Fort Bend County Public Transportation
Title VI Program
Update 2013

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Fort Bend County
Title VI Statement of Policy for Public Transportation

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

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

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

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

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

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

KNOW YOUR RIGHTS

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

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

Fort Bend County Public Transportation Department Title VI Complaint Procedure

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

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

1. The complaint desk will review complaints and determine if any reported concerns involve unequal and/or disparate impacts on the basis of national origin, race, income, and/or limited English proficiency on such matters pertaining to the:

    a. provision of transit service,

    b. distribution of transit amenities,

    c. vehicle assignment in certain neighborhoods,

    d. denial of services and discriminatory treatment by bus operators,

    e. distribution and access to new fare media,

    f. fare increases,

    g. service changes, and

    h. construction of new transit facilities.

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

2. If a complaint is deemed to have potential Title VI issues, the complaint will be forwarded to the Transportation Director.

3. If the Director determines that the complaint has Title VI elements and needs to be investigated a note to this fact will be entered into the file. (This determination will be made within 5 days of receiving the complaint/notification.)

4. Within 5 days of making the decision to investigate a complaint as a Title VI complaint, the Director will notify the Complainant of this fact by registered mail.

5. If no Title VI elements are present in the complaint, then the Director will document the rationale for not proceeding with a Title VI investigation in a formal letter to the affected party. (The complaint will continue through the normal complaint resolution process.)

TITLE VI INVESTIGATION PROCESS

1. For Title VI related investigations, the Director or his/her designee will contact the complainant for additional information (if needed), interview personnel knowledgeable about the incident, including any witnesses the complainant has listed, street supervisors, dispatch personnel, other Fort Bend County staff with pertinent information. If the complaint involves a third party contactor's staff, a meeting with the contractor will be part of the investigation. As part of the investigation, a designated person may conduct field observations (from a passenger's point of view) and examine any previous complaint histories.

2. After talking to all affected parties and stakeholders, the Director or his/her designee will summarize the findings in an investigative report. A draft report will be prepared that includes a narrative description of the incident, interview summaries, a finding with preliminary recommendations for remedial steps as appropriate and necessary',

3. A draft report will be completed within 45 days from receipt of a complaint and will be reviewed by the Transit Director, other County Staff as appropriate, and Fort Bend County's legal counsel, with any changes incorporated as necessary, before being finalized.

4. A final report will be produced within 60 days of receiving a complaint. The Complainant will receive a copy of the final report together with any remedial steps. The final outcome of the Title VI investigation will be noted and a copy of the Final Report will be kept in the Title VI files.

5. The Director or his/her designee shall maintain a log of Title VI complaints received. The log shall include the date the complaint was filed, a summary of the allegations; the status of the complaint; and actions taken by Fort Bend County in response to the complaint.

Fort Bend County Public Transportation Department

Title VI Complaint Form

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

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

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

1. Complainant's Name _____
2. Address _____
3. City, State and Zip Code _____
4. Telephone Number _____ (alternate) _____
5. Email Address _____
6. Person discriminated against (if someone other than the complainant)

   Name _____

   Address _____

   City, State and Zip Code _____

   Please explain your relationship to this person _____
7. Which of the following best describes the reason you believe the discrimination took place? Was it because of your:

   a. Race/Color/Ethnicity _____

   b. National Origin _____

c. Low Income_____

d. Limited English_____

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

9. In our own words, describe the alleged discrimination. Explain what happened and whom you believe was responsible. Please use the back of this form if additional space is required. ***If you need additional space, an additional sheet is attached for that purpose.***

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

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

If yes, check all that apply:
____ Federal agency ____ Federal court

____ State agency ____ State court

____ Local agency

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

Name _____

Address _____

City, State, and Zip Code _____

Telephone Number _____

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

_____ _____
Complainant's Signature Date

Additional space if needed.

FORT BEND COUNTY
PUBLIC TRANSPORTATION DEPARTMENT

PAULETTE SHELTON, CCTM
Director

March 13, 2013

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

RE: Title VI Complaints

Dear Sir/Madam,

The Fort Bend County Public Transportation Department has not received any Title VI complaints during the past four years (2009-2012).

Sincerely,

for Paulette Shelton

Paulette Shelton
Public Transportation Director

12550 Emily Court • Suite 400 • Sugar Land, Texas 77478 • (866) 751-TRIP • (281) 633-RIDE (7433) • Fax (281) 243-6715
Email: sheltonp@co.fort-bend.tx.us

Fort Bend County Public Transportation
Title VI – Public Participation Plan

The Fort Bend County Public Transportation Department engages in public outreach in order to attract ridership and gather information from the community regarding the transit services we provide. Public participation is an integral part of transportation planning and allows for opportunities from communities to provide input about their rights, needs and expectations. Outreach takes the form of presentations, open houses, information tables, group discussions, posters, and pamphlets. Pamphlets are available in Spanish. Public involvement activities occur at churches, schools, community centers, governmental agencies, chambers of commerce, and agencies that provide human and social services for seniors and persons with disabilities. The Public Transportation Department keeps a record of the locations and events. The language used for all verbal presentations and group discussions is English.

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

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

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

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

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

All public outreach efforts will continue to be descriptively documented and the following information about each outreach effort will be noted:

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

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
13-May-10	100+	Rosenberg Senior Center	1330 Band Rd Rosenberg tx 77471	dana	thompson	281.633.7058	meet and greet seniors at the senior prom	
	7	Fresnius dialysis	4519 Reading rd Rosenberg tx 77471	Connie		281.341.7425	customer retention	
	3	Fort Bend Dialysis	3819 Cartwright Rd Missouri City	Shalondra	Diggs		customer retention	
		Dulles High School	550 Dulles Ave Sugar Land Tx 77478				marketing affair for consumers with special needs and disabilites	
		Fort Bend County Fair Day	4310 State Highway 36 S Rosenberg TX 77471				marketing our services to the general public of FBC	
		Merrell Center	6301 S Stadium LN katy Tx 77494				Transportation Expo	
17-Nov-10	100+	Rosenberg Senior Center	1330 Band Rd Rosenberg tx 77471	dana	thompson	281.633.7058	mix and mingle with the elderly and disable, and volunteered to pass out lunches to all	
18-Nov-10	50	Legacy Ford	27225 Southwest freeway Rosenberg TX 77471				networking event	
11-Jan-11	2	Dialysis (Foodarama Shopping Center)		jenny	kincade		customer retention	
14-Jan-11	50	Fort Bend Alliance						

