

**Title VI**

**2018 – 2020 Implementation Plan**

**Title VI of the Civil Rights Act of 1964**

**Prince George's County, Maryland**

**Department of Public Works and Transportation**



**Adopted date**

**January 2, 2018**

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## **I. INTRODUCTION**

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 Civil Rights Restoration Act of 1987 clarified the intent of Title VI to include all programs and activities of Federal-aid recipients, sub-recipients, and contractors whether those programs and activities are federally funded or not.

Recently, the Federal Transit Administration (FTA) has placed renewed emphasis on Title VI issues, including providing meaningful access to persons with Limited English Proficiency.

Recipients of public transportation funding from FTA and the Maryland Transit Administration (MTA) are required to develop policies, programs, and practices that ensure that federal and state transit dollars are used in a manner that is nondiscriminatory as required under Title VI.

This document details how Prince George's County Department of Public Works and Transportation incorporates nondiscrimination policies and practices in providing services to the public.

## II. OVERVIEW OF SERVICES

The Prince George's County Department of Public Works and Transportation's (DPW&T) Title VI program ensures that no person is excluded from participation in, denied the benefit of, or subjected to discrimination on the basis of race, color, or national origin in programs or activities receiving federal financial assistance. These programs specifically include *TheBus* and *Call-A-Bus*. Presidential Executive Order 12898 addresses environmental justice in minority and low-income populations. Presidential Executive Order 13166 addresses services to those individuals with limited English proficiency. The rights of women, the elderly and the disabled are protected under related statutes.

Federal aid recipients, sub-recipients and contractors are required to prevent discrimination and ensure nondiscrimination in all of their programs, activities and services whether these programs, activities and services are federally funded or not. If federal aid funds are distributed to another governmental entity, it will include Title VI language in all written agreements and will be monitored for compliance.

The goals established for preventing discrimination on *TheBus* and *Call-A-Bus* are:

- Create awareness of statutory non-discrimination requirements.
- Establish a systematic and ongoing public involvement process that engages communities affected by transportation projects
- Identify potential discriminatory impacts early.

### History and Overview

Prince George's County, Maryland is a suburban County located in central Maryland bordering the District of Columbia. It encompasses more than 450 square miles and is part of the Washington metropolitan area. The operating environment for prospective transit providers is typified by an urbanized setting in those portions of the County located inside the Capital Beltway (I-495), a suburban setting in the north and central areas of the County outside the Beltway and an extensive rural setting in the southeast area of the County.

Prince George's County was chartered in the State of Maryland in 1695. It has an executive form of government led by the County Executive. There is a nine member County Council. The County's \$3.84 billion annual operating budget (fiscal year 2018) is established by the County Executive and reviewed and approved by the County Council. Prince George's County has 27 incorporated municipalities and supported by over 50 County agencies, departments and offices.

The American Community Survey 2011-2015 data shows Prince George's County population at 833,068, the second largest in the State of Maryland. Over 96,128 County residents are 65 years of age or older. Per capita income is over \$32,639 and over 17.1% of all workers in the County use public transportation.

Prince George's County offers a public transportation system that encompasses virtually every means of conveyance available for the movement of people and goods. Administration,

maintenance and enhancement of this system are the responsibility of the County's Department of Public Works and Transportation (DPW&T). Staff consistently and constantly work to ensure that travelers throughout Prince George's have a well-planned, accessible and well-maintained transportation system.

The County's roadway network, which is extensive and continually growing, includes over 1,900 miles of road that range from minor residential roadway to major arterials. The road network includes 600 bridges, over 60,000 street lights, shoulders, sidewalks, bike lanes, curb and gutter, storm drain and storm water management facilities, driveway aprons and nearly 3,000 acres of grassy area. However, roads alone do not and cannot solve the ever present and expanding need for enhance mobility. To address the public's mobility needs, Prince George's County offers a variety of public transportation options. Prince George's County, in conjunction with the Washington Metropolitan Area Transit (WMATA), operates more than 70 bus routes throughout the County, providing more than 2,600 bus trips daily and fifteen of WMATA Metrorail stations are currently located in Prince George's County: Capital Heights, Addison Road, Morgan Boulevard, Largo Town Center, Cheverly, Landover, New Carrollton, West Hyattsville, Prince George's Plaza, College Park, Greenbelt, Southern Avenue, Naylor Road, Suitland and Branch Avenue. Prince Georges County has 12 free Park and Ride Fringe Parking lots connecting with Metrobus, Prince George's County's *TheBus* and other local transit system.

Prince George's County Department of Public Works and Transportation operates a community bus service (*TheBus*) and a countywide paratransit (*Call-A-Bus*) programs. *TheBus* is a County bus service meeting local transportation needs by providing 28 routes, covering over 10,000 miles. *TheBus* operates Monday through Friday, five days a week; however, no service is provided on New Year's Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. Prince George's County residents, senior (60+) and person with disabilities ride free all day, while middle school and high school students ride free after 2:00 pm school dismissal time to 7:00pm. *Call-A-Bus* is a demand response, curb-to-curb service available to all residents of Prince George's County, who are not served by or cannot use existing bus or rail services. However, priority is given to senior (60+) and person with disabilities, who must provide their own escort, if needed. In addition, the department works with local municipalities to assist them in providing *Call-A-Bus* programs within their respective jurisdictions. These transportation services are consistently evaluated to identify improvements that will make these services more convenient and accessible for utilization by current and future users.

### Vision Statement

Prince George's County's Department of Public Works and Transportation will be recognized as a model of outstanding service provision, characterized by accessibility and responsiveness to the citizens of Prince George's County, extraordinary technical and project delivery capacity, and the highest degree of professionalism and integrity.

### Mission

To professionally and courteously serve the citizens of Prince George's County by providing a top-notch, comprehensive, interconnected transportation system marked by well-maintained

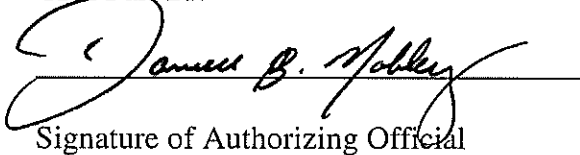
roads; reliable, comfortable and accessible public transit; and safe, pedestrian and bicycle friendly communities.

### III. POLICY STATEMENT AND AUTHORITIES

#### Title VI Policy Statement

Prince George's County Department of Public Works and Transportation is committed to ensuring that no person shall, on the grounds of race, color, national origin, as provided by Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987 (PL 100.259), be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity, whether those programs and activities are federally funded or not.

Prince George's County Department of Public Works and Transportation Title VI Manager is responsible for initiating and monitoring Title VI activities, preparing required reports, and other responsibilities as required by Title 23 Code of Federal Regulations (CFR) Part 200, and Title 49 CFR Part 21.

  
Signature of Authorizing Official

2/28/18  
Date

#### Authorities

Title VI of the 1964 Civil Rights Act provides that no person in the United States shall, on the grounds of race, color, national origin, or sex, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance (refer to 49 CFR Part 21). The Civil Rights Restoration Act of 1987 broadened the scope of Title VI coverage by expanding the definition of the terms “programs or activities” to include all programs or activities of Federal Aid recipients, sub recipients, and contractors, whether such programs and activities are federally assisted or not.

Additional authorities and citations include: Title VI of the Civil Rights Act of 1964 (42 U.S.C. Section 2000d); Federal Transit Laws, as amended (49 U.S.C. Chapter 53 et seq.); Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended (42 U.S.C. 4601, et seq.); Department of Justice regulation, 28 CFR part 42, Subpart F, “Coordination of Enforcement of Nondiscrimination in Federally-Assisted Programs” (December 1, 1976, unless otherwise noted); U.S. DOT regulation, 49 CFR part 21, “Nondiscrimination in Federally-Assisted Programs of the Department of Transportation—Effectuation of Title VI of the Civil Rights Act of 1964” (June 18, 1970, unless otherwise noted); Joint FTA/Federal Highway Administration (FHWA) regulation, 23 CFR part 771, “Environmental Impact and Related Procedures” (August 28, 1987); Joint FTA/FHWA regulation, 23 CFR part 450 and 49 CFR part 613, “Planning Assistance and Standards,” (October 28, 1993, unless otherwise noted);

U.S. DOT Order 5610.2, “U.S. DOT Order on Environmental Justice to Address Environmental Justice in Minority Populations and Low-Income Populations,” (April 15, 1997); U.S. DOT Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient Persons, (December 14, 2005), and Section 12 of FTA’s Master Agreement, FTA MA 13 (October 1, 2006).

#### **IV. NONDISCRIMINATION ASSURANCES TO MTA**

Neither Prince George's County, Maryland nor any subrecipients have had Title VI compliance review activities conducted with any federal agency in the last three years.

The Prince Georges County Department of Transportation HEREBY GIVES ASSURANCES:

That no person shall on the grounds of race, color, national origin, sex, age, and disability, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity conducted by the recipient regardless of whether those programs and activities are Federally funded or not. Activities and programs which the Recipient hereby agrees to carry out in compliance with Title VI and related statutes include but are not limited to:

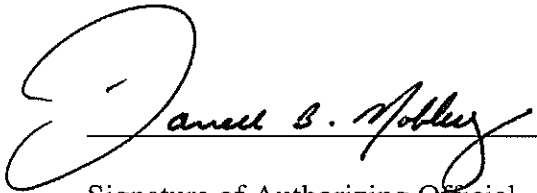
That each program, activity, and facility as defined at 49 CFR 21.23(b) and (e), and the Civil Rights Restoration Act of 1987 will be (with regard to a program or activity) conducted, or will be (with regard to a facility) operated in compliance with the nondiscriminatory requirements imposed by, or pursuant to, this agreement.

That these assurances are given in consideration of and for the purpose of obtaining any and all Federal grants, loans, contracts, property, discounts or other Federal financial assistance extended after the date hereof to the Recipient by the Federal Transit Administration

That the Recipient shall insert the following notification in all solicitations for bids for work. The Recipient, in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d to 2000d-4 and Title 49, Code of Federal Regulations, U.S. Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-assisted programs of the Department of Transportation issued pursuant to such Act, hereby notifies all bidders that it will affirmatively ensure that in any contract entered into pursuant to this advertisement, disadvantaged business enterprises as defined at 49 CFR Part 26 will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, national origin, sex, age or disability in consideration for an award.

## V. PLAN APPROVAL DOCUMENT

I hereby acknowledge the receipt of the Prince George's County Department of Public Works and Title VI Implementation Plan 2018-2020. I have reviewed and approve the Plan. I am committed to ensuring that no person is excluded from participation in, or denied the benefits of Prince George's County Department of Public Works and Transportation services on the basis of race, color, or national origin, as protected by Title VI according to C 4702.1B Title VI requirements and guidelines for Federal Transit Administration sub-recipients.



Signature of Authorizing Official

2/28/18

DATE

**Darrell B. Mobley, Director**

**Prince George's County Department of Public Works and Transportation**

The acknowledgement of the County Council approval of the Prince George's County Title VI Plan is included in Appendix G.



## **VI. ORGANIZATION AND TITLE VI PROGRAM RESPONSIBILITIES**

Under the authority of Prince George's County Department of Public Works and Transportation, the Community Developer II will serve as the Title VI Manager and is responsible for ensuring implementation of the agency's Title VI program. The specific areas of responsibility are described below.

### **Overall Organization for Title VI**

The Title VI Manager and staff are responsible for coordinating the overall administration of the Title VI program, plan, and assurances, including complaint handling, data collection and reporting, annual review and updates, and internal education.

### **Roles and Responsibilities**

The Office of Transportation developed the Title VI Program and established policies and procedures for identifying and addressing Title VI issues. A Title VI Coordinator was appointed to coordinate this effort. Department employees are assigned Title VI responsibility as follows:

**The Director** provides resources for the development and implementation of the Title VI Program.

**Associate Director for Office of Transportation** develops overall policies and programs to implement and coordinate Title VI and ensures transportation equity in the planning process; establishes the division's policies and objectives. Develops and uses performance measures to determine program efficiency and effectiveness. Develops strategies to improve the participation of under-represented groups, in planning and decision making. Provides for sufficient and appropriate data equity analysis and studies for transportation decisions and technical assistance to address and promote Title VI.

