

# **Title VI Program and Compliance Report**

## **Public Transportation Department Fort Bend County, Texas**

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Revised March 2010  
Revised March 2013  
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Revised March 2019*

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**Draft  
Submitted for approval by  
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Prepared by Fort Bend County Public Transportation Department with data research assistance  
by Texas A&M Transportation Institute

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## **DISCLAIMER**

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

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## INTRODUCTION

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

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

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

The Fort Bend County Public Transportation Department is a recipient of federal funds from the FTA and must follow the guidance included in FTA Circular 4702.1B. This report serves two purposes:

- 1) to provide an assessment of current compliance by Fort Bend County with the requirements of Title VI pursuant to FTA Circular 4702.1B; and
- 2) to establish procedures for future Title VI compliance.

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

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

- **Section 3** discusses the sources and types of data used in assessing compliance with Title VI. Maps illustrating the outcomes of the assessment are also presented.
- **Section 4** looks more specifically at what languages other than English are spoken at home by Fort Bend County residents and 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 4702.1B program-specific guidance for recipients that provide transit service in a large urban area.

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

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## **SECTION 1. FTA GUIDANCE AND INSTRUCTIONS**

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

### **OBJECTIVES**

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

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

### **GENERAL REQUIREMENTS**

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

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

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

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

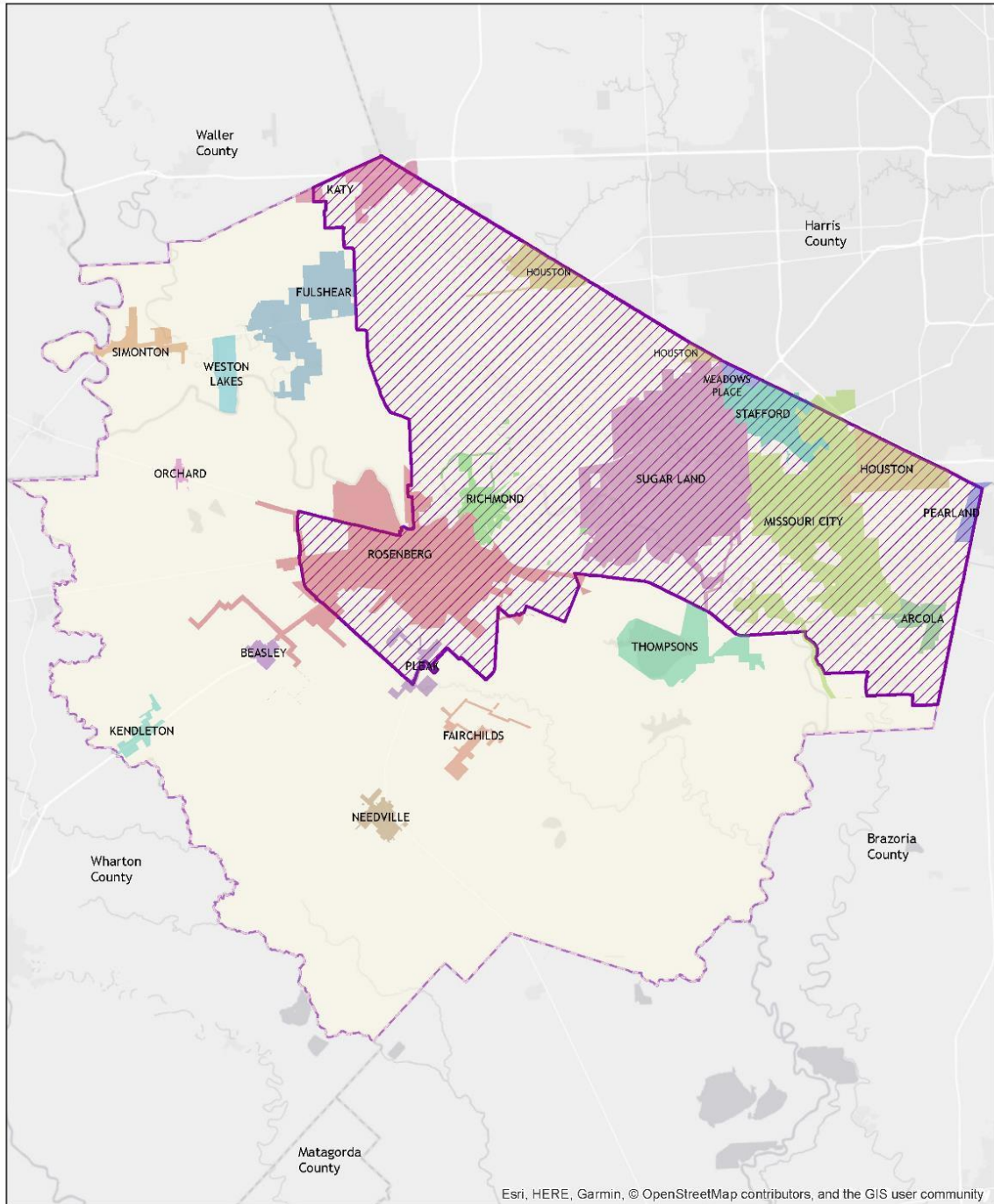
- Procedures for tracking and investigating Title VI complaints;
- List of any Title VI investigations, complaints, or lawsuits;
- Summary of public outreach and involvement activities and steps undertaken to ensure that minority and low-income people have meaningful access to these activities; and
-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

## **SPECIFIC REQUIREMENTS FOR LARGE URBANIZED AREAS**

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

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



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



Engineering GIS  
January 2019

### Houston Urbanized Area

**Legend**

-  County Limits
-  Houston Urbanized Area



0 4 8 Miles

**LEGAL DISCLAIMER**

This Geographic Information Systems (GIS) Data is a public resource of general information. The information contained was generated from GIS data maintained by Fort Bend County and different sources and agencies. The County of Fort Bend makes no warranty, representation, or guarantee as to the content, sequence, accuracy, timeliness, or completeness of any of the spatial data or database information provided herein. The County of Fort Bend shall assume no liability for any errors, omissions, or inaccuracies in the information provided, regardless of how caused, or any decision made or action taken or not taken by any person relying on any information or data furnished herein. If any errors are detected, please contact the GIS Division of Fort Bend County Engineering as those errors may be corrected.

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

## **REQUIREMENTS FOR CONSTRUCTION PROJECTS**

Recipients of Federal Transit Administration financial assistance are required to conduct a Title VI equity analysis during the planning phase of all construction projects (i.e. vehicle storage, operations and maintenance) and during the analysis required by the National Environmental Policy Act analysis. Since Fort Bend County Public Transportation's last Title VI update (March 2016) Fort Bend County initiated construction on an operations and maintenance (O&M) facility. Appendix A presents this facility's Advanced Planning Report including Title VI relevant considerations.

### **National Environmental Protection Act Background**

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

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

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.

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## SECTION 2. OVERVIEW OF FORT BEND COUNTY

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

### POPULATION DEMOGRAPHICS IN FORT BEND COUNTY

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

#### Population Growth

The population of Fort Bend County has grown significantly since 1990, as shown in Table 1. The county’s population in 2017, according to the American Communities Survey (ACS) 5-year estimate, was 711,421—12 percent greater than the 2014 ACS 5-year estimate as presented in the previous Fort Bend County Title VI Program Update. The Houston-Galveston Area Council (H-GAC) estimates that Fort Bend County’s population will continue to grow, adding just over 200,000 people by the year 2025. The growth from 1990 to 2017 represents a 216 percent increase and the growth from 1990 to 2025, assuming the H-GAC forecast is realized, represents a 305 percent increase.

**Table 1. Population in Fort Bend County.**

Year	Population	Percent Growth
1990 <sup>A</sup>	225,421	-
2000 <sup>A</sup>	354,452	57%
2010 <sup>A</sup>	585,375	65%
2014 <sup>B</sup>	632,946	8%
2017 <sup>C</sup>	711,421	12%
2020 <sup>D</sup>	821,169	15%
2025 <sup>D</sup>	912,572	11%

Sources:

<sup>A</sup> U.S. Census

<sup>B</sup> 2014 American Communities Survey (ACS) 5-Year Estimates

<sup>C</sup> 2017 American Communities Survey (ACS) 5-Year Estimates

<sup>D</sup> H-GAC Regional Growth Forecast (published in 2017)

#### Urban and Rural Fort Bend County

Most of the population of Fort Bend County falls within the Houston urbanized area. In 2010, the Fort Bend County population was 585,375 and 547,198 or 93.5 percent was in the urbanized area. The remaining population 38,177 or 6.5 percent was in rural Fort Bend County. According to 2017 ACS estimates, 689,175 residents (96.8 percent) of Fort Bend County reside within the Houston urbanized area.

According to the U.S. Census Bureau, the county has a total area of 861.5 square miles. The average population density was 679.5 persons per square mile as of the 2010 Census and approximately 826 persons per square mile in 2017, according to the 2017 ACS 5-Year estimates. Rural areas of the county average approximately 65 persons per square mile. Geographically, large portions of the county are rural; however, cities are growing rapidly.

## Diversity

Fort Bend County is diverse as reflected in racial and ethnic population demographics. Table 2 identifies the population in Fort Bend County by race and ethnicity. The data for 2010 are based on the U.S. Census decennial survey. The data for 2017 are from the U.S. Census American Community Survey (ACS) 5-Year Estimates for 2017. 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. With the exception of the “Native Hawaiian or Other Pacific Islander alone” category, every racial or ethnic group identified by the U.S. Census in Fort Bend County has grown since the 2010 decennial census.

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

<i>Race and Ethnic Group</i>	<i>2010</i>		<i>2017</i>	
	<i>Population</i>	<i>Percent</i>	<i>Population</i>	<i>Percent</i>
Total Population	585,375		711,421	
Hispanic or Latino	138,967	23.74%	171,949	24.17%
Not Hispanic or Latino	446,408	76.26%	539,472	75.83%
White alone	211,680	36.16%	244,432	34.36%
Black or African American alone	123,267	21.06%	143,866	20.22%
Asian alone	98,762	16.87%	136,748	19.22%
Two or more races, not Hispanic or Latino	10,025	1.71%	11,867	1.67%
American Indian and Alaska Native alone	1,159	0.20%	1,351	0.19%
Some Other Race alone	1,341	0.23%	1,091	0.15%
Native Hawaiian and Other Pacific Islander alone	174	0.03%	117	0.02%

*Source: 2010 U.S. Census, 2017 ACS 5-Year Estimate*

## Incorporated Cities

Seventeen incorporated cities fall within the boundaries of Fort Bend County.<sup>1</sup> Table 3 identifies the cities and presents the population and growth from 2010 to 2017. The remaining population in Fort Bend County resides in unincorporated areas of the county or in the small segments of the City of Houston that exist within Fort Bend County.

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<sup>1</sup> A small portion of the City of Houston falls within Fort Bend County, however this data is not included in Table 3.

**Table 3. Incorporated Cities in Fort Bend County.**

<b>City</b>	<b>2010 Population</b>	<b>2017 Population</b>	<b>Percent Growth</b>
Arcola	1,642	2,719	66%
Beasley	641	667	4%
Fairchilds	763	888	16%
Fulshear	1,134	6,203	447%
Katy <sup>A</sup>	14,102	17,265	22%
Kendleton	380	396	4%
Meadows Place	4,660	4,685	1%
Missouri City <sup>B</sup>	67,358	72,688	8%
Needville	2,823	3,048	8%
Orchard	352	348	-1%
Pearland <sup>C</sup>	91,252	113,693	25%
Pleak	1,044	1,395	34%
Richmond	11,679	12,063	3%
Rosenberg	30,618	35,867	17%
Simonton	814	719	-12%
Stafford	17,693	18,092	2%
Sugar Land	78,817	86,886	10%

*Source: 2010 U.S. Census, 2017 ACS 5-Year Estimate*

<sup>A</sup> Katy is incorporated in Harris County, with portions in Fort Bend County and Waller County.

<sup>B</sup> Missouri City is incorporated in Fort Bend County, with portions in Harris County.

<sup>C</sup> Pearland is incorporated in Brazoria County, with portions in Fort Bend and Harris County.

## **Poverty**

Under the federal guidelines for environmental justice, low-income population means a person whose median household income is at or below the poverty guidelines. In 2010, according to the ACS 5-year Estimate, about 12,000 households in Fort Bend County (7.2 percent of the total population) were living below the poverty level. The poverty level in Fort Bend County is below the state of Texas (14.67 percent) and Harris County (14.90 percent). In 2017, 7.38 percent of Fort Bend County households (about 16,400) were living below the poverty level, according to the 2017 ACS 5-year estimate.

## **Older Adults and Persons with a Disability**

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

Approximately 7.3 percent of all persons residing in Fort Bend County in 2010 were 65 years of age or older. According to the 2017 ACS 5-Year Estimate, approximately 9.7 percent of Fort Bend County's population is 65 years of age or older. This compares with the senior population for the state of Texas at approximately 11.7 percent and Harris County at approximately 9.6 percent.

According to 2010 ACS 3-Year Estimates<sup>2</sup>, approximately 7.3 percent of civilian, non-institutionalized persons over age five reported a disability. In 2017, ACS 5-year estimates show that 8.3 percent of Fort Bend County's non-institutionalized population over age 5 reported a disability. The 2017 statistic compares to 12.4 percent for the state of Texas and 9.9 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 transit service; point-deviation transit service in Richmond and Rosenberg, Texas; commuter express bus; Job Access and Reverse Commute (JARC); and services for older adults and persons with a disability.

Fort Bend County offers demand response transit services to all citizens of Fort Bend County. Demand response transit service only serves origins/destinations in Fort Bend County. 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 one (1) business day in advance of the appointment time. Rides are typically scheduled for first destination drop-off by 8:00 a.m. and the last pick-up will be no later than 5:00 p.m. Repeat rides may be scheduled in advance. Rides will be accepted on a "time and space" available basis. Trip fares are \$1.00 per person each way. Passengers must be ready 15 minutes before scheduled pick up time. This is a curb-to-curb service; however, persons with disabilities can request door-to-door service.

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

Fort Bend County operates the Fort Bend Express, a peak period commuter bus service to three major employment centers in Harris County. The service consists of three bus routes, one to Greenway Plaza, one to Uptown/Galleria, and one to the TMC. Park-and-rides are located at the University of Houston Sugar Land campus at University Boulevard and US 59, the AMC Movie Theatre on Town Center Boulevard near First Colony Mall, and the Fort Bend County Fairgrounds near State Highway 36 and Fairgrounds Road. The Greenway Plaza route offers a

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<sup>2</sup> The 2010 ACS 3-year estimate dataset is used in place of decennial census data because the 2010 U.S. Census did not include this metric and ACS did not publish a 2010 5-year estimate.

connection to the Metropolitan Transit Authority (METRO) West Bellfort Park & Ride. At this location, riders are able to transfer to METRO routes to downtown Houston and the TMC. Fort Bend Express service runs Monday through Friday (excluding Fort Bend County holidays) during peak commuter periods. Buses leave the park and ride lots between 5:20 a.m. and 10:00 a.m. and return from the activity centers between 3:15 p.m. and 8:40 p.m. at 15 to 20 minute intervals. A midday service is also available for our TMC service from 11:05 a.m. through 1:40 p.m. fare varies from \$1.00 to \$3.50 each way depending on the origin and destination.

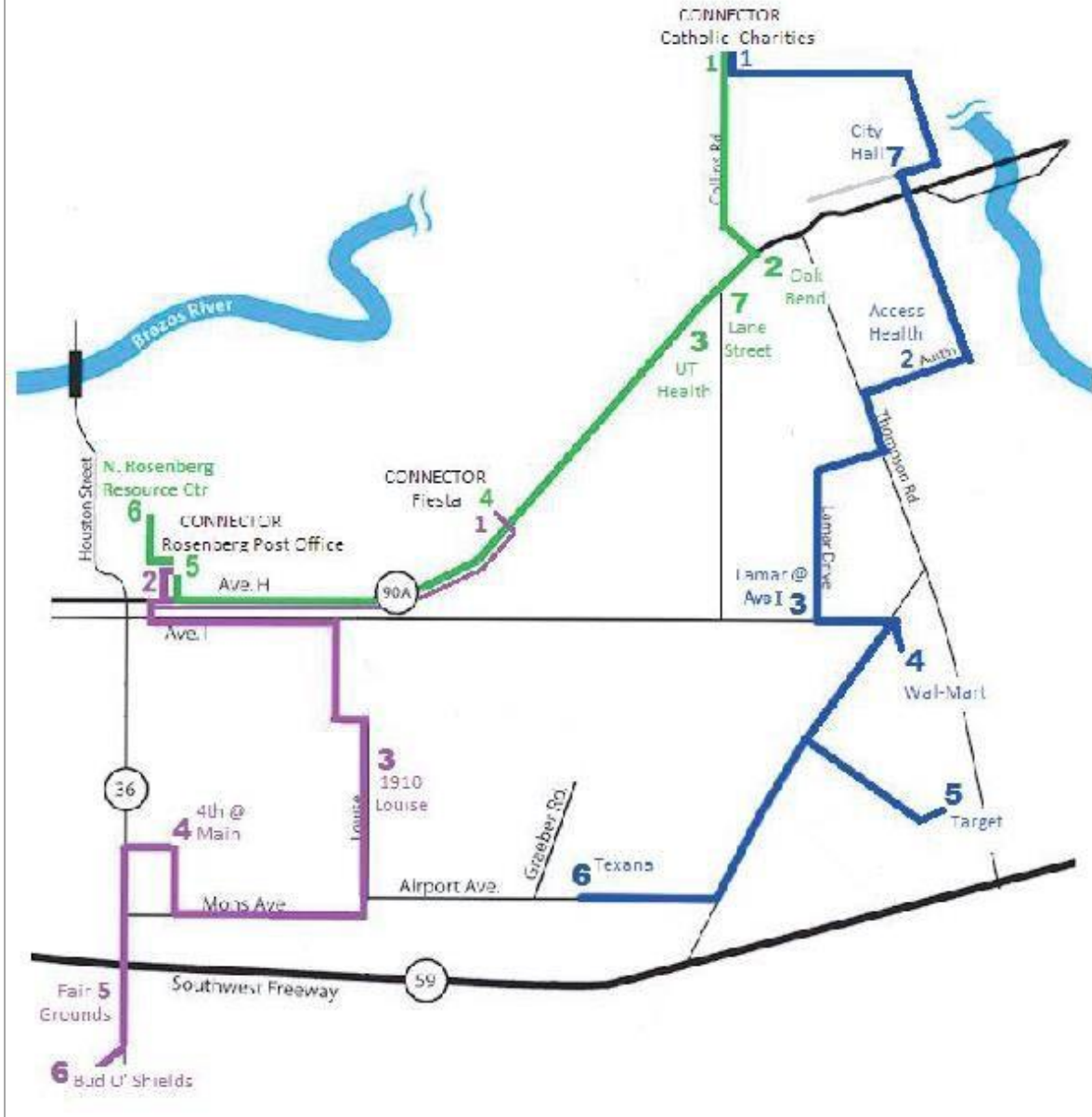
Fort Bend County also participates in two transportation programs for specialized populations: Job Access and Reverse Commute (JARC) and services for older adults and persons with disabilities. Job Access and Reverse Commute provides transportation to individuals on welfare and other people with low-income in the urban area 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.

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

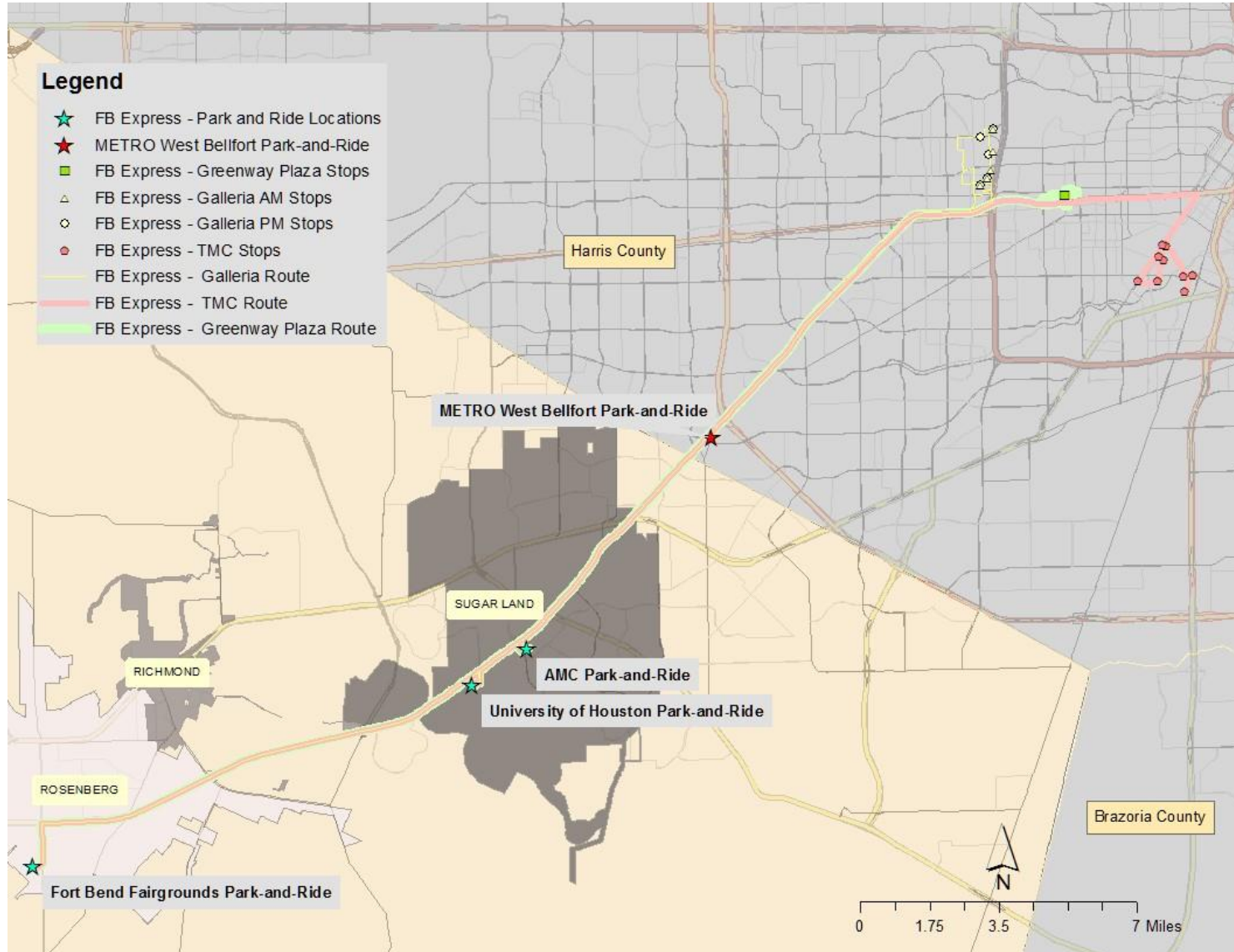
Figure 2 presents Fort Bend County’s point-deviation routes and stops in Richmond and Rosenberg Texas.

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

# Richmond – Rosenberg Point Deviation Map



**Figure 2. Fort Bend County Point-Deviation Routes**



**Figure 3. Fort Bend County Public Transportation Regional Transit Destination**

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### **SECTION 3. ASSESSMENT OF TRANSIT SERVICES**

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

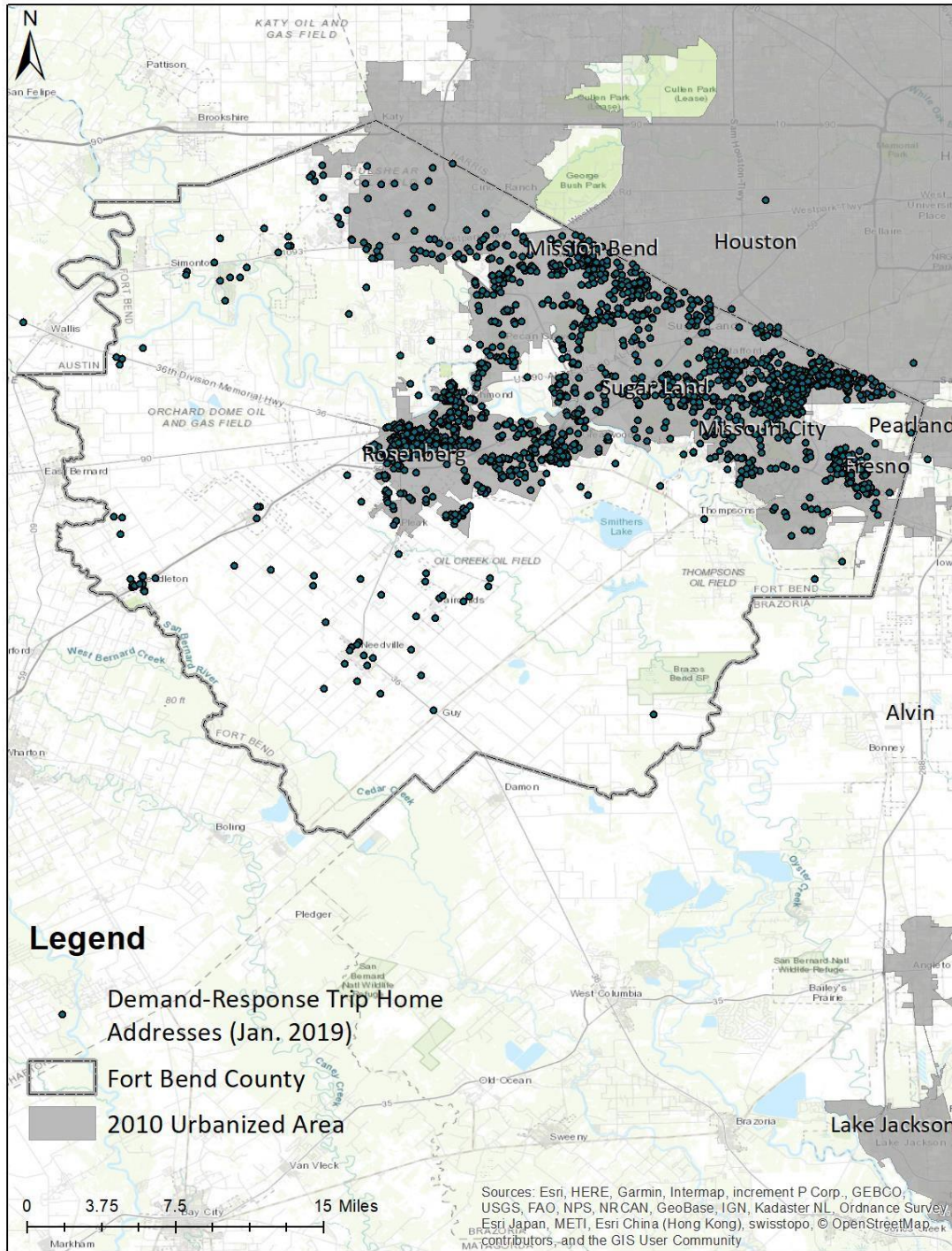
#### **HOME LOCATIONS FOR TRANSIT USERS**

The Fort Bend County Public Transportation Department maintains a database of riders and home location for all demand response transit services (shared ride public transportation for the general public, JARC, New Freedom, and service for older adults and persons with disabilities).

