

Title VI Program

2014

This Title VI Program is a compilation of documents that demonstrates how the City of Colorado Springs Transit Services Division complies with the Federal Transit Administration's Title VI requirements per Circular 4702.1b.

Contents

Title VI Program	2
Introduction & Purpose	2
Title VI Policy Statement.....	3
Title VI Policy Notification Process	3
Title VI Complaint Process	4
Complaint Procedures.....	4
Title VI Complaints and Lawsuits	2
Public Participation Plan	2
Environmental Justice.....	2
Limited English Proficiency Plan	2
Racial Breakdown of Appointed Boards and Committees.....	3
Subrecipient and Third-Party Contractor Compliance	3
Performance Standard Requirements	4
Additional Measures.....	5
Demographics, Route Profiles, Maps and Charts	5
Appendices	7
Appendix A – Certifications and Assurances	7
Appendix B – Title VI Notice	8
Appendix C – Title VI Complaint Form.....	9
Appendix D – Public Participation Plan.....	10
Appendix E – Summary of Outreach Efforts	11
Appendix F – Environmental Justice Plan	13
Appendix G – LEP Plan	14
Appendix H – Subrecipient Agreement and Third Party Contract Language	15
Appendix I – Area Demographics and Maps.....	17
Appendix J – On-Board Survey Summary	21
Appendix K – Internal Process and Flow Chart.....	23

Title VI Program

Introduction & Purpose

The City of Colorado Springs Transit Services Division (MMTransit) operates the local public fixed-route bus service, ADA paratransit demand-response service, and vanpool programs (collectively branded as **Mountain Metropolitan Transit**), and provides more than 10,000 trips per day in a service area that includes more than 400,000 people.

The *Mountain Metro* fixed-route bus service offers 24 bus routes with weekday service and limited Saturday and Sunday service. The routes extend north to Research Parkway, west into Manitou Springs, east to Peterson Air Force Base and south into Widefield. *Mountain Metro Mobility* is the system's complementary Americans with Disabilities Act (ADA) paratransit service, and *Mountain Metro Rides* is MMTransit's Congestion Mitigation and Air Quality (CMAQ) grant-funded alternative transportation program, designed to reduce congestion and pollution by encouraging more people to use carpools, vanpools, bicycling and other means of commuting.

As a recipient of federal grant funding, MMTransit is responsible for the effective execution of nondiscrimination laws and regulations. Federal Transit Administration (FTA) Circular 4702.1B, issued October 1, 2012, together with direction provided by the U.S. Department of Justice, guides our efforts to uphold the basic civil rights of all people in the Colorado Springs Urbanized Area (UZA). The Title VI Program incorporates Chapters III and IV from the *Title VI Guidelines for FTA Recipients—Circular 4702.1B* that are required of all agencies operating fixed-route transit. Additionally, MMTransit has elected to incorporate other provisions designated for systems operating more than 50 buses in order to exceed program requirements as well as position the plan and efforts for the future.

This plan was prepared in accordance with:

- Title VI Regulations 49 CFR 21
- FTA Circular 4702.1B, October 1, 2012, "*Title VI Requirements and Guidelines for Federal Transit Administration Recipients*"
- DOT Guidance of 2001: *To Recipients on Special Language Services to Limited English Proficient (LEP) Beneficiaries*
- Executive Order 13166 of August 11, 2000: Limited English Proficiency
- Executive Order 12898 of February 1994: Environmental Justice for Low Income and Minority Populations

The purpose of this plan is to describe how MMTransit complies with Title VI regulations. Its intent is to identify the steps taken and that will be taken to ensure that MMTransit provides services without excluding or discriminating on the grounds of race, color, or national origin, or creating additional barriers to accessing services and activities. Updates to this plan will be submitted on a triennial basis. The FTA Certification and Assurance signature page is included as **Appendix A.**

The Title VI Program is available on the City of Colorado Springs Mountain Metropolitan Transit website at www.mmtransit.com.

Title VI Policy Statement

Title VI is a section of the Civil Rights Act of 1964 requiring that "No person in the United States 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 any program or activity receiving federal financial assistance." MMTransit's official Title VI policy statement is:

The City of Colorado Springs complies with Title VI of the Civil Rights Act of 1964, and the Civil Rights Restoration Act of 1987 (P.L. 100.259) which requires that no person shall on the grounds of race, color, sex, age, disability or national origin, as provided by be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. The City will not tolerate discrimination in any of its programs and activities, whether those programs and activities are federally funded or not.

In the event that the City distributes federal aid funds to another entity, the City will include Title VI language in all written agreements and will monitor for compliance.

The Mountain Metropolitan Transit Title VI Coordinator is responsible for initiating and monitoring Title VI activities, preparing required reports and other City responsibilities as required by 23 Code of Federal Regulation (CFR) 200 and 49 Code of Federal Regulation 21.

If you believe you have been subjected to discrimination, you may file a written complaint no later than 180 calendar days after the date of the alleged discrimination with the Title VI Coordinator; Mountain Metropolitan Transit; 1015 Transit Drive, Colorado Springs, Colorado 80903.

Adopted: _____

*_____
Mayor or Governing Body*

Title VI Policy Notification Process

MMTransit acknowledges the need to notify the public of their civil rights under Title VI in regard to all its services, projects and activities. MMTransit has prepared an abridged statement summarizing how MMTransit operates its programs and services without regard to race, color or national origin, and includes a description of how to request additional information regarding MMTransit's nondiscrimination obligations, and how to file a discrimination complaint.

This statement is posted as notification regarding the public's Title VI rights in the following locations:

- On the Mountain Metropolitan Transit website: www.mmtransit.com
- At the Mountain Metropolitan Transit Administration Building
 - 1015 Transit Drive, Colorado Springs, Colorado 80903
- On public transit vehicles
- At major transfer locations and centers

To reduce the administrative burden associated with the notice requirement,

subrecipients that receive federal grant funding from the City of Colorado Springs through a competitive process may adopt MMTransit's Title VI notices and publications.

The abridged Title VI Policy, which is also available in Spanish and Braille, is attached as **Appendix B.**

Title VI Complaint Process

This section provides information on MMTransit's procedures for filing complaints alleging discrimination on the basis of race, color or national origin. Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, national origin or other protected class may file a written complaint with MMTransit, the FTA, the U.S. Department of Transportation or Department of Justice.

