office in Atlanta, GA. This notice includes a description of the purpose and summary of information for review and comment and review locations, and methods for submitting comments.

Public Meetings

In order to provide meaningful opportunities for members of the community to participate in the transit planning process, CTA hosts public meetings to share information to gather public feedback on proposals. As required, concurrent with the notice of public review is the notification of public meetings hosted by CTA staff. These are formal meetings that are specifically used as an outreach effort to present to the public a summary of information and/or changes to operations or service for comment. Notice of the public meetings will be placed in *The Sun Herald*, CTA's website, advertised in CTA transit centers (Gulfport, Biloxi), and CTA transit vehicles.

Informational Meetings

As needed, CTA will host informational meetings to provide customers with material about CTA service. These meetings are informal, with the purpose of informing CTA customers and other interested parties of system changes, upgrades, new services, document modifications, etc. These meetings will be advertised in CTA Transit Centers (Gulfport, Biloxi) and in all CTA transit vehicles.

Targeted Outreach

In order to seek out and consider the needs and input of minority, low-income, and LEP persons, who may face challenges accessing employment and other services, targeted outreach is used as needed. Targeted outreach is triggered when, through staff analysis, one or more of the affected low-income, minority, or LEP areas will be directly impacted by a proposed change or update. Specific targeted outreach efforts will vary. Strategies to be implemented will be determined on a case-by-case basis, as every community is unique, and the most effective method(s) of outreach will vary widely. Some examples of targeted effort include partnering with a local elected official or faith-based organization to inform the community about the proposed action. It could mean that an additional public meeting will be scheduled and held within that immediate community, it may require setting up a table at an event, building, or in a city center to talk with people in the community, and door-to-door surveys could be conducted and fliers and notices in appropriate languages may be posted broadly within the affected area. Typically a combination of several strategies will be employed to ensure meaningful access, and participation opportunities are being provided.

As needed, other vulnerable populations may also receive some targeted outreach. Although not automatically initiated as part of the Customer Impact Analysis, other groups, like the disabled, elderly and young, may be greatly affected by a proposed action, whether positive or negative. As CTA becomes aware of this potential impact, they'll develop an outreach strategy to specifically engage those additional individuals in the planning process.

Public Comment Report

All of the public comments gathered as a result of outreach efforts are compiled into a summary report. CTA staff will consider all public comments and provide necessary responses to comments, and alternate actions or changes as a result of public comments will be documented. Copies of all comments received and actions taken to consider the feedback will be presented to the CTA Board of Commissioners as they review and vote to adopt the updated Plan or service change.

Transit System Changes Public Review	
MAJOR CHANGE	<ul style="list-style-type: none"> • CTA Board of Commissioners' approval • 30-day public comment period • Public meeting • Targeted outreach to affected low-income, minority, and LEP areas • Targeted outreach to other vulnerable populations • Public comment report • Customer Impact Analysis
MINOR CHANGE	<ul style="list-style-type: none"> • CTA Board of Commissioners' approval • Informational meeting • Customer Impact Analysis
Planning Documents Public Review	
FULL UPDATE	<ul style="list-style-type: none"> • CTA Board of Commissioners' approval • 30-day public comment period • Public meeting/open-house • Public comment report • Public meeting notice on the agency's website and Facebook page the week before and day of the scheduled event(s) • Review period notice on the agency's website and Facebook page on days 1 and 15 of the scheduled review period
AMENDMENTS	<ul style="list-style-type: none"> • 10-day public comment period • Review period notice on the agency's website and Facebook page on days 1 and 5 of the scheduled review period
MODIFICATIONS	<ul style="list-style-type: none"> • None

Recent Route Changes and Outreach Efforts

There have been no route changes since CTA's last Title VI Plan update in 2022.

TITLE VI COMPLAINTS

CTA is required to provide a specified procedure for acceptance of Title VI complaints related to providing programs, services, and benefits. The complaint process, procedure, and complaint form are presented in this section. Electronic copies are available on the CTA website www.coasttransit.com. The complaint process and contact information are included in CTA's Rider's Guides and posted on the CTA website, transfer hubs, and main office.

Past Title VI complaints

CTA maintains a list of any of the following that alleges discrimination on the basis of race, color, or national origin, including:

- Active investigations conducted by FTA and entities other than FTA
- Lawsuits
- Complaints naming CTA

This list includes the date that the transit-related Title VI investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response or final findings related to the investigation, lawsuit, or complaint.

There have been no investigations, complaints, or lawsuits that pertain to allegations of discrimination on the basis of race, color, and/or national origin, as described in FTA Circular 4702.1B, Chapter III, 7, in transit-related activities and programs and that pertain to Coast Transit Authority since the time of the last submission.

Coast Transit Authority Title VI/ADA Statement of Policy

Coast Transit Authority (CTA), a federal grant recipient, is required by the Federal Transit Administration (FTA) to conform with Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act of 1990 and its amendments.

Title VI of the Civil Rights Act of 1964 requires that no person in the United States, shall, on the grounds of race, color or national origin, be excluded from, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. Titles II and III of the Americans with Disabilities Act of 1990 provide that no entity shall discriminate against an individual with a disability in connection with the provision of transportation service. The law sets forth specific requirements for vehicle and facility accessibility and the provision of service, including complementary paratransit service.

CTA is committed to enforcing the provisions of Title VI and the ADA Act and protecting the rights and opportunities of all persons associated with CTA or affected by its programs. This commitment includes vigorously enforcing all applicable laws and regulations that affect CTA, individuals, and those organizations, both public and private, which participate and benefit through CTA's programs. CTA will take positive and realistic affirmative steps to ensure that all persons and/or firms wishing to participate in its programs are given an equal and equitable chance to participate. All sub-recipients and contractors are required to prevent discrimination and ensure nondiscrimination in all of their programs, activities, and services.

CTA's Executive Director is responsible for providing leadership, direction, and policy to ensure compliance with Title VI of the 1964 Civil Rights Act and titles II and III of the Americans with Disabilities Act. Any person(s) or firm(s) who feels that they have been discriminated against is encouraged to report such violations to CTA at:

Coast Transit Authority (CTA)
333 DeBuys Road
Gulfport, MS 39507
228-896-8080
www.coasttransit.com

Title VI/ADA Complaint Procedures

This procedure outlines the Title VI and ADA complaint procedures related to providing programs, services, and benefits. It does not deny the complainant the right to file formal complaints with the Secretary of the U.S. Department of Transportation, Equal Employment Opportunity Commission (EEOC), Federal Highway Administration (FHWA), Federal Transit Administration (FTA), or to seek private counsel for complaints alleging discrimination, intimidation, or retaliation of any kind that is prohibited by law.

