

Title VI Program and Compliance Report

Public Transportation Department Fort Bend County, Texas

December 2009
Revised March 2010

TEXAS TRANSPORTATION INSTITUTE
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DISCLAIMER

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

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INTRODUCTION

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

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

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

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

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

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

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

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

SECTION 1. FTA GUIDANCE AND INSTRUCTIONS

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

OBJECTIVES

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

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

GENERAL REQUIREMENTS

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

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

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

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

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

SPECIFIC REQUIREMENTS FOR LARGE URBANIZED AREAS

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

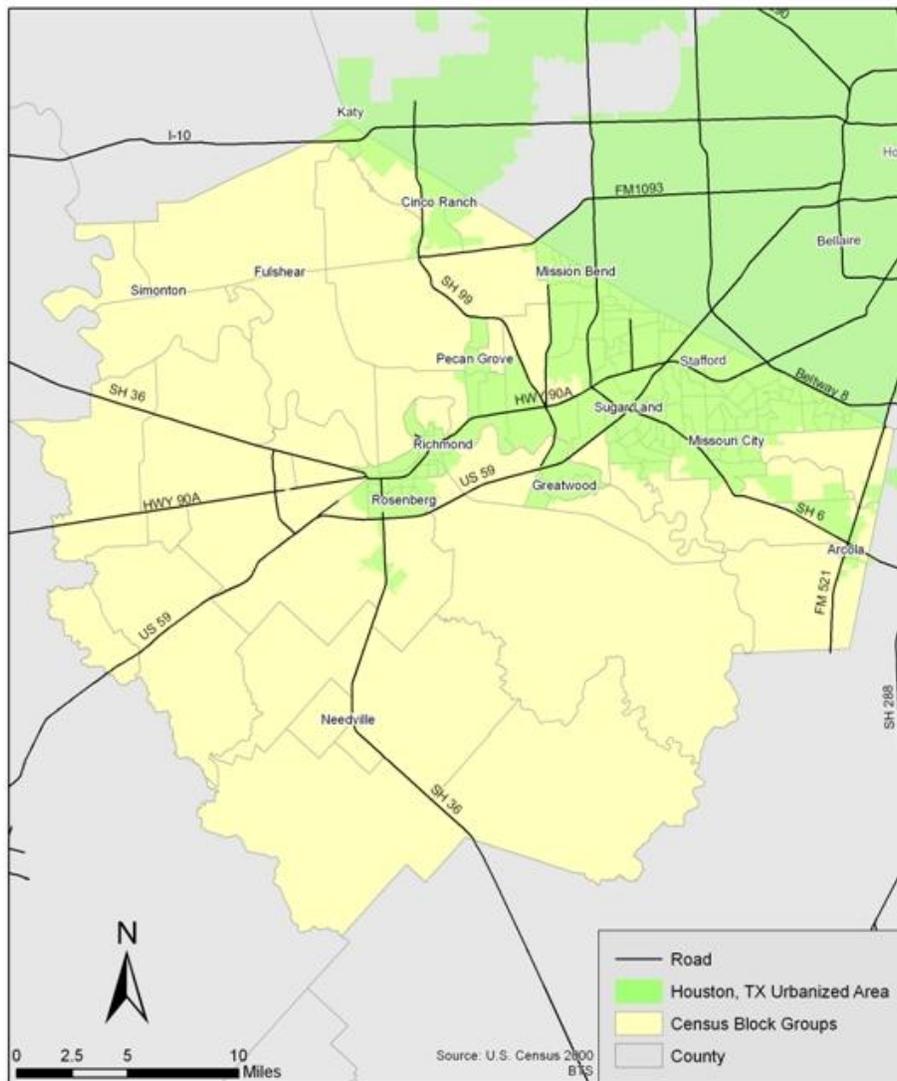


Figure 1. Houston Urbanized Area in Fort Bend County.

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

- Collect demographic data and produce maps showing the extent to which members of minority groups and low-income populations are beneficiaries of transit services;
- Monitor transit service throughout the county through analysis of surveys and demographic data;
- Adopt quantitative system-wide service standards to guard against discriminatory service design or operations decisions;
- Adopt system-wide service policies necessary to guard against service design and operational policies that have disparate impacts; and
- Evaluate significant system wide service and fare changes and proposed improvements at the planning and programming stages to determine whether those changes have discriminatory impact.

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

REQUIREMENTS FOR CONSTRUCTION PROJECTS

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

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

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

SECTION 2. OVERVIEW OF FORT BEND COUNTY

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

POPULATION DEMOGRAPHICS IN FORT BEND COUNTY

Fort Bend County is located along the Gulf Coast region of Texas, within the Houston-Sugar Land-Baytown metropolitan area, the sixth-largest metropolitan area in the United States with a population of 5.7 million as of the 2008 U.S. Census estimate. Fort Bend County represents just less than 10 percent of the total population in the metropolitan area.

Population Growth

The population of Fort Bend County has grown significantly since 1990, as shown in Table 1. The county's 2000 population was 354,452; the U.S. Census Bureau estimates the county's population as 532,141 in 2008, a 50 percent increase in eight years.

Table 1. Population in Fort Bend County.

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

Source: U.S. Census 2000

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

Urban and Rural Fort Bend County

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

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

Diversity

Fort Bend County is diverse as reflected in racial and ethnic population demographics. Table 2 identifies the population in Fort Bend County by race and ethnicity. The data for 2000 are based on the U.S. Census decennial survey. The data for 2008 are from the U.S. Census American

Community Survey (ACS) 1-year estimate for 2008. The ACS data are published for selected geographic areas with populations of 65,000 or greater, and represent the results for a sample of data.¹ The fastest growing ethnic and racial groups are Hispanic or Latino and Asian.

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

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

Source 2000: Census 2000 (SF1)

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

Incorporated Cities

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

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

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

Table 3. Incorporated Cities in Fort Bend County.

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

Source: U.S. Census Bureau

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

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

Poverty

Under the federal guidelines for environmental justice, low-income population means a person whose median household income is at or below the poverty guidelines. In 2000, about 25,000 persons in Fort Bend County (7.1 percent of the total population) were living below the poverty level. While the poverty level in Fort Bend County is well below the state of Texas (15.4 percent) and Harris County (15 percent), the number of individuals living below the poverty level has increased from 7.1 percent in 2000 to 8.2 percent (about 44,000 persons) according to the American Community Survey (ACS) 2006-2008.

Seniors and Persons with a Disability

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

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

Based on Census 2000 for Fort Bend County, 14.5 percent of civilian, non-institutionalized persons over age 5 reported a disability. The data are not available from ACS for more recent years. The 2000 estimate of persons with a disability in Fort Bend County compares to 18.5 percent for the state of Texas and 19.2 percent for Harris County.

FORT BEND COUNTY PUBLIC TRANSPORTATION DEPARTMENT

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

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

Fort Bend County operates the TREKEXPRESS, a peak period commuter bus service to two major employment centers in Harris County. The service consists of two bus routes, one to Greenway Plaza and the other to Uptown/Galleria. The routes are managed by a transportation management operation known as TREK and funded by the Fort Bend County Public Transportation Department. TREK is a non-profit group dedicated to enhancing mobility in Greenway and Uptown/Galleria areas. Both TREKEXPRESS routes originate in Fort Bend County from two park and ride lots along US 59 South. One of the park and rides is located at the University of Houston Sugar Land campus at University Boulevard and US 59, and the second park and ride lot is located at the AMC Movie Theatre on Town Center Boulevard near First Colony Mall. The Greenway Plaza route offers a connection to the Metropolitan Transit Authority (METRO) West Bellfort Park & Ride. At this location, riders are able to transfer to METRO routes to downtown Houston and the Texas Medical Center. TREKEXPRESS service runs Monday through Friday (excluding Fort Bend County holidays) during peak commuter periods. Buses leave the park and ride lots between 5:10 a.m. and 8:10 a.m. and return from the activity centers between 3:15 p.m. and 6:40 p.m. at 15 to 20 minute intervals. The fare varies from \$1.00 to \$2.25 each way depending on the origin and destination.

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

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

Fort Bend County also provides transportation services to assist private nonprofit groups in meeting the transportation needs of seniors and persons with disabilities. Funds from FTA Section 5310 are used to contract for services. The county also assists human service agencies to provide transportation for seniors to congregate meal programs and other activities at senior centers in Fort Bend County.

Figure 2 illustrates the locations for regional public transportation services from Fort Bend County to destinations in Harris County. The regional destinations include Greenway Plaza, Uptown/Galleria, and METRO West Bellfort Park & Ride for TREKEXPRESS and the Texas Medical Center for shared ride, demand response public transportation.

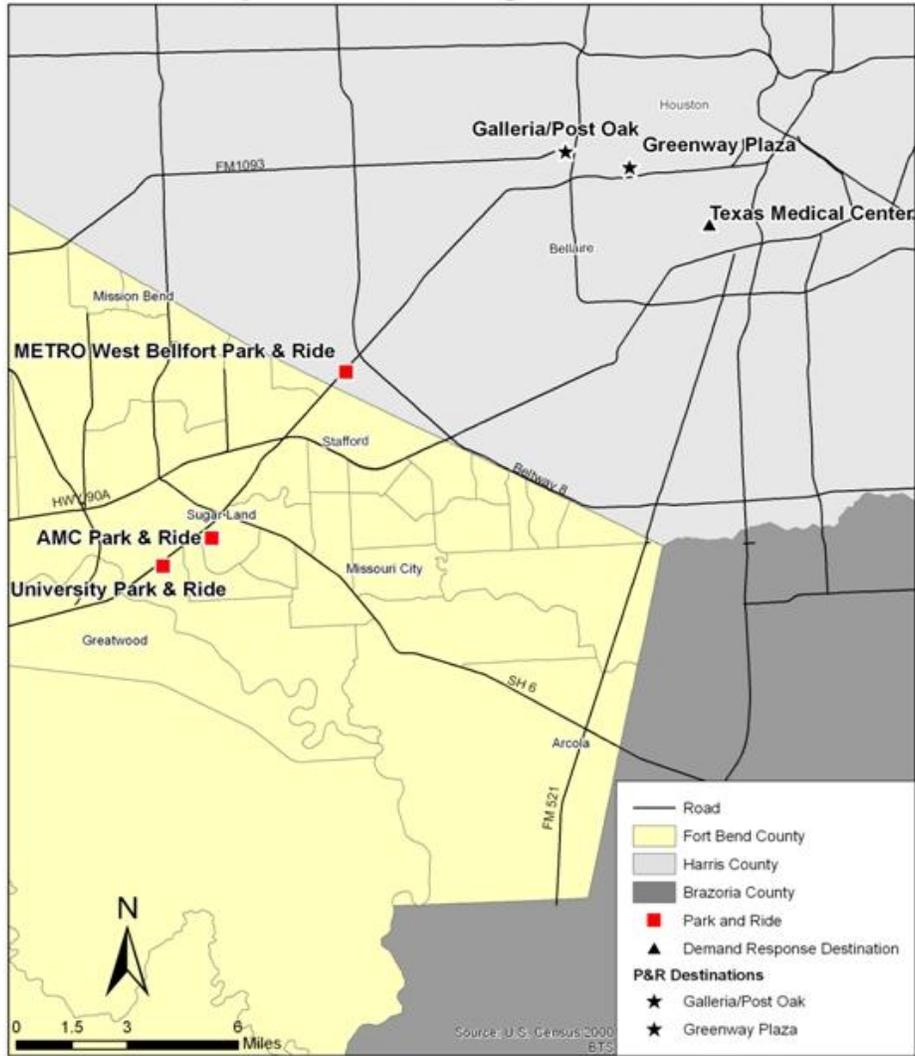


Figure 2. Fort Bend County Public Transportation Regional Transit Destinations.