Further, MMTransit prohibits intimidation, coercion, or engagement in other discriminatory conduct against anyone because they have filed a complaint to secure their rights as protected by Title VI.

MMTransit's Title VI complaint form is included as **Appendix C.**

Complaint Procedures

The following procedures cover complaints filed under Title VI of the Civil Rights Act of 1964 for alleged discrimination in any program or activity administered by MMTransit. These procedures do not affect the right of the Complainant to file formal complaints with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest level possible. Informal mediation meeting(s) between the affected parties and MMTransit may be utilized for resolution.

MMTransit's process to file and resolve Title VI complaints is as follows:

- 1) A formal complaint must be filed within one-hundred eighty (180) calendar days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative, and will include the Complainant's name, address and telephone number; name of the alleged discriminating person(s), basis of complaint (race, color, national origin), and the date of the alleged act or acts. A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints. The MMTransit Title VI Complaint form can be found on the website at www.mmtransit.com, may be requested by calling (719) 385-7433, or by writing:

Title VI Coordinator
Mountain Metropolitan Transit
1015 Transit Drive
Colorado Springs, CO80903

- 2) In the case where a Complainant is unable provide a written statement, a verbal complaint of discrimination may be made to MMTransit's Title VI Coordinator, who will assist the Complainant in converting the verbal allegations to writing.
- 3) When a complaint is received, the Title VI Coordinator will provide written acknowledgment to the Complainant within ten (10) calendar days by registered mail.
- 4) If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided sixty (60) calendar days to submit the required information. Failure to do so may be considered cause for a determination of no merit.
- 5) Within fifteen (15) calendar days from receipt of a complete complaint, MMTransit will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within five (5) calendar days of this decision, the Transit Services Manager or the Transit Attorney will notify the Complainant and Respondent by registered mail.
 - a. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.
 - b. If the complaint is to be investigated, the notification shall state the grounds of MMTransit's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting in the investigation.
- 6) When MMTransit does not have sufficient jurisdiction, the Transit Services Manager or the Transit Attorney will refer the complaint to the appropriate State or Federal agency holding such jurisdiction.
- 7) If the complaint has investigative merit, a complete investigation will be conducted, and an investigative report will be submitted to the Transit Services Manager within sixty (60) calendar days from receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, and a finding with recommendations and conciliatory measures where appropriate. If the investigation is delayed for any reason, the investigator will notify the appropriate authorities, and an extension will be requested.
- 8) The Transit Services Manager or the Transit Attorney will issue letters of finding to the Complainant within ninety (90) calendar days from receipt of the complaint.
- 9) If dissatisfied, the Complainant has the right to also file a complaint with either of the following agencies:

Office of Civil Rights
 Federal Transit Administration
 12300 West Dakota Avenue, Suite 310
 Lakewood, CO 80228-2583
 Phone: (720) 963-3313

Departmental Office of Civil Rights
 U.S. Department of Transportation
 1200 New Jersey Ave., S.E.
 Washington D.C. 20590
 Phone: (202) 366-4648

Title VI Complaints and Lawsuits

Since the effective date of the previous Title VI Program three years ago, there were no complaints, investigations, or lawsuits alleging MMTransit had discriminated on the basis of race, color, or national origin. If any allegations of Title VI discrimination are received during the effective period of this program, records will be kept to include:

- Date the complaint, investigation, or lawsuit was filed
- Summary of the allegation(s)
- Status of the complaint, investigation, or lawsuit
- Responsive actions taken by MMTransit

Records of any complaint, investigation, or lawsuit alleging discrimination will be provided to FTA in the triennial report or upon request.

Public Participation Plan

Public involvement is fundamental in achieving equitable programs, services and activities. Public participation provides opportunity for all persons to participate in proposed transit and transportation decisions, regardless of race, color, or national origin, and including minorities, low-income persons, affected public agencies, employees, the general public, transportation providers, public transit users and other interested parties of the community. The complete Mountain Metropolitan Transit Public Participation is attached as [Appendix D](#).

Brochures that summarize proposed changes and announce public meetings designed to obtain public input are attached as [Appendix E](#).

Environmental Justice

Environmental justice is the public policy goal of promoting the fair treatment and meaningful involvement of all people in the decision-making for transportation service changes and projects. Satisfying this goal means ensuring that low-income and minority communities receive an equitable distribution of the benefits of transportation activities without suffering disproportionate adverse impacts.

The complete Mountain Metropolitan Environmental Justice Plan is attached as [Appendix F](#).

Limited English Proficiency Plan

Limited English proficient (LEP) individuals are those who do not speak English as their primary language and who have limited ability to read, write, speak, or understand English. In keeping with Title VI requirements, MMTransit provides language assistance to ensure that LEP users have meaningful access to its services.

The LEP Plan reflects the overall goal of improving and maintaining language access for MMTransit customers as transit riders and project recipients. The intent is to achieve a balance that ensures meaningful access to programs and services while avoiding undue burdens on MMTransit resources.

MMTransit has applied the Four-Factor Analysis as described in Section V of the *Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficiency Persons* and prepared a comprehensive LEP Plan, which is attached as **Appendix G.**

Racial Breakdown of Appointed Boards and Committees

MMTransit works with a number of local jurisdictions, boards, and committees to carry out its business and planning efforts. The Citizens' Transportation Advisory Board (CTAB), which functions principally as an advisory committee to the City of Colorado Springs Council, is comprised of appointed members.

Table 1 – Racial Breakdown of CTAB

Name	Race
Jim Egbert	Caucasian
Rick Hoover	Caucasian
Steve Murray	Caucasian
John Nuwer	Caucasian
Derek Phipps	Caucasian
Brian Risley	Caucasian
Gerrit Slatter	Caucasian
Parry Thomas	Caucasian
David Tusler	Caucasian
June Waller	African-American
Mary Washington	African-American

Subrecipient and Third-Party Contractor Compliance

MMTransit maintains subrecipient relationships with a number of private non-profit service providers. MMTransit requires subrecipients to submit a Title VI Program, their Title VI complaint process and the Title VI complaints they have received in the last three years. Federal, state and local Title VI requirements are included in every grant agreement.

MMTransit also maintains relationships with a number of third party contractors, and requires them to acknowledge they are aware of federal, state and local Title VI requirements and that every federally funded contract and subcontract includes clauses required by federal statute and executive orders and their implementing regulations.

