

# MMT Title VI Program 2017 Update

Presentation to Colorado Springs City Council

August 21, 2017

- Civil Rights Act of 1964, Title VI
  - *“No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”*
- Environmental Justice Executive Order 12898
  - Requires evaluation of impacts to low-income and minority populations
- Title VI Circular 4702.1B (October 2012)

## Minority:

- Black or African American
- Hispanic or Latino
- Asian
- American Indian/Alaska Native
- Native Hawaiian/Pacific Islander

## Low-Income:

- Household income is at or below the poverty guidelines set by the Department of Health and Human Services (DHHS).

- Revise Title VI Program every three years
- General Requirements
  - Title VI Notice and Complaint Procedures
  - Public Participation and Notification
- Fixed-Route Transit Provider Requirements
  - Set System-wide Service Standards and Policies
  - Collect Rider Demographic Information
  - Service and Fare Change Equity Analyses
  - Service Monitoring

# General Requirements

# Title VI Notice and Complaint Procedures



- Notice to the Public
  - MMT Website
  - Administration Building
  - Transit Vehicles
  - Major Transfer Locations



## MMT Notice of Public Rights under Title VI

Mountain Metropolitan Transit is committed to ensuring that no person is excluded from participation in, denied the benefits of, or subjected to discrimination in the receipt of its services on the basis of race, color, or national origin. If you believe you have been subjected to discrimination on the basis of race, color, or national origin, you may file a written complaint no later than 180 calendar days after the date of the alleged discrimination with the MMT Title VI Coordinator by calling 719-385-RIDE (7433), emailing [transitinfo@springsgov.com](mailto:transitinfo@springsgov.com), or contacting us at the following address:

Mountain Metropolitan Transit Title VI Coordinator  
1015 Transit Drive  
Colorado Springs, CO 80903

Additional information regarding protections under Title VI and detail instructions for submitting a formal Title VI complaint are available on the MMT website at: [www.coloradosprings.gov/communications/page/title-vititulo-vi](http://www.coloradosprings.gov/communications/page/title-vititulo-vi).

A complaint may also be filed directly with the Federal Transit Administration by submitting it to:


Office of Civil Rights, Attention: Title VI Program Coordinator  
East Building, 5<sup>th</sup> Floor-TCR  
1200 New Jersey Ave., SE, Washington DC 20590

# Title VI Notice and Complaint Procedures



- Complaint Procedures and Records

**Mountain Metropolitan Transit  
Title VI Civil Rights Complaint Form**



Instructions: To submit a Title VI complaint to Mountain Metropolitan Transit, please print and complete the following form, sign and return to: Mountain Metropolitan Transit, Attention: Title VI Coordinator, 1015 Transit Drive, Colorado Springs, CO 80903. For questions or a full copy of Mountain Metropolitan Transit's Title VI policy and complaint procedures, please submit a written request to the above address, visit [www.mmtransit.com](http://www.mmtransit.com), call (719) 385-7433, or Email [transitinfo@springsgov.com](mailto:transitinfo@springsgov.com).

**Section I:**

1. Name (Complainant): \_\_\_\_\_

3. Home Address (Street No., City, State, Zip) \_\_\_\_\_

3. Phone: \_\_\_\_\_ 4. Email Address: \_\_\_\_\_

5. Accessible format requirements? (please check preference)

Large Print       Audio Tape       TDD

Other (please indicate) \_\_\_\_\_

**Section II:**

6. Are you filing this complaint on your own behalf?  Yes  No  
(If you answered "yes" to this question, please go to **Section III**.)

7. If you answered "no" to question 6, please describe your relationship to the person (Complainant) for whom you are filing and why you are filing for a third party: \_\_\_\_\_

8. Have you obtained permission of the aggrieved party (Complainant) to file this complaint on his or her behalf?  
 Yes  No

**Section III:**

9. Have you previously filed a Title VI complaint with Mountain Metropolitan Transit?  Yes  No

10. Have you filed this complaint with any other federal, state, or local agencies or with any federal or state court?  
 Yes  No

11. If "yes," please check all that apply:

Federal Agency     Federal Court     State Agency     State Court     Local Agency

12. If filed at an agency and/or court, please provide information for your point of contact at the agency/court where the complaint was filed:

Agency/Court: \_\_\_\_\_ Contact Name: \_\_\_\_\_ Address: \_\_\_\_\_ Phone Number: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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**Section IV:**

13. Date of Incident: \_\_\_\_\_ 14. If applicable, name of person(s) who allegedly discriminated against you: \_\_\_\_\_

15. Discrimination based on (please check all that apply):     Race     Color     National Origin

16. Please provide a brief explanation of the incident and how you feel you were discriminated against, including how you feel others may have been treated differently than you. If you require additional space or have additional written material pertaining to your complaint, please attach to this form.

