



**FORT BEND COUNTY
PUBLIC TRANSPORTATION**

Title VI

Title VI Program and Compliance Report

Public Transportation Department Fort Bend County, Texas

December 2009
Revised March 2010
Revised November 2013

TEXAS TRANSPORTATION INSTITUTE
The Texas A&M University System
College Station, Texas 77843-3135

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.

TABLE OF CONTENTS

	Page
List of Figures.....	vi
List of Tables	vii
Introduction.....	1
Section 1. FTA Guidance and Instructions.....	3
Objectives.....	3
General Requirements.....	3
Specific Requirements for Large Urbanized Areas	4
Requirements for Construction Projects	5
Section 2. Overview of Fort Bend County	7
Population Demographics in Fort Bend County	7
Fort Bend County Public Transportation Department	10
Section 3. Assessment of Transit Services.....	13
Demographic Information.....	13
Home Locations for Transit Users	16
Assessment.....	18
Transit Rider Survey for TREKEXPRESS	25
Section 4. Access to Transit for Persons with Limited English Proficiency	29
Spanish Linguistically Isolated Households	29
Language Spoken at Home	30
English as a Second Language (ESL)	34
Section 5. Title VI Policies and Procedures	35
Title VI Statement of Policy for Public Transportation	35
Filing a Discrimination Complaint	36
Tracking and Investigating Title VI Complaints	36
Public Notice.....	37
Section 6. Public Information About Transit Services and LEP Plan	39
Summary of Current Public Outreach and Involvement.....	39
Enhancements for Public Outreach to Title VI Populations	40
Four Factor Analysis.....	41
LEP Plan	42
Triennial Reports.....	44
Section 7. Services Standards and Policies for Transit in Large Urban Areas.....	45
Service Standards and Service Policies	45
Review of System-Wide Service Changes and Fare Increases.....	48
Annual Review for Title VI Compliance	49
References	51

Appendix A Title VI Demographic Analysis - Fort Bend County Public Transportation
Appendix B Language Spoken at Home in Fort Bend County
Appendix C Presentations by Fort Bend County Public Transportation Department
Appendix D Public Outreach - Primary Target and Outcome
Appendix E Title VI Complaint Form

LIST OF FIGURES

	Page
Figure 1. Houston Urbanized Area in Fort Bend County.	4
Figure 2. Fort Bend County Public Transportation Regional Transit Destinations.	12
Figure 3. Census Tracts in Fort Bend County.	14
Figure 4. Transit Rider Home Addresses and Population Density by Census Block in Fort Bend County.	17
Figure 5. Transit Rider Home Addresses and Concentrations of Minority Population.	19
Figure 6. Transit Rider Home Addresses and Concentrations of Households Below Poverty Level.	20
Figure 7. Transit Rider Home Addresses and Concentrations of LEP Population.	21
Figure 8. Transit Rider Home Addresses and Concentrations of Linguistically Isolated Households.	22
Figure 9. Transit Rider Home Addresses and Concentrations of Population 65 Years and Older.	23
Figure 10. Transit Rider Home Addresses and Concentrations of Persons with Disabilities.	24
Figure 11. Transit Rider Home Addresses and Concentrations of Population that Speak Spanish at Home.	31
Figure 12. Transit Rider Home Addresses and Concentrations of Population that Speak Chinese at Home.	32
Figure 13. Transit Rider Home Addresses and Concentrations of Population that Speak Vietnamese at Home.	33

LIST OF TABLES

	Page
Table 1. Population in Fort Bend County.	7
Table 2. Population of Fort Bend County by Race and Ethnicity.....	8
Table 3. Incorporated Cities in Fort Bend County.....	9
Table 4. Fort Bend County Demographic Data Used for Maps.....	18
Table 5. TREKEXPRESS Boardings and Passenger Surveys by Route.	25
Table 6. TREKEXPRESS Survey Race and Ethnicity.	25
Table 7. TREKEXPRESS Survey Household Income.	26
Table 8. TREKEXPRESS Survey How Long Have You Been Riding Transit?.....	26
Table 9. TREKEXPRESS Survey How Often Do You Ride Transit?	27
Table 10. TREKEXPRESS Rider Opinion of Service Quality.....	27
Table 11. Fort Bend County Linguistically Isolated Households.....	29
Table 12. Languages Other than English Spoken at Home.	30
Table 13. Top Ten Non-English Languages Spoken in FBISD Fall 2009.	34
Table 14. Top Ten Non-English Languages Spoken in LCISD Fall 2009.	34

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 4702.1A provides recipients of FTA financial assistance with guidance and instructions necessary to carryout 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 4702.1A. 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 4702.1A; 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 4702.1.A.
- **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 gauges 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 4702.1A 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, and a copy of the Title VI Complaint Form.

SECTION 1. FTA GUIDANCE AND INSTRUCTIONS

The purpose of this section is to provide an overview for the guidance and instructions in FTA Circular 4702.1.A. 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 4702.1A 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 4702.1.A 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 4702.1A has program-specific guidance for recipients that provide service to geographic areas with a population of 200,000 people or greater. These requirements apply to the Fort Bend County Public Transportation Department because a portion of the county is in the Houston urbanized area, as shown in Figure 1.

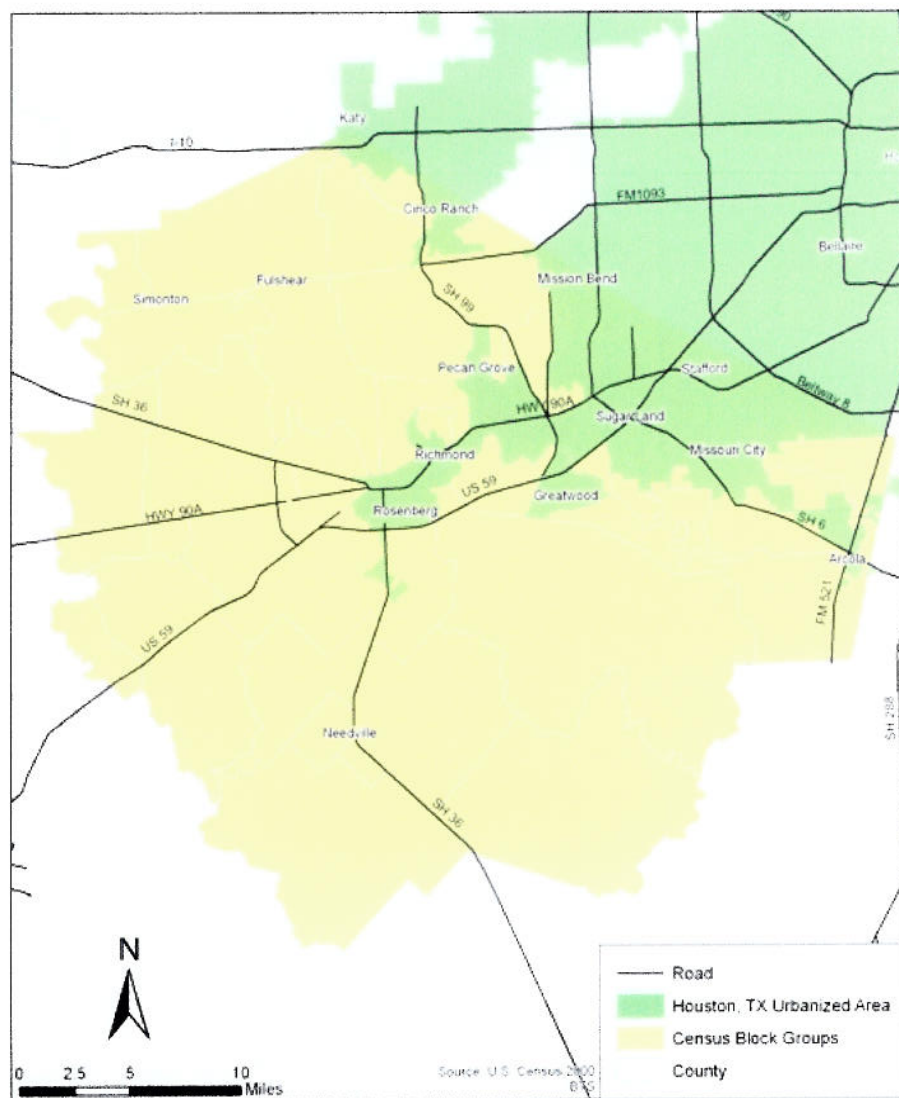


Figure 1. Houston Urbanized Area in Fort Bend County.

The following list is the FTA Circular 4702.1A program-specific guidance for recipients that provide transit service in a large urban area:

- 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 surveys and 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.

The Fort Bend County Public Transportation Department is required to document compliance with the program-specific requirements of Title VI for agencies that serve large urban areas. Compliance is documented in a report to FTA every three years.

REQUIREMENTS FOR CONSTRUCTION PROJECTS

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 5.7 million as of the 2008 U.S. Census estimate. Fort Bend County represents just less than 10 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 2000 population was 354,452; the U.S. Census Bureau estimates the county's population as 532,141 in 2008, a 50 percent increase in eight years.

Table 1. Population in Fort Bend County.

<i>Year</i>	<i>Population</i>	<i>Percent Growth</i>
1990	225,421	
2000	354,452	57%
2008	532,141	50%

Source: U.S. Census 2000

The growth from 1990 to 2008 represents a 136 percent increase. The Texas State Data Center estimates by 2020 the population in Fort Bend County could reach 770,000.

Urban and Rural Fort Bend County

According to the U.S. Census Bureau, the county has a total area of 886 square miles, of which, 875 square miles is land and 11 square miles is water. The average population density was 400 persons per square mile in 2000 and 600 persons per square mile in 2008. Geographically, large portions of the county are rural; however, cities are growing rapidly.

Most of the population of Fort Bend County falls within the Houston urbanized area (see Figure 1). In 2000, the Fort Bend County population was 354,452, and 316,561 or 89.3 percent was in the urbanized area. The remaining population 37,891 or 10.7 percent was in rural Fort Bend County.

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 2000 are based on the U.S. Census decennial survey. The data for 2008 are from the U.S. Census American

Community Survey (ACS) 1-year estimate for 2008. 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.¹ The fastest growing ethnic and racial groups are Hispanic or Latino and Asian.

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

<i>Race and Ethnic Group</i>	<i>2000</i>		<i>2008</i>	
	<i>Population</i>	<i>Percent</i>	<i>Population</i>	<i>Percent</i>
Total Population	354,452		532,141	
Hispanic or Latino	74,871	21.1%	127,021	23.9%
Not Hispanic or Latino	279,581	78.9%	405,120	76.1%
White alone	163,788	46.2%	209,995	39.5%
Black or African American alone	69,579	19.6%	106,688	20.0%
Asian alone	39,545	11.2%	79,594	15.0%
Two or more races, not Hispanic or Latino	5,407	1.5%		
American Indian and Alaska Native alone	621	0.2%		
Some Other Race alone	544	0.2%		
Native Hawaiian and Other Pacific Islander alone	97	<0.1%	8,843	1.7%

Source 2000: Census 2000 (SF1)

Source 2008: American Community Survey 2008 (1-year estimate)

Incorporated Cities

Thirteen incorporated cities fall within the boundaries of Fort Bend County.² Table 3 identifies the cities and provides the population and growth from 2000 to 2008.

¹ The American Community Survey (ACS) is a nationwide survey by the U.S. Census Bureau designed to provide communities with current information about how the population is changing. The ACS collects and produces population and housing information every year as compared to every 10 years by the decennial census. Beginning with the 2005 ACS, and continuing every year thereafter, 1-year estimates are available annually for geographic areas with a population of 65,000 or more. In 2008, the Census Bureau released its first 3-year estimates based on ACS data collected from 2005 through 2007. These 3-year estimates are available annually for geographic areas with a population of 20,000 or more. The first official set of 5-year estimates based on data collected in 2005–2009 will be released in August 2010 for smaller geographic areas (census tracts and census block groups). A census block is the smallest geographic area for census data, but ACS data will not be available at the census block level.

² A small portion of the City of Houston falls within Fort Bend County.

Table 3. Incorporated Cities in Fort Bend County.

<i>City</i>	<i>2000 Population</i>	<i>2008 Population</i>	<i>Percent Growth</i>
Arcola	1,048	1,230	17%
Beasley	590	670	13%
Fulshear	716	954	33%
Katy (a)	11,775	13,913	18%
Meadows Place	4,606	4,912	6%
Missouri City (b)	52,913	74,723	41%
Needville	2,609	3,457	32%
Orchard	408	477	16%
Richmond	11,081	13,493	21%
Rosenberg	24,043	33,595	39%
Simonton	718	873	21%
Stafford	15,681	19,541	24%
Sugar Land	63,328	80,704	27%

Source: U.S. Census Bureau

(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 2000, about 25,000 persons in Fort Bend County (7.1 percent of the total population) were living below the poverty level. While the poverty level in Fort Bend County is well below the state of Texas (15.4 percent) and Harris County (15 percent), the number of individuals living below the poverty level has increased from 7.1 percent in 2000 to 8.2 percent (about 44,000 persons) according to the American Community Survey (ACS) 2006-2008.

Seniors 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 seniors (persons age 65 and over) and persons with a disability.

Approximately 5.7 percent of all persons residing in Fort Bend County in 2000 were 65 years of age or older. This compares with the senior population for the state of Texas at 9.9 percent and Harris County at 7.4 percent. The Fort Bend County ACS estimate for 2006-2008 is 6.5 percent persons 65 years of age or older.

Based on Census 2000 for Fort Bend County, 14.5 percent of civilian, non-institutionalized persons over age 5 reported a disability. The data are not available from ACS for more recent years. The 2000 estimate of persons with a disability in Fort Bend County compares to 18.5 percent for the state of Texas and 19.2 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; commuter express bus; Job Access and Reverse Commute (JARC); New Freedom; and services for elderly 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 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.

Fort Bend County operates the TREKEXPRESS, a peak period commuter bus service to two major employment centers in Harris County. The service consists of two bus routes, one to Greenway Plaza and the other to Uptown/Galleria. The routes are managed by a transportation management operation known as TREK and funded by the Fort Bend County Public Transportation Department. TREK is a non-profit group dedicated to enhancing mobility in Greenway and Uptown/Galleria areas. Both TREKEXPRESS routes originate in Fort Bend County from two park and ride lots along US 59 South. One of the park and rides is located at the University of Houston Sugar Land campus at University Boulevard and US 59, and the second park and ride lot is located at the AMC Movie Theatre on Town Center Boulevard near First Colony Mall. 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 Texas Medical Center. TREKEXPRESS service runs Monday through Friday (excluding Fort Bend County holidays) during peak commuter periods. Buses leave the park and ride lots between 5:10 a.m. and 8:10 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 \$2.25 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 seniors 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 seniors and persons with disabilities. Funds from FTA Section 5310 are used to contract for services. The county also assists human service agencies to provide transportation for seniors to congregate meal programs and other activities at senior centers in Fort Bend County.

Figure 2 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, and METRO West Bellfort Park & Ride for TREKEXPRESS and the Texas Medical Center for shared ride, demand response public transportation.

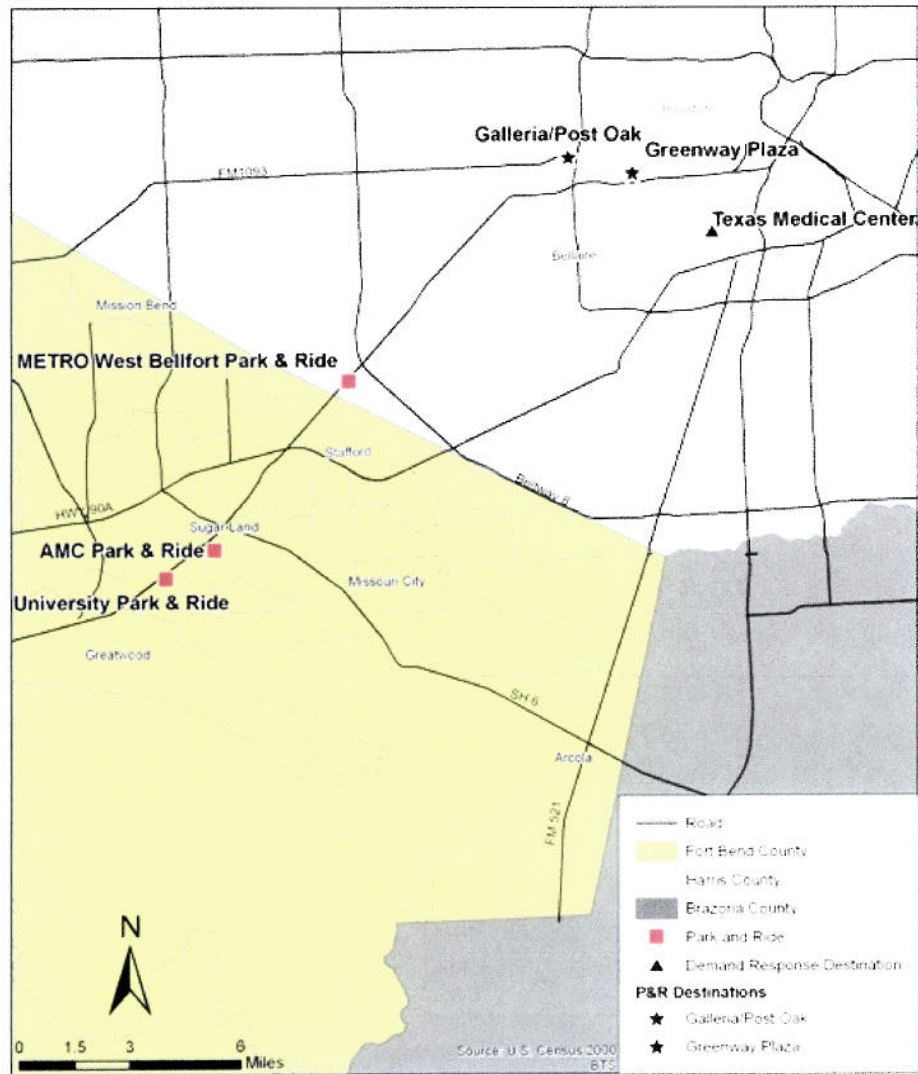


Figure 2. Fort Bend County Public Transportation Regional Transit Destinations.

SECTION 3. ASSESSMENT OF TRANSIT SERVICES

On behalf of the Fort Bend County Public Transportation Department, the Texas Transportation Institute (TTI) 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. The Public Transportation Department also sponsored a survey of users of commuter bus services to document demographic characteristics of riders.

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

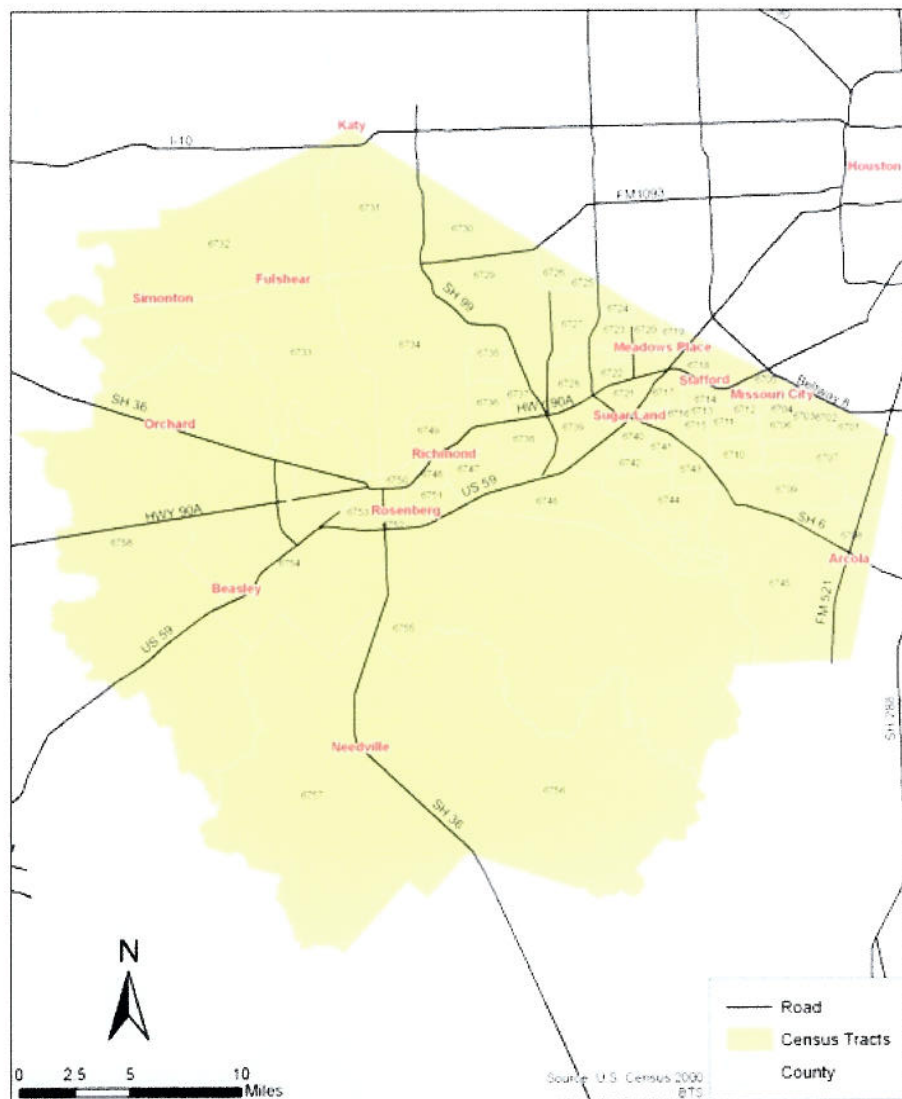
Demographic information from Census 2000 provides the data to determine if members of minority groups, low-income populations, and persons with limited English-proficiency have access to public transportation services in compliance with Title VI. The assessment also includes two demographic groups not required by the Title VI guidelines: seniors 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 3 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

Census 2000 data are available at the census block group level for most demographic information. Data for minority population, low-income households, households that are linguistically isolated, age, and persons with disability are provided at the census block group level. Information about language spoken at home is available at the larger census tract level.

In the future, the U.S. Census Bureau American Community Survey (ACS) will be the source of detailed demographic data rather than the decennial census. The Census Bureau will release the first official set of 5-year estimates for smaller geographic areas (census tracts and census block groups based on data collected in 2005–2009) in August 2010. Fort Bend County Public Transportation Department will use the ACS 2005–2009 data for Title VI assessments after August 2010.

Demographic Data

Below is a list of the Census 2000 demographic 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.
- **Households Below Poverty Level** – Low-income population is defined by household income below poverty level in 1999 (data collected by Census 2000). The data are reported by census block group as a percent of households below poverty status.
- **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.
- **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 block group as a percent of households that are linguistically isolated.
- **Language Spoken at Home** – Nation of origin is not a demographic specifically provided by Census 2000 data. For the purposes of this analysis, the population that speaks a language other than English at home identifies the nation of origin. 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.
- **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.
- **Persons with a Disability** – The data for persons with a disability are reported by census block as a percent of the civilian, non-institutionalized population at least 5 years of age as of Census 2000. 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.

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 percents 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 seniors 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 92 percent of all addresses in the database.

