



City of Montgomery/The M Transit System (Formerly the Montgomery Area Transit System or MATS)

Title VI Program

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OVERVIEW

Guiding Documents:

- FTA Circular 4702.1B
- 49 Code of Federal Regulations, Part 21; Appendix C Part 3(iii); Part 1.45(a) (10)
- DOT Order 5610.2
- Civil Rights Act of 1964

Chapter IV of FTA Circular 4702.1B speaks to the general reporting requirements required of the City of Montgomery/The M Transit System (formerly the Montgomery Area Transit System or MATS) to ensure that their activities comply with the DOT Title VI regulations and/or the DOT Order on Environmental Justice and the DOT Guidance on Limited English Proficiency (LEP).

City of Montgomery/The M Transit System is a regular direct FTA recipient. Report has been submitted within the timeframe of expiration date.

The Federal Transit Administration (FTA) is responsible for ensuring that its funding recipients fully comply with Title VI of the Civil Rights Act of 1964. The City of Montgomery and its public transit provider, the M Transit System, are recipients of federal funds, pursuant to Title 49 U.S.C. Chapter 53, under FTA section 5307, 5309, and other programs from the Federal Transit Administration. As a recipient of federal funds, The M Transit System has prepared its 2013 Title VI Report in accordance with FTA Circular 4702.1B. This report covers calendar years 2013 through 2015 and addresses the City of Montgomery/The M Transit System's compliance with the Civil Rights Act of 1964, which states the following:

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color or natural origin in programs and activities receiving Federal financial assistance. Specifically, 'No persons 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. (42 U.S.C. Section 2000d)

The M Transit System clearly understands its responsibility to ensure that all transit service and access to its facilities are equitably distributed and provided without regard to race, color, religious creed, or national origin. Furthermore, the M Transit System shall continuously strive to ensure that equal opportunities are afforded to all individuals in its service area without regard to race, color, religious creed, or national origin, as they relate to community participation in local transit planning and decision-making processes.

The City of Montgomery/The M Transit System annually submits its Certifications and Assurances in the Transportation Electronic Award Management (TEAM) System within 90-days from the date on which the Certifications and Assurances are printed in the Federal Register. The Mayor of Montgomery and the City sign these Certifications and Assurances. The City of Montgomery shall submit its Title VI assurance as part of their annual Certification and Assurance submission to FTA, and shall collect Title VI assurances from sub recipients prior to passing through any FTA funds to said sub recipients. It is understood that these Title VI assurances can be submitted as part of a standard list of assurances provided by sub recipients to their direct recipient.

Notifying Beneficiaries of Protection under Title VI

In order to comply with 49 CFR §21.9(d), recipients and sub recipients shall provide information to beneficiaries regarding their Title VI obligations and appraising beneficiaries of the protections against discrimination afforded to them by Title VI. The City of Montgomery/The M Transit System has established a “Commitment to Fairness” statement of rights, per Title VI, for those who are benefiting from services and/or contracts funded with federal assistance.

The City of Montgomery/The M Transit System has made that statement of rights available to the public. The City of Montgomery/The M Transit System has also made available to the public a policy statement addressing our commitment to avoid discrimination on the basis of race, color, or national origin; a description of procedures for how to request more information on the obligations of the City of Montgomery/The M Transit System to fulfill Title VI obligations; and, a public notice that informs beneficiaries of their right to file Title VI complaints, and the process for doing so, should they feel that discrimination has occurred. Documentation of this information, policy statements, and public notification of rights are posted on The M Transit System’s web page. They are also posted on the City of Montgomery/The M Transit System vehicles, and on the City of Montgomery/The M Transit System’s web page.

Facility Accessibility

All public meeting are held in the transit system’s Downtown Intermodal Center, which is accessible directly or by transfer from all present-day bus lines.

GENERAL REPORTING REQUIREMENTS

Title VI Notice to the Public

City of Montgomery/The M Transit Public Non-discrimination Notice

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that “no person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity receiving Federal financial assistance.” (42 USC Section 2000d-1)

Individuals or organizations who believe they have been denied the benefit of, excluded from participation in, or subject to discrimination on the grounds of race, color, or national origin by the M Transit can file a signed, written complaint by:

- 1) Submitting a signed, written complaint with contact information
- 2) Mail written complaint to:
City of Montgomery, 103 N. Perry Street, Montgomery, AL. 36104
Attn: City Clerk
- 3) E-mail the City of Montgomery at bblalock@montgomeryal.gov
- 4) A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

If information is needed in another language, contact 334-625-2195.

Copies of the Title VI Program can be obtained from the above address.

This notice will be made available in other languages.

English

Este aviso estará disponible en otros idiomas.

Spanish

Notice to Beneficiaries: Commitment to Fairness - Rights of Beneficiaries

The M Transit System pledges that you will have access to all our programs, services and benefits without regard to race, color, national origin, sex, age, disability or socioeconomic status.

The M Transit System will not tolerate discrimination by its employees or by those who receive federal funds from The M Transit System. The M Transit System prohibits all discriminatory practices that may result in an individual:

Being denied any service, financial aid or benefit provided under a program to which he or she may be otherwise entitled

Being held to different standards or requirements for participation

Experiencing segregation or separate treatment in any part of a program

Being subject to distinctions in quality, quantity or manner in which a benefit is provided

Experiencing discrimination in any activities conducted in a City of Montgomery facility built in whole or part with Federal funds.

Prevent the denial of reduction in or significant delay in the receipt of benefits by minority and low income populations.

Furthermore The M Transit System will:

Avoid or reduce harmful human health and environmental effects on minority and low income populations.

Ensure full and fair participation by all communities, including low income and minority populations in the transportation decision-making process.

These rights are guaranteed under Title VI of the Civil Rights Act of 1964, which says in part: “No person in the United State 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.”(42 U.S.C. Sec200d)

In addition, Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, 1994 provides: “Each Federal agency shall make achieving environmental justice part of its mission by identifying and addressing, as appropriate, disproportionately high and adverse human health or environmental effects of its programs, policies, and activities on minority populations and low-income populations.” If you believe that you have been discriminated against because of your race, color, national origin, sex, age, disability or socioeconomic status, you may file a written complaint with the City of Montgomery City Clerk’s Office.

Title VI Complaint Procedures

Montgomery Area MPO Procedure for Title VI or Environmental Justice (EJ) Filing of Discrimination Complaints

i. GENERAL.

This document is intended to provide guidance to anyone who has reason to believe they have been discriminated against on the basis of race, color, or national origin where the planning of transportation improvements and services for the Montgomery Area are concerned. This document provides a step by step procedure for filing a timely complaint to the proper authority and describes the process that will be used to investigate and resolve the complaint.

Federal Transit Administration (FTA) guidelines recommend that Title VI and EJ complaints first be filed with the applicant, recipient, or subrecipient of federal funds for resolution at the local level. However, if the complainant is dissatisfied with the resolution by the local responsible authority, the same complaint may be submitted to the Alabama Department of Transportation, the Federal Transit Administration or the Federal Highway Administration for investigation.

Unless resolved at a lower level of government, the final determination of all Title VI and EJ complaints affecting programs administered by the Federal Transit Administration or Federal Highway Administration will be made by the Office of the Secretary, DOT.

ii. SUBMISSION OF COMPLAINTS.

a. Filing Complaints of Discrimination.

(1) Complainants may submit written complaints to the City Clerk in City Hall which is located at 103 N. Perry Street.

(2) In cases where the complainant is unable or incapable of providing a written statement, but wishes the City to investigate alleged discrimination, a verbal complaint of discrimination may be made to the City Clerk by calling (334) 241-2096. The complainant will be interviewed by a City official who is authorized to receive complaints. If necessary the city official will assist the person in converting verbal complaints to writing. All complaints must, however, be signed by the complainant or his/her representative.

b. Complaint Format.

