



Mankato Transit System Title VI Plan

This plan was adopted April 2017, updated July 2020, August 2023 and May 2026.

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Introduction

Mankato Transit System's Title VI Program ensures that no person, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity under the control of the Mankato Transit System. The City of Mankato will ensure that members of the public within the service area are aware of the provisions and responsibilities associated with Title VI of the Civil Rights Act of 1964.

This program was developed in compliance with Federal Transit Administration (FTA) requirements and guidelines of FTA Circular 4702.1B.

The plan evolved from its creation by SRF Consulting Group Inc. to its revision by Mankato Transit System.

Program Objectives

- Ensure that the level and quality of public transportation service is provided in a nondiscriminatory manner.
- Promote full and fair participation in public transportation decision-making without regard to race, color, or national origin.
- Ensure meaningful access to transit-related programs and activities by persons with limited English proficiency.

Reporting Requirements

Title 49 CFR Section 21.9(b) requires recipients to "keep such records and submit to the Secretary timely, complete, and accurate compliance reports at such times, and in such form and containing such information, as the Secretary may determine to be necessary to enable him to ascertain whether the recipient has complied or is complying with [49 CFR part 21]." FTA requires that all direct and primary recipients document their compliance by submitting a Title VI Program to their FTA regional civil rights officer once every three years. The Title VI Program must be approved by the direct or primary recipient's board of directors or appropriate governing entity or official(s) responsible for policy decisions prior to submission to FTA. Submit a copy of the Board resolution, meeting minutes, or similar documentation with the Title VI Program as evidence that the board of directors of appropriate governing entity or official(s) has approved the program.

Dissemination of the Title VI Program

This document is available at the City of Mankato website located at this link.

<https://mnmapo.org/wp-content/uploads/2022/09/mapo-title-vi-program-update-2021.pdf>

Anyone may request a copy of the Title VI Program via telephone, mail, or in person and shall be provided with a copy at no cost. Translated copies of the program will be provided at no cost upon request.

Questions or comments regarding the Title VI Program may be submitted to:

- The online submission form located at the website [Online Submission](#)
- Phone: 311 or 507-387-8600
- Mail:
Associate Director Transportation Planning Services
10 Civic Center Plaza
Mankato, MN 56002-3368

About Mankato Transit System

The city of Mankato provides fixed route and paratransit services with fewer than 30 fixed route vehicles in peak service. The service area includes North Mankato, Skyline, and Mankato which is about 24 square miles with a population of approximately 60,206.

Investigations, Complaints, and Lawsuits

Mankato Transit System has received one complaint of discrimination since the development of the Title VI Program in the year 2020.

Attachment A contains a record of the investigations, lawsuits, and complaints.

Notice to the Public

The following notice is posted on the City of Mankato's website, in transit revenue vehicles, and on printed schedules.

Notifying the Public of Rights Under Title VI

Mankato Minnesota

The City of Mankato's Transit System operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Mankato.

For more information on the City of Mankato's civil right program, and the procedures to file a complaint, call 311 or (507) 387-8600; mail Associate Director Transportation Planning Services, 10 Civic Center Plaza, Mankato, MN 56002-3368 or visit our customer service office at the Intergovernmental Center, 10 Civic Center Plaza, Mankato, MN, 56002-3368. For more information, visit www.mankatomn.gov.

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, then contact 311 or (507) 387-8600

Si necesita información en otro idioma, comuníquese al 311 o (507) 387-8600

Haddii macluumaadka looga baahan yahay luqad kale, la xiriir 311 ama (507) 387-8600

Based upon the results of the Four Factor Analysis and Safe Harbor Provisions, translation of documents is not a requirement, rather it will be done upon request.

Complaint Procedures

If information is needed in another language, then contact 311 or (507) 387-8600

Si necesita información en otro idioma, comuníquese al 311 o (507) 387-8600

Haddii macluumaadka looga baahan yahay luqad kale, la xiriir 311 ama (507) 387-8600

Any person who believes they have been discriminated against on the basis of race, color, or national origin by the City of Mankato's Transit System (hereinafter referred to as "City") may file a Title VI complaint by completing and submitting the form which is available at www.mankatomn.gov and Attachment B. The City of Mankato's Transit System investigates complaints received no more than 180 days after the alleged incident. The City will process complaints that are complete.