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17. Why do you believe this event occurred?

\_\_\_\_\_

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\_\_\_\_\_

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19. How can this issue be resolved to your satisfaction?

\_\_\_\_\_

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\_\_\_\_\_

**Section V:**

Signature: \_\_\_\_\_ Date of filing: \_\_\_\_\_

**Please note: Mountain Metropolitan Transit cannot accept your complaint without a signature.**

Please mail your completed form to:

Mountain Metropolitan Transit  
Attention: Title VI Coordinator  
1015 Transit Drive  
Colorado Springs, CO 80903

Mountain Metropolitan Transit Title VI Civil Rights Complaint Form Page 3 of 3

# Public Participation and Notification



- Public Process Scaled to Size of Change
  - Major Service Change
  - Minor Service Change
  - Facility Change
- Public Participation Plan
- Limited English Proficiency Plan
  - 4-Factor Analysis

Table 1. Individuals with Limited English Proficiency (LEP)

Language Spoken at Home	Total Population		LEP Population	
	Total	Percentage	Total	Percentage
Total Population (5 years old & older)	546,709	100.0%	22,896	4.2%
Speak only English	477,889	87.4%	-	-
Spanish or Spanish Creole	42,853	7.8%	15,027	2.7%
Korean	3,471	0.6%	1,680	0.3%
Chinese	1,957	0.4%	998	0.2%
Vietnamese	1,284	0.2%	781	0.1%
Tagalog	2,003	0.4%	583	0.1%
German	5,051	0.9%	547	0.1%
Arabic	920	0.2%	519	0.1%
Other Pacific Island languages	905	0.2%	431	0.1%
Other Indo-European languages	726	0.1%	383	0.1%
French (incl. Patois, Cajun)	1,699	0.3%	285	0.1%
Other Languages	7,951	1.5%	1,662	0.3%

