***Note: The following is a suggested Title VI plan template for subrecipients (including agencies and/or municipalities) who receive FTA funds through CDOT. Please delete italicized language in red before submitting to CDOT.***

**[agency/municipality name]**

**Title VI Plan**

**[insert logo here]**

**Adopted [date]**

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*The Federal Transit Administration (FTA) requires all subrecipients of FTA financial assistance to develop a Title VI plan and ensure nondiscrimination on the basis of race, color, and national origin. As the primary recipient of FTA funding, FTA requires the Colorado Department of Transportation (CDOT) to monitor subrecipients for compliance with Title VI, including collecting and reviewing subrecipient Title VI plans.*

*The following template is designed to aid subrecipients in developing a Title VI plan, and follows the FTA requirements found in FTA Circular 4702.1B (*[*https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FTA\_Title\_VI\_FINAL.pdf*](https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FTA_Title_VI_FINAL.pdf)*). The bullets listed are meant to help you think through the Circular’s requirements. Please carefully complete each section, including reviewing attached appendices. After addressing the checklist items, you may delete the red italicized language and questions before submitting to CDOT.*

*This template is broken up into three parts. Part one applies to all subrecipients that receive FTA funding. Part two only applies to those subrecipients that are fixed route transit providers. Fixed route transit providers must complete part one and part two. Part three only applies to those subrecipients that are Metropolitan Planning Organizations (MPO). MPOs must complete part one and part three.*

*If you have any questions, contact Chris Robbie at* [*christopher.robbie@state.co.us*](mailto:christopher.robbie@state.co.us) *or 303-757-9492. For more information on Title VI compliance, please review FTA Circular 4702.1B, as well as the legal authorities cited therein.*

**PART I.**

**General Title VI Requirements for all FTA Subrecipients**

**BACKGROUND**

*Please provide a brief description of your agency and program activities.*

* *Where are you located?*
* *What is the size of your agency and how many people do you serve?*
* *What type of transit service(s) do you provide?*

**NOTICE TO THE PUBLIC**

*FTA requires subrecipients to develop a Title VI Notice that notifies the public of its rights under Title VI, including nondiscrimination on the basis of race, color, and national origin in the subrecipient’s programs and activities. The Title VI Notice can be a posted sign or brochure, or it can be a statement contained within another document.*

* *Subrecipients must provide a copy of the Title VI Notice in the Title VI Plan. Subrecipients are strongly encouraged to use the FTA Notice template found in Appendix A.*

*At a minimum, the Notice must include the following:*

* *A statement that the subrecipient operates programs without regard to race, color, and national origin.*
* *A description of the procedures that members of the public should follow in order to request*

*additional information on the subrecipient’s Title VI obligations.*

* *A description of the procedures that members of the public should follow in order to file a*

*Title VI discrimination complaint against the subrecipient.*

* *Please include the subrecipient’s specific contact information (email, phone, mailing address) AND the FTA’s contact information (please see Appendix A).*
* *A statement that the subrecipient’s Title VI obligations and complaint procedures will be translated into other languages as needed, including contact information for the translation service. (This statement must also be translated into any language that meets the Limited English Proficient (LEP) Safe Harbor threshold (e.g., LEP language groups that constitute five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served by the subrecipient). Alternatively, subrecipients should consider translating the entire Notice into any language that meets the LEP Safe Harbor threshold.)*
* *Please describe in the Title VI plan where the Title VI Notice is posted. (At a minimum, a subrecipient must post the Title VI Notice on its website, the reception area and public meeting spaces of its offices, as well as all vehicles used for public transit. FTA recommends that subrecipients also place the Notice in other locations, such as on bus shelters, on schedules or other printed materials, and at stations.)*

**COMPLAINT PROCEDURES AND FORM**

*FTA requires subrecipients to have Title VI Complaint Procedures that members of the public can follow in order to file a Title VI complaint. Subrecipients should also have a Title VI Complaint Form available.*

* *Subrecipients must provide a copy of the Title VI Complaint Procedures and Complaint Form in the Title VI plan. Subrecipients are strongly encouraged to use the FTA Complaint Procedure and Complaint Form examples found in Appendix B and Appendix C.*