Fort Bend County sponsored a survey of all TREKEXPRESS riders in May 2008. The survey responses provide the source of data to identify the home locations of TREKEXPRESS riders. These data were also geocoded and projected on the maps of the county. The survey responses also made it possible to document the demographic characteristics of TREKEXPRESS riders. These data are presented later in this section.

Figure 4 illustrates the locations of transit user home addresses 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. Rural transit residents represent approximately 20 percent of all home addresses for transit users. Rural areas of the county average less than 400 persons per square mile.

Spanish Spoken at Home

Figure 11 shows the census tracts where the percent of the population over age 5 who speak Spanish at home is greater than the county average 17.6 percent. The distribution of transit rider home origins within the highlighted areas indicates that Fort Bend public transportation services are accessed within census tracts where a higher percent of the population speak Spanish at home.

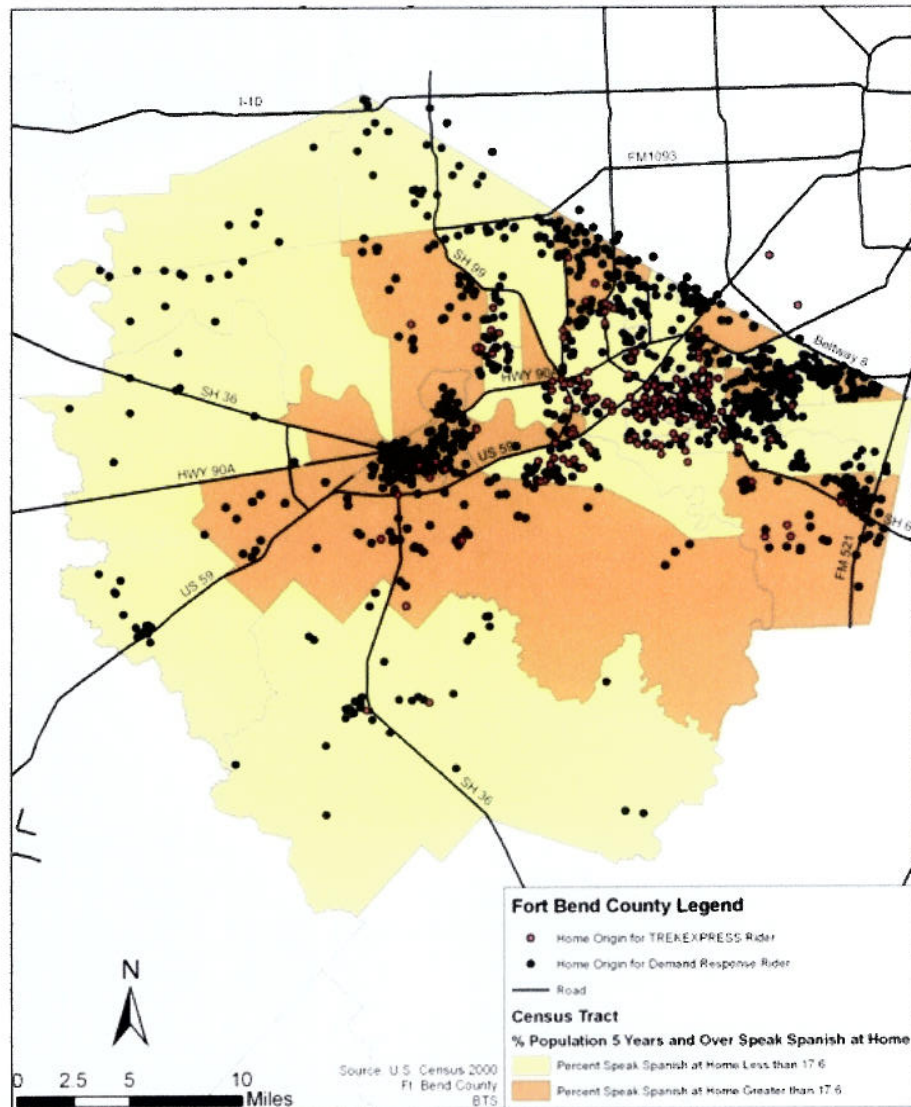


Figure 11. Transit Rider Home Addresses and Concentrations of Population that Speak Spanish at Home.

Chinese Spoken at Home

Figure 12 shows the areas where the percent of the population over age five who speak Chinese at home is greater than the county average 3.0 percent. The distribution of transit rider home origins within the highlighted areas indicates that Fort Bend public transportation services are accessed within census tracts where a higher percent of the population speak Chinese at home.

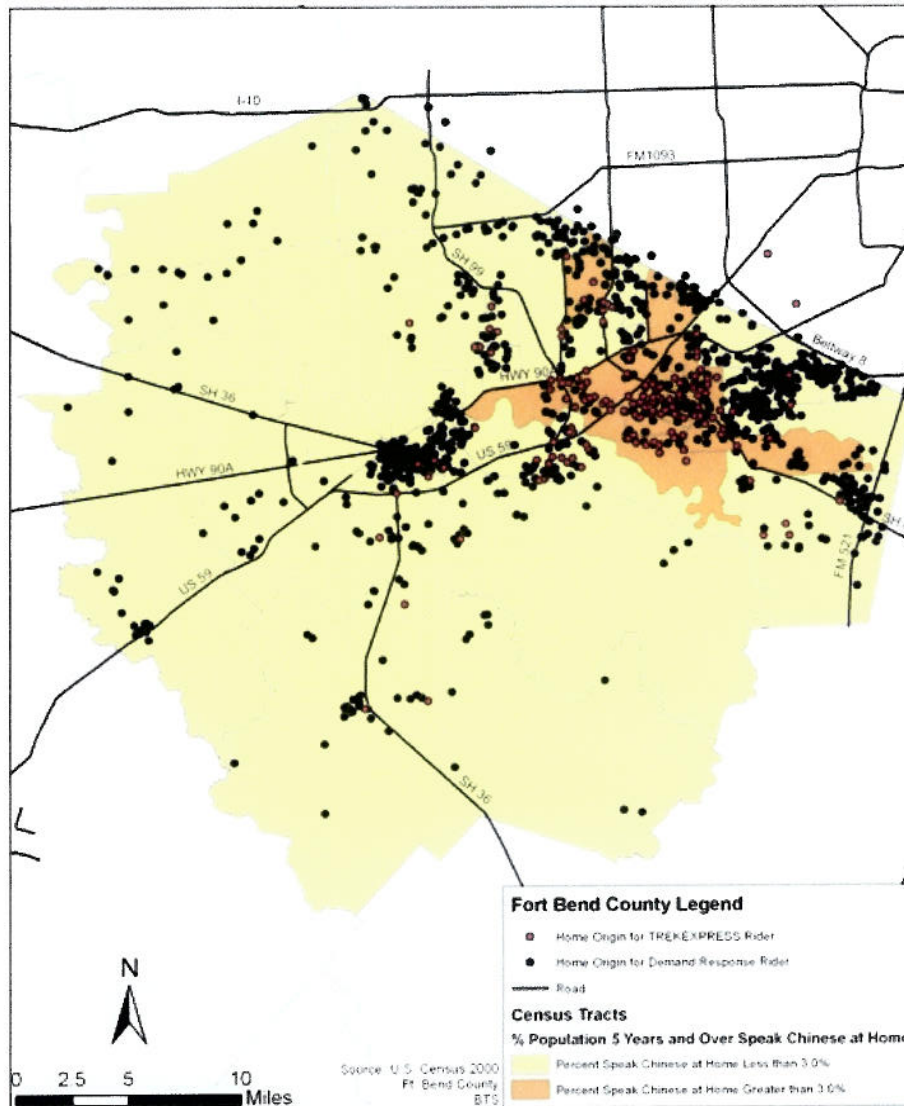


Figure 12. Transit Rider Home Addresses and Concentrations of Population that Speak Chinese at Home.

Vietnamese Spoken at Home

Figure 13 shows the census tracts where the percent of the population over age 5 speak Vietnamese at home is greater than the county average 1.6 percent. Just as reflected by the analysis of the population that speak Chinese at home, Fort Bend public transportation services are accessed within census tracts where a higher percent of the population speak Vietnamese at home.

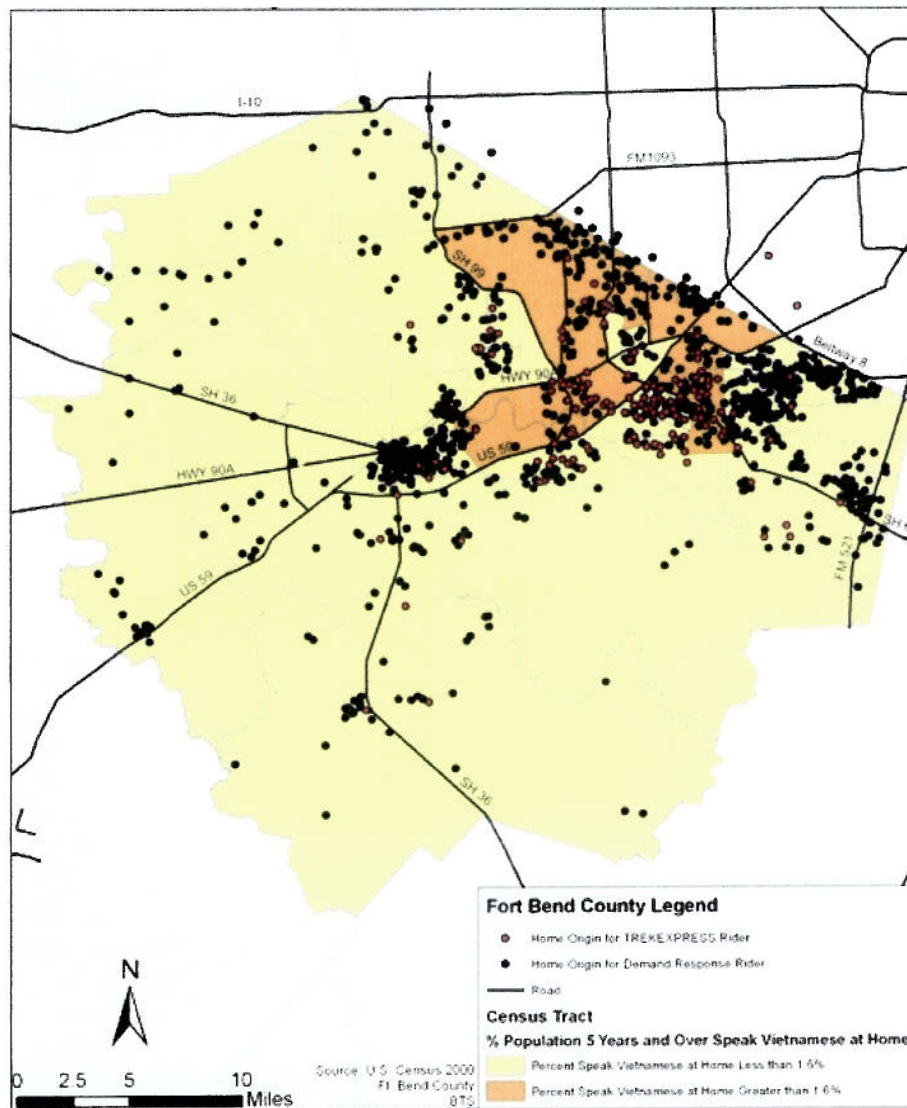


Figure 13. Transit Rider Home Addresses and Concentrations of Population that Speak Vietnamese at Home.

ENGLISH AS A SECOND LANGUAGE (ESL)

All school districts maintain a database for languages spoken by students for whom English is a second language. The data are updated every school year and provide a record of specific languages spoken within each school in the district. School district ESL data provide a way to monitor growth in the populations that speak other languages by looking at trend lines year to year. Fort Bend Independent School District (FBISD) and Lamar Consolidated Independent School District (LCISD) are the two largest school districts in Fort Bend County.

Table 13 displays languages spoken by ESL students in FBISD as of the fall 2009. The most ESL students speak Spanish as the native language. The next two largest numbers of ESL students speak Vietnamese and Urdu (the native language of Pakistan).

Table 13. Top Ten Non-English Languages Spoken in FBISD Fall 2009.

<i>Language</i>	<i>Number of Students</i>	<i>Percent in District</i>
Spanish	1,680	2.42%
Vietnamese	524	0.75%
Urdu	444	0.64%
Mandarin (Chinese)	252	0.36%
Malayalam	157	0.23%
Arabic	133	0.19%
Cantonese (Chinese)	133	0.19%
Hindi	126	0.18%
Pilipino (Tagalog)	100	0.14%
Ibo/Igbo	81	0.12%

Source: FBISD (69,425 total students)

Table 14 displays languages spoken by ESL students in LCISD. LCISD has a larger percent of ESL students who speak Spanish as the native language than FBISD.

Table 14. Top Ten Non-English Languages Spoken in LCISD Fall 2009.

<i>Language</i>	<i>Number of Students</i>	<i>Percent in District</i>
Spanish	3,583	14.97%
Vietnamese	149	0.62%
Urdu	81	0.34%
Ibo/Igbo	53	0.22%
Arabic	48	0.20%
Cantonese (Chinese)	34	0.14%
Pilipino (Tagalog)	30	0.13%
Mandarin (Chinese)	28	0.12%
Other Languages	28	0.12%
Malayalam	18	0.08%

Source: LCISD (23,934 total students)

SECTION 5. TITLE VI POLICIES AND PROCEDURES

According to the guidance provided by FTA Circular 4702.1, 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.co.fort-bend.tx.us/getsitepage.asp?sitePage=23544>.

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 E 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.

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.
- 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 4702.1.

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, seniors, 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.co.fort-bend.tx.us/getsitemap.asp?sitePage=23544>
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

TREKEXPRESS commuter transit services. Public information is available in English from the following website or by telephone or email:

Internet Website: <http://www.co.fort-bend.tx.us/getsitemap.asp?sitePage=23544>
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 seniors 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 interpreters are available upon request by attendees to other presentations.

Appendix C includes a sample of the documentation for public presentations. Appendix D identifies the 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 seniors.

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. Almost 18 percent of the Fort Bend County population over age 5 speaks Spanish at home. This compares to 3 percent who speak Chinese and 1.6 percent who speak Vietnamese at home. Among ESL students in local school districts, the number of students whose native language is Urdu is growing, but still less than 1 percent of students.

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 4702.1, 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 4702.1A 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 4702.1A 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	Commuter Express Bus
Standard: Origins and destinations in Fort Bend County, with limited, scheduled service to destinations in the Texas Medical Center 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.	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	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 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	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-up no later than 5:00 p.m.	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	Commuter Express Bus
Standard: Not Applicable	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	Commuter Express Bus
Standard: Not to exceed 100% The demand response service, while serving members of the general public, also serves many seniors and persons with disabilities. This makes it important for 100% of riders to have a seat or wheelchair option. Reservations for rides will be accepted on a “time and space” available basis.	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.

Service Reliability (On-Time Performance)

On-time performance is a measure of service reliability.

Demand Response	Commuter Express Bus
Standard: Service is considered on-time within 15 minutes before and 15 minutes after the scheduled pick-up time.	Standard: Service is considered on-time if the bus departs a designated time point no more than 5 minutes later than scheduled. 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.

Vehicle Assignment

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

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 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	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. 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

Title VI and Title VI-Dependent Guidelines for Federal Transit Administration Recipients, *Federal Transit Administration Circular 4702.1A*, May 13, 2007.

Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons, A Handbook for Public Transportation Providers, Federal Transit Administration Office of Civil Rights, April 13, 2007.

APPENDIX A
TITLE VI DEMOGRAPHIC ANALYSIS -
FORT BEND COUNTY PUBLIC TRANSPORTATION

Title VI Demographic Analysis for Fort Bend County Public Transportation

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

Source: Census 2000, U.S. Census Bureau, Summary File 3

Census Tract	Block Group	Total Population	Total Minority*	Percent Minority	Total Households	HH Income Below Poverty Level 1999	Percent HH Income Below Poverty Level 1999
County Totals		354,452	190,681	53.8%	111,164	7,094	6.4%
670100	1	676	676	100.0%	175	23	13.1%
670100	2	2,480	2,422	97.7%	691	67	9.7%
670100	3	1,005	896	89.2%	273	33	12.1%
670100	4	1,036	966	93.2%	291	51	17.5%
670100	5	1,364	1,262	92.5%	324	74	22.8%
670100	6	2,882	2,856	99.1%	813	92	11.3%
670200	1	1,005	912	90.7%	316	25	7.9%
670200	2	1,468	1,241	84.5%	374	111	29.7%
670200	3	1,564	1,558	99.6%	472	48	10.2%
670200	4	2,381	2,362	99.2%	691	71	10.3%
670200	5	1,495	1,469	98.3%	438	17	3.9%
670300	1	1,610	1,523	94.6%	508	52	10.2%
670300	2	2,182	2,131	97.7%	647	38	5.9%
670400	1	1,120	1,116	99.6%	336	14	4.2%
670400	2	1,084	1,084	100.0%	360	36	10.0%
670400	3	2,025	1,994	98.5%	644	29	4.5%
670500	1	657	407	61.9%	234	23	9.8%
670500	2	2,434	2,318	95.2%	697	22	3.2%
670500	3	1,237	1,190	96.2%	407	8	2.0%
670600	1	1,775	1,699	95.7%	529	0	0.0%
670600	2	2,794	2,644	94.6%	957	101	10.6%
670600	3	5,873	5,786	98.5%	1,719	77	4.5%
670700	1	2,798	2,293	82.0%	895	61	6.8%
670800	1	4,036	3,199	79.3%	1,183	115	9.7%
670800	2	1,496	1,230	82.2%	396	80	20.2%
670900	1	4,513	1,894	42.0%	1,409	39	2.8%
670900	2	3,217	1,765	54.9%	873	50	5.7%
671000	1	1,879	439	23.4%	724	21	2.9%
671000	2	1,032	209	20.3%	485	20	4.1%
671000	3	1,123	580	51.6%	344	16	4.7%
671000	4	2,051	1,177	57.4%	632	8	1.3%
671000	5	2,996	1,215	40.6%	974	25	2.6%
671000	6	1,913	397	20.8%	761	13	1.7%
671000	7	944	267	28.3%	360	10	2.8%
671100	1	1,484	1,469	99.0%	395	89	22.5%
671100	2	1,359	655	48.2%	477	42	8.8%
671100	3	1,366	851	62.3%	421	32	7.6%

Title VI Demographic Analysis for Fort Bend County Public Transportation

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

Source: Census 2000, U.S. Census Bureau, Summary File 3

Census Tract	Block Group	Total Population	Total Minority*	Percent Minority	Total Households	HH Income Below Poverty Level 1999	Percent HH Income Below Poverty Level 1999
County Totals		354,452	190,681	53.8%	111,164	7,094	6.4%
671100	4	1,962	1,594	81.2%	616	38	6.2%
671200	1	2,895	2,267	78.3%	832	11	1.3%
671200	2	2,362	2,139	90.6%	749	6	0.8%
671300	1	1,579	1,015	64.3%	519	46	8.9%
671300	2	1,208	771	63.8%	404	26	6.4%
671400	1	904	624	69.0%	275	36	13.1%
671400	2	2,888	2,232	77.3%	1,059	120	11.3%
671500	1	5,863	3,677	62.7%	1,750	47	2.7%
671500	2	2,101	1,212	57.7%	677	9	1.3%
671600	1	1,546	560	36.2%	882	86	9.8%
671600	2	1,143	382	33.4%	334	6	1.8%
671600	3	4,077	2,369	58.1%	1,177	44	3.7%
671600	4	2,463	1,167	47.4%	849	59	6.9%
671600	5	1,872	878	46.9%	553	26	4.7%
671700	1	1,008	236	23.4%	436	12	2.8%
671700	2	2,865	658	23.0%	1,003	21	2.1%
671700	3	1,521	432	28.4%	562	31	5.5%
671800	1	1,127	644	57.1%	401	9	2.2%
671800	2	1,188	833	70.1%	447	41	9.2%
671900	1	693	172	24.8%	218	5	2.3%
671900	2	1,128	369	32.7%	448	14	3.1%
671900	3	1,325	528	39.8%	425	10	2.4%
671900	4	1,272	390	30.7%	415	6	1.4%
672000	1	868	568	65.4%	247	10	4.0%
672000	2	3,165	1,885	59.6%	890	38	4.3%
672000	3	1,044	713	68.3%	339	20	5.9%
672000	4	6,360	3,892	61.2%	2,751	216	7.9%
672100	1	2,702	966	35.8%	903	27	3.0%
672100	2	1,843	640	34.7%	755	51	6.8%
672200	1	2,367	429	18.1%	736	13	1.8%
672200	2	930	623	67.0%	336	59	17.6%
672200	3	0	0	0.0%	0	0	0.0%
672300	1	2,240	713	31.8%	786	23	2.9%
672300	2	1,177	177	15.0%	376	0	0.0%
672300	3	1,330	195	14.7%	459	15	3.3%
672300	4	1,819	420	23.1%	578	7	1.2%
672300	5	2,221	1,501	67.6%	695	24	3.5%

Title VI Demographic Analysis for Fort Bend County Public Transportation

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

Source: Census 2000, U.S. Census Bureau, Summary File 3

Census Tract	Block Group	Total Population	Total Minority*	Percent Minority	Total Households	HH Income Below Poverty Level 1999	Percent HH Income Below Poverty Level 1999
County Totals		354,452	190,681	53.8%	111,164	7,094	6.4%
672300	6	23	4	17.4%	7	0	0.0%
672400	1	2,028	1,433	70.7%	599	22	3.7%
672400	2	1,973	1,418	71.9%	533	45	8.4%
672400	3	1,734	915	52.8%	556	28	5.0%
672400	4	2,064	1,224	59.3%	587	83	14.1%
672500	1	765	596	77.9%	241	34	14.1%
672500	2	1,058	654	61.8%	332	18	5.4%
672500	3	2,486	1,802	72.5%	749	46	6.1%
672500	4	2,364	1,243	52.6%	651	17	2.6%
672600	1	3,936	2,765	70.2%	1,148	90	7.8%
672600	2	3,231	2,102	65.1%	903	62	6.9%
672600	3	1,448	989	68.3%	430	24	5.6%
672600	4	3,870	3,139	81.1%	1,084	44	4.1%
672700	1	1,666	1,340	80.4%	466	35	7.5%
672700	2	1,880	1,344	71.5%	493	73	14.8%
672700	3	6,385	2,992	46.9%	1,936	58	3.0%
672800	1	1,996	1,326	66.4%	655	12	1.8%
672900	1	1,888	982	52.0%	657	7	1.1%
672900	2	270	54	20.0%	77	0	0.0%
673000	1	7,418	1,221	16.5%	2,107	5	0.2%
673000	2	3,209	658	20.5%	1,009	24	2.4%
673000	3	2,636	806	30.6%	877	20	2.3%
673100	1	874	344	39.4%	430	49	11.4%
673100	2	3,514	424	12.1%	1,100	31	2.8%
673100	3	1,225	358	29.2%	408	7	1.7%
673200	1	634	67	10.6%	247	19	7.7%
673200	2	1,312	590	45.0%	475	79	16.6%
673300	1	1,645	299	18.2%	636	18	2.8%
673300	2	989	264	26.7%	309	32	10.4%
673400	1	2,511	515	20.5%	857	37	4.3%
673400	2	1,537	839	54.6%	456	62	13.6%
673500	1	1,155	252	21.8%	323	0	0.0%
673500	2	4,569	513	11.2%	1,615	40	2.5%
673500	3	43	21	48.8%	33	0	0.0%
673600	1	3,419	557	16.3%	1,109	11	1.0%
673600	2	3,789	486	12.8%	1,234	20	1.6%
673700	1	2,221	1,362	61.3%	16	0	0.0%