(1) All complaints must be in writing and signed by the complainant or his/her representative before action can be taken. Complaints shall state, as fully as possible, the facts and circumstances surrounding the alleged discrimination.

(2) The City will provide the complainant or his/her representative with a written acknowledgement within ten working days that the City has received the complaint. Concurrently, the City will transmit the complaint to the appropriate official at the Office of Civil Rights at the Alabama Department of Transportation to advise of the complaint and initiation of a City investigation to determine if the complaint has investigative merit.

c. Determination of Jurisdiction and Investigative Merit. The City, based on the information in the complaint and additional information provided by the alleged civil rights

violator(s), will determine if the City has jurisdiction to pursue this matter and whether the complaint has sufficient merit to warrant an investigation. These determinations will be made within fifteen working days after the receipt of the complaint by the City. A complaint shall be regarded as meriting investigation unless:

- (1) It clearly appears on its face to be frivolous or trivial;
- (2) Within the time allotted for making the determination of jurisdiction and investigative merit, the party complained against voluntarily concedes noncompliance and agrees to take appropriate remedial action;
- (3) Within the time allotted for making the determination of jurisdiction and investigative merit, the complainant withdraws the complaint; or
- (4) Other good cause for not investigating the complaint exists, e.g., respondent is presently under investigation by another Federal agency.

iii. REQUEST FOR ADDITIONAL INFORMATION FROM COMPLAINANT AND/OR RESPONDENT.

In the event that the complainant or respondent has not submitted sufficient information to make a determination of jurisdiction or investigative merit, the City may request additional information from either party. This request shall be made within 15 working days of the receipt of the complaint by the City and will require that the party submit the information within 60 working days from the date of the original request. Failure of the complainant to submit additional information within the designated timeframe may be considered good cause for a determination of no investigative merit. Failure of the respondent to submit additional information within the designated timeframe may be considered good cause for a determination of noncompliance and subject to possible enforcement action as provided for by Federal laws and regulations pertaining to enforcement actions (UMTA C 4702.1).

iv. NOTIFICATION OF DISPOSITION.

The City shall notify the complainant, party charged, and primary recipient (if not the respondent) of the disposition within five working days by registered letter:

- a. City Investigation. The City may elect to conduct its own investigation of the complaint. The investigation may be conducted by “desk audit” or an “onsite” investigation. When the City lacks jurisdiction, the City will refer the complaint to the responsible State or Federal agency, informing the complainant of this action.
- b. Referral of the Complainant to FTA or FHWA. Cases determined by the City to have investigative merit may be referred to the cognizant Federal agency with a request for an “onsite” investigation or may be recommended for a comprehensive Title VI review of the respondent.
- c. Priority Complaints. All incoming complaints shall be examined to determine if the discrimination alleged would be irremediable if not dealt with promptly. If such a determination is made, the complaint shall be given priority status. The processing, investigation, and determination of such complaints shall be accelerated to advance significantly the normal completion date of the process.

- d. Investigator's Preparation. Before beginning the investigation, the investigator shall send a letter of introduction, establishing the times and dates for the "onsite" investigation and interviews. This preparation shall be completed within 30 working days after the assignment has been given to the investigator, contingent upon the investigator's workload and resources.
- e. Investigative Report. A written report will be prepared by the responsible investigator at the conclusion of the investigation. This report will be reviewed by the City Clerk for thoroughness.
- f. The investigative report will include the following:
 - (1) Approval and Notice of Disposition. The City will approve or disapprove the findings and recommendations made by the investigator in the investigative report. The consequent disposition of the complaint will be communicated to the complainant and respondent by letter. In addition, a rationale supporting the disposition made and any recommendations to any party will be included in the letter.
 - (2) Informal Resolution. If the Notice of Disposition is issued and finds the respondent in noncompliance, the respondent is required to initiate voluntary remedial actions agreeable to the City (see Chapter VI, paragraph 2, Remedial Actions - UMTA C 4702.1).
 - (3) Description of the investigation, including a list of the persons contacted by the investigator and a summary of the interviews conducted; and
 - (4) A statement of the investigator's findings and recommendations.
- v. DISPOSITION OF COMPLAINTS.
 - a. Approval and Notice of Disposition. The City will approve or disapprove the findings and recommendations made by the investigator in the investigative report. The consequent disposition of the complaint will be communicated to the complainant and respondent by Letter. In addition, a rationale supporting the disposition made and any recommendations to any party will be included in the Letter.
 - b. Informal Resolution. If the Notice of Disposition is issued and finds the respondent in noncompliance, the respondent is required to initiate voluntary remedial actions agreeable to the City (see Chapter VI, paragraph 2, Remedial Actions).
 - c. Enforcement Procedure. In cases in which all required means of remedial action have failed to bring the respondent into compliance, enforcement procedures will be initiated by the City (see Chapter VI, paragraph 3, Enforcement Procedures).
 - d. Request for Reconsideration. The respondent may request reconsideration of the City's findings within 30 days of the Notice of Disposition. This request should include any additional information or analysis the respondent considers relevant. The City will inform the respondent of its decision to accept or reject the request within 30 days after its receipt.

Title VI Complaint Form

City of Montgomery/The M Transit System Complaint Form

Note: The following information is needed to assist in processing your complaint.

Information about Complainant:

Name: _____
Address: _____
City: _____ State: _____ Zip Code: _____
Telephone Number (Home): (____) _____
Telephone Number (Work): (____) _____

Person Discriminated Against (if someone other than complainant)

Name: _____
Address: _____
City: _____ State: _____ Zip Code: _____
Telephone Number (Home): (____) _____
Telephone Number (Work): (____) _____

Which of the following best describes the reason you believe the discrimination took place?

Race/Color (Specify) _____
National Origin (Specify) _____
Sex _____
Religion _____
Age _____
Disability _____

On what date(s) did the alleged discrimination take place?

Please explain below as briefly and clearly as possible what happened and how you believe you were discriminated against. Indicate who was involved. Be sure to describe in what way you believe other persons were treated differently than you and why you believe these events occurred. (Please use additional sheets if necessary and attach a copy to written material pertaining to your case).

(Please continue on top of next page.)

List names and contact information of persons who may have knowledge of the alleged discrimination.

Local Agency

Telephone Number (Work): (____) _____

If an advisor will be assisting you in the complaint process, please provide his/her name and contact information.

Name: _____
Name of Business: _____ Position/Title _____
Address: _____
City: _____ State: _____ Zip Code: _____
Telephone Number: (____) _____

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

This Discrimination Complaint form or your written complaint statement must be signed and dated in order to address your allegation(s).

Additionally, this office will need your consent to disclose your name, if necessary, in the course of our inquiry. If you are filing a complaint of discrimination on behalf of another person, our office will also need this person's consent to disclose his/her name.

I certify that to the best of my knowledge the information I have provided is accurate and the events and circumstances are as I have described them. As a complainant, I also understand that if I indicated I will be assisted by an advisor on this form, my signature below authorizes the named individual to receive copies of relevant correspondence regarding the complaint and to accompany me during the investigation. My signature below also authorizes my approval to disclose my name, if needed as part of the inquiry.

Complainant Signature: _____ Date: _____

Attachments: Yes No

Sign and submit complaint form and any additional information to:

City Clerk
City of Montgomery
103 N. Perry Street
P.O. Box 1111
Montgomery, Al. 36104

Transit-related Title VI Investigations, Complaints, and Lawsuits

In order to comply with 49 CFR §21.9(b), recipients and sub recipients shall prepare and maintain a list of any active investigations conducted by entities other than FTA, lawsuits, or complaints naming the recipient and/or sub recipient that allege discrimination on the basis of race, color, or national origin.