*At a minimum, the Complaint Procedures must include the following:*

* + *Members of the public must have 180 days after the alleged discrimination to file a Title VI complaint.*
  + *Information on how to file a complaint directly with the FTA, including the FTA’s contact information (please see Appendix B).*
  + *A process on how the subrecipient will investigate a Title VI complaint, including a determinate amount of days on when the investigation will be complete (for example, 60 days).*
  + *A description of how Title VI complaints will be resolved by the subrecipient (for example, a closure letter with findings and actions to be taken).*
  + *A statement that the subrecipient’s Title VI Complaint Procedures will be translated into other languages as needed, including contact information for the translation service. (This statement must also be translated into any language that meets the Limited English Proficient (LEP) Safe Harbor threshold (e.g., LEP language groups that constitute five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served by the subrecipient). Alternatively, subrecipients should consider translating the entire Complaint Procedure into any language that meets the LEP Safe Harbor threshold.)*

*At a minimum, the Complaint Form must include the following:*

* *The Form should specify the three protected Title VI classes – race, color, and national origin.*
* *Specific contact information on where to submit the form with the subrecipient.*
* *The entire Complaint Form must also be translated into any language that meets the Limited English Proficient (LEP) Safe Harbor threshold (e.g., LEP language groups that constitute five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served by the subrecipient)).*
* *Please describe in the Title VI plan where the Title VI Complaint Procedures and Complaint Form are located. (At a minimum, the Complaint Procedures and Form should be available on the subrecipient’s website.)*

**TITLE VI COMPLAINTS, INVESTIGATIONS AND LAWSUITS**

*FTA requires that Title VI plans include a list of transit-related Title VI complaints, investigations, and lawsuits. CDOT must be informed whenever there is a Title VI complaint, investigation, or lawsuit filed with a subrecipient (please note that Equal Employment Opportunity (EEO) and Americans with Disabilities Act (ADA) complaints are not Title VI complaints, and do not need to be included in the Title VI plan). If a subrecipient agency is a part of a city, county, or human service agency, only list Title VI complaints, investigations, or lawsuits related to transit service. For an example format, please refer to Appendix D.*

* *Please provide information related to any Title VI complaints, investigations or lawsuits, including a summary of any allegations, dates, status, and actions taken. Subrecipients are encouraged to utilize the FTA example found in Appendix D. If there have not been any Title VI complaints, investigations or lawsuits, please state none. If the subrecipient is concerned about confidential information, please contact the Civil Rights Office at CDOT for an alternative format to provide this information.*

**PUBLIC PARTICIPATION PLAN**

*FTA requires that Title VI plans have a public participation plan, which includes outreach efforts to engage minority and Limited English Proficient (LEP) populations. The public participation plan may include other constituencies that are traditionally underserved, such as people with disabilities, low-income populations, and others. Public participation methods include open Board/council meetings, council meetings of cities and counties that provide local funding, transit/client advisory committees, public involvement efforts for Transit Development Plans (TDPs) or other planning processes, passenger surveys, marketing efforts, such as booths at fairs, and presentations to service and other organizations. Additional effective practices include holding public meetings at times and locations that are convenient and accessible for minority and LEP communities, employing different meeting sizes and formats, coordinating with community and faith-based organizations to implement public engagement strategies that reach out to specific minority and LEP communities, considering radio, television, or newspaper ads on stations or publications that serve LEP populations, and providing public participation opportunities through personal interviews or audio and video recording devices to capture oral comments.*

* *Please provide a public participation plan, including specific outreach methods that the subrecipient utilizes to engage minority and LEP populations, as well as a summary of outreach efforts made by the subrecipient since the last Title VI plan submission (if applicable).*

**LANGUAGE ASSISTANCE PLAN**

*FTA requires that Title VI plans include a language assistance plan for providing meaningful access and language assistance to LEP persons. An LEP person is someone “who speaks English less than very well,” as per US Census Bureau designation. The language assistance plan should discuss the FTA’s four factors and analyze what language assistance services are needed. For more information on the language assistance plan requirement, please refer to the USDOT’s LEP Guidance at* [*https://www.transportation.gov/civil-rights/civil-rights-awareness-enforcement/dots-lep-guidance*](https://www.transportation.gov/civil-rights/civil-rights-awareness-enforcement/dots-lep-guidance)*.*

