

Title VI Program and Compliance Report

Public Transportation Department Fort Bend County, Texas

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DISCLAIMER

This report was prepared with funds provided from the Federal Transit Administration (FTA) and the Texas Department of Transportation (TxDOT). The contents of this report reflect the views of the authors, who are responsible for the facts and the accuracy of the data presented herein. The contents do not necessarily reflect the official view or policies of the FTA or TxDOT.

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INTRODUCTION

Title VI of the Civil Rights Act of 1964 is the federal law that protects individuals and groups from discrimination on the basis of race, color, and national origin in programs and activities that receive federal financial assistance. Title VI established a standard that outlawed discrimination in the conduct of all federal activities. Another concern was that high and adverse environmental impacts of private or governmental actions might fall disproportionately on populations protected by Title VI. With this concern in mind, Executive Order 12898 was issued in 1994 to establish requirements for *environmental justice* to ensure that everyone within the U.S. receives equal protection under the law. Executive Order 12898 directed each federal agency to review its procedures and to make environmental justice part of its mission by identifying and addressing the effect of all programs, policies, and activities on minority populations.

All programs and activities of entities that receive federal financial assistance must also comply with Executive Order 13166 “Improving Access to Services for Persons with Limited English Proficiency.” All recipients of federal funds must take reasonable steps to ensure that limited English proficient (LEP) persons have meaningful access to its programs, services, and information provided. Persons who do not speak English as their primary language and have a limited ability to read, speak, write, or understand English may be considered LEP.

The U.S. Department of Transportation (DOT) issued Title VI Regulations (49 CFR part 21) to ensure that no person is excluded from or denied the benefits of, or otherwise subjected to discrimination, on the grounds of race, color, or national origin, under any program or activity receiving federal financial assistance from the DOT. The Federal Transit Administration (FTA) is an agency within the DOT that provides financial and technical assistance to state and local public transit systems. FTA Circular 4702.1B provides recipients of FTA financial assistance with guidance and instructions necessary to carry out the DOT Title VI Regulations and to integrate into their programs and activities principles of environmental justice and access to services for persons with limited English proficiency.

The Fort Bend County Public Transportation Department is a recipient of federal funds from the FTA and must follow the guidance included in FTA Circular 4702.1B. This report serves two purposes: 1) to provide an assessment of current compliance by Fort Bend County with the requirements of Title VI pursuant to FTA Circular 4702.1B; and 2) to establish procedures for future Title VI compliance.

This document is organized into seven sections following this introduction. The material covered in each section is described as follows:

- **Section 1** provides an overview for the guidance and instructions in FTA Circular 4702.1B.
- **Section 2** includes information about the population demographics for Fort Bend County and highlights the transit services and programs sponsored by the Fort Bend County Public Transportation Department.

- **Section 3** discusses the sources and types of data used in assessing compliance with Title VI. Maps illustrating the outcomes of the assessment are also presented.
- **Section 4** looks more specifically at what languages other than English are spoken at home by Fort Bend County residents and gages the extent to which these populations access transit services.
- **Section 5** presents a statement of policy for compliance with Title VI, instructions for how a member of the public may file a discrimination complaint, and procedures for tracking and investigating Title VI complaints.
- **Section 6** documents the types of public information about transit services currently provided by the Public Transportation Department and summarizes public outreach and involvement activities. The LEP Plan is included in Section 6.
- **Section 7** provides system-wide service standards and policies in compliance with the FTA Circular 4702.1B program-specific guidance for recipients that provide transit service in a large urban area.

Appendices include demographic data by census block groups and by census tracts in Fort Bend County, summaries of public outreach activities, a copy of the Title VI Complaint Form (in English and Spanish), and other relevant documentation.

SECTION 1. FTA GUIDANCE AND INSTRUCTIONS

The purpose of this section is to provide an overview for the guidance and instructions in FTA Circular 4702.1B. The circular applies to all recipients of FTA financial assistance. Compliance with the guidance and instructions is addressed in Sections 3 through 7 of this document.

OBJECTIVES

Consistent with DOT Title VI Regulations and the principles of environmental justice and access to services for persons with limited English proficiency, the FTA Circular 4702.1B sets forth the following objectives:

- Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin;
- Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations;
- Promote the full and fair participation of all affected populations in transportation decision making;
- Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations; and
- Ensure meaningful access to programs and activities by persons with limited English proficiency.

GENERAL REQUIREMENTS

The Fort Bend County Public Transportation Department must follow FTA Circular 4702.1B general requirements to ensure that programs, policies, and activities comply with DOT Title VI Regulations. These requirements include:

- Submit an annual Title VI assurance as part of the annual Certification and Assurance to FTA;
- Notify beneficiaries of protection under Title VI;
- Develop Title VI complaint procedures for investigating and tracking Title VI complaints and make procedures for filing a complaint available to members of the public;
- Prepare and maintain a list of any active Title VI investigations, complaints, and lawsuits conducted by entities other than FTA; and
- Ensure meaningful access to LEP persons by developing and carrying out a language implementation plan.

FTA requires the Fort Bend County Public Transportation Department to conduct an annual review to ensure Title VI compliance and to prepare and submit a Title VI Program to FTA every three years. The program is required to include the following information:

- Evidence of notice to the public that the Public Transportation Department complies with Title VI and instructions to the public on how to file a discrimination complaint;

- Procedures for tracking and investigating Title VI complaints;
- List of any Title VI investigations, complaints, or lawsuits;
- Summary of public outreach and involvement activities and steps undertaken to ensure that minority and low-income people have meaningful access to these activities; and
- Plan for providing language assistance for persons with limited English proficiency.

SPECIFIC REQUIREMENTS FOR LARGE URBANIZED AREAS

The FTA Circular 4702.1B has program-specific guidance for recipients that, “operate 50 or more fixed route vehicles in peak service and are located in an Urbanized Area (UZA) of 200,000 or more people.” While Fort Bend County Public Transportation does not operate 50 or more fixed route vehicles at peak service hours or any other time, service is provided within the Houston urbanized area (population 4,944,332 in 2010). Because of its operating environment, Fort Bend County Public Transportation chooses to adhere to the following guidance for monitoring the population it serves:

- Collect demographic data and produce maps showing the extent to which members of minority groups and low-income populations are beneficiaries of transit services;
- Monitor transit service throughout the county through analysis of demographic data;
- Adopt quantitative system-wide service standards to guard against discriminatory service design or operations decisions;
- Adopt system-wide service policies necessary to guard against service design and operational policies that have disparate impacts; and
- Evaluate significant system wide service and fare changes and proposed improvements at the planning and programming stages to determine whether those changes have discriminatory impact and submit results of service and/or fare equity analyses conducted since the last Title VI Program submission, including evidence that the board or other governing entity or official(s) considered, was aware of, and approved the results of the analysis

Figure 1 displays a map of Fort Bend County and shows the areas that are included in the Houston urbanized area as well as city boundaries and county census tracts.

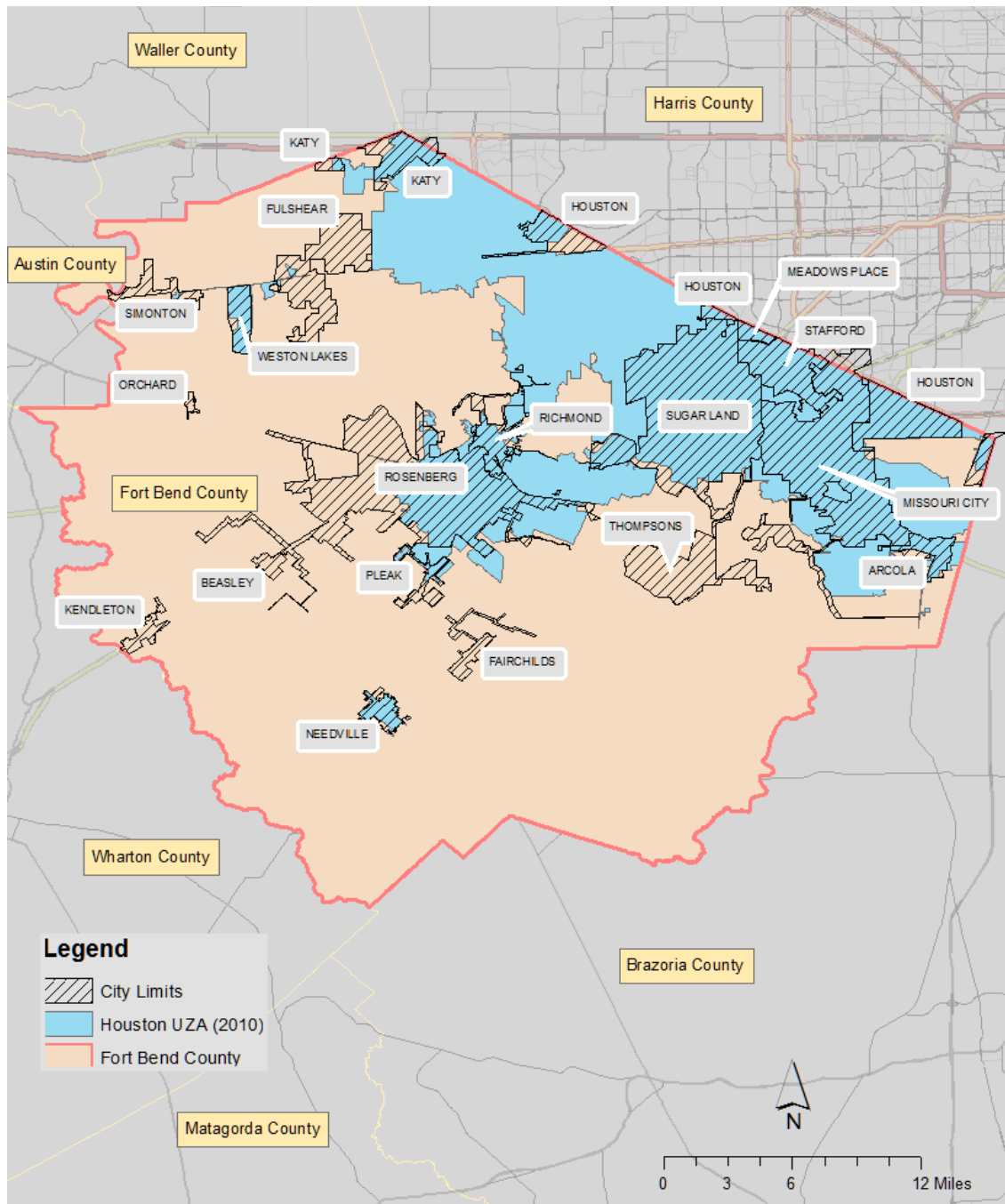


Figure 1. Houston Urbanized Area (UZA) in Fort Bend County.

REQUIREMENTS FOR CONSTRUCTION PROJECTS

Recipients of Federal Transit Administration financial assistance are required to conduct a Title VI equity analysis during the planning phase of all construction projects (i.e. vehicle storage, operations and maintenance) as well as the analyses required by the National Environmental Policy Act analysis. Since Fort Bend County Public Transportation's last Title VI update (March 2013) there has been no construction activity. Fort Bend County is planning to construct an

operations and maintenance facility and will comply with all relate undertake all necessary Title VI analyses at that time.

National Environmental Protection Act Background

The primary law governing the FTA environmental protection process is the National Environmental Policy Act (NEPA) of 1969 (42 U.S.C. 4321 et seq.), as amended. Many different federal laws, rules, and regulations govern environmental review of federally assisted mass transportation projects. NEPA establishes protection of the environment as a national priority and mandates that environmental impacts must be considered before any federal action likely to significantly affect the environment is undertaken. Other special purpose statutes and procedures may apply as well, depending on specific circumstances, e.g., protective measures for historic properties, wetlands, floodplains, etc. If related environmental review requirements apply, they are to be undertaken as part of the NEPA compliance process.

The process for complying with NEPA and federal surface transportation statutes is defined in the joint Federal Highway Administration/ FTA Environmental Impact and Related Procedures (23 C.F.R 771). The regulation sets forth the agencies' policy of combining all environmental analyses and reviews into a single process. It defines the roles and responsibilities of FTA and its grant applicants in preparing documents, and in managing the environmental process within the various project development phases. http://www.fta.dot.gov/documents/NEPA_reg_clean.pdf

Applicants intending to apply for federal transit funding should notify FTA at the time a project concept is identified. Once the applicant has furnished sufficient information and documentation, FTA will advise the applicant of the probable class of action and the related level of documentation required in the NEPA process. Recipients and sub-recipients of federal funding for construction projects should integrate an environmental justice analysis into the NEPA documentation. Recipients are not required to conduct environmental justice analyses of projects where NEPA documentation is not required.

Section 2. Overview of Fort Bend County

The purpose of this section is to provide an overview of the population demographics for Fort Bend County and to highlight the transit services provided by the Fort Bend County Public Transportation Department.

POPULATION DEMOGRAPHICS IN FORT BEND COUNTY

Fort Bend County is located along the Gulf Coast region of Texas, within the Houston-Sugar Land-Baytown metropolitan area, the sixth-largest metropolitan area in the United States with a population of approximately 6.1 million as of the 2010 U.S. Census estimate. In 2010, Fort Bend County represented just over 9.5 percent of the total population in the metropolitan area.

Population Growth

The population of Fort Bend County has grown significantly since 1990, as shown in Table 1. The county's population in 2014, according to the American Communities Survey 5-year estimate, was 632,946—8 percent greater than the 2010 U.S. Census population. The Houston-Galveston Area Council (H-GAC) estimates that Fort Bend County's population will continue to grow, adding nearly 200,000 people by the year 2020. The growth from 1990 to 2014 represents a 181 percent increase and the growth from 1990 to 2020, assuming the H-GAC forecast is realized, represents a 267 percent increase.

Table 1. Population in Fort Bend County.

Year	Population	Percent Growth
1990 ^A	225,421	-
2000 ^A	354,452	57%
2010 ^A	585,375	10%
2014 ^B	632,946	8%
2016 ^C	731,519	16%
2020 ^C	827,996	13%

Sources:

^A U.S. Census

^B 2014 American Communities Survey (ACS) 5-Year Estimates

^C H-GAC Regional Growth Forecast

Urban and Rural Fort Bend County

Most of the population of Fort Bend County falls within the Houston urbanized area (see Figure 1). In 2010, the Fort Bend County population was 585,375 and 547,198 or 93.5 percent was in the urbanized area. The remaining population 38,177 or 6.5 percent was in rural Fort Bend County.

According to the U.S. Census Bureau, the county has a total area of 861.5 square miles. The average population density was 679.5 persons per square mile as of the 2010 Census and 1,213 persons per square mile according to the 2014 ACS 5-Year Estimates. Rural areas of the county average 400 or fewer persons per square mile. Geographically, large portions of the county are rural; however, cities are growing rapidly.

Diversity

Fort Bend County is diverse as reflected in racial and ethnic population demographics. Table 2 identifies the population in Fort Bend County by race and ethnicity. The data for 2010 are based on the U.S. Census decennial survey. The data for 2014 are from the U.S. Census American Community Survey (ACS) 5-Year Estimates for 2014. The ACS data are published for selected geographic areas with populations of 65,000 or greater, and represent the results for a sample of data. The Hispanic or Latino segment of the population maintained its size while the White alone, Black or African American alone, and Asian alone segments shrunk between 2010 and 2014.

Table 2. Population of Fort Bend County by Race and Ethnicity.

<i>Race and Ethnic Group</i>	<i>2010</i>		<i>2014</i>	
	<i>Population</i>	<i>Percent</i>	<i>Population</i>	<i>Percent</i>
Total Population	585,375		632,946	
Hispanic or Latino	138,967	23.74%	151,616	23.95%
Not Hispanic or Latino	446,408	76.26%	481,330	76.05%
White alone	211,680	36.16%	224,691	35.50%
Black or African American alone	123,267	21.06%	131,378	20.76%
Asian alone	98,762	16.87%	112,762	17.82%
Two or more races, not Hispanic or Latino	10,025	1.71%	10,425	1.65%
American Indian and Alaska Native alone	1,159	0.20%	905	0.14%
Some Other Race alone	1,341	0.23%	1,130	0.18%
Native Hawaiian and Other Pacific Islander alone	174	0.03%	39	0.01%

Source: 2010 U.S. Census, 2014 ACS 5-Year Estimate

Incorporated Cities

Eighteen incorporated cities fall within the boundaries of Fort Bend County.¹ Table 3 identifies the cities and provides the population and growth from 2010 to 2014. The remaining population in Fort Bend County resides in unincorporated areas of the county or in the small segments of the City of Houston that exist within Fort Bend County.

¹ A small portion of the City of Houston falls within Fort Bend County.

Table 3. Incorporated Cities in Fort Bend County.

City	2010 Population	2014 Population	Percent Growth
Arcola	1,642	1,964	20%
Beasley	641	519	-19%
Fairchilds Village	763	746	-2%
Fulshear	1,134	2,284	101%
Katy (a)	14,102	15,071	7%
Kendleton	380	326	-14%
Meadows Place	4,660	4,701	1%
Missouri City (b)	67,358	69,152	3%
Needville	2,823	2,995	6%
Orchard	352	366	4%
Pleak Village	1,044	1,260	21%
Richmond	11,679	11,769	1%
Rosenberg	30,618	32,789	7%
Simonton	814	863	6%
Stafford	17,693	17,990	2%
Sugar Land	78,817	82,420	5%
Thompson	246	178	-28%

Source: 2010 U.S. Census, 2014 ACS 5-Year Estimate

(a) Katy is incorporated in Harris County, with portions in Fort Bend County and Waller County

(b) Missouri City is incorporated in Fort Bend County, with portions in Harris County

Poverty

Under the federal guidelines for environmental justice, low-income population means a person whose median household income is at or below the poverty guidelines. In 2010, according to the ACS 5-year Estimate, about 12,000 households in Fort Bend County (7.2 percent of the total population) were living below the poverty level. The poverty level in Fort Bend County is below the state of Texas (15.74 percent) and Harris County (15.83 percent). In 2014, 7.7 percent of Fort Bend County households (about 15,000) were living below the poverty level, according to the 2014 ACS 5-year estimate.

Older Adults and Persons with a Disability

The focus of federal Title VI regulations is not on demographics of age and disability. However, the Fort Bend County Public Transportation Department does develop services that are responsive to the needs of older adults (persons age 65 and over) and persons with a disability.

Approximately 7.3 percent of all persons residing in Fort Bend County in 2010 were 65 years of age or older. This compares with the senior population for the state of Texas at 10.9 percent and Harris County at 8.7 percent. According to the 2014 ACS 5-Year Estimate, approximately 8.4 percent of Fort Bend County's population is 65 years of age.

According to 2010 ACS 3-Year Estimates, approximately 7.3 percent of civilian, non-institutionalized persons over age 5 reported a disability. In 2014, ACS 5-year estimates report that 8.1 percent of Fort Bend County's non-institutionalized population over age 5 reported a disability. The 2014 statistic compares to 11.5 percent for the state of Texas and 9.1 percent for Harris County.

FORT BEND COUNTY PUBLIC TRANSPORTATION DEPARTMENT

The Fort Bend County Public Transportation Department is the public transit provider within Fort Bend County. The Public Transportation Department provides five transit services/programs: demand response, shared ride transportation service; point-deviation transportation service in Richmond and Rosenberg, Texas; commuter express bus; Job Access and Reverse Commute (JARC); New Freedom; and services for older adults and persons with a disability.

Fort Bend County offers shared ride transit services to all citizens of Fort Bend County. The transportation service provides trips within Fort Bend County and to the Texas Medical Center (TMC) in Houston (which includes service to the Veterans Administration Hospital and a stop at the Social Security office). In order to schedule or cancel a ride, a rider may call 866-751-TRIP between the hours of 8:00 a.m. and 5:00 p.m. Monday thru Friday (excluding Fort Bend County holidays) and ask for the "Fort Bend County Reservations." Reservations can be made 30 days or up to 1 business day in advance of the appointment time. Rides are typically scheduled for first destination drop-off by 8:00 a.m. and the last pick-up will be no later than 5:00 p.m. Repeat rides may be scheduled in advance. Rides will be accepted on a "time and space" available basis. Trip fares are \$1.00 per person each way. Passengers must be ready 15 minutes before scheduled pick up time. This is a curb-to-curb service; however, persons with disabilities can request door-to-door service.

In April 2015, Fort Bend County introduced point-deviation transportation service in Richmond and Rosenberg Texas. This service operates on three fixed routes throughout Richmond and Rosenberg and will deviate (up to 3/4 of a mile) from the prescribed routes to pick up passengers upon request. Point Deviation Route Service operates along a fixed route and keeps to a timetable, but the bus or van can deviate from the route to go to a specific location, such as a house, childcare center, or employment site. Once the pick-up or drop-off is made, the vehicle returns to the fixed route. Fort Bend County provides point-deviation service Monday through Friday (excluding Fort Bend County holidays) from 6:40 AM until 5:15 PM.

Fort Bend County operates the Fort Bend Express, a peak period commuter bus service to three major employment centers in Harris County. The service consists of three bus routes, one to Greenway Plaza, one to Uptown/Galleria, and one to the TMC. Park-and-rides are located at the University of Houston Sugar Land campus at University Boulevard and US 59, the AMC Movie Theatre on Town Center Boulevard near First Colony Mall, and the Fort Bend County Fairgrounds near State Highway 36 and Fairgrounds Road. The Greenway Plaza route offers a connection to the Metropolitan Transit Authority (METRO) West Bellfort Park & Ride. At this location, riders are able to transfer to METRO routes to downtown Houston and the TMC. Fort Bend Express service runs Monday through Friday (excluding Fort Bend County holidays)

during peak commuter periods. Buses leave the park and ride lots between 4:40 a.m. and 8:30 a.m. and return from the activity centers between 3:15 p.m. and 6:40 p.m. at 15 to 20 minute intervals. The fare varies from \$1.00 to \$3.50 each way depending on the origin and destination.

Fort Bend County also participates in three transportation programs for specialized populations: JARC, New Freedom, and services for older adults and persons with disabilities. Job Access and Reverse Commute provides transportation to individuals on welfare and other people with low-income to and from jobs and activities related to employment. This is considered the “job access” portion of JARC. The service also takes individuals from urbanized areas to non-urbanized (rural) areas where suburban employers are located, and this accounts for the “reverse commute” portion of JARC.

The Public Transportation Department also provides New Freedom public transportation services. New Freedom is a transportation program dedicated to people with disabilities who live in rural areas. New Freedom provides reserved bus service in the mornings and afternoons, Monday through Friday (excluding Fort Bend County holidays) and the fare is \$1.00 for each one-way trip. An attendant may accompany a rider in need of assistance, free of charge. The New Freedom program also includes bus stop monitors and rider attendants to assist passengers who cannot travel independently.

Fort Bend County also provides transportation services to assist private nonprofit groups in meeting the transportation needs of older adults and persons with disabilities. The county also assists human service agencies to provide transportation for older adults to congregate meal programs and other activities at senior centers in Fort Bend County.

Figure 2 illustrates Fort Bend County’s point-deviation routes and stops in Richmond and Rosenberg Texas.

Figure 3 illustrates the locations for regional public transportation services from Fort Bend County to destinations in Harris County. The regional destinations include Greenway Plaza, Uptown/Galleria, the TMC, and METRO West Bellfort Park & Ride for Fort Bend Express, and the TMC for shared ride, demand response public transportation.

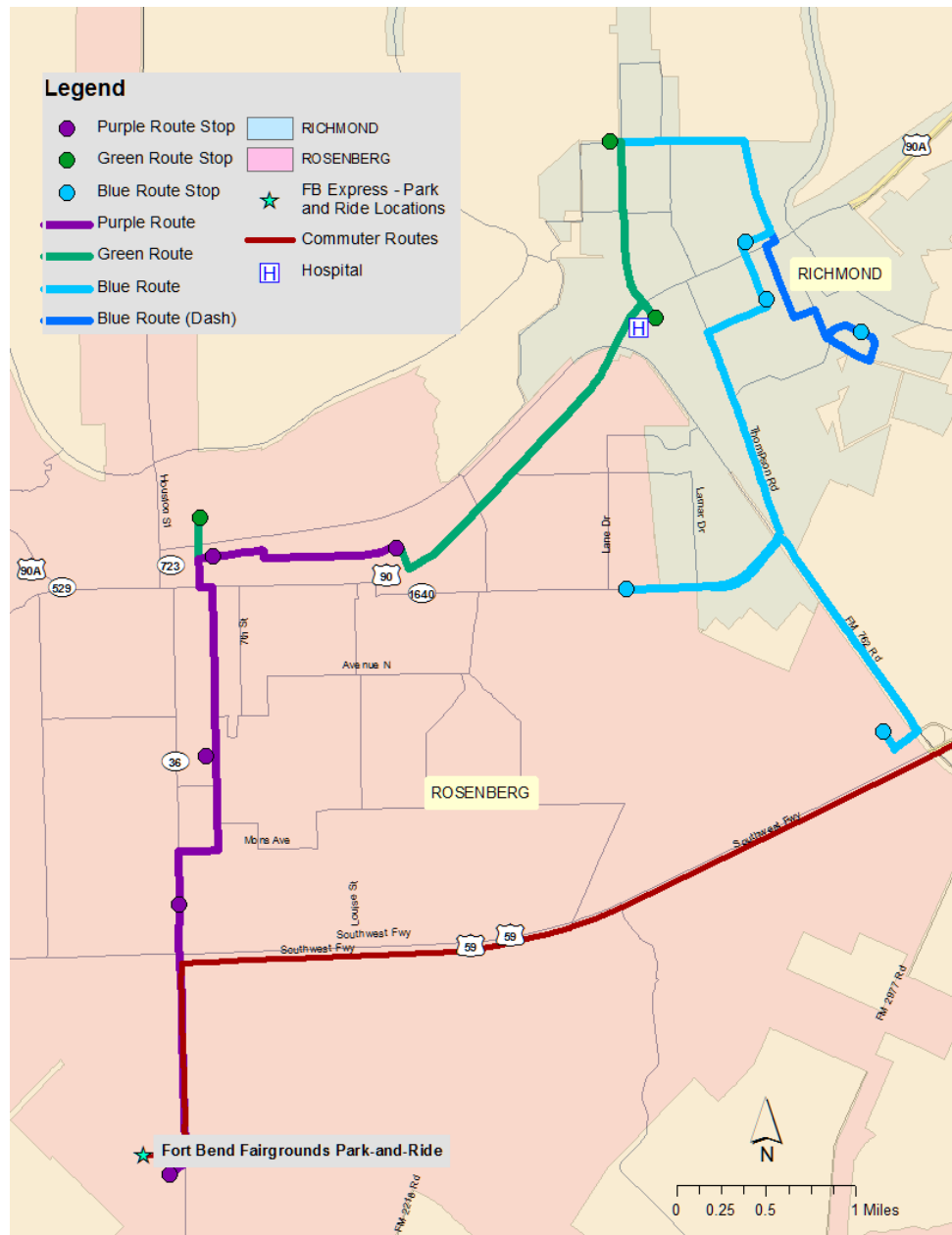


Figure 2. Fort Bend County Point-Deviation Routes

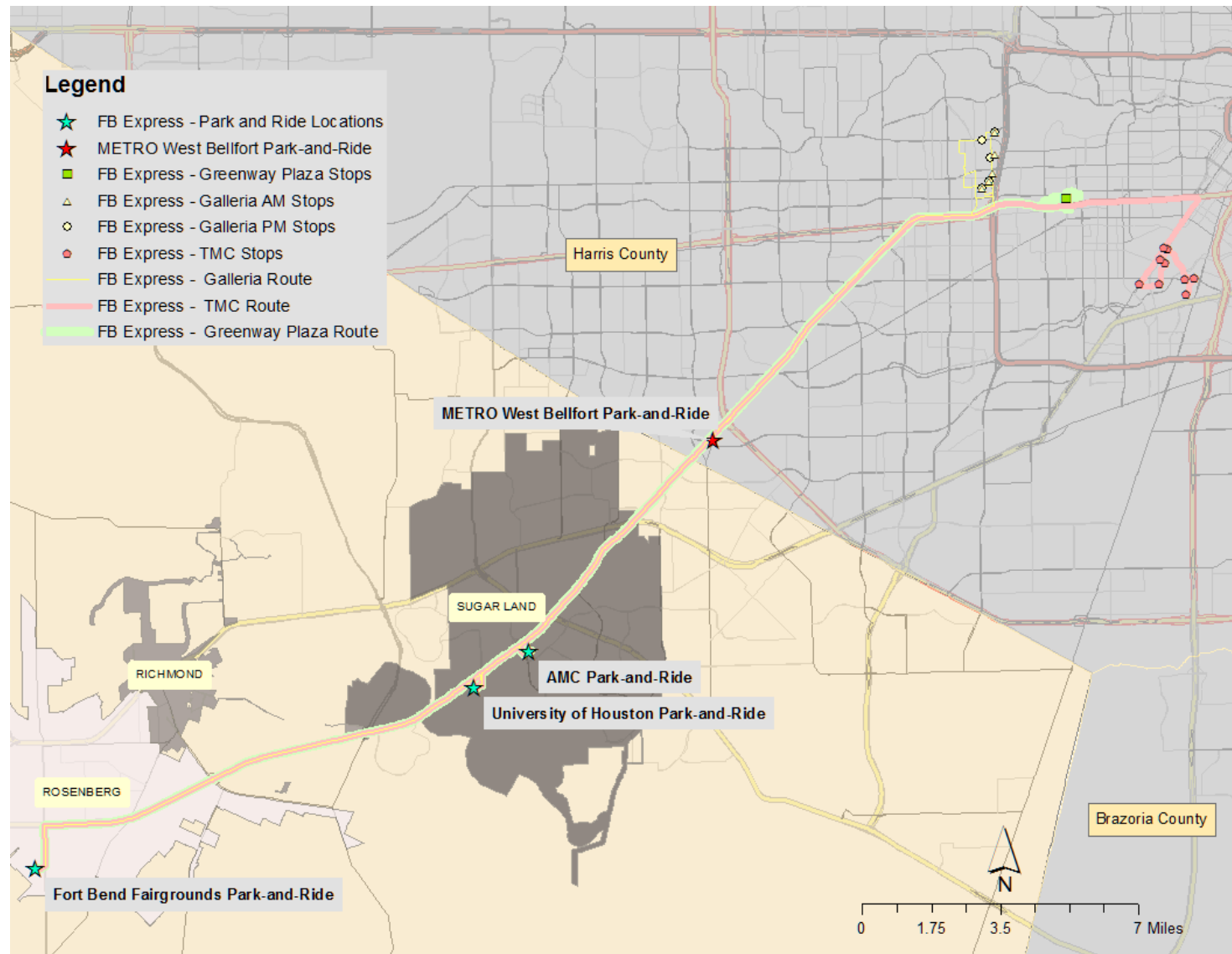


Figure 3. Fort Bend County Public Transportation Regional Transit Destinations.

SECTION 3. ASSESSMENT OF TRANSIT SERVICES

The Fort Bend County Public Transportation Department collected demographic data and produced maps showing the extent to which areas of concentration of minority groups, low-income populations, and persons with limited English-proficiency have access to public transportation services.

This section will discuss the sources and types of data used for the assessment of transit services. Maps illustrating the outcomes of the assessment are also presented. Appendix A of this report presents data tables.