Date of Presentation	Attendance Number	Organization Name	Location	First Name	Last Name	Contact Number	Notes	Employee
06-Mar-12	60	Senior Group with St. Theresa Church	St Theresa Church	Kathy	Moller		Marketing our services to the general public of FBC ; Small presentation and gave out promotional items	Tennille
03-Apr-12	30	FBC Transportation - Grand Opening/Ribbon Cutting	HWY 36 - Park and Ride lot	Paulette	Shelton	281-243-6701	Took marketing material and promotional items to our grand opening & ribbon cutting	Melanie & Donna
04-Apr-12	50	MD Anderson Transportation Info Fair	MD Anderson at TMC 7007 Bertner Ave	Faredda	Momin	713-792-6101	Transportation Fair - Handed out promotional items and information packets - Also there to sell ticket books.	Melanie, Donna & Tennille
05-Apr-12	35	Silver Living Senior Care	Sugar Land Senior Center off of Matlage Way	Susan	Marbin	404-317-7527	Marketing our services to a group of FBC Seniors	Melanie & Tennille
11-Apr-12	20	MD Anderson Transportation Info Fair	MD Anderson at TMC 7007 Bertner Ave	Faredda	Momin	713-792-6101	Transportation Fair - Handed out promotional items and information packets - Also there to sell ticket books.	Melanie & Donna
14-Apr-12	10	Meadows Place Senior Living Health Fair	Meadows Place Senior Living - 12221 S. Kirkwood	Lyric	Daniel	281-240-1932	Health Fair - Handed out promotional items and information	Melanie & Donna
18-Apr-12	20	MD Anderson Transportation Info Fair	MD Anderson at TMC 7007 Bertner Ave	Faredda	Momin	713-792-6101	Transportation Fair - Handed out promotional items and information packets	First Transit Reps
21-Apr-12	75+	Needville Youth Fair	KC Hall - Needville, TX 13631 Texas 36	James	Wenzel	832-473-0504	Needville Youth Fair - Handed out promotional items and information. Staged a commuter bus at event.	Melanie & Oscar
25-Apr-12	20	MD Anderson Transportation Info Fair	MD Anderson at TMC 7007 Bertner Ave	Faredda	Momin	713-792-6101	Transportation Fair - Handed out promotional items and information packets	First Transit Reps
09-May-12	100+	Fort Bend Seniors Seniors' Senior Prom	Bud O'Shieles Community Center 1330 Band Road Rosenberg, TX 77471	Dana	Thompson	281-633-7058	Meet and greet seniors at the Seniors' Senior Prom	Melanie
10-May-12	10	Fort Bend Center for Independent Living	FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar Land, TX 77478	Mary Francis	Wasson	281-980-2219	Presentation to a group of consumers w/ disabilities regarding our services and client responsibilities.	Melanie
11-May-12	100+	Meyer Elementary "Careers on Wheels"	Meyer Elementary 1930 J. Meyer Rd. Rosenberg, TX 77469	Latonya	Hamilton	832-223-2005	Presentation to groups of elementary students regarding public transportation service. Staged bus at event for children to explore.	Melanie
22-May-12	100+	Fort Bend Seniors Hurricane Preparedness 2012 Conference	Bud O'Shieles Community Center 1330 Band Road Rosenberg, TX 77471	Dana	Thompson	281-633-7058	Presentation to a group of seniors regarding transportation during emergency operations. Handed out information and promotional items.	Melanie & James
08-Jun-12	60	FBC Office of Emergency Management Emergency Preparedness Presentation	First United Methodist Church 431 Eldridge Rd. Sugar Land, TX 77478	Kathy	Renfro	281-238-3401	OEM Presentation to various social service agencies regarding emergency preparedness. Handed out transit info.	Melanie
12-Jul-12	3	Fort Bend Center for Independent Living	FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar Land, TX 77478	Mary Francis	Wasson	281-980-2219	Presentation to a group of consumers w/ disabilities regarding our services and client responsibilities.	Melanie

13-Jul-12	75+	Fort Bend CONNECT Meeting HGAC "Transportation Updates in Fort Bend County" Presentation	First United Methodist Church 431 Eldridge Rd. Sugar Land, TX 77478	Valerie	Roberson	281-207-2304	"Transportation Updates in Fort Bend" presentation by HGAC to various human service organizations. Participated in panel discussion and answered service questions. Handed out promotional items and information.	Melanie
25-Jul-12	15	Fort Bend Center for Independent Living	FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar Land, TX 77478	Mary Francis	Wasson	281-980-2219	22nd ADA Anniversary Observance Celebration. Discussion & refreshments.	Melanie & Paulette
15-Aug-12	6	Fort Bend Center for Independent Living	FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar Land, TX 77478	Mary Francis	Wasson	281-980-2219	Presentation to a group of consumers w/ disabilities regarding our services and client responsibilities.	Melanie
16-Aug-12	375	Fort Bend County Employee Fair	FBC Rosenberg Annex 4520 Reading Road Rosenberg, TX 77471	Lynette	Montgomery	281-238-3562	Employee Fair - Handed out promotional items and information	Melanie
23-Aug-12	200+	Commute Solutions Appreciation Event	AMC Theater Park & Ride 3301 Town Center Blvd. South Sugar Land, TX 77479	Nicolas	Williams	713-993-4567	Commuter Appreciation Day - Handed out goodie bags and pastries provided by Commuter Solutions to transit commuters	Melanie & Donna
06-Sep-12	50	Fort Bend Seniors Meals-On-Wheels	Rosenberg Senior Center 1330 Band Rd. Rosenberg, TX 77471	Dana	Thompson	281-633-7058	Brief presentation to a group of seniors regarding our services. Addressed comments and concerns.	Melanie
11-Sep-12		Rosenberg Dialysis Center	Rosenberg Dialysis 4519 Reading Rd. Suite 18 Rosenberg, TX 77471	Connie	Karger	281-341-7425	Brief presentation regarding our services. Addressed comments and concerns.	Melanie
12-Sep-12		Missouri City Dialysis Center	Missouri City Dialysis 1673 Cartwright Rd. Missouri City, TX 77459	Jenny	Kincaid	281-437-9700	Brief presentation regarding our services. Addressed comments and concerns.	Melanie
13-Sep-12		"My Solution Is...." Transportation Fair	Transportation Fair 3 Greenway Plaza Houston, TX 77046	Ch'rese	Jackson	713-993-2487	Handed out promotional items and information to Greenway Plaza commuters.	Melanie
17-Sep-12	20	Simonton/Fulshear Fort Bend Seniors Meals-On-Wheels	Irene Stern Community Center 6920 Katy-Fulshear Rd. Fulshear, TX 77441	Dana	Thompson	281-633-7058	Brief presentation to a group of seniors regarding our services. Addressed comments and concerns.	Melanie
18-Sep-12	50	Tri-City Fort Bend Seniors Meals-On-Wheels	Stafford Community Center 3110 Fifth St. Stafford, TX 77477	Dana	Thompson	281-633-7058	Brief presentation to a group of seniors regarding our services. Addressed comments and concerns.	Melanie
19-Sep-12	15	Fresno Fort Bend Seniors Meals-On-Wheels	Mustang Community Center 4521 FM 521 Fresno, TX 77545	Dana	Thompson	281-633-7058	Brief presentation to a group of seniors regarding our services. Addressed comments and concerns.	Melanie
20-Sep-12	5	Kendleton Fort Bend Seniors Meals-On-Wheels	Kendleton Senior Center 109 Guess Ave. Kendleton, TX 77451	Dana	Thompson	281-633-7058	Brief presentation to a group of seniors regarding our services. Addressed comments and concerns.	Melanie
21-Sep-12	30	Hometowne Fort Bend Seniors Meals-On-Wheels	Hometowne Senior Center 10888 Huntington Estates Houston, TX 77099	Dana	Thompson	281-633-7058	Brief presentation to a group of seniors regarding our services. Addressed comments and concerns.	Melanie
04-Oct-12	5	Sugar Land Senior Center	T.E. Harman Recreation Center 226 Matlage Way Sugar land, TX 77478	Samantha	Foster	281-275-2839	Brief presentation to a group of seniors regarding our services. Addressed comments and concerns.	Melanie