* *Please provide a language assistance plan. At a minimum, the language assistance plan must include the following:*
  + *A discussion of the FTA’s four factors:*
    - *the number or proportion of LEP persons eligible to be served or likely to be encountered by the program or subrecipient;*
    - *the frequency with which LEP individuals come into contact with the program;*
    - *the nature and importance of the subrecipient’s programming, activities, or service(s) to people’s lives;*
    - *the resources available to the subrecipient for LEP outreach, as well as the costs associated with that outreach.*
* *An analysis of what specific language assistance services are needed to address LEP persons that the subrecipient serves and a plan to do so (for example, written translation of documents, oral translation services, etc.).*
* *A description of how notice is provided to LEP persons about the availability of language assistance.*
* *A description of how the subrecipient monitors, evaluates and updates the language assistance plan.*
* *A description of how the subrecipient trains employees to provide timely and reasonable language assistance.*

*Subrecipients should strongly consider written translation of vital documents, including Title VI Notices, Complaint Procedures, and Complaint Forms, for LEP language groups that constitute 5% or 1,000 persons (whichever is less) of the total population of persons eligible to be served or likely to be encountered by the subrecipient’s programs or activities (e.g., the Safe Harbor threshold).*

**PLANNING AND ADVISORY BOARDS**

*FTA requires that Title VI plans present the racial make-up of all transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the subrecipient, AND a description of the efforts to encourage the participation of minorities on such committees.*

* *Please provide a list or table of any transit-related, non-elected planning boards, advisory councils or committees, and the racial make-up of those members (subrecipients need not include actual names of members). If the subrecipient does not have any such committees, please say so or state none.*
* *Please also include a description of the process that the subrecipient uses to encourage the participation of minorities on such committees.*

**FACILITY LOCATION EQUITY ANALYSIS**

*As part of Title VI, FTA requires subrecipients to conduct an equity analysis when planning to construct, expand, or purchase a facility. A facility includes storage facilities, maintenance facilities, and operations centers, but it does not include bus shelters, transit stations, or power substations. The equity analysis requirement applies even to facilities that do not receive direct federal funding (as long as the subrecipient receives federal financial assistance, Title VI requirements apply to all programs and activities of that subrecipient). The equity analysis must occur during the planning phase, and must include the following (if the subrecipient has not planned to construct, expand, or purchase a facility in the last three years, please say so or state none):*

* *A description of the outreach to persons potentially impacted.*
* *A comparison of equity impacts of various siting alternatives.*
* *An analysis about whether a disparate impact occurs on the basis of race, color or national origin (including potential cumulative adverse impacts from other facilities with similar impacts in the area) because of the location and construction of a facility. (If there is a disparate impact, the construction of the facility may only occur if there is a substantial legitimate justification, there are no alternative locations that would have a less disparate impact, and it is not a pretext for discrimination).*

**COPY OF GOVERNING ENTITY APPROVAL**

*FTA requires a subrecipient’s appropriate governing entity or official responsible for policy decisions to review and approve the subrecipient’s Title VI plan.*

* *Please include a copy of the board meeting minutes, resolution, or other appropriate documentation evidencing approval of the Title VI plan by the subrecipient’s appropriate governing entity.*

**PART II.**

**REQUIREMENTS FOR FIXED ROUTE TRANSIT PROVIDERS ONLY**

*The following questions in part two only apply to operators of fixed route transit service. (The following information does not include requirements for Urbanized Areas (UZA) of 200,000 or more in population and who operate 50 or more fixed route vehicles in peak service. If a subrecipient has a UZA of 200,000 or more people and operates 50 or more fixed route vehicles in peak service, then additional requirements apply. Please contact CDOT for more information or refer to Chapter IV of FTA Circular 4702.1B). Subrecipients that only provide demand response service can stop here. Please note that all 5310-provided services and route deviation services are considered demand response service for the purposes of Title VI.*

**FIXED ROUTE SYSTEMWIDE SERVICE STANDARDS**

*FTA requires operators of fixed route transit services to set systemwide service standards for each fixed route mode of service provided and include the service standards in the Title VI plan. The service standards must address the following (please refer to Appendix E for further FTA guidance and examples of service standards):*

* *Vehicle loads for each mode.*
* *Vehicle headway for each mode.*
* *On time performance for each mode.*
* *Service availability for each mode.*