SECTION 3. ASSESSMENT OF TRANSIT SERVICES

On behalf of the Fort Bend County Public Transportation Department, the Texas Transportation Institute (TTI) collected demographic data and produced maps showing the extent to which areas of concentration of minority groups, low-income populations, and persons with limited English-proficiency have access to public transportation services. The Public Transportation Department also sponsored a survey of users of commuter bus services to document demographic characteristics of riders.

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

DEMOGRAPHIC INFORMATION

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

Geographic Areas

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

Figure 3 illustrates a map of Fort Bend County showing the locations of major highways and incorporated cities. The numbers indicate census tracts.

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

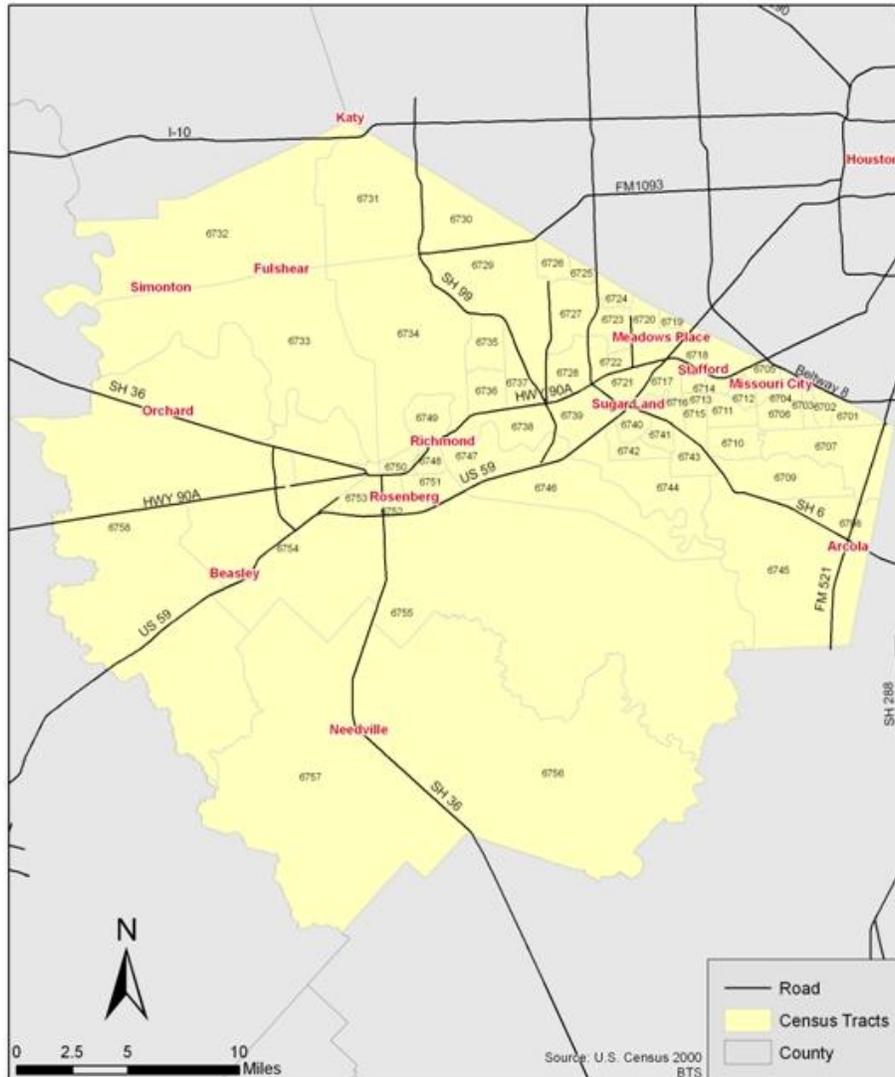


Figure 3. Census Tracts in Fort Bend County.

Source of Data

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

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

Demographic Data

Below is a list of the Census 2000 demographic data used for the assessment of transit service with a short description and the geographic level used for the assessment.

- **Minority Population** – For the purposes of this assessment, minority population is defined as race or ethnicity other than non-Hispanic white. The data are reported by census block group as a percent of population that is minority.
- **Households Below Poverty Level** – Low-income population is defined by household income below poverty level in 1999 (data collected by Census 2000). The data are reported by census block group as a percent of households below poverty status.
- **LEP Population** – LEP are those persons over 5 years of age who speak English “not well” or not at all. The data are reported by census block group as a percent of population over 5 years of age.
- **Households Linguistically Isolated** – Limited English proficiency is also defined as all households in which no member of the household 14 years and over speaks English “very well.” The data are reported by census block group as a percent of households that are linguistically isolated.
- **Language Spoken at Home** – Nation of origin is not a demographic specifically provided by Census 2000 data. For the purposes of this analysis, the population that speaks a language other than English at home identifies the nation of origin. The data are reported by census tract as population 5 years and over in which a language other than English is spoken at home. Research describing languages other than English spoken at home in Fort Bend County is discussed in Section 4 of this report.
- **Senior Population** – Senior population is defined as persons 65 years of age or older. The data are reported by census block group as a percent of population that is 65 years of age or older.
- **Persons with a Disability** – The data for persons with a disability are reported by census block as a percent of the civilian, non-institutionalized population at least 5 years of age as of Census 2000. A person with a disability has any of the following three conditions:
 1. Five years old and over and reported a long-lasting sensory, physical, mental or self-care disability;
 2. Sixteen years old and over and reported difficulty going outside the home because of a physical, mental, or emotional condition lasting six months or more; or
 3. Sixteen to 64 years old and reported difficulty working at a job or business because of a physical, mental, or emotional condition lasting six months or more.

Statistical Analysis

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

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

HOME LOCATIONS FOR TRANSIT USERS

The Fort Bend County Public Transportation Department maintains a database of riders and home addresses for all demand response transit services (shared ride public transportation for the general public, JARC, New Freedom, and service for seniors and persons with disabilities). Fort Bend County geocoded the list of addresses and projected the data on maps of the county to compare to demographic data. The successful geocode rate was 92 percent of all addresses in the database.

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

Figure 4 illustrates the locations of transit user home addresses as compared to the population density by census block group for Fort Bend County. The purpose of the map is to demonstrate that the majority of transit riders originate from the most densely populated urban areas. Rural transit residents represent approximately 20 percent of all home addresses for transit users. Rural areas of the county average less than 400 persons per square mile.

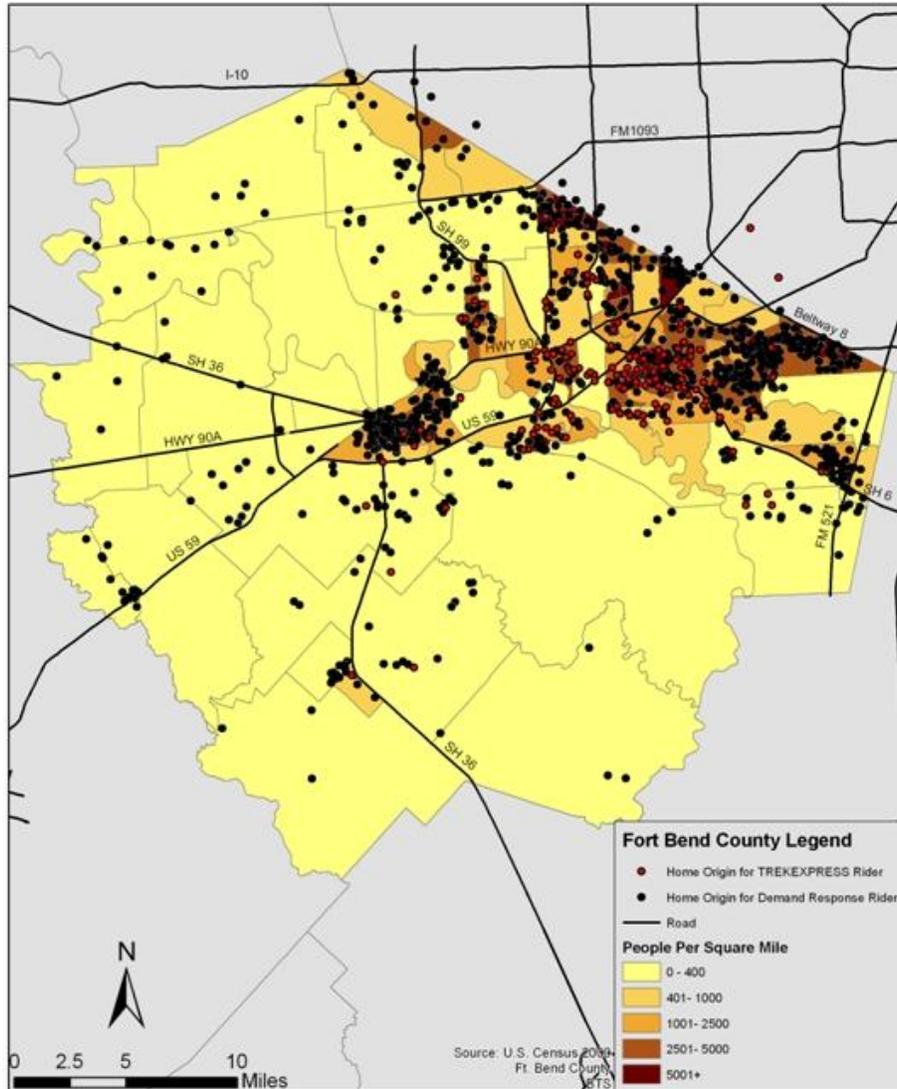


Figure 4. Transit Rider Home Addresses and Population Density by Census Block in Fort Bend County.