12-Oct-12	50+	Fort Bend CONNECT Meeting "Counseling Services for Low Income and Uninsured" FBC Residents Presentation	First United Methodist Church 431 Eldridge Rd. Sugar Land, TX 77478	Valerie	Roberson	281-207-2304	Handed out promotional items and information to various social service agencies.	Melanie
23-Oct-12	1	Colorado Valley Transit	Colorado Valley Transit 210 N. Cloud St. Wharton, TX 77488	Vastene	Olier	979-732-6281	Met with CVT Director in order to discuss ideas to connect our services effectively and how to best serve the transportation needs of the public.	Melanie
14-Nov-12	150+	Fort Bend Seniors Thanksgiving Luncheon	Bud O'Shieles Community Center 1330 Band Road Rosenberg, TX 77471	Dana	Thompson	281-633-7058	Meet and greet seniors at the Seniors' Thanksgiving Luncheon. Helped pass out food and drinks during lunch.	Melanie
15-Nov-12	26	TEXANA Behavioral Healthcare Clinic-ROS Staff Meeting	TEXANA Behavioral Healthcare Clinic-ROS 4910 Airport Ave. Rosenberg, TX 77471	Linda	Bracey	281-239-1307	Brief presentation to Texana staff regarding our services. Addressed comments and concerns.	Melanie
04-Dec-12	5	TEXANA Behavioral Healthcare Clinic-SGL Staff Meeting	TEXANA Behavioral Healthcare Clinic-SGL 2535 Cordes Dr. Sugar Land, TX 77479	Rosemary	Nicolas	281-276-4400	Brief presentation to Texana staff regarding our services. Addressed comments and concerns.	Melanie
05-Dec-12	2	Katy Area Ride Service	KARS 22503 Katy Freeway, Suite 8 Katy, TX 77450	Pat	Hender	281-994-4238	Meeting with administrator of KARS to discuss their services and how to best to serve the public.	Melanie
06-Dec-12	10	The ARC of Fort Bend Support Group Meeting Transportation solutions to VAST Program	HEB-Sugar Land 530 SH 6 Sugar Land, TX 77479	Cheryl	Sewell	281-494-5924	Meeting regarding transportation solutions to/from HCC's VAST program located in downtown Houston for students with disabilities.	Melanie, Hoss, & Paulette
11-Dec-12	8	Access Health Center (formerly FB Family Health Center)	Access Health Center 400 Austin St. Richmond, TX 77469	Sylvia	Teeple	281-342-4530	Brief presentation to healthcare staff regarding our services. Addressed comments and concerns.	Melanie
17-Dec-12	3	First Colony Dialysis	First Colony Dialysis 1107 Soldiers Field Sugar Land, TX 77479	John	Hougham	713-772-5228	Brief presentation to healthcare staff regarding our services and client responsibilities. Addressed comments and concerns.	Melanie
21-Dec-12	20	Fort Bend Center for Independent Living	FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar Land, TX 77478	Mary	Knotts	281-980-2219	Presentation to low vision group regarding our services and client responsibilities. Addressed comments and concerns.	Melanie
11-Jan-13	75+	Fort Bend CONNECT Meeting "Neighborhood Tax Centers" for FBC Residents Presentation	First United Methodist Church 431 Eldridge Rd. Sugar Land, TX 77478	Katie	Thomas	281-207-2300	Handed out promotional items and information to various social service agencies.	Melanie
07-Feb-13	2	Mamie George/Catholic Charities	Mamie George Center 1111 Collins Rd. Richmond, TX 77469	Gladys	Brumfield	281-202-6224	Met with senior services manager to discuss doing a presentation to center clients regarding our services.	Melanie
08-Feb-13	75+	Fort Bend CONNECT Meeting "Gang Tatoos"	First United Methodist Church 431 Eldridge Rd. Sugar Land, TX 77478	Katie	Thomas	281-207-2300	Handed out promotional items and information to various social service agencies.	Melanie

20-Feb-13	4	Fort Bend Center for Independent Living	FBCIL 12946 Dairy Ashford Rd. Ste.110 Sugar Land, TX 77478	Mary Francis	Wasson	281-980-2219	Presentation to a group of consumers w/ disabilities regarding our services and client responsibilities.	Melanie
04-Mar-13	8	Simonton/Fulshear Fort Bend Seniors Meals-On-Wheels	Irene Stern Community Center 6920 Katy-Fulshear Rd. Fulshear, TX 77441	Cathy	Tuttle	281-633-7058	Brief presentation to a group of seniors regarding our services. Addressed comments and concerns.	Melanie
06-Mar-13	1	Tri-City Fort Bend Seniors Meals-On-Wheels	Stafford Community Center 3110 Fifth St. Stafford, TX 77477	Cathy	Tuttle	281-633-7058	Met with site director regarding our services. Addressed comments and concerns.	Melanie & Hoss
07-Mar-13	15	Hometowne Fort Bend Seniors Meals-On-Wheels	Hometowne Senior Center 10888 Huntington Estates Houston, TX 77099	Cathy	Tuttle	281-633-7058	Brief presentation to a group of seniors regarding our services. Addressed comments and concerns.	Melanie

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

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

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

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

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

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

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

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

Needs Analysis

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

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

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

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

LANGUAGE SPOKEN AT HOME

Census 2000	Total	
Population 5 Years and Over	327,666	
English Only	227,070	69.3
Speak a language other than English	100,596	30.7
Spanish	57,612	17.6
Asian-Pacific Island	22,409	6.8
Other Indo-European	16,603	5.1
Other	3972	1.2

Census 2010	Total	
Population 5 Years and Over	522,761	
English Only	329,339	62.7
Speak a language other than English	193,422	37.3
Spanish	36,750	18.7
Asian-Pacific Island	19,342	9.8
Other Indo-European	13,540	6.7
Other	3868	2.0

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

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

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

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

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

Vital Documents
Fort Bend County Passenger Guidelines
Title VI Notice to Beneficiaries
Title VI Compliant Form
Title VI Program
Advertisement Notices of free language services

Resources available to the County and cost

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

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

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

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

ImTranslator will:

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

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

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

Implementation Plan

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

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

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

Capital Projects & Facilities

ITEM	As Needed	FY13	FY14	FY15
Assess the LEP population in areas affected by construction. • Identify businesses and residents who are LEP along the project. • Develop an outreach plan targeting LEP residents and businesses in construction areas as necessary.			X	
Use of in-person interpreter services upon request for public meetings and important events (public notifications in the community will indicate availability of interpretive services).	X			
Translate vital documents.	X			
Provide notice of right to language assistance, at no cost, on non-vital yet important outreach documents.	X			

