



Sun Metro Title VI Program Update

Mass Transit Department Board June 10, 2014



The Federal Transit Administration (FTA) monitors transit providers for Title VI compliance

What is Title VI?



“No person in the United States shall, on the grounds 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 assistance.”

Civil Rights Act of 1964



Why is Title VI Important?

- Ensures that public services, including transportation, are provided in a nondiscriminatory manner
- Requires opportunities for public participation in decision-making without regard to race, color, or national origin, including populations with Limited English Proficiency (LEP)
- Provides access to public services by LEP populations
- Non-compliance with Title VI can cause federal funding to be conditioned or withheld

Notice to Beneficiaries

Sun Metro shall inform the public of their rights under Title VI through such measures as posting the Title VI notice on posters or flyers placed at stations, bus shelters, and in transit vehicles.



Complaint Form

Sun Metro must also develop a Title VI complaint form and tracking log.

Complaint of Discrimination Form
Formulario de Reclamo por Discriminación

Name (Nombre) _____
 Address (Dirección) _____
 City (Ciudad) _____ State (Estado) _____ Zip (Código Postal) _____
 Telephone (Teléfono): Home (Casa) _____ Work (Trabajo) _____
 Cell (Celular) _____
 Email address (Correo electrónico) _____

Basis of Complaint. Mark all that applies.
Fundamento(s) del reclamo. Marque todo lo que corresponda:

Race Raza
 Color Color
 National Origin Nacionalidad

How were you allegedly discriminated against? ¿Cómo ocurrió el presunto acto de discriminación?

Who allegedly discriminated against you? ¿Quién considera usted que ejerció discriminación contra usted?

Name of Organization (Nombre de la organización) _____
 Address (Dirección) _____
 City (Ciudad) _____ State (Estado) _____ Zip (Código Postal) _____
 Telephone (Teléfono): _____

Where did the alleged discrimination occur? ¿Dónde ocurrió el presunto acto de discriminación?

Date/s and times discrimination occurred
Fecha(s) y hora (s) cuando ocurrió (ocurrieron) el (los) presunto(s) acto (s) de discriminación.

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First time (Primera Vez) _____
 Second time (Segunda Vez) _____
 Third time (Tercera Vez) _____

Were there any other witnesses to the alleged discrimination?
¿Hubo testigos del presunto acto de discriminación?

Name (Nombre)	Work Telephone Teléfono del trabajo	Home Telephone Teléfono de la casa	Cell Telephone Teléfono celular

What can the Department do to resolve the complaint?
¿Qué podemos hacer para solucionar esta queja?

Had you previously filed the same or any other complaint before?
¿Había presentado usted la misma o cualquier otra queja antes?

Who (Con quién) _____
When (Cuándo) _____
Complaint number, if known (Número de caso, si lo sabe) _____

Signature (Firma) _____ **Date (Fecha)** _____

Mail to: Title VI Coordinator
Envíelo a: 700 – A San Francisco Street
 El Paso, TX 79901

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Active Lawsuits, Complaints or Inquiries Alleging Discrimination

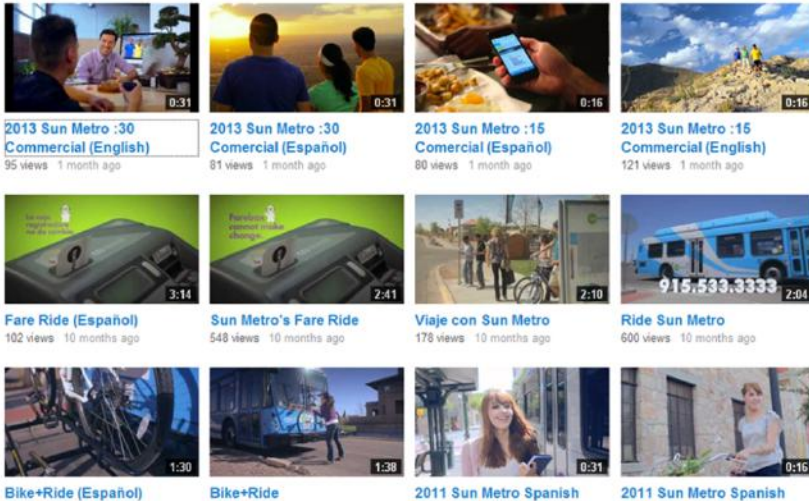
Type (Investigation, Lawsuit, Complaint)	Date	Summary of Complaint	Status	Action(s) Taken
N/A	N/A	N/A	N/A	N/A

Sun Metro's Public Participation Process

S E R V I C E S O L U T I O N S S U C C E S S



Sun Metro's Public Participation Process includes many new media extending beyond the traditional approach which relied on legal notices and intermittent media coverage.