The language used in all subrecipient agreements and third party contracts is provided in **Appendix H.**

Performance Standard Requirements

The FTA's Circular 4702.1B mandates that all operators of fixed-route transit service must incorporate quantifiable performance standards to effectively monitor the equitable distribution of transit resources and performance of the transit system. The following four elements are required by FTA for all operators of fixed-route transit service to meet Title VI requirements:

- **Vehicle load** is expressed as the ratio of passengers to the number of available seats. MMTransit monitors actual vehicle load triennially when conducting its On-Board Survey.
 - 40' vehicles: no more than 150% of the seating capacity during peak service hours, and 1.0 off-peak.
 - 35' vehicles: no more than 150% of the seating capacity during peak service hours, and 1.0 off-peak.
 - 30' vehicles: no more than 150% of the seating capacity during peak service hours, and 1.0 off-peak.

- **Vehicle headways** for fixed-route transit are defined as the amount of time between two vehicles traveling in the same direction on a given line or combination of lines. This is highly dependent upon levels of funding available and the following considerations:
 - Ridership
 - On-time Performance
 - Target Headways by Route Classification:
 - Primary – 15-30 minutes at peak, 30-60 minute off-peak
 - Secondary – 30-60 minutes at peak, 60 minutes off-peak
 - Suburban – 60 minutes
 - Express – 60 minutes

- **On-time performance** is the measure of runs completed as scheduled.
 - Arriving at a bus stop no more than one (1) minute prior to scheduled arrival and up to eight (8) minutes after scheduled departure is considered on-time
 - MMTransit seeks to achieve a standard of 90% of all fixed-route vehicles operating on-time

- **Service availability** is a measure of the distribution of routes within the service area. The considerations as to where service may be provided include:
 - Corridors with potential for significant ridership
 - Connecting residential areas to employment hubs
 - Providing access to human services or medical facilities

In addition to quantifiable performance standards FTA Circular 4702.B requires service providers to develop policies for each of the following performance indicators:

- **Distribution of amenities** (items of comfort, convenience, and safety)
 - MMTransit distributes its bus stop benches, shelters, and other amenities equitably throughout the service area.
 - Bus stops with more boardings per day and those that serve multiple route will be a higher priority for bench or shelter placement.

- Placement of amenities is subject to availability of resources, adequate right-of-way, and other site conditions.
- Passenger-requested amenities are considered and may be installed outside the above parameters.
- Bus stops in high-traffic areas that could potentially provide additional advertising revenue may be considered for a bench or shelter.
- **Vehicle assignment** refers to the manner in which vehicles are placed into service throughout the transit system.
 - Vehicles are assigned throughout the system in rotation with consideration of bus size, route productivity (ridership), and maintenance requirements.

Additional Measures

Providers may develop standards that exceed the requirements of Title VI, address other legislation such as the Americans with Disabilities Act (ADA), or provide data for improving internal controls. MMTransit has chosen to exceed the standards suggested by the FTA and has adopted the requirement to monitor fixed-route transit service in order to both consider other community impacts and to position MMTransit for future growth.

MMTransit is a medium-sized system serving an urbanized area of greater than 200,000 and less than one million persons. As such, the planning process and routine analysis includes some of the activities required for systems with 50 or more buses. They carry out some, but not all, of the elements required for larger bus systems and are including the following elements in the plan as optional items.

Demographics, Route Profiles, Maps and Charts

MMTransit collects and analyzes racial and ethnic data as described below in order to determine rider characteristics and travel patterns. This allows analysis of the extent to which members of minority groups are being served. MMTransit maintains and updates the following information as part of routine planning activities:

- Demographic data and maps
- Route service profiles
- On-board survey

It is noted that the average minority population in the Urbanized Area (UZA) is 21.3% and that thirteen routes have more than one-third of their service miles in areas with a minority population above the average for the UZA. Area demographics are attached in [Appendix I](#).

Table 2 – Colorado Springs UZA Minority Populations

Race	Colorado Springs Urbanized Area	
	Number	Percent
Total Population	559,409	100.00%
White alone	440,086	78.7%
Black or African American alone	36,877	6.6%
American Indian and Alaska Native alone	5,506	1.0%
Asian alone	16,088	2.9%
Native Hawaiian and Other Pacific Islander alone	2,041	0.4%
Some other race alone	29,253	5.2%
Two or more races:	29,558	5.3%
Total Minority Population	119,323	21.33%
*Hispanic / Latino Ethnicity	Colorado Springs Urbanized Area	
	Number	Percent
Total Population	559,409	100.00%
Hispanic/Latino	79,016	14.1%
Total Hispanic Population	79,106	14.1%

**The Hispanic/Latino population is included in each of the two sections above; “Hispanic/Latino” represents national origins and ethnicities and is not a racial designation. The ethnicity is listed separately above because these groups represent a significant factor in determining the characteristics of a population.*

An on-board survey is conducted every three years to provide MMTransit with information on rider demographic characteristics, travel patterns, and opinions. A transfer analysis is included as part of this survey.

A summary of the results from the 2013 On-Board Survey are attached in [Appendix J](#).

Appendices

Appendix A – Certifications and Assurances

MMTransit shall submit an annual Title VI Certification and Assurance to FTA. MMT shall also collect Title VI assurances from subrecipients prior to passing through FTA funds. Following is a copy of the signed Certification and Assurances of Compliance signature page for federal fiscal year 2014.

FTA FISCAL YEAR 2014 CERTIFICATIONS AND ASSURANCES

FEDERAL FISCAL YEAR 2014 FTA CERTIFICATIONS AND ASSURANCES SIGNATURE PAGE (Required of all Applicants for FTA funding and all FTA Grantees with an active Capital or Formula Project)

AFFIRMATION OF APPLICANT

Name of the Applicant: The City of Colorado Springs
Name and Relationship of the Authorized Representative: Steve Bach, Mayor

BY SIGNING BELOW, on behalf of the Applicant, I declare that it has duly authorized me to make these Certifications and Assurances and bind its compliance. Thus, it agrees to comply with all Federal statutes and regulations, and follow applicable Federal guidance, and comply with the Certifications and Assurances as indicated on the foregoing page applicable to each application its Authorized Representative makes to the Federal Transit Administration (FTA) in Federal Fiscal Year 2014, irrespective of whether the individual that acted on his or her Applicant's behalf continues to represent it.

