

North Slope Borough Alaska

Department of Public Works Barrow Public Transportation Title VI Program

P.O. Box 69
Barrow, Alaska 99723
(907) 852-0489 / (907) 852-6512 (fax)
www.north-slope.org

North Slope Borough Transit Title VI Program

Compliance with Title VI of the Civil Rights Act of 1964.

Assurance of Compliance with Title VI of The Civil Rights Act of 1964 is included as attachment #1.

Notice to the Public and Posting.

A copy of the Notice to the Public is included as attachment #2

The Title VI Notice is posted at the following locations:

- North Slope Borough webpage
- North Slope Borough Central office
- North Slope Borough Human Resources Office
- North Slope Borough Public Works Central Office (transit operator)
- North Slope Borough Public Works Transit Building
- City of Barrow office
- Native Village of Barrow Office
- Inupiat Community of the Arctic Slope Office
- Samuel Simmonds Memorial Hospital
- U.S. Post Office

Due to vandalism and the routine practice by agencies to refresh bulletin boards, the Borough will make at least annual inspections of these sites and repost locations where notices have been removed.

Complaint process:

The North Slope Borough has a formal citizens' complaint procedure and form embodied in NSB Policy No. 07-00 (attachment #3). The general purpose of the policy is to provide citizenry with "a means to register a formal or informal complaint, express concerns, and provide suggestions or compliments regarding North Slope Borough employees, operations or services, which may require corrective action, acknowledgment, or follow-up."

To eliminate duplicative systems and processes that would prove unmanageable, the North Slope Borough has incorporated Title VI language and instructions into a single complaint policy. The public is encouraged to submit complaints, etc. directly to the department involved. Each department is responsible for developing a system to receive, log, record and follow-up on all complaints received. NSB department directors or their designee is responsible for responding to each complaint. Departments review complaints that merit investigation, and results are forwarded to the Chief Administrative Officer, an adjunct to the Mayor.

Each monthly meeting of the North Slope Borough Assembly is broadcast via the local public radio station. Every meeting provides residents the opportunity to speak for at least 3 minutes on matters of concern. Over the years, the Assembly and Mayor have directed additional investigation and follow-up resulting from public involvement. For a relatively small municipal government, this demonstrates the

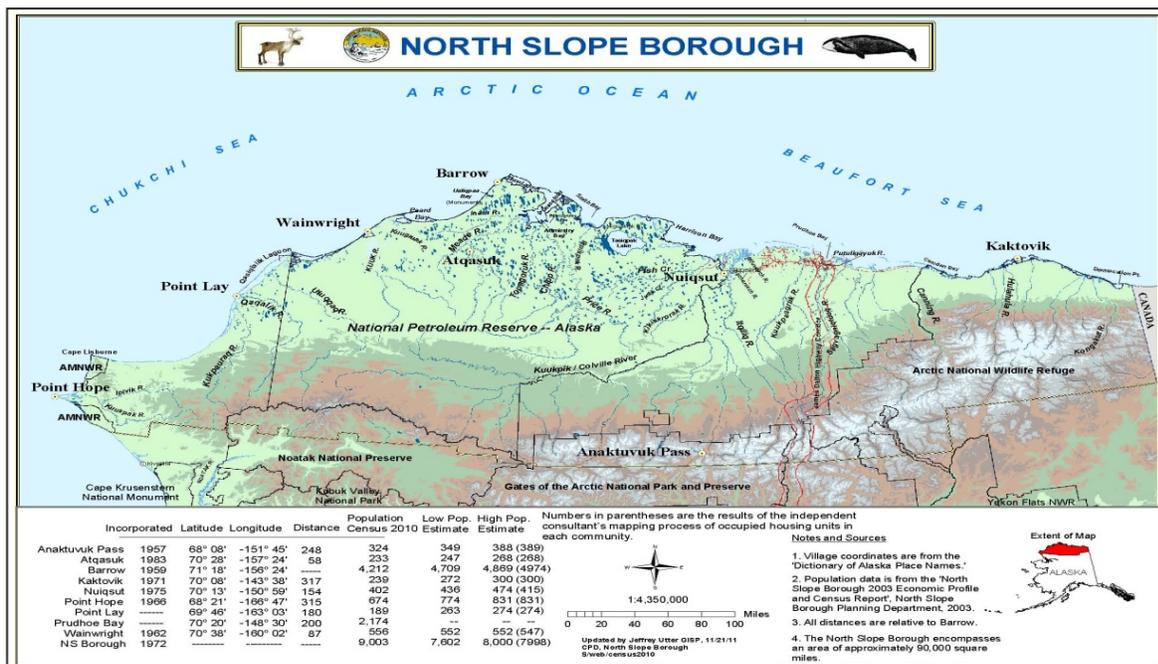
desire for public involvement and participation to enhance quality improvement in meeting resident needs. It is not uncommon for the native language to be intermixed with English in public meetings.

List of Title VI Investigations, lawsuits and Complaints

	Date (month, day, year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations		None	None	None
Lawsuits		None	None	None
Complaints		None	None	None

Public Participation Plan

In considering public participation, it is critical to recognize the unique location and conditions of the North Slope Borough (“NSB”). The municipality was incorporated on July 2, 1972, largely as a result of the efforts of Eben Hopson, an Iñupiat Alaskan Native. There are 8 North Slope villages (Anaktuvuk Pass, Atqasuk, Barrow, Nuiqsut, Kaktovik, Point Hope, Point Lay and Wainwright). According to the 2010 Census, the NSB population was about 9,430. The largest village and center of local government is Barrow, with a population of approximately 4,212.