Sun Metro
April 4

Facebook

Friends! Routes 61, 65 and 66 are required to add another detour traveling inbound, west near the Alameda and Fox Plaza area due to a gas leak in the area. We are very sorry about any impacts to your commute.

Like · Comment

Andres Aguirre, Domi Gallardo Tenorio and Fatima Holmes like this.



Sun Metro ¡Amigos! Rutas 61, 65 y 66 están obligados a agregar otro desvío en dirección oeste, cerca de la zona de la Alameda y Fox Plaza, debido a una fuga de gas en la zona. ¡Lo sentimos mucho sobre los impactos a su viaje!
April 4 at 9:10am

Video/YouTube

AVISO: AUDIENCIA PÚBLICA

Sun Metro tendrá varias reuniones públicas para compartir información con la comunidad sobre los ajustes propuestos en las tarifas. Asista a cualquiera de las reuniones relacionados, y obtenga todos los detalles:

- martes, 6 de julio 2010
6 p.m.
Main Library, 501 N. Oregon
- miércoles, 7 de julio 2010
6 p.m.
Esperanza Acosta Moreno Library, 12480 Pebble Hills
- martes, 13 de julio 2010
6 p.m.
Irving Schwartz Library, 1865 Dean Martin
- miércoles, 14 de julio 2010
6 p.m.
Ysleta Library, 9321 Alameda
- martes, 20 de julio 2010
6 p.m.
Clardy Fox Library, 5515 Robert Alva
- martes, 27 de julio 2010
6 p.m.
Richard Burgess Library, 9600 Dyer
- miércoles, 28 de julio 2010
6 p.m.
Westside Library, 125 Belvidere
- sábado, 31 de julio 2010
11 a.m.
Memorial Park Library, 3200 Copper



Seat Drops, On-board Flyers

Sun Metro Media (Bi-lingual)

- Print – Newspapers and other periodicals
- Outdoor – Advertising on-board buses (interior) and in bus shelters
- Website – Sun Metro has assembled a comprehensive website with automatic alerts
- Web-Based Feedback
- Radio (if available and appropriate)
- On- board Scrolling messages
- On-Board Audio Messaging
- In Terminal Public Address System and scrolling messages
- Direct Mail to Community Partner
- Public Hearings



The Incorporation of Public Comments into Decisions

All comments received through the public participation plan are given careful, thoughtful consideration. Because there are a number of different ways riders or members of the community can comment on proposed service or fare changes (mail, email, social media, public meetings and others), all comments are assembled into a single document.

EL PASO TRANSIT CORRIDOR
ALTERNATIVES ANALYSIS

Public Involvement Comment Form

Please identify your most and least preferred alignment alternatives for transit improvements by selecting your appropriate 'Preference' below:

BRT CONCEPTUAL ROUTE MAP

Preliminary Transit Alternatives

	Preference	
	Yes	No
No-Build Alternative	<input type="checkbox"/>	<input type="checkbox"/>
BRT Light – Transportation Management System (TSM)	<input type="checkbox"/>	<input type="checkbox"/>
BRT Fully-Dedicated Curbside Lanes	<input type="checkbox"/>	<input type="checkbox"/>
BRT Partially-Dedicated Curbside Lanes	<input type="checkbox"/>	<input type="checkbox"/>
BRT Peak-Hour Dedicated Lanes	<input type="checkbox"/>	<input type="checkbox"/>
BRT Barrier-Separated Lanes	<input type="checkbox"/>	<input type="checkbox"/>