DEMOGRAPHIC INFORMATION

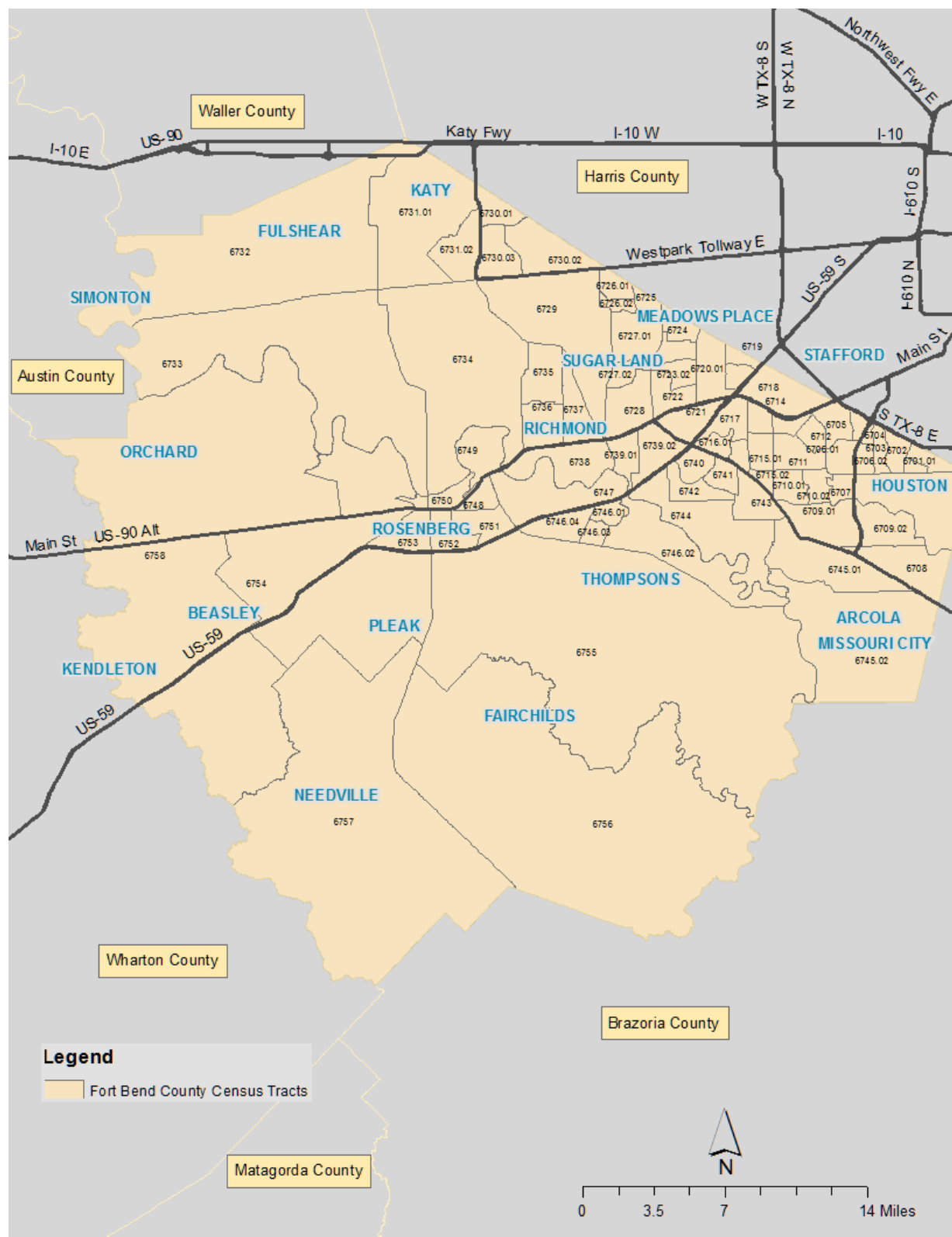
Demographic information from 2014 ACS 5-Year Estimates provides the data to determine if members of minority groups, low-income populations, and persons with limited English-proficiency have access to public transportation services in compliance with Title VI. The assessment also includes two demographic groups not required by the Title VI guidelines: older adults and persons with disabilities. These are important target populations for transit service in Fort Bend County.

Geographic Areas

Census data are available at two categories of geographic area: census tracts and census block groups. Census tracts are small, relatively permanent statistical subdivisions of a county. The primary purpose of census tracts is to provide a stable set of geographic units for the presentation of decennial census data. Census tracts generally have between 1,500 and 8,000 people, with an optimum size of 4,000 people. The spatial size of census tracts varies widely depending on the density of settlement. Census tracts are identified by a four-digit basic number.

Figure 4 illustrates a map of Fort Bend County showing the locations of major highways and incorporated cities. The numbers indicate census tracts.

A census block group is a cluster of census blocks having the same first digit of their four-digit identifying numbers within a census tract. For example, block group 3 within a census tract includes all blocks numbered from 3000 to 3999. Block groups generally contain between 600 and 3,000 people, with an optimum size of 1,500 people.



Source of Data

2014 ACS 5-Year Estimate data are used as available. Data for minority population, low-income households, and age are provided at the census block group level. Information about persons with disabilities, households that are linguistically isolated, and language spoken at home is available at the larger census tract level. ACS 5-Year Estimate data products for smaller geographic areas (i.e., census tracts and census block groups) were released beginning in 2010 and will be used by Fort Bend County Public Transportation Department for all non-decennial year Title VI assessments.

Demographic Data

Below is a list of the data used for the assessment of transit service with a short description and the geographic level used for the assessment.

- **Minority Population** – For the purposes of this assessment, minority population is defined as race or ethnicity other than non-Hispanic white. The data are reported by census block group as a percent of population that is minority. *Source: 2014 ACS 5-Year Estimates. Census Block Group Level.*
- **Households Below Poverty Level** – Low-income population is defined by household income below poverty level in. The data are reported by census block group as a percent of households below poverty status. *Source: 2014 ACS 5-Year Estimates. Census Block Group Level.*
- **Limited English Proficient (LEP) Population** – LEP are those persons over 5 years of age who speak English “not well” or not at all. The data are reported by census block group as a percent of population over 5 years of age. *Source: 2014 ACS 5-Year Estimates. Census Tract Level.*
- **Households Linguistically Isolated** – Limited English proficiency is also defined as all households in which no member of the household 14 years and over speaks English “very well.” The data are reported by census tract as a percent of households that are linguistically isolated. *Source: 2009 ACS 5-Year Estimates. Census Tract Level.*
- **Language Spoken at Home** –The data are reported by census tract as population 5 years and over in which a language other than English is spoken at home. Research describing languages other than English spoken at home in Fort Bend County is discussed in Section 4 of this report. *Source: 2014 ACS 5-Year Estimates. Census Tract Level.*
- **Senior Population** – Senior population is defined as persons 65 years of age or older. The data are reported by census block group as a percent of population that is 65 years of age or older. *Source: 2014 ACS 5-Year Estimates. Census Block Group Level.*
- **Persons with a Disability** – The data for persons with a disability are reported by census block group as a percent of the civilian, non-institutionalized population at least 5 years of age as of 2014 ACS 5-Year Estimates. A person with a disability has any of the following

three conditions:

1. Five years old and over and reported a long-lasting sensory, physical, mental or self-care disability;
2. Sixteen years old and over and reported difficulty going outside the home because of a physical, mental, or emotional condition lasting six months or more; or
3. Sixteen to 64 years old and reported difficulty working at a job or business because of a physical, mental, or emotional condition lasting six months or more.

Source: 2014 ACS 5-Year Estimates. Census Tract Level.

Statistical Analysis

The analysis identifies where the percent of the total target population residing in an area (census block group or census tract) exceeds the average of the target population for Fort Bend County as a whole.

Appendix A presents a table that shows the actual numbers and percent for each Title VI target population by census block group. Those block groups where the target population percent exceeds the average for Fort Bend County are highlighted in the table.

HOME LOCATIONS FOR TRANSIT USERS

The Fort Bend County Public Transportation Department maintains a database of riders and home addresses for all demand response transit services (shared ride public transportation for the general public, JARC, New Freedom, and service for older adults and persons with disabilities). Fort Bend County geocoded the list of addresses and projected the data on maps of the county to compare to demographic data. The successful geocode rate was 82 percent of all addresses in the database.

Figure 5 illustrates the locations of transit user home addresses and the Richmond and Rosenberg point-deviation service area as compared to the population density by census block group for Fort Bend County. The purpose of the map is to demonstrate that the majority of transit riders originate from the most densely populated urban areas. Approximately 3.0 percent of all home addresses for transit users exist within areas designated as rural by the 2010 U.S. Census Urban/Rural population statistics.

Fort Bend County's point-deviation routes are within 3/4 mile of the home location of 969 demand response users—nearly 17% of all demand response users.

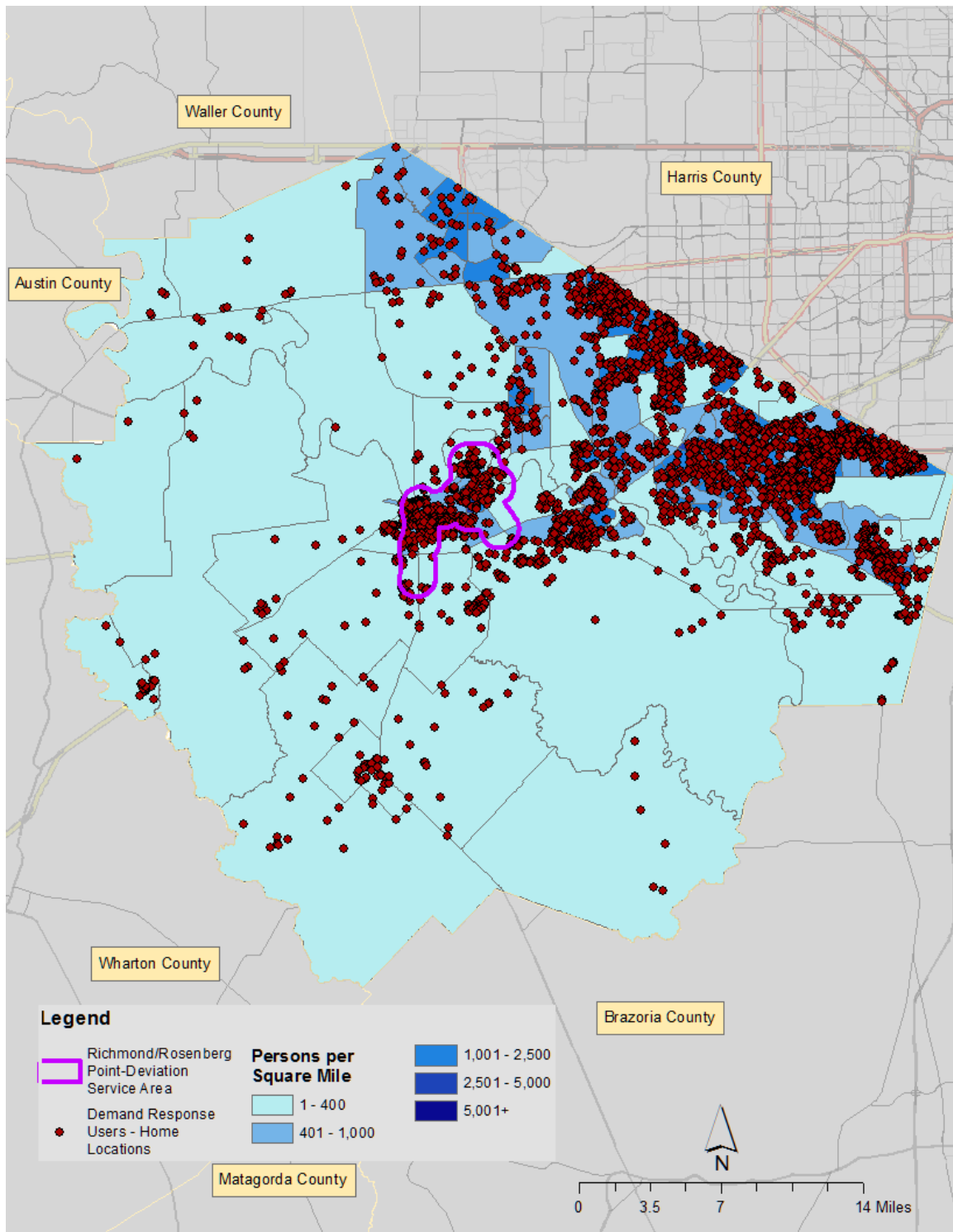


Figure 5. Transit Rider Home Addresses and Population Density by Census Block Group in Fort Bend County.

ASSESSMENT

The statistical analyses of demographic characteristics by census block groups and tracts as well as the Richmond and Rosenberg point-deviation service area were displayed on geographic information system (GIS) maps. The data points for home addresses of Fort Bend County transit users were overlaid on each of the GIS maps to permit assessment of the home locations of transit users to areas of concentration of target populations. Each overlay provides a graphic tool to assess the distribution of public transportation services as compared to a Title VI population or other target groups in Fort Bend County.

Table 4 displays the demographic data used to map and analyze the Fort Bend County Public Transportation Department services. Figure 5 through Figure 10 are used to assess compliance with Title VI.

Table 4. Fort Bend County 2014 Demographic Data Used for Maps.

<i>Total Population</i> 632,946	<i>Minority Population</i> 296,319	<i>Percent Minority</i> 46.82%
<i>Total Households (HH)</i> 198,316	<i>HH Below Poverty Level</i> 19,205	<i>Percent HH Below Poverty Level</i> 9.68%
<i>Total Population Age 5 and Over</i> 588,234	<i>LEP Population</i> 35,882	<i>Percent LEP</i> 6.10%
<i>Total HH*</i> 140,542	<i>Linguistically Isolated HH*</i> 8,097	<i>Percent Linguistically Isolated HH*</i> 5.76%
<i>Total Population</i> 632,946	<i>Population Age 65 and Over</i> 53,462	<i>Percent Age 65 and Over</i> 8.45%
<i>Total Civilian Population 5+ Not-Institutional</i> 583,013	<i>Population With Disability</i> 47,393	<i>Percent With Disability</i> 8.13%

*Source: 2014 ACS 5-Year Estimates, * 2009 ACS 5-Year Estimates*

Minority Population

In Figure 6 census block groups are mapped with demand response home addresses overlaid. The census block groups highlighted in blue are above the county average percent minority population of 46.8 percent. The distribution of home addresses within the highlighted areas indicates that transit user home addresses are within census block groups with higher percent minority population than the county average.

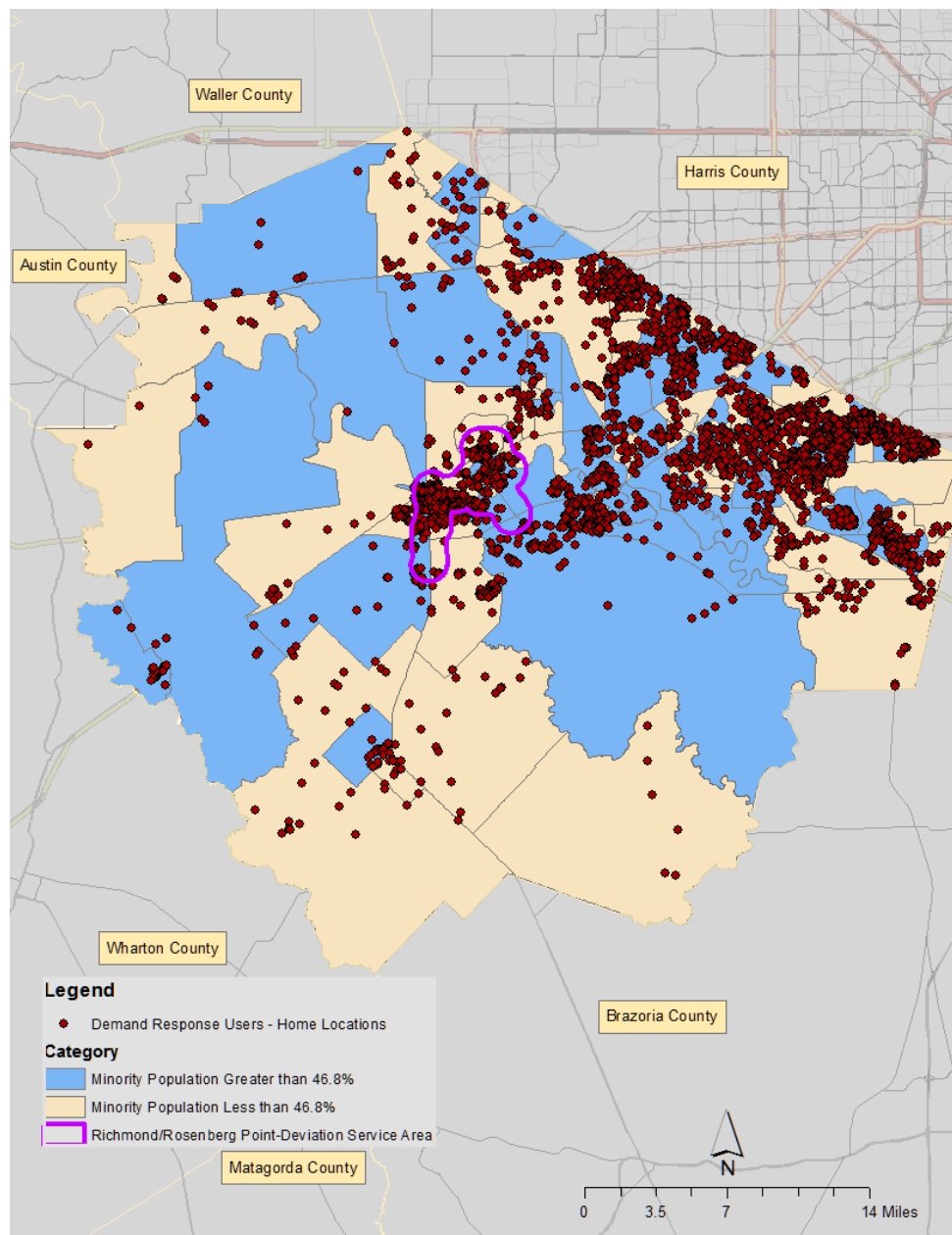


Figure 6. Transit Rider Home Addresses and Concentrations of Minority Population.

Households Below Poverty Level

Figure 7 highlights the census block groups in Fort Bend County that are above the county average 9.68 percent of households below the poverty level (2014). The distribution of home addresses within the highlighted areas indicates that transit user home addresses are within census block groups with higher percent households below the poverty level than the county average.

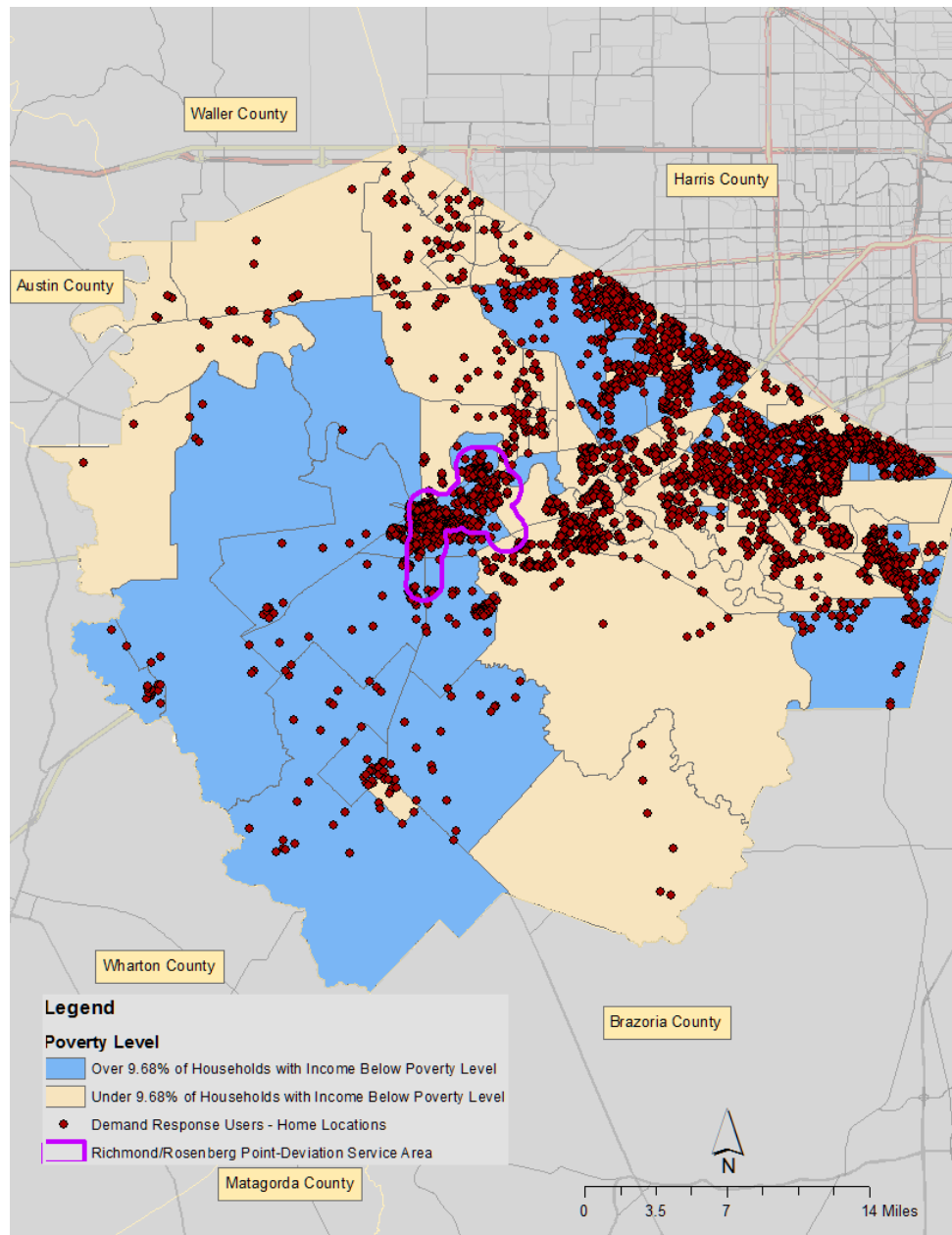


Figure 7. Transit Rider Home Addresses and Concentrations of Households Below Poverty Level.

LEP Population

In Figure 8, transit rider home origins are assessed within the census tracts that are above the county average 6.1 percent LEP population. The distribution of home origins within the highlighted areas indicates that transit user home addresses are within census block groups with higher concentrations of LEP population than the county average.

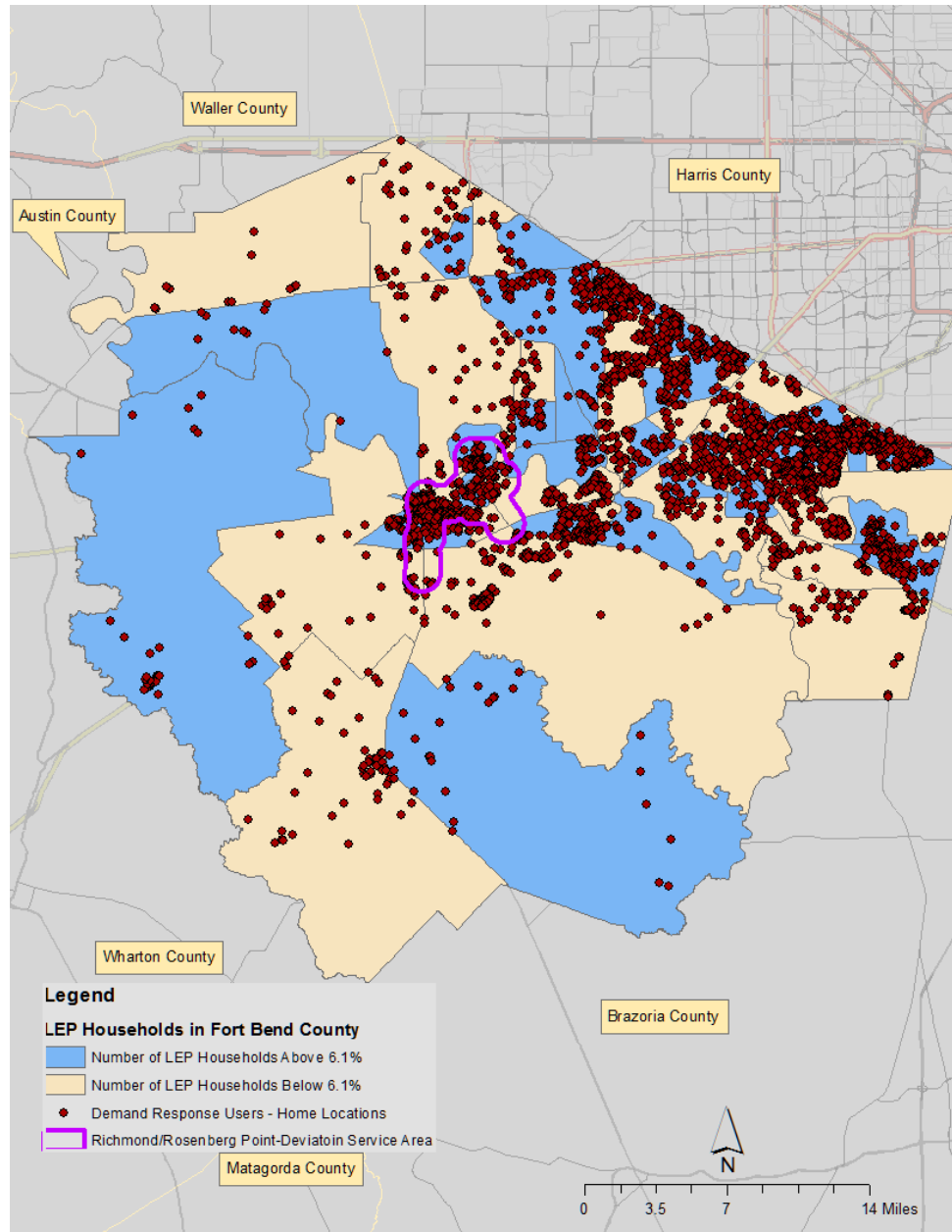


Figure 8. Transit Rider Home Addresses and Concentrations of LEP Population.

Linguistically Isolated Households

Limited English proficiency is also measured by households that are linguistically isolated. Figure 9 highlights the census tracts that are above the county average 5.76 percent linguistically isolated households. The distribution of transit rider home origins within the highlighted areas indicates that Fort Bend County public transportation service is provided within census block groups with higher concentrations of linguistically isolated households than the county average. Figure 9 displays data for linguistic isolation in Fort Bend County from the U.S. Census Bureau's 2009 ACS 5-Year Estimates, the last year this data set was produced for Fort Bend County.

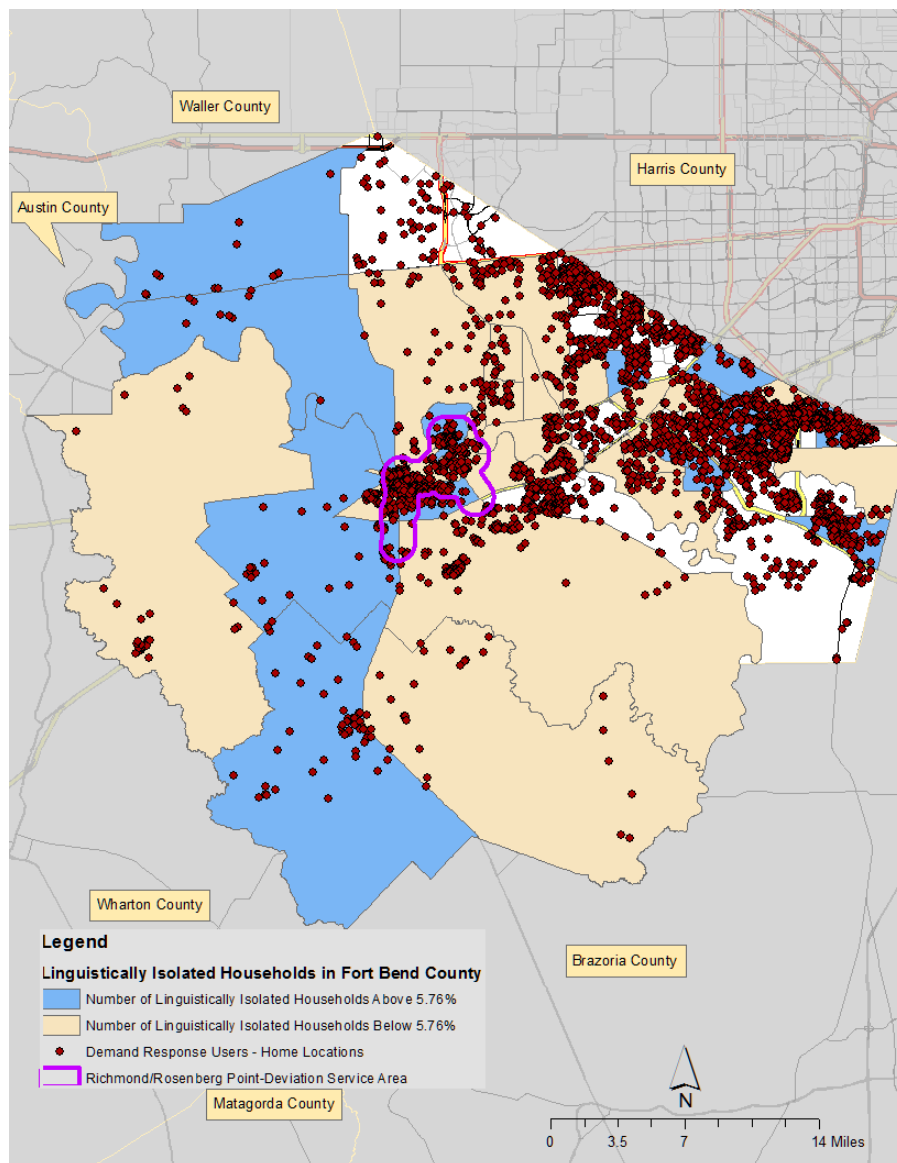


Figure 9. Transit Rider Home Addresses and Concentrations of Linguistically Isolated Households.

Population 65 Years and Older

Figure 10 displays block groups, highlighted in blue, within Fort Bend County with a percent of population 65 years of age and over that is greater than the county average 8.4 percent. Senior population is not specifically addressed by the Title VI objectives but represents an important target market for the demand response services provided by Fort Bend County Public Transportation.

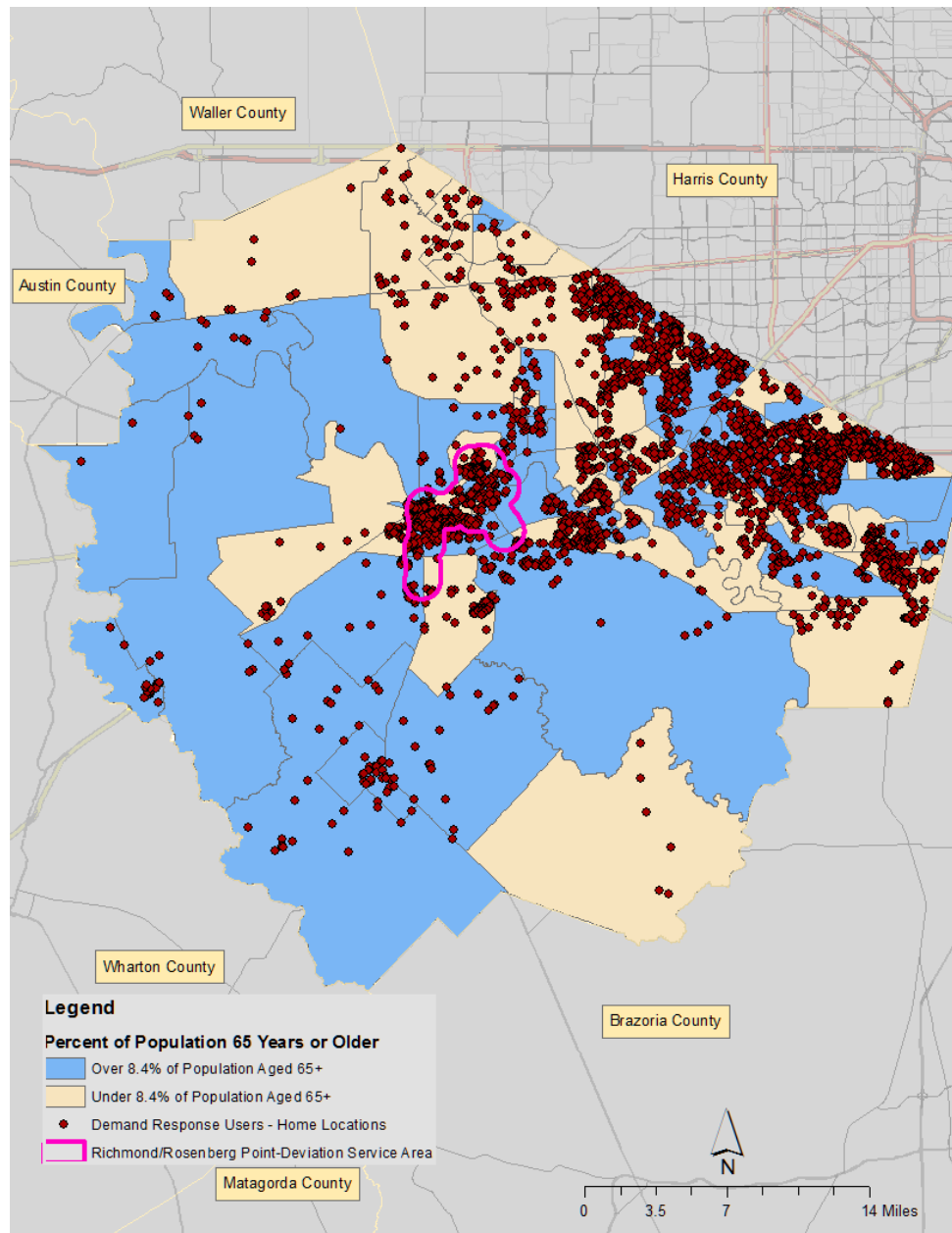


Figure 10. Transit Rider Home Addresses and Concentrations of Population 65 Years and older.