Once the complaint is received, the City will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing whether the complaint will be investigated by our office.

The City has sixty days to investigate the complaint. If more information is needed to resolve the case, the City may contact the complainant. The complainant has

ten business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within ten business days, the City can administratively close the case. A case can be administratively closed also if the complainant no longer wished to pursue their case.

After the investigator reviews the complaint, they will issue one of two letters to the complainant: a closure letter or a letter of finding. A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A letter of finding summarized the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, they have ten days after the date of the letter or the letter of finding to do so.

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

Promoting Inclusive Public Participation

Every effort will be made to seek public involvement as early as possible. Public meetings will be held at locations accessible to the public, including those with disabilities. Moreover, the public meeting location and time will be such that the meeting is accessible by fixed route service. Upon request, a sign language interpreter will be made available for hearing impaired persons, and language assistance (e.g., interpret services) will be made available to persons with limited English proficiency. Any requests for accommodation should be submitted to the staff advertised in the public notice at least seven (7) days prior to the public meeting.

Notice of a public comment period and public meetings will be published in the Mankato Free Press and posted on the City website at least fourteen (14) days in advance of the scheduled public meeting. The public notice shall describe the proposed action; date, time, and location of the public meeting; instructions for submitting comments, including any submission deadlines; and contact information for the purposes of asking questions or receiving additional information.

Notices may also be directly provided to interested persons, community groups and organizations, businesses, or other stakeholders deemed by Mankato Transit System to be directly affected by the proposed change. Where applicable, additional efforts shall be made to ensure minority, low-income, and limited English proficient populations are informed of proposed changes and resources are made available to enable their participation.

Comment cards will be available at the Customer Service Desk (311) located at the Intergovernmental Center, 10 Civic Center Plaza, Mankato. While written comments are encouraged, staff will also document verbal comments. Both written and verbal comments will be included as part of the public record.

The public participation plan deployed by staff differ for each project. The methods used are selected based on the demographics of the affected population, the type of plan, program, or service, and resources available. Community partners play a critical role, as Mankato Transit staff leverage the networks of dozens of community partners to increase the reach and efficacy of its public engagement efforts, while building trust.

Public Participation Summary of Efforts

As part of its efforts to engage the diverse public within its service area, and continue to be inclusive of Limited English Proficiency communities, Mankato Transit relies on partnerships with a variety of organizations and communities, including, but not limited to the following:

- Boys & Girls Club of Mankato
- Greater Mankato Area United Way
- Greater Mankato Diversity Council
- Leisure Education for Exceptional People (LEEP)
- Lutheran Social Services
- Minnesota Council of Churches
- Mankato Area Public Schools, ISD 77
- Mankato Area Adult Basic Education (ABE) Program
- Mankato Rehabilitation Center Inc. (MRCI)
- Minnesota River Area Agency on Aging
- Minnesota State University, Mankato (MSU-Mankato)
- Minnesota Valley Action Council
- Mankato YMCA
- Mankato YWCA
- Partners for Affordable Housing
- Salvation Army
- VINE Faith in Action.

The following highlights engagement activities conducted on a routine basis to specifically engage minority and limited English proficient populations:

Public Engagement Tools include KNUJ and KMSU Radio, KEYC Television, Mankato Free Press, Mankato City News, Mankato City Podcasts, Mankato website and Mankato social media - Facebook, X (formally known as Twitter), Instagram, and YouTube.

Minnesota State University, Mankato (MSU-Mankato) Staff meet with the International Student Association during University orientation to provide information about transit services provided and to teach students how to ride the bus.

Mankato Area Public Schools Adult Basic Education and English as a Second Language classes. At least twice a year, staff meet with program participants to gather information on their transportation needs and to provide information on the transit system. Meetings generally involve hands-on training and transit system education.

Mankato/North Mankato Area Planning Organization (MAPO), the federally designated metropolitan planning organization for the urbanized area conducts planning activities, including those to inform, engage, and gather feedback from the public. Mankato Transit, an active participant in MAPO supports their Title VI Program, Language Assistance Plan, and Public Participation Plan for public engagement.

