

**MOTION:**

**SECOND:**

**RE:           APPROVAL OF PRTC/VRE TITLE VI PROGRAM UPDATE FOR 2018-2021 AND  
SUBMITTAL TO THE FEDERAL TRANSIT ADMINISTRATION**

**ACTION:**

**WHEREAS**, Title VI of the Civil Rights Act of 1964 provides that no person on the grounds of race, color or national origin, be excluded from participating in, being denied the benefits of or be subjected to discrimination under any program or activity receiving federal financial assistance; and

**WHEREAS**, the Potomac and Rappahannock Transportation Commission receives federal financial assistance from the FTA to improve regional mobility; and

**WHEREAS**, in the Title VI guidance (Circular 4702.1B, effective October 1, 2012), the FTA requires recipients like PRTC to prepare and submit a Title VI program every three years that demonstrates compliance with its Title VI obligations; and

**WHEREAS**, the 2018-2021 Title VI Program Update has no major programmatic changes; however, it does include updates to several program components, including demographic and travel patterns of passengers; the Language Assistance Plan; Title VI complaints received and investigated; monitoring of service standards; and

**WHEREAS**, Title VI compliance includes monitoring transit system performance relative to service standards and service policies, not less than every three years; and

**WHEREAS**, PRTC monitored services in compliance with requirements set forth in Circular 4702.1B, which confirm that PRTC's services are provided equitably and that there is no disparate impact; and

**WHEREAS**, Circular 4702.1B requires documentation demonstrating the review and approval of the Title VI Program Update and monitoring results by the Commission before submitting to FTA; and

**ITEM 11-B**  
**March 1, 2018**  
**Regular Meeting**  
**Res. No. 18-03-\_\_**  
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**WHEREAS**, the existing Title VI Program will expire on May 31, 2018 and an update must be submitted to the FTA at the beginning of April 2018.

**NOW, THEREFORE, BE IT RESOLVED** that the Potomac and Rappahannock Transportation Commission does hereby approve the 2018 -2021 PRTC/VRE Title VI Program Update, including the Title VI System-Wide Service Standards Monitoring Results document is available via: <http://www.prtctransit.org/docs/commission/Mar2018/2018-2021-PRTC-VRE-Title-VI-Program-with-Board-Attachments.pdf>

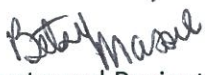



Potomac and Rappahannock  
Transportation Commission

14700 Potomac Mills Road  
Woodbridge, VA 22192

March 1, 2018

TO: Madam Chair Anderson and PRTC Commissioners

FROM: Betsy Massie   
Director of Grants and Project Management

THROUGH: Robert A. Schneider, PhD   
Executive Director

RE: Approval of PRTC/VRE Title VI Program Update 2018-2021 and Submittal to FTA

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Recommendation:

Approval of PRTC/VRE Title VI Program Update 2018-2021 and submittal to the Federal Transit Administration (FTA) in compliance with applicable federal requirements (Title VI of the Civil Rights Act of 1964, 49 CFR Section 21, Executive Order 12898, and Federal Transit Administration Circular 4702.1B).

Background:

The FTA requires that recipients of federal financial assistance document their compliance with DOT's Title VI regulations by submitting a Title VI Program update once every three years. The Title VI Program must meet the requirements outlined in FTA Circular 4702.1B, effective October 1, 2012. PRTC's current Title VI Program expires May 31, 2018 and must be approved by the Commission prior to submission to the FTA by April 1, 2018.

Per FTA's guidance, PRTC/VRE's Title VI Program should include the following:

- A signed Title VI assurance and governing body approval of the overall Title VI Program
- A copy of the Title VI Notice to the Public and where the notice was posted
- Instructions on how to file a Title VI complaint and Complaint Form
- List of any transit related Title VI complaints, investigations and lawsuits
- Public Participation Plan, including information about outreach efforts to engage minorities and limited-English proficient populations

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Madam Chair Anderson and PRTC Commissioners

March 1, 2018

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- Language Assistance Plan for providing language assistance
- Systemwide service standards and policies, including monitoring of such standards and policies and governing body approval of the results
- Demographic and service profiles maps and charts
- Demographic ridership and travel patterns
- A description of the public engagement process for “major service change policy,” “disparate impact policy,” and “disproportionate burden policy.”
- Results of service and/or fare equity analyses conducted since last Title VI Program submission

The 2018 Title VI Program Update reports on PRTC and VRE’s activities since the last Title VI Program submittal in April 2015. The Commission has already reviewed and approved several Title VI components, including the Major Service Change and Fare Equity Policy, PRTC’s Public Participation Policy, System-Wide Service Standards and Policies and service and fare equity analyses completed during 2015-2017. These components have been incorporated into the 2018 Title VI Program Update and will be provided to FTA.