History of Transit-related Title VI Investigations, Complaints, and Lawsuits

The City of Montgomery/The M Transit System has had no complaints filed with Title VI implications in 2011, 2012, or thus far in 2013.

Record of Title VI Complaint, Investigation, and Resolution Form

THE M TRANSIT

TITLE VI COMPLIANCE PROGRAM

RECORD OF TITLE VI COMPLAINT, INVESTIGATION, AND RESOLUTION

49 CFR 21.9(b)

1. Date Title VI complaint received by The M Transit: _____
2. Summary of complaint allegation(s):

3. Status of Investigation of complaint:

4. Action(s) taken by MTA:

5. Date complaint resolved or closed: _____

Public Participation Plan

The City of Montgomery/The M works diligently to ensure that customers have access to information daily. The Customer Service Call Center is available to answer questions and provide information Monday – Friday from 5:30 AM – 9:00 PM; Saturdays from 7:30 AM – 6:00 PM; Information is dispensed on routes and schedules and complaints and suggestions are accepted systematically and evaluated on the spot or with discussion and response by phone or letter.

Information is also available at The M's Administrative Office where passes, fare cards and schedules can be obtained.

Other techniques utilized by The City of Montgomery/The M to communicate important information to customers include:

- On-board surveys are conducted on an as needed basis to analyze rider comments. Boarding and running time checks are conducted to ascertain passenger utilization and schedule adherence. This information is used to determine service improvements and inefficient trips.
- It is the policy of the City of Montgomery/The M to hold public meetings in advance of significant route changes.
- Periodically, The M are brought into face-to-face contact with civic or neighborhood organization leaders on an informal basis. Petitions for or against service, route locations, scheduling and other operations and planning subjects are discussed, and alternative solutions to neighborhood requests are examined systematically. Additional input is received through the hosting of other public meetings concerning the transit system.
- Informational literature is distributed on a regular basis including individual route maps and schedules and application sheets for the elderly and disabled MAP. Public information services have also included the distribution of flyers to notify transit riders of route or schedule changes.
- Letters are sent in response to Customer Service Reports received via mail, e-mail, or by phone. Requests are distributed to the appropriate department to evaluate the problem/concern and respond.
- News releases are disseminated to radio stations, television and newspaper media, whenever major rerouting or large service changes are to take place. The City of Montgomery/The M also utilizes other means by which to inform the general public: The M Home Page; The Montgomery Advertiser, City of Montgomery Channel.

Summary of Public Outreach and Involvement Activities

The City of Montgomery/The M has published its annual Program of Projects in the largest newspaper of general circulation.

On November 16, 2011 The M held a public hearing to get public comments on proposed fare increases and service changes. The planned routes and schedule changes were published on The M's web-site in advance of the public hearing. The Summary of the public hearing and recommendations in their entirety were published on web-site. Proposed changes were also presented to the City of Montgomery City Council in a public meeting. In addition, The M

published flyers placed aboard all transit buses detailing the proposed changes and public hearing opportunity.

Policy on Public Comment Process for Fare and Service Changes

It shall be the policy of The M Transit System that no significant changes in service or fares shall be made without having afforded an adequate opportunity for the public to express views regarding such changes. The following procedures shall be followed to ensure that adequate public comment is solicited and incorporated into The M Transit System's decisions.

A hearing shall be required when:

- 1) There is an increase in any rate of fare (a temporary reduced fare or free fare promotion is not a fare change);
- 2) There is any change in service that directly affects:
 - a) Twenty-five percent (25%) or more of the number of route miles of a transit route;
 - b) Twenty-five percent (25%) or more of the number of revenue miles of a route for the day of the week for which the change is made;
 - c) Twenty-five percent (25%) or more of the ridership of a route for the day of the week for which the change is made.
 - d) Standard seasonal variations are exempt from the hearing requirement.
 - e) In an emergency situation, a service change may be implemented immediately without a public hearing being held. A public hearing on the changes will be held within 60 days of the implementation, unless the change is to be in effect for 90 days or less.

Hearing requirements:

- 1) Notice of a public hearing will be published in the largest newspaper of general circulation in the The M Transit System service area. The notice may also additionally be published in other newspapers, newsletters, or media oriented so as to notify specific groups or neighborhoods that may be affected. Information regarding a public hearing and proposed changes will be disseminated aboard buses.
- 2) The notice will be officially published at least 14 days prior to the public hearing.
- 3) The notice will contain a description of the proposed service changes or fare changes and time and place of the hearing.
- 4) At the hearing, proposed changes will be described and sufficient time will be given for public comment. All comments will be recorded in the meeting summary, meeting minutes, or transcript. Any written comments will be included in the record.
- 5) The M Transit System will consider public comments in making fare increase or service decrease decisions.

Documentation:

- 1) Documentation for fare increases or service decreases will include such things as published public notices, postings, summaries or minutes of public meetings, letters from the public, and plans and documents describing the changes.

Public Notice and Comment Period on Proposed Federal Transit (FTA) Grants for the City of Montgomery's Montgomery Area Transit System (MATS) for Fiscal Year 2013

PUBLIC NOTICE

PUBLIC NOTICE AND COMMENT PERIOD ON PROPOSED FEDERAL TRANSIT
ADMINISTRATION (FTA) GRANTS FOR THE CITY OF MONTGOMERY'S
MONTGOMERY AREA TRANSIT SYSTEM (MATS) FOR FISCAL YEAR 2013

Notice is hereby given that the City of Montgomery and Montgomery Area Transit System will hold a public comment period concerning three (3) Draft Federal Transit Administration (FTA) grants. More information about each grant follows:

- Fiscal year (FY) 2013 Montgomery Area Transit System Capital and Operating Formula Grant (First half Apportionment). The estimated cost for the Montgomery Area Transit System fiscal year first half 2013 Capital and Operating grant is \$2,289,826 of which \$1,263,353 dollars being federal funds and \$1,026,473 being City of Montgomery matching funds. **The estimated first half cost of the Montgomery Area Transit System fiscal year 2013 capitalized operating expenses is \$394,798 of which \$315,839 dollars being federal funds and \$78,959 being City of Montgomery matching funds. The estimated first half cost of the Operating portion of the Montgomery Area Transit System fiscal year 2013 grant is \$1,895,028 of which \$947,514 dollars being federal funds and \$947,514 being City of Montgomery matching funds.** Items being paid for are standard annual operating and capital needs for MATS.
- FTA Section 5309 State of Good Repair Grant for the replacement of 10 Montgomery Area Transit System buses that have exceeded their useful life. Federal grant amount awarded \$581,000 with \$119,000 being City of Montgomery matching funds. Total grant amount \$700,000.
- FTA Section 5309 Bus Livability Grant for the purchase of 10 new bus bench and shelter facilities to be placed in locations within the Montgomery Area Transit System service Area. Federal grant amount awarded \$120,000 with \$30,000 being City of Montgomery matching funds. Total grant amount \$150,000.
- The public involvement comment period will last for 8 days from **Monday, March 4, 2012 to Monday, March 11, 2013**. Concerned citizens can see the information concerning the proposed grant projects and make comments at the locations listed below and on the Montgomery Area Transit System internet website at <http://www.montgomerytransit.com> and on the Montgomery Metropolitan Planning Organization website at http://www.montgomerympo.org/public_involvement.html.

Comments-The three (3) draft FY-2013 Federal Transit Administration grants information and comment forms are available at locations in the City of Montgomery (see list below). Comment Forms are available at each location as well as on the internet website.