**Human Relations Commission** Processes investigates and renders a final determination for all EEO complaints of discrimination filed. Make recommendations to the Investigative Supervisor for referral of discrimination complaints to Mediation Division for Alternative Dispute Resolution. Establishes, maintains and promotes countywide EEO policies, programs, procedures and information.

**Program Manager/Planner III/Other OT staff** ensures or provide the following:

- Accept, log and process any Title VI complaints received by DPW&T.
- Collect statistical data (race, color, sex, and national origin) of participants in, and beneficiaries of transit programs, impacted citizens, and affected communities. Review Environmental Impact Statements for Title VI and Environmental Justice Compliance.
- Conduct annual Title VI reviews of special emphasis program areas (shelter installation, route planning and service design) to determine the effectiveness of program activities at all levels.

- Conduct Title VI reviews of cities, consultant contractors, suppliers, and other recipients of federal transit funds.
- Review County program directives in coordination with Title VI liaisons for special emphasis program areas and, where applicable, include Title VI language and related requirements.
- Conduct training programs of Title VI and related statutes for County program officers, and DPW&T sub recipients of federal funds.
- Prepare the annual Title VI update report presenting the accomplishments for the past year and goals for the next year.
- Develop Title VI information for dissemination to the general public and, where appropriate, in languages other than English.
- Conduct post-grant approval reviews of state programs and applicants for compliance with Title VI requirements; i.e., location of transit routes, fare increases, and persons seeking contracts with the County.
- Identify, investigate and eliminate discrimination where found to exist.
- Establish procedures for promptly resolving deficiency status and reducing to writing the remedial action agreed to be necessary, all within a period not to exceed 90 days.
- Provide alternative language services to persons with LEP.
- Secure appropriate EEO information and reports from the HRC for annual grant submittals
- A log of the public outreach and involvement activities undertaken to ensure that minority and low-income people had a meaningful access to these activities.

## **1. Data Collection**

To ensure that Title VI reporting requirements are met, Prince George's County Department of Public Works and Transportation will maintain:

- A database or log of Title VI complaints received. The investigation of and response to each complaint is tracked within the database or log.
- A log of the public outreach and involvement activities undertaken to ensure that minority and low-income people had a meaningful access to these activities.

## **2. Annual Report and Updates**

As a sub-recipient of FTA funds, Prince George's County Department of Public Works and Transportation is required to submit a Quarterly Report Form to the MTA that documents any Title VI complaints received during the preceding quarter and for each year. Prince George's County Department of Public Works and Transportation will also maintain and provide to the MTA an annual basis, the log of public outreach and involvement activities undertaken to ensure that minority and low-income people had a meaningful access to these activities.

Further, we will submit to MTA updates to any of the following items since the previous submission, or a statement to the effect that these items have not been changed since the previous submission, indicating date:

- A copy of any compliance review report for reviews conducted in the last three years, along with the purpose or reason for the review, the name of the organization that performed the review, a summary of findings and recommendations, and a report on the status or disposition of the findings and recommendations
- Public Participation Plan (PPP)
- Language Assistance Plan (LAP)
- Procedures for tracking and investigating Title VI complaints
- A list of Title VI investigations, complaints or lawsuits filed with the agency since the last submission
- A copy of the agency notice to the public that it complies with Title VI and instructions on how to file a discrimination complaint
- Minority representation on Committees by race

### **3. Annual Review of Title VI Program**

Each year, in preparing for the Annual Report and Updates, the Title VI Manager will review the agency's Title VI program to assure implementation of the Title VI plan. In addition, they will review agency operational guidelines and publications, including those for contractors, to verify that Title VI language and provisions are incorporated, as appropriate.

### **4. Dissemination of Information Related to the Title VI Program**

Information on our Title VI program will be disseminated to agency employees, contractors, and beneficiaries, as well as to the public, as described in the "public outreach and involvement" section of this document, and in other languages when needed according to the LEP plan as well as federal and State laws/regulations.

### **5. Resolution of Complaints**

Any individual may exercise his or her right to file a complaint if that person believes that he, she, or any other program beneficiaries have been subjected to unequal treatment or discrimination in the receipt of benefits/services or prohibited by non-discrimination requirements. Prince George's County Department of Public Works and Transportation will report the complaint to MTA within three business days (per MTA requirements), and make a concerted effort to resolve complaints locally, using the agency's Title VI Complaint Procedures. All Title VI complaints and their resolution will be logged as described under 1. Data Collection and reported annually (in addition to immediately) to MTA.

### **6. Written Policies and Procedures**

Our Title VI policies and procedures are documented in this plan and its appendices and attachments. This plan will be updated periodically to incorporate changes and additional

responsibilities that arise. During the Annual Title VI Program Review (item 3 above), the Title VI Manager will determine if an update is needed.

## **7. Internal education**

Our employees will receive training on Title VI policies and procedures upon hiring and upon promotion. This training will include requirements of Title VI, our obligations under Title VI (LEP requirements included), required data that must be gathered and maintained. In addition, training will be provided when any Title VI-related policies or procedures change (agency-wide training), or when appropriate in resolving a complaint.

**Title VI training is the responsibility of Prince George's County Office of Central Services.**

## **8. Title VI clauses in Contracts**

In all federal procurements requiring a written contract or Purchase Order (PO), Prince George's County Department of Public Works and Transportation's contract/PO will include appropriate non-discrimination clauses. The Title VI Manager will work with the Financial Manager who is/are responsible for procurement contracts and PO's to ensure appropriate non-discrimination clauses are included.

### FTA Compliance

Contractor shall at all times comply with all applicable laws, regulations, policies, procedures and directives (together the "Law"), including without limitation, FTA regulations, policies, procedures and directives, including those listed directly or by reference in the agreement between Agency and FTA that funds any part of this Contract, as they may be amended or promulgated from time to time during the term of this Contract. Contractor's failure to so comply shall constitute a material breach of this Contract.

## **SECTION 5 – FEDERAL REQUIREMENTS**

### **FR 1 Access to Records**

**In accordance with 49 U.S.C. 5325, 18 CFR 18.36 (i), 49 CFR 633.17 the Contractor agrees to provide Access to Records and Reports**

The following access to records requirements apply to this Contract:

(a) The Contractor agrees to provide the Agency, the FTA Administrator, the Comptroller General of the United States or any of their authorized representatives access to any books, documents, papers and records of the Contractor which are directly pertinent to this contract for the purposes of making audits, examinations, excerpts and transcriptions. Contractor also agrees, pursuant to 49 C. F. R. 633.17, to provide the FTA Administrator or his authorized representatives, including any PMO Contractor access, to the Contractor's records and construction sites pertaining to a major capital project, defined at 49 U.S.C. 5302(a)1, which is receiving federal financial assistance through the programs described at 49 U.S.C. 5307, 5309 or 5311.

(b) Where the Agency enters into a contract for a capital project or improvement (defined at 49 U.S.C. 5302(a)1) through other than competitive bidding, the Contractor shall make available records related to the contract to the Agency, the Secretary of Transportation and the Comptroller General or any authorized officer or employee of any of them for the purposes of conducting an audit and inspection.

(c) The Contractor agrees to permit any of the foregoing parties to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed.

(d) The Contractor agrees to maintain all books, records, accounts and reports required under this contract for a period of not less than three years after the date of termination or expiration of this Contract, except in the event of litigation or settlement of claims arising from the performance of this contract, in which case the Contractor agrees to maintain same until the Agency, the FTA Administrator, the Comptroller General, or any of their duly authorized representatives, have disposed of all such litigation, appeals, claims or exceptions related thereto. Reference 49 CFR 18.39(i)(11).

### **Federal Funding, Incorporation of Federal Transit Administration (FTA) Terms, And**

#### **Federal Changes (SBPG 2.8.3 and 2.8.4)**

"General Contract Provisions," (this Section 2), includes, in part, certain standard terms and conditions required by DOT, whether or not expressly set forth in the Contract provisions. All contractual provisions required by DOT, as set forth in FTA Circular 4220.1D, as amended, are hereby incorporated by reference. Anything to the contrary herein notwithstanding, all FTA mandated terms shall be deemed to control in the event of a conflict with other provisions contained in this Agreement. The Contractor shall not perform any act, fail to perform any act, or refuse to comply with any Procuring Agency requests which would cause Procuring Agency to be in violation of the FTA terms and conditions. Contractor shall at all times comply with all applicable FTA regulations, policies, procedures and directives, including without limitation those listed directly or by reference in the agreement between Procuring Agency and FTA that funds any part of this Contract, as they may be amended or promulgated from time to time during the term of this Contract. Contractor's failure to so comply shall constitute a material breach of this Contract.

#### **FR 3 Federal Energy Conservation Requirements (SBPG 2.8.4)**

The contractor agrees to comply with mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act. (42 U.S.C. 6321 et seq.)

#### **FR 4 Civil Rights Requirements (SBPG 2.8.8)**

### **NONDISCRIMINATION**

In accordance with Title VI of the Civil Rights Act, as amended, 42 U.S.C. § 2000d, section 303 of the Age Discrimination Act of 1975, as amended, 42 U.S.C. § 6102, section 202 of the Americans with Disabilities Act of 1990, 42 U.S.C. § 12132, and Federal transit law at 49 U.S.C. § 5332, the Contractor agrees that it will not discriminate against any employee or applicant for employment because of race, color, creed, national origin, sex, age, or disability. In addition, the Contractor agrees to comply with applicable Federal implementing regulations and other implementing requirements FTA may issue.

## **EQUAL EMPLOYMENT OPPORTUNITY**

The following equal employment opportunity requirements apply to the underlying Contract:

1. Race, Color, Creed, National Origin, Sex. In accordance with Title VII of the Civil Rights Act, as amended, 42 U.S.C. § 2000e, and Federal transit laws at 49 U.S.C. § 5332, the Contractor agrees to comply with all applicable equal employment opportunity requirements of U.S. Department of Labor (U.S. DOL) regulations, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor," 41 C.F.R. Parts 60 et seq., (which implement Executive Order No. 11246, "Equal Employment Opportunity," as amended by Executive Order No. 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," 42 U.S.C. § 2000e note), and with any applicable Federal statutes, executive orders, regulations, and Federal policies that may in the future affect construction activities undertaken in the course of the Project. The Contractor agrees to take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, creed, national origin, sex, or age. Such action shall include, but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue;

2. Age. In accordance with section 4 of the Age Discrimination in Employment Act of 1967, as amended, 29 U.S.C. §§ 623 and Federal transit law at 49 U.S.C. § 5332, the Contractor agrees to refrain from discrimination against present and prospective employees for reason of age. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

3. Disabilities. In accordance with section 102 of the Americans with Disabilities Act, as amended, 42 U.S.C. § 12112, the Contractor agrees that it will comply with the requirements of U.S. Equal Employment Opportunity Commission, "Regulations to Implement the Equal Employment Provisions of the Americans with Disabilities Act," 29 C.F.R. Part 1630, pertaining to employment of persons with disabilities. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

## **No Government Obligation to Third Parties**

The Procuring Agency and the Contractor acknowledge and agree that, notwithstanding any concurrence by the Federal Government in or approval of the solicitation or award of the underlying Contract, absent the express written consent by the Federal Government, the Federal

Government is not a party to this Contract and shall not be subject to any obligations or liabilities to the Procuring Agency, Contractor, or any other party (whether or not a party to that Contract) pertaining to any matter resulting from the underlying Contract.