While the 2018 Title VI Program Update has no programmatic changes, it includes updates to several program components, including demographic and travel patterns of passengers; the Language Assistance Plan; Title VI complaints received and investigated; and monitoring of service standards, these items are attached.

In addition, in order to ensure compliance with DOT’s Title VI regulations, FTA requires transit providers, such as PRTC, to monitor the performance of their transit system relative to their system-wide service standards and service policies (i.e., vehicle load, on-time performance, vehicle assignment) not less than every three years.

PRTC has completed monitoring in compliance with the methodology prescribed in Title VI Circular 4702.1B. Attachment XV to the Title VI Program Update documents the monitoring effort and the results confirm that services are provided equitably and without disparate impact. FTA requires the Commission’s consideration, awareness and approval of the monitoring results as part of the Title VI Program.

Management recommends Commission approval of the Title VI Program Update including the System-Wide Service Standards Monitoring Results for submittal to FTA.

Madam Chair Anderson and PRTC Commissioners

March 1, 2018

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The attached "Title VI Program Update" document references multiple attachments is available via <http://www.prtctransit.org/docs/commission/Mar2018/2018-2021-PRTC-VRE-Title-VI-Program-with-Board-Attachments.pdf>, those that have not come before the Commission in the past are provided in this board item. The entire "Title VI Program Update" will be posted on the PRTC web-page rather than appending all the attachments in their unabridged form. That's being done because the attachments are voluminous, such that furnishing them in the manner described is the most sensible means of transmittal.

Fiscal Impact:

Not applicable.

Attachments: As stated



Document can viewed/downloaded via:

<http://www.prtctransit.org/docs/commission/Mar2018/2018-2021-PRTC-VRE-Title-VI-Program-with-Board-Attachments.pdf>



Potomac and Rappahannock  
Transportation Commission



# PRTC/VRE TITLE VI PROGRAM 2018-2021



2018-2021 Title VI Program Update

Potomac and Rappahannock Transportation Commission and Virginia Railway Express

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# I. Introduction

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## 1.1 TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

Title VI of the Civil Rights Act of 1964 states 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.”

As recipients of public transportation funding from the Federal Transit Administration (FTA), the Potomac and Rappahannock Transportation Commission (PRTC) and the Virginia Railway Express (VRE), are required to develop policies, programs, and practices that ensure that federal and state transit dollars are used in a manner that is nondiscriminatory.

The primary goal of PRTC and VRE’s Title VI Program is to ensure all management, staff, contractors, and service beneficiaries are aware of the provisions of Title VI and the responsibilities associated with Title VI of the Civil Rights Act of 1964. This document details how PRTC and VRE incorporate nondiscrimination policies and practices in providing services to the public. This update conforms to the FTA’s Title VI Circular 4702.1B, effective October 2012 and covers the period from 2018-2021.

## 1.2 GRANTEE DESCRIPTION

The Potomac and Rappahannock Transportation Commission (PRTC) is a regional transit district created under Virginia enabling legislation (Transportation District Act, Virginia Code Section 15.2-4500 et.seq.). The district encompasses Prince William County, Stafford County, Spotsylvania County, and the Cities of Manassas, Manassas Park, and Fredericksburg. The PRTC Board of Commissioners is comprised of seventeen (17) members, including two from the Virginia General Assembly, one from the Senate, thirteen from the member jurisdictions, and one ex-officio representative from the Virginia Department of Rail and Public Transportation (VDRPT). PRTC applies for FTA funds under a supplemental agreement that is signed by the Northern Virginia Transportation Commission (NVTC), the Washington Metropolitan Area Transportation Authority (WMATA), the Maryland Transit Administration (MTA), and the FTA.

In 1989, PRTC and NVTC, through a joint powers agreement with founding member jurisdictions, formed Virginia Railway Express (VRE) for the purpose of providing commuter rail service in the two transit districts. Current member jurisdictions include Arlington, Fairfax, Prince William,

Stafford, and Spotsylvania counties and the Cities of Alexandria, Fredericksburg, Manassas, and Manassas Park. VRE is overseen by an operations board consisting of 14 members, 13 of whom are recommended for appointment by the member jurisdictions with the concurrence of the pertinent commission. The 14<sup>th</sup> member is an appointee of the Commonwealth Transportation Board.