Montgomery City/County

- City of Montgomery Intermodal Transportation Facility, 495 Molton Street, Montgomery, AL 36104
- Montgomery Area Transit System, 2318 West Fairview Avenue, Montgomery, AL 36108

Federal Planning Program of Projects (POP) Requirement

This public notice, public comment period, and overall opportunity to comment on the above described program of projects (POP) meets the requirements established by the Federal Transit Administration (FTA) pursuant to 49 U.S.C. (United States Code) Section 5307 (c) . If there are no amendments to the proposed program of projects, they will become the final POP.

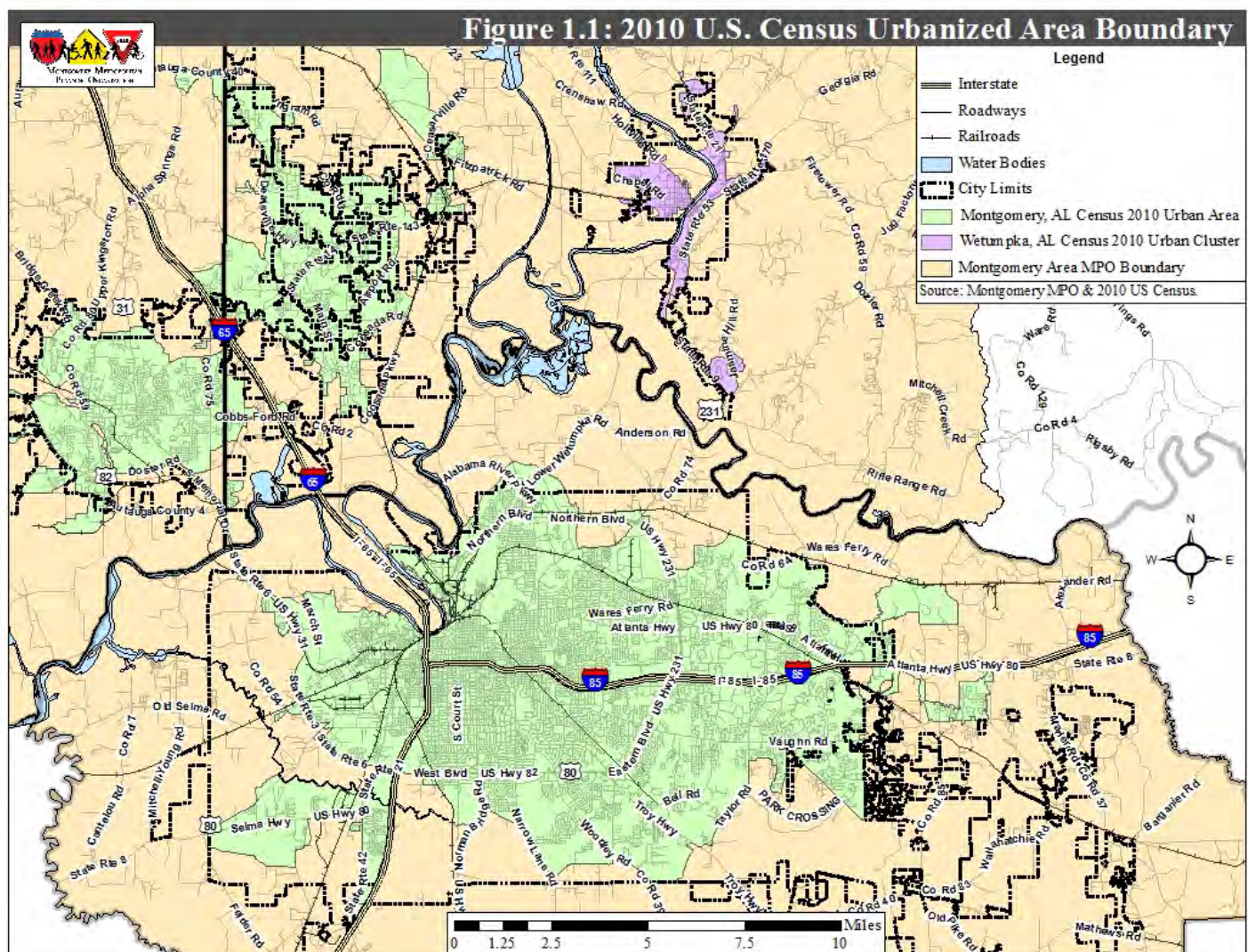
A Technical Summary is available on the web at <http://www.montgomerympo.org> under the **Public Involvement** link at http://www.montgomerympo.org/public_involvement.html. For more information or to comment by telephone, call the City of Montgomery - Transportation Planning Division Staff at (334) 625-2734 or (334) 625-2754 by **March 11, 2013** at 5:00 p.m. Our Office is located at the City of Montgomery Downtown Intermodal Transportation Facility, located at 495 Molton Street, Montgomery, AL 36104. Office hours are from 8:00 a.m. to 5:00 p.m. Monday thru Friday. Comments can also be emailed to rsmith@montgomeryal.gov or sent by mail to:

Mr. Robert E. Smith Jr.
Director of Planning/MPO
Department of Planning
City of Montgomery
Intermodal Transportation Facility
495 Molton Street
Montgomery, AL 36104

Language Assistance Plan for Providing Language Assistance to Persons with Limited English Proficiency (LEP)

This assessment report was developed by the City of Montgomery-Transportation Planning Division and The M Transit System for the purpose of assessing what language limitation might be present in the City of Montgomery, in order to determine the level of need for transit customers, so that meaningful access to The M Transit System service will be attainable although English speaking ability may or may not be limited.

The M Transit System operates fixed bus route and paratransit service in the City of Montgomery Alabama. The City of Montgomery is where the Census 2010 urbanized area is located. The Montgomery urbanized area has a population of 263,907 persons (Census 2010). The City of Montgomery is the second largest city in Alabama and the state's capital and has a population of 205,764 (Census 2010). The capital is located in the south central part of the state, 90 miles south of Birmingham and 150 miles southwest of Atlanta, GA. Figure 1.1 shows the City of Montgomery municipal boundary and Census 2010 urbanized area boundary.



Demographic Characteristics (Year 2010)

The City of Montgomery is the designated recipient of the Metropolitan Planning Organization (MPO). Understanding MPO study area demographics provides an indication of what types of transportation infrastructure and services may be needed. For instance, some population groups are more likely to need or use transit, including low-income persons, elderly persons, young persons, non-white persons and households without vehicle access. The geographic distribution of population groups is also a component for meeting federal environmental justice guidelines and regulations established by Title VI, Executive Order 12898 and **Section 450 of TEA-21**. Environmental justice regulations require any federally supported investment—whether a planning study or road widening— not to disproportionately impact minority and low-income communities. The investments should allow environmental justice groups to fully share in the benefits of the investment(s). The transportation planning process should be inclusive and provide a public outreach program to include environmental justice communities in the process.

Race statistics for the City of Montgomery are detailed in Table 1.1.