Legal/Human Resources

ITEM	As Needed	FY13	FY14	FY15
Develop/review contract language to ensure all contractors providing goods and services for the County are in compliance with Title VI regulations (Title VI of the Civil Rights Act of 1964, "Nondiscrimination under Programs Receiving Federal Financial Assistance through the U.S. Department of Transportation").	X			
Determine which the County documents meet the definition of "vital documents"; stay aware of new documents that may be considered "vital".	X	X		
Develop curriculum and train frontline and other key staff in: • awareness of type of language services available • how staff and/or LEP customers can obtain these services • how to respond to LEP callers • how to respond to correspondence from LEPs • how to respond to LEPs in person • how to document LEP needs • how to respond to civil rights complaints.	X	X		

Marketing & Customer Services

ITEM	As Needed	FY13	FY14	FY15
Provide telephone interpretation for basic transit questions and trip planning assistance in virtually any language.	X			
Establish competency standards for interpreters and translators.		X		
Draft a policy that states that all interpretation and written translation must be performed by approved vendors/individuals whose competency has been established.		X		
Develop a process for determining: • if a particular document needs to be translated • into which languages it should be translated.	X			
Establish an agency-wide workflow whereby all written translation requests are routed through and managed by the Complaint Desk to ensure consistency.		X		

ITEM	As Needed	FY13	FY14	FY15
Translate vital documents identified by the County's Legal Department, including: • signage that communicates hazardous pedestrian access in areas of high LEP concentration • signage that indicates prohibited behavior in areas of high LEP concentration		X		
Place a notice of right to language assistance, at no cost, on important outreach documents and on the County's website.	X			
Provide information in Spanish languages about the County's complaint process	X			
Identify routes serving areas with high concentrations of LEP individuals.		X		
Identify service disruptions in areas with high concentrations of LEP individuals and translate appropriate signage.		X		
Create protocol for responding to foreign language correspondence and communication.		X		
Day-to-day administration of LEP program, ensuring compliance and correct implementation.		X		

Operations

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

Diversity & Transit Equity

ITEM	As Needed	FY13	FY14	FY15
Identify areas within the service district that have high concentrations of LEP individuals.	X			
Conduct an evaluation of the County 's LEP plan to gauge its effectiveness and determine if updates are needed every two years. Retain consultant to lead the evaluation with the help of staff familiar with Title VI language access requirements and the LEP plan. The evaluation will: • determine the number of LEP individuals in the County 's service area • assess whether existing language assistance services are meeting the needs of clients with LEP • assess whether staff members understand the County 's LEP policies and procedures, how to carry them out, and whether language assistance resources and arrangements for those resources are still current and accessible			X	

• seek feedback from LEP communities, including customers and community organizations, about the effectiveness of the County 's LEP plan				

Additional Services

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

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

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

FORT BEND COUNTY PUBLIC TRANSPORTATION ADVISORY COMMITTEE

Represent	Name	Ethnicity/Gender
County Judge	Ann Werlein	Anglo-American/Female
Commissioner Precinct 1	Michael Gutierrez	Hispanic /Male
Commissioner Precinct 2	Katie Herrington	African-American /Female
Commissioner Precinct 3	Lila Smith	Anglo-American/Female
Commissioner Precinct 4	Patricia Gardner	African-American /Female
Community Non-Profit-ARC	Laura Lavigne	Anglo-American/Female
Community-Non-Profit-FB Seniors Meals on Wheels	Manual Zamora	Hispanic/Male
Fort Bend Public Transportation Department	Twila Mouttet	African-American/ Female

The Fort Bend County Public Transportation Department picks their advisory committee based on the representation of the entire county. We ensure that each elected Commissioner and the County Judge have a representative on the committee. Additionally, there is a representative from the Transportation Department as well as from two community non-profit entities. T he non-profit committee members represent the elderly population, while the ARC represents the disabled community of Fort Bend County.

Fort Bend County Public Transportation

Sub-Recipients

The Fort Bend County Public Transportation Department's Title VI Coordinator monitors sub- recipients and their compliance with Title VI by ensuring that they use the required federal clauses in their procurements utilizing transit funding from FTA.

Sub-recipients adopt the Fort Bend County's Title VI Program by signing the attached Statement of Certification and place the vital Title VI documents to their websites.

Additionally, sub-recipients sign off on the current year Master Agreement that corresponds with their contract from the county.

STATEMENT OF CERTIFICATION

REGARDING TITLE VI

_____, certifies that it is fully in compliance with all requirements imposed by Title VI of the Civil Rights Act of 1964 (49 U.S.C. Section 2000d), the Regulations of DOT issued thereunder (49 C.F.R. part 21), and the assurances by Fort Bend County thereto.