ASSESSMENT

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

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

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

<i>Total Population</i>	<i>Minority Population</i>	<i>Percent Minority</i>
354,452	190,681	53.8%
<i>Total Households (HH)</i>	<i>HH Below Poverty Level</i>	<i>Percent HH Below Poverty Level</i>
111,164	7,094	6.4%
<i>Total Population Age 5 and Over</i>	<i>LEP Population</i>	<i>Percent LEP</i>
327,666	16,825	5.1%
<i>Total HH</i>	<i>Linguistically Isolated HH</i>	<i>Percent Linguistically Isolated HH</i>
111,164	5,710	5.1%
<i>Total Population</i>	<i>Population Age 65 and Over</i>	<i>Percent Age 65 and Over</i>
354,452	19,972	5.6%
<i>Total Civilian Population 5+ Not-Institutional</i>	<i>Population With Disability</i>	<i>Percent With Disability</i>
322,662	46,724	14.5%

Source: U.S. Census Bureau, Census 2000

Minority Population

In Figure 5 census block groups are mapped with both demand response and TREKEXPRESS home addresses overlaid. The highlighted census block groups are above the county average percent minority population of 53.8 percent. The distribution of home addresses within the highlighted areas indicates that transit user home addresses are within census block groups with higher percent minority population than the county average.

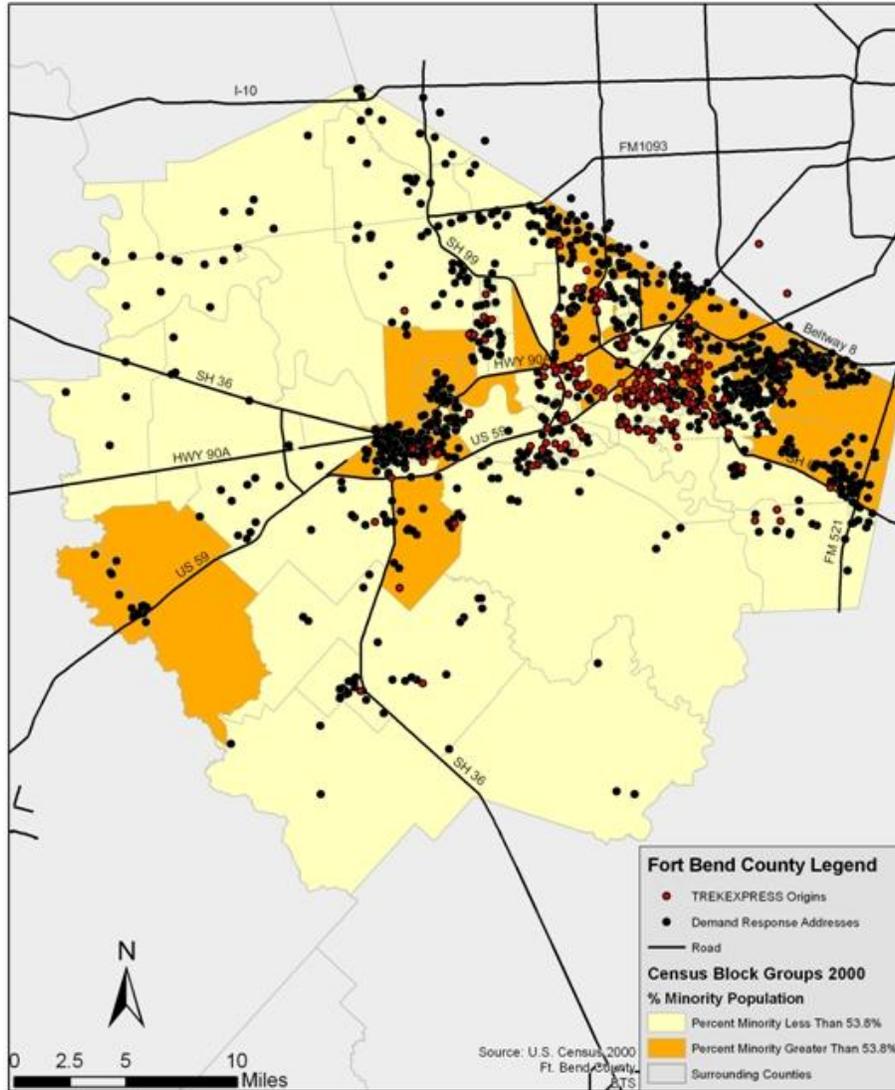


Figure 5. Transit Rider Home Addresses and Concentrations of Minority Population.

Households Below Poverty Level

Figure 6 highlights the census block groups in Fort Bend County that are above the county average 6.4 percent of households below the poverty level (1999). Many of the areas with higher percent of households below the poverty level are in the less densely populated, rural areas of the county. The distribution of home addresses within the highlighted areas indicates that transit user home addresses are within census block groups with higher percent households below the poverty level than the county average.

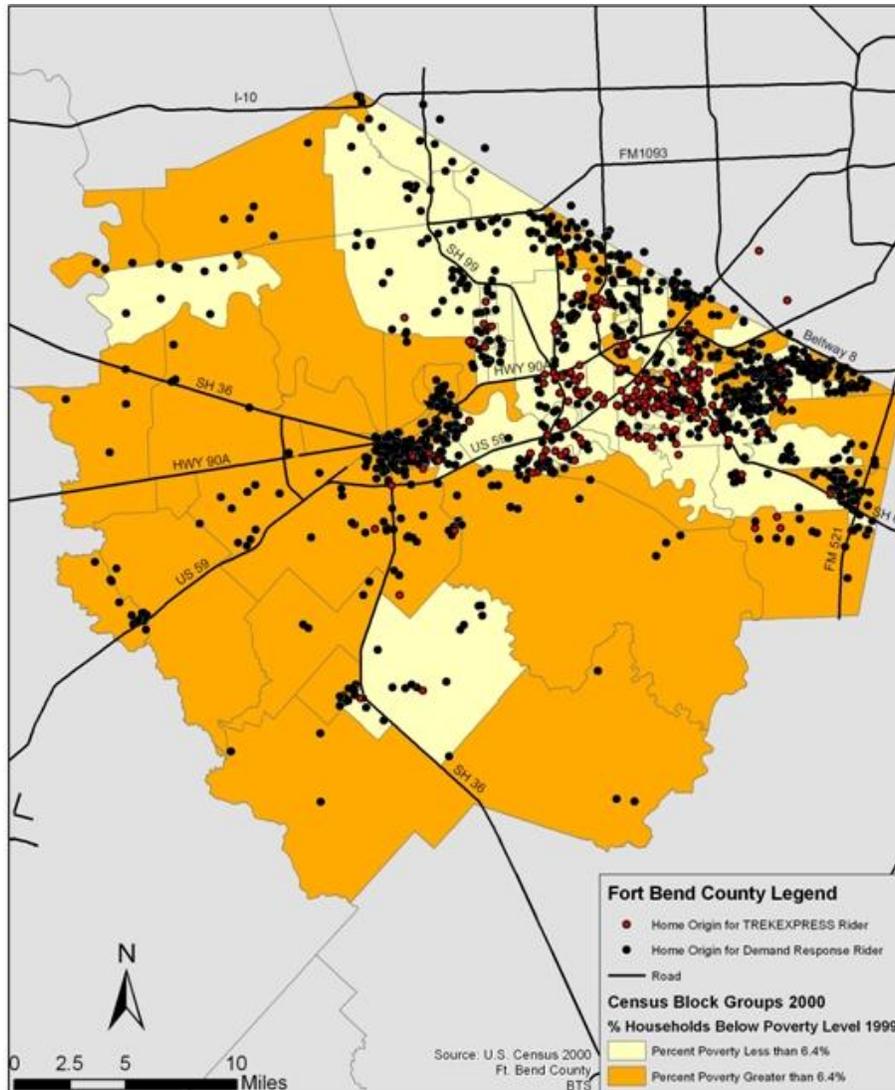


Figure 6. Transit Rider Home Addresses and Concentrations of Households Below Poverty Level.

LEP Population

In Figure 7 transit rider home origins are compared to the census block groups that are above the county average 5.1 percent LEP population. The distribution of home origins within the highlighted areas indicates that transit user home addresses are within census block groups with higher concentrations of LEP population than the county average.

