

Title VI Program and Compliance Report

Public Transportation Department Fort Bend County, Texas



December 2009

Revised March 2010

Revised March 2013

Revised March 2016

Revised March 2019

Revised March 2022

**Approved by
Commissioner's Court on
March 8, 2022**

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TABLE OF CONTENTS

Table of Contents

INTRODUCTION	1
SECTION 1. FTA GUIDANCE AND INSTRUCTIONS	4
<i>GENERAL REQUIREMENTS</i>	4
<i>REQUIREMENTS FOR CONSTRUCTION PROJECTS</i>	5
SECTION 2. OVERVIEW OF FORT BEND COUNTY	8
<i>POPULATION DEMOGRAPHICS IN FORT BEND COUNTY</i>	8
<i>FORT BEND COUNTY PUBLIC TRANSPORTATION DEPARTMENT</i>	11
SECTION 3. ACCESS TO TRANSIT FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY	14
<i>LANGUAGE SPOKEN AT HOME</i>	14
SECTION 4. TITLE VI POLICIES AND PROCEDURES	17
<i>TITLE VI STATEMENT OF POLICY FOR PUBLIC TRANSPORTATION</i>	17
<i>FILING A DISCRIMINATION COMPLAINT</i>	18
<i>TRACKING AND INVESTIGATING TITLE VI COMPLAINTS</i>	19
<i>PUBLIC NOTICE</i>	20
SECTION 5. PUBLIC INFORMATION ABOUT TRANSIT SERVICES AND LAP PLAN .	22
<i>SUMMARY OF CURRENT PUBLIC OUTREACH AND INVOLVEMENT</i>	22
<i>PUBLIC PARTICIPATION PLAN</i>	23
<i>ENHANCEMENTS FOR PUBLIC OUTREACH TO TITLE VI POPULATIONS</i>	23
<i>FOUR FACTOR ANALYSIS</i>	24
<i>LANGUAGE ASSISTANCE PLAN (LAP)</i>	25
<i>TRIENNIAL REPORTS</i>	28
SECTION 6. SERVICES STANDARDS AND POLICIES FOR TRANSIT IN LARGE URBAN AREAS	30
REFERENCES	36
APPENDIX A – O&M FACILITY & WESTPARK PARK AND RIDE ADVANCE PLANNING REPORT	37
APPENDIX B – TITLE VI DEMOGRAPHIC ANALYSIS	85
APPENDIX C – LANGUAGE SPOKEN AT HOME IN FORT BEND COUNTY	89
APPENDIX D – TITLE VI COMPLAINT PROCEDURES AND COMPLAINT FORM	94
APPENDIX E – LETTER OF NO COMPLAINTS	103
APPENDIX F – PRESENTATIONS AND OUTREACH	105
APPENDIX G – ADVISORY COMMITTEE MEMBERSHIP	118
APPENDIX H – FORT BEND COUNTY PUBLIC TRANSPORTATION SUBRECIPIENTS	121
APPENDIX I –PUBLIC PARTICIPATION PROGRAM	123
APPENDIX J –PUBLIC NOTICE	134
APPENDIX K – COMMISSIONER'S COURT MINUTES	135

LIST OF TABLES

Table 1. Population in Fort Bend County..... 8

Table 2. Population of Fort Bend County by Race and Ethnicity.....9

Table 3. Incorporated Cities in Fort Bend County 10

Table 4. Languages Other than English Spoken at Home 14

Table 5. Limited English Households 15

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 six 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** 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 4** 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 5** 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 5.
- **Section 6** 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.

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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. As described in 49 CFR Part 21, the County's Title VI program is required to include the following information:

- Title VI Notice to the Public

- Title VI complaint procedures for investigating and tracking Title VI complaints and make procedures for filing a complaint available to members of the public;
- Title VI Complaint Form
- A list of any active Title VI investigations, complaints, and lawsuits conducted by entities other than FTA; and
- Public Participation Plan,
- Language Assistance Plan for providing language assistance to persons with limited English proficiency (LEP); and
- A table depicting the membership of non-elected committees and councils, the membership of which is selected by the recipient, broken down by race, and a description of the process the agency uses to encourage the participation of minorities on such committees; and
- A description of how the agency monitors its subrecipients for compliance with Title VI, and schedule of subrecipient Title VI Program submissions; and
- A Title VI equity analysis if the recipient has constructed a facility, such as a vehicle storage facility, maintenance facility, operation center, etc.; and
- A copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or officials responsible for policy decisions reviewed and approved the Title VI Program.

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 (November 2020) Fort Bend County Transit has continued with the planning phase for the Westpark Park and Ride facility and has completed construction on the Fort Bend Transit Administration and Operations and Facility. Appendix A represents the project'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-The Woodlands-Sugar Land metropolitan area, the fifth-largest metropolitan area in the United States with a population of approximately 7.1 million. According to the US Census in 2020, Fort Bend County's population was estimated at 822,779, which represents 11.55 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. Since 1990, the County has grown from 225,421 to 822,779 making it one the fastest growing counties in the nation. The Houston-Galveston Area Council (H-GAC) further estimates that Fort Bend County's population will continue to grow, adding just over 200,000 people by the year 2030.

Table 1. Population in Fort Bend County.

Year	Population	Percent Growth
1990 ^A	225,421	-
2000 ^A	354,452	57%
2010 ^A	585,375	65%
2020 ^A	822,779	41%
2030 ^B	1,042,522	27%

Sources:

^A U.S. Census

^B H-GAC Regional Growth Forecast (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 and is the 181st largest county in Texas by total area. 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 one of the most diverse counties in the United States as reflected in racial and ethnic population demographics represented below in Table 2.

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

<i>Race and Ethnic Group</i>	<i>2017</i>		<i>2020</i>	
	<i>Population</i>	<i>Percent</i>	<i>Population</i>	<i>Percent</i>
Total Population	711,421		822,779	
Hispanic or Latino	171,949	24.17%	198,580	24.14%
Not Hispanic or Latino	539,472	75.83%	624,199	75.86%
White alone	244,43	34.36%	243,726	29.62%
Black or African American alone	143,86	20.22%	167,964	20.41%
Asian alone	136,74	19.22%	181,522	20.06%
Two or more races, not Hispanic or Latino	11,867	1.67%	23,901	2.90%
American Indian and Alaska Native alone	1,351	0.19%	3,862	0.47%
Some Other Race alone	1,091	0.15%	3,827	0.47%
Native Hawaiian and Other Pacific Islander alone	117	0.02%	152	0.02%

Source: 2020 U.S. Census
2017 ACS 5-Year Estimate

Incorporated Cities

Seventeen incorporated cities fall within the boundaries of Fort Bend County.¹ Table 3 identifies the cities and presents the population and growth from 2010 to 2020. The remaining population in Fort Bend County resides in unincorporated areas of the county or in the small segments of the City of Houston that exist within Fort Bend County.

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

Table 3. Incorporated Cities in Fort Bend County

City	2010 Population	2020 Population	Percent Growth
Arcola	1,642	2,899	76.6%
Beasley	641	681	6.2%
Fairchilds	763	1,415	85.5%
Fulshear	1,134	16,856	1386.4%
Katy	14,102	21,894	55.3%
Kendleton	380	586	54.2%
Meadows Place	4,767	4,527	-5.0%
Missouri City	67,358	74,259	10.2%
Needville	2,823	3,147	11.5%
Orchard	352	405	15.1%
Pearland	91,252	125,828	37.9%
Pleak	1,044	1,815	73.9%
Richmond	11,679	11,627	-0.4%
Rosenberg	30,618	39,265	28.2%
Simonton	814	896	10.1%
Stafford	17,693	17,666	-0.2%
Sugar Land	78,817	111,02	40.9%

Source: U.S. Census

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. According to the 2020 census data, 7.4 percent of the total population in Fort Bend County 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 (15.1 percent).

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 60 and over) and persons with a disability.

Approximately 17.5 percent of all persons residing in Fort Bend County in 2020 were 60 years of age or older. According to the 2019 ACS 1-Year Estimate, approximately 11.6 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 10.9 percent.

According to 2019 ACS 5-Year Estimates, approximately 6.6 percent of civilian, non-

institutionalized persons over the age of five reported a disability.

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 three transit services/programs: demand response transit service; commuter transit service; and Ambassador Service.

Demand Response Transit Service. 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 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, as well as an Ambassador.

Commuter Transit Service. Fort Bend County operates 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 Texas Medical Center. Park-and-rides are located at the University of Houston Sugar Land campus at University Boulevard and US 59, the AMC Movie Theatre on Town Center Boulevard near First Colony Mall, and the Fort Bend County Fairgrounds near State Highway 36 and Fairgrounds Road. The Greenway Plaza route offers a connection to the Metropolitan Transit Authority (METRO) West Bellfort Park & Ride. At this location, riders are able to transfer to METRO routes to downtown Houston and the TMC. Fort Bend commuter service runs Monday through Friday (excluding Fort Bend County holidays) during peak commuter periods. Buses leave the park and ride lots between 4:30 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.

Ambassador Service. Fort Bend Transit offers Ambassador Service. An Ambassador is an individual who works directly with passengers providing assistance from the passenger’s door to the vehicle and from the vehicle to the final destination. This personalized service is to assist with the safe passage for those unable to travel unescorted or alone; those who need additional help with boarding and alighting vehicles, and passengers with agitation, behavioral and cognitive issues. Ambassadors may be assigned to bus stop locations and/or transit vehicles. Ambassadors will not be drivers, will not attach passenger securements (seat belts, wheelchair tie-down, etc.) or operate mechanical lifts or ramps.

Figure 1 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 Texas Medical Center, and METRO West Bellfort Park & Ride for Fort Bend Commuter Service.

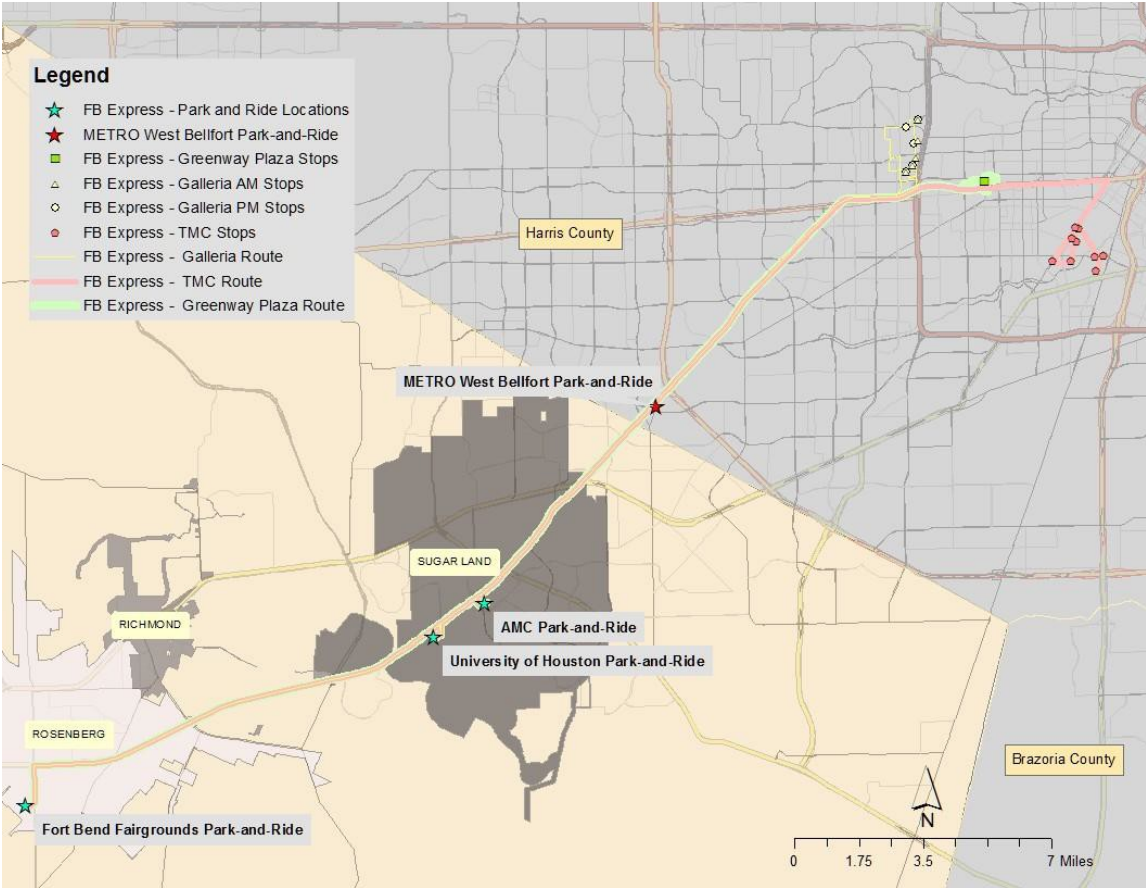


Figure 1. Fort Bend County Public Transportation Regional Transit Destination

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SECTION 3. 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, 2020 Census data is 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 2020 Census data 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.

Language	Households	% of Total Households
<i>Fort Bend County Total</i>	<i>253,030</i>	<i>100%</i>
English only	142,8404	56.45%
Spanish	46,933	18.55%
Other Indo-European languages	22,313	8.82%
Chinese (incl. Mandarin, Cantonese)	9,247	3.65%
Other Asian and Pacific Island languages	7,685	3.05%
Other and unspecified languages	6,683	2.64%
Vietnamese	5,310	2.10%
Tagalog (incl. Filipino)	4,713	1.86%
Arabic	2,565	1.01%
Russian, Polish, or other Slavic languages	1,852	.73%
French, Haitian, or Cajun	1,337	.53%
Korean	870	.34%
German or other West Germanic languages	682	.27%

Source: U.S. Census

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)	9,247	2,710	29.31%
German or other West Germanic languages	682	174	25.51%
Spanish	46,93	8,733	18.61%
Vietnamese	5,310	929	17.50%
Other Asian and Pacific Island languages	7,685	1,276	16.60%
Russian, Polish, or other Slavic languages	1,852	262	14.15%
Arabic	2,565	347	13.53%
Other Indo-European languages	22,313	2,512	11.26%
Tagalog (incl. Filipino)	4,713	271	5.75%

Source: U.S. Census

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. Appendix C represents this data for each census tract in Fort Bend County.

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SECTION 4. 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 website 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, or national origin 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 transit@fbctx.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
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

Appendix D of this report provides a copy of the 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; and
- 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, 301 Jackson Street, Richmond, Texas 77469.

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 2021 Letter of No Title VI 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

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.
 - Title VI notices can be found 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. See Appendix J for Fort Bend County Public Transportation's Public Notice.

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SECTION 5. PUBLIC INFORMATION ABOUT TRANSIT SERVICES AND LAP 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 all transit services in English via the following media.