Population with Disabilities

Figure 11 displays the census block groups with a concentration of non-institutionalized civilians over five years of age that reported a disability greater than the Fort Bend County average 8.1 percent. The public transportation services provided by the Fort Bend County Public Transportation Department emphasize demand response services with specific programs for persons with disabilities.

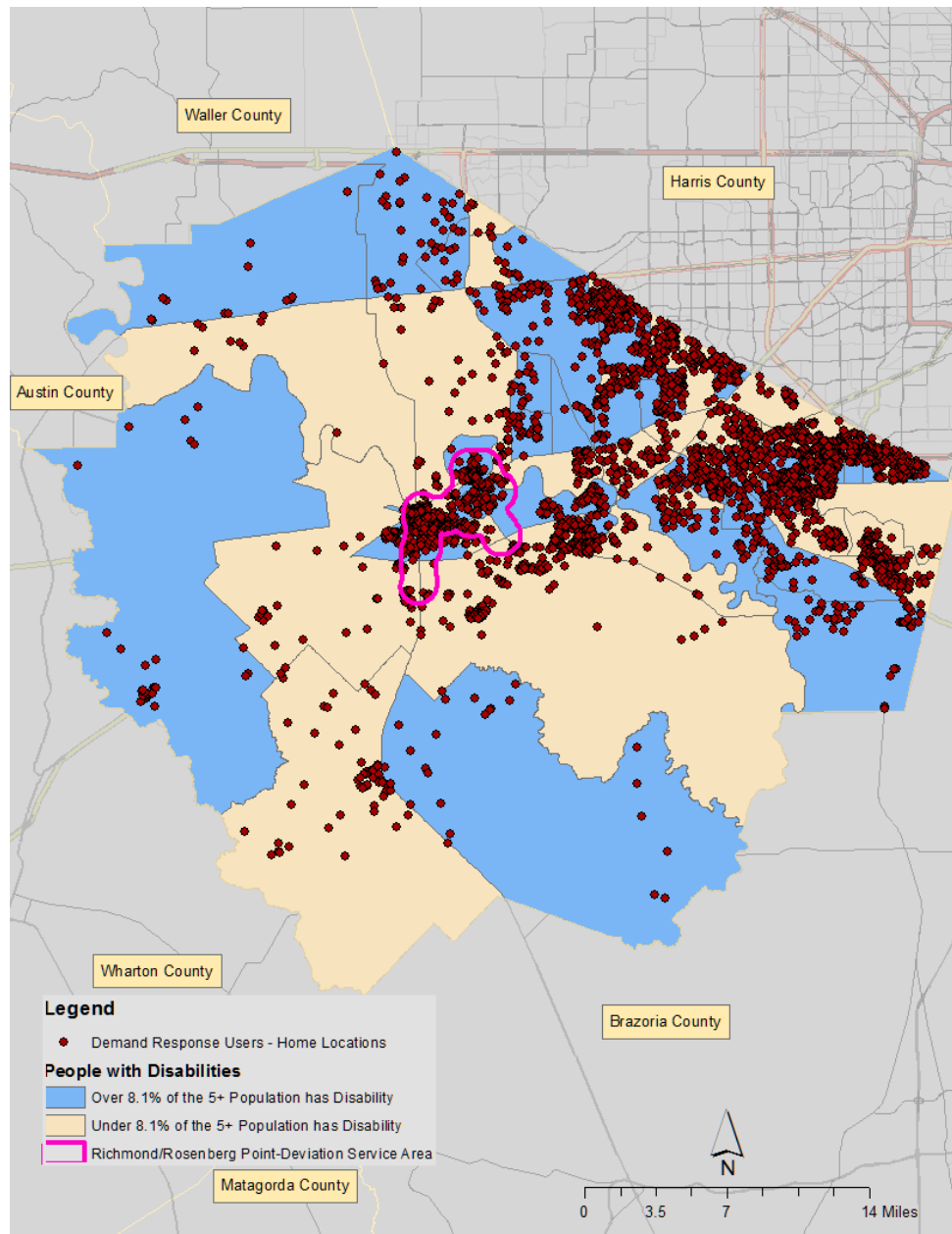


Figure 11. Transit Rider Home Addresses and Concentrations of Persons with Disabilities.

SECTION 4. ACCESS TO TRANSIT FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY

In previous statistical analyses of demographic characteristics by census block group, Fort Bend County identified the concentrations of population that have limited English proficiency. Two demographic variables were documented and mapped: LEP persons over 5 years of age who speak English not well or not at all and households that are linguistically isolated (no member of the household 14 years and over speaks English very well).

The purpose of this section is to look more specifically at what languages other than English are spoken at home by Fort Bend County residents and to gauge the extent to which these populations may access transit services. The analysis will help the Fort Bend County Public Transportation Department to develop and carry out a language implementation plan.

Several sources of information were accessed to identify languages other than English that are most prevalent in Fort Bend County. Data from 2009 ACS 5-Year Estimate were analyzed to identify linguistically isolated households (the most recent dataset for linguistic isolation). 2014 ACS 5-Year Estimates provided data to identify the specific languages spoken at home.

LINGUISTICALLY ISOLATED HOUSEHOLDS

Table 5 compares the number of linguistically isolated households in Fort Bend County to the total number of households. Spanish is the language spoken in 60.6 percent of linguistically isolated households.

Table 5. Fort Bend County Linguistically Isolated Households.

Household Language	Number of Linguistically Isolated Households	Linguistically Isolated Households as Percent of Total Households
Spanish	4910	2.48%
Other Indo-European Languages	592	0.30%
Asian and Pacific Island Languages	2455	1.24%
Other Languages	140	0.07%
<i>Total Households</i>	<i>198,316</i>	<i>100.00%</i>

Source: 2009 ACS 5-Year Estimates

LANGUAGE SPOKEN AT HOME

To determine the current language/translation needs of the Fort Bend County population, 2014 ACS 5-Year Estimate data are used. This data is reported by census tract as population over age 5 in which a language other than English is spoken at home. Appendix B presents the data.

A benefit of looking at languages spoken at home is to identify the languages that are most familiar to a person whose nation of origin is not the United States. This information will serve as guidance for Fort Bend County to provide language assistance for growing segments of the population.

According to 2014 ACS 5-Year Estimates, there are nine languages other than English spoken at home by more than 1 percent of the Fort Bend County population. These languages are: Spanish, Gujarati, Hindi, Urdu, Chinese, Vietnamese, Other Asian Languages, Tagalog, and African Languages. As shown in Table 6, Spanish is the language spoken at home by the largest percent of the population over age 5, over 18 percent.

Table 6. Languages Other than English Spoken at Home.

	Population 5+	Percent of Total Population
Fort Bend County Total	588,234	100%
Spanish	107,052	18.2%
Chinese	21,691	3.7%
Vietnamese	13,882	2.4%
Urdu	13,589	2.3%
Other Asian Languages	11,554	2.0%
Hindi	8,699	1.5%
Tagalog	8,978	1.5%
African Languages	9,005	1.5%
Gujarati	6,050	1.0%

Source: 2014 ACS 5-Year Estimates

Spanish Spoken at Home

Figure 12 shows the census tracts where the percent of the population over age 5 who speak Spanish at home is greater than the county average 18.2 percent. The distribution of transit rider home origins within the highlighted areas indicates that Fort Bend County public transportation service is provided within census tracts where a higher than average percent of the population speak Spanish at home.

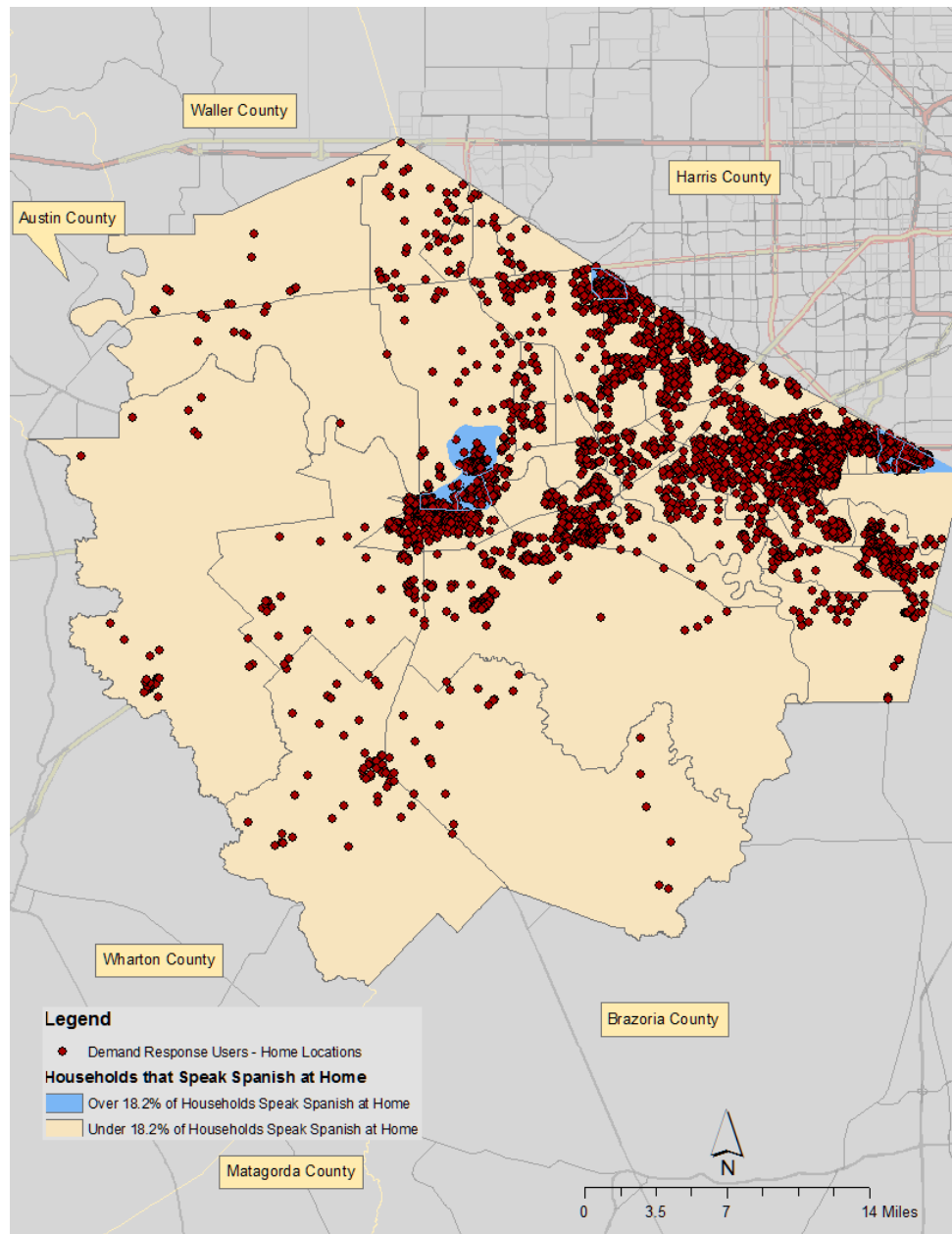


Figure 12. Transit Rider Home Addresses and Concentrations of Population that Speak Spanish at Home.

Chinese Spoken at Home

Figure 13 shows the areas where the percent of the population over age five who speak Chinese at home is greater than the county average 3.7 percent. The distribution of transit rider home origins within the highlighted areas indicates that Fort Bend County public transportation service is provided within census tracts where a higher than average percent of the population speak Chinese at home.

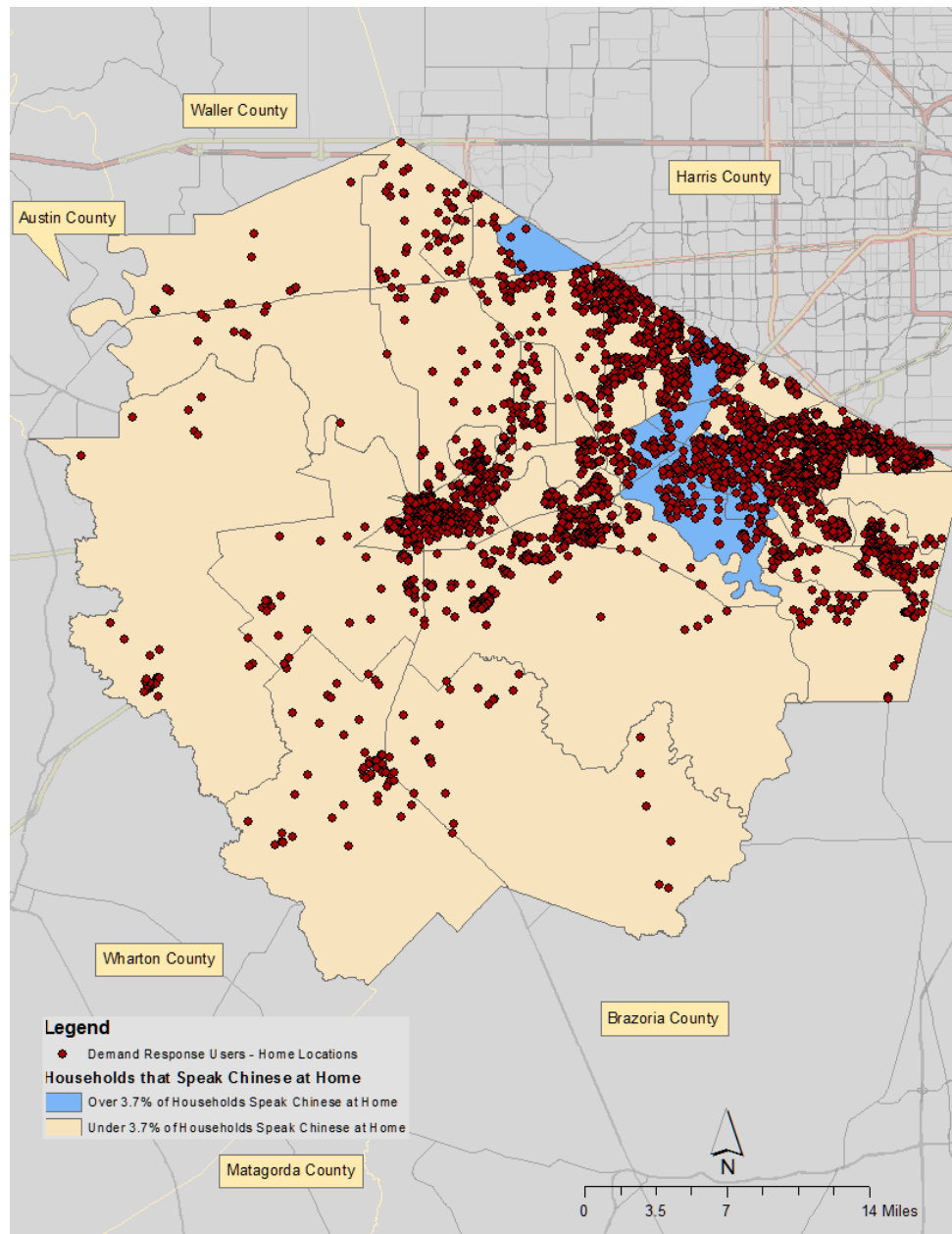


Figure 13. Transit Rider Home Addresses and Concentrations of Population that Speak Chinese at Home.

Vietnamese Spoken at Home

Figure 14 shows the census tracts where the percent of the population over age 5 speak Vietnamese at home is greater than the county average 2.4 percent. Fort Bend County public transportation service is provided within census tracts where a higher than average percent of the population speak Vietnamese at home.

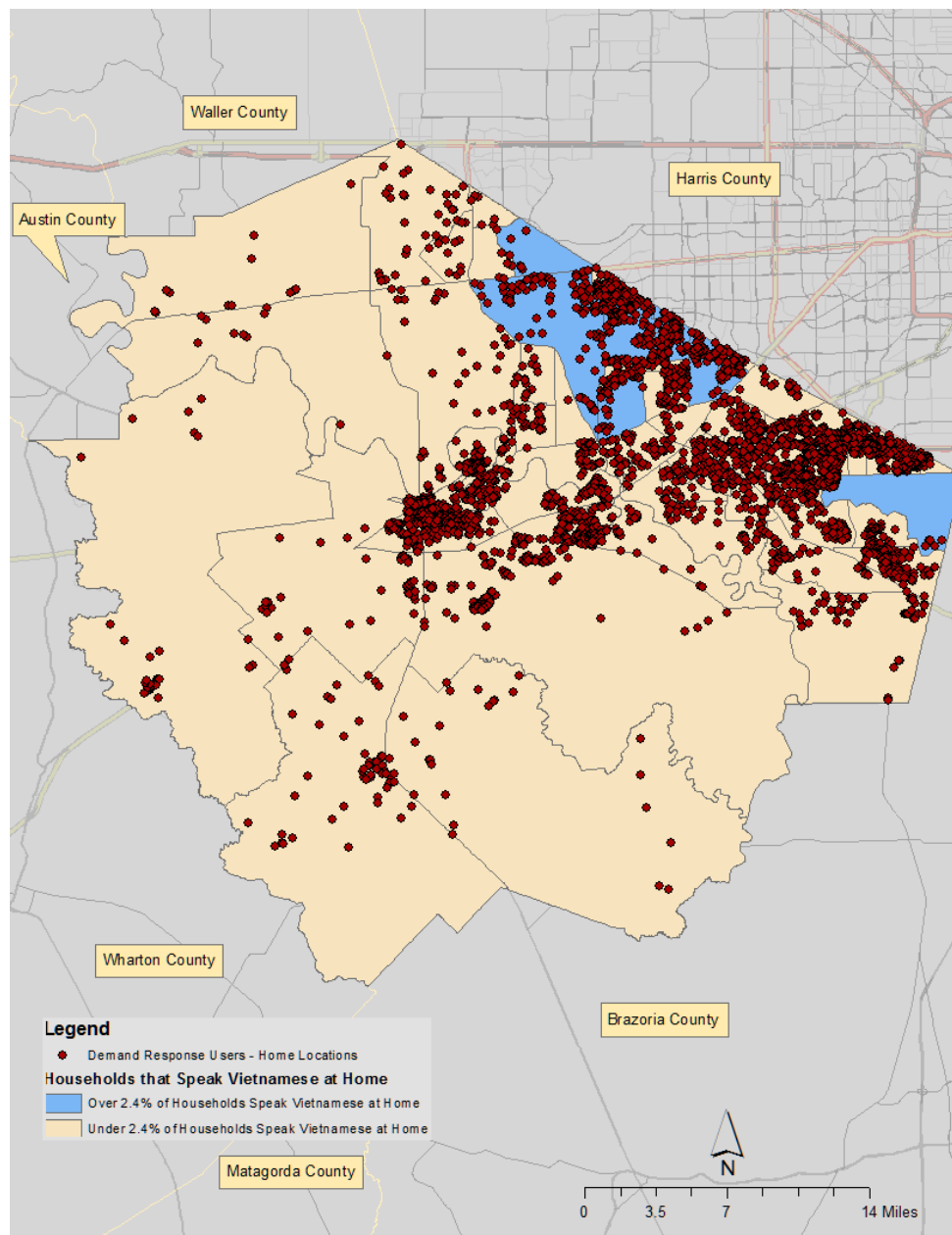


Figure 14. Transit Rider Home Addresses and Concentrations of Population that Speak Vietnamese at Home.

Urdu Spoken at Home

Figure 15 shows the census tracts where the percent of the population over age 5 speak Urdu at home is greater than the county average 2.3 percent. Fort Bend County public transportation service is provided within census tracts where a higher than average percent of the population speak Urdu at home.

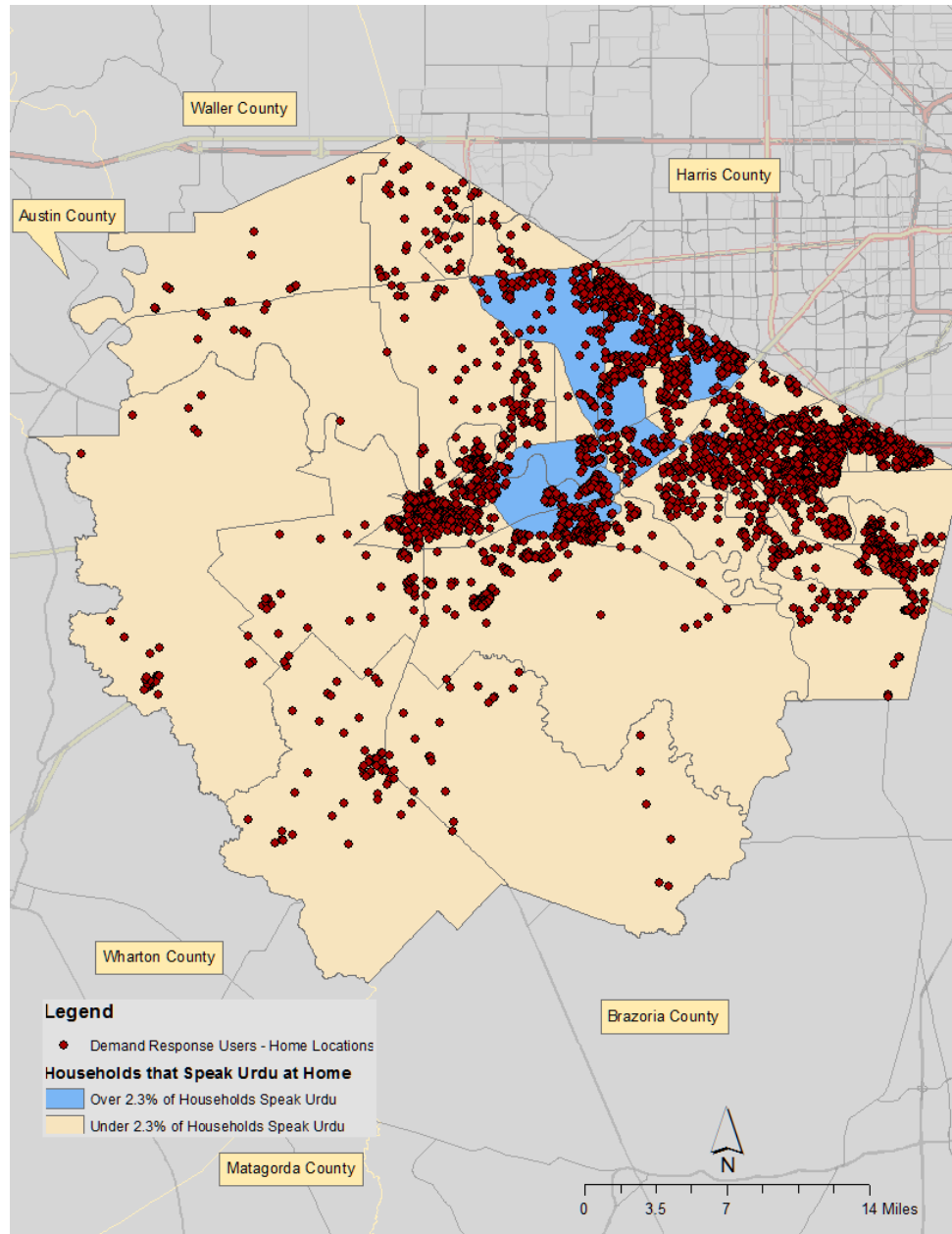


Figure 15. Transit Rider Home Addresses and Concentrations of Population that Speak Urdu at Home.

Other Asian Languages Spoken at Home

Figure 16 shows the census tracts where the percent of the population over age 5 speak Other Asian Languages at home is greater than the county average 2.0 percent. Fort Bend County public transportation service is provided within census tracts where a higher than average percent of the population speak Other Asian Languages at home.

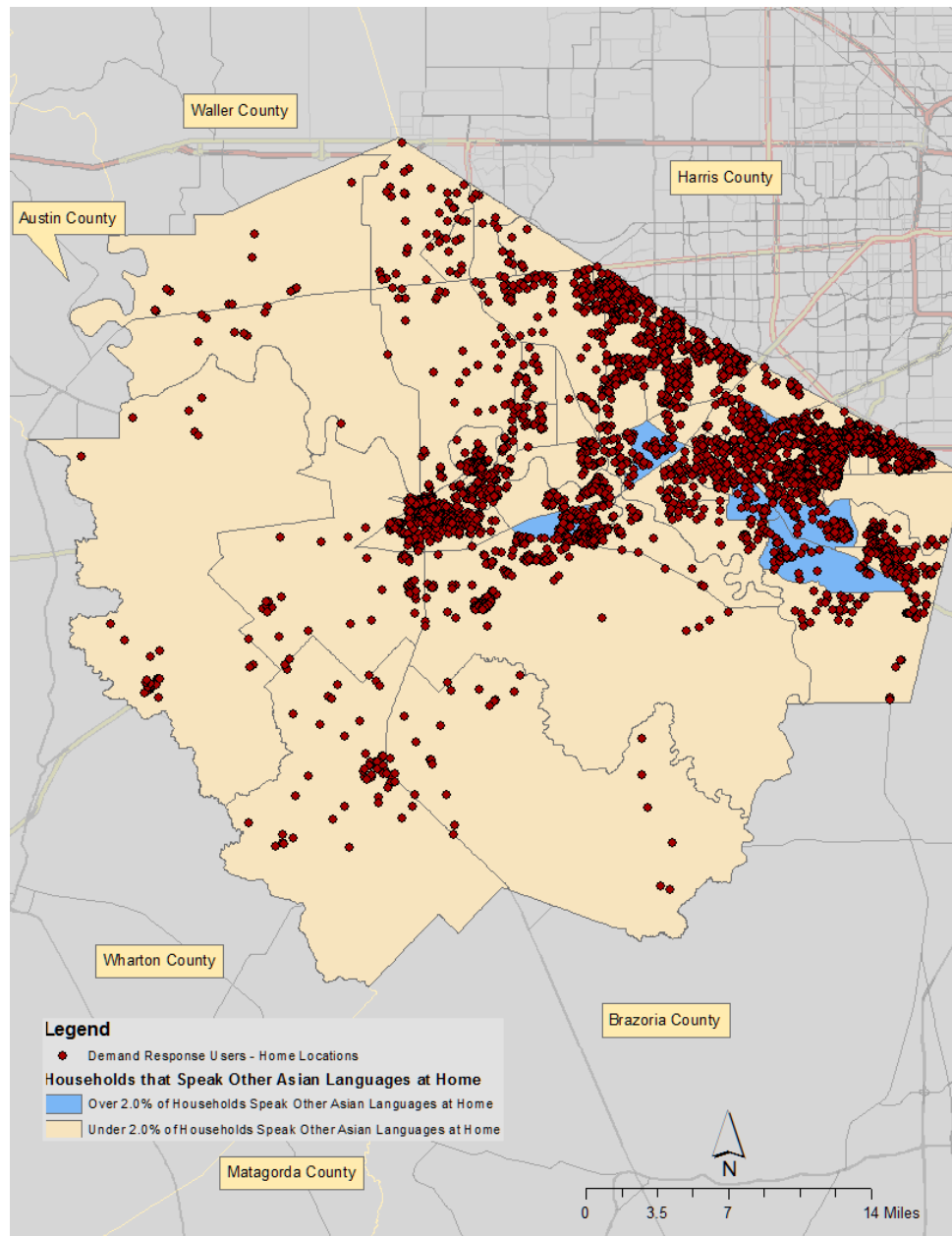


Figure 16. Transit Rider Home Addresses and Concentrations of Population that Speak Other Asian Languages at Home.

African Languages Spoken at Home

Figure 17 shows the census tracts where the percent of the population over age 5 speak African Languages at home is greater than the county average 1.5 percent. Fort Bend County public transportation service is provided within census tracts where a higher than average percent of the population speak African Languages at home.

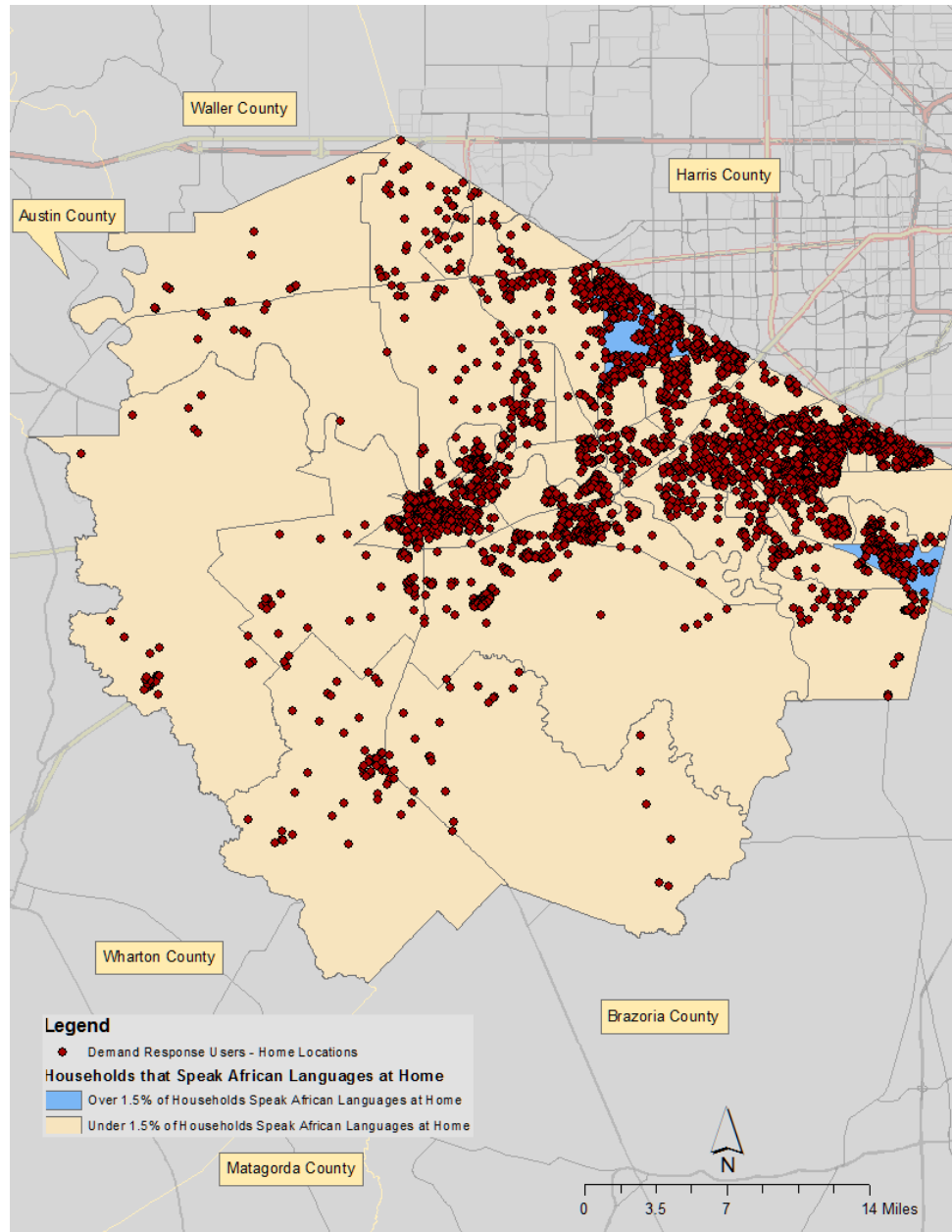


Figure 17. Transit Rider Home Addresses and Concentrations of Population that Speak African Languages at Home.