VRE is not a legal entity under Virginia law and, therefore, is not an FTA grantee. PRTC is the permanent designee of NVTC and the VRE Operations Board for the receipt and management of Federal funds for VRE projects. PRTC and NVTC have delegated to the VRE Operations Board full spending authority provided the amount is included in the annual budget and six-year financial plan (with the exception of 1) CSX, Norfolk Southern, and Amtrak or other operating agreements, 2) insurance agreements, and 3) purchase of real property or equipment in the Commissions' name), the authority for approval of fare changes (tariffs) provided they are consistent with annual budgets and six-year financial plans (provided further that the requirement for a public hearing is fulfilled), the authority to determine the spending authority of VRE's chief executive officer (CEO), and the authority to determine the level of compensation for the CEO. All other decisions must be approved by PRTC and NVTC. VRE coordinates its operations with the numerous agencies and jurisdictions by means of a planning task force, which meets monthly. The task force consists of staff members of VRE, PRTC, NVTC, and representatives of the local jurisdictions and the Commonwealth.

### **1.3 POTOMAC AND RAPPAHANNOCK TRANSPORTATION COMMISSION (PRTC)**

PRTC is a multi-jurisdictional agency representing Prince William, Stafford and Spotsylvania Counties and the Cities of Manassas, Manassas Park and Fredericksburg. Located in Virginia about 25 miles southwest of Washington, D.C., PRTC provides commuter bus service along the busy I-95 and I-66 corridors to points north (OmniRide and Metro Direct), and local bus services in Prince William County and the cities of Manassas and Manassas Park (OmniLink and Cross County Connector).

PRTC's goal is to provide safe, reliable and flexible transportation options while helping to reduce area congestion and pollution in one of the region's fastest growing areas. Those goals benefit everyone in the region. Even those who don't use our services benefit from less congested roads and better air quality.

In September 2016, PRTC celebrated its 30<sup>th</sup> Anniversary of providing service to the community. A free family-friendly event was held at the PRTC Transit Center on October 8, 2017 with a brief

commemorative ceremony of federal, state and local stakeholders. The highlight of the community celebration was a local youth talent showcase and Stuff-A-Bus drive to give back to those in need within the PRTC service area.

PRTC's service area is diverse and dynamic and offers a comprehensive network of commuter and local bus services in Prince William County and the Cities of Manassas and Manassas Park, as well as a free ridematching service, OmniMatch and vanpool program, Vanpool Alliance. PRTC has more than 160 buses in its active fleet carrying nearly 2.8 million passengers, and another 1.3 million people ride in PRTC-affiliated carpools and vanpools.

Looking toward the future, PRTC has a Transit Development Plan that is produced every six years and is updated annually to reflect short-term goals. Just recently, PRTC also developed a Strategic Plan, which provides policy level strategies to guide PRTC's direction, actions and resources to support detailed services plans that will be developed for the future. PRTC anticipates bigger and better changes for the future to meet the needs of our growing community.

These are the services PRTC offers:

#### *OmniRide*

OmniRide commuter buses serve residents on weekdays along the highly congested I-95 and I-66 corridors with destinations including Mark Center, Tyson's Corner, the Pentagon, Crystal City, Rosslyn/Ballston, downtown Washington, Capitol Hill and the Washington Navy Yard. Along with morning and evening rush hour service, mid-day service is available.

#### *Metro Direct*

Three Metro Direct routes (Prince William Metro Direct, Manassas Metro Direct and Linton Hall Metro Direct) provide weekday connections to and from nearby Franconia-Springfield and Tyson's Corner Metrorail Stations. Metro Direct buses also operate on Saturdays, only serving stops at the Metro station and the PRTC Transit Center and Potomac Mills Mall. Saturday service is funded entirely by Virginia Megaprojects, which is a partnership between the Virginia Department of Transportation and the Virginia Department of Rail and Public Transportation.

#### *OmniLink\**

OmniLink started running in 1995 with a unique "flex-routing" system that has served as a model for transit agencies nationwide to emulate. Flex-routing enables the bus to travel up to ¾ mile off the standard route to help those who have difficulty using fixed bus stops. Anyone in the community can request an off-route trip, by contacting PRTC's customer service department to request it. Today, OmniLink local buses have six weekday routes: Dale City, Dumfries, the Route

1 Corridor, Woodbridge/Lake Ridge, Manassas and Manassas Park. In addition, Saturday service is available on routes serving eastern Prince William County.