Internet Website: www.FBCTransit.org
Telephone: 281-633-7433
Toll Free: 866-751-8747
Fax: 832-471-1843
Email: 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.

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. 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; however professional interpreters are available for all presentations and events upon request. 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
- Fort Bend Connect
- Literacy Council of Fort Bend County
- Fort Bend Independent School District
- Fort Bend County Indigent Health Care
- Texana
- 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. Appendix I includes the PPP and provides specific strategies used to engage minority populations when engaging the public.

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 Assistance Plan to ensure meaningful access to LEP persons (see LAP 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 Section 3 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 (11.26 percent), Chinese including Mandarin and Cantonese (29.31 percent), German or other West Germanic languages (25.51 percent), Other Asian and Pacific Island languages (16.60 percent), Vietnamese (17.50 percent), Russian, Polish, or other Slavic languages (14.15 percent), Tagalog including Filipino (5.75percent), and Arabic (13.53 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), having a contractor in place if/when a professional interpreter and/or translation services are needed, 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.

LANGUAGE ASSISTANCE PLAN (LAP)

Consistent with guidance provided by FTA Circular 4702.1B, the Fort Bend County Public Transportation Department will provide language assistance for persons with limited English proficiency. It is the policy of Fort Bend Transit to provide a timely meaningful access to all persons with LEP (Limited English Proficiency) free of charge.

In addition, the department will monitor available information to anticipate the need for languages other than English that have been identified during the four-factor analysis.

Language Assistance Measures

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

- The Title VI statement of policy and instructions for how to file a discrimination complaint. The complaint form will be provided in all languages that fall under the Safe Harbor Provision.
- Public information materials will be provided with an option for languages other than English.
 - Fort Bend County Public Transportation Department's website will have all vital documents posted in English and the ability to view in multiple languages including the languages identified under the Safe Harbor threshold. These vital documents are also available in print if requested.
 - The recorded information for the telephone number for general information will have a bilingual option in Spanish;
- 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 when available. If a bilingual employee is not available in the language requested, FBT will provide over the phone interpretation services through the

County's contracted translation vendor to assist the customer. The individual's reserved trip will be noted with their preferred language and 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 a contracted interpreter will be available to facilitate public outreach efforts involving the general public in areas of the county where there are concentrations of LEP population (to be determined based on census data or other reliable sources of information).
- The Public Transportation Department will make available an interpreter for public meetings. The 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.
- Require FBT Reservation staff and Receptionist document each time a call is received from a person who does not speak proficiently in English. Keep a log and review on a quarterly basis to establish a trend line.
- Examine the latest Census data.

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.

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

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

Vital documents will be translated in the languages that meet the Limited English Proficient (LEP) Safe Harbor threshold and will be available to the public. For requests for translations in a language not identified under the Safe Harbor threshold, the public is encouraged to contact the Transit Office during normal business hours and allow three (3) to five (5) days to process the request.

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 6. 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 bus. As a result, the service standards and policies have specific requirements, different from traditional service standards that include local fixed-route service. The following paragraphs include the service standards and service policies for the Fort Bend County Public Transportation Department.

Service Coverage

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

Demand Response	Commuter Service
Standard: Origins and destinations in Fort Bend County. The service area includes a buffer service area within one- mile of the county limit. Trips may be scheduled for origins and destinations within the buffer service area.	Standard: Service from park and ride lots in Fort Bend County to activity centers in the Harris County metropolitan area based on demand and resources. Intermediate stops may include METRO transit facilities to provide opportunity for regional connections by transfer.

Service Availability

Availability refers to how passengers may access transit service.

Demand Response	Commuter Service
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 the park and ride lot, by driving, walking, biking or by transfer from demand response transit service.

Span of Service

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

Demand Response	Commuter Service
Standard: Days - Monday through Friday (excluding Fort Bend County holidays). Hours -Service is typically scheduled for first destination drop-off by 8:00 a.m. and last pick-up for service no later than 5:00 p.m.	Standard: Days - Monday through Friday (excluding Fort Bend County holidays) and Hours. Generally between 4:30a.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	Commuter Service
Standard: Not Applicable	Standard: 15-30 minute intervals during peak periods in the peak direction of travel. More frequent service (smaller intervals) may be provided as demand warrants and subject to available resources (funding and vehicle availability).

Load Factor

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

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

Vehicle Assignment

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

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

Passenger Amenities

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

Demand Response	Commuter Service
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. 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 follow the Public Participation Plan (PPP) when evaluating significant system-wide service, fare changes, and proposed service improvements:

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.

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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REFERENCES

Federal Transit Administration. Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients.

Federal Transit Administration. Quick Reference Title VI Circular 4702.1B.

APPENDIX A – O&M FACILITY & WESTPARK PARK AND RIDE ADVANCE PLANNING REPORT

Advanced Planning Report

Fort Bend County Transit Facility

2/11/2015



Table of Contents

Advanced Planning Report.....	0
Chapter 1- Introduction	3
Fort Bend County Transit Plan	3
Existing Executive/Administrative Staff	4
Contracted Operations and Maintenance Staff (First Transit)	5
Contracted Ambassador Services	5
Space Use of Existing Transit Facilities.....	5
Chapter 2- Demand Analysis.....	7
Background	7
Future Transit Service	8
General Findings of the Long-Range Plan	8
Future Staffing Levels.....	9
Chapter 3- Site Selection Analysis.....	10
Candidate Sites	10
Evaluation Criteria.....	11
Evaluation Findings & Rankings	12
Nominated Sites.....	12
Site 1- Bamore Extension NE, Rosenberg (Fairgrounds).....	13
Description of Site.....	13
Observations	14
Site 2- 14000 University, Sugar Land (U of H; Admin Only)	16
Description of Site.....	16
Observations	17
Concerns	17
Flood Plain.....	18
Site 3 – SW Corner of Hwy-90 and Hwy-6, Sugar Land.....	19
Description of Site.....	19
Observations	20
Access.....	22
Concerns	22
Site 4- SE Corner, Bamore and Hwy 59.....	23
Description of Site.....	23

Fort Bend County Transit Facility – Advanced Planning Report

Observations 24

Concerns 25

Chapter- 4 Site Layout..... 26

Chapter 5-Operating Plan 27

 Current Operations 27

 Savings For Unified Location of Operations..... 28

 Implementation Plan/Timeline 28

Chapter 6 – Financial Plan..... 29

 Operating and Maintenance Costs 29

Chapter 7 – Public Outreach 29

 Public Meeting and Comment 29

Conclusion..... 30

Fort Bend County Transit Facility – Advanced Planning Report

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.

Fort Bend County Transit Facility – Advanced Planning Report

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.

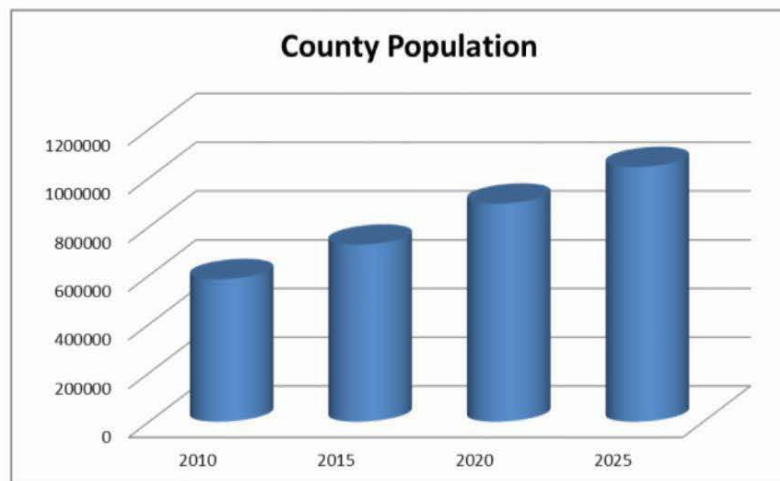


Figure 1 – Projected County Population Growth¹

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

¹ 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

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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.



9

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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.

- | | |
|---|---|
| ✦ Pink Taylor Run, Kendleton | ✦ 11853 Addicks-Howell Road, Houston |
| ✦ SE Corner of Bamore and Hwy 59, Rosenberg | ✦ 1015 Harlem Road, Richmond |
| ✦ 2005 Cottonwood School Road, Rosenberg | ✦ SE Corner Owens & 99, Richmond |
| ✦ Hartledge Road, Rosenberg | ✦ SW Corner Hwy 6 & Hwy 90, Sugar Land |
| ✦ Blume RD, Rosenberg | ✦ McHard Road (2234), East of Ft. Bend Tollway |
| ✦ Stella Road Curve – South, Rosenberg | ✦ NE Corner Hwy 6, Ft. Bend Tollway, Williams Way Near FBSO |
| ✦ Bamore Extension – NW, Rosenberg | ✦ George Foundation, 762 East of 2977 |
| ✦ Bamore Extension NE, Rosenberg | ✦ Hwy 36 Park & Ride Site |
| ✦ 14000 University Blvd., Sugar Land | ✦ 2000 Preston, Richmond |

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

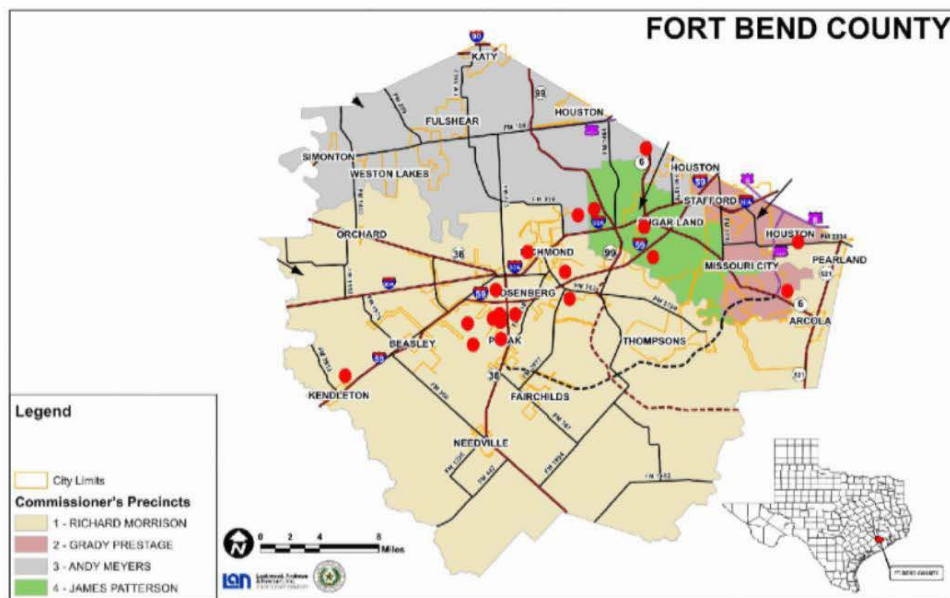


Figure 2 – Candidate Sites

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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

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- 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.

2000 Preston Houston, Texas	121.00
Highway 36 Park & Ride	116.00
George J. Foundation 7021 East of 2877	118.13
NE Corner Hwy 36, Ft. Bend Parkway	115.35
Midway Road (228th) East of Ft. Bent Parkway	122.62
5th Corner Hwy 6 & Hwy 90 Sugar Land, TX	127.00
SE Corner Owens & 99 Houston, TX	112.08
2025 Highway Road Houston, Texas	110.00
14000 University Blvd Sugar Land, Texas	127.00
Burns Extension NW Houston, TX 77471	123.00
Burns Extension NE Houston, TX 77471	130.00
South Road Curve - South Houston, TX 77471	120.00
Burns RD, Houston, TX 77471	110.00
Harrisburg Road Houston, Texas	115.18
2005 Calumet Road Road Houston, Texas 77471	115.35
SE Corner, Burnside & 99, Houston, Texas	122.62
Peak Tower Bus, Houston, Texas 77051	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



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.



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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.

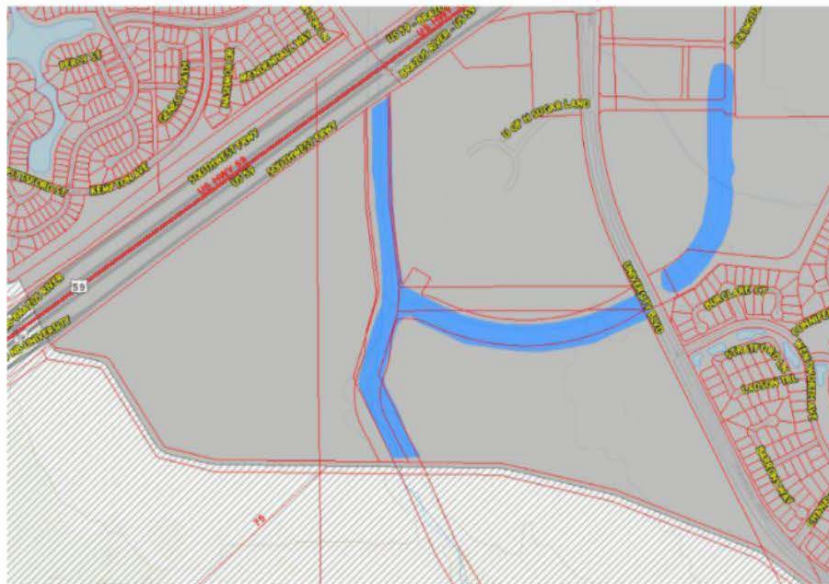


Figure 6 – Site Map

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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.