Title VI Demographic Analysis for Fort Bend County Public Transportation

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

Source: Census 2000, U.S. Census Bureau, Summary File 3

Census Tract	Block Group	Total Population	Total Minority*	Percent Minority	Total Households	HH Income Below Poverty Level 1999	Percent HH Income Below Poverty Level 1999
County Totals		354,452	190,681	53.8%	111,164	7,094	6.4%
673800	1	1,328	908	68.4%	457	93	20.4%
673800	2	5,312	2,609	49.1%	1,518	43	2.8%
673900	1	10,212	4,431	43.4%	2,585	24	0.9%
673900	2	125	72	57.6%	33	0	0.0%
673900	3	1,112	734	66.0%	320	17	5.3%
674000	1	2,620	1,000	38.2%	773	34	4.4%
674000	2	2,237	1,209	54.0%	778	38	4.9%
674000	3	2,849	1,206	42.3%	995	61	6.1%
674100	1	2,425	1,044	43.1%	714	27	3.8%
674100	2	1,724	647	37.5%	547	13	2.4%
674100	3	2,013	706	35.1%	753	29	3.9%
674100	4	1,758	453	25.8%	483	0	0.0%
674200	1	1,323	766	57.9%	391	11	2.8%
674200	2	3,125	985	31.5%	907	0	0.0%
674200	3	1,492	431	28.9%	405	0	0.0%
674300	1	1,370	728	53.1%	434	15	3.5%
674300	2	3,215	1,247	38.8%	972	10	1.0%
674400	1	1,965	872	44.4%	539	23	4.3%
674400	2	3,484	1,124	32.3%	946	18	1.9%
674400	3	0	0	0.0%	0	0	0.0%
674500	1	1,942	962	49.5%	610	15	2.5%
674500	2	2,727	1,378	50.5%	813	64	7.9%
674600	1	2,601	705	27.1%	902	28	3.1%
674600	2	4,252	735	17.3%	1,444	15	1.0%
674600	3	4,849	1,932	39.8%	1,521	25	1.6%
674600	4	538	285	53.0%	179	34	19.0%
674700	1	877	600	68.4%	270	44	16.3%
674700	2	3,192	1,632	51.1%	822	37	4.5%
674800	1	1,375	954	69.4%	591	172	29.1%
674800	2	852	265	31.1%	336	36	10.7%
674800	3	740	187	25.3%	265	4	1.5%
674800	4	2,246	1,954	87.0%	674	196	29.1%
674800	5	742	488	65.8%	283	27	9.5%
674900	1	2,116	1,618	76.5%	406	96	23.6%
674900	2	1,031	964	93.5%	236	78	33.1%
674900	3	768	705	91.8%	239	32	13.4%
674900	4	1,359	1,338	98.5%	354	28	7.9%

Title VI Demographic Analysis for Fort Bend County Public Transportation

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

Source: Census 2000, U.S. Census Bureau, Summary File 3

Census Tract	Block Group	Total Population	Total Minority*	Percent Minority	Total Households	HH Income Below Poverty Level 1999	Percent HH Income Below Poverty Level 1999
County Totals		354,452	190,681	53.8%	111,164	7,094	6.4%
674900	5	1,120	1,093	97.6%	311	97	31.2%
675000	1	1,795	1,707	95.1%	527	143	27.1%
675000	2	1,755	1,556	88.7%	503	114	22.7%
675100	1	1,357	756	55.7%	460	96	20.9%
675100	2	1,058	419	39.6%	417	44	10.6%
675100	3	1,035	479	46.3%	364	41	11.3%
675100	4	2,726	1,531	56.2%	795	13	1.6%
675200	1	1,212	1,001	82.6%	395	80	20.3%
675200	2	1,119	788	70.4%	365	62	17.0%
675200	3	2,237	1,046	46.8%	771	59	7.7%
675200	4	699	210	30.0%	256	19	7.4%
675300	1	947	933	98.5%	243	49	20.2%
675300	2	660	350	53.0%	217	16	7.4%
675300	3	1,013	392	38.7%	369	42	11.4%
675300	4	2,175	1,951	89.7%	556	118	21.2%
675300	5	626	193	30.8%	239	13	5.4%
675300	6	898	396	44.1%	382	46	12.0%
675400	1	1,574	745	47.3%	517	58	11.2%
675400	2	2,622	1,020	38.9%	821	76	9.3%
675500	1	2,062	1,140	55.3%	633	45	7.1%
675500	2	1,213	518	42.7%	401	27	6.7%
675600	1	2,773	696	25.1%	895	42	4.7%
675600	2	1,745	302	17.3%	618	46	7.4%
675700	1	1,842	738	40.1%	606	61	10.1%
675700	2	1,872	937	50.1%	640	81	12.7%
675700	3	985	128	13.0%	375	18	4.8%
675700	4	1,072	236	22.0%	385	44	11.4%
675800	1	839	320	38.1%	302	25	8.3%
675800	2	1,019	229	22.5%	373	41	11.0%
675800	3	640	398	62.2%	207	27	13.0%
675800	4	691	678	98.1%	274	67	24.5%
County Totals		354,452	190,681	53.8%	111,164	7,094	6.4%

*Minority = Includes Non-White and White-Hispanic

Title VI Demographic Analysis for Fort Bend County Public Transportation

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

Source: Census 2000, U.S. Census Bureau, Summary File 3

Census Tract	Block Group	Population 5 Years and Over	Total Population Over 5 Speak English Not Well or Not at All	Percent Population Over 5 Speak English Not Well or Not at All	Total Households	Total HH Linguistically Isolated**	Percent HH Linguistically Isolated
County Totals		327,666	16,825	5.1%	111,164	5,710	5.1%
670100	1	651	15	2.3%	175	9	5.1%
670100	2	2,251	312	13.9%	691	58	8.4%
670100	3	919	51	5.5%	273	24	8.8%
670100	4	956	138	14.4%	291	34	11.7%
670100	5	1,214	324	26.7%	324	75	23.1%
670100	6	2,646	203	7.7%	813	46	5.7%
670200	1	928	68	7.3%	316	9	2.8%
670200	2	1,337	228	17.1%	374	53	14.2%
670200	3	1,483	89	6.0%	472	14	3.0%
670200	4	2,227	201	9.0%	691	43	6.2%
670200	5	1,367	25	1.8%	438	17	3.9%
670300	1	1,514	58	3.8%	508	22	4.3%
670300	2	2,012	29	1.4%	647	6	0.9%
670400	1	1,044	10	1.0%	336	6	1.8%
670400	2	1,046	6	0.6%	360	0	0.0%
670400	3	1,841	27	1.5%	644	8	1.2%
670500	1	616	31	5.0%	234	34	14.5%
670500	2	2,288	7	0.3%	697	0	0.0%
670500	3	1,140	9	0.8%	407	0	0.0%
670600	1	1,657	55	3.3%	529	18	3.4%
670600	2	2,607	13	0.5%	957	19	2.0%
670600	3	5,443	151	2.8%	1,719	23	1.3%
670700	1	2,582	57	2.2%	895	13	1.5%
670800	1	3,607	295	8.2%	1,183	118	10.0%
670800	2	1,327	291	21.9%	396	75	18.9%
670900	1	4,126	63	1.5%	1,409	65	4.6%
670900	2	2,918	205	7.0%	873	99	11.3%
671000	1	1,772	0	0.0%	724	8	1.1%
671000	2	1,020	21	2.1%	485	9	1.9%
671000	3	1,019	20	2.0%	344	10	2.9%
671000	4	1,882	17	0.9%	632	0	0.0%
671000	5	2,826	79	2.8%	974	16	1.6%
671000	6	1,881	26	1.4%	761	0	0.0%
671000	7	904	0	0.0%	360	0	0.0%
671100	1	1,370	316	23.1%	395	85	21.5%
671100	2	1,256	147	11.7%	477	51	10.7%
671100	3	1,273	115	9.0%	421	34	8.1%

Title VI Demographic Analysis for Fort Bend County Public Transportation

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

Source: Census 2000, U.S. Census Bureau, Summary File 3

Census Tract	Block Group	Population 5 Years and Over	Total Population Over 5 Speak English Not Well or Not at All	Percent Population Over 5 Speak English Not Well or Not at All	Total Households	Total HH Linguistically Isolated**	Percent HH Linguistically Isolated
County Totals		327,666	16,825	5.1%	111,164	5,710	5.1%
671100	4	1,803	40	2.2%	616	15	2.4%
671200	1	2,752	376	13.7%	832	89	10.7%
671200	2	2,209	127	5.7%	749	31	4.1%
671300	1	1,478	86	5.8%	519	17	3.3%
671300	2	1,137	73	6.4%	404	43	10.6%
671400	1	856	77	9.0%	275	32	11.6%
671400	2	2,652	175	6.6%	1,059	135	12.7%
671500	1	5,353	259	4.8%	1,750	112	6.4%
671500	2	1,812	88	4.9%	677	51	7.5%
671600	1	1,449	45	3.1%	882	35	4.0%
671600	2	1,067	14	1.3%	334	9	2.7%
671600	3	3,703	154	4.2%	1,177	108	9.2%
671600	4	2,284	115	5.0%	849	46	5.4%
671600	5	1,722	79	4.6%	553	42	7.6%
671700	1	983	19	1.9%	436	0	0.0%
671700	2	2,736	99	3.6%	1,003	34	3.4%
671700	3	1,432	19	1.3%	562	0	0.0%
671800	1	1,091	67	6.1%	401	17	4.2%
671800	2	1,087	45	4.1%	447	6	1.3%
671900	1	652	3	0.5%	218	14	6.4%
671900	2	1,083	57	5.3%	448	10	2.2%
671900	3	1,217	12	1.0%	425	27	6.4%
671900	4	1,199	38	3.2%	415	5	1.2%
672000	1	768	31	4.0%	247	12	4.9%
672000	2	2,969	196	6.6%	890	59	6.6%
672000	3	945	34	3.6%	339	6	1.8%
672000	4	5,867	288	4.9%	2,751	144	5.2%
672100	1	2,582	96	3.7%	903	40	4.4%
672100	2	1,745	39	2.2%	755	33	4.4%
672200	1	2,285	6	0.3%	736	11	1.5%
672200	2	844	14	1.7%	336	22	6.5%
672200	3	0	0	0.0%	0	0	0.0%
672300	1	2,001	57	2.8%	786	73	9.3%
672300	2	1,107	11	1.0%	376	6	1.6%
672300	3	1,298	0	0.0%	459	4	0.9%
672300	4	1,707	29	1.7%	578	18	3.1%
672300	5	2,031	198	9.7%	695	66	9.5%

Title VI Demographic Analysis for Fort Bend County Public Transportation

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

Source: Census 2000, U.S. Census Bureau, Summary File 3

Census Tract	Block Group	Population 5 Years and Over	Total Population Over 5 Speak English Not Well or Not at All	Percent Population Over 5 Speak English Not Well or Not at All	Total Households	Total HH Linguistically Isolated**	Percent HH Linguistically Isolated
County Totals		327,666	16,825	5.1%	111,164	5,710	5.1%
672300	6	19	0	0.0%	7	0	0.0%
672400	1	1,936	87	4.5%	599	23	3.8%
672400	2	1,832	240	13.1%	533	51	9.6%
672400	3	1,575	89	5.7%	556	33	5.9%
672400	4	1,902	99	5.2%	587	29	4.9%
672500	1	713	39	5.5%	241	8	3.3%
672500	2	1,018	77	7.6%	332	30	9.0%
672500	3	2,226	158	7.1%	749	82	10.9%
672500	4	2,213	119	5.4%	651	23	3.5%
672600	1	3,565	225	6.3%	1,148	61	5.3%
672600	2	2,983	225	7.5%	903	41	4.5%
672600	3	1,329	96	7.2%	430	30	7.0%
672600	4	3,512	280	8.0%	1,084	135	12.5%
672700	1	1,508	106	7.0%	466	49	10.5%
672700	2	1,670	273	16.3%	493	98	19.9%
672700	3	5,815	233	4.0%	1,936	69	3.6%
672800	1	1,836	61	3.3%	655	17	2.6%
672900	1	1,644	96	5.8%	657	33	5.0%
672900	2	224	0	0.0%	77	0	0.0%
673000	1	6,923	94	1.4%	2,107	16	0.8%
673000	2	2,836	13	0.5%	1,009	20	2.0%
673000	3	2,417	35	1.4%	877	18	2.1%
673100	1	818	50	6.1%	430	16	3.7%
673100	2	3,222	89	2.8%	1,100	17	1.5%
673100	3	1,167	64	5.5%	408	0	0.0%
673200	1	595	10	1.7%	247	4	1.6%
673200	2	1,219	38	3.1%	475	23	4.8%
673300	1	1,569	6	0.4%	636	4	0.6%
673300	2	936	22	2.4%	309	8	2.6%
673400	1	2,355	30	1.3%	857	8	0.9%
673400	2	1,416	116	8.2%	456	27	5.9%
673500	1	1,026	8	0.8%	323	0	0.0%
673500	2	4,298	32	0.7%	1,615	0	0.0%
673500	3	43	0	0.0%	33	0	0.0%
673600	1	3,190	25	0.8%	1,109	16	1.4%
673600	2	3,507	9	0.3%	1,234	7	0.6%
673700	1	2,221	47	2.1%	16	4	25.0%

Title VI Demographic Analysis for Fort Bend County Public Transportation

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

Source: Census 2000, U.S. Census Bureau, Summary File 3

Census Tract	Block Group	Population 5 Years and Over	Total Population Over 5 Speak English Not Well or Not at All	Percent Population Over 5 Speak English Not Well or Not at All	Total Households	Total HH Linguistically Isolated**	Percent HH Linguistically Isolated
County Totals		327,666	16,825	5.1%	111,164	5,710	5.1%
673800	1	1,219	183	15.0%	457	85	18.6%
673800	2	4,616	212	4.6%	1,518	56	3.7%
673900	1	9,407	318	3.4%	2,585	89	3.4%
673900	2	103	0	0.0%	33	11	33.3%
673900	3	993	41	4.1%	320	33	10.3%
674000	1	2,546	51	2.0%	773	37	4.8%
674000	2	2,144	146	6.8%	778	76	9.8%
674000	3	2,713	94	3.5%	995	51	5.1%
674100	1	2,314	188	8.1%	714	57	8.0%
674100	2	1,630	78	4.8%	547	56	10.2%
674100	3	1,843	14	0.8%	753	22	2.9%
674100	4	1,706	28	1.6%	483	0	0.0%
674200	1	1,270	164	12.9%	391	43	11.0%
674200	2	2,997	48	1.6%	907	0	0.0%
674200	3	1,397	48	3.4%	405	0	0.0%
674300	1	1,253	42	3.4%	434	20	4.6%
674300	2	2,915	86	3.0%	972	26	2.7%
674400	1	1,800	46	2.6%	539	0	0.0%
674400	2	3,249	63	1.9%	946	29	3.1%
674400	3	0	0	0.0%	0	0	0.0%
674500	1	1,815	99	5.5%	610	18	3.0%
674500	2	2,457	60	2.4%	813	26	3.2%
674600	1	2,238	32	1.4%	902	13	1.4%
674600	2	3,749	21	0.6%	1,444	0	0.0%
674600	3	4,406	125	2.8%	1,521	13	0.9%
674600	4	492	38	7.7%	179	24	13.4%
674700	1	826	116	14.0%	270	13	4.8%
674700	2	3,081	104	3.4%	822	7	0.9%
674800	1	1,272	109	8.6%	591	39	6.6%
674800	2	845	46	5.4%	336	19	5.7%
674800	3	709	46	6.5%	265	6	2.3%
674800	4	1,934	554	28.6%	674	180	26.7%
674800	5	644	20	3.1%	283	0	0.0%
674900	1	1,924	268	13.9%	406	92	22.7%
674900	2	961	133	13.8%	236	19	8.1%
674900	3	679	102	15.0%	239	38	15.9%
674900	4	1,269	131	10.3%	354	24	6.8%

Title VI Demographic Analysis for Fort Bend County Public Transportation

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

Source: Census 2000, U.S. Census Bureau, Summary File 3

Census Tract	Block Group	Population 5 Years and Over	Total Population Over 5 Speak English Not Well or Not at All	Percent Population Over 5 Speak English Not Well or Not at All	Total Households	Total HH Linguistically Isolated**	Percent HH Linguistically Isolated
County Totals		327,666	16,825	5.1%	111,164	5,710	5.1%
674900	5	1,019	221	21.7%	311	83	26.7%
675000	1	1,665	356	21.4%	527	151	28.7%
675000	2	1,576	485	30.8%	503	127	25.2%
675100	1	1,226	72	5.9%	460	55	12.0%
675100	2	984	26	2.6%	417	25	6.0%
675100	3	995	24	2.4%	364	18	4.9%
675100	4	2,434	98	4.0%	795	20	2.5%
675200	1	1,112	193	17.4%	395	60	15.2%
675200	2	1,037	197	19.0%	365	59	16.2%
675200	3	2,010	160	8.0%	771	41	5.3%
675200	4	681	5	0.7%	256	5	2.0%
675300	1	862	105	12.2%	243	20	8.2%
675300	2	598	26	4.3%	217	14	6.5%
675300	3	972	31	3.2%	369	15	4.1%
675300	4	1,978	297	15.0%	556	75	13.5%
675300	5	600	0	0.0%	239	0	0.0%
675300	6	838	31	3.7%	382	20	5.2%
675400	1	1,451	116	8.0%	517	47	9.1%
675400	2	2,463	100	4.1%	821	39	4.8%
675500	1	1,913	155	8.1%	633	26	4.1%
675500	2	1,107	19	1.7%	401	12	3.0%
675600	1	2,612	33	1.3%	895	11	1.2%
675600	2	1,627	14	0.9%	618	0	0.0%
675700	1	1,701	93	5.5%	606	23	3.8%
675700	2	1,752	53	3.0%	640	12	1.9%
675700	3	931	4	0.4%	375	12	3.2%
675700	4	1,001	0	0.0%	385	0	0.0%
675800	1	804	26	3.2%	302	20	6.6%
675800	2	943	34	3.6%	373	16	4.3%
675800	3	577	20	3.5%	207	7	3.4%
675800	4	647	18	2.8%	274	2	0.7%
County Totals		327,666	16,825	5.1%	111,164	5,710	5.1%

**Linguistically Isolated Household = all members of the household 14 years old and over have at least some difficulty with English

Title VI Demographic Analysis for Fort Bend County Public Transportation

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

Source: Census 2000, U.S. Census Bureau, Summary File 3

Census Tract	Block Group	Total Population	Population 65 or Over	Percent 65 Or Over	Population Over Age 5 (5+)	Civilian Non-Institutionalized with Disability 5+	Percent with Disability
County Totals		354,452	19,972	5.6%	327,666	46,724	14.5%
670100	1	676	6	0.9%	651	154	23.7%
670100	2	2,480	65	2.6%	2,251	515	22.9%
670100	3	1,005	63	6.3%	919	236	25.7%
670100	4	1,036	68	6.6%	956	313	32.7%
670100	5	1,364	44	3.2%	1,214	150	12.4%
670100	6	2,882	72	2.5%	2,646	382	14.4%
670200	1	1,005	66	6.6%	928	146	15.7%
670200	2	1,468	71	4.8%	1,337	246	18.4%
670200	3	1,564	52	3.3%	1,483	367	24.7%
670200	4	2,381	46	1.9%	2,227	231	10.4%
670200	5	1,495	27	1.8%	1,367	300	21.9%
670300	1	1,610	68	4.2%	1,514	445	29.4%
670300	2	2,182	66	3.0%	2,012	210	10.4%
670400	1	1,120	36	3.2%	1,044	209	20.0%
670400	2	1,084	33	3.0%	1,046	119	11.4%
670400	3	2,025	78	3.9%	1,841	395	21.5%
670500	1	657	59	9.0%	616	99	16.1%
670500	2	2,434	63	2.6%	2,288	287	12.5%
670500	3	1,237	30	2.4%	1,140	107	9.4%
670600	1	1,775	62	3.5%	1,657	134	8.1%
670600	2	2,794	119	4.3%	2,607	534	20.5%
670600	3	5,873	144	2.5%	5,443	719	13.2%
670700	1	2,798	94	3.4%	2,582	472	18.3%
670800	1	4,036	201	5.0%	3,607	475	13.2%
670800	2	1,496	41	2.7%	1,327	213	16.1%
670900	1	4,513	150	3.3%	4,126	337	8.2%
670900	2	3,217	150	4.7%	2,918	355	12.2%
671000	1	1,879	254	13.5%	1,772	242	13.7%
671000	2	1,032	236	22.9%	1,020	178	17.5%
671000	3	1,123	44	3.9%	1,019	142	13.9%
671000	4	2,051	89	4.3%	1,882	290	15.4%
671000	5	2,996	153	5.1%	2,826	301	10.7%
671000	6	1,913	298	15.6%	1,881	266	14.1%
671000	7	944	97	10.3%	904	85	9.4%
671100	1	1,484	92	6.2%	1,370	593	43.3%
671100	2	1,359	175	12.9%	1,256	286	22.8%
671100	3	1,366	63	4.6%	1,273	327	25.7%

Title VI Demographic Analysis for Fort Bend County Public Transportation

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

Source: Census 2000, U.S. Census Bureau, Summary File 3

Census Tract	Block Group	Total Population	Population 65 or Over	Percent 65 Or Over	Population Over Age 5 (5+)	Civilian Non-Institutionalized with Disability 5+	Percent with Disability
County Totals		354,452	19,972	5.6%	327,666	46,724	14.5%
671100	4	1,962	33	1.7%	1,803	93	5.2%
671200	1	2,895	143	4.9%	2,752	624	22.7%
671200	2	2,362	52	2.2%	2,209	307	13.9%
671300	1	1,579	17	1.1%	1,478	214	14.5%
671300	2	1,208	146	12.1%	1,137	182	16.2%
671400	1	904	58	6.4%	856	157	18.3%
671400	2	2,888	86	3.0%	2,652	600	22.6%
671500	1	5,863	181	3.1%	5,353	829	15.5%
671500	2	2,101	91	4.3%	1,812	266	14.8%
671600	1	1,546	82	5.3%	1,449	221	15.3%
671600	2	1,143	54	4.7%	1,067	121	11.3%
671600	3	4,077	159	3.9%	3,703	354	9.6%
671600	4	2,463	141	5.7%	2,284	236	10.3%
671600	5	1,872	96	5.1%	1,722	158	9.2%
671700	1	1,008	138	13.7%	983	215	21.9%
671700	2	2,865	673	23.5%	2,736	452	17.2%
671700	3	1,521	257	16.9%	1,432	157	11.0%
671800	1	1,127	61	5.4%	1,091	176	16.1%
671800	2	1,188	32	2.7%	1,087	204	18.8%
671900	1	693	59	8.5%	652	65	10.0%
671900	2	1,128	118	10.5%	1,083	190	17.5%
671900	3	1,325	62	4.7%	1,217	155	12.7%
671900	4	1,272	93	7.3%	1,199	183	15.3%
672000	1	868	9	1.0%	768	107	13.9%
672000	2	3,165	154	4.9%	2,969	352	11.9%
672000	3	1,044	39	3.7%	945	105	11.1%
672000	4	6,360	282	4.4%	5,867	968	16.5%
672100	1	2,702	368	13.6%	2,582	389	15.1%
672100	2	1,843	352	19.1%	1,745	221	13.6%
672200	1	2,367	171	7.2%	2,285	179	8.0%
672200	2	930	135	14.5%	844	190	22.5%
672200	3	0	0	0.0%	0	0	0.0%
672300	1	2,240	103	4.6%	2,001	239	11.9%
672300	2	1,177	64	5.4%	1,107	141	12.7%
672300	3	1,330	76	5.7%	1,298	190	14.8%
672300	4	1,819	66	3.6%	1,707	258	15.1%
672300	5	2,221	104	4.7%	2,031	288	14.2%