FTA intends that the Certifications and Assurances the Applicant selects on the other side of this document should apply to each Project for which it seeks now, or may later seek FTA funding during Federal Fiscal Year 2014.

The Applicant affirms the truthfulness and accuracy of the Certifications and Assurances it has selected in the statements submitted with this document and any other submission made to FTA, and acknowledges that the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. 3801 *et seq.*, and implementing U.S. DOI regulations, "Program Fraud Civil Remedies," 49 CFR part 31, apply to any certification, assurance or submission made to FTA. The criminal provisions of 18 U.S.C. 1001 apply to any certification, assurance, or submission made in connection with a Federal public transportation program authorized by 49 U.S.C. chapter 53 or any other statute.

In signing this document, I declare under penalties of perjury that the foregoing Certifications and Assurances, and any other statements made by me on behalf of the Applicant are true and accurate.

Signature: [Signature] Date: 02/27/14
Name: Steve Bach
Authorized Representative of Applicant

AFFIRMATION OF APPLICANT'S ATTORNEY

For (Name of Applicant): The City of Colorado Springs

As the undersigned Attorney for the above named Applicant, I hereby affirm to the Applicant that it has authority under State, local, or tribal government law, as applicable, to make and comply with the Certifications and Assurances as indicated on the foregoing pages. I further affirm that, in my opinion, the Certifications and Assurances have been legally made and constitute legal and binding obligations on it.

I further affirm that, to the best of my knowledge, there is no legislation or litigation pending or imminent that might adversely affect the validity of these Certifications and Assurances, or of the performance of its FTA Project or Projects.

Signature: [Signature] Date: 2/11/14
Name: BRITT I. HALEY
Attorney for Applicant

Each Applicant for FTA funding and each FTA Grantee with an active Capital or Formula Project must provide an Affirmation of Applicant's Attorney pertaining to the Applicant's legal capacity. The Applicant may enter its signature in lieu of the Attorney's signature, provided the Applicant has on file this Affirmation, signed by the attorney and dated this Federal fiscal year.

Appendix B – Title VI Notice



MMT Title VI Policy (abridged)

"Mountain Metropolitan Transit is committed to ensuring that no person is excluded from participation in, or denied the benefits of, or be subject to discrimination in the receipt of its services on the basis of race, color, or national origin. If you believe you have been subjected to discrimination, you may file a written complaint no later than 180 calendar days after the date of the alleged discrimination with the Title VI Coordinator; Mountain Metropolitan Transit; 1015 Transit Drive; Colorado Springs, CO 80903."

Mountain Metropolitan Transit operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Mountain Metropolitan Transit.

More information on Mountain Metropolitan Transit's civil rights program and the procedures to file a complaint may be requested by calling (719) 385-7433, or by writing MMTransit's Title VI Coordinator at 1015 Transit Drive, Colorado Springs, Colorado 80903.

A complainant may file a complaint directly with the Federal Transit Administration by writing to:

Office of Civil Rights,
Attention: Title VI Program Coordinator
East Building, 5th Floor-TCR
1200 New Jersey Ave., SE
Washington, DC 20590.

[Spanish:] If information is needed in Spanish, contact (719) 385-7433, or write to:

Mountain Metropolitan Transit
Title VI Coordinator
1015 Transit Drive
Colorado Springs, Colorado 80903

Appendix C – Title VI Complaint Form

Mountain Metropolitan Transit Title VI Civil Rights Complaint Form



Instructions: To submit a Title VI complaint to Mountain Metropolitan Transit, please print and complete the following form, sign and return to: Mountain Metropolitan Transit, Attention: Title VI Coordinator, 1015 Transit Drive, Colorado Springs, CO 80903. For questions or a full copy of Mountain Metropolitan Transit's Title VI policy and complaint procedures, please submit a written request to the above address, visit www.mmtransit.com, call (719) 385-7433, or Email transitinfo@springsgov.com.

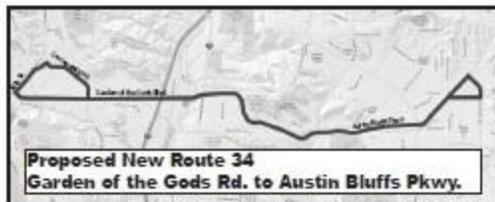
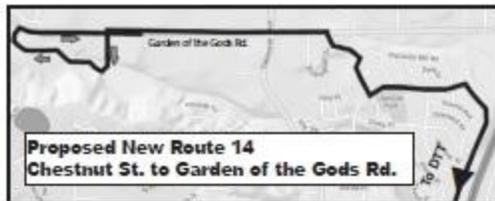
Section I:			
1. Name (Complainant):			
3. Home Address (Street No., City, State, Zip)			
3. Phone:	4. Email Address:		
5. Accessible format requirements? (please check preference)			
<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape	<input type="checkbox"/> TDD	
<input type="checkbox"/> Other (please indicate) _____			
Section II:			
6. Are you filing this complaint on your own behalf? <input type="checkbox"/> Yes <input type="checkbox"/> No (If you answered "yes" to this question, please go to Section III .)			
7. If you answered "no" to question 6, please describe your relationship to the person (Complainant) for whom you are filing and why you are filing for a third party:			
8. Have you obtained permission of the aggrieved party (Complainant) to file this complaint on his or her behalf? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Section III:			
9. Have you previously filed a Title VI complaint with Mountain Metropolitan Transit? <input type="checkbox"/> Yes <input type="checkbox"/> No			
10. Have you filed this complaint with any other federal, state, or local agencies or with any federal or state court? <input type="checkbox"/> Yes <input type="checkbox"/> No			
11. If "yes," please check all that apply:			
<input type="checkbox"/> Federal Agency <input type="checkbox"/> Federal Court <input type="checkbox"/> State Agency <input type="checkbox"/> State Court <input type="checkbox"/> Local Agency			
12. If filed at an agency and/or court, please provide information for your point of contact at the agency/court where the complaint was filed:			
<u>Agency/Court:</u>	<u>Contact Name:</u>	<u>Address:</u>	<u>Phone Number:</u>

Appendix D – Public Participation Plan

See attached document: 20140707-D Mountain Metro Public Participation Plan

Appendix E – Summary of Outreach Efforts

The following are examples of the pamphlets distributed to alert the public of planned changes and how to participate in the process.