Comments: _____

Date: _____

Limited English Proficiency Plan

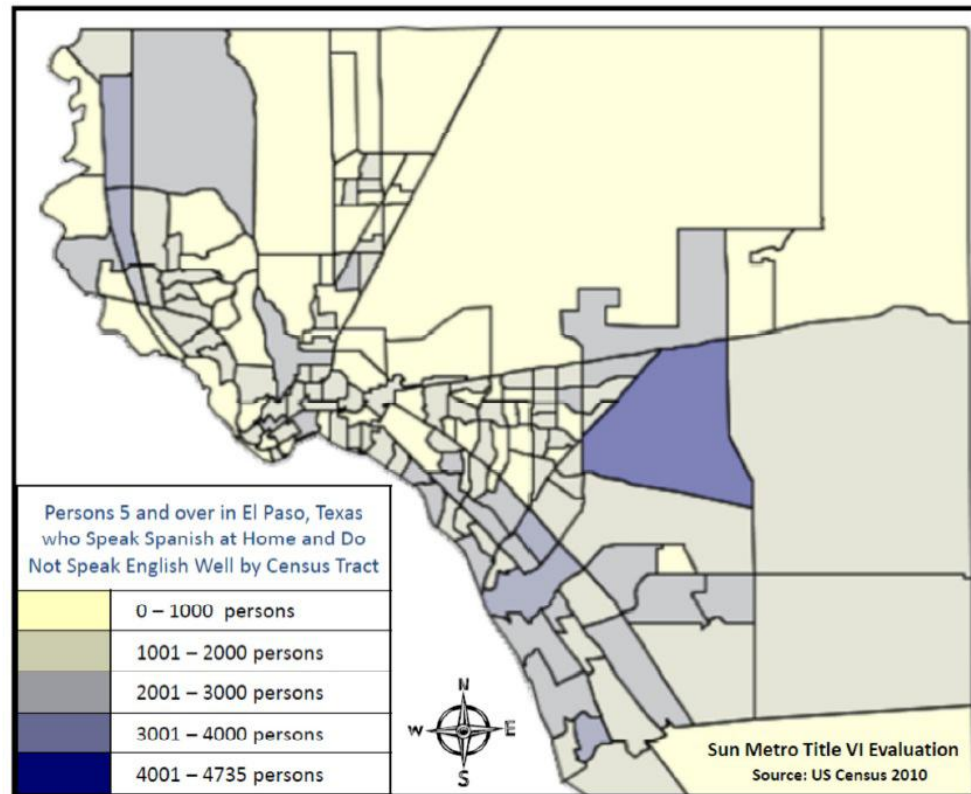
S E R V I C E S O L U T I O N S S U C C E S S



Sun Metro takes reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for individuals who are limited-English proficient (LEP).

Utilizing available census data, Sun Metro was able to determine:

- 738,488 persons live in El Paso County area
- 543,527.2 speak a language other than English at home
- 123,768 are reported as having a Limited English Proficiency
- 71.6% of the respondents with a Limited English Proficiency spoke mainly Spanish



This map provides a spatial display of residents who speak Spanish at home and report speaking English “less than well.”

Decision Making Bodies

S E R V I C E S O L U T I O N S S U C C E S S



Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees

CITIZEN'S ADVISORY COMMITTEE (CAC) FOR THE BOARD OF THE MASS TRANSIT DEPARTMENT

The Committee acts as an advisory body to the Mass Transit Board and advises it on any matters over which the Board has authority. It may recommend studies, report their results, recommend expansion of the system and other matters the Committee considers necessary and appropriate.

PARATRANSIT ADVISORY COMMITTEE (PAC) FOR THE LIFT

It is the mission of the Paratransit Advisory Committee to facilitate communication between the paratransit service and the paratransit riders. It serves in an advisory capacity to the Sun Metro LIFT department. Discusses issues related to paratransit service. Encourages feedback from all riders, drivers, dispatchers, etc. Provides suggestions and recommendations to the Sun Metro LIFT department in regards to paratransit operations.

Body	Caucasian	Hispanic/ Latino	African American	Asian American	Indo/European Aryan	Native American
Citizens Advisory Committee	4	1	0	1	1	0
Paratransit Advisory Committee	4	3	0	0	0	0



Service Monitoring Policy

It shall be the policy of Sun Metro's to ensure that negative impacts on the basis of race, color or national origin do not exist.

Sun Metro will monitor the following at least every three year. Sun Metro will analyze the monitoring results and develop corrective actions plans as needed.

Vehicle Assignments

Sun Metro provides service with vehicles of adequate size, design and features based on need and passenger loads due to heavy peak demand. All routes are designated wheelchair accessible and all buses assigned to routes are wheelchair lift-equipped.