Figure 4, on the following page, illustrates the locations of transit user home addresses as compared to Fort Bend County's jurisdiction and the Houston UZA within Fort Bend County (97.58 percent of these addresses was geocoded with a high confidence score). Approximately 92 percent of demand response transit rider's home locations exist within the Houston UZA.

The purpose of Figure 4 is twofold:

- 1) to demonstrate that the majority of transit riders originate from the most densely populated urban areas; and
- 2) to provide a snapshot of transit demand as it compares to the following demographic maps showing minority, low-income, and limited English populations.



**Figure 4. Transit Rider Home Addresses Compared to Houston UZA.**

## DEMOGRAPHIC INFORMATION

Demographic information from 2017 ACS 5-Year Estimates provides the data to determine if members of minority groups, low-income populations, and persons with limited English-proficiency have access to public transportation services in compliance with Title VI. The assessment also includes two demographic groups not required by the Title VI guidelines: older adults and persons with disabilities. These are important target populations for transit service in Fort Bend County.

### Demographic Data

2017 ACS 5-Year Estimate data are used as available. ACS 5-Year Estimate data products for smaller geographic areas (i.e., census tracts and census block groups) were released beginning in 2010 and will be used, as appropriate and available, by Fort Bend County Public Transportation Department for all non-decennial year Title VI assessments. Below is a list of the data used for the assessment of transit service with a short description.

- **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 Fort Bend County’s total population that is minority. *Source: 2017 ACS 5-Year Estimates. Census Block Group Level.*
- **Households Below Poverty Level** – Low-income population is defined by the number of households with income below poverty level. The data are reported by census block group as a percent of households with incomes below poverty. *Source: 2017 ACS 5-Year Estimates. Census Block Group Level.*
- **Limited English Proficient (LEP) Population** – LEP are those persons who speak English “not well” or not at all. The data are reported by census block group as a percent of households with Limited English Proficiency by language category. *Source: 2017 ACS 5-Year Estimates. Census Tract Level.*
- **Senior Population** – Senior population is defined as persons 65 years of age or older. The data are reported by census block group as a percent of population that is 65 years of age or older. *Source: 2017 ACS 5-Year Estimates. Census Block Group Level.*
- **Persons with a Disability** – The data for persons with a disability are reported by census block group as a percent of the civilian, non-institutionalized population at least 5 years of age as of 2017 ACS 5-Year Estimates. A person with a disability has any of the following three conditions:
  1. Five years old and over and reported a long-lasting sensory, physical, mental or self-care disability;
  2. Sixteen years old and over and reported difficulty going outside the home because of a physical, mental, or emotional condition lasting six months or more; or
  3. Sixteen to 64 years old and reported difficulty working at a job or business because of a physical, mental, or emotional condition lasting six months or more.*Source: 2017 ACS 5-Year Estimates. Census Tract Level.*

## **Statistical Analysis**

The analysis presented in the sections below identifies where the percent of the total target population residing in a geographic area (defined in the following section) exceeds the average of the target population for Fort Bend County as a whole (*Minority Population, Households Below Poverty Level, LEP Population, Population 65 Years and Older, and Population with Disabilities*).

Appendix B presents a table that summarizes the total population/households and percentages for each Title VI target population by census tract. Those areas where the target population percent exceeds the average for Fort Bend County are highlighted in the table.

## **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 5 presents 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.

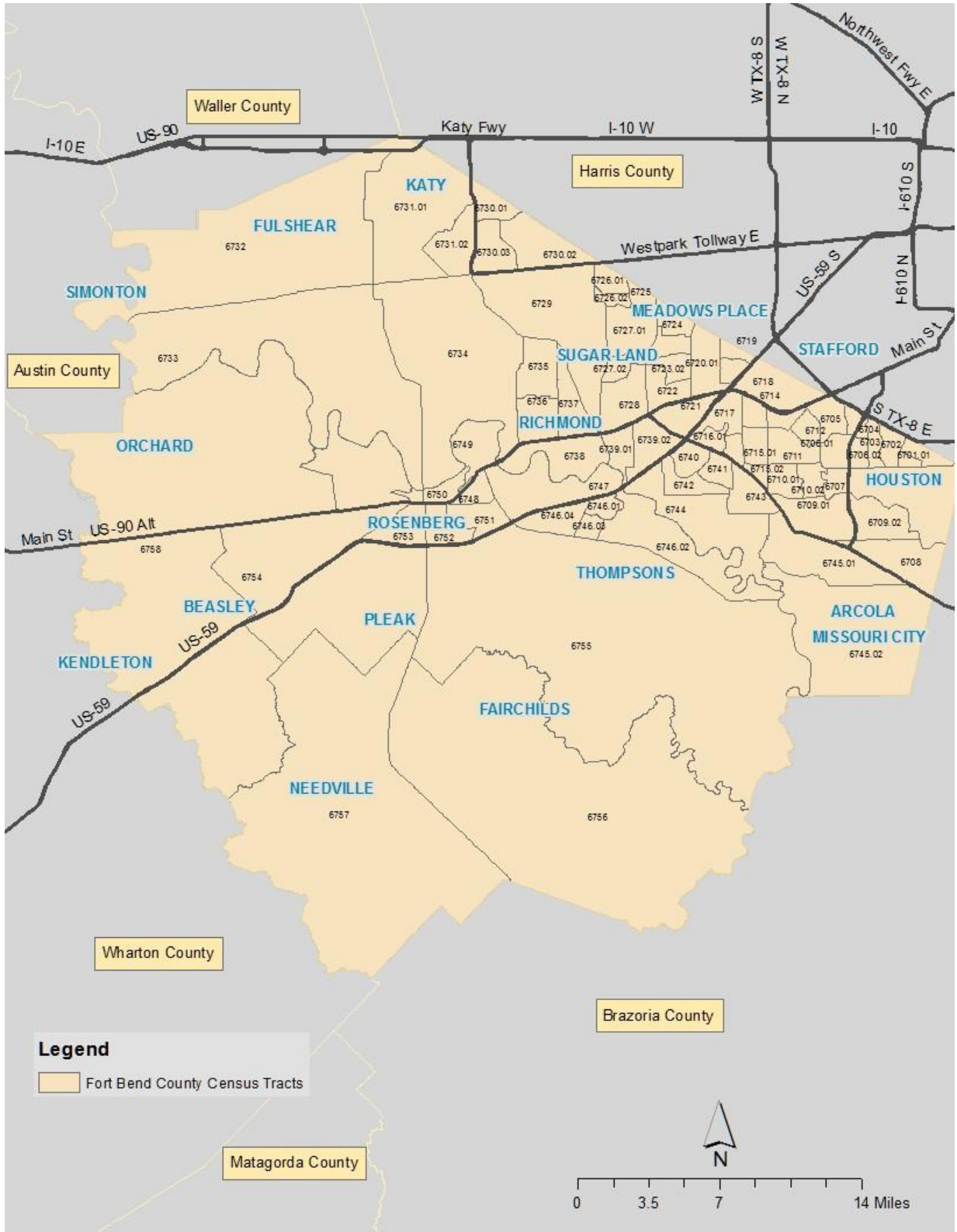
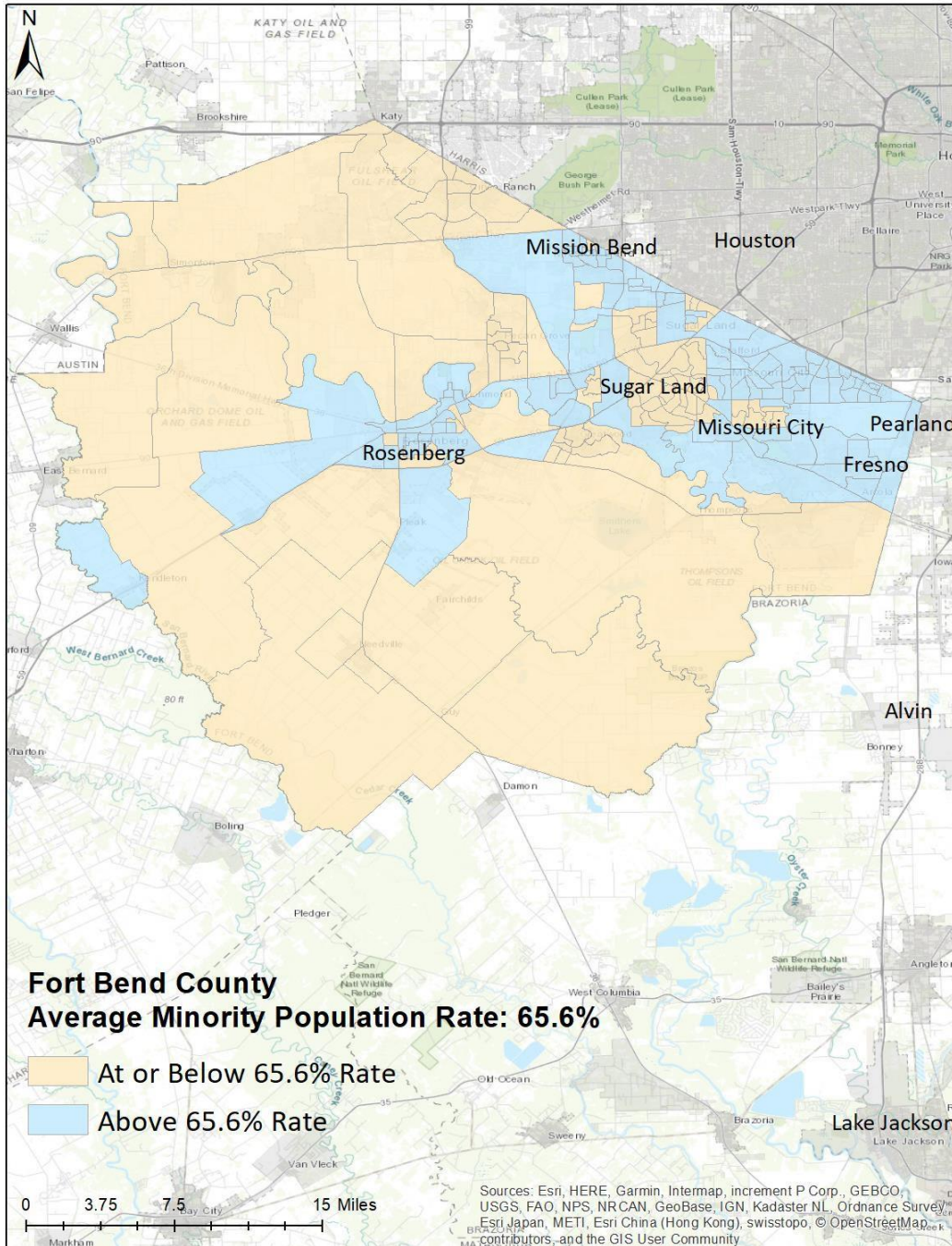


Figure 5. Census Tracts in Fort Bend County.

## Minority Population

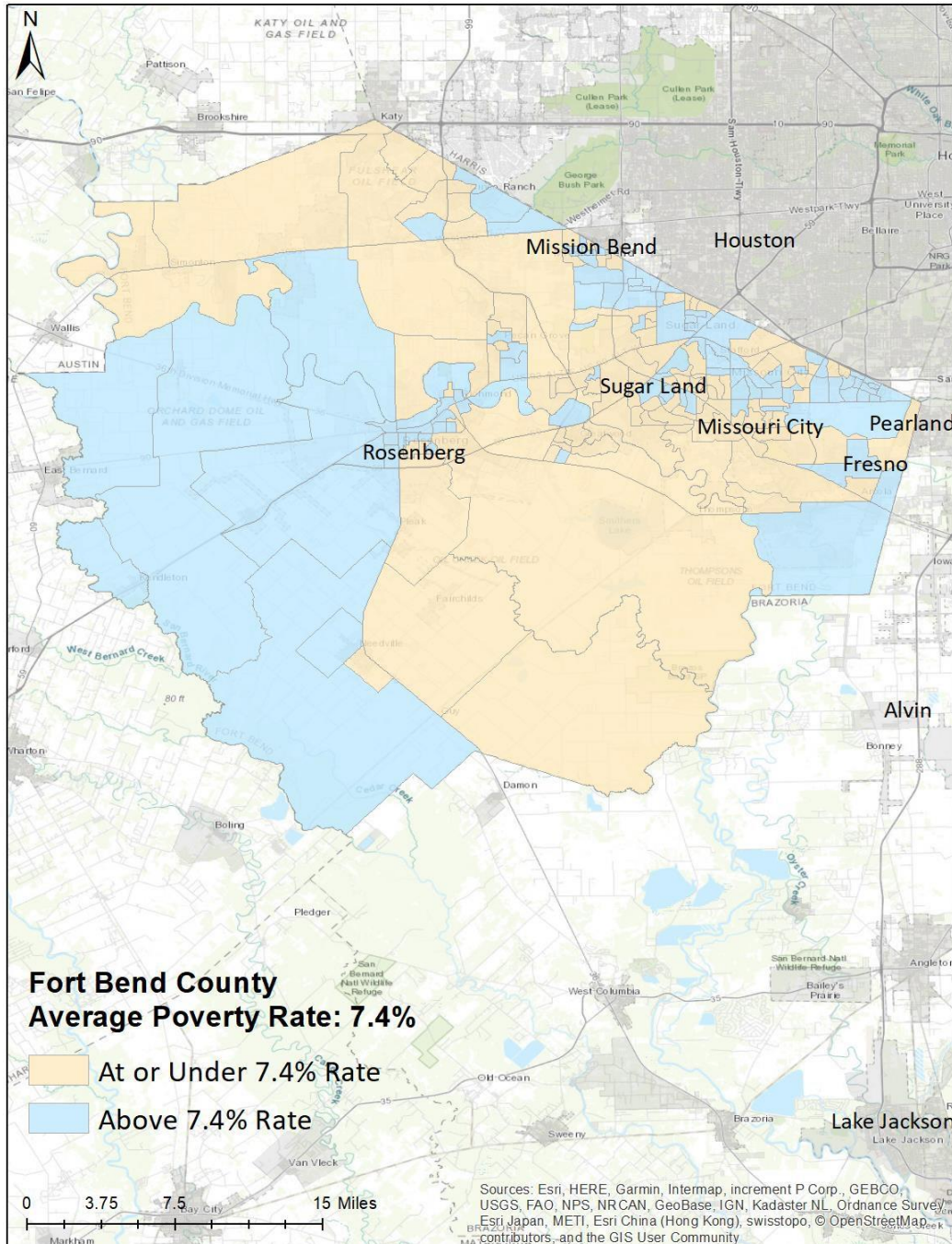
Figure 6 shows the census block groups where the percent of the population that identifies as minority is greater than the county average of 65.6 percent.



**Figure 6. Fort Bend County Minority Population.**

## Households Below Poverty Level

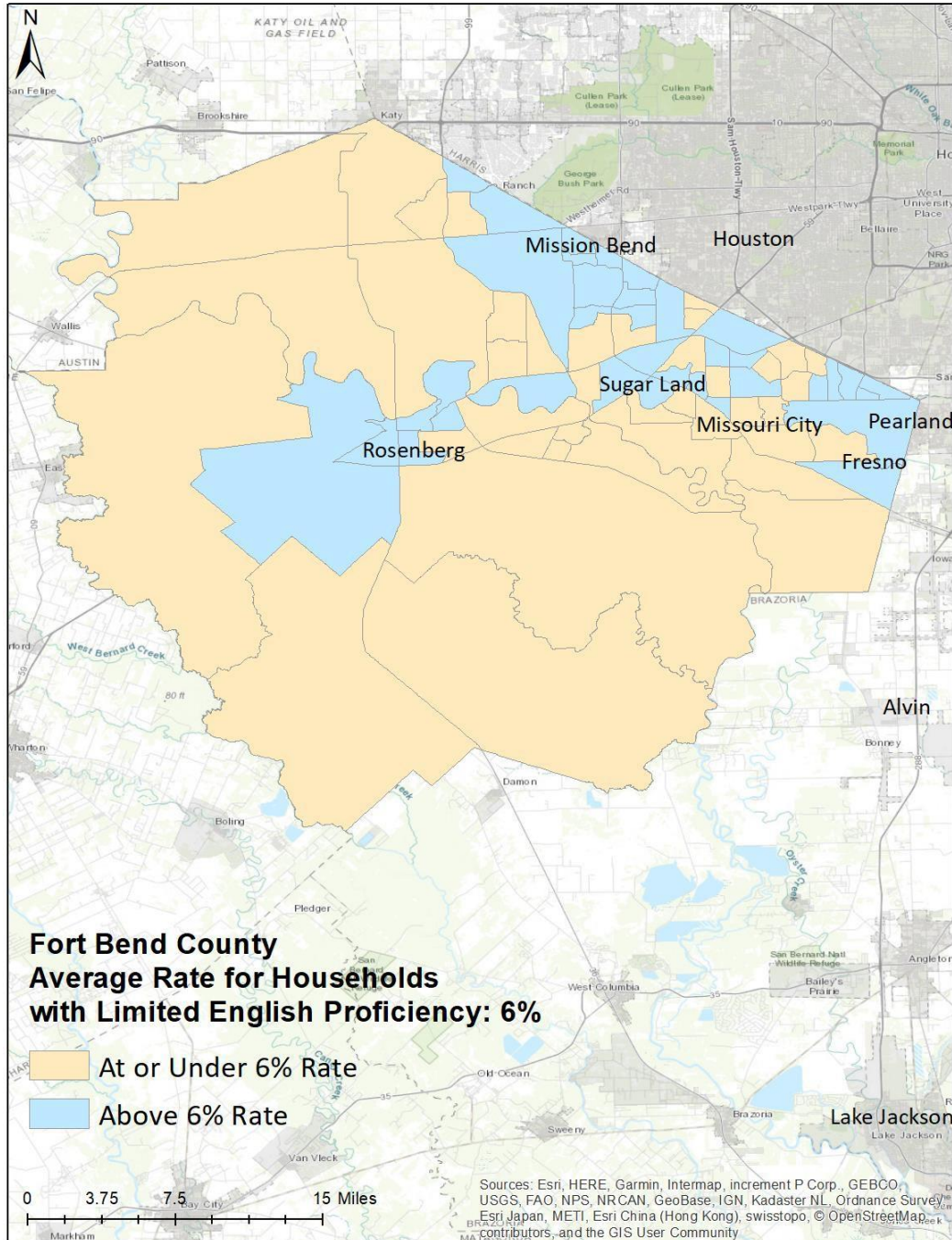
Figure 7 shows the census block groups where the percent of the population that identifies as below the poverty level is greater than the county average of 7.4 percent.



**Figure 7. Fort Bend County Households below Poverty Level.**

## LEP Population

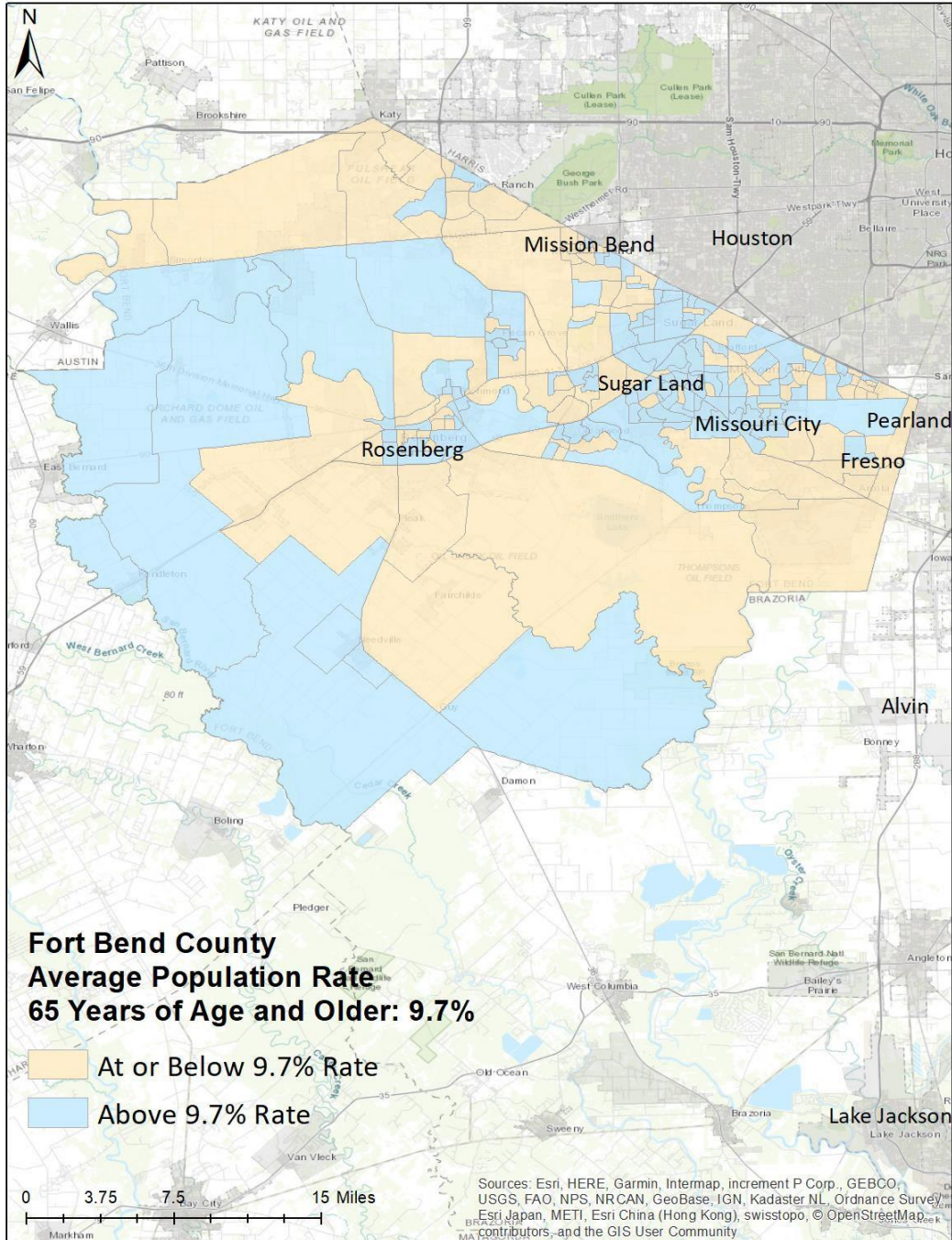
Figure 8 shows the census block groups where the percent of the population that identifies as LEP is greater than the county average of 6 percent.



**Figure 8. Fort Bend County LEP Population.**

## Population 65 Years and Older

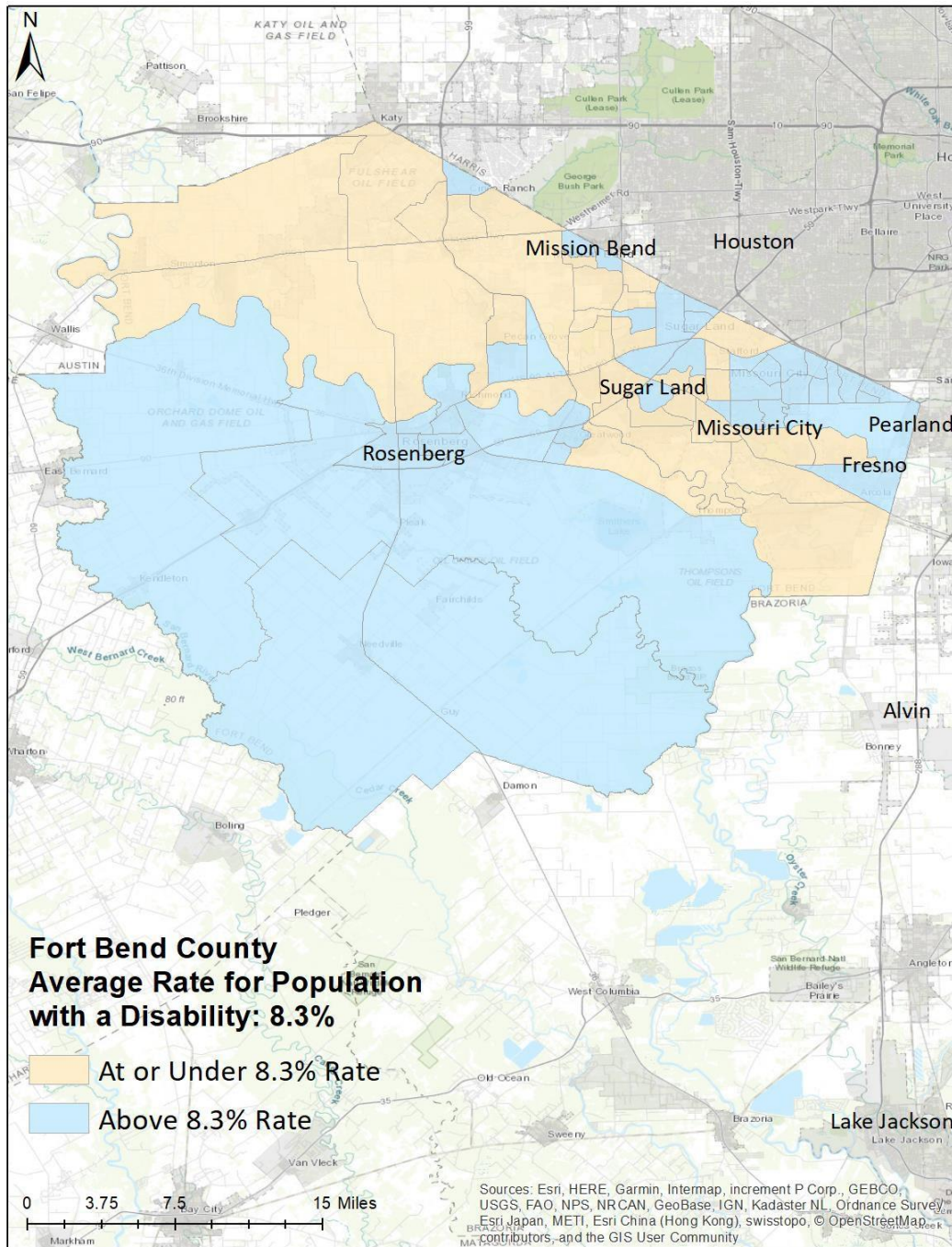
Figure 9 shows the census block groups where the percent of the population that identifies as age 65 or older is greater than the county average of 9.7 percent.



**Figure 9. Fort Bend County Population 65 Years and Older.**

## Population with Disabilities

Figure 10 shows the census tracts where the percent of the population with a disability (as defined previously) is greater than the county average of 8.3 percent. The public transportation services provided by the Fort Bend County Public Transportation Department emphasize demand response services with specific programs for persons with disabilities.



**Figure 10. Fort Bend County Persons with Disabilities.**

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

In previous statistical analyses of demographic characteristics, Fort Bend County identified the concentrations of population that have limited English proficiency.