Tagalog Spoken at Home

Figure 18 shows the census tracts where the percent of the population over age 5 speak Tagalog at home is greater than the county average 1.5 percent. Fort Bend County public transportation service is provided within census tracts where a higher than average percent of the population speak Tagalog at home.

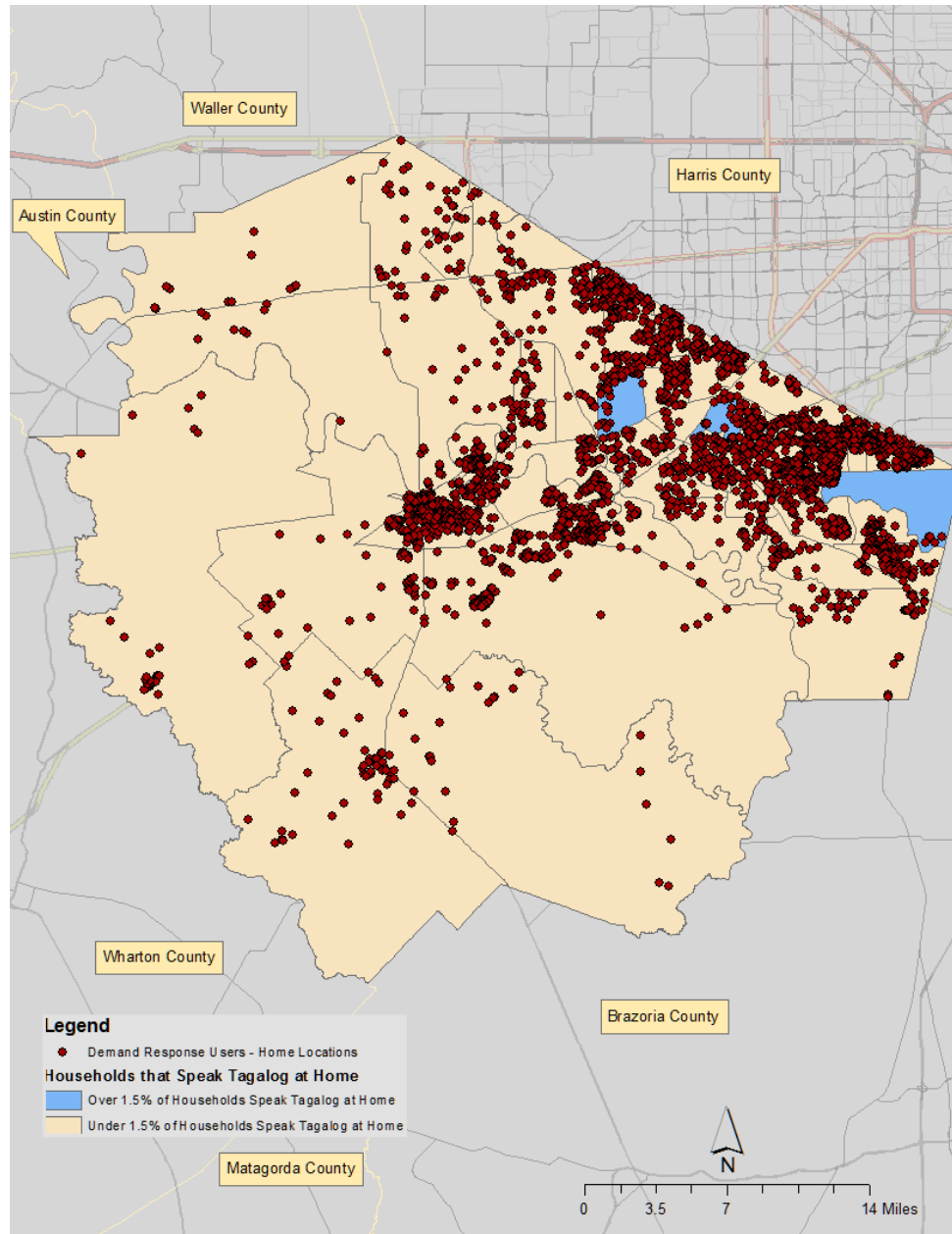


Figure 18. Transit Rider Home Addresses and Concentrations of Population that Speak Tagalog at Home.

Hindi Spoken at Home

Figure 19 shows the census tracts where the percent of the population over age 5 speak Hindi at home is greater than the county average 1.5 percent. Fort Bend County public transportation service is provided within census tracts where a higher than average percent of the population speak Hindi at home.

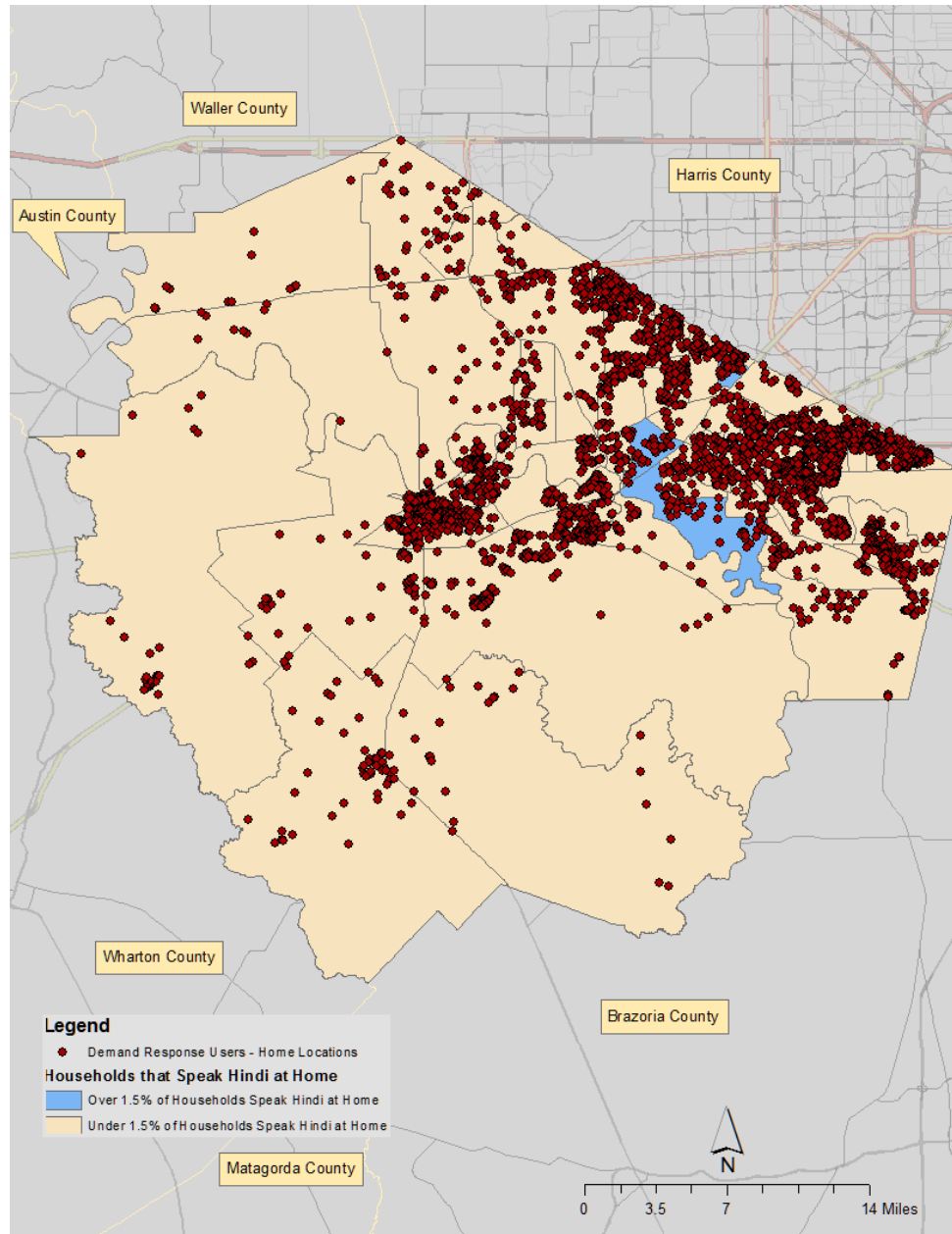


Figure 19. Transit Rider Home Addresses and Concentrations of Population that Speak Hindi at Home.

Gujarati Spoken at Home

Figure 20 shows the census tracts where the percent of the population over age 5 speak Gujarati at home is greater than the county average 1.0 percent. Fort Bend County public transportation service is provided within census tracts where a higher than average percent of the population speak Gujarati at home.

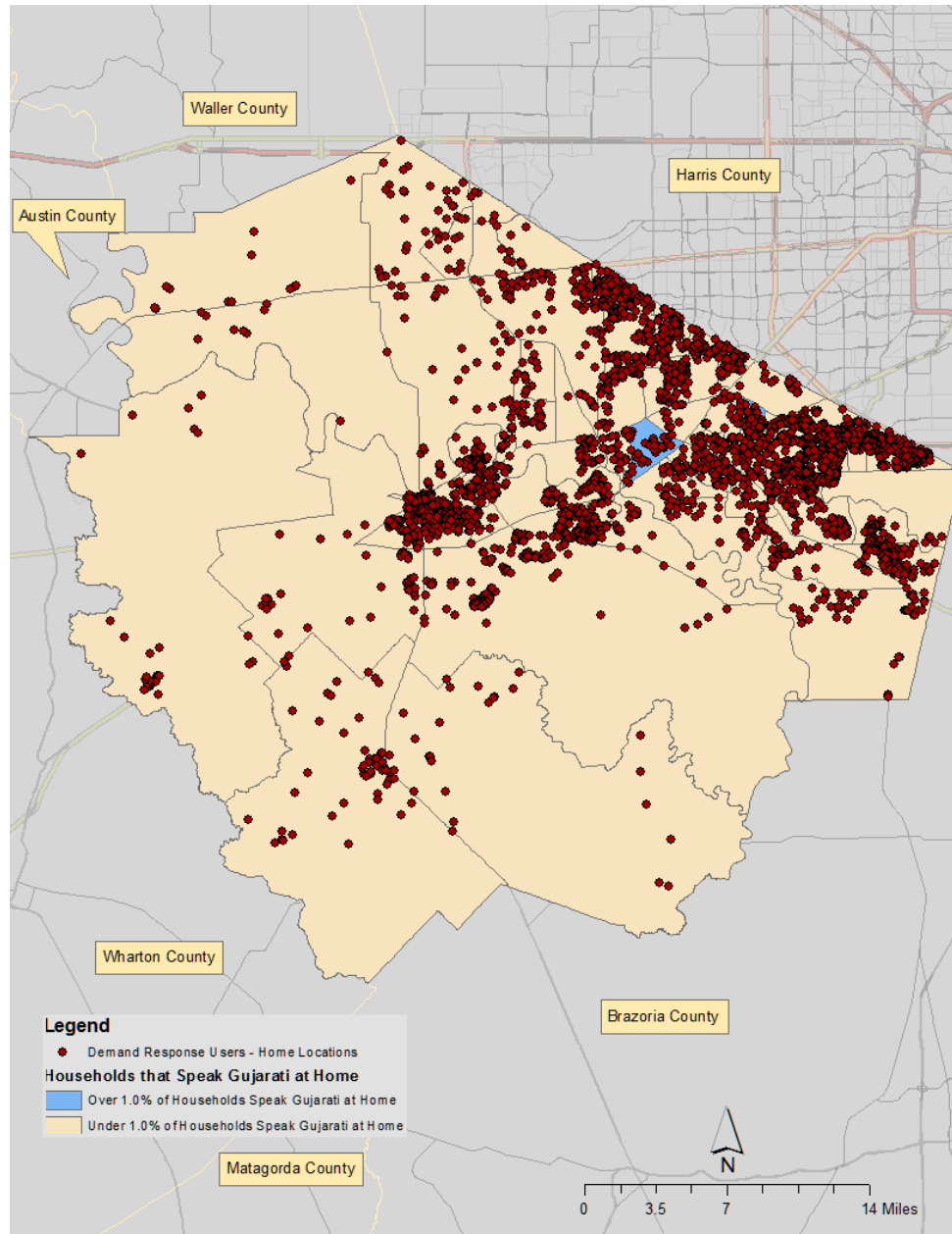


Figure 20. Transit Rider Home Addresses and Concentrations of Population that Speak Gujarati at Home.

SECTION 5. TITLE VI POLICIES AND PROCEDURES

According to the guidance provided by FTA Circular 4702.1B, the Fort Bend County Public Transportation Department must ensure that programs, policies, and activities comply with DOT Title VI Regulations.

The purpose of this section is to present a statement of policy for compliance with Title VI, instructions for how a member of the public may file a discrimination complaint, and procedures for tracking and investigating Title VI complaints. The Public Transportation Department has a responsibility to provide public notice to the beneficiaries of its public transportation services of protection under Title VI.

TITLE VI STATEMENT OF POLICY FOR PUBLIC TRANSPORTATION

Fort Bend County is committed to a policy of non-discrimination in the conduct of its business, including the Title VI responsibility to deliver equitable and accessible transportation services. Fort Bend County officially formed the Public Transportation Department in June 2005 to provide residents with safe and efficient public transportation services while maintaining service quality and customer satisfaction.

The Public Transportation Department recognizes its responsibility to the Fort Bend County community in which it operates and to the society it serves. The Public Transportation Department will utilize its best efforts to assure that no person 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 the Fort Bend County program of transit service delivery and related benefits. Further, the Public Transportation Department will utilize best efforts to provide equitable and accessible public transportation services to persons of low income and persons with limited English proficiency.

In order to comply with the Title VI requirements, the Public Transportation Department strives to accomplish the following objectives:

- Ensure that the level and quality of transportation service is provided without regard to race, color or national origin;
- Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations;
- Promote the full and fair participation of all affected populations in transportation decision making;
- Prevent the denial, reduction or delay in benefits related to programs and activities that benefit minority populations or low-income populations; and
- Ensure meaningful access to programs and activities by persons with limited English proficiency.

The responsibility for carrying out Fort Bend County's commitment to Title VI responsibilities rests with the Director of the Public Transportation Department. All managers, supervisors, and

employees in the Public Transportation Department share in the responsibility for making the Title VI Program a success.

Fort Bend County is committed to safeguarding against discrimination in its provision of public transportation services. Any person who feels he or she may have been discriminated against is encouraged to report in writing such a violation to the Fort Bend County within 180 days of the alleged discrimination. Additional information concerning the Fort Bend County Title VI obligations and the complaint procedure can be found by calling (281) 633-7433 or on the county's web site

<http://www.fortbendcountytexas.gov/Modules/ShowDocument.aspx?documentid=10133>.

FILING A DISCRIMINATION COMPLAINT

The responsibility for carrying out Fort Bend County's commitment to Title VI responsibilities rests with the Director of the Public Transportation Department. All managers, supervisors, and employees in the Public Transportation Department share in the responsibility for making the Title VI Program a success.

Any person who feels he or she may have been discriminated against is encouraged to report in writing such a violation to the Fort Bend County Public Transportation Department within 180 days of the alleged discrimination. If the individual believes that he/she has been excluded from participation in, denied the benefits of, or subjected to discrimination based on race, color, national origin, language, or income level under Fort Bend County's Public Transportation Department programs for transit service delivery or related benefits, the individual may file a complaint with the Fort Bend County Public Transportation Department:

- Mail to the Fort Bend County Public Transportation Department, Attention Assistant Director of Public Transportation, 12550 Emily Court, Suite 400, Sugar Land, TX 77478;
- Telephone (281) 633-7433;
- Fax (281) 243-6710; or
- Email at Transit@co.fort-bend.tx.us.

Appendix D of this report provides a copy of the recommended complaint form. Comments can be submitted in a format other than the complaint form. If the complaint is filed verbally, the information will be documented in writing by the Public Transportation Department.

TRACKING AND INVESTIGATING TITLE VI COMPLAINTS

The Assistant Director will review and investigate every complaint promptly. Reasonable measures will be undertaken to preserve any information that is confidential. At a minimum, the Assistant Director will:

- Identify and review all relevant documents, practices and procedures;
- Identify and interview persons with knowledge of the Title VI violation, i.e., the person making the complaint; witnesses or anyone identified by the Complainant; anyone who may have been subject to similar activity, or anyone with relevant information;

- Notify Fort Bend County Public Transportation Department's local TxDOT Public Transportation Coordinator (PTC) of any Title VI-related complaint within ten working days after receiving the complaint.

Upon completion of the investigation, the Assistant Director will complete a final report and deliver it to the Director of Public Transportation. If a Title VI violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The complainant will also receive a final report together with any remedial steps. The investigation process and final report should take no longer than twenty-five (25) business days. If no violation is found and the complainant wishes to appeal the decision, he or she may appeal directly to the Director of Public Transportation, 12550 Emily Court, Suite 400, Sugar Land, TX 77478.

The Assistant Director will maintain a log of Title VI complaints received from this process which shall include the date the complaint was filed; a summary of the allegations; the status of the complaint; and actions taken by the Department of Public Transportation in response to the complaint. Should Fort Bend County receive a Title VI complaint in the form of a formal charge or lawsuit, the complaint will be forwarded to the Fort Bend County Attorney.

Complaints may also be filed with the following organization no later than 180 days after the date of the alleged discrimination:

Federal Transit Administration's Office of Civil Rights
 Attention: Title VI Program Coordinator
 East Building, 5th Floor - TCR
 1200 New Jersey Ave., SE
 Washington, DC 20590
 202-366-4018
http://www.fta.dot.gov/civilrights/title6/civil_rights_5104.html

The Assistant Director will prepare and maintain a list of any active Title VI investigations, complaints, and lawsuits conducted by entities other than FTA.

PUBLIC NOTICE

The Fort Bend County Public Transportation Department is responsible for notifying the public and beneficiaries of public transportation services of protection under Title VI and providing instructions on how to file a discrimination complaint.

To notify the public and beneficiaries of public transportation services of protection under Title VI, the Public Transportation Department will do the following:

- Post the Title VI policy statement, instructions on how to file a complaint, and access to the complaint form on the departmental website.
- Post the Title VI policy statement and instructions on how to file a complaint in the office of the Public Transportation Department.
 - Fort Bend County Public Transportation posts Title VI notices in the following locations/documents:

- Buses
 - Website
 - Bulletins
 - Passenger Guidelines
 - Route Schedules
 - Brochures
 - Customer Handouts
 - Public Transportation Department Office and areas accessible to riders
- Include the Title VI policy statement and instructions on how to file a complaint in a published format (flyer, brochure) that can be available at public outreach events and distributed to transit users.
- Disseminate the Title VI information to all employees.

All material will be provided in English and Spanish.

SECTION 6. PUBLIC INFORMATION ABOUT TRANSIT SERVICES AND LEP PLAN

The Fort Bend County Public Transportation Department is committed to ensuring meaningful access to programs and activities by persons with limited English proficiency, as required by FTA Circular 4702.1B.

This section has two purposes. The first purpose is to document the types of public information about transit services currently provided by the Public Transportation Department and to summarize public outreach and involvement activities to reach out to target markets including minority and low-income people, older adults, and persons with disabilities. The second purpose is to document a proposed approach to ensure meaningful access to persons with limited English proficiency by providing more bilingual information.

SUMMARY OF CURRENT PUBLIC OUTREACH AND INVOLVEMENT

The Fort Bend County Public Transportation Department provides public outreach pamphlets in both English and Spanish. The Public Transportation Department also provides public information about transit services in English via the following media.

Internet Website: <http://www.fortbendcountytexas.gov/index.aspx?page=313>

Telephone: 281-633-7433

Toll Free: 866-751-8747

Fax: 281-243-6710

Email: Transit@co.fort-bend.tx.us

**TTY for the
Hearing Impaired:** 281-494-7160 Administrative Offices
 281-243-6781 Reservations

Fort Bend Express commuter transit services—public information is available in English from the following website or by telephone or email:

Internet Website: <http://www.fortbendcountytexas.gov/index.aspx?page=317>

Telephone: 281-633-7433

Fax: 281-243-6710

Email: Transit@co.fort-bend.tx.us

The Fort Bend County Public Transportation Department engages in public outreach in order to attract ridership and inform others of transit services. Outreach takes the form of presentations, open houses, information tables, group discussions, posters, and pamphlets. Pamphlets are available in Spanish. Public involvement activities occur at churches, schools, community centers, governmental agencies, chambers of commerce, and agencies that provide human and

social services for older adults and persons with disabilities. The Public Transportation Department keeps a record of the locations and events. The language used for all verbal presentations and group discussions is English. Once a month, a sign language interpreter is present for an outreach initiative at the Fort Bend Center for Independent Living. Sign language interpreters are available upon request by attendees to other presentations.

Appendix C includes documentation of public presentations and public outreach initiatives by the Fort Bend County Public Transportation Department. Many of the collaboration meetings are with advocates for minority and low-income people – for example:

- Fort Bend County Meals on Wheels
- Texas Workforce Solutions
- Catholic Charities
- Literacy Council of Fort Bend County
- Experience Works Employment, Training Director
- Fort Bend Independent School District, Vocational Adjustment Coordinator
- Fort Bend County Indigent Health Care Manager
- Parkwest Staffing, Branch Manager
- Texana, Supported Employment Coordinator
- The Association for Retarded Citizens of Fort Bend County

Public outreach also includes a concerted effort to reach out to health and human service agencies that support persons with disabilities and older adults.

ENHANCEMENTS FOR PUBLIC OUTREACH TO TITLE VI POPULATIONS

In order to ensure that minority, low-income, and LEP persons have meaningful access to public outreach activities, the Fort Bend County Public Transportation Department will enhance the current public involvement program in the following ways:

- All public outreach efforts will continue to be descriptively documented and the following information about each outreach effort will be noted:
 - Address of location of the public outreach;
 - Names and addresses for those who participated with contact information (phone, email) as appropriate;
 - Format of the outreach (presentation, open house, information table, group discussion, meeting, or other);
 - Languages used for outreach (including sign language or considerations for the blind);
 - Subject matter of outreach;
 - Information shared and outcomes; and
 - If a meeting is with a particular individual, keep a record of title of person and primary topic of the meeting.
- The Public Transportation Department has developed a language implementation plan to ensure meaningful access to LEP persons (see LEP Plan below).

FOUR FACTOR ANALYSIS

In developing the language implementation plan, the Fort Bend County Public Transportation Department undertook a U.S. DOT “four factor” LEP analysis. A brief description of each factor and pertinent considerations are provided in the following discussion.

1. The number or proportion of LEP persons eligible in the Fort Bend County service area who maybe served or likely to encounter a Public Transportation Department program, activity, or service.

As documented in Sections 4 and 5 of this report, Spanish is the language other than English most often used by residents of Fort Bend County. Over 18 percent of the Fort Bend County population over age 5 speaks Spanish at home. There are eight other languages spoken at home by at least one percent of Fort Bend County’s population, including: Chinese (3.7 percent), Vietnamese (2.4 percent), Urdu (2.3 percent), Other Asian Languages (2.0 percent), African Languages (1.5 percent), Tagalog (1.5 percent), Hindi (1.5 percent), and Gujarati (1.0 percent).

2. The frequency with which LEP individuals come in contact with a Public Transportation Department program, activity, or service.

The Fort Bend County Public Transportation Department assesses the frequency with which staff and drivers have or could possibly have contact with LEP persons. This includes documenting phone inquiries and verbally surveying drivers. The occasions when information is requested in another language are infrequent; however, when a request is made, the request is for information in Spanish.

3. The nature and importance of the program, activity, or service provided by the Public Transportation Department.

Public transportation is the means of travel to work, getting to medical appointments or to attend school and achieve general mobility for many LEP persons. The Public Transportation Department partners with numerous community organizations and social and human service agencies to provide transit services. The Fort Bend County Public Transportation Department will collaborate with all organizations and agencies in the service area to seek public input, hold public meetings, and assist in advising all LEP persons of the types of language assistance and public transportation services that can be provided.

4. The resources available to the Public Transportation Department and overall costs.

The Public Transportation Department continuously assesses its available resources that could be used for providing LEP assistance. This includes determining the ability of members of the staff and drivers to speak another language (specifically, Spanish), identifying how much a professional interpreter and translation would cost on an as needed basis, which documents would be most valuable to be translated if and when warranted, taking an inventory of available organizations that the Public Transportation Department

could partner with for outreach and translation efforts, and what level of staff training is needed.

Based on these four factors, the Fort Bend County Public Transportation Department developed a plan to assist LEP persons who speak Spanish as a native language.

LEP PLAN

Consistent with guidance provided by FTA Circular 4702.1B, the Fort Bend County Public Transportation Department will provide language assistance in Spanish for persons with limited English proficiency. In addition, the department will annually monitor available information to anticipate the need for languages other than English and Spanish.

Language Assistance Measures

In order to ensure meaningful access by LEP persons who speak Spanish, the Fort Bend County Public Transportation Department will enhance current public information about transit services in the following ways:

- The statement of policy for compliance with Title VI, instructions for how to file a discrimination complaint, and the complaint form will be provided in both English and Spanish.
- Public information materials will be provided with a bilingual option for Spanish:
 - Fort Bend County Public Transportation Department website will have critical information posted in English and Spanish;
 - The recorded information for the telephone number for general information will have a bilingual option in Spanish;
 - Printed publications will be printed in an English/Spanish format.
- When an interpreter is needed to respond to a telephone call to reserve a demand response transit trip, the person will be referred to a bilingual Public Transportation Department employee, or, if necessary, a bilingual employee in another Fort Bend County department will be called in to assist the customer. The individual's reserved trip will be noted as Spanish-speaking on the driver's manifest to alert the driver to a LEP passenger who may need additional assistance.
- A member of the Fort Bend County staff who speaks Spanish or an interpreter will be available to facilitate public outreach efforts involving the general public in areas of the county where there are concentrations of population that speak Spanish at home (to be determined based on census data, ESL data from school districts, or other reliable sources of information).
- The Public Transportation Department will make available an English/Spanish interpreter for public meetings. The English/Spanish announcement for the public meeting will state that translation services will be provided if requested in advance.

- If Public Transportation Department staff knows a presentation or other public outreach event will be held in a location with a known concentration of LEP persons, the staff will prepare meeting notices, fliers, advertisements, and/or agenda in a bilingual format.

Monitor Trends in Languages Other than English

The Fort Bend Public Transportation Department will use the following tools to identify who may need language assistance:

- Examine records for language assistance from past meetings and events to anticipate the possible need for assistance at upcoming meetings.
- When the Public Transportation Department sponsors workshops or conferences, the responsible staff member will set up a sign-in sheet and then assign someone to personally greet and briefly speak to each attendee. To informally gauge the attendee's ability to speak and understand English, the greeter will ask a question that requires a full sentence reply.
- Talk with drivers and other first line staff on a continuing basis at employee meetings and during one-on-one conversations regarding their experience on having any direct or indirect contact with LEP individuals. Document responses to establish a trend line.
- Ask reservation clerks and receptionists to document each time a call is received from a person who does not speak proficiently in English. Keep a log of experiences to establish a trend line.

Training for Staff

The Fort Bend County Public Transportation Department will provide staff with a copy of the LEP Plan and provide training for all employees including new hires. Training topics will include:

- Understanding the Title VI policy and LEP responsibilities;
- What language assistance services the Public Transportation Department offers;
- Instructions on how to document language assistance requests; and
- How to handle a Title VI or LEP complaint.

Monitoring and Updating the LEP Plan

The Fort Bend County Public Transportation Department will annually monitor and evaluate changes in LEP population through census data and school district ESL information to determine the growing incidence of other languages and potential need for language accommodation.

The LEP plan is designed to be flexible and can be easily updated. Each update should examine components such as the following:

- How many LEP persons were encountered?
- Was the need for language assistance provided? If not, why not? If yes, how was the assistance was provided?
- Were any complaints received?
- Has there been any change in the types of languages where translation services are needed?
- What is the current LEP population in the service area?

- Is there still a need for continued language assistance for previously identified programs or services? Are there other programs or services that should be included?
- Have resources such as staff, technology, financial resources changed?
- Have the goals of the LEP Plan been accomplished? What enhancements are needed?

TRIENNIAL REPORTS

The Fort Bend County Public Transportation Department will prepare and submit a Title VI Program to FTA every three years beginning in 2009. The program will include the following information at a minimum:

- Evidence of notice to the public that the Fort Bend County Public Transportation Department complies with Title VI and instructions to the public on how to file a discrimination complaint;
- Procedures for tracking and investigating Title VI complaints;
- List of any Title VI investigations, complaints, or lawsuits;
- Summary of public outreach and involvement activities and steps undertaken to ensure that minority and low-income people have meaningful access to these activities; and
- Plan for providing language assistance for persons with limited English proficiency.

SECTION 7. SERVICES STANDARDS AND POLICIES FOR TRANSIT IN LARGE URBAN AREAS

According to the FTA Circular 4702.1B program-specific guidance for recipients that provide transit service in a large urban area, the Fort Bend County Public Transportation Department should adopt quantitative system-wide service standards and policies to guard against service design and operational policies that have disparate impacts. The department is also required to monitor transit service throughout the county through annual analysis of surveys and demographic data to ensure that minority groups and low-income populations are beneficiaries of transit services.

Every three years, the Fort Bend County Public Transportation Department is required to document compliance.

The purpose of this section is to document Fort Bend County compliance with the FTA Circular 4702.1B program-specific guidance for recipients that provide transit service in a large urban area.

SERVICE STANDARDS AND SERVICE POLICIES

Fort Bend County public transportation services are either demand response or commuter express bus. As a result, the service standards and policies have specific requirements, different from traditional service standards that include local fixed-route service. The following paragraphs include the service standards and service policies for the Fort Bend County Public Transportation Department.

Service Coverage

Coverage refers to the geographic area where transit services are provided.

Demand Response	Point Deviation Service	Commuter Express Bus
Standard: Origins and destinations in Fort Bend County, with limited, scheduled service to destinations in the TMC in Harris County. The service area includes a buffer service area within one-mile of the county limit. Trips may be scheduled for origins and destinations within the buffer service area.	Service is provided along three fixed routes in Richmond, TX and Rosenberg, TX. Deviations from the fixed routes are accommodated upon request, up to 3/4 of a mile from the main route.	Standard: Service from park and ride lots in Fort Bend County to activity centers in the Harris County metropolitan area based on demand and resources. Intermediate stops may include METRO transit facilities to provide opportunity for regional connections by transfer.

Service Availability

Availability refers to how passengers may access transit service

Demand Response	Point Deviation Service	Commuter Express Bus
Standard: Service is available curb-to-curb; however, persons with disabilities can request door-to-door service. All passengers must wear seat restraints. Seat restraints must be provided for children 40 lbs. or less. Passengers 12 years or younger must be accompanied by another person 18 years or older	Standard: Service is available to anyone who can access transit service at the designated transit stops by driving, walking, biking or by transfer from demand response transit service. Service is also available to those individuals that request to be picked up by the transit vehicle at a location within 3/4 mile of the route.	Standard: Service is available to anyone who can access transit service at the park and ride lot, by driving, walking, biking or by transfer from demand response transit service.

Span of Service

Span of service refers to the days of the week and the hours that service is available.

Demand Response	Point Deviation Service	Commuter Express Bus
Standard: Days - Monday through Friday (excluding Fort Bend County holidays). Service may be provided on Saturday for the JARC and New Freedom programs. Hours -Service is typically scheduled for first destination drop-off by 8:00 a.m. and last pick- I for service from activity centers. up no later than 5:00 p.m.	Standard: Service is available Monday through Friday (excluding Fort Bend County holidays) from 6:40 AM until 5:15 PM.	Standard: Days - Monday through Friday (excluding Fort Bend County holidays) and Hours – Peak periods only, generally between 5:00 a.m. and 9:00 a.m. for service to activity centers and between 3:00 p.m. and 7:00 p.m. for service from activity centers.