Title VI of the Civil Rights Act of 1964 and Titles II and III of the Americans with Disabilities Act of 1990 requires that no person in the United States shall, on the grounds of disability, race, color, or national origin, be excluded from, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

1. Any person who believes that they have been subjected to discrimination may file a written complaint with Coast Transit Authority (CTA). Complaints must be filed within 180 calendar days of the alleged incident.
2. The complainant may download the complaint form from the CTA website (www.coasttransit.com) or request the complaint form from the Executive Director. The complainant may also submit a written statement that contains all of the information identified in Section 3 a through f
3. The complaint will include the following information:
 - a. Name, address, and telephone number of the complainant.
 - b. The basis of the complaint i.e., race, color, national origin, sex, elderly or disabled.
 - c. The date or dates on which the alleged discriminatory event or events occurred.
 - d. The nature of the incident led the complainant to feel discrimination was a factor.
 - e. Names, addresses, and telephone numbers of people who may have knowledge of the event.
 - f. Other agencies or courts where a complaint may have been filed and a contact name.
 - g. Complainant's signature and date.
 - h. If the complainant is unable to write a complaint, CTA staff will assist the complainant.
 - i. The complaint may be mailed or faxed to the following address:
Coast Transit Authority (CTA), 333 DeBuys Road, Gulfport, MS 39507
(228) 896-8081 (Fax)
 - j. The complaint may be sent via email to: kcoggin@coastttransit.com.
3. The complainant also has the right to file a Title VI or ADA claim with the U.S. Department of Transportation, Federal Transit Administration, Office of Civil Rights, Region IV. 230 Peachtree, N.W., Suite 800, Atlanta, GA 30303, **within** the 180-day timeframe.
4. CTA will begin an investigation within fifteen (15) working days of receipt of a complaint.
5. CTA will contact the complainant in writing no later than thirty (30) working days after receipt of the complaint for additional information if needed to investigate the complaint. If the complainant fails to provide the requested information in a timely manner, CTA may administratively close the complaint.

6. CTA will use its best effort to complete the investigation of Title VI and ADA complaints within sixty (60) calendar days of receipt of the complaint. A written investigation report will be prepared by the investigator and sent to the complainant filing the complaint. The report shall include a summary description of the incident, findings, and recommendations for disposition.

CTA will process and investigate all complaints that meet the requirements of Title VI or ADA discrimination. If the complainant fails to provide the required information within the required timeframe, the complaint may be closed.

TITLE VI/ADA Complaint Form

Individuals or organizations who believe they have been denied the benefits of, excluded from participation in, or subject to discrimination on the grounds of race, color, or national origin by a recipient of Federal Transit Administration (FTA) funding can file an administrative complaint under Title VI of the Civil Rights Act of 1964 or Titles II and III of the Americans with Disabilities Act of 1990.

Title VI of the Civil Rights Act of 1964 states, "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal assistance."

Titles II and III of the Americans with Disabilities Act of 1990 provide that no entity shall discriminate against an individual with a disability in connection with the provision of transportation service. The law sets forth specific requirements for vehicle and facility accessibility and the provision of service, including complementary paratransit service.

Individuals and organizations may file a complaint by completing and submitting the following Title VI/ADA complaint form. Assistance is available upon request. Complaints must be signed and include contact information and should be sent via mail or delivered to: Coast Transit Authority, 333 DeBuys Road, Gulfport, MS 39507. Alternatively, it can be faxed to 228/896-8081 or emailed to kcoggin@coasttransit.com.

-
1. Complainant's Name: _____
 2. Address: _____
 3. City: _____ State: _____ Zip: _____
 4. Telephone No. (Home): _____ Cell: _____ Business: _____
 5. Email Address: _____ TDD/Other: _____
 6. Are you filing this complaint on your own behalf? (*check the appropriate box*)
[] Yes (*go to question 8*) [] No
 7. If No, please give us the following information on the person discriminated against:

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone: _____ Email Address: _____

Relationship to Complainant: _____

8. Which of the following best describes why you think the discrimination took place? Was it because of your:

- Race
- Color
- National Origin
- Disability

What date did the alleged discrimination take place? _____

9. In your own words, describe the alleged discrimination. Explain what happened and whom you believe was responsible. Please attach additional sheets of paper if more space is required.

10. Have you filed this complaint with any other federal, state, or local agency, or with any federal or state court? (check appropriate box) [] Yes [] No

If the answer is yes, check each box that applies:

- | | |
|---|--|
| <input type="checkbox"/> Federal Agency | <input type="checkbox"/> Local Agency (Other than Coast Transit Authority) |
| <input type="checkbox"/> Federal Court | <input type="checkbox"/> State Court |
| <input type="checkbox"/> State Agency | <input type="checkbox"/> Other: _____ |

Please provide contact person information for the agency or court you also filed the complaint with (attach more sheets if necessary):

Name/Agency: _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone No.: _____ Date Filed: _____

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

Signed: _____ Date: _____

(Note: we cannot accept your complaint without a signature, Thank You

Declaración de la política del Título VI/ADA

La Administración de Tránsito Federal (FTA, por sus siglas en inglés) le requiere a la Autoridad de Tránsito de la Costa (CTA, por sus siglas en inglés), beneficiario de subvención federal, que cumpla con el Título VI de la Ley de Derechos Civiles de 1964 y la Ley para Discapacitados (ACA, por sus siglas en inglés) de 1990 y sus enmiendas.

El Título VI de la Ley de Derechos Civiles de 1964 requiere que no se excluya, niegue beneficios o discrimine a ninguna persona en los Estados Unidos, basado en su raza, color o nacionalidad, bajo cualquier programa o actividad que recibe ayuda financiera federal. La Orden Ejecutiva Presidencial 12898 aborda la justicia ambiental en poblaciones de minorías y bajos-recursos. La Orden Ejecutiva Presidencial 13166 aborda servicios a esos individuos con Dominio limitado de Inglés. Los derechos de las mujeres, personas de tercera edad y discapacitados están protegidos conforme a estatutos relacionados a estas Ordenes Ejecutivas Presidenciales y los estatutos relacionados competen bajo la protección del Título VI.

Los Títulos II y III de la Ley Americana para Discapacidades de 1990 estipulan que ninguna entidad discriminará contra un individuo con una discapacidad relacionado a la provisión de servicios de transporte. La ley dispone los requisitos específicos para la accesibilidad de vehículos e instalaciones y la provisión de servicio, incluyendo servicio complementario de transporte para discapacitados.

CTA se compromete a hacer cumplir las disposiciones del Título VI y ADA y a proteger los derechos y oportunidades de todas las personas asociadas con CTA o afectadas por sus programas. Este compromiso incluye hacer cumplir vigorosamente todas las leyes y regulaciones aplicables que afecten a CTA, individuos y esas organizaciones, públicas y privadas, que participan y se benefician por medio de los programas de CTA. CTA tomará medidas afirmativas, positivas y realistas para asegurarse que se le dé una oportunidad igual y equitativa a todas las personas y/o grupos que deseen participar. Se le requiere a todos los sub-beneficiarios y contratistas prevenir la discriminación y asegurar la no discriminación en todos sus programas, actividades y servicios.