Table 1.1: City of Montgomery 2010 U.S. Census Statistics

	City of Montgomery	Percent
Total:	205,764	
Hispanic or Latino	7,998	3.89%
Not Hispanic or Latino:	197,766	96.11%
Population of one race:	195,520	95.02%
White alone	74,227	36.07%
Black or African American alone	116,001	56.38%
American Indian and Alaska Native alone	449	0.22%
Asian alone	4,580	2.23%
Native Hawaiian and Other Pacific Islander alone	79	0.04%
Some Other Race alone	184	0.09%
Two or More Races:	2,246	1.09%
Population of two races:	2,050	1.00%
White; Black or African American	749	0.36%
White; American Indian and Alaska Native	285	0.14%
White; Asian	380	0.18%
White; Native Hawaiian and Other Pacific Islander	33	0.02%
White; Some Other Race	24	0.01%
Black or African American; American Indian and Alaska Native	249	0.12%
Black or African American; Asian	192	0.09%
Black or African American; Native Hawaiian and Other Pacific Islander	26	0.01%
Black or African American; Some Other Race	37	0.02%
American Indian and Alaska Native; Asian	11	0.01%
American Indian and Alaska Native; Native Hawaiian and Other Pacific Islander	0	0.00%
American Indian and Alaska Native; Some Other Race	1	0.00%
Asian; Native Hawaiian and Other Pacific Islander	34	0.02%
Asian; Some Other Race	28	0.01%
Native Hawaiian and Other Pacific Islander; Some Other Race	1	0.00%
Population of three races:	189	0.09%
Population of four races:	7	0.00%
Source: U.S. Census Bureau, 2010 Census.		

The data show a wide variation in the distribution of population groups across the City of Montgomery. The greatest proportion of population per the 2010 Census is Black or African American at 116,001 or 56.38%, followed by White or Caucasian at 74,227 or 36.07%, then Hispanic or Latino at 7,998 or 3.89, then Asian at 4,580 or 2.23%, then Native American and Other Pacific Islander at 79 or 0.04% and some other race at 184 or 0.09%.

Table 1.2 summarizes the 2010 population in the Montgomery MPO study area as reported in the 2010 Census in order to see where the City of Montgomery compares to all cities and counties within the MPO study area for comparison. The City of Montgomery has the largest amount of municipal population at 205,764, followed by the City of Prattville with a population of 33,960, then the City of Millbrook at 14,640, then the City of Wetumpka at 6,528, then the Town of Pike Road at 5,406, then the Town of Elmore at 1,262, then the Town of Coosada at 1,224, and finally the Town of Deatsville. The county totals are listed for information as well, as well as each Census designated place (CDP), which are non-incorporated population concentrations. Figure 1.2 shows the MPO study area geographically in order to see where all Census Places are located in the Montgomery MPO study area.

Table 1.2: 2010 U.S. Census Total Population and Population By Race and Ethnicity

City/Town/ Census Designated Place	Total	Population of one race	White alone	% White	Black or African American alone	% Black or African American alone	American Indian and Alaska Native alone	% American Indian and Alaska Native alone	Asian alone	% Asian alone	Native Hawaiian and Other Pacific Islander alone	% Native Hawaiian and Other Pacific Islander alone	Some Other Race alone	% Some Other Race alone	Two or More Races	% Two or More Races	Hispanic or Latino	% Hispanic or Latino
Autaugaville (Part in Study Area)	870	858	272	31.26%	581	66.78%	2	0.23%	0	0.00%	0	0.00%	3	0.34%	12	1.38%	7	0.80%
Blue Ridge CDP	1,341	1,329	1,267	94.48%	36	2.68%	10	0.75%	12	0.89%	2	0.15%	2	0.15%	12	0.89%	13	0.97%
Coosada	1,224	1,216	706	57.68%	490	40.03%	5	0.41%	2	0.16%	0	0.00%	13	1.06%	8	0.65%	36	2.94%
Deatsville	1,154	1,128	896	77.64%	224	19.41%	1	0.09%	3	0.26%	0	0.00%	4	0.35%	26	2.25%	19	1.65%
Elmore	1,262	1,245	811	64.26%	337	26.70%	1	0.08%	2	0.16%	0	0.00%	94	7.45%	17	1.35%	111	8.80%
Emerald Mountain CDP (Part in Study Area)	2,561	2,541	2,230	87.08%	282	11.01%	4	0.16%	16	0.62%	0	0.00%	9	0.35%	20	0.78%	42	1.64%
Holtville CDP (Part in Study Area)	4,096	4,054	3,703	90.41%	305	7.45%	20	0.49%	10	0.24%	1	0.02%	15	0.37%	42	1.03%	52	1.27%
Millbrook	14,640	14,343	10,863	74.20%	3,155	21.55%	52	0.36%	120	0.82%	7	0.05%	146	1.00%	297	2.03%	410	2.80%
Montgomery	205,764	203,066	76,656	37.25%	116,524	56.63%	512	0.25%	4,609	2.24%	164	0.08%	4,601	2.24%	2,698	1.31%	7,998	3.89%
Pike Road	5,406	5,365	3,702	68.48%	1,551	28.69%	7	0.13%	76	1.41%	2	0.04%	27	0.50%	41	0.76%	69	1.28%
Pine Level CDP	4,183	4,103	3,848	91.99%	191	4.57%	9	0.22%	20	0.48%	4	0.10%	31	0.74%	80	1.91%	72	1.72%
Prattville	33,960	33,359	26,665	78.52%	5,659	16.66%	143	0.42%	479	1.41%	30	0.09%	383	1.13%	601	1.77%	1,039	3.06%
Redland CDP	3,736	3,680	3,087	82.63%	481	12.87%	12	0.32%	62	1.66%	2	0.05%	36	0.96%	56	1.50%	86	2.30%
Wetumpka	6,528	6,408	4,435	67.94%	1,701	26.06%	38	0.58%	75	1.15%	5	0.08%	154	2.36%	120	1.84%	246	3.77%
Autauga County	54,571	53,702	42,855	78.53%	9,643	17.67%	232	0.43%	474	0.87%	32	0.06%	466	0.85%	869	1.59%	1,310	2.40%
Elmore County	79,303	78,159	60,455	76.23%	15,900	20.05%	285	0.36%	518	0.65%	63	0.08%	938	1.18%	1,144	1.44%	2,129	2.68%
Montgomery County	229,363	226,457	90,656	39.53%	125,477	54.71%	589	0.26%	4,821	2.10%	171	0.07%	4,743	2.07%	2,906	1.27%	8,314	3.62%
Total Population*	285,855	281,837	138,869	48.58%	130,936	45.81%	814	0.28%	5,486	1.92%	217	0.08%	5,515	1.93%	4,018	1.41%	10,193	3.57%
* Total population is the sum of all municipalities and census designated places except Autaugaville.																		

Figure 1.2: Municipalities and Census Designated Places (CDP)