The North Slope Borough lies entirely north of the Arctic Circle. The NSB is the only regional government in the U.S. that borders the Arctic Ocean. North of the NSB are the Chukchi and Beaufort Seas, which are parts of the Arctic Ocean, and polar ice cap. To the east is Canada, and south, on the southern side of the Brooks Range, is the rest of Alaska. To the west, across the Chukchi Sea, is the Russian arctic. The NSB covers an area of about 89,000 square miles, making it the geographically largest municipality in the U.S. It is larger than Utah (85,000 square miles) and Idaho (83,372 square

miles), but is only 15% of the State of Alaska. None of the communities are connected by road, making travel by small commuter aircraft the only form of year-round access. Internet access speeds are comparable to dial-up modem speeds with frequent outages as all communications must be beamed through satellite which is further relayed out of Anchorage. Phone communications follow a similar path. Cellular services remain costly and service limited.

Emphasis to incorporate the Borough was intended to bring amenities long unavailable to local residents, such as roads, water and sanitation service, utilities and health care. Established by residents of the North Slope, the Borough Charter §16.010 (A) expressly provides that “no person may be discriminated against in any borough employment because of race, age, color, political or religious affiliation, or national origin.” Thus, while located in the most remote location in the nation, the foundation and development of the municipality was and continues to recognize the important of all residents regardless of race, color, or national origin.

At present, the only full time public transit system is located in the community of Barrow. In addition to being the center for the municipal government, Barrow is incorporated as a First Class City. Monthly public meetings of the Barrow City Council and the North Slope Borough Assembly are conducted in the community, many of which are broadcast through the local public radio station. Notices of public meetings are posted in various locations around town, advertised in the Arctic Sounder (the only newspaper circulated in the region), on the local television message channel, as well as public radio station. There is no separate governing body for transit system operations.

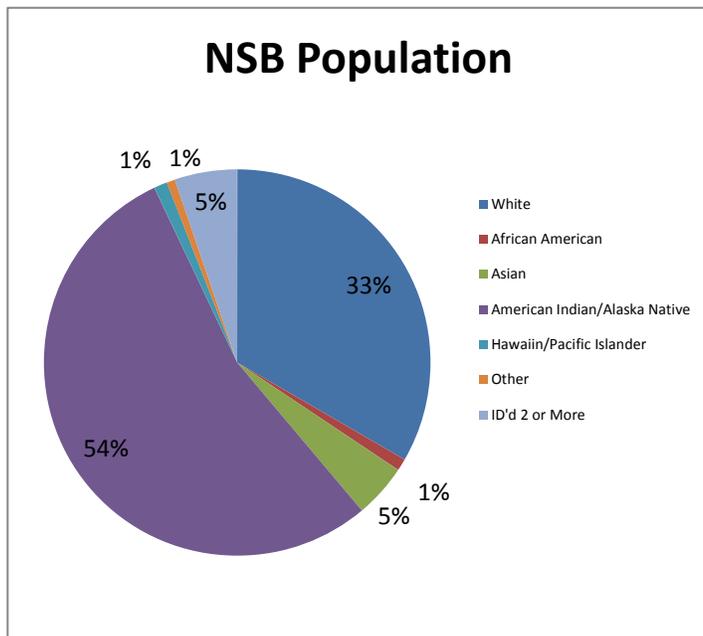
In addition to public transit operations in Barrow, the North Slope Borough provides senior and handicapped transport services in all communities. At present, public transit services are solely funded by the North Slope Borough without any operating financial assistance. Minor grant resources are provided from the local tribal governments to support senior and handicapped services managed through the North Slope Borough Department of Health & Social Services.

The small population base and the fact most residents have close ties with one another, which might include extended family ties, contribute to a system of ongoing public involvement and participation. Even minor issues are likely to reach the attention of the Barrow Operations Manager, responsible for all public works services in the community. Any significant problem would likely receive the attention of the Public Works Director, and even possibly the Mayor or Chief Administrative Officer. This is both a consequence and benefit of a small population base, central community location, and closed knit society where most everyone knows each other.

LEP Analysis

According to the 2010 Census, the NSB contains a diverse population. The largest ethnic group in the Borough, the Iñupiat Eskimo (Alaskan Native), considered a minority in every area of the country, except remote arctic Alaska communities.

At present federal financial assistance has been limited to purchase of buses, tools, shelters, and other improvements to enable the North Slope Borough to provide public transportation services in the community of Barrow. The 2010 U.S. Census estimates the Barrow population at 4,212. American Indians and Alaska Natives (primarily Inupiat) make up 61.2% of the local Barrow population. The only other minority of statistical significance is Asian, with a combined 9.1%. The largest ethnic group is Filipino with 6.5%.



Since being granted statehood in 1959, Alaska children were required to attend school in accordance with state and federal requirements. For many Alaska natives this involved attendance at local elementary schools and being shipped to Bureau of Indian Affairs (BIA) schools in other areas of the state or the lower 48. Inupiat adults in their late 50's and early 60's were exposed to the English language through mandatory attendance at boarding schools and forced to become English proficient, often punished by federal educators for speaking their native language.