Mankato Transit Development Plan 2023 Update, a five-year strategic plan to guide future investments was completed. The public participation plan is included as Attachment C.

Meaningful Access to Limited English Proficient Persons

Limited English-speaking households¹ identifies households that may need English-language assistance. A “Limited English-speaking household” is one in which no member 14 years old and over (1) speaks only English at home or (2) speaks a language other than English at home and speaks English “Very well.”

The City of Mankato uses INGCO International² to aid in our commitment to provide all individuals, including those with limited English proficiency, meaningful access to transit programs and services.

Four Factor Analysis

The Four Factor Analysis is an individualized assessment that balances four factors and helps determine if Mankato Transit Service communicates effectively with limited English proficient persons and informs language access planning.

1. The number or proportion of limited English proficient persons eligible to be served or likely to be encountered by the program or recipient.
2. The frequency with which limited English proficient persons come into contact with the program.
3. The nature and importance of the program, activity, or service provided by the program to people’s lives.
4. The resources available to the recipient for limited English proficient outreach, as well as the costs associated with that outreach.

Safe Harbor Provisions

Department of Transportation has adopted Department of Justice’s Safe Harbor Provision, which stipulates that, if a recipient provides written translation of vital documents for each eligible limited English proficient language group that constitutes five percent (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.

¹ American Community Survey and Puerto Rico Community Survey 2021 Subject Definitions

² <https://ingcointernational.com/about-us/>

For the Mankato urbanized area, 1,000 persons is the threshold for Safe Harbor Provisions, which apply to the translation of written documents only. They do not affect the requirement to provide meaningful access to limited English proficient individuals through competent oral interpreters where oral language services are needed and are reasonable.

Area Analysis of English Proficiency

Utilizing Minnesota Department of Transportation Limited English Proficient Data Tool³ for the cities of Mankato, North Mankato, and Skyline the total limited English proficient person count is 1,237 for all language groups (Attachment D). Breaking the total into the Forty-Two Group Classifications for translation assessment, no language rises to the level of Safe Harbor Provision.

- 350 persons or 1.23% - Other Unspecified
- 284 persons or 1.38% - Spanish
- 183 persons or 0.76% - Arabic

Other and unspecified languages are Hungarian, Jamaican Creole English, and Unspecified⁴.

Students Primary Home Language data indicates transit's focus on the languages of Spanish and Somali. The offer to translate documents into these languages are expressed in the native word and incorporated into the Notice of a Persons Rights under Title VI.

- If information is needed in another language, then contact 311 or (507) 387-8600
- Si necesita información en otro idioma, comuníquese al 311 o (507) 387-8600
- Haddii macluumaadka looga baahan yahay luqad kale, la xiriir 311 ama (507) 387-8600

Additionally, technology services such as the Bus Mankato app are shared using a QR Code which the user's electronic device can translate into the language of choice.

Frequency of limited English proficient persons encountering Transit Services

The analysis relies on information from bus drivers, staff, and documented requests for services and information.

Mankato Transit conducts quarterly training meetings with bus drivers about operational and customer service topics, including any language barriers. Drivers report most frequently encountering limited English proficient persons while servicing the Lincoln Community Center in Mankato, where the Mankato Area Public School District's English as a Second Language (ESL) program is offered. Drivers report that the main languages spoken by those with limited English proficiency

³ <https://www.dot.state.mn.us/civilrights/lep-data-tool.html> uses data gathered from the American Community Survey (ACS) 5-year estimate (2015-2019) from [Table ID C16001](#).

⁴ American Community Survey and Puerto Rico Community Survey 2018 Subject Definitions

appear to be Spanish and Somali. Drivers and staff have found that nonverbal communication with riders is often effective for the purposes of helping the rider pay their fare or request the bus to stop.

Representatives from Mankato Transit occasionally meet with ESL classes and/or staff to assist persons in accessing the region's public transit services. In the past, meetings have involved a bus picking up the class and taking them on a tour of bus routes in the community. The ESL class is taught by several interpreters who are also on board during the training. While touring bus routes, staff discuss topics such as how to pay a fare, request a transfer, request that the bus stop, and where to wait for a bus.