Title VI Demographic Analysis for Fort Bend County Public Transportation

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

Source: Census 2000, U.S. Census Bureau, Summary File 3

Census Tract	Block Group	Total Population	Population 65 or Over	Percent 65 Or Over	Population Over Age 5 (5+)	Civilian Non-Institutionalized with Disability 5+	Percent with Disability
County Totals		354,452	19,972	5.6%	327,666	46,724	14.5%
672300	6	23	0	0.0%	19	0	0.0%
672400	1	2,028	126	6.2%	1,936	166	8.6%
672400	2	1,973	123	6.2%	1,832	334	18.2%
672400	3	1,734	51	2.9%	1,575	169	10.7%
672400	4	2,064	85	4.1%	1,902	241	12.7%
672500	1	765	29	3.8%	713	144	20.2%
672500	2	1,058	35	3.3%	1,018	48	4.7%
672500	3	2,486	62	2.5%	2,226	310	13.9%
672500	4	2,364	101	4.3%	2,213	205	9.3%
672600	1	3,936	116	2.9%	3,565	370	10.4%
672600	2	3,231	124	3.8%	2,983	581	19.5%
672600	3	1,448	74	5.1%	1,329	221	16.6%
672600	4	3,870	65	1.7%	3,512	440	12.5%
672700	1	1,666	83	5.0%	1,508	272	18.0%
672700	2	1,880	78	4.1%	1,670	132	7.9%
672700	3	6,385	211	3.3%	5,815	969	16.7%
672800	1	1,996	37	1.9%	1,836	356	19.4%
672900	1	1,888	37	2.0%	1,644	228	13.9%
672900	2	270	7	2.6%	224	32	14.3%
673000	1	7,418	185	2.5%	6,923	461	6.7%
673000	2	3,209	65	2.0%	2,836	173	6.1%
673000	3	2,636	138	5.2%	2,417	183	7.6%
673100	1	874	157	18.0%	818	223	27.3%
673100	2	3,514	171	4.9%	3,222	278	8.6%
673100	3	1,225	52	4.2%	1,167	146	12.6%
673200	1	634	77	12.1%	595	69	11.6%
673200	2	1,312	121	9.2%	1,219	216	17.7%
673300	1	1,645	242	14.7%	1,569	199	12.7%
673300	2	989	63	6.4%	936	102	10.9%
673400	1	2,511	211	8.4%	2,355	278	11.8%
673400	2	1,537	72	4.7%	1,416	225	15.9%
673500	1	1,155	0	0.0%	1,026	105	10.2%
673500	2	4,569	131	2.9%	4,298	438	10.2%
673500	3	43	0	0.0%	43	0	0.0%
673600	1	3,419	209	6.1%	3,190	334	10.5%
673600	2	3,789	139	3.7%	3,507	321	9.2%
673700	1	2,221	102	4.6%	2,221	0	0.0%

Title VI Demographic Analysis for Fort Bend County Public Transportation

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

Source: Census 2000, U.S. Census Bureau, Summary File 3

Census Tract	Block Group	Total Population	Population 65 or Over	Percent 65 Or Over	Population Over Age 5 (5+)	Civilian Non-Institutionalized with Disability 5+	Percent with Disability
County Totals		354,452	19,972	5.6%	327,666	46,724	14.5%
673800	1	1,328	100	7.5%	1,219	229	18.8%
673800	2	5,312	112	2.1%	4,616	429	9.3%
673900	1	10,212	249	2.4%	9,407	808	9.6%
673900	2	125	0	0.0%	103	11	10.7%
673900	3	1,112	45	4.0%	993	154	15.5%
674000	1	2,620	96	3.7%	2,546	191	7.5%
674000	2	2,237	102	4.6%	2,144	201	9.4%
674000	3	2,849	147	5.2%	2,713	162	6.0%
674100	1	2,425	118	4.9%	2,314	183	7.9%
674100	2	1,724	47	2.7%	1,630	129	7.9%
674100	3	2,013	170	8.4%	1,843	231	12.5%
674100	4	1,758	55	3.1%	1,706	116	6.8%
674200	1	1,323	133	10.1%	1,270	177	13.9%
674200	2	3,125	99	3.2%	2,997	123	4.1%
674200	3	1,492	43	2.9%	1,397	23	1.6%
674300	1	1,370	24	1.8%	1,253	120	9.6%
674300	2	3,215	82	2.6%	2,915	190	6.5%
674400	1	1,965	61	3.1%	1,800	221	12.3%
674400	2	3,484	109	3.1%	3,249	267	8.2%
674400	3	0	0	0.0%	0	0	0.0%
674500	1	1,942	125	6.4%	1,815	223	12.3%
674500	2	2,727	140	5.1%	2,457	326	13.3%
674600	1	2,601	161	6.2%	2,238	151	6.7%
674600	2	4,252	137	3.2%	3,749	211	5.6%
674600	3	4,849	111	2.3%	4,406	310	7.0%
674600	4	538	37	6.9%	492	169	34.3%
674700	1	877	134	15.3%	826	185	24.5%
674700	2	3,192	295	9.2%	3,081	311	16.0%
674800	1	1,375	211	15.3%	1,272	293	23.3%
674800	2	852	206	24.2%	845	201	24.0%
674800	3	740	83	11.2%	709	32	4.5%
674800	4	2,246	88	3.9%	1,934	534	27.7%
674800	5	742	20	2.7%	644	185	28.7%
674900	1	2,116	129	6.1%	1,924	896	48.3%
674900	2	1,031	38	3.7%	961	237	24.7%
674900	3	768	31	4.0%	679	161	23.7%
674900	4	1,359	141	10.4%	1,269	300	23.6%

Title VI Demographic Analysis for Fort Bend County Public Transportation

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

Source: Census 2000, U.S. Census Bureau, Summary File 3

Census Tract	Block Group	Total Population	Population 65 or Over	Percent 65 Or Over	Population Over Age 5 (5+)	Civilian Non-Institutionalized with Disability 5+	Percent with Disability
County Totals		354,452	19,972	5.6%	327,666	46,724	14.5%
674900	5	1,120	100	8.9%	1,019	215	21.1%
675000	1	1,795	161	9.0%	1,665	606	36.4%
675000	2	1,755	90	5.1%	1,576	348	22.1%
675100	1	1,357	248	18.3%	1,226	297	25.9%
675100	2	1,058	99	9.4%	984	139	14.1%
675100	3	1,035	153	14.8%	995	211	21.2%
675100	4	2,726	107	3.9%	2,434	419	17.2%
675200	1	1,212	103	8.5%	1,112	326	29.3%
675200	2	1,119	132	11.8%	1,037	274	26.4%
675200	3	2,237	108	4.8%	2,010	325	16.2%
675200	4	699	175	25.0%	681	112	16.4%
675300	1	947	101	10.7%	862	170	19.7%
675300	2	660	77	11.7%	598	124	21.0%
675300	3	1,013	156	15.4%	972	237	24.4%
675300	4	2,175	168	7.7%	1,978	565	29.3%
675300	5	626	83	13.3%	600	114	19.0%
675300	6	898	120	13.4%	838	162	19.3%
675400	1	1,574	163	10.4%	1,451	354	24.4%
675400	2	2,622	226	8.6%	2,463	530	21.5%
675500	1	2,062	194	9.4%	1,913	402	21.0%
675500	2	1,213	65	5.4%	1,107	141	12.7%
675600	1	2,773	239	8.6%	2,612	337	12.9%
675600	2	1,745	144	8.3%	1,627	250	15.4%
675700	1	1,842	136	7.4%	1,701	351	20.6%
675700	2	1,872	274	14.6%	1,752	429	25.1%
675700	3	985	144	14.6%	931	161	17.3%
675700	4	1,072	126	11.8%	1,001	165	16.5%
675800	1	839	124	14.8%	804	165	20.5%
675800	2	1,019	106	10.4%	943	227	24.1%
675800	3	640	60	9.4%	577	95	16.5%
675800	4	691	102	14.8%	647	168	26.0%
County Totals		354,452	19,972	5.6%	327,666	46,724	14.5%

APPENDIX B
LANGUAGE SPOKEN AT HOME IN FORT BEND COUNTY

Language Spoken at Home in Fort Bend County

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

Source: Census 2000, U.S. Census Bureau, Summary File 3

Census Tract	Population 5 Years and Over	Population 5 years and Over Speak Spanish at Home	Percent 5 years and Over Speak Spanish at Home	Population 5 years and Over Speak Chinese at Home	Percent 5 years and Over Speak Chinese at Home	Population 5 years and Over Speak Vietnamese at Home	Percent 5 years and Over Speak Vietnamese at Home
County Totals	327,666	57,612	17.6%	9,779	3.0%	5,120	1.6%
6701	8,637	3,429	39.7%	37	0.4%	12	0.1%
6702	7,342	1,972	26.9%	21	0.3%	0	0.0%
6703	3,526	362	10.3%	0	0.0%	0	0.0%
6704	3,931	209	5.3%	0	0.0%	0	0.0%
6705	4,044	554	13.7%	0	0.0%	8	0.2%
6706	9,707	850	8.8%	0	0.0%	0	0.0%
6707	2,582	346	13.4%	0	0.0%	0	0.0%
6708	4,934	2,172	44.0%	0	0.0%	12	0.2%
6709	7,044	973	13.8%	224	3.2%	109	1.5%
6710	11,304	849	7.5%	55	0.5%	52	0.5%
6711	5,702	2,040	35.8%	18	0.3%	6	0.1%
6712	4,961	1,201	24.2%	79	1.6%	17	0.3%
6713	2,615	290	11.1%	38	1.5%	25	1.0%
6714	3,508	957	27.3%	43	1.2%	106	3.0%
6715	7,165	527	7.4%	731	10.2%	171	2.4%
6716	10,225	794	7.8%	1,202	11.8%	282	2.8%
6717	5,151	282	5.5%	432	8.4%	111	2.2%
6718	2,178	461	21.2%	0	0.0%	45	2.1%
6719	4,151	397	9.6%	146	3.5%	69	1.7%
6720	10,549	1,145	10.9%	880	8.3%	939	8.9%
6721	4,327	258	6.0%	411	9.5%	53	1.2%
6722	3,129	514	16.4%	92	2.9%	30	1.0%
6723	8,163	1,024	12.5%	117	1.4%	257	3.1%
6724	7,245	1,661	22.9%	103	1.4%	470	6.5%
6725	6,170	1,133	18.4%	238	3.9%	288	4.7%
6726	11,389	3,141	27.6%	207	1.8%	406	3.6%
6727	8,993	1,840	20.5%	375	4.2%	194	2.2%
6728	1,836	213	11.6%	0	0.0%	121	6.6%
6729	1,868	261	14.0%	12	0.6%	77	4.1%
6730	12,176	880	7.2%	169	1.4%	113	0.9%
6731	5,207	488	9.4%	0	0.0%	0	0.0%
6732	1,814	211	11.6%	0	0.0%	8	0.4%
6733	2,505	195	7.8%	0	0.0%	0	0.0%
6734	3,771	770	20.4%	0	0.0%	0	0.0%
6735	5,367	393	7.3%	0	0.0%	0	0.0%
6736	6,697	356	5.3%	32	0.5%	17	0.3%
6737	2,221	430	19.4%	0	0.0%	0	0.0%
6738	5,835	898	15.4%	210	3.6%	139	2.4%

Language Spoken at Home in Fort Bend County

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

Source: Census 2000, U.S. Census Bureau, Summary File 3

Census Tract	Population 5 Years and Over	Population 5 years and Over Speak Spanish at Home	Percent 5 years and Over Speak Spanish at Home	Population 5 years and Over Speak Chinese at Home	Percent 5 years and Over Speak Chinese at Home	Population 5 years and Over Speak Vietnamese at Home	Percent 5 years and Over Speak Vietnamese at Home
County Totals	327,666	57,612	17.6%	9,779	3.0%	5,120	1.6%
6739	10,503	766	7.3%	538	5.1%	270	2.6%
6740	7,403	301	4.1%	1,028	13.9%	90	1.2%
6741	7,493	357	4.8%	773	10.3%	67	0.9%
6742	5,664	373	6.6%	564	10.0%	70	1.2%
6743	4,168	312	7.5%	271	6.5%	76	1.8%
6744	5,049	254	5.0%	414	8.2%	58	1.1%
6745	4,272	779	18.2%	41	1.0%	49	1.1%
6746	10,885	966	8.9%	203	1.9%	144	1.3%
6747	3,907	1,178	30.2%	0	0.0%	93	2.4%
6748	5,404	1,984	36.7%	0	0.0%	51	0.9%
6749	5,852	3,268	55.8%	0	0.0%	0	0.0%
6750	3,241	2,269	70.0%	0	0.0%	0	0.0%
6751	5,639	1,888	33.5%	0	0.0%	0	0.0%
6752	4,840	1,975	40.8%	0	0.0%	0	0.0%
6753	5,848	2,475	42.3%	16	0.3%	0	0.0%
6754	3,914	1,152	29.4%	0	0.0%	3	0.1%
6755	3,020	998	33.0%	11	0.4%	8	0.3%
6756	4,239	434	10.2%	0	0.0%	4	0.1%
6757	5,385	911	16.9%	42	0.8%	0	0.0%
6758	2,971	496	16.7%	6	0.2%	0	0.0%
County Totals	327,666	57,612	17.6%	9,779	3.0%	5,120	2%

APPENDIX C
PRESENTATIONS BY FORT BEND COUNTY
PUBLIC TRANSPORTATION DEPARTMENT

Presentations by Fort Bend County Public Transportation Department

Presentation ListID	Date of Presentation	Attendance Number	Organization Name	First Name	Last Name	Notes
32	05-Mar-09	2	Caring People			
2	06-Mar-09	2	The ARC of Fort Bend	Margo	Pasko	
3	11-Mar-09	8	The ARC of Fort Bend			Transportation MTG
6	12-Mar-09	57	M.R. Wood, FBISD Alternative School			Parent Night Presentation
4	13-Mar-09	35	Fort Bend Alliance			Networking Mtg
44	16-Mar-09	1	Rose/Rich Family Medical & Rehab			
35	16-Mar-09	1	Irene Stern Community Center			
36	16-Mar-09	1	First United Methodist Church, Fulshear			
38	16-Mar-09	1	Simonton City Hall			
39	16-Mar-09	1	Simonton Community Church			
40	16-Mar-09	1	Brookwood Community			
41	16-Mar-09	1	Cowboy Church Orchard			
43	16-Mar-09	1	Caring People			
45	16-Mar-09	1	Rosenberg Dialysis			
42	16-Mar-09	1	Orchard First Baptist Church			
46	17-Mar-09	1	Grace Community Fellowship Needville			
47	17-Mar-09	1	Texas Medical Clinic Needville			
58	17-Mar-09	1	Fort Bend Seniors			
48	17-Mar-09	1	Needville City Hall			
49	17-Mar-09	1	Needville Post Office			
50	17-Mar-09	1	Needville Church of Christ			
51	17-Mar-09	1	Guy Post Office			
52	17-Mar-09	1	Thompsons Post Office			
53	17-Mar-09	1	Thompsons City Hall			
56	17-Mar-09	1	FBCIL			
54	17-Mar-09	1	Richmond Bone and Joint			
57	17-Mar-09	1	FUMC Needville			
55	17-Mar-09	1	Richmond Family Health Center			
5	18-Mar-09	2	FBCIL	David	Bickman	
7	02-Apr-09	8	Red Cross	Martha	Mayes	
8	03-Apr-09	6	Fulshear Community Center			
9	07-Apr-09	16	Fresno Community Center			
10	08-Apr-09	24	Gateway to Care	Merri	Manson	
11	14-Apr-09	6	Kendelton Community Center			
12	15-Apr-09	7	GTC FBTransportation Collaborative	Carol	Fernandez	
13	17-Apr-09	34	Stafford Community Center			
14	18-Apr-09	8	Special Olympics LCISD			
15	28-Apr-09	33	Rosenberg Community Center			

Presentations by Fort Bend County Public Transportation Department

Presentation ListID	Date of Presentation	Attendance Number	Organization Name	First Name	Last Name	Notes
16	01-May-09	6	WCJC - SUCCESS			
1	05-May-09	3	Caring People	Patrick	Friend	
17	06-May-09	12	GTC FBTransportation Collaborative			
18	08-May-09	35	Fort Bend Alliance			
19	08-May-09	15	WCJC - SUCCESS			
20	14-May-09	13	Katy Chamber of Commerce			
21	18-May-09	3	Chic-Fil-A - Reading Road			
22	27-May-09	3	Texana			
23	03-Jun-09	22	GTC FBTransportation Collaborative			
24	15-Jun-09	8	FBCIL			
25	17-Jun-09	24	Gateway to Care			
26	24-Jun-09	8	FBCIL			
27	29-Jun-09	3	WorkSource			
28	01-Jul-09	22	GTC FBTransportation Collaborative			
29	02-Jul-09	2	Harris County Rides / New Freedom			
30	08-Jul-09	15	Remnant Worship Center - Fulshear Texas			
31	28-Jul-09	7	DARS - Case Mgrs Meeting			

APPENDIX D
PUBLIC OUTREACH - PRIMARY TARGET AND OUTCOME

Public Outreach by Fort Bend County Public Transportation Department - Primary Target and Outcome

Date Entered	First Name	Last Name	Affiliation	Job Title	Primary Target	Outcome	Address	City	State	Zip	Phone/Fax	Fax	Cell	E-mail	Website
3/19/09	Sue	Abke "Ab-key"	Texana	Supported Employment Coordinator	Collaboration	Case mgr rider representation coordination	1005 Industrial Blvd 1005 Industrial Blvd	Sugar Land	TX	77478	281-565-6200 ext. 1102	281-565-7070		sue.abke@texanacenter.com	www.texanacenter.com
3/19/09	Kevin	Barber	Texana	Developmental Disabilities Provider Services Manager	Collaboration	Transfers shuttle	10701 Corporate Drive, Ste. 360 10701 Corporate Drive, Ste. 360	Stafford	TX	77477	281-276-8311	281-276-8399	281-384-2718	kevin.barber@texanacenter.com	www.texanacenter.com
3/19/09	Joelle	Devlin	Sie "Houston's Therapeutic Equestrian Centers"	Student Enrollment	Collaboration	Passenger valuation		Missouri City	TX		281-778-0202				
3/19/09	Patrick	Friend	Caring People	Co-Owner, Operations Manager	Recruitment	Re-established ridership integrity	914 First Street	Rosenberg	TX	77471	281-344-9911	281-232-9001		rebecca@calingpao pleaducare.com	
3/19/09	Julie	Kelly	A Unified Care Group	Vice President	Informational	Info distributed case mgrs	11272 South Sam Houston Parkway West, Ste. D	Houston	TX	77031	713-281-7777	713-281-8585	713-202-1570	kelly@unifiedcaregroup.com	
3/19/09	Laura	LaVigne	The ARC of Fort Bend County	Executive Director	Collaboration	Transportation committee	123 Brooks Street	Sugar Land	TX	77468	281-464-5823	281-494-5960		lavigne@arcfortbend.org	www.arcfortbend.org
3/19/09	Manuel	Lopez	Texana	Voc Rehab Manager (Transportation Coordinator)	Collaboration	Transfer studies	1005 Industrial Blvd	Sugar Land	TX	77478	281-565-6200 ext. 1113	281-565-7070	281-777-0568	manuel.lopez@texanacenter.com	www.texanacenter.com
3/19/09	Rebecca	Stalker	Caring People	Assistant Director	Recruitment	Re-established ridership integrity	914 First Street	Rosenberg	TX	77471	281-344-9911	281-232-9001		rebecca@calingpao pleaducare.com	
3/26/09	Tim	Foley	Texas Workforce Solutions		Collaboration	Connectivity	117 lane Drive, Ste. 7	Rosenberg	TX	77471	281-344-0279	281-344-9537			www.wfsolutions.com
3/26/09	Theresa	Kopnick	Mental Health America	Executive Director	Collaboration	Collaboration team member	10435 Greenbough Drive, Big II Ste. 200	Stafford	TX	77477	281-207-2480	281-207-2301	281-701-0988	Kopnick@mhafbc.org	www.mhafbc.org
3/26/09	Merri	Manson	Gateway to CARE	PHN Patient Care Coordinator	Collaboration	Collaboration team member	3611 Ennis Street	Houston	TX	77019	713-783-4615	713-785-3077		mmanson@gatewayto care.org	www.gatewayto care.org
3/26/09	Vastene	Oller	Colorado Valley METRO	Executive Director	Collaboration	Connectivity	108 cardinal Lane (Pleasant)	Columbus	TX	76834	979-322-6261 x 16	979-732-5439	1-800-546-1068	voller@gotransit.org	www.gotransit.org
3/26/09	Kimberly	Slaughter	AFC Transportation Services	Infrastructure and Development	Collaboration	Connectivity	1900 main	Houston	TX	77028	713-652-4365				
3/26/09	Steve	Smith	AFC Transportation	General Manager	New Freedom Definitions	Communication to drivers of NF specific	15734 aldine Westfields Rd.	Houston	TX	77032	713-96-LIMO (5496)	832-601-0955		smith@afchouston.com	www.afchouston.com
3/26/09	Sara	Weems	FBISD	Employment Specialist	Collaboration	SUCCESS Program					713-666-0367 ext. 997			sara.weems@fbisda.tx.us	
3/30/09	Steve	Atchison	Greater Houston Area Council	Managing Director Transportation Services	Collaboration	Transportation coordination for transfers	2700 Southwest Freeway	Houston	TX	77058	713-313-1782	713-526-7724	832-338-6775	sat@houstonmetro.org	www.houstonmetro.org
8/1/09	Leah Ann	Collins	Wharton County Junior College	Dean of Vocational Instruction	Collaboration	SUCCESS Program	911 Boling Highway	Wharton	TX	77485	979-332-6520	979-532-6526		lcollins@wcjc.edu	www.wcjc.edu
8/1/09	Adrian	Elliott	CARTS - Capital Area Rural Transportation System	Director of Information and Technology System	ITS research	ITS research	2010 E. 6th Street	Austin	TX	78702	512-505-5607	512-478-1110		Adrian@ridecars.com	www.ridecars.com
8/1/09	Carolyn	Fernandez	Catholic Charities	Western Regional Director	Collaboration	Appt. to discuss contracted services	10435 Greenbough Drive	Stafford	TX	77477	281-207-2480	281-207-2301		cfernandez@catholiccharities.org	www.catholiccharities.org
8/1/09	Lynette	Gonzales	Catholic Charities	Director	Collaboration	Appt. to discuss contracted services	10435 Greenbough Drive	Stafford	TX	77477	713-374-6585	713-374-6787	713-284-3922	lgonzales@catholiccharities.org	www.catholiccharities.org
8/1/09	Linda	Peraz	Liveway council of Fort Bend County	Outreach Coordinator	Informational	Presentation scheduled for Oct. 2009	12530 Emily Ct.	Sugar Land	TX	77478	281-240-8181	281-240-8242		lperaz@lifenetassoc.org	
8/1/09	Carol	Zachary	CARTS - Capital Area Rural Transportation System	Director, Office of Productivity and Reporting	ITS research	ITS research	2010 E. 6th Street	Austin	TX	78702	512-505-5607	512-478-1110		carol@ridecars.com	www.ridecars.com