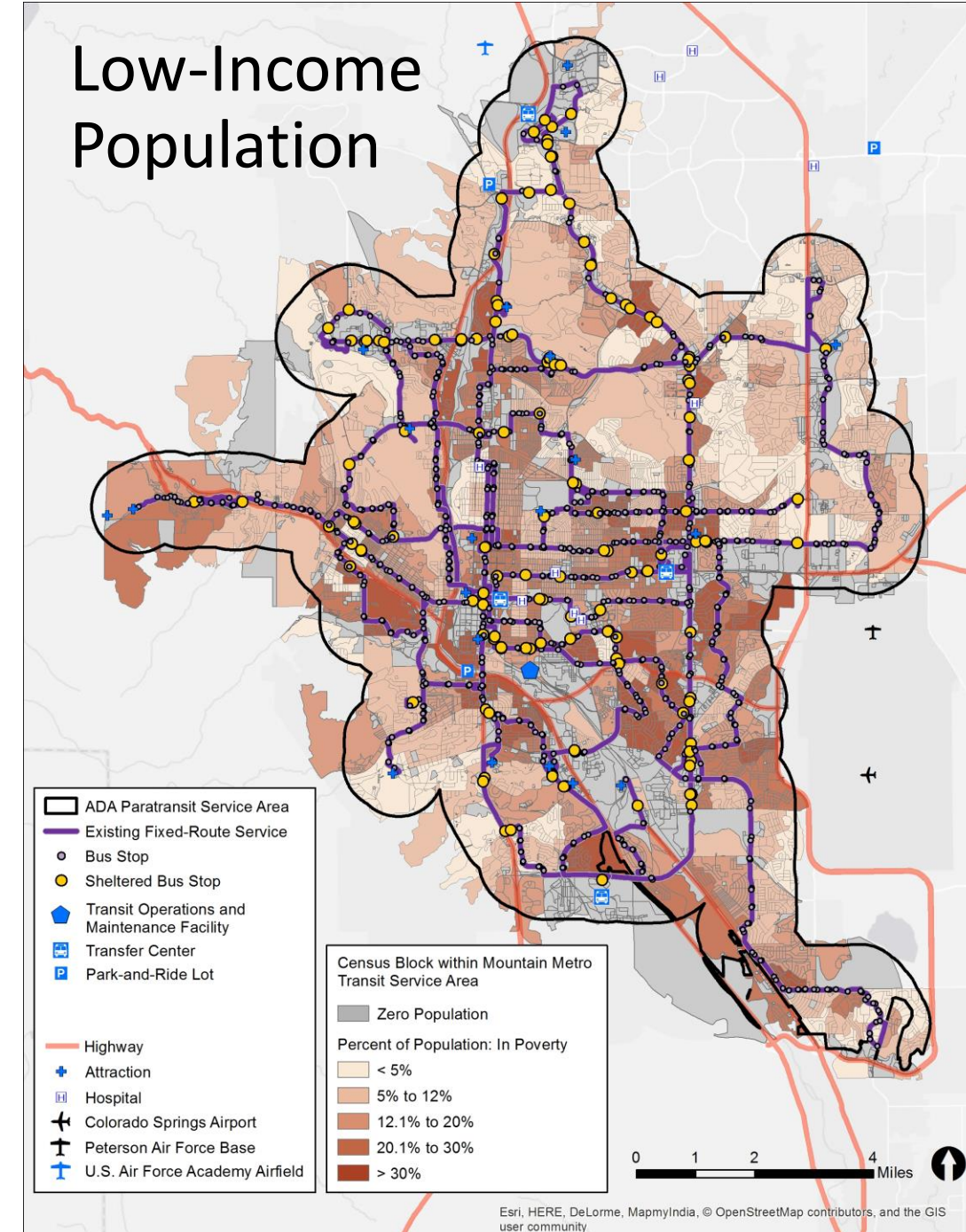
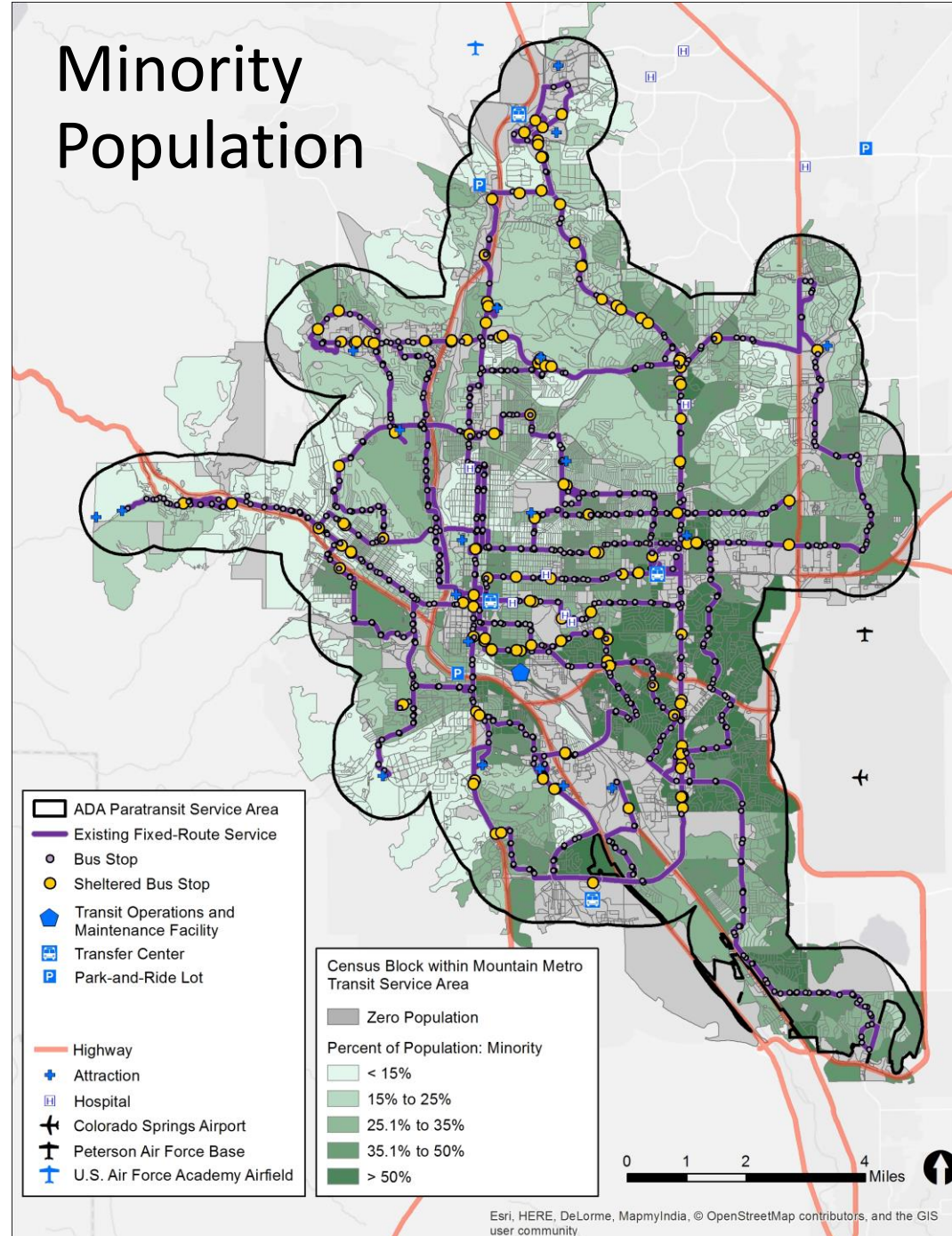