**FIXED ROUTE SYSTEMWIDE SERVICE POLICIES**

*FTA requires operators of fixed route transit services to set systemwide service policies for each fixed route mode of service provided and include the service policies in the Title VI plan. The service policies must address the following (please refer to Appendix F for further FTA guidance and examples of service policies):*

* *Transit amenities for each mode.*
* *Vehicle assignment for each mode.*

**PART III.**

**REQUIREMENTS FOR METROPOLITAN PLANNING ORGANIZATIONS (MPOs) ONLY**

*Metropolitan Planning Organizations (MPOs) have additional reporting requirements to be included in its Title VI plan. Below are requirements specific to MPOs. If the MPO is a provider of fixed route public transportation it must also complete the requirements in part two of this template. For more information, please refer to Chapter VI of FTA Circular 4702.1B.*

* *Demographic profile of the metropolitan area, including identification of the locations of minority populations in the aggregate.*
* *A description of the procedures by which the mobility needs of minority populations are identified and considered within the planning process.*
* *Demographic maps that show the impacts of the distribution of State and Federal funds in the aggregate for public transportation projects.*
* *Analysis of the MPO’s transportation system investments that identifies and addresses any disparate impacts on the basis of race, color, or national origin; if there are any disparate impacts, then there must be a substantial legitimate justification for the policy and no alternatives that could have been employed that would have a less discriminatory impact.*
* *Description of the procedures the agency uses to ensure nondiscriminatory pass-through of FTA financial assistance.*
* *Description of the procedures the agency uses to provide assistance to potential subrecipients in a nondiscriminatory manner.*

**APPENDICES**

Appendix A: FTA Title VI Notice Example

Appendix B: FTA Title VI Complaint Procedure Example

Appendix C: FTA Title VI Complaint Form Example

Appendix D: FTA Title VI Investigations/Complaints Chart Example

Appendix E: Sample Service Standards for Fixed Route Transit Providers

Appendix F: Sample Service Policies for Fixed Route Transit Providers

**APPENDIX A**

**FTA Title VI Notice Example** **(**[**https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FTA\_Title\_VI\_FINAL.pdf**](https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FTA_Title_VI_FINAL.pdf)**)**



**APPENDIX B**

**FTA Title VI Complaint Procedure Example (**[**https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FTA\_Title\_VI\_FINAL.pdf**](https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FTA_Title_VI_FINAL.pdf)**)**

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the City of USA Transit Authority (hereinafter referred to as “the Authority”) may file a Title VI complaint by completing and submitting the agency’s Title VI Complaint Form. The City of USA Transit Authority investigates complaints received no more than 180 days after the alleged incident. The Authority will process complaints that are complete.

Once the complaint is received, the Authority will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The Authority has XX days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has XX business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within XX business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has XX days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

**APPENDIX C**

**FTA Title VI Complaint Form Example (**[**https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FTA\_Title\_VI\_FINAL.pdf**](https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FTA_Title_VI_FINAL.pdf)**)**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Section I:** | | | | | | | | | | | |
| **Name:** | | | | | | | | | | | |
| **Address:** | | | | | | | | | | | |
| **Telephone (Home):** | | | | **Telephone (Work):** | | | | | | | |
| Electronic Mail Address: | | | | | | | | | | | |
| Accessible Format Requirements? | Large Print | |  | | | **Audio Tape** | | | | |  |
| TDD | |  | | | **Other** | | | | |  |
| **Section II:** | | | | | | | | | | | |
| Are you filing this complaint on your own behalf? | | | | | | | Yes\* | | No | | |
| \*If you answered "yes" to this question, go to Section III. | | | | | | | | | | | |
| If not, please supply the name and relationship of the person for whom you are complaining: | | | | | | |  | | | | |
| Please explain why you have filed for a third party: | | | | |  | | | | | | |
|  | |  |  | | |  | | | |  | |
| Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. | | | | | | | Yes | | | No | |
| **Section III:** | | | | | | | | | | | |
| I believe the discrimination I experienced was based on (check all that apply):  [ ] Race [ ] Color [ ] National Origin  Date of Alleged Discrimination (Month, Day, Year): \_\_\_\_\_\_\_\_\_\_  Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | | | | | | | |
| **Section IV** | | | | | | | | | | | |
| Have you previously filed a Title VI complaint with this agency? | | | | | | | Yes | No | | | |
| **Section V** | | | | | | | | | | | |
| 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 | | | | | | | | | | | |
| Please provide information about a contact person at the agency/court where the complaint was filed. | | | | | | | | | | | |
| **Name:** | | | | | | | | | | | |
| **Title:** | | | | | | | | | | | |
| **Agency:** | | | | | | | | | | | |
| **Address:** | | | | | | | | | | | |
| **Telephone:** | | | | | | | | | | | |
| **Section VI** | | | | | | | | | | | |
| Name of agency complaint is against: | | | | | | | | | | | |
| Contact person: | | | | | | | | | | | |
| Title: | | | | | | | | | | | |
| Telephone number: | | | | | | | | | | | |