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

### LANGUAGE SPOKEN AT HOME

To determine the current language/translation needs of the Fort Bend County population at the countywide level, 2017 ACS 1-Year Estimate data are used. This data is reported by census tract as households in which a language other than English is spoken at home. A benefit of looking at languages spoken at home is to identify the languages that are most familiar to a person whose nation of origin is not the United States. This information will serve as guidance for Fort Bend County to provide language assistance for growing segments of the population.

The 2017 ACS 1-Year Estimates documents 13 language categories at the household level to present data on the number of households that speak a language and the number of those households that identify as a limited English speaking household. Table 4 presents each language category and the number of households identified for each. As shown in Table 4, Spanish is the language spoken at home by the largest percent of households—nearly 19 percent—after English.

**Table 4. Languages Other than English Spoken at Home.**

<b>Language</b>	<b>Households</b>	<b>% of Total Households</b>
<i>Fort Bend County Total</i>	235,783	100%
English only	136,585	57.93%
Spanish	44,750	18.98%
Other Indo-European languages	17,385	7.37%
Chinese (incl. Mandarin, Cantonese)	9,422	4.00%
Other Asian and Pacific Island languages	6,591	2.80%
Vietnamese	5,078	2.15%
Other and unspecified languages	4,747	2.01%
Tagalog (incl. Filipino)	3,267	1.39%
Arabic	2,524	1.07%
French, Haitian, or Cajun	1,548	0.66%
Korean	1,544	0.65%
Russian, Polish, or other Slavic languages	1,483	0.63%
German or other West Germanic languages	859	0.36%

## Limited English Proficiency

Of the language categories identified in Table 4, nine categories include households that identify as limited English speaking households at a rate greater than one percent of the total households in that category, as presented in Table 5.

**Table 5. Limited English Households.**

Language Category	Total Households	Limited English	
		Households	% of Total Households
Chinese (incl. Mandarin, Cantonese)	9,422	3,025	32.11%
Korean	1,544	471	30.51%
Vietnamese	5,078	1,324	26.07%
Russian, Polish, or other Slavic languages	1,483	288	19.42%
Spanish	44,750	5,597	12.51%
Other Asian and Pacific Island languages	6,591	616	9.35%
French, Haitian, or Cajun	1,548	100	6.46%
Other Indo-European languages	17,385	496	2.85%
Tagalog (incl. Filipino)	3,267	58	1.78%

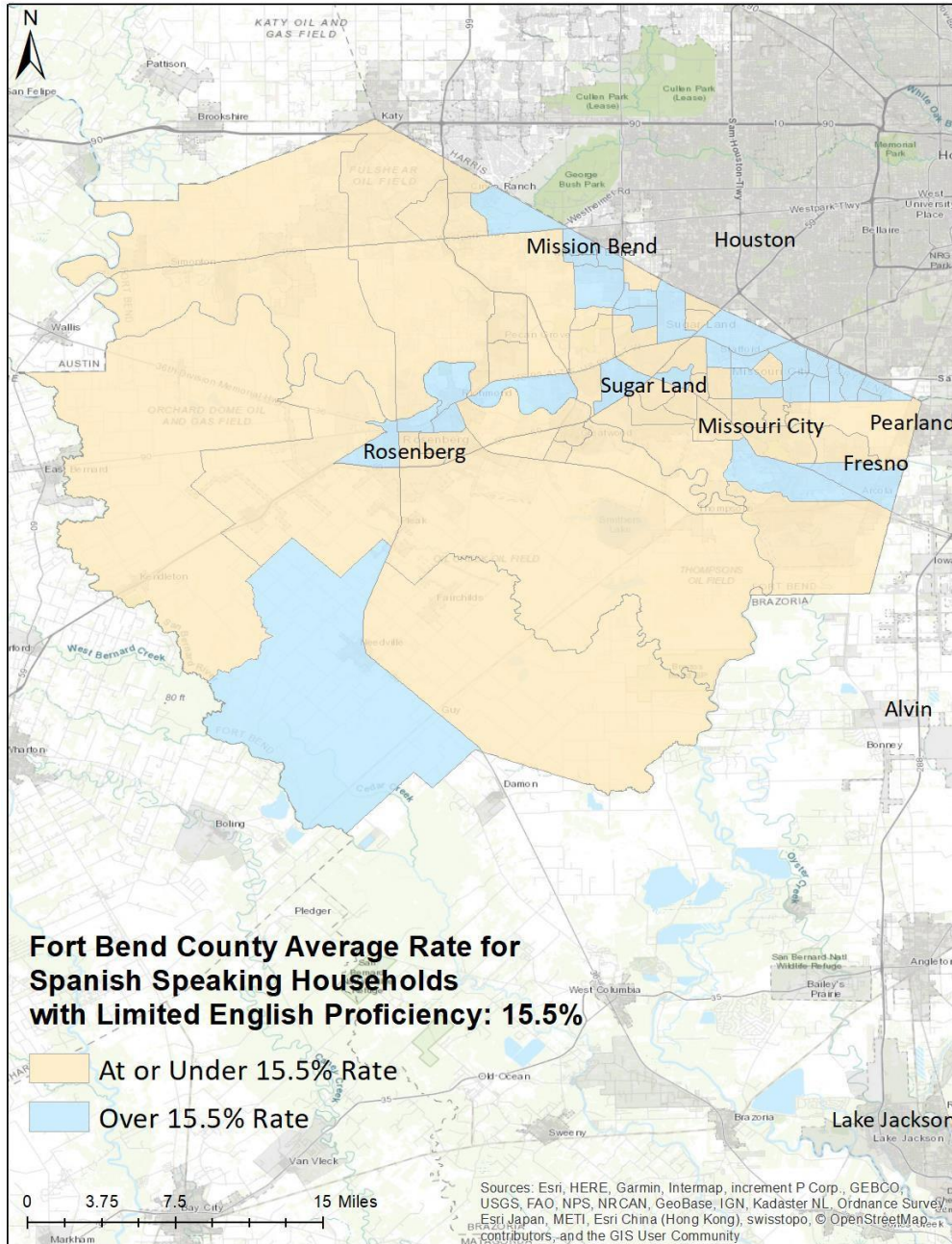
To further investigate Fort Bend County's limited English population, data at the census tract or block group level is required. However, these data sets include only four household language categories for households with limited English—Spanish, Other Indo-European languages, Asian and Pacific Island languages, and Other languages<sup>3</sup>. The following sections present the spatial relationship of Fort Bend County's populations within each of these four categories. Appendix C presents this data for each census tract in Fort Bend County.

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<sup>3</sup> The Other languages category includes the following languages or narrow categories of languages: Navajo; Other Native languages of North America; Arabic; Hebrew; Amharic, Somali, or other Afro-Asiatic languages; Yoruba, Twi, Igbo, or other languages of Western Africa; Swahili or other languages of Central, Eastern, and Southern Africa; and Other and unspecified languages.

## Spanish Spoken at Home

Figure 11 shows the census tracts where the percent of limited English households that speak Spanish at home is greater than the county average of 15.5 percent<sup>4</sup>.



**Figure 11. Limited English Households that Speak Spanish.**

<sup>4</sup> In a previous section, this metric is presented as 12.51 percent, while this section presents 15.5 percent. The difference is due to different estimation methodologies between ACS 1-year and 5-year estimates.

## Other Indo-European Languages Spoken at Home

Figure 12 shows the areas where the percent of the limited English households that speak Other Indo-European languages at home is greater than the county average of eight percent.

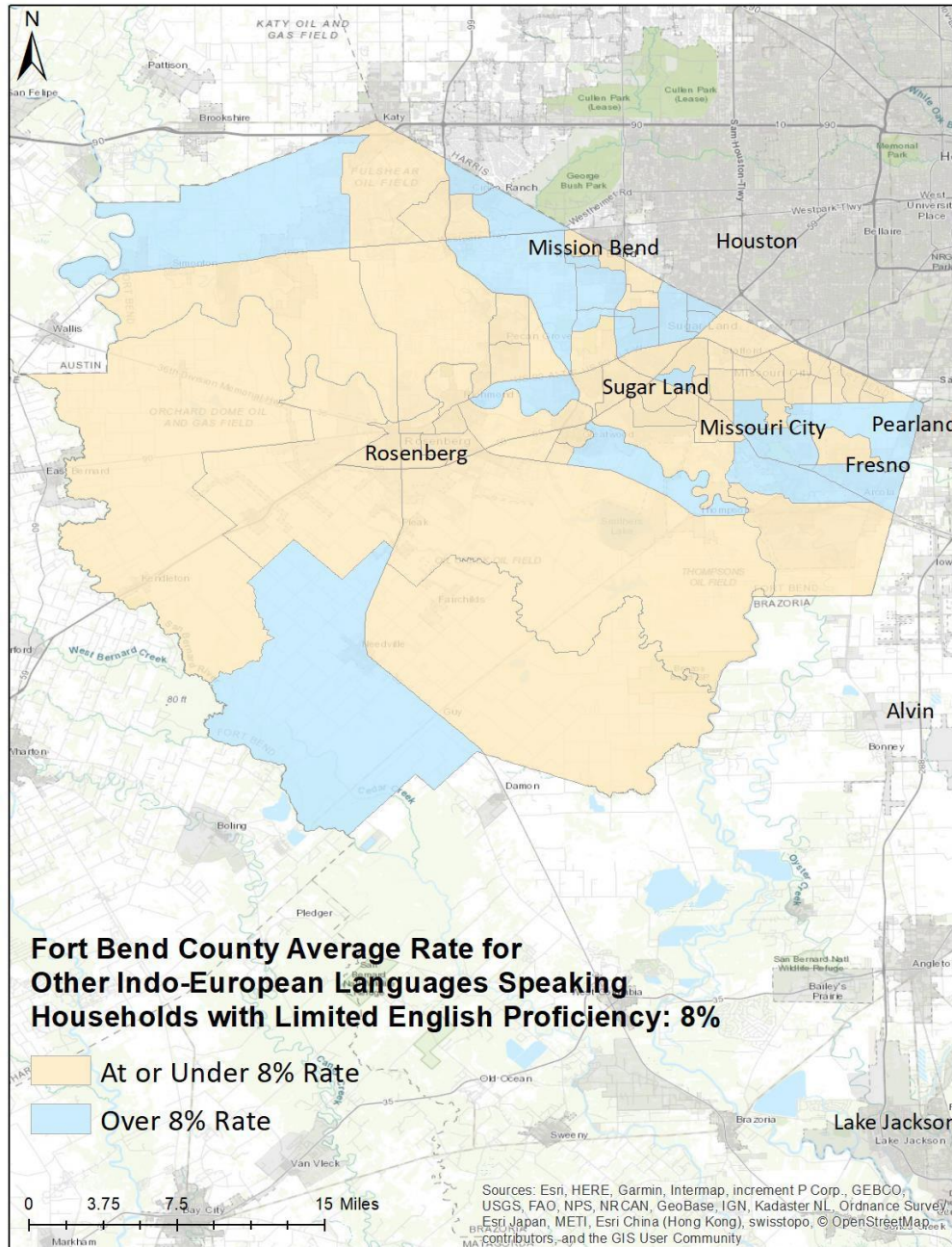
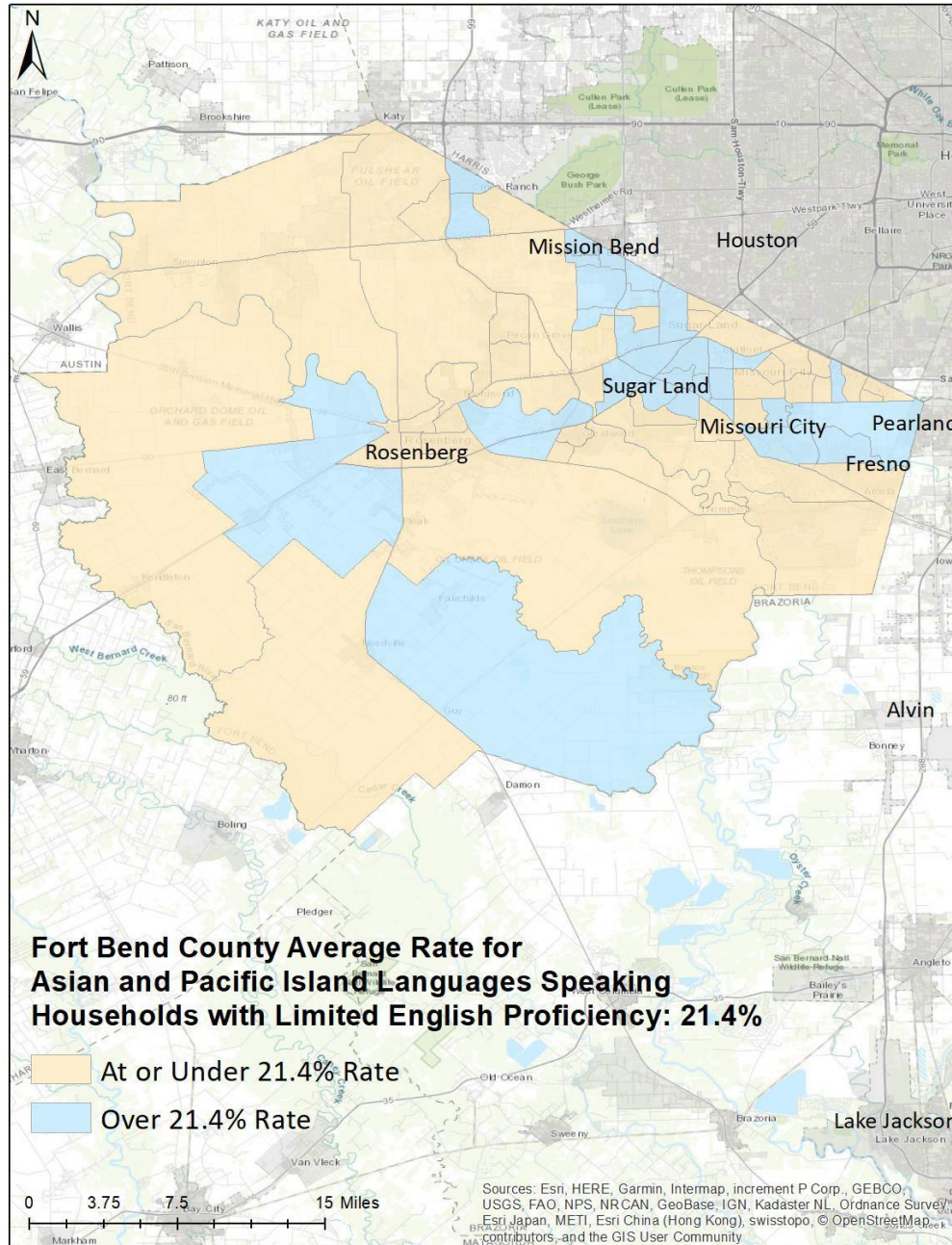


Figure 12. Limited English Households that Speak Other Indo-European Languages.

## Asian and Pacific Island Languages Spoken at Home

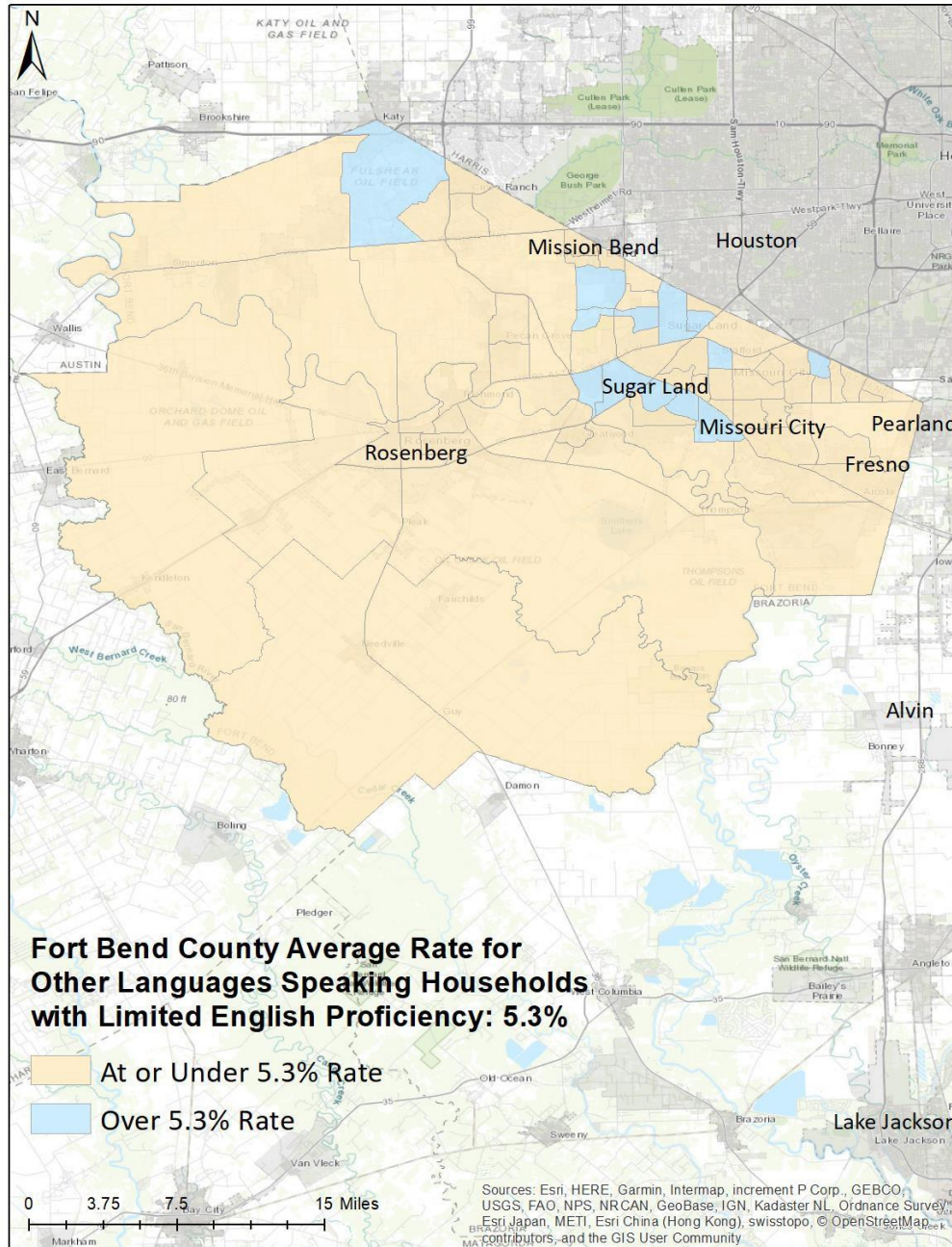
Figure 13 shows the census tracts where the percent of limited English households that speak Asian and Pacific Island languages at home is greater than the county average of 21.4 percent.



**Figure 13. Limited English Households that Speak Asian and Pacific Island Languages.**

## Other Languages Spoken at Home

Figure 14 shows the census tracts where the percent limited English households that speak Other languages at home is greater than the county average of 5.3 percent.



**Figure 14. Transit Rider Home Addresses and Population that Speaks Other Languages.**

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## **SECTION 5. TITLE VI POLICIES AND PROCEDURES**

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

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

### **TITLE VI STATEMENT OF POLICY FOR PUBLIC TRANSPORTATION**

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

The Public Transportation Department recognizes its responsibility to the Fort Bend County community in which it operates and to the society it serves. The Public Transportation Department will utilize its best efforts to assure that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under the Fort Bend County program of transit service delivery and related benefits. Further, the Public Transportation Department will utilize best efforts to provide equitable and accessible public transportation services to persons of low income and persons with limited English proficiency.

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

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

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

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

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

## **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, Civil Rights Officer, 301 Jackson Street, Richmond, TX 77469;
- Telephone (281) 633-7433;
- Fax (832) 471-1843; or
- Email at [FBCTransit.org](mailto:FBCTransit.org)

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

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

## **TRACKING AND INVESTIGATING TITLE VI COMPLAINTS**

The Civil Rights Officer will review and investigate every complaint promptly. Reasonable measures will be undertaken to preserve any information that is confidential. At a minimum, the Civil Rights Officer 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;

Once the investigation has been completed, the Civil Rights Officer will decide the validity of the complaint and what, if any, remedial actions will be taken to address the complainant's concerns. 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 Civil Rights Officer 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. The Civil Rights Officer's log of Title VI complaints will be included in each Title VI program update. If no complaints were received, a letter stating this fact will be included in place of the complaint log. See Appendix E for Fort Bend County's 2019 Letter of No Complaints.

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

The Civil Rights Officer 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.
- Post the Title VI policy statement and instructions on how to file a complaint in all buses of the Public Transportation Department.
- Include information in the Fort Bend County Public Transportation's Title VI Notice on how to contact the Fort Bend County Public Transportation Civil Rights Officer to request additional information regarding the Title VI Program or to file a complaint.
- Fort Bend County Public Transportation posts Title VI notices in the following locations/documents:
  - Buses
  - Website
  - Bulletins
  - Passenger Guidelines
  - Route Schedules
  - Brochures
  - Customer Handouts
  - Public Transportation Department Office and areas accessible to riders

All vital documents will be provided in the languages identified by FBC's Four Factor Analysis as languages spoken by at least one percent of the County's population.

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## SECTION 6. PUBLIC INFORMATION ABOUT TRANSIT SERVICES AND LEP PLAN

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

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

### SUMMARY OF CURRENT PUBLIC OUTREACH AND INVOLVEMENT

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

**Internet Website:** [www.FBCTransit.org](http://www.FBCTransit.org)  
**Telephone:** 281-633-7433  
**Toll Free:** 866-751-8747  
**Fax:** 832-471-1843  
**Email:** [transit@fortbendcountytexas.gov](mailto:transit@fortbendcountytexas.gov)

Individuals with hearing impairments can make a reservation utilizing the Telecommunications Relay Service (TRS). The individual would dial 711 which would connect him/her to TRS. Individuals with vision impairments may request printed materials in larger fonts upon request.

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

**Internet Website:** [www.FBCTransit.org](http://www.FBCTransit.org)  
**Telephone:** 281-633-7433  
**Fax:** 832-471-1843  
**Email:** [transit@fortbendcountytexas.gov](mailto:transit@fortbendcountytexas.gov)

All Fort Bend County websites, including the Public Transportation website, can be translated into 80 languages by selecting a language from a dropdown menus of Google Translate® options.

The Fort Bend County Public Transportation Department engages in public outreach in order to attract ridership and inform others of transit services. Outreach takes the form of presentations, open houses, information tables, group discussions, posters, and pamphlets. Pamphlets are available in Spanish. Public involvement activities occur at churches, schools, community centers, governmental agencies, chambers of commerce, and agencies that provide human and social services for older adults and persons with disabilities. The Public Transportation Department keeps a record of the locations and events. The language used for all verbal presentations and group discussions is English. Sign language interpreters are available upon request.

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

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

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

#### **PUBLIC PARTICIPATION PLAN**

The Public Participation Plan (PPP) is a guide for FBCPT’s ongoing public participation activities. The purpose of this PPP is to provide guidance when seeking public input related to projects and service changes and to identify techniques and methodologies for soliciting and considering public input.

The PPP aims to offer early and continuous opportunities for the public to be involved in the decision-making process and to consider the identification of social, economic, and environmental impacts of proposed transportation decisions. It is intended as a guide on how FBCPT will sustain its efforts to engage community members throughout the service area. As established with our Title VI policy, this includes seeking out and considering the viewpoints of minority, low-income, and Limited English Proficiency (LEP) populations as well as older adults and persons with limited mobility in the course of conducting outreach activities. Specific strategies used to engage minority populations when engaging the public can be found within the PPP (Appendix J).

#### **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:
  - Date of the outreach;
  - Name, address, and phone number of location of the public outreach;
  - Names of Fort Bend County Public Transportation staff that were present;
  - Name of partner staff that were present;
  - Notes about the outreach effort describing the reason for the outreach and the format of the outreach (presentation, open house, information table, group discussion, meeting, or other);
  - Number of individuals in attendance.
- 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 may be 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. Nearly 19 percent of the Fort Bend County households speaks Spanish at home. There are eight other languages or language categories spoken at home by at least one percent of Fort Bend County’s households, including: Other Indo-European languages (7.37 percent), Chinese including Mandarin and Cantonese (3.7 percent), Other Asian and Pacific Island languages (2.8 percent), Vietnamese (2.2 percent), Other Unspecified languages (2.0 percent), Tagalog including Filipino (1.4 percent), and Arabic (1.1 percent).

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

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

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

Public transportation is the means of travel to work, getting to medical appointments or to

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

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

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

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

## **LEP PLAN**

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

### **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.

### **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.
- 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.

### **Safe Harbor Provision**

DOJ's Safe Harbor Provision outlines the circumstances that can provide transit agencies a "safe harbor" regarding the translation of written materials for LEP populations. It stipulates that if a recipient provides written translation of vital documents for each eligible language group that constitutes five percent (5%) of its population of persons, or 1,000 persons whichever is less, eligible to be served or likely to be affected or encountered, then such action will be considered as strong evidence of compliance with the recipient's written translation obligations.

Fort Bend County Public Transportation has identified the following as vital documents including:

- Title IV Notice/Policy
- Service/ Route Schedules
- Passenger Guidelines
- Public Participation Plan
- ADA & Title VI Complaint Form and Procedures

These vital documents can be found on the department website and have been converted to text based website content. Users may access the converted content on the Fort Bend County Public Transportation website. Software is available on the website to natively translate the converted documents making it accessible and useable globally. This feature is accessible via the top right dropdown menu option “Select Language”. There are more than 100 language options to select for translation including the languages that meet the Safe Harbor Provision. If a member of the public does not have access to a computer or the internet, Fort Bend Transit can provide this information in print in their desired language. Fort Bend County also has an agreement with several translation services that offer language and sign language interpreting services.

### **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 complaints.

### **Monitoring and Updating the LEP Plan**

The Fort Bend County Public Transportation Department will monitor and evaluate changes in LEP population through available demographic 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 triennial update should examine components such as the following:

- 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 the goals of the LEP Plan been accomplished?

### **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.

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

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

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

### **SERVICE STANDARDS AND SERVICE POLICIES**

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

#### **Service Coverage**

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

Demand Response	Point Deviation Service	Commuter Express Bus
<p>Standard: Origins and destinations in Fort Bend County.</p> <p>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.</p>	<p>Service is provided along three fixed routes in Richmond, TX and Rosenberg, TX. Deviations from the fixed routes are accommodated upon request, up to 3/4 of a mile from the main route.</p>	<p>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.</p>

**Service Availability**

Availability refers to how passengers may access transit service.

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

**Span of Service**

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

Demand Response	Point Deviation Service	Commuter Express Bus
Standard: Days - Monday through Friday (excluding Fort Bend County holidays). Service may be provided on Saturday for the JARC and New Freedom programs and other services as funding becomes available. Hours -Service is typically scheduled for first destination drop-off by 8:00 a.m. and last pick-up for service from activity centers. up no later than 5:00 p.m.	Standard: Service is available Monday through Friday (excluding Fort Bend County holidays) from 6:25AM until 5:45 PM.	Standard: Days - Monday through Friday (excluding Fort Bend County holidays) and Hours. Generally between 5:20 a.m. and 10:00 a.m. for service to activity centers and afternoon service between 3:30 p.m. and 8:35 p.m. for service from activity centers – some routes offer midday service between 11:00 a.m. and 2:00 p.m.