Date and Maps: East, DeLorme, HERE, USGS, METRANSA, EPA, USGS



PUBLIC MEETING SCHEDULE

Three public meetings have been scheduled, see details below. These meetings are designed to inform the public of the proposed service changes for Spring 2014 and to obtain public input prior to a final decision.

Meeting Location - January 28

Colorado Springs City Hall
Academy Room
107 N. Nevada Ave.
Colorado Springs, CO 80903
12:00 p.m. - 1:00 p.m.

Meeting Location - January 28

Colorado Springs City Hall
Academy Room
107 N. Nevada Ave.
Colorado Springs, CO 80903
5:00 p.m. - 6:00 p.m.

Meeting Location - January 31

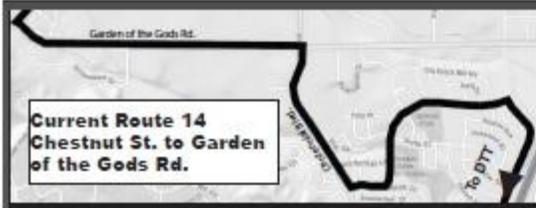
Discover Goodwill of Southern and Western Colorado
1460 Garden of the Gods Rd.
Colorado Springs, CO 80907
10:00 a.m. - 11:00 a.m.

Notes: Attendance at public meetings is not required to comment. You may also fax your comments to 719-385-5419 or email to transitinfo@springsgov.com. Comments will be accepted through January 31, 2014.

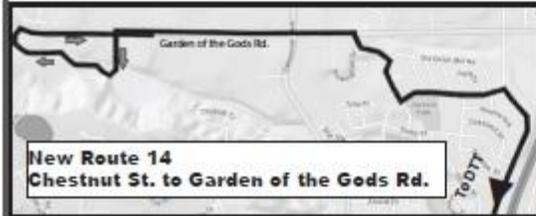
Please notify Mountain Metropolitan Transit at least 3 days in advance if you require communications assistance by calling 719-385-7433.



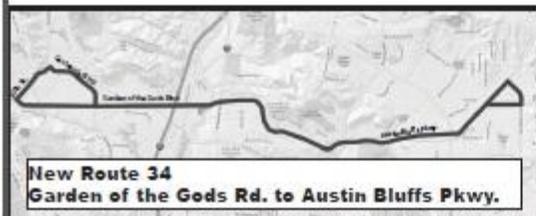
Mountain Metropolitan Transit
1015 Transit Drive
Colorado Springs, CO 80903
719-385-7433
mmtransit.com



Current Route 14
Chestnut St. to Garden of the Gods Rd.



New Route 14
Chestnut St. to Garden of the Gods Rd.



New Route 34
Garden of the Gods Rd. to Austin Bluffs Pkwy.

Data and Maps: Esri, DeLorme, HERE, USGS, METN/ASA, EPA, USDA



New Route 23
Tutt Blvd. via Powers Blvd.

Data and Maps: Esri, DeLorme, HERE, USGS, METN/ASA, EPA, USDA



Final Service Changes Spring 2014

Service Changes Effective March 30, 2014

NEW SERVICE

New Route 23 - Tuttt Blvd. via Powers Blvd.

New Route 23 - Tuttt Blvd. via Powers Blvd., will be added for service to the Powers corridor. Route 23 will be a local express route that will originate at the Citadel Mall Transfer Center with service to Barnes Rd. and Tuttt Blvd. This service will run every 60 minutes from 6:22 a.m. to 7:31 p.m. Please refer to map on back panel.

New Route 34 - Garden of the Gods Rd. to Austin Bluffs Pkwy.

Existing Route 14* will be divided into two routes: Route 14, which will originate at the Downtown Terminal and end at Citizens Service Center on Garden of the Gods Rd.; and Route 34, which will originate at Citizens Service Center and end at Austin Bluffs Pkwy./Oro Blanco Dr. Route 34 will run on weekdays and will include Saturday service from 6:14 a.m. to 10:08 a.m. and from 2:42 p.m. to 7:04 p.m., whereas Route 14 will run on weekdays only. Route 34 being split from Route 14 will help contribute to the punctuality of both routes. Please refer to map on back panel.

*Please refer to "Changes to Existing Routes" for more information about changes to Route 14.



Mountain Metropolitan Transit
1015 Transit Drive
Colorado Springs, CO 80903
719-385-7433
mmtransit.com

Appendix F – Environmental Justice Plan

See Attached Document: 20140707-F Mountain Metro Environmental Justice Plan

Appendix G – LEP Plan

See Attached Document: 20140707-G Mountain Metro LEP Plan

Appendix H – Subrecipient Agreement and Third Party Contract Language

Mountain Metropolitan Transit maintains that subrecipients comply with Title VI Civil Rights requirements per FTA Circular C 4702.1B (“Title VI Requirements and Guidelines for Federal Transit Administration Recipients”) Page III-10 Section 11 and Appendix L:

If an organization receives funds from another FTA recipient, that is, funds are “passed through” to the organization from an entity that received those funds from FTA; then the subrecipient must submit a Title VI Program to the City of Colorado Springs. (Agency Name) must submit the following on or before January 10, 2015:

- Title VI Program
- Title VI Complaint Process
- Title VI Complaints received in the last three years

Mountain Metropolitan Transit incorporates the following Federal clauses in all subrecipient agreements and third-party contracts:

1. CIVIL RIGHTS REQUIREMENTS:

29 U.S.C. § 623, 42 U.S.C. § 2000

42 U.S.C. § 6102, 42 U.S.C. § 12112

42 U.S.C. § 12132, 49 U.S.C. § 5332

29 CFR Part 1630, 41 CFR Parts 60 et seq.

- a. Nondiscrimination - In accordance with Title VI of the Civil Rights Act, as amended, 42 U.S.C. § 2000d, section 303 of the Age Discrimination Act of 1975, as amended, 42 U.S.C. § 6102, section 202 of the Americans with Disabilities Act of 1990, 42 U.S.C. § 12132, and Federal transit law at 49 U.S.C. § 5332, the Contractor agrees that it will not discriminate against any employee or applicant for employment because of race, color, creed, national origin, sex, age, or disability. In addition, the Contractor agrees to comply with applicable Federal implementing regulations and other implementing requirements FTA may issue.
- b. Equal Employment Opportunity - The following equal employment opportunity requirements apply to the underlying contract:
- c. Race, Color, Creed, National Origin, Sex - In accordance with Title VII of the Civil Rights Act, as amended, 42 U.S.C. § 2000e, and Federal transit laws at 49 U.S.C. § 5332, the Contractor agrees to comply with all applicable equal employment opportunity requirements of U.S. Department of Labor (U.S. DOL) regulations, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor," 41 C.F.R. Parts 60 et seq., (which implement Executive Order No. 11246, "Equal Employment Opportunity," as amended by Executive Order No. 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," 42 U.S.C. § 2000e note), and with any applicable Federal statutes, executive orders, regulations, and Federal policies that may in the future affect construction activities undertaken in the course of the Project. The Contractor agrees to take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, creed, national origin, sex, or age. Such action shall include, but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment or

recruitment advertising, layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