### **Program Fraud and False or Fraudulent Statements Or Related Acts**

1. The Contractor acknowledges that the provisions of the Program Fraud Civil Remedies Act of 1986, as amended, 31 U.S.C. §§3801 et seq. and U.S. DOT regulations, "Program Fraud Civil Remedies," 49 C.F.R. Part 31, apply to its actions pertaining to this Project. Accordingly, by signing the underlying Contract, the Contractor certifies or affirms the truthfulness and accuracy of any statement it has made, it makes, it may make, or causes to be made, pertaining to the underlying Contract or the FTA assisted project for which this Contract work is being performed. In addition to other penalties that may be applicable, the Contractor also acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification, the Federal Government reserves the right to impose the penalties of the Program Fraud Civil Remedies Act of 1986 on the Contractor to the extent the Federal Government deems appropriate.

2. The Contractor also acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification to the Federal Government under a contract connected with a project that is financed in whole or in part with Federal assistance awarded by FTA under the authority of 49 U.S.C. § 5301 et seq., the Government reserves the right to impose the penalties of 18 U.S.C. § 1001 and 49 U.S.C. § 5301 et seq. on the Contractor, to the extent the Federal Government deems appropriate.

### **Suspension and Debarment**

1. By signing and submitting this bid or proposal, the prospective lower tier participant is providing the signed certification set out in "Debarment and Suspension Certification" (Section 1.1 of the Procuring Agency's solicitation).

2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, Procuring Agency may pursue available remedies, including suspension and/or debarment.

3. The prospective lower tier participant shall provide immediate written notice to Procuring Agency if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.

4. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "persons," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549 [49 CFR Part 29]. You may contact Procuring Agency for assistance in obtaining a copy of those regulations.

5. The prospective lower tier participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized in writing by Procuring Agency.

6. The prospective lower tier participant further agrees by submitting this proposal that it will include the clause titled "Debarment and Suspension Certification Requirements" and the certificate form, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List issued by U.S. General Service Administration.

8. Nothing contained in the foregoing shall be construed to require establishment of system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

9. Except for transactions authorized under Paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to all remedies available to the Federal Government, Procuring Agency may pursue available remedies including suspension and/or debarment.

#### **FR 8 Disadvantaged Business Enterprise (DBE) (SBPG 2.8.9)**

#### **POLICY**

It is the policy of the Department of Transportation that Disadvantaged Business Enterprises (DBEs) as defined in 49 CFR Part 23 shall have the maximum opportunity to participate in the performance of Contracts financed in whole or in part with Federal Funds under this agreement. Consequently the DBE requirements of 49 CFR Part 23 applies to this agreement.

#### **DBE OBLIGATION**

Contractor agrees to ensure that Disadvantaged Business Enterprises as defined in 49 CFR Part 23 have the maximum opportunity to participate in the performance of Contracts and subcontracts financed in whole or in part with Federal funds provided under this agreement. In this regard, all



recipients or contractors shall take all necessary and reasonable steps in accordance with 49 CFR Part 23 to ensure that Disadvantaged Business Enterprises have the maximum opportunity to compete for and perform contracts. Recipients and their contractors shall not discriminate on the basis of race, color, national origin, or sex in the award and performance of DOT assisted contracts.

## **REMEDY**

Failure of the Contractor to comply with this section or to include it in any subcontract of any tier will constitute a breach of Contract and, after notification of DOT, may result in termination of the Contract by the Procuring Agency or such remedy as the Procuring Agency deems appropriate.

### **Clean Water Requirements**

The Contractor shall comply with all applicable standards, orders or regulations issued pursuant to the Federal Water Pollution Control Act, as amended, 33 U.S.C. § 1251 et seq. The Contractor shall report each violation to the Procuring Agency and understands and agrees that the Procuring Agency will, in turn, report each violation as required to assure notification to FTA and the appropriate EPA Regional Office.

### **Clean Air Requirements**

The Contractor shall comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act, as amended, 42 U.S.C. §§ 7401 et seq. The Contractor shall report each violation to the Procuring Agency and understands and agrees that the Procuring Agency will, in turn, report each violation as required to assure notification to FTA and the appropriate EPA Regional Office.

### **Compliance with Federal Lobbying Policy**

In accordance with 31 U.S.C. (1352, and U.S. DOT regulations, "New Restrictions on Lobbying," 49 C.F.R. Part 20, the Contractor must have provided a certification to the Procuring Agency that the Contractor has not and will not use Federal appropriated funds to pay any person or organization to influence or attempt to influence an officer or employee of any Federal department or agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. See "Lobbying Certification," in Section 1.1 of Procuring Agency's solicitation.

### **Buy America**

## **CERTIFICATIONS REQUIRED**

The Offeror and (if selected) Contractor agrees to comply with 49 U.S.C. § 5323(l) and FTA's implementing regulation at 49 C.F.R. Part 663 and to submit the following certifications with its Offer and (if selected) after acceptance of the last bus:

## **BUY AMERICA REQUIREMENTS**

The Offeror and (if selected) Contractor shall complete and submit a declaration certifying either compliance or noncompliance with Buy America. If the Offeror/Contractor certifies compliance with Buy America, it shall submit documentation which lists 1) component and subcomponent parts of the rolling stock to be purchased identified by manufacturer of the parts, their country of origin and costs; and 2) the location of the final assembly point for the rolling stock, including a description of the activities that will take place at the final assembly point and the cost of final assembly.

## **SOLICITATION SPECIFICATION REQUIREMENTS**

The Offeror and (if selected) Contractor shall submit evidence that it will be capable of meeting the bid specifications.

### **Testing of New Bus Models**

The Contractor agrees to comply with 49 U.S.C. § 5323(c) and FTA's implementing regulation at 49 CFR Part 665 and shall perform the following:

1. A manufacturer of a new bus model or a bus produced with a major change in components or configuration shall provide a copy of the final test report to the Procuring Agency prior to the recipient's final acceptance of the first bus.
2. A manufacturer who releases a report under paragraph 1 above shall provide notice to the operator of the testing facility that the report is available to the public.
3. If the manufacturer represents that the vehicle was previously tested, the vehicle being sold should have the identical configuration and major components as the vehicle in the test report, which must be provided to the Procuring Agency prior to Procuring Agency's final acceptance of the first vehicle. If the configuration or components are not identical, the manufacturer shall provide a description of the change and the manufacturer's basis for concluding that it is not a major change requiring additional testing.
4. If the manufacturer represents that the vehicle is "grandfathered" (has been used in mass transit service in the United States before October 1, 1988, and is currently being produced without a major change in configuration or components), the manufacturer shall provide the name and address of the recipient of such a vehicle and the details of that vehicle's configuration and major components.

### **Pre-Award and Post-Delivery Audits**

## **CERTIFICATIONS REQUIRED**

The Offeror and (if selected) Contractor agrees to comply with 49 U.S.C. § 5323(l) and FTA's implementing regulation at 49 C.F.R. Part 663 and to submit the following certifications with its Offer and (if selected) after acceptance of the last bus:

## **BUY AMERICA REQUIREMENTS**

The Offeror and (if selected) Contractor shall complete and submit a declaration certifying either compliance or noncompliance with Buy America. If the Offeror/Contractor certifies compliance with Buy America, it shall submit documentation which lists 1) component and subcomponent parts of the rolling stock to be purchased identified by manufacturer of the parts, their country of origin and costs; and 2) the location of the final assembly point for the rolling stock, including a description of the activities that will take place at the final assembly point and the cost of final assembly.

## **SOLICITATION SPECIFICATION REQUIREMENTS**

The Offeror and (if selected) Contractor shall submit evidence that it will be capable of meeting the bid specifications.

### **ADA Access**

Title III of the Americans with Disabilities Act of 1990 (42 U.S.C. 12181), prohibits discrimination on the basis of disability by public accommodations and requires places of public accommodation and commercial facilities to be designed, constructed, and altered in compliance with the established accessibility standards. For information: Department of Justice Phone: 800-514-0301 TDD: 800-514-0383

### **Drug and Alcohol Testing**

The Contractor agrees to establish and implement a drug and alcohol testing program that complies with 49 CFR Parts 653 and 654, produce any documentation necessary to establish its compliance with Parts 653 and 654, and permit any authorized representative of the United States Department of Transportation or its operating administrations, the State Oversight Agency of Michigan, or the DTC, to inspect the facilities and records associated with the implementation of the drug and alcohol testing program as required under 49 CFR Parts 653 and 654 and review the testing process. The Contractor agrees further to certify annually its compliance with Parts 653 and 654 before (insert date) and to submit the Management Information System (MIS) reports before (insert date before March 15) to (insert title and address of person responsible for receiving information). To certify compliance, the Contractor shall use the "Substance Abuse Certifications" in the "Annual List of Certifications and Assurances for Federal Transit Administration Grants and Cooperative Agreements," which is published annually in the Federal Register. The Contractor agrees further to [Select a, b, or c] (a) submit before (insert date or upon request) a copy of the Policy Statement developed to implement its drug and alcohol testing program; OR (b) adopt (insert title of the Policy Statement the recipient wishes the Contractor to use) as its policy statement as required under 49 CFR 653 and 654; OR (c) submit for review and approval before (insert date or upon request) a copy of its Policy Statement developed to implement its drug and alcohol testing program. In addition, the Contractor agrees to: (to be determined by the recipient, but may address areas such as: the selection of the certified laboratory, substance abuse professional, or Medical Review Officer, or the use of a consortium).

## **VII. GENERAL REPORTING REQUIREMENTS**

### **REQUIREMENT TO PROVIDE A TITLE VI PUBLIC NOTICE**

Title 49 CFR Section 21.9(d) requires recipients to provide information to the public regarding the recipient's obligations under DOT's Title VI regulations and apprise members of the public of the protections against discrimination afforded to them by Title VI. At a minimum, Prince George's County Department of Public Works and Transportation shall disseminate this information to the public by posting a Title VI notice on the agency's website and in public areas of the agency's office(s), including the reception desk, meeting rooms, in federally-funded vehicles. The Title VI Notice to the Public and a list of posted locations is included as Appendix A.

### **TITLE VI COMPLAINT PROCEDURES**

In order to comply with the reporting requirements established in 49 CFR Section 21.9(b), Prince George's County DPW&T shall develop procedures for investigating and tracking Title VI complaints filed against us and will make these procedures for filing a complaint available to members of the public. Prince George's County DPW&T has also developed a Title VI complaint form. The form and procedure for filing a complaint are available on the Prince George's County DPW&T website and at their facilities.

### **TITLE VI COMPLAINT FORM**

The Office of Transportation Title VI Complaint Procedures and Form are included in Appendix B.

### **TRANSPORTATION-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS**

#### **Background**

All recipients shall prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin:

- Active investigations conducted by FTA and entities other than FTA;
- Lawsuits; and
- Complaints naming the recipient.

This list shall include the date that the transportation-related Title VI investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response, or final findings related to the investigation, lawsuit, or complaint. This list shall be included in the Title VI Program submitted to MTA every three years and information shall be provided to MTA quarterly and annually.

### Prince George's County DPW&T List of Investigations, Lawsuits, and Complaints

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) taken
<b>Investigations</b>	<b>None</b>	<b>None</b>	<b>None</b>	<b>None</b>
1. 2015 2. 2016 3. 2017	<b>None</b>	<b>None</b>	<b>None</b>	<b>None</b>
<b>Lawsuits</b>	<b>None</b>	<b>None</b>	<b>None</b>	<b>None</b>
1. 2015 2. 2016 3. 2017	<b>None</b>	<b>None</b>	<b>None</b>	<b>None</b>
<b>Complaints</b>	<b>None</b>	<b>None</b>	<b>None</b>	<b>None</b>
1. 2015 2. 2016 3. 2017	<b>None</b>	<b>None</b>	<b>None</b>	<b>None</b>

Appendix C includes a summary description of the investigations, law suits and complaints.

## PUBLIC OUTREACH AND INVOLVEMENT

The Public Participation Plan (PPP) is a guide for ongoing public participation endeavors. Its purpose is to ensure that Prince George's County Department of Public Works and Transportation utilizes effective means of providing information and receiving public input on transportation decisions from low income, minority and limited English proficient (LEP) populations, as required by Title VI of the Civil Rights Act of 1964 and its implementing regulations.