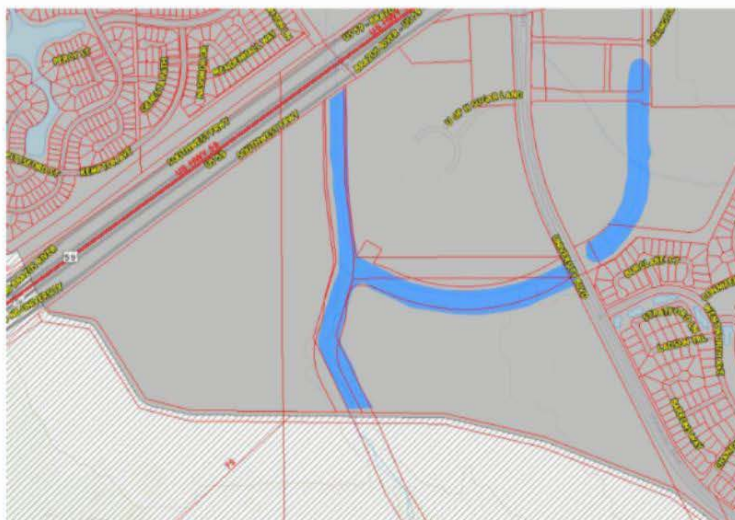


Figure 8 – Flood Plain Map

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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

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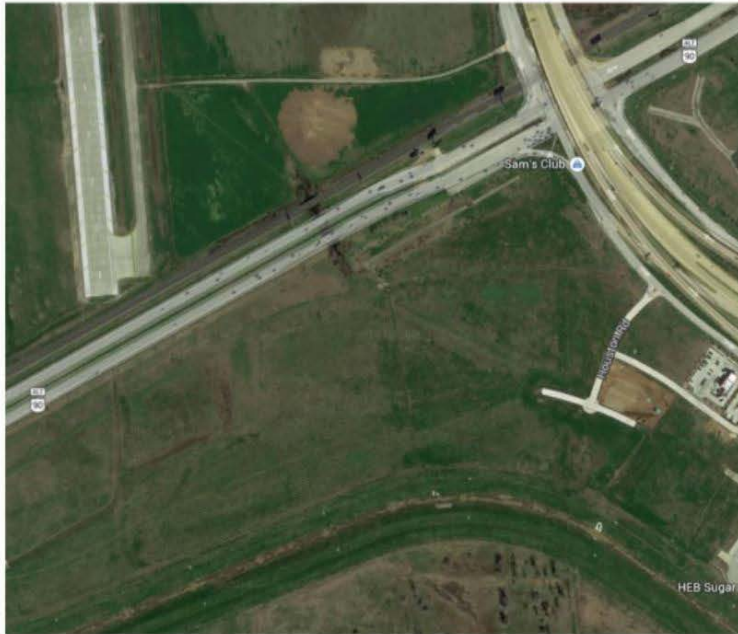


Figure 10 - Site Aerial Image

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.

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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.

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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.

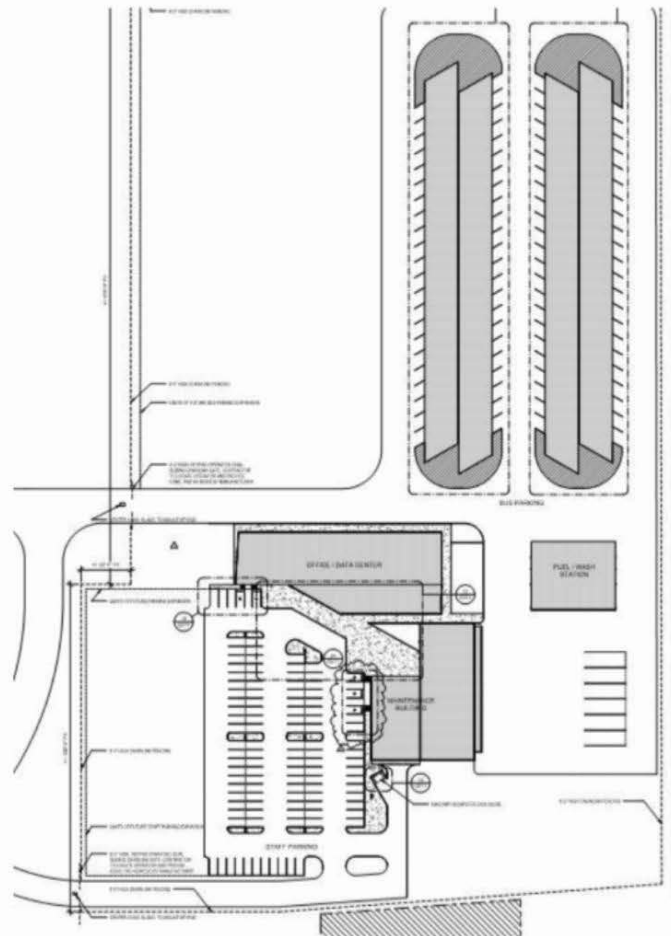


Figure 15 – Typical Site Layout

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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.

Fort Bend County Transit Facility – Advanced Planning Report

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.

Fort Bend County
Westpark Corridor Park and Ride
Advanced Planning Report
September 2011

*Prepared for Fort Bend County
Public Transportation Department*

*Prepared by IDC, Inc.
In association with BGK Services, Nancy Edmonson, PB, TEI, PGAL*



Table of Contents

Chapter 1 – Introduction	4
Chapter 2 – Demand Analysis	8
Chapter 3 – Site Selection	28
Chapter 4 – Site Plan	43
Chapter 5 – Operating Plan	45
Chapter 6 – Financial Plan	54
Conclusion	56

CHAPTER 3 — SITE SELECTION ANALYSIS

CANDIDATE SITES

Based on current demographics in the corridor, traffic volumes, area travel times and current operation of park and ride service, a number of sites in the Westpark Corridor have been identified as candidate locations for providing park and ride service. It has been determined that a 200 to 300 space park and ride lot would be the appropriate size for the park and ride facility given projected demand and available transit vehicles to service the facility. An eight to ten acre site was deemed to be the appropriate size to accommodate the parking needs, drainage and detention on site, passenger amenities, bus circulation and future expansion, if needed. Finally, in identifying prospective sites, particular attention was given to sites that were undeveloped and had frontage or good access to Westpark/FM 1093.

Six sites along the Westpark Corridor were identified as potential locations for the Park and Ride facility. These sites include:

1. Westpark/FM 1093 @ SH 99 (northwest corner)
2. Westpark/FM 1093 @ SH 99 (southwest corner, behind planned commercial development)
3. Mason Road just north of Westpark (northwest, behind existing commercial development)
4. Westpark/FM 1093 between Grand Mission and Mason Rd (north side, outbound direction – property owned by Fort Bend County)
5. Westpark/FM 1093 @ Peek Road (southwest/southeast corners)
6. Westpark/FM 1093 @Canal (southwest corner)

Figure 6 provides a map with the locations of the prospective Park and Ride sites.

Figure 6: Prospective Park and Ride lot locations



PROPOSED SITES

- 1 WESTPARK NW CORNER OF SH 99
- 2 WESTPARK SW CORNER OF SH 99
- 3 MASON ROAD
- 4 COUNTY OWNED SITE-WESTPARK BETWEEN MASON AND GRAND MISSION
- 5 PEEK ROAD
- 6 LAKES OF BELLA TERRA

LEGEND

- PREFERRED SITE
- OTHER STUDY SITES
- COUNTY BORDER

DESCRIPTION OF SITES

Each of the prospective sites considered for Park and Ride development are located along or adjacent to the Westpark Tollroad and are accessible from the surrounding neighborhoods. As part of evaluating each site, an initial site survey and examination was conducted to assess the development possibilities. The following is a summary of the initial assessment of each site:

- **SITE 1 - WESTPARK/SH 99 (northwest corner)**



Description of Site – 30+ acres undeveloped property located at the northwest corner of the intersection of Westpark/FM 1093 and SH 99. The site is across from the Westpark Tollroad terminus, where the tollroad structure meets the grade at FM 1093. The site is adjacent to the Seven Meadows development on the west. To the south, across Westpark/FM 1093, is a large retail development.

Observations – a retaining wall is built around the eastern and southern perimeter of the property. It appears that the area has been platted for a roadway that could be the northern extension of Canal Road. The grade of the property is different than the grade of SH 99. This is a large site that could accommodate current and future demand for Park and Ride demand, but additional roadway improvements, access, and traffic control would be required.

Concerns – access to this site would be difficult; no access from SH 99 would be possible due to the severe change in grade and current obstruction of a retaining wall. Not able to access site from the west on FM 1093 due to obstruction of the Westpark Tollroad ramp. Future plans for the extension of the Westpark Tollroad would further impact access from FM 1093. Traffic congestion in the vicinity of the intersection during peak periods would impact ingress and egress to site. Due to the significant difference in elevation of site and adjacent SH 99, drainage at the site could be a concern.

SITE 2 - WESTPARK/SH 99 (southwest corner)

Description of Site – site is approximately 5 acres undeveloped property located near the southwest corner of the intersection of Westpark/FM 1093 and SH 99. Drainage improvements have been constructed. The site is across from Westpark Tollroad where the structure meets FM 1093 at grade and serves as the current terminus of toll facility. Site is adjacent to a major retail development and the northeast border of the Lakes of Bella Terra subdivision.

Observations – the site is being prepared for construction and therefore property may not be available for Park and Ride lot development. There is good access from eastbound FM 1093 and Canal Road. Not accessible from westbound FM 1093, due to obstruction of Westpark ramp. Access is also available from SH 99 on Bella Terra Parkway (small arterial extending from SH 99 to Canal Street, bisecting retail development). Location may be good for future development of commuter rail station, but limited in size, due to existing and planned retail development. Location may offer transit oriented development opportunities.

Concerns – site may not be big enough to accommodate Park and Ride needs. Site would not offer room for expansion. Site may not be available for potential P&R site due to pending commercial development in the area. Canal Road is a two lane open ditch roadway and will require upgrading in order to serve a future park and ride site.

- **SITE 3 - MASON RD, JUST NORTH OF WESTPARK** (northwest corner behind commercial development)



Description of Site – 7 acre undeveloped site located on Mason Road, just north of Westpark/FM1093. Access to site is from Mason Road. The northern edge of the site is adjacent to the levee and is south of the Cinco Ranch development.

Observations – the site is visible, but not accessible from Westpark/FM 1093. The 7 acre site is long and narrow. The intersection of FM 1093 and Mason Road is signalized but the access would only be from Mason Road. Mason Road connects both to the north and south of Westpark Tollroad, accommodating access in all directions. Site provides mixed use and transit oriented development (TOD) opportunities.

Concerns – given the close proximity to the levee and elevation of the site, it appears that drainage and flooding would be an issue. The site is located in the 500 year floodplain. Site lacks frontage on FM 1093 and therefore may not be as attractive. Limited access from northbound and southbound Mason Road may present a traffic problem. The long narrow configuration of site may impact bus and auto circulation at the site.

- **SITE 4 - WESTPARK BETWEEN MASON RD AND GRAND MISSION** (north side of Westpark)



Description of Site – 10 acre undeveloped site fronting Westpark/FM 1093 between Mason Road and Grand Mission Blvd. (.8 miles east of Mason Road and .3 miles west of Grand Mission Blvd.) Property is owned by the County. Northern edge of site is adjacent to the levee.

Observations – Large, rectangle shaped site located mid-block on FM 1093. Site could accommodate current and future Park and Ride demand. Site can easily accommodate parking requirements, bus circulation and operation and passenger amenities. Site would have limited access from westbound FM 1093. From initial examination, slope and elevation of site appear good and site from initial inspection appears to drain well, though the site is located in the 500 year floodplain. It could be possible to have multiple access points from FM 1093 to enhance circulation. Site could be candidate for joint use and TOD opportunities. Site could also connect to proposed hike and bike path located along the levee.

Concerns – mid-block site limits access. All eastbound traffic to site would have to U-turn at Grand Mission Blvd to access site. For the AM commute to major employment centers (e.g. Uptown Galleria, Greenway Plaza, Texas Medical, Downtown Houston), bus service would have to travel west to Mason Road and then U-turn to head east toward the employment centers. The Texas Department of Transportation (TxDOT) will need to approve access points to the site.

- **SITE 5 - WESTPARK @ PEEK ROAD** (south side of Westpark - 2 potential sites)



Site A

Description of Site – undeveloped site located at the southwest corner of the intersection of FM 1093 and Peek Road. Site appears to be available for lease or sale, though platted for commercial development. Though site is over 10 acres, site may be an aggregate of multiple properties. Peek Road is a four lane divided roadway that connects north and south of the Westpark Tollroad/FM 1093.

Observations – site has good access from all directions and would be a good candidate for TOD. Being on the south side of Westpark Tollroad, site is good for future development of a commuter rail station. Site is part of large real estate development associated with Ferguson.

Concerns – site may be expensive as it is already platted for commercial development. Peek Road currently experiences heavy traffic volumes during the AM peak.



Site B

Description of Site – undeveloped site located at the southeast corner of the intersection of FM 1093 and Peek Road. Site is smaller than the site to the west (estimated 7 acres) across Peek Road. Peek Road is a four lane divided roadway that connects north and south of the Westpark Tollroad/FM 1093. Site is adjacent to homes on both the east and south sides of the property.

Observations – site has good access from all directions and would be a good candidate for TOD. Being on the south side of Westpark Tollroad, site is good for future development of a commuter rail station. This site is smaller than the site to the west and could potentially impact neighboring residential developments.

Concerns – site may be expensive as it is located in the Lost Creek subdivision which is already developed. The apparent smaller size of the property limits future options for expansion.

- **SITE 6 - FM 1093/CANAL (southwest corner, T-intersection)**



Description of Site – 15+ acres undeveloped property located at the Southwest corner of FM 1093 and Canal Road. The site is across from the Westpark Tollroad terminus, where the aerial structure is coming to grade. The site is located at the northeastern edge of the Lakes of Bella Terra development. Just across Canal Road to the east is a large retail development. Bella Terra Parkway connects the site from the east, extending from the SH 99 frontage road.

Roadway Network – Canal Road from FM 1093 to Bellaire Boulevard (2 lane undivided, open ditch), FM 1093 eastbound (2 lanes), Westpark Tollroad grade separation coming to grade and merging with FM 1093

Observations – large, undeveloped site with access from FM 1093 eastbound, Canal Road and SH 99 southbound (via Bella Terra Parkway). Site is adjacent to both residential development and large commercial development. Being on the south side of Westpark Tollroad, site may provide an opportunity for future development of a commuter rail station and appears to have TOD opportunities. Plans for the extension of Katy-Gaston Road may enhance access to the site.

Concerns – westbound traffic on FM 1093 would not be able to access the site at Canal Road due to obstruction of the Westpark Tollroad ramp, but could access the site from southbound SH 99 frontage road. Future plans for the extension of the Westpark Tollroad may further impact ingress and egress.

SITE EVALUATION

In identifying and assessing opportunities and locations for providing park and ride services, a number of factors were addressed as part of the evaluation process. A series of evaluation criteria were developed to analyze and compare each site.

Identification of Evaluation Criteria

The evaluation process was designed to address the specific needs in the corridor. A number of factors were considered in the identification and development of the evaluation criteria and measurements:

- Evaluation criteria should relate to local demographics and mobility needs of the study area;
- Evaluation measures should be appropriate to address the stated objectives of the Park and Ride demand analysis and site selection;
- Efforts should be made to apply evaluation measures that quantify impacts rather than convey qualitative judgments on the nature of the impact; and
- Evaluation measures should provide the proper perspective on the magnitude of the impacts and/or associated benefit that result in the location and development of the park and ride facility.

In identifying the evaluation criteria, the goal was to develop an evaluation plan and methodology that addresses the mobility concerns of the corridor while effectively providing a comparison of various sites' strengths and weaknesses, costs and benefits, constructability, and mitigation requirements. The evaluation criteria address issues that are important to the vitality of the corridor and feasibility of implementation and analyze impacts and influences on mobility and travel patterns. In addition, the evaluation criteria provide a standard to assess impacts to and compatibility with the natural, manmade, and social environments. A list of evaluation criteria was developed that provide a thorough assessment of the alternatives. The criteria are designed to provide a tangible means for comparing the alternatives.