Establishment of the North Slope Borough and North Slope Borough School District in the 1970's brought local control of education to the region. English language proficiency continues to be required by residents to meet state and national education standards to obtain a high school diploma.

This results in the primary group of potential LEP individuals being the elderly. The total number of individuals in Barrow above the age of 65 is 198, according to the U.S. Census Bureau. Assuming the same general percentage breakdown, approximately 121 would be Alaska Native and 13 would be Filipino. The total number of LEP for any group is well below the Safe Harbor Provision of 5% of the total population.

The elderly target group identified above is not normally served by the public transit program, though they are not excluded from participation. Senior citizens receive specialized door-to-door service through the Department of Health and Social Services, which includes handicapped transport, meals-on-wheels, and other assistance. The North Slope Borough Department of Health and Social Services recognizes the mobility problems in the aged population and works directly with these individuals to meet life assistance and transport needs. The department employs multilingual staff to provide translation of needed or requested information, as well as other support.

While there is always potential of an encounter with LEP individuals, the likelihood is almost nonexistent because of the specialized services provided to the most likely target group. Additionally, buses are currently staffed by native operators born and raised in the region. While some young

residents have lost native language proficiency, most can understand and limitedly communicate in their native language.

Although more than 60% of Barrow residents are Iñupiat, in the 2010 NSB Economic Profile and Census Report only 10% of 994 respondents stated Inupiaq was mostly spoken in the home. An additional 25% cited both English and Inupiat use. 38% of those speaking Inupiaq claim to be fluent and prefer speaking in their native language.

Following Caucasian, the next largest ethnic group in Barrow is Asian. These may include Filipino, Japanese, and other Asian groups. While detailed information was not collected in the NSB report for all languages, 92 respondents stated they spoke English and another language besides Inupiat.

80% of the respondents in the 2010 NSB Census report cited they spoke English and Inupiaq, or mostly just English. An additional 10% stated that they spoke English and another language. Based on this information, the number of individuals in Barrow who speak little or no English is estimated to be statistical very small.

Analyzing the frequency of contact with individuals having limited English language proficiency on the public transit service would be extremely difficult. As previously identified, other than visitors from foreign countries, the most likely encounter would be in the transport of Iñupiat elders, which are primarily served by the NSB Health Department Senior Citizen's Program.

The NSB Senior Citizens Program offers a free transportation service for residents over the age of 60, and for handicapped residents of all ages. Most people that take advantage of this service are Iñupiaq speakers. Currently, there are two full-time drivers and one-part time driver, all of whom speak Iñupiaq. Drivers serve approximately 100 clients every day. Transportation services include trips to medical appointments, nutrition (transporting seniors to Congregate Meals), and special community and holiday events that involve cultural activities. This program provided more than 60,000 assisted and unassisted rides for the period from July 1, 2011 through June 30, 2012. The service is offered 7 days a week from 9:00 am to 5:30 pm.

Based on analysis of LEP factors, the North Slope Borough believes existing operations of the municipality far exceed Title VI requirements for limited English proficiency populations within the region. The significant groups identified are Inupiaq and Filipino and likely to be the elderly. This group receives specialized assistance and transport service provided through the Department of Health & Social Services. While seniors are not excluded from participation in the public transit system, most prefer the door-to-door specialized service versus the fixed route system.

LEP Assistance Plan

FTA Circular 4702.1B identifies the ability for agencies "serving very few LEP persons or those with very limited resources, may choose to not develop a written plan." Following a review of the data from the 2010 North Slope Borough Economic Profile and Census Report, the municipality believes this is the case for our unique situation. The Borough realizes absence of a written LEP plan does not eliminate the obligation to ensure meaningful access by LEP persons to transit services. Although the NSB does not have a written plan, the municipality believes existing alternatives provide meaningful access to LEP persons.

The municipality maintains a consistent, coordinated effort to provide services to citizens regardless of race, color, or national origin. Because of the nature of its constituency, additional efforts have been made to provide public outreach and involvement targeted to Iñupiat elders that may have limited bi-lingual proficiency. The Inupiat culture is endangered, similar to other natives in the United States and around the world. Efforts to retain the language have included using the Iñupiat language and/or translators for local public radio programming, a specialized immersion curriculum within the NSB School District, and use of local residents to translate to those in need for wellness clinics, meals-on-wheels program, and public hearings.

Collaborating with the U.S. Department of Education, and other sponsors, the Borough has worked to develop and release a version of Rosetta Stone for the Inupiaq language. More than 1,000 copies of the material were provided at no cost to local residents and schools in an effort to strengthen language use. Due to the overwhelming demand from local residents, as well as natives that have relocated, the municipality is working with a number of sources to produce at least the same number of copies within the next year.

KBRW, the public radio station in Barrow features a variety of Iñupiaq language programs and translates public service messages into Iñupiaq. Translated messages include information on public meetings, upcoming community events, road closures, severe weather advisories, etc. Notification of bus system and senior van transportation interruptions are provided in both English and translated into Iñupiaq.

GCI, the cable TV company serving the community of Barrow provides a local channel featuring local ads, written advertisements and public service announcements. Whenever possible, companies attempt to provide information in both English and Iñupiaq to reach the greatest audience.