Public Outreach by Fort Bend County Public Transportation Department - Primary Target and Outcome

Date Entered	First Name	Last Name	Affiliation	Job Title	Primary Target	Outcome	Address	City	State	Zip	Phone/Fax	For	Cell	E-mail	Website
8/6/09	Tajana	Aldridge	Fort Bend Independent School District	Employment Specialist / Dulles High School	Collaboration	SUCCESS Program	550 Dulles Avenue	Sugar Land	TX	77478	281-634-5639	713-986-0668 pager		tajana.aldridge@fortbend.k12.tx.us	
8/8/09	Chad	Ballentine	STARTRAN Capital Metro Service Provider	Superintendent	Collaboration	Connectivity	9315 Old McKel Road	Austin	TX	78758	512-852-7283			chad.ballentine@startran.org	www.startran.org
8/8/09	Beatrice	Blasing-Ashu	Division for Rehabilitation Services	Vocational Rehab Counselor	Informational	Collaboration team member	117 Lane Drive, Ste 44	Rosenberg	TX	77471	281-238-1235	281-238-1250		beatrice.blasing-ashu@fortbend.k12.tx.us	
8/8/09	Elizabeth	Bruchez	The District	Director of Dispatch and Communications	ITS research	ITS research	1758 N. Earl Rudder Fwy	Bryan	TX	77803	979-778-4489	979-778-9606	979-255-1527	liz@btd.org	www.btd.org
8/8/09	Terry	Carothers	Alpha Medical Transport LLC	President	Informational	Community Success Program	10502 Green Creek Dr	Houston	TX	77070	832-229-3943	281-694-0440		carothers@alpha-transport.com	
8/8/09	Cindy	Castellano	Fort Bend County Environmental Health Department	Clerk	Collaboration	SUCCESS Program	1520 Reading Rd, Ste. A	Rosenberg	TX	77471	281-238-3544	281-342-5572		castellano@fortbend.k12.tx.us	
8/8/09	Ron	Cookston	Gateway to Care	Executive Director	Collaboration	Collaboration team member	3611 Ennis	Houston	TX	77064	713-783-4661 ext 223	713-785-3077	281-487-2480	ron.cookston@gatewaytocare.org	www.gatewaytocare.org
8/8/09	Carol	Edward	Fort Bend Family Health Center	Chief Operations Officer	Presentation	Care mgr distribution of information	400 Austin Street	Richmond	TX	77469	281-633-3130			cedward@fortbend.k12.tx.us	
8/8/09	Carol	Edwards	Experience Works	Employment/Training Director	Presentation	JARC recruitment	117 Lane Dr, Ste 7	Rosenberg	TX	77471	281-344-0278 ext 2542	281-344-9537		ashley.foster@fortbend.k12.tx.us	www.experienceworks.org
8/8/09	Shirley	Foster	Fort Bend Independent School District	Vocational Adjustment Coordinator Willowridge High School	Collaboration	SUCCESS Program	16301 Chimney Rock	Houston	TX	77053	281-634-2526	281-634-2520		shirley.foster@fortbend.k12.tx.us	
8/8/09	Joe	Garcia	METRO	Community Outreach Representative Communications and Marketing	Collaboration	Connectivity	1900 Main	Houston	TX	77028	713-739-3820	713-756-9359	281-224-0884	jg3@ridemetro.org	www.ridemetro.org
8/8/09	Moncy	Kelly	Needville Community Church	Senior Pastor	Informational	Info distributed via chamber on city	P.O. Box 492	Needville	TX	77461	979-793-1536	979-793-3827		pastor.moncy@needville.org	
8/8/09	Karl	Lavine	Fort Bend County Indigent Health Care	Manager	Collaboration	Collaboration team member	4570 Reading Road, Ste. A	Rosenberg	TX	77471	281-238-3234	281-341-1528	281-410-2873	karl.lavine@fortbend.k12.tx.us	
8/8/09	Kathleen	Murch	Fort Bend Independent School District	Vocational Adjustment Coordinator William B. Travis High School	Collaboration	SUCCESS Program	11111 Harlem Road	Richmond	TX	77468	281-634-6310	281-634-7010		kathleen.murch@fortbend.k12.tx.us	
8/8/09	Glenn	Schmidt	Needville Chamber of Commerce		Informational	Info distributed via chamber on city website					979-793-4050			glenn.schmidt@needvillechamber.com	
8/8/09	Arthurine	Soyras	Fort Bend Independent School District	Vocational Adjustment Coordinator Special Ed, Marshall High School	Collaboration	SUCCESS Program	1220 Buffalo Run	Missouri City	TX	77489	281-634-6630	281-634-6650		arthurine.soyras@fortbend.k12.tx.us	
8/8/09	Neil	Slater	Parkwest Staffing	Branch Manager	Ambassador	Research and Information SUCCESS Program	1011 Hwy 6 South, Ste. 303	Houston	TX	77077	281-899-2100	281-899-2109		neil@parkweststaffing.com	
8/8/09	Sara	Weems	Fort Bend Independent School District	Employment Specialist Special Education Marketing	Collaboration	SUCCESS Program					713-986-0367 pager			sara.weems@fortbend.k12.tx.us	
9/10/09	Mahmoud	Mariam	Shifra Clinic	Marketing	Informational	Distribution of information via Shifra database					832-460-1948				

APPENDIX E
TITLE VI COMPLAINT FORM

Fort Bend County Public Transportation Department

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](http://www.co.fort-bend.tx.us)." at www.co.fort-bend.tx.us

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](http://www.co.fort-bend.tx.us)." at www.co.fort-bend.tx.us

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

Fort Bend County Public Transportation Department

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

Departamento de Transporte Público del Condado de Fort Bend

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”](#). [hipervínculo al sitio Web]

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”](#) [hipervínculo al sitio Web]. 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](#)

Departamento de Transporte Público del Condado de Fort Bend
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

**Fort Bend County Public Transportation
Title VI Program
Update 2013**

- I. Title VI Notice to Public**
- II. Title VI Complaint Procedures**
- III. Title VI Complaint Form**
- IV. Letter of No Complaints**
- V. Public Participation Plan**
- VI. Language Assistance Plan-LEP**
- VII. Advisory Committee Table**
- VIII. Description of Advisory Committee Membership**
- IX. Subrecipients-Fort Bend County Public Transportation Has No Subrecipients**
- X. Title VI Equity Analysis-Advanced Planning Document**
- XI. Commissioner's Court Minutes Adopting Program (12/10/13 Court Approval)**

Fort Bend County
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.co.fort-bend.tx.us/getsitepage.asp?SitePage=23544> .



KNOW YOUR RIGHTS



Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs & activities receiving Federal financial assistance (42 U.S.C. Section 2000d).

Fort Bend County is committed to practicing non-discrimination. If you believe you have been subjected to discrimination you may file a complaint with the Fort Bend County Title VI Coordinator at 281-633-RIDE.

Fort Bend County Public Transportation Department Title VI Complaint Procedure

Any person who believes the he or she, or any specific class or persons, has been subjected to discrimination or retaliation prohibited by Title VI of the Civil Rights Act of 1964, as amended, and related statutes, have up to 180 days to file a formal written complaint with the Fort Bend County Public Transportation Department after the alleged incident. All formal written complaints received by the Department shall be immediately processed in accordance with procedures below.

In accordance with existing protocol, all incoming e-mail messages or mail regarding Title VI complaints may be sent to the Transit Director or received by the Transportation Department complaint staff.

1. The complaint desk will review complaints and determine if any reported concerns involve unequal and/or disparate impacts on the basis of national origin, race, income, and/or limited English proficiency on such matters pertaining to the:
 - a. provision of transit service,
 - b. distribution of transit amenities,
 - c. vehicle assignment in certain neighborhoods,
 - d. denial of services and discriminatory treatment by bus operators,
 - e. distribution and access to new fare media,
 - f. fare increases,
 - g. service changes, and
 - h. construction of new transit facilities.

Note: The list of potential matters identified above is not to be construed as mutually exclusive or exhaustive.

2. If a complaint is deemed to have potential Title VI issues, the complaint will be forwarded to the Transportation Director.
3. If the Director determines that the complaint has Title VI elements and needs to be investigated a note to this fact will be entered into the file. (This determination will be made within 5 days of receiving the complaint/notification.)
4. Within 5 days of making the decision to investigate a complaint as a Title VI complaint, the Director will notify the Complainant of this fact by registered mail.
5. If no Title VI elements are present in the complaint, then the Director will document the rationale for not proceeding with a Title VI investigation in a formal letter to the affected party. (The complaint will continue through the normal complaint resolution process.)

TITLE VI INVESTIGATION PROCESS

1. For Title VI related investigations, the Director or his/her designee will contact the complainant for additional information (if needed), interview personnel knowledgeable about the incident, including any witnesses the complainant has listed, street supervisors, dispatch personnel, other Fort Bend County staff with pertinent information. If the complaint involves a third party contractor's staff, a meeting with the contractor will be part of the investigation. As part of the investigation, a designated person may conduct field observations (from a passenger's point of view) and examine any previous complaint histories.
2. After talking to all affected parties and stakeholders, the Director or his/her designee will summarize the findings in an investigative report. A draft report will be prepared that includes a narrative description of the incident, interview summaries, a finding with preliminary recommendations for remedial steps as appropriate and necessary',
3. A draft report will be completed within 45 days from receipt of a complaint and will be reviewed by the Transit Director, other County Staff as appropriate, and Fort Bend County's legal counsel, with any changes incorporated as necessary, before being finalized.
4. A final report will be produced within 60 days of receiving a complaint. The Complainant will receive a copy of the final report together with any remedial steps. The final outcome of the Title VI investigation will be noted and a copy of the Final Report will be kept in the Title VI files.
5. The Director or his/her designee shall maintain a log of Title VI complaints received. The log shall include the date the complaint was filed, a summary of the allegations; the status of the complaint; and actions taken by Fort Bend County in response to the complaint.

Fort Bend County Public Transportation Department
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 _____
 - b. Color _____

- c. Ethnicity _____
- d. National Origin _____
- e. Low Income _____
- f. Limited English _____

8. What date did the alleged discrimination take place. _____

9. In our 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. ***If you need additional space, an additional sheet is attached for that purpose.***

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 if applicable.

Name _____

Address _____

City, State, and Zip Code _____

Telephone Number _____

Complainant's Signature

Additional space if needed.

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



**FORT BEND COUNTY
PUBLIC TRANSPORTATION DEPARTMENT**

PAULETTE SHELTON, CCTM
Director

November 21, 2013

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 2009 to current.

Sincerely,

A handwritten signature in blue ink, which appears to read "Henrietta" followed by "for Paulette Shelton".

Paulette Shelton
Public Transportation Director

Fort Bend County Public Transportation

Title VI – Public Participation Plan

The Fort Bend County Public Transportation Department engages in public outreach in order to attract ridership and gather information from the community regarding the transit services we provide. Public participation is an integral part of transportation planning and allows for opportunities from communities to provide input about their rights, needs and expectations. 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 seniors 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.

Many of the collaboration meetings are with advocates for minority and low-income people – for example: (see attached schedule of events 2010-2013)

- Fort Bend County Meals on Wheels
- Texas Workforce Solutions
- Catholic Charities
- Literacy Council of Fort Bend County
- Texana, Supported Employment Coordinator
- The ARC (Association for Retarded Citizens) of Fort Bend County

Additionally, the Title VI Program is outlined for a minimum of four public outreach efforts each year. The Title VI public outreach will include; an over view of the program. These events will be used as an opportunity to notify the public about the County's Limited English Proficient (LEP) initiatives:

- Fort Bend County website translation availability.
- "I Speak" cards that are utilized by bus drivers and staff
- Fort Bend County employees that speak various languages

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 has enhanced 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
- Date of the public outreach
- Number of in attendance
- Subject matter of outreach
- Contact person and number of the location
- Information shared and outcomes if any

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
13-May-10	100+	Rosenberg Senior Center	1330 Band Rd Rosenberg tx 77471	dana	thompson	281 633 7058	meet and greet seniors at the senior prom	
	7	Fresenius dialysis	4519 Reading rd Rosenberg tx 77471	Connie		281 341 7425	customer retention	
	3	Fort Bend Dialysis	3819 Catwright Rd Missouri City 77478	Shalandra	Diggs		customer retention	
		Dulles High School	550 Dulles Ave Sugar Land Tx 77478				marketing affair for consumers with special needs and disabilities	
		Fort Bend County Fair Day	4310 State Highway 36 S Rosenberg TX 77471				marketing our services to the general public of FBC	
		Merrill Center	6301 S Stadium Ln Katy Tx 77494				Transportation Expo	
17-Nov-10	100+	Rosenberg Senior Center	1330 Band Rd Rosenberg tx 77471	dana	thompson	281 633 7058	mix and mingle with the elderly and disabled and volunteered to pass out lunches to all	
18-Nov-10	50	Legacy Ford	27225 Southwest freeway Rosenberg TX 77471				networking event	
11-Jan-11	2	Dialysis (Foodarama Shopping Center)		jenny	kincaide		customer retention	
14-Jan-11	50	Fort Bend Alliance						

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
06-Mar-12	100	Senior Group with St. Theresa's Church	St. Theresa's Church	Kathy	Moore		Marketing our services to the general public of FBC. Slide presentation and gave out promotional items	Terrence
03-Apr-12	30	FBC Transportation - Grand Opening Ribbon Cutting	HWY 35 - Dyck and Ridge St	Paulette	Shannon	281-262-6741	Took marketing material and promotional items to our grand opening & ribbon cutting	Melanie & Donna
01-Apr-12	50	MD Anderson Transportation Info Fair	MD Anderson at TWC Berthel Ave	Fareeda	Morin	713-752-6707	Transportation Fair - Handed out promotional items and information packets - Also there to sell ticket books	Melanie & Terrence
05-Apr-12	35	Sugar Living Senior Care	Sugar Land Senior Center of Ed Marjorie Way	Susan	Verdin	402-317-7523	Marketing our services to a group of FBC Seniors	Melanie & Terrence
11-Apr-12	20	MD Anderson Transportation Info Fair	MD Anderson at TWC Berthel Ave	Fareeda	Morin	713-752-6707	Transportation Fair - Handed out promotional items and information packets - Also there to sell ticket books	Melanie & Donna
12-Apr-12	10	Meadows Place Senior Living Inaugural Fair	Meadows Place Senior Living 12221 S. Kirkwood	Lyle	Carver	281-240-1532	Health Fair - Handed out promotional items and information	Melanie & Donna
18-Apr-12	20	MD Anderson Transportation Info Fair	MD Anderson at TWC Berthel Ave	Fareeda	Morin	713-752-6707	Transportation Fair - Handed out promotional items and information packets	Melanie & Donna
21-Apr-12	25+	Bleedwell Youth Fair	KC Hall - Independence TX Texas 30	Jarvis	Wenzel	832-473-0504	Neeville Youth Fair - Handed out promotional items and information a connector bus at event	Stacye Melanie & Oscar
26-Apr-12	20	MD Anderson Transportation Info Fair	MD Anderson at TWC Berthel Ave	Fareeda	Morin	713-752-6707	Transportation Fair - Handed out promotional items and information packets	Terrence Melanie & Donna
09-May-12	100+	Fort Bend Seniors Senior Prom	Bud O'Shines Community Center 1330 Band Road Rosenberg TX 77471	Dene	Thompson	281-633-7056	Meet and greet seniors at the Seniors Senior Prom	Melanie
10-May-12	10	Fort Bend Center for Independent Living	FBCIL Dairy Ashford Rd Ste 110 Sugar Largo TX 77478	Mary Francis	Wasson	281-680-2719	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 J. Meyer Rd TX 77469	Latoria	Hamilton	832-223-2005	Presentation to groups of elementary students regarding public transportation service. Staged bus at event for children to explore	Melanie
22-May-12	100+	Fort Bend Seniors Preparedness 2012 Conference	Bud O'Shines Community Center 1330 Band Road Rosenberg TX 77471	Dana	Thompson	281-633-7056	Presentation to a group of seniors 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 E.ridge Rd Largo TX 77478	Kerry	Rector	281-238-3401	OHM Presentation to various social service agencies regarding emergency preparedness - Handed out transit info	Melanie
12-Jul-12	5	Fort Bend Center for Independent Living	FBCIL Dairy Ashford Rd Ste 110 Sugar Largo TX 77478	Mary Francis	Wasson	281-680-2719	Presentation to a group of consumers w/ disabilities regarding our services and client responsibilities	Melanie

13-Jul-12	754	Fort Bend COMA/NEC Meeting -QAC Transportation Committee Fort Bend County Presentation	First United Methodist Church 431 E. Gough Rd Laredo, TX 77948	Sugar	Valerie	Robinson	281-283-7924	Transportation updates in Fort Bend presentation by MCAC to various nursing service organizations. Participated in panel discussion and answered service questions. Handed out promotional items and information.	Melanie
25-Jul-12	10	Fort Bend Center for Independent Living	ERCOL Daily Astor Rd. Ste 100 Sugar Land, TX 77478	Sugar	Mary Francis	Wasson	281-980-1278	22nd ALA Anniversary Observance Celebration. Discussion & refreshments Presentation to a group of caregivers of disabled persons regarding our services and client responses.	Melanie & Cynthia
15-Aug-12	5	Fort Bend Center for Independent Living	FBC Daily Astor Rd. Ste 110 Sugar Land, TX 77478	Sugar	Mary Francis	Wasson	281-980-1278		Melanie
16-Aug-12	375	Fort Bend County Employee Fair	FBC Reading Road TX 77471	Rosenberg	Yvette	Montgomery	281-238-3502	Employee Fair. Handed out promotional items and information.	Melanie
23-Aug-12	2004	Commuter Solutions Appreciation Event	AMC Theater Park & Plaza 3301 Town Center Blvd. Suite Sugar Land, TX 77479	Sugar	Noddas	Williams	713-693-4597	Commuter Appreciation Day - Handed out grocery bags and pastries provided by Commuter Solutions to transit commuters.	Melanie & Dennis
20-Sep-12	50	Fort Bend Seniors Meals-On-Wheels	Rosenberg Senior Center 1390 Bancroft Rosenberg, TX 77471	Rosenberg	Dana	Thompson	281-693-7056	Brief presentation to a group of seniors regarding our services. Addressed comments and concerns.	Melanie
11-Sep-12		Rosenberg Dialysis Center	Rosenberg Dialysis Reading Rd. Suite 115 Rosenberg, TX 77471	Rosenberg	Connie	Karger	281-341-7425	Brief presentation regarding our services. Addressed comments and concerns.	Melanie
12-Sep-12		Missouri City Dialysis Center	Missouri City Dialysis 1673 Cartwright Rd. Missouri City, TX 77459	Missouri City	Jenny	Kirchard	281-437-9700	Brief presentation regarding our services. Addressed comments and concerns.	Melanie
13-Sep-12		My Solutions Transportation Fair	Greenway Plaza Houston, TX 77045	Houston	Chrese	Jackson	713-693-2487	Handed out promotional items and information to Greenway Plaza commuters.	Melanie
17-Sep-12	20	Simonton/Hulstree Bend Seniors Meals-On-Wheels	Irene Starn Community Center 6920 Katy-Hulstree Rd Fulshear, TX 77441	Fulshear	Dana	Thompson	281-693-7056	Brief presentation to a group of seniors regarding our services. Addressed comments and concerns.	Melanie
18-Sep-12	60	Tr City Bend Seniors Meals-On-Wheels	Stafford Community Center 3110 Fitch St Stafford, TX 77477	Stafford	Dana	Thompson	281-693-7056	Brief presentation to a group of seniors regarding our services. Addressed comments and concerns.	Melanie
19-Sep-12	15	Fresno Bend Seniors Meals-On-Wheels	Mustang Community Center 4521 FM 521 Fresno, TX 77545	Fresno	Dana	Thompson	281-693-7056	Brief presentation to a group of seniors regarding our services. Addressed comments and concerns.	Melanie
20-Sep-12	5	Kendleton Bend Seniors Meals-On-Wheels	Kendleton Senior Center 109 Guess Ave Kendleton, TX 77451	Kendleton	Dana	Thompson	281-693-7056	Brief presentation to a group of seniors regarding our services. Addressed comments and concerns.	Melanie
21-Sep-12	30	Humble Bend Seniors Meals-On-Wheels	Humble Senior Center 10988 Humington Estates Houston, TX 77099	Houston	Dana	Thompson	281-693-7056	Brief presentation to a group of seniors regarding our services. Addressed comments and concerns.	Melanie
04-Oct-12	5	Sugar Land Senior Center	T E Herman Recreation Center 2726 Matlage Way Sugar Land, TX 77478	Sugar Land	Sarahtha Foster		281-275-2633	Brief presentation to a group of seniors regarding our services. Addressed comments and concerns.	Melanie

