

RESOLUTION NO. 904

**A RESOLUTION BY THE CITY OF PIGEON FORGE, TENNESSEE APPROVING
AND ADOPTING THE MASS TRANSIT TITLE VI PLAN.**

WHEREAS, The City of Pigeon Forge has a Mass Transit Title VI Plan and;

WHEREAS, Pigeon Forge wishes to update the Plan to change “Fun Time Trolley” to Mass Transit and update the Title VI Public Participation Plan and the Title VI Service Standards Policies, and other updates as needed.

NOW, THEREFORE BE IT RESOLVED BY THE MAYOR AND BOARD OF COMMISSIONERS OF THE CITY OF PIGEON FORGE, TENNESSEE THAT:

Section 1: Pigeon Forge hereby approves and adopts the updates to the Pigeon Forge Mass Transit Title VI Plan, and hereby authorizes the updates and changes to the Mass Transit Title VI Plan which includes changing the name from Fun Time Trolley to Mass Transit, updating the Title VI Public Participation Plan, the Title VI Service Standards and Policies, and other updates as needed for the Pigeon Forge Mass Transit Department.

Section 2: This resolution shall take effect immediately upon its passage.

This 23 day of May, 2022

APPROVED: _____

MAYOR

ATTEST: _____

CITY RECORDER

CITY OF PIGEON FORGE
MASS TRANSIT
FEDERAL TRANSIT ADMINISTRATION TITLE VI
PLAN

2022

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City of Pigeon Forge

Mass Transit Title VI Program

Federal Transit Administration Sub recipient Information

Pigeon Forge Mass Transit
236 Old Mill Avenue
P. O. Box 1350
Pigeon Forge, Tennessee 37868
Telephone: 865-453-6444
City Manager: Earlene Teaster
Transit Director: Lynn Wilhoite

Title VI Notification to the Public

The Title VI notice to the public is displayed to inform customers of their rights under Title VI. The notice is posted on the agency's website (<http://cityofpigeonforge.com>) and in public areas of the agency's office (main entry, hallway, and bulletin board).

Notifying the Public of Rights Under Title VI

PIGEON FORGE MASS TRANSIT

- The Pigeon Forge Mass Transit operates its program and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Pigeon Forge, Tennessee.
- For more information on the Pigeon Forge Mass Transit civil rights program, and the procedures to file a complaint, contact 865-453-6444; email funtimetrolley@cityofpigeonforge.com; or visit our administrative office at 236 Old Mill Avenue, Pigeon Forge, Tennessee 37868. For more information, visit <http://cityofpigeonforge.com>.
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590.
- If information is needed in another language, contact 865-453-6444.

Title VI Complaint Procedure

These procedures apply to all complaints filed under Title VI of the Civil Rights Act of 1964, relating to any program or activity administered by Pigeon Forge Mass Transit.

These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies, or to seek private counsel for complaints alleging discrimination. These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the complainant.

Procedures

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Pigeon Forge Mass Transit (hereinafter referred to as "the Authority") may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. The Pigeon Forge Mass Transit investigates complaints received no more than 180 days after the alleged incident. The Authority will process complaints that are complete.

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

The Authority has 60 days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 30 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 30 business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant; a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes 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, she/he has 60 days after the date of the letter or the LOF 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.

Title VI Complaint Form

The Title VI Complain Form is for use by customers who wish to file a Title VI Complaint. The complaint form is available on the Pigeon Forge Mass Transit website <http://cityofpigeonforge.com>.

Section I:				
Name:				
Address:				
Telephone (Home)			Telephone (Work)	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print	<input type="checkbox"/>	Audio Tape	<input type="checkbox"/>
	TDD	<input type="checkbox"/>	Other	<input type="checkbox"/>
Section II:				
Are you filing this complaint on your own behalf?		Yes*	No	
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Name		Relationship		
Please explain why you have filed for a third party. Explanation:				
Please confirm that you have obtain the permission of the aggrieved party if you are filing on behalf of a third party.		Yes	No	
Section III:				
I believe the discrimination I experienced was based on (Check all that apply):				
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin				
Date of Alleged Discrimination (Month, Day, Year): _____				
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 names and contact information of any witnesses. If more space is needed, please use the back of this form.				