Under federal regulations, transit operators must take reasonable steps to ensure that Limited English Proficient (LEP) persons have meaningful access to their programs and activities. This means that public participation opportunities, normally provided in English, should be accessible to persons who have a limited ability to speak, read, write, or understand English.

In addition to language access measures, other major components of the PPP include: public participation design factors; a range of public participation methods to provide information, to invite participation and/or to seek input; examples to demonstrate how population-appropriate

outreach methods can be and were identified and utilized; and performance measures and objectives to ensure accountability and a means for improving over time.

Prince George's County Department of Public Works and Transportation established a public participation plan or process that will determine how, when, and how often specific public participation activities should take place, and which specific measures are most appropriate.

Prince George's County Department of Public Works and Transportation will make these determinations based on a demographic analysis of the population(s) affected, the type of plan, program, and/or service under consideration, and the resources available. Efforts to involve minority and LEP populations in public participation activities may include both comprehensive measures, such as placing public notices at all transit stations, stops, and vehicles, as well as targeted measures to address linguistic, institutional, cultural, economic, historical, or other barriers that may prevent minority and LEP persons from effectively participating in our decision-making process.

Appendix D includes a list of the summary of outreach efforts

## **ACCESS FOR LIMITED ENGLISH PROFICIENT (LEP) PERSONS**

LEP is term that defines any individual not proficient in the use of the English language. The establishment and operation of an LEP program meets objectives set forth in Title VI of the Civil Rights Act and Executive Order 13116, Improving Access to Services for Persons with Limited English Proficiency (LEP). This Executive Order requires federal agencies receiving financial assistance to address the needs of non-English speaking persons. The Executive Order also establishes compliance standards to ensure that the programs and activities that are provided by a transportation provider in English are accessible to LEP communities. This includes providing meaningful access to individuals who are limited in their use of English. Prince George's County Office of Transportation developed the Language Assistance Plan dated December 2016 (Appendix E) using the FTA guidelines.

Using 2011-2015 American Community Survey (ACS) Census data, Prince George's County Department of Public Works and Transportation has evaluated data to determine the extent of need for translation services of its vital documents and materials. LEP persons can be a significant market for public transit, and reaching out to these individuals can help increase their utilization of transit. Therefore, it also makes good business sense to translate vital information into languages that the larger LEP populations in the community can understand.

### **Assessment of Needs and Resources**

The need and resources for LEP language assistance were determined through a four-factor analysis as recommended by FTA guidance.

**Factor 1:      **Assessment of the Number and Proportion of LEP Persons Likely to be Served or Encountered in the Eligible Service Population****

The agency has reviewed census data on the number of individuals in its service area that have limited English Proficiency, as well as the languages they speak.

### **U.S. Census Data – American Community Survey (2011-2015)**

Data from the U.S. Census Bureau’s American Community Survey (ACS) were obtained through [www.census.gov](http://www.census.gov) by Prince George’s County Department of Public Works and Transportation’s service area. The agency’s service area includes a total of 74,386 persons with Limited English Proficiency (those persons who indicated that they spoke English “not well,” and “not at all” in the 2011-2015 ACS Census).

Information from the 2011-2015 ACS also provides more detail on the specific languages that are spoken by those who report that they speak English less than very well. Languages spoken at home by those with LEP are presented below. These data indicate the extent to which translations into other language are needed to meet the needs of LEP persons.

• Spanish or Spanish Creole	57,388	6.89%
• African Languages	5,277	0.63%
• Chinese	3,380	0.41%
• French (incl. Patois, Cajun)	2,857	0.34%
• Tagalog	2,307	0.28%
• Korean	1,733	0.21%
• Vietnamese	1,444	0.17%
• French Creole	1,239	0.15%

### **Factor 2: Assessment of Frequency with Which LEP Individuals Come into Contact with the Transit Services or System**

Prince George’s County Department of Public Works and Transportation reviewed the relevant benefits, services, and information provided by the agency and determined the extent to which LEP persons have come into contact with these functions through one or more of the following channels:

- Contact with transit vehicle operators;
- Contact with transit station managers;
- Calls to Prince George’s County Department of Public Works And Transportation’s customer service telephone line;
- Visits to the agency’s headquarters;
- Attendance at community meetings or public hearings hosted by Prince Georges County Department of Public Works And Transportation;
- Contact with the agency’s ADA complementary para-transit system (including applying for eligibility, making reservations, and communicating with drivers).

We will continue to identify emerging populations as updated Census and American Community Survey data become available for our service area. In addition, when LEP persons contact our

agency, we attempt to identify their language and keep records on contacts to accurately assess the frequency of contact.

To assist in language identification, we use a language identification flashcard based on that which was developed by the U.S. Census. (<http://www.lep.gov/ISpeakCards2004.pdf>)

### **Information from Community Organizations that Serve LEP Persons**

To supplement the Census, education, and labor department data, Prince George's County Department of Public Works and Transportation conducted community outreach to the following organizations that work with LEP populations.

Prince George's County Department of Public Works and Transportation (DPW&T) together with the Washington Metropolitan Area Transit Authority (WMATA) administered surveys to County residents from February 08, 2016 through December 26, 2016 on various public transportation projects. County residents provided feedback on their experiences and transportation needs, 442 surveys were collected.

Date: February 8, 2016, Time: 5:00pm-7:00pm, Greenbelt Transit Oriented Development Project, Pop-up event (with Surveys), Greenbelt Metro Station 5717 Greenbelt Metro Drive Greenbelt, MD 20740, Target Population, Metrobus, Metrorail customers, *TheBus*, RTA and MARC customers and local shuttles. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 500, Surveys completed: 41, English & 9 Spanish.

Date: February 11, 2016, Time: 5:00pm-7:00pm, Greenbelt Transit Oriented Development Project, Pop-up event (with Surveys), Greenbelt Metro Station 5717 Greenbelt Metro Drive Greenbelt, MD 20740, Target Population, Metrobus, Metrorail customers, *TheBus*, RTA and MARC customers and local shuttles. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 620, Surveys completed: 24, English & 1 Spanish.

Date: February 12, 2016, Time: 7:00am-9:00am, Greenbelt Transit Oriented Development Project, Pop-up event (with Surveys), Greenbelt Metro Station 5717 Greenbelt Metro Drive Greenbelt, MD 20740, Target Population, Metrobus, Metrorail customers, *TheBus*, RTA and MARC customers and local shuttles. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 325, Surveys completed: 5, English & 1 Spanish.

Date: February 25, 2016, Time: 2:30pm-4:30pm, FY2017 Budget Project, Community Based Organization Meeting, Langley Park Community Center 1500 Merrimac Drive Hyattsville, MD 20783, Target Population, LEP, minority, low-income. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site. Total attendees and total participants were 50.



Date: March 17, 2016, Time: 3:30pm-6:30pm. Metro Service Changes - March 2016, Pop-up event (w/o Surveys) Southern Avenue Metro Station 1411 Southern Avenue Temple Hills, MD 20748, Target Population, Riders of the W19. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 100, Total Participants: 100.

Date: March 17, 2016, Time: 5:00pm-7:00pm. Metrobus Service Changes - March 2016, Pop-up event (w/o Surveys) Greenbelt Metro Station 5717 Greenbelt Metro Drive Greenbelt, MD 20740, Target Population, Riders of the R3 and G's. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 355, Total Participants: 355.

Date: March 19, 2016, Time: 10:00am-12:00pm. Metro Monthly Pass Pilot (SelectPass), Pop-up event (w/o Surveys) Hyattsville Branch Library 6530 Adelphi Road Hyattsville, MD 20782, Target Population, Metrorail Riders. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 0, Total Participants: 5.

Date: March 21, 2016, Time: 3:30pm-6:30pm. Metro Service Changes - March 2016, Pop-up event (w/o Surveys) Prince George's Plaza Station 3575 East West Highway Hyattsville, MD 20782, Target Population, Riders of the R3. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 9, Total Participants: 9.

Date: March 23, 2016, Time: 3:30pm-6:30pm. Metro Service Changes - March 2016, Pop-up event (w/o Surveys) New Carrollton Metro Station 4700 Garden City Drive New Carrollton, MD 20784, Target Population, Riders of the G12, *TheBus* No. 13, *TheBus* No. 14 and *TheBus* No. 16. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 253, Total Participants: 253.

Date: April 28, 2016, Time: 5:00pm-7:00pm. Metro Monthly Pass Pilot (SelectPass), Pop-up event (w/o Surveys) Rogers Heights Elementary School 4301 58<sup>th</sup> Ave Bladensburg, MD 20710, Target Population, All Riders of Metro. All marketing materials were translated in Spanish, and one bilingual Spanish staff was on-site for Pop Up events. Number of Brochures: 0, Total Participants: 0.

Date: June 8, 2016, Time: 6:30am-10:30am. SafeTrack Safety Surge #2, Pop-up event (w/o Surveys) Cheverly Metrorail Station 5501 Columbia Park Cheverly, MD 20785, Target Population: Cheverly Commuters. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 200, Total Participants: N/A.

Date: June 8, 2016, Time: 6:30am-10:30am. SafeTrack Safety Surge #2, Pop-up event (w/o Surveys) New Carrollton Metrorail Station 4700 Garden City Drive New Carrollton, MD 20784, Target Population: New Carrollton Commuters. All marketing materials were translated in

Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 500, Total Participants: N/A.

Date: June 8, 2016, Time: 6:30am-10:30am. SafeTrack Safety Surge #2, Pop-up event (w/o Surveys) Landover Metrorail Station 3000 Pennsy Drive Hyattsville, MD 20755, Target Population: Landover Commuters. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 1200, Total Participants: N/A.

Date: June 9, 2016, Time: 6:30am-10:30am. SafeTrack Safety Surge #2, Pop-up event (w/o Surveys) Morgan Metrorail Station 300 Garrett Morgan Blvd. Landover, MD 20785, Target Population: Morgan Station Commuters. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 800, Total Participants: N/A.

Date: June 9, 2016, Time: 6:30am-10:30am. SafeTrack Safety Surge #2, Pop-up event (w/o Surveys) Capital Heights Metrorail Station 133 Central Avenue Capitol Heights, MD 20743, Target Population: Capital Heights Metrorail Commuters. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 1000, Total Participants: N/A.

Date: June 9, 2016, Time: 6:30am-10:30am. SafeTrack Safety Surge #2, Pop-up event (w/o Surveys) Addison Road Metrorail Station 100 Addison Road S. Capitol Heights, MD 20743, Target Population: Addison Road Commuters. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 1000, Total Participants: N/A.

Date: June 9, 2016, Time: 6:30am-10:30am. SafeTrack Safety Surge #2, Pop-up event (w/o Surveys) Largo Town Center Metrorail Station 9000 Lottsford Road Largo, MD 20774, Target Population: Largo Town Commuters. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 1400, Total Participants: N/A.

Date: June 12, 2016, Time: 3:00pm-7:00pm. SafeTrack Safety Surge #2, Pop-up event (w/o Surveys) Morgan Metrorail Station 300 Garrett Morgan Blvd. Landover, MD 20785, Target Population: Morgan Commuters. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 700, Total Participants: N/A.

Date: June 14, 2016, Time: 3:00pm-7:00pm. SafeTrack Safety Surge #2, Pop-up event (w/o Surveys) New Carrollton Metrorail Station 4700 Garden City Drive New Carrollton, MD 20784, Target Population: New Carrollton Commuters. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 2500, Total Participants: N/A.

Date: June 14, 2016, Time: 3:00pm-7:00pm. SafeTrack Safety Surge #2, Pop-up event (w/o Surveys) Landover Metrorail Station 3000 Pennsy Drive Hyattsville, MD 20785, Target Population: Landover Commuters. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 450, Total Participants: N/A.

Date: June 14, 2016, Time: 3:00pm-7:00pm. SafeTrack Safety Surge #2, Pop-up event (w/o Surveys) Largo Town Center Metrorail Station 9000 Lottsford Road Largo, MD 20774, Target Population: Largo Town Center Commuters. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 750, Total Participants: N/A.