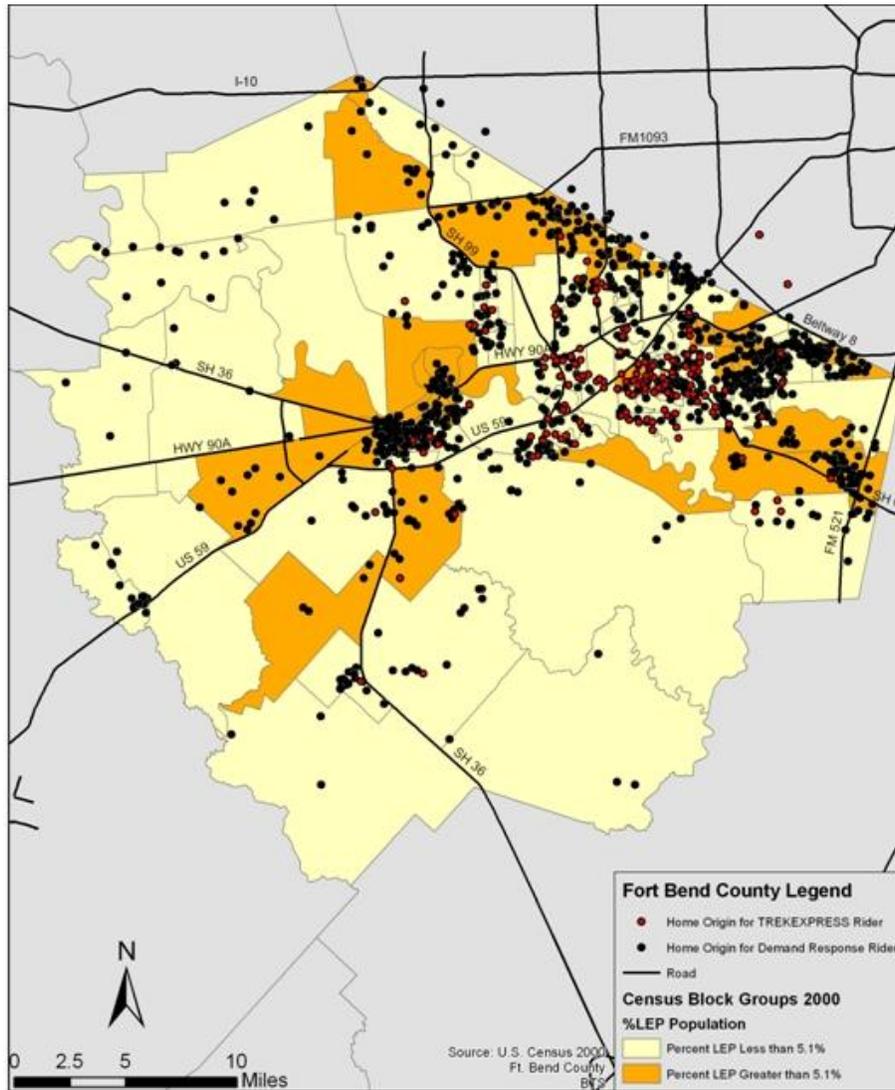


Figure 7. Transit Rider Home Addresses and Concentrations of LEP Population.

Linguistically Isolated Households

Limited English proficiency is also measured by households that are linguistically isolated. Figure 8 highlights the census block groups that are above the county average 5.1 percent linguistically isolated households. The distribution of transit rider home origins within the highlighted areas indicates that Fort Bend public transportation services are accessed within census block groups with higher concentrations of linguistically isolated households than the county average.

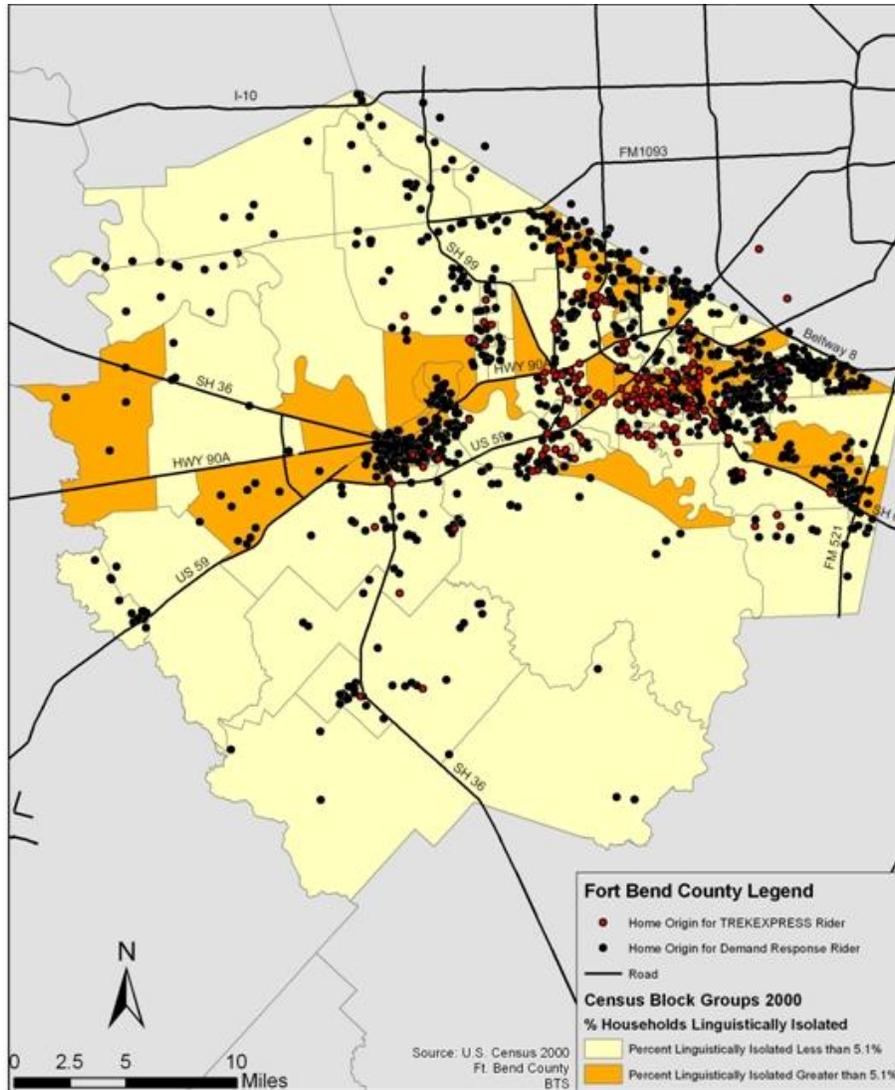


Figure 8. Transit Rider Home Addresses and Concentrations of Linguistically Isolated Households.

Population 65 Years and Older

Figure 9 displays block groups within Fort Bend County with a percent of population 65 years of age and over that is greater than the county average 5.6 percent. Senior population is not specifically addressed by the Title VI objectives but represents an important target market for the demand response services provided by Fort Bend County Public Transportation.

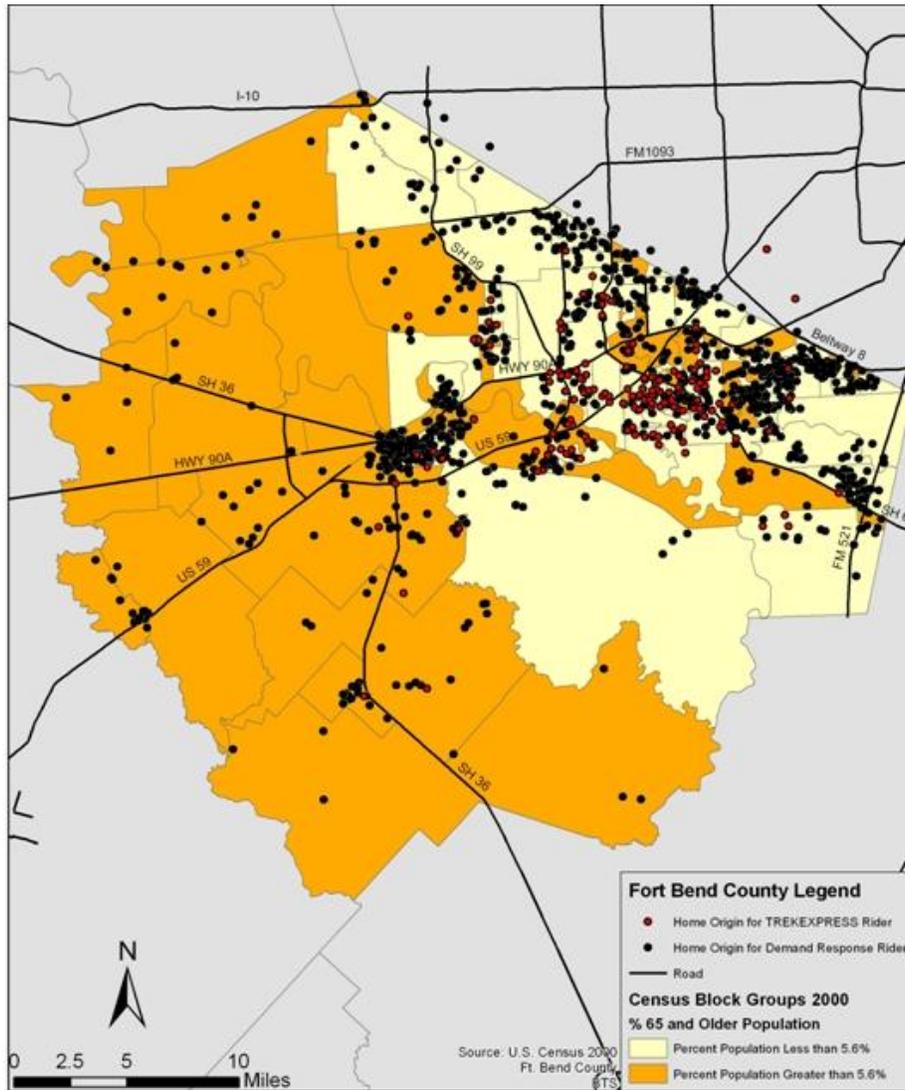


Figure 9. Transit Rider Home Addresses and Concentrations of Population 65 Years and Older.

Population with Disabilities

Figure 10 displays the census block groups with a concentration of persons with disabilities greater than the Fort Bend County average 14.5 percent. The public transportation services provided by the Fort Bend County Public Transportation Department emphasize demand response services with specific programs for persons with disabilities.