The Borough's Department of Public Works is responsible for public transit. Individuals operating the buses are currently Iñupiaq speakers. The Public Works Department believes language assistance is needed only for Iñupiaq speakers in Barrow. Since the majority of Inupiat elders are provided service through the Health Department's Senior Citizen's Program, the majority of individuals contacted on the public transit bus are either bi-lingual or speak only English.

The North Slope Borough has placed great importance on survival of the traditional native culture. This includes annual funding of the Inupiat History Culture and Language division within the Inupiat Heritage Center in Barrow. The value of passing history, culture and language was primarily passed orally from one generation to the next. Over the past several decades, the municipality has placed significant resources into utilizing technology to incorporate these traditions for all.

An added benefit of being located in a small isolated rural community is the knowledge and relationships that develop. Most in the community can easily identify one or more individuals able to translate from Inupiaq, Tongan, Korean, Spanish, and a variety of languages spoken by residents of the region.

The North Slope Borough Health Department and other agencies can also obtain translation and/or interpretation services for languages other than Iñupiaq through the following:

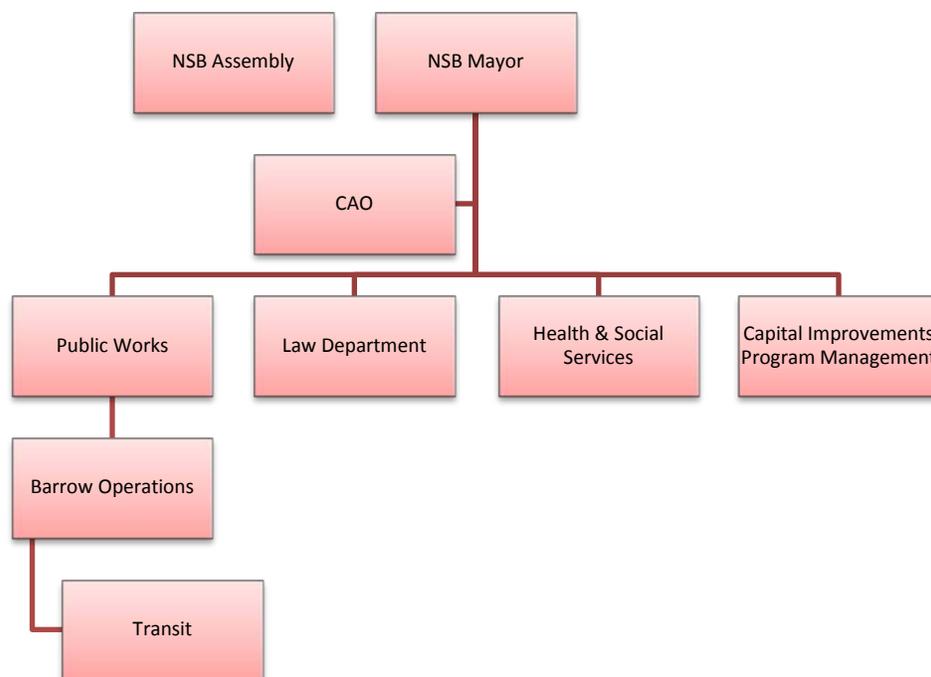
http://www.language.com/page/industry_government

FTA financial assistance to the North Slope Borough is limited to the purchase of buses, shelters, tools and parts. All operating and other support costs for public transportation are provided by annual appropriations from the North Slope Borough. Additionally, with the exception of a small grant provided by the Native Village of Barrow, all senior citizen and handicapped transport services are funded by municipal funding. As previously identified, the North Slope Borough makes a significant investment in education as well as native language. Significant efforts occur in the community to encourage and involvement participants in activities and decision making. These actions demonstrate a commitment targeted at involvement of LEP individuals.

Organizational Structure

The governing body of the North Slope Borough is the Assembly, which are all elected members of the community(s) they represent. At the present time, all members of the Assembly except one are Alaska Natives. The one non-native is a former teacher that has lived in the region for nearly 40 years, is married to an Alaska Native and has raised a number of children.

Operational management of the North Slope Borough is the responsibility of the North Slope Borough, an elected member of the municipality. The current member is an Alaska native. Transit operations are coordinated by the Department of Public Works. At the present time, all operational managers and supervisors are Alaska Native.



Monitoring

The North Slope Borough does not have any operational subrecipients for the transit system. Contracts for construction, renovation and purchased are governed by applicable regulations and monitored by Capital Improvements Program Management (CIPM) personnel through monthly reporting and other requirements.

Equity Analysis

The North Slope Borough is not constructing any facilities under this grant. Limited land availability and other factors are the primary driving force for facility construction in the region. The state and federal government are the primary land owners in the region and control many site decisions or limitations.

Policy and Approval Review

As a municipal government, the North Slope Borough Assembly is responsible for setting general policy and approval of operational services requirements. Each operational department of the North Slope Borough must present an annual detailed service component budget which includes identification of goals and objectives in the coming year. Assembly members, businesses, and community members are able to address concerns and recommendations during these public hearings.

The North Slope Borough Mayor is charged with carrying out and administering operations in accordance with guidelines established by the North Slope Borough Assembly.