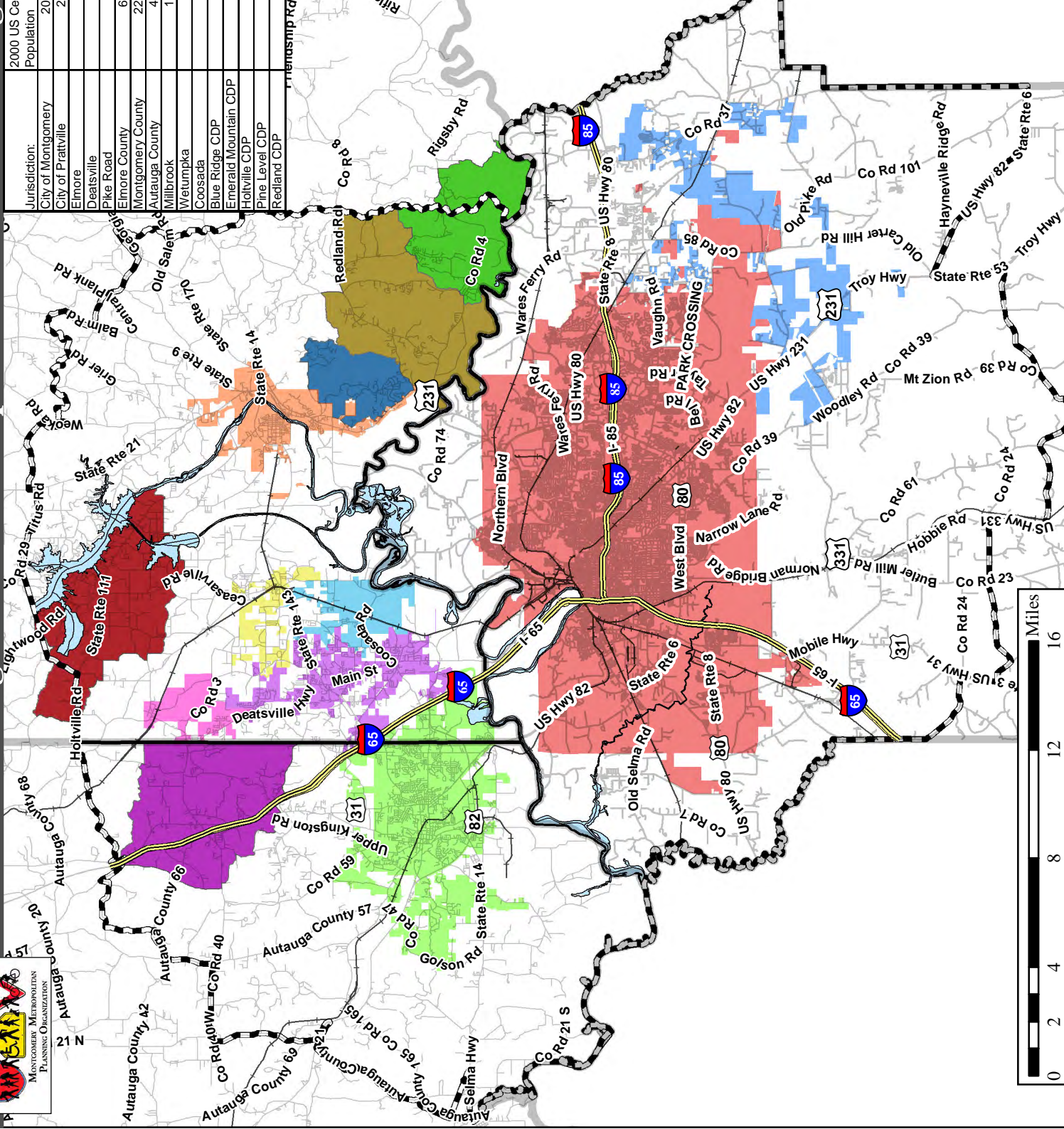
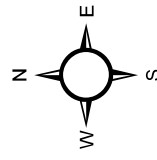


Jurisdiction:	2000 US Census Population	2009 Population Estimate	2010 US Census Population	% Change 2000 to 2010
City of Montgomery	201,568	202,487	205,764	2.08%
City of Prattville	24,303	30,712	33,980	39.74%
Elmore	199	1,023	1,262	534.17%
Deatsville	340	559	1,154	239.41%
Pike Road	310	4,397	5,406	1643.87%
Elmore County	65,874	76,714	79,303	20.39%
Montgomery County	223,510	224,369	229,363	2.62%
Autauga County	43,671	49,584	54,571	24.96%
Millbrook	10,386	15,957	14,640	40.96%
Wetumpka	5,726	7,374	6,528	14.01%
Coosada	1,382	1,432	1,224	-11.43%
Blue Ridge CDP	1,331	1,164	1,341	0.75%
Emerald Mountain CDP	N/A	N/A	N/A	N/A
Holtville CDP	N/A	N/A	N/A	N/A
Pine Level CDP	N/A	N/A	N/A	N/A
Redland CDP	N/A	N/A	N/A	N/A

Legend

- Interstate
- Roadways
- Railroads
- Montgomery Area MPO Boundary
- Water Bodies
- Montgomery City Limits
- Pike Road Town Limits
- Wetumpka City Limits
- Prattville City Limits
- Coosada City Limits
- Millbrook City Limits
- Deatsville City Limits
- Elmore City Limits
- Census Designated Places
- Blue Ridge CDP
- Emerald Mountain CDP
- Holtville CDP
- Pine Level CDP
- Redland CDP

Source: Montgomery MPO & 2010 US Census.



Persons 5 Years and Over Whom Speak a Language Other Than English at Home

The M Transit System service area is the City of Montgomery municipal limits. The U.S. Census instituted a major format change with the 2010 Census. The long form previously utilized to determine the population who speak English at home was eliminated in favor of the annual data collection method utilized in the new program, the American Community Survey (ACS). The ACS releases statistics annual including one year, three-year, and five-year estimates. Data for language speaking ability was obtained from the latest five year estimates, the 2007-2011 American Community Survey Census data.

According to the 2007-2011 American Community Survey Census in the City of Montgomery, 6.0% or 11,454 persons 5 years and over speak a language other than English at home, which translates into 94.0% or 179,446 persons 5 years and over who speak English at home.

Of the population 5 years and over by language spoken at home and ability to speak English, there are multiple languages which include Spanish or Spanish Creole, other Indo-European languages, Asian and Pacific Island languages, and all other languages. Further breakdown based on 2007-2011 ACS figures indicates that there are 5,918 Spanish speaking persons. Of that total 2,468 persons speak English “very well” and 3,450 persons speak English less than “very well.”

Other Indo-European language persons include 1,718 persons. Of those 1,301 persons speak English “very well” and 417 speak English less than “very well.” Asian and Pacific Islander persons include 3,054 persons. Of those 1,396 persons speak English “very well” and 1,658 persons speak English less than “very well.” All other language persons include 955 persons. Of those 607 persons speak English “very well” and 347 persons speak English less than “very well.”

Table 1.3 summarizes the five-year estimates of the population ability to speak English within the City of Montgomery as reported in the 2007-2011 American Community Survey.