Date: June 15, 2016, Time: 3:00pm-7:00pm. SafeTrack Safety Surge #2, Pop-up event (w/o Surveys) Capitol Heights Metrorail Station 133 Central Avenue Capitol Heights, MD 20743, Target Population: Capitol Heights Commuters. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 600, Total Participants: N/A.

Date: June 15, 2016, Time: 3:00pm-7:00pm. SafeTrack Safety Surge #2, Pop-up event (w/o Surveys) Addison Metrorail Station 100 Addison Road S. Capitol Heights, MD 20743, Target Population: Addison Commuters. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 1550, Total Participants: N/A.

Date: July 4, 2016, Time: 1:00pm-9:00pm. SafeTrack Safety Surge #3 & 4, Pop-up event (w/o Surveys) Greenbelt Metrorail Station 5717 Greenbelt Metro Drive Greenbelt, MD 20740, Target Population: Greenbelt Commuters. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 800, Total Participants: N/A.

Date: September 29, 2016, Metrobus NH2 Pilot, Community Meeting, The retailers in the National Harbor area, Target Population: retailers in the area. The timetables incorporated in Spanish. Number of Attendees: 75, Total Participants: 75.

Date: October 03, 2016, Capitol Heights Joint Development Project Capitol Heights City Hall 1 Capitol heights Blvd Capitol Heights, MD 20743, Target Population: City Hall Staff. All marketing materials were translated in Spanish. Number of Brochures: 1, Total Participants: 1.

Date: October 6, 2016, Time: 9:00am-10:00am. Capitol Heights Joint Development Project, Capitol Heights Metro Station 133 Central Avenue Capitol Heights, MD 20743, Target Population: Fairmount Heights Town Residents. All marketing materials were translated in Spanish. Number of Attendees: 1, Total Participants: 1.

Date: October 8, 2016, Time: 7:00am-11:00am. Span of Service, Pop-up event (w/ Surveys) West Hyattsville Metrorail Station 2700 Hamilton Street Hyattsville, MD 20782, Target Population: All rail riders during this timeframe. All marketing materials were translated in

Spanish and the brochure was translated in to Vietnamese, Korean, Chinese, French and Amharic. Number of Brochures: 145, Total Participants: 258 and 37% Hispanic.

Date: October 09, 2016, Time: 7:00am-12:00pm. Span of Service, Pop-up event (w/Surveys) Southern Avenue Metrorail Station 1411 Southern Avenue Temple Hills, MD 20748, Target Population: All rail riders during this timeframe. All marketing materials were translated in Spanish and the brochure was translated in to Vietnamese, Korean, Chinese, French and Amharic. Number of Brochures: 350, Total Participants: 435 and 8.2% Hispanic.

Date: October 12, 2016, Capitol Heights Joint Development Project, Capitol Heights Metro Station 133 Central Avenue Capitol Heights, MD 20743, Target Population: Capitol Heights Residents. All marketing materials was send out via email and were translated in Spanish. Number of Attendees: N/A, Total Participants: 1.

Date: October 12, 2016, Time: 4:00pm-6:00pm. Capitol Heights Joint Development Project, Capitol Heights Metro Station 133 Central Avenue Capitol Heights, MD 20743, Target Population: Blue Line Commuters. All marketing materials were translated in Spanish and bilingual staff was present at the event. Number of Attendees: 27, Total Participants: 27.

Date: October 14, 2016, Time 2:00pm-3:00pm. Capitol Heights Joint Development Project, Saint Martin De Porres of Capitol Heights 6015 Central Ave Capitol Heights, MD 20743, Target Population: Capitol Heights Residents. All marketing materials were translated in Spanish. Number of Attendees: 1, Total Participants: 1.

Date: October 15, 2016, Time: 7:00am-11:00am. Span of Service, Southern Ave Metro Station 1411 Southern Avenue Temple Hills, MD 20748, Target Population: All rail riders during this timeframe. All materials were translated in Spanish and the brochure was translated in to Vietnamese, Korean, Chinese, French and Amharic. Number of Brochures: 72, Total Participants: 142 and 0% Hispanic.

Date: October 17, 2016, Time: 6:30pm-8:30pm. Capitol Heights Joint Development Project, Capitol Heights Elementary School 601 Suffolk Ave Capitol Heights, MD 20743, Target Population: Blue Line Customers. All materials were translated in Spanish and bilingual staff attended the event. Number of Attendees: 9, Total Participants: 70.

Date: October 26, 2016, Time: 7:00am-9:00am. Metrobus NH2 Pilot, Southern Avenue Metro Station 1411 Southern Avenue Temple Hills, MD 20748, Target Population: All riders who would benefit from the route. All marketing materials were translated in Spanish. Number of Attendees: 700, Total Participants: 700.

Date: October 26, 2016, Time: 4:00pm-6:00pm. Metrobus NH2 Pilot, National Harbor St. George Blvd & Waterfront St. Fort Washington, MD 20745, Target Population: All riders who would benefit from the route. All marketing materials were translated in Spanish. Number of Attendees: 650, Total Participants: 650.

Date: November 10, 2016, Time: 5:30am-8:00am. Forestville (J12) Marlborough Pike, (K12, and K13) Line Service Evaluation, Branch Avenue Metro Station 4704 Old Soper Road Suitland, MD 20746, Target Population: K12 Riders. One staff member was bilingual Spanish. Number of Attendees: 89, Total Survey Collected: 89.

Date: November 10, 2016, Time: 9:30am-9:45am. New Carrollton South Side Joint Development Fortis College 4351 Garden City Drive Landover, MD 20785, Target Population: Orange Line riders. All materials were translated in Spanish and bilingual staff attended the event. Number of Attendees: 150, Total Participants: 150.

Date: November 10, 2016, Time: 10:00am-10:15am. New Carrollton South Side Joint Development, Hope Connections 8401 Corporate Drive Suite 100 Landover, MD 20785, Target Population: Orange Line Riders. All materials were translated in Spanish and bilingual staff attended this meeting. Number of Attendees: 150, Total Participants: 150.

Date: November 10, 2016, Time: 10:15am-10:30am. New Carrollton South Side Joint Development, Maryland Legal Aid 8401 Corporate Drive Suite 200 Landover, MD 20785, Target Population: Orange Line Riders. All materials were translated in Spanish and bilingual staff attended this meeting. Number of Attendees: 40, Total Participants: 40.

Date: November 10, 2016, Time: 10:30am-10:45am. New Carrollton South Side Joint Development, Giant Supermarket Management Office 8301 Professional Place West Landover, MD 20785, Target Population: Orange Line Riders. All materials were translated in Spanish and bilingual staff attended this meeting. Number of Attendees: 150, Total Participants: 150.

Date: November 10, 2016, Time: 4:00pm-6:00pm. Forestville (J12) Marlborough Pike, (K12, and K13) Line Service Evaluation, Suitland Metro Station 4500 Silver Hill Road Suitland, MD 20746, Target Population: K12 Riders. One staff member was bilingual Spanish. Number of Survey Collected: 58, Total Participation: 58.

Date: November 13, 2016, Metrobus NH2 Pilot, National Harbor St. George Blvd & Waterfront St. Fort Washington, MD 20745, Target Population: All riders who would benefit from the route. All timetables incorporated Spanish. Number of Brochures: 650, Total Participants: 650.

Date: November 14, 2016, Time: 5:45am-7:00am. Forestville (J12) Marlborough Pike, (K12, K13) Line Service Evaluation, Addison Road-Seat Pleasant Metrorail Station 100 Addison Road S. Capitol Heights, MD 20743, Target Population: J12 Riders. One staff member was bilingual Spanish. Number of Survey Collected: 58, Total Participation: 58.

Date: November 14, 2016, Time: 4:00pm-6:00pm. Forestville (J12) Marlborough Pike, (K12, and K13) Line Service Evaluation, Addison Road-Seat Pleasant Metrorail Station 100 Addison Road S. Capitol Heights, MD 20743, Target Population: J12 Riders. One staff member was bilingual Spanish. Number of Survey Collected: 40, Total Participation: 40.

Date: November 14, 2016, Time: 6:30pm-8:30pm. New Carrollton South Side Joint Development, Fortis College 4351 Garden City Drive Landover, MD 20785, Target Population:

New Carrollton Metrorail Station Riders that park at Lot 3 & 2. All materials were translated in Spanish and bilingual staff worked at the event. Number of Testified: 3, Total Participants: 13.

Date: November 16, 2016, Time: 7:30am-9:30am. Metro Monthly Pass Pilot (SelectPass), Pop-up event (w/o Surveys) Branch Avenue Metrorail Station 4704 Old Soper Road Suitland, MD 20746, Target Population, All Rail Riders during this time frame. All marketing materials were translated in Spanish and contractor provided at least one bilingual staff per each shift. Number of Brochures: 8001, Total Participants: 801.

Date: November 16, 2016, Time: 9:45am-10:00am. New Carrollton South Side Joint Development, Community Based Organization Meeting, Courtyard Marriott Hotel 8330 Corporate Drive Landover, MD 20875, Target Population: Orange Line Riders. All materials were translated in Spanish and bilingual staff attended this meeting. Number of Attendees: 150, Total Participants: 150.

Date: November 16, 2016, Time: 4:30pm-6:30pm. Metro Monthly Pass Pilot (SelectPass), Pop-up event (w/o Surveys) Greenbelt Metrorail Station 5717 Greenbelt Metro Drive Greenbelt, MD 20740, Target Population, All Rail Riders during this time frame. All marketing materials were translated in Spanish and contractor provided at least one bilingual staff per each shift. Number of Brochures: 1500, Total Participants: 1500, Hispanic: 13%.

Date: November 17, 2016, Time: 11:00am-12:30pm. Forestville (J12) & Marlborough Pike (K12, K13) Line Service Evaluation. Suitland Metrorail Station 4500 Silver Hill Road Suitland, MD 20746, Target Population: K riders. Number of Surveys: 48, Total Participants: 48.

Date: November 17, 2016, Time: 11:00am-12:30pm. Forestville (J12) & Marlborough Pike (K12, K13) Line Service Evaluation. Addison Road-Seat Pleasant Metrorail Station 100 Addison Road S. Capitol Heights, MD 20743, Target Population: J12 Riders. Number of Surveys: 28, Total Participants: 28.

Date: November 17, 2016, Time: 4:30pm-6:30pm. Metro Monthly Pass Pilot (SelectPass), Pop-up event (w/o Surveys) Greenbelt Metrorail Station 5717 Greenbelt Metro Drive Greenbelt, MD 20740, Target Population, All Rail Riders during this time frame. All marketing materials were translated in Spanish and contractor provided at least one bilingual staff per each shift. Number of Brochures: 900, Total Participants: 900, Hispanic: 11%.

Date: November 19, 2016, Time: 12:45pm-2:00pm. Forestville (J12) Marlborough Pike, (K12, and K13) Line Service Evaluation, Suitland Metro Station 4500 Silver Hill Road Suitland, MD 20746, Target Population: K12 Riders. One staff member was bilingual Spanish. Number of Survey Collected: 29, Total Participation: 29.

Date: November 19, 2016, Time: 1:30pm-2:30pm. Forestville (J12) Marlborough Pike, (K12, and K13) Line Service Evaluation, Addison Road-Seat Pleasant Metrorail Station 100 Addison Road S. Capitol Heights, MD 20743, Target Population: J12 Riders. One staff member was bilingual Spanish. Number of Survey Collected: 22, Total Participation: 22.

Date: November 30, 2016, Time: 7:00am-9:00am. Metro bus NH2 Pilot, Pop-up event (w/o Survey), National Harbor St. George Blvd & Waterfront St. Fort Washington, MD 20745, Target Population: All riders who would benefit from the route. All material were translated into Spanish. Number of Attendees: 150, Total Participants: 150.

Date: December 1, 2016, Time: 7:00am-9:00am. Metro bus NH2 Pilot, Pop-up event (w/o Survey), Southern Avenue Metrorail Station 1411 Southern Avenue Temple Hills, MD 20748, Target Population: All riders who would benefit from the route. All material were translated into Spanish. Number of Attendees: 2850, Total Participants: 2850.