12-Oct-12	80+	Fort Bend CONNECT Meeting Counseling Services for Low Income and Uninsured FBO Residents Presentation	First United Methodist Church 431 Eldridge Rd Lanc, TX 77478	Sugar	Valerie	Robinson	281-207-2300	Handled out promotional items and information to various social service agencies. Met with CVT director in order to discuss ways to connect our services effectively and how to best serve the transportation needs of the public.	Melanie
23-Oct-12	4	Colorado Valley Transit	Colorado Valley Transit 210 H. Cloud St Wharton, TX 77468		Weslene	Curt	979-703-5987	Met and greet seniors at the Seniors Thanksgiving Luncheon. Helped pass out food and drinks during lunch.	Melanie
14-Nov-12	150+	Fort Bend Services Thanksgiving Luncheon	1330 Bard Road Rosenberg, TX 77471		Lana	Thompson	281-533-7068	Brief presentation to Toxiana staff regarding our services. Addressed comments and concerns.	Melanie
16-Nov-12	28	TEXANA Behavioral Healthcare Clinic EOS Staff Meeting	TEXANA Behavioral Healthcare Clinic EOS 4870 Airport Ave Rosenberg, TX 77471		Linda	Tracey	281-230-1307	Brief presentation to Toxiana staff regarding our services. Addressed comments and concerns.	Melanie
04-Dec-12	5	TEXANA Behavioral Healthcare Clinic SOL Staff Meeting	TEXANA Behavioral Healthcare Clinic SOL 2836 Cordes Dr Sugar Lanc, TX 77470		Therese	Noddes	281-276-4400	Brief presentation to Toxiana staff regarding our services. Addressed comments and concerns.	Melanie
06-Dec-12	2	Katy Area Ride Service	KARS 22803 Katy Freeway Suite B Katy, TX 77450		Pat	Harper	281-304-4236	Meeting with administrator of KARS to discuss their services and how to best to serve the public.	Melanie
06-Dec-12	10	The ARC of Fort Bend Support Group Meeting Transportation solutions to VAST Program	HEB Sugar Land 530 St-G Sugar Land, TX 77478		Ceryl	Sevill	281-484-5824	Meeting regarding transportation solutions to/from HCO's VAST program located in downtown Houston for students with disabilities.	Melanie Hess & Paulene
11-Dec-12	8	Access Health Center (formerly RB Family Health Center)	Access Health Center 400 Austin St Richtown, TX 77468		Syvia	Leewe	281-342-4830	Brief presentation to healthcare staff regarding our services. Addressed comments and concerns.	Melanie
17-Dec-12	3	First Oakley Drivers	First Oakley Drivists 1107 Soldiers Field Sugar Land, TX 77478	12848	Joni	Houghton	713-772-5228	Brief presentation to healthcare staff regarding our services. Addressed comments and concerns.	Melanie
21-Dec-12	20	Fort Bend Center for Independent Living	FBCL Dairy Ashton Rd Ste 110 Sugar Lanc, TX 77478		Mary	Knoles	281-980-2219	Presentation to law vision group regarding our services and client responsibilities. Addressed comments and concerns.	Melanie
11-Jan-13	75+	Fort Bend CONNECT Meeting "Neighborhood Tax Centers" for FBO Residents Presentation	First United Methodist Church 431 Eldridge Rd Lanc, TX 77478	Sugar	Katie	Thomas	281-207-2300	Handled out promotional items and information to various social service agencies. Met with senior services manager to discuss doing a presentation to center clients regarding our services.	Melanie
07-Feb-13	2	Marine George/Catholic Charities	Marine George Center 1111 Collins Rd Richtown, TX 77469		Clares	Huntford	281-202-6724		Melanie
06-Feb-13	75+	Fort Bend CONNECT Meeting Gang Talks	First United Methodist Church 431 Eldridge Rd Lanc, TX 77478	Sugar	Kate	Thomas	281-207-2300	Handled out promotional items and information to various social service agencies.	Melanie

20 Feb 13	2	Fort Bend Center for Resource Development	73846 FRCI Cary Ashton Rd Ste 110 Sugar Land TX 77478	May Francis	Wednesday	221-060,2779	Presentation to a group of co-sponsors w/ disabilities regarding our services and client responsibilities.	Meane
04 Mar 13	6	Stonewall Center Deno Services Meets On Wheels	Fort 6920 Katy Fulshear Rd Fulshear TX 77421	Cary	Friday	281-613-1798	Did presentation to a group of seniors regarding our services. Addressed concerns and concerns.	Meane
06 Mar 13	4	To City Deno Services Meets On Wheels	Fort 3110 Fm St Stafford TX 77477	Cary	Friday	281-633-1798	Met w/ site director regarding all services. Addressed concerns and concerns.	Meane & Hoss
07 Mar 13	15	Hamptown Deno Services Meets On Wheels	Fort 10636 Huntington Estates Houston TX 77058	Cathy	Friday	281-633-1798	Did presentation to a group of seniors regarding our services. Addressed concerns and concerns.	Meane

Fort Bend County Public Transportation Department LIMITED ENGLISH PROFICIENCY (LEP) Plan

Title VI requires that FTA recipients provide Limited English Proficient (LEP) individuals with meaningful access to benefits, services, information, and other important portions of their programs and activities. Steps to ensure meaningful access include developing a Language Implementation Plan and translating Title VI obligations and complaint procedures into languages other than English.

All members of the public have a right to be heard regarding all projects where federal funds are being used. Individuals have a right to be integrated into every transportation decision - from the first thought about a transportation plan to post-construction operations and maintenance. The *U.S. DOT Order* applies to all policies, programs, and other activities that are undertaken, funded, or approved by the Federal Transit Administration (FTA), or other U.S. DOT components:

- Policy Decisions.
- Systems Planning.
- Metropolitan and Statewide Planning.
- Project Development and Environmental Review under NEPA.
- Preliminary Design.
- Final Design Engineering.
- Right-of-Way.
- Construction.
- Operations and Maintenance.

Section V of the DOT LEP Guidance provides the framework for conducting an LEP needs assessment based on a four-factor analysis as follows:

1. Determine the number and proportion of LEP persons served or encountered in the eligible service population;
2. Determine the frequency with which LEP individuals come into contact with programs, activities and services;
3. Determine the importance of the programs, activities and services to LEP persons;
4. Determine the resources available to THE COUNTY and the cost.

Based on the above needs analysis, the DOT LEP Guidance recommends the development of an implementation plan that typically includes five elements:

1. Identifying LEP individuals who need language assistance
2. Develop language assistance measures
3. Develop training for staff
4. Provide notice to LEP persons on how to access services
5. Monitor and update the LEP plan.

Needs Analysis

The number and proportion of LEP persons served or encountered in the eligible service population:

The following charts show the “Language Spoken at Home for the Population 5 Years and Over” with a comparison of the 2000 Census and the 2010 Census results for residents of Fort Bend County, Texas.

In 2000, an estimated 69 percent of the residents in Fort Bend County spoke English only among the population of 5 years and over. Leaving an estimated 31 percent of individuals 5 years and over as Limited English Proficient in Fort Bend County, Texas. The Spanish language is spoken in homes at an estimated 18 percent; while Asian-Pacific Island languages are spoken approximately 7 percent and Other Indo-European language is spoken by 5 percent of the population over the age of 5 years.

According to the 2010 Census, the population of individuals living in Fort Bend County, Texas over the age of 5 years that speak English in the home decreased to an estimated 63 percent from the 2000 Census. Limited English Proficient individuals increased to 37 percent. The Spanish language spoken in homes of individuals over the age of 5 increased to an estimated 19 percent; with Asian-Pacific Island languages increasing to an estimated 10%, as well as an increase of 7 percent for Other Indo-European languages.

LANGUAGE SPOKEN AT HOME

Census 2000	Total	
Population 5 Years and Over	327,666	
English Only	227,070	69.3
Speak a language other than English	100,596	30.7
Spanish	57,612	17.6
Asian-Pacific Island	22,409	6.8
Other Indo-European	16,603	5.1
Other	3,972	1.2

Census 2010	Total	
Population 5 Years and Over	522,761	
English Only	329,339	62.7
Speak a language other than English	193,422	37.3
Spanish	36,750	18.7
Asian-Pacific Island	19,342	9.8
Other Indo-European	13,540	6.7
Other	3,868	2.0

The frequency with which LEP individuals come into contact with programs, activities and services:

When transit service began in Fort Bend County through various studies and surveys conducted on other services offered by the County, it was noted that the percentage of the population requiring translation of media material in a language other than English, namely Spanish, was significant. As a result, a determination was made to begin offering media material in Spanish.

As a result of the 2010 Census, an increase in the number of the Asian population has increased. The Asian population consists of varying degrees of languages from Chinese, Japanese, Thai, Filipino, Lao and Arabic just to name a few. The Fort Bend County Public Transportation Department has also encountered more phone calls requiring a need for translation services. A need to update the Fort Bend County website with Google Translation for all languages was done to assist the diverse culture of this region.

The importance of the programs, activities and services to LEP persons

Certain segments of the County's population do not own a vehicle and rely on public transportation for school, business, and leisure. Without the ability to access public transit, the livelihood of many of these individuals would be negatively impacted. Based on the large Hispanic population, it is extremely important that all LEP persons be provided materials and information in their native language when requested. With the increase in the Asian population accessing our services, Fort Bend County has found the need to create a Title VI website that outlines the translation of vital documents that are utilized to access our public transportation services.

Vital Documents

Fort Bend County Passenger Guidelines

Title VI Notice to Beneficiaries

Title VI Compliant Form

Title VI Program

Advertisement Notices of free language services

Resources available to the County and cost

The County provides translation and interpretation services free of charge. The County maintains a list of employees who speak different languages so whenever we encounter a customer who speaks a different language we are able to contact a translator.

Additionally, the Fort Bend County Transportation Department began using "I Speak" identification cards that outline 38 languages on the buses and within the department offices. The passenger/visitor can point to the language that they recognize as the language that

they speak to notify the transit individual. The transit individual can then try to assist them by knowing which language the person speaks when they are seeking assistance to communicate with the passenger.

The Im Translator website- <http://imtranslator.net/translate-and-speak/>, can then be utilized to assist with the translation and communicate both in writing and using a voice activated avatar to speak the translation.

ImTranslator will:

- automatically detect the language of the text if the language detection was not correct,
- manually choose the language of the source text from the Translate drop-down box
- translate text into the chosen language
- convert the translated text into speech
- read the text
- highlight pronounced words
- show the translation in the translation window
- offer an option to create an audio link with a spoken text to embed it into an email, chat room, instant messenger or web site

It is the policy of the County to ensure that no person is denied access to transportation services, plans and programs as the result of the inability or limited ability to communicate in the English language.

The following details the next steps to be implemented based on current needs and levels of service provided to the LEP population.

Implementation Plan

As part of its compliance with the FTA C. 4702.1A, Title VI and Title VI-Dependent Guidelines for Federal Transit Administration Recipients and U.S. Department of Transportation Order on Environmental Justice (Order 5610.2), the County developed the attached plan. The plan's contents are consistent with the guidance on an effective language implementation plan expressed in Section VII of the US DOT's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons [Federal Register: December 14, 2005 (Volume 70, Number 239)]. The attached plan directs the Department to undertake language assistance activities including the following activities that are recommended in the DOT LEP Guidance on an implementation plan:

1. Identifying LEP individuals who need language assistance.
2. Providing language assistance measures.
3. Training staff
4. Providing notice to LEP persons of the availability of language assistance
5. Monitoring and updating the LEP plan.

The County's plan also takes into account the DOT LEP Guidance on oral language services (interpretation) and written language services (translation).

Capital Projects & Facilities

ITEM	As Needed	FY13	FY14	FY15
Assess the LEP population in areas affected by construction. <ul style="list-style-type: none"> Identify businesses and residents who are LEP along the project. Develop an outreach plan targeting LEP residents and businesses in construction areas as necessary. 			X	
Use of in-person interpreter services upon request for public meetings and important events (public notifications in the community will indicate availability of interpretive services).	X			
Translate vital documents.	X			
Provide notice of right to language assistance, at no cost, on non-vital yet important outreach documents.	X			

Legal/Human Resources

ITEM	As Needed	FY13	FY14	FY15
Develop/review contract language to ensure all contractors providing goods and services for the County are in compliance with Title VI regulations (Title VI of the Civil Rights Act of 1964, "Nondiscrimination under Programs Receiving Federal Financial Assistance through the U.S. Department of Transportation").	X			
Determine which the County documents meet the definition of "vital documents"; stay aware of new documents that may be considered "vital".	X	X		
Develop curriculum and train frontline and other key staff in: <ul style="list-style-type: none"> awareness of type of language services available how staff and/or LEP customers can obtain these services how to respond to LEP callers how to respond to correspondence from LEPs how to respond to LEPs in person how to document LEP needs how to respond to civil rights complaints. 	X	X		

Marketing & Customer Services

ITEM	As Needed	FY13	FY14	FY15
Provide telephone interpretation for basic transit questions and trip planning assistance in virtually any language.	X			
Establish competency standards for interpreters and translators.		X		
Draft a policy that states that all interpretation and written translation must be performed by approved vendors/individuals whose competency has been established.		X		
Develop a process for determining: <ul style="list-style-type: none"> if a particular document needs to be translated into which languages it should be translated. 	X			
Establish an agency-wide workflow whereby all written translation requests are routed through and managed by the Complaint Desk to ensure consistency.		X		

ITEM	As Needed	FY13	FY14	FY15
Translate vital documents identified by the County's Legal Department, including: <ul style="list-style-type: none"> signage that communicates hazardous pedestrian access in areas of high LEP concentration signage that indicates prohibited behavior in areas of high LEP concentration 		X		
Place a notice of right to language assistance, at no cost, on important outreach documents and on the County's website.	X			
Provide information in Spanish languages about the County's complaint process	X			
Identify routes serving areas with high concentrations of LEP individuals.		X		
Identify service disruptions in areas with high concentrations of LEP individuals and translate appropriate signage.		X		
Create protocol for responding to foreign language correspondence and communication.		X		
Day-to-day administration of LEP program, ensuring compliance and correct implementation.		X		

Operations

ITEM	As Needed	FY13	FY14	FY15
Provide training to operators, fare inspectors and other frontline employees in LEP policies and procedures (see Legal/Human Resources section for details).	X			
Coordinate training with the County's Human Resources departments and Contractor Staff.	X			

Diversity & Transit Equity

ITEM	As Needed	FY13	FY14	FY15
Identify areas within the service district that have high concentrations of LEP individuals.	X			
Conduct an evaluation of the County's LEP plan to gauge its effectiveness and determine if updates are needed every two years. Retain consultant to lead the evaluation with the help of staff familiar with Title VI language access requirements and the LEP plan. The evaluation will: <ul style="list-style-type: none"> determine the number of LEP individuals in the County's service area assess whether existing language assistance services are meeting the needs of clients with LEP assess whether staff members understand the County's LEP policies and procedures, how to carry them out, and whether language assistance resources and arrangements for those resources are still current and accessible 			X	

- | | | | | |
|---|--|--|--|--|
| <ul style="list-style-type: none"> • seek feedback from LEP communities, including customers and community organizations, about the effectiveness of the County's LEP plan | | | | |
|---|--|--|--|--|

Additional Services

With the increase in the Asian population accessing our services, Fort Bend County has found the need to

ITEM	As Needed	FY13	FY14	FY15
Place foreign-language ads in publications serving second language populations to demonstrate the County's commitment to full information; to share current significant, service-related announcements; to increase comfort levels regarding access to information in a native language.	X			
Provide one-on-one and group travel training to LEPs by working through an interpreter.	X			
Establish partnerships and work closely with community organizations that serve LEP populations.	X			
Identify service changes affecting areas with high concentrations of LEP individuals and develop mitigation strategies.	X			
Create one-stop LEP info center for agency.		X		
Survey the County staff to determine existing bilingual resources.		X	X	X

In addition, in an effort to reach the LEP population, the County will work with faith based groups and organizations within the various communities as a means to consider the viewpoints of low income, minority, and LEP populations in the course of conducting public outreach.

**FORT BEND COUNTY PUBLIC TRANSPORTATION
ADVISORY COMMITTEE**

Represent	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	Patricia Gardner	African-American /Female
Community Non-Profit-ARC	Laura Lavigne	Anglo-American/Female
Community-Non-Profit-FB Seniors Meals on Wheels	Manual Zamora	Hispanic/Male
Fort Bend Public Transportation Department	Twila Mouttet	African-American/ Female

The Fort Bend County Public Transportation Department picks their advisory committee based on the representation of the entire county. We ensure that 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 elderly population, while the ARC represents the disabled community of Fort Bend County.

STATEMENT OF CERTIFICATION

REGARDING FORT BEND COUNTY TITLE VI PROGRAM ADOPTION

_____, certifies that it adopts the Fort Bend County Public Transportation Title VI Program which includes notice to beneficiaries, complaint procedures and complaint forms, public participation plan and language assistance plan where appropriate.

Additionally, agree to provide annually by the scheduled due date attachments outlined within the Title VI Program.

Authorized Official

Title of Authorized Official

Date

Fort Bend County Public Transportation

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 Subrecipient Title VI Program Submissions

January 30, 2014-Subrecipients adoption of the FBC Title VI Program along with entities attachments are stored electronically by FBC Title VI Coordinator.

January 30, 2015-Subrecipients adoption of the FBC Title VI Program along with entities attachments are stored electronically by FBC Title VI Coordinator.

January 30, 2016-Subrecipients adoption of the FBC Title VI Program along with entities attachments are stored electronically by FBC Title VI Coordinator.

ADVANCED PLANNING

Contents

Chapter 1 – DEMAND ANALYSIS

Fort Bend County Transit Plan	1-1
Background of Proposed Project	1-2
Study Area and Location of Proposed Project	1-8
Demand Analysis	1-9
Methodology	1-9
Step 1 Market Area TAZ Coverage	1-10
Step 2 Market Area Population	1-11
Step 3 Estimate Ridership	1-14
Recommendations	1-14

Chapter 2 – SITE SELECTION ANALYSIS

Methodology	2-2
Site Analysis	2-2
Site Evaluation	2-7
Recommendation	2-8

Chapter 3 – SITE LAYOUT

Park & Ride Development Program	3-1
Layout for Selected Site	3-1

Chapter 4 – OPERATING PLAN

Introduction	4-1
Operating Plan	4-3

Chapter 5 – FINANCE PLAN

Funding Overview	5-1
Operating Cost and Funding Strategy	5-2

This project was funded in part through the Federal Transit Administration. The contents of this report reflect the analysis of The Goodman Corporation which is responsible for the accuracy of the data presented herein. The contents do not necessarily reflect the official views or policies of the Federal Transit Administration.

LIST OF FIGURES & TABLES

Figure 1.1 – Proposed Fort Bend County SH 36 Park & Ride	1-2
Figure 1.2 – Population by Age	1-3
Figure 1.3 – METRO Park & Ride Lots Near Fort Bend County.....	1-4
Figure 1.4 – Proposed Fort Bend County Park & Rides.....	1-5
Figure 1.5 – Fort Bend County Population Density Distribution	1-7
Figure 1.6 – Project Study Area.....	1-8
Figure 1.7 – General Shape of Typical Park & Ride Market Area for Dallas, Garland, Houston.....	1-9
Figure 1.8 – Proposed SH 36 Park & Ride Market Area.....	1-10
Figure 2.1 – Location of Three Fort Bend County Sites Identified South of Rosenberg along SH 36....	2-3
Figure 2.2 – Site 1 – Looking East from SH 36.....	2-4
Figure 2.3 – Site 2 Picture 1 – Looking South from Fairgrounds Boulevard	2-4
Figure 2.4 – Site 2 Picture 2 – Fairgrounds Boulevard.....	2-5
Figure 2.5 – Site 3 – Frontage at SH 36.....	2-5
Figure 3.1 – Preliminary Site Layout.....	3-2
Table 1.1 – Travel Mode to Work in Large Fort Bend County Communities.....	1-6
Table 1.2 – Proposed SH 36 Park & Ride Facility Market Area Population for 2005	1-11
Table 1.3 – Proposed SH 36 Park & Ride Facility Market Area Population for 2010	1-12
Table 1.4 – Proposed SH 36 Park & Ride Facility Market Area Population for 2015	1-12
Table 1.5 – Proposed SH 36 Park & Ride Facility Market Area Population for 2020	1-13
Table 1.6 – Market Area Population Forecast	1-13
Table 1.7 – Current and Future Estimated Ridership.....	1-14
Table 1.8 – Summary of Demand Analysis	1-14
Table 2.1 – Alternative Sites Characteristics Summary.....	2-6
Table 2.2 – Site Evaluation Form	2-7
Table 2.3 – Site Evaluation Ranking	2-8
Table 4.1 – Travel Times AM and PM Peak from Park & Ride to Greenway Plaza.....	4-1
Table 4.2 – Travel Times AM and PM Peak from Park & Ride to The Galleria.....	4-2
Table 4.3 – Express Service to Greenway Plaza/Galleria Inbound AM Peak Period.....	4-3
Table 4.4 – Express Service to Greenway Plaza/Galleria Outbound PM Peak Period.....	4-3
Table 4.5 – Summary Daily/Annual Operating Hours for Express Service to Greenway/Galleria.....	4-3
Table 4.6 – Operating Statistics for Initial Demand	4-4
Table 4.7 – Express Service to Greenway Plaza/Galleria Inbound AM Peak Period at Buildout.....	4-4
Table 4.8 – Express Service to Greenway Plaza/Galleria Outbound PM Peak Period at Buildout.....	4-5
Table 4.9 – Summary Daily/Annual Operating Hrs. Express Service Greenway/Galleria at Buildout...	4-5
Table 4.10 – Operating Statistics at Buildout	4-5
Table 5.1 – Funding Overview	5-1
Table 5.2 – Five-Year SH 36 Park & Ride Operating Cost.....	5-3
Table 5.3 – Turnkey Operating Cost and Revenue Estimates for SH 36 Park & Ride Operations	5-3

ADVANCED PLANNING

1. Demand Analysis

FORT BEND COUNTY TRANSIT PLAN

Fort Bend County, Texas, located southwest of Houston, is comprised of approximately 562,560 acres. US 59 traverses the center of Fort Bend County from northeast to southwest, and US 90A crosses from east to west. State Highways (SH) 6 and 36 provide important north-south routes. Fort Bend County is among the fastest growing counties in the United States in terms of population and economics. The increase in congestion from this growth has created new intra-county and inter-county mobility challenges. In 2003, the Houston-Galveston Area Council (H-GAC), Texas Department of Transportation (TxDOT), Fort Bend County, and The Goodman Corporation (TGC) began development of a comprehensive transit plan for Fort Bend County.

During the planning process, existing transit services in Fort Bend County, such as TREK Express from Sugar Land to Houston, Fort Bend County Senior Citizens, Inc., and Texana MHMR Center were examined. Existing services have been provided in a fragmented manner through a variety of agencies and organizations. A review of the demographic profile also revealed that there are gaps between current transit services and community needs, including lack of adequate access to jobs and education facilities and lack of transit options for Fort Bend County commuters. The *Fort Bend County Transit Plan* presented alternatives to existing transit services coordination, as well as new services. Potential new services include the following:

- Countywide Demand-Response Services;
- Expanded Commute Services;
- Expanded Park & Ride Services and Facilities; and
- Local Circulator and Connector Services, where needed.

A new park & ride facility along SH 36, south of Rosenberg, is among the new services proposed in the *Fort Bend County Transit Plan*.

The Fort Bend County Commissioners Court approved the *Fort Bend County Transit Plan* unanimously in October 2004. Following adoption by the Commissioners Court, the *Plan* was presented to the Transportation Policy Council (TPC) of the Houston-Galveston Metropolitan Planning Organization (MPO) and approved by the TPC on January 28, 2005. Through approval at the MPO TPC level, the *Plan* was adopted into the Regional Transportation Plan.

Subsequently, Fort Bend County established its own public transportation department for public transportation administrative oversight, federal grant management, and reporting responsibilities. Necessary utilization of federal grants include the Federal Transit Administration's (FTA) Urbanized Program (Section 5307), Federal Rural Transit Funds (Section 5311), and Elderly and Handicapped Transportation Program (Section 5310). New transit services also could be funded through the Congestion Mitigation and Air Quality (CMAQ) Improvement Program for the first three years of service. Since the new park & ride facility along SH 36 is within the Houston

Urbanized Area, but is not currently within the Metropolitan Transit Authority of Harris County (METRO) service area. FTA Section 5307 or CMAQ funds can be used to fund this project (Figure 1.1).