*\*FTA staff has advised that Title VI requirements having to do with fixed route service are not required for PRTC's OmniLink bus services because those services are categorized as demand responsive and more particularly as "route deviation" services. Accordingly, this Title VI Program Update will consist of data and information concerning PRTC's fixed route bus services only (OmniRide, Metro Direct and Cross County) as required by the FTA Circular 4702.1B.*

#### Cross County Connector

The Cross County Connector provides transportation to people who need to travel between eastern Prince William County and the Manassas area. It features access to major shopping centers, social service agencies and government offices as well as easy transfer points to OmniRide and OmniLink buses.

#### OmniMatch

OmniMatch is a free, personalized ridematching program to help commuters find the carpool or vanpool that best suits their needs. By accessing Commuter Connections' extensive regional database, OmniMatch can match commuters with other carpoolers and vanpoolers who have similar commutes and work hours.

#### Vanpool Alliance

Vanpool Alliance is a public-private partnership between the George Washington Regional Commission (GWRC), NVTC and PRTC created to enhance commuter travel options through vanpooling, reduce traffic congestion, and improve air quality in the region. The program is administered by PRTC. New and existing vanpools that originate, travel through or terminate in the Northern Virginia Region are eligible to enroll in Vanpool Alliance.

A copy of the PRTC Transit System Map is provided as **Exhibit 1**.

## **1.4 VIRGINIA RAILWAY EXPRESS (VRE)**

The Virginia Railway Express (VRE) is a transportation partnership of the Northern Virginia Transportation Commission (NVTC) and the Potomac and Rappahannock Transportation Commission (PRTC).

VRE provides commuter rail service from the Northern Virginia suburbs to Alexandria, Crystal City and downtown Washington, D.C., along the I-66 and I-95 corridors. Services began in 1992, operating 16 trains from 16 stations and carried, on average, 5,800 passengers daily. Now, VRE operates 30 trains from 18 stations and carry, on average, 20,000 passengers daily. VRE offers train service to six commuter rail stations in the Prince William and Manassas areas. Both the Manassas and the Fredericksburg rail lines provide connections to other transit at all stations in the District and at many Virginia stations.

VRE is overseen by an Operations Board, consisting of members from each of the jurisdictions that support VRE, which supervises all operating aspects of the Virginia Railway Express. The VRE Staff handles the daily operations of VRE and reports to the Board.

In 2014, the VRE Operations Board adopted the VRE System Plan, which outlines a vision for system investments and actions VRE should pursue through 2040 to best meet regional travel needs. The system investments and service expansion recommended in the System Plan would enable VRE to carry over 40,000 new weekday trips by 2040, more than double the 20,000 daily trips carried today. The System Plan is also aspirational with no fiscal constraint, and is being supplemented by a financial plan to apply fiscal constraint.

On June 6, 2017, VRE celebrated its 25<sup>th</sup> Anniversary. VRE's 25<sup>th</sup> Anniversary celebration ceremony and luncheon was held in Fredericksburg, VA. for VRE Operations Board Members and federal, state and local elected and appointed officials, and guests that have made special contributions to VRE throughout its history. The official ceremony was open to the public.

VRE's driving force is to be the safest and most secure passenger commuting option. VRE strives to meet these standards by embracing communication, consistency and attacking complacency. VRE's mission is to provide safe, cost-effective, accessible, reliable convenient and customer responsive commuter-oriented passenger rail service. VRE partners with its passengers, the community, first response agency partners, train crews, host railroads and contractors to create one community dedicated to the safety of VRE's rail system.

A copy of the VRE System Map is provided as **Exhibit 2**.



## II. General Requirements

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FTA requires recipients to report certain general information to determine compliance with Title VI. To ensure compliance with 49 CFR Section 21.9(b), FTA requires that all recipients document their compliance by submitting a Title VI Program to FTA's regional civil rights officer once every three years. This report documents the activities undertaken by the Potomac and Rappahannock Transportation Commission (PRTC) and the Virginia Railway Express (VRE) to ensure compliance with Title VI.

### 2.1 REQUIREMENT TO PROVIDE ANNUAL TITLE VI CERTIFICATIONS AND ASSURANCES

PRTC submits its annual Certification and Assurances to the FTA each year in accordance with the requirement. PRTC electronically filed its FY 2017 Annual Title VI Certificates and Assurances with the FTA on February 10, 2017.

