



TRANSIT SERVICES TITLE VI PROGRAM

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OVERVIEW

- Notices to the Public
- Public Participation
- Language Assistance
- Subrecipients and Third-Party Contractors
- Service Performance Standards and Policies
- Demographics

NOTICES TO THE PUBLIC

- Rights of Non-Discrimination
 - Currently posted on all transit vehicles
 - Will Add Additional Locations & Spanish Translation
- Complaint Process
 - Instructions and Online Form
- Internal Process and Policies
 - Recording and tracking complaints alleging discrimination
 - None have been received in more than six years

PUBLIC PARTICIPATION

- Planning Activities and Service Changes
- Magnitude of Impacts
 - Service Changes
 - Amenities (bus stop benches and shelters)
 - Facilities (transfer stations)
- Three Levels of Public Process:
 - Rider notification
 - Public Notification
 - Full Public Process

LANGUAGE ASSISTANCE

○ Four-Factor Analysis

- Nearly 5% of the area's population speaks English '*less than very well*'
- More than half of that population speaks Spanish

○ Transit's Language Assistance Program

- Current efforts are sufficient
- Adding Spanish translation to some posted information
 - Title VI Rights poster, complaint form, and instructions

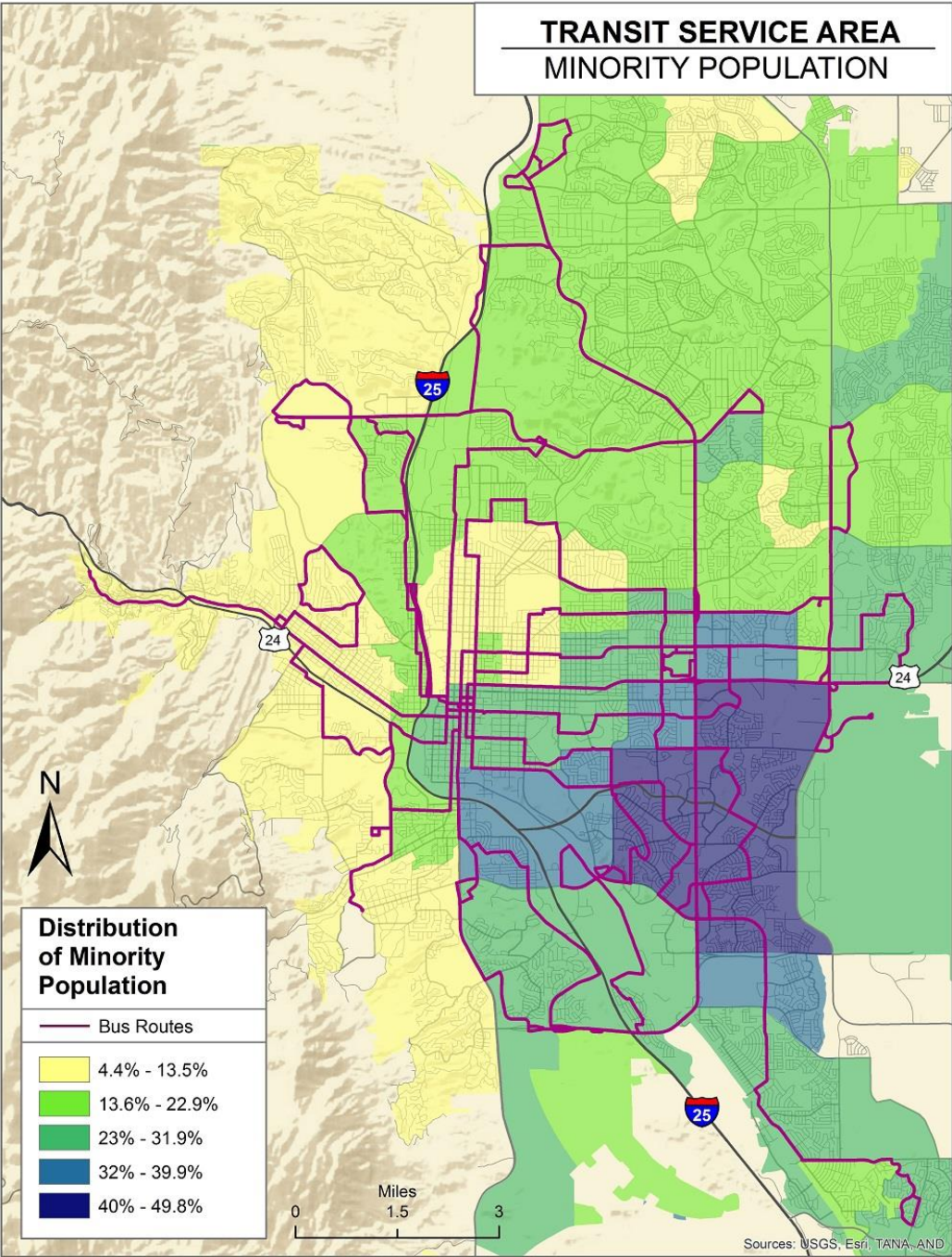
SUBRECIPIENTS AND THIRD-PARTY CONTRACTORS

- Compliance requirements follow federal funding
 - Subrecipients of grant funding through the City and Transit are required to have Title VI programs
- Third-party contracts include clauses that specify the requirement to comply with Title VI regulations

PERFORMANCE STANDARDS AND SERVICE POLICIES

- Measures for evaluating service
 - Vehicle load and headway
 - On-time performance
 - Service availability
- Distribution of capital and facilities
 - Which bus stops have benches or shelters
 - Vehicle assignments

SERVICE AREA DEMOGRAPHICS





QUESTIONS?

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