_____affirms the truthfulness and accuracy of the contents of the statements submitted on this certification.

_____

Authorized Official

_____

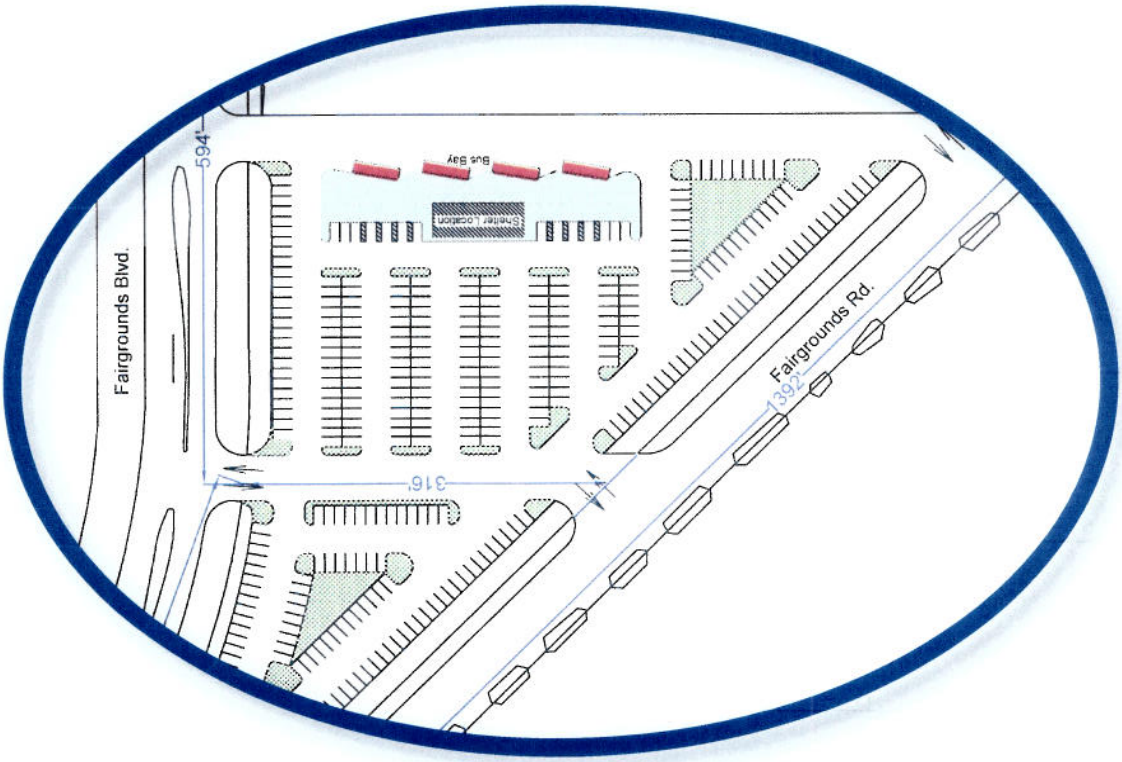
Title of Authorized Official

_____

Date

Fort Bend County

SH 36 Park & Ride



Advanced Planning

August 2007

Prepared for **Fort Bend County**

Public Transportation Department

Prepared by **The Goodman Corporation**

ADVANCED PLANNING

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

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ADVANCED PLANNING

1. Demand Analysis

FORT BEND COUNTY TRANSIT PLAN

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

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

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

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

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

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

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

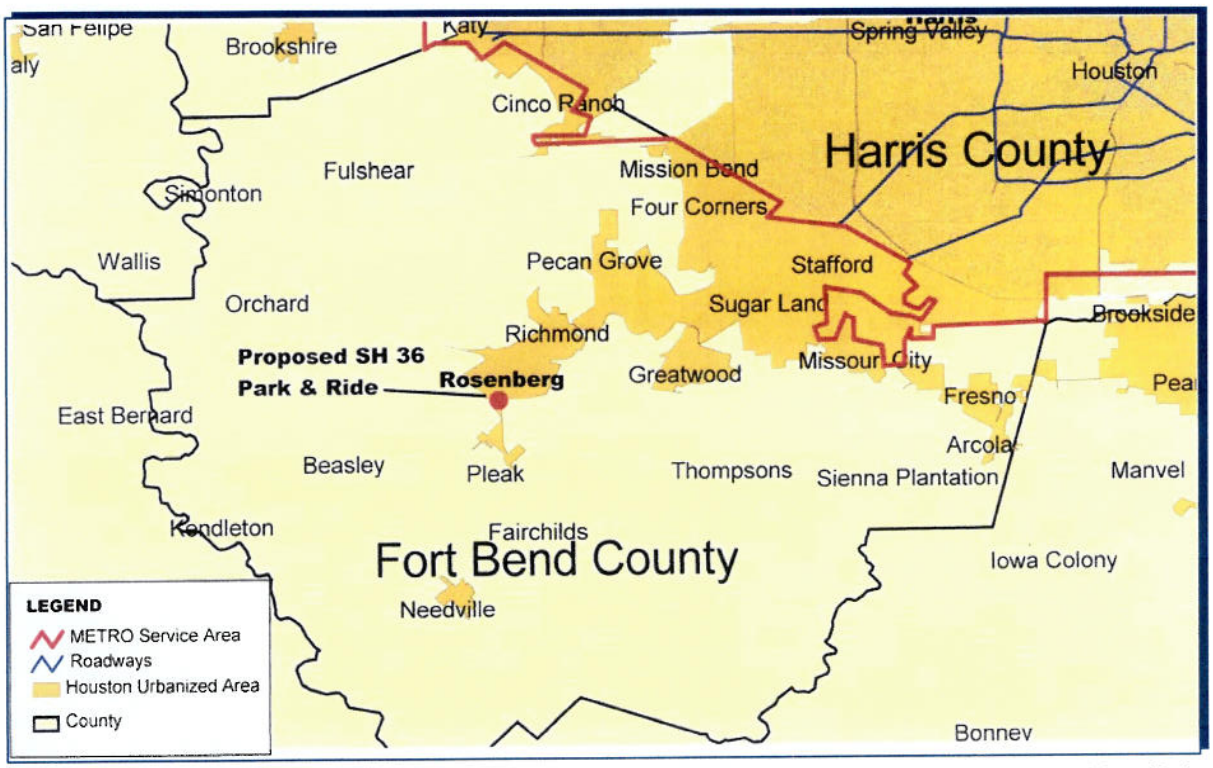


Figure 1.1 – Proposed Fort Bend County SH 36 Park & Ride within Houston Urbanized Area, but outside of METRO Service Area

BACKGROUND OF PROPOSED PROJECT

The Fort Bend County population increases daily with the construction of new homes and subdivisions. Fort Bend County's population in 2000 was 354,452[1]. This total increased to 457,225 by 2005, a 29% increase. This is an average increase of 5.8% annually. Fort Bend County has a significant population of young adults in the college and working categories (58% between the ages of 19 and 59) *(Figure 1.2)*. Many trips are made daily by people in that category to employment and education centers in the Houston Metropolitan area, comprising 20,163 daily trips according to U.S. Census 2000.