El Director Ejecutivo de CTA es responsable de proporcionar liderazgo, dirección y políticas para asegurar conformidad con el Título VI de la Ley de Derechos Civiles de 1964 y los Títulos II y III de la Ley Americana para Discapacidades. Se incentiva a toda persona(s) o firma(s) quien(es) siente(n) que ha(n) sido discriminada(s) a denunciar dichas violaciones a CTA a:

Coast Transit Authority (CTA)
333 DeBuys Road
Gulfport, MS 39507
228-896-8080
www.coasttransit.com

Procedimiento para reclamos por Título VI/ADA

Este procedimiento describe el proceso para reclamos de Título VI y ADA relacionados a la provisión de programas, servicios, y beneficios. No se le niega al reclamante el derecho a presentar un reclamo oficial con el Ministro del Departamento de Transporte de E.E.U.U., con la Junta de Igualdad de Oportunidad de Empleo (EEOC, por sus siglas en inglés), la Administración Federal de Carreteras (FHWA, por sus siglas en inglés), la Administración Federal de Tránsito (FTA, por sus siglas en inglés), o procurar abogado privado para reclamos que alegan discriminación, intimidación, o venganza de cualquier tipo prohibida por la ley.

El Título VI y la Ley de Derechos Civiles de 1964 y los títulos II y III de la Ley Americana para Discapacidades de 1990 requieren que a ninguna persona en los Estados Unidos, basado en discapacidad, raza, color o nacionalidad, se le excluya, niegue beneficios o discrimine bajo cualquier programa o actividad que recibe ayuda financiera federal.

4. Toda persona que crea que se ha sido sometida a discriminación puede presentar un reclamo por escrito con la Autoridad de Tránsito de la Costa (CTA, por sus siglas en inglés). Los reclamos deben presentarse dentro de los siguientes 180 días calendario del supuesto incidente.
5. El reclamante puede descargar el formulario de reclamos de la página web de CTA (www.coasttransit.com) o solicitarle al Director Ejecutivo el formulario de reclamos. El reclamante puede también presentar una declaración por escrito que contenga toda la información identificada en las secciones 3, a-j.
6. El reclamo debe incluir la siguiente información:
 - a. Nombre completo, dirección, y número de teléfono del reclamante.
 - b. La base del reclamo, por ejemplo: raza, color, nacionalidad, sexo, ancianos o discapacidad.
 - c. La fecha o fechas en las que el supuesto evento o eventos discriminatorios ocurrieron.
 - d. La naturaleza del incidente que condujo al reclamante a sentir que discriminación era un factor.
 - e. Nombres completos, direcciones, y números de teléfono de las personas que pueden tener conocimiento del evento.
 - f. Otras agencias o tribunales donde se puede haber presentado el reclamo y un nombre de contacto.
 - g. Firma del reclamante y fecha.
 - h. Si el reclamante no puede escribir un reclamo, el personal de CTA lo ayudará.
 - i. Se puede enviar el reclamo por correo o enviar por fax a la siguiente dirección:
Coast Transit Authority (CTA), 333 DeBuys Road, Gulfport, MS 39507
(228) 896-8081 (Fax)
 - k. Se puede enviar el reclamo por correo electrónico a: kcoggin@coasttransit.com
7. El reclamante también tiene el derecho de presentar un reclamo de Título VI o ADA con el Departamento de Transporte de E.E.U.U., la Administración Federal de Tránsito, la Oficina de Derechos Civiles, Region IV. 230 Peachtree, NW, Suite 800, Atlanta, GA 30303, dentro del periodo de los siguientes 180 días.

8. CTA comenzará una investigación dentro de los siguientes quince (15) días laborables de haber recibido el reclamo.
9. CTA se contactará con el reclamante por escrito a más tardar treinta (30) días laborables luego de haber recibido el reclamo para pedir información adicional, si fuese necesario para investigar el reclamo. Si el reclamante no puede proporcionar la información solicitada oportunamente, CTA podrá cerrar el reclamo administrativamente .
10. CTA se esforzará de la mejor manera para terminar la investigación del Título VI y reclamos ADA dentro de los siguientes sesenta (60) días calendario de haber recibido el reclamo. El investigador preparará un informe por escrito de la investigación y se lo enviará al reclamante que presentó el reclamo. El informe deberá incluir un resumen describiendo el incidente, los resultados, y las recomendaciones para la resolución.

CTA procesará e investigará todos los reclamos que reúnan los requisitos para Título VI o discriminación de ADA. Si el reclamante no proporciona la información requerida dentro del periodo requerido, se cerrará el reclamo.

Formulario de Reclamo TÍTULO VI/ADA

Los individuos u organizaciones que creen que se les han negado beneficios, han sido excluidos de participar en, o fueron discriminados basado en raza, color o nacionalidad por un receptor de fondos de la Administración Federal de Tránsito (FTA, por sus siglas en inglés), podrán presentar un reclamo administrativo conforme al Titulo VI y a la Ley de Derechos Civiles de 1964 o Títulos II y III de la Ley Americana para Discapacitados de 1990.

El Título VI de la Ley de Derechos Civiles de 1964 manifiesta “Que ninguna persona en los Estados Unidos, basado en raza, color, o nacionalidad, será excluida de participar en, se le negarán beneficios o será discriminada bajo cualquier programa o actividad que recibe ayuda federal”.

Se le extiende esta protección y la misma oportunidad de presentar un reclamo al público por medio de la Orden Ejecutiva 12898, "Acciones Federales para abordar justicia ambiental en poblaciones de minorías y poblaciones de bajos-recursos" y la Guía del Departamento de Transporte para Beneficiarios de Servicios de Lenguaje Especial para Beneficiarios con Dominio Limitado de Inglés (LEP, por sus siglas en inglés).

Los Títulos II y III de la Ley Americana para Discapacitados de 1990 estipulan que ninguna entidad discriminará contra un individuo con una discapacidad relacionado a la provisión de servicios de transporte. La ley dispone los requisitos específicos para la accesibilidad de vehículos e instalaciones y la provisión de servicio, incluyendo servicio complementario de transporte para discapacitados.

Individuos y organizaciones pueden presentar un reclamo completando y presentando el siguiente formulario de Título VI/ADA. Ayuda disponible bajo pedido. Los reclamos deben firmarse e incluir la información de contacto y deberán enviarse por correo o entregarse a: Coast Transit Authority, 333 DeBuys Road, Gulfport, MS 39507. Alternativamente, se puede enviar por fax a 228/896-8081 o por correo electrónico a kcoggin@coasttransit.com .

1. Nombre completo del reclamante: _____

2. Dirección: _____

3. Ciudad: _____ Estado: _____ Código postal: _____

4. No. de teléfono. (casa): _____ Célular: _____ Empleo: _____

5. Correo Electrónico: _____ TDD/Otro: _____

6. ¿Está presentando este reclamo para usted? (*marque el casillero apropiado*)

[] Si (*siga con la pregunta 8*) [] No

7. Si marca No, sírvase proporcionar la siguiente información acerca de la persona que fue discriminada:

Nombre: _____

Dirección: _____

Ciudad: _____ Estado: _____ Código postal: _____

Teléfono: _____ Correo Electrónico: _____

Relación con el Reclamante: _____

8. ¿Qué de lo siguiente describe mejor porqué usted piensa que ocurrió la discriminación? Fue por su:

<input type="checkbox"/>	Raza
<input type="checkbox"/>	Color
<input type="checkbox"/>	Nacionalidad
<input type="checkbox"/>	Discapacidad

9. ¿En qué fecha ocurrió la supuesta discriminación? _____

10. En sus propias palabras, describa la supuesta discriminación. Explique qué sucedió y quién cree que fue responsable. Sírvase adjuntar hojas de papel adicionales si necesita más espacio.