In the last three years, Mankato Transit System has had zero formal requests for language interpreters or translated documents. All such requests are to be documented along with the date, type of service requested, and primary language of the individual.

Nature and Importance of Programs, Activities, and Services

Many limited English proficient persons rely on public transportation for their mobility needs. According to DOT LEP guidance, "providing public transportation access to LEP persons is crucial. An LEP person's inability to utilize effectively public transportation may adversely affect his or her ability to obtain health care, education, or access to employment."

Mankato Transit Services takes seriously the importance of transit service and language assistance services for the limited English proficient customers. This commitment to provide access to limited English proficient persons, enable the use of transit to access important destination for education, health care, and employment. Drivers report the main destinations for limited English proficient riders include the Lincoln Community Center and Open Door Health Center, an income-based health care facility located in Mankato.

Resources Available and Associated Costs

Mankato Transit Services is prepared to provide language assistance resources upon request. It has been determined that Mankato Transit could afford professional interpretation and translation services on an as-needed basis and includes translation services in the annual operating budget.

Additionally, Mankato Transit is prepared to partner with outside organizations to augment internal capacity and provide necessary services, including the Lincoln Community Center and Minnesota State University, Mankato International Student Office, among others.

Facility Siting Equity Evaluations

The Title VI Circular states the following regarding the siting of facilities:

In determining the site or location of facilities, a recipient or applicant may not make selections with the purpose or effect of excluding persons from, denying them

the benefits of, or subjecting them to discrimination under any program to which this regulation applies, on the grounds of race, color, or national origin...

Facilities included in this provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc.

The Transit Maintenance Facility opened in May 2016, following years of planning and coordination between the City, MnDOT, and FTA. As part of the project, the City completed a thorough environmental review process resulting in a categorical exclusion. The project included the construction of a 21,000-square foot bus storage and maintenance facility to house the entire bus fleet, a wash facility, and office space.

The process for selecting the site of the Transit Maintenance Facility was completed prior to the inclusion of Facility Siting Equity Analysis guidance in Title VI Circular 4702.1B in 2012. Thus, a facility siting equity analysis was not completed concurrent with the NEPA process, nor prior to construction of the Transit Maintenance Facility. As part of its ongoing commitment to fulfill the requirements of Title VI, Mankato Transit System retroactively completed a full Facility Siting Equity Analysis for its new transit facility in accordance with FTA Circular 4702.1B.

The complete Facility Siting Equity Analysis was provided to FTA as part of the previous Title VI Program in 2017. The review found that the Transit Maintenance Facility did not have the potential for disparate impacts to minority populations or disproportionate burdens to low-income populations. Further, no potential for cumulative impacts associated with the Transit Maintenance Facility site area were found.

Fixed Route Service Guidelines

Frequency of service, age and quality of vehicles assigned to routes, quality of stations serving different routes, and locations of routes may not be determined based on race, color, or national origin.

Mankato Transit sets these standards and policies which apply to the agency rather than industry wide as in the case of the American Public Transportation Association.

The following standard and policies address how service is distributed across the transit system and ensure the manner of distribution affords users access to Mankato Transit's assets. Service standards are based upon quantitative indicators whereas policies are not necessarily based on a quantitative threshold.

Vehicle Load Standards

Expressed as a ratio of passengers to the total number of seats on a vehicle. These standards apply to both peak and off-peak times for fixed route and demand response (flex) service.

Vehicle Type	Average Passenger Capacities			
	Seated	Standing	Total	Maximum Load Factor
Class 400 Length 24 feet	12	0	12	1.0
Class 400 Length 26 feet	16	0	16	1.0
Class 700 Length 35 feet	32	6	38	1.2
Class 700 Length 40 feet	38	7	45	1.2

Vehicle Headway Standards

Expresses as the amount of time measured in minutes between two vehicles traveling in the same direction on a given line or combination of lines. A shorter headway corresponds to more frequent service. Vehicle headway is one component in the amount of travel time expended by a passenger to reach a destination.