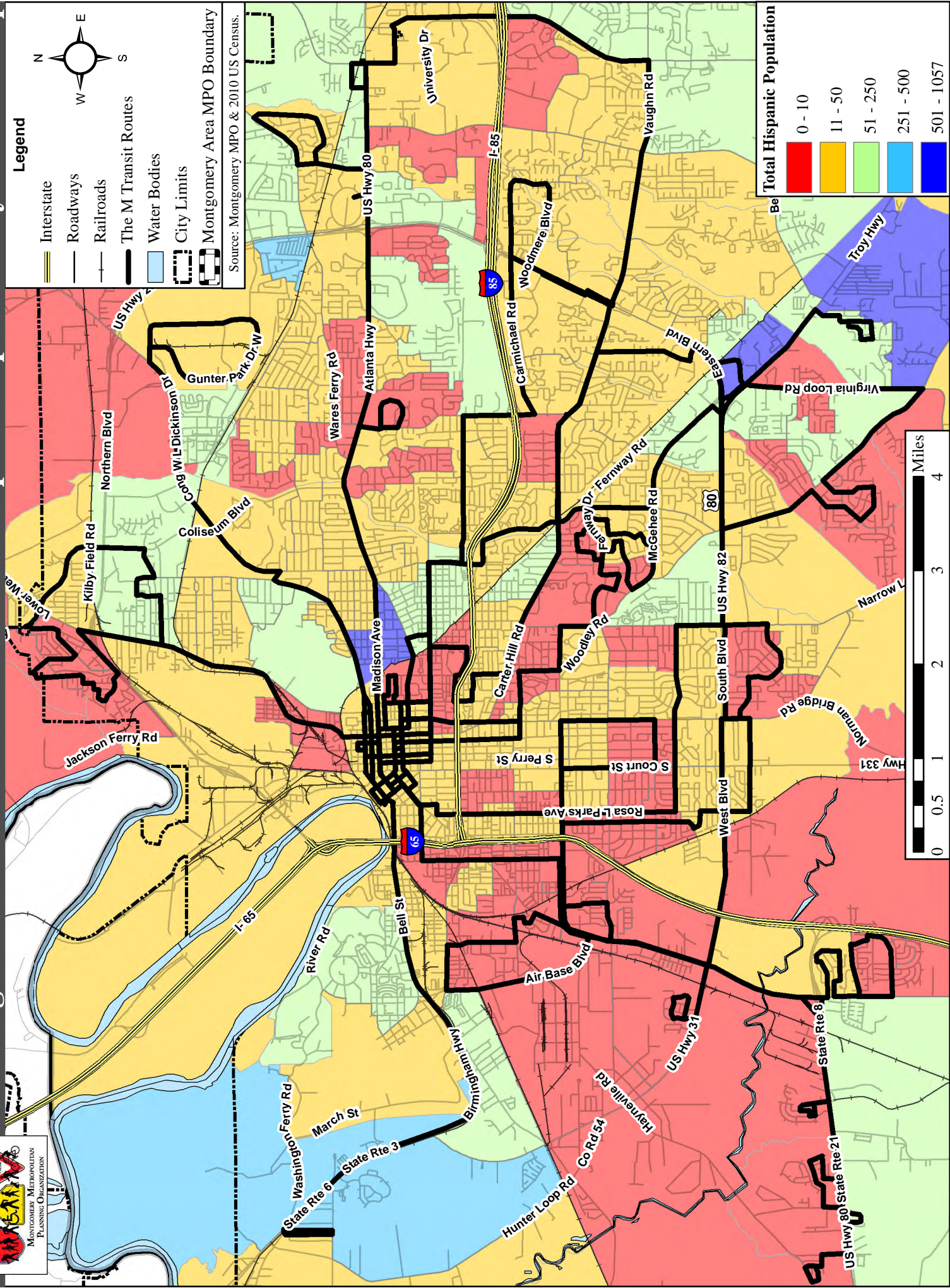
Out of all population groups shown in table 1.3, Spanish speaking persons have the highest number of persons that do not speak English well and therefore have the highest probability to need LEP translation services. Figure 1.3 shows the year 2010 Hispanic population in relation to fixed bus route transit by Census Block Group geography.

Table 1.3: Ability to Speak English - 2010

Subject	Montgomery city, Alabama					
	Total		Percent of specified language speakers			
			Speak English "very well"		Speak English less than "very well"	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population 5 years and over	190,901	+/-247	97.0%	+/-0.3	3.0%	+/-0.3
Speak only English	94.0%	+/-0.4	(X)	(X)	(X)	(X)
Speak a language other than English	6.0%	+/-0.4	49.5%	+/-4.6	50.5%	+/-4.6
Spanish or Spanish Creole	3.1%	+/-0.3	41.7%	+/-5.9	58.3%	+/-5.9
Other Indo-European languages	0.9%	+/-0.1	75.7%	+/-9.6	24.3%	+/-9.6
Asian and Pacific Island languages	1.6%	+/-0.2	45.7%	+/-10.1	54.3%	+/-10.1
Other languages	0.5%	+/-0.2	63.6%	+/-19.0	36.4%	+/-19.0
SPEAK A LANGUAGE OTHER THAN ENGLISH						
Spanish or Spanish Creole	5,841	+/-555	41.7%	+/-5.9	58.3%	+/-5.9
5-17 years	1,195	+/-216	53.0%	+/-13.3	47.0%	+/-13.3
18-64 years	4,515	+/-379	38.3%	+/-6.8	61.7%	+/-6.8
65 years and over	131	+/-65	58.8%	+/-25.2	41.2%	+/-25.2
Other Indo-European languages	1,682	+/-278	75.7%	+/-9.6	24.3%	+/-9.6
5-17 years	274	+/-126	72.3%	+/-24.8	27.7%	+/-24.8
18-64 years	1,171	+/-233	75.8%	+/-10.1	24.2%	+/-10.1
65 years and over	237	+/-108	79.3%	+/-20.7	20.7%	+/-20.7
Asian and Pacific Island languages	3,029	+/-335	45.7%	+/-10.1	54.3%	+/-10.1
5-17 years	831	+/-139	51.3%	+/-20.6	48.7%	+/-20.6
18-64 years	1,968	+/-264	44.3%	+/-10.9	55.7%	+/-10.9
65 years and over	230	+/-78	37.4%	+/-17.2	62.6%	+/-17.2
Other languages	879	+/-465	63.6%	+/-19.0	36.4%	+/-19.0
5-17 years	316	+/-234	63.0%	+/-32.5	37.0%	+/-32.5
18-64 years	563	+/-278	63.9%	+/-18.8	36.1%	+/-18.8
65 years and over	0	+/-89	-	**	-	**
CITIZENS 18 YEARS AND OVER						
All citizens 18 years and over	149,126	+/-703	99.1%	+/-0.2	0.9%	+/-0.2
Speak only English	96.9%	+/-0.4	(X)	(X)	(X)	(X)
Speak a language other than English	3.1%	+/-0.4	72.1%	+/-5.3	27.9%	+/-5.3
Spanish or Spanish Creole	1.5%	+/-0.3	68.9%	+/-8.7	31.1%	+/-8.7
Other languages	1.6%	+/-0.2	74.9%	+/-6.5	25.1%	+/-6.5

Source: 2007-2011 American Community Survey

MONTGOMERY METROPOLITAN
PLANNING ORGANIZATION



Evaluation

The Four Factor Analysis

Recipients are required to take reasonable steps to ensure meaningful access to their programs and activities by LEP persons. While designed to be a flexible and fact-dependent standard, the starting point is an individualized assessment that balances the following four factors: (1) The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient or grantee; (2) the frequency with which LEP individuals come in contact with the program; (3) the nature and importance of the program, activity, or service provided by the recipient to people's lives; and (4) the resources available to the recipient and costs.

Factor 1: The Number and Proportion of LEP Persons Served or Encountered in the Eligible Service Population

The City of Montgomery/The M Transit System provides transit service within the City limits. The population of its service area is approximately 205,764.

The City operates a network of 15 fixed routes. Service is provided weekdays from 5:00 a.m. to 9:30 p.m. Saturday service is operated from 7:30 a.m. to 6:30 p.m. There is no service on Sundays. Complementary paratransit service operates during the same days and hours of service as the fixed routes.

The basic adult fare for bus service is \$2.00. A reduced fare of \$1.00 is offered to seniors, disabled persons, students and Medicare cardholders during all hours. The fare for ADA paratransit service is \$4.00.

The City operates a fleet of 36 buses for fixed-route service. Its bus fleet consists of standard 22-, 30- and 35-foot transit coaches. The current peak requirement is for twenty-one vehicles. The City also has a fleet of eleven minibuses, which are operated for ADA paratransit service.

The M Transit System comes in contact with LEP individuals through contact with individual transit and paratransit vehicle operators, call to telephone customer service line, and at the customer service window at the Intermodal Transportation Center. The same agent at the customer service window also handles customer service telephone calls. In addition, the customer service window is within the administrative office area of The M Transit System. Both bus operators and the customer service representative report occasional contact with non-English speaking individuals, primarily Spanish-speakers.

Factor 2: The Frequency with Which LEP Individuals Come In Contact with Intracity Transit Programs, Activities and Services

Based on census data and information regarding Montgomery school enrollments, it is clear the primary group of individuals and households in Montgomery that are linguistically isolated are Spanish-speaking. The 2007-2011 American Community Survey Journey to Work data for travel to work in the City of Montgomery shows that of 90,119 individuals traveling to work, 720 (.8%) traveled by bus. According to the 2007-2011 American Community Survey Journey to Work data, the population that ride transit who may require language assistance is approximately 28 individuals (28 Speak Spanish), or 3.9%.