- d. Age - In accordance with section 4 of the Age Discrimination in Employment Act of 1967, as amended, 29 U.S.C. §§ 623 and Federal transit law at 49 U.S.C. § 5332, the Contractor agrees to refrain from discrimination against present and prospective employees for reason of age. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.*
- e. Disabilities - In accordance with section 102 of the Americans with Disabilities Act, as amended, 42 U.S.C. § 12112, the Contractor agrees that it will comply with the requirements of U.S. Equal Employment Opportunity Commission, "Regulations to Implement the Equal Employment Provisions of the Americans with Disabilities Act," 29 C.F.R. Part 1630, pertaining to employment of persons with disabilities. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.*

EQUAL OPPORTUNITY

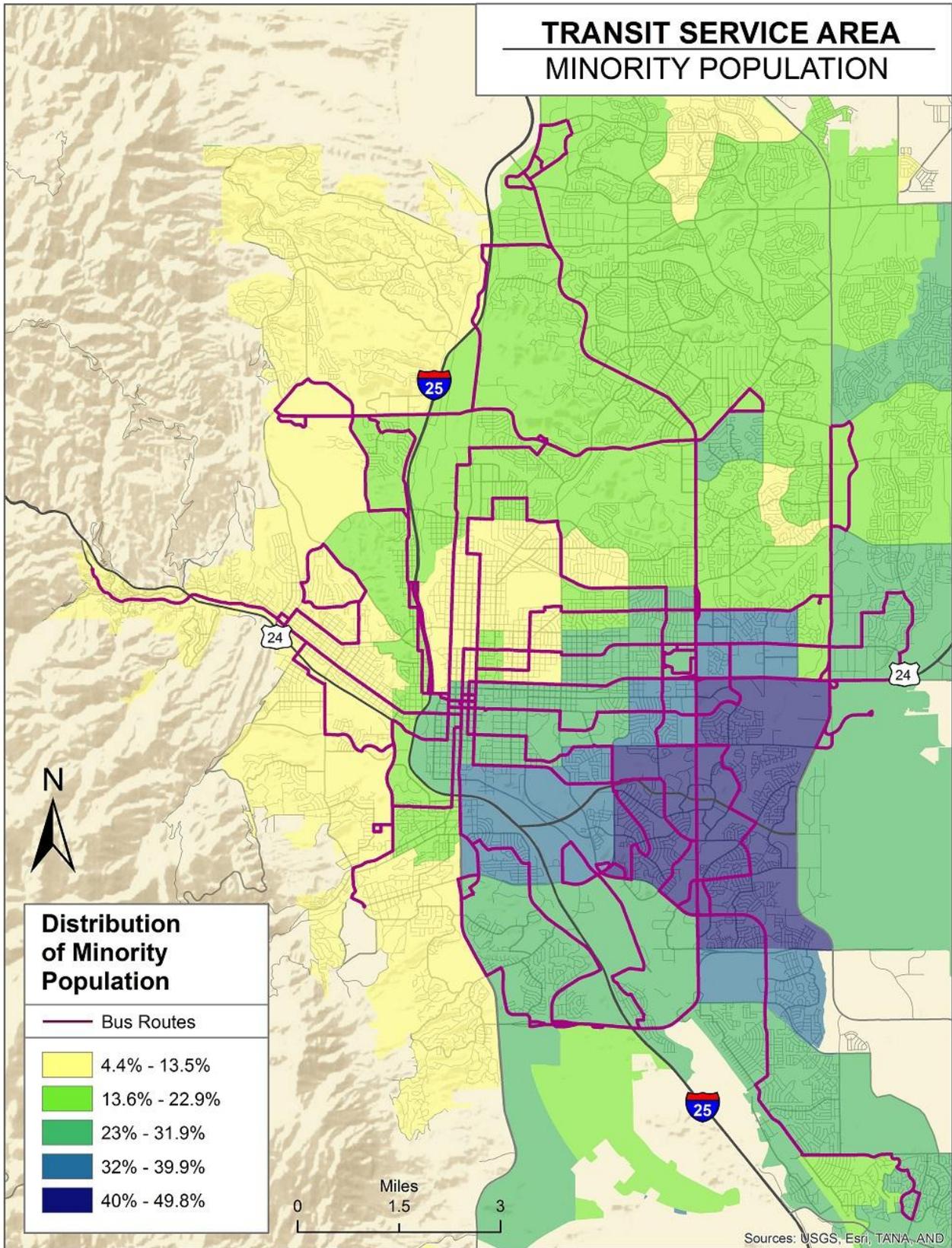
The City of Colorado Springs is committed to equal employment opportunity for all and maintains and implements equal opportunity and affirmative action where necessary in all of its daily operations. City policy is that no person shall be discriminated against because of race, color, national origin or ancestry, sex, age, religious convictions, veteran status, disability or political beliefs. Contractor shall comply with all federal and state nondiscrimination laws and have an equal employment opportunity policy. Contractor shall also comply with City Equal Employment Opportunity/Affirmative Action policies regarding nondiscrimination and harassment, which includes sexual harassment, in the conduct of its business while on City property and/or interacting with City employees. Contractor will cooperate with City in using Contractor's best efforts to ensure that Disadvantaged Business Enterprises are afforded the full opportunity to compete for subcontracts or work under this Agreement.