Section IV:
Name of agency complaint is against:
Contact person:
Title:
Telephone number:

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

Signature and date required below.

Signature

Date

Please submit this form in person at the address below, or mail this form to:

City of Pigeon Forge
 Assistant City Manager
 P.O. Box 1350
 225 Pine Mountain Road
 Pigeon Forge, TN 37868

List of transit-related Title VI investigations, complaints, and lawsuits.

The Pigeon Forge Mass Transit had no complaints filed since the last submission of the Title VI Program.

Pigeon Forge Mass Transit will prepare and maintain a list of any of the following that allege discrimination. On the basis of race, color, or national origin:

- Active investigations conducted by FTA and entities other than FTA:
- Lawsuits, and
- Complaints naming Pigeon Forge Mass Transit

This list shall include the date that the transit-related Title VI investigation, lawsuit, or complaint, was files; a summary of the allegation(s); the status of the investigation, lawsuit or complaint; and actions taken by the Pigeon Forge Mass Transit in response, or final findings related to the investigation, lawsuit, or complaint. This list shall be included in the Title VI Program updates.

	Date (Month, day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations				
1.				
2.				
Lawsuits				
1.				
2.				
Complaints				
1.				
2.				

Public Participation Plan

The City of Pigeon Forge is a mountain resort city in Sevier County, Tennessee. Situated just five miles north of the Great Smoky Mountains National Park. Pigeon Forge is primarily a tourist destination.

The 2020 Census reported the City limits of Pigeon Forge encompasses 13.21 square miles with a total population of 6,343. The Department of Tourism reported that 12,547,743 individuals visited the Great Smoky Mountains National Park/Pigeon Forge area in 2019. The Department of Tourism reported 4,391,766 overnight visitations in Pigeon Forge in 2019. Visitors stay in the area an average of 3.5 days.

The City of Pigeon Forge Mass Transit operates on six (6) routes, using 37 (thirty-seven) trolley buses, 5 (five) Trams and 2 (two) ADA Buses). The Pigeon Forge Mass Transit reported to the National Transit Database a total of 1,818,694

(one million, eight hundred eighteen thousand, six hundred and minty-four) unlinked passenger trips in Fiscal Year 2021, and 2,232,347 two million, two hundred, thirty-two thousand, three hundred and forty-seven) unlinked passenger trips in Fiscal Year 2020. The National Transit Database verifies that tourists are the primary users of public transit in the City of Pigeon Forge.

The City of Pigeon Forge published a public notice in the legal section of the *Mountain Press*, the local newspaper. Public notices are published for each application for federal funding and for each procurement solicitation. The public notice is posted on the website of the City of Pigeon Forge. (<http://cityofpigeonforge.com>). The City of Pigeon Forge has not received any questions, comments, or requests for public meetings as a result of the public notices.

The vast majority of permanent residents and of tourists of the City of Pigeon Forge are English speaking. Due to the high tourism in the area, many professional and civic organizations have structured outreach programs to serve the visitors that have limited English proficiency.

Language Assistance Plan

The City of Pigeon Forge Mass Transit conducted a "Four Factor Analysis, based on the Department of Transportation Limited English Proficiency Guidance. The analysis was used in the development of the Language Assistance Plan.