11. ¿Usted ha presentado este reclamo con otra agencia federal, estatal o local, o cualquier tribunal federal o estatal? (*marque el casillero apropiado*) [] Sí [] No

Si la respuesta es sí, marque el casillero que aplique:

<input type="checkbox"/>	Agencia federal
<input type="checkbox"/>	Tribunal federal

<input type="checkbox"/>	Agencia local (que no sea Autoridad de Transito de la Costa)
<input type="checkbox"/>	Tribunal estatal

Agencia estatal

Otro: _____

Sírvase proporcionar la información de la persona del contrato para la agencia o tribunal donde usted también presentó un reclamo (*adjuntar hojas de papel adicionales si fuese necesario*):

Nombre/agencia: _____

Dirección: _____

Ciudad: _____ Estado: _____ Código postal: _____

No. de teléfono.: _____

Fecha cuando se presentó: _____

Sírvase firmar abajo. Usted puede adjuntar cualquier material escrito u otra información que usted piense es relevante para su reclamo.

Firma: _____ Fecha: _____

(Nota: no podemos aceptar su reclamo sin una firma, gracias!)

LIMITED ENGLISH PROFICIENCY PLAN

This document complies with the requirements of Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency. It incorporates implementation guidance published through the Federal Transit Administration and the U.S. Department of Transportation. The goal of this Plan is to identify actions that will be taken to reduce language barriers for LEP individuals in Hancock, Harrison, and Jackson County, MS, who seek to utilize services provided by Coast Transit Authority (CTA). To achieve this goal, CTA will undertake reasonable steps required to ensure meaningful access by LEP persons interested in participating in the agency's programs, services, and activities. CTA will ensure that language will not prevent staff from effectively providing information and responding to inquiries made by LEP individuals. In turn, LEP individuals will not be prohibited from accessing program information, understanding rules, and operational changes, participating in proceedings, and any other agency activity.

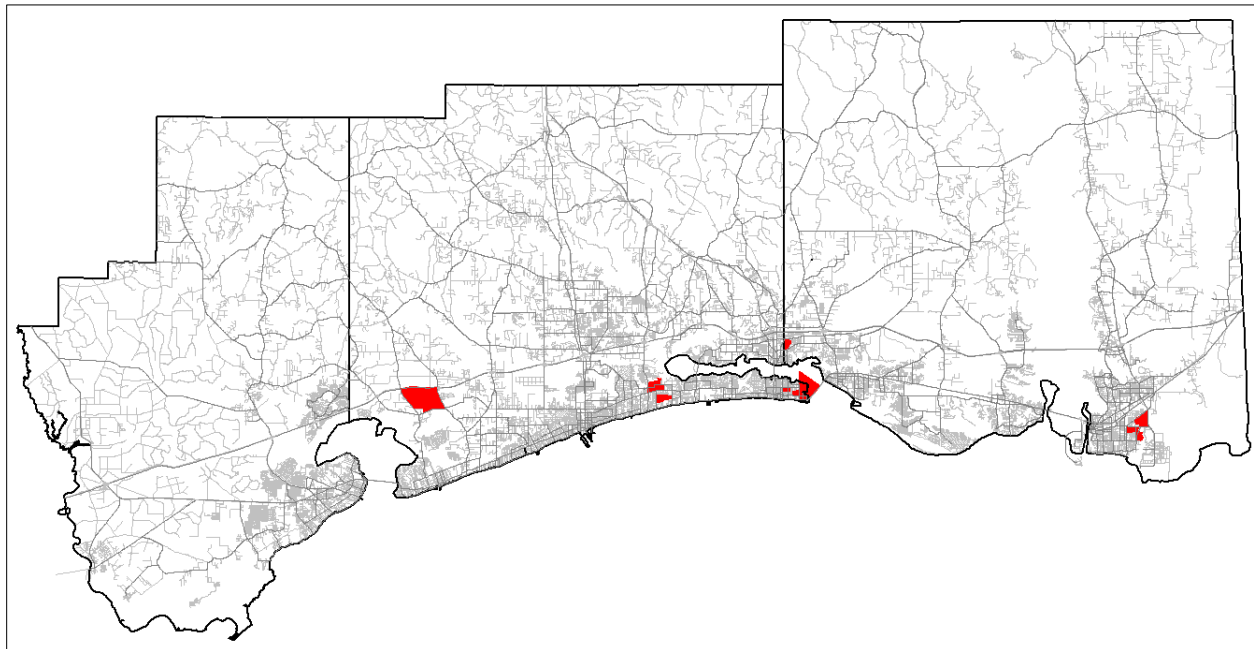
Legal basis for language assistance requirements

Title VI of the Civil Rights Act of 1964 states that "no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives Federal financial assistance." The Supreme Court, in *Lau v. Nichols*, 414 U.S. 563 (1974), held that this requirement prohibits conduct that has a disproportionate effect on LEP persons because such conduct constitutes national origin discrimination.

Executive Order 13166 states that recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons. U.S. DOT published guidance for its recipients on December 14, 2005, which clarified that their recipients are required to take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are LEP.

Who are the Limited English Proficient (LEP)?

LEP individuals do not speak English as their primary language and have a limited ability to read, write, speak, or understand English. Many LEP persons are in the process of learning English and may read, write, speak, and/or understand some English, but not proficiently. LEP status may be context specific – an individual may have sufficient English language skills to communicate basic information (name, address, etc.) but may not have sufficient skills to communicate detailed information (e.g., medical information, eyewitness accounts, information elicited in an interrogation, etc.) in English. The EPA's EJscreen tool was used to identify populations that are in linguistic isolation.



Gulf Coast LEP areas

Four Factor Analysis

In order to ensure meaningful access to programs and activities, CTA uses the information obtained in the Four Factor Analysis to determine the specific language services that are appropriate to provide. A careful analysis can help a recipient determine if it communicates effectively with LEP persons and will inform language access planning. The Four Factor Analysis is an individualized assessment that balances the following four factors:

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

U.S. Census Bureau data for the three county Coast Transit Authority (CTA) service area census data summary for the M.S. Gulf Coast Spanish v Vietnamese LEP populations.

County	Spanish speakers with low or no English Proficiency	Vietnamese speaking with low or no English Proficiency
Harrison County	1831	235
Hancock County	159	0
Jackson County	905	46

Per this data it is clear that the regular LEP outreach priority should be focused on reaching the Spanish-speaking population. However, CTA staff has, in their analysis, still considered the needs of Vietnamese-speaking individuals.