The Department of Public Works Director is responsible for management of municipal services, including the Barrow Transit service. Policies and other operational requests are coordinated through by service staff with the Department Director having final approval. The Director works closely with the Mayor, Chief Administrative Officer, and Law Department to insure compliance with local, state, and federal requirements.

Service Standards and Policies

Service standards and policies are included in this submission as Attachment #4.

ATTACHMENT #1

**ASSURANCE OF COMPLIANCE
TITLE VI OF THE CIVIL RIGHTS ACT OF 1964**

The North Slope Borough (hereinafter called the "Applicant") HEREBY AGREES THAT it will comply with Title VI of the Civil Rights Act of 1964 (P.L. 88-352) and all requirements imposed by or pursuant to Circular 4702.1A of the Federal Transportation Authority ("FTA") to the end that, in accordance with Title VI of the Act, 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 otherwise subjected to discrimination under any program or activity for which the Applicant receives Federal financial assistance; and HEREBY GIVES ASSURANCE THAT it will immediately take any measures necessary to effectuate this agreement.

If any property is provided or improved with the aid of Federal financial assistance extended to the Applicant, this Assurance shall obligate the Applicant, or in the case of any transfer of such property, any transferee, for the period during which the property is used for a purpose for which the Federal financial assistance is extended or for another purpose involving the provision of similar services or benefits. If any property is so provided, this Assurance shall obligate the Applicant for the period during which it retains ownership or possession of the property. In all other cases, this Assurance shall obligate the Applicant for the period during which the Federal financial assistance is extended to it by the federal agency.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all Federal grants, cooperative agreements, loans, contracts, property, discounts or other Federal financial assistance extended after the date hereof to the Applicant by the FTA, including installment payments after such date on account of applications for Federal financial assistance which were approved before such date. The Applicant recognized and agrees that such Federal financial assistance will be extended in reliance on the representations and agreements made in this Assurance. This Assurance is binding on the Applicant, its successors, transferees, and assignees.

PLEASE TYPE OR PRINT	
NAME OF APPLICANT, STREET ADDRESS OR P.O. BOX, CITY, STATE-, ZIP CODE	
North Slope Borough P.O. Box 69 Barrow, Alaska 99723	
I CERTIFY THAT THE ABOVE INFORMATION IS COMPLETE AND CORRECT TO THE BEST OF MY KNOWLEDGE	
	
SIGNATURE AND TITLE OF AUTHORIZED OFFICIAL	DATE
Ethel Patkotak, Borough Attorney	

ATTACHMENT #2

PUBLIC NOTICE RIGHTS UNDER TITLE VI

NORTH SLOPE BOROUGH

The North Slope Borough operates programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the North Slope Borough.

For more information on the North Slope Borough's programs or services and the procedures to file a complaint, contact the Mayor's Office at (907) 852-0200, or visit our offices at 1294 Agvik Street in Barrow, Alaska, 99723. More information is also available on the North Slope Borough's website at www.north-slope.org

A complaint may also be filed with the Department of Justice Coordination and Review Section NWB, Civil Rights Division, Pennsylvania Ave NW, Washington D.C. 20530 or by contacting (202) 307-2222 or (202) 307-2678 (TDD).

Specific federal assistance agencies may also have individual Civil Rights Compliance Divisions. For more information or for translation of these requirements, contact the North Slope Borough Mayor's Office at (907) 852-0200.

Iłitchuǵivsaǵukkuviñ naakka mumiqugupki pigiraksrat, ququǵlugu North Slope Borough Mayor's Office (907)852-0200.

Para sa karagdagang impormasyon o malaman ang interpretasyon ng mga kailangan, mangyari lamang na mag sadya sa North Slope Borough Mayor's Office o tawagan ang telepono numero (907)852-0200.

ATTACHMENT #3

**NORTH SLOPE BOROUGH
BOROUGH-WIDE POLICY**

Title: Compliments, Suggestions & Complaints Policy
Application: General Public
Issued By: Charlotte E. Brower, Mayor *Charlotte Brower*
Recommended By: Policy Review Committee
Approved By: _____
Effective Date: September 29, 2000
Revised Date: April 2, 2013
Policy Number: 07-00

PURPOSE

To provide a uniform method to register a formal or informal complaint, express concerns, and provide suggestions or compliments regarding North Slope Borough employees, operations or services that may or may not require corrective action, acknowledgement or follow-up.

POLICY

The North Slope Borough will accept compliments, suggestions and complaints regarding its employees, operations and services. All compliments, suggestions, and complaints will be logged and maintained at the relevant department for a minimum of three years. The North Slope Borough will acknowledge receipt of all complaints in writing within 10 working days. Investigations of complaints will be conducted and a written response as to the findings will be made within 60 days.

In accordance with Title VI of the Civil Rights Act of 1964,

No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied benefits of, or be subject to discrimination under any program or activity receiving federal financial assistance.

The North Slope Borough receives federal financial assistance for programs and services related to education; health care; social services; public transportation; natural resources and the environment; employment and job training; housing and community development; law enforcement; and fish and wildlife.

PROCEDURES

1. All offices that provide services to the public shall make available, in a visible location, the uniform North Slope Borough Compliment, Suggestion, Complaint Form attached to

this policy.