### 2.2 TITLE VI NOTICE TO THE PUBLIC

In compliance with Title 49 CFR part 21, PRTC and VRE provide the public with information about the protections against discrimination afforded by Title VI. The methods that PRTC has used for notifying the public includes posting Title VI information on PRTC's and VRE's websites, displaying posters at the PRTC Transit Center and placing flyers at stations and in transit vehicles. **Attachment I** includes examples of PRTC's notification to the public. PRTC's notifications include the webpage (the same notice is posted in the Transit Center at the PRTC administration building), a flyer that is periodically posted on the buses (February and August) in both English and Spanish, and all schedules, both English and Spanish (samples are included). VRE's notification taken from their web page is also attached along with the Title VI Policy, which is included in the VRE Rider's Guide. Copies of VRE's notification to the public are contained in **Attachment II**.

### 2.3 TITLE VI COMPLAINT PROCEDURES

Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited under Title VI and the related statutes may file a complaint with the PRTC and VRE. All complaints will be referred to PRTC's Title VI Coordinator for review and action. PRTC's and VRE's updated Title VI Discrimination Complaint Procedures and complaint forms are included as **Attachment III**.

## **2.4 TITLE VI INVESTIGATIONS, COMPLAINTS AND LAWSUITS**

Since the last Title VI submission, PRTC has received five (5) Title VI Complaints and VRE received one (1) Title VI complaint. After reviews and preliminary investigations were completed, the Title VI Coordinator determined that the complaints were not valid and in some cases, the complaints were not made on the basis of race, color and national origin. In particular, the complaint received by VRE was completed on the Title VI form, but the complaint was in reference to discrimination on the basis of a disability and not race. **Attachment IV** provides a copy of the PRTC/VRE Title VI Investigation, Complaints and Lawsuits Log.

## **2.5 MEMBERSHIP OF NON-ELECTED COMMITTEES AND COUNCILS**

PRTC and VRE do not have memberships of non-elected committees and/or councils.

## **2.6 PUBLIC PARTICIPATION**

It is the policy of PRTC and VRE to actively solicit the involvement of citizens in the public decision-making process, through public notification, media exposure, and public hearings. Since the last Title VI Submission in 2015, PRTC and VRE have held several public outreach activities. The majority of outreach activities were public hearings related to fare increases, yearly budget approvals, or major service changes.

### **PRTC Bus Services**

**Attachment V** contains PRTC board resolutions and reports requesting authorization to hold a public hearing on the proposed FY 2017 Budget Reductions, proposed fare increase, attendant grant applications and authorization to submit the PRTC Transit Development Plan Update; in addition to the public comments received from three public hearings held on February 9<sup>th</sup>, 10<sup>th</sup> and 16<sup>th</sup>, 2016.

On September 8, 2016, the Commission authorized the PRTC to commence the public participation process for proposed Gainesville/Pentagon OmniRide Service. A public hearing was held on October 19, 2016 and written comments were accepted until October 26, 2016. PRTC board resolutions and reports requesting authorization to hold a public hearing on the proposed Gainesville/Pentagon OmniRide service in addition to comments and results of the public participation process are provided as **Attachment VI**.

PRTC scheduled two public hearings to receive comment on the proposed Strategic Plan Recommendations that provide high-level guidance for organizational action. The proposed recommendations were part of a three-phase effort to guide the organization over the next ten years. Public hearings were scheduled for September 13, 2017 at the PRTC Transit Center and on September 20, 2017 at Manassas City Hall. The resolution and board reports which authorized the public hearings and the results of public participation are included in **Attachment VII**.

**Attachment VIII** contains PRTC board resolution and report requesting authorization to hold two public hearings on the proposed FY 2018 Budget, public comments received and the results. The proposed FY 2018 budget also called for a fare increase. Public hearings were held on April 24<sup>th</sup> and April 26<sup>th</sup>, 2017.

### **VRE Rail Services**

VRE held several public hearings during the month of March 2017 in order to solicit comments related to the proposed 3% fare increase for FY 2018. A total of eight (8) public hearings were held in locations within every jurisdiction (Fairfax County, Prince William County, Stafford County, Fredericksburg, Manassas, District of Columbia, Alexandria and Arlington, VA) for the convenience of their riders and also in locations accessible to persons with disabilities. The public hearings were held at different times of day and evening to accommodate the schedules of VRE passengers. **Attachment IX** contains the board report authorizing VRE to commence public hearings and the resolution approving the FY 2018 Budget and fare increase.