Distribution of Transit Amenities

Transit amenities refer to items of comfort, convenience, and safety that are available to the general riding public such as transit terminals, bus shelters, trash receptacles and benches. Sun Metro distributes transit amenities as feasible based on passenger use, public input, coach operator/supervisory staff, the Mass Transit Department Board, community oriented organizations and the City of El Paso Department of Traffic and Transportation for safety consideration where necessary.



Service Monitoring Policy

Service Standards

On-time Performance (Schedule Adherence)

Sun Metro has been averaging 95% on-time performance.

Vehicle Headway (Frequency of service)

Sun Metro's current vehicle headways are consistent with industry standards.

Specifications allow maximum headways of 30 minutes for peak period and 60 minutes for the base period.

Vehicle Load

Currently, the Sun Metro passenger load standard allows an average load factor of 150 % for peak period local service.

Service Availability- Access to the bus

Sun Metro has established a goal that service should be provided within one-half mile of 90 percent of the population for areas with a density of greater than 3,000 persons per square mile.

For areas with a density of 2,000 to 3,000 persons per square mile, the Sun Metro goal is that service should be provided within one-half mile of 50 percent of the population.

PROGRAM SPECIFIC REQUIREMENTS

S E R V I C E S O L U T I O N S S U C C E S S



Construction Equity Analysis

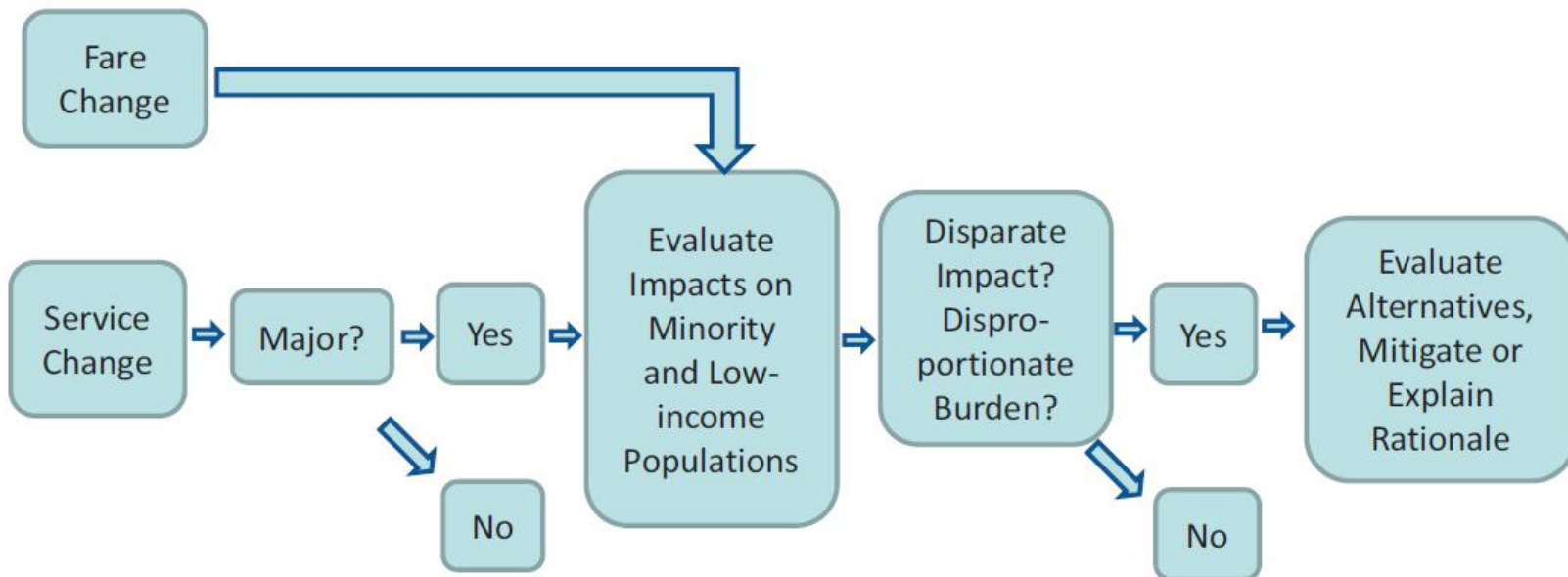
When Sun Metro plans to construct or expand a facility, such as a vehicle storage facility, maintenance facility, transit hub or operation center, the agency will include a copy of the Title VI Equity Analysis conducted during the planning stage with regard to the location of the facility. All Sun Metro facilities are distributed throughout the various areas of El Paso to better serve the community.