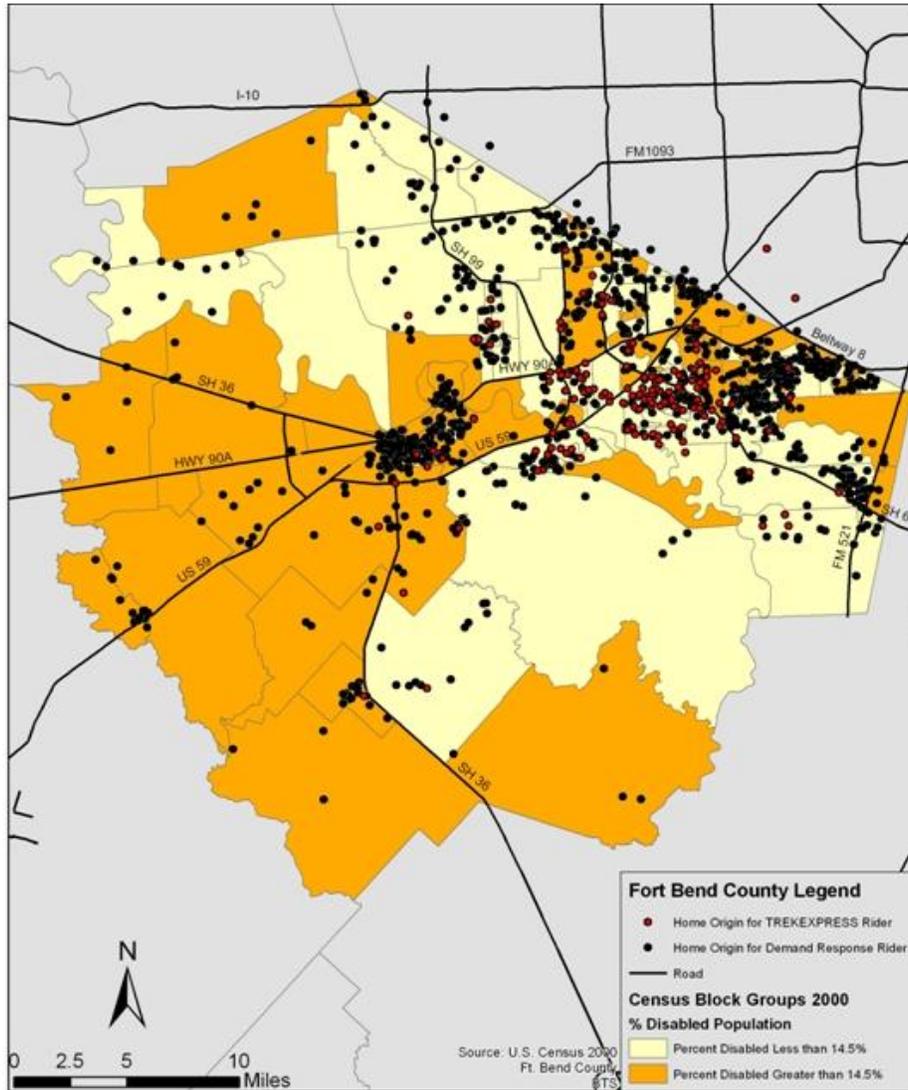


Figure 10. Transit Rider Home Addresses and Concentrations of Persons with Disabilities.

TRANSIT RIDER SURVEY FOR TREKEXPRESS

FTA Circular 4702.1A provides guidance for recipients of federal funding that provide transit service to geographic areas with a population of 200,000 people or greater. The circular calls for periodic surveys to monitor transit service.

The Fort Bend County Public Transportation Department sponsored a survey of riders on the TREKEXPRESS service in May 2008. The purpose of the passenger survey was to collect information about fixed route transit passenger demographics, travel patterns and opinions of the service. The survey was conducted on two weekdays, May 27 and 28, 2008. A surveyor was assigned to each bus trip on the route to Uptown/Galleria the first day, and a surveyor was on each bus trip to Greenway Plaza the second day.

The survey method was a self-administered survey distributed to each passenger as he or she boarded a TREKEXPRESS bus for the AM inbound trip. Passengers were asked to complete the survey and return it to the surveyor at the end of the bus trip. Table 5 shows the final survey results. Completed surveys were returned by 82 percent of all boarding passengers.

Table 5. TREKEXPRESS Boardings and Passenger Surveys by Route.

<i>Route</i>	<i>Boardings</i>	<i>Surveys</i>	<i>Percent</i>
Greenway	202	162	80%
Uptown/Galleria	93	81	87%
Total	295	243	82%

Source: TREKEXPRESS Passenger Survey May 2008

The TREKEXPRESS survey respondents provided demographic information about themselves and their household. Of all transit riders responding to the survey, 52 percent were male and 48 percent were female. The average age of all riders was 47 years. The youngest respondent to the survey was 20 years of age and the oldest was 73 years of age.

Table 6 summarizes the race and ethnicity of TREKEXPRESS passengers.

Table 6. TREKEXPRESS Survey Race and Ethnicity.

<i>Race and Ethnicity</i>	<i>Count</i>	<i>Percent</i>
White/Non-Hispanic	99	41%
Asian American	81	33%
Black/African American	18	7%
Hispanic/Latino	14	6%
Native American	1	<1%
Other	20	8%
No response	10	4%
Total	243	100%

Source: TREKEXPRESS Passenger Survey May 2008

Table 7 lists the percent of TREKEXPRESS passengers by average total household (family) income in 2006. The year 2006 was selected to be consistent with the earlier surveys of transit services for The Woodlands in Montgomery County and METRO in Harris County by the Houston-Galveston Area Council (HGAC).

Table 7. TREKEXPRESS Survey Household Income.

<i>Household Income in 2006</i>	<i>Count</i>	<i>Percent</i>
Below \$16,000	2	<1%
\$16,000 to \$31,999	2	<1%
\$32,000 to \$53,999	10	4%
\$54,000 to \$80,999	37	15%
\$81,000 to \$99,999	30	12%
\$100,000 or More	135	56%
No response	27	11%
Total	243	100%

Source: TREKEXPRESS Passenger Survey May 2008

Respondents to the survey were asked how long each passenger had been riding transit. As illustrated in Table 8, about 1 in 4 passengers (25 percent) began riding transit within 6 months of the survey date. On the other hand, more than 40 percent of those who responded to the survey have been riding the transit service 2 years or more.

**Table 8. TREKEXPRESS Survey
How Long Have You Been Riding Transit?**

<i>Duration Riding Transit</i>	<i>Count</i>	<i>Percent</i>
Less than 6 months	60	25%
6 to 12 months	26	11%
1 to 2 years	54	22%
2 to 5 years	58	24%
More than 5 years	40	16%
No response	5	2%
Total	243	100%

Source: TREKEXPRESS Passenger Survey May 2008

Passengers were also asked how often each uses transit. Of all respondents to the survey, 62 percent reported using transit 5 or more days per week (“transit” could include services offered by Houston METRO on Saturday and Sunday). Another 31 percent ride transit 3 or 4 days per week. The responses to the survey as summarized in Table 9 document that 93 percent of TREKEXPRESS passengers ride transit frequently (3 or more days per week).

**Table 9. TREKEXPRESS Survey
How Often Do You Ride Transit?**

<i>Frequency Riding Transit</i>	<i>Count</i>	<i>Percent</i>
6 or 7 days per week	3	1%
5 days per week	148	61%
3 or 4 days per week	75	31%
1 or 2 days per week	6	2%
Once in a while	3	1%
This is my first time	3	1%
No response	5	2%
Total	243	100%

Source: TREKEXPRESS Passenger Survey May 2008

An important reason for conducting the TREKEXPRESS passenger survey was to determine rider opinion about transit services. Table 10 summarizes passenger opinions about four key indicators of service quality. Of all respondents to the survey, 97 percent to 99 percent strongly agreed or agreed that TREKEXPRESS service is on-time, safe, clean and drivers are friendly. TREKEXPRESS rider opinion of service is very high in all categories.

Table 10. TREKEXPRESS Rider Opinion of Service Quality.

<i>Service Quality Indicators</i>	<i>Strongly Agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>
Transit services operate on time	48%	49%	3%	0%
I feel safe when riding bus	54%	45%	0.4%	0.4%
Drivers are helpful and friendly	51%	48%	0.8%	0%
Vehicles are clean	45%	53%	0.8%	0.8%

Source: TREKEXPRESS Passenger Survey May 2008

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

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

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

Several sources of information were accessed to identify languages other than English that are most prevalent in Fort Bend County. Data from Census 2000 were analyzed to identify linguistically isolated households that speak Spanish. Census 2000 was also a source of data to identify the specific languages spoken at home. More recent data were collected from the largest school districts in Fort Bend County about languages spoken by “English as a Second Language” (ESL) students.

SPANISH LINGUISTICALLY ISOLATED HOUSEHOLDS

Table 11 compares the number of linguistically isolated households in Fort Bend County to the number of Spanish linguistically isolated households (meaning Spanish is the language spoken by the household). Spanish is the language spoken in 63 percent of linguistically isolated households.

Table 11. Fort Bend County Linguistically Isolated Households.

<i>Total Households (HH)</i>	<i>Linguistically Isolated HH</i>	<i>Percent Linguistically Isolated HH</i>
111,164	5,710	5.1%
	<i>Spanish Linguistically Isolated HH</i>	<i>Percent Spanish Linguistically Isolated HH</i>
<i>Total HH</i>	3,611	3.2%

Source: U.S. Census Bureau, Census 2000

LANGUAGE SPOKEN AT HOME

Nation of origin is one of the Title VI demographic categories; however, nation of origin is not a demographic specifically provided by Census 2000 data. For the purposes of this analysis, the population that speaks a language other than English at home identifies the nation of origin. The Census 2000 data are reported by census tract as population over age 5 in which a language other than English is spoken at home. Appendix B presents the data.

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

According to Census 2000, there are three languages other than English spoken at home by more than 1 percent of the Fort Bend County population. These languages are: Spanish, Chinese, and Vietnamese. As shown in Table 12, Spanish is the language spoken at home by the largest percent of the population over age 5, almost 18 percent.

Table 12. Languages Other than English Spoken at Home.