Data from the 2020 Census for the City of Pigeon Forge provided the following information regarding the number of residents with limited English proficiency:

Label	Estimate	Margin of Error
Population 5 years and over	6,579	±535
Speak only English	5,340	±661
Speak a language other than English	1,239	±478
SPEAK A LANGUAGE OTHER THAN ENGLISH		
Spanish	856	±435
5 to 17 years old	146	±152
18 to 64 years old	710	±316
65 years old and over	0	±19
Other Indo-European languages	268	±212
5 to 17 years old	0	±19
18 to 64 years old	268	±212
65 years old and over	0	±19
Asian and Pacific Island languages	115	±157
5 to 17 years old	32	±60
18 to 64 years old	83	±109
65 years old and over	0	±19
Other languages	0	±19
5 to 17 years old	0	±19
18 to 64 years old	0	±19
65 years old and over	0	±19
CITIZENS 18 YEARS AND OVER		
All citizens 18 years old and over	4,533	±598
Speak only English	4,335	±573
Speak a language other than English	198	±131
Spanish	71	±65
Other languages	127	±111

*2020 US Census American Community Survey 5-year estimates

The Department of Tourism reported that 12,547,743 individuals visited the Great Smoky Mountains National Park/Pigeon Forge area in 2019. The Department of Tourism reported 4,391,766 overnight visitations in Pigeon Forge in 2019. Visitors stay in the area an average of 3.5 days. Employees of the Mass Transit were surveyed to determine the frequency in which they encountered passengers with limited English proficiency. The survey determined that approximately 1% (+/-) of the passengers spoke English less than "very well". The majority of the encounters were during the months of May, June and July, and primarily involved foreign exchange students that were in the City for summer employment.

In order to assist any and all individuals with limited English proficiency, the City of Pigeon Forge contracted with the Avaza Language Services Corporation. Avaza Language Services provides over-the-phone interpreting (OPI) services. Support is available for 180 (one hundred and eighty) languages and dialects with access twenty-four hours a day, every day, including holidays. When a call is placed to Avaza, a live agent answers the phone. The agents assist with targeting the needed language and connecting with an interpreter. Avaza also provides assistance with document translation.

Membership of Non-elected Committees

The City of Pigeon Forge Mass Transit is under the direct supervision of the City Commissioners. The office of the City Commissioner is an elected position.

The City of Pigeon Forge does have advisory Boards, or Committees for other business (i.e., Tourism Development, Public Library, Industrial, City Tree, etc.). The Mass Transit does not have a non-elected Board or Committee that is selected by the sub-recipient. .

Equity Analysis for Facility Construction

The City of Pigeon Forge Mass Transit has not constructed a vehicle storage facility, a maintenance facility, nor an operation center. Therefore, the plan does not include a Title VI equity analysis regarding facility location.

Documentation of Review and Approval of Title VI Plan

The City of Pigeon Forge Mass Transit submits documents for review and approval to the City Commissioners. The proposed documents are first submitted to the Commission for inclusion on the City Commission's agenda. Approvals require two readings at City Commission meetings.

City Commission minutes are attached to this document (Attachment A).

Service Standards

The Federal Transit Administration requires fixed route transit providers to develop quantitative standards for the fixed route service. The Service Standards will include

- Vehicle load for each mode;
- Vehicle headways for each mode;
- On-time performance for each mode, and

- Service availability for each mode.

In establishing Service Standards for the City of Pigeon Forge Mass Transit, it is important to consider the unique characteristics of the city and of the fixed route service.

Pigeon Forge is a mountain resort city in Sevier County, Tennessee. Situated just five (5) miles north of the Great Smokey Mountains National Park. Pigeon Forge is primarily a tourist destination. Great Smokey Mountains National Parks is the nation's most visited national park with more than twice the visitation of the nation's second most visited national park, Grand Canyon National Park.

The 2020 Census reported the City limits of Pigeon Forge encompasses 13.21 square miles with a total population of 6,343. The Department of Tourism reported that 12,547,743 individuals visited the Great Smoky Mountains National Park/Pigeon Forge area in 2019. The Department of Tourism reported 4,391,766 overnight visitations in Pigeon Forge in 2019. Visitors stay in the area an average of 3.5 days. Annual visitation has remained steady for the past decade.