2. The general public is encouraged to submit completed forms to the affected department directly. Staff who receive a completed form must forward the form to the Department Director or his/her designee.
3. Each department is responsible for developing a system to receive, log, record, and follow up on all forms received.
4. The Department Director or his/her designee is responsible for acknowledging in writing receipt of all complaint forms within ten (10) working days of receipt. Investigations of complaints will be conducted and a written response as to the findings will be done within sixty (60) days.
5. Department Directors are encouraged to forward all compliments to the affected employee, their supervisor(s), individual supervisory file at the department, and the employee's personnel file.
6. Findings resulting from investigations of a complaint, along with the form submitted, shall be copied and forwarded to the Chief Administrative Officer.
7. The submitter shall receive a letter informing them of the department's findings.
8. If the findings result in disciplinary action against an employee, the submitter shall be told only that the complaint was substantiated and that the Borough will take appropriate action. The submitter has the option to contact the CAO for further review.
9. NSB employees who wish to file work-related complaints must use the grievance procedures outlined in the NSB Personnel Rules and Regulations.
10. Individuals filing a complaint involving alleged violations of Title VI of the Civil Rights Act related to the provision of programs or activities available with federal financial assistance should submit the form directly to the NSB Mayor's Office.
 - a. Complaints may be mailed to P.O. Box 69 or delivered to 1274 Agvik Street in Barrow, Alaska, 99723.
 - b. Once received by the Mayor's Office, complaints are reviewed and the allegations are investigated. The Mayor's Office will attempt to resolve any violations and institute corrective actions.
11. Individuals may also file a Title VI complaint directly with the federal agency providing financial assistance or by contacting the U.S. Department of Justice:

Coordination and Review Section NWB
Civil Rights Division
U.S. Department of Justice
Pennsylvania Ave NW
Washington, D.C. 20530
(202) 307-2222 (voice)
(202) 307-2678 (TDD)

NORTH SLOPE BOROUGH

CITIZEN'S *Compliment- Suggestion - Complaint* FORM



Please complete this form for any comments, compliments, complaints or suggestions you may have that may require acknowledgement, corrective action or follow-up. Please return this form to the Department Director, who will provide you with a written acknowledgement within ten (10) working days. A written response on findings will be completed within sixty (60) days. Title VI complaints should be sent or delivered to the Mayor's Office for investigation in accordance with policy NSB 07-00.

Approx. Date of Incident/Situation: _____ Village/Location: _____

NSB Department or Division (if applicable): _____

Details of the situation/suggestion (attach separate sheet if necessary):

What would you consider a satisfactory resolution/response to this situation/suggestion?

Have you previously contacted anyone about this situation/suggestion? Yes No N/A

Person Contacted _____ Date Contacted _____ In Person Telephone
 Written

What was this person's response/reply? (if applicable): _____

Your Signature

Date Signed

Would you like to be contacted by a NSB Representative on this issue? Yes No

Your Contact Information (please print): _____ Name _____ Mailing Address	Would you prefer to be contacted by: <input type="checkbox"/> Telephone <input type="checkbox"/> In Person <input type="checkbox"/> Written _____ Contact Phone Number(s)
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Attachment #4



NOTICE TO THE PUBLIC
NSB CITY BUS SCHEDULE
CITY BUS ROUTE
MONDAYS – FRIDAYS
7AM – 7PM.

:00am- Public Works
:01am- 1st 29 Unit
:03am- Housing TNHA Office (9-plex)
:04am- SSMH – Samuel Simmonds Memorial Hospital
:06am- Pepe's/TOW Hotel
:08am- Cash & Carry
:10am- Video Bank – Kiogak St.
:11am- Post Office/Laura Madison
:12am- A.C. Stuaqpak
:20am- A.C Stuaqpak Park way
:22am- Boxer Street / Native Village of Barrow/ Ahmaogak Street
:27am- Ilisagvik College NARL
:29am- Leave Ilisagvik College
:33am- Back to Browerville thru Cake Eater Road
:36 am- Sakeagak St
:37am- Ahgeak St.
:38am- Qaiyaan St to Laura Madison
:40am- Laura Madison to Uula St.
:41am- Uula St. to Transit
:42am- Transit St. to A St.
:43am- A St. to Herman St.
:44am- Herman St. to Ahkovak St.
:45am- Ahkovak St. to Tahak St.
:48am- Herman A.C. Stuaqpak
:55am- Leave A.C. Stuaqpak/Ahkovak St.
:58am- Ipalook/Ahkovak St.
:59am- City Office



North Slope Borough Public Transit System-Wide Standards and Policies

Introduction

These system wide policies are developed in compliance with Federal Title VI requirements of the Civil Rights Act of 1964 recently updated by the Federal Transit Administration (FTA). In accordance FTA Circular C 4702.1B all transit providers must develop the following:

- System-wide Service Standards
- System-wide Service Policies

The North Slope Borough operates in a unique environment that requires adapting service delivery in response to community needs, weather, and other factors. The Department of Public Works is responsible for management of the Barrow Transit Service as an operational function of the North Slope Borough, a home-rule municipal government.

The municipality operates a fixed route service using a 30' bus. At present, operational funding is provided solely by the local municipal government. Federal financial assistance has been provided for the capital purchase of buses, construction/purchase of bus shelters (still in design), and renovation of a transit building used for maintenance and storage of equipment and parts.