# Fixed-Route Transit Provider Requirements

# Service Area Demographics



	MMT Service Area	
	Number	Percent
<b>Total Population</b>	376,989	100%
<b>Minority Population</b>	126,616	33.6%
<b>Non-Minority Population</b>	250,373	66.4%
<b>Low-Income Population</b>	57,984	15.7%
<b>Non-Low-Income Population</b>	312,376	84.3%



# Service Area Demographics



- On-Board Survey
  - Demographics
  - Fare Usage
  - Means of Information Access

Table 6. Fare Payment Type: Minority and Non-Minority

Fare Type	Minority	Non-Minority	Total	Percent Minority	Deviation from System Average
1-Ride Pass	23	35	58	39.7%	-3.3%
20-Ride Pass	63	100	163	38.7%	-4.3%
31-Day Pass	52	77	129	40.3%	-2.6%
Cash	214	225	439	48.7%	5.8%
Day Pass	15	28	43	34.9%	-8.1%
Manitou Shuttle	21	37	58	36.2%	-6.7%
Other	10	15	25	40.0%	-2.9%
Transfer	46	73	119	38.7%	-4.3%
<b>System Total</b>	<b>444</b>	<b>590</b>	<b>1,034</b>	<b>42.9%</b>	<b>--</b>

- Major Service Change

- Meets one of the following:

- A service change impacting 30% or more of the operational hours on an existing route
    - An implementation of a new route or elimination of an existing route

- All fare increases or decreases require a fare change equity analysis



# Service and Fare Change Policies



## Example: Change in transit route alignment

Proposed change impacts 20 minutes of a 100 minute route (20%):

Service Equity Analysis not required

Existing Service:



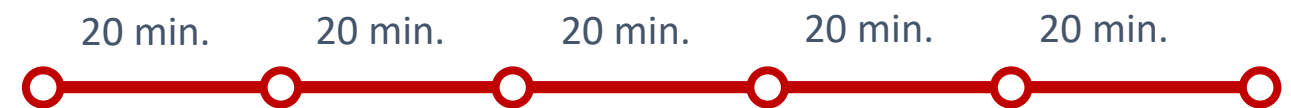
Proposed Service:



Proposed change impacts 40 minutes of a 100 minute route (40%):

Service Equity Analysis required

Existing Service:



Proposed Service:



# Service and Fare Change Policies



## Disparate Impact:

*“A facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin.”*

Source: FTA Circular 4702.1B

## Disparate Impact Policy:

The adverse impacts of a fare or major service change borne by the minority population are more than **20 percent** greater than impacts borne by the non-minority population.