As you can see in the table below, there are various cities with significant Hispanic and Asian populations. These are the areas that CTA will continue to monitor for rises in Limited English households.

City Populations	Population - 2020	Asian 2020	Asian %	Hispanic 2020	Hispanic %
Bay St. Louis city, Mississippi	9,284	93	1%	396	4%
Diamondhead city, Mississippi	9,529	130	1%	437	5%
Waveland city, Mississippi	7,210	64	1%	331	5%
Biloxi city, Mississippi	49,449	2123	4%	4685	9%
D'Iberville city, Mississippi	12,721	1327	10%	993	8%
Gulfport city, Mississippi	72,926	1147	2%	5015	7%
Pass Christian city, Mississippi	5,686	175	3%	248	4%
Long Beach city, Mississippi	16,780	476	3%	849	5%
Gautier city, Mississippi	19,024	268	1%	1872	10%
Moss Point city, Mississippi	12,147	40	0%	450	4%
Ocean Springs city, Mississippi	18,429	561	3%	1071	6%
Pascagoula city, Mississippi	22,010	152	1%	3254	15%
Totals	255195	6556	3%	19601	8%

CTA maintains the following:

- It is no longer fiscally responsible to translate regional outreach materials into Vietnamese
- Vietnamese interpretation services will still be available upon request at events and meetings
- Targeted outreach will be conducted when proposed projects will directly impact Vietnamese concentrations in D'Iberville.
- Vietnamese publications will be utilized as needed to encourage participation and to inform residents of their options to be involved in the transportation planning process.

Factor #2: Assessing the frequency with which LEP individuals come into contact with the program, activity, or service

CTA drivers provide insight into Limited English concerns. Also, as part of the ongoing Title VI Demographic review of the system, onboard passenger surveys are conducted to monitor passenger characteristics and demographics.

Factor #3: Assessing the nature and importance of the program, activity, or service provided by the program

CTA provides general public transportation to individuals who have no or very limited English skills on a daily basis. Some of these individuals, based upon CTA staff comments and observations, have limited knowledge of English or travel with individuals who possess the necessary skills to communicate with the bus driver.

However, recognizing an increase in the Spanish speaking, CTA has taken steps to accommodate LEP individuals in the CTA service area. These steps are outlined in the following section.

Factor #4: Assessing the resources available to the recipient and costs

Without a dedicated local source of match for FTA funds, local funding comes from a combination of local government appropriations and fare revenues. As such, the amount of local funding for operations will vary from year-to-year based on passenger volume and competing for local demands of other community service providers.

However, CTA has taken several steps to enhance its ability to communicate effectively with the local LEP population and provide the necessary language and translation services to those who require assistance. This includes the provision of news bulletins and schedules in Spanish and English. Translation services are made available, upon request, at all public hearings.

A bi-lingual coordinator is on staff to handle phone calls and inquiries from the Spanish population. Access to a Vietnamese translator is available through local social service agencies and constituency groups (Boat People SOS). Outreach continues to be made to the local groups in order to monitor service needs and issues regarding access.

Language Assistance Plan

CTA uses the results of the four-factor analyses to determine which language assistance services are appropriate.

Language Assistance Measures

CTA uses a variety of methods to provide support for those who may require language assistance in order to fully participate in offered services, programs, and activities, including:

- Provision of Spanish-language materials for all CTA route schedule announcements posted on vehicles and in the two transit centers (Gulfport and Biloxi).
- CTA maintains staff qualified to translate documents, translate for walk-in clients, and to help LEP callers with Spanish and Vietnamese languages.
- Update to the CTA Riders Guide continues to include English and Spanish-language schedules (newspapers, schedule books) for the general public.
- Title VI Complaint forms and notices included in this Plan are translated to Spanish.
- Publishing public notices and engagement materials in both Spanish and English.
- LEP targeted outreach is conducted as needed for participation in community events.
- Coordination of interpreters for meetings and other events.

In the event that the CTA in-house translators are unavailable, CTA will coordinate with other community organizations to arrange for interpretive services. These organizations may include: Our Lady of Fatima, Boat People SOS, United Methodist Church, Buddhist Congregation of Biloxi, Village El Pueblo Outreach Services and Mississippi Gulf Coast Community College.

CTA also makes available its management and operations staff to meet with groups to discuss options available within its service area and individual communities. These sessions include orientation to routes and help understand schedules and existing services. Requests to have such meetings or events can be made by the community to the Executive Director's office.

Training Staff

CTA staff is instructed to direct LEP persons to the designated Spanish and Vietnamese language specialists on CTA's permanent staff. Phone calls that come into the CTA offices from LEP persons are connected to these individuals. If CTA personnel (drivers or staff) encounter an individual on-route, that is LEP, they place this individual in radio contact with the appropriate CTA staff for translation.

Providing Notice to LEP Persons

CTA makes available all public notices regarding changes and updates in services provided in English and Spanish language through the following outlets:

- CTA Administrative Offices, 333 DeBuys Road, Gulfport, MS.
- CTA Transit Center Facilities: Biloxi Transit, Gulfport Transit Center, and Edgewater Mall
- Posting on all CTA fixed route and demand-response buses for a period of at least 30 days in advance of all advertised changes.

The following service-related items are made available at no cost to the LEP population:

- Provision of Spanish-language materials for all CTA route schedule announcements posted on vehicles and in the two transit centers (Gulfport and Biloxi).
- Update to the general schedule books continues to include English and Spanish-language schedules (newspapers, schedule books) for the general public.
- All announced changes in CTA services in response to natural disasters or general public emergencies are made in English, Spanish and Vietnamese.

Based on Census data and general encounters, documents will not be automatically translated into Vietnamese. However, translated documents can be made available to anyone who requests it at least five business days in advance.

Monitoring and Updating the LEP Plan

This Plan will be reviewed and re-evaluated every three years as part of the Title VI Plan update process required by FTA. The review will determine if changes in the LEP population within the CTA service area require an update to currently used measures to provide information and communication. At a minimum, this review will follow the identified Title VI program schedule for service expansion/retraction. Level of current LEP populations in the CTA service area;

- Frequency of LEP population encounters, based upon CTA surveys and staff reports;
- Requests for translation and second language information to CTA staff;
- Review of contact with community agencies and others representing LEP persons and requests made for transit information and services;
- Participation of LEP groups (or their representatives) at public meetings or hearings regarding changes in service;
- Whether the materials provided and methods used are meeting the needs of the LEP population.