**Service Frequency**

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

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

**Load Factor**

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

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

**Service Reliability (On-Time Performance)**

On-time performance is a measure of service reliability.

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

## REVIEW OF SYSTEM-WIDE SERVICE CHANGES AND FARE INCREASES

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

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

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

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

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

**Fare Changes:** For any reduction or increase in service fares, the Public Transportation Department will analyze any available information from surveys or other data indicating whether minority or low-income riders are more likely to use the mode of service, payment type, or payment media that would be affected by the fare change.

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

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

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

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

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

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

## **REVIEW FOR TITLE VI COMPLIANCE**

As a way to ensure Title VI compliance, the Fort Bend County Public Transportation Department will monitor Title VI related service factors. 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 other relevant sources as available. 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.

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**APPENDIX A – O&M FACILITY ADVANCE PLANNING REPORT**

# Advanced Planning Report

Fort Bend County Transit Facility

2/11/2015



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### Chapter 1- Introduction

#### Fort Bend County Transit Plan

Fort Bend County, Texas is located southwest of the City of Houston and Harris County and is comprised of 562,560 acres. Fort Bend County is one of the fastest growing counties in the United States and is transitioning from being more rural to being a mix of rural and urban development. It is recognized as a county with a strong economic base, experiencing significant growth in the residential, commercial, and industrial sectors. An increase in traffic congestion in Fort Bend County has been a result of the extensive growth and development. This growth has created intra-county and inter-county mobility challenges. In an effort to respond to the growing demand for improved mobility and connectivity, Fort Bend County formed the Public Transportation Department in June 2005 to provide residents with safe and efficient public transportation services. Fort Bend County currently provides demand response and commuter routes. In 2014, demand response services are utilizing 19 buses performing 515 trips per day within Fort Bend County. Commuter park and ride services are utilizing 15 buses performing 1,100 trips per day into major business districts in Harris County Texas. Commuter service originates from 3 park and ride lots, 1 in Rosenberg and 2 in Sugar Land. Services operate Monday through Friday excluding county holidays. Buses leave the depots between 4:30 and 8:15 a.m. and return between 3:15 p.m. and 8:00 p.m. Under the New Freedom program Fort Bend County provides ambassador services to compliment bus services for elderly passengers or passengers who need special assistance due to cognitive or physical challenges. Ambassador services include assistance with boarding and alighting vehicles and hand to hand transfers for individuals with cognitive concerns.

Fort Bend County does not provide any bus service directly. Bus operations, including dispatching and maintenance are provided by a contracted private sector provider. The service contractor employs drivers, route supervisors, dispatchers, and mechanics. Ambassador services are also contracted to the private sector. This service provider provides the ambassadors and related supervision services. County staff provide reservation, scheduling and administrative activities.

Transportation related activities are performed from 4 locations in Sugar Land, Texas. Reservations, scheduling, and administrative staff are housed at 12550 Emily Court (Administrative Facility). The parking lot at this location is used in the evening for overflow bus parking and during the day for overflow employee parking. The building is a County owned office building also housing the County's Tax Office and Juvenile Courts. Reservations and scheduling staff are located on one side of the building while administrative staff are on the other.

Dispatchers and Drivers are located at a second facility on Eldridge Road (Operations Facility). This building is also owned by the County and serves as the primary depot for transit operations. The majority of the revenue fleet ( 62 buses) is stored at this location and approximately 75 people report to this facility on a daily basis. Ambassadors utilize this facility as well and on any given day there are at least 8 employees going in and out of the facility for these services.

Vehicle maintenance is performed at a leased site also on Eldridge Road (Maintenance Facility). The leased space has 2 bays and four staff are permanently assigned to this facility. The majority of bus fueling is done at a County owned fuel site on Dairy Ashford Road. Buses can use County owned fuel sites in other areas of the County however this rarely occurs because of operational policies prohibiting fueling while passengers are on board. Buses owned by our bus service contractor are fueled at regular retail locations.

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Cash fares are counted at the Eldridge Operations Facility while Ticket book sales are done from the Administrative offices.

### Existing Executive/Administrative Staff

Currently, the Executive/Administrative/Operating staff located at the Administrative Building totals 17 individuals. Staff members utilize individual offices that have adequate space or cubicles that are located on opposite sides of the building, with other County offices in-between. Access into the transit sections of the building is in or near the main entry. There is limited room for the addition of new staff members and no dedicated space for ITS repairs or storage.

Existing positions in this building include: :

- **Executive Office;**
  - Transit Director;
  - Deputy Director;
  - Director's Assistant;
- **Planning;**
  - Compliance Manager, DBELO;
  - Project Coordinator;
- **Administration/Support;**
  - Receptionist;
- **Finance;**
  - Finance Manager;
  - Budget and Grants Manager
  - Administrative Assistant – Accounts Payable;
  - Administrative Assistant/Accounts Receivable
  - Administrative Assistant – Grants;
- **Operations;**
  - Operations Manager;
  - Operations Assistant;
  - Scheduler;
  - Reservationist (2);
  - Trip Coordinator;
  - Software/Data Specialist (vacant);
- **Temporary Staff;**
  - Two positions that assist as needed on a temporary basis.

## Fort Bend County Transit Facility – Advanced Planning Report

### Contracted Operations and Maintenance Staff (First Transit)

Currently, the bus service Contractor employs 78 Operations and Maintenance staff. Contract staff related to bus operations are located at 1809 Eldridge Parkway and Maintenance staff are located at 1723 B Eldridge Parkway.

Existing positions for contracted bus operations staff are:

- 60 bus operators;
- 5 technicians;
- 2 bus cleaners;
- 4 dispatchers;
- 2 trip editors;
- 1 lead dispatcher;
- 1 maintenance manager;
- 1 office manager;
- 1 assistant general manager; and
- 1 general manager.



The cost of the 78 positions described above is built into the hourly rate that is charged to Fort Bend County for each hour of service operated on the street each day.

### Contracted Ambassador Services

Ambassadors provide mobility assistance with boarding and alighting vehicles and hand to hand transfers for individuals with cognitive concerns. Currently the ambassador service provider employs 1 supervisor and 8 ambassadors. Because of parking constraints at the Eldridge depot the ambassadors park at the administration facility on Emily Court and buses travel from the Eldridge depot each day to pick up and drop off the ambassadors. The supervisor is officed at the administration facility.

### Space Use of Existing Transit Facilities

Currently there are four facilities in use by Fort Bend County Transit. They are used to house the Executive /Administrative staff, Operations and Maintenance Staff and to store revenue and non-revenue vehicles. The four facilities and their locations are:

- **12550 Emily Court** – this facility is used to house the Executive and Administrative staff and the Operations Manager and staff. Supervisors for the contracted Ambassador program are located at this facility while ambassadors report in and out of the Operations Facility on Eldridge. This facility is also used as an overflow facility for the parking of transit buses. The administrative and operations staff are located on opposite sides of the building with other county offices in-between. The Administrative side has a small conference room (accommodates 10 people) and the Operations side has a larger conference room (accommodates approximately 20 people). Approximately 5600 sq ft of space is used in this facility to accommodate all administrative activities, reservations, route scheduling, ambassador

## Fort Bend County Transit Facility – Advanced Planning Report

program supervision, and ITS equipment storage and maintenance. As a general rule, on the Administrative side of the building, Executive staff are housed in separate office spaces with administrative assistants sharing a larger common area. There is a small storage room that houses the copy machine and files with the small conference room doubling as the employee lunch area.

- **1809 Eldridge Parkway** – this facility is used to house the bus service contractors. The Site Manager and related staff which includes 60 bus operators, fleet maintenance personnel and ambassador contractor staff report in and out of this location. This facility serves as the depot for bus operations and the majority of the bus fleet is stored here in the evening. The office building is made up of approximately 2530 square feet of office space containing separate areas for supervisors, dispatchers, drivers and fare counting. The building has only 1 single stall men's and 1 single stall women's restroom and a small kitchen area. Vehicle storage is so inadequate that buses parked nose to tail in the evenings take up the entire bus parking area, with no room for expansion. Employee parking is as inadequate as the bus parking with several employees needing to double park vehicles in order to accommodate visitor parking and buses passing through the employee parking area.
- **1723B Eldridge Parkway** – this facility is used to house maintenance and repair operations for the Fort Bend County Transit bus fleet and is a leased space provided by the bus service operator. There is no office space at this site to accommodate a maintenance supervisor and only 2 bays are available for bus repairs.
- **12919 Dairy Ashford Road** – This is a County owned fueling facility located approximately 3 miles from the bus depot on Eldridge road. All County owned buses are fueled at this facility. This site includes other county offices that are secured behind a security fence which is only open between the hours of 7:30 a.m. and 4:30 p.m. Due to security policies only one access key is provided to the bus service contractor. After hours fueling requires someone on site to open and close the security gates as buses come in or leave for routes.

The first three facilities described above are currently operating beyond the maximum capacity of their design and considerable time and money must be spent each year to make these facilities "work". Examples of the difficulties associated with operating a transit operation between four facilities are:

- Considerable time and money are consumed each year transferring buses between each of the four facilities. For example, buses that cannot be stored at the Eldridge facilities must be driven to the Emily road office to be stored in their parking lot. If all of the vehicles needed to operate bus service were stored in one central secured facility, considerable savings could be realized;
- The costs of fueling vehicles at a location over 2-1/2 miles from the depot are significant. The bus service contract provides payment to the contractor for all service hours. Considerable savings could be realized eliminating travel to and from the fueling station by fueling the vehicles on the same site as the depot. The three County facilities that park revenue vehicles are not designed to provide that service. Entrances, exits and parking lots were designed to accommodate vehicle and not bus movement. These facilities have no extra capacity to park existing or future bus fleets.

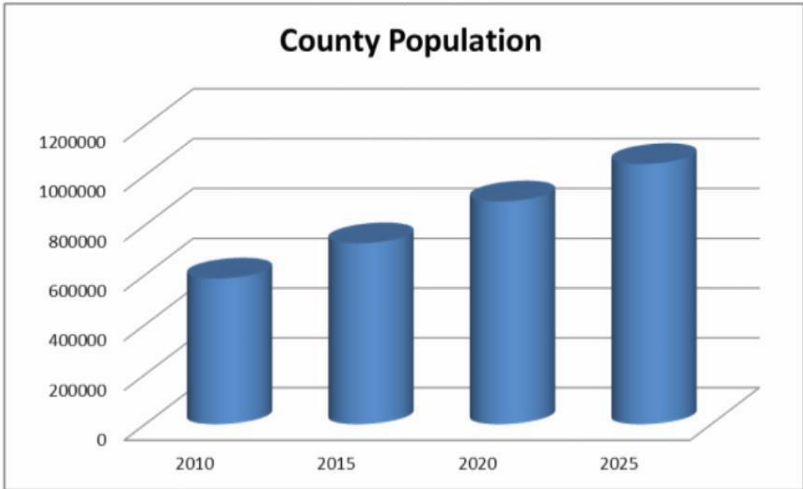
The leased maintenance facility was not designed for transit bus repairs. The facility has no built in lift, parts storage or parking lot for employees or buses awaiting repairs. There is no bus wash facility and bus washing is currently done by hand.

**Chapter 2- Demand Analysis**

**Background**

Fort Bend County is the fastest growing county in the state of Texas and is one of the fastest growing counties in the nation. Fort Bend County's rapid population and employment growth have contributed to considerable increases in traffic congestion. Major roadways and highways in the urbanized portion of the county currently experience significant congestion during peak periods, resulting in declining transportation mobility and impacts to the air quality. Travel demand continues to outpace the region's ability to add vehicle capacity to the highway system. With the extensive amount of growth, it has become increasingly important to provide alternatives to the use of single-occupancy vehicles. Fort Bend County Public Transportation Department addresses some of the demand for improved mobility with existing and new Park and Ride/commuter service.

Fort Bend County has experienced tremendous growth during the past decade with continued growth projected for the next decade.



**Figure 1 – Projected County Population Growth<sup>1</sup>**

The employment base in Fort Bend County also increased over the past ten years. The Bureau of Economic Analysis (US Department of Commerce) develops employment estimates for counties and states. The Bureau estimated that total nonfarm employment in Fort Bend County grew from 141,476 full-time and part-time jobs

<sup>1</sup> Texas State Data Center, Texas Population Estimates Program

## Fort Bend County Transit Facility – Advanced Planning Report

in 2000 to 227,343 jobs by 2008. This represents an increase of approximately 61 percent over the eight-year period.

The population in Fort Bend County is expected to continue to grow at a stable rate over the next 25 years. Substantial population growth is anticipated through 2035, with Fort Bend County's total population nearly doubling in the 25 years between 2010 and 2035. It is projected that Fort Bend County will continue to attract new residential development and it can be assumed that improvements in area infrastructure and amenities will also grow with the increased development.

### Future Transit Service

In January 2011, Fort Bend County Transit completed a **Long Range Transit Plan 2011 – 2035**. In that plan, **Section 4** discusses the County's development and transit development as the basis for future discussion. Various groups within Fort Bend County and the Cities of Sugar Land and Rosenberg and other municipalities either have conducted or are conducting transportation planning studies. Across every study the overall message conveyed by the public and elected officials is that expanding the transit system is important and that an integrated transportation system with multiple options for travel within the County and the region is important to develop.

The vision developed and reported in The County's Long Range Transit Plan contains the following proposed future plans:

- Continuation and expansion of demand-response bus and van service throughout the lower density portions of the County. These services are expected to become feeder routes to future fixed route transit;
- Development of fixed route local service in urban areas;
- The expansion of commuter bus service to major employment centers in Harris County. This will include the expansion of County-owned park and ride facilities;
- The introduction of Bus Rapid Transit (BRT) along certain corridors that can accommodate higher speed travel;
- Local circulator service within the municipalities that may or may not intersect with other regional providers;
- Development of Suburban Light Rail; and
- Development of Commuter Rail.
- As the transit system grows, FBCT will need to purchase larger transit vehicles in the range of a 50' transit bus. These buses when purchased will not be able to be serviced at the facilities currently utilized. A larger facility will be needed to service these newer vehicles.

### General Findings of the Long-Range Plan

- Fort Bend County's need for transit services is projected to grow over the next 25 years. This growth will be based on several factors including increased population, increased density of jobs, growth in employment centers adjacent to Fort Bend County and a growth in the overall transit need. Increased

## Fort Bend County Transit Facility – Advanced Planning Report

travel times will shorten the timeframe for future development as citizens will demand more transit the longer travel times become;

- The growth in demand for service is expected to be local/intra-county trips and commuter trips to urban centers outside of Fort Bend County.
- The demand for service within the cities of Sugar Land, Stafford, Missouri City, Richmond and Rosenberg will grow as well as demand for new service between these cities.

Although some of the proposals described above are still in discussion stages and firm dates of implementation have not been set, it is important to realize that any sustained level of expansion will require the pre-existence of a Command Center/Bus Operating Facility that will be able to service a near future bus need of approximately 100 revenue vehicles. It is recommended that a bus operating facility be in place that will capture the benefits (including cost savings) of having that type of County facility before any sustained increase in bus operations begins.

### Future Staffing Levels

To efficiently and effectively accommodate a future bus fleet of approximately 100 to 125 vehicles, it will be necessary to have the capacity to add to the existing staff in all functional areas and to consolidate all of the activities currently provided in separate locations. It is estimated that a number of positions will need to be added in every department to accommodate growth in the system.



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# Fort Bend County Transit Facility – Advanced Planning Report

## Chapter 3- Site Selection Analysis

### Candidate Sites

19 sites were presented as candidates for the new transit facility. These sites contain locations in rural, urban and suburban areas of the county.

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>✚ Pink Taylor Run, Kendleton</li> <li>✚ SE Corner of Bamore and Hwy 59, Rosenberg</li> <li>✚ 2005 Cottonwood School Road, Rosenberg</li> <li>✚ Hartledge Road, Rosenberg</li> <li>✚ Blume RD, Rosenberg</li> <li>✚ Stella Road Curve – South, Rosenberg</li> <li>✚ Bamore Extension – NW, Rosenberg</li> <li>✚ Bamore Extension NE, Rosenberg</li> <li>✚ 14000 University Blvd., Sugar Land</li> </ul> | <ul style="list-style-type: none"> <li>✚ 11853 Addicks-Howell Road, Houston</li> <li>✚ 1015 Harlem Road, Richmond</li> <li>✚ SE Corner Owens &amp; 99, Richmond</li> <li>✚ SW Corner Hwy 6 &amp; Hwy 90, Sugar Land</li> <li>✚ McHard Road (2234), East of Ft. Bend Tollway</li> <li>✚ NE Corner Hwy 6, Ft. Bend Tollway,</li> <li>✚ Williams Way Near FBSO</li> <li>✚ George Foundation, 762 East of 2977</li> <li>✚ Hwy 36 Park &amp; Ride Site</li> <li>✚ 2000 Preston, Richmond</li> </ul> |
|---|--|

The following map shows the approximate locations of these 19 candidate sites.

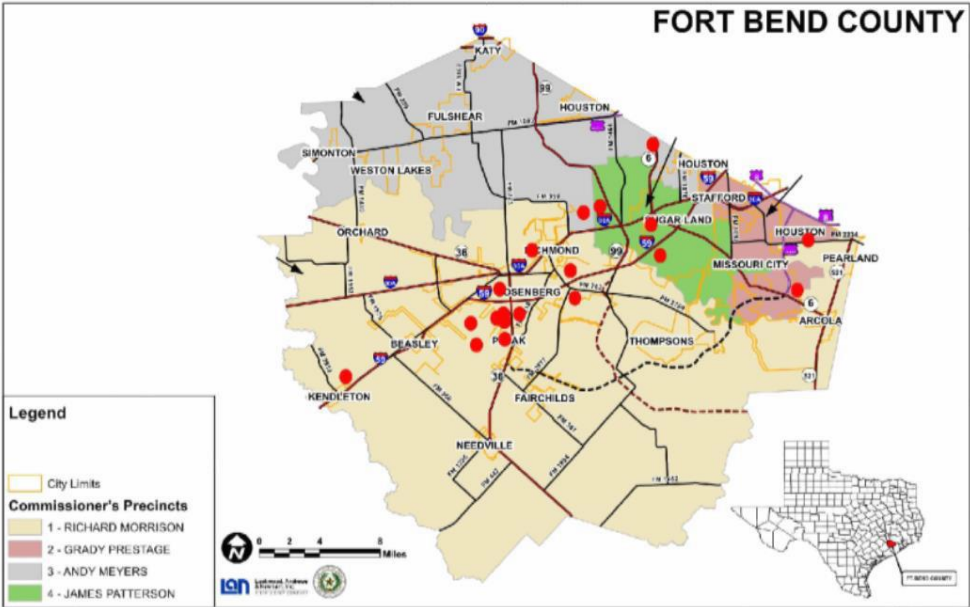


Figure 2 – Candidate Sites

## Fort Bend County Transit Facility – Advanced Planning Report

### Evaluation Criteria

To evaluate the sites the county assembled a team comprised of:

- Director of Transit
- Transit Operations Manager
- County Engineering
- Facility Consultant
- County Judges Office
- Precinct Representatives
- General Public Representative
- Passenger Representative
- Elderly/Disabled Representative

An initial focus group consisting of the director, operations manager, engineering and the consultant defined the criteria for evaluation and generated a first pass scoring sheet for all of the sites listed above. The sites were evaluated against a list of criteria and scored to provide suitable candidates for further investigation. The criteria used for each site are listed below. Once the initial evaluation was completed, the county assembled the entire team to receive the focus groups findings and to review and comment on the evaluations and to provide any new information. At the conclusion of this activity the county had identified the highest scoring four (4) sites. These four sites are evaluated in this report.

- **Physical**
  - Size – 20 Acres +/- 5%
  - Shape – Rectangular, 3:1 Aspect Ratio
  - Cost - \$/Acre
  - Availability – Ease of acquisition, on the market
  - Adjacent Property Available – Potential for future expansion
  - Topography/Terrain - Cost to mitigate hills, ponds & other features
  - Zoning – Appropriately zoned
- **Amenities**
  - Utilities – Proximity of required utilities
  - Environmental Justice
  - Rural/Urban/Other – Good Neighbors, Employee Commute, etc.
- **Environmental**
  - Hazardous Materials
  - Wetlands/Neighborhood/Other
  - Native Trees
- **Operations**
  - Location - Proximity to Thoroughfare
  - Operational Cost Impact

# Fort Bend County Transit Facility – Advanced Planning Report

- Other
  - Public/Private Partnership (PPP) Potential
  - Marketing Potential
  - Additional Costs for Split Site

## Evaluation Findings & Rankings

### Nominated Sites

The sites scored from 71 to 130 points, out of a possible 150, with the average being 103. The median score was 115. The seven sites scoring 120 points or more were presented to the entire team for vetting and discussion. Figure 2 shows the scores for all sites.

2007 Preston Richmond, Texas	71.00
High 36 Park & Ride	121.00
George Foundation 762 East of 2977	116.00
NE Corner Hwy 6, Ft. Bend Drive	118.13
NCHD Road (22281, East of Ft. Bend Parkway)	97.91
5th Corner Hwy 6 & Hwy 90 Sugar Land, TX	125.37
SE Corner Owens & 99 Richmond	112.08
1205 Highem Road Richmond, Texas	110.90
14000 University Blvd Sugar Land, Texas	127.00
Banore Extension NW Houston, TX 77471	123.00
Banore Extension - NE Houston, TX 77471	130.00
Spida Road Curve - South Houston, TX 77471	120.00
Banore Rd, Houston, TX 77471	110.00
Hartledge Road Houston, Texas	115.18
2006 Carmichael School Road Houston, Texas 77471	115.35
SE Corner Banore & 59 Houston, Texas	122.62
Pink Taylor Inn, Henderson, Texas 77621	92.90

**Figure 3 – Vetted Scoring: Top 4 Sites Highlighted**

The top four scoring sites are discussed in more detail as follows.

# Fort Bend County Transit Facility – Advanced Planning Report

## Site 1- Bamore Extension NE, Rosenberg (Fairgrounds)

### Description of Site

This site is located south of Highway 59 and west of Highway 36 in Rosenberg. The site is part of a rural, 50 acre tract currently owned by the county. Requiring only 20 acres the transit facility could comfortably occupy a portion of the land furthest away from the nearby subdivisions. The site is adjacent a County fuel depot as well as bulk fuel storage.



Figure 4 – Site Plan

## Fort Bend County Transit Facility – Advanced Planning Report



Figure 5 – Site Aerial Image

### Observations

The property is currently owned by the county so acquisition and purchasing activities would not be necessary. The current access to the property from I-69 will improve greatly as the Bamore Road extension project completes the expansion of Bamore road to the southwest under I-69. This new connection will provide an additional route to I-69. The I-69 upgrade project will also improve access by adding entrance and exit ramps near the intersection of Cottonwood School Road and highway 59 (I-69). Both of these projects are expected to be completed within the next 5 years.

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Electric utilities exist on the site. A line of poles follows the the drainage ditch on the southwest side of the property. The property resides in Ft. Bend MUD #148 which provides water and sewer through the City of Rosenberg.

The map below shows the site lies outside of any currently defined flood zone. Flood zones are defined as either light blue or dark blue areas depending on the level of flook exposure.



## Fort Bend County Transit Facility – Advanced Planning Report

### Site 2- 14000 University, Sugar Land (U of H; Admin Only)

#### Description of Site

The site is located near the intersection of Highway 59 and University Blvd. in Sugar Land. This site is currently home to the University of Houston’s Sugar Land campus. The university owns approximately 245 acres at this location. The exact location for the facility has yet to be determined. The caveat for this location is the restriction that this be the administrative arm only. The maintenance facility will be required to be located elsewhere due to zoning and land-use restrictions by both the city of Sugar Land and the University of Houston System.



Figure 6 – Site Map

## Fort Bend County Transit Facility – Advanced Planning Report



Figure 7 – Site Aerial Image

### Observations

Although large, the site is split into three parts by a pair of drainage ditches shown in figure 7. This leaves the parcels likely to be provided for this facility largely undeveloped and in need of infrastructure. Connector roads would be needed to either the I-69 frontage road or University Blvd. TxDOT is currently planning additional entrance and exit ramps from I-69 in this area. Final placement of these ramps would affect the location of the connector roads to maximize efficiency. This site also offers advantages by being located near an existing park and ride lot providing added convenience to passengers. This site, and the partnership with the University of Houston offer some unique opportunities in joint training, internships and college programs in transportation and urban planning.

The site lies in Ft. Bend County MUD #139 serviced by the City of Sugar Land. Electrical utilities are also nearby.

### Concerns

The restrictions placed on the use of this site will require the county to construct the maintenance facility elsewhere. This split-site configuration carries additional costs of construction as well as preventing the transit department from being co-located in a single facility.

**Flood Plain**

The site lies in an area protected by a levee system as shown by the gray shaded area.



**Figure 8 – Flood Plain Map**

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## Site 3 – SW Corner of Hwy-90 and Hwy-6, Sugar Land

### Description of Site

This site is located south of Highway 90 and west of Highway 6 in Sugar Land. The site is part of an area of vacant land, part of which is underneath the aviation zone of runway 35 of the Sugar Land Regional airport. Requiring only 20 acres the transit facility could comfortably occupy the eastern portion of the area avoiding all of the airport zoning issues. The area highlighted in 'pink' encompasses approximately 27 acres.



Figure 9 - Site Plan

## Fort Bend County Transit Facility – Advanced Planning Report



Figure 10 - Site Aerial Image

### Observations

The property is currently not up for sale and the current parcel layout may not exactly match the county requirements. The county may have to acquire additional land in the direct avigation area that would be difficult to develop in the future.

The location does offer intermodal opportunities due to the proximity with the Sugar Land Regional airport.

There is currently no direct access from the site to either Hwy 6 or Hwy 90. The county would need to petition TxDOT for direct access, or create surface street infrastructure to access one or both of these thoroughfares.

Electric utilities exist on the site. A line of poles follows the contoured edge adjacent to the state owned parcel. Water and sewer utilities are nearby on both sides currently serving adjacent developed properties. This site is a greenfield site and would require development of a complete installation including a fuel depot.

## Fort Bend County Transit Facility – Advanced Planning Report

The map below shows the flood zones in the area, shaded in blue, and the site lies outside of any currently defined flood zone.



Figure 11 - Flood Plain Map

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### Access

TxDOT defines the minimum distance from the intersection the county would be allowed to create a driveway. The distances available at this site allow for full compliance with these requirements. In fact the driveway could be as much as 1000' away from Hwy 90 on the Hwy 6 frontage road and as much as 3000' away from Hwy 6 on Hwy 90 providing ample room for vehicles to enter and exit the highways.