The positive impacts of a fare or major service change borne by the non-minority population more than **20 percent** greater than the impacts borne by the minority population

## Disproportionate Burden:

*“A neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations.”*

Source: FTA Circular 4702.1B

## Disproportionate Burden Policy:

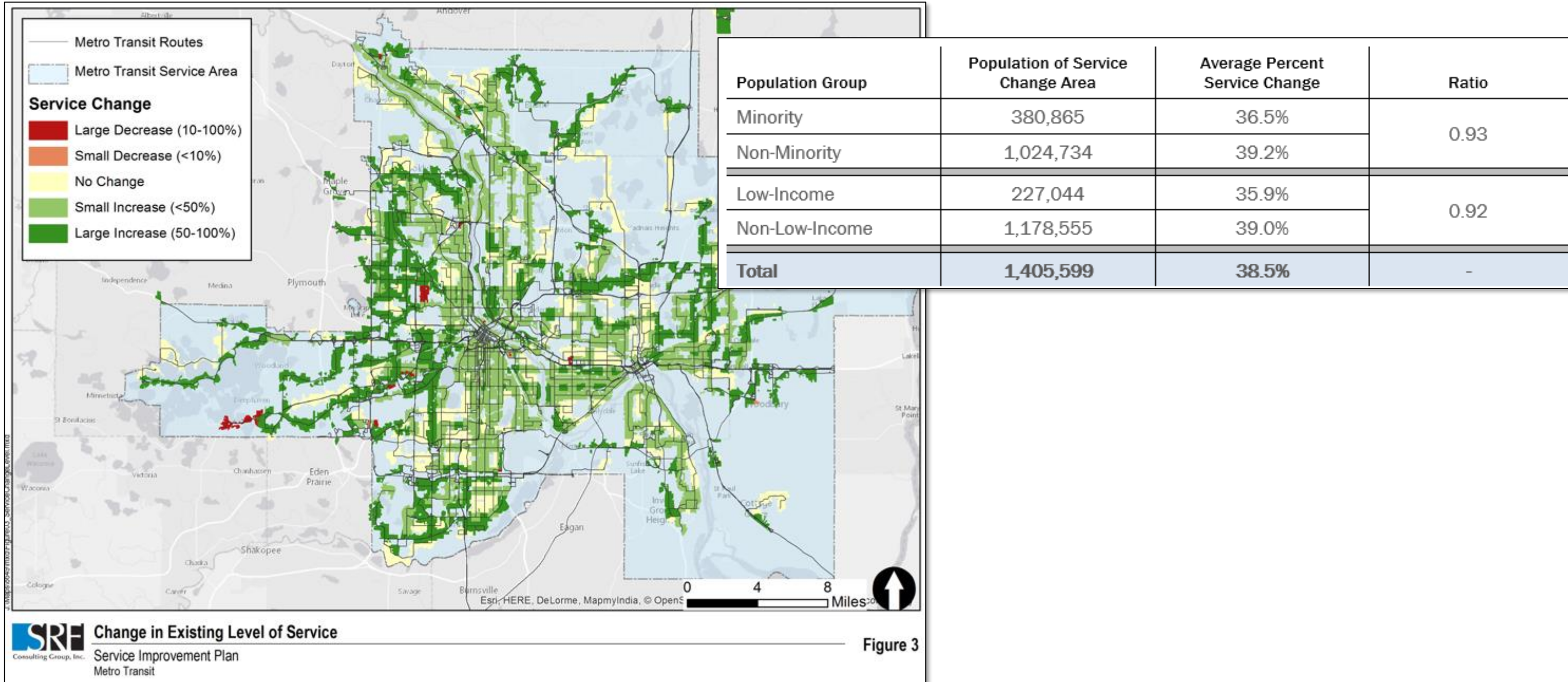
The adverse impacts of a fare or major service change borne by the low-income population are more than **20 percent** greater than impacts borne by the non-low-income population.

The positive impacts of a fare or major service change borne by the non-low-income population more than **20 percent** greater than the impacts borne by the low-income population

# Service and Fare Change Policies



## • Example of Application of Title VI Policies





# Public Input on Proposed Policies



- Ask Transit Meetings
- Public Open House
- Stakeholder Meetings
  - Peak Vista

### Proposed Major Service Change Policy

A **major service change** shall be defined as any proposed change that meets one or more of the following criteria:

1. A service change impacting 30% or more of the transit route hours on an existing route.
2. An implementation of a new route or elimination of an existing route.

All fare increases or decreases require a fare change equity analysis.