Service Frequency

Vehicle headway refers to the time interval between vehicles travelling the same direction on the same route.

Demand Response	Point Deviation Service	Commuter Express Bus
Standard: Not Applicable	Standard: 60 minute intervals. More frequent service (smaller intervals) may be provided as demand warrants and subject to available resources (funding and vehicle availability).	Standard: 15-30 minute intervals during peak periods in the peak direction of travel. More frequent service (smaller intervals) may be provided as demand warrants and subject to available resources (funding and vehicle availability).

Load Factor

The “load factor” reflects the number of passengers divided by the seated capacity of the bus, reflected as a percentage.

Demand Response	Point Deviation Service	Commuter Express Bus
<p>Standard: Not to exceed 100% The demand response service, while serving members of the general public, also serves many older adults and persons with disabilities. This makes it important for 100% of riders to have a seat or wheelchair option.</p> <p>Reservations for rides will be accepted on a “time and space” available basis.</p>	<p>Standard: Not to exceed 100%. Fort Bend County Transit does not allow riders to stand while onboard the transit agency’s vehicles, therefore each rider must have a seat (or a location to secure their wheelchair).</p>	<p>Standard: Not to exceed 100% The express service is designed for riders to commute long distances to activity centers, making it necessary that riders have a seat.</p>

Service Reliability (On-Time Performance)

On-time performance is a measure of service reliability.

Demand Response	Point Deviation Service	Commuter Express Bus
<p>Standard: Service is considered on-time within 15 minutes before and 15 minutes after the scheduled pick-up time.</p>	<p>Standard: Service is considered on-time if the bus departs a designated time point no more than 5 minutes later than scheduled.</p> <p>Operators should never depart a time point early (ahead of the published schedule) On-time performance should meet or exceed 90% at end of line locations.</p>	<p>Standard: Service is considered on-time if the bus departs a designated time point no more than 5 minutes later than scheduled.</p> <p>Operators should never depart a time point early (ahead of the published schedule) On-time performance should meet or exceed 90% at end of line locations.</p>

Vehicle Assignment

Vehicle assignment refers to the process by which transit vehicles are placed into service throughout the system.

<p>Standard: Buses are assigned to ensure the best match of vehicle specifications to the types of transit service to be provided. Vehicles will be assigned on the basis of safety, efficiency, and performance. Vehicle will not be assigned with the intent to provide preference or benefit to any geographic service</p>

area or any passenger.

Passenger Amenities

Passenger amenities include bus stops, benches, and shelters for the convenience of passengers who must wait for fixed route buses on schedule.

Demand Response	Point Deviation Service	Commuter Express Bus
Standard: A bus stop and/or a sign containing pertinent information may be posted at destinations that are frequent stops for demand response passengers, such as a medical facility.	Standard: A bus stop and/or a sign containing route information will be posted at park and ride lots.	Standard: A bus stop and/or a sign containing route information will be posted at stops. Passenger amenities such as benches and shelters will be incorporated in permanent park and ride lots, but may not be provided at temporary and/or leased park and ride lots because of tenant agreements.

REVIEW OF SYSTEM-WIDE SERVICE CHANGES AND FARE INCREASES

In order to comply with Title VI requirements, the Fort Bend County Public Transportation Department will evaluate significant system-wide service and fare changes and proposed service improvements at the planning and programming stages to determine whether those changes have a discriminatory impact on minority and low-income populations.

The Public Transportation Department will take the following steps to evaluate significant system-wide service and fare changes and proposed service improvements:

- Assess the effects of the proposed fare or service change on minority and low-income populations.

Service Changes: Analyze demographic information and maps of the service area to determine how services changes will impact minority and low-income populations in the county.

Span of Service: For reducing or increasing the span of service, the Public Transportation Department will analyze data obtained from ridership surveys or other data to determine days and times of the day when low-income and minority riders might be negatively affected by a service span alteration.

Fare Changes: For any reduction or increase in service fares, the Public Transportation Department will analyze any available information from surveys or other data indicating

whether minority or low-income riders are more likely to use the mode of service, payment type, or payment media that would be affected by the fare change.

- Assess the alternatives available for people affected by the major service or fare change.

Service Changes: For proposed service changes, the Public Transportation Department will analyze what, if any, modes of transit or transit services are available for people affected by the service expansion or reduction. This analysis will compare the travel time and cost of the current route with the travel time and cost to the rider of the alternatives.

Fare Changes: For proposed fare changes, the Public Transportation Department will analyze what, if any, alternative transit modes, fare payment types, or fare payment media are available for people affected by the fare change. This analysis will compare the fares paid under the change with fares that would be paid through available alternatives.

- Determine which, if any, of the proposals under consideration would have a disproportionately high and adverse effect on minority and low-income riders.

Under FTA guidelines, Fort Bend County can implement a fare increase or major service change that would have disproportionately high and adverse effects on minority and low-income riders provided the Public Transportation Department demonstrates that the action meets a substantial need that is in the public interest and that alternatives would have more severe adverse effects than the preferred alternative.

- Identify plans to minimize, mitigate, or offset any adverse effects of proposed fare and service changes on minority and low-income populations.

ANNUAL REVIEW FOR TITLE VI COMPLIANCE

As a way to ensure Title VI compliance, the Fort Bend County Public Transportation Department will conduct an annual review to ensure Title VI compliance. The review will include the following steps:

- **Record of Complaints:** The Public Transportation Department will investigate and track Title VI complaints according to the adopted procedures. Fort Bend County Public Transportation Department will maintain a list of any active investigations conducted by entities other than FTA, which includes lawsuits and complaints.
- **Ridership Data:** The Public Transportation Department will monitor the location of riders of transit services and compare to the most current demographic data to ensure no discriminatory service. The department will include questions to ascertain rider characteristics for Title VI demographics in periodic surveys of transit riders.
- **Changes in Service:** The Public Transportation Department will evaluate and modify any change in service in order to eliminate or mitigate adverse effects or discrimination that could occur as a result of the change. Changes in service include changes in routes, hours of operation, frequency of service, reduction of service, or elimination of service.

- **LEP Plan:** The Public Transportation Department will provide language assistance in Spanish for persons with limited English proficiency according to the LEP Plan. In addition, the department will monitor available information to anticipate the need for languages other than English and Spanish. Information on LEP populations will be obtained from ACS data and school districts in Fort Bend County. This will help track growth of specific languages in the county and provide insight into what languages people in the general public may need assistance.
- **Public Outreach:** The Public Transportation Department will maintain a list of all public outreach initiatives and presentation. Records will be reviewed periodically to ensure that minority, low-income, and LEP persons have meaningful access to public outreach activities.

REFERENCES

Federal Transit Administration. *Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients*. October 1, 2012.

Federal Transit Administration. *Quick Reference Title VI Circular 4702.1B*. October 3, 2012.

Rural Transit Assistance Program. *Transit Managers Toolkit*. Available at: <http://nationalrtap.org/transitmanager/AdministrationCompliance/CivilRights>. Accessed September 16, 2015.

Texas Department of Transportation, Public Transportation Division (PTN). *Title VI Program for Federal Transit Administration Recipients, 2015-2018*. March 12, 2015.

APPENDIX A – TITLE VI DEMOGRAPHIC ANALYSIS

Fort Bend County Demographic Data – Census Block Group Level

Source: 2014 ACS 5-Year Estimates

Highlighted cell indicates census block group is above the county average for the data category

Location	Total Population	Total Minority*	Percent Minority	Population Aged 65+	Percent Aged 65+	Total Households	HH Income Below Poverty Level	Percent HH Income Below Poverty Level 1999
Fort Bend County	632,946	296,319	46.8%	53,462	27.0%	198,316	19,205	9.7%
Block Group 1, Census Tract 6701.01	1,103	734	66.5%	93	30.2%	308	88	28.6%
Block Group 2, Census Tract 6701.01	1,968	1,423	72.3%	92	18.9%	486	146	30.0%
Block Group 3, Census Tract 6701.01	3,418	2,158	63.1%	215	24.4%	882	168	19.0%
Block Group 4, Census Tract 6701.01	1,823	694	38.1%	166	45.5%	365	96	26.3%
Block Group 1, Census Tract 6701.02	2,397	2,043	85.2%	135	16.1%	836	224	26.8%
Block Group 2, Census Tract 6701.02	952	835	87.7%	48	14.0%	344	38	11.0%
Block Group 1, Census Tract 6702	977	779	79.7%	90	30.7%	293	27	9.2%
Block Group 2, Census Tract 6702	1,075	430	40.0%	175	43.8%	400	28	7.0%
Block Group 3, Census Tract 6702	1,522	1,145	75.2%	44	9.5%	465	42	9.0%
Block Group 4, Census Tract 6702	2,715	2,399	88.4%	187	23.7%	789	0	0.0%
Block Group 5, Census Tract 6702	1,927	1,656	85.9%	143	20.7%	690	148	21.4%
Block Group 1, Census Tract 6703	1,615	1,311	81.2%	226	40.1%	564	37	6.6%
Block Group 2, Census Tract 6703	2,165	1,972	91.1%	229	35.7%	641	101	15.8%
Block Group 1, Census Tract 6704	1,557	1,516	97.4%	59	11.0%	535	29	5.4%
Block Group 2, Census Tract 6704	1,410	1,143	81.1%	200	39.5%	506	138	27.3%
Block Group 3, Census Tract 6704	2,377	2,129	89.6%	163	22.8%	715	52	7.3%
Block Group 1, Census Tract 6705	1,019	897	88.0%	87	27.4%	317	67	21.1%
Block Group 2, Census Tract 6705	3,108	2,566	82.6%	237	20.9%	1,132	76	6.7%
Block Group 1, Census Tract 6706.01	1,584	1,554	98.1%	173	30.2%	572	50	8.7%
Block Group 2, Census Tract 6706.01	1,220	1,090	89.3%	125	28.3%	441	35	7.9%
Block Group 3, Census Tract 6706.01	3,713	3,384	91.1%	460	42.5%	1,083	31	2.9%
Block Group 4, Census Tract 6706.01	2,836	2,640	93.1%	204	23.9%	854	78	9.1%
Block Group 1, Census Tract 6706.02	1,823	1,644	90.2%	131	20.8%	630	276	43.8%
Block Group 1, Census Tract 6707	1,822	1,495	82.1%	170	26.9%	633	41	6.5%
Block Group 2, Census Tract 6707	2,020	1,411	69.9%	213	35.9%	594	46	7.7%
Block Group 1, Census Tract 6708	4,758	4,001	84.1%	187	14.4%	1,300	103	7.9%
Block Group 2, Census Tract 6708	1,946	1,004	51.6%	124	22.1%	561	243	43.3%
Block Group 3, Census Tract 6708	8,603	7,670	89.2%	240	10.6%	2,264	208	9.2%
Block Group 1, Census Tract 6709.01	3,487	2,513	72.1%	342	29.8%	1,149	32	2.8%

Location	Total Population	Total Minority*	Percent Minority	Population Aged 65+	Percent Aged 65+	Total Households	HH Income Below Poverty Level	Percent HH Income Below Poverty Level 1999
Fort Bend County	632,946	296,319	46.8%	53,462	27.0%	198,316	19,205	9.7%
Block Group 2, Census Tract 6709.01	4,784	3,912	81.8%	314	21.2%	1,481	56	3.8%
Block Group 3, Census Tract 6709.01	2,994	1,687	56.3%	243	28.9%	841	50	5.9%
Block Group 1, Census Tract 6709.02	4,223	3,769	89.2%	59	4.5%	1,308	35	2.7%
Block Group 2, Census Tract 6709.02	1,252	833	66.5%	137	37.4%	366	126	34.4%
Block Group 1, Census Tract 6710.01	1,664	449	27.0%	484	70.9%	683	42	6.1%
Block Group 2, Census Tract 6710.01	1,499	270	18.0%	302	48.8%	619	15	2.4%
Block Group 3, Census Tract 6710.01	1,467	432	29.4%	272	43.2%	629	28	4.5%
Block Group 4, Census Tract 6710.01	829	291	35.1%	227	65.4%	347	18	5.2%
Block Group 1, Census Tract 6710.02	1,188	753	63.4%	187	36.7%	509	44	8.6%
Block Group 2, Census Tract 6710.02	2,297	994	43.3%	389	60.0%	648	0	0.0%
Block Group 3, Census Tract 6710.02	1,742	878	50.4%	143	23.9%	598	107	17.9%
Block Group 4, Census Tract 6710.02	1,527	1,088	71.3%	190	38.0%	500	80	16.0%
Block Group 1, Census Tract 6711	2,415	1,239	51.3%	122	21.8%	560	89	15.9%
Block Group 2, Census Tract 6711	2,014	579	28.7%	173	24.5%	706	171	24.2%
Block Group 3, Census Tract 6711	1,154	413	35.8%	35	10.3%	340	96	28.2%
Block Group 4, Census Tract 6711	3,024	2,674	88.4%	370	37.3%	993	67	6.7%
Block Group 1, Census Tract 6712	3,872	2,114	54.6%	306	27.7%	1,105	169	15.3%
Block Group 2, Census Tract 6712	2,515	1,939	77.1%	66	8.1%	817	226	27.7%
Block Group 1, Census Tract 6713	2,466	1,414	57.3%	129	16.9%	762	157	20.6%
Block Group 2, Census Tract 6713	1,145	549	47.9%	137	33.0%	415	1	0.2%
Block Group 1, Census Tract 6714	6,839	4,946	72.3%	529	20.5%	2,580	393	15.2%
Block Group 2, Census Tract 6714	1,757	834	47.5%	155	26.5%	585	116	19.8%
Block Group 1, Census Tract 6715.01	1,631	839	51.4%	155	26.2%	592	0	0.0%
Block Group 2, Census Tract 6715.01	1,518	836	55.1%	96	18.5%	520	0	0.0%
Block Group 3, Census Tract 6715.01	2,204	1,764	80.0%	269	40.9%	658	74	11.2%
Block Group 4, Census Tract 6715.01	2,130	1,494	70.1%	213	31.2%	683	63	9.2%
Block Group 1, Census Tract 6715.02	1,616	1,169	72.3%	208	46.7%	445	23	5.2%
Block Group 1, Census Tract 6716.01	1,314	587	44.7%	127	18.6%	684	134	19.6%
Block Group 2, Census Tract 6716.01	2,394	1,417	59.2%	280	35.0%	801	56	7.0%
Block Group 3, Census Tract 6716.01	1,172	261	22.3%	217	51.3%	423	0	0.0%
Block Group 4, Census Tract 6716.01	1,461	698	47.8%	222	44.0%	505	110	21.8%
Block Group 1, Census Tract 6716.02	1,968	839	42.6%	261	40.3%	647	16	2.5%
Block Group 2, Census Tract 6716.02	1,283	403	31.4%	164	35.4%	463	63	13.6%
Block Group 1, Census Tract 6717	981	529	53.9%	129	35.1%	368	0	0.0%
Block Group 2, Census Tract 6717	2,472	387	15.7%	800	87.6%	913	1	0.1%

Location	Total Population	Total Minority*	Percent Minority	Population Aged 65+	Percent Aged 65+	Total Households	HH Income Below Poverty Level	Percent HH Income Below Poverty Level 1999
Fort Bend County	632,946	296,319	46.8%	53,462	27.0%	198,316	19,205	9.7%
Block Group 3, Census Tract 6717	1,689	680	40.3%	259	45.0%	576	96	16.7%
Block Group 1, Census Tract 6718	1,574	556	35.3%	250	51.0%	490	26	5.3%
Block Group 2, Census Tract 6718	1,419	878	61.9%	105	16.4%	639	49	7.7%
Block Group 1, Census Tract 6719	1,179	338	28.7%	183	49.1%	373	51	13.7%
Block Group 2, Census Tract 6719	1,392	393	28.2%	363	62.8%	578	19	3.3%
Block Group 3, Census Tract 6719	1,185	256	21.6%	115	31.9%	361	21	5.8%
Block Group 1, Census Tract 6720.01	2,234	1,643	73.5%	274	46.7%	587	150	25.6%
Block Group 2, Census Tract 6720.01	2,484	1,841	74.1%	208	29.1%	716	0	0.0%
Block Group 3, Census Tract 6720.01	1,879	932	49.6%	322	41.9%	768	305	39.7%
Block Group 4, Census Tract 6720.01	1,716	1,176	68.5%	133	26.6%	500	49	9.8%
Block Group 1, Census Tract 6720.02	1,837	786	42.8%	157	16.0%	980	184	18.8%
Block Group 2, Census Tract 6720.02	3,146	2,131	67.7%	243	17.0%	1,430	477	33.4%
Block Group 3, Census Tract 6720.02	858	633	73.8%	104	32.2%	323	0	0.0%
Block Group 1, Census Tract 6721	2,396	956	39.9%	439	44.2%	994	61	6.1%
Block Group 2, Census Tract 6721	1,038	99	9.5%	320	74.4%	430	20	4.7%
Block Group 1, Census Tract 6722	2,494	381	15.3%	260	29.4%	884	28	3.2%
Block Group 2, Census Tract 6722	930	359	38.6%	221	63.1%	350	92	26.3%
Block Group 1, Census Tract 6723.01	8,210	5,595	68.1%	382	15.4%	2,484	96	3.9%
Block Group 1, Census Tract 6723.02	1,210	267	22.1%	210	46.0%	457	20	4.4%
Block Group 2, Census Tract 6723.02	964	97	10.1%	98	23.1%	425	47	11.1%
Block Group 3, Census Tract 6723.02	1,523	88	5.8%	350	61.2%	572	62	10.8%
Block Group 4, Census Tract 6723.02	4,976	2,856	57.4%	371	23.8%	1,556	48	3.1%
Block Group 1, Census Tract 6724	2,323	1,496	64.4%	251	34.3%	731	23	3.1%
Block Group 2, Census Tract 6724	3,474	1,545	44.5%	112	13.2%	849	168	19.8%
Block Group 3, Census Tract 6724	1,944	986	50.7%	45	7.7%	584	201	34.4%
Block Group 4, Census Tract 6724	1,910	620	32.5%	184	36.7%	501	132	26.3%
Block Group 1, Census Tract 6725	3,024	1,890	62.5%	100	11.7%	853	171	20.0%
Block Group 2, Census Tract 6725	1,024	583	56.9%	78	21.1%	370	0	0.0%
Block Group 3, Census Tract 6725	3,438	2,509	73.0%	606	57.5%	1,054	48	4.6%
Block Group 1, Census Tract 6726.01	3,140	1,818	57.9%	248	23.7%	1,046	262	25.0%
Block Group 2, Census Tract 6726.01	1,115	414	37.1%	54	19.9%	272	46	16.9%
Block Group 3, Census Tract 6726.01	2,146	1,563	72.8%	78	13.7%	569	26	4.6%
Block Group 4, Census Tract 6726.01	1,241	879	70.8%	187	32.6%	573	92	16.1%
Block Group 5, Census Tract 6726.01	2,421	742	30.6%	91	15.6%	585	121	20.7%
Block Group 1, Census Tract 6726.02	2,916	2,114	72.5%	143	17.8%	802	51	6.4%

Location	Total Population	Total Minority*	Percent Minority	Populatio n Aged 65+	Percent Aged 65+	Total Households	HH Income Below Poverty Level	Percent HH Income Below Poverty Level 1999
Fort Bend County	632,946	296,319	46.8%	53,462	27.0%	198,316	19,205	9.7%
Block Group 2, Census Tract 6726.02	3,908	2,517	64.4%	249	25.3%	983	97	9.9%
Block Group 1, Census Tract 6727.01	5,263	4,138	78.6%	271	23.0%	1,179	207	17.6%
Block Group 2, Census Tract 6727.01	8,627	6,429	74.5%	552	26.0%	2,125	361	17.0%
Block Group 3, Census Tract 6727.01	1,803	1,111	61.6%	215	42.2%	509	115	22.6%
Block Group 1, Census Tract 6727.02	2,363	1,400	59.2%	166	23.9%	695	107	15.4%
Block Group 2, Census Tract 6727.02	4,744	2,293	48.3%	375	26.1%	1,435	97	6.8%
Block Group 1, Census Tract 6728	7,842	5,206	66.4%	409	17.8%	2,295	275	12.0%
Block Group 1, Census Tract 6729	34,898	20,252	58.0%	1,703	16.2%	10,534	1,102	10.5%
Block Group 1, Census Tract 6730.01	3,435	945	27.5%	387	34.7%	1,114	33	3.0%
Block Group 2, Census Tract 6730.01	2,422	354	14.6%	245	25.0%	981	36	3.7%
Block Group 3, Census Tract 6730.01	1,910	520	27.2%	100	16.3%	612	8	1.3%
Block Group 1, Census Tract 6730.02	6,309	2,599	41.2%	360	17.9%	2,007	94	4.7%
Block Group 2, Census Tract 6730.02	2,686	1,343	50.0%	211	26.5%	797	20	2.5%
Block Group 1, Census Tract 6730.03	4,954	1,614	32.6%	340	24.4%	1,393	56	4.0%
Block Group 2, Census Tract 6730.03	7,983	2,319	29.0%	181	7.7%	2,347	118	5.0%
Block Group 1, Census Tract 6731.01	33,034	9,535	28.9%	1,547	15.5%	9,965	235	2.4%
Block Group 2, Census Tract 6731.01	9,560	2,941	30.8%	480	16.6%	2,885	146	5.1%
Block Group 3, Census Tract 6731.01	3,736	670	17.9%	309	24.7%	1,253	76	6.1%
Block Group 1, Census Tract 6731.02	11,872	2,692	22.7%	893	22.7%	3,928	73	1.9%
Block Group 2, Census Tract 6731.02	5,257	1,505	28.6%	191	12.8%	1,489	0	0.0%
Block Group 1, Census Tract 6732	925	45	4.9%	98	29.9%	328	14	4.3%
Block Group 2, Census Tract 6732	7,227	1,524	21.1%	325	14.3%	2,280	128	5.6%
Block Group 1, Census Tract 6733	3,476	328	9.4%	685	49.8%	1,376	36	2.6%
Block Group 2, Census Tract 6733	1,137	191	16.8%	171	44.2%	387	44	11.4%
Block Group 1, Census Tract 6734	11,435	2,658	23.2%	730	21.9%	3,336	82	2.5%
Block Group 2, Census Tract 6734	5,631	1,248	22.2%	513	25.8%	1,985	109	5.5%
Block Group 1, Census Tract 6735	4,048	988	24.4%	502	35.0%	1,434	17	1.2%
Block Group 2, Census Tract 6735	2,707	350	12.9%	184	15.7%	1,171	70	6.0%
Block Group 3, Census Tract 6735	1,561	218	14.0%	117	22.0%	531	22	4.1%
Block Group 1, Census Tract 6736	1,933	0	0.0%	272	44.8%	607	0	0.0%
Block Group 2, Census Tract 6736	1,873	200	10.7%	196	34.1%	575	32	5.6%
Block Group 3, Census Tract 6736	1,728	50	2.9%	320	44.5%	719	0	0.0%
Block Group 4, Census Tract 6736	1,565	22	1.4%	136	25.3%	537	21	3.9%
Block Group 1, Census Tract 6737	2,355	1,093	46.4%	79	1580.0%	5	0	0.0%
Block Group 1, Census Tract 6738	3,139	1,698	54.1%	184	20.7%	888	60	6.8%

Location	Total Population	Total Minority*	Percent Minority	Population Aged 65+	Percent Aged 65+	Total Households	HH Income Below Poverty Level	Percent HH Income Below Poverty Level 1999
Fort Bend County	632,946	296,319	46.8%	53,462	27.0%	198,316	19,205	9.7%
Block Group 2, Census Tract 6738	2,439	1,900	77.9%	136	17.7%	767	0	0.0%
Block Group 3, Census Tract 6738	2,676	1,690	63.2%	144	19.5%	739	103	13.9%
Block Group 4, Census Tract 6738	1,156	74	6.4%	116	36.0%	322	102	31.7%
Block Group 1, Census Tract 6739.01	2,177	1,372	63.0%	112	17.2%	650	32	4.9%
Block Group 2, Census Tract 6739.01	2,120	1,124	53.0%	272	42.8%	635	13	2.0%
Block Group 3, Census Tract 6739.01	3,257	1,076	33.0%	211	21.6%	977	40	4.1%
Block Group 4, Census Tract 6739.01	1,586	593	37.4%	79	19.3%	409	48	11.7%
Block Group 1, Census Tract 6739.02	7,188	5,848	81.4%	476	23.6%	2,019	57	2.8%
Block Group 2, Census Tract 6739.02	2,027	1,519	74.9%	62	9.0%	690	53	7.7%
Block Group 1, Census Tract 6740	2,834	900	31.8%	65	7.8%	830	38	4.6%
Block Group 2, Census Tract 6740	2,887	1,395	48.3%	710	56.6%	1,254	61	4.9%
Block Group 3, Census Tract 6740	2,252	1,072	47.6%	260	31.2%	833	56	6.7%
Block Group 1, Census Tract 6741	2,043	865	42.3%	244	34.9%	700	0	0.0%
Block Group 2, Census Tract 6741	1,472	510	34.6%	260	45.6%	570	80	14.0%
Block Group 3, Census Tract 6741	1,955	651	33.3%	143	18.8%	759	72	9.5%
Block Group 4, Census Tract 6741	1,460	265	18.2%	60	13.2%	454	0	0.0%
Block Group 1, Census Tract 6742	1,279	723	56.5%	101	24.6%	410	35	8.5%
Block Group 2, Census Tract 6742	1,469	777	52.9%	159	37.9%	419	30	7.2%
Block Group 3, Census Tract 6742	1,434	432	30.1%	188	40.8%	461	20	4.3%
Block Group 4, Census Tract 6742	1,470	502	34.1%	162	36.4%	445	0	0.0%
Block Group 1, Census Tract 6743	1,515	379	25.0%	49	11.1%	443	29	6.5%
Block Group 2, Census Tract 6743	2,603	1,690	64.9%	101	14.1%	716	16	2.2%
Block Group 3, Census Tract 6743	4,906	3,486	71.1%	372	25.6%	1,455	0	0.0%
Block Group 1, Census Tract 6744	6,003	4,690	78.1%	636	42.7%	1,490	14	0.9%
Block Group 2, Census Tract 6744	1,335	175	13.1%	144	32.0%	450	51	11.3%
Block Group 3, Census Tract 6744	5,317	3,270	61.5%	291	19.7%	1,479	26	1.8%
Block Group 1, Census Tract 6745.01	8,180	4,979	60.9%	711	27.6%	2,576	37	1.4%
Block Group 1, Census Tract 6745.02	15,927	7,802	49.0%	1,016	22.3%	4,560	475	10.4%
Block Group 2, Census Tract 6745.02	2,722	484	17.8%	196	24.5%	800	0	0.0%
Block Group 1, Census Tract 6746.01	2,576	563	21.9%	461	50.4%	915	7	0.8%
Block Group 2, Census Tract 6746.01	1,100	79	7.2%	242	59.9%	404	0	0.0%
Block Group 1, Census Tract 6746.02	3,904	658	16.9%	228	19.7%	1,155	61	5.3%
Block Group 2, Census Tract 6746.02	3,883	877	22.6%	366	30.2%	1,213	0	0.0%
Block Group 1, Census Tract 6746.03	1,466	62	4.2%	491	99.0%	496	15	3.0%
Block Group 2, Census Tract 6746.03	1,195	294	24.6%	101	21.3%	475	78	16.4%

Location	Total Population	Total Minority*	Percent Minority	Population Aged 65+	Percent Aged 65+	Total Households	HH Income Below Poverty Level	Percent HH Income Below Poverty Level 1999
Fort Bend County	632,946	296,319	46.8%	53,462	27.0%	198,316	19,205	9.7%
Block Group 3, Census Tract 6746.03	3,265	712	21.8%	319	30.3%	1,054	35	3.3%
Block Group 1, Census Tract 6746.04	5,095	2,759	54.2%	418	30.4%	1,376	114	8.3%
Block Group 1, Census Tract 6747	4,686	3,403	72.6%	384	32.0%	1,199	96	8.0%
Block Group 2, Census Tract 6747	663	95	14.3%	127	81.4%	156	47	30.1%
Block Group 3, Census Tract 6747	6,677	2,888	43.3%	744	33.5%	2,219	53	2.4%
Block Group 1, Census Tract 6748	943	542	57.5%	155	36.9%	420	227	54.0%
Block Group 2, Census Tract 6748	491	0	0.0%	201	75.3%	267	29	10.9%
Block Group 3, Census Tract 6748	935	0	0.0%	141	44.1%	320	46	14.4%
Block Group 4, Census Tract 6748	2,247	460	20.5%	99	13.2%	748	268	35.8%
Block Group 5, Census Tract 6748	687	39	5.7%	0	0.0%	299	72	24.1%
Block Group 1, Census Tract 6749	886	247	27.9%	83	24.7%	336	133	39.6%
Block Group 2, Census Tract 6749	715	284	39.7%	68	35.8%	190	46	24.2%
Block Group 3, Census Tract 6749	2,493	432	17.3%	182	31.5%	578	287	49.7%
Block Group 4, Census Tract 6749	1,468	477	32.5%	183	44.5%	411	36	8.8%
Block Group 1, Census Tract 6750	1,320	340	25.8%	170	35.0%	486	148	30.5%
Block Group 2, Census Tract 6750	1,889	337	17.8%	99	17.9%	552	128	23.2%
Block Group 1, Census Tract 6751	1,894	28	1.5%	260	46.0%	565	271	48.0%
Block Group 2, Census Tract 6751	1,453	198	13.6%	248	56.4%	440	55	12.5%
Block Group 3, Census Tract 6751	1,305	157	12.0%	148	35.6%	416	15	3.6%
Block Group 4, Census Tract 6751	5,893	2,137	36.3%	656	34.3%	1,915	217	11.3%
Block Group 1, Census Tract 6752	1,313	65	5.0%	54	12.7%	425	203	47.8%
Block Group 2, Census Tract 6752	1,250	85	6.8%	65	16.9%	385	126	32.7%
Block Group 3, Census Tract 6752	3,100	471	15.2%	268	27.7%	967	100	10.3%
Block Group 4, Census Tract 6752	555	14	2.5%	107	45.7%	234	67	28.6%
Block Group 1, Census Tract 6753	1,489	78	5.2%	353	53.9%	655	152	23.2%
Block Group 2, Census Tract 6753	2,290	590	25.8%	288	40.6%	709	225	31.7%
Block Group 3, Census Tract 6753	719	575	80.0%	163	74.4%	219	101	46.1%
Block Group 4, Census Tract 6753	2,387	393	16.5%	119	19.9%	599	117	19.5%
Block Group 1, Census Tract 6754	2,707	180	6.6%	201	22.7%	887	220	24.8%
Block Group 2, Census Tract 6754	4,012	495	12.3%	462	34.8%	1,327	155	11.7%
Block Group 1, Census Tract 6755	8,502	3,532	41.5%	772	28.4%	2,720	115	4.2%
Block Group 2, Census Tract 6755	4,675	1,305	27.9%	228	16.6%	1,377	141	10.2%
Block Group 1, Census Tract 6756	3,646	194	5.3%	369	28.6%	1,290	185	14.3%
Block Group 2, Census Tract 6756	2,339	13	0.6%	181	28.9%	626	50	8.0%
Block Group 1, Census Tract 6757	1,803	479	26.6%	254	39.4%	645	139	21.6%

Location	Total Population	Total Minority*	Percent Minority	Populatio n Aged 65+	Percent Aged 65+	Total Households	HH Income Below Poverty Level	Percent HH Income Below Poverty Level 1999
Fort Bend County	632,946	296,319	46.8%	53,462	27.0%	198,316	19,205	9.7%
Block Group 2, Census Tract 6757	2,823	188	6.7%	456	39.3%	1,160	243	20.9%
Block Group 3, Census Tract 6757	1,688	64	3.8%	191	33.5%	570	54	9.5%
Block Group 1, Census Tract 6758	742	0	0.0%	121	43.1%	281	8	2.8%
Block Group 2, Census Tract 6758	1,932	215	11.1%	283	46.3%	611	218	35.7%
Block Group 3, Census Tract 6758	610	460	75.4%	169	52.5%	322	207	64.3%