The following items, at a minimum, will be assessed using the checklist provided below:

Monitoring Checklist, LEP Populations in CTA Service Area	
<u>Transit Centers</u> – locations on the CTA system where transfers would occur between 2 or more CTA Fixed-routes or from CTA Demand-Response services to Fixed-Route	Have translated instructions on how to make fare payments been made available?
	Have translated schedules, route maps, or information on how to use the system been made available?
	Has the information been placed in a visible location?
	Can a person who speaks limited English or another language receive assistance from CTA staff when asking for directions? How is this assistance provided?
<u>CTA Revenue Vehicles</u> – All buses which are used in revenue service on the fixed-route and demand-response systems	Have translated instructions on how to make fare payments been made available?
	Is the same information included in existing schedules and route books?
	Has the information been placed in a visible location on all vehicles?
<u>Customer Service</u> – All interactions with the public by CTA transit service personnel (Administrative staff, Drivers) regarding services provided	How many customer service calls come in from an individual who speaks languages other than English?
	Can customer service representatives describe to a caller what language assistance the agency provides and how to obtain translated information or oral interpretation?
	Can a person speaking limited English or a language other than English request information from a customer service representative?
<u>Community Outreach</u> – All interactions with the public by CTA transit service personnel (Administrative staff, Drivers) regarding updates/changes in services and programs	Have translators been requested or made present at community meetings?
	Are translated versions of any written materials that are handed out at a meeting provided?
	Can members of the public provide oral as well as written comments in languages other than English?
	Are meeting notices, press releases, and public service announcements requested to be translated into languages other than English?

Dissemination of the LEP Plan

The LEP plan has been incorporated into the CTA Title VI Plan to provide a single source for nondiscrimination compliance. Electronic copies of the complete draft plan can be downloaded from the CTA website or requested via email to ctainfo@coasttransit.org. Printed copies are available for review at the CTA administrative office on Debuys Road, at the Biloxi and Gulfport Transit Centers. People requesting a copy in an alternative format should mail their request to 333 DeBuys Road, Gulfport MS 39507, can email their request or call in their request to 228-896-8080.

APPENDIX

Public Notice of Protection under Title VI

Notifying the Public of Rights Under Title VI

Coast Transit Authority (CTA)

- The Coast Transit Authority operates its programs and service without regard to race, color, and national origin in accordance with the 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 the Coast Transit Authority.
- For more information on the Coast Transit Authority's civil rights program, and the procedures to file a complaint, contact Coast Transit Authority (CTA), 333 Debuys Rd, Gulfport, MS 39507. Copies of CTA's Title VI program including procedures for filing a complaint are available at the CTA administrative office 333 Debuys Rd, Gulfport MS 39507, or copies in an alternative format by calling 228-896-8080.
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave, SE, Washington, DC 20590
- If information is needed in another language, contact 228-896-8080.
- Si se necesita informacion en otro idioma, el contacto 228-896-8080.

Title VI Plan Public Review

Sun Herald – March 1, 2025 and March 2, 2025

Public Comment Period: March 1, 2025 to March 31, 2025

Public Meeting – Gulfport Transit Center, March 18, 2025



Coast Transit Authority

333 Debuys Road, Gulfport, MS 39507-3897
228-896-8080 / FAX 228-896-8081 / www.coasttransit.com

PUBLIC NOTICE

Coast Transit Authority (CTA) is conducting a three-year review and update of its Title VI Plan consistent with the requirements outlined in the Federal Transit Administration's Circular 4702.1B. The purpose of the Plan is to describe the non-discrimination efforts undertaken by CTA to ensure its programs, policies, services, and other activities are available to all interested individuals. We invite members of the public, including CTA transit customers, to review the draft plan and submit feedback by email to ctainfo@coasttransit.com, phone 228-896-8080, fax 228-896-8081, mail or stop by the CTA offices at 333 Debuys Road, Gulfport, MS 39507. It is the policy of CTA not to discriminate. The draft document can be reviewed at the Biloxi Transit Center, at 820 Dr. Martin Luther King Jr. Blvd, Biloxi, MS, the Gulfport Transit Center, located at 1401 20th Avenue, Gulfport, MS, and CTA's offices at 333 Debuys Road, Gulfport, MS. CTA will host a public meeting on March 18, 2025 from 4:00 to 6:00 pm at the Gulfport Transit Center at 1401 20th Avenue. The best efforts will be made to provide reasonable assistance when requested five (5) business days prior to the meeting. Submit assistance requests to Chris Foret at 228-896-8080 ext. 217 or ctainfo@coasttransit.com. The public comment period will be held from March 1, 2025 to March 31, 2025, satisfying the public participation requirements for the FTA Section 5307 and 5309.

“CTA, We Keep the Gulf Coast Rolling for You”

LOCATIONS WHERE NOTICE IS POSTED

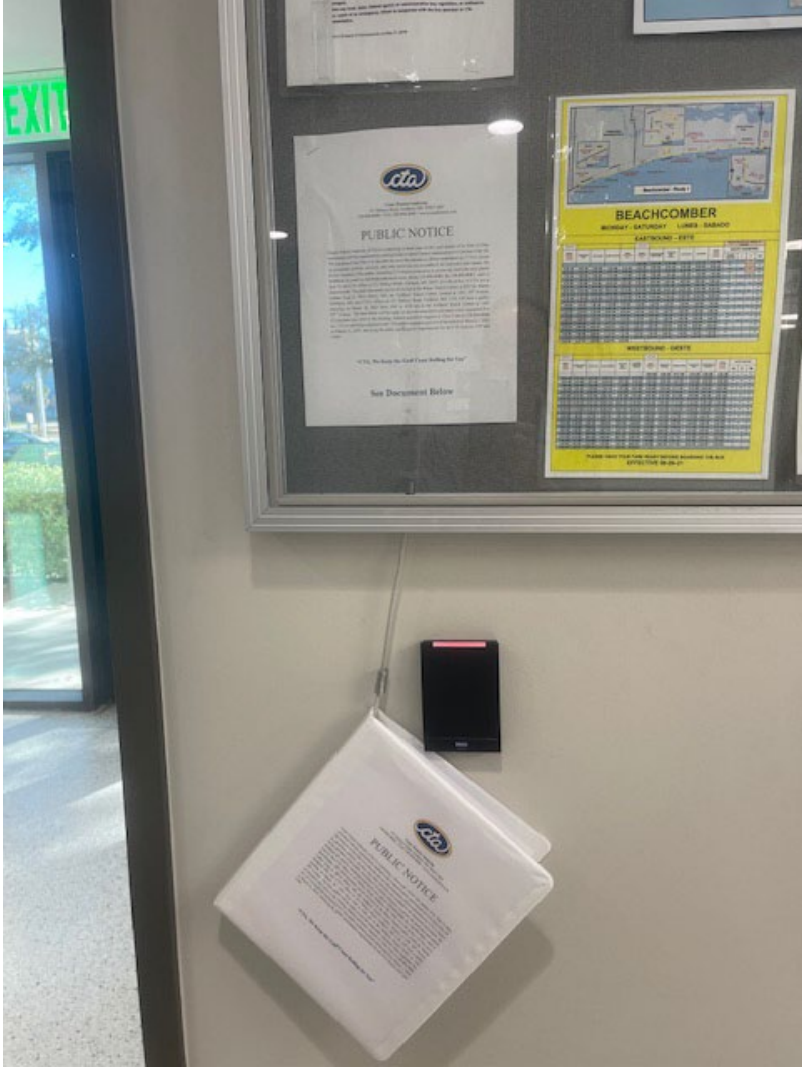
1. Coast Transit Authority. 333 Debuys Road, Gulfport, MS 39507
2. CTA fixed-route buses
3. Biloxi Transit Center
4. Gulfport Transit Center
5. www.coasttransit.com