Date: December 17, 2016, Time: 11:00am-3:00pm. Takoma Langley Crossroads Transit Center, Pop-up event (w/o Survey), Takoma Langley Park Crosswalks Transit Center 7676 New Hampshire Ave #303 Takoma Park, MD 20912, Target Population: Bus riders at the Takoma Langley Park Crossroads. All material were translated into Spanish and contractor provided at least one bilingual staff per each shift. Number of Attendees: 900, Total Participants: 900.

Date: December 19, 2016, Time: 5:30am-9:30am. Takoma Langley Crossroads Transit Center, Pop-up event (w/o Survey), Takoma Langley Park Crosswalks Transit Center 7676 New Hampshire Ave #303 Takoma Park, MD 20912, Target Population: Bus riders at the Takoma Langley Park Crossroads. All material were translated into Spanish and contractor provided at least one bilingual staff per each shift. Number of Attendees: 800, Total Participants: 800.

Date: December 20, 2016, Time: 3:30pm-7:30pm. Takoma Langley Crossroads Transit Center, Pop-up event (w/o Survey), Takoma Langley Park Crosswalks Transit Center 7676 New Hampshire Ave #303 Takoma Park, MD 20912, Target Population: Bus riders at the Takoma Langley Park Crossroads. All material were translated into Spanish and contractor provided at least one bilingual staff per each shift. Number of Attendees: 1000, Total Participants: 1000.

Date: December 22, 2016, Time: N/A. Metro bus NH2 Pilot, Pop-up event (w/o Survey), National Harbor St. George Blvd & Waterfront St. Fort Washington, MD 20745, Target Population: Media, elected officials and VIP guests. The timetable incorporated Spanish. Number of Attendees: 150, Total Participants: 150.

Date: December 22, 2016, Time: 5:30am-12:30pm. Takoma Langley Crossroads Transit Center, Pop-up event (w/o Survey), Takoma Langley Park Crosswalks Transit Center 7676 New Hampshire Ave #303 Takoma Park, MD 20912, Target Population: Bus riders at the Takoma Langley Park Crossroads. All material were translated into Spanish and contractor provided at least one bilingual staff per each shift. Number of Attendees: 1200, Total Participants: 1200.

Date: December 22, 2016, Time: 12:30pm-7:30pm. Takoma Langley Crossroads Transit Center, Pop-up event (w/o Survey), Takoma Langley Park Crosswalks Transit Center 7676 New Hampshire Ave #303 Takoma Park, MD 20912, Target Population: Bus riders at the Takoma Langley Park Crossroads. All material were translated into Spanish and contractor provided at least one bilingual staff per each shift. Number of Attendees: 800, Total Participants: 800.

Date: December 23, 2016, Time: 5:30am-10:30am. Takoma Langley Crossroads Transit Center, Pop-up event (w/o Survey), Takoma Langley Park Crosswalks Transit Center 7676 New Hampshire Ave #303 Takoma Park, MD 20912, Target Population: Bus riders at the Takoma Langley Park Crossroads. All material were translated into Spanish and contractor provided at least one bilingual staff per each shift. Number of Attendees: 800, Total Participants: 800.

Date: December 26, 2016, Time: 6:00am-11:00am. Takoma Langley Crossroads Transit Center, Pop-up event (w/o Survey), Takoma Langley Park Crosswalks Transit Center 7676 New Hampshire Ave #303 Takoma Park, MD 20912, Target Population: Bus riders at the Takoma Langley Park Crossroads. All material were translated into Spanish and contractor provided at least one bilingual staff per each shift. Number of Attendees: 380, Total Participants: 380.

Prince George's County is developing a five year plan for improving and expanding transit within the County. The plan will evaluate potential methods for improving public transportation in the County, and will focus on local bus service, taxis, private providers, and best practices for improving access to public transportation services. The completed Transit Vision Plan will provide the County with a roadmap for implementing service, facility, and operational enhancements to improve the County's transit system for the benefit of all County residents. Phase I focuses on gathering information on attitudes about transit in Prince George's County through "pop-up" meeting at major bus stops throughout the County, a survey of riders onboard buses, and a survey of non-riders.

The pop-up meeting held during Phase I were as follow:

Date: Monday, September 11, 2017, Time 7:00am-9:00am. Mount Rainier Transit Center, All material were translated into Spanish and contractor provided at least one bilingual staff per each shift. Number of surveys collected: 11.

Date: Friday, September 15, 2017, Time 7:00am-9:00am. Capitol Heights Metrorail Station 133 Central Ave Capitol Heights, MD 20745, all material were translated into Spanish and contractor provided at least one bilingual staff per each shift. Number of surveys collected: 20.

Date: Monday, September 18, 2017, Time 7:00am-9:00am. Bowie Marc Station 13900 Jericho Park Road Bowie, MD 20715, all material were translated into Spanish and contractor provided at least one bilingual staff per each shift. Number of surveys collected: 10.

Date: Thursday, September 21, 2017, Time 7:00am-9:00am. Addison Road Metrorail Station 100 Addison Road Capital Heights, MD 20743. All material were translated into Spanish and contractor provided at least one bilingual staff per each shift. Number of surveys collected: 20.

Date: Thursday, September 21, 2017, Time: 7:00am-9:00am. Morgan Boulevard Metrorail Station 300 Garrett Morgan Blvd Landover, MD 20785. All material were translated into Spanish and contractor provided at least one bilingual staff per each shift. Number of surveys collected: 17.



Date: Thursday, September 21, 2017, Time: 4:30pm-6:30pm. Beltway Plaza Shopping Center 6000 Greenbelt Road Greenbelt, MD 20770. All material were translated into Spanish and contractor provided at least one bilingual staff per each shift. Number of surveys collected: 17.

Date: Friday, September 22, 2017, Time: 7:00am-9:00pm. Prince George's Plaza Metrorail Station 3575 East West Highway Hyattsville, MD 20782. All material were translated into Spanish and contractor provided at least one bilingual staff per each shift. Number of surveys collected: 7.

Date: Friday, September 22, 2017, Time: 4:30pm-6:30pm. Greenbelt Metrorail Station 5717 Greenbelt Metro Drive Greenbelt, MD 20740. All material were translated into Spanish and contractor provided at least one bilingual staff per each shift. Number of surveys collected: 12.

### **Factor 3: Assessment of the Nature and Importance of the Transit Services to the LEP Population**

Prince George's County Department of Public Works And Transportation provides the following programs, activities and services:

- LEP customers who call DPW&T for transit information are linked to the county phone interpretation service, Voiance Language Services that communicates in over 200 different languages.
- Bilingual DPW&T staffs work directly with the Spanish LEP customers to provide county *TheBus* and/or *Call-A-Bus* service information.
- DPW&T has made available for all of these LEP groups (Spanish, African language, Chinese, French (incl. Patois, Cajun), Tagalog, Korean, Vietnamese, and French Creole) and will provide on an as needed basis information on *TheBus/Call-A-Bus* service using translators.
- Several *TheBus* route schedules/timetables are produced in English/Spanish bilingual version and if needed in another language.
- Metro Access paratransit service application is available in Spanish.
- The Office of Transportation has the Nextbus information in English, Spanish and French available on its website.
- The Washington Metropolitan Area Transit Authority (WMATA) Metro Pocket Guide are mailed or made available in five languages: English, Spanish, French, Chinese, Vietnamese, and Korean). The Guide can be found at Metro offices, station kiosks and can be downloaded from the WMATA website.
- WMATA's Metro Service Call Center – Spanish greeting and option for callers, Call Center is staffed with Spanish bilingual operators. Metro Call Center staff provides information on *TheBus*.
- Prince George's County Department of Public Works and Transportation CountyClick311 brochure is available in Spanish.
- Prince George's County Department of Public Works and Transportation Title VI of the Civil Right Act of 1964 informational brochure is available in Spanish.

- DPW&T is in its' sixteenth year of membership with the Access for All (AFA) Advisory Committee of the National Capital Region Transportation Planning Board (TPB). In 2002, a subcommittee on Transit Information for Limited English Proficiency customers was created and convened for several years. Currently, all LEP concerns are effectively heard and addressed under the auspices of the AFA committee as it advises the TPB on transportation issues, programs, policies, and services that are important to low-income communities, minority communities and people with disabilities. The mission of this committee is to identify concerns of low-income, minority populations and persons with disabilities, and to determine whether and how these issues might be addressed within the TPB process. The subcommittee is staffed by a DPW&T representative.

Based on past experience serving and communicating with LEP persons and interviews with community agencies, direct consultations and day to day activities, we learned that the following services/routes/programs are currently of particular importance LEP persons in the community.

- **Route 13** – West Hyattsville Metrorail Station,
- Prince George's Plaza Metrorail Station, County Service Building, Hyattsville Justice Center, Nicholson Street, Belcrest Road, 42<sup>nd</sup> Avenue, Hamilton Street
- **Route 14** – Prince George's Plaza Metrorail Station, Prince George's Plaza, Crescent Cities Center, College Park Metrorail Station, Lafayette Avenue, Riverside Road, Auburn Avenue, River Road
- **Route 18** – Langley Park, Lewisdale, Prince George's Plaza, Cheverly and Addison Road Metrorail Stations, Edwards Place, 23<sup>rd</sup> Avenue, Hamilton Street, Bladensburg Road, Columbia Park Road
- The MetroAccess paratransit service application

The following are the most critical services provided by Prince George's County Department of Public Works And Transportation for all customers, including LEP persons.

- Safety and security awareness instructions
- Emergency evacuation procedures
- Public transit services, including reduced fare application process
- ADA paratransit
- Other paratransit services
- Services targeted at low income persons

#### **Factor 4: Assessment of the Resources Available to the Agency and Costs**

The following language assistance measures are currently being provided by Prince George's County Department of Public Works And Transportation

#### **Telephone Language Interpreter Services:**

Cyacom International Inc.  
Dba Voiance Language Service, LLC.

5780 N. Swann Road  
Tucson, Arizona 85718

Provides confidential telephone language interpreting services twenty-four (24) hours a day, seven days a week, and 365 days a year. Support is provided in 200 different languages. Fee per minute, regardless of language or time of day or day of week (including holidays) is \$.79 per minute-All language. To access the interpretation service using a phone dial 1-877-715-5510; when prompted, enter the 6-digit access code: 953102

### **Onsite Interpreter and Sign Language Interpretive Services**

Carrie Quigley  
Carrie Quigley & Associates, Inc.  
11804 Bristolwood Terrace  
Laurel, Maryland 20708

Provides sign language interpretive services and on site-language services to the Limited English Proficient (LEP) population in our service area that meets the Safe Harbor threshold. Regular assignment request made with at least three business day notices has a rate of \$80.00 per hour with a minimum for 2 hours required.

### **Translation and Transcription Services:**

Schreiber Translations, Inc.  
51 Monroe Street, Suite 101  
Rockville, Maryland 20850

Provides translation and transcription services. Translation services into other languages are \$.16/word with a minimum of 500 words. Transcription services \$1.99 per minute of audio for a standard three day turnaround.

We anticipate that these activities and costs may increase as the LEP population continues to grow in the County.

Based on the analysis of demographic data and contact with community organizations and LEP persons, Prince George's County Department of Public Works And Transportation has determined that additional services may be needed to provide meaningful access.

### ***Resources***

The available budget that could be devoted to additional language assistance expenses is \$5,000. This amount is likely to increase over time.

Prince George's County Department of Public Works And Transportation has also requested the following additional grant funding for language assistance: Not Applicable.

In addition, in-kind assistance may be available through use of in-house staff and Casa De Maryland.