Route Number	Run Time Interval	Days of Operation
Route 1	30 Minutes	Monday-Saturday
Route 5	30 Minutes	Monday-Saturday
Route 7	30 Minutes	Monday-Friday
Route 8	20 Minutes	Monday-Friday
Route 10A	60 Minutes	Monday-Friday
Route 10B	60 Minutes	Monday-Sunday
Route 11	60 Minutes	Monday-Sunday
Route 13	60 Minutes	Monday-Friday
Route 14	20 Minutes	Monday-Thursday
Route 15	20 Minutes	Monday-Thursday

On-Time Performance Standards

A measure of runs completed as scheduled, fixed routes are measured against route origin and destination as well as specified time points along the route. Most fixed routes have at least five timepoints.

- Ninety (90) percent of Mankato Transit's fixed route vehicles will complete their established runs no more than 5 minutes early or late in comparison to the established schedule or published timetables. Vehicles may not depart the timepoint until the scheduled time.
- Ninety (90) percent of Mankato Transit's demand response (Flex) vehicles will complete their established runs no more than 10 minutes early or late in comparison to the established schedule. Vehicles may not depart the stop until the scheduled time.

Service Availability Standards

A general measure of the distribution of routes within the service area.

Mankato will distribute transit service so that 75 percent of all residents in the service area are within a 1/4 mile walk of the bus service for weekdays.

Citizens that reside over a 1/4 mile walk from fixed route bus service and are in the Flex Zone are eligible for Kato Flex, a shared-ride, curb to curb service.

Distribution of Transit Amenities Policy

Mankato Transit's distribution of amenities policy is internally controlled and amenities are city owned. Stop amenities shall be determined by boardings at each stop. This activity is recorded by our Automated Passenger Counter software and reviewed by transit staff.

Seating

Benches will be placed at bus stops with 15 or more daily boardings. These stops will also be equipped with a concrete boarding and alighting area.

Shelter

Shelters will be placed or incorporated at stops with at least 20 boardings per day or at major transfer points. These stops will also be equipped with a concrete boarding and alighting area.

Provision of Information

Printed route maps and schedules are available in the buses or at the Intergovernmental Center Customer Service Desk. Schedules include the QR Code directing customers to the Bus Mankato app.

Digital route maps and electronic vehicle location are available on the City website and through the use of the Bus Mankato app; developed in partnership with Minnesota State University Mankato. The app helps pinpoint Mankato buses and view scheduled stops using real-time information. Included is a trip planner, schedule information, and a link to transit routes. Download the app on Google Play and the Apple Store.

Escalators, Elevators, and Waste receptacles

The Intergovernmental Center includes an elevator and waste receptacles (trash and recycling) which are publicly available for transit customer use. The Public Works Center is not open to the public. There are no additional transit facilities such as stations or depots.

Vehicle Assignment Policy

Routes with lower ridership may be assigned a Class 400 bus rather than Class 700. Some routes requiring tight turns on narrow streets are operated with Class 700 35-foot rather than 40-foot buses.

All routes are served with vehicle assets that include air conditioning and ADA ramp service.

Evaluation of Service or Fare Changes

This requirement applies only to transit providers that operate 50 or more fixed route vehicles in peak service and are in an urbanized area of 200,000 or more in population. However, transit providers are required to comply with DOT Title VI regulations which prohibit disparate impact discrimination and should review their policies and practices to ensure changes do not result in disparate impact based on race, color, or national origin.

Close coordination with Mankato/North Mankato Area Planning Organization (MAPO) to conduct planning activities, including those to inform, engage, and gather feedback from the public. MAPO is the federally designated metropolitan planning organization (MPO) for the urbanized area. MAPO's Public Participation Plan will inform the techniques used to accomplish the public engagement efforts.

Active public participation is a necessary and integral part of transit planning and implementation. Early and continuous engagement with the public about opportunities to influence the direction of the plan and its eventual outcome is important. If it is determined that a disproportionate burden exists, steps to avoid, minimize, or mitigate impacts where practicable will be taken.

The Mankato City Council shall approve major service changes or fare changes.

Major Service Changes are a reduction of more than twenty-five (25%) percent of the daily service hours of an existing routes or demand response service. All major service and fare changes will undergo a Title VI equity analysis.

The following service changes are exempt:

- Seasonal reductions
- Demonstration route or pilot project within the first 12 months of operation
- Special event service such as Mankato RibFest
- Undesigned changes such as those caused by an emergency, weather effects, major construction, labor strikes, or inadequate means to operate the service.