Further, it is the policy of PRTC and VRE to offer early and continuous opportunities for the public to be involved in the identification of social, economic, and environmental impacts of proposed transportation and transit decisions. This includes seeking out and considering the viewpoints of minority, low-income and limited English proficiency (LEP) populations in the course of conducting public outreach activities, consistent with Federal Transit Administration (FTA) Circular 4702.1B. PRTC's Public Participation Policy establishes formal procedures that allow for and encourage public participation within the PRTC service area and provide opportunities for the public to present its views so they can be taken into account by the PRTC Board prior to final action. The PRTC Public Participation Policy was amended on February 12, 2015 and is included as **Attachment X**.

VRE's Public Participation Policy was approved on February 20, 2015 is included as **Attachment XI**. This policy sets the parameters by which VRE will hold public hearings and invite public comment.

## **2.7 LANGUAGE ASSISTANCE AND PUBLIC OUTREACH PLAN**

PRTC and VRE takes steps to ensure access to the benefits, services, information, and other important PRTC programs and activities for individuals who are Limited English Proficient (LEP). PRTC/VRE's Language Assistance Plan has been revised and is included as **Attachment XII**.

## **2.8 ANALYSIS OF CONSTRUCTION PROJECTS**

PRTC has not had any construction projects since the last Title VI Submission. However, PRTC has plans to construct a Western Bus Maintenance and Storage Facility in the summer of 2018. The planned facility is essential to alleviate overcrowding at PRTC's Transit Center (which was designed to accommodate 100 buses, but is currently home to over 160 buses) and to permit service expansion as envisioned in PRTC's adopted long range plan. The site selection, preliminary design, and the NEPA document have all been completed.

VRE has not had any new construction projects since the last Title VI submission.

### III. Requirements for Fixed Route Transit Providers

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FTA requires all transit providers that operate 50 or more fixed route vehicles in peak service and are located in a UZA of 200,000 or more in population, to set service standards and policies, collect and report data, to monitor transit service, and evaluate fare and service changes.

#### 3.1 SYSTEM-WIDE SERVICE STANDARDS AND POLICIES

The FTA requires all fixed route transit providers to set system-wide service standards and policies for each specific fixed route mode of service they provide. Fixed route modes of services include but are not limited to local bus, express bus, commuter bus, commuter rail, etc. The system-wide service standards must address how service is distributed across the transit system, and must ensure that the manner of distribution affords the users access to these assets. Providers of fixed route public transportation shall also adopt system-wide service policies to ensure service design and operations practices do not result in discrimination on the basis of race, color, or national origin. The quantitative standards and qualitative policies have been developed by PRTC and VRE using the following indicators as required by the FTA:

##### **Service Standards:**

1. Vehicle load for each mode
2. Vehicle headway for each mode
3. On-time performance for each mode
4. Service availability for each mode

##### **Service Policies:**

1. Distribution of transit amenities for each mode
2. Vehicle assignment for each mode

PRTC's System-Wide Service Standards and Policies were approved by the PRTC Board of Commissioner's on December 4, 2014. A copy of the board resolution and the report is included as **Attachment XIII**. VRE's System-Wide Service Standards and Policies are provided in **Attachment XIV**.

#### 3.2 REQUIREMENT TO COLLECT AND REPORT DEMOGRAPHIC DATA



The FTA requires transit providers that operate 50 or more fixed route vehicles in peak services and are located in a UZA of 200,000 or more in population to prepare data regarding demographic and service profile maps and charts as well as customer demographic ridership and travel patterns.

In order to comply with these requirements, PRTC and VRE are required to collect and analyze racial and ethnic data and prepare demographic and service profile maps and charts in order to determine the extent to which members of minority groups are beneficiaries of programs receiving Federal financial assistance.

### ***Demographic and Service Profile Maps***

PRTC provides commuter bus service (OmniRide) along the busy I-95 and I-66 corridors to points north, and local bus services in Prince William County and the cities of Manassas and Manassas Park (Cross County Connector). Although PRTC has an extensive service area (Counties of Arlington, Fairfax, and Prince William; Cities of Alexandria, Manassas, Manassas Park and the District of Columbia), its passengers are mainly residents of Prince William County and the Cities of Manassas and Manassas Park.