In developing a fixed route, the North Slope Borough was cognizant that specialized senior and handicapped service is provided through the Department of Health & Social Services to insure individuals whose physical condition or age that might limit access to the public transit system.

In accordance with Title VI of the Civil Rights Act and FTA Circular 4702.1B, the North Slope Borough does not limit or design services based on *race, color, or national origin*.

SERVICE STANDARDS

Pursuant to requirements set forth in The Federal Transit Administration's (FTA) Circular 4702.1B the North Slope Borough must establish and monitor performance under quantitative Service Standards and qualitative Service Policies. The service standards contained herein are intended to maintain efficient and effective fixed-route service.

The FTA requires fixed-route providers of public transportation to develop quantitative standards for the following indicators:

- A. Vehicle Load
- B. Vehicle Headways
- C. On-time Performance
- D. Service Availability

VEHICLE LOAD

Vehicle Load Factor is described in FTA Circular 4702.1B Chapter IV (4) (a) (1):

“Vehicle load can be expressed as the ratio of passengers to the total number of seats on a vehicle. For example, on a 40-seat bus, a vehicle load of 1.3 means all seats are filled and there are approximately 12 standees. A vehicle load standard is generally expressed in terms of peak and off-peak times. Transit providers that operate multiple modes of transit must describe the specific vehicle load standards for peak and off-peak times for each mode of fixed-route transit service (i.e., bus, express bus, bus rapid transit, light rail, heavy rail, commuter rail, passenger ferry, etc., as applicable), as the standard may differ by mode.”

The North Slope Borough calculates Vehicle Load Factor by dividing the average peak passenger load by the number of seats on the bus used. Vehicle Load Factor is monitored to identify capacity needs for certain periods and locations, as well as overall passenger and operational safety.

Category	Peak	Off-Peak
Barrow	.9	.5
Browerville	.9	.6
NARL	.7	.3

VEHICLE HEADWAY

Vehicle headway is described as follows by FTA Circular 4702.1B Chapter IV (4) (a) (2):

“Vehicle headway is the amount of time 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 headways are measured in minutes (e.g., every 15 minutes); service frequency is measured in vehicles per hour (e.g., four buses per hour). Headways and frequency of service are general indications of the level of service provided along a route. Vehicle headway is one component of the amount of travel time expended by a passenger to reach his/her destination. A vehicle headway standard is generally expressed for peak and off-peak service as an increment of time (e.g., peak: every 15 minutes; and off peak: every 30 minutes). Transit providers may set different vehicle headway standards for different modes of transit service. A vehicle headway standard might establish a minimum frequency of service by area based on population density. For example, service at 15-minute peak headways and 30-minute off-peak headways might be the standard for routes serving the most densely populated portions of the service area, whereas 30-minute peak headways and 45-minute off-peak headways might be the standard in less densely populated areas. Headway standards are also typically related to vehicle load. For example, a service standard might state that vehicle headways will be improved first on routes that exceed the load factor standard or on routes that have the highest load factors.”

The North Slope Borough operates a single bus on a fixed route throughout the community of Barrow. Waiting time along the route is approximately 60 minutes. Thus, the average time between buses is approximately 60 minutes.

Due to a variety of factors, the North Slope Borough is required to adjust routes as a result of road closures, construction, blizzard conditions, and other activities. Every effort is made to minimize impacts to residents of the community. When routes must be adjusted due to conditions beyond the control of the service, public announcements shall be provided on the local radio station within 30 minutes.

ON-TIME PERFORMANCE

On-time performance is described as follows by FTA Circular 4702.1B Chapter IV (4) (a) (3):

“On-time performance is a measure of runs completed as scheduled. This criterion first must define what is considered to be “on time.” For example, a transit provider may consider it acceptable if a vehicle completes a scheduled run between zero and five minutes late in comparison to the established schedule. On-time performance can be measured against route origins and destinations only, or against origins and destinations as well as specified time points along the route. Some transit providers set an on-time performance standard that prohibits vehicles from running early (i.e., ahead of schedule) while others allow vehicles to run early within a specified window of time (e.g., up to five minutes ahead of schedule). An acceptable level of performance must be defined (expressed as a percentage). The percentage of runs completed system-wide or on a particular route or line within the standard must be calculated and measured against the level of performance for the system. For example, a transit provider might define on-time performance as 95 percent of all runs system-wide or on a particular route or line completed within the allowed “on-time” window.”

The North Slope Borough has established a fix route with approximate times at specified locations. The bus does perform flag stops along the route to provide enable access to individuals residing in surrounding neighborhood locations. Estimated times are subject to a five to ten minute variance during certain periods of the year. During winter months when blowing snow may cause drifts and make driving difficult (September through April) buses may operate several minutes behind schedule, or even be forced to operate a modified route. Seasonal breakup resulting from temperatures that exceed freezing can cause sink-holes and mud, reducing roads to a single lane resulting in back-ups. These conditions are beyond the control of the transit system to overcome.

Generally, bus service is considered on-time when arrival occurs within 5 minutes of the posted schedule. Drivers may adjust waiting times along the route to maintain schedules. Drivers maintain a daily log of routes and performance. These are reviewed by the Barrow Operations Manager and reported to the Director of the Department of Public Works on a monthly basis.

