



Board Report

File #: 2019-0643, File Type: Policy

Agenda Number: 39.

EXECUTIVE MANAGEMENT COMMITTEE SEPTEMBER 19, 2019

SUBJECT: SERVICE STANDARDS POLICIES FOR TITLE VI PROGRAM UPDATE

ACTION: ADOPT UPDATED POLICY

RECOMMENDATION

ADOPT Service Standards Policies for Title VI Program Update presented in Attachment A.

ISSUE

Title VI of the Civil Rights Act of 1964 (Title VI) prohibits discrimination on the basis of race, color, and national origin in programs that receive federal funding. The Federal Transportation Administration (FTA) requires transportation agencies to demonstrate their compliance with Title VI by adopting policies in compliance with FTA Circular 4702.1B "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," issued October 1, 2012. FTA requires the Metro Board of Directors to review and approve the Metro Service Standards and policies to be included in the Title VI Program Update due every three years.

BACKGROUND

Section 601 of Title VI of the Civil Rights Act of 1964 (Title VI) states the following:

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.

FTA Circular 4702.1B, revised in 2012, requires transportation agencies to develop systemwide service standards and include them in the Title VI Program update due every three years. These service standards should be followed for the three-year period until the next program update.

DISCUSSION

Findings

In 2013 and 2016, the Metro Board of Directors adopted systemwide standards as required by the FTA Title VI circular. These included; Passenger Loading, Headways, On-Time Performance, Stop

Spacing, Accessibility, Passenger Amenities as well as Vehicle Assignment. These standards and policies establish thresholds for performance by mode for Metro Operations. Additionally, these systemwide standards are monitored and results are reported every three years to assist in determining if the systemwide standards are meeting Metro's performance goals.

Considerations

Establishing systemwide standards assist agencies in running day-to-day operations. Metro's Service Development, Scheduling & Analysis department has monitored the previously adopted service standards and is recommending some minor adjustments to follow for the next three years as Metro considers potential system-wide service adjustments. The adjustments are outlined in Attachment A and include:

DETERMINATION OF SAFETY IMPACT

The requested action in this report will have no direct impact on the safety of Metro's employees or customers.

FINANCIAL IMPACT

Adoption of the Service Standards Policies has no direct impact upon Metro's expenditures or revenues. Approval is consistent with the implementation of service included in the adopted FY2020 Budget.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Recommendation supports strategic plan goal # 5, "Provide responsive, accountable, and trustworthy governance within the Metro organization" by adhering to civil rights requirements mandated by Title VI of the Civil Rights Act of 1964.

ALTERNATIVES CONSIDERED

The alternative to not including Board approved Service Standards Policies could have significant negative impacts to the agency. Failure to include Board approved Service Standards policies in the Title VI Program update may result in FTA not concurring Metro's Title VI Program Update which may result in suspension of federal grants by being non-compliant with a civil rights requirements.

NEXT STEPS

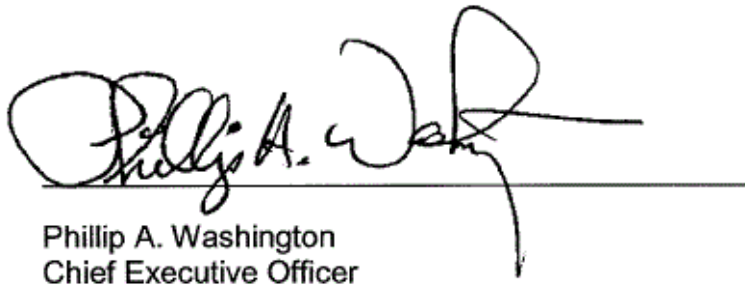
The approval of the recommended adjustments to the service standards will become effective immediately and will be part of Metro's Title VI Program Update. The Title VI Program Update is scheduled for Board approval at the October 24, 2019 Board of Directors meeting. Upon Board approval, Metro's Title VI Program Update will be submitted to FTA by the due date of November 1, 2019.

ATTACHMENTS

Attachment A - Metro Service Standards

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