The evaluation was an iterative process and the findings from the initial evaluation of prospective sites led to a more in depth analysis and further evaluation of the identified sites and possible addition of other prospective sites. All prospective sites were evaluated objectively and potential fatal flaws were identified. Based on the evaluation criteria, if a potential site was found to have a fatal flaw, the site was dropped from further evaluation and consideration. The sites listed above were not found to have fatal flaws.

The following presents the criteria used to assess the alternatives in accordance with the requirements of the FTA evaluation process. **Table 10** provides a description of the evaluation criteria and objective of applying each criterion.

TABLE 10: EVALUATION CRITERIA

Criteria	Description
Direction	Is the site located on the south/inbound direction of the roadway or the north/outbound direction? Inbound sites may perform slightly better
Availability of site	Is the prospective site developed? Will multiple parcels be required to accommodate use? Are there opportunities for shared use?
Suitability of site	Size, shape, physical condition, location (relative to adjacent properties and access) of the site. Are there opportunities for expansion to meet future demand?
Accessibility	Global – how accessible is the site from a regional perspective; are there major thoroughfares that provide connectivity? Local – how easy is it to get to the site on the area roadway network?
Existing roadway and traffic conditions	What are the conditions of the street network? What are the traffic volumes and Level of Service in the vicinity of the sites? Is there sufficient roadway capacity to accommodate access/egress to site?
Environmental Concerns/Fatal Concerns	Are there any environmental concerns (sensitive receptors, drainage, historic, HAZMAT, etc.) that could not be easily remediated or would result in the site being eliminated from consideration? Other considerations – Corp of Engineers
Security Concerns	Does a site appear to be more susceptible to safety and security breaches?
Travel Demand/Area Capture Opportunities	Would a site attract more riders based on location, accessibility, adjacent properties, and future development?
TOD/Shared Use opportunities	Does a site provide an opportunity for future development that would support transit activity and provide economic development? Are there opportunities at a site for shared use of the facility for the mutual benefit of both parties?
Consistency with Regional Plans	Is the site consistent with improvements included in Regional Transportation Plan? Do any of the sites conflict with plans by other agencies for future improvements, roadway expansions, and/or other transportation services?
Costs	What are the costs to acquire property, construct site, install amenities, improve infrastructure at each site?
Impacts to Adjacent Properties/Land Uses	Is a site compatible or does it adversely impact adjacent land uses as a direct or indirect result of implementation of the facility?
Title VI /Environmental Justice	Consideration at prospective site of potential disproportionate impact on "traditionally underserved" communities as a result of project implementation of project. What about the 'positive impacts' to location?
Stakeholder Support	The input, support and recommendations of area interests, including Fort Bend County Commissioners, Fort Bend Chamber of Commerce, area jurisdictions and regional entities.
Compatibility with Stated Project Purpose and Need	The extent to which each alternative site supports the goals and objectives of the project, in terms of ridership, area mobility, limited impacts, and cost/benefits

EVALUATION FINDINGS AND RANKINGS

In conducting the evaluation and comparing the prospective park and ride sites, it was found that there were commonalities among the sites. All of the sites are within close proximity to the Westpark Tollroad and SH 99 and therefore provide good global access for the commuters residing in the area. Also, all of the sites are undeveloped and future development would most likely not conflict with adjacent properties, nor result in any serious environmental impacts. While drainage concerns were cited, the development at any of the sites would include appropriate detention and drainage improvements.

The greatest differences among the sites were location and the quality of the connection to each site. The ease of access/egress at the site, roadway conditions and the visibility of the site provided a distinction among sites. Another evaluation criterion that played a role in the evaluation process was consistency with regional plans and joint use opportunities. In selecting a prospective site for the short term park and ride service, Fort Bend County also is anticipating the long term opportunity to coordinate park and ride and the potential commuter rail and local bus services in the future. Consideration was given to the future growth and extension of transit services in the corridor.

An evaluation matrix was developed listing the six candidate sites and all the evaluation criteria and a comparison was made between the findings at each site. **Table 12** provides the completed matrix of the evaluation findings in a narrative format.

Based on the findings in the matrix by criterion, each evaluation finding per site was categorized as being a positive attribute, neutral, or being a liability. The ranking of "+1" indicated that the site positively met the consideration of a particular evaluation criterion. A "0" ranking indicated the site had no positive or negative impact as related to the evaluation criterion. The "-1" ranking signified that the site did not meet the requirements of the specific evaluation criterion.

Applying values to the evaluation findings provided the quantitative means for assessing the sites. It was apparent that some of the criteria used to evaluate the sites were more critical to the success and effective operation of the park and ride service. Moreover, some of the evaluation criteria produced consistent findings among all the candidate sites and offered little comparison in performance. Differences were discernable between the sites in terms of cost, travel demand, accessibility and site availability and suitability. While the roadway direction, environmental concerns, and consistency with plans were all important considerations to address, these criteria did not have as direct an impact on the successful development of the site and implementation of service. Therefore, a weighting formula was established to ensure that the most critical evaluation criteria were given greater consideration reflective of the importance in the development of the site and implementation of the service. **Table 11** provides the weights per criteria. Availability of Site, Suitability of Site,

Accessibility, Projected Demand and Cost were weighted twice as much as the other criteria, as these criteria are the key considerations in the selection of the most appropriate site development in the corridor.

TABLE 11: WEIGHTING OF EVALUATION CRITERIA

CRITERIA	WEIGHT
Direction of Travel	5
Availability of Site	10
Suitability of Site	10
Accessibility	10
Existing Roadway and Traffic Conditions	5
Environmental Concerns/Fatal Flaws	5
Security Concerns	5
Travel Demand/Area Capture Opportunities	10
TOD Opportunities /Shared Use	5
Consistency with Regional Plans	5
Costs	10
Impacts to adjacent properties/land use	5
Title VI/Environmental Justice	5
Stakeholder Support	5
Compatibility with Stated Project Purpose and Need	5
SUM	100

A site review and group evaluation workshop was conducted, in which the members of the consultant team, in conjunction with staff from the Fort Bend County Department of Public Transportation, discussed and individually evaluated and rated each site based on the findings of evaluation analysis. Each site was rated criteria by criteria with the +1, 0, -1 measures and the weighted values were applied to the aggregate evaluation numbers and then totaled. By multiplying the weighted values to the evaluation scores, the differences between the sites became more apparent and the sites with the greatest potential received higher scores. **Table 13** provides the final evaluation findings.

TABLE 12: EVALUATION MATRIX

EVALUATION CRITERIA	Site 1 Westpark/FM 1093 @ SH 99 (NW corner)	Site 2 Westpark/FM 1093 @ SH 99 (SW corner)	Site 3 Mason Road @ Westpark/FM 1093 (Ncrth of FM 1093)	Site 4 Grand Mission/ Mason @ Westpark/FM 1093 (N - mid block)	Site 5 Peek @ Westpark/FM 1093 (SE or SW corner)	Site 6 Canal @ Westpark/ FM 1093 (W of Canal, south of FM 1093)
Direction Inbound/Outbound	Outbound	Inbound	Outbound	Outbound	Inbound	Inbound
Availability of site (one parcel vs. multiple parcels)	undeveloped; approx. 30+ acres	currently being developed, site would have to be a shared use facility; approx 5 acres	undeveloped, behind strip mall development; approx 7 acres	undeveloped, owned by County; approx 10 acres	undeveloped, adjacent to existing subdivision development, multiple parcels; approx 10+ac	undeveloped, owned by Lakes of Bella Terra, METRO considering purchasing the site; app. 15+ ac
Suitability of site (size, unimproved, shape, existing conditions, expandability)	grade and drainage concerns	limited size, would share with new commercial development; may not offer sufficient space for expansion	long and narrow; located behind existing development, possible drainage issues	large undeveloped site; good shape, satisfactory elevation, mid-block location is a concern, possible flooding concerns	OK size and available parcels; appears satisfactory, would be compatible with park & ride & commuter rail development	large undeveloped site; good shape, compatible with park & ride and commuter rail development; future expansion possible
Accessibility (local/area and global/regional)	global access-good local access-very poor, limited access from FM 1093, none from SH 99	global access-good local access-OK, fronts both FM 1093, Canal, and Bella Terra Pkwy	global access - good local access - poor, only access from Mason; no FM 1093 frontage	global access - good local access - avg., mid-block hard to access from for traffic traveling eastbound	global access-good local access -good, fronts both FM 1093 and Peek Rd.	global access - good local access -good, access from Canal, FM 1093, Bella Terra Pkwy
Existing roadway and traffic conditions	poor; located at terminus of toll-road, congestion could be relieved with improvements on SH 99	avg; access also provided from Canal and Bella Parkway, located at end of tollroad, congestion could be relieved with improvements on SH 99	poor; heavy traffic on Mason in AM; no access from FM 1093	avg; access to site only from the east, AM commuters travelling EB would travel through heavily congested intersections before U-turn at Grand Mission	OK; heavy along Peek Rd in the AM, signalized intersections assist traffic control	OK; Site adjacent to terminus of tollroad; Canal only 2 lanes, some congestion could be relieved with improvements on SH 99
Environmental Concerns/Fatal Flaws	none known, poss. drainage concern	none known	none known, possible drainage concern	none known, possible drainage concern	none known	none known
Security concerns	none apparent	possible; adjacent to commercial, retail development	possible; behind strip center and commercial development	none apparent	possible; platted for commercial development	possible; adjacent to major retail development
Travel Demand/ Area Capture Opportunities	located further west in study area; AM commuters residing east of SH 99 will back track to site; site on outbound side of FM 1093	located further west in study area; AM commuters residing east of SH 99 will back track to site; improved access from SH 99	located on outbound side of FM 1093, with no Westpark frontage	located on outbound side, on a mid-block section, eastern most site considered, most AM commuters reside west of site and will back track to reach site	located on inbound side and adjacent to commercial development, high capture rate	located further west; inbound side-strong capture rate from surrounding developments, commuters residing east of SH 99 will back track
TOD / Shared Use Opportunities	poor	good	average	average	good	good
Consistency with Regional Plans	Westpark extension and SH 99 improvements may improve access to site	Westpark extension and SH 99 improvements may improve access to site; adjacent to future proposed commuter rail corridor	no conflicts	no conflicts	adjacent to proposed future commuter rail corridor	adjacent to future commuter rail corridor and proposed station location currently being considered by METRO
Cost FBCAD sq. ft. est.	\$2.59	\$2.75	Commercial \$5.00	County owned \$3.75	Commercial—2 sites \$3.00/\$6.24	Ag. Exempt \$0.45
Impacts to adjacent properties/land uses	no anticipated impact; freeway and single family development	no anticipated impact; commercial development	no anticipated impact; commercial, multi and single family development	no anticipated impact; commercial and industrial development	no anticipated impact; commercial, multi and single family development	no anticipated impact; commercial and single family development
Title VI/Environmental Justice	None apparent	None apparent	Possible traffic impact to adjacent community	None apparent	None apparent	Possible traffic impact to adjacent community
Stakeholder support	Prev. concern from area interests	neutral	Prev. interest from land owner	Supported by County	neutral	Joint use/expansion opportunity
Compatible with stated project purpose & need	Location & accessibility may impact travel demand	Currently under construction for other use	Traffic, drainage & operational concerns	Visible site with easy access	Traffic & land use concerns	Traffic, accessibility & land use concerns

TABLE 13: WEIGHTED EVALUATION TOTALS

CRITERIA	Weights	Site					
		1	2	3	4	5	6
Direction of Travel	5	-15	10	0	0	20	20
Availability of Site	10	30	-30	10	40	0	10
Suitability of Site	10	10	0	-30	30	-10	40
Accessibility	10	-30	10	-30	10	20	10
Existing Roadway and Traffic Conditions	5	-20	0	-20	10	5	5
Environmental Concerns/Fatal Flaws	5	-10	10	-20	-5	0	10
Security Concerns	5	5	0	-15	5	0	5
Travel Demand/Area Capture Opportunities	10	0	10	10	40	20	0
TOD Opportunities /Shared Use	5	10	15	0	0	5	20
Consistency with Regional Plans	5	-5	15	5	5	0	15
Costs	10	-30	20	-30	40	-30	0
Impacts to Adjacent Properties/Land Uses	5	10	15	-5	20	-5	10
Title VI/Environmental Justice	5	0	5	0	10	0	0
Stakeholder Support	5	-5	10	5	20	5	15
Compatibility with Stated Project Purpose and Need	5	-5	0	5	20	5	5
Sum	100	-55	90	-115	245	35	165

The preferred site that emerged from the evaluation process was Site 4, located on the north side of FM 1093/Westpark Tollroad between Mason Road and Grand Mission. The preferred site is an undeveloped site and currently owned by Fort Bend County. The site offers access with frontage on Westpark/FM 1093. The rectangular shaped site can easily accommodate the necessary parking requirements and on-site bus operations and maneuvering. There do not appear to be any major environmental or land use issues to address. The site is sufficiently sized to allow for shared use or future expansion. The back of the site is adjacent to a levee where a future hike and bike trail is proposed. The Park and Ride site provides the opportunity to connect the trail to facility and allow for multimodal use of the site.