SERVICE AVAILABILITY

Service availability/transit access is described as follows by FTA Circular 4702.1B Chapter IV (4)

(a) (4)

“Service availability is a general measure of the distribution of routes within a transit provider’s service area. For example, a transit provider might set a service standard to distribute routes such that a specified percentage of all residents in the service area are within a one-quarter mile walk of bus service or a one-half mile walk of rail service. A standard might also indicate the maximum distance between stops or stations. These measures related to coverage and stop/station distances might also vary by population density. For example, in more densely populated areas, the standard for bus stop distance might be a shorter distance than it would be in less densely populated areas, and the percentage of the total population within a one-

quarter mile walk of routes or lines might be higher in more densely populated areas than it would be in less densely populated areas. Commuter rail service or passenger ferry service availability standards might include a threshold of residents within a certain driving distance as well as within walking distance of the stations or access to the terminal.”

The North Slope Borough’s goal is to ensure residents in need of transit services for life, health, and safety needs are able to access the system. System routes ensure 80 percent of community residents live within walking distance (i.e., one quarter mile) of bus travel.

Community population is well mixed, with limited centralized locations of minority and low-income individuals. One centralized location is the 1st 29 Unit, a low income apartment complex located at 1961 Takpuk Street. This location is designated as a one stop on the route.

TRANSIT AMENITIES

Transit amenities are described as follows by FTA Circular 4702.1B Chapter IV (4) (b) (1)

“Transit amenities refer to items of comfort, convenience, and safety that are available to the general riding public. Fixed-route transit providers must set a policy to ensure equitable distribution of transit amenities across the system. Transit providers may have different policies for the different modes of service that they provide. Policies in this area address how these amenities are distributed within a transit system, and the manner of their distribution determines whether transit users have equal access to these amenities. This...is not intended to impact funding decisions for transit amenities. Rather, this...applies after a transit provider has decided to fund an amenity.”

At present, the North Slope Borough does not provide any specific transit amenities. Proposed amenities like placement of (5) shelters are planned based on high traffic community areas:

1. Barrow City Hall / Community recreation center
2. Library / Heritage Center / Alaska Commercial Company grocery store
3. New hospital
4. Post Office
5. Municipal Offices / Utility Company /Health Services

Seating

All bus seating is the same. Shelter seating is planned to accommodate 6-8 individuals. Due to extreme temperatures, reduction of vandalism, and other factors, seating is proposed to be limited to simple benches.

Bus Shelters

At present, there are no shelters provided by the transit system. Individuals are able to wait for buses in the vestibule of the post office, hospital, major housing complex, and other sites along the transit route. Proposed future shelter installed is intended for high traffic areas. These shall be easily identifiable and designed to minimize damage and vandalism.

Provision of Information:

Printed route maps and schedules are posted throughout areas of the community and available from the Department of Public Works. Electronic copies are also available by contacting the Department of Public Works administrative offices.

There is currently no electronic signage for the system. Extreme temperatures and the Arctic environment are not conducive to use of electronic signage. Operation and maintenance of comprehensive, system-wide electronic signage would exceed the available personnel and financial resources.

Trash Receptacles

Trash receptacles are not currently provided as part of transit operations. Vandal resistant receptacles are planned for inclusion in the (5) bus shelters proposed for the future.

Public trash receptacles are emptied based on the operational schedule of the North Slope Borough Public Works Sanitation Division.

There are currently no recycling efforts in the community of Barrow. Previous attempts to coordinate community recycling were determined to be cost prohibitive because all debris must be shipped by air or annual barge at great expense.

VEHICLE ASSIGNMENT

Vehicle assignment is described as follows by FTA Circular 4702.1B Chapter IV (4) (b) (2):

“Vehicle assignment refers to the process by which transit vehicles are placed into service in depots and on routes throughout the transit provider’s system. Policies for vehicle assignment may be based on the age of the vehicle, where age would be a proxy for condition. For example, a transit provider could set a policy to assign vehicles to depots so that the age of the vehicles at each depot does not exceed the system-wide average. The policy could also be based on the type of vehicle. For example, a transit provider may set a policy to assign vehicles with more capacity to routes with higher ridership and/or during peak periods. The policy could also be based on the type of service offered. For example, a transit provider may set a policy to assign specific types of vehicles to express or commuter service. Transit providers deploying vehicles equipped with technology designed to reduce emissions could choose to set a policy for how these vehicles will be deployed throughout the service area.”

The North Slope Borough operates the same type of 30’ bus for the entire route in the community of Barrow. This is the only size bus routinely operated in the transit fleet. The Department of Public Works has three of the exact same units that are rotated in and out of service to insure each is fully maintained and serviced to the same strict standards

All buses have the same level of amenities available to riders. Each are 12 passenger buses with accommodates for two wheelchairs.

The North Slope Borough has retained two older 40’ coaches that are used for special events to minimize impacts on the public transit system. Special operations may transport community visitors from one of the three local hotels to the location of a conference or special event. This function is supported entirely by local municipal funding and has been a standard practice to address transportation needs for specialized events that exceed the capacity of the public transit system.

The North Slope Borough provides additional service to senior citizens and handicapped individuals using four-wheel drive lift vans. This service is primarily delivered through multilingual dispatchers based within the Department of Health & Social Services.