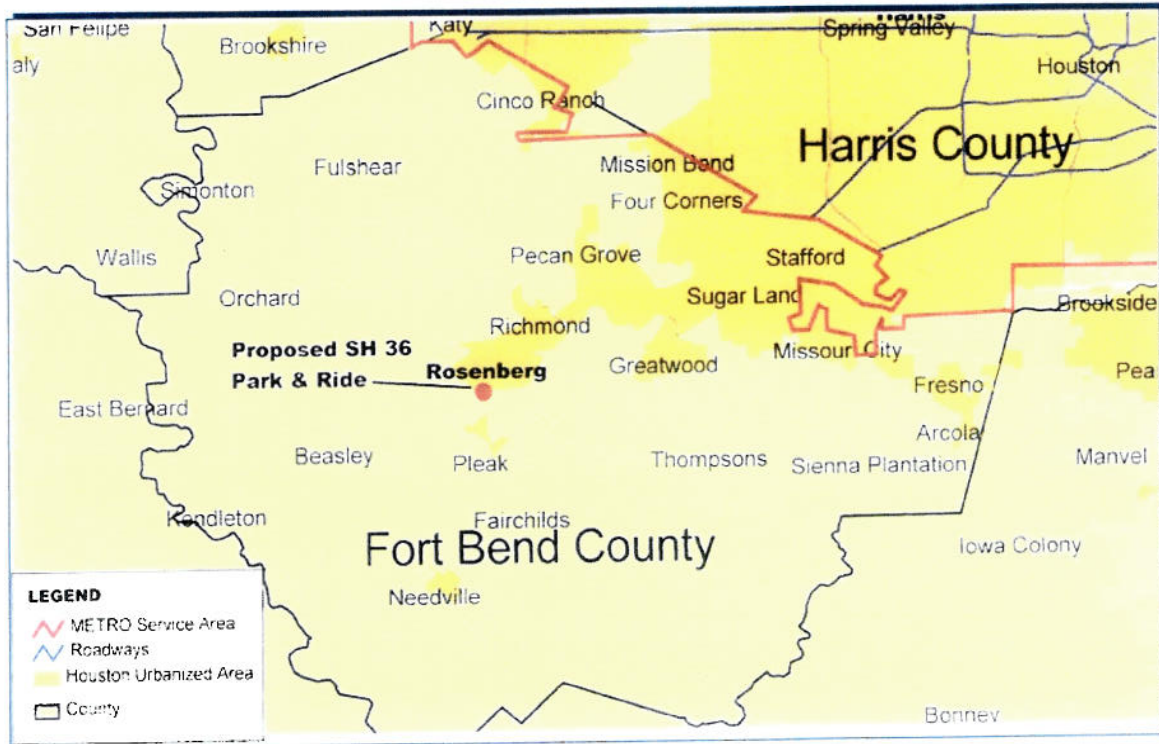


Figure 1.1 – Proposed Fort Bend County SH 36 Park & Ride within Houston Urbanized Area, but outside of METRO Service Area

BACKGROUND OF PROPOSED PROJECT

The Fort Bend County population increases daily with the construction of new homes and subdivisions. Fort Bend County's population in 2000 was 354,452¹. This total increased to 457,225 by 2005, a 29% increase. This is an average increase of 5.8% annually. Fort Bend County has a significant population of young adults in the college and working categories (58% between the ages of 19 and 59) (Figure 1.2). Many trips are made daily by people in that category to employment and education centers in the Houston Metropolitan area, comprising 20,163 daily trips according to U.S. Census 2000.

¹ U.S. Census 2000

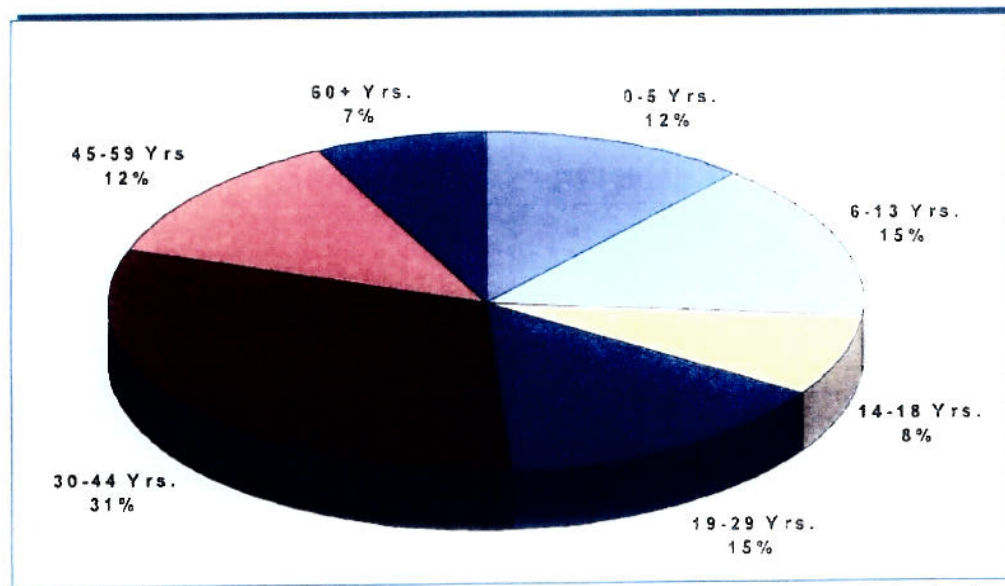


Figure 1.2 – Population by Age
Sources: H-GAC, Fort Bend County, US Census 1990

Existing transit services and facilities for Fort Bend County currently are provided through a mix of different providers, including the following:

- *TREK Express* – primarily work trips to major Harris County employment centers, including Uptown-Galleria and Greenway Plaza
- *METRO* – six park & ride locations adjacent to the eastern boundary of Fort Bend County, but within Harris County (Figure 1.3)
- *Fort Bend County Transit* – proposed SH 36 Park & Ride
- *Demand-Response Services* – in both rural and urban areas to support carpool, vanpool, and commuter bus services (Figure 1.4)
- *METRO Vanpool* – several vehicles that originate in Fort Bend County
- *METRO Lift* – paratransit trips in Missouri City and Katy
- *Health and Human Services* – in Fort Bend County
- *Private Transportation Services* – provided for Fort Bend County under contract by private companies

Among the transit services and facilities, park & ride services are designed to provide a centralized place to originate trips for transit services including rail, express bus services, and van pools. Park & ride facilities provided in suburban areas are typically located to be easily accessible to a large number of potential commuters. The size of the park & ride lot normally is determined by current and projected demand within the park & ride service area. Figures 1.3 and 1.4 indicate that most existing and planned park & ride facilities are located in southwest Harris County and the northeastern part of Fort Bend County, near the Fort Bend County/Harris County line, where the highest population density is located. There currently are no park & ride facilities in the southern and southwestern parts of Fort Bend County, where the most recent

growth has occurred. Although several METRO park & ride facilities are available in Harris County for Fort Bend County residents along the two major corridors into Houston, park & ride works best when located within five miles of residences. Therefore, park & ride facilities should be developed in Fort Bend County near the growing subdivisions. The *Fort Bend County Transit Plan* recommends several park & ride facilities within Fort Bend County where the most growth is occurring (Figure 1.4).

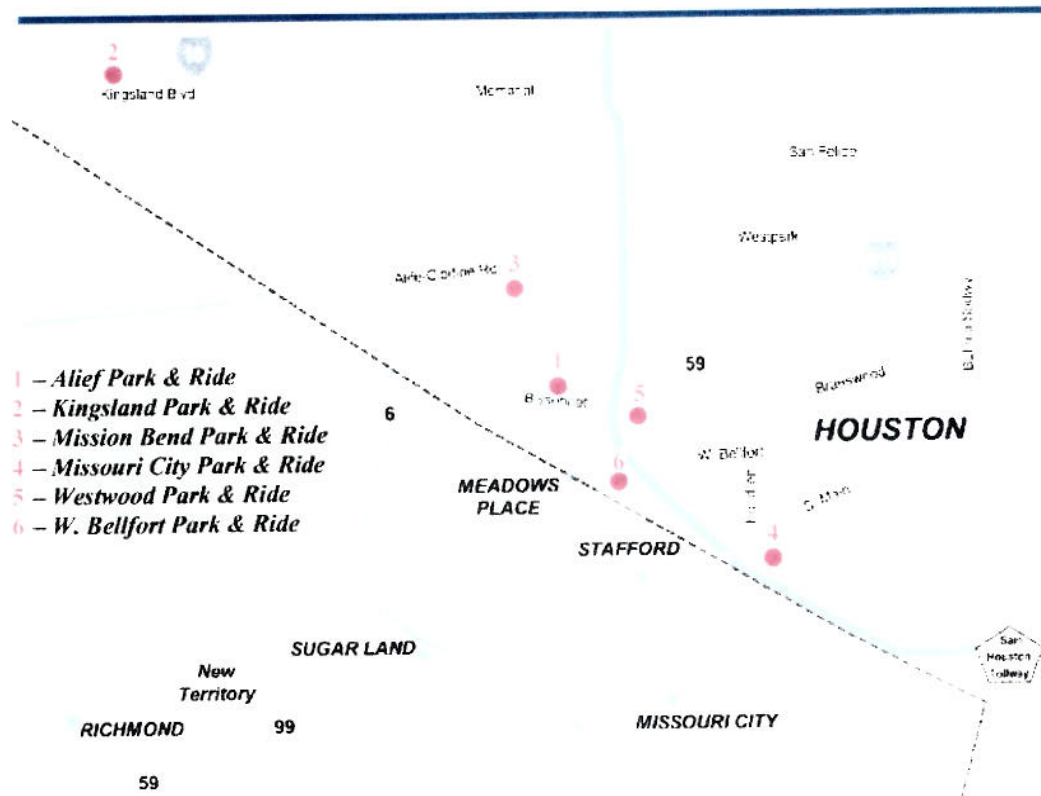


Figure 1.3 – METRO Park & Ride Lots Near Fort Bend County

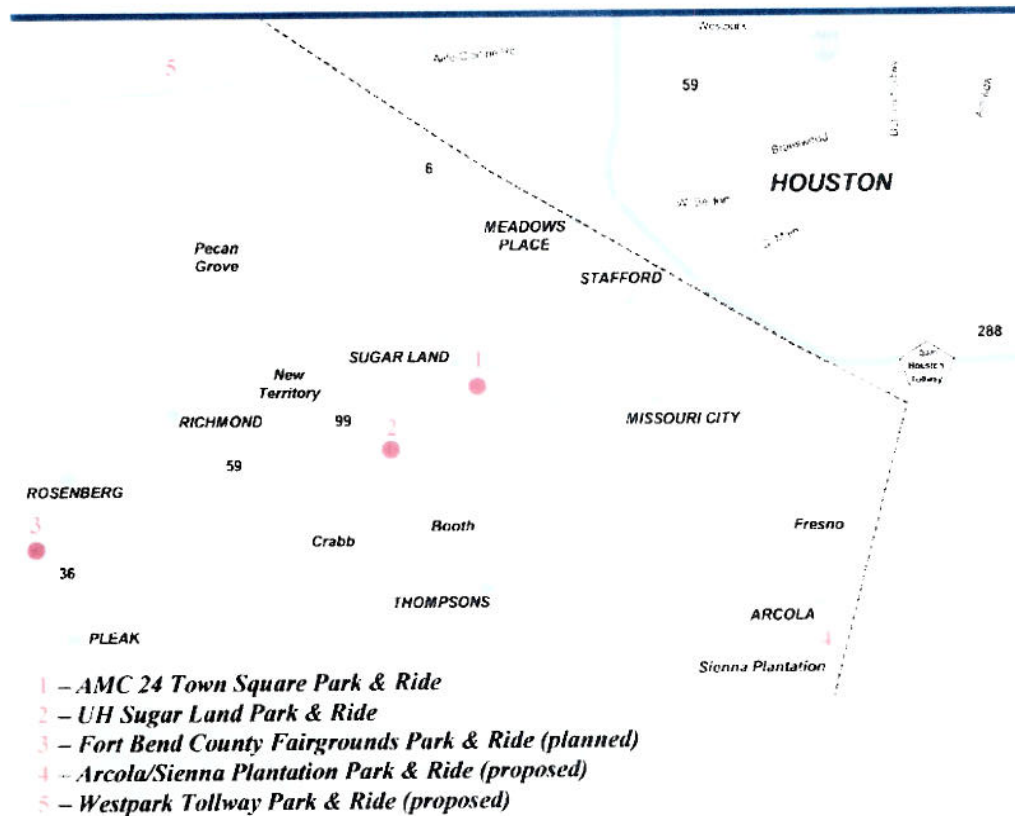


Figure 1.4 – Proposed Fort Bend County Park & Rides

Table 1.1 presents the results of an analysis of existing travel characteristics for different communities in Fort Bend County. Cinco Ranch has the highest percentage of transit usage among the planned communities shown, despite its high per capita and household incomes. Meadows Place, adjacent to Harris County, has the second-highest percentage. Richmond and Rosenberg show low transit use (less than 1%); however, these areas have the highest rate of carpool travel, 22.12% and 19.50%, respectively. Richmond/Rosenberg's low transit usage and high carpool percentage may be a function of limited transit alternatives in the area and a high percentage of persons without a vehicle.

Table 1.1 – Travel Mode to Work in Large Fort Bend County Communities

<i>City or Planned Community</i>	<i>Drive Alone</i>	<i>Carpool</i>	<i>Public Transit</i>	<i>Total Households</i>	<i>Percentages</i>		
					<i>Drive Alone</i>	<i>Carpool</i>	<i>Public Transit</i>
Cinco Ranch	4,482	486	228	4,998	89.68%	9.72%	4.56%
Katy	4,446	703	61	5,385	82.56%	13.05%	1.13%
Meadows Place	2,271	271	61	2,651	85.67%	10.22%	2.30%
Missouri City	22,196	3,019	446	26,500	83.76%	11.39%	1.68%
New Territory	4,848	573	106	5,763	84.12%	9.94%	1.84%
Richmond	3,140	975	17	4,408	71.23%	22.12%	0.39%
Rosenberg	7,739	1,998	53	10,246	75.53%	19.50%	0.52%
Stafford	6,701	1,097	157	8,193	81.79%	13.39%	1.92%
Sugar Land	25,723	2,841	440	30,510	84.31%	9.31%	1.44%
Total	81,546	11,963	1,569	98,654	82.66%	12.13%	1.59%

Source: U.S. Census 2000

Rapid population growth has occurred over the past ten years in the southern part of Fort Bend County. For example, Rosenberg experienced a 19.13 percent increase in population from 1990 to 2000. *Figure 1.5* is a population density map that indicates the southern part of Fort Bend County along SH 36 as having the highest population density as denoted by the darkest color area. This has created increased demand for park & ride services, especially in the area south of Rosenberg, along SH 36. The number of people who live in Fort Bend County and work/study in Houston area is increasing proportionally as well. Approximately 40 percent of workers living in the southern part of Fort Bend County must travel 30 minutes or more to work². Based on driving times, it is safe to assume that these commuters work in the Houston area. This high percentage is more than the Texas state average. The increased number of commuters has resulted in increased use of personal vehicles and vehicle-miles traveled (VMT) and, ultimately, increased level of traffic congestion on the roadways and increasingly worse air quality. Public transit-related services and facilities to Houston currently are not available from this part of Fort Bend County/Rosenberg. More transit services and facilities, such as park & ride facilities, are needed to meet increasing travel demand, provide alternative travel modes, help alleviate traffic congestion, and improve regional air quality. The *Fort Bend County Transit Plan (2005)*, created in conjunction with TxDOT, H-GAC, and Fort Bend County, identified a new park & ride facility along SH 36, south of Rosenberg.

² U.S. Census 2000

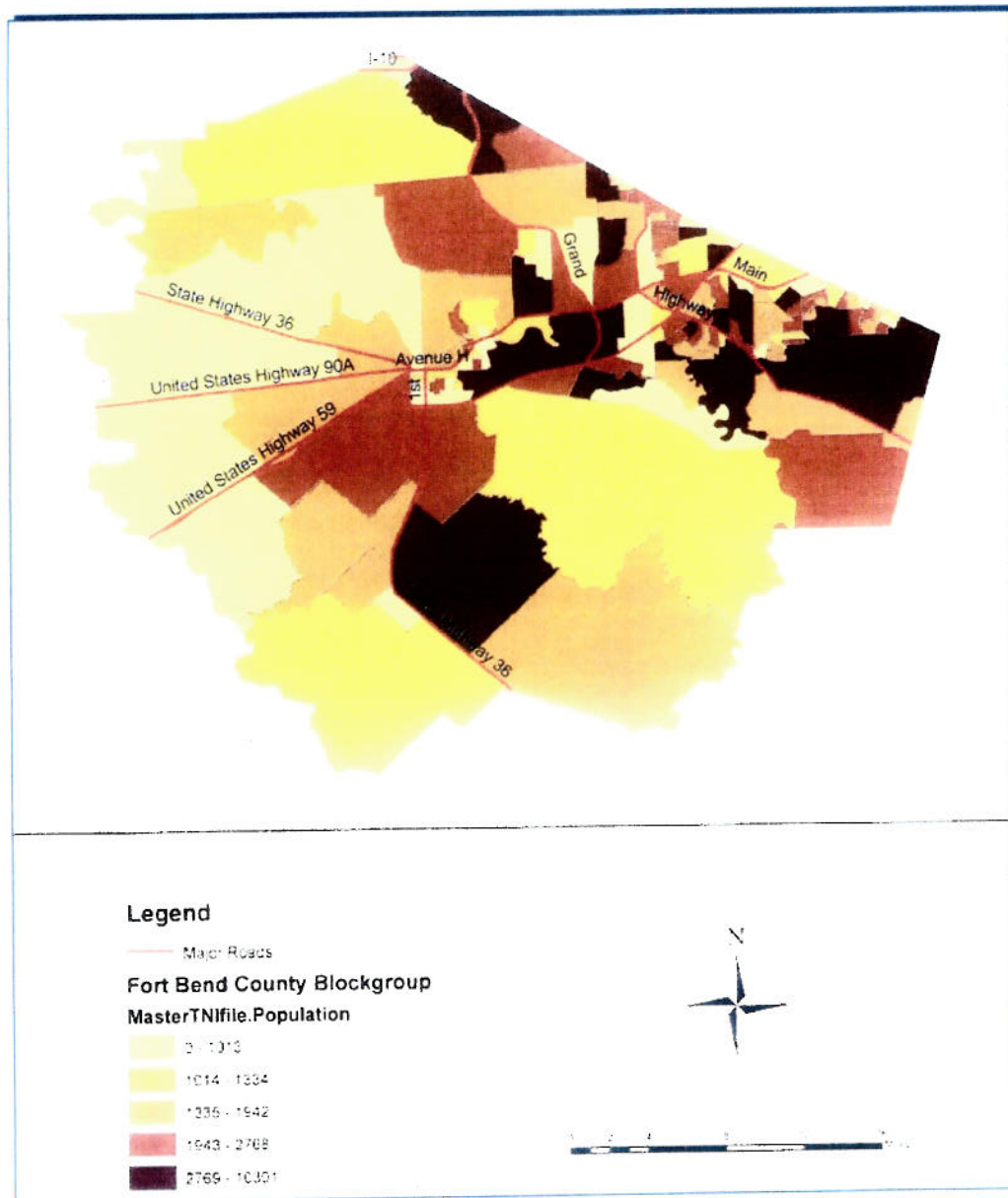


Figure 1.5 – Fort Bend County Population Density Distribution

STUDY AREA AND LOCATION OF PROPOSED PROJECT

Based on the growth pattern and increased transit demand of Fort Bend County, the planned site for the proposed SH 36 Park & Ride facility is near Rosenberg. The park & ride facility would be built by Fort Bend Transit, with assistance from FTA. *Figure 1.6* shows the vicinity of the proposed project.

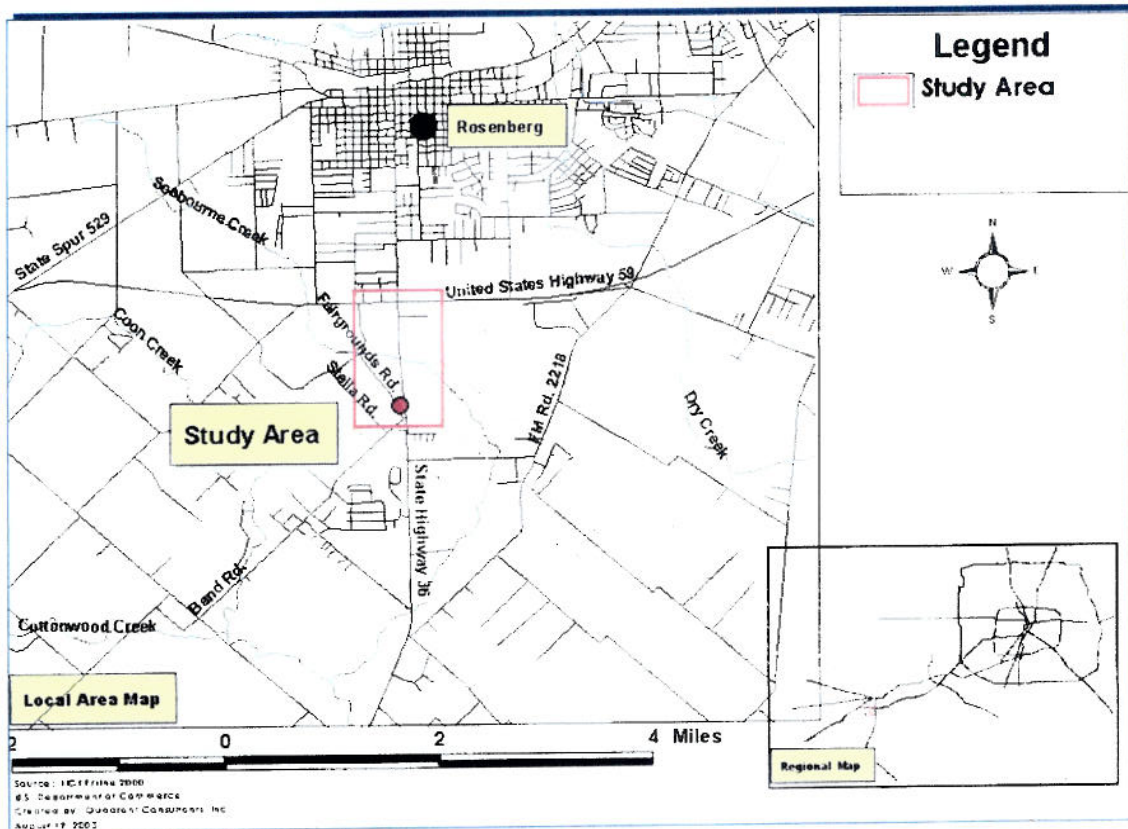


Figure 1.6 – Project Study Area

A demand analysis is the first step when planning a new park & ride facility. The results of a demand analysis will determine the size of a proposed park & ride and will provide an estimate of the utilization of the park & ride facility. The following section presents a demand analysis for the proposed SH 36 Park & Ride facility using an adaptation of the methodology suggested by the *Guidelines for Planning, Designing and Operating Park-and-Ride Lots in Texas*, a cooperative research report by the Texas Transportation Institute (TTI), the Federal Highway Administration (FHWA), and FTA.