The City of Pigeon Forge Mass Transit operates on six (6) routes, using 37 (thirty-seven) trolley buses, 5 (five) Trams and 2 (two) ADA Buses). The Pigeon Forge Mass Transit reported to the National Transit Database a total of 1,818,694 (one million, eight hundred eighteen thousand, six hundred and minty-four) unlinked passenger trips in Fiscal Year 2021, and 2,232,347 two million, two hundred, thirty-two thousand, three hundred and forty-seven) unlinked passenger trips in Fiscal Year 2020. The National Transit Database verifies that tourists are the primary users of public transit in the City of Pigeon Forge.

Vehicle Load Standards

The average of all loads during the peak operating period should not exceed vehicle's capacities listed below.

# of Vehicles	Vehicle Type	Length	Seating Capacity
2	Van - ADA Equipped	12'	7 Seated
8	Cutaway - ADA Equipped	20'	18 Seated
8	Trolley Bus - ADA Equipped	22'	18 Seated/2 Standing
5	Trolley Bus - ADA Equipped	25'	22 Seated/6 Standing
4	Trolley Bus - ADA Equipped	28'	22 Seated/6 Standing
7	Trolley Bus - ADA Equipped	35'	34 Seated/10 Standing
12	Trolley Bus - ADA Equipped	35'	35 Seated/10 Standing
8	Trolley Bus - ADA Equipped	40'	35 Seated/10 Standing
54	TOTALS		191 Seated/44 Standing

Vehicle Headway Standards

Pigeon Forge is a mountain resort city in Sevier County, Tennessee. Situated just five (5) miles north of the Great Smokey Mountains National Park. Pigeon Forge is primarily a tourist destination. Operation hours of Pigeon Forge Mass Transit fluctuate to accommodate the large

number of visitors to the Smokey Mountain National Park. From March through October, the Mass Transit operates from 8:00 a.m. to 12:00 a.m., daily. Operation hours during the months of November and December are daily from 10:00 a.m. to 10:00 p.m. During the tourist season, hours may be extended to accommodate special events at the Dollywood Amusement Park and at other tourist attractions.

The City of Pigeon Forge Mass Transit operates six (6) routes. The routes travel along the heavily traveled U. S. Highway 441. The Tennessee Department of Transportation traffic counts determined that an average of 48,655 vehicles travel along the six-mile route daily. The number of vehicles assigned to a specific route fluctuates based on ridership demand due to special events, large conventions and conferences. The six (6) routes circulate among the hotels, resort lodges, campgrounds, and convention centers.

- The Department of Tourism reported that 12,547,743 individuals visited the Great Smoky Mountains National Park/Pigeon Forge area in 2019. **The City of Pigeon Forge Mass Transit provided 1,818,694 One million, eight hundred eighteen thousand, six hundred and ninety-four) unlinked passengers trips in Fiscal Year 2021. Since the majority of the passengers are tourist, the ridership is constant throughout the day, seven days a week, with no clearly defined peak hours. During the peak of tourist season, service begins prior to the opening of local tourist attractions, and continues after the attractions and businesses close.**

Headway times fluctuate due to the time of year, the density of tourists in the area, opening and closing dates of Amusement Parks, holidays, special events, weather conditions and accidents affecting the traffic on U. S. Highway 441. The City of Pigeon Forge utilizes Global Positioning Satellite Reader Boards at shelters to inform passengers of the arrival time of the next trolley.

Route	Advertised Headway Time
North Parkway Route	25 Minutes
South Parkway Route	25 Minutes
Gatlinburg Welcome Center	30 Minutes
Dollywood Amusement Park*	20 Minutes
Dolly's Splash County*	20 Minutes
Wear's Valley	45 Minutes

* Route available during months the Park and Splash County are open to visitors.