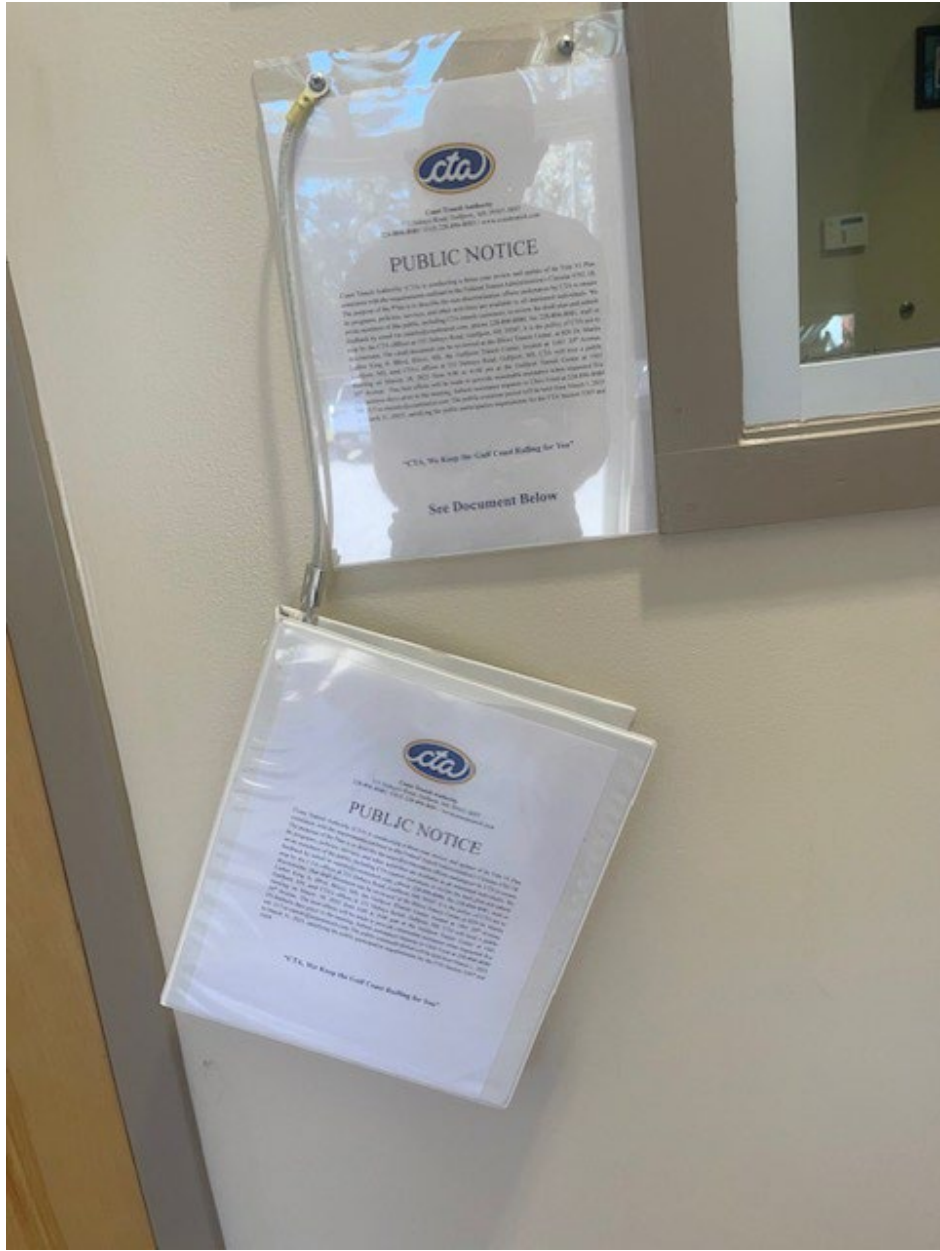
Public Meeting



Public Meeting



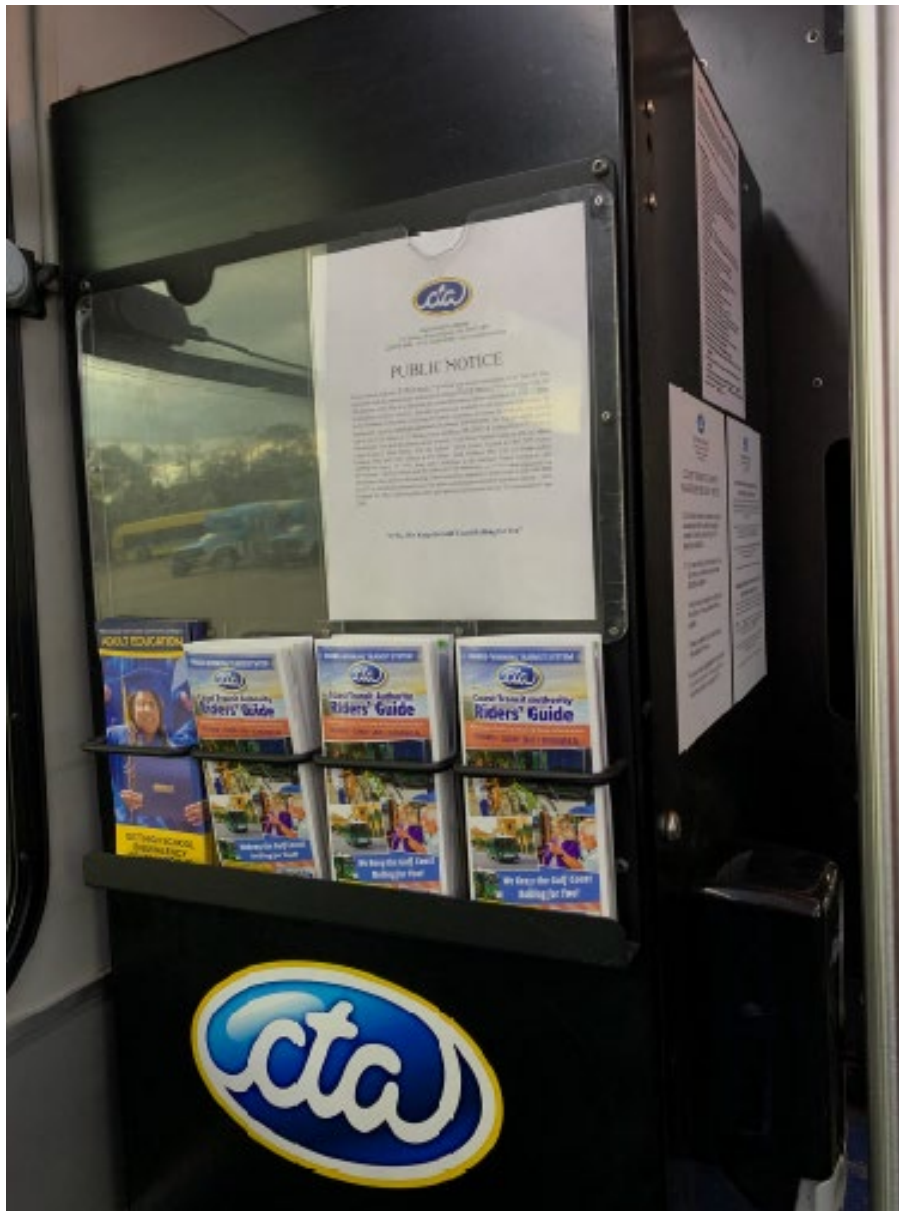
Draft plan posted at Gulfport Transit Center