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**Example: Change in Transit Route Alignment**

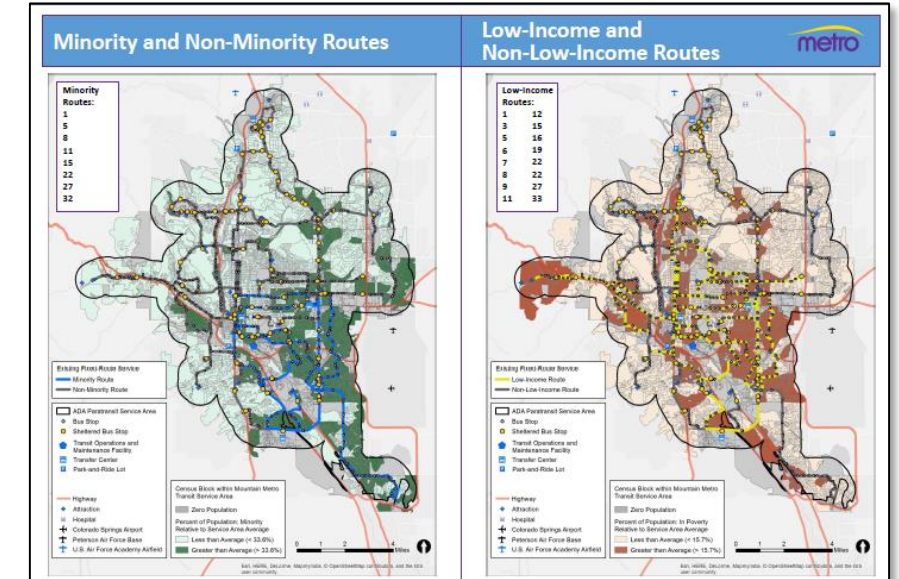
Proposed change impacts 20 minutes of a 100 minute route (20%):

Service Equity Analysis **not required**

Proposed Service:

Proposed change impacts 40 minutes of a 100 minute route (40%):

Service Equity Analysis **required**



### Disparate Impact and Disproportionate Burden

**Disparate Impact:**  
*"A facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin."*  
 Source: FTA Circular 4702.1B

**Proposed Disparate Impact Policy:**

The adverse impacts of a fare or major service change borne by the **minority** population are more than 20 percent greater than impacts borne by the **non-minority** population.

The positive impacts of a fare or major service change borne by the **non-minority** population more than 20 percent greater than the impacts borne by the **minority** population.

**Example: Service Improvement**

**Disproportionate Burden:**  
*"A neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations."*  
 Source: FTA Circular 4702.1B

**Proposed Disproportionate Burden Policy:**

The adverse impacts of a fare or major service change borne by the **low-income** population are more than 20 percent greater than impacts borne by the **non-low-income** population.

The positive impacts of a fare or major service change borne by the **non-low-income** population more than 20 percent greater than the impacts borne by the **low-income** population.

**Example: Service Reduction**

### Civil Rights (Title VI) Overview

Mountain Metropolitan Transit (MMT) is asking for your feedback as we review and update our Civil Rights Compliance (Title VI) policies.

Title VI of the Civil Rights Act of 1964 states:

*"No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."*

MMT is required to submit a Title VI Plan to the Federal Transit Administration every three years. For the current Plan update, MMT is seeking public input on three Title VI Policies:

- Major Service Change
- Disparate Impact
- Disproportionate Burden

**Open House:**  
**Date:** Thursday, June 15  
**Location:** 1015 Transit Drive  
**Time:** 4:30 – 6:30

For more information on MMT's Title VI policies and procedures, please our website at: <https://coloradosprings.gov/communications/page/title-vititulo-vi>



- Vehicle Load
- Vehicle Headway
- On-time Performance
- Service Availability
  - System Coverage
  - Bus Stop Spacing
- Distribution of Amenities
  - Shelters
  - Benches
- Vehicle Assignment

# System-wide Service Standards and Policies



- Summary of Service Monitoring Results

Standard or Policy	Minority Results	Low-Income Results
Vehicle Load	No Disparate Impacts	No Disproportionate Burdens
Vehicle Headway	No Disparate Impacts	No Disproportionate Burdens
On-Time Performance	No Disparate Impacts	No Disproportionate Burdens
Service Availability		
System Coverage	No Disparate Impacts	No Disproportionate Burdens
Stop Spacing	No Disparate Impacts	No Disproportionate Burdens
Transit Amenities		
Shelters	No Disparate Impacts	Potential Disproportionate Burdens
Benches	No Disparate Impacts	No Disproportionate Burdens
Vehicle Assignment	No Disparate Impacts	No Disproportionate Burdens