Fort Bend County Demographic Data – Census Tract Level Data

Source: 2014 ACS 5-Year Estimates

Highlighted cell indicates census tract is above the county average for the data category

Location	Total Population 5+	Persons 5+ with Disabilities	Percent Disabled	Total Population 5+	Total Population 5+ Speak Language other than English at Home	Percent of Population Non-English at Home
Fort Bend County	583,013	47,393	8.1%	588,234	200,500	34%
Census Tract 6701.01	7,633	901	11.8%	7,633	4,396	58%
Census Tract 6701.02	3,151	487	15.5%	3,162	1,009	32%
Census Tract 6702	7,788	687	8.8%	7,788	2,790	36%
Census Tract 6703	3,458	573	16.6%	3,458	601	17%
Census Tract 6704	5,004	393	7.9%	5,004	425	8%
Census Tract 6705	3,897	300	7.7%	3,908	857	22%
Census Tract 6706.01	8,894	768	8.6%	8,905	1,377	15%
Census Tract 6706.02	1,699	233	13.7%	1,699	480	28%
Census Tract 6707	3,514	388	11.0%	3,514	999	28%
Census Tract 6708	14,498	1,407	9.7%	14,498	3,845	27%
Census Tract 6709.01	10,866	752	6.9%	10,866	3,171	29%
Census Tract 6709.02	5,047	251	5.0%	5,057	1,311	26%
Census Tract 6710.01	5,148	667	13.0%	5,148	503	10%
Census Tract 6710.02	6,422	688	10.7%	6,422	653	10%
Census Tract 6711	7,868	922	11.7%	7,908	3,023	38%
Census Tract 6712	5,802	657	11.3%	5,802	2,057	35%
Census Tract 6713	3,343	336	10.1%	3,343	1,347	40%
Census Tract 6714	8,145	483	5.9%	8,145	4,327	53%
Census Tract 6715.01	6,956	349	5.0%	7,070	2,426	34%
Census Tract 6715.02	1,567	194	12.4%	1,567	534	34%
Census Tract 6716.01	5,936	530	8.9%	5,936	1,619	27%
Census Tract 6716.02	3,027	320	10.6%	3,027	982	32%
Census Tract 6717	4,755	408	8.6%	4,833	1,021	21%
Census Tract 6718	2,836	204	7.2%	2,836	1,089	38%
Census Tract 6719	3,613	368	10.2%	3,613	868	24%
Census Tract 6720.01	7,718	680	8.8%	7,797	4,786	61%
Census Tract 6720.02	5,524	551	10.0%	5,524	2,187	40%
Census Tract 6721	3,231	242	7.5%	3,354	799	24%
Census Tract 6722	3,211	304	9.5%	3,211	682	21%
Census Tract 6723.01	7,784	484	6.2%	7,784	4,741	61%
Census Tract 6723.02	8,133	804	9.9%	8,133	2,715	33%
Census Tract 6724	8,970	474	5.3%	8,970	5,283	59%

Location	Total Population 5+	Persons 5+ with Disabilities	Percent Disabled	Total Population 5+	Total Population 5+ Speak Language other than English at Home	Percent of Population Non-English at Home
Fort Bend County	583,013	47,393	8.1%	588,234	200,500	34%
Census Tract 6725	7,069	485	6.9%	7,069	3,981	56%
Census Tract 6726.01	9,083	401	4.4%	9,083	5,573	61%
Census Tract 6726.02	6,453	407	6.3%	6,464	3,602	56%
Census Tract 6727.01	14,534	1,016	7.0%	14,542	9,608	66%
Census Tract 6727.02	6,644	268	4.0%	6,644	2,133	32%
Census Tract 6728	6,816	365	5.4%	7,343	3,182	43%
Census Tract 6729	30,953	2,292	7.4%	30,963	13,175	43%
Census Tract 6730.01	7,492	363	4.8%	7,492	871	12%
Census Tract 6730.02	8,275	454	5.5%	8,275	3,133	38%
Census Tract 6730.03	11,975	168	1.4%	11,975	3,255	27%
Census Tract 6731.01	41,805	1,942	4.6%	41,941	10,448	25%
Census Tract 6731.02	16,062	881	5.5%	16,062	5,088	32%
Census Tract 6732	7,401	617	8.3%	7,401	1,244	17%
Census Tract 6733	4,414	345	7.8%	4,414	464	11%
Census Tract 6734	15,363	1,003	6.5%	15,363	2,356	15%
Census Tract 6735	7,933	587	7.4%	7,933	943	12%
Census Tract 6736	6,769	676	10.0%	6,769	943	14%
Census Tract 6737	13	4	30.8%	2,355	445	19%
Census Tract 6738	8,720	820	9.4%	8,720	4,563	52%
Census Tract 6739.01	8,723	468	5.4%	8,905	2,893	32%
Census Tract 6739.02	8,357	329	3.9%	8,357	5,228	63%
Census Tract 6740	7,669	540	7.0%	7,669	2,898	38%
Census Tract 6741	6,671	578	8.7%	6,671	1,574	24%
Census Tract 6742	5,350	142	2.7%	5,350	1,494	28%
Census Tract 6743	8,645	314	3.6%	8,645	3,848	45%
Census Tract 6744	11,883	441	3.7%	11,883	5,932	50%
Census Tract 6745.01	7,476	314	4.2%	7,476	2,295	31%
Census Tract 6745.02	17,011	1,234	7.3%	17,011	3,182	19%
Census Tract 6746.01	3,433	250	7.3%	3,433	448	13%
Census Tract 6746.02	7,102	318	4.5%	7,102	1,029	14%
Census Tract 6746.03	5,637	867	15.4%	5,637	1,373	24%
Census Tract 6746.04	4,633	347	7.5%	4,633	2,103	45%
Census Tract 6747	10,175	853	8.4%	11,275	3,988	35%
Census Tract 6748	4,788	935	19.5%	4,792	1,887	39%
Census Tract 6749	4,777	1,144	23.9%	4,967	2,789	56%
Census Tract 6750	2,946	608	20.6%	2,946	1,579	54%
Census Tract 6751	9,707	1,085	11.2%	9,808	3,434	35%

Location	Total Population 5+	Persons 5+ with Disabilities	Percent Disabled	Total Population 5+	Total Population 5+ Speak Language other than English at Home	Percent of Population Non-English at Home
<i>Fort Bend County</i>	<i>583,013</i>	<i>47,393</i>	<i>8.1%</i>	<i>588,234</i>	<i>200,500</i>	<i>34%</i>
Census Tract 6752	5,864	770	13.1%	5,864	2,862	49%
Census Tract 6753	6,257	999	16.0%	6,310	2,647	42%
Census Tract 6754	6,017	930	15.5%	6,017	2,230	37%
Census Tract 6755	12,045	1,478	12.3%	12,045	3,185	26%
Census Tract 6756	5,583	1,134	20.3%	5,595	1,769	32%
Census Tract 6757	5,897	854	14.5%	5,965	891	15%
Census Tract 6758	3,155	562	17.8%	3,155	1,032	33%

Fort Bend County Demographic Data – Linguistic Isolation, Census Tract Level Data

Source: 2009 ACS 5-Year Estimates

Highlighted cell indicates census tract is above the county average for the data category

Location	Total Households (2009)	Households that Are Linguistically Isolated	Percent Linguistically Isolated
Fort Bend County	140,542	74,545	53.0%
Census Tract 6701	1,858	771	41.5%
Census Tract 6702	1,858	572	30.8%
Census Tract 6703	834	175	21.0%
Census Tract 6704	1,030	319	31.0%
Census Tract 6705	1,097	277	25.3%
Census Tract 6706	2,928	430	14.7%
Census Tract 6707	756	278	36.8%
Census Tract 6708	2,908	1,097	37.7%
Census Tract 6709	3,323	1,440	43.3%
Census Tract 6710	4,050	935	23.1%
Census Tract 6711	1,925	907	47.1%
Census Tract 6712	1,608	730	45.4%
Census Tract 6713	1,142	706	61.8%
Census Tract 6714	1,931	1,535	79.5%
Census Tract 6715	2,741	2,028	74.0%
Census Tract 6716	3,397	2,385	70.2%
Census Tract 6717	1,825	722	39.6%
Census Tract 6718	851	502	59.0%
Census Tract 6719	1,834	945	51.5%
Census Tract 6720	4,649	3,664	78.8%
Census Tract 6721	1,416	1,044	73.7%
Census Tract 6722	1,033	344	33.3%
Census Tract 6723	4,533	3,182	70.2%
Census Tract 6724	2,089	1,785	85.4%
Census Tract 6725	1,930	1,456	75.4%
Census Tract 6726	3,758	2,707	72.0%
Census Tract 6727	4,327	3,402	78.6%
Census Tract 6728	1,606	1,280	79.7%
Census Tract 6729	4,331	2,719	62.8%
Census Tract 6730	7,143	3,514	49.2%
Census Tract 6731	8,567	3,894	45.5%
Census Tract 6732	837	143	17.1%
Census Tract 6733	1,190	162	13.6%

Census Tract 6734	2,754	822	29.8%
Census Tract 6735	2,579	740	28.7%
Census Tract 6736	2,224	381	17.1%
Census Tract 6737	0	0	#DIV/0!
Census Tract 6738	2,087	1,747	83.7%
Census Tract 6739	3,185	2,470	77.6%
Census Tract 6740	2,726	1,997	73.3%
Census Tract 6741	2,229	1,359	61.0%
Census Tract 6742	1,666	1,274	76.5%
Census Tract 6743	2,274	1,773	78.0%
Census Tract 6744	2,161	1,874	86.7%
Census Tract 6745	4,648	1,893	40.7%
Census Tract 6746	5,956	2,654	44.6%
Census Tract 6747	2,184	1,306	59.8%
Census Tract 6748	1,984	910	45.9%
Census Tract 6749	1,269	848	66.8%
Census Tract 6750	890	610	68.5%
Census Tract 6751	2,916	1,262	43.3%
Census Tract 6752	1,816	888	48.9%
Census Tract 6753	1,995	1,054	52.8%
Census Tract 6754	1,394	578	41.5%
Census Tract 6755	1,823	846	46.4%
Census Tract 6756	1,460	399	27.3%
Census Tract 6757	2,048	436	21.3%
Census Tract 6758	969	374	38.6%

APPENDIX B – LANGUAGE SPOKEN AT HOME IN FORT BEND COUNTY

Fort Bend County Demographic Data – Language Spoken At Home by Population 5 Years or Older, Census Tract Level Data

Source: 2014 ACS 5-Year Estimates

Highlighted cell indicates census tract is above the county average for the data category

Location	Total Population 5+	Language Spoken at Home by Persons 5+																	
		Spanish or Spanish Creole		Chinese		Vietnamese		Urdu		Other Asian languages		Hindi		Tagalog		African languages		Gujarati	
		Language Population	% of Total Population	Language Population	% of Total Population	Language Population	% of Total Population	Language Population	% of Total Population	Language Population	% of Total Population	Language Population	% of Total Population	Language Population	% of Total Population	Language Population	% of Total Population	Language Population	% of Total Population
Fort Bend County	588,234	36,958	6.28%	9,904	1.68%	7,674	1.30%	4,039	0.69%	3,087	0.52%	1,551	0.26%	1,892	0.32%	2,257	0.38%	2,169	0.37%
Census Tract 6701.01	7,633	2,358	30.89%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	19	0.25%	0	0.00%
Census Tract 6701.02	3,162	434	13.73%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Census Tract 6702	7,788	1,655	21.25%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Census Tract 6703	3,458	217	6.28%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Census Tract 6704	5,004	148	2.96%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	61	1.22%	0	0.00%
Census Tract 6705	3,908	189	4.84%	0	0.00%	0	0.00%	0	0.00%	48	1.23%	0	0.00%	0	0.00%	33	0.84%	0	0.00%
Census Tract 6706.01	8,905	304	3.41%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	43	0.48%	0	0.00%
Census Tract 6706.02	1,699	148	8.71%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	10	0.59%	0	0.00%
Census Tract 6707	3,514	185	5.26%	0	0.00%	117	3.33%	17	0.48%	14	0.40%	14	0.40%	54	1.54%	0	0.00%	0	0.00%
Census Tract 6708	14,498	1,932	13.33%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	238	1.64%	0	0.00%
Census Tract 6709.01	10,866	162	1.49%	201	1.85%	159	1.46%	40	0.37%	499	4.59%	0	0.00%	85	0.78%	0	0.00%	0	0.00%
Census Tract 6709.02	5,057	467	9.23%	0	0.00%	100	1.98%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Census Tract 6710.01	5,148	90	1.75%	21	0.41%	0	0.00%	0	0.00%	0	0.00%	14	0.27%	14	0.27%	0	0.00%	0	0.00%
Census Tract 6710.02	6,422	81	1.26%	12	0.19%	0	0.00%	0	0.00%	10	0.16%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Census Tract 6711	7,908	1,347	17.03%	0	0.00%	0	0.00%	0	0.00%	33	0.42%	0	0.00%	14	0.18%	71	0.90%	79	1.00%
Census Tract 6712	5,802	747	12.87%	0	0.00%	15	0.26%	0	0.00%	32	0.55%	0	0.00%	28	0.48%	12	0.21%	0	0.00%
Census Tract 6713	3,343	415	12.41%	57	1.71%	26	0.78%	0	0.00%	167	5.00%	24	0.72%	0	0.00%	8	0.24%	0	0.00%

		Language Spoken at Home by Persons 5+																	
		Spanish or Spanish Creole		Chinese		Vietnamese		Urdu		Other Asian languages		Hindi		Tagalog		African languages		Gujarati	
Location	Total Population 5+	Language Population	% of Total Population	Language Population	% of Total Population	Language Population	% of Total Population	Language Population	% of Total Population	Language Population	% of Total Population	Language Population	% of Total Population	Language Population	% of Total Population	Language Population	% of Total Population	Language Population	% of Total Population
Fort Bend County	588,234	36,958	6.28%	9,904	1.68%	7,674	1.30%	4,039	0.69%	3,087	0.52%	1,551	0.26%	1,892	0.32%	2,257	0.38%	2,169	0.37%
Census Tract 6714	8,145	532	6.53%	275	3.38%	192	2.36%	277	3.40%	232	2.85%	115	1.41%	15	0.18%	15	0.18%	406	4.98%
Census Tract 6715.01	7,070	45	0.64%	460	6.51%	0	0.00%	17	0.24%	24	0.34%	34	0.48%	46	0.65%	0	0.00%	15	0.21%
Census Tract 6715.02	1,567	53	3.38%	103	6.57%	28	1.79%	3	0.19%	7	0.45%	17	1.08%	15	0.96%	0	0.00%	0	0.00%
Census Tract 6716.01	5,936	211	3.55%	363	6.12%	81	1.36%	180	3.03%	114	1.92%	0	0.00%	0	0.00%	0	0.00%	31	0.52%
Census Tract 6716.02	3,027	36	1.19%	243	8.03%	3	0.10%	0	0.00%	10	0.33%	0	0.00%	11	0.36%	0	0.00%	30	0.99%
Census Tract 6717	4,833	5	0.10%	149	3.08%	27	0.56%	4	0.08%	0	0.00%	0	0.00%	79	1.63%	0	0.00%	0	0.00%
Census Tract 6718	2,836	109	3.84%	50	1.76%	0	0.00%	7	0.25%	0	0.00%	0	0.00%	10	0.35%	0	0.00%	0	0.00%
Census Tract 6719	3,613	118	3.27%	0	0.00%	43	1.19%	0	0.00%	30	0.83%	0	0.00%	26	0.72%	17	0.47%	18	0.50%
Census Tract 6720.01	7,797	321	4.12%	624	8.00%	644	8.26%	242	3.10%	92	1.18%	70	0.90%	57	0.73%	88	1.13%	0	0.00%
Census Tract 6720.02	5,524	297	5.38%	72	1.30%	177	3.20%	92	1.67%	52	0.94%	119	2.15%	5	0.09%	40	0.72%	0	0.00%
Census Tract 6721	3,354	33	0.98%	127	3.79%	9	0.27%	27	0.81%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	30	0.89%
Census Tract 6722	3,211	232	7.23%	34	1.06%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Census Tract 6723.01	7,784	712	9.15%	155	1.99%	299	3.84%	92	1.18%	21	0.27%	0	0.00%	30	0.39%	230	2.95%	32	0.41%
Census Tract 6723.02	8,133	237	2.91%	288	3.54%	188	2.31%	74	0.91%	35	0.43%	85	1.05%	19	0.23%	0	0.00%	11	0.14%
Census Tract 6724	8,970	1,155	12.88%	233	2.60%	580	6.47%	42	0.47%	30	0.33%	0	0.00%	0	0.00%	69	0.77%	0	0.00%
Census Tract 6725	7,069	1,164	16.47%	0	0.00%	372	5.26%	0	0.00%	0	0.00%	15	0.21%	33	0.47%	251	3.55%	0	0.00%
Census Tract 6726.01	9,083	2,247	24.74%	110	1.21%	168	1.85%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	36	0.40%	0	0.00%
Census Tract 6726.02	6,464	1,065	16.48%	24	0.37%	415	6.42%	69	1.07%	0	0.00%	17	0.26%	77	1.19%	145	2.24%	41	0.63%
Census Tract 6727.01	14,542	1,388	9.54%	194	1.33%	695	4.78%	281	1.93%	38	0.26%	45	0.31%	157	1.08%	254	1.75%	177	1.22%
Census Tract 6727.02	6,644	428	6.44%	164	2.47%	124	1.87%	35	0.53%	0	0.00%	31	0.47%	75	1.13%	107	1.61%	125	1.88%
Census Tract 6728	7,343	223	3.04%	84	1.14%	183	2.49%	236	3.21%	20	0.27%	21	0.29%	130	1.77%	0	0.00%	19	0.26%
Census Tract 6729	30,963	1,082	3.49%	247	0.80%	1,128	3.64%	930	3.00%	0	0.00%	0	0.00%	286	0.92%	151	0.49%	357	1.15%
Census Tract 6730.01	7,492	106	1.41%	181	2.42%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	9	0.12%

APPENDIX C – PRESENTATIONS AND OUTREACH

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
06-Mar-12	60	Senior Group with St. Theresa Church	St Theresa Church	Kathy	Moller		Marketing our services to the general public of FBC ; Small presentation and gave out promotional items	Tennille
03-Apr-12	30	FBC Transportation - Grand Opening/Ribbon Cutting	HWY 36 - Park and Ride lot	Paulette	Shelton	281-243-6701	Took marketing material and promotional items to our grand opening & ribbon cutting	Melanie & Donna
04-Apr-12	50	MD Anderson Transportation Info Fair	MD Anderson at TMC 7007 Bertner Ave	Faredda	Momin	713-792-6101	Transportation Fair - Handed out promotional items and information packets - Also there to sell ticket books.	Melanie, Donna & Tennille
05-Apr-12	35	Silver Living Senior Care	Sugar Land Senior Center off of Matlage Way	Susan	Marbin	404-317-7527	Marketing our services to a group of FBC Older adults	Melanie & Tennille
11-Apr-12	20	MD Anderson Transportation Info Fair	MD Anderson at TMC 7007 Bertner Ave	Faredda	Momin	713-792-6101	Transportation Fair - Handed out promotional items and information packets - Also there to sell ticket books.	Melanie & Donna
14-Apr-12	10	Meadows Place Senior Living Health Fair	Meadows Place Senior Living - 12221 S.	Lyric	Daniel	281-240-1932	Health Fair - Handed out promotional items	Melanie & Donna

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
18-Apr-12	20	MD Anderson Transportation Info Fair	Kirkwood MD Anderson at TMC 7007 Bertner Ave	Faredda	Momin	713-792-6101	and information Transportation Fair - Handed out promotional items and information packets	First Transit Reps
21-Apr-12	75+	Needville Youth Fair	KC Hall - Needville, TX 13631 Texas 36	James	Wenzel	832-473-0504	Needville Youth Fair - Handed out promotional items and information. Staged a commuter bus at event.	Melanie & Oscar
25-Apr-12	20	MD Anderson Transportation Info Fair	MD Anderson at TMC 7007 Bertner Ave	Faredda	Momin	713-792-6101	Transportation Fair - Handed out promotional items and information packets	First Transit Reps
09-May-12	100+	Fort Bend Older adults Older adults' Senior Prom	Bud O'Shieles Community Center 1330 Band Road Rosenberg, TX 77471	Dana	Thompson	281-633-7058	Meet and greet older adults at the Older adults' Senior Prom	Melanie
10-May-12	10	Fort Bend Center for Independent Living	FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar Land, TX 77478	Mary Francis	Wasson	281-980-2219	Presentation to a group of consumers w/ disabilities regarding our services and client responsibilities.	Melanie
11-May-12	100+	Meyer Elementary "Careers on Wheels"	Meyer Elementary 1930 J. Meyer Rd. Rosenberg, TX 77469	Latonya	Hamilton	832-223-2005	Presentation to groups of elementary students regarding public transportation	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
							service. Staged bus at event for children to explore.	
22-May-12	100+	Fort Bend Older adults Hurricane Preparedness 2012 Conference	Bud O'Shieles Community Center 1330 Band Road Rosenberg, TX 77471	Dana	Thompson	281-633-7058	Presentation to a group of older adults regarding transportation during emergency operations. Handed out information and promotional items.	Melanie & James
08-Jun-12	60	FBC Office of Emergency Management Emergency Preparedness Presentation	First United Methodist Church 431 Eldridge Rd. Sugar Land, TX 77478	Kathy	Renfro	281-238-3401	OEM Presentation to various social service agencies regarding emergency preparedness. Handed out transit info.	Melanie
12-Jul-12	3	Fort Bend Center for Independent Living	FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar Land, TX 77478	Mary Francis	Wasson	281-980-2219	Presentation to a group of consumers w/ disabilities regarding our services and client responsibilities.	Melanie
13-Jul-12	75+	Fort Bend CONNECT Meeting HGAC "Transportation Updates in Fort Bend	First United Methodist Church 431 Eldridge Rd. Sugar Land, TX 77478	Valerie	Roberson	281-207-2304	"Transportation Updates in Fort Bend" presentation by HGAC to various human service organizations.	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
		County" Presentation					Participated in panel discussion and answered service questions. Handed out promotional items and information.	
25-Jul-12	15	Fort Bend Center for Independent Living	FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar Land, TX 77478	Mary Francis	Wasson	281-980-2219	22nd ADA Anniversary Observance Celebration. Discussion & refreshments.	Melanie & Paulette
15-Aug-12	6	Fort Bend Center for Independent Living	FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar Land, TX 77478	Mary Francis	Wasson	281-980-2219	Presentation to a group of consumers w/ disabilities regarding our services and client responsibilities.	Melanie
16-Aug-12	375	Fort Bend County Employee Fair	FBC Rosenberg Annex 4520 Reading Road Rosenberg, TX 77471	Lynette	Montgomery	281-238-3562	Employee Fair - Handed out promotional items and information	Melanie
23-Aug-12	200+	Commute Solutions Appreciation Event	AMC Theater Park & Ride 3301 Town Center Blvd. South Sugar Land, TX 77479	Nicolas	Williams	713-993-4567	Commuter Appreciation Day - Handed out goodie bags and pastries provided by Commuter Solutions to transit commuters	Melanie & Donna
06-Sep-12	50	Fort Bend Older adults Meals-On-Wheels	Rosenberg Senior Center 1330 Band Rd. Rosenberg, TX	Dana	Thompson	281-633-7058	Brief presentation to a group of older adults regarding our	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
			77471				services. Addressed comments and concerns.	
11-Sep-12	2	Rosenberg Dialysis Center	Rosenberg Dialysis 4519 Reading Rd. Suite 18 Rosenberg, TX 77471	Connie	Karger	281-341-7425	Brief presentation regarding our services. Addressed comments and concerns.	Melanie
12-Sep-12	12	Missouri City Dialysis Center	Missouri City Dialysis 1673 Cartwright Rd. Missouri City, TX 77459	Jenny	Kincaid	281-437-9700	Brief presentation regarding our services. Addressed comments and concerns.	Melanie
13-Sep-12	200+	"My Solution Is...." Transportation Fair	Transportation Fair 3 Greenway Plaza Houston, TX 77046	Ch'rese	Jackson	713-993-2487	Handed out promotional items and information to Greenway Plaza commuters.	Melanie
17-Sep-12	20	Simonton/Fulshear Fort Bend Older adults Meals-On-Wheels	Irene Stern Community Center 6920 Katy-Fulshear Rd. Fulshear, TX 77441	Dana	Thompson	281-633-7058	Brief presentation to a group of older adults regarding our services. Addressed comments and concerns.	Melanie
18-Sep-12	50	Tri-City Fort Bend Older adults Meals-On-Wheels	Stafford Community Center 3110 Fifth St. Stafford, TX 77477	Dana	Thompson	281-633-7058	Brief presentation to a group of older adults regarding our services. Addressed comments and concerns.	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
19-Sep-12	15	Fresno Fort Bend Older adults Meals-On-Wheels	Mustang Community Center 4521 FM 521 Fresno, TX 77545	Dana	Thompson	281-633-7058	Brief presentation to a group of older adults regarding our services. Addressed comments and concerns.	Melanie
20-Sep-12	5	Kendleton Fort Bend Older adults Meals-On-Wheels	Kendleton Senior Center 109 Guess Ave. Kendleton, TX 77451	Dana	Thompson	281-633-7058	Brief presentation to a group of older adults regarding our services. Addressed comments and concerns.	Melanie
21-Sep-12	30	Hometowne Fort Bend Older adults Meals-On-Wheels	Hometowne Senior Center 10888 Huntington Estates Houston, TX 77099	Dana	Thompson	281-633-7058	Brief presentation to a group of older adults regarding our services. Addressed comments and concerns.	Melanie
04-Oct-12	5	Sugar Land Senior Center	T.E. Harman Recreation Center 226 Matlage Way Sugar land, TX 77478	Samantha	Foster	281-275-2839	Brief presentation to a group of older adults regarding our services. Addressed comments and concerns.	Melanie
12-Oct-12	50+	Fort Bend CONNECT Meeting "Counseling Services for Low Income and	First United Methodist Church 431 Eldridge Rd. Sugar Land, TX 77478	Valerie	Roberson	281-207-2304	Handed out promotional items and information to various social service agencies.	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
		Uninsured" FBC Residents Presentation						
23-Oct-12	1	Colorado Valley Transit	Colorado Valley Transit 210 N. Cloud St. Wharton, TX 77488	Vastene	Olier	979-732-6281	Met with CVT Director in order to discuss ideas to connect our services effectively and how to best serve the transportation needs of the public.	Melanie
14-Nov-12	150+	Fort Bend Older adults Thanksgiving Luncheon	Bud O'Shieles Community Center 1330 Band Road Rosenberg, TX 77471	Dana	Thompson	281-633-7058	Meet and greet older adults at the Older adults' Thanksgiving Luncheon. Helped pass out food and drinks during lunch.	Melanie
15-Nov-12	26	TEXANA Behavioral Healthcare Clinic-ROS Staff Meeting	TEXANA Behavioral Healthcare Clinic-ROS 4910 Airport Ave. Rosenberg, TX 77471	Linda	Bracey	281-239-1307	Brief presentation to Texana staff regarding our services. Addressed comments and concerns.	Melanie
04-Dec-12	5	TEXANA Behavioral Healthcare Clinic-SGL Staff Meeting	TEXANA Behavioral Healthcare Clinic-SGL 2535 Cordes Dr. Sugar Land, TX 77479	Rosemary	Nicolas	281-276-4400	Brief presentation to Texana staff regarding our services. Addressed comments and concerns.	Melanie
05-Dec-12	2	Katy Area Ride Service	KARS 22503 Katy Freeway, Suite 8	Pat	Hender	281-994-4238	Meeting with administrator of KARS to discuss	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
			Katy, TX 77450				their services and how to best to serve the public.	
06-Dec-12	10	The ARC of Fort Bend Support Group Meeting Transportation Solutions to VAST Program	HEB-Sugar Land 530 SH 6 Sugar Land, TX 77479	Cheryl	Sewell	281-494-5924	Meeting regarding transportation solutions to/from HCC's VAST program located in downtown Houston for students with disabilities.	Melanie, Hoss, & Paulette
11-Dec-12	8	Access Health Center (formerly FB Family Health Center)	Access Health Center 400 Austin St. Richmond, TX 77469	Sylvia	Teeple	281-342-4530	Brief presentation to healthcare staff regarding our services. Addressed comments and concerns.	Melanie
17-Dec-12	3	First Colony Dialysis	First Colony Dialysis 1107 Soldiers Field Sugar Land, TX 77479	John	Hougham	713-772-5228	Brief presentation to healthcare staff regarding our services and client responsibilities. Addressed comments and concerns.	Melanie
21-Dec-12	20	Fort Bend Center for Independent Living	FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar Land, TX 77478	Mary	Knotts	281-980-2219	Presentation to low vision group regarding our services and client responsibilities. Addressed comments and concerns.	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
11-Jan-13	75+	Fort Bend CONNECT Meeting "Neighborhood Tax Centers" for FBC Residents Presentation	First United Methodist Church 431 Eldridge Rd. Sugar Land, TX 77478	Katie	Thomas	281-207-2300	Handed out promotional items and information to various social service agencies.	Melanie
07-Feb-13	2	Mamie George/Catholic Charities	Mamie George Center 1111 Collins Rd. Richmond, TX 77469	Gladys	Brumfield	281-202-6224	Met with senior services manager to discuss doing a presentation to center clients regarding our services.	Melanie
08-Feb-13	75+	Fort Bend CONNECT Meeting "Gang Tatoos"	First United Methodist Church 431 Eldridge Rd. Sugar Land, TX 77478	Katie	Thomas	281-207-2300	Handed out promotional items and information to various social service agencies.	Melanie
20-Feb-13	4	Fort Bend Center for Independent Living	FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar Land, TX 77478	Mary Francis	Wasson	281-980-2219	Presentation to a group of consumers w/ disabilities regarding our services and client responsibilities.	Melanie
04-Mar-13	8	Simonton/Fulshear Fort Bend Older adults Meals-On-Wheels	Irene Stern Community Center 6920 Katy-Fulshear Rd. Fulshear, TX 77441	Cathy	Tuttle	281-633-7058	Brief presentation to a group of older adults regarding our services. Addressed comments and concerns.	Melanie
06-Mar-13	1	Tri-City Fort Bend Older adults Meals-On-	Stafford Community Center 3110	Cathy	Tuttle	281-633-7058	Met with site director regarding our services.	Melanie & Hoss