### ***Feasible and Appropriate Language Assistance Measures***

Based on the available resources, the following language assistance measures are feasible and appropriate for our agency at this time:

#### **Telephone Language Interpreter Services:**

Cyacom International Inc.  
Dba Voiance Language Service, LLC.  
5780 N. Swann Road  
Tucson, Arizona 85718

#### **Onsite Interpreter and Sign Language Interpretive Services**

Carrie Quigley  
Carrie Quigley & Associates, Inc.  
11804 Bristolwood Terrace  
Laurel, Maryland 20708

#### **Translation and Transcription Services**

Schreiber Translations, Inc.  
51 Monroe Street, Suite 101  
Rockville, MD 20850

### **LEP Implementation Plan**

Through the four-factor analysis, Prince George's County Department of Public Works And Transportation has determined that the following types of language assistance are most needed and feasible:

- Translation of vital documents into Spanish, African Language, Chinese, French (incl. Patois, Cajun), Tagalog, Korean, Vietnamese, and French Creole. These documents include:
  - Bus Route Maps and Schedules
  - Notifying the Public of Rights Under Title VI
  - Complaint Procedure
  - Complaint Form
  - Application for reduced fare
  - All printed materials on Paratransit, including brochure, eligibility application package, and passenger policies and procedures

- Attempt to hire bilingual staff with competency in spoken and written (Spanish, French, Tagalog, Chinese, Vietnamese, and Korean as appropriate for your service area).
- Language Line Translation Services for telephone contacts.
- In-person translation for ADA eligibility assessments.

### ***Staff Access to Language Assistance Services***

Agency staffs that come into contact with LEP persons access language services by using language identification (<http://www.lep.gov/ISpeakCards2004.pdf>), call a bilingual staff or use the language services available for servicing persons with LEP. All staff will be provided with a list of available language assistance services and additional information and referral resources (such as community organizations which can assist LEP persons). This list will be updated at least annually.

### ***Responding to LEP Callers***

Staffs who answer calls from the public respond to LEP customers as follows: Access the interpretation services by dialing 1-844-541-3961; when prompted, enter the 5-digit account number and then the 4-digit access code: 4262 assigned to the Office of Transportation. Say the language you need, for Spanish press “1” or press “0” for all other languages. Support is provided in 200 different languages.

### ***Responding to Written Communications from LEP Persons***

The following procedures are followed when responding to written communications from LEP persons:

The County has a contract with Schreiber Translations, Inc. The contact is Margie Delao and can be reached at [translation@schreibernet.com](mailto:translation@schreibernet.com) or at 301-424-7737 with translation request. A Word format document in English is send to the translator with instructions of the foreign language needed, for example, Spanish, French, or Korean.

### ***Responding to LEP Individuals in Person***

The following procedures are followed when an LEP person visits our customer service and administrative office:

The language identification flashcard is used if needed, if bilingual staff is available they are used or the telephone language translation services is access.

The following procedures are followed by operators when an LEP person has a question on board *TheBus* or *Call-A-Bus* vehicle: The language identification flashcard is used by the operator if needed, volunteer translation assistance from fellow passengers is used if available or if safe and the vehicle are parked the telephone language translation services are access.

### ***Staff Training***

As noted previously, all Prince George's County Department of Public Works And Transportation staff is provided with a list of available language assistance services and additional information and referral resources, updated annually.

All new hires receive training on assisting LEP persons as part of their sensitivity and customer service training. This includes:

- A summary of the transit agency's responsibilities under the DOT LEP Guidance;
- A summary of the agency's language assistance plan;
- A summary of the number and proportion of LEP persons in the agency's service area, the frequency of contact between the LEP population and the agency's programs and activities, and the importance of the programs and activities to the population;
- A description of the type of language assistance that the agency is currently providing and instructions on how agency staff can access these products and services; and
- A description of the agency's cultural sensitivity policies and practices.

Also, all staff who routinely come into contact with customers, as well as their supervisors and all management staff, receive annual refresher training on policies and procedures related to assisting LEP persons. One of the resources shared with staff is a LEP and Title VI video from <http://www.lep.gov> website. That explains the rights of limited English proficient (LEP) individuals under Title VI of the Civil Right Act of 1964 and its implementing regulations; and the requirements of federal agencies under Executive Order 13166 to provide language access to their programs and activities. The Online Video is [Breaking Down the Barriers: Translating Limited English Proficiency Policy into Practice](#), Department of Justice, (English, Spanish, Chinese, Vietnamese, and Korean)

<https://www.justice.gov/crt/video/language-access>

All Office of Transportation employees receive the attached PowerPoint Title VI presentation as part of their refresher training given at their anniversary performance evaluation.



Rushern L. Baker, III  
County Executive



Darrell B. Mobley  
Director

# Title VI of the 1964 Civil Rights

Requirements & Impact It Can Have On The Department of  
Public Works and Transportation (DPW&T)



## Objectives

- \* Provide a brief introduction to Title VI and its responsibility
- \* To foster an understanding of Title VI and its requirements
- \* Start a dialogue and action whereby DPW&T can be sure that it is continuously maintaining compliance



## Title VI is a Federal Law

Protects individuals from discrimination in programs and activities that receive Federal financial assistance based on

- \* **Race**
- \* **Color**
- \* **National Origin**



## As Federal Grant Recipients

- \* We need to ensure that the method in which programs or activities are delivered are such that no person is denied benefit of or access to those programs or activities because of their race, color or national origin
- \* We need to provide translation to Limited English Proficient (LEP) language groups with a population of 1,000 or more in the County





## Who is Limited English Proficient (LEP)

- \* Anyone who does not speak English as their primary language and who has a limited ability to write, speak, or understand English may be considered Limited English Proficient (LEP).
- \* May be eligible to receive language assistance with respect to the particular service, benefit, or encounter.



## United States (US) Census Data

Based on 2011-2015 ACS Data-Prince George's County has a total population of 833,068. The County's LEP population of 82,207 is as follow:

* Spanish	57,388
* African Language	5,277
* Chinese	3,380
* French (incl. Patois, Cajun)	2,857
* Tagalog	2,307
* Korean	1,733
* Vietnamese	1,445
* French Creole	1,239



## Resources available for LEP Individuals

- \* Onsite interpretation
- \* Sign language
- \* Language Identification card
- \* Translation of documents
- \* Phone interpretation

If anyone needs to schedule any of these resources please contact Marisol Peralta, Community Developer, Office of Transportation at 301-883-5693.



## Citizens can file a Title VI Complaint

- \* In person
- \* By phone
- \* DPW&T website
- \* By mail to DPW&T or The Federal Transit Administration

If you receive a Title VI complaint from a citizen please contact Marisol Peralta, Community Developer, Office of Transportation at 301-883-5693.



## DPW&T impact of non-conformity with Title VI

- \* Can result in the loss of state and federal funds which are essential to the operation of *TheBus*, fixed route transit service and our *Call-A-Bus*, complementary ADA/paratransit service.



### ***Providing Notice to LEP Persons***

LEP persons are notified of the availability of language assistance through the following approaches:

- Following our Title VI policy statement included on our vital documents.
- On our website, with links to translations of vital documents in other languages.
- Through signs posted on our vehicles and in our customer service and administrative offices.
- Through ongoing outreach efforts to community organizations, schools, and religious organizations.
- Staffing a table with bilingual staff at community service events of interest to LEP groups.
- Sending translated news releases and public service announcements about the availability of translated information to newspapers and broadcast media that target local LEP communities.

LEP persons will also be included in all community outreach efforts related to service and fare changes.

### ***Monitoring/Updating the Plan***

This plan will be updated on a periodic basis (at least every three years), based on feedback, updated demographic data, and resource availability.

As part of ongoing outreach to community organizations, Prince George's Department of Public Works And Transportation will solicit feedback on the effectiveness of language assistance provided and unmet needs. In addition, we will conduct periodic surveys, focus groups, community meetings, internal meetings with staff who assist LEP persons, review of updated Census data, formal studies of the adequacy and quality of the language assistance provided, and determines changes to LEP needs.

Based on the feedback received from community members and agency employees, Prince George's Department of Public Works And Transportation will make incremental changes to the type of written and oral language assistance provided as well as to their staff training and community outreach programs. The cost of proposed changes and the available resources will affect the enhancements that can be made, and therefore Prince George's County Department of Public Works And Transportation will attempt to identify the most cost-effective approaches.

As the community grows and new LEP groups emerge, Prince George's County Department of Public Works And Transportation will strive to address the needs for additional language assistance.

**MINORITY REPRESENTATION ON PLANNING AND ADVISORY BODIES**

Title 49 CFR Section 21.5(b)(1)(vii) states that a recipient may not, on the grounds of race, color, or national origin, “deny a person the opportunity to participate as a member of a planning, Advisory, or similar body which is an integral part of the program.”

Prince George’s County Department of Public Works And Transportation has transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which we select.

**RECRUITMENT PROCESS:**

The Citizen Advisory Committee (CAC) recruit volunteers to participate on the committee annually. The facilitators (Transdev) encourages participates to volunteer when they express concerns or issues regarding *TheBus* and *Call-A-Bus* service. Minority and Limited English Proficient Population (LEP) throughout Prince George’s County mode of transportation are encouraged to participate. Recruitment announcements are made in the monthly meetings. The Department of Transportation will start advertising for new volunteers on its website and transit vehicles to encourage minority and Limited English Proficient Population (LEP) participation.

<b>Committee</b>	<b>Black or African American</b>	<b>White/ Caucasian</b>	<b>Latino/ Hispanic</b>	<b>American Indian or Alaska Native</b>	<b>Asian</b>	<b>Native Hawaiian or other Pacific Islander</b>	<b>Other *Note</b>	<b>Totals</b>
<b>Citizens Advisory Committee (CAC)</b>	<b>14</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>15</b>
<b>% of CAC Committee</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>100%</b>

**VIII. REQUIREMENTS OF TRANSIT PROVIDERS**

Prince George’s County Department of Public Works And Transportation is required to plan and deliver transportation services in an equitable manner. This means the distribution of service levels and quality is to be equitable between minority and low income populations and the overall population. Prince George’s County Department of Public Works And Transportation has reviewed its services and policies to ensure that those services and benefits are provided in an equitable manner to all persons.

## Service Standards

Prince Georges County aims to provide quality service that is safe, reliable, clean, and accessible.

To that end Prince George's County aims to:

1. Operate 80% of bus service on-time as measured by AVL.
2. Increase ridership by 10%.
3. Perform time/schedule adjustments to improve schedule efficiency.
4. Make 98% of trips scheduled.
5. Inventory *TheBus* routes and ensure 70% of bus stops are accessible in all directions via sidewalks/paved shoulders and curb cuts.

The County has set standards and policies that address how services are distributed across the transit system service area to ensure that that distribution affords users equitable access to these services. As shown in the Public Participation Plan (PPP) maps, the agency's *TheBus* routes service low income and minority areas. The agency's demand responsive services are available to all callers on a first-come first service basis, without regard for race, color or national origin.

The following system-wide service standards are used to guard against service design or operations decisions from having disparate impacts. All of Prince George's County Department of Public Works and Transportation's services meet the agency's established standards; thus it is judged that services are provided equitably to all persons in the service area, regardless of race, color or national origin

- **Peak Vehicle load** - Vehicle load is expressed as the ratio of passengers to the total number of seats on a vehicle at its maximum load point. The following standard for maximum vehicle load has been established:

Urban setting – 20 passenger trips per revenue mile

Residential setting – 10 passenger trips per revenue mile

High Volume shuttle service – 40 passenger trip per revenue mile

Low Volume shuttle service – 20 passenger trips per revenue mile

- **Vehicle Headways** – In general, frequencies or “headways” (the time between one bus and the next bus at the same location in the same direction) are established to provide enough vehicles past the maximum load point(s) on a route to accommodate the passenger volume and stay within the recommended load factor standards. If passenger loads are low that an excessive time is needed between vehicles to meet loading standards, then headways should be set on the basis of policy considerations. Prince George's County has established 45 minute during peak and 60 minutes during off-peak headway as the minimum policy headway for routes operating in any area.