The VRE service area comprises of the seven PRTC jurisdictions and extends to the Counties of Spotsylvania and Stafford and the City of Fredericksburg. VRE provides commuter rail service that operates Monday through Friday, from the Northern Virginia suburbs to Washington, D.C. VRE primarily travels northbound in the morning, towards Washington, and southbound during the evening, towards Manassas (along I-66) on the Manassas Line, and Spotsylvania (along I-95) on the Fredericksburg Line.

The American Community Survey (ACS) of the U.S. Census identified over 2.6 million and 2.9 million residents in the census tracts within the PRTC and VRE service areas, respectively. In the PRTC service area, 52% of the residents identify themselves as minorities whereas 50% of residents in the VRE service area are minorities. In this report, minority tracts are defined as census tracts in which the minority percentage exceeds 52% for PRTC and 50% for VRE.

The minority populations include Hispanic or Latino, African Americans, Asians, American Indians and Alaskan Natives, Native Hawaiian and Other Pacific Islanders, Some other race alone and persons of two or more races.

### **PRTC Service Area (Minority Status)**

Total Population	Minority		Non-Minority	
<b>2,670,067</b>	1,394,748	52.2%	1,275,319	47.8%

U.S. Census, American Community Survey, 2012-2016

#### VRE Service Area (Minority Status)

Total Population	Minority		Non-Minority	
<b>2,966,649</b>	1,493,695	50.3%	1,472,954	49.7%

U.S. Census, American Community Survey, 2012-2016

The PRTC and VRE Demographic and Service Profile Maps depicting transit routes including stops and rail stations are provided as **Exhibit 3** and **Exhibit 4** respectively.

#### *Demographic Ridership and Travel Patterns*

In 2017, PRTC conducted an on-board survey to collect key data from passengers of its OmniRide, OmniLink, Metro Direct and Cross County Connector services. On-board surveys were collected from November 16, 2017 through December 20, 2017. Surveys were conducted on weekdays and also on Saturday for routes with Saturday service (ie., OmniLink). All surveys were conducted on afternoon and early evening trips. Separate survey instruments were developed for each of the four types of service. Surveys were available in both English and Spanish. In total, 1,167 riders completed the survey.

VRE conducted its annual Customer Opinion Survey onboard all morning northbound VRE and Amtrak cross-honor trains the morning of May 3, 2017. The survey was completed by 6,314 riders, or 59% of those riding the VRE or Amtrak trains that morning.

PRTC and VRE used data from recent on-board passenger surveys to illustrate demographics of ridership and their travel patterns, which is provided in **Exhibit 5**.

### **3.2 REQUIREMENT TO MONITOR TRANSIT SERVICE**

The FTA requires transit providers that operate 50 or more fixed route vehicles in peak services and are located in a UZA of 200,000 or more in population to monitor the performance of their transit system relative to their system-wide service standards and service policies (i.e., vehicle load, vehicle assignment, transit amenities, etc.).

The PRTC Board of Commissioners approved PRTC's System-Wide Service Standards and Policies on December 7, 2014. For the purpose of monitoring, PRTC determined that the following routes would be monitored as minority routes: Dale City/State Department OmniRide (D100),

Manassas OmniRide (M) and Prince William Metro Direct (PWMD). Gaineville OmniRide (G), Montclair OmniRide (MC-100/MC-200) and Linton Hall Metro Direct (LH) were monitored as non-minority routes. On October 17, 2017, PRTC completed monitoring of the minority and non-minority routes relative to the approved system-wide service standards and policies. The results of the monitoring confirm that PRTC's services are provided equitably and that there is no disparate impact. The results of the monitoring are included in **Attachment XV**. The PRTC Board was asked to approve the results of the monitoring along with the 2018 Title VI Program Update at the March 1, 2018 Meeting.

Due the nature of VRE's system, it is not possible to define a minority route as is required by FTA Circular 4702.1B for the purpose of monitoring. Monitoring and assessment of service is intended to compare service provided in areas with a percentage of minority population that exceeds the percentage of minority population in the service area, or "minority routes", to service provided in areas with a percentage of minority populations that is below the percentage of minority population in the service area, or "non-minority routes". However, since VRE only has two routes, i.e. the Fredericksburg Line and the Manassas Line, it is not possible to designate minority and non-minority routes. As a result, monitoring was conducted for each route and for the system as a whole. The results of VRE's Monitoring Program and board approval is included as **Attachment XVI**.