Appendix I – Area Demographics and Maps

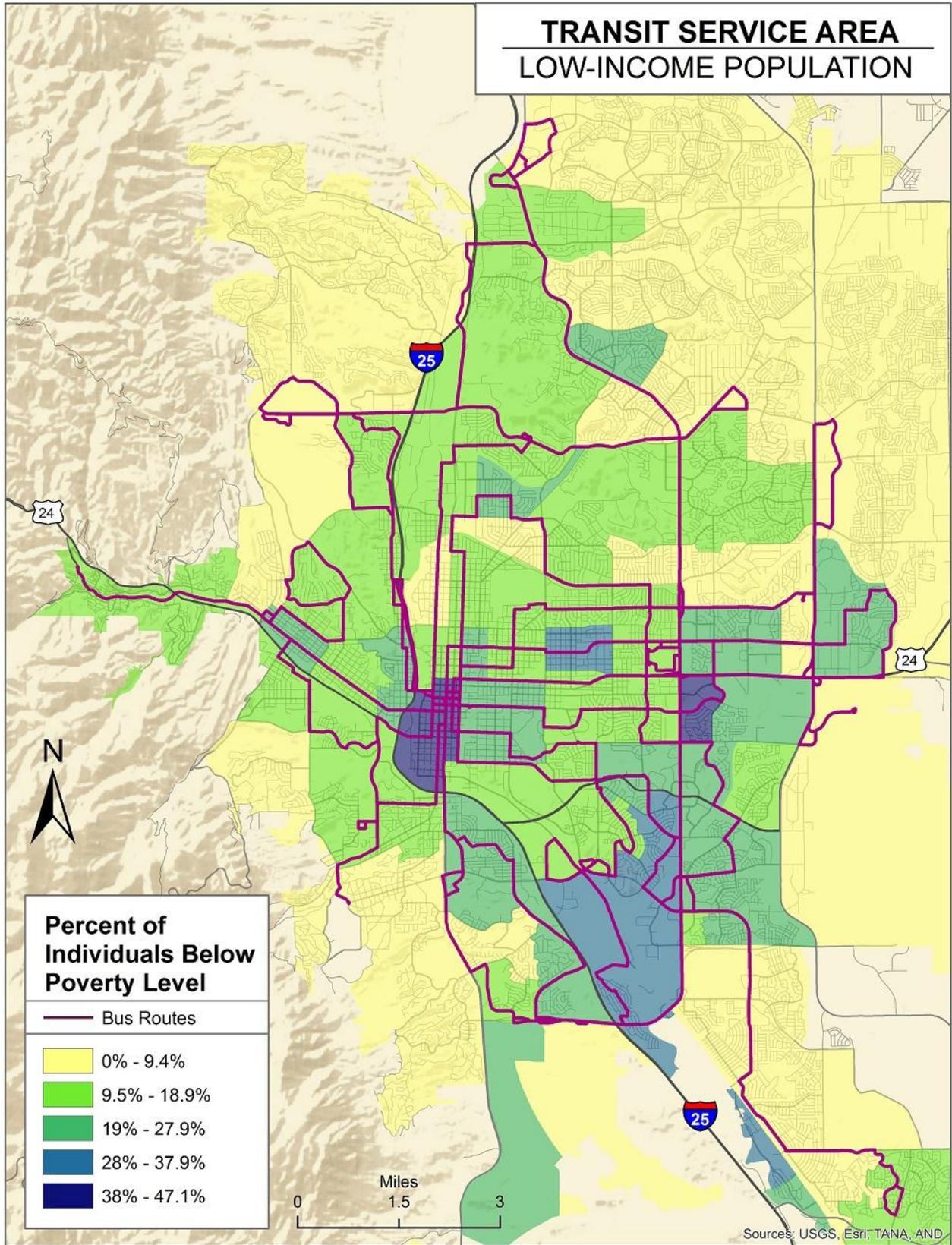
Included:

- *20140707-I Minority Pop Map*
- *20140707-I Poverty Pop Map*
- *20140707-I Zero-Vehicle Household Map*

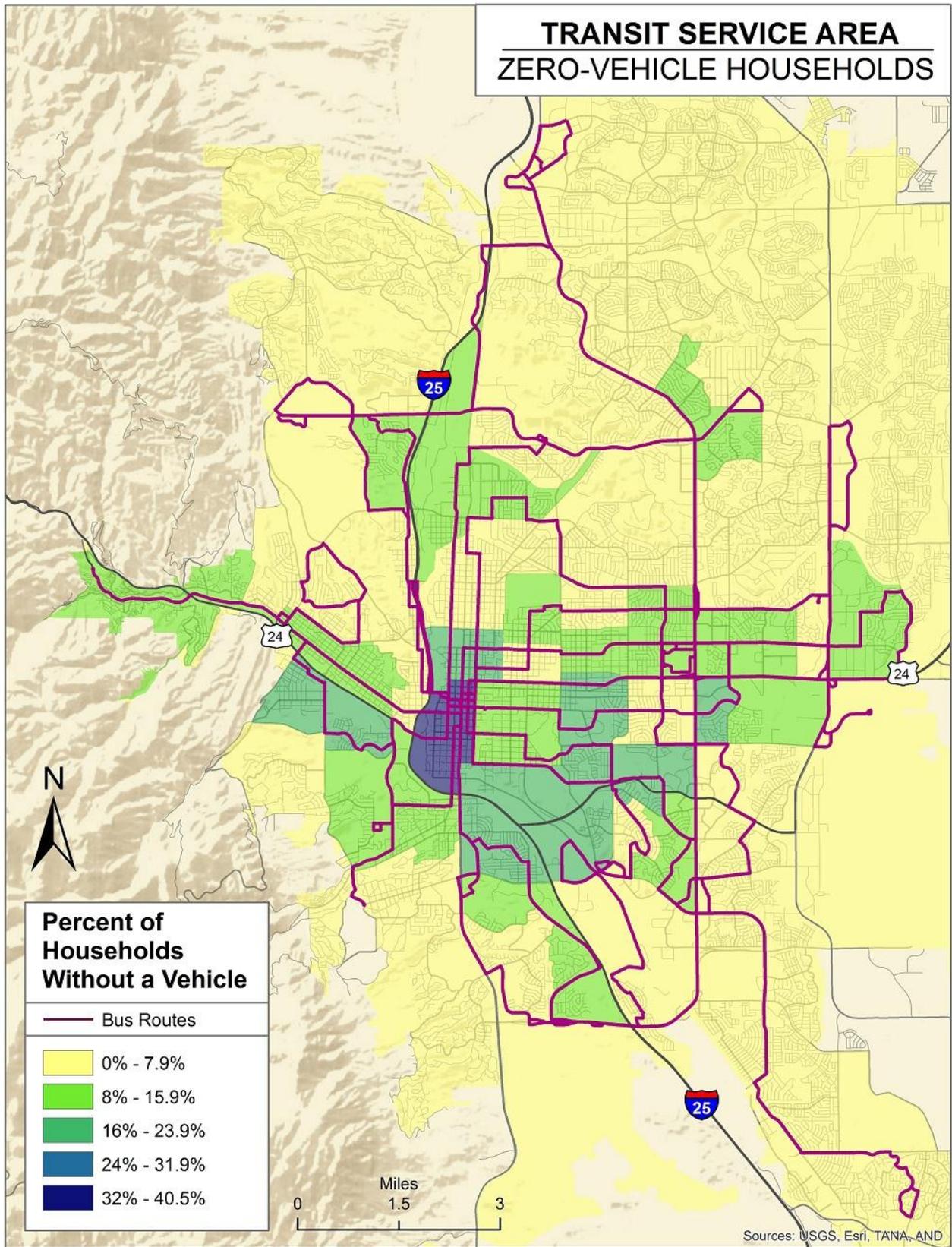
TRANSIT SERVICE AREA MINORITY POPULATION