APPENDIX B – TITLE VI DEMOGRAPHIC ANALYSIS

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

Source: 2020 Census Data

Location	Total Pop	Hispanic or Latino	% Hispanic or Latino	Total Minority (Non-White Population)	% Minority	Pop. Aged 65+	% Aged 65+	Total Pop. Aged 5+	Pop. with Disability 5+	% with Disability	Households (HH) Total	HH: Income Below Poverty Level in Past 12 Months	% HH Below Poverty Level in Past 12 Months
Total	765,394	187,500	24.50%	512,131	66.91%	81,346	10.63%	712,576	54,577	7.72%	237,883	16,770	7.05%
Census Tract 6701.01	6,633	4,376	65.97%	6,464	97.45%	747	11.26%	6,274	467	7.44%	1,792	365	20.37%
Census Tract 6701.02	3,320	1,400	42.17%	3,291	99.13%	227	6.84%	3,011	476	15.81%	958	141	14.72%
Census Tract 6702	7,801	3,254	41.71%	7,650	98.06%	897	11.50%	7,344	763	10.39%	2,315	340	14.69%
Census Tract 6703	3,319	896	27.00%	3,230	97.32%	512	15.43%	3,155	451	14.29%	1,130	188	16.64%
Census Tract 6704	5,242	1,010	19.27%	5,139	98.04%	584	11.14%	4,837	609	12.64%	1,619	166	10.25%
Census Tract 6705	4,745	1,087	22.91%	4,489	94.60%	530	11.17%	4,463	631	14.18%	1,673	66	3.95%
Census Tract 6706.01	9,711	1,714	17.65%	9,464	97.46%	1,120	11.53%	8,992	896	9.96%	3,113	126	4.05%
Census Tract 6706.02	2,027	710	35.03%	1,977	97.53%	193	9.52%	1,825	170	9.32%	587	59	10.05%
Census Tract 6707	7,283	971	13.33%	5,790	79.50%	825	11.33%	6,526	802	12.33%	2,400	138	5.75%
Census Tract 6708	17,725	8,170	46.09%	17,224	97.17%	1,284	7.24%	15,808	1,516	9.59%	4,775	617	12.92%
Census Tract 6709.01	13,016	958	7.36%	9,971	76.61%	1,556	11.95%	12,224	737	6.03%	3,957	38	0.96%
Census Tract 6709.02	9,045	2,824	31.22%	8,659	95.73%	628	6.94%	8,216	522	6.35%	2,549	166	6.51%
Census Tract 6710.01	5,395	904	16.76%	2,741	50.81%	1,407	26.08%	5,056	707	14.06%	2,224	61	2.74%
Census Tract 6710.02	6,290	1,584	25.18%	4,446	70.68%	1,064	16.92%	5,710	537	9.40%	2,405	193	8.02%
Census Tract 6711	8,405	3,627	43.15%	7,189	85.53%	959	11.41%	7,889	585	7.44%	2,763	304	11.00%
Census Tract 6712	6,300	1,541	24.46%	5,867	93.13%	652	10.35%	6,131	871	14.21%	2,097	161	7.68%
Census Tract 6713	4,234	1,581	37.34%	3,630	85.73%	291	6.87%	3,974	386	9.71%	1,271	242	19.04%

Census Tract 6714	8,448	1,657	19.61%	7,431	87.96%	718	8.50%	8,023	684	8.53%	3,224	461	14.30%
Census Tract 6715.01	8,197	846	10.32%	6,081	74.19%	1,155	14.09%	7,596	622	8.32%	2,608	178	6.83%
Census Tract 6715.02	1,608	16	1.00%	1,235	76.80%	215	13.37%	1,503	107	7.12%	492	27	5.49%
Census Tract 6716.01	6,480	699	10.79%	3,236	49.94%	935	14.43%	6,199	554	8.94%	2,802	168	6.00%
Census Tract 6716.02	3,393	526	15.50%	1,895	55.85%	589	17.36%	3,283	378	11.51%	1,184	48	4.05%
Census Tract 6717	5,668	516	9.10%	1,710	30.17%	2,046	36.10%	5,463	824	15.08%	2,171	177	8.15%
Census Tract 6718	3,696	1,241	33.58%	2,944	79.65%	389	10.52%	3,443	279	8.10%	1,253	105	8.38%
Census Tract 6719	4,164	661	15.87%	1,814	43.56%	822	19.74%	3,979	493	12.39%	1,418	31	2.19%
Census Tract 6720.01	8,512	1,467	17.23%	6,887	80.91%	983	11.55%	8,175	630	7.72%	2,591	293	11.31%
Census Tract 6720.02	6,915	1,138	16.46%	5,366	77.60%	736	10.64%	6,691	672	10.04%	2,815	330	11.72%
Census Tract 6721	4,407	352	7.99%	1,645	37.33%	1,516	34.40%	4,273	662	15.60%	1,853	94	5.07%
Census Tract 6722	4,084	980	24.00%	2,132	52.20%	659	16.14%	3,922	296	7.55%	1,636	76	4.65%
Census Tract 6723.01	7,435	1,754	23.59%	6,290	84.60%	998	13.42%	7,013	363	5.18%	2,354	250	10.62%
Census Tract 6723.02	9,462	1,638	17.31%	4,874	51.51%	1,366	14.44%	8,897	858	9.66%	3,140	188	5.99%
Census Tract 6724	8,911	2,962	33.24%	7,275	81.64%	848	9.52%	8,229	538	6.54%	2,625	202	7.70%
Census Tract 6725	7,459	3,821	51.23%	6,493	87.05%	866	11.61%	6,796	594	8.74%	2,340	358	15.30%
Census Tract 6726.01	10,962	6,357	57.99%	9,675	88.26%	948	8.65%	10,631	706	6.64%	3,047	405	13.29%
Census Tract 6726.02	7,280	1,831	25.15%	6,845	94.02%	535	7.35%	6,967	348	5.01%	1,784	142	7.96%
Census Tract 6727.01	12,817	3,760	29.34%	11,502	89.74%	1,170	9.13%	12,211	795	6.51%	3,439	443	12.88%
Census Tract 6727.02	7,929	2,018	25.45%	5,460	68.86%	543	6.85%	7,223	536	7.42%	2,156	158	7.33%
Census Tract 6728	8,248	1,262	15.30%	6,417	77.80%	874	10.60%	7,802	448	5.83%	2,323	113	4.86%
Census Tract 6729,	59,947	8,957	14.94%	44,909	74.91%	3,727	6.22%	54,361	3,475	6.41%	16,932	703	4.15%
Census Tract 6730.01	7,564	838	11.08%	2,181	28.83%	1,014	13.41%	7,153	604	8.44%	2,498	161	6.45%
Census Tract 6730.02	9,393	2,516	26.79%	5,033	53.58%	886	9.43%	9,008	859	9.54%	3,019	412	13.65%
Census Tract 6730.03	11,883	1,525	12.83%	5,626	47.34%	423	3.56%	10,987	303	2.76%	3,754	86	2.29%
Census Tract 6731.01	72,041	17,523	24.32%	41,726	57.92%	4,361	6.05%	66,619	3,208	4.83%	20,705	730	3.53%
Census Tract 6731.02	17,783	3,521	19.80%	9,786	55.03%	2,601	14.63%	17,059	1,189	6.97%	6,057	428	7.07%
Census Tract 6732	19,362	3,453	17.83%	6,847	35.36%	1,256	6.49%	17,148	900	5.25%	5,793	177	3.06%

Census Tract 6733	7,825	848	10.84%	1,626	20.78%	1,797	22.96%	7,379	520	7.05%	2,686	99	3.69%
Census Tract 6734	28,707	5,790	20.17%	13,222	46.06%	2,653	9.24%	25,610	1,133	4.43%	8,969	320	3.57%
Census Tract 6735	9,366	2,337	24.95%	4,197	44.81%	1,210	12.92%	8,979	602	6.72%	3,198	313	9.79%
Census Tract 6736	6,782	1,334	19.67%	1,582	23.33%	1,108	16.34%	6,391	480	7.51%	2,479	84	3.39%
Census Tract 6737	2,819	939	33.31%	1,772	62.86%	189	6.70%	2,819	6	26.09%	4	0	0.00%
Census Tract 6738	9,524	1,982	20.81%	7,316	76.82%	869	9.12%	9,097	419	4.61%	2,629	228	8.67%
Census Tract 6739.01	8,960	1,400	15.63%	5,541	61.84%	1,112	12.41%	8,486	457	5.39%	2,752	59	2.14%
Census Tract 6739.02	12,026	496	4.12%	10,104	84.02%	1,040	8.65%	11,558	483	4.18%	3,391	182	5.37%
Census Tract 6740	8,145	646	7.93%	4,714	57.88%	1,714	21.04%	7,804	867	11.11%	3,208	303	9.45%
Census Tract 6741	7,669	891	11.62%	3,536	46.11%	1,245	16.23%	7,162	477	6.68%	2,659	150	5.64%
Census Tract 6742	5,256	368	7.00%	2,378	45.24%	934	17.77%	5,075	186	3.67%	1,782	9	0.51%
Census Tract 6743	9,551	781	8.18%	6,205	64.97%	1,310	13.72%	8,909	682	7.66%	2,801	108	3.86%
Census Tract 6744	21,369	1,545	7.23%	16,538	77.39%	1,911	8.94%	19,987	932	4.66%	6,130	365	5.95%
Census Tract 6745.01	13,281	1,852	13.94%	9,584	72.16%	1,036	7.80%	12,223	596	4.88%	4,188	114	2.72%
Census Tract 6745.02	23,361	5,046	21.60%	13,022	55.74%	1,366	5.85%	21,634	1,081	5.00%	6,467	344	5.32%
Census Tract 6746.01	3,737	316	8.46%	971	25.98%	742	19.86%	3,498	411	11.75%	1,409	35	2.48%
Census Tract 6746.02	8,865	1,376	15.52%	3,251	36.67%	925	10.43%	8,287	545	6.58%	2,749	33	1.20%
Census Tract 6746.03	5,798	2,044	35.25%	2,809	48.45%	494	8.52%	5,545	439	7.93%	1,982	154	7.77%
Census Tract 6746.04	5,021	668	13.30%	3,888	77.43%	496	9.88%	4,701	376	8.00%	1,393	33	2.37%
Census Tract 6747	15,585	3,225	20.69%	9,805	62.91%	2,998	19.24%	14,609	1,520	11.23%	5,239	89	1.70%
Census Tract 6748	5,629	3,178	56.46%	4,400	78.17%	621	11.03%	5,256	505	9.61%	2,046	367	17.94%
Census Tract 6749	6,203	4,606	74.25%	5,555	89.55%	647	10.43%	5,756	1,140	20.84%	1,634	414	25.34%
Census Tract 6750	3,207	2,374	74.03%	2,899	90.40%	319	9.95%	2,877	351	12.20%	960	301	31.35%
Census Tract 6751	11,143	5,685	51.02%	7,914	71.02%	1,326	11.90%	10,362	1,462	14.23%	3,936	548	13.92%
Census Tract 6752	5,762	4,487	77.87%	4,776	82.89%	602	10.45%	5,214	698	13.39%	1,866	320	17.15%
Census Tract 6753	6,949	5,154	74.17%	5,809	83.59%	948	13.64%	6,310	677	10.82%	2,204	276	12.52%
Census Tract 6754	9,186	5,355	58.30%	6,432	70.02%	875	9.53%	8,423	604	7.18%	2,719	304	11.18%
Census Tract 6755	22,116	6,065	27.42%	13,765	62.24%	1,734	7.84%	20,572	1,707	8.30%	6,963	180	2.59%

Census Tract 6756	7,111	2,307	32.44%	2,644	37.18%	960	13.50%	6,623	690	10.45%	2,331	146	6.26%
Census Tract 6757	6,586	2,647	40.19%	3,215	48.82%	909	13.80%	6,177	903	14.75%	2,308	361	15.64%
Census Tract 6758	3,316	1,316	39.69%	2,125	64.08%	601	18.12%	3,164	577	18.24%	1,160	216	18.62%

APPENDIX C – LANGUAGE SPOKEN AT HOME IN FORT BEND COUNTY

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

Source: 2020 Census Data

SPANISH		OTHER INDU-EUROPEAN		ASIAN AND PACIFIC ISLAND		OTHER LANGUAGES		ALL NON-ENGLISH	
HH w/Limited English	% of HH	HH w/Limited English	% of HH	HH w/Limited English	% of HH	HH w/Limited English	% of HH	HH w/Limited English	% of HH
84,852	35.67%	15,049	6.33%	30,923	13.00%	4,504	1.89%	135,328	56.89%
4,054	226.23%	0	0.00%	0	0.00%	0	0.00%	4,054	226.23%
645	67.33%	0	0.00%	13	1.36%	3	0.31%	661	69.00%
1,280	55.29%	67	2.89%	18	0.78%	0	0.00%	1,365	58.96%
511	45.22%	0	0.00%	101	8.94%	0	0.00%	612	54.16%
539	33.29%	63	3.89%	0	0.00%	106	6.55%	708	43.73%
611	36.52%	1	0.06%	78	4.66%	0	0.00%	690	41.24%
572	18.37%	0	0.00%	21	0.67%	0	0.00%	593	19.05%
208	35.43%	0	0.00%	2	0.34%	0	0.00%	210	35.78%
560	23.33%	152	6.33%	240	10.00%	13	0.54%	965	40.21%
3,886	81.38%	0	0.00%	228	4.77%	40	0.84%	4,154	86.99%
568	14.35%	92	2.32%	1,084	27.39%	0	0.00%	1,744	44.07%
1,410	55.32%	26	1.02%	22	0.86%	15	0.59%	1,473	57.79%
410	18.44%	109	4.90%	17	0.76%	0	0.00%	536	24.10%
789	32.81%	0	0.00%	45	1.87%	91	3.78%	925	38.46%
1,145	41.44%	30	1.09%	104	3.76%	0	0.00%	1,279	46.29%
666	31.76%	19	0.91%	76	3.62%	0	0.00%	761	36.29%
652	51.30%	4	0.31%	137	10.78%	0	0.00%	793	62.39%

391	12.13%	439	13.62%	1,092	33.87%	74	2.30%	1,996	61.91%
299	11.46%	327	12.54%	447	17.14%	4	0.15%	1,077	41.30%
12	2.44%	6	1.22%	161	32.72%	0	0.00%	179	36.38%
365	13.03%	119	4.25%	559	19.95%	90	3.21%	1,133	40.44%
221	18.67%	106	8.95%	347	29.31%	39	3.29%	713	60.22%
216	9.95%	205	9.44%	220	10.13%	0	0.00%	641	29.53%
501	39.98%	7	0.56%	108	8.62%	51	4.07%	667	53.23%
323	22.78%	22	1.55%	180	12.69%	18	1.27%	543	38.29%
792	30.57%	536	20.69%	836	32.27%	43	1.66%	2,207	85.18%
645	22.91%	333	11.83%	460	16.34%	119	4.23%	1,557	55.31%
251	13.55%	59	3.18%	310	16.73%	21	1.13%	641	34.59%
356	21.76%	88	5.38%	172	10.51%	0	0.00%	616	37.65%
941	39.97%	237	10.07%	1,340	56.92%	149	6.33%	2,667	113.30%
452	14.39%	122	3.89%	682	21.72%	24	0.76%	1,280	40.76%
1,512	57.60%	135	5.14%	440	16.76%	29	1.10%	2,116	80.61%
1,550	66.24%	136	5.81%	265	11.32%	38	1.62%	1,989	85.00%
3,543	116.28%	176	5.78%	283	9.29%	186	6.10%	4,188	137.45%
994	55.72%	277	15.53%	250	14.01%	36	2.02%	1,557	87.28%
1,263	36.73%	696	20.24%	1,049	30.50%	318	9.25%	3,326	96.71%
878	40.72%	104	4.82%	327	15.17%	168	7.79%	1,477	68.51%
597	25.70%	335	14.42%	368	15.84%	201	8.65%	1,501	64.61%
4,736	27.97%	2,732	16.14%	3,787	22.37%	1,074	6.34%	12,329	72.81%
442	17.69%	145	5.80%	255	10.21%	0	0.00%	842	33.71%
1,187	39.32%	240	7.95%	144	4.77%	27	0.89%	1,598	52.93%
833	22.19%	56	1.49%	784	20.88%	217	5.78%	1,890	50.35%
9,975	48.18%	587	2.84%	3,030	14.63%	454	2.19%	14,046	67.84%
2,183	36.04%	124	2.05%	961	15.87%	32	0.53%	3,300	54.48%
1,461	25.22%	133	2.30%	164	2.83%	0	0.00%	1,758	30.35%