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

Signature and date required below

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature Date

Please submit this form in person at the address below, or mail this form to:

City of USA Title VI Coordinator

1234 Center Street

City of USA, State 1111

**APPENDIX D**

**FTA Title VI Investigations/Complaints Chart Example (**[**https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FTA\_Title\_VI\_FINAL.pdf**](https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FTA_Title_VI_FINAL.pdf)**)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Type** | **Date (day(s), month(s), year(s))** | **Summary (basis – race, color, or national origin)** | **Status** | **Action(s) taken** |
| **Complaints and Investigations**  **against the subrecipient or its employees** |  |  |  |  |
| **Lawsuits** |  |  |  |  |

**APPENDIX E**

**SERVICE STANDARDS (REQUIREMENT FOR ALL FIXED ROUTE TRANSIT PROVIDERS) (**[**https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FTA\_Title\_VI\_FINAL.pdf**](https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FTA_Title_VI_FINAL.pdf)**)**

**Background**

FTA requires all fixed route transit providers of public transportation to develop *quantitative* standards for the following indicators. Individual public transportation providers will set these standards; therefore, these standards will apply to each individual agency rather than across the entire transit industry.

* *Vehicle load for each mode*: Generally expressed as the ratio of passengers to the number of seats on a vehicle, relative to the vehicle’s maximum load point. For example, on a 40-seat bus, a vehicle load of 1.3 means all seats are filled and there are approximately 12 standees. Transit providers can specify vehicle loads for peak vs. off-peak times, and for different modes of transit.
* *Vehicle headways for each mode*: The amount of time between two vehicles traveling in the same direction on a given line or combination of lines.
* *On-time performance for each mode:* A measure of runs completed as scheduled.
* *Service availability for each mode*: A general measure of the distribution of routes within an agency’s service area.

*The samples below are provided for the purposes of guidance only.*

**SAMPLE Standards**

***SAMPLE Vehicle Load Standards***

1. ***Expressed in writing***

The average of all loads during the peak operating period should not exceed vehicles’ achievable capacities, which are 30 passengers for a 15’ mini-bus, 51 passengers for low-floor 40-foot buses, 60 passengers for standard 40-foot buses, and 133 passengers on a light rail car**.**

1. ***Expressed in tabular format***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Vehicle Type** | **Average Passenger Capacities** | | | |
| Seated | Standing | Total | Maximum Load Factor |
| 15′ Mini-Bus | 28 | 2 | 30 | 1.1 |
| 40′ Low Floor Bus | 39 | 12 | 51 | 1.3 |
| 40′ Standard Bus | 43 | 17 | 60 | 1.4 |
| Light Rail Vehicle | 64 | 69 | 133 | 2.1 |

***SAMPLE Vehicle Headway Standards***

1. ***Expressed in writing***

Service operates on regional trunk lines every 15 minutes or better from early morning to late in the evening, seven days a week. On weekdays, 15 minute or better service should begin no later than 6:00 a.m. and continue until 10:30 p.m. On weekends, 15 minute or better service should begin by 8:00 a.m. and continue until 10:30 p.m.

Scheduling involves the consideration of a number of factors including: ridership productivity, transit/pedestrian friendly streets, density of transit-dependent population and activities, relationship to the *Regional Transportation Plan*, relationship to major transportation developments, land use connectivity, and transportation demand management.