<i>Total Population 5+</i>	<i>Population 5+ Spanish Spoken at Home</i>	<i>Percent Spanish Spoken at Home</i>
327,666	57,612	17.6%
<i>Total Population 5+</i>	<i>Population 5+ Chinese Spoken at Home</i>	<i>Percent Chinese Spoken at Home</i>
327,666	9,779	3.0%
<i>Total Population 5+</i>	<i>Population 5+ Vietnamese Spoken at Home</i>	<i>Percent Vietnamese Spoken at Home</i>
327,666	5,120	1.6%

Source: U.S. Census Bureau, Census 2000

Spanish Spoken at Home

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

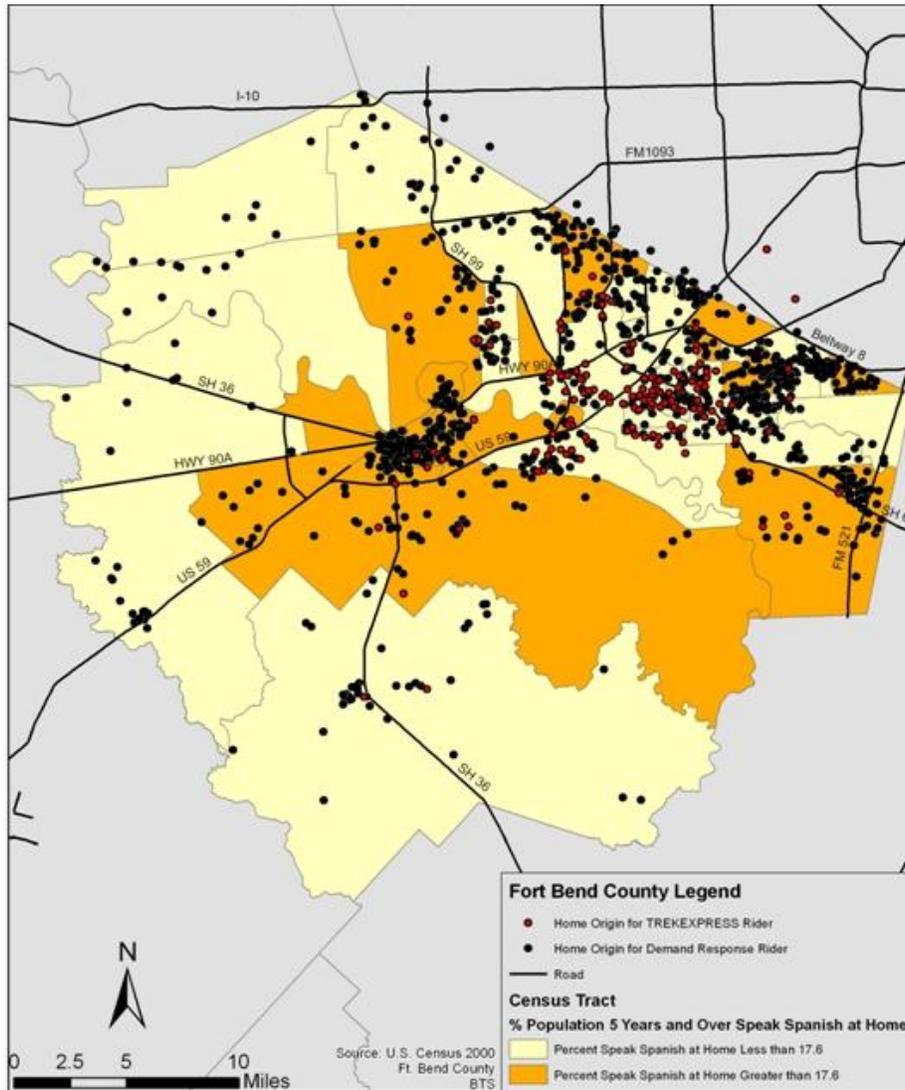


Figure 11. Transit Rider Home Addresses and Concentrations of Population that Speak Spanish at Home.

Chinese Spoken at Home

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

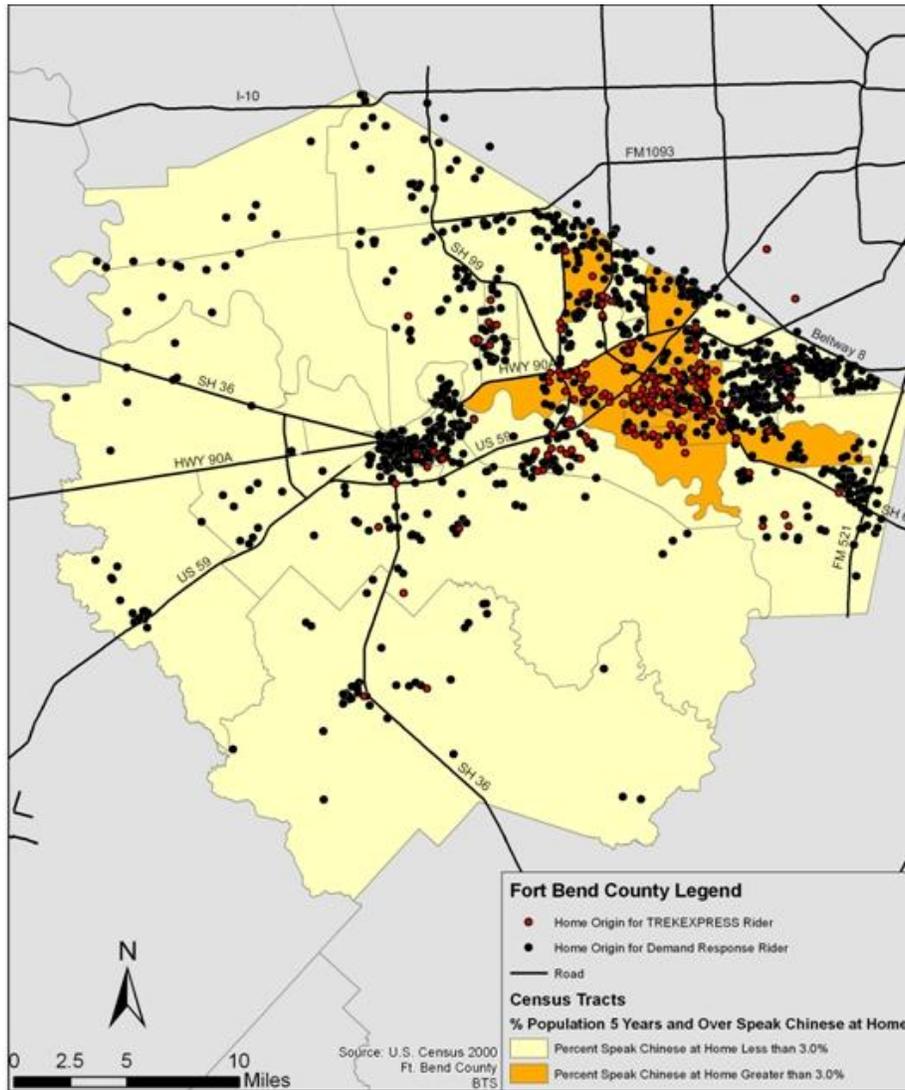


Figure 12. Transit Rider Home Addresses and Concentrations of Population that Speak Chinese at Home.

Vietnamese Spoken at Home

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

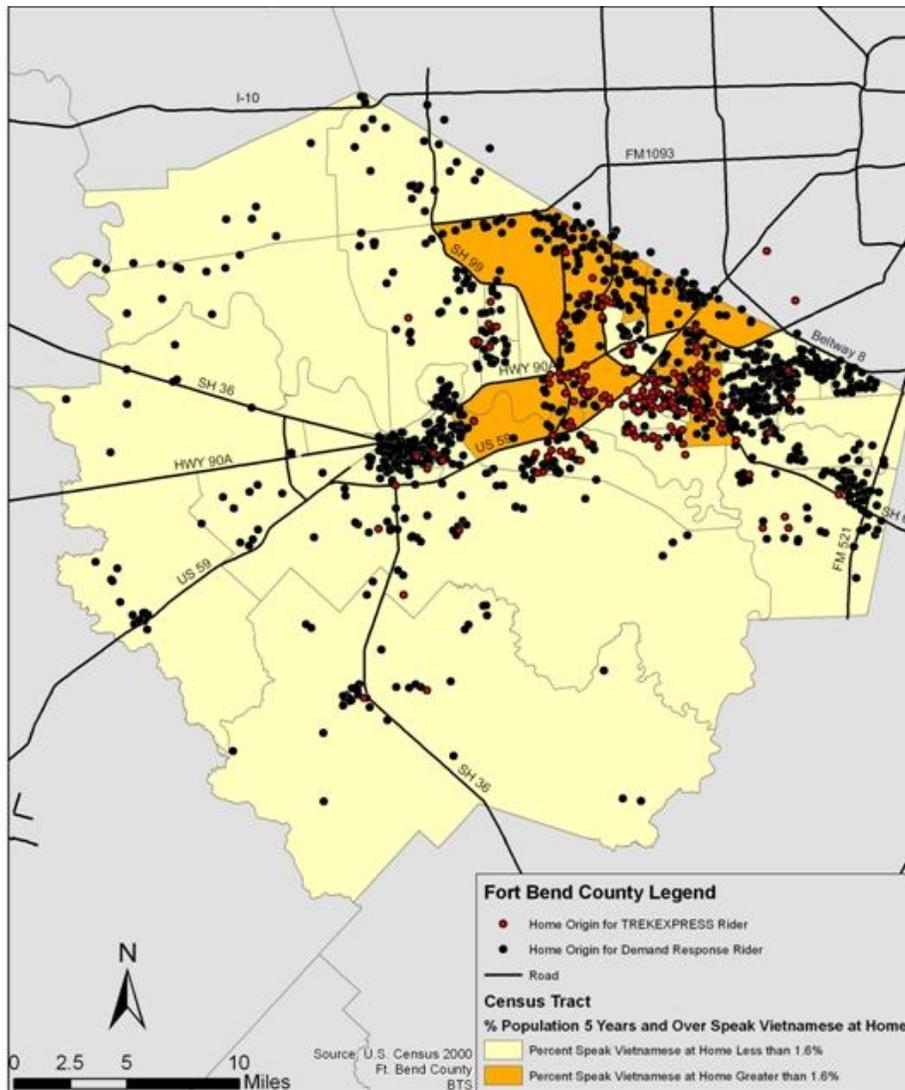


Figure 13. Transit Rider Home Addresses and Concentrations of Population that Speak Vietnamese at Home.

ENGLISH AS A SECOND LANGUAGE (ESL)

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

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

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

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

Source: FBISD (69,425 total students)

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

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

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

Source: LCISD (23,934 total students)

SECTION 5. TITLE VI POLICIES AND PROCEDURES

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

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

TITLE VI STATEMENT OF POLICY FOR PUBLIC TRANSPORTATION

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

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

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

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

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

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

Fort Bend County is committed to safeguarding against discrimination in its provision of public transportation services. Any person who feels he or she may have been discriminated against is encouraged to report in writing such a violation to the Fort Bend County within 180 days of the alleged discrimination. Additional information concerning the Fort Bend County Title VI obligations and the complaint procedure can be found by calling (281) 633-7433 or on the county's web site <http://www.co.fort-bend.tx.us/getsitepage.asp?sitePage=23544>.

FILING A DISCRIMINATION COMPLAINT

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

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

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

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

TRACKING AND INVESTIGATING TITLE VI COMPLAINTS

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

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

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

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

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

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

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

PUBLIC NOTICE

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

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

- Post the Title VI policy statement, instructions on how to file a complaint, and access to the complaint form on the departmental website.
- Post the Title VI policy statement and instructions on how to file a complaint in the office of the Public Transportation Department.
- Include the Title VI policy statement and instructions on how to file a complaint in a published format (flyer, brochure) that can be available at public outreach events and distributed to transit users.
- Disseminate the Title VI information to all employees.