[1] U.S. Census 2000

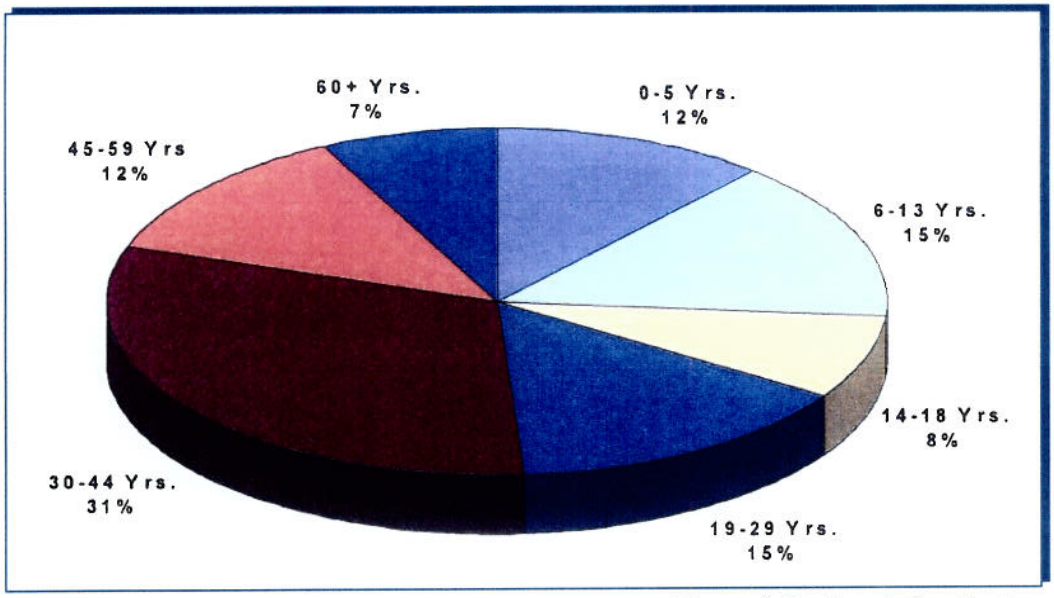


Figure 1.2 – Population by Age
Sources: H-GAC, Fort Bend County, US Census 1990

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

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

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

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

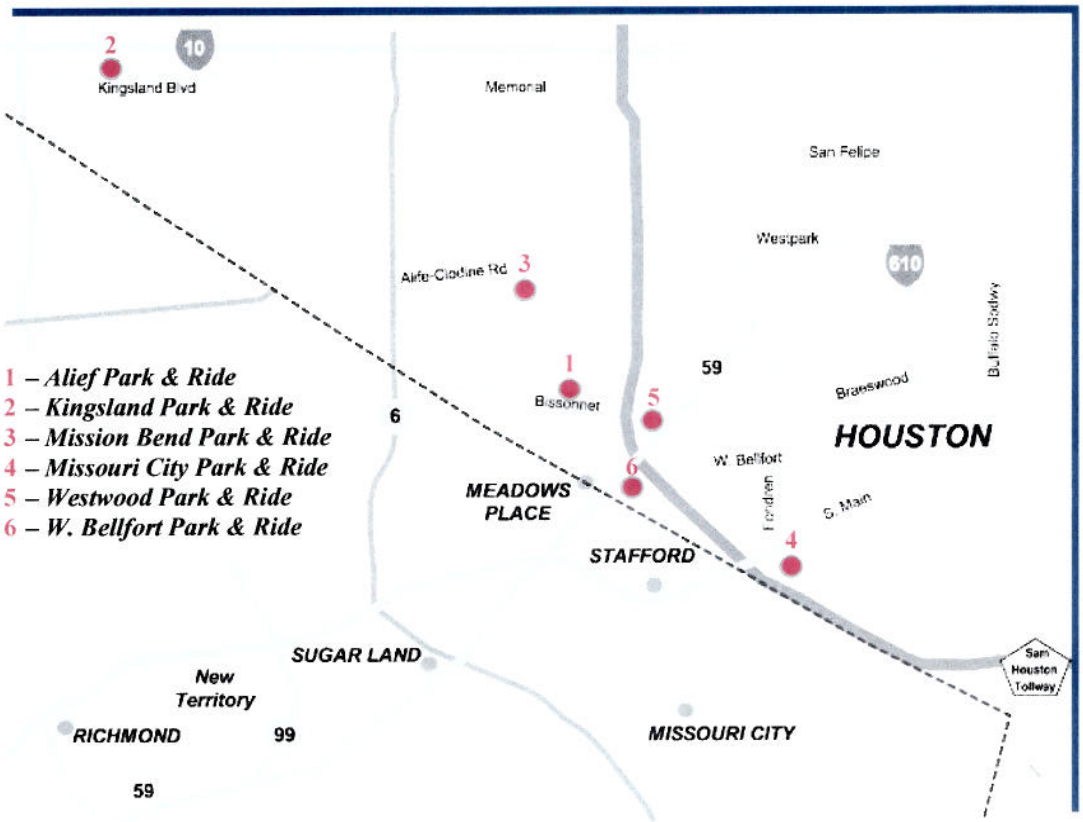
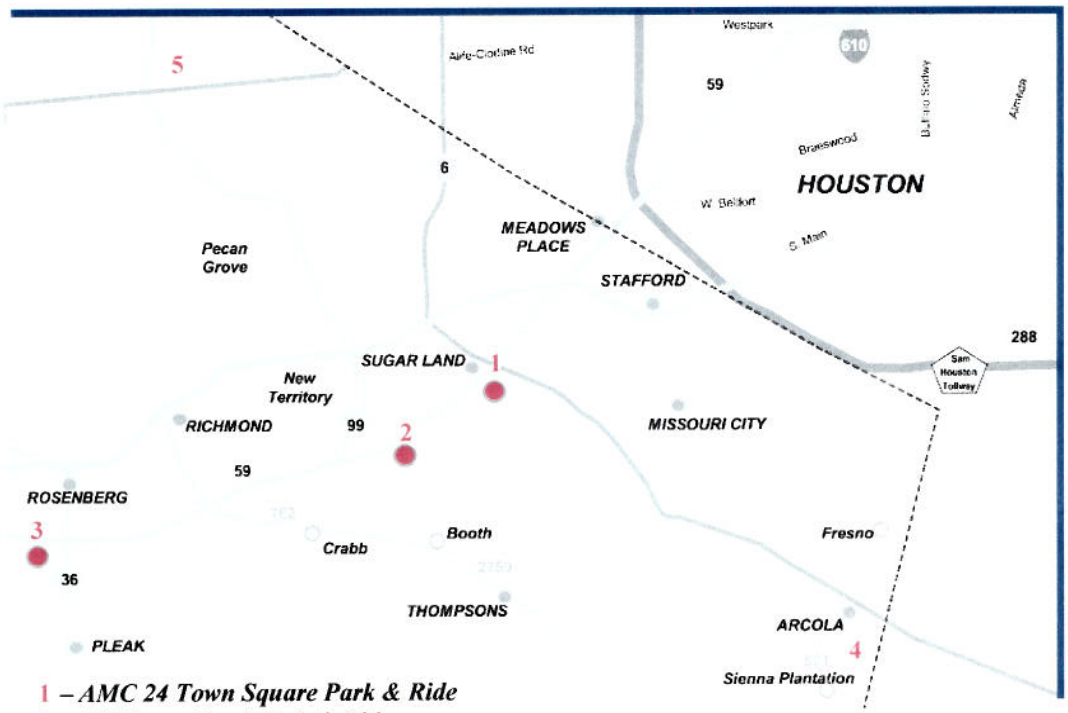


Figure 1.3 – METRO Park & Ride Lots Near Fort Bend County



1 – *AMC 24 Town Square Park & Ride*
2 – *UH Sugar Land Park & Ride*
3 – *Fort Bend County Fairgrounds Park & Ride (planned)*
4 – *Arcola/Sienna Plantation Park & Ride (proposed)*
5 – *Westpark Tollway Park & Ride (proposed)*

Figure 1.4 – Proposed Fort Bend County Park & Rides

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

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

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

Source: U.S. Census 2000

Rapid population growth has occurred over the past ten years in the southern part of Fort Bend County. For example, Rosenberg experienced a 19.13 percent increase in population from 1990 to 2000. *Figure 1.5* is a population density map that indicates the southern part of Fort Bend County along SH 36 as having the highest population density as denoted by the darkest color area. This has created increased demand for park & ride services, especially in the area south of Rosenberg, along SH 36. The number of people who live in Fort Bend County and work/study in Houston area is increasing proportionally as well. Approximately 40 percent of workers living in the southern part of Fort Bend County must travel 30 minutes or more to work[2]. Based on driving times, it is safe to assume that these commuters work in the Houston area. This high percentage is more than the Texas state average. The increased number of commuters has resulted in increased use of personal vehicles and vehicle-miles traveled (VMT) and, ultimately, increased level of traffic congestion on the roadways and increasingly worse air quality. Public transit-related services and facilities to Houston currently are not available from this part of Fort Bend County/Rosenberg. More transit services and facilities, such as park & ride facilities, are needed to meet increasing travel demand, provide alternative travel modes, help alleviate traffic congestion, and improve regional air quality. The *Fort Bend County Transit Plan (2005),* created in conjunction with TxDOT, H-GAC, and Fort Bend County, identified a new park & ride facility along SH 36, south of Rosenberg.