Factor 3: The Importance to LEP Persons of The M Transit Programs, Activity and Services

Most customer service requests are for schedule and route information and for the sale of tickets and passes. Most transit riders are regular users who use only a portion of the bus system for their daily travel, making routine trips, with little need for complex information. Thus, information requests for route and schedule information are most likely to be made by infrequent users or users new to using transit. This population could include recent immigrants in non-English speaking households, and therefore it is important to have language resources ready to enable them to be served. Studies have shown that for recent immigrants and LEP persons, an inability to effectively utilize public transportation may severely limit other critical life activities such as access to health care, employment, or education.

Factor 4: The Resources Available to the Recipient and Costs

The M Transit is a public transit operator receiving federal funds for transit operation under the FTA Section 5307 program. The M Transit System has access to resources that the City of Montgomery may devote to communicating with LEP populations as needed.

In further developing the LEP Plan, The M Transit System will explore resource capabilities for Spanish and other language assistance that may be offered by the City of Montgomery and the State of Alabama. The M Transit System has engaged in translating and publishing route and schedule information into written Spanish. Other languages will be translated upon request.

All documents posted on the website can be translated in different languages based on website capabilities.

Implementation Plan

Identifying LEP Individuals Who Need LEP Assistance

In order to identify individuals who may need LEP assistance, several initial steps will be taken. Later steps will follow, based on results and needs identified in making the initial steps.

The M Transit System is fortunate to have its customer service and administrative functions housed at the Intermodal Transportation Center where all buses converge/meet at the same time to enable transfer throughout the city. The Center serves as the primary point of contact for most patrons to secure customer service, and will serve as the primary location for provision of language assistance services as needed.

The primary means for identifying LEP persons is to ask them to self-identify. “I Speak cards” will be used at the customer service desk to assist in identifying those individuals needing assistance and what language they speak. The Census Bureau’s “I Speak” card will be used.

Language Assistance Measures

The M Transit System will survey its employees to determine any employees possessing oral and/or written Spanish (and other language) skills. In addition, it will work with community leaders to determine language assistance measures that may already be in place.

Finally, The M Transit System has a pocket guide for bus operators called “Basic Spanish for Transit Employees” that includes relevant words and phrases that would be useful in encounters with Spanish-speaking customers.

Training Staff

The M Transit System will identify key staff to involve in training for communicating with LEP individuals. These staff includes the Customer Service Agents who provides customer service, Road Supervisors who cover street operations and man the customer service window, the Paratransit Dispatchers, and bus operators. The M Transit System will contact the local colleges and universities who may sponsor, English as Second Language (ESL) instructors to determine potential resources for assisting in this training.

Providing Notice to LEP Persons

The M Transit System will announce the availability of language services to LEP persons. This notice will be provided by such means as:

- Postings in Spanish placed in the Intermodal Center building entrance and at the Customer Service window saying that free language assistance is available and explaining how to get language assistance.
- Announcements to community-based organizations, especially those serving LEP populations, about The M Transit System services and availability of language services.

Monitoring and Updating Intracity Transit's LEP Plan

The M Transit System will annually review its LEP Plan and seek to determine if changes have occurred in:

- Current LEP populations in the service area or population encountered;
- Frequency of encounters with LEP language groups;
- Available resources and sources of additional resources, and associated costs;
- Staff's knowledge of and understanding of the LEP Plan, language assistance resources, and how to serve LEP individuals;
- The identified sources of assistance, to determine their continued availability.

Information gathered in this annual review will be used to update the LEP Plan, no less than every three years along with The M Transit System's submission of a Title VI Update to regulatory agencies.

Membership of Non-Elected Committees and Councils

The City of Montgomery/The M has no transit-related non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by the recipient

Monitoring of Subrecipients for Compliance with Title VI

The City of Montgomery/The M Transit have no subrecipients it has to monitor for compliance with Title VI.

A Title VI Equity Analysis (Construction of Facilities)

The City of Montgomery/The M Transit System have no construction projects scheduled.

TITLE VI PROGRAM CERTIFICATION

As a major provider of public transportation whose employees have extensive daily contact with the public, the City of Montgomery/ The M Transit System recognizes its responsibility to the community which it serves and is committed to a policy of nondiscrimination. The City of Montgomery/ The M Transit System works to ensure nondiscrimination transportation in support of our mission and vision.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of **race, color, or national origin** in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (42 U.S.C. Section 2000d).

The Environmental Justice component of Title VI guarantees fair treatment for all people and provides for the City of Montgomery/ The M Transit System to identify and address, as appropriate, disproportionately high and adverse effects of its programs, policies, and activities on minority and low-income populations, such as undertaking reasonable steps to ensure that Limited English Proficiency (LEP) persons have meaningful access to the programs, services, and information that the City of Montgomery/ The M Transit System provides.



Todd Strange, Mayor

6/6/13

Date

REQUIREMENTS OF TRANSIT PROVIDERS

Service Standards

Vehicle Load Standards

Loading standards must be related to operating costs, revenues produced passenger comfort. Loading standards are expressed as the capacity of the vehicle. For example, a load factor of 100 percent implies that the number of seats and passengers are equal, while a load factor of 150 percent implies there are three passengers for every two seats.

Although it is desirable to provide a seat for each passenger at all times, it is usually not economically feasible. Since rider characteristics for the system and each route vary by time of day, loading standards shall likewise vary in this manner. In establishing these standards, consideration shall be given to the length of time passengers are required to stand during the interchange of passengers along the route.

The average of all loads during the peak operating period should not exceed vehicles' achievable capacities, which are 16 passengers for Cutaways, 38 passengers for 30' Low floor SLF bus, and 47 for 35' SLF and Gillig buses.

				Maximum	
	Seated	Standing	Total	Load	
				Factor	
22' Cutaways	12	4	16	1.3	
30' Low Floor Bus	28	10	38	1.4	
35' SLF Low Floor	32	15	47	1.5	
35' Gillig Low Floor	32	15	47	1.5	

Vehicle Headway Standards

The scheduled time between buses passing a given point shall be determined primarily by time of day, passenger loads and also by service area characteristics such as population density, income and auto ownership. Headways shall be at their maximum when minimum service is provided during off-peak periods.

Service on most routes operates on 45 minute headways during the peak, 90 minutes during off-peak. Service on other routes operates on 60 minute headways during peak and off-peak. Weekend service provides 60 minute headways on the majority of routes. Peak hour service is from 6am-10am and 3pm-6pm.

Route	Peak	Off-Peak	Nights			
Route 1,3,11	60	60	60			
Routes 2,4,6,10,	30	60	60			
Routes 5,12,16	45	90	60			
Routes 7,8	45	90	90			
Route 15	60	N/A	N/A			
Route 9	45	45	45			

On-time Performance Standard

The M defines On-Time" Operation as zero minutes ahead of schedule to no more than five minutes behind schedule. Behind schedule operation can develop from a number of uncontrollable circumstances, but ahead of schedule operation is avoidable and should never occur. During peak periods, bus service shall maintain or surpass 90 percent of “on-time” service and 95 percent during all other operating periods. Supervisors are on the street monitoring on-time performance and report daily their observations. Each month the reports are compiled as a part of monthly reporting.

Service Availability Standards

Bus stops are place no more than two (2) blocks apart.

Service Policies

Transit Amenities Policy

Bus amenities are placed at locations/stops which have a higher number of boarding.

Vehicle Assignment Policy

Thirty-five foot buses are assigned to routes with higher ridership and those routes with longer headways to account for increased loads. The cutaway buses are assigned to routes with the lower ridership. Thirty-foot buses are assigned mostly to peak service routes.