As with all standards, the minimum headway is not an absolute measure and should be used as a guide. There may be situations where low demand and actual running times warrants even less frequent service. Conversely, some bus routes warrant more frequent service where demand is higher. Further, headways should be designed, wherever possible, to conform to regularly recurring clock face intervals. There are instances where operational efficiencies may take the place of the benefits of clock face headways.

All of Prince George's County Department of Public Works And Transportation services meet this standard:

- **On-time performance** -On-time performance is a measure of runs completed as scheduled. This criterion first must define what is considered to be "on time." The standard for on-time performance is to operate 80% of the bus trips on-time as measured by Automatic Vehicle Locators, (AVL).
  - **Stop spacing** – Inventory *TheBus* routes and ensure a minimum average stop spacing of one stop every quarter mile along the route.

### Service and Operating Policies

The Prince George's County Department of Public Works And Transportation's service and operating policies also ensure that operational practices do not result in discrimination on the basis of race, color, or national origin.

- **Distribution and Siting of Transit Amenities** -Transit amenities refer to items of comfort, convenience, and safety that are available to the general riding public. Prince George's County Department of Public Works And Transportation has a policy to ensure the equitable distribution of transit amenities across the system. This policy applies to seating (i.e., benches, seats), bus shelters and canopies, (c) provision of information, Intelligent Transportation Systems (ITS), waste receptacles (including trash and recycling). Passenger amenities are sited based on the level of ridership and at bus stops which serve public facilities especially those with consistent use by transit riders. Examples of facilities that warrant transit amenities are colleges/universities, shopping centers/grocery stores, business parks, residential communities, libraries, and hospitals. The transit amenities will comply with standards established by the Federal Transit Administration (FTA). Also the transit amenities will comply with FTA guidelines as established in the American with Disabilities Act (ADA).
- **Vehicle assignment** - Vehicle assignment refers to the process by which transit vehicles are placed into service and on routes throughout the system. Prince George's County Department of Public Works And Transportation assigns vehicles with the goal of providing equitable benefits to minority and low income populations. Vehicles are assigned with regard to service type (fixed-route, demand-response, or a hybrid type) and ridership demand patterns (routes with greater numbers of passengers need vehicles with larger capacities). For each type of assignment, newer vehicles are rotated to ensure that no single route or service always has the same vehicle. The Program Manager reviews vehicle assignments on a monthly basis to ensure that vehicles are

indeed being rotated and that no single route or service always has the old or new vehicles.

### **Monitoring Title VI Complaints**

As part of the complaint handling procedure, the Title VI Manager investigates possible inequities in service delivery for the route(s) or service(s) about which the complaint was filed. Depending on the nature of the complaint, the review examines span of service (days and hours), frequency, routing directness, interconnectivity with other routes and/or fare policy. If inequities are discovered during this review, options for reducing the disparity are explored, and service or fare changes are planned if needed.

In addition to the investigation following an individual complaint, the Title VI Manager periodically reviews all complaints received to determine if there may be a pattern. At a minimum, this review is conducted as part of preparing the annual grant application (ATP) for submission to the MTA.

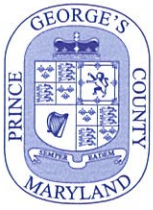
### **Fare and Service Changes**

Prince George's County Department of Public Works And Transportation follows its adopted written policy for the public comment process for major service reductions and fare increases. With each proposed service or fare change, Prince George's County Department of Public Works And Transportation considers the relative impacts on, and benefits to, minority and low income populations, including LEP populations. All planning efforts for changes to existing services or fares, as well as new services, have a goal of providing equitable service. This analysis is also conducted for service and fare changes planned for in the agency's Transit Development Plan.



## **IX. APPENDICES**

- Appendix A Title VI Notice to the Public; List of Locations
- Appendix B Title VI Complaint Procedures and Complaint Form
- Appendix C Investigations, Lawsuits and Complaints Document
- Appendix D Summary of Outreach Efforts
- Appendix E Language Assistance Plan (LAP)
- Appendix F Table – Minority Representation on Committees by Race
- Appendix G County Council Approval of Prince George’s County Title VI Plan
- Appendix H Public Participation Plan
- Appendix I Demographic service profile maps, charts, ridership and travel patterns



Rushern L. Baker, III  
County Executive

# PRINCE GEORGE'S COUNTY GOVERNMENT

Department of Public Works and Transportation  
Office of Transportation



Darrell B. Mobley  
Director

## APPENDIX A

Title VI Notice to the Public

List of Locations

9400 Peppercorn Place, Suite 320, Largo, Maryland 20774

(301) 883-5656

FAX (301) 925-1224

Maryland Relay 711

## Notifying the Public of Rights Under Title VI

### Prince George's County Department of Public Works & Transportation

The Prince George's County Department of Public Works and Transportation (DPW&T) operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the DPW&T.

For more information on the Prince George's County Department of Public Works civil rights program, and the procedures to file a civil rights complaint, call 301-883-5656; (TDD 301-985-3894), visit DPW&T Office of Transportation 9400 Peppercorn Place Suite 320 Largo, MD 20774. For more information visit <http://www.princegeorgescountymd.gov/1122/Maps-Schedules>. 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, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave, SE, Washington, DC 20590

If information is needed in another language, then contact 301-883-5656

Si precisa información en otro idioma, contáctese al 301-883-5656.

Si vous souhaitez des informations dans une autre langue, veuillez appeler le 301-883-5656

Kung ang impormasyon ay kinakailangan sa ibang wika, sa gayon ay makipag-ugnayan sa 301-883-5656

如果需要使用其它语言了解信息, 请联系 301-883-5656

Nếu cần thông tin bằng ngôn ngữ khác, hãy liên lạc theo số 301-883-5656

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## List of Locations

### **Displayed on vehicles:**

Fixed – Route Transit Service (*TheBus*)

ADA/Paratransit Service (*Call-A-Bus*)

### **Displayed at the following facilities:**

Department of Public Works and Transportation  
9400 Peppercorn Place  
Largo, Maryland 20774

1. Employee Kitchen
2. Reception Area
3. Meeting Rooms

Department of Public Works and Transportation  
Office of Highway Maintenance  
8400 D'Arcy Road  
Forestville, MD 20747

1. Reception Area
2. Kitchen

### **PARATRANSIT OFFICES**

8401 D'Arcy Road  
Forestville, MD 20747

1. Drivers Lounge
2. Main Office
3. Reception Area

**Prince George's County Department of Public Works and Transportation's website**



Rushern L. Baker, III  
County Executive

# PRINCE GEORGE'S COUNTY GOVERNMENT

Department of Public Works and Transportation  
Office of Transportation



Darrell B. Mobley  
Director

## APPENDIX B

Prince George's County Department of Public Works and Transportation Title VI  
Complaint Procedures

Prince George's County Department of Public Works and Transportation Title VI  
Complaint Form

9400 Peppercorn Place, Suite 320, Largo, Maryland 20774

(301) 883-5656

FAX (301) 925-1224

Maryland Relay 711

## Prince George's County DPW&T Title VI Complaint Procedure

### Complaint Procedure

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Prince George's County Department of Public Works and Transportation (hereinafter referred to as "the DPW&T") may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. The Prince George's County Department of Public Works and Transportation investigates complaints received no more than 180 days after the alleged incident. The DPW&T will process complaints that are complete.

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

The DPW&T has 60 days to investigate the complaint. If more information is needed to resolve the case, the DPW&T may contact the complainant. The complainant has 30 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 30 business days, the DPW&T can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint; she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the LOF to do so.

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

If information is needed in another language, then contact 301-883-5656

Si precisa información en otro idioma, contáctese al 301-883-5656.

Si vous souhaitez des informations dans une autre langue, veuillez appeler le 301-883-5656

Kung ang impormasyon ay kinakailangan sa ibang wika, sa gayon ay makipag-ugnayan sa 301-883-5656

如果需要使用其它语言了解信息，请联系 301-883-5656

Nếu cần thông tin bằng ngôn ngữ khác, hãy liên lạc theo số 301-883-5656

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## Title VI Complaint Procedure

Prince George's County, Maryland operates without regard to race, color and national origin. It complies with all laws and regulations of the United States and Maryland pertaining to discrimination. DPW&T is an Equal Opportunity Employer. To obtain additional information about Prince George's County, Maryland's nondiscrimination obligations, contact the Office of Transportation by mail or in person at:

Department of Public Works and Transportation  
Office of Transportation  
9400 Peppercorn Place, Suite 320  
Largo, MD 20774  
By telephone at: 301-883-5656  
Via website at:  
<http://www.princegeorgescountymd.gov/1122/Maps-Schedules>

To file a discrimination complaint against Prince George's County's *TheBus* or *Call-A-Bus* programs, provide the complaint in writing to the Department of Public Works and Transportation (DPW&T) by mail, in person, by phone or via DPW&T's website as described above. Be certain to provide as much detailed information as possible and include contact information for the person filing the complaint. The complaint should be on the attached form which will help provide the following crucial information.

- your name, address and telephone number
- the name and address of the agency, institution or department -you believe discriminated against you
- how, why and when you believe you were discriminated against. Include specific details about the alleged acts of discrimination and any other relevant information
- the name of any persons, witnesses, if known.

DPW&T's procedures for investigating and tracking complaints will be posted on its website. Copies are available on request. All complaints should be filed within 180 days of the date of the alleged discrimination. It may be filed by the person alleging discrimination or by his/her representative.

Title VI complaints should be submitted to Prince George's County, at the address below.

Department of Public Works and Transportation  
Office of Transportation  
9400 Peppercorn Place, Suite 320  
Largo, MD 20774

The Office of Transportation will investigate and respond to the complaint within sixty (60) days of receipt. The Office of Transportation will provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English.

In instances where additional information is needed for assessment or investigation of the complaint, the DPW&T/HR Office will contact the complainant in writing within five working days. Failure to provide the requested information by a certain date may result in the administrative closure of the complaint. All complaints will be tracked and logged.

The DPW&T/HR Office will investigate the complaint and prepare a draft written response subject to review by the Office of Law. If appropriate, DPW&T may administratively close the complaint.

The DPW&T will send a final written response to the complainant and advise the complainant of his or her right to file a complaint externally. In addition to the complaint process at Prince George's County DPW&T, a complainant may file a Title VI complaint with the Prince George's County Human Relations Commission or the Maryland Department of Transportation through:

Maryland Transit Administration  
Office of Fair Practices  
6 Saint Paul Street, 20<sup>th</sup> Floor  
Baltimore, Maryland 21202  
(410) 539-3497 (TTY)  
1-866-RIDE-MTA (toll free)

The Prince George's County  
Human Relations Commission  
1400 McCormick Drive, Suite 245  
Largo, Maryland 20774  
(301) 883-6170

If information is needed in another language, then contact 301-883-5656

Si precisa información en otro idioma, contáctese al 301-883-5656.

Si vous souhaitez des informations dans une autre langue, veuillez appeler le 301-883-5656

Kung ang impormasyon ay kinakailangan sa ibang wika, sa gayon ay makipag-ugnayan sa 301-883-5656

如果需要使用其它语言了解信息，请联系 301-883-5656

Nếu cần thông tin bằng ngôn ngữ khác, hãy liên lạc theo số 301-883-5656

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### Title VI Complaint Form

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

<input type="checkbox"/> Federal Agency: _____	
<input type="checkbox"/> Federal Court _____	<input type="checkbox"/> State Agency _____
<input type="checkbox"/> State Court _____	<input type="checkbox"/> Local Agency _____
Please provide information about a contact person at the agency/court where the complaint was filed.	
Name:	
Title:	
Agency:	
Address:	
Telephone:	
<b>Section VI</b>	
Name of agency complaint is against:	
Contact person:	
Title:	
Telephone number:	

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

Signature and date required below

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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

Prince George's County Department of Public Works & Transportation

Title VI Program

9400 Peppercorn Place, Suite 320

Largo, Maryland 20774

If information is needed in another language, then contact 301-883-5656

Si precisa información en otro idioma, contáctese al 301-883-5656.

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Rushern L. Baker, III  
County Executive

# PRINCE GEORGE'S COUNTY GOVERNMENT

Department of