Draft plan posted at CTA's offices



Draft plan posted at Biloxi Transit Center



Public notice for the public review period and meeting posted on a bus



Public notice for the public review period and meeting posted on a trolley



The Beaufort Gazette
 The Belleville News-Democrat
 Bellingham Herald
 Centre Daily Times
 Sun Herald
 Idaho Statesman
 Roanoke Herald
 The Charlotte Observer
 The State
 Ledger-Enquirer

Durham | The Herald-Sun
 Fort Worth Star-Telegram
 The Fresno Bee
 The Island Packet
 The Kansas City Star
 Lexington Herald-Leader
 The Telegraph - Macon
 Merced Sun-Star
 Miami Herald
 El Nuevo Herald

The Modesto Bee
 The Sun News - Myrtle Beach
 Raleigh News & Observer
 Rock Hill | The Herald
 The Sacramento Bee
 San Luis Obispo Tribune
 Tacoma | The News Tribune
 Tri-City Herald
 The Wichita Eagle
 The Olympian

AFFIDAVIT OF PUBLICATION

Account #	Order Number	Identification	Order PO	Cols	Depth
15021	640136	Print Legal Ad-IPL02197600 - IPL0219760		1	43 L

Attention: Kenneth Yarrow
 GULF REGIONAL PLANNING COMMISSION
 1635 POPPS FERRY ROAD, SUITE G
 BILOXI, MS 39532

kyarrow@grpc.com

**Coast Transit Authority
 Title VI Plan Update**

Coast Transit Authority (CTA) is conducting a three-year review and update of its Title VI Plan consistent with the requirements outlined in the Federal Transit Administration's Circular 4702.1B. The purpose of the Plan is to describe the non-discrimination efforts undertaken by CTA to ensure its programs, policies, services, and other activities are available to all interested individuals. We invite members of the public, including CTA transit customers, to review the draft plan and submit feedback by email to ctainfo@coasttransit.com, phone: 228-896-8080, fax: 228-896-8081, mail or stop by the CTA offices at 333 Debuys Road, Gulfport, MS 39507. It is the policy of CTA not to discriminate. The draft document can be reviewed at the Biloxi Transit Center, at 820 Dr. Martin Luther King Jr. Blvd, Biloxi, MS, the Gulfport Transit Center, located at 1401 20th Avenue, Gulfport, MS, and CTA's offices at 333 Debuys Road, Gulfport, MS. CTA will host a public meeting on March 18 from 4:00 to 6:00 pm at the Gulfport Transit Center at 1401 20th Avenue. Best efforts will be made to provide reasonable assistance when requested five (5) business days prior to the meeting. Submit assistance requests to Chris Foret at: 228-896-8080 ext. 217 or ctainfo@coasttransit.com. The public comment period will be held from March 1, 2025 to March 31, 2025, satisfying the public participation requirements for the FTA Section 5307 and 5309.
 IPL0219760
 Mar 1-2 2025

**STATE OF MISSISSIPPI
 COUNTY OF HARRISON**

Before me, the undersigned Notary of Beaufort County, South Carolina personally appeared Mary Castro, who, being by me first duly sworn, did depose and say that she is a clerk of The Sun Herald, a daily newspaper published in the city of Gulfport, in Harrison County, Mississippi and the publication of the notice, a copy of which is hereto attached, has been made in said paper in the issue (s) of:

1 insertion(s) published on:
 03/01/25

Affidavit further states on oath that said newspaper has been established and published continuously in said county for a period of more than twelve months next prior to the first publication of said notice.

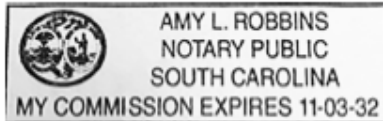
Mary Castro

Sworn to and subscribed before me this 6th day of March in the year of 2025

Amy Robbins

Notary Public

* The Sun Herald has been deemed eligible for publishing legal notices in Jackson County to meet the requirements of Miss. Code 1972 Section 13-3-31 and 13-3-32.



Extra charge for lost or duplicate affidavits.
 Legal document please do not destroy!

Stakeholders

Agency	Address	City	Zip	Contact
Diocese of Biloxi	1790 Popps Ferry Road	Biloxi	39532	Jennifer Williams, Director, Catholic Social and Community Services
Area Agency on Aging (SMPDD)	9229 US Highway 49	Gulfport	39503	Robert Moore
Transportation Equity Network				
NAACP Mississippi State Conference	1072 West J.R. Lynch Street	Jackson	39203	Derrick Johnson, State President
NAACP Hancock County Unit #5290				Thaddeus Williams, President
NAACP Harrison County Unit #5298		Gulfport		Chris Fisher, President
NAACP Harrison County Unit #5266		Biloxi		James Crowell, President
NAACP Jackson County Unit #5313		Moss Point		Curley Clark, President
Gulf Coast Latin American Association	938 Howard Avenue	Biloxi	39530	Andres Guerra
Boat People, SOS Biloxi Chapter	179 Lameuse Street	Biloxi	39530	
Hancock County Human Resources Agency	3066 Longfellow Road	Bay St. Louis	39520	
Harrison County Human Resources Agency	842 Commerce Street	Gulfport	39507	
WIN Job Center (Gulfport)	12121 US Highway 49 North	Gulfport	39503	
WIN Job Center (Biloxi)	2306 Pass Road	Biloxi	39531	
WIN Job Center (Hancock County)	454 Highway 90, Suite C	Waveland	39576	
WIN Job Center (Pascagoula)	1604 Denny Avenue	Pascagoula	39567	
Keesler Air Force Base	Wall Studio, 709 H Street, Room 201A	Keesler Air Force Base	39534	
NCBC Gulfport	5401 Snead Street	Gulfport	36950	
MS Department of Transportation, Public Transit Division	P.O. Box 1850	Jackson	39215	Charles Carr
MS Gulf Coast MPO (Gulf Regional Planning Commission)	1232 Pass Road	Gulfport	39501	Kenneth Yarrow
Federal Transit Administration Region IV	230 Peachtree, N.W., Suite 800	Atlanta	30303	Yvette G. Taylor
Gulf Coast Community Action Agency	1709 31st Avenue	Gulfport	39501	
Gulf Coast Community Action Agency	500 24th Street	Gulfport	39507	
Community Action of South Mississippi	P.O. Box 8723	Moss Point	39562	Vanessa Gibson