Fare changes applies to all fare changes regardless of the amount of increase or decrease.

The following fare changes are exempt:

- Instances when all passengers ride free
- Temporary fare reductions that are mitigating measures for other actions
- Promotional fare reductions lasting less than six months

No fare will be charged for individuals attending Project Community Connect, an annual community event to help connect community members to essential resources and services. This event has historically taken place on the third Tuesday of every April.

Disparate Impact Analysis

One purpose of conducting service and fare equity analysis prior to implementing service or fare changes is to determine whether the planned changes will have disparate impact based on race, color, or national origin.

A disparate impact occurs when the adverse effect of a service or fare change is borne disproportionately by socially and economically disadvantaged populations. Mankato Transit defines a disparate impact as a difference of 20% or greater between socially and economically disadvantaged populations affected by the proposed change and the remaining system-wide population.

Equity analysis will use the population of the service area as the comparison population, comparing the population in Census blocks or block groups served by the affected route(s) with the population in the service area to determine disparate impact. A transit planning platform will support this analysis, currently Remix.

For example, if affected route serves Census blocks that are 40 percent minority and the service area is 45 percent minority, there would likely not be a disparate impact.

Disproportionate Burden Analysis

Low-income populations are not a protected class under Title VI. However, the FTA requires transit providers to evaluate whether proposed fare or service changes result in a disproportionate burden on low-income populations. This evaluation ensures that service and fare decisions are implemented in an equitable manner

and do not unduly affect populations that are more likely to rely on public transportation.

Equity analysis will use the population of the service area as the comparison population, comparing the population in Census blocks or block groups served by the affected route(s) with the population in the service area to determine disproportionate burden impact. A transit planning platform will support this analysis, currently Remix.

Attachment A: Investigations, Complaints, and Lawsuits



City of Mankato
Transit System

Title VI 2026 List of Investigations, Lawsuits, and Complaints

	Date (MM/DD/YY)	Summary*	Status	Action(s) Taken
Investigations				
1.				
2.				
Lawsuits				
1.				
2.				
Complaints				
1.MNDOT Policy AD009	12/16/2024	Not accepting Title VI Complaints for sex, age, disability, low-income status, creed, religion, marital status, sexual orientation, gender identity, and status with regard to public assistance.	Administratively Closed	Letter to complainant.
2.				

*Include basis of complaint: race, color, or national origin

Attachment B: Title VI Complaint Form



TITLE VI Complaint Form



Any person who believes they have been discriminated against on the basis of race, color, or national origin by the City of Mankato's Transit System (hereinafter referred to as "City") may file a Title VI complaint by completing and submitting this form. The City of Mankato's Transit System investigates complaints received no more than 180 days after the alleged incident. The City will process complaints that are complete.

Once the complaint is received, the City will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing whether the complaint will be investigated by our office.

The City has sixty days to investigate the complaint. If more information is needed to resolve the case, the City may contact the complainant. The complainant has ten business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within ten business days, the City can administratively close the case. A case can be administratively closed also if the complainant no longer wished to pursue their case.

After the investigator reviews the complaint, they will issue one of two letters to the complainant: a closure letter or a letter of finding. A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A letter of finding summarized the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, they have ten days after the date of the letter or the letter of finding to do so.

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

Contact Us

- [Online Submission](#)
- Email: 311@mankatomn.gov
- Phone: 311 or (507) 387-8600
- Mail: Associate Director of Transportation Planning Services
10 Civic Center Plaza
P.O. Box 3368
Mankato, MN 56002-3368

SECTION I: CONTACT INFORMATION

Name _____

Address _____

Phone Number _____

Email Address _____

Accessible Format Requirements

Large Print ___ TDD/Relay ___ Audio Recording ___ Other _____

SECTION II: THIRD PARTY INFORMATION

Are you filing this complaint on your own behalf? Yes No If yes, go to Section III.

If not, please supply the information of the person for whom you are complaining.