### Concerns

- The property is likely to be expensive to obtain.
- Even with driveways being allowed on both Hwy 90 and Hwy 6, the available directions of travel are limited. In order to go northbound on Hwy 6 a bus will have to travel southbound, approximately 0.4 miles to University Dr. to U-Turn and head north. Buses wishing to travel westbound on Hwy 90 will have similar issues but without the benefit of a U-Turn lane they will be subjected to as many as four traffic lights to make the U-Turn. TxDOT would have to approve a connection between the east and westbound lanes of Hwy 90 to mitigate this condition. The county would likely bear this cost.
- Buses travelling north on Hwy 6 are subject to delays and inherent safety issues from train traffic.

# Fort Bend County Transit Facility – Advanced Planning Report

## Site 4- SE Corner, Bamore and Hwy 59

### Description of Site

This site is located south of Highway 59 and west of Highway 36 in Rosenberg. The site is part of a 50 acre tract currently owned by the county. Requiring only 20 acres the transit facility could comfortably occupy a portion of the land closest to Highway 59 for ease of access. The site is near the County’s fuel depot which includes distribution facilities as well as bulk fuel storage.



Figure 12 – Site Map



Figure 13 – Site Aerial Image

**Observations**

The property is currently owned by the county so acquisition and purchase would be trivial. The current access to the property from I-69 will improve greatly as the Bamore Road extension project completes along with the I-69 upgrade project.

Electric utilities exist on the site. A line of poles follows the the drainage ditch on the southwest side of the property. The property resides in Ft. Bend MUD #148 which provides water and sewer through the City of Rosenberg.

# Fort Bend County Transit Facility – Advanced Planning Report

## Concerns

The site abuts the residential area and the residents on Enchanted Springs Dr. may be averse to having a bus facility literally in their back yard.

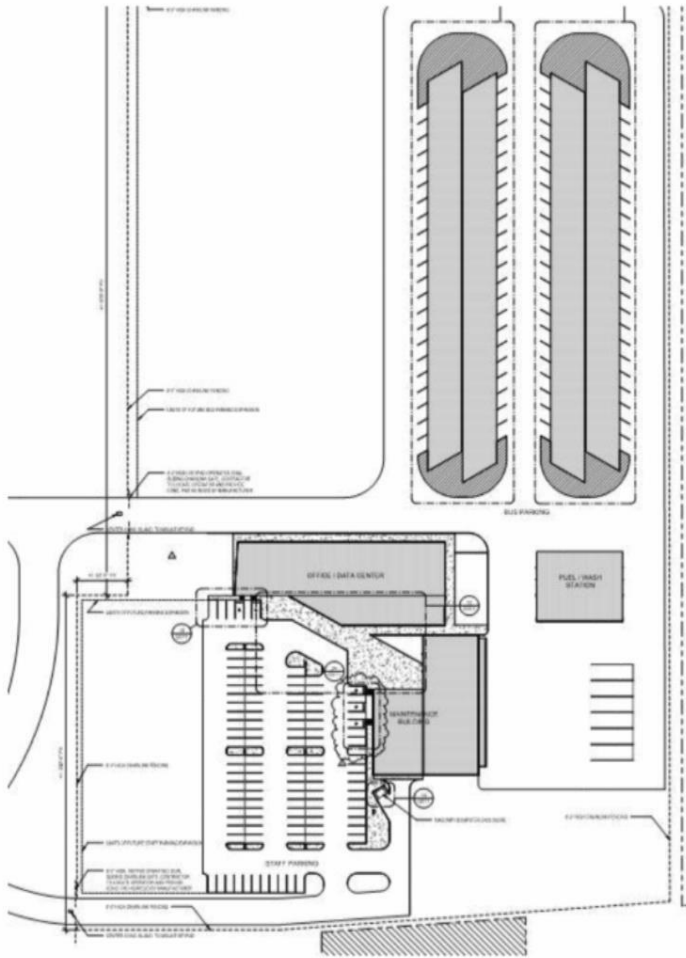
The map below shows the site lies outside of any currently defined flood zone, areas shaded in blue.



Figure 14 – Flood Plain Map

**Chapter- 4 Site Layout**

Three of the four sites allow for a combined operation including an administration building, a maintenance facility and bus parking and servicing areas. Figure 14 shows a typical representation of this type of facility. Site #2 precludes all of this except for the office building and associated employee parking. The remaining facilities would be located on the sister site.



**Figure 15 – Typical Site Layout**

### Chapter 5-Operating Plan

#### Current Operations

Fort Bend County Transit currently operates from three locations, two on County owned properties and one leased warehouse space being used for vehicle maintenance. There is also a fourth location that our transit vehicles drive to for refueling before returning to the yard at the end of the routes. Transit operations from these multiple locations present several factors that affect daily costs of operations and prevent efficient use of equipment and staff.

Buses are stored and pull out from our County facility located at 1809 Eldridge Rd., Sugar Land. That property is too small to handle parking for the current fleet, drivers and operations staff. Several staff members are dedicated each evening and morning to the task of moving buses around to make room to get all buses on the lot at the end of the day and to make scheduled pullouts each morning. Some drivers are required to pull their bus out and park their personal vehicle in the bus space. Mechanics coming from the shop are frequently required to move other buses to get to the vehicle they need for maintenance work and to relocate other buses when a vehicle is returned to the lot after maintenance work is performed.

The building does not lend itself to efficient use with drivers having to pass thru the Dispatch area to get to managers or to pick up or deliver route paperwork. Temporary walls separating supervisory personnel and other functions challenge productivity, confidentiality and efficiency. The building has two small, single-stall restrooms for a staff of over 60 employees.

Fort Bend County also operates an Ambassador Program to provide assistance for elderly and disabled passengers. Due to the lack of room for employee parking at the Eldridge Rd. location, the ambassador employees park at our Emily Court offices and a bus pulling out from 1809 Eldridge must drive 2 miles to Emily Court at the beginning and end of each route to pick up and drop off the ambassador assigned to the route.

Bus maintenance is currently being performed in two rented warehouse bays located at 1723 Eldridge Rd., Sugar Land. This property is adjacent to the Bus storage facility but requires street travel to get from one location to the other. Buses being returned to the parking lot must be driven a distance of one mile through a residential neighborhood behind the bus facility. Combined with the need to shuffle buses to get in and out of the parking lot additional mechanics time is spent moving buses between the facilities instead of performing repairs

Bus fueling operations occur at a location on Dairy Ashford Rd. , 2.5 miles from where the buses are housed. That location contains other County equipment and is secured behind a closed gate after regular business hours. A transit supervisor is assigned to monitor, open and close the gate for buses to refuel at the end of their route. This adds unnecessary miles and hours to the operations.

## Fort Bend County Transit Facility – Advanced Planning Report

### Savings For Unified Location of Operations

Placing all transit operations in a unified location would alleviate all the operational issues noted above. Some savings are easy to “quantify”. Others are a bit more subjective.

Removing the need for staff to relocate buses for parking would save approximately 10 employee hours per day. Onsite fueling would remove the need for a supervisor at the fuel site, saving approximately 3 hours per day. Buses parked adjacent to and having direct access to the maintenance bays would save approximately 4 hours per day for maintenance staff.

The current operations agreement pays for contracted service based on “Service Hour” which is gate-to-gate. With fueling being done offsite re-fueling time is part of the billed hours of service. Having on-site fueling would reduce that cost of contracted operations. With 38 routes, estimating 15 minutes per bus to drive to the fuel site and fill up, with 252 annual service days, on-site fueling would save approximately \$120,000 per year in non-revenue Service Hour costs.

Currently 6 routes scheduled for Ambassadors operate an additional 20 minutes per day picking up and dropping off the employee at our Emily Court location. A unified site with sufficient space for these employees would save approximately \$25,000 per year in non-revenue Service Hour costs.

These savings are related to a unified transit operations site versus current operations. These savings can be realized without regard to the transit facility site location. Bringing these portions of the daily operations into one shared location will enhance efficiency, improve overall operations and cut non-revenue related costs.

### Implementation Plan/Timeline

The current implementation plan shows facility design completing in the summer of 2015. Construction could potentially start in the late fall with approval of federal funding or a letter of no prejudice, LONP, from FTA. The project is included in the transportation improvement program, TIP, and the environmental recommendation for a categorical exclusion is provided as a supplement to this document. Both of these are required for a LONP approval. With an environmental concurrence and LONP approval the county could consider phasing the construction using bond funds already committed to the projects local match requirement. Phase 1 could address bus storage and maintenance concerns with immediate construction of those facilities. Phase 2 which would include the administrative facilities could then be completed once federal resources were secured.

### Chapter 6 – Financial Plan

#### Operating and Maintenance Costs

Fort Bend County utilizes a Contracted Bus service that is paid a turn key rate by the “Service Hour”. Fort Bend County operates and maintains the Emily Court and Dairy Ashford facilities. The contract service provider is responsible for operating and maintaining the Eldridge Depot and leases the maintenance facility on Eldridge.

The turn-key rate includes routine costs to maintain the county-owned depot. Major structural, utility or other concerns are borne by the county. The county expects to continue this operating model at the new site.

### Chapter 7 – Public Outreach

#### Public Meeting and Comment

In keeping with guidelines suggested by FTA, FHWA and NEPA, the county advertised a meeting to solicit public comment. The advertising period began in early December 2014 and ran through mid-January of 2015. Flyers were distributed to the businesses and residences surrounding the selected site as well as placed on all transit buses. Advertisements in both English and Spanish were published in local newspapers.

A public meeting was held on January 15, 2015 at the Fort Bend County Fairgrounds Site to provide additional public awareness and collect any comments.

The meeting was lightly attended and no comments were received on this project.

Two local papers published follow up articles on the project.

### Conclusion

The county recognizes the need to consolidate the transit services into a single, streamlined and efficient operational facility. The site selection analysis allowed the commissioners to select the fairgrounds, site #1, as the preferred site to develop for this facility. The environmental assessment, provided as appendices to this document, also support this location. Moving forward with this project allows the county to achieve key elements of the long range transit plan:

- Continuation and expansion of demand-response bus and van service throughout the lower density portions of the County. These services are expected to become feeder routes to future fixed route transit;
- Development of fixed route local service in urban areas;
- The expansion of commuter bus service to major employment centers in Harris County.
- The introduction of Bus Rapid Transit (BRT) along certain corridors that can accommodate higher speed travel;
- Local circulator service within the municipalities that may or may not intersect with other regional providers;
- Support for larger transit vehicles i.e. a 50' transit bus.

## APPENDIX B – TITLE VI DEMOGRAPHIC ANALYSIS

### Fort Bend County Demographic Data – Minority, Age 65 and Older, Disability Status, and Low-Income

*Source: 2017 ACS 5-Year Estimates*

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

*\*Minority is defined as non-white persons inclusive of non-white Hispanic/Latino population*

Location	Total Pop.	Total Minority*	% Minority	Hispanic or Latino	% Hispanic or Latino	Pop. Aged 65+	% Aged 65+	Total Pop. Aged 5+	Pop. 5+ with Disability	% w/ Disability	Total Households (HH)	HHs w/Income Below Poverty	% HHs w/Income Below Poverty
<b>Fort Bend County Total</b>	<b>711,421</b>	<b>466,989</b>	<b>65.64%</b>	<b>171,949</b>	<b>24.17%</b>	<b>69,049</b>	<b>9.71%</b>	<b>661,564</b>	<b>54,444</b>	<b>8.30%</b>	<b>222,331</b>	<b>16,400</b>	<b>7.38%</b>
Census Tract 6701.01	7,215	7,122	<b>98.71%</b>	4,868	<b>67.47%</b>	581	8.05%	6,786	574	<b>8.46%</b>	1,813	399	<b>22.01%</b>
Census Tract 6701.02	3,337	3,299	<b>98.86%</b>	1,289	<b>38.63%</b>	162	4.85%	2,998	433	<b>14.44%</b>	1,041	220	<b>21.13%</b>
Census Tract 6702	8,028	7,887	<b>98.24%</b>	3,256	<b>40.56%</b>	815	<b>10.15%</b>	7,417	739	<b>9.96%</b>	2,461	261	<b>10.61%</b>
Census Tract 6703	3,751	3,621	<b>96.53%</b>	980	<b>26.13%</b>	502	<b>13.38%</b>	3,469	542	<b>15.62%</b>	1,209	127	<b>10.50%</b>
Census Tract 6704	5,279	5,119	<b>96.97%</b>	796	15.08%	538	<b>10.19%</b>	4,851	619	<b>12.82%</b>	1,674	137	<b>8.18%</b>
Census Tract 6705	4,478	4,261	<b>95.15%</b>	977	21.82%	467	<b>10.43%</b>	4,194	510	<b>12.20%</b>	1,683	178	<b>10.58%</b>
Census Tract 6706.01	9,661	9,507	<b>98.41%</b>	1,419	14.69%	845	8.75%	9,076	795	<b>8.76%</b>	3,101	152	4.90%
Census Tract 6706.02	1,968	1,942	<b>98.68%</b>	654	<b>33.23%</b>	160	8.13%	1,785	188	<b>10.53%</b>	572	74	<b>12.94%</b>
Census Tract 6707	5,460	4,695	<b>85.99%</b>	778	14.25%	561	<b>10.27%</b>	4,973	529	<b>10.68%</b>	1,815	83	4.57%
Census Tract 6708	17,818	17,334	<b>97.28%</b>	7,067	<b>39.66%</b>	703	3.95%	16,512	1,476	<b>8.94%</b>	4,816	593	<b>12.31%</b>
Census Tract 6709.01	12,254	9,587	<b>78.24%</b>	710	5.79%	1,267	<b>10.34%</b>	11,777	949	8.06%	3,654	53	1.45%
Census Tract 6709.02	7,652	7,379	<b>96.43%</b>	2,428	<b>31.73%</b>	454	5.93%	6,890	556	8.08%	2,150	211	<b>9.81%</b>
Census Tract 6710.01	5,294	2,340	44.20%	689	13.01%	1,389	<b>26.24%</b>	4,958	860	<b>17.35%</b>	2,333	87	3.73%
Census Tract 6710.02	6,374	3,881	60.89%	1,782	<b>27.96%</b>	986	<b>15.47%</b>	5,865	678	<b>11.56%</b>	2,324	167	7.19%
Census Tract 6711	8,659	7,562	<b>87.33%</b>	3,469	<b>40.06%</b>	801	9.25%	8,039	953	<b>11.90%</b>	2,668	426	<b>15.97%</b>
Census Tract 6712	6,314	5,702	<b>90.31%</b>	1,642	<b>26.01%</b>	523	8.28%	6,048	912	<b>15.08%</b>	1,975	162	<b>8.20%</b>
Census Tract 6713	4,432	3,791	<b>85.54%</b>	1,642	<b>37.05%</b>	300	6.77%	4,231	385	<b>9.10%</b>	1,326	207	<b>15.61%</b>
Census Tract 6714	8,569	7,371	<b>86.02%</b>	1,808	21.10%	674	7.87%	8,153	441	5.41%	3,204	451	<b>14.08%</b>
Census Tract 6715.01	7,711	5,650	<b>73.27%</b>	897	11.63%	889	<b>11.53%</b>	7,197	453	6.40%	2,449	134	5.47%
Census Tract 6715.02	1,669	1,372	<b>82.20%</b>	61	3.65%	165	<b>9.89%</b>	1,589	149	<b>9.38%</b>	479	18	3.76%
Census Tract 6716.01	7,083	3,480	49.13%	822	11.61%	854	<b>12.06%</b>	6,442	489	7.59%	2,791	121	4.34%
Census Tract 6716.02	3,633	1,843	50.73%	409	11.26%	502	<b>13.82%</b>	3,442	257	7.47%	1,238	54	4.36%

Location	Total Pop.	Total Minority*	% Minority	Hispanic or Latino	% Hispanic or Latino	Pop. Aged 65+	% Aged 65+	Total Pop. Aged 5+	Pop. 5+ with Disability	% w/ Disability	Total Households (HH)	HHS w/Income Below Poverty	% HHS w/Income Below Poverty
<b>Fort Bend County Total</b>	<b>711,421</b>	<b>466,989</b>	<b>65.64%</b>	<b>171,949</b>	<b>24.17%</b>	<b>69,049</b>	<b>9.71%</b>	<b>661,564</b>	<b>54,444</b>	<b>8.30%</b>	<b>222,331</b>	<b>16,400</b>	<b>7.38%</b>
Census Tract 6717	5,013	1,556	31.04%	455	9.08%	1,657	<b>33.05%</b>	4,779	537	<b>11.30%</b>	2,003	159	<b>7.94%</b>
Census Tract 6718	3,354	2,575	<b>76.77%</b>	848	<b>25.28%</b>	307	9.15%	3,170	231	7.29%	1,248	75	6.01%
Census Tract 6719	4,105	2,053	50.01%	906	22.07%	765	<b>18.64%</b>	3,893	381	<b>9.79%</b>	1,312	47	3.58%
Census Tract 6720.01	8,116	6,775	<b>83.48%</b>	1,071	13.20%	1,079	<b>13.29%</b>	7,755	865	<b>11.24%</b>	2,533	310	<b>12.24%</b>
Census Tract 6720.02	6,660	4,978	<b>74.74%</b>	1,058	15.89%	630	9.46%	6,334	578	<b>9.13%</b>	2,923	336	<b>11.50%</b>
Census Tract 6721	3,938	1,607	40.81%	334	8.48%	1,258	<b>31.95%</b>	3,870	448	<b>11.78%</b>	1,643	68	4.14%
Census Tract 6722	3,142	1,233	39.24%	604	19.22%	563	<b>17.92%</b>	3,014	249	8.26%	1,360	50	3.68%
Census Tract 6723.01	7,911	6,732	<b>85.10%</b>	2,012	<b>25.43%</b>	701	8.86%	7,368	514	6.98%	2,416	242	<b>10.02%</b>
Census Tract 6723.02	9,040	4,475	49.50%	1,596	17.65%	1,244	<b>13.76%</b>	8,703	946	<b>10.88%</b>	2,994	187	6.25%
Census Tract 6724	9,136	7,278	<b>79.66%</b>	3,292	<b>36.03%</b>	891	<b>9.75%</b>	8,656	685	7.91%	2,646	340	<b>12.85%</b>
Census Tract 6725	7,686	6,807	<b>88.56%</b>	3,217	<b>41.86%</b>	900	<b>11.71%</b>	7,238	627	<b>8.66%</b>	2,317	177	<b>7.64%</b>
Census Tract 6726.01	10,240	8,718	<b>85.14%</b>	5,510	<b>53.81%</b>	708	6.91%	9,581	871	<b>9.09%</b>	2,955	542	<b>18.34%</b>
Census Tract 6726.02	7,239	6,845	<b>94.56%</b>	2,354	<b>32.52%</b>	630	8.70%	6,854	438	6.40%	1,858	138	<b>7.43%</b>
Census Tract 6727.01	14,824	13,292	<b>89.67%</b>	4,882	<b>32.93%</b>	1,138	7.68%	13,991	1,097	7.84%	3,898	575	<b>14.75%</b>
Census Tract 6727.02	7,226	4,820	<b>66.70%</b>	1,376	19.04%	481	6.66%	6,654	397	5.97%	2,172	259	<b>11.92%</b>
Census Tract 6728	7,937	5,899	<b>74.32%</b>	1,206	15.19%	738	9.30%	7,543	508	6.95%	2,284	96	4.20%
Census Tract 6729	47,744	33,550	<b>70.27%</b>	7,414	15.53%	2,804	5.87%	42,067	3,000	7.16%	14,046	797	5.67%
Census Tract 6730.01	8,144	2,604	31.97%	940	11.54%	1,001	<b>12.29%</b>	7,780	691	<b>8.88%</b>	2,703	127	4.70%
Census Tract 6730.02	9,563	4,685	48.99%	2,173	22.72%	794	8.30%	8,916	589	6.61%	3,097	280	<b>9.04%</b>
Census Tract 6730.03	12,831	6,148	47.92%	1,950	15.20%	520	4.05%	12,062	255	2.11%	3,924	62	1.58%
Census Tract 6731.01	65,528	34,703	52.96%	15,051	22.97%	3,574	5.45%	59,714	3,085	5.18%	18,670	502	2.69%
Census Tract 6731.02	17,950	9,281	51.70%	3,500	19.50%	2,116	<b>11.79%</b>	17,112	1,152	6.73%	5,974	472	<b>7.90%</b>
Census Tract 6732	14,373	4,570	31.80%	2,223	15.47%	877	6.10%	12,833	642	5.00%	4,421	143	3.23%
Census Tract 6733	6,162	1,348	21.88%	708	11.49%	1,394	<b>22.62%</b>	5,889	488	8.29%	2,316	155	6.69%
Census Tract 6734	22,998	10,531	45.79%	4,859	21.13%	1,975	8.59%	20,631	1,203	5.84%	7,462	125	1.68%
Census Tract 6735	7,925	2,654	33.49%	1,371	17.30%	986	<b>12.44%</b>	7,678	519	6.77%	3,007	178	5.92%
Census Tract 6736	7,492	1,843	24.60%	1,489	19.87%	1,133	<b>15.12%</b>	7,104	644	<b>9.07%</b>	2,669	120	4.50%
Census Tract 6737	2,550	1,610	63.14%	811	<b>31.80%</b>	185	7.25%	2,550	6	<b>27.27%</b>	4	0	0.00%
Census Tract 6738	9,805	7,517	<b>76.66%</b>	1,732	17.66%	848	8.65%	9,339	764	8.18%	2,631	208	<b>7.91%</b>
Census Tract 6739.01	8,633	4,941	<b>57.23%</b>	766	8.87%	876	<b>10.15%</b>	8,491	451	5.31%	2,586	46	1.78%

Location	Total Pop.	Total Minority*	% Minority	Hispanic or Latino	% Hispanic or Latino	Pop. Aged 65+	% Aged 65+	Total Pop. Aged 5+	Pop. 5+ with Disability	% w/ Disability	Total Households (HH)	HHS w/Income Below Poverty	% HHS w/Income Below Poverty
<b>Fort Bend County Total</b>	<b>711,421</b>	<b>466,989</b>	<b>65.64%</b>	<b>171,949</b>	<b>24.17%</b>	<b>69,049</b>	<b>9.71%</b>	<b>661,564</b>	<b>54,444</b>	<b>8.30%</b>	<b>222,331</b>	<b>16,400</b>	<b>7.38%</b>
Census Tract 6739.02	11,792	9,184	<b>77.88%</b>	584	4.95%	825	7.00%	10,921	461	4.22%	3,435	183	5.33%
Census Tract 6740	8,239	4,505	<b>54.68%</b>	567	6.88%	1,424	<b>17.28%</b>	7,895	733	<b>9.28%</b>	3,033	297	<b>9.79%</b>
Census Tract 6741	7,472	3,287	43.99%	904	12.10%	1,028	<b>13.76%</b>	7,037	340	4.83%	2,636	160	6.07%
Census Tract 6742	5,286	2,391	45.23%	381	7.21%	745	<b>14.09%</b>	5,037	177	3.51%	1,783	44	2.47%
Census Tract 6743	8,603	5,734	<b>66.65%</b>	502	5.84%	909	<b>10.57%</b>	8,073	351	4.35%	2,564	40	1.56%
Census Tract 6744	17,567	12,910	<b>73.49%</b>	976	5.56%	1,550	8.82%	16,483	810	4.91%	4,823	186	3.86%
Census Tract 6745.01	11,895	8,533	<b>71.74%</b>	1,152	9.68%	987	8.30%	10,929	388	3.55%	3,737	22	0.59%
Census Tract 6745.02	19,750	9,720	49.22%	3,725	18.86%	1,432	7.25%	18,511	1,039	5.61%	5,696	391	6.86%
Census Tract 6746.01	3,609	1,006	27.87%	243	6.73%	759	<b>21.03%</b>	3,408	399	<b>11.71%</b>	1,326	33	2.49%
Census Tract 6746.02	8,329	2,970	35.66%	1,338	16.06%	832	<b>9.99%</b>	7,665	506	6.60%	2,544	49	1.93%
Census Tract 6746.03	5,871	2,836	48.31%	1,970	<b>33.55%</b>	648	<b>11.04%</b>	5,634	652	<b>11.57%</b>	2,004	167	<b>8.33%</b>
Census Tract 6746.04	5,195	4,236	<b>81.54%</b>	722	13.90%	504	9.70%	4,888	437	<b>8.94%</b>	1,399	44	3.15%
Census Tract 6747	15,115	10,296	<b>68.12%</b>	3,344	22.12%	1,879	<b>12.43%</b>	14,031	1,216	<b>9.43%</b>	4,660	229	4.91%
Census Tract 6748	5,338	3,920	<b>73.44%</b>	2,959	<b>55.43%</b>	510	9.55%	5,031	505	<b>10.04%</b>	1,941	325	<b>16.74%</b>
Census Tract 6749	6,269	5,469	<b>87.24%</b>	4,611	<b>73.55%</b>	733	<b>11.69%</b>	5,719	1,418	<b>26.17%</b>	1,779	468	<b>26.31%</b>
Census Tract 6750	3,075	2,748	<b>89.37%</b>	2,117	<b>68.85%</b>	320	<b>10.41%</b>	2,812	564	<b>20.06%</b>	997	231	<b>23.17%</b>
Census Tract 6751	10,261	7,354	<b>71.67%</b>	5,551	<b>54.10%</b>	1,268	<b>12.36%</b>	9,690	1,367	<b>14.24%</b>	3,533	446	<b>12.62%</b>
Census Tract 6752	5,834	4,694	<b>80.46%</b>	4,392	<b>75.28%</b>	579	<b>9.92%</b>	5,389	829	<b>15.38%</b>	1,866	259	<b>13.88%</b>
Census Tract 6753	6,699	5,352	<b>79.89%</b>	4,808	<b>71.77%</b>	905	<b>13.51%</b>	6,024	933	<b>15.64%</b>	2,073	487	<b>23.49%</b>
Census Tract 6754	8,196	5,756	<b>70.23%</b>	4,948	<b>60.37%</b>	748	9.13%	7,233	679	<b>9.41%</b>	2,407	355	<b>14.75%</b>
Census Tract 6755	16,473	10,391	63.08%	6,187	<b>37.56%</b>	1,151	6.99%	15,123	1,627	<b>10.76%</b>	5,292	187	3.53%
Census Tract 6756	6,699	2,467	36.83%	2,366	<b>35.32%</b>	705	<b>10.52%</b>	6,270	984	<b>15.74%</b>	2,197	45	2.05%
Census Tract 6757	6,479	2,688	41.49%	2,071	<b>31.96%</b>	956	<b>14.76%</b>	6,146	951	<b>15.65%</b>	2,465	330	<b>13.39%</b>
Census Tract 6758	3,471	2,169	62.49%	1,380	<b>39.76%</b>	741	<b>21.35%</b>	3,354	730	<b>21.77%</b>	1,293	291	<b>22.51%</b>