# System-wide Service Standards and Policies



- Vehicle Load
  - Standard

Bus Size	Seats Available	Off-Peak Capacity (100%)	Peak Capacity (120%)	Crush Load Capacity (150%)
40'	40	40	48	60
35'	31	31	37	47
30'	26	26	31	39

- Monitoring Results
  - No routes exceeding standard at any point in service day
  - **No disparate impacts** to minority populations
  - **No disproportionate burdens** to low-income populations

# System-wide Service Standards and Policies



- Vehicle Headway

- Standard

- Based on passenger boardings per clock hour

Time of Day	Ridership Rate Below Mean	Ridership Rate Above Mean	Ridership Rate Above Mean + One Standard Deviation
Weekday	60	30	15
Weekday Evening	60	60	30
Saturday	60	60	30
Sunday	60	60	30

- Monitoring Results

- 80% of weekday routes meet the recommended headway standard
      - 91% for weekday evening routes, 100% for Saturday and Sunday routes
    - **No disparate impacts** to minority populations
    - **No disproportionate burdens** to low-income populations

- On-Time Performance

- Standard

- 85% of bus timepoint arrivals on-time
    - On-time definition: no more than one minute earlier or five minutes later than the scheduled arrival time

- Monitoring Results

- 87% of timepoint arrivals on-time
    - **No disparate impacts** to minority populations
    - **No disproportionate burdens** to low-income populations

- Service Availability: System Coverage
  - Standard
    - Long-term goal: 90% of Colorado Springs urbanized area population served by fixed-route transit
  - Monitoring Results
    - 64% of urbanized population served by fixed-route transit
    - **No disparate impacts** to minority populations
    - **No disproportionate burdens** to low-income populations

- Service Availability: Bus Stop Spacing

- Standard

Location Category	Stop Spacing Standard (ft.)
Transit Supportive Area: 4+ Households/Acre or 5+ Jobs/Acre	1,320 ft. ± 50% ( $\frac{1}{8}$ -mile to $\frac{3}{8}$ -mile)
Non-Transit Supportive Area	2640 ft. ± 50% ( $\frac{1}{4}$ -mile to $\frac{3}{4}$ -mile)

- Monitoring Results

- 78% of bus stops meet the respective standard
    - **No disparate impacts** to minority populations
    - **No disproportionate burdens** to low-income populations

- Distribution of Amenities: Shelters
  - Policy
    - Served by a single route with at least 25 daily boardings OR
    - Served by multiple routes OR
    - Located in a high traffic area with advertising potential
  - Monitoring Results
    - Stops that *meet* standard: 26% have shelters
    - Stops that *do not* meet standard: 12% have shelters
    - All bus stops, *irrespective* of standard: 14 % have shelters
    - **No disparate impacts** to minority populations
    - **Potential for disproportionate burdens** to low-income populations



- Distribution of Amenities: Shelters
  - Monitoring Results
    - **Potential for disproportionate burdens to low-income populations**

Stop Type	Rate of Shelter Placement		
	Meet Standard	Do Not Meet Standard	Irrespective of Standards
Minority Stop	42.9%	10.8%	13.7%
Non-Minority Stop	23.2%	12.4%	14.8%
Comparison Index	1.85	0.86	0.93
Low-Income Stop	22.8%	11.3%	13.0%
Non-Low-Income Stop	31.9%	12.6%	16.7%
Comparison Index	0.71	0.89	0.78
All Stops	25.9%	11.8%	14.2%

- Distribution of Amenities: Benches
  - Policy
    - MMT endeavors to provide a bench at each bus stop
  - Monitoring Results
    - 59% of bus stops have a bench
    - **No disparate impacts** to minority populations
    - **No disproportionate burdens** to low-income populations

- Vehicle Assignment

- Policy

- Vehicles assigned to routes based on estimated ridership loads
    - Vehicles rotated within their respective size categories to equalize the wear and tear, and to equitably distribute vehicles of various age throughout the system

- Monitoring Results

- Average vehicle age: 7.8 years
    - **No disparate impacts** to minority populations
    - **No disproportionate burdens** to low-income populations

- The proposed Title VI Plan meets the requirements outlined in Title VI Circular 4702.1B
- MMT is positioned to meet and exceed the FTA's additional requirements for agencies operating 50+ peak vehicles
- Title VI is an ongoing iterative process with a plan update every three years

Questions?