On-Time Performance Standards

As was previously stated, the City of Pigeon Forge Mass Transit operates six (6) routes. The routes travel along the heavily traveled U. S. Highway 441. The Tennessee Department of Transportation traffic counts determined that an average of 45,468 vehicles travel along the six-mile route daily. The number of vehicles assigned to a specific route fluctuates based on ridership demand due to special events, large conventions and conferences. The six (6) routes circulate among the hotels, resort lodges, campgrounds, and convention centers.

Headway times fluctuate due to the time of year, the density of tourists in the area, opening and closing dates of Amusement Parks, holidays, special events, weather conditions and accidents affecting the traffic on U. S. Highway 441. The City of Pigeon Forge utilizes Global Positioning Satellite Reader Boards at shelters to inform passengers of the arrival times of the next trolley.

A vehicle is considered on time if it departs a scheduled time point no more than 1 (one) minute early and no more than 7 (seven) minutes late. The City of Pigeon Forge Mass Transit' performance objective is 80% or greater. The City of Pigeon Forge Mass Transit monitors on-time performance in an effort to better serve our passengers.

Service Availability Standards

- Pigeon Forge is a mountain resort city in Sevier County, Tennessee. Situated just five (5) miles north of the Great Smokey Mountains National Park. Pigeon Forge is primarily a tourist destination. The Department of Tourism reported that 12,547,743 individuals visited the Great Smoky Mountains National Park/Pigeon Forge area in 2019. The 2020 Census reported the City limits of Pigeon Forge encompasses 13.21 square miles with a total population of 6,343 (six thousand three hundred and forty three) residents. . **The City of Pigeon Forge Mass Transit provided 1,818,694 One million, eight hundred eighteen thousand, six hundred and ninety-four) unlinked passengers trips in Fiscal Year 2021.** The number of passenger trips if over one hundred times that of the city's population.

The City of Pigeon Forge Mass Transit provides the following coverage within the city limits (13.21 square miles):

Route	Coverage (One Way Trip)
North Parkway	6.8 Miles
South Parkway	4.3 Miles
Gatlinburg Welcome Center	5.5 Miles
Dollywood Amusement Park	1.75 Miles
Dolly's Splash Country	1.9 Miles
Wear Valley	6.9 Miles

Additionally, utilizing three (3) trams, Tram Service is provided from the city's Municipal Parking lot to the LeConte Event Center and the Island.

Vehicle Assignment Policy

Vehicle assignments take into account the operating characteristics of trolleys of various lengths, which are matched to the operating characteristics of the route. Routes with lower ridership may be assigned 22' or 25' trolleys rather than the 35' or 40' models.

The number of vehicles assigned to a specific route fluctuates based on ridership demand due to special events, large conventions and conferences. The six (6) routes circulate among the hotels, resort lodges, campgrounds, and convention centers.

All trolleys are ADA compliant, and equipped with air conditioning and automated stop announcement systems. Vans and cutaways are air conditioned and ADA compliant.

Transit Amenities Policy

The City of Pigeon Forge and local businesses strive to insure customer satisfaction and to make the city's services available and accessible to all who reside and/or visit our city. Trolley stops along the routes are clearly marked. The City of Pigeon Forge utilizes Global Positioning Satellite Reader Boards at shelters to inform passengers of the arrival times of the next trolley. City of Pigeon Forge Mass Transit shelters are:

Route	Distance	Number of Shelters
North Parkway	6.8 Miles	15
South Parkway	4.3 Miles	14
Dollywood Amusement Park*	1.75 Miles	*Park Provides
Dolly's Splash County	1.9 Miles	0
Wear Valley	6.9 Miles	4

The City of Pigeon Forge Mass Transit provides Tram Service from the city's Municipal Parking lot to the LeConte Event Center and the Island. Five shelters are located throughout the Municipal Parking lot. The Gatlinburg Welcome Center route connects with Gatlinburg Mass Transit System. The City of Gatlinburg is responsible for shelter installation within the City of Gatlinburg. Local businesses (amusement parks, restaurants, shops, hotels) have made additional shelters available to their customers.