## APPENDIX C – LANGUAGE SPOKEN AT HOME IN FORT BEND COUNTY

### Fort Bend County Demographic Data – Limited Language Households by Language Spoken at Home

Source: 2017 ACS 5-Year Estimates

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

Location	Total Households (HH)	Spanish		Other Indo-European Languages		Asian and Pacific Island Languages		Other Languages		ALL Non-English Languages	
		HH w/Limited English	% of Total HH	HH w/Limited English	% of Total HH	HH w/Limited English	% of Total HH	HH w/Limited English	% of Total HH	HH w/Limited English	% of Total HH
<b>Fort Bend County Total</b>	<b>222,331</b>	<b>34,297</b>	<b>15.43%</b>	<b>1,410</b>	<b>0.63%</b>	<b>5,334</b>	<b>2.40%</b>	<b>326</b>	<b>0.15%</b>	<b>41,367</b>	<b>18.61%</b>
Census Tract 6701.01	1,813	680	<b>37.51%</b>	0	0.00%	0	0.00%	0	0.00%	680	<b>37.51%</b>
Census Tract 6701.02	1,041	198	<b>19.02%</b>	0	0.00%	0	0.00%	0	0.00%	198	<b>19.02%</b>
Census Tract 6702	2,461	539	<b>21.90%</b>	0	0.00%	0	0.00%	0	0.00%	539	<b>21.90%</b>
Census Tract 6703	1,209	186	15.38%	0	0.00%	19	1.57%	0	0.00%	205	16.96%
Census Tract 6704	1,674	147	8.78%	0	0.00%	0	0.00%	27	<b>1.61%</b>	174	10.39%
Census Tract 6705	1,683	244	14.50%	0	0.00%	6	0.36%	0	0.00%	250	14.85%
Census Tract 6706.01	3,101	291	9.38%	0	0.00%	0	0.00%	0	0.00%	291	9.38%
Census Tract 6706.02	572	95	<b>16.61%</b>	0	0.00%	0	0.00%	0	0.00%	95	16.61%
Census Tract 6707	1,815	183	10.08%	18	<b>0.99%</b>	69	<b>3.80%</b>	0	0.00%	270	14.88%
Census Tract 6708	4,816	899	<b>18.67%</b>	20	0.42%	0	0.00%	0	0.00%	919	<b>19.08%</b>
Census Tract 6709.01	3,654	214	5.86%	16	0.44%	202	<b>5.53%</b>	0	0.00%	432	11.82%
Census Tract 6709.02	2,150	453	<b>21.07%</b>	0	0.00%	10	0.47%	0	0.00%	463	<b>21.53%</b>
Census Tract 6710.01	2,333	199	8.53%	50	<b>2.14%</b>	0	0.00%	0	0.00%	249	10.67%
Census Tract 6710.02	2,324	393	<b>16.91%</b>	0	0.00%	15	0.65%	0	0.00%	408	17.56%
Census Tract 6711	2,668	624	<b>23.39%</b>	0	0.00%	0	0.00%	0	0.00%	624	<b>23.39%</b>
Census Tract 6712	1,975	490	<b>24.81%</b>	0	0.00%	18	0.91%	0	0.00%	508	<b>25.72%</b>
Census Tract 6713	1,326	236	<b>17.80%</b>	0	0.00%	31	2.34%	0	0.00%	267	<b>20.14%</b>
Census Tract 6714	3,204	283	8.83%	17	0.53%	188	<b>5.87%</b>	16	<b>0.50%</b>	504	15.73%
Census Tract 6715.01	2,449	230	9.39%	0	0.00%	130	<b>5.31%</b>	0	0.00%	360	14.70%
Census Tract 6715.02	479	25	5.22%	0	0.00%	35	<b>7.31%</b>	0	0.00%	60	12.53%
Census Tract 6716.01	2,791	129	4.62%	44	<b>1.58%</b>	218	<b>7.81%</b>	0	0.00%	391	14.01%
Census Tract 6716.02	1,238	138	11.15%	0	0.00%	80	<b>6.46%</b>	0	0.00%	218	17.61%

Location	Total Households (HH)	Spanish		Other Indo-European Languages		Asian and Pacific Island Languages		Other Languages		ALL Non-English Languages	
		HH w/Limited English	% of Total HH	HH w/Limited English	% of Total HH	HH w/Limited English	% of Total HH	HH w/Limited English	% of Total HH	HH w/Limited English	% of Total HH
<b>Fort Bend County Total</b>	<b>222,331</b>	<b>34,297</b>	<b>15.43%</b>	<b>1,410</b>	<b>0.63%</b>	<b>5,334</b>	<b>2.40%</b>	<b>326</b>	<b>0.15%</b>	<b>41,367</b>	<b>18.61%</b>
Census Tract 6717	2,003	151	7.54%	0	0.00%	50	<b>2.50%</b>	0	0.00%	201	10.03%
Census Tract 6718	1,248	221	<b>17.71%</b>	0	0.00%	25	2.00%	0	0.00%	246	<b>19.71%</b>
Census Tract 6719	1,312	217	<b>16.54%</b>	9	<b>0.69%</b>	20	1.52%	0	0.00%	246	<b>18.75%</b>
Census Tract 6720.01	2,533	258	10.19%	85	<b>3.36%</b>	285	<b>11.25%</b>	17	<b>0.67%</b>	645	<b>25.46%</b>
Census Tract 6720.02	2,923	275	9.41%	60	<b>2.05%</b>	53	1.81%	24	<b>0.82%</b>	412	14.10%
Census Tract 6721	1,643	100	6.09%	5	0.30%	114	<b>6.94%</b>	0	0.00%	219	13.33%
Census Tract 6722	1,360	176	12.94%	15	<b>1.10%</b>	31	2.28%	0	0.00%	222	16.32%
Census Tract 6723.01	2,416	302	12.50%	22	<b>0.91%</b>	212	<b>8.77%</b>	0	0.00%	536	<b>22.19%</b>
Census Tract 6723.02	2,994	310	10.35%	13	0.43%	75	<b>2.51%</b>	25	<b>0.84%</b>	423	14.13%
Census Tract 6724	2,646	656	<b>24.79%</b>	0	0.00%	137	<b>5.18%</b>	0	0.00%	793	<b>29.97%</b>
Census Tract 6725	2,317	603	<b>26.03%</b>	0	0.00%	117	<b>5.05%</b>	0	0.00%	720	<b>31.07%</b>
Census Tract 6726.01	2,955	1,091	<b>36.92%</b>	0	0.00%	67	2.27%	0	0.00%	1,158	<b>39.19%</b>
Census Tract 6726.02	1,858	494	<b>26.59%</b>	23	<b>1.24%</b>	52	<b>2.80%</b>	0	0.00%	569	<b>30.62%</b>
Census Tract 6727.01	3,898	826	<b>21.19%</b>	80	<b>2.05%</b>	204	<b>5.23%</b>	34	<b>0.87%</b>	1,144	<b>29.35%</b>
Census Tract 6727.02	2,172	304	14.00%	16	<b>0.74%</b>	73	<b>3.36%</b>	52	<b>2.39%</b>	445	<b>20.49%</b>
Census Tract 6728	2,284	169	7.40%	0	0.00%	63	<b>2.76%</b>	0	0.00%	232	10.16%
Census Tract 6729	14,046	1,975	14.06%	303	<b>2.16%</b>	468	<b>3.33%</b>	0	0.00%	2,746	<b>19.55%</b>
Census Tract 6730.01	2,703	214	7.92%	101	<b>3.74%</b>	88	<b>3.26%</b>	0	0.00%	403	14.91%
Census Tract 6730.02	3,097	506	<b>16.34%</b>	98	<b>3.16%</b>	24	0.77%	0	0.00%	628	<b>20.28%</b>
Census Tract 6730.03	3,924	546	13.91%	0	0.00%	234	<b>5.96%</b>	0	0.00%	780	<b>19.88%</b>
Census Tract 6731.01	18,670	3,220	<b>17.25%</b>	37	0.20%	466	<b>2.50%</b>	44	<b>0.24%</b>	3,767	<b>20.18%</b>
Census Tract 6731.02	5,974	897	15.02%	0	0.00%	180	<b>3.01%</b>	0	0.00%	1,077	18.03%
Census Tract 6732	4,421	478	10.81%	40	<b>0.90%</b>	12	0.27%	0	0.00%	530	11.99%
Census Tract 6733	2,316	235	10.15%	0	0.00%	6	0.26%	0	0.00%	241	10.41%
Census Tract 6734	7,462	1,124	15.06%	0	0.00%	26	0.35%	0	0.00%	1,150	15.41%
Census Tract 6735	3,007	282	9.38%	0	0.00%	0	0.00%	0	0.00%	282	9.38%
Census Tract 6736	2,669	399	14.95%	0	0.00%	0	0.00%	0	0.00%	399	14.95%
Census Tract 6737	4	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Census Tract 6738	2,631	282	10.72%	104	<b>3.95%</b>	54	2.05%	0	0.00%	440	16.72%
Census Tract 6739.01	2,586	231	8.93%	25	<b>0.97%</b>	86	<b>3.33%</b>	20	<b>0.77%</b>	362	14.00%

Location	Total Households (HH)	Spanish		Other Indo-European Languages		Asian and Pacific Island Languages		Other Languages		ALL Non-English Languages	
		HH w/Limited English	% of Total HH	HH w/Limited English	% of Total HH	HH w/Limited English	% of Total HH	HH w/Limited English	% of Total HH	HH w/Limited English	% of Total HH
<b>Fort Bend County Total</b>	<b>222,331</b>	<b>34,297</b>	<b>15.43%</b>	<b>1,410</b>	<b>0.63%</b>	<b>5,334</b>	<b>2.40%</b>	<b>326</b>	<b>0.15%</b>	<b>41,367</b>	<b>18.61%</b>
Census Tract 6739.02	3,435	151	4.40%	86	2.50%	220	6.40%	27	0.79%	484	14.09%
Census Tract 6740	3,033	225	7.42%	0	0.00%	185	6.10%	14	0.46%	424	13.98%
Census Tract 6741	2,636	159	6.03%	0	0.00%	113	4.29%	14	0.53%	286	10.85%
Census Tract 6742	1,783	85	4.77%	17	0.95%	35	1.96%	0	0.00%	137	7.68%
Census Tract 6743	2,564	141	5.50%	15	0.59%	102	3.98%	12	0.47%	270	10.53%
Census Tract 6744	4,823	250	5.18%	0	0.00%	141	2.92%	0	0.00%	391	8.11%
Census Tract 6745.01	3,737	172	4.60%	48	1.28%	101	2.70%	0	0.00%	321	8.59%
Census Tract 6745.02	5,696	795	13.96%	0	0.00%	0	0.00%	0	0.00%	795	13.96%
Census Tract 6746.01	1,326	66	4.98%	0	0.00%	0	0.00%	0	0.00%	66	4.98%
Census Tract 6746.02	2,544	267	10.50%	20	0.79%	22	0.86%	0	0.00%	309	12.15%
Census Tract 6746.03	2,004	362	18.06%	0	0.00%	17	0.85%	0	0.00%	379	18.91%
Census Tract 6746.04	1,399	150	10.72%	9	0.64%	46	3.29%	0	0.00%	205	14.65%
Census Tract 6747	4,660	505	10.84%	0	0.00%	92	1.97%	0	0.00%	597	12.81%
Census Tract 6748	1,941	457	23.54%	0	0.00%	0	0.00%	0	0.00%	457	23.54%
Census Tract 6749	1,779	866	48.68%	0	0.00%	0	0.00%	0	0.00%	866	48.68%
Census Tract 6750	997	445	44.63%	0	0.00%	0	0.00%	0	0.00%	445	44.63%
Census Tract 6751	3,533	1,012	28.64%	0	0.00%	0	0.00%	0	0.00%	1,012	28.64%
Census Tract 6752	1,866	789	42.28%	0	0.00%	0	0.00%	0	0.00%	789	42.28%
Census Tract 6753	2,073	841	40.57%	0	0.00%	0	0.00%	0	0.00%	841	40.57%
Census Tract 6754	2,407	841	34.94%	0	0.00%	14	0.58%	0	0.00%	855	35.52%
Census Tract 6755	5,292	1,126	21.28%	0	0.00%	0	0.00%	0	0.00%	1,126	21.28%
Census Tract 6756	2,197	346	15.75%	0	0.00%	3	0.14%	0	0.00%	349	15.89%
Census Tract 6757	2,465	478	19.39%	14	0.57%	0	0.00%	0	0.00%	492	19.96%
Census Tract 6758	1,293	350	27.07%	0	0.00%	0	0.00%	0	0.00%	350	27.07%

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## **APPENDIX D – TITLE VI COMPLAINT PROCEDURES AND COMPLAINT FORM**

### **TITLE VI STATEMENT OF POLICY FOR PUBLIC TRANSPORTATION**

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

The Public Transportation Department recognizes its responsibility to the Fort Bend County community in which it operates and to the society it serves. The Public Transportation Department will utilize its best efforts to assure that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under the Fort Bend County program of transit service delivery and related benefits. Further, the Public Transportation Department will utilize best efforts to provide equitable and accessible public transportation services to persons of low income and persons with limited English proficiency.

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

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

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

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

## TITLE VI COMPLAINT PROCEDURES

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

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

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

The Civil Rights Officer will review and investigate every complaint promptly. Reasonable measures will be undertaken to preserve any information that is confidential. At a minimum the Civil Rights Office 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.

Once the investigation has been completed, the Civil Rights Officer will decide the validity of the complaint and what, if any, remedial actions will be taken to address the complainant's concerns. 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 Civil Rights Officer 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

<https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>

*The above link provide specific information about the FTA complaint process and the appropriate forms for submission directly to FTA.*

## 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@fortbendcountytexas.gov](mailto:Transit@fortbendcountytexas.gov). Complete and return this form to Fort Bend County Public Transportation Department, Attention Civil Rights Officer, 12550 Emily Court, Suite 400, Sugar Land, TX 77478 by fax at (281832) 243-6710.471-1843.

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? \_\_\_\_\_



## **TÍTULO VI DECLARACIÓN DE POLÍTICA PARA EL TRANSPORTE PÚBLICO**

El Condado de Fort Bend está comprometido con una política de no discriminación en la conducción de su negocio, incluida la responsabilidad del Título VI de brindar servicios de transporte público equitativos y accesibles. El Departamento de Transporte Público reconoce sus responsabilidades para con la comunidad del Condado de Fort Bend en la que opera y para la sociedad a la que sirve. El Departamento de Transporte Público utilizará sus mejores esfuerzos para garantizar que ninguna persona, por motivos de raza, color u origen nacional, pueda ser excluida de participar, negarse a recibir los beneficios o ser objeto de discriminación en el Condado de Fort Bend. Programa de prestación de servicios de tránsito y prestaciones relacionadas. Además, el Departamento de Transporte Público hará todo lo posible para proporcionar servicios de transporte público equitativos y accesibles a personas de bajos ingresos o con dominio limitado del inglés. Para obtener una copia completa de la Declaración de la política del Título VI del Condado de Fort Bend para el transporte público, visite "Título VI del Condado de Fort Bend - Declaración de la Política".

La responsabilidad de llevar a cabo el compromiso del Condado de Fort Bend con 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 del Título VI sea un éxito.

Se alienta a cualquier persona que considere que él o ella ha sido discriminada a denunciar dicha violación al Departamento de Transporte Público del Condado de Fort Bend dentro de los 180 días posteriores a la presunta discriminación. Si cree que ha sido excluido de participar, negado los beneficios o sujeto a discriminación por raza, color, origen nacional, idioma o nivel de ingresos según los programas del Departamento de Transporte Público del Condado de Fort Bend para la prestación de servicios de tránsito o beneficios relacionados, puede presentar una queja ante el Departamento de Transporte Público del Condado de Fort Bend, Oficial de Atención de Derechos Civiles, Transporte Público, 12550 Emily Court, Suite 400, Sugar Land, TX 77478; por teléfono (281) 633-7433; por fax (832) 471-1843; o por correo electrónico a [transit@fortbendcountytexas.gov](mailto:transit@fortbendcountytexas.gov) Para obtener un formulario para presentar una queja, consulte "Formulario de quejas del Título VI del Condado de Fort Bend". Le recomendamos que presente su queja por escrito; sin embargo, los comentarios también pueden ser enviados verbalmente.

El Oficial de Derechos Civiles revisará e investigará cada queja rápidamente. Se tomarán medidas razonables para preservar cualquier información que sea confidencial. Como mínimo, el Oficial de Derechos Civiles:

- Identificar y revisar todos los documentos, prácticas y procedimientos relevantes
- Identificar y entrevistar a personas con conocimiento de la violación del Título VI, es decir, la persona que presenta la queja; testigos o cualquier persona identificada por el recurrente; cualquier persona que pueda haber estado sujeta a una actividad similar, o cualquier persona con información relevante.

Una vez que se haya completado la investigación, el Oficial de Derechos Civiles decidirá la validez de la queja y las medidas correctivas, si las hubiera, se tomarán para abordar las inquietudes del demandante. Si se determina que existe una violación del Título VI, se tomarán

de inmediato los pasos correctivos que sean apropiados y necesarios. El demandante también recibirá un informe final junto con los pasos correctivos. El proceso de investigación y el informe final no deben tomar más de veinticinco (25) días hábiles. Si no se encuentra una violación y el demandante

El Oficial de Derechos Civiles mantendrá un registro de las quejas del Título VI recibidas de este proceso que incluirán la fecha en que se presentó la queja; un resumen de los alegatos; el estado de la queja; y las medidas tomadas por el Departamento de Transporte Público del Condado de Fort Bend en respuesta a la queja. Si el condado de Fort Bend recibe una queja del Título VI en forma de un cargo formal o una demanda, la queja se enviará al Fiscal del Condado.

Las quejas también pueden presentarse ante 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*

Para más información (en inglés) diríjase a: <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>

## 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@fortbendcountytexas.gov](mailto:Transit@fortbendcountytexas.gov). Llene y envíe el presente formulario a: *Fort Bend County Public Transportation Department, Attention Civil Rights Officer, 12550 Emily Court, Suite 400, Sugar Land, TX 77478*, o por fax al (832) 471-1843.

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.

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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.

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\_\_\_\_\_  
Firma del Denunciante

\_\_\_\_\_  
Fecha

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## APPENDIX E – LETTER OF NO COMPLAINTS



### FORT BEND COUNTY PUBLIC TRANSPORTATION DEPARTMENT

PAULETTE SHELTON  
Director

January 24, 2019

U.S. Department of Transportation  
Federal Transit Administration  
1200 New Jersey Avenue, SE  
Washington, DC 20590

RE: Title VI Complaints

Dear Sir/Madam,

The Fort Bend County Transportation Department has not received any Title VI complaints during the years of 2016 to current.

Sincerely,

A handwritten signature in black ink, appearing to read "Tennille M. Jones".

Tennille M. Jones  
Community Relations Manager  
Public Transportation

12550 Emily Court • Suite 400 • Sugar Land, Texas 77478  
(281) 633-RIDE (7433) • Fax (281) 243-6715

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## APPENDIX F – PRESENTATIONS AND OUTREACH

Date of Presentation	Attendance Number	Organization Name	Location	Contact Number	Notes	Employee
<b>2016</b>						
8-Jan-16	102	Fort Bend CONNECT Meeting "Parenting Education"	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Handed out promotional items and information to various social service agencies. Participated in Steering Committee duties.	Melanie
19-Jan-16	12	Fort Bend CONNECT Steering Committee Meeting	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Participated in Steering Committee Meeting for Monthly Fort Bend CONNECT Meetings.	Melanie
20-Jan-16	3	Fort Bend Center for Independent Living	FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar Land, TX 77478	281-980-2219	Presentation to a group of consumers w/ disabilities regarding our services and client responsibilities.	Melanie
16-Feb-16	14	Fort Bend CONNECT Steering Committee Meeting	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Participated in Steering Committee Meeting for Monthly Fort Bend CONNECT Meetings.	Melanie
18-Feb-16	20	Rosenberg Fort Bend Seniors Meals-On-Wheels	Bud O'Sheiles Center 1330 Band Rd. Rosenberg, TX 77471	281-633-7058	Rosenberg seniors asked me to come out to answer service questions. Addressed comments and concerns.	Melanie
24-Feb-16	6	Fort Bend Center for Independent Living	FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar Land, TX 77478	281-980-2219	Presentation to a group of consumers w/ disabilities regarding our services and client responsibilities.	Melanie
11-Mar-16	85	Fort Bend CONNECT Meeting "Homelessness in FBC"	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Handed out promotional items and information to various social service agencies. Participated in Steering Committee duties.	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	Contact Number	Notes	Employee
7-Apr-16	50+	United Way - Fort Bend THRIVE Career & Resource Fair	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2304	Handed out promotional items and information. Answered questions regarding our services.	Melanie
8-Apr-16	80	Fort Bend CONNECT Meeting "Language Services in FBC"	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Handed out promotional items and information to various social service agencies. Participated in Steering Committee duties.	Melanie
15-Apr-16	200+	Meyer Elementary "Careers on Wheels"	Meyer Elementary 1930 J. Meyer Rd. Rosenberg, TX 77469	832-223-2005	Presentation to groups of elementary students regarding public transportation service. Staged bus at event for children to explore.	Tennille
16-Apr-16	35	Sugar Land Earth Day Event	Sugar Land Town Square 15958 City Walk Sugar Land, TX 77479	713-965-1711	Handed out promotional items and information. Answered questions regarding our services.	Melanie & Donna A.
22-Apr-16	9	Texana - Sugar Land Clinic	Texana - S.L. 2535 Cordes Dr. Sugar Land, TX 77479	281-276-4410	Brief presentation to clinic staff regarding our services, and client responsibilities.	Melanie
26-Apr-16	20	Greenway Plaza Communte Solutions Workshop	Conference Center 3 Greenway Plaza Houston, TX 77046	713-993-2487	Commute Solutions workshop. Handed out promotional items and information to Greenway Plaza H.R. reps.	Melanie
27-Apr-16	25	Fort Bend Center for Independent Living	FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar Land, TX 77478	281-980-2219	Spring Social event. Presentation to a group of consumers w/ disabilities regarding our services and client responsibilities.	Melanie
27-Apr-16	50	Richmond-Rosenberg Town Hall Meeting	Rosenberg Civic & Rec.Center 3825 Highway 36 South Rosenberg, TX 77471	832-595-3310	Brief presentation about new PD routes during town hall meeting for Richmond/Rosenberg area. Handed out information.	Melanie & Donna