DEMAND ANALYSIS

Park & ride lots draw their demand from a rather well-defined watershed or market area. This watershed is generally *parabolic* in shape with a vertex of 0.5 to 1.0 mile downstream of the lot, an axis of 5 to 7 miles following the major artery upstream of the lot, and with a chord of 6 to 8 miles (Figure 1.7). This area may be adjusted slightly to reflect physical barriers and specific access considerations.

Once the market area population has been established, that figure can be used to calculate an estimate of park & ride lot utilization.

Demand for the proposed SH 36 Park & Ride facility can be estimated from the market area population multiplied by a park & ride utilization rate. The park & ride utilization rate can be obtained by evaluating the percentage of the total population living in the park & ride market area that is represented by actual ridership at an existing park & ride facility (i.e., $\text{ridership} / \text{market area population} = \text{percentage}$). The existing park & ride facility must share similar characteristics with the proposed park & ride facility, such as the same general vicinity or use of similar roadway facilities, such as high-occupancy vehicle (HOV) lanes.

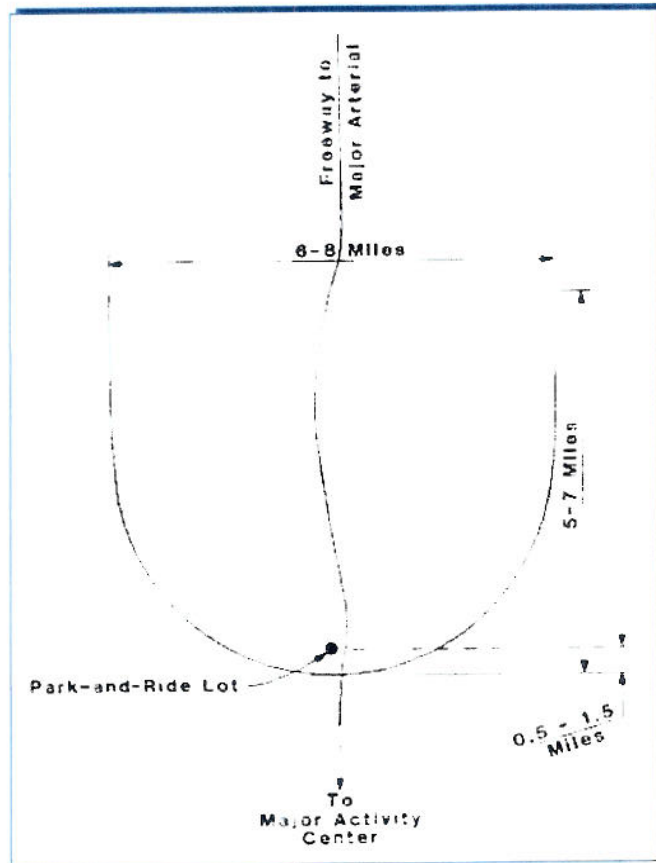


Figure 1.7 – General Shape of Typical Park & Ride Market Area for Dallas, Garland, Houston Lots

Methodology

The methodology for estimating ridership for the proposed SH 36 Park & Ride facility utilizes market area population and the park & ride utilization rate from existing park & ride facilities in the Houston area.

Step 1 – Market Area TAZ Coverage

The residential population is estimated using an overlay of Market Area boundary for the proposed SH 36 Park & Ride facility on H-GAC's Traffic Analysis Zone (TAZ) map. Following the measurements of the general shape of a park & ride lot capture area, the proposed SH 36 Park & Ride facility market area is *parabolic* in shape with a vertex of 1.5 mile downstream of the lot, an axis of seven miles following SH 36 upstream of the facility, and with a chord of eight miles. Since there is dense population along US 59, the major highway connecting Fort Bend County with Houston's Metropolitan area, the parabola is adjusted/expanded to overlap both US 59 and SH 36 as major arteries and include areas approximately one mile north of US 59 (Figure 1.8).

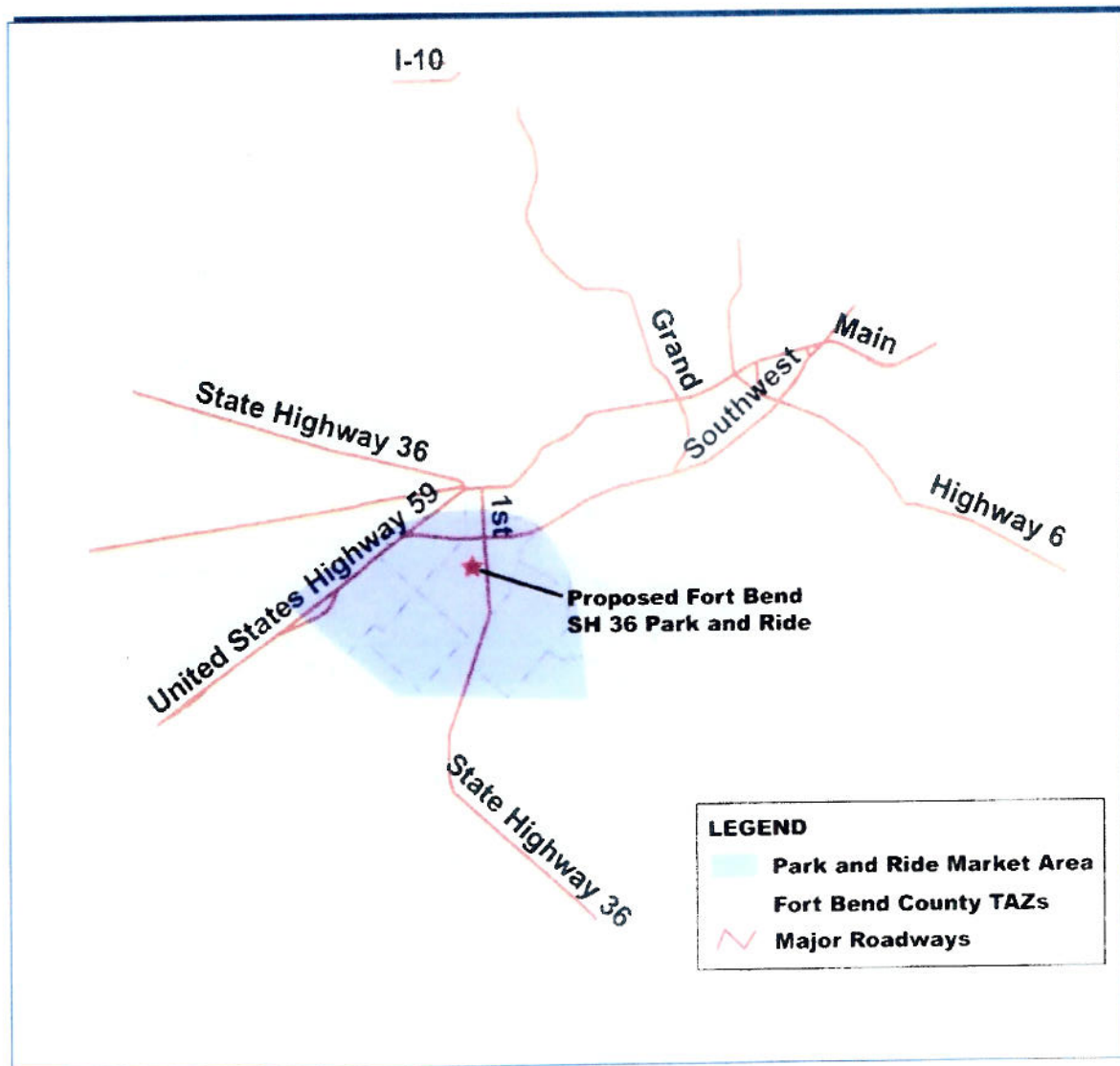


Figure 1.8 – Proposed SH 36 Park & Ride Market Area

Step 2 – Market Area Population

Step 2 involves calculating the current and future Market Area Population for the proposed SH 36 Park & Ride facility using **H-GAC population forecasts by Traffic Analysis Zone (TAZ)**. H-GAC forecasts and maintains population growth from 2005 to 2035 for the eight-county area, including Fort Bend County, for its regional mobility planning and growth management purposes. Small TAZ are used to represent small homogenous areas that can be tracked over time.

To calculate current and future market area population for the proposed park & ride facility, population for each TAZ included in the parabolic boundary representing market area was added together. The resulting number constitutes the market area population for 2005, 2010, 2015, and 2020 for the purposes of this project (*Tables 1.2 to 1.5*). Wherever a TAZ is not wholly contained within the market area, the percentage that is in the market area was included in the population calculation. TAZ boundaries are shown in *Figure 1.7*.

Table 1.2 – Proposed SH 36 Park & Ride Facility Market Area Population for 2005

TAZ	Total Population	Percentage Included (%)	Included Population
2271	655	100	655
2272	1,613	100	1,613
2273	2,097	50	1,049
2275	111	20	22
2278	633	100	633
2286	1,958	67	1,312
2287	1,793	50	897
2290	211	25	53
2291	1,681	33	555
2292	423	100	423
2293	548	75	411
2294	746	100	746
2295	2,239	100	2,239
2303	2,086	40	834
2308	917	30	275
2309	1,738	30	521
2005 Total			12,237

Table 1.3 – Proposed SH 36 Park & Ride Facility Market Area Population for 2010

TAZ	Total Population	Percentage Included (%)	Included Population
2271	2,010	100	2,010
2272	2,819	100	2,819
2273	9,967	50	4,984
2275	705	20	141
2278	672	100	672
2286	2,322	67	1,556
2287	1,955	50	978
2290	215	25	54
2291	1,751	33	578
2292	497	100	497
2293	581	75	436
2294	744	100	744
2295	2,862	100	2,862
2303	2,148	40	859
2308	944	30	283
2309	1,776	30	533
2010 Total			20,004

Table 1.4 – Proposed SH 36 Park & Ride Facility Market Area Population for 2015

TAZ	Total Population	Percentage Included (%)	Included Population
2271	2,019	100	2,019
2272	3,978	100	3,978
2273	11,280	50	5,640
2275	1,007	20	201
2278	1,129	100	1,129
2286	2,330	67	1,561
2287	1,950	50	975
2290	225	25	56
2291	1,982	33	654
2292	507	100	507
2293	593	75	445
2294	827	100	827
2295	3,463	100	3,463
2303	2,659	40	1,064
2308	1,135	30	341
2309	1,794	30	538
2015 Total			23,398

Table 1.5 – Proposed SH 36 Park & Ride Facility Market Area Population for 2020			
TAZ	Total Population	Percentage Included (%)	Included Population
2271	2,304	100	2,304
2272	4,694	100	4,694
2273	11,262	50	5,631
2275	1,923	20	385
2278	8,263	100	8,263
2286	2,359	67	1,581
2287	2,110	50	1,055
2290	254	25	64
2291	2,376	33	784
2292	697	100	697
2293	1,117	75	838
2294	852	100	852
2295	4,034	100	4,034
2303	2,953	40	1,181
2308	1,294	30	388
2309	1,990	30	597
2020 Total			33,347

The market area populations shown in *Tables 1.2 to 1.5* are summarized as follows:

Table 1.6 – Market Area Population Forecast				
Year	2005	2010	2015	2020
Market Area Population	12,237	20,004	23,398	33,347
Five-Year Percentage Increase		63%	17%	43%

Step 3 – Estimate Ridership

Park & ride utilization data from the exiting Kuykendahl Park & Ride facility can be applied to estimate the ridership for the proposed SH 36 Park & Ride facility because the Kuykendahl Park & Ride facility is well-established and utilizes an HOV lane to bypass freeway congestion.

The average utilization rate of the Kuykendahl Park & Ride facility is 2.1 percent. This percentage can be applied to estimate proposed park & ride facility ridership, as presented in *Table 1.7*.

Table 1.7 – Current and Future Estimated Ridership for Proposed SH 36 Park & Ride Facility

<i>Year</i>	<i>2005</i>	<i>2010</i>	<i>2015</i>	<i>2020</i>
Market Area Population	12,237	20,004	23,398	33,347
Estimated Ridership	257	420	491	700

RECOMMENDATIONS

The demand analysis estimates the daily transit demand for the proposed park & ride facility at 257 in 2005, with growth to 700 by 2020. A summary of the demand analysis is presented in *Table 1.8*.

Table 1.8 – Summary of Demand Analysis

<i>Type of Demand</i>	<i>2005</i>	<i>2010</i>	<i>2015</i>	<i>2020</i>
Ridership	257	420	491	700
Parking Spaces (1.2 passenger per car*)	214	350	409	583
*H-GAC				

The recommendation derived from the demand analysis is to build approximately 350 to 400 parking spaces for the proposed SH 36 Park & Ride facility. Bus service would begin with sufficient capacity to serve 200 parked cars to accommodate the initial demand and would accommodate growth.

ADVANCED PLANNING

2. Site Selection Analysis

The proposed Fort Bend County SH 36 Park & Ride facility will be used by Fort Bend County's future express commute service to destinations such as downtown Houston, Texas Medical Center, Greenway Plaza, and The Galleria area, including vanpools, carpools, TREK Express, and other planned commuter services. Three sites were evaluated against a set of criteria to determine the best location to provide an accessible, attractive, convenient, visible, and cost-effective park & ride facility for the Rosenberg/Fort Bend area. The selected site must accommodate approximately 350-400 parking spaces based on the demand analysis presented in Chapter 1.

The criteria were developed using the following considerations:

- Site Selection Factors:
 - estimated acquisition cost
 - current ownership
 - relocation costs
 - size
 - visibility
 - perceived environmental problems
 - historic issues
 - adjacent residences
 - proximity to key destinations
 - proximity to bus routes/services
 - parking availability
 - bus route modification issues
 - existing site land use
 - surrounding land uses
 - existing zoning
 - ability to expand
 - other special local conditions
- Quality of Vehicular Access: requires that the facility is planned in careful consideration of existing and future traffic on nearby streets.
- Ability to Stimulate and Support Other Community and Economic Development Initiatives: properly sited, the park & ride facility's potential to stimulate and enhance the effects of other complementary development efforts.

Based on the demand analysis for parking spaces and facility requirements assessment, the site must have a minimum of ten acres.

METHODOLOGY

The methodology used in the site selection analysis required the following elements:

- Development of site requirements
- Development of evaluation criteria
- Collection of ownership, user, and other data
- Evaluation of each site against the criteria
- Recommendations

A list of essential site requirements that meet minimum day-to-day operating functions of the facility was developed through field research and input from Fort Bend County. A set of evaluation criteria then was developed based on the site requirements. An evaluation form was designed to score the evaluation factors on a scale of one to five. Sites were given a numerical score evaluated against each factor. The scores were tabulated to yield a composite ranking for each potential site. The preferred site with the highest ranking will be selected.

The proposed SH 36 Park & Ride lot should accommodate at least a 369-space parking area with a bus waiting area. A minimum ten-acre site should meet the requirement.

SITE ANALYSIS

The following set of evaluation criteria was developed before examining each site in detail to identify the quality of the site to serve as a park & ride facility:

- **Size** – A minimum of ten acres is required for the operation of the park & ride facility.
- **Location** – Proximity of the site to the origins of the demand and/or destinations.
- **Access** – Good ingress and egress from the major thoroughfares in the Rosenberg area.
- **Acquisition Cost** – Acquisition of land by purchase.
- **Environmental Considerations** – Obvious environmental problems, such as chemical spills or other issues, requiring cleanup or containment of contamination on site or on adjacent property that is not compatible with a park & ride facility.
- **Site Expansion Potential** – Ability to expand the site to accommodate a larger facility, parking, and other amenities, if necessary.
- **Traffic impacts** – A new park & ride service would generate additional traffic; however, impacts on surrounding uses are expected to be minimal.
- **Visibility** – A preferred site should allow commuters to easily identify the facility visually from major roads and other important locations.
- **Flooding** – Is the site within a 100-year flood plain or other area subject to flooding? Is storm water drainage adequate to handle the requirements of the proposed park & ride facility?
- **Conflict with Residential Land Use** – Refers to the negative consequences that can occur from placing a park & ride facility within or near a residential area.

- **Utilities Availability** – Refers to the site’s accessibility to city utilities, such as water and electricity, necessary for the operation of the park & ride facility.
- **Historical Conflicts** – Refers to the fact that the site usage and requirements may be limited by being located within an historic zone or near specific historic properties.
- **Single or Multiple Ownership** – Factor that weighs the relative ease in acquiring the property from a single owner versus several owners of smaller parcels or other complex ownership arrangements.
- **Parklands** – Refers to whether or not the site is part of or adjacent to a designated parkland.
- **Agricultural** – Subject to Farmland Protection Policy Act requirements.
- **Special Conditions** – Refers to the existence of any other special conditions or deed restrictions that are required since these conditions could hinder the proposed development or add to development costs.

Three sites were identified through site visits to the Fort Bend County SH 36 and US 59 area. *Figure 2.1* shows the location of these three sites.



Figure 2.1 – Location of Three Fort Bend County Sites Identified South of Rosenberg along SH 36

The following section describes each site in detail. There are some common characteristics with all of the three sites, such as they are all vacant and they are all within the Houston Urbanized Area.

Site 1 is 11.45 acres located on the eastside of SH 36 south of US 59, in front of the National Guard Armory. This site is divided into north and south tracks by Wehring Drive that leads to the National Guard Armory. The north track is rectangle in shape and approximately 5.258 acres; the south track is the same shape and approximately 5.198 acres. The land is vacant with trees and is agriculture exempt. While the two tracks are privately owned, Wehring Drive is owned by City of Rosenberg. Lowe's store is on the north side of the site. The City of Rosenberg Park is on the south side of the site. In the park, the building immediately adjacent to the site is the Fort Bend County Community Center. There are no perceived environmental problems.



Figure 2.2 – Site 1 – Looking East from SH 36 where Wehring Drive divides site into two tracks

Site 2 is located on the west side of SH 36 south of US 59 and north of the Fort Bend County Exposition Center and Fairgrounds. Fort Bend County owns the property. The site is triangular in shape and is approximately 10.337 acres. The site is vacant and coded as exempt property (Figure 2.3). The land north of the site is vacant. Fairgrounds Boulevard is a new road built by Fort Bend County, which forms the north boundary of the site. This new boulevard is two lanes in each direction, with a wide median (Figure 2.4). The road has direct access to both the US 59 feeder on the north side and SH 36 on the east side. There are no perceived environmental problems.



Figure 2.3 – Site 2 (Picture 1) – Looking South from Fairgrounds Boulevard with Fort Bend County Exposition Center and Fairgrounds in background



Figure 2.4 – Site 2 (Picture 2) – Fairgrounds Boulevard with two lanes in each direction, designated left-turn and right-turn lanes

Site 3 is located on the east side of SH 36 north of US 59. The site is 16 acres with the majority of the SH 36 frontage access leased to Clayton Homes, a local Movable Homes Sales Center. The leased portion is three acres and the remainder of the site is 13 acres (*Figure 2.5*). The site is vacant and agriculture exempt. Part of the site is heavily wooded. The property is owned by Danziger Investments. Clayton Homes pays the owner \$5,600 a month for the lease. The land north of the site is vacant. There are residential uses east of the site. Land use south of the site is West Gethsemane Garden Cemetery. Kwik Kar Lube and Wash is across the street (SH 36) from the site.



Figure 2.5 – Site 3 – Frontage at SH 36 with Clayton Homes on left

The site characteristics are summarized in *Table 2.1*.

Table 2.1 – Alternative Sites Characteristics Summary

	Site 1	Site 2	Site 3
Market Value	\$961,470	\$0*	\$180,560
Total Acreage	10.456	10.337	15.073
Cost/Acre	\$91,953.9	\$0	\$11,979
Location	East of SH 36, South of US 59	West of SH 36, South of US 59	East of SH 36, North of US 59
Existing Land Use	Vacant, Agriculture	Vacant, Exempt	Vacant, Agriculture
Surrounding Land Use North	Commercial	Vacant	Vacant
Surrounding Land Use East	National Guard Armory	Vacant	Residential
Surrounding Land Use South	Park	Fort Bend County Exposition Center and Fairgrounds	Cemetery
Surrounding Land Use West	Fort Bend County Exposition Center and Fairgrounds	Fort Bend County Exposition Center and Fairgrounds	Commercial
Property Ownership	Allen Suzanne G. et al	Fort Bend County	Danziger Investment Company, Inc.
Property Owner Address	P.O. Box 822, Brookshire, TX 77423	500 Liberty St., #101, Richmond, TX 77469	924 3 rd St. Rosenberg, TX 77471
<i>*Fort Bend County already owns this property. Value to be established by appraisal, if selected.</i>			

SITE EVALUATION

In order to rank the three sites and select a preferred site, a site evaluation form was designed based on the criteria developed above as shown in *Table 2.2*.

Table 2.2 – [Example] Site Evaluation Form					
CRITERIA RATING:	UNSATISFACTORY 1-2-3-4-5- SATISFACTORY				
Size	1	2	3	4	5
Location	1	2	3	4	5
Access	1	2	3	4	5
Acquisition Cost	1	2	3	4	5
Environmental Considerations	1	2	3	4	5
Site Expansion Potential	1	2	3	4	5
Traffic Impacts	1	2	3	4	5
Visibility	1	2	3	4	5
Flooding	1	2	3	4	5
Conflict with Residential Land Use	1	2	3	4	5
Utilities Availability	1	2	3	4	5
Historical Conflicts	1	2	3	4	5
Multiple or Single Ownership	1	2	3	4	5
Parklands	1	2	3	4	5
Agricultural	1	2	3	4	5
Special Conditions	1	2	3	4	5

Each site was evaluated against each criterion and given a score, with **5** being the most satisfactory and **1** being the least satisfactory. The scores were summarized to obtain a composite ranking for each potential site. The site with the highest ranking will be selected as the preferred site. *Table 2.3* shows the ranking of each site.

Table 2.3 – Site Evaluation Ranking			
	Site 1	Site 2	Site 3
Size	5	5	5
Location	4	5	4
Access	3	5	2
Acquisition Cost	1	5	3
Environmental Considerations	5	5	4
Site Expansion Potential	5	5	5
Traffic Impacts	3	5	4
Visibility	4	5	2
Flooding	3	3	5
Conflict with Residential Land Use	5	5	2
Utilities Availability	5	5	5
Historical Conflicts	5	5	5
Multiple or Single Ownership	5	5	5
Parklands	3	5	5
Agricultural	4	5	4
Special Conditions	5	5	5
Summary Ranking	65	78	65

RECOMMENDATION

Site 2 received the highest ranking and, therefore, is recommended as the preferred site. Site 2 already is owned by Fort Bend County. It is large enough to meet the current demand for the park & ride, future expansion, and a bus operation. It has two direct access points: SH 36 and US 59. One access point is the newly built Fairgrounds Boulevard. It is a two-way divided roadway with a wide median. A Traffic Signal Warrant Analysis (TSWA) was conducted by Traffic Engineers, Inc., to study the future needs of a traffic signal at the intersection of Fairgrounds Boulevard and SH 36. If the traffic signal were to be installed, it would make it easier for the park & ride operation. This will be done separately by Fort Bend County and the Texas Department of Transportation (TxDOT). The site is vacant with no structures and no trees so it gives full flexibility for the construction of the parking spaces. The site has good visibility being adjacent to the Fort Bend County Exposition Center and Fairgrounds. Additionally, there is other adjacent County-owned land that could easily accommodate expansion should demand needs continue to grow beyond the initial 369 spaces.