All material will be provided in English and Spanish.

SECTION 6. PUBLIC INFORMATION ABOUT TRANSIT SERVICES AND LEP PLAN

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

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

SUMMARY OF CURRENT PUBLIC OUTREACH AND INVOLVEMENT

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

Internet Website: <http://www.co.fort-bend.tx.us/getsitepage.asp?sitePage=23544>

Telephone: 281-633-7433

Toll Free: 866-751-8747

Fax: 281-243-6710

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

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

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

Internet Website: <http://www.co.fort-bend.tx.us/getsitepage.asp?sitePage=23544>

Telephone: 281-633-7433

Fax: 281-243-6710

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

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

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

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

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

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

ENHANCEMENTS FOR PUBLIC OUTREACH TO TITLE VI POPULATIONS

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

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

- The Public Transportation Department has developed a language implementation plan to ensure meaningful access to LEP persons (see LEP Plan below).

FOUR FACTOR ANALYSIS

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

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

As documented in Sections 4 and 5 of this report, Spanish is the language other than English most often used by residents of Fort Bend County. Almost 18 percent of the Fort Bend County population over age 5 speaks Spanish at home. This compares to 3 percent who speak Chinese and 1.6 percent who speak Vietnamese at home. Among ESL students in local school districts, the number of students whose native language is Urdu is growing, but still less than 1 percent of students.

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

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

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

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

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

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

basis, which documents would be most valuable to be translated if and when warranted, taking an inventory of available organizations that the Public Transportation Department could partner with for outreach and translation efforts, and what level of staff training is needed.

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

LEP PLAN

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

Language Assistance Measures

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

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

- The Public Transportation Department will make available an English/Spanish interpreter for public meetings. The English/Spanish announcement for the public meeting will state that translation services will be provided if requested in advance.
- If Public Transportation Department staff knows a presentation or other public outreach event will be held in a location with a known concentration of LEP persons, the staff will prepare meeting notices, fliers, advertisements, and/or agenda in a bilingual format.

Monitor Trends in Languages Other than English

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

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

Training for Staff

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

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

Monitoring and Updating the LEP Plan

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

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

- How many LEP persons were encountered?

- Was the need for language assistance provided? If not, why not? If yes, how was the assistance was provided?
- Were any complaints received?
- Has there been any change in the types of languages where translation services are needed?
- What is the current LEP population in the service area?
- Is there still a need for continued language assistance for previously identified programs or services? Are there other programs or services that should be included?
- Have resources such as staff, technology, financial resources changed?
- Have the goals of the LEP Plan been accomplished? What enhancements are needed?

TRIENNIAL REPORTS

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

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

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

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

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

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

SERVICE STANDARDS AND SERVICE POLICIES

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

Service Coverage

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

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

Service Availability

Availability refers to how passengers may access transit service

Demand Response	Commuter Express Bus
Standard: Service is available curb-to-curb; however, persons with disabilities can request door-to-door service. All passengers must wear seat restraints. Seat restraints must be provided for children 40 lbs or less. Passengers 12 years or younger must be accompanied by another person 18 years or older	Standard: Service is available to anyone who can access transit service at the park and ride lot, by driving, walking, biking or by transfer from demand response transit service.

Span of Service

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

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

Service Frequency

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

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

Load Factor

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

Demand Response	Commuter Express Bus
<p>Standard: Not to exceed 100%</p> <p>The demand response service, while serving members of the general public, also serves many seniors and persons with disabilities. This makes it important for 100% of riders to have a seat or wheelchair option.</p> <p>Reservations for rides will be accepted on a “time and space” available basis.</p>	<p>Standard: Not to exceed 100%</p> <p>The express service is designed for riders to commute long distances to activity centers, making it necessary that riders have a seat.</p>

Service Reliability (On-Time Performance)

On-time performance is a measure of service reliability.

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

Vehicle Assignment

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

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

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

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

REVIEW OF SYSTEM-WIDE SERVICE CHANGES AND FARE INCREASES

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

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

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

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

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

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

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

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

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

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

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

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

ANNUAL REVIEW FOR TITLE VI COMPLIANCE

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

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

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

REFERENCES

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

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

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

Title VI Demographic Analysis for Fort Bend County Public Transportation

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

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

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

Title VI Demographic Analysis for Fort Bend County Public Transportation

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

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

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

Title VI Demographic Analysis for Fort Bend County Public Transportation

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

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

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

Title VI Demographic Analysis for Fort Bend County Public Transportation

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

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

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

Title VI Demographic Analysis for Fort Bend County Public Transportation

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

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

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

*Minority = Includes Non-White and White-Hispanic

Title VI Demographic Analysis for Fort Bend County Public Transportation

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

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

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

Title VI Demographic Analysis for Fort Bend County Public Transportation

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

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

Title VI Demographic Analysis for Fort Bend County Public Transportation

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

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

Title VI Demographic Analysis for Fort Bend County Public Transportation

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

Title VI Demographic Analysis for Fort Bend County Public Transportation

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

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

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

Title VI Demographic Analysis for Fort Bend County Public Transportation

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

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

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

Title VI Demographic Analysis for Fort Bend County Public Transportation

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

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

Title VI Demographic Analysis for Fort Bend County Public Transportation

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

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

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

Title VI Demographic Analysis for Fort Bend County Public Transportation

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

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

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

Title VI Demographic Analysis for Fort Bend County Public Transportation

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

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

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

APPENDIX B
LANGUAGE SPOKEN AT HOME IN FORT BEND COUNTY

Language Spoken at Home in Fort Bend County

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

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

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

Language Spoken at Home in Fort Bend County

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

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

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

APPENDIX C
PRESENTATIONS BY FORT BEND COUNTY
PUBLIC TRANSPORTATION DEPARTMENT

Presentations by Fort Bend County Public Transportation Department

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

Presentations by Fort Bend County Public Transportation Department

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

APPENDIX D
PUBLIC OUTREACH - PRIMARY TARGET AND OUTCOME

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

Date Embred	First Name	Last Name	Affiliation	Job Title	Primary Target	Outcome	Address	City	State	Zip	Phonetry	Fax	Call	E-mail	Website
3/19/09	Sue	Able "Ab-key"	Texasna	Supported Employment Coordinator	Collaboration	Case mgr/ rider representation coordination	1005 Industrial Blvd 1005 Industrial Blvd	Sugar Land	TX	77478	281-565-6200 ext. 1102	281-565-7070		sue.able@texanacenter.com	www.texascenter.com
3/19/09	Kevin	Barber	Texasna	Developmental Disabilities Provider Services Manager	Collaboration	Transfers shuttle	10701 Corporate Drive, Ste. 360 1070 Corporate Drive, Ste. 360	Stafford	TX	77477	281-276-8311	281-276-4399	281-384-4718	kevin.barber@texascenter.com	www.texascenter.com
3/19/09	Joelle	Devlin	Site "Houston's Therapeutic Equestrian Centers"	Student Enrollment	Collaboration	Passenger visitation		Missouri City	TX		281-778-6202				
3/19/09	Patrick	Friend	Caring People	Co-Owner, Operations Manager	Recruitment	Re-established ridership integrity	914 Frost Street	Rosenberg	TX	77471	281-344-6911	281-232-8001		rebecca@carpeopleadulthood.com	
3/19/09	Julie	Kelly	A Unified Care Group	Vice President	Informational	Info distributed case mgrs	11727 South Salm Houston Parkway West, Ste. D	Houston	TX	77031	713-281-7777	713-281-8685	713-202-1570	kelly@unifiedstrategic.com	
3/19/09	Laura	LaVigne	The ARC of Fort Bend County	Executive Director	Collaboration	Transportation committee	123 Brooks Street	Sugar Land	TX	77498	281-484-5923	281-484-5960		lavigne@arcfortbend.org	www.arcfortbend.org
3/19/09	Manual	Lopez	Texasna	Voc Hab Manager (Transportation Coordinator)	Collaboration	Transfer shuttles	1005 Industrial Blvd	Sugar Land	TX	77478	281-565-6200 ext. 1113	281-565-7070	281-777-0568	manuel.lopez@texascenter.com	www.texascenter.com
3/19/09	Rebecca	Staller	Caring People	Assistant Director	Recruitment	Re-established ridership integrity	914 Frost Street	Rosenberg	TX	77471	281-344-9811	281-232-9001		rebecca@carpeopleadulthood.com	
3/26/09	Tim	Poley	Texas Workforce Solutions	Executive Director	Collaboration	Connectivity	117 Ima Drive, Ste. 7	Rosenberg	TX	77471	281-344-0279	281-344-9537		tkp@texasworkforce.com	www.texasworkforce.com
3/26/09	Theresa	Kopnicki	Mental Health America	Executive Director	Collaboration	Collaboration team member	10435 Greenbough Drive, Bldg II Ste. 200	Stafford	TX	77477	281-207-2490	281-207-2301	281-771-0988	tkopnicki@mentalhealthamerica.org	www.mentalhealthamerica.org
3/26/09	Merril	Manson	Gateway to CARE	PHN Rehab Care Coordinator	Collaboration	Collaboration team member	3511 Ennis Street	Houston	TX	77019	713-652-4516	713-785-3077		manson@gatewayto.org	www.gatewayto.org
3/26/09	Vastene	Oiler	Colorado Valley Transit	Executive Director	Collaboration	Connectivity	108 cardinal Lane (FM805)	Columbus	TX	78934	979-732-6381 x 16	979-732-5438	1-800-548-1068	oiler@gotransit.org	www.gettransit.org
3/26/09	Kimberly	Slaughter	METRO	Infrastructure and Service Development	Collaboration	Connectivity	1900 main	Houston	TX	77208	713-652-4365				
3/26/09	Steve	Smith	AFC Transportation	General Manager	New Freedom Distinctions and Definitions	Communication to drivers of NF specifics	15734 adline Westfield Rd.	Houston	TX	77032	713-98-LMO (5486)	832-801-0955		eamth@afchouston.com	www.afchouston.com
3/26/09	Sara	Wiemers	FBISD	Employment Specialist	Collaboration	SUCCESS Program		Houston	TX	77098	713-866-0367 pdf	713-626-7724	832-338-6775	sara.wiemers@forbbschools.org	www.houstonmetro.org
3/30/09	Steve	Althaus	Greater Houston Area Council	Managing Director Services	Collaboration	Transportation coordination for transfers	2700 Southwest Freeway	Houston	TX	77068	713-313-1782	713-626-7724		satchson@gnac.org	www.houstonmetro.org
8/1/09	Leah Ann	Collins	Wharton County Junior College	Dean of Vocational Instruction	Collaboration	SUCCESS Program	911 Boiling Highway	Wharton	TX	77488	979-532-6520	979-532-6526		lacollins@wcjc.edu	www.wcjc.edu
8/1/09	Adrian	Elliott	CARTS - Capital Area Rural Transportation System	Director of Information and Technology System	ITS research	ITS research	2010 E. 6th Street	Austin	TX	78702	512-505-5807	512-478-1110		Adrian@idecarts.com	www.idecarts.com
8/1/09	Carolyn	Fernandez	Catholic Charities	Western Regional Director	Collaboration	Appt. to discuss contracted services	10435 Greenbough Drive	Stafford	TX	77477	281-207-2490	281-207-2301		cfernandez@catholiccharities.org	www.catholiccharities.org
8/1/09	Lynette	Gonzales	Catholic Charities	Director	Collaboration	Appt. to discuss contracted services	10435 Greenbough Drive	Stafford	TX	77477	713-874-6589	713-874-6787	713-294-3922	lgonzales@catholiccharities.org	www.catholiccharities.org
8/1/09	Linda	Perez	Lifeway council of Fort Bend County	Outreach Coordinator	Informational	Presentation scheduled for Oct 2nd	12550 Emly Ct.	Sugar Land	TX	77478	281-240-6181	281-240-6242		lperez@lifeway.org	
8/1/09	Carol	Zachary	CARTS - Capital Area Rural Transportation System	Director, Office of Productivity and Reporting	ITS research	ITS research	2010 E. 6th Street	Austin	TX	78702	512-505-5607	512-478-1110		carol@idecarts.com	www.idecarts.com