TRANSIT SERVICE AREA LOW-INCOME POPULATION



TRANSIT SERVICE AREA ZERO-VEHICLE HOUSEHOLDS



Appendix J – On-Board Survey Summary

Introduction

MMTransit completed a comprehensive on-board survey and boarding and alighting counts in 2013. There have been several service changes since the last on-board survey in 2010.

- On March 12, 2011, limited Saturday service was restored on Routes #1, # 3, #5, #7, #9, #11, #12, #14, and #25.
- On April 2, 2012, Route #31 was eliminated as the City of Fountain opted to not continue its intergovernmental agreement with MMTransit. Other Route changes included Route #22, now called Southborough, new Route #32 Security-Widefield (similar to the old Route #22 except it does not continue into the City of Fountain), and the direction of Route #14 was changed.
- On April 1, 2013 limited evening service was restored on Routes #1, #3, #5, #7, #9, #11, and #25.

Since there were many service changes and evening and Saturday service has gradually been restored over several years, the primary focus of this project was to collect and evaluate new survey data from Mountain Metro riders and understand the new travel patterns on a typical weekday and a typical Saturday.

2013 On-Board Survey Results

The on-board passenger survey for MMTransit was conducted on May 4, 7, 8, and 11, 2013. The data was compared to the on-board survey conducted in June 2010. Comparisons between the two on-board surveys were made wherever possible to identify trends or changes in demographics, perceptions, and travel patterns.

In the 2013 survey, total average daily ridership on weekdays was 9,779 and on Saturdays it was 3,788. There were approximately 1,393 usable responses of approximately 4,584 boardings with a survey response rate of approximately 30 percent. The rate is calculated based upon the number of patrons boarding the bus compared with those who filled out a questionnaire. There were 1,264 unduplicated individual responses. This sample provides an error range of ± 2.55 percent at the 95 percent confidence level.

The primary language of passengers was English, reported by 95 percent of respondents. Spanish was indicated by two percent of respondents and the remaining three percent of respondents indicated “other” as their primary language.

The average age of respondents in May 2013 was 37 years, ranging from 10 to 88 years. Age 24 was the most frequent age of the respondents. Approximately nine percent of the passengers were seniors (60+ years) and another 12 percent were youth (18 years and younger). The largest age group was between 25 and 34 (21 percent).

In 2013, 45 percent of the patrons reported having incomes of less than \$14,999 annually, which is slightly lower compared to 51 percent of the patrons reporting in the same category in 2010. In 2013, 74 percent of patrons indicated that their annual income was less than \$30,000 and only 11 percent indicated a household income of more than \$50,000. In 2010, 79 percent of patrons indicated that their annual income was less than \$30,000 and nine percent indicated a household income of more than \$50,000. Based on the variation in the annual household income of riders observed in the under-\$30,000 range, it appears that in 2013 there is a decrease in low-income riders and the number of more affluent riders remaining about the same compared to 2010.

Vehicle ownership for households and the ability to drive play key roles in the demand for public transportation. Lack of a private vehicle or the inability to drive influences people to use public transportation. This comparison provides an indication of the number of *choice riders* compared to those who are transit dependent. In the 2013 survey, 90 percent of all respondents reported that they did not have a vehicle available for their trip instead of taking the bus. 54 percent of all respondents were not licensed drivers and were not able to drive. The low percentage of vehicle ownership and licensed drivers indicates that Mountain Metropolitan Transit continues to serve primarily transit-dependent individuals.

Passengers were asked the one purpose for which they most often rode the bus. The primary trip purpose (42 percent) was to go to and from work. The second most common purpose (29 percent) was for personal business and errands. The third most common trip purpose reported was for school or college (17 percent). Not surprisingly, shopping and recreational trips ranked low by respondents. In June 2010, passengers were asked the same question and reported that they most often used the bus to go to and from work (46 percent), followed by personal business errands (26 percent), and school trips (13 percent). The lower percentage of patrons using transit for work in 2013 indicates that fewer people are relying on transit for important trip purposes such as going to and from work.

In the 2013 survey, riders were asked to prioritize expanded services that MMTransit could add. Passengers were asked to rank the following four services from one to four with one being most important and four being least important:

- 1) Add Sunday service
- 2) Increased frequency on major routes
- 3) More Saturday routes
- 4) Expand to other areas

Adding Sunday service received the top priority, followed by more frequency on routes. More Saturday service on routes was ranked as the third priority, and expanding service area was the least important priority for riders. It is important to note these questions are being asked of people who have origins and destinations within the service area and therefore are less likely to prioritize expansion than those who do not have access to the system.

The MMTransit on-board survey provides information about passenger demographics, trip characteristics, and perception of the quality of service; this information is detailed in a stand-alone report that is available upon request from MMTransit.

Appendix K - Internal Process and Flow Chart



CITY OF COLORADO SPRINGS

PUBLIC WORKS
Transit Services Division

MEMO

Date: July 10, 2014

To: All Staff

From: Craig Blewitt, Transit Services Manager 

Re: Process for Complaints Alleging Title VI Discrimination

The process outlined below is designed to ensure any complaint that may be received alleging discrimination based on race, color, or national origin is handled in a consistent manner. Please familiarize yourself with this procedure.

Please contact me if you have any questions regarding this procedure.

Title VI Complaint Process