Name _____

Relationship _____

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: AGENCY THE COMPLAINT IS AGAINST

Agency Name _____

Contact Person _____

Title _____

Phone Number _____

Email Address _____

SECTION IV: BASIS FOR DISCRIMINATION

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

Race Color National Origin

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

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

SECTION V: FILING WITH OUTSIDE AGENCIES (check all that apply)

Have you filed this complaint with any other Federal, State, or local agency, or with a court? Yes No

If yes, check all that apply:

Federal Agency ____ Federal Court ____

State Agency ____ State Court ____

Local Agency ____ Local Court ____

Please provide information about a contact person at the agency or court where the complaint was filed.

Name _____

Title _____

Agency Name _____

Address _____

Phone Number _____

Email Address _____

SECTION VI: CONCLUSION

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

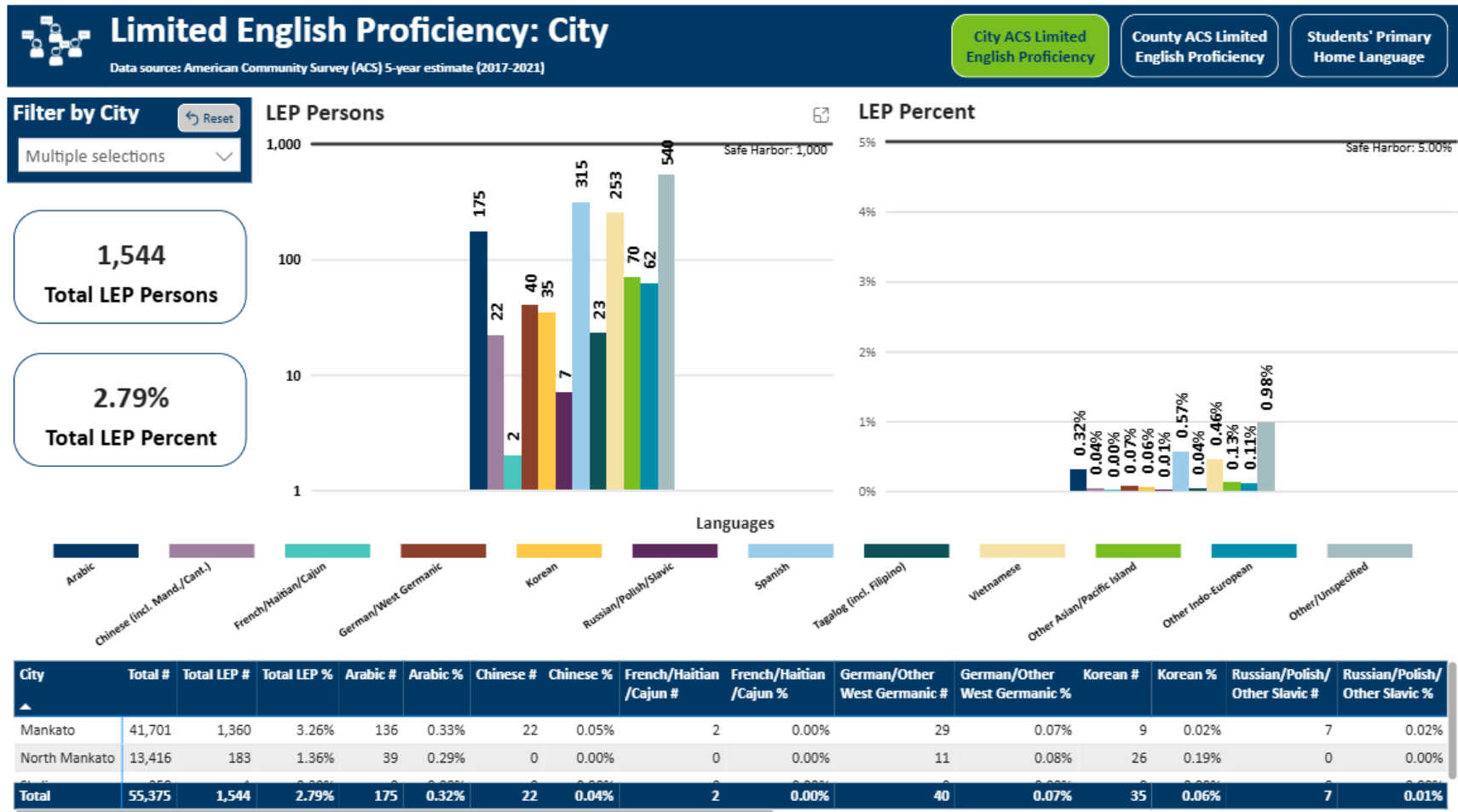
Signature

Date

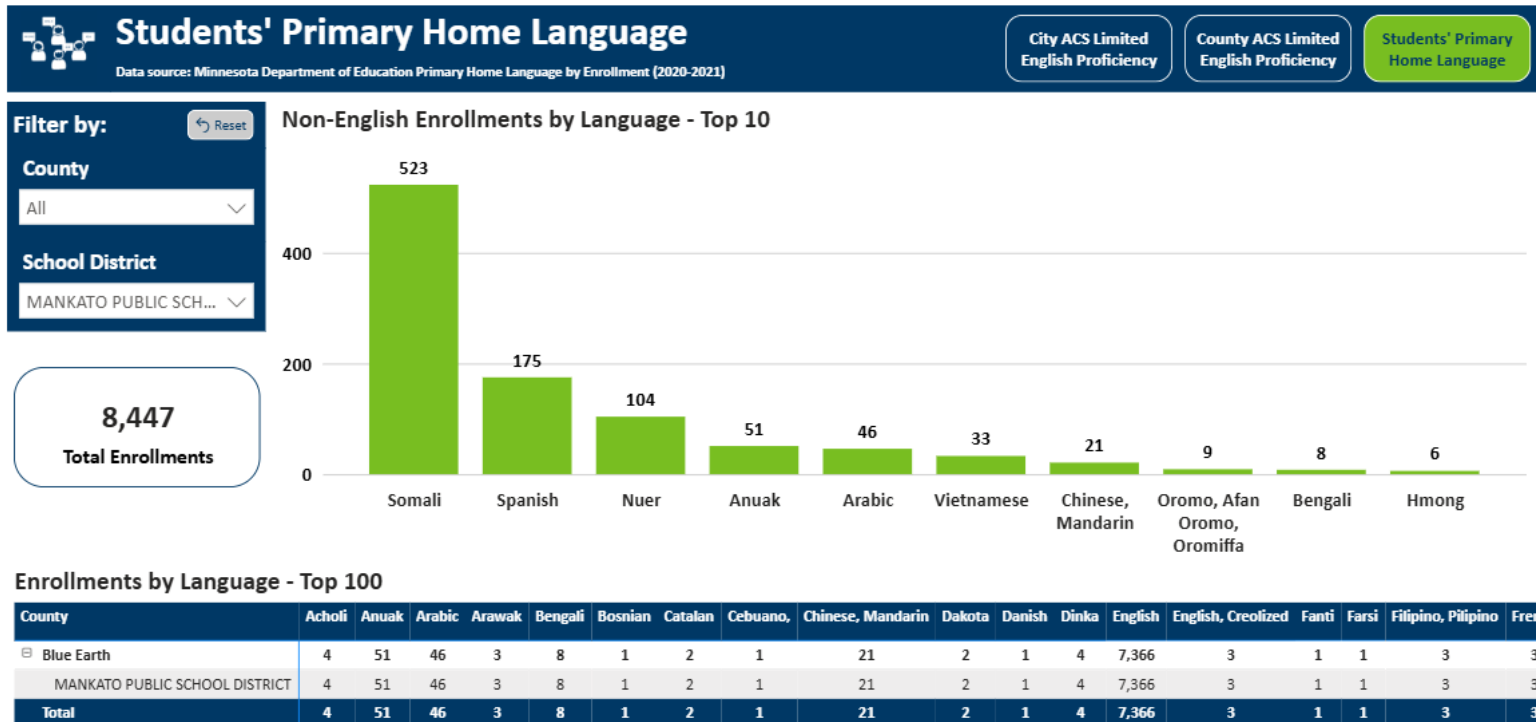
Attachment C: Mankato Transit 2023 Development Plan Update – Public Involvement Plan

See next page for document.

Attachment D: Limited English Proficiency Analysis for Urbanized Area



Limited English Proficiency Data Tool



Attachment E: Resolution Adopting the Mankato Transit Title VI 2026 Plan Update