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

Date Entered	First Name	Last Name	Affiliation	Job Title	Primary Target	Outcome	Address	City	State	Zip	Phonety	Fax	Call	Email	Website
8/6/09	Tajana	Alonzo	Fort Bend Independent School District	Employment Specialist special Ed / Dulles High School	Collaboration	SUCCESS Program	550 Dulles Avenue	Sugar Land	TX	77478	281-634-5639	713-866-0368 pager		ljajana.alonzo@fortbend.k12.tx.us	
8/6/09	Chad	Ballentine	STARTRAN Capital Metro Service Provider	Supintendent	Collaboration	Connectivity	9315 Old McNeil Road	Austin	TX	75758	512-852-7283			chad.ballentine@starttran.org	www.starttran.org
8/6/09	Beatrice	Bisong-Ashu	Division for Rehabilitation Services The District	Vocational Rehab Counselor	Informational	Collaboration team member	117 Lina Drive, Ste 44	Rosenberg	TX	77471	281-238-1235	281-238-1250		beatrice.bisong-ashu@bans.state.tx.us	
8/6/09	Elizabeth	Bucholz	Alpha Medical Transport LLC	Director of Dispatch and Communications	ITS research	ITS research	1759 N. East Rudder Frewy	Bryan	TX	77803	979-778-4489	979-778-3808	979-255-1527	liz@abd.org	www.abd.org
8/6/09	Terry	Carothers	Fort Bend County Environmental Health Department	President	Informational	Community Resource	10502 Green Creek Drive	Houston	TX	77070	832-228-3843	281-894-0440		tcatheryn@co.fortbend.tx.us	
8/6/09	Cindy	Castellano	Gateway to Care Fort Bend Family Health Center	Clerk	Collaboration	SUCCESS Program	4520 Reading Rd. Ste. A	Rosenberg	TX	77471	281-238-3544	281-342-5572			
8/6/09	Ron	Cookston	Experience Works	Executive Director	Collaboration	Collaboration team member	3611 Emms	Houston	TX	77004	713-783-4661 ext 223	713-785-3077	281-467-2490	ron.cookston@gatewaytohealthcare.org	www.gatewaytohealthcare.org
8/6/09	Carol	Edward	Fort Bend Independent School District	Chief Operations Officer	Presentation	Case mgr distribution of information	400 Auston Street	Richmond	TX	77469	281-633-3130			cedwards.fish@ac.hc.org	
8/6/09	Carol	Edwards	Experience Works	Employment/Training Director	Presentation	JARC recruitment	117 Lane Dr. Ste 7	Rosenberg	TX	77471	281-344-0279 ext. 2542	281-344-9537		ahiley.foster@forbend.k12.tx.us	www.experienceworks.org
8/6/09	Shirley	Foster	Fort Bend Independent School District	Vocational Adjustment Coordinator Willowidge High School	Collaboration	SUCCESS Program	16307 Chimney Rock	Houston	TX	77053	281-634-2528	281-634-2520			
8/6/09	Joe	Garcia	METRO	Community Representative Communications and Marketing	Collaboration	Connectivity	1600 Main	Houston	TX	77028	713-795-3520	713-756-8559	281-224-8684	joegarcia@metro.org	www.metro.org
8/6/09	Monny	Kelly	Nashville Community Church	Senior Pastor	Informational	Info distributed via chamber on city website	P.O. Box 482	Nashville	TX	77461	979-763-5536	979-763-3827		pastor.monny@ncaa.org	
8/6/09	Karl	Lavine	Fort Bend County Indigent Health Care	Manager	Collaboration	Collaboration team member	4520 Reading Road, Ste. A	Rosenberg	TX	77471	281-238-3234	281-341-1528	281-810-3073	lavinkai@co.fortbend.tx.us	
8/6/09	Kathleen	Murch	Fort Bend Independent School District	Vocational Adjustment Coordinator William B. Travis High School	Collaboration	SUCCESS Program	11111 Halfem Road	Richmond	TX	77406	281-634-6310	281-634-7010		kathleen.murch@forbend.k12.tx.us	
8/6/09	Glenn	Schmidt	Nashville Chamber of Commerce	Manager	Informational	Info distributed via chamber on city website		Missouri City	TX	77489	979-793-4050			glenn.schmidt@nashvillechamber.com	
8/6/09	Arthurine	Soyue	Fort Bend Independent School District	Vocational Adjustment Coordinator Special Ed. Memorial High School	Collaboration	SUCCESS Program	1220 Buffalo Run	Missouri City	TX	77489	281-634-6530	281-634-6650		arthurine.soyue@forbend.k12.tx.us	
8/6/09	Nel	Slater	Parkwest Staffing	Branch Manager	Ambassador	Research and info	1011 Hwy 6 South, Ste. 303	Houston	TX	77077	281-895-2100	281-895-2109		nel@parkweststaffing.com	
8/6/09	Sara	Weams	Fort Bend Independent School District	Employment Specialist Special Education	Collaboration	SUCCESS Program					713-866-0367 pager			sara.weams@forbend.k12.tx.us	
8/1/09	Mahmoud	Marfani	Shifa Clinic	Marketing	Informational	Distribution of information via Shifa database					832-650-1848				

APPENDIX E
TITLE VI COMPLAINT FORM

Fort Bend County Public Transportation Department

Title VI Complaint Procedures

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

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

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

We encourage you to make your complaint in writing; however, comments can also be submitted verbally.

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

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

Upon completion of the investigation, the Assistant Director will complete a final report and deliver to the Director of Public Transportation. If a Title VI violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The Complainant will also receive a final report together with any remedial steps. The investigation process and final report should

take no longer than twenty-five (25) business days. If no violation is found and the complainant wishes to appeal the decision, he or she may appeal directly to the Director of Public Transportation, 12550 Emily Court, Suite 400, Sugar Land, TX 77478.

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

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

Federal Transit Administration's Office of Civil Rights

Attention: Title VI Program Coordinator

East Building, 5th Floor - TCR

1200 New Jersey Ave., SE

Washington, DC 20590

202-366-4018

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

For more information see "Filing a Title VI Complaint with the FTA."

FTA Title VI Complaint Form

Fort Bend County Public Transportation Department
Title VI Complaint Form

Title VI of the 1964 Civil Rights Act requires that “No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” The Fort Bend County Public Transportation Department is committed to a policy of non-discrimination in the conduct of its business, including the responsibility to deliver equitable and accessible public transportation services.

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

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

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

Departamento de Transporte Público del Condado de Fort Bend

Título VI - Procedimientos de Denuncia

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

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

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

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

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

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

correctivas, apropiadas y necesarias, se tomarán inmediatamente. El denunciante también recibirá un reporte final junto con las medidas correctivas. Todo el proceso de investigación y el reporte final no deben de tomar más de veinticinco (25) días hábiles. Si no se encuentra ninguna violación y el denunciante desea apelar la decisión, él o ella puede apelar directamente a:
Director of Public Transportation, 12550 Emily Tribunal, Suite 400, Sugar Land, TX 77478.

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

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

Federal Transit Administration's Office of Civil Rights

Attention: Title VI Program Coordinator

East Building, 5th Floor - TCR

1200 New Jersey Ave., SE

Washington, DC 20590

202-366-4018

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

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

Departamento de Transporte Público del Condado de Fort Bend
Título VI - Formulario de Denuncia

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

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

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

1. Nombre del denunciante _____
2. Dirección _____
3. Ciudad, Estado & Código Postal _____
4. Número de Teléfono _____ (Alternativo) _____
5. Correo electrónico _____
6. Persona que fue discriminada (si fue alguien diferente al denunciante)
Nombre _____
Dirección _____
Ciudad, Estado & Código Postal _____
Por favor explique su relación con esta persona _____
7. ¿Cuál de los siguientes motivos describe mejor la razón por la cual usted cree que la discriminación se llevó a cabo? Fue a causa de:
 - a. Raza / Color / Etnicidad _____

b. Nacionalidad _____

8. ¿En qué fecha sucedió la supuesta discriminación? _____

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

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

Si es así, marque todo lo que aplica:

____ Agencia Federal _____ Corte Federal

____ Agencia Estatal _____ Corte Estatal

____ Agencia Local

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

Nombre _____

Dirección _____

Ciudad, Estado & Código Postal _____

Número de teléfono _____

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

Firma del Denunciante

Fecha