



### **Agenda Item Details**

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Meeting	Jan 27, 2016 - City Commission Meeting
Category	13. POLICY FORMATION AND DIRECTION
Subject	13.06 Adoption of StarMetro Title VI Policy and Approval of Revisions to City Commission 800 - StarMetro Operating Policy -- Terry Lowe, Fleet & StarMetro
Access	Public
Type	Action (Consent)
Preferred Date	Jan 27, 2016
Absolute Date	Jan 27, 2016
Fiscal Impact	Yes
Budgeted	No
Recommended Action	Option 1 - Approve the Title VI Policy and revisions to City Commission Policy 800.

### **Public Content**

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For more information, please contact: Brian Waterman, Transit Planning Manager, 850-891-5564.

#### ***Statement of Issue***

As a recipient of federal funds, StarMetro is required to review and update its Title VI Policy every three years. This policy is to be adopted by the City Commission prior to submission to the Federal Transit Administration (FTA). Since the 2013 Title VI submission, FTA updated the requirements to include a customer survey, analyze the distribution of transit resources, and define a major service change. When a major service change occurs, StarMetro is required to involve the public and analyze the impact on low income and minority communities. In order to implement the Title VI policy, StarMetro's operating procedures as listed in City Commission Policy 800 - StarMetro Operating Policy (800CP) should be revised. Staff has reviewed the document and proposed changes in addition to the Title VI requirements to better reflect how the organization currently operates. Staff seeks City Commission adoption of both of these documents.

#### ***Recommended Action***

Option 1 - Approve the Title VI Plan and revisions to City Commission Policy 800.

#### ***Fiscal Impact***

There is no fiscal impact.

### **Supplemental Material/Issue Analysis**

#### ***History/Facts & Issues***

As a recipient of federal funds, StarMetro is required to review and update its Title VI Policy every three years. Title VI of the 1964 Civil Rights Act prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving federal assistance. The StarMetro Title VI Policy notifies the public of the City's commitment to the federal Title VI program, provides the process for the public to file complaints, promotes public participation, and

provides resources for those who speak English as a Second Language. The Title VI Policy also ensures that StarMetro's resources and services are spread equally throughout the community. In 2013, the FTA updated the Title VI program to require transit agencies with 50 or more vehicles in peak hour service to survey their customers to obtain system demographics, to ensure the transportation system is meeting the needs of low-income and minority populations, and define what constitutes major service changes.

Major service changes require extensive public involvement and analysis of impact to minority and low-income communities. The proposed definition of a major service change is a fare increase, new service or a 25% or greater change to the operation of a route. This definition is being added to 800CP to implement the Title VI program. Once a major service change is initiated, StarMetro is required to involve the public and analyze the impact to low income and minority communities as part of evaluating the proposed changes. The required survey was conducted during the month of November and will be used by staff to assess possible route changes. The Title VI Policy was submitted to FTA in early December for their review. StarMetro was notified by FTA the Title VI Policy is concurrent with the updated Title VI program requirements and is ready for adoption.

As part of the process staff has undertaken to update 800CP and include the required major service change definition language, staff has also taken this opportunity to review the entire document and propose additional changes as listed below.

- Provides StarMetro Code of Conduct for customers who use StarMetro service and the suspension/trespass procedures for those who violate the Code of Conduct.
- Lists Paratransit Eligibility criteria, defines no shows, and gives the appeals process for paratransit service.
- Reinstates the five year sunset policy.

The City Attorney's Office has approved the proposed changes to 800CP. Transit Advisory Committee also approved the Title VI Language at the November 10, 2015 meeting.

### ***Options***

1. Approve the Title VI Policy and proposed revisions to City Commission Policy 800.

Pros: Title VI Policy meets FTA Program Requirements and maintains StarMetro's Certifications with the FTA.

Provides one document that contains procedures for Dial-A-Ride Operation, Code of Conduct, and trespass procedures.

Cons: None identified.

2. Do not approve and provide direction to staff.

Pros: None identified.

Cons: StarMetro would have to seek an extension with FTA for Title VI compliance.

### ***Attachments/Reference***

1. StarMetro Title VI Policy
2. City Commission Policy 800 Current
3. City Commission Policy 800 Proposed

[City Commisison Policy 800 current.pdf \(102 KB\)](#)

[2015 Title VI Policy Final.pdf \(4,438 KB\)](#)

[City Commission Policy 800 proposed.pdf \(176 KB\)](#)