424	15.79%	18	0.67%	50	1.86%	0	0.00%	492	18.32%
3,129	34.89%	156	1.74%	220	2.45%	81	0.90%	3,586	39.98%
465	14.54%	179	5.60%	104	3.25%	0	0.00%	748	23.39%
299	12.06%	21	0.85%	32	1.29%	0	0.00%	352	14.20%
369	9225.00%	0	0.00%	0	0.00%	0	0.00%	369	9225.00%
637	24.23%	805	30.62%	346	13.16%	69	2.62%	1,857	70.64%
654	23.76%	54	1.96%	402	14.61%	0	0.00%	1,110	40.33%
183	5.40%	1,252	36.92%	779	22.97%	49	1.45%	2,263	66.74%
248	7.73%	152	4.74%	1,105	34.45%	54	1.68%	1,559	48.60%
288	10.83%	217	8.16%	343	12.90%	42	1.58%	890	33.47%
161	9.03%	150	8.42%	253	14.20%	0	0.00%	564	31.65%
327	11.67%	682	24.35%	697	24.88%	20	0.71%	1,726	61.62%
820	13.38%	862	14.06%	2,139	34.89%	132	2.15%	3,953	64.49%
329	7.86%	296	7.07%	607	14.49%	0	0.00%	1,232	29.42%
1,723	26.64%	31	0.48%	248	3.83%	0	0.00%	2,002	30.96%
130	9.23%	12	0.85%	50	3.55%	0	0.00%	192	13.63%
565	20.55%	107	3.89%	156	5.67%	123	4.47%	951	34.59%
335	16.90%	106	5.35%	8	0.40%	0	0.00%	449	22.65%
344	24.69%	187	13.42%	166	11.92%	0	0.00%	697	50.04%
719	13.72%	522	9.96%	772	14.74%	13	0.25%	2,026	38.67%
1,507	73.66%	0	0.00%	6	0.29%	0	0.00%	1,513	73.95%
1,637	100.18%	5	0.31%	0	0.00%	0	0.00%	1,642	100.49%
1,039	108.23%	0	0.00%	0	0.00%	0	0.00%	1,039	108.23%
2,158	54.83%	20	0.51%	20	0.51%	30	0.76%	2,228	56.61%
2,054	110.08%	29	1.55%	0	0.00%	0	0.00%	2,083	111.63%
1,757	79.72%	0	0.00%	0	0.00%	0	0.00%	1,757	79.72%
2,203	81.02%	0	0.00%	32	1.18%	77	2.83%	2,312	85.03%
2,220	31.88%	129	1.85%	1,095	15.73%	134	1.92%	3,578	51.39%

841	36.08%	0	0.00%	56	2.40%	0	0.00%	897	38.48%
1,168	50.61%	12	0.52%	30	1.30%	0	0.00%	1,210	52.43%
694	59.83%	0	0.00%	0	0.00%	0	0.00%	694	59.83%

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APPENDIX D – TITLE VI COMPLAINT PROCEDURES AND COMPLAINT FORM

TITLE VI COMPLAINT PROCEDURES

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. You may file a complaint with the Fort Bend County Public Transportation Department, Attention Civil Rights Officer, 301 Jackson St. Richmond, TX 77469; by telephone (281) 633- RIDE (7433); by fax (832) 471-1843; or by email at transit@fortbendcountytexas.gov. If information is needed in another language, please contact our office at 281-633-RIDE (7433).

Chinese - 鼓勵任何認為自己受到歧視的人在被指控的歧視之日起180天內向本德縣公共交通部門舉報此類違法行為。您可以向本德堡縣公共交通部門投訴，民權官員，德克薩斯州傑克遜街301號，郵政編碼77469；通過電話（281）633-乘車（7433）；傳真（832）471-1843；或通過電子郵件發送至transit@fortbendcountytexas.gov。如果需要其他語言的信息，請致電281-633-RIDE（7433）與我們的辦公室聯繫。

Korean - 차별을 받았다고 생각하는 사람은 차별 혐의가 발생한 날로부터 180 일 이내에 이러한 위반 사항을 포트 벤드 카운티 대중 교통부에 신고 할 것을 권장합니다. 포트 벤드 카운티 대중 교통부, 민권 담당관, 301 Jackson St. Richmond, TX 77469에 불만을 제기 할 수 있습니다. 전화로 (281) 633- RIDE (7433); 팩스 (832) 471-1843; 또는 Transit@fortbendcountytexas.gov 로 이메일을 보내 [주십시오](#) . 다른 언어로 된 정보가 필요한 경우 281-633-RIDE (7433)로 저희 사무실에 문의하십시오.

Vietnamese - Bất kỳ người nào cảm thấy mình có thể bị phân biệt đối xử được khuyến khích báo cáo hành vi vi phạm đó cho Sở Giao thông Công cộng Quận Fort Bend trong vòng 180 ngày kể từ ngày bị cáo buộc phân biệt đối xử. Bạn có thể nộp đơn khiếu nại với Sở Giao thông Công cộng Quận Fort Bend, Cán bộ Quyền công dân Chú ý, 301 Jackson St. Richmond, TX 77469; qua điện thoại (281) 633- RIDE (7433); qua fax (832) 471-1843; hoặc qua email tại transit@fortbendcountytexas.gov . Nếu cần thông tin bằng ngôn ngữ khác, vui lòng liên hệ với văn phòng của chúng tôi theo số 281-633-RIDE (7433).

Russian - Любому человеку, который считает, что он или она могли подвергнуться дискриминации, рекомендуется сообщить о таком нарушении в Департамент общественного транспорта округа Форт-Бенд в течение 180 дней с момента предполагаемой дискриминации. Вы можете подать жалобу в Департамент общественного транспорта округа Форт-Бенд, внимательному сотруднику по гражданским правам, 301 Jackson St. Richmond, TX 77469; по телефону (281) 633-RIDE (7433); по факсу (832) 471-1843; или по электронной почте: transit@fortbendcountytexas.gov . Если вам нужна информация на другом языке, пожалуйста, свяжитесь с нашим офисом по телефону 281-633-RIDE (7433).

Spanish - Se alienta a cualquier persona que sienta que puede haber sido discriminada a informar dicha violación al Departamento de Transporte Público del Condado de Fort Bend dentro de los 180 días posteriores a la supuesta discriminación. Puede presentar una queja ante el Departamento de Transporte Público del Condado de Fort Bend, Atención al Oficial de Derechos Civiles, 301 Jackson St. Richmond, TX 77469; por teléfono (281) 633- RIDE (7433); por fax (832) 471-1843; o por correo electrónico a transit@fortbendcountytexas.gov . Si necesita información en otro idioma, comuníquese con nuestra oficina al 281-633-RIDE (7433).

Hindi - कोई भी व्यक्ति जो महसूस करता है कि उसके साथ भेदभाव किया गया है या कथित भेदभाव के 180 दिनों के भीतर फोर्ट बेंड काउंटी पब्लिक ट्रांसपोर्ट डिपार्टमेंट को इस तरह के उल्लंघन की रिपोर्ट करने के लिए प्रोत्साहित किया जाता है। आप फोर्ट बेंड काउंटी पब्लिक ट्रांसपोर्ट डिपार्टमेंट, ध्यान नागरिक अधिकार अधिकारी, 301 जैक्सन स्टेट रिचमंड, TX 77469 के साथ शिकायत दर्ज कर सकते हैं; टेलीफोन द्वारा (281) 633- RIDE (7433); फैक्स द्वारा (832) 471-1843; या transit@fortbendcountytexas.gov पर ईमेल द्वारा। यदि किसी अन्य भाषा में जानकारी की आवश्यकता है, तो कृपया हमारे कार्यालय से 281-633-RIDE (7433) पर संपर्क करें।

Haitian Creole - Nenpòt moun ki santi ke li oswa li te diskrimine kont ankouraje yo rapòte yon vyolasyon sa a Depatman Transpòtasyon Piblik Konte Fort Bend nan 180 jou apre diskriminasyon an swadizan. Ou ka depoze yon plent nan Depatman Transpò Piblik Konte Fort Bend, Ofisye Dwa Sivil Atansyon, 301 Jackson St. Richmond, TX 77469; pa telefòn (281) 633- RIDE (7433); pa faks (832) 471-1843; oswa pa imèl nan transit@fortbendcountytexas.gov . Si enfòmasyon yo bezwen nan yon lòt lang, tanpri kontakte biwo nou an nan 281-633-RIDE (7433).

French - Toute personne qui estime avoir été victime de discrimination est encouragée à signaler une telle violation au département des transports publics du comté de Fort Bend dans les 180 jours suivant la discrimination alléguée. Vous pouvez déposer une plainte auprès du Département des transports publics du comté de Fort Bend, à l'attention de l'agent des droits civils, 301 Jackson St. Richmond, TX 77469; par téléphone (281) 633- RIDE (7433); par fax (832) 471-1843; ou par e-mail à transit@fortbendcountytexas.gov . Si des informations sont nécessaires dans une autre langue, veuillez contacter notre bureau au 281-633-RIDE (7433).

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 www.FBCTransit.org.

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.

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.

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.

A person may also file a complaint directly with the Federal Transit Administration (FTA) 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

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. You may file a complaint with the Fort Bend County Public Transportation Department, Attention Civil Rights Officer, 301 Jackson St. Richmond, TX 77469; by telephone (281) 633- RIDE (7433); by fax (832) 471-1843; or by email at transit@fortbendcountytexas.gov. If information is needed in another language, please contact our office at 281-633-RIDE (7433).

Chinese - 鼓勵任何認為自己受到歧視的人在被指控的歧視之日起180天內向本德縣公共交通部門舉報此類違法行為。您可以向本德堡縣公共交通部門投訴，民權官員，德克薩斯州傑克遜街301號，郵政編碼77469；通過電話（281）633-乘車（7433）；傳真（832）471-1843；或通過電子郵件發送至transit@fortbendcountytexas.gov。如果需要其他語言的信息，請致電281-633-RIDE（7433）與我們的辦公室聯繫。

Korean - 차별을 받았다고 생각하는 사람은 차별 혐의가 발생한 날로부터 180 일 이내에 이러한 위반 사항을 포트 벤드 카운티 대중 교통부에 신고 할 것을 권장합니다. 포트 벤드 카운티 대중 교통부, 민권 담당관, 301 Jackson St. Richmond, TX 77469에 불만을 제기 할 수 있습니다. 전화로 (281) 633- RIDE (7433); 팩스 (832) 471-1843; 또는 Transit@fortbendcountytexas.gov 로 이메일을 보내 [주십시오](#) . 다른 언어로 된 정보가 필요한 경우 281-633-RIDE (7433)로 저희 사무실에 문의하십시오.

Vietnamese - Bất kỳ người nào cảm thấy mình có thể bị phân biệt đối xử được khuyến khích báo cáo hành vi vi phạm đó cho Sở Giao thông Công cộng Quận Fort Bend trong vòng 180 ngày kể từ ngày bị cáo buộc phân biệt đối xử. Bạn có thể nộp đơn khiếu nại với Sở Giao thông Công cộng Quận Fort Bend, Cán bộ Quyền công dân Chú ý, 301 Jackson St. Richmond, TX 77469; qua điện thoại (281) 633- RIDE (7433); qua fax (832) 471-1843; hoặc qua email tại transit@fortbendcountytexas.gov . Nếu cần thông tin bằng ngôn ngữ khác, vui lòng liên hệ với văn phòng của chúng tôi theo số 281-633-RIDE (7433).

Russian - Любому человеку, который считает, что он или она могли подвергнуться дискриминации, рекомендуется сообщить о таком нарушении в Департамент общественного транспорта округа Форт-Бенд в течение 180 дней с момента предполагаемой дискриминации. Вы можете подать жалобу в Департамент общественного транспорта округа Форт-Бенд, внимательному сотруднику по гражданским правам, 301 Jackson St. Richmond, TX 77469; по телефону (281) 633-RIDE (7433); по факсу (832) 471-1843; или по электронной почте: transit@fortbendcountytexas.gov . Если вам нужна информация на другом языке, пожалуйста, свяжитесь с нашим офисом по телефону 281-633-RIDE (7433).

Spanish - Se alienta a cualquier persona que sienta que puede haber sido discriminada a

informar dicha violación al Departamento de Transporte Público del Condado de Fort Bend dentro de los 180 días posteriores a la supuesta discriminación. Puede presentar una queja ante el Departamento de Transporte Público del Condado de Fort Bend, Atención al Oficial de Derechos Civiles, 301 Jackson St. Richmond, TX 77469; por teléfono (281) 633- RIDE (7433); por fax (832) 471-1843; o por correo electrónico a transit@fortbendcountytx.gov . Si necesita información en otro idioma, comuníquese con nuestra oficina al 281-633-RIDE (7433).

Hindi - कोई भी व्यक्ति जो महसूस करता है कि उसके साथ भेदभाव किया गया है या कथित भेदभाव के 180 दिनों के भीतर फोर्ट बेंड काउंटी पब्लिक ट्रांसपोर्ट डिपार्टमेंट को इस तरह के उल्लंघन की रिपोर्ट करने के लिए प्रोत्साहित किया जाता है। आप फोर्ट बेंड काउंटी पब्लिक ट्रांसपोर्ट डिपार्टमेंट, ध्यान नागरिक अधिकार अधिकारी, 301 जैक्सन सेंट रिचमंड, TX 77469 के साथ शिकायत दर्ज कर सकते हैं; टेलीफोन द्वारा (281) 633- RIDE (7433); फैक्स द्वारा (832) 471-1843; या transit@fortbendcountytx.gov पर ईमेल द्वारा। यदि किसी अन्य भाषा में जानकारी की आवश्यकता है, तो कृपया हमारे कार्यालय से 281-633-RIDE (7433) पर संपर्क करें।

Haitian Creole - Nenpòt moun ki santi ke li oswa li te diskrimine kont ankouraje yo rapòte yon vyolasyon sa a Depatman Transpòtasyon Piblik Konte Fort Bend nan 180 jou apre diskriminasyon an swadizan. Ou ka depoze yon plent nan Depatman Transpò Piblik Konte Fort Bend, Ofisye Dwa Sivil Atansyon, 301 Jackson St. Richmond, TX 77469; pa telefòn (281) 633-RIDE (7433); pa faks (832) 471-1843; oswa pa imèl nan transit@fortbendcountytx.gov . Si enfòmasyon yo bezwen nan yon lòt lang, tanpri kontakte biwo nou an nan 281-633-RIDE (7433).