### **3.3 PUBLIC ENGAGEMENT PROCESS FOR SETTING THE MAJOR SERVICE CHANGE, DISPARATE IMPACT AND DISPROPORTIONATE BURDEN POLICY**

In establishing the Major Service Change, Disparate Impact and Disproportionate Burden Policies, PRTC combined all of these policies into one document (Title VI Major Service Change and Fare/Service Equity Policy) to guide the analysis of fare changes and major service changes. At the April 4, 2013 Commission meeting, PRTC Board of Commissioners authorized the Executive Director to invite public comment on the proposed Title VI Major Service Change and Fare/Service Equity Policy. With the approval of the PRTC Board of Commissioners, PRTC posted and advertised the proposed Title VI Major Service Change and Fare/Service Equity Policy in a publication to provide for public inspection for a period of 30 days and public comment for 45 days from the date of publication. A PowerPoint presentation was prepared to summarize the reasons for the proposed policies and the policies themselves, which was also posted and used at the public hearings. Public Hearings on the policy were held on April 24<sup>th</sup> and April 25, 2015 in conjunction with PRTC's FY 2014 Budget and PRTC's proposed FY 2014 Fare Increase. No comments were received on the Major Service Change and Fare/Service Equity Policy.

At the February 12, 2015 Commission meeting, the PRTC Board of Commissioners approved an amendment to the Major Service Change and Service Equity Policy that broadened the definition of “Major Service Change” to include a system-wide service change amounting to ten percent (10%) or more of the system-wide revenue hours of service in addition to the route-specific changes that were already part of that definition. A copy of the resolutions and board reports are included as **Attachment XVII**.

At the December 19, 2014 VRE Operation Board meeting, the VRE Operations Board provisionally adopted the VRE Title VI Major Service Change and Fare/Service Equity Policy and authorized the CEO to seek public comment. The policy was available for review at the front desk of VRE’s offices in Alexandria during normal business hours and was also available on the VRE website, as well as PRTC’s and the NVTC’s websites. The VRE Title VI Major Service Change and Fare/Service Equity Policy was posted publicly and notice was advertised in publications to provide for public inspection for a period of more than 30 days and VRE accepted public comments for 45 days from the date of publication. The notice was published in the following publications: the Washington Post, the Washington Hispanic, El Comercio, and the Fredericksburg Free Lance-Star. Only one comment was received requesting basic clarification.

As no substantive comments were received from the public, the VRE Title VI Major Service Change and Fare/Service Equity Policy was approved as written. **Attachment XVIII** provides a copy of the resolution, board report and Information Item 9-B, which provides a summary of the VRE Title VI Major Service Change and Fare/Service Equity Policy Public Review and Comment.

### **3.4 REQUIREMENT TO EVALUATE SERVICE AND FARE CHANGES**

The FTA requires transit providers that operate 50 or more fixed route vehicles in peak services and are located in a UZA of 200,000 or more in population to prepare and submit service and fare equity analyses to ensure their service and fare changes do not result in disparate impacts on the basis of race, color or national origin.

Since the last Title VI submission in 2015, PRTC completed a Service and Fare Equity Analysis of FY 2017 Budgetary Service Reductions and a Fare Increase. The resolution approving the FY 2017 Service and Fare Equity Analysis and the staff report is provided in **Attachment XIX**. PRTC also completed a Service Equity Analysis for the Proposed Gainesville/Pentagon Service. A copy of the equity analysis and the board approval is included as **Attachment XX**.

**Attachment XXI** provides a copy of the Fare Equity Analysis for PRTC’s Proposed FY 2018 Fare Increase, the resolution, board report and public hearing documents.

VRE completed a Fare Equity Analysis on the proposed FY 2018 fare increase of up to 3 percent and an increase in the cost of Amtrak Step-Up tickets from \$5 to \$7. A copy of the Fare Equity Analysis is included with the board resolution and staff report is included as **Attachment XXII**.

### **3.5 REQUIREMENT TO PROVIDE ADDITIONAL INFORMATION**

PRTC and VRE will provide any additional information requested by the FTA for the purposes of determining whether PRTC or VRE is in compliance with the Title VI requirements.

### **3.6 BOARD OF COMMISSIONERS APPROVAL OF TITLE VI PROGRAM**

A copy of the board resolution and report will be provided once the PRTC Board of Commissioners have reviewed and approved the 2018-2021 PRTC/VRE Title VI Program Update.