Date of Presentation	Attendance Number	Organization Name	Location	Contact Number	Notes	Employee
11-May-16	150+	Fort Bend Seniors Meals-On-Wheels "Seniors' Senior Prom"	Bud O'Sheiles Center 1330 Band Rd. Rosenberg, TX 77471	281-633-7058	Assisted in making certain all the seniors got on correct buses after event field trip as efficiently as possible.	Melanie
13-May-16	105	Fort Bend CONNECT Meeting "After the Flood"	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Handed out promotional items and information to various social service agencies. Participated in Steering Committee duties, including being the volunteer coordinator for May.	Melanie
14-May-16	75	Veterans' Benefits Fair	VFW Post 3903 1903 1st Street Rosenberg, TX 77471	281-238-3585	Handed out promotional items and information to Veterans and their families. Addressed comments & concerns.	Melanie
17-May-16	12	Fort Bend CONNECT Steering Committee Meeting	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Participated in Steering Committee Meeting for Monthly Fort Bend CONNECT Meetings.	Melanie
19-May-16	150+	Fort Bend Seniors Meals-On-Wheels "NRG Picnic"	Bud O'Sheiles Center 1330 Band Rd. Rosenberg, TX 77471	281-633-7058	Assisted in making certain all the seniors got on correct buses after field trip as efficiently as possible.	Melanie
6-Jun-16	35	St Lukes Orientation	Houston Community College Downtown Campus	832-355-8516	Handed out information regarding TMC Service	Donna A.
9-Jun-16	200+	"My Solution Is..." Transportation Fair	Transportation Fair 3 Greenway Plaza Houston, TX 77046	713-993-2487	Handed out promotional items and information to Greenway Plaza commuters.	Melanie & Donna A.
10-Jun-16	65	Fort Bend CONNECT Meeting "Synthetic Drugs"	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Handed out promotional items and information to various social service agencies. Participated in Steering Committee duties.	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	Contact Number	Notes	Employee
16-Jun-16	150+	Fort Bend Seniors Meals-On-Wheels "Seniors' Health Fair"	Bud O'Sheiles Center 1330 Band Rd. Rosenberg, TX 77471	281-633-7058	Assisted in making certain all the seniors got on correct buses after event field trip as efficiently as possible.	Melanie
20-Jun-16	80	St Lukes Orientation	Houston Community College Downtown Campus	832-355-8516	Handed out information regarding TMC Service	Donna A.
21-Jun-16	6	Fort Bend CONNECT Steering Committee Meeting	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Participated in Steering Committee Meeting for Monthly Fort Bend CONNECT Meetings.	Melanie
23-Jun-16	20+	Mini Transit Fair - Investco	Investco Offices	713-215-2934	Handed out promotional items and information to Greenway Plaza commuters.	Kellie W. (TREK)
29-Jun-16	10	Fort Bend Center for Independent Living	FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar Land, TX 77478	281-980-2219	Presentation to a group of consumers w/ disabilities regarding our services and client responsibilities.	Melanie
8-Jul-16	86	Fort Bend CONNECT Meeting "Crime Victim Services"	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Handed out promotional items and information to various social service agencies. Participated in Steering Committee duties.	Melanie
19-Jul-16	6	Fort Bend CONNECT Steering Committee Meeting	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Participated in Steering Committee Meeting for Monthly Fort Bend CONNECT Meetings.	Melanie
27-Jul-16	20	Fort Bend Center for Independent Living	FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar Land, TX 77478	281-980-2219	Presentation to a group of consumers w/ disabilities regarding our services and client responsibilities. Annual ADA Celebration!	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	Contact Number	Notes	Employee
28-Jul-16	60	AARP Meeting	Rosenberg Civic & Rec.Center 3825 Highway 36 South Rosenberg, TX 77471	281-633-7552	Brief presentation about services, and new PD routes during AARP meeting for Richmond/Rosenberg area. Handed out information.	Melanie
28-Jul-16	40	Main Street Program Downtown 'After Hours' Reception	Another Time Soda Fountain 800 3rd Street Rosenberg, TX 77471	832-595-3337	Commissioner Morrison devoted the first portion of his presentation to our services, the PD routes, and the work we did during the flooding and the flood recovery route.	James Hoss
4-Aug-16	150	H-GAC Commute Solutions Re-Launch Festival	Houston City Hall 901 Bagby St. Houston, TX 77002	713-993-4573	Handed out promotional items and information to festival participants.	Melanie, Tennille, & Donna A.
6-Aug-16	500+	Access Health Back-To-School Health Fair	Access Health 400 Austin Street Richmond, TX 77469	281-633-3144	Handed out promotional items and information, including PD routes, to festival participants.	Melanie
6-Aug-16	20	FBC Libraries - MC Branch Service & Volunteer Fair	M.C. Branch Library 1530 Texas Pkwy Missouri City, TX 77489	281-238-2100	Handed out promotional items and information to fair participants.	Melanie
12-Aug-16	80	Fort Bend CONNECT Meeting "Elderly Services"	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Handed out promotional items and information to various social service agencies. Participated in Steering Committee duties.	Melanie
13-Aug-16	500+	Access Health Back-To-School Health Fair	Access Health 307 Texas Pkwy. Missouri City, TX 77489	281-633-3144	Handed out promotional items and information to festival participants.	Melanie
16-Aug-16	4	Fort Bend CONNECT Steering Committee Meeting	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Participated in Steering Committee Meeting for Monthly Fort Bend CONNECT Meetings.	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	Contact Number	Notes	Employee
30-Aug-16	22	Project SEARCH Program	United Healthcare Bldg. 14141 Southwest Frwy. Sugar Land, TX 77478	979-268-1695	Brief presentation to students/staff of program for youth with special needs. Addressed comments and concerns.	Melanie
8-Sep-16	200+	Fort Bend Seniors Meals-On-Wheels "Labor Day Celebration"	Bud O'Sheiles Center 1330 Band Rd. Rosenberg, TX 77471	281-633-7058	Assisted in making certain all the seniors got on correct buses after event field trip as efficiently as possible.	Melanie
9-Sep-16	80	Fort Bend CONNECT Meeting "Medicare/Medicaid"	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Handed out promotional items and information to various social service agencies. Participated in Steering Committee duties.	Melanie
16-Sep-16	20	Coalition for the Homeless	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	713-297-1718	Meeting to find out the needs of the homeless and services provided within FBC.	Melanie
19-Sep-16	200+	Fort Bend Seniors Meals-On-Wheels "Seniors Fair Day"	Fort Bend County Fairgrounds 4110 SH 36 Rosenberg, TX 77489	281-633-7058	Assisted in making certain all the seniors got on correct buses after event field trip as efficiently as possible.	Melanie
23-Sep-16	1000+	Fort Bend County Fair Fair Day Parade	Fort Bend County Courthouse 401 Jackson St. Richmond, TX 77469	281-633-7433	Had a bus in the parade! Handed out PD Route flyers and candy to the spectators.	Maria, Dalia, & Donna A.
29-Sep-16	250+	Fort Bend County Employee Fair	FBC Rosenberg Annex 4520 Reading Road Rosenberg, TX 77471	281-238-3336	Employee Fair - Handed out promotional items and information	Melanie & Donna S.
12-Oct-16	250+	Senior EXPO 2016	Stafford Centre 10505 Cash Rd. Stafford, TX 77477	281-633-7433	Handed out information regarding our services to seniors at the event. Answered service questions.	Melanie & Donna A.
14-Oct-16	85	Fort Bend CONNECT Meeting "Medicare/Medicaid"	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Handed out promotional items and information to various social service agencies. Participated in Steering Committee duties.	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	Contact Number	Notes	Employee
15-Oct-16	20	Cars & Crafts in Richmond	Richmond City Hall 402 Morton St. Richmond, TX 77469	832-945-0954	Handed out information regarding our services to attendees at the event. Answered service questions.	Melanie & Donna A.
18-Oct-16	6	Fort Bend CONNECT Steering Committee Meeting	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Participated in Steering Committee Meeting for Monthly Fort Bend CONNECT Meetings.	Melanie
28-Oct-16	10	Sugar Land Town Square Haute Halloween	S.L. Town Square 2700 Town Center Blvd. N Sugar land, TX 77479	281-276-6000	Handed out information regarding our services to attendees at the event. Answered service questions.	Dalia & Maria
3-Nov-16	12	Clements H.S. Adult Transition Program	Clements H.S. 4200 Elkins Rd. Sugar Land, TX 77478	281-327-7736	Brief presentation to a group of special education high school students regarding our services. Addressed comments and concerns.	Melanie
8-Nov-16	9	Hightower H.S. Adult Transition Program	Hightower H.S. 3333 Hurricane Ln. Missouri City, TX 77459	281-634-9388	Brief presentation to a group of special education high school students regarding our services. Addressed comments and concerns.	Melanie
9-Nov-16	40	Adult Transition Program LCISD/All High Schools	LCISD Adult Transition Campus 710 Houston St. Richmond, TX 77469	832-757-0065	Brief presentation to a group of special education high school students regarding our services. Addressed comments and concerns.	Melanie
10-Nov-16	300+	Jackson Elementary Vehicle Career Day	Jackson Elementary 301 Third St. Rosenberg, TX 77471	832-223-1805	Presentation to groups of elementary students regarding public transportation service. Staged bus at event for children to explore.	First Transit Rep
16-Nov-16	150+	Fort Bend Seniors Meals-On-Wheels Thanksgiving Luncheon	Bud O'Sheiles Center 1330 Band Rd. Rosenberg, TX 77471	281-633-7058	Assisted in making certain all the seniors got on correct buses after field trip as efficiently as possible.	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	Contact Number	Notes	Employee
18-Nov-16	70	Fort Bend CONNECT Meeting "Holiday Celebration"	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Handed out promotional items and information to various social service agencies. Participated in Steering Committee duties.	Melanie
30-Nov-16	20	Transportation Meeting @ MGCC	Catholic Charities Mamie George Center 1111 Collins Rd. Richmond, TX 77469	281-202-6200	Brief presentation to a group of consumers regarding our services and Rich-Rose PD routes. Handed out information and answered service questions.	Melanie
9-Dec-16	200+	Fort Bend Seniors Meals-On-Wheels Christmas Luncheon	Bud O'Sheiles Center 1330 Band Rd. Rosenberg, TX 77471	281-633-7058	Assisted in making certain all the seniors got on correct buses after field trip as efficiently as possible.	Melanie
10-Dec-16	25	Miracle on Morton Street Event	Richmond City Hall 402 Morton St. Richmond, TX 77469	832-945-0954	Handed out information regarding our services to attendees at the event. Answered service questions.	Melanie & Dalia
<b>2017</b>						
5-Jan-17	10	Fort Bend CONNECT Steering Committee Meeting	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Participated in Steering Committee Meeting for Monthly Fort Bend CONNECT Meetings.	Melanie
10-Jan-17	12	Fort Bend Gardens Apts.	Apts- FB Gardens 313 Lane Dr. Rosenberg, TX 77471	281-342-3596	Brief presentation to a group of consumers regarding our services and Rich-Rose PD routes. Handed out information and answered service questions.	Melanie
13-Jan-17	70	Fort Bend CONNECT Meeting "You're Hired! Employment in FBC"	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Handed out promotional items and information to various social service agencies. Participated in Steering Committee duties.	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	Contact Number	Notes	Employee
17-Jan-17	6	Fort Bend CONNECT Steering Committee Meeting	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Participated in Steering Committee Meeting for Monthly Fort Bend CONNECT Meetings.	Melanie
27-Jan-17	400+	Sartartia Middle School Career Day	Sartartia Middle School 8125 Homeward Way Sugar Land, TX 77479	281-634-6310	Presentation to groups of middle school students regarding careers with public transportation and our services.	Melanie
7-Feb-17	65	St. Theresa's Catholic Church The Gathering Place Seniors Meeting	St. Theresa's Catholic Church 705 St. Theresa Blvd. Sugar Land, TX 77498	281.451.3446	Brief presentation to a group of seniors regarding our services. Addressed comments and concerns.	Melanie
10-Feb-17	70	Fort Bend CONNECT Meeting "Care for the Cargiver"	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Handed out promotional items and information to various social service agencies. Participated in Steering Committee duties.	Melanie
21-Feb-17	10	Fort Bend CONNECT Steering Committee Meeting	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Participated in Steering Committee Meeting for Monthly Fort Bend CONNECT Meetings.	Melanie
10-Mar-17	113	Fort Bend CONNECT Meeting "Mental Health"	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Handed out promotional items and information to various social service agencies. Participated in Steering Committee duties.	Melanie
21-Mar-17	8	Fort Bend CONNECT Steering Committee Meeting	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Participated in Steering Committee Meeting for Monthly Fort Bend CONNECT Meetings.	Melanie
1-Apr-17	50	Keep Sugar Land Beautiful Sugar Land Earth Day Event	Sugar Land Town Square 15958 City Walk Sugar Land, TX 77479	281-313-5752	Handed out promotional items and information. Answered questions regarding our services.	Melanie
4-Apr-17	13	Networking Meeting	La Madeleine 2675 Town Center Blvd. N Sugar Land, TX 77479	281-265-6941	Brief presentation to meeting participants regarding our services. Addressed comments and concerns.	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	Contact Number	Notes	Employee
11-Apr-17	15	Austin H.S. Adult Transition Program	Austin H.S. 3434 Pheasant Creek Dr. Sugar Land, TX 77498	281-634-9770	Brief presentation to a group of special education high school students regarding our services. Addressed comments and concerns.	Melanie
13-Apr-17	65	Fort Bend CONNECT Meeting "Special Ed. Rights & Resources"	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Handed out promotional items and information to various social service agencies. Participated in Steering Committee duties.	Melanie
18-Apr-17	7	Fort Bend CONNECT Steering Committee Meeting	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Participated in Steering Committee Meeting for Monthly Fort Bend CONNECT Meetings.	Melanie
20-Apr-17	75+	Four Oaks Earth Day Event	Four Oaks 1330 Post Oak Blvd. Houston, TX 77056	713-965-1711	Handed out promotional items and information. Answered questions regarding our Galleria service.	Melanie
25-Apr-17	50	Project SEARCH Disability Awareness Program	FBISD Annex Auditorium 3119 Sweetwater Blvd. Sugar Land, TX 77479	832-939-4086	Presentation to participants regarding public transportation service. Answered service questions.	Melanie
28-Apr-17	200+	Meyer Elementary "Careers on Wheels"	Meyer Elementary 1930 J. Meyer Rd. Rosenberg, TX 77469	832-223-2005	Presentation to groups of elementary students regarding public transportation service. Staged bus at event for children to explore.	Melanie
3-May-17	75+	Fort Bend Seniors Meals-On-Wheels Seniors Health & Safety Fair	Fort Bend County Fairgrounds 4110 SH 36 Rosenberg, TX 77489	281-633-7058	Assisted in making certain all the seniors got on correct buses after event field trip as efficiently as possible.	Melanie
9-May-17	15	Bush H.S. Adult Transition Program	Bush H.S, 6707 FM 1464 Richmond, TX 77469	281-634-3837	Brief presentation to a group of special education high school students regarding our services. Addressed comments and concerns.	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	Contact Number	Notes	Employee
10-May-17	150+	Fort Bend Seniors Meals on Wheels Seniors' Senior Prom	Bud O'Sheiles Center 1330 Band Rd. Rosenberg, TX 77471	281-633-7058	Assisted in making certain all the seniors got on correct buses after field trip as efficiently as possible.	Melanie
12-May-17	60	Fort Bend CONNECT Meeting "Summer Youth Employment"	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Handed out promotional items and information to various social service agencies. Participated in Steering Committee duties, which included being the volunteer coordinator for May.	Melanie
16-May-17	8	Fort Bend CONNECT Steering Committee Meeting	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Participated in Steering Committee Meeting for Monthly Fort Bend CONNECT Meetings.	Melanie
23-May-17	50	Outreach @ Del Webb Sweetgrass	Del Webb Lake House 707 Del Webb Blvd. Richmond, TX 77469	281-382-8123	Presentation to participants regarding public transportation service. Answered service questions.	Melanie
24-May-17	200+	Jackson Elementary Vehicle Career Day	Jackson Elementary 301 Third St. Rosenberg, TX 77471	832-223-1805	Presentation to groups of elementary students regarding public transportation service. Staged bus at event for children to explore.	Melanie
24-May-17	150+	Fort Bend County Meals on Wheels NRG Picnic	Bud O'Sheiles Center 1330 Band Rd. Rosenberg, TX 77471	281-633-7058	Assisted in making certain all the seniors got on correct buses after field trip as efficiently as possible.	Melanie
9-Jun-17	80	Fort Bend CONNECT Meeting "Benefits of a Community Health Worker"	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Handed out promotional items and information to various social service agencies. Participated in Steering Committee duties.	Melanie
10-Jun-17	20	Veterans Health/Benefits Fair	VA Clinic 22001 Southwest Frwy Richmond, TX 77469	281-238-3585	Handed out promotional items and information to Veterans and their families. Addressed comments & concerns.	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	Contact Number	Notes	Employee
16-Jun-17	150+	Fort Bend Seniors Meals on Wheels Father's Day Celebration	Bud O'Sheiles Center 1330 Band Rd. Rosenberg, TX 77471	281-633-7058	Assisted in making certain all the seniors got on correct buses after field trip as efficiently as possible.	Melanie
20-Jun-17	11	Fort Bend CONNECT Steering Committee Meeting	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Participated in Steering Committee Meeting for Monthly Fort Bend CONNECT Meetings.	Melanie
14-Jul-17	80	Fort Bend CONNECT Meeting "Children's Health"	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Handed out promotional items and information to various social service agencies. Participated in Steering Committee duties, including being the program coordinator for July.	Melanie
18-Jul-17	10	Fort Bend CONNECT Steering Committee Meeting	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Participated in Steering Committee Meeting for Monthly Fort Bend CONNECT Meetings.	Melanie
21-Jul-17	130	Federal Probation Re-Entry Resource Fair	Federal Courthouse 515 Rusk Ave. Houston, TX 77002	713-250-5810	Handed out promotional items and information to attendees and their families. Addressed comments & concerns.	Melanie
5-Aug-17	500+	Access Health Back-To-School Health Fair	Access Health 400 Austin Street Richmond, TX 77469	281-633-3144	Handed out promotional items and information, including PD routes, to festival participants.	Melanie
11-Aug-17	75	Fort Bend CONNECT Meeting "Marketing & Fundraising for Non-Profits"	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Handed out promotional items and information to various social service agencies. Participated in Steering Committee duties.	Melanie
12-Aug-17	500+	Access Health Back-To-School Health Fair	Access Health 307 Texas Pkwy. Missouri City, TX 77489	281-633-3144	Handed out promotional items and information to festival participants.	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	Contact Number	Notes	Employee
15-Aug-17	9	Fort Bend CONNECT Steering Committee Meeting	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Participated in Steering Committee Meeting for Monthly Fort Bend CONNECT Meetings.	Melanie
8-Sep-17	85	Fort Bend CONNECT Meeting "Relief & Recovery After the Storm"	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Handed out promotional items and information to various social service agencies. Participated in Steering Committee duties.	Melanie
16-Sep-17	15	Fort Bend Recovers FBC Community Event	YMCA 911 Thompson Rd. Richmond, TX 77469	281-342-6185	Handed out promotional items and information to fair participants. Answered service questions.	Donna A.
19-Sep-17	4	Fort Bend CONNECT Steering Committee Meeting	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Participated in Steering Committee Meeting for Monthly Fort Bend CONNECT Meetings.	Melanie
21-Sep-17	400+	Fort Bend County Employee Fair	FBC Rosenberg Annex 4520 Reading Road Rosenberg, TX 77471	281-238-3336	Employee Fair - Handed out promotional items and information, including PD Route flyers. Answered service questions.	Melanie
22-Sep-17	8	George Memorial Library Disability Fair	George Memorial Library 1001 Golfview Dr. Richmond, TX 77469	281-342-4455	Handed out promotional items and information to fair participants. Answered service questions.	Melanie
25-Sep-17	150+	Fort Bend Seniors Meals-On-Wheels "Seniors Fair Day"	Fort Bend County Fairgrounds 4110 SH 36 Rosenberg, TX 77489	281-633-7058	Assisted in making certain all the seniors got on correct buses after event field trip as efficiently as possible.	Melanie
25-Sep-17	150+	Fort Bend Seniors Meals-On-Wheels "Seniors Fair Day"	Fort Bend County Fairgrounds 4110 SH 36 Rosenberg, TX 77489	281-633-7058	Assisted in making certain all the seniors got on correct buses after event field trip as efficiently as possible.	Melanie
29-Sep-16	1000+	Fort Bend County Fair Fair Day Parade	Fort Bend County Courthouse 401 Jackson St. Richmond, TX 77469	281-633-7433	Had a bus in the parade! Handed out PD Route flyers and candy to the spectators.	Donna A &

Date of Presentation	Attendance Number	Organization Name	Location	Contact Number	Notes	Employee
30-Sep-17	91	Fort Bend Recovers FBC Community Event	Arcola Community Center 13222 SH 6 Arcola, TX 77583	281-342-6185	Handed out promotional items and information to fair participants. Answered service questions.	Dalia
7-Oct-17	10	Fort Bend Recovers FBC Community Event	Irene Stern Community Center 6920 Katy-Fulshear Rd. Fulshear, TX 77441	281-342-6185	Handed out promotional items and information to fair participants. Answered service questions.	Melanie
13-Oct-17	75	Fort Bend CONNECT Meeting "Housing Issues Update"	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Handed out promotional items and information to various social service agencies. Participated in Steering Committee duties.	Melanie
19-Oct-17	11	Fort Bend CONNECT Steering Committee Meeting	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Participated in Steering Committee Meeting for Monthly Fort Bend CONNECT Meetings.	Melanie
27-Oct-17	25	Austin H.S. Adult Transition Program	Austin H.S. 3434 Pheasant Creek Dr. Sugar Land, TX 77498	281-634-9770	Brief presentation to a group of special education high school students regarding our services. Addressed comments and concerns.	Melanie
8-Nov-17	100+	Baker Ripley Communities in Action Resource Fair	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	713-273-3223	Handed out promotional items and information to event participants. Answered service questions.	Melanie
9-Nov-17	150+	Fort Bend Seniors Meals-On-Wheels SRS Veterans Day	Bud O'Sheiles Center 1330 Band Rd. Rosenberg, TX 77471	281-633-7058	Assisted in making certain all the seniors got on correct buses after field trip as efficiently as possible.	Melanie
9-Nov-17	80	Fort Bend CONNECT Meeting "Red, White, & Blue Holidays"	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Handed out promotional items and information to various social service agencies. Participated in Steering Committee duties.	Melanie

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15-Nov-17	300+	Jackson Elementary Vehicle Career Day	Jackson Elementary 301 Third St. Rosenberg, TX 77471	832-223-1805	Presentation to groups of elementary students regarding public transportation service. Staged bus at event for children to explore.	Melanie
15-Nov-17	150+	Fort Bend Seniors Meals-On-Wheels Thanksgiving Luncheon	Bud O'Sheiles Center 1330 Band Rd. Rosenberg, TX 77471	281-633-7058	Assisted in making certain all the seniors got on correct buses after field trip as efficiently as possible.	Melanie
17-Nov-17	200+	Taylor Ray Elementary "Careers on Wheels Day"	Taylor Ray Elementary 2611 Ave N Rosenberg, TX 77471	832-223-2405	Presentation to groups of elementary students regarding public transportation service. Staged bus at event for children to explore.	Melanie
8-Dec-17	12	Fort Bend CONNECT Steering Committee Meeting	The Egg & I Restaurant 9920 US 90A Ste. 150C Sugar Land, TX 77478	281-207-2300	Participated in Steering Committee Meeting for Monthly Fort Bend CONNECT Meetings.	Melanie
13-Dec-17	15	HGAC/TWC Job Candidate & Employee Transportation (JET) - Pilot Training	TWC Workforce Solutions 28000 Southwest Frwy Rosenberg, TX 77471	713-993-2409	Brief presentation for Workforce & United Way staff regarding transportation options for jobs in the area. Answered service questions and handed out brochures.	Melanie
19-Dec-17	150+	Fort Bend Seniors Meals-On-Wheels Christmas Luncheon	Bud O'Sheiles Center 1330 Band Rd. Rosenberg, TX 77471	281-633-7058	Assisted in making certain all the seniors got on correct buses after field trip as efficiently as possible.	First Transit Rep
<b>2018</b>						
12-Jan-18	63	Fort Bend CONNECT Meeting "Animal Welfare & Recovery"	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Handed out promotional items and information to various social service agencies. Participated in Steering Committee duties.	Melanie

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18-Jan-18	6	Fort Bend CONNECT Steering Committee Meeting	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Participated in Steering Committee Meeting for Monthly Fort Bend CONNECT Meetings.	Melanie
19-Jan-18	400+	Sartartia Middle School Career Day	Sartartia Middle School 8125 Homeward Way Sugar Land, TX 77479	281-793-4651	Presentation to groups of middle school students regarding careers with public transportation and our services.	Melanie
9-Feb-18	75	Fort Bend CONNECT Meeting "Fort Bend Collaborative"	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Handed out promotional items and information to various social service agencies. Participated in Steering Committee duties.	Melanie
15-Feb-18	30	LCISD Adult Transition Program Transition Resource Fair	LCISD Adult Transition Campus 710 Houston St. Richmond, TX 77469	832-223-0481	Handed out promotional items and information to parents of students with special needs. Answered service questions.	Melanie
3-Mar-18	50	FBISD/LCISD/Stafford MSD Summer Resource Fair	Clements H.S. 4200 Elkins Rd. Sugar Land, TX 77478	281-327-8025	Handed out promotional items and information to parents of students with special needs. Answered service questions.	Melanie
9-Mar-18	95	Fort Bend CONNECT Meeting "Transportation in FBC"	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Presented at meeting, and was Program Coordinator for March. Handed out promotional items and information to various social service agencies. Performed Steering Committee member duties.	Melanie
24-Mar-18	60	Cinco Ranch Library Volunteer Service Fair	Cinco Ranch Library 2620 Commercial Center Blvd. Katy, TX 77494	281-395-1311	Handed out promotional items and information. Answered questions regarding our services.	Melanie
28-Mar-18	200	Federal Probation Resource Fair	HCC 5601 W. Loop S Houston, TX 77081	713-250-5810	Handed out promotional items and information. Answered questions regarding our services.	Melanie

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28-Mar-18	30	H-GAC 2045 RTP Public Meeting - Sugar Land	Sugar Land City Hall 2700 Town Center Blvd. N Sugar Land, TX 77479	713-993-4537	Handed out promotional items and information. Answered questions regarding our services.	Melanie
31-Mar-18	60	Metro/Sunnyside Civic Association Transportation Resource Fair	Sunnyside Community Center 3502 Belfort St. Houston, TX 77051	713-615-6136	Handed out promotional items and information. Answered questions regarding our services.	Melanie
5-Apr-18	30	328th Court Transportation Meeting	Justice Center 1422 Eugene Heimann Cir. Richmond, TX 77469	281-238-3078	Presentation to infant and toddler court team staff regarding our regular services and contract services for 1115 Waiver clients.	Paulette & Melanie
14-Apr-18	200	Keep Sugar Land Beautiful Sugar Land Earth Day Event	Sugar Land Town Square 15958 City Walk Sugar Land, TX 77479	281-313-5752	Had a commuter bus at event for people to explore. Handed out promotional items and information. Answered questions regarding our services.	Melanie & Donna A.
18-Apr-18	40	Marathon Tower Earth Day Event	Marathon Tower 5555 San Felipe St. Houston, TX 77056		Handed out promotional items and information. Answered questions regarding our Galleria services.	Donna Alexander
19-Apr-18	8	Fort Bend CONNECT Steering Committee Meeting	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Participated in Steering Committee Meeting for Monthly Fort Bend CONNECT Meetings.	Melanie
19-Apr-18	70	Four Oaks Earth Day Event	Four Oaks 1330 Post Oak Blvd. Houston, TX 77056	713-407-8760	Handed out promotional items and information. Answered questions regarding our Galleria service.	Donna Alexander
25-Apr-18	500+	TWC -- Vocational Rehabilitation Services Transition Hiring/Resource Event	Bayou City Event Center 9401 Knight Rd. Houston, TX 77045	979-299-5306	Handed out promotional items and information. Answered questions regarding our services.	Melanie

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27-Apr-18	40	Ridge Point H.S. Adult Transition Program	Ridge Point H.S. 500 Waters Lake Blvd. Missouri City, TX 77459	281-327-5200	Brief presentation to a group of special education high school students/parents/teachers regarding our services. Addressed comments and concerns.	Melanie
9-May-18	150+	Fort Bend Seniors Meals on Wheels NRG Picnic	Bud O'Sheiles Center 1330 Band Rd. Rosenberg, TX 77471	281-633-7058	Assisted in making certain all the seniors got on correct buses after event as efficiently as possible.	Melanie
11-May-18	75	Fort Bend CONNECT Meeting "Disaster Mental Health"	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Handed out promotional items and information to various social service agencies. Participated in Steering Committee duties.	Melanie
17-May-18	150+	Fort Bend Seniors Meals on Wheels Seniors' Senior Prom	Bud O'Sheiles Center 1330 Band Rd. Rosenberg, TX 77471	281-633-7058	Assisted in making certain all the seniors got on correct buses after event as efficiently as possible.	Melanie
23-May-18	8	Fort Bend Center for Independent Living Transportation Fair	FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar Land, TX 77478	281-980-2219	Presentation to a group of consumers w/ disabilities regarding our services and client responsibilities. Handed out brochures and answered service questions.	Melanie
24-May-18	9	Fort Bend CONNECT Steering Committee Meeting	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Participated in Steering Committee Meeting for Monthly Fort Bend CONNECT Meetings.	Melanie
29-May-18	75	Brookdale Senior Living Service Fair	Brookdale First Colony 16900 Lexington Blvd. Sugar Land, TX 77479	281-903-2000	Handed out promotional items and information to residents at event. Answered questions regarding our services.	Melanie
30-May-18	200+	Texas A&M AgriLife Extension Office Senior Health & Safety Fair	FBC Fairgrounds 4310 SH 36 Rosenberg, TX 77471	281-342-3034	Handed out promotional items and information. Answered questions regarding our services.	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	Contact Number	Notes	Employee
30-May-18	150+	Fort Bend Seniors Meals on Wheels Senior Health & Safety Fair	FBC Fairgrounds 4310 SH 36 Rosenberg, TX 77471	281-633-7058	Assisted in making certain all the seniors got on correct buses after event as efficiently as possible.	Melanie
8-Jun-18	80	Fort Bend CONNECT Meeting "Point In Time Homelessness Count/HUD"	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Handed out promotional items and information to various social service agencies. Participated in Steering Committee duties.	Melanie
14-Jun-18	85	Development Corporation of Richmond Second Chance Job Fair	Mamie George Center 1111 Collins Rd. Richmond, TX 77469	281-342-5456	Handed out promotional items and information. Answered questions regarding our services.	Melanie
21-Jun-18	10	Development Corporation of Richmond North Richmond "Game Night"	Friends of North Richmond 1305 Clay St. Richmond, TX 77469	281-342-5456	Handed out promotional items and information. Answered questions regarding our services. Had a DR bus staged at event.	Melanie & Oscar
3-Jul-18	150+	Fort Bend Seniors Meals on Wheels Independence Day Talent Show	Bud O'Sheiles Center 1330 Band Rd. Rosenberg, TX 77471	281-633-7058	Assisted in making certain all the seniors got on correct buses after event as efficiently as possible.	Melanie
13-Jul-18	75	Fort Bend CONNECT Meeting "Hunger & Food Resources in FBC"	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Handed out promotional items and information to various social service agencies. Participated in Steering Committee duties, including being volunteer coordinator for program.	Melanie
2-Aug-18	150+	Fort Bend Seniors Meals on Wheels Domino Tournament	Bud O'Sheiles Center 1330 Band Rd. Rosenberg, TX 77471	281-633-7058	Assisted in making certain all the seniors got on correct buses after event as efficiently as possible.	Melanie
4-Aug-18	750+	Access Health Back-To-School Health Fair	Access Health 400 Austin Street Richmond, TX 77469	281-633-3144	Handed out promotional items and information, including PD routes, to festival participants.	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	Contact Number	Notes	Employee
10-Aug-18	75	Fort Bend CONNECT Meeting "Employment & Vocational Training"	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Handed out promotional items and information to various social service agencies. Participated in Steering Committee duties.	Melanie
11-Aug-18	750+	Access Health Back-To-School Health Fair	Access Health 307 Texas Pkwy. Missouri City, TX 77489	281-633-3144	Handed out promotional items and information to festival participants.	Melanie
16-Aug-18	11	Fort Bend CONNECT Steering Committee Meeting	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Participated in Steering Committee Meeting for Monthly Fort Bend CONNECT Meetings.	Melanie
6-Sep-18	20	Access Health Staff Presentation	Access Health 400 Austin St. Richmond, TX 77469	281-633-3161	Brief presentation to staff regarding our services and client responsibilities. Answered service questions.	Melanie
7-Sep-18	150+	Fort Bend Seniors Meals on Wheels Grandparents Day	Bud O'Sheiles Center 1330 Band Rd. Rosenberg, TX 77471	281-633-7058	Assisted in making certain all the seniors got on correct buses after event as efficiently as possible.	Melanie
14-Sep-18	20	George Memorial Library Disability Fair	George Memorial Library 1001 Golfview Dr. Richmond, TX 77469	281-342-4455	Handed out promotional items and information to fair participants. Answered service questions.	Melanie
19-Sep-18	50	TSTC Community Resource Fair	TSTC Campus 26706 Southwest Frwy Rosenberg, TX 77471	346-239-3394	Handed out promotional items and information to fair participants. Answered service questions.	Melanie
20-Sep-18	500+	Fort Bend County Employee Fair	FBC Rosenberg Annex 4520 Reading Road Rosenberg, TX 77471	281-238-3336	Employee Fair - Handed out promotional items and information, including PD Route flyers. Answered service questions.	Melanie
21-Sep-18	11	Thurgood Marshall H.S. Adult Transition Program	Marshall H.S. 1220 Buffalo Run Missouri City, TX 77489	281-634-2669	Brief presentation to a group of special education high school students regarding our services. Addressed comments and concerns.	Melanie