1. ***Expressed in tabular format***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **POLICY HEADWAYS AND PERIODS OF OPERATION** | | | | |
|  |  |  |  |  |
| WEEKDAY | Peak | Base | Evening | Night |
| Regional Trunk | 10 | 15 | 15 | 30 |
| Urban Radial | 15 | 15 | 30 | 60 |
| Cross-Town | 15 | 15 | 30 | -- |
| Secondary Radial | 30 | 30 | 60 | -- |
| Feeder | 30 | 30 | 60 | -- |
| Peak Express | 30 | -- | -- | -- |
| Employer Feeder | 60 | -- | -- | -- |
|  |  |  |  |  |
| *\* Peak: 7-9 am and 4-6 pm; Base 9am - 4pm; Evening: 6-9:30 pm; Night: 9:30pm-Midnight;*  *“--“ means no service is provided during that time period.* | | | |  |

|  |  |  |  |
| --- | --- | --- | --- |
| SATURDAY | Day | Evening | Night |
| Regional Trunk | 15 | 30 | 30 |
| Urban Radial | 30 | 60 | -- |
| Cross-Town | 15 | 30 | -- |
| Secondary Radial | 60 | 60 | -- |
| Feeder | 60 | 60 | -- |
| Peak Express | -- | -- | -- |
| Employer Feeder | -- | -- | -- |
|  |  |  |  |
| *\* Day 7am - 6pm; Evening: 6-9:30 pm; Night: 9:30pm – Midnight;*  *“--“ means no service is provided during that time period.* | | |  |
|  | | |  |
| SUNDAY | Day | Evening | Night |
| Regional Trunk | 30 | 60 | -- |
| Urban Radial | 30 | 60 | -- |
| Cross-Town | 30 | -- | -- |
| Secondary Radial | -- | -- | -- |
| Feeder | -- | -- | -- |
| Peak Express | -- | -- | -- |
| Employer Feeder | -- | -- | -- |
|  |  |  |  |
| *\* Day 7am - 6pm; Evening: 6-9:30 pm; Night: 9:30pm-Midnight;*  *“--“ means no service is provided during that time period.* | | |  |

***SAMPLE On-Time Performance Standards***

***Expressed in writing***

* Sample 1:
  + Ninety-five (95) percent of the City of USA’s transit vehicles will complete their established runs no more than 5 minutes early or late in comparison to the established schedule/published timetables.
* Sample 2:
* A vehicle is considered on time if it departs a scheduled timepoint no more than 1 minute early and no more than 5 minutes late. The City of USA’s on-time performance objective is 90% or greater. The City of USA continuously monitors on-time performance and system results are published and posted as part of monthly performance reports covering all aspects of operations.

***SAMPLE Service Availability Standards***

***Expressed in writing***

The City of USA will distribute transit service so that 90% of all residents in the service area are within a ¼ mile walk of bus service or within a ½ mile walk of rail service.

*AND/OR*

Local bus stops will be not more than 3 blocks apart. Express bus stops will be one-half to three-quarters of a mile apart.

**APPENDIX F**

**SERVICE POLICIES (REQUIREMENT FOR ALL FIXED ROUTE TRANSIT PROVIDERS) (**[**https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FTA\_Title\_VI\_FINAL.pdf**](https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FTA_Title_VI_FINAL.pdf)**)**

**Background**

FTA requires that all providers of fixed route public transportation develop *qualitative* policies for the following procedures. These policies are to be set by individual transit providers; therefore, these policies will apply to individual agencies rather than across the entire transit industry.

* Vehicle Assignment
* Transit Amenities

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| *The samples below are provided for the purposes of guidance only.*  **Policies**  ***SAMPLE Vehicle Assignment Policy***  ***Expressed in writing***  Vehicles will be assigned to the South, North, and East depots such that the average age of the fleet serving each depot does not exceed “x” years. Low-floor buses are deployed on frequent service and other high-ridership lines, so these buses carry a higher share of ridership than their numerical proportion of the overall bus fleet. Low-floor buses are also equipped with air conditioning and automated stop announcement systems.  All rail cars are equipped with air conditioning, and high-floor rail cars are always paired with a low-floor car to provide accessibility.  Bus assignments take into account the operating characteristics of buses of various lengths, which are matched to the operating characteristics of the route. Local routes with lower ridership may be assigned 30-foot buses rather than the 40-foot buses. Some routes requiring tight turns on narrow streets are operated with 30-foot rather than 40-foot buses. |  |

***SAMPLE Transit Amenities Policy***

***Expressed in writing***

Installation of transit amenities along bus and rail routes are based on the number of passenger boardings at stops and stations along those routes.