French - Toute personne qui estime avoir été victime de discrimination est encouragée à signaler une telle violation au département des transports publics du comté de Fort Bend dans les 180 jours suivant la discrimination alléguée. Vous pouvez déposer une plainte auprès du Département des transports publics du comté de Fort Bend, à l'attention de l'agent des droits civils, 301 Jackson St. Richmond, TX 77469; par téléphone (281) 633- RIDE (7433); par fax (832) 471-1843; ou par e-mail à transit@fortbendcountytx.gov . Si des informations sont nécessaires dans une autre langue, veuillez contacter notre bureau au 281-633-RIDE (7433).

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, or if information is needed in another language, please let us know by telephone (281) 633-7433 or by email at Transit@co.fort-bend.tx.us. Complete and return

this form to Fort Bend County Public Transportation Department, Attention Civil Rights Officer,
301 Jackson Street, Richmond Texas 77469.

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 _____

c. Low Income_____

d. Limited English_____

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

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

If you need additional space, an additional sheet is attached for that purpose.

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

If yes, check all that apply:

_____ Federal agency _____ Federal court

_____ State agency _____ State court

_____ Local agency

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

Name _____

Address _____

City, State, and Zip Code _____

Telephone Number _____

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

Complainant's Signature Date

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

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APPENDIX E – LETTER OF NO COMPLAINTS



FORT BEND COUNTY PUBLIC TRANSPORTATION DEPARTMENT

PERRI D'ARMOND
Director

August 3, 2021

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 Public Transportation Department, Fort Bend Transit, did not receive any Title VI complaints or lawsuits for the period between January 1, 2018 to December 31, 2020.

Sincerely,

A handwritten signature in blue ink that reads "Perri D'Armond". The signature is fluid and cursive, with the first name "Perri" and last name "D'Armond" clearly distinguishable.

Perri D'Armond
Transit Director
Fort Bend County Public Transportation

301 Jackson Street • Richmond, Texas 77469
(281) 633-RIDE (7433) • Fax (832) 471-1843

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APPENDIX F – PRESENTATIONS AND OUTREACH

Date of Presentation/Outreach	Attendance Number	Organization Name	Location	Contact Number	Notes	Employee
2019						
11-Jan-19	85	Fort Bend CONNECT Meeting "Paving the Way for Financial Stability"	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-Jan-19	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
18-Jan-19	300+	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
8-Feb-19	75	Fort Bend CONNECT Meeting "Legislative Updates & Advocacy"	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
20-Feb-19	11	Transportation Meeting @ MGCC	Mamie George Center 1111 Collins Rd. Richmond, TX 77469	281-202-6200	Brief presentation to a group of consumers regarding our services and the Rich-Rose PD routes. Handed out information and answered service questions.	Melanie
22-Feb-19	6	TEXANA Behavioral Healthcare Clinic-SGL Staff Meeting	TEXANA Behavioral Healthcare Clinic-SGL 2535 Cordes Dr. Sugar Land, TX 77479	281-276-4400	Brief presentation to Texana staff regarding our services. Addressed comments and concerns.	Melanie
2-Mar-19	75	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

Date of Presentation/Outreach	Attendance Number	Organization Name	Location	Contact Number	Notes	Employee
7-Mar-19	300	McAuliffe Middle School Career Day	McAuliffe M.S. 16650 S. Post Oak Blvd. Houston, TX 77053	832-868-8667	Presentation to groups of middle school students regarding careers with public transportation and our services.	Melanie
8-Mar-19	60	Fort Bend CONNECT Meeting "Opioid Epidemic"	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
20-Mar-19	75	Fort Bend Chamber of Commerce Healthcare and Social Services Day	Access Health 400 Austin St. Richmond, TX 77469	281-633-3161	Handed out promotional items and information. Answered questions regarding our services.	Melanie
21-Mar-19	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
26-Mar-19	50	Texana Exchange Club Meeting	Texana Workshop 4706 Airport Ave. Bldg. A Rosenberg, TX 77471	281-238-1753	Brief presentation to a group of consumers regarding our services and the Rich-Rose PD routes. Handed out information and answered service questions.	Melanie
11-Apr-19	10	TSTC Spring Wellness Fair	TSTC Campus 26706 Southwest Frwy Rosenberg, TX 77471	346-239-3004	Handed out promotional items and information to fair participants. Answered service questions.	Melanie & Donna
23-Apr-19	4	Pinnacle Senior Center	Pinnacle Senior Center 5525 Hobby Rd. Houston, TX 77053	832-471-2765	Meeting to discuss issues seniors are having with scheduling rides and availability. Met with some of the seniors individually to offer strategies for better availability and answered service questions.	Melanie & Perri
25-Apr-19	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

Date of Presentation/Outreach	Attendance Number	Organization Name	Location	Contact Number	Notes	Employee
16-May-19	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
18-May-19	100	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.	Dalia
22-May-19	150	Fort Bend County Listening Tour PCT. 2	Willowridge H.S. 16301 Chimney Rock Rd. Houston, TX 77083	281-344-3994	Town Hall meeting to provide information about county services and get input from the community. Perri gave a brief synopsis of our services. Handed out promotional items and information to participants. Answered service questions.	Perri, Tennille, Kevin, & Melanie
14-Jun-19	60	Fort Bend CONNECT Meeting "Autism Resources for Adults"	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
20-Jun-19	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
2-Jul-19	100+	Fort Bend Seniors Meals on Wheels 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
3-Jul-19	30	TSTC Summer Safety 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
12-Jul-19	76	Fort Bend CONNECT Meeting "Point In Time Homelessness Count"	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/Outreach	Attendance Number	Organization Name	Location	Contact Number	Notes	Employee
18-Jul-19	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
24-Jul-19	100	Greenway Plaza/H-GAC Commute Solutions Kick-Off	Transportation Fair 3 Greenway Plaza Houston, TX 77046	713-499-6687	Handed out promotional items and information to Greenway Plaza commuters.	Melanie
2-Aug-19	100+	Fort Bend Seniors Meals on Wheels - 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
3-Aug-19	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 to festival participants.	Melanie
9-Aug-19	60	Fort Bend CONNECT Meeting "Human Trafficking"	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-Aug-19	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
12-Aug-19	200+	MD Anderson/H-GAC Commute Solutions Kick-Off	MD Anderson 7007 Bertner Ave Houston, TX 77030	713-499-6687	Handed out promotional items and information to TMC commuters.	Tennille
13-Aug-19	100	Fort Bend County Resource Tour	Our Lady of Guadalupe Church 514 Carlisle St. Rosenberg, TX 77471	281-344-3950	Handed out promotional items and information. Had a DR bus at the event for folks to explore.	Oscar, Tennille, Perri, & Kevin
15-Aug-19	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-Aug-19	200+	Senior EXPO 2019	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

Date of Presentation/Outreach	Attendance Number	Organization Name	Location	Contact Number	Notes	Employee
28-Aug-19	20	TSTC Welcome Week Event	TSTC Campus 26706 Southwest Frwy Rosenberg, TX 77471	346-239-3394	Handed out promotional items and information to fair participants. Answered service questions.	Donna
13-Sep-19	75	Fort Bend CONNECT Meeting "Senior 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, including being program coordinator for meeting.	Melanie
23-Sep-19	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
26-Sep-19	50	Richmond VA Outpatient Clinic Veterans Resource Fair	Rosenberg Civic Center 3825 Highway 36 South Rosenberg, TX 77471	832-595-7700	Handed out promotional items and information to fair participants. Answered service questions.	Melanie
3-Oct-19	20	City Of Richmond Second Chance Job Fair	Mamie George Center 1111 Collins Rd. Richmond, TX 77469	281-342-5456	Handed out promotional items and information to fair participants. Answered service questions.	Melanie
10-Oct-19	20	Fort Bend County Resource Tour	Mission Bend Elementary 16200 Beechnut St. Houston, TX 77083	281-344-3950	Handed out promotional items and information to event participants. Answered service questions.	Tennille & Melanie
11-Oct-19	85	Fort Bend CONNECT Meeting "Family Violence"	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-Oct-19	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
24-Oct-19	150+	Fort Bend Seniors Meals-On-Wheels "Senior 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 as efficiently as possible.	Melanie

Date of Presentation/ Outreach	Attendance Number	Organization Name	Location	Contact Number	Notes	Employee
6-Nov-19	500+	Fort Bend County Employee Fair	Fort Bend County Fairgrounds 4110 SH 36 Rosenberg, TX 77489	281-238-3336	Employee Fair - Handed out promotional items and information, including PD Route flyers.	Melanie & Donna
7-Nov-19	20	Fort Bend Lions Club	Imperial Recreation Center 234 Matlage Way Sugar Land, TX 77478	281-794-5900	Brief presentation to Lions Club members regarding our services. Handed out information and answered service questions.	Melanie
8-Nov-19	75	Fort Bend CONNECT Meeting "Holidays Around the World"	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
8-Nov-19	150+	Fort Bend Seniors Meals-On-Wheels "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 event as efficiently as possible.	Melanie
16-Nov-19	50	FBISD/The Arc of FBC Transition &	Clements H.S. 4200 Elkins Rd. Sugar Land, TX 77478	281-494-5924	Handed out promotional items and information. Answered questions regarding our services.	Melanie
21-Nov-19	75	Baker Ripley Communities in Action Resource Fair	San Mateo Episcopal Church 6635 Alder Dr. Houston, TX 77081	832-759-5222	Handed out promotional items and information. Answered questions regarding our services.	Melanie
22-Nov-19	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
9-Dec-19	35	Hope Fort Bend Clubhouse	FB Clubhouse 2020 Rocky Falls Richmond, TX 77469	281-605-9212	Brief presentation to clubhouse members regarding our services. Handed out information and answered service questions.	Melanie
17-Dec-19	150+	Fort Bend Seniors Meals-On-Wheels Christmas Celebration	Bud O'Sheiles Center 1330 Band Rd. Rosenberg, TX 77471	281-663-7058	Assisted in making certain all seniors got on the correct buses after field trip as efficiently as possible as well as answered any inquirers from seniors regarding services.	Melanie

2020						
Date of Presentation/Outreach	Attendance Number	Organization Name	Location	Contact Number	Notes	Employee
10-Jan-20	84	Fort Bend CONNECT Meeting "Lesislature & Updates"	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-Jan-20	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
22-Jan-20	15	WCJC - Richmond Campus Student Welcome Back Fair	WCJC 5333 FM 1640 Richmond, TX 77469	979-532-6519	Handed out promotional items and information. Answered questions regarding our services.	Melanie
23-Jan-20	25	WCJC - Sugar Land Campus Student Welcome Back Fair	WCJC 14004 University Blvd. Sugar Land, TX 77479	979-532-6519	Handed out promotional items and information. Answered questions regarding our services.	Melanie
30-Jan-20	8	Fort Bend Women's Center	FB Women's Center 2010 Preston St. Richmond, TX 77469	281-344-5733	Brief presentation to women's center staff regarding our services. Handed out information and answered service questions.	Melanie
31-Jan-20	400+	Sartartia Middle School Career Day	Reece Career & Tech Campus 12300 University Blvd. Sugar Land, TX 77479	713-254-4966	Presentation to groups of middle school students regarding careers with public transportation and our services.	Melanie
5-Feb-20	30	Fort Bend Women's Center Job & Resource Fair	Rio Bend Gym 1500 Pultar Rd. Richmond, TX 77469	281-344-5737	Handed out promotional items and information to event participants. Answered service questions.	Melanie

Date of Presentation/Outreach	Attendance Number	Organization Name	Location	Contact Number	Notes	Employee
6-Feb-20	100	Fort Bend County Resource Tour	Rose Elementary 636 Glendale Lakes Dr. Rosharon, TX 77583	281-344-3950	Handed out promotional items and information to event participants. Answered service questions.	Melanie & Dalia
14-Feb-20	94	Fort Bend CONNECT Meeting "2020 Census"	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-Feb-20	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
27-Feb-20	200	LCISD Adult Transition Program Transition Resource Fair	Safari Texas Ranch 11627 FM 1464 Richmond, TX 77407	832-223-0481	Handed out promotional items and information to event participants. Answered service questions.	Melanie
23-Apr-20	10	Fort Bend CONNECT Steering Committee Meeting	ZOOM Virtual Meeting	281-207-2300	Participated in Steering Committee Meeting for Monthly Fort Bend CONNECT Meetings.	Melanie
8-May-20	60	Fort Bend CONNECT Meeting "Basic Needs Resources During COVID-19"	ZOOM Virtual Meeting	281-207-2300	Speakers – Sarah White w/ Second Mile Mission Center and Mary Mullin-Jones w/ Fort Bend County Social Services.	Melanie
21-May-20	180	H-GAC "Commute With Confidence" Webinar	WEBEX Virtual Meeting	713-627-3200	Panelist during presentation, hosted by H-GAC. Informed viewers about what FBCPT is doing to make commuters feel more at ease about returning to the workplace using public transit. Answered questions.	Melanie
21-May-20	10	Fort Bend CONNECT Steering Committee Meeting	ZOOM Virtual Meeting	281-207-2300	Participated in Steering Committee Meeting for Monthly Fort Bend CONNECT Meetings.	Melanie
6-Jun-20	60	Fort Bend CONNECT Meeting "Mental Health Impact of COVID-19"	ZOOM Virtual Meeting	281-207-2300	Speakers – Lauren Pursley w/ Mental health America, Cherie Steinberg and Eliean Mackenzie w/ The Texana Center.	Melanie

Date of Presentation/Outreach	Attendance Number	Organization Name	Location	Contact Number	Notes	Employee
10-Jul-20	48	Fort Bend CONNECT Meeting "Domestic Violence During COVID-19"	ZOOM Virtual Meeting	281-207-2300	Vita Goodell, Executive Director from the Fort Bend County Women's Center was a presenter.	Melanie
16-Jul-20	11	Fort Bend CONNECT Steering Committee Meeting	ZOOM Virtual Meeting	281-207-2300	Participated in Steering Committee Meeting for Monthly Fort Bend CONNECT Meetings.	Melanie
14-Aug-20	69	Fort Bend CONNECT Meeting "Gender & LGBTQ Sensitivity"	ZOOM Virtual Meeting	281-207-2300	Speakers – Steven Vargas- HIV Advocate and Josefina Rodriguez- Employment Specialist with Goodwill Houston, Project Good Hope	Melanie
20-Aug-20	6	Fort Bend CONNECT Steering Committee Meeting	ZOOM Virtual Meeting	281-207-2300	Participated in Steering Committee Meeting for Monthly Fort Bend CONNECT Meetings.	Melanie
20-Aug-20	50+	Fort Bend EDC Monthly	ZOOM Virtual Meeting		Tracking Responses to the Economic and Demographic Transformations through 39 Years of Houston Surveys. (Dr. Stephen Klineberg)	Tennille and Don
3-Sep-20	40+	Fort Bend Chamber of Commerce	ZOOM Virtual Meeting	281-566-2152	Coronavirus Implications for the 87th Texas Legislature	Tennille and Don
11-Sep-20	79	Fort Bend CONNECT Meeting "Cultural Diversity & Racial Sensitivity"	ZOOM Virtual Meeting	281-207-2300	Charissa Hall, Clinical Therapist with Access Health, was the speaker.	Melanie
9-Oct-20	60	Fort Bend CONNECT Meeting "Financial Education & Debt Relief"	ZOOM Virtual Meeting	281-207-2300	Tracey Burnett-Greenup/ Chief Program Services Officer w/ Family Houston shared a Financial 101 Presentation.	Melanie
16-Oct-20	75	LCISD Adult Transition Program FBC Public Transportation	ZOOM Virtual Meeting	832-223-0481	Brief virtual (PowerPoint) presentation to several adult transition classrooms (with teachers, parents, and students) in LCISD regarding our transit service. Answered service questions.	Melanie