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
		Wheels	Fifth St. Stafford, TX 77477				Addressed comments and concerns.	
07-Mar-13	15	Hometowne Fort Bend Older adults Meals-On-Wheels	Hometowne Senior Center 10888 Huntington Estates Houston, TX 77099	Cathy	Tuttle	281-633-7058	Brief presentation to a group of older adults regarding our services. Addressed comments and concerns.	Melanie
8-Mar-13	75+	Fort Bend CONNECT Meeting "Hunger in Fort Bend County"	Mamie George Center 1111 Collins Rd. Richmond, TX 77469	Katie	Thomas	281-207-2300	Handed out promotional items and information to various social service agencies.	Melanie
20-Mar-13	6	Fort Bend Center for Independent Living	FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar Land, TX 77478	Mary	Wasson	281-980-2219	Presentation to a group of consumers w/ disabilities regarding our services and client responsibilities.	Melanie
28-Mar-13	50+	Rosenberg Fort Bend Older adults Meals-On-Wheels	Rosenberg Senior Center 1330 Band Rd. Rosenberg, TX 77471	Cathy	Tuttle	281-633-7058	Brief presentation to a group of older adults regarding our services. Addressed comments and concerns.	Melanie
12-Apr-13	75+	Fort Bend CONNECT Meeting "Health & Nutrition"	First United Methodist Church 431 Eldridge Rd. Sugar Land, TX 77478	Katie	Thomas	281-207-2300	Handed out promotional items and information to various social service agencies.	Melanie
16-Apr-13	20	Dulles High School	Dulles High	Hyacinth	Pickersgill	281-634-5641	Brief presentation	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
		Adult Transition Program	School 550 Dulles Avenue Sugar Land, TX 77478				to a group of special education students regarding our services. Addressed comments and concerns.	
17-Apr-13	10	Fort Bend Center for Independent Living	FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar Land, TX 77478	John	Bickham	281-980-2219	Presentation to a group of consumers w/ disabilities regarding our services and client responsibilities.	Melanie
23-Apr-13	15	Fresno Fort Bend Older adults Meals-On-Wheels	Mustang Community Center 4521 FM 521 Fresno, TX 77545	Cathy	Tuttle	281-633-7058	Brief presentation to a group of older adults regarding our services. Addressed comments and concerns.	Melanie
27-Apr-13	100+	Veterans' Benefits Seminar	FBC Annex 4520 Reading Rd. Rosenberg, TX 77471	Helen	Washington	281-238-3587	Handed out promotional items and information to Veterans and their families. Addressed comments and concerns.	Melanie
1-May-13	5	Kendleton Fort Bend Older adults Meals-On-Wheels	Kendleton Senior Center 109 Guess Ave. Kendleton, TX 77451	Cathy	Tuttle	281-633-7058	Brief presentation to a group of older adults regarding our services. Addressed	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
							comments and concerns.	
10-May-13	100+	Meyer Elementary "Careers on Wheels"	Meyer Elementary 1930 J. Meyer Rd. Rosenberg, TX 77469	Latonya	Hamilton	832-223-2005	Presentation to groups of elementary students regarding public transportation service. Staged bus at event for children to explore.	Melanie
14-May-13	15	FBC Indigent Health Care	FBC Annex 4520 Reading Rd. Rosenberg, TX 77471	Karl	Lavine	281-238-3234	Brief presentation to a staff regarding our services. Addressed comments and concerns.	Melanie
15-May-13	5	Fort Bend Center for Independent Living	FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar Land, TX 77478	John	Bickham	281-980-2219	Presentation to a group of consumers w/ disabilities regarding our services and client responsibilities.	Melanie
17-May-13	100+	Fort Bend County Emergency Preparedness Workshop	Rosenberg Civic Center 3825 SH 36 Rosenberg, TX 77471	Kathy	Renfrow	281-238-3401	Handed out promotional items and information. Addressed comments and concerns.	Melanie
23-May-13	75+	AARP Healthcare & Senior Resource Fair	Rosenberg Civic Center 3825 SH 36 Rosenberg, TX 77471	Nancy	Talasek	281-342-8575	Handed out promotional items and information. Addressed comments and	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
13-Jun-13	4	Fort Bend Center for Independent Living	FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar Land, TX 77478	John	Bickham	281-980-2219	concerns. Presentation to a group of consumers w/ disabilities regarding our services and client responsibilities.	Melanie
14-Jun-13	35	Fort Bend CONNECT Meeting	First United Methodist Church 431 Eldridge Rd. Sugar Land, TX 77478	Katie	Thomas	281-207-2300	Handed out promotional items and information to various social service agencies.	Melanie
11-Jul-13	5	Fort Bend Center for Independent Living	FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar Land, TX 77478	John	Bickham	281-980-2219	Presentation to a group of consumers w/ disabilities regarding our services and client responsibilities.	Melanie
12-Jul-13	50	Fort Bend CONNECT Meeting	FBC Annex 4520 Reading Rd. Rosenberg, TX 77471	Ruby	Canales	281-207-2304	Handed out promotional items and information to various social service agencies.	Melanie
31-Jul-13	100+	Fort Bend Older adults Older adults' Senior Prom	Bud O'Shieles Community Center 1330 Band Road Rosenberg, TX 77471	Robin	Steinmann	281-633-7058	Meet and greet older adults at the Older adults' Senior Prom	Melanie
3-Aug-13	1600	Commissioner Precinct 2 Health Fair	Commissioner Pct. 2 Office 303 Texas Pkwy. Ste. 213 Missouri City, TX	Brenda	Patton	281-403-8001	Handed out promotional items and information to fair participants.	Donna & Twila

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
8-Aug-13	7	Fort Bend Center for Independent Living	77489 FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar Land, TX 77478	John	Bickham	281-980-2219	Presentation to a group of consumers w/ disabilities regarding our services and client responsibilities.	Melanie
15-Aug-13	456	Fort Bend County Employee Fair	FBC Annex 4520 Reading Rd. Rosenberg, TX 77471	Beatrice	Galan	281-238-3336	Employee Fair - Handed out promotional items and information	Melanie
16-Aug-13	3	Davita Greatwood Dialysis	Davita Dialysis-Greatwood 20333 Southwest Frwy. Sugar Land, TX 77479	Zaleka	Henderson	281-545-1470	Brief presentation to a staff regarding our services. Addressed comments and concerns.	Melanie
05-Sep-13	40	Rosenberg Fort Bend Older adults Meals-On-Wheels	Bud O'Sheiles Center 1330 Band Rd. Rosenberg, TX 77471	Monica	Welch	281-633-7058	Brief presentation to a group of older adults regarding our services. Addressed comments and concerns.	Melanie
11-Sep-13	10	Simonton/Fulshear Fort Bend Older adults Meals-On-Wheels	Irene Stern Community Center 6920 Katy-Fulshear Rd. Fulshear, TX 77441	Monica	Welch	281-633-7058	Brief presentation to a group of older adults regarding our services. Addressed comments and concerns.	Melanie
12-Sep-13	200+	"My Solution Is...."	Transportation	Ch'rese	Jackson	713-993-2487	Handed out	Melanie &

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
		Transportation Fair	Fair 3 Greenway Plaza Houston, TX 77046				promotional items and information to Greenway Plaza commuters.	Cindy
13-Sep-13	75+	Fort Bend CONNECT Meeting "Senior Services in Fort Bend County"	First United Methodist Church 431 Eldridge Rd. Sugar Land, TX 77478	Ruby	Canales	281-207-2304	Handed out promotional items and information to various social service agencies.	Melanie
17-Sep-13	60	Tri-City Fort Bend Older adults Meals-On-Wheels	Stafford Community Center 3110 Fifth St. Stafford, TX 77477	Monica	Welch	281-633-7058	Met with site director regarding our services. Addressed comments and concerns.	Melanie
18-Sep-13	4	Fort Bend Center for Independent Living	FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar Land, TX 77478	John	Bickham	281-980-2219	Presentation to a group of consumers w/ disabilities regarding our services and client responsibilities.	Melanie
19-Sep-13	12	Fresno Fort Bend Older adults Meals-On-Wheels	Mustang Community Center 4521 FM 521 Fresno, TX 77545	Monica	Welch	281-633-7058	Brief presentation to a group of older adults regarding our services. Addressed comments and concerns.	Melanie
23-Sep-13	125+	Fort Bend County Fair Older adults' Fair Day	Fort Bend County Fairgrounds 4110 SH 36 Rosenberg, TX 77489	Monica	Welch	281-633-7058	Assisted in making certain older adults boarded appropriate buses as efficiently as	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
25-Sep-13	7	Kendleton Fort Bend Older adults Meals-On-Wheels	Church of God 619 FM 2919 Kendleton, TX 77451	Monica	Welch	281-633-7058	possible. Brief presentation to a group of older adults regarding our services. Addressed comments and concerns.	Melanie
26-Sep-13	12	Hometowne Fort Bend Older adults Meals-On-Wheels	Hometowne Senior Center 10888 Huntington Estates Houston, TX 77099	Monica	Welch	281-633-7058	Brief presentation to a group of older adults regarding our services. Addressed comments and concerns.	Melanie
10-Oct-13	125+	Fort Bend Older adults Meals-On-Wheels Older adults' Health Fair	Bud O'Shieles Community Center 1330 Band Road Rosenberg, TX 77471	Monica	Welch	281-633-7058	Assisted in making certain older adults boarded appropriate buses as efficiently as possible.	Melanie
11-Oct-13	75+	Fort Bend CONNECT Meeting	First United Methodist Church 431 Eldridge Rd. Sugar Land, TX 77478	Ruby	Canales	281-207-2304	Handed out promotional items and information to various social service agencies.	Melanie
19-Oct-13	50	Texas Children's Health Plan <i>"Hot Rods & Cool Rides"</i> Health & Exercise Expo	Seabourne Creek Nature Park 3831 SH 36 Rosenberg, TX 77471	Veronica	Reyes	832-828-1182	Staged a commuter bus at the event. Handed out promotional items and information to families attending the event.	Melanie
13-Nov-13	150+	Fort Bend County	Bud O'Sheiles	Monica	Welch	281-633-7058	Assisted in	Melanie &

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
		Meals on Wheels Thanksgiving Celebration	Center 1330 Band Rd. Rosenberg, TX 77471				making certain all the older adults got on correct buses after field trip as efficiently as possible. Helped serve older adults lunch.	Tennille
19-Nov-13	1	Fort Bend Dialysis Center	Fresenius Dialysis - Fort Bend 3819 Cartwright Rd. Missouri City, TX 77459	Shalondra	Diggs	281-403-0749	Briefly met with staff social worker regarding our services. Addressed comments and concerns.	Melanie
6-Dec-13	450	Sartartia Middle School Career Day	Sartartia Middle School 8125 Homeward Way Sugar Land, TX 77479	Tina	Remmers	281-634-6310	Presentation to groups of middle school students regarding careers in public transportation and our services.	Melanie
10-Dec-13	150+	Fort Bend County Meals on Wheels Holiday Celebration	Bud O'Sheiles Center 1330 Band Rd. Rosenberg, TX 77471	Monica	Welch	281-633-7058	Assisted in making certain all the older adults got on correct buses after field trip as efficiently as possible. Helped serve older adults lunch.	Melanie
10-Jan-14	75+	Fort Bend CONNECT Meeting "United Way	Pinnacle Senior Center 5525 Hobby Rd. Houston, TX	Ruby	Canales	281-207-2304	Handed out promotional items and information to various social	Melanie

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12-Feb-14	40	THRIVE" Rosenberg Fort Bend Older adults Meals-On- Wheels	77053 Rosenberg Senior Center 1330 Band Rd. Rosenberg, TX 77471	Monica	Welch	281-633-7058	service agencies. Brief presentation to a group of older adults regarding our services. Addressed comments and concerns.	Melanie
14-Feb-14	75+	Fort Bend CONNECT Meeting "Legal Services in Fort Bend"	Pinnacle Senior Center 5525 Hobby Rd. Houston, TX 77053	Ruby	Canales	281-207-2304	Handed out promotional items and information to various social service agencies.	Melanie
19-Feb-14	60	Tri-City Fort Bend Older adults Meals-On- Wheels	Stafford Community Center 3110 Fifth St. Stafford, TX 77477	Monica	Welch	281-633-7058	Met with site director regarding our services. Addressed comments and concerns.	Melanie
20-Feb-14	30	TEXANA Behavioral Healthcare Clinic- ROS Staff Meeting	TEXANA Behavioral Healthcare Clinic- ROS 4910 Airport Ave. Rosenberg, TX 77471	Tony	Vettraino	281-239-1324	Brief presentation to Texana staff regarding our services. Addressed comments and concerns.	Melanie
20-Feb-14	150+	Fort Bend Older adults Meals-On- Wheels Older adults' Health Fair	Rosenberg Civic Center 3825 SH 36 Rosenberg, TX 77471	Monica	Welch	281-633-7058	Assisted in making certain all the older adults got on correct buses after field trip as efficiently as possible.	Melanie
26-Feb-14	15	Simonton/Fulshear Fort Bend Older adults Meals-On- Wheels	Irene Stern Community Center 6920 Katy-Fulshear	Monica	Welch	281-633-7058	Brief presentation to a group of older adults regarding our	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
			Rd. Fulshear, TX 77441				services. Addressed comments and concerns.	
1-Mar-14	100+	The ARC of Fort Bend County 2014 Special Needs Resource Fair	Dulles High School 550 Dulles Avenue Sugar Land, TX 77478	Cheryl	Sewell	281-494-5924	Handed out promotional items and information. Answered questions regarding our services.	Melanie
19-Mar-14	10	Fresno Fort Bend Older adults Meals-On-Wheels	Mustang Community Center 4521 FM 521 Fresno, TX 77545	Monica	Welch	281-633-7058	Brief presentation to a group of older adults regarding our services. Addressed comments and concerns.	Melanie
25-Mar-14	87	United Way Fort Bend Benefits Access Fair	Fort Bend County Service Center 10435 Greenbough Dr. Ste. 200 Stafford, TX 77477	Ruby	Canales	281-207-2304	Handed out promotional items and information. Answered questions regarding our services.	Tennille
25-Mar-14	7	Fort Bend Center for Independent Living	FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar Land, TX 77478	Mary Francis	Wasson	281-980-2219	Presentation to a group of consumers w/ disabilities regarding our services and client responsibilities.	Melanie
16-Apr-14	6	Fort Bend Center for Independent Living	FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar	Mary Francis	Wasson	281-980-2219	Presentation to a group of consumers w/ disabilities	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
			Land, TX 77478				regarding our services and client responsibilities.	
17-Apr-14	150+	Fort Bend County Meals on Wheels Spring Fling Celebration	Bud O'Sheiles Center 1330 Band Rd. Rosenberg, TX 77471	Monica	Welch	281-633-7058	Assisted in making certain all the older adults got on correct buses after field trip as efficiently as possible.	Treva Burroughs w/ First Transit
9-May-14	100+	Meyer Elementary "Careers on Wheels"	Meyer Elementary 1930 J. Meyer Rd. Rosenberg, TX 77469	Latonya	Hamilton	832-223-2005	Presentation to groups of elementary students regarding public transportation service. Staged bus at event for children to explore.	Melanie
14-May-14	150+	Fort Bend County Meals on Wheels Older adults' Senior Prom	Bud O'Sheiles Center 1330 Band Rd. Rosenberg, TX 77471	Monica	Welch	281-633-7058	Assisted in making certain all the older adults got on correct buses after field trip as efficiently as possible.	Treva Burroughs w/ First Transit
17-May-14	20	Veterans' Benefits Seminar	FBC Annex 307 Texas Pkwy. Missouri City, TX 77489	Dwight	Marshall	281-238-3585	Handed out promotional items and information to Veterans and their families. Addressed comments and concerns.	Donna
21-May-14	7	Fort Bend Center for Independent	FBCIL 12946 Dairy	Mary Francis	Wasson	281-980-2219	Presentation to a group of	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
		Living	Ashford Rd. Ste.110 Sugar Land, TX 77478				consumers w/ disabilities regarding our services and client responsibilities.	
22-May-14	150+	Fort Bend County Meals on Wheels NRG Picnic	Rosenberg KC Hall 1007 Kay Cee Drive Rosenberg, TX 77471	Monica	Welch	281-633-7058	Assisted in making certain all the older adults got on correct buses after field trip as efficiently as possible.	April w/ First Transit
30-May-14	100+	Fort Bend County Emergency Preparedness Workshop	Rosenberg Civic & Rec.Center 3825 Highway 36 South Rosenberg, TX 77471	Kathy	Renfrow	281-238-3401	Handed out promotional items and information. Addressed comments & concerns. Directed the public how to register for emergency evacuation.	Melanie
18-Jun-14	5	Fort Bend Center for Independent Living	FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar Land, TX 77478	Mary Francis	Wasson	281-980-2219	Presentation to a group of consumers w/ disabilities regarding our services and client responsibilities.	Melanie
26-Jun-14	62	United Way Fort Bend Benefits Access Fair	Fort Bend County Service Center 10435 Greenbough Dr. Ste. 200 Stafford, TX	Ruby	Canales	281-207-2304	Handed out promotional items and information. Answered questions regarding our	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
			77477				services.	
11-Jul-14	75+	Fort Bend CONNECT Meeting "Emergency Preparedness"	Mamie George Center 1111 Collins Rd. Richmond, TX 77469	Ruby	Canales	281-207-2300	Handed out promotional items and information to various social service agencies.	Melanie
16-Jul-14	7	Fort Bend Center for Independent Living	FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar Land, TX 77478	Mary Francis	Wasson	281-980-2219	Presentation to a group of consumers w/ disabilities regarding our services and client responsibilities.	Melanie
22-Jul-14	8	Access Health Transportation Meeting	Access Health 10435 Greenbough Dr. Ste. 300 Stafford, TX 77477	Debra Ann	Zagala	281-969-1837	Brief presentation to a group of clinic staff regarding our services. A rep from MTM & Red Cross were also participating. Addressed comments and concerns.	Melanie
24-Jul-14	450+	Fort Bend County Employee Fair	FBC Rosenberg Annex 4520 Reading Road Rosenberg, TX 77471	Beatrice	Galan	281-238-3336	Employee Fair - Handed out promotional items and information	Melanie
29-Jul-14	150+	Rosenberg Business Resource EXPO	Rosenberg Civic & Rec.Center 3825 Highway 36 South Rosenberg, TX 77471	Shannan	Stavinoha	281-342-5464	Handed out promotional items and information. Answered questions regarding our services.	Melanie
7-Aug-14	10	Fresno	City of Arcola	Monica	Welch	281-633-7058	Brief presentation	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
		Fort Bend Older adults Meals-On-Wheels	Office 13222 SH 6 Arcola, TX 77583				to a group of older adults regarding our services. Addressed comments and concerns.	
8-Aug-14	66	Fort Bend CONNECT Meeting "Transportation Alternatives"	Mamie George Center 1111 Collins Rd. Richmond, TX 77469	Ruby	Canales	281-207-2300	Transportation Alternatives presentation to various human service organizations. Participated in presentation as a guest speaker using power point and answered service questions. Handed out promotional items and information.	Melanie
13-Aug-14	30	Rosenberg Fort Bend Older adults Meals-On-Wheels	Bud O'Sheiles Center 1330 Band Rd. Rosenberg, TX 77471	Monica	Welch	281-633-7058	Brief presentation to a group of older adults regarding our services. Addressed comments and concerns.	Melanie
14-Aug-14	200+	My Solution Is.... Transportation Fair	Transportation Fair 3 Greenway Plaza Houston, TX 77046	Ch'rese	Jackson	713-993-2487	Handed out promotional items and information to Greenway Plaza commuters.	Tennille & Cindy
15-Aug-14	40	Richmond State Supported Living	RSSLC 2100 Preston St.	Destiny	Johnson	281-344-4257	Brief presentation to staff members	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
		Center	Richmond, TX 77469				& volunteers regarding our services. Addressed comments and concerns.	
19-Aug-14	3	Kendleton Fort Bend Older adults Meals-On-Wheels	Kendleton Senior Center 109 Guess Ave. Kendleton, TX 77451	Monica	Welch	281-633-7058	Addressed comments and concerns.	Melanie
27-Aug-14	50	Tri-City Fort Bend Older adults Meals-On-Wheels	Stafford Community Center 3110 Fifth St. Stafford, TX 77477	Monica	Welch	281-633-7058	Brief presentation to a group of older adults regarding our services. Addressed comments and concerns.	Melanie
11-Sep-14	30	Hometowne Fort Bend Older adults Meals-On-Wheels	Hometowne Senior Center 10888 Huntington Estates Houston, TX 77099	Monica	Welch	281-633-7058	Brief presentation to a group of older adults regarding our services. Addressed comments and concerns.	Melanie
12-Sep-14	40+	Fort Bend CONNECT Meeting "Sickle Cell Anemia"	Mamie George Center 1111 Collins Rd. Richmond, TX 77469	Ruby	Canales	281-207-2300	Handed out promotional items and information to various social service agencies.	Melanie
22-Sep-14	125+	Fort Bend County Fair SRS Fair Day	Fort Bend County Fairgrounds 4110 SH 36 Rosenberg, TX 77489	Monica	Welch	281-633-7058	Assisted in making certain all the older adults got on correct buses after field trip as efficiently	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
25-Sep-14	20	United Way Fort Bend Benefits Access Fair	Fort Bend County Service Center 10435 Greenbough Dr. Ste. 200 Stafford, TX 77477	Ruby	Canales	281-207-2304	as possible. Handed out promotional items and information. Answered questions regarding our services.	Melanie
10-Oct-14	75	Fort Bend CONNECT Meeting "Affordable Health Care"	Mamie George Center 1111 Collins Rd. Richmond, TX 77469	Ruby	Canales	281-207-2300	Handed out promotional items and information to various social service agencies.	Melanie
15-Oct-14	6	Fort Bend Center for Independent Living	FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar Land, TX 77478	Mary Francis	Wasson	281-980-2219	Presentation to a group of consumers w/ disabilities regarding our services and client responsibilities.	Melanie
17-Oct-14	9	Simonton/Fulshear Fort Bend Older adults Meals-On-Wheels	Irene Stern Community Center 6920 Katy-Fulshear Rd. Fulshear, TX 77441	Monica	Welch	281-633-7058	Brief presentation to a group of older adults regarding our services. Addressed comments and concerns.	Melanie
7-Nov-14	150+	Fort Bend Older adults Meals-On-Wheels SRS Veterans Day	Bud O'Sheiles Center 1330 Band Rd. Rosenberg, TX 77471	Monica	Welch	281-633-7058	Assisted in making certain all the older adults got on correct buses after field trip as efficiently as possible.	Melanie
12-Nov-14	5	Fort Bend Center for Independent	FBCIL 12946 Dairy	Mary Francis	Wasson	281-980-2219	Presentation to a group of	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
		Living	Ashford Rd. Ste.110 Sugar Land, TX 77478				consumers w/ disabilities regarding our services and client responsibilities.	
14-Nov-14	75+	Fort Bend CONNECT Meeting "Holiday Celebration"	Mamie George Center 1111 Collins Rd. Richmond, TX 77469	Ruby	Canales	281-207-2300	Handed out promotional items and information to various social service agencies.	Melanie
18-Nov-14	50	Houston Area Women's Center Transportation 101	United Way Houston 50 Waugh Dr. Houston, TX 77007	Sheila	Holbrook- White	512-699-8136	Presentation to a group of various social service agencies regarding our services and client responsibilities. Handed out brochures and answered questions.	Melanie & Paulette
19-Nov-14	150+	Fort Bend Older adults Meals-On- Wheels Thanksgiving Luncheon	Bud O'Sheiles Center 1330 Band Rd. Rosenberg, TX 77471	Monica	Welch	281-633-7058	Assisted in making certain all the older adults got on correct buses after field trip as efficiently as possible. Helped serve older adults lunch.	Melanie
5-Dec-14	450	Sartartia Middle School Career Day	Sartartia Middle School 8125 Homeward Way Sugar Land, TX 77479	Tina	Remmers	281-634-6310	Presentation to groups of middle school students regarding careers with public	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
							transportation and our services.	
11-Dec-14	150+	Fort Bend Older adults Meals-On-Wheels Christmas Luncheon	Bud O'Sheiles Center 1330 Band Rd. Rosenberg, TX 77471	Monica	Welch	281-633-7058	Assisted in making certain all the older adults got on correct buses after field trip as efficiently as possible. Helped serve older adults lunch.	Melanie
17-Dec-14	5	Fort Bend Center for Independent Living	FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar Land, TX 77478	Mary Francis	Wasson	281-980-2219	Presentation to a group of consumers w/ disabilities regarding our services and client responsibilities.	Melanie
21-Jan-15	5	Fort Bend Center for Independent Living	FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar Land, TX 77478	Laurie	Pennell	281-980-2219	Presentation to a group of consumers w/ disabilities regarding our services and client responsibilities.	Melanie
26-Jan-15	3	Catholic Charities	Mamie George Center 1111 Collins Rd. Richmond, TX 77469	Beth	Zarate	832-768-4320	Meeting to discuss contracted transportation for clients.	Melanie & Tennille
28-Jan-15	15	Access Health Transportation Meeting	Access Health 400 Austin St. Richmond, TX 77469	Debra Ann	Zagala	281-969-1837	Meeting to discuss transportation options in our	Melanie & Paulette

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
							area for healthcare clients. Addressed comments & concerns.	
4-Feb-15	7	Pinnacle Senior Center	Pinnacle Senior Center 5525 Hobby Rd. Houston, TX 77053	Angie	Villareal	832-471-2765	Presentation to group of older adults regarding our services and client responsibilities.	Melanie
11-Feb-15	12	Adult Transition Program George Ranch High School	George Ranch H.S. 8181 FM 762 Richmond, TX 77469	Valisha	Ashton	832-757-0065	Brief presentation to a group of special education high school students regarding our services. Addressed comments and concerns.	Melanie
13-Feb-15	100+	Pinnacle Senior Center Annual Health Fair	Pinnacle Senior Center 5525 Hobby Rd. Houston, TX 77053	Angie	Villareal	832-471-2765	Handed out promotional items and information to senior center participants.	Melanie
18-Feb-15	5	Fort Bend Center for Independent Living	FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar Land, TX 77478	Laurie	Pennell	281-980-2219	Presentation to a group of consumers w/ disabilities regarding our services and client responsibilities.	Melanie
25-Feb-15	18	Adult Transition Program Lamar Consolidated High	Lamar Consolidated H.S. 4606 Mustang Ave.	Mary	Baker	713-501-4765	Brief presentation to a group of special education high school	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
		School	Rosenberg, TX 77471				students regarding our services. Addressed comments and concerns.	
5-Mar-15	2	Harris County Rides	Community Services Department 8410 Lantern Point Dr. Houston, TX 77054	Vernon	Chambers	713-578-2204	Meeting to discuss alternative transportation / rider voucher program in Fort Bend County.	Melanie
17-Mar-15	9	Fort Bend CONNECT Steering Committee Meeting	United Way - Fort Bend 10435 Greenbough Dr. Ste.200 Stafford, TX 77477	Ruby	Canales	281-207-2300	Participated in Steering Committee Meeting for Monthly Fort Bend CONNECT Meetings.	Melanie
18-Mar-15	4	Fort Bend Center for Independent Living	FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar Land, TX 77478	Laurie	Pennell	281-980-2219	Presentation to a group of consumers w/ disabilities regarding our services and client responsibilities.	Melanie
10-Apr-15	75+	Fort Bend CONNECT Meeting "Summer Youth Programs"	Mamie George Center 1111 Collins Rd. Richmond, TX 77469	Ruby	Canales	281-207-2300	Handed out promotional items and information to various social service agencies. Participated in Steering Committee duties.	Melanie
10-Apr-15	150+	Fort Bend Older adults Meals-On-	Rosenberg Civic & Rec.Center	Monica	Welch	281-633-7058	Assisted in making certain all	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
		Wheels "Spring Fling"	3825 Highway 36 South Rosenberg, TX 77471				the older adults got on correct buses after field trip as efficiently as possible. Helped serve older adults lunch.	
15-Apr-15	2	Fort Bend Center for Independent Living	FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar Land, TX 77478	Laurie	Pennell	281-980-2219	Presentation to a group of consumers w/ disabilities regarding our services and client responsibilities.	Melanie
5-May-15	15	Transportation Town Hall Meeting	Mamie George Center 1111 Collins Rd. Richmond, TX 77469	Alexandra	Neinast	512-371-7353	Participated in Town Hall Meeting held by The Transportation Works Team of the Texas State Independent Living Council & HGAC regarding public transportation access in our area for persons with disabilities.	Melanie
6-May-15	150+	Fort Bend Older adults Meals-On-Wheels "Older adults' Senior Prom"	Bud O'Sheiles Center 1330 Band Rd. Rosenberg, TX 77471	Monica	Welch	281-633-7058	Assisted in making certain all the older adults got on correct buses after field trip as efficiently as possible.	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
							Helped serve older adults lunch.	
8-May-15	100+	Meyer Elementary "Careers on Wheels"	Meyer Elementary 1930 J. Meyer Rd. Rosenberg, TX 77469	Latonya	Hamilton	832-223-2005	Presentation to groups of elementary students regarding public transportation service. Staged bus at event for children to explore.	Tennille & Yvette
8-May-15	60+	Fort Bend CONNECT Meeting "DARS"	Mamie George Center 1111 Collins Rd. Richmond, TX 77469	Ruby	Canales	281-207-2300	Handed out promotional items and information to various social service agencies. Participated in Steering Committee duties.	Melanie
12-May-15	150+	Fort Bend Older adults Meals-On-Wheels "NRG Picnic"	Rosenberg KC Hall 2007 Kay Cee Drive Rosenberg, TX 77471	Monica	Welch	281-633-7058	Assisted in making certain all the older adults got on correct buses after field trip as efficiently as possible. Helped serve older adults lunch.	Melanie
14-May-15	25	Richmond VA Clinic Health Fair	Oakbend Doctor's Center 22001 Southwest Frwy. Richmond, TX 77469	Michelle	Jabbie	832-595-7700	Handed out promotional items and information to health fair participants.	Melanie & Twila
16-May-15	50	Veterans' Benefits	Pinnacle Senior	Dwight	Marshall	281-238-3585	Handed out	Melanie &

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
		Fair	Center 5525 Hobby Rd. Houston, TX 77053				promotional items and information to Veterans and their families. Addressed comments & concerns.	Twila
19-May-15	9	Fort Bend CONNECT Steering Committee Meeting	United Way - Fort Bend 10435 Greenbough Dr. Ste.200 Stafford, TX 77477	Ruby	Canales	281-207-2300	Participated in Steering Committee Meeting for Monthly Fort Bend CONNECT Meetings.	Melanie
20-May-15	20	Fort Bend Center for Independent Living Spring Open House	FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar Land, TX 77478	Laurie	Pennell	281-980-2219	Open House event to introduce new FBCIL employees. Brief presentation to a group of consumers w/ disabilities regarding our services and new Rich-Rose PD routes.	Melanie
10-Jun-15	25	Transportation Meeting @ MGCC	Catholic Charities Mamie George Center 1111 Collins Rd. Richmond, TX 77469	Rosalyn	Beyince	281-202-6200	Brief presentation to a group of consumers regarding our services and new Rich-Rose PD routes. Handed out information and answered service questions.	Melanie & Oscar
12-Jun-15	60+	Fort Bend CONNECT	Mamie George Center	Ruby	Canales	281-207-2300	Handed out promotional items	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
		Meeting "Diversity in FBC"	1111 Collins Rd. Richmond, TX 77469				and information to various social service agencies. Participated in Steering Committee duties (I was volunteer coordinator for this meeting).	
23-Jun-15	9	Fort Bend CONNECT Steering Committee Meeting	United Way - Fort Bend 10435 Greenbough Dr. Ste.200 Stafford, TX 77477	Ruby	Canales	281-207-2300	Participated in Steering Committee Meeting for Monthly Fort Bend CONNECT Meetings.	Melanie
24-Jun-15	4	Fort Bend Center for Independent Living	FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar Land, TX 77478	Laurie	Pennell	281-980-2219	Presentation to a group of consumers w/ disabilities regarding our services and client responsibilities.	Melanie
29-Jun-15	30	Richmond-Rosenberg Town Hall Meeting	Jackson Elementary 301 3rd Street Rosenberg, TX 77471	Kaye	Supak	832-595-3310	Brief presentation about new PD routes during town hall meeting for Richmond/Rosenberg area. Handed out information.	Melanie
21-Jul-15	25	Fort Bend Center for Independent Living Annual ADA Celebration	FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar Land, TX 77478	Laurie	Pennell	281-980-2219	Open House event to celebrate anniversary of ADA. Brief presentation to a	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
							group of consumers w/ disabilities regarding our services and new Rich-Rose PD routes.	
22-Jul-15	5	Fort Bend Center for Independent Living	FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar Land, TX 77478	Laurie	Pennell	281-980-2219	Presentation to a group of consumers w/ disabilities regarding our services and client responsibilities.	Melanie
24-Jul-15	12	Fort Bend CONNECT Steering Committee Meeting	The Egg & I Restaurant 9920 US 90A Ste. 150C Sugar Land, TX 77478	Ruby	Canales	281-207-2300	Participated in Steering Committee Meeting for Monthly Fort Bend CONNECT Meetings.	Melanie
13-Aug-15	200+	My Solution Is.... Transportation Fair	Transportation Fair 3 Greenway Plaza Houston, TX 77046	Ch'rese	Jackson	713-993-2487	Handed out promotional items and information to Greenway Plaza commuters.	Melanie
14-Aug-15	77	Fort Bend CONNECT Meeting "Immigration Services"	Mamie George Center 1111 Collins Rd. Richmond, TX 77469	Ruby	Canales	281-207-2300	Handed out promotional items and information to various social service agencies. Participated in Steering Committee duties. Announced HGAC	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
							Transportation Planning/Letters of Commitment needed.	
18-Aug-15	10	Fort Bend CONNECT Steering Committee Meeting	United Way - Fort Bend 10435 Greenbough Dr. Ste.200 Stafford, TX 77477	Ruby	Canales	281-207-2300	Participated in Steering Committee Meeting for Monthly Fort Bend CONNECT Meetings.	Melanie
26-Aug-15	6	Fort Bend Center for Independent Living	FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar Land, TX 77478	Laurie	Pennell	281-980-2219	Presentation to a group of consumers w/ disabilities regarding our services and client responsibilities.	Melanie
11-Sep-15	65	Fort Bend CONNECT Meeting "Mental Health & Substance Abuse"	Mamie George Center 1111 Collins Rd. Richmond, TX 77469	Ruby	Canales	281-207-2300	Handed out promotional items and information to various social service agencies. Participated in Steering Committee duties.	Melanie
15-Sep-15	11	Fort Bend CONNECT Steering Committee Meeting	United Way - Fort Bend 10435 Greenbough Dr. Ste.200 Stafford, TX 77477	Ruby	Canales	281-207-2300	Participated in Steering Committee Meeting for Monthly Fort Bend CONNECT Meetings.	Melanie
17-Sep-15	450+	Fort Bend County Employee Fair	FBC Rosenberg Annex 4520 Reading Road Rosenberg, TX	Beatrice	Galan	281-238-3336	Employee Fair - Handed out promotional items and information	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
19-Sep-15	75	Outreach Event for NEW PD Routes	77471 Fiesta 3707 Avenue H Rosenberg, TX 77471	Tennille	Jones	281-633-7433	Had a table to hand out information about our new PD Fixed Routes in Richmond/Rosenberg.	Tennille & Oscar
19-Sep-15	20	Outreach Event for NEW PD Routes	Walmart 5330 FM 1640 Richmond, TX 77469	Tennille	Jones	281-633-7433	Had a table to hand out information about our new PD Fixed Routes in Richmond/Rosenberg.	Dalia & Donna A.
21-Sep-15	200+	Fort Bend County Fair Older adults Fair Day	Fort Bend County Fairgrounds 4110 SH 36 Rosenberg, TX 77489	Winnifer	Washington	281-633-7058	Assisted in making certain all the older adults got on correct buses after field trip as efficiently as possible.	Melanie
25-Sep-15	1000+	Fort Bend County Fair Fair Day Parade	Fort Bend County Courthouse 401 Jackson St. Richmond, TX 77469	Tennille	Jones	281-633-7433	Had a bus in the parade! Handed out PD Route flyers and candy to the spectators.	Melanie, Donna, & Erasmo
26-Sep-15	100+	The Arc of Fort Bend County 2015 Special Needs Resource Fair	Dulles High School 550 Dulles Ave. Sugar Land, TX 77478	Cheryl	Sewell	281-494-5924	Handed out promotional items and information. Answered questions regarding our services.	Melanie
30-Sep-15	5	Fort Bend Center for Independent Living	FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar	Laurie	Pennell	281-980-2219	Presentation to a group of consumers w/ disabilities	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
			Land, TX 77478				regarding our services and client responsibilities.	
1-Oct-15	20	Transportation Meeting @ MGCC	Mamie George Center 1111 Collins Rd. Richmond, TX 77469	Rosalyn	Beyince	281-202-6200	Brief presentation about new PD routes during town hall meeting for Richmond/Rosenberg area. Handed out information.	Melanie
6-Oct-15	35	Richmond National Night Out Event	North Richmond Community Center - 1305 Clay St. Richmond, TX 77469	Tennille	Jones	281-633-7433	Had a table to hand out information about our new PD Fixed Routes in Richmond/Rosenberg.	Melanie & Dalia
6-Oct-15	20	Rosenberg National Night Out Event	North Rosenberg Community Park - 2000 Avenue A Rosenberg, TX 77489	Tennille	Jones	281-633-7433	Had a table to hand out information about our new PD Fixed Routes in Richmond/Rosenberg.	Hope & Erasmo
9-Oct-15	65	Fort Bend CONNECT Meeting "Domestic Violence"	Mamie George Center 1111 Collins Rd. Richmond, TX 77469	Ruby	Canales	281-207-2300	Handed out promotional items and information to various social service agencies. Participated in Steering Committee duties.	Melanie
14-Oct-15	150+	Senior EXPO 2015	Stafford Center 10505 Cash Rd. Stafford, TX	Tennille	Jones	281-633-7433	Handed out information regarding our	Melanie & Donna A.