Service and Fare Change Process

The chart below illustrates the Title VI Equity Analysis process:





FTA Title VI requires Sun Metro to adopt the following new policies:

Major Service Change Policy:

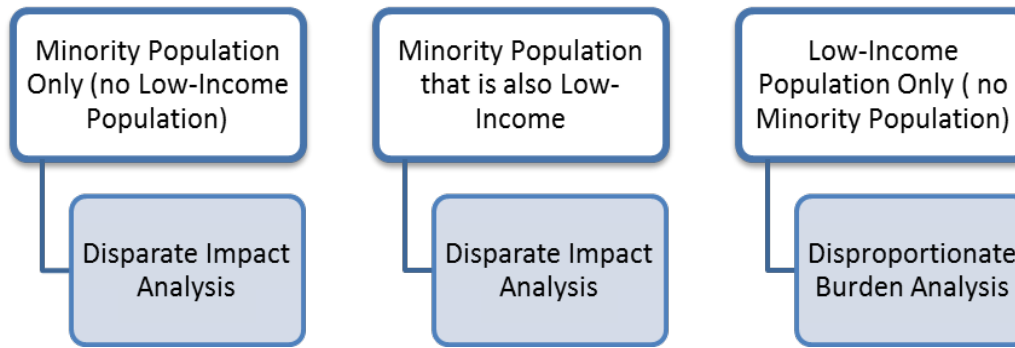
The purpose of this policy is to establish thresholds that define a “major service change”, and the definition of an adverse impact created by a “major service change”.

Disparate Impact Policy:

This policy establishes a threshold for determining whether a given action has a disparate impact on minority populations. This threshold applies to the difference of the impacts borne by minority populations compared to the same impacts borne by non-minority populations.

Disproportionate Burden Policy:

This policy establishes a threshold for determining whether a given action has a disproportionate burden on low-income populations versus non-low-income populations. The Disproportionate Burden Policy applies only to low-income populations that are not also minority populations.





Major Service Change Policy

Defined as a reduction or increase of 30% or more in total vehicle revenue miles or total revenue hours in service on any service area or specific route.

The following service changes are exempted:

- Changes to a service on a route with fewer than 20 total trips per unit are not considered “major” unless service on that route is eliminated completely on any such day.
- The introduction or discontinuation of short- or limited-term service (e.g., promotional, demonstration, seasonal or emergency service, or service provided as mitigation or diversions for construction or other similar activities), as long as the service will be/has been operated for no more than twelve months.
- Sun Metro -operated transit service that is replaced by a different mode or operator providing a service with the same or better headways, fare, transfer options, span of service, and stops.
- Deactivation of a route if it does not reach above 10 passengers per hour or 1.0 passenger per mile after 6 months period of implementation.



Disparate Impact Policy on Minority Populations

1. Must analyze how the proposed action would impact minority as compared to nonminority populations.
2. Determine if the adverse impacts of a major service change or fare adjustment is established over 25% based on the cumulative impact of the proposed service and/or fare changes.
3. This threshold applies to the difference of the impacts borne by minority populations compared to the same impacts borne by non-minority populations.

Disproportionate Burden Policy

1. Applies only to low-income populations that are not also minority populations.
2. Determine if the adverse impacts of a major service change or fare adjustment is established over 25% based on the cumulative impact of the proposed service and/or fare changes.
3. This threshold applies to the difference of the impacts borne by low-income populations compared to the same impacts borne by non-low-income populations.



Opportunities for Public Comment

- **Make public comments**

CAC (4/15/14), CAC (5/20/14), PAC (6/5/14)

- **Participate in public meetings (Open House)**

 - **Eastside Transit Terminal**

Wednesday, May 21—8:00 am to 5:00 pm

 - **Downtown Transfer Center**

Thursday, May 22—8:00 am to 5:00 pm

- **Website**

www.sunmetro.net/TitleVI.html

- **Mail**

10151 Montana Ave. El Paso, Texas 79925-1515



Thank you