Date of Presentation/Outreach	Attendance Number	Organization Name	Location	Contact Number	Notes	Employee
13-Nov-20	43	Fort Bend CONNECT Meeting "Reflect & Decompress 2020"	ZOOM Virtual Meeting	281-207-2300	Annual Holiday Virtual Celebration meeting with self-care presentation, virtual activities, and a slide show that highlighted service in the community during COVID-19, for various social service agencies. Participated in Steering Committee duties.	Melanie
19-Nov-20	9	Fort Bend CONNECT Steering Committee Meeting	ZOOM Virtual Meeting	281-207-2300	Participated in Steering Committee Meeting for Monthly Fort Bend CONNECT Meetings.	Melanie
2021						
Date of Presentation/Outreach	Attendance Number	Organization Name	Location	Contact Number	Notes	Employee
15-Jan-21	53	Fort Bend CONNECT Meeting "Legislative Updates"	ZOOM Virtual Meeting	281-207-2300	Katherine von Haefen, Manager of Mission and Strategy for United Way of Greater Houston, and Cindy Ji, Health Policy Associate with Children's Defense Fund of Texas, were the speakers.	Melanie
21-Jan-21	10	Fort Bend CONNECT Steering Committee Meeting	ZOOM Virtual Meeting	281-207-2300	Participated in Steering Committee Meeting for Monthly Fort Bend CONNECT Meetings.	Melanie

Date of Presentation/Outreach	Attendance Number	Organization Name	Location	Contact Number	Notes	Employee
21-Jan-21	50+	FB EDC Monthly Meeting	ZOOM Virtual Meeting		Guest Speaker Patrick Jankowki Senior VP of Research, Greater Houston Partnership	Perri, Tennille and Don
12-Feb-21	78	Fort Bend CONNECT Meeting "ALICE & Second Century Vision"	ZOOM Virtual Meeting	281-207-2300	Jessica Davison, Sr. Project Manager for United Way Greater Houston was the speaker.	Melanie
18-Feb-21	10	Fort Bend CONNECT Steering Committee Meeting	ZOOM Virtual Meeting	281-207-2300	Participated in Steering Committee Meeting for Monthly Fort Bend CONNECT Meetings.	Melanie
18-Feb-21	50+	Fort Bend EDC Monthly Meeting	ZOOM Virtual Meeting		Guest Speaker: KC Conway, CCIM, CRE, MAI Red Shoe Economics, LLC	Tennille
21-Apr-21	25+	FB Chamber	ZOOM Virtual Meeting		Program update from Texana Center	Tennille
20-May-21	25+	Fort Bend EDC Monthly Meeting	ZOOM Virtual Meeting			Don
14-May-21	65	Fort Bend CONNECT Meeting "Summer Youth Programs"	ZOOM Virtual Meeting	281-207-2300	Tracy Nolen with TWC, Tammy Brown with Boys & Girls Club, and Emilio Frias with Attack Poverty, were the speakers.	Melanie
20-May-21	9	Fort Bend CONNECT Steering Committee Meeting	ZOOM Virtual Meeting	281-207-2300	Participated in Steering Committee Meeting for Monthly Fort Bend CONNECT Meetings.	Melanie

Date of Presentation/Outreach	Attendance Number	Organization Name	Location	Contact Number	Notes	Employee
9-Jul-21	60	Fort Bend CONNECT Meeting "Back to School Resources"	ZOOM Virtual Meeting	281-207-2300	Sarah Irby w/ Access Health, Bobbie Anderson w/FBISD Shared Dreams program, and Stacey Williams w/EFBHNM, were the speakers.	Melanie
17-Jun-21	10	FB Connect Steering Committee	ZOOM Virtual Meeting	281-207-2300	Participated in Steering Committee Meeting for Monthly Fort Bend CONNECT Meetings.	Melanie
23-Jun-21	7	Fort Bend Executive Council	Sugar Creek Country Club		Guest Speaker: Don Smithers RE FB Transit Services	Don & Tennille
13-Aug-21	56	Fort Bend CONNECT Meeting "Elder Care/Senior Services"	ZOOM Virtual Meeting	281-207-2300	Kirk Monroe - Brazos Bend Guardianship Services, Leah Ghobrial - FBSRS, Julia Manzo - Catholic Charities, Andy Hardwick - Social Security Administration, and Heidi Tso - 211/United Way Helpline, were the speakers.	Melanie
19-Aug-21	40	Fort Bend EDC Monthly Meeting	Flour Building			Don & Tennille
10-Sep-21	65	Fort Bend CONNECT Meeting "Non-Profit Funding Opportunities"	ZOOM Virtual Meeting	281-207-2300	Rachelle Kanak with FB Economic Development Council, and Diana Turner with United Way spoke about ARPA Grant & Giving Tuesday.	Melanie
16-Sep-21	200+	Fort Bend Chamber Infrastructure Conference	Texas Safari			Don & Tennille
16-Sep-21	100+	Sugar Land Skeeters Ballpark	Constellation Field		Had a bus parked out front of the ballpark and handed out informational packets to all visitors.	Tennille and Russell

Date of Presentation/Outreach	Attendance Number	Organization Name	Location	Contact Number	Notes	Employee
8-Oct-21	60	Fort Bend CONNECT Meeting "Adult Literacy/Basic Education"	ZOOM Virtual Meeting	281-207-2300	Terri Stuart - Literacy Council, and Tara Zekavat - WCJC Adult Literacy Program, were the speakers.	Melanie
12-Oct-21	35	Hope Fort Bend Clubhouse Open House	Hope FB Clubhouse 912 S. 6th St. Richmond, TX 77469	281-605-9212	Ribbon Cutting Ceremony & Unveiling of Lauren's Serenity Garden during Open House. Answered service questions regarding transit.	Melanie
14-Oct-21	7	FB Connect Steering Committee	ZOOM Virtual Meeting	281-207-2300	Participated in Steering Committee Meeting for Monthly Fort Bend CONNECT Meetings.	Melanie
15-Oct-21	20+	Fort Bend Seniors Meals on Wheels	FBS - Rosenberg		At location getting feedback from seniors regarding services.	Eliza
21-Oct-21	60	Fort Bend EDC Monthly Meeting	Flour Building			Don & Tennille
29-Oct-21	60+	FBC Trick or Treat Function hosted by County Judge's Office	Outside the Courthouse		Department throughout the county participated in this event. Was able to conduct some outreach to other departments and attendees	Tennille and Eliza
12-Nov-21		Fort Bend Connect	12300 Parc Crest - Stafford, TX			Melanie
17-Nov-21	60+	Fort Bend Chamber	445 Commerce Green Blvd, Sugar Land		Mobility Updates with Ike Akinwande	Don

Date of Presentation/Outreach	Attendance Number	Organization Name	Location	Contact Number	Notes	Employee
18-Nov-21	25+	EDC Monthly Membership Meeting	Flour Building		Monthly Meeting	Perri, Don
10-Dec-21	55	Fort Bend CONNECT Meeting "Holiday Meeting"	ZOOM Virtual Meeting	281-207-2300	Holiday Meeting with games and prizes.	Melanie
15-Dec-21	60+	Fort Bend Chamber	445 Commerce Green Blvd, Sugar Land		TxDOT Updates from New Fort Bend County /Waller Area Engineer, Carlos Zepeda	Don
17-Dec-21	25+	Fort Bend County – Behavioral Health	Fort Bend County, Pct 1 Building, Richmond, TX		Department Open House	Melanie and Eliza

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APPENDIX G – ADVISORY COMMITTEE MEMBERSHIP

Fort Bend County Public Transportation

Advisory Committee

Purpose

The purpose of the Fort Bend County Transit Advisory Committee is to challenge the Department to be more sensitive to the consumers and become more aware of service improvements the department may want to consider by committee members viewpoints of minority, low-income, and Limited English Proficiency (LEP) populations as well as older adults and persons with limited mobility.

The Advisory Committee reviews and provides 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 3-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

Area Represented	Name	Ethnicity/Gender
Fort Bend County Public Transportation	Anthony Villa-Real	Philipino/Male
County Judge	Shaneka Smith	African-American/Female
Commissioner Precinct 1	Katie Vackar	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, any subrecipients 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 Civil Rights Officer will provide blank copies of complaint forms and logs to be used by subrecipients should they have any complaints to report to the Civil Rights Officer 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 Civil Rights Officer 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, 2023-Subrecipients adoption of the FBC Title VI Program along with entities attachments are stored electronically by FBC Civil Rights Officer.

January 30, 2024-Subrecipients adoption of the FBC Title VI Program along with entities attachments are stored electronically by FBC Civil Rights Officer.

January 30, 2025-Subrecipients adoption of the FBC Title VI Program along with entities attachments are stored electronically by FBC Civil Rights Officer.

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APPENDIX I –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

March 1, 2022

Page | 1

TABLE OF CONTENTS

INTRODUCTION1

PURPOSE1

CONTACT INFORMATION2

PUBLIC PARTICIPATION REQUIREMENTS.....3

 Major Service and Fare Changes3

 Federal, State, County, and Local Funding3

 Capital Purchases and Improvements4

 Disadvantaged Business Enterprise (DBE).....5

 Emergency, Temporary, and/or Administrative Actions5

 Public Participation Plan.....6

PUBLIC PARTICIPATION METHODS6

 Public Notice6

 Public Meetings7

 Public Hearings.....7

 Participation in Public Participation Programs of other Agencies7

 Other7

TRANSLATION AND SPECIAL ACCOMMODATION SERVICES8

CUSTOMER SERVICE8

INTRODUCTION

The Fort Bend County Public Transportation Department (FBCPTD) was formed in June 2005 and is governed by the Fort Bend County Commissioners Court. In 2020, Fort Bend County Public Transportation changed their name to Fort Bend Transit (FBT). FBT offers general public commuter and demand response service to the citizens of Fort Bend County. FBT 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 Transit is committed to providing an open and visible decision-making process and ensuring equal access for its citizens. FBT 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. FBT 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 FBT'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 FBT 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. FBT 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 Transit's office is located in Rosenberg, Texas. Deliveries and/or correspondence are received at:

Mailing Address:
Fort Bend County
Public Transportation Department
301 Jackson Street
Richmond, Texas 77469

Physical Address:
3737 Bamore Road
Rosenberg, Texas 77471

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)
Fax Number: 832-471-1843

Comments, questions, or concerns should be directed to the following address:
Transit@fortbendcountytexas.gov.

Information regarding our services is available on the Fort Bend County website at www.FBCTransit.org.

GOALS AND OBJECTIVES

FBT 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 Transit 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, FBT 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 thirty (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 changes to the proposed schedule are made based on the results of the public comment, the changes will be drafted and announced by public notice. 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, FBT is required to request public comment on the funding allocated.

At a minimum, FBT 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 fourteen (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. FBT 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.

Fort Bend Transit participates in the County's annual process for approving departmental budgets. FBT's 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)

Fort Bend Transit 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.

FBT 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.

FBT 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 FBT offices for a period of at least 30 days following the date of the notice.

Once FBT has completed the public participation process the goal and its rationale are submitted to the Federal Transit Administration (FTA) for final approval. FBT will begin using the overall goal on October 1st of each year, unless FTA has issued other instructions. If FBT 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

Fort Bend Transit 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.

FBT 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, FBT 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 forty-five (45) calendar day comment period.

FBT 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 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. FBT 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 on FBT's social media platforms.
4. Advertise notices on buses and/or at regular bus stops.
5. Advertise notices to appropriate local Hispanic, African-American, and Asian publication, and local newspapers advertising public meetings and requests for comments.
6. Advertise notices on websites of other public or private agencies.
7. Advertise notices on signs or billboards (electronic and traditional messaging signs, boards or other displays).
8. Place notices in public areas, community agency locations, on area bulletin boards, or in area private and public buildings as allowed.
9. Advertise notices on the radio, television, magazine or other advertising media outlets.
10. 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.
11. 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. FBT 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, FBT'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

FBT 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.

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

TRANSLATION AND SPECIAL ACCOMMODATION SERVICES

FBT 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 contact the Transit Office during business hours and 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.

Vital documents will be translated in the languages that meet the Limited English Proficient (LEP) Safe Harbor threshold and will be available to the public. For requests for translations in a language not identified under the Safe Harbor threshold, please contact the Transit Office during business hours and allow three (3) to five (5) days to process the request.

CUSTOMER SERVICE

Fort Bend Transit 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 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 Transit Civil Rights Officer by calling Fort Bend Transit at 281-633-RIDE or by sending a written complaint to:

Fort Bend Transit
ATTN: Civil Rights Officer
301 Jackson Street

Richmond, Texas 77469

or via email at: 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 J –PUBLIC NOTICE



KNOW YOUR RIGHTS



Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and 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 (7433).

A complaint may be filed directly with FTA by filing with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th 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@fortbendcountytexas.gov.

Si necesita información en otro idioma, llame al Oficial de Derechos Civiles al 281-633-7433.

如果需要使用其他語言的信息，請致電281-633-7433與民權幹事聯繫。

다른 언어로 된 정보가 필요한 경우 281-633-7433으로 민권 담당관에게 전화하십시오.

Nếu cần thông tin bằng ngôn ngữ khác, vui lòng gọi Nhân viên Dân quyền theo số 281-633-7433.

Если вам нужна информация на другом языке, позвоните сотруднику по гражданским правам по телефону 281-633-7433.

यदि किसी अन्य भाषा में जानकारी की आवश्यकता है, तो कृपया सिविल अधिकार अधिकारी को 281-633-7433 पर कॉल करें।

Si enfòmasyon yo bezwen nan yon lòt lang, tanpri rele Ofisye Dwa Sivil la nan 281-633-7433.

Si des informations sont nécessaires dans une autre langue, veuillez appeler l'agent des droits civils au 281-633-7433.

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

Approved by
Commissioners Court
March 08, 2022