[2] U.S. Census 2000

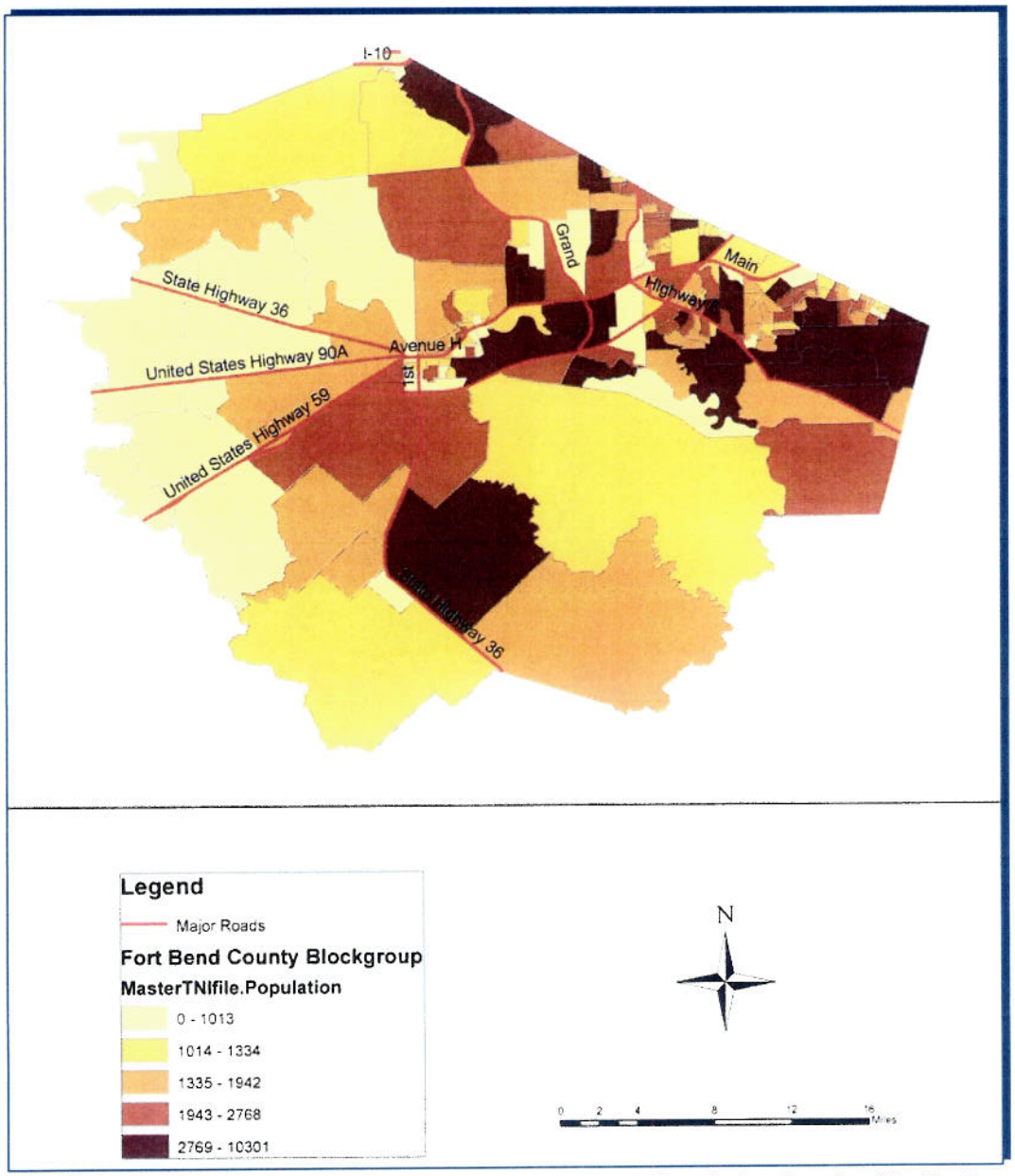


Figure 1.5 – Fort Bend County Population Density Distribution

STUDY AREA AND LOCATION OF PROPOSED PROJECT

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

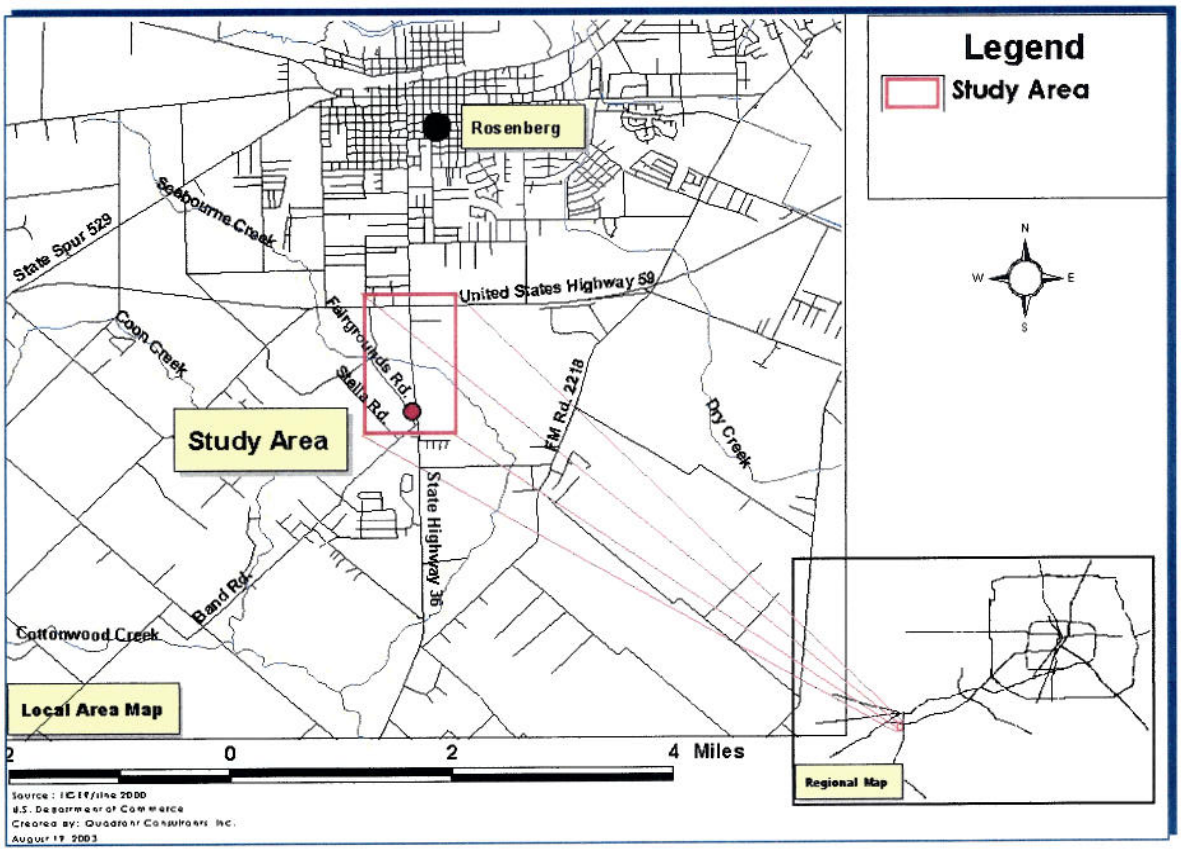


Figure 1.6 – Project Study Area

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

DEMAND ANALYSIS

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

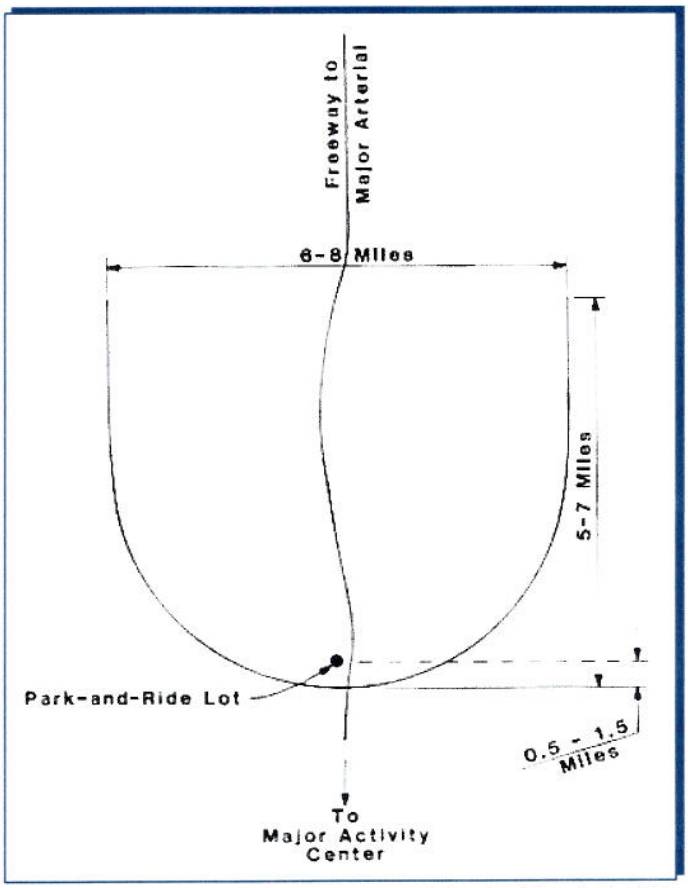


Figure 1.7 – General Shape of Typical Park & Ride Market Area for Dallas, Garland, Houston Lots

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

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

Methodology

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

Step 1 – Market Area TAZ Coverage

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

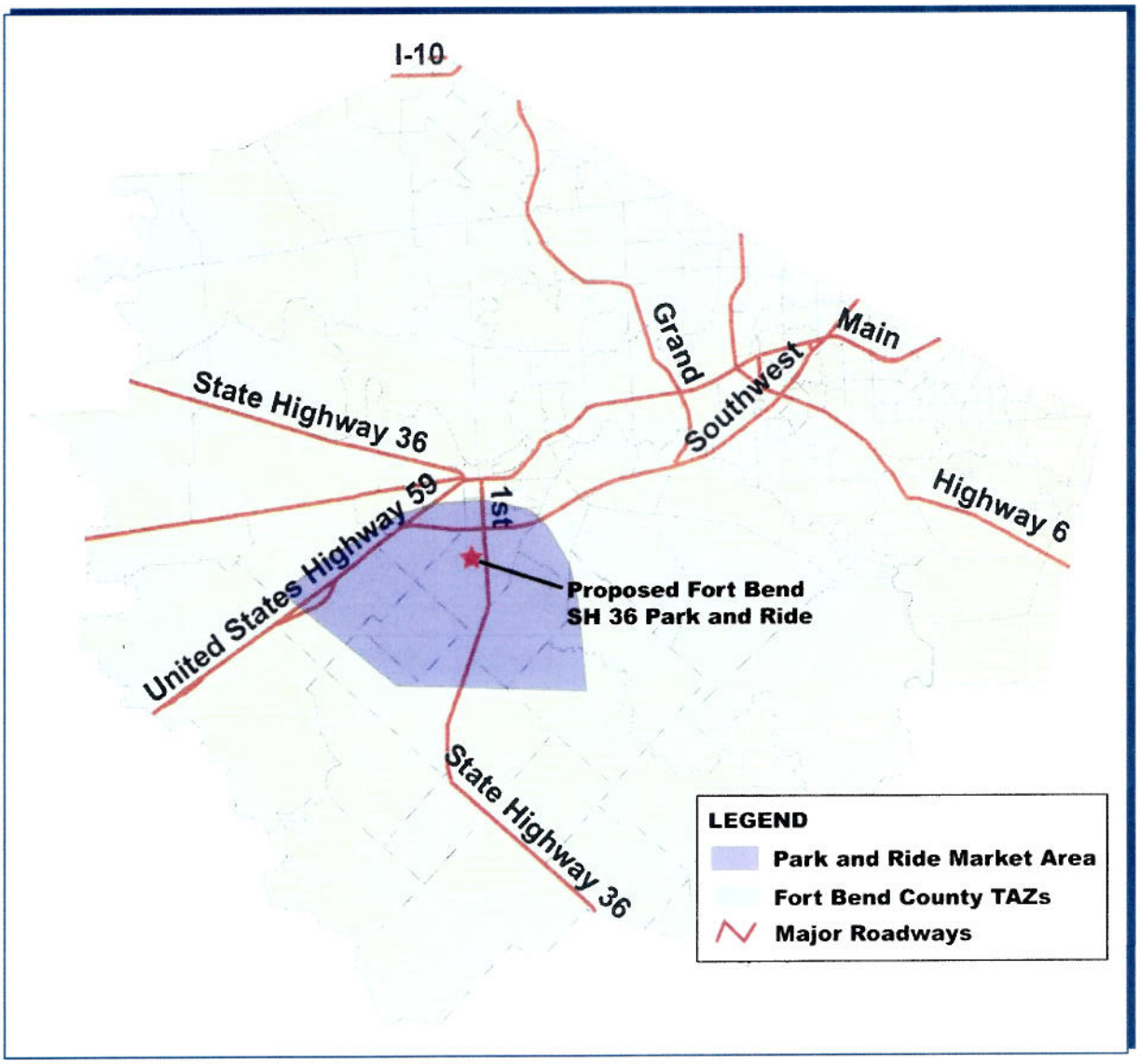


Figure 1.8 – Proposed SH 36 Park & Ride Market Area

Step 2 – Market Area Population

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

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

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

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

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

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

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

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

Table 1.5 – Proposed SH 36 Park & Ride Facility Market Area Population for 2020

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

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

Table 1.6 – Market Area Population Forecast

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

Step 3 – Estimate Ridership

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

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

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

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

RECOMMENDATIONS

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

Table 1.8 – Summary of Demand Analysis

Type of Demand	*2005*	*2010*	*2015*	*2020*
Ridership	257	420	491	700
Parking Spaces (1.2 passenger per car*)	214	350	409	583

*H-GAC

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

ADVANCED PLANNING

2. Site Selection Analysis

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

The criteria were developed using the following considerations:

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

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

METHODOLOGY

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

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

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

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

SITE ANALYSIS

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

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

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

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

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

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

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

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

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

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

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

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

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

The site characteristics are summarized in *Table 2.1*.

Table 2.1 – Alternative Sites Characteristics Summary

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

**Fort Bend County already owns this property. Value to be established by appraisal, if selected.*

SITE EVALUATION

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

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

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

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

RECOMMENDATION

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