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
			77477				services to older adults at the event. Answered service questions.	
20-Oct-15	10	Fort Bend CONNECT Steering Committee Meeting	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	Ruby	Canales	281-207-2300	Participated in Steering Committee Meeting for Monthly Fort Bend CONNECT Meetings.	Melanie
21-Oct-15	8	Fort Bend Center for Independent Living	FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar Land, TX 77478	Laurie	Pennell	281-980-2219	Presentation to a group of consumers w/ disabilities regarding our services and client responsibilities.	Melanie
4-Nov-15	20	Fresno Fort Bend Older adults Meals-On-Wheels	Mustang Community Center 4521 FM 521 Fresno, TX 77545	Winnifer	Washington	281-633-7058	Brief presentation to a group of older adults regarding our services. Addressed comments and concerns.	Melanie
10-Nov-15	150+	Fort Bend Older adults Meals-On-Wheels SRS Veterans Day	Bud O'Sheiles Center 1330 Band Rd. Rosenberg, TX 77471	Winnifer	Washington	281-633-7058	Assisted in making certain all the older adults got on correct buses after field trip as efficiently as possible.	Melanie
13-Nov-15	70	Fort Bend CONNECT Meeting "Holiday	Mamie George Center 1111 Collins Rd. Richmond, TX	Ruby	Canales	281-207-2300	Handed out promotional items and information to various social	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
		Celebration"	77469				service agencies. Participated in Steering Committee duties.	
17-Nov-15	9	Fort Bend CONNECT Steering Committee Meeting	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	Ruby	Canales	281-207-2300	Participated in Steering Committee Meeting for Monthly Fort Bend CONNECT Meetings.	Melanie
18-Nov-15	150+	Fort Bend Older adults Meals-On-Wheels Thanksgiving Luncheon	Bud O'Sheiles Center 1330 Band Rd. Rosenberg, TX 77471	Crystal	Collins	281-633-7058	Assisted in making certain all the older adults got on correct buses after field trip as efficiently as possible.	Melanie
19-Nov-15	20	Rosenberg Fort Bend Older adults Meals-On-Wheels	Bud O'Sheiles Center 1330 Band Rd. Rosenberg, TX 77471	Crystal	Collins	281-633-7058	Brief presentation to a group of older adults regarding our services. Addressed comments and concerns.	Melanie
20-Nov-15	8	Fort Bend Center for Independent Living	FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar Land, TX 77478	Laurie	Pennell	281-980-2219	Presentation to a group of consumers w/ disabilities regarding our services and client responsibilities.	Melanie
30-Nov-15	13	Adult Transition Program George Ranch High School	George Ranch H.S. 8181 FM 762 Richmond, TX	Valisha	Ashton	832-757-0065	Brief presentation to a group of special education high school	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
			77469				students regarding our services. Addressed comments and concerns.	
1-Dec-15	40	Tri-City Fort Bend Older adults Meals-On-Wheels	Stafford Community Center 3110 Fifth St. Stafford, TX 77477	Crystal	Collins	281-633-7058	Brief presentation to a group of older adults regarding our services. Addressed comments and concerns.	Melanie
3-Dec-15	7	Kendleton Fort Bend Older adults Meals-On-Wheels	Kendleton Senior Center 109 Guess Ave. Kendleton, TX 77451	Crystal	Collins	281-633-7058	Brief presentation to a group of older adults regarding our services. Addressed comments and concerns.	Melanie
4-Dec-15	450	Sartartia Middle School Career Day	Sartartia Middle School 8125 Homeward Way Sugar Land, TX 77479	Tina	Remmers	281-634-6310	Presentation to groups of middle school students regarding careers with public transportation and our services.	Melanie
8-Dec-15	20	Simonton/Fulshear Fort Bend Older adults Meals-On-Wheels	Irene Stern Community Center 6920 Katy-Fulshear Rd. Fulshear, TX 77441	Crystal	Collins	281-633-7058	Brief presentation to a group of older adults regarding our services. Addressed comments and concerns.	Melanie
10-Dec-15	200+	Fort Bend Older	Bud O'Sheiles	Crystal	Collins	281-633-7058	Assisted in	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
		adults Meals-On-Wheels Christmas Luncheon	Center 1330 Band Rd. Rosenberg, TX 77471				making certain all the older adults got on correct buses after field trip as efficiently as possible.	
15-Dec-15	20	Hometowne Fort Bend Older adults Meals-On-Wheels	Hometowne Senior Center 10888 Huntington Estates Houston, TX 77099	Crystal	Collins	281-633-7058	Brief presentation to a group of older adults regarding our services. Addressed comments and concerns.	Melanie
16-Dec-15	15	Fort Bend Center for Independent Living	FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar Land, TX 77478	Laurie	Pennell	281-980-2219	Presentation to a group of consumers w/ disabilities regarding our services and client responsibilities. Christmas festivities!	Melanie
16-Dec-15	10	Fort Bend CONNECT Steering Committee Meeting	Lasagna House 16089 City Walk Sugar Land, TX 77479	Ruby	Canales	281-207-2300	End of year celebration lunch. Participated in Steering Committee Meeting for monthly Fort Bend CONNECT Meetings.	Melanie
30-Dec-15	20	Huntington @ Sienna Fort Bend Older adults Meals-On-Wheels	Huntington @ Sienna 4522 Trammel Fresno Rd. Missouri City,	Crystal	Collins	281-633-7058	Brief presentation to a group of older adults regarding our services.	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
			77459				Addressed comments and concerns.	
8-Jan-16	102	Fort Bend CONNECT Meeting "Parenting Education"	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	Ruby	Canales	281-207-2300	Handed out promotional items and information to various social service agencies. Participated in Steering Committee duties.	Melanie
19-Jan-16	12	Fort Bend CONNECT Steering Committee Meeting	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	Ruby	Canales	281-207-2300	Participated in Steering Committee Meeting for Monthly Fort Bend CONNECT Meetings.	Melanie
20-Jan-16	3	Fort Bend Center for Independent Living	FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar Land, TX 77478	Laurie	Pennell	281-980-2219	Presentation to a group of consumers w/ disabilities regarding our services and client responsibilities.	Melanie
16-Feb-16	14	Fort Bend CONNECT Steering Committee Meeting	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	Ruby	Canales	281-207-2300	Participated in Steering Committee Meeting for Monthly Fort Bend CONNECT Meetings.	Melanie
18-Feb-16	20	Rosenberg Fort Bend Older adults Meals-On-Wheels	Bud O'Sheiles Center 1330 Band Rd. Rosenberg, TX	Crystal	Collins	281-633-7058	Rosenberg older adults asked me to come out to answer service	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
			77471				questions. Addressed comments and concerns.	
24-Feb-16	6	Fort Bend Center for Independent Living	FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar Land, TX 77478	Laurie	Pennell	281-980-2219	Presentation to a group of consumers w/ disabilities regarding our services and client responsibilities.	Melanie

APPENDIX D – TITLE VI COMPLAINT PROCEDURES AND COMPLAINT FORM

TITLE VI STATEMENT OF POLICY FOR PUBLIC TRANSPORTATION

Fort Bend County is committed to a policy of non-discrimination in the conduct of its business, including the Title VI responsibility to deliver equitable and accessible transportation services. Fort Bend County officially formed the Public Transportation Department in June 2005 to provide residents with safe and efficient public transportation services while maintaining service quality and customer satisfaction.

The Public Transportation Department recognizes its responsibility to the Fort Bend County community in which it operates and to the society it serves. The Public Transportation Department will utilize its best efforts to assure that no person 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 the Fort Bend County program of transit service delivery and related benefits. Further, the Public Transportation Department will utilize best efforts to provide equitable and accessible public transportation services to persons of low income and persons with limited English proficiency.

In order to comply with the Title VI requirements, the Public Transportation Department strives to accomplish the following objectives:

- Ensure that the level and quality of transportation service is provided without regard to race, color or national origin;
- Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations;
- Promote the full and fair participation of all affected populations in transportation decision making;
- Prevent the denial, reduction or delay in benefits related to programs and activities that benefit minority populations or low-income populations; and
- Ensure meaningful access to programs and activities by persons with limited English proficiency.

The responsibility for carrying out Fort Bend County's commitment to Title VI responsibilities rests with the Director of Public Transportation. All managers, supervisors, and employees in the Public Transportation Department share in the responsibility for making the Title VI Program a success.

Fort Bend County is committed to safeguarding against discrimination in its provision of public transportation services. Any person who feels he or she may have been discriminated against is encouraged to report such a violation to the Fort Bend County within 180 days of the alleged discrimination. Additional information concerning the Fort Bend County Title VI obligations and the complaint procedure can be found by calling (281) 633-7433 or on the county's web site <http://www.fortbendcountytexas.gov/Modules/ShowDocument.aspx?documentid=10133>.

TITLE VI COMPLAINT PROCEDURES

Fort Bend County is committed to a policy of non-discrimination in the conduct of its business, including the Title VI responsibility to deliver equitable and accessible public transportation services. The Public Transportation Department recognizes its responsibilities to the Fort Bend County community in which it operates and to the society it serves. The Public Transportation Department will utilize its best efforts to assure that no person 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 the Fort Bend County program of transit service delivery and related benefits. Further, the Public Transportation Department will utilize best efforts to provide equitable and accessible public transportation services to persons of low income or limited English proficiency. For a complete copy of the Fort Bend County Title VI Statement of Policy for Public Transportation, please visit “[Fort Bend County Title VI - Statement of Policy](#).”

The responsibility for carrying out Fort Bend County’s commitment to Title VI responsibilities rests with the Director of Public Transportation. All managers, supervisors, and employees in the Public Transportation Department share in the responsibility for making the Title VI Program a success.

Any person who feels he or she may have been discriminated against is encouraged to report such a violation to the Fort Bend County Public Transportation Department within 180 days of the alleged discrimination. If you believe that you have been excluded from participation in, denied the benefits of, or subjected to discrimination based on race, color, national origin, language, or income level under Fort Bend County’s Public Transportation Department programs for transit service delivery or related benefits, you may file a complaint with the Fort Bend County Public Transportation Department, Attention Assistant Director of Public Transportation, 12550 Emily Court, Suite 400, Sugar Land, TX 77478; by telephone (281) 633-7433; by fax (281) 243-6710; or by email at Transit@co.fort-bend.tx.us. For a form to file a complaint, please see “[Fort Bend County Title VI Complaint Form](#).” We encourage you to make your complaint in writing; however, comments can also be submitted verbally.

The Assistant Director will review and investigate every complaint promptly. Reasonable measures will be undertaken to preserve any information that is confidential. At a minimum the Assistant Director will:

- Identify and review all relevant documents, practices and procedures;
- Identify and interview persons with knowledge of the Title VI violation, i.e., the person making the complaint; witnesses or anyone identified by the Complainant; anyone who may have been subject to similar activity, or anyone with relevant information.

Upon completion of the investigation, the Assistant Director will complete a final report and deliver to the Director of Public Transportation. If a Title VI violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The Complainant will also receive a final report together with any remedial steps. The investigation process and final report should take no longer than twenty-five (25) business days. If no violation is found and the complainant

wishes to appeal the decision, he or she may appeal directly to the Director of Public Transportation, 12550 Emily Court, Suite 400, Sugar Land, TX 77478.

The Assistant Director shall maintain a log of Title VI complaints received from this process which shall include the date the complaint was filed; a summary of the allegations; the status of the complaint; and actions taken by the Fort Bend County Department of Public Transportation in response to the complaint. Should Fort Bend County receive a Title VI complaint in the form of a formal charge or lawsuit, the complaint will be forwarded to the County Attorney.

Complaints may also be filed with the following organization no later than 180 days after the date of the alleged discrimination:

Federal Transit Administration's Office of Civil Rights

Attention: Title VI Program Coordinator

East Building, 5th Floor - TCR

1200 New Jersey Ave., SE

Washington, DC 20590

202-366-4018

http://www.fta.dot.gov/civilrights/title6/civil_rights_5104.html

For more information see [“Filing a Title VI Complaint with the FTA.”](#)

[FTA Title VI Complaint Form](#)

TITLE VI COMPLAINT FORM

Title VI of the 1964 Civil Rights Act requires that “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.” The Fort Bend County Public Transportation Department is committed to a policy of non-discrimination in the conduct of its business, including the responsibility to deliver equitable and accessible public transportation services.

Any person who feels he or she may have been discriminated against is encouraged to report such a violation to the Fort Bend County Public Transportation Department within 180 days of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. Should you require any assistance in completing this form, please let us know by telephone (281) 633-7433 or by email at Transit@co.fort-bend.tx.us. Complete and return this form to Fort Bend County Public Transportation Department, Attention Assistant Director of Public Transportation, 12550 Emily Court, Suite 400, Sugar Land, TX 77478 or fax by fax (281) 243-6710.

1. Complainant's Name _____
2. Address _____
3. City, State and Zip Code _____
4. Telephone Number _____ (alternate) _____
5. Email Address _____
6. Person discriminated against (if someone other than the complainant)
Name _____
Address _____
City, State and Zip Code _____
Please explain your relationship to this person _____
7. Which of the following best describes the reason you believe the discrimination took place? Was it because of your:
 - a. Race/Color/Ethnicity _____
 - b. National Origin _____
8. What date did the alleged discrimination take place? _____

9. In your own words, describe the alleged discrimination. Explain what happened and whom you believe was responsible. Please use the back of this form if additional space is required.

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

If yes, check all that apply:

_____ Federal agency _____ Federal court

_____ State agency _____ State court

_____ Local agency

11. Please provide information about a contact person at the agency/court where the complaint was filed.

Name _____

Address _____

City, State, and Zip Code _____

Telephone Number _____

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

Complainant's Signature

Date

TÍTULO VI DECLARACIÓN DE POLÍTICA PARA EL TRANSPORTE PÚBLICO

El Condado de Fort Bend está comprometido a una política de no discriminación en el ejercicio de sus actividades, incluyendo la responsabilidad del Título VI de ofrecer servicios equitativos y accesibles de transporte público. El Condado de Fort Bend formó oficialmente el Departamento de Transporte Público en junio del 2005 para proporcionar a sus residentes servicios de transporte público seguros y eficientes, y al mismo tiempo mantener un servicio de calidad y la satisfacción de sus clientes.

El Departamento de Transporte Público reconoce sus responsabilidades a la comunidad del Condado de Fort Bend en la cual opera y a la sociedad que sirve. El Departamento de Transporte Público utilizará sus mejores esfuerzos para asegurar que ninguna persona, por motivos de raza, color o nacionalidad, sea excluida de la participación, se le niegue los beneficios, o sea sujeto a discriminación bajo el programa del Condado de Fort Bend de servicios de tránsito y beneficios relacionados. Además, el Departamento de Transporte Público utilizará los mejores esfuerzos para proporcionar servicios equitativos y accesibles de transporte público a las personas de bajos ingresos y de inglés limitado.

A fin de cumplir con los requisitos del Título VI, el Departamento de Transporte Público se esfuerza por lograr los siguientes objetivos:

- Asegurar que el nivel y la calidad del servicio de transporte se proporcione sin tomar en cuenta raza, color o nacionalidad;
- Identificar y abordar, en su caso, desproporcionadamente altos y adversos efectos a la salud humana y el medio ambiente, incluyendo efectos sociales y económicos de los programas y actividades en las poblaciones minoritarias y poblaciones de bajos recursos;
- Promover la plena y justa participación de todas las poblaciones afectadas en la toma de decisiones de transporte;
- Prevenir la negación, reducción o demora en beneficios relacionados con programas y actividades que benefician a las poblaciones minoritarias o poblaciones de bajos recursos;
- y
- Asegurar que personas con inglés limitado tengan acceso significativo a los programas y actividades.

La responsabilidad de llevar a cabo el compromiso del Condado de Fort Bend a las responsabilidades del Título VI recae en el Director de Transporte Público. Todos los gerentes, supervisores y empleados del Departamento de Transporte Público comparten la responsabilidad de hacer que el Programa Título VI tenga éxito.

El Condado de Fort Bend está comprometido a la protección contra la discriminación en su repartición de servicios de transporte público. A cualquier persona que sienta que haya sido discriminada en su contra, se le recomienda denunciar tal violación al Departamento de Transporte Público del Condado de Fort Bend dentro de los siguientes 180 días de la presunta discriminación. Para encontrar información adicional sobre las obligaciones de Título VI del Condado de Fort Bend, pueden llamar al (281) 633 - 7433 o en el sitio de web del condado (en inglés): <http://www.fortbendcountytexas.gov/Modules/ShowDocument.aspx?documentid=10133>

TÍTULO VI PROCEDIMIENTOS DE DENUNCIA

El Condado de Fort Bend está comprometido a una política de no discriminación en el ejercicio de sus actividades, incluyendo la responsabilidad del Título VI de ofrecer servicios de transporte público, equitativo y accesible. El Departamento de Transporte Público reconoce sus responsabilidades a la comunidad del Condado de Fort Bend en la cual opera y a la sociedad que sirve. El Departamento de Transporte Público utilizará sus mejores esfuerzos para asegurar que ninguna persona, por motivos de raza, color o nacionalidad, sea excluida de la participación, se le niegue los beneficios, o sea sujeto a discriminación bajo el programa del Condado de Fort Bend de servicios de tránsito y beneficios relacionados. Además, el Departamento de Transporte Público utilizará los mejores esfuerzos para proporcionar servicios equitativos y accesibles de transporte público a las personas de bajos ingresos y de inglés limitado. Para ver una copia completa del Título VI - Declaración de la Política de Transporte Público del Condado de Fort Bend, por favor visite [“Condado de Fort Bend Título VI - Declaración de Política para el Transporte Público”](#).

La responsabilidad de llevar a cabo el compromiso del Condado de Fort Bend a las responsabilidades del Título VI recae en el Director de Transporte Público. Todos los gerentes, supervisores y empleados del Departamento de Transporte Público comparten la responsabilidad de hacer que el Programa Título VI tenga éxito.

A cualquier persona que sienta que haya sido discriminada en su contra, se le recomienda denunciar tal violación al Departamento de Transporte Público del Condado de Fort Bend dentro de los siguientes 180 días de la presunta discriminación. Si cree que ha sido excluido de participación, se le ha negado los beneficios, o ha sido sujeto a discriminación basado en raza, color, nacionalidad, idioma o nivel de ingresos bajo los programas de servicio de tránsito del Departamento de Transporte Público del Condado de Fort Bend o beneficios relacionados, podrá presentar una denuncia. Diríjala a: *Fort Bend County Public Transportation Department, Attention Assistant Director of Public Transportation, 12550 Emily Court, Suite 400, Sugar Land, TX 77478*; por teléfono al (281) 633-7433; por fax al (281) 243-6710; o por correo electrónico a Transit@co.fort-bend.tx.us. Para llenar un formulario donde hacer la denuncia, por favor vea [“Título VI - Formulario de Denuncia del Condado de Fort Bend”](#). Le recomendamos que haga su denuncia por escrito; sin embargo, comentarios también se pueden hacer verbalmente.

El Subdirector examinará e investigará cada denuncia sin demora. Se llevarán a cabo las medidas razonables para preservar cualquier información que sea confidencial. Y como mínimo, el Subdirector:

- Identificará y revisará todos los documentos pertinentes, prácticas y procedimientos;
- Identificará y entrevistará a las personas que tengan conocimientos de la violación al Título VI, es decir, la persona que hace la denuncia; testigos o cualquier persona identificada por el denunciante; quien pudo haber sido sujeto a actividades similares, o cualquier persona con información pertinente.

Al término de la investigación, el Subdirector hará un reporte final y lo entregará al Director de Transporte Público. Si se encuentra que ha existido una violación del Título VI, medidas correctivas, apropiadas y necesarias, se tomarán inmediatamente. El denunciante también

recibirá un reporte final junto con las medidas correctivas. Todo el proceso de investigación y el reporte final no deben de tomar más de veinticinco (25) días hábiles. Si no se encuentra ninguna violación y el denunciante desea apelar la decisión, él o ella puede apelar directamente a:

Director of Public Transportation, 12550 Emily Tribunal, Suite 400, Sugar Land, TX 77478.

El Subdirector mantendrá un registro de las denuncias recibidas al Título VI por medio de este proceso, que deberá incluir la fecha en que fue presentada la denuncia, un resumen de las alegaciones, el estado de la denuncia, y las medidas adoptadas por el Departamento de Transporte Público del Condado de Fort Bend en respuesta a la queja o denuncia. Si el Condado de Fort Bend recibiera una denuncia al Título VI a través de una demanda o cargos legales, la queja se reenviará al Fiscal de Condado.

También se pueden presentar las denuncias con la siguiente organización, a más tardar 180 días después de la fecha de la supuesta discriminación:

Federal Transit Administration's Office of Civil Rights

Attention: Title VI Program Coordinator

East Building, 5th Floor - TCR

1200 New Jersey Ave., SE

Washington, DC 20590

202-366-4018

http://www.fta.dot.gov/civilrights/title6/civil_rights_5104.html

Para más información (en inglés) diríjase a [“Filing a Title VI Complaint with the FTA.”](#)
[FTA Title VI Complaint Form](#)

TÍTULO VI FORMULARIO DE DENUNCIA

El Título VI de la ley de los Derechos Civiles de 1964 requiere que "ninguna persona en los Estados Unidos, por motivos de raza, color u nacionalidad, podrá ser excluido de la participación, se le niegue los beneficios o sea sujeto a discriminación en virtud de ningún programa o actividad que reciba ayuda económica federal." El Departamento de Transporte Público del Condado de Fort Bend está comprometido a una política de no discriminación en el ejercicio de sus actividades, incluyendo la responsabilidad de ofrecer servicios de transporte público, equitativo y accesible.

A cualquier persona que sienta que haya sido discriminada en su contra, se le recomienda denunciar tal violación al Departamento de Transporte Público del Condado de Fort Bend dentro de los siguientes 180 días de la presunta discriminación.

La siguiente información es necesaria para ayudarnos en el procesamiento de su queja. En caso de que requiera cualquier asistencia para llenar este formulario, por favor háganoslo saber por teléfono al (281) 633-7433 o por correo electrónico a Transit@co.fort-bend.tx.us. Llene y envíe el presente formulario a: *Fort Bend County Public Transportation Department, Attention Assistant Director of Public Transportation, 12550 Emily Court, Suite 400, Sugar Land, TX 77478*, o por fax al (281) 243-6710.

1. Nombre del denunciante_____
2. Dirección _____
3. Ciudad, Estado & Código Postal_____
4. Número de Teléfono_____ (Alternativo)_____
5. Correo electrónico_____
6. Persona que fue discriminada (si fue alguien diferente al denunciante)
Nombre_____
- Dirección_____
- Ciudad, Estado & Código Postal_____
- Por favor explique su relación con esta persona _____
7. ¿Cuál de los siguientes motivos describe mejor la razón por la cual usted cree que la discriminación se llevó a cabo? Fue a causa de:
 - a. Raza / Color / Etnicidad_____
 - b. Nacionalidad _____
8. ¿En qué fecha sucedió la supuesta discriminación? _____

9. En sus propias palabras, describa la presunta discriminación. Explique lo que ocurrió y quien cree usted que fue responsable. Por favor utilice la parte posterior de este formulario si necesita espacio adicional.

10. ¿Ha presentado esta denuncia ante cualquier otra agencia federal, estatal o local; o en cualquier tribunal federal o estatal? _____ Si _____ No

Si es así, marque todo lo que aplica:

_____ Agencia Federal _____ Corte Federal

_____ Agencia Estatal _____ Corte Estatal

_____ Agencia Local

11. Por favor proporcione información acerca de una persona de contacto en la agencia/corte donde se presentó la denuncia.

Nombre _____

Dirección _____

Ciudad, Estado & Código Postal _____

Número de teléfono _____

12. Por favor firme abajo. Usted puede agregar cualquier material escrito u otra información que considere que es pertinente a su denuncia.

Firma del Denunciante

Fecha

APPENDIX E – LETTER OF NO COMPLAINTS



FORT BEND COUNTY PUBLIC TRANSPORTATION DEPARTMENT

PAULETTE SHELTON, CCTM
Director

March 16, 2016

U.S. Department of Transportation
Federal Transit Administration
12 High Dune Drive
Albany, NY 12203

Re: Title VI Complaints

Dear Sir/Madam,

The Fort Bend County Transportation Department has not received any Title VI complaints during the years of 2009 to current.

Sincerely,

A handwritten signature in blue ink that reads "Yvette Maldonado".

Yvette Maldonado
Grants and Budget Manager
Public Transportation

APPENDIX F – ADVISORY COMMITTEE TABLE AND DESCRIPTION OF ADVISORY COMMITTEE MEMBERSHIP

Area Represented	Member Name	Ethnicity/Gender
County Judge	Ann Werlein	Anglo-American/Female
Commissioner Precinct 1	Michael Gutierrez	Hispanic/Male
Commissioner Precinct 2	Katie Herrington	African-American/Female
Commissioner Precinct 3	Lila Smith	Anglo-American/Female
Commissioner Precinct 4	Danielle Garrison	Hispanic/Female
Disabled Community Representative	Laura Lavigne	Anglo-American/Female
Older adults Community Representative	Manual Zamora	Hispanic/Male
Fort Bend County Public Transportation	Yvette Maldonado	Hispanic/Female
Public at Large Community Representative	Rachael Steele	Anglo-American/Female

The Fort Bend County Public Transportation Department picks its advisory committee based on the representation of the entire county. Each elected Commissioner and the County Judge have a representative on the committee. Additionally, there is a representative from the Transportation Department as well as from two community non-profit entities. The non-profit committee members represent the older adult population and the disabled community of Fort Bend County.

APPENDIX G – FORT BEND COUNTY PUBLIC TRANSPORTATION SUBRECIPIENTS

TITLE VI AND SUBRECIPIENTS

Subrecipients will adopt the Fort Bend County's Title VI Program, including the notice to beneficiaries, complaint procedures and complaint forms, public participation plan and the language assistance plan if it is required according to their operations.

Subrecipients will be required to submit the attached Statement of Certification along with approval of minutes from their governing body that the entity has adopted the Fort Bend County Title VI Program and Procedures every year by January 30.

Annually, by January 30, subrecipient will be required to submit on their letterhead, a list of board members and committee members for the upcoming year. If board/committee positions are transit-related non-elected positions, then a breakdown of race membership is required along with a description of the process the entity used to encourage participation. Additionally, subrecipients will be required to list complaints, investigations or any lawsuits for the previous year on the same scheduled date.

Fort Bend County's Title VI Coordinator will provide blank copies of complaint forms and logs to be used by subrecipients should they have any complaints to report to the Title VI Coordinator throughout the year, who will also be available to assist.

Annually, by January 30 subrecipient is also required to submit to Fort Bend County's Title VI Coordinator a Title VI Notice to the Public, including a list of locations where the notice is posted.

Schedule of Sub recipient Title VI Program Submissions

January 30, 2017-Subrecipients adoption of the FBC Title VI Program along with entities attachments are stored electronically by FBC Title VI Coordinator.

January 30, 2018-Subrecipients adoption of the FBC Title VI Program along with entities attachments are stored electronically by FBC Title VI Coordinator.

January 30, 2019-Subrecipients adoption of the FBC Title VI Program along with entities attachments are stored electronically by FBC Title VI Coordinator.

**APPENDIX H – COMMISSIONER'S COURT MINUTES ADOPTING
PROGRAM**

(DATE - Court Approval)

***Pending Approval by
Commissioners Court***