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24-Sep-18	150+	Fort Bend Seniors Meals-On-Wheels "Seniors Fair Day"	Fort Bend County Fairgrounds 4110 SH 36 Rosenberg, TX 77489	281-633-7058	Assisted in making certain all the seniors got on correct buses after event as efficiently as possible.	Melanie
27-Sep-18	8	Fort Bend CONNECT Steering Committee Meeting	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Participated in Steering Committee Meeting for Monthly Fort Bend CONNECT Meetings.	Melanie
3-Oct-18	200	Federal Probation Resource Fair	HCC 5601 W. Loop S Houston, TX 77081	713-250-5810	Handed out promotional items and information. Answered questions regarding our services.	Melanie
28-Sep-18 through 6-Oct-18	100+	Fort Bend County Fair	Fort Bend County Fairgrounds 4110 SH 36 Rosenberg, TX 77489	281-633-7433	Had a booth at the fair. Handed out promotional items and information. Answered questions regarding our services.	Various Staff
10-Oct-18	50	Senior EXPO 2018	Stafford Centre 10505 Cash Rd. Stafford, TX 77477	281-633-7058	Assisted in making certain all the seniors got on correct buses after field trip as efficiently as possible.	Melanie
12-Oct-18	94	Fort Bend CONNECT Meeting "Leadership in Non-Profits"	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Handed out promotional items and information to various social service agencies. Participated in Steering Committee duties.	Melanie
18-Oct-18	11	Fort Bend CONNECT Steering Committee Meeting	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Participated in Steering Committee Meeting for Monthly Fort Bend CONNECT Meetings.	Melanie
7-Nov-18	150+	Fort Bend Seniors Meals-On-Wheels Veterans Day Event	Bud O'Sheiles Center 1330 Band Rd. Rosenberg, TX 77471	281-633-7058	Assisted in making certain all the seniors got on correct buses after field trip as efficiently as possible.	Melanie
9-Nov-18	75	Fort Bend CONNECT Meeting "Tex-Mex Decompress"	United Way - Fort Bend 12300 Parc Crest Dr. Stafford, TX 77477	281-207-2300	Handed out promotional items and information to various social service agencies. Participated in Steering Committee duties.	Melanie

Date of Presentation	Attendance Number	Organization Name	Location	Contact Number	Notes	Employee
14-Nov-18	180+	Jackson Elementary Vehicle Career Day	Jackson Elementary 301 Third St. Rosenberg, TX 77471	832-223-1805	Presentation to groups of elementary students regarding public transportation service. Staged bus at event for children to explore.	Tennille
16-Nov-18	160+	Taylor Ray Elementary "Careers on Wheels Day"	Taylor Ray Elementary 2611 Ave N Rosenberg, TX 77471	832-223-2400	Presentation to groups of elementary students regarding public transportation service. Staged bus at event for children to explore.	Tennille
4-Dec-18	150+	Fort Bend Seniors Meals-On-Wheels HEB Holiday Event	Bud O'Sheiles Center 1330 Band Rd. Rosenberg, TX 77471	281-633-7058	Assisted in making certain all the seniors got on correct buses after field trip as efficiently as possible.	Melanie
15-Dec-18	75+	FBISD Transition & Disability Resource Fair	Clements H.S. 4200 Elkins Rd. Sugar Land, TX 77478	281-634-9770	Handed out promotional items and information. Answered questions regarding our services.	Melanie
18-Dec-18	150+	Fort Bend Seniors Meals-On-Wheels Holiday Event	Bud O'Sheiles Center 1330 Band Rd. Rosenberg, TX 77471	281-633-7058	Assisted in making certain all the seniors got on correct buses after field trip as efficiently as possible.	Melanie
<b>2019</b>						
18-Jan-19		Sartartia Middle School Career Day	Sartartia Middle School 8125 Homeward Way Sugar Land, TX 77479	281-793-4651	Presentation to groups of middle school students regarding careers with public transportation and our services.	Melanie

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## **APPENDIX G – ADVISORY COMMITTEE MEMBERSHIP**

### ***Fort Bend County Public Transportation***

#### ***Advisory Committee***

##### **Purpose**

Fort Bend Transit has created the Fort Bend County Transit Advisory Committee to review and provide recommendations to the Transit Department regarding policies, procedures and future planning. Fort Bend County values and respects inclusivity and is committed to ensuring that members of the Advisory Committee represent individuals of different backgrounds, ethnicities, and geographic locations that make up the Fort Bend County Transit Area.

##### **Organization and Membership**

Representatives are selected from each of the four County precincts to ensure County-wide representation. Members are also selected from each of the following consumer groups: senior citizens, low income individuals, members representing different LEP populations, and persons with limited mobility. The committee will consist of 10 members. Each member will serve a 2-year term with an option to continue to serve for the following terms. Once a seat becomes vacant, Fort Bend Transit will accept applications and/or nominations to serve on the Advisory Committee. Notices indicating vacant committee seats will be advertised on the department website, transit buses, and the official newspaper of record. Requests for nominees will also be sent to agencies and stakeholders in the community such as elected officials, state legislators, environmental organizations, resident groups, civic organizations, faith-based organizations and local small businesses owners and community leaders.

##### **Advisory Committee Responsibilities**

1. Understand Fort Bend Transit’s mission, structure, programs, strengths, and challenges.
2. Be an active contributing participant in the following:
  - a. Provide recommendations regarding suspensions/warnings;
  - b. Attend suspension hearings;
  - c. A thorough review of materials and other information pertinent to issues; careful consideration of options for addressing these issues; and participation in the discussion of these issues;
3. Assist with strategic planning to address future needs.
4. Maintain confidentiality when appropriate.
5. Enhance the Fort Bend County Public Transportation Department’s services through advocacy.

***Fort Bend County Public Transportation  
Advisory Committee***

<b><u>Area Represented</u></b>	<b><u>Name</u></b>	<b><u>Ethnicity/Gender</u></b>
Fort Bend County Public Transportation	Kevin Thompson	Anglo-American/Male
County Judge	Xavier Herrera	Hispanic/Male
Commissioner Precinct 1	Mandi Bronsell	Anglo-American/Female
Commissioner Precinct 2	Katie Herrington	African-American/Female
Commissioner Precinct 3	Robert Pechukas	Anglo-American/Male
Commissioner Precinct 4	Danielle Garrison	Hispanic/Female
Disabled Community Representative	Laura Lavigne	Anglo-American/Female
General Public Community Representative	Pat Davis	African-American/Female
Older Adults Community Representative	Lila Smith	Anglo-American/Female
Public at Large Community Representative	Jeremy Heath	Anglo-American/Male

## **APPENDIX H – FORT BEND COUNTY PUBLIC TRANSPORTATION SUBRECIPIENTS**

### **TITLE VI AND SUBRECIPIENTS**

Fort Bend County Public Transportation does not have any subrecipients at this time. Subrecipients will adopt the Fort Bend County's Title VI Program, including the notice to beneficiaries, complaint procedures and complaint forms, public participation plan and the language assistance plan if it is required according to their operations.

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

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

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

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

### **Schedule of Sub recipient Title VI Program Submissions**

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

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

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

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*Approved by*  
*Commissioners Court*  
*March 26, 2019*

**MINUTES**

**BE IT REMEMBERED, That on this 26TH DAY of MARCH, 2019, Commissioners Court of Fort Bend County, Texas, met at a regular meeting with the following present:**

<b>KP GEORGE</b>	<b>COUNTY JUDGE</b>
<b>VINCENT MORALES</b>	<b>COMMISSIONER PRECINCT 1</b>
<b>GRADY PRESTAGE</b>	<b>COMMISSIONER PRECINCT 2</b>
<b>ANDY MEYERS</b>	<b>COMMISSIONER PRECINCT 3</b>
<b>KEN R. DEMERCHANT</b>	<b>COMMISSIONER PRECINCT 4</b>
<b>LAURA RICHARD</b>	<b>COUNTY CLERK</b>

**When the following were heard and the following orders were passed:**

**1. Call to Order.**

Call to Order by Judge KP George at 1:02 p.m.

**Attachments:**

[agenda](#)  
[minutes](#)

**2. Invocation and Pledges of Allegiance by Commissioner Vincent Morales.**

Invocation and Pledges of Allegiance by Commissioner Vincent Morales.

**31. PUBLIC TRANSPORTATION:**

**Take all appropriate action on updated Fort Bend County Public Transportation Department Title VI Program and Compliance Report.**

Moved by Commissioner DeMerchant, Seconded by Commissioner Meyers  
Duly put and unanimously carried (5-0), it is ordered to approve the updated Fort Bend County Public Transportation Department Title VI Program and Compliance Report.

Judge George	Yes
Commissioner Morales	Yes
Commissioner Prestage	Yes
Commissioner Meyers	Yes
Commissioner DeMerchant	Yes

**Attachments:**

[report \(137pgs.\)](#)

**APPENDIX J –PUBLIC PARTICIPATION PROGRAM**

# Fort Bend County Public Transportation Department

## Public Participation Plan *A Citizen's Guide for Public Involvement In the Transportation Planning Process*



**APPROVED BY FORT BEND COUNTY COMMISSIONERS COURT**

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## **INTRODUCTION**

The Fort Bend County Public Transportation Department (FBCPTD) was formed in June 2005 and is governed by the Fort Bend County Commissioners Court. The FBCPTD offers general public, commuter, demand response, shared ride, and point deviation fixed route bus services to the citizens of Fort Bend County. The FBCPTD understands that providing ample opportunities for the public to participate in decision making is essential to delivering transportation solutions that meet the needs of the citizens of Fort Bend County.

Fort Bend County Public Transportation FBCPT is committed to providing an open and visible decision-making process and ensuring equal access for its citizens. FBCPT shall actively solicit the involvement of citizens in the public decision-making process, through public notification, media exposure, community outreach, community presentations, public meetings, and public hearings.

This document describes outreach strategies and procedures to ensure a proactive community outreach program. FBCPT staff will apply the principles and guidance set out in this document to guide its efforts to create public involvement opportunities to ensure thorough public participation in the decision-making process using the regulations and guidance provided in Federal and State law.

## **PURPOSE**

The Public Participation Plan (PPP) is a guide for FBCPT's ongoing public participation activities. The purpose of this PPP is to provide guidance when seeking public input related to projects and service changes and to identify techniques and methodologies for soliciting and considering public input.

The PPP aims to offer early and continuous opportunities for the public to be involved in the decision-making process and to consider the identification of social, economic, and environmental impacts of proposed transportation decisions. It is intended as a guide on how FBCPT will sustain its efforts to engage community members throughout the service area. As established with our Title VI policy, this includes seeking out and considering the viewpoints of minority, low-income, and Limited English Proficiency (LEP) populations as well as older adults and persons with limited mobility in the course of conducting outreach activities.

The PPP is intended to evolve to meet the changing needs of the community. FBCPT may periodically review and revise these methods to incorporate new and innovative ways to involve the public in transportation decision-making processes.

## CONTACT INFORMATION

Fort Bend County Public Transportation office is located in Sugar Land, Texas. Deliveries and/or correspondence are received at:

Fort Bend County  
Public Transportation Department  
12550 Emily Court, Suite 400 Sugar  
Land, Texas 77478

The following telephone numbers can be used to contact Departmental staff, schedule a ride, obtain information about services, and/or provide comments concerning services:

Toll Free: 866-751-TRIP (8747)  
Office Number: 281-633-RIDE (7433)  
TTY Administration Office: 281-494-7160  
Fax Number: 281-243-6710

Comments, questions, or concerns should be directed to the following address:  
[Transit@fortbendcountytexas.gov](mailto:Transit@fortbendcountytexas.gov).

Information regarding our services is available on the Fort Bend County website at [www.FBCTransit.org](http://www.FBCTransit.org).

## GOALS AND OBJECTIVES

FBCPT is committed to a thorough and robust public participation process which employs best practices, respects and follows Federal and State law, regulations, and guidance on public participation. All comments and concerns will be considered.

The goals of the plan are to:

1. Offer a variety of opportunities for the general public to engage in transit planning and decision-making activities.
2. Maintain traditional public notice practices established by State and Local statutes.
3. Consider public input received from regional processes carried out by other entities.

The objectives of the plan are to:

1. Provide general notification of meetings and forums for public input in a manner that is understandable to all populations including but not limited to low-income, minority, or LEP populations.
2. Include meeting materials in a manner that is understandable to all populations including but not limited to low-income, minority, or LEP populations.

3. Utilize a variety of communication methods to capture public input from populations which are not likely to attend or engage in public meetings.
4. Utilize a variety of communication methods to provide notice to the public, including new, innovative, or non-traditional means of notification.
5. Schedule meetings at times and locations that are convenient accessible, and welcoming to all area citizens, including but not limited to low-income, minority, or LEP communities.
6. Hold meetings in locations near planned projects to ensure those most likely to be impacted have opportunities for input.

## **PUBLIC PARTICIPATION REQUIREMENTS**

### **Major Service and Fare Changes**

Fort Bend County Public Transportation defines a major service change as a 25 percent reduction or increase of service hours of routes currently in operation and funded by the Federal Transit Administration. A fare change occurs if the amount of fares increases or decreases.

At a minimum, FBCPT will advertise a notice of public comment in the newspaper of record for Fort Bend County. An opportunity to submit comments on proposed fare increases or major service changes will be provided with a comment period of at least 30 calendar days from the date the advertisement is published. The notice will include a description of the proposed changes, information on how to submit comments along with the office contact information.

A public meeting is not mandatory; however, an opportunity for a public meeting in order to solicit comment will be provided upon written request. The written request must be received within the 30 calendar day comment period. If a public meeting is requested, a notice of public meeting will be posted in the newspaper of record for Fort Bend County at least one week prior to the meeting. The notice will include the time, date, and location of the public meeting.

Comments received will be compiled and considered prior to finalizing recommendations and final changes will be made available to the public. If no changes are made as a result of the public comment and/or public meeting, the proposed changes will be considered final.

### **Federal, State, County, and Local Funding**

Prior to 2014, recipients were able to rely on the TIP development process and public outreach of the Metropolitan Planning Organization (MPO) to satisfy the individual and/or joint responsibilities for public participation. This related to the development of program of projects under Section 5307 and other formula programs which have the same statutory grant requirements (5310, 5339, etc.). The requirements have since changed, as

stated in FTA Circular 9030.1E, and as a recipient of federal funds, FBCPT is required to request public comment on the funding allocated.

At a minimum, FBCPT will advertise a notice of public comment in the newspaper of record for Fort Bend County. An opportunity to submit comments on Federal and State funding will be provided with a comment period of at least 14 calendar days from the date the advertisement is published. The notice will include a description of the project(s), project cost, Federal, State or Local share, information on how to submit comments along with the office contact information.

A public hearing is not mandatory; however, an opportunity for a public hearing in order to solicit comment will be provided upon written request. The written request must be received within the 14 calendar day comment period. If a public hearing is requested, a notice of public hearing will be posted in the newspaper of record for Fort Bend County at least one week prior to the meeting. The notice will include the time, date, and location of the public meeting.

As a sub-recipient of federal funding from Houston METRO, FBCPT projects are included during METRO's public input process. FBCPT also places all funding acceptance or budgetary amendments on Fort Bend County Commissioner's Court for action by the Court. Commissioner's Court meeting notices and agendas are advertised in the County's newspaper of record and on the county website. Each Commissioner's Court meeting provides an opportunity for public comment.

FBCPT participates in the County's annual process for approving departmental budgets. FBCPT budget includes revenues from Federal, State, and Local funding sources which are listed in the County Budget document. A budget hearing is provided for the purposes of receiving comments. The time, date, and location of the hearing will be published in the county newspaper of record.

Comments received will be compiled and considered prior to finalizing funds and/or budgets. Final changes will be made available to the public. If no changes are made as a result of the public comment and/or public hearing, the proposed funds and/or budgets will be considered final.

### **Capital Purchases and Improvements**

Capital purchases such as buses, furniture, and equipment are included in the Federal, State, County, and local funding budgets. Comments regarding these purchases will be received as part of the public comment for Federal, State, County, and Local funding.

New Capital Improvements such as facilities, terminals, park and ride sites, and maintenance and administration buildings are also included in the Federal, State, and County, and local funding budgets. Comments regarding these purchases will be received as part of the public comment for Federal, State, County, and Local funding. In

Addition, at least one Public Meeting will be held for the purposes of receiving public comments on proposed capital improvements.

### **Disadvantaged Business Enterprise (DBE)**

FBCPT has established a Disadvantaged Business Enterprise (DBE) program in accordance with regulations of the U.S. Department of Transportation (DOT), 49 CFR Part 26. The County has received Federal financial assistance from the Department of Transportation, and as a condition of receiving this assistance, the County has signed an assurance that it will comply with 49 CFR Part 26. In complying with 49 CFR Part 26, FBCPT must establish an overall three-year goal and provide for public participation.

FBCPT will consult with minorities, women's and general contractor groups, community organizations, and other officials or organizations in an effort to gather information concerning DBE's. This information would include the availability of disadvantaged and non-disadvantaged businesses, the effects of discrimination on opportunities for DBEs, and a grantee's efforts to establish a level playing field for the participation of DBEs.

FBCPT will, at a minimum, advertise a notice of public comment announcing the proposed overall three-year goal in the newspaper of record for Fort Bend County. The County may also utilize general circulation media and available minority-focus media and trade publications, and websites. The public notice shall include the proposed goal and its rationale. An opportunity to submit comments will be provided with a comment period of at least 45 days from the date the advertisement is published. The notice will include a brief description of the goal and rationale, how to submit comments, along with office contact information. The goal and the rationale will also be made available for inspection during normal business hours at the FBCPT offices for a period of at least 30 days following the date of the notice.

Once FBCPT has completed the public participation process the goal and its rationale are submitted to the Federal Transit Administration (FTA) for final approval. FBCPT will begin using the overall goal on October 1<sup>st</sup> of each year, unless FTA has issued other instructions. If FBCPT establishes a project goal, it will begin using this goal by the time of the first solicitation for a FTA-assisted project contract. FBCPT will post the goal and its rationale on its website where it will remain throughout the three (3) year term.

### **Emergency, Temporary, and/or Administrative Actions**

FBCPT will provide public notice of changes by advertising on the county website and placing notices in buses for service changes due to emergency conditions, road or other construction concerns, and/or other temporary situations, when possible. Other strategies such as email or direct mail to stakeholders might also be utilized.

FBCPT participates in the County's development of Emergency Operations and Evacuation Planning overseen by Fort Bend County's Office of Emergency Management (OEM). The OEM follows Federal, State, and Local guidelines for this process. In emergency situations, public notice falls under the responsibility of local governments.

The public should monitor television, radio, and other primary media outlets for direction.

### **Public Participation Plan**

At a minimum, FBCPT will advertise a notice of public comment in the newspaper of record for Fort Bend County for initial adoption of the Public Participation Plan (PPP). An opportunity to submit comments on will be provided with a comment period of at least 45 calendar days from the date the advertisement is published. The notice will include a description of the information on how to submit comments along with the office contact information. Comments received will be compiled and considered prior to finalizing the plan. Final changes will be made available to the public. If no changes are made as a result of the public comment, the proposed plan will be considered final. Once the PPP is adopted, any changes shall also include a 45 calendar day comment period.

FBCPT also refers to the Transportation Advisory Committee, consisting of community stakeholders, to garner input on operational policies affecting passenger services. Policies are developed with the input of the committee but not formalized or implemented until public comment is received. Input from the committee is sought for the initial creation of policies and/or procedures as well as changes to policies such as the Passenger Guidelines, Charter Policy, and other policy documents or concerns in which the direct provision of transportation service is affected.

## **PUBLIC PARTICIPATION METHODS**

### **Public Notice**

At a minimum, a notice of public comment will be placed in the official newspaper of record for Fort Bend County. FBCPT may also choose to use one or more of the following methods:

1. Advertise notices on county website.
2. Distribute electronic and/or physical copies of notices for public input.
3. Advertise notices on buses and/or at regular bus stops.
4. Advertise notices to appropriate local Hispanic, African-American, and Asian publication, and local newspapers advertising public meetings and requests for comments.
5. Advertise notices on websites of other public or private agencies.
6. Advertise notices on signs or billboards (electronic and traditional messaging signs, boards or other displays).
7. Place notices in public areas, community agency locations, on area bulletin boards, or in area private and public buildings as allowed.
8. Advertise notices on the radio, television, magazine or other advertising media outlets.
9. Email notices to agencies and stakeholders in the community such as elected officials, state legislators, environmental organizations, resident groups, civic

organizations, and businesses with interest in a project or who represent the public population of riders.

10. Broadcast public service announcements.

**Public Meetings**

Public Meetings are an informal public input process open to the public and informational in content. Public meetings are generally held near planned facility locations, at activity or community centers, or during other community events.

Attendees will have the opportunity to provide comment directly to the conducting body, leave written comments, or are directed to a website designed to gather comments. Detailed information, graphics, story boards, and/or presentations are used to provide background information on the item being proposed.

**Public Hearings**

Public hearings are a formal public input process open to the public. These hearings are recorded live and transcripts or minutes are made available to the public in a timely fashion. Public Hearings are generally held near planned facility locations, at activity or community centers, or during other community events.

Attendees will have the opportunity to provide comments or submit them in writing during the public hearing. Commenters are generally limited to a 3-minute presentation and no feedback is allowed from the conducting body during the public hearing process.

At the beginning of each regularly scheduled Fort Bend County Commissioner's Court, an opportunity for public input is provided on any and all agenda items. FBCPT accepts all comments received on Departmental actions undertaken by the Commissioner's Court as part of its regularly scheduled meeting agenda.

**Participation in Public Participation Programs of other Agencies**

As a recipient and sub-recipient of federal funding, FBCPT's Program of Projects (POP) is included within the Houston Galveston Area Council's (H-GAC's) Transportation Improvement Plan (TIP) and Regional Transportation Plan (RTP). Their public notification provides opportunities for public meetings with a comment period of not less than 30 days. Additional opportunities for public review are provided informally throughout the TIP development process.

As a sub-recipient of federal funding from Houston METRO, FBCPT's projects related to these funds are included in METRO's public input processes.

FBCPT often partners with other local governments and organizations. These entities provide their own programs and offer interested parties' opportunities to address concerns and receive comments.

Any comments obtained through any of the above-listed processes will be considered.

**Other**

FBCPT may also participate in public input processes hosted by other entities either by providing funding or locations, additional advertising or promotions, materials, and/or by attending these events to provide additional information or to receive or address comments related to its projects.

FBCPT may also use additional outreach methods not specifically listed such as social media notices, text messaging, bulk mailers, etc.

**TRANSLATION AND SPECIAL ACCOMMODATION SERVICES**

FBCPT will hold all community meetings or public hearings in locations easily accessible to the public. Reasonable accommodations will be provided for persons attending meetings or functions. Requests from persons needing special accommodations should be received three (3) business days prior to a function.

Public meetings, hearings, etc. will be conducted in English. Requests for language interpreters or other special communication needs should be made at least three (3) business days prior to a function.

All notices and information outlined on the Fort Bend County website can be translated into 80 different languages. Individuals can easily change the content on the website to any of these languages by simply using the language drop down bar located on the top right corner of the webpage.

**CUSTOMER SERVICE**

Fort Bend County Public Transportation welcomes your comments and complaints. We are committed to using passenger feedback as a tool to improve our quality of service. If you experience any dissatisfaction with the service and wish to file a complaint, you can call our office and our staff will take a verbal complaint.

The Americans with Disabilities Act of 1990 (ADA) prohibits discrimination and ensures equal opportunity and access for persons with disabilities. Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin, religion, sex, disability, age, or other protected status in programs & activities receiving federal financial assistance (42 U.S.C. Section 2000d).

Fort Bend County is committed to ensure nondiscriminatory transportation in support of our mission to provide high quality transit services for all Americans. We are committed to taking affirmative action to assure that no person shall be excluded with regard to the routing, scheduling, or quality of service of transportation service on the grounds of race, color, national origin, religion, sex, disability, age, or other protected status. If you

believe you have been subjected to discrimination, you may file a complaint with the Fort Bend County Title VI Coordinator by calling the Fort Bend County Title VI Officer at 281-633-RIDE or by sending a written complaint to:

Fort Bend County Public Transportation  
Department ATTN: Title VI Officer  
12550 Emily  
Court Ste. 400  
Sugar Land,  
TX 77478

Or via email at: [transit@fortbendcountytexas.gov](mailto:transit@fortbendcountytexas.gov)

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 ATTN: Title VI Program  
Coordinator  
East Building,  
5th Floor –  
TCR 1200  
New Jersey  
Ave., SE  
Washington,  
DC 20590

## APPENDIX K –PUBLIC NOTICE



## KNOW YOUR RIGHTS Under Title VI

**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 Civil Rights Officer at 281-633-RIDE.**

**A complaint may be filed directly with FTA by filling with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590**

**For additional information on the current Title VI Program or if information is needed in another language, please call the Civil Rights Officer at 281-633-RIDE or email at [transit@fortbendcountytx.gov](mailto:transit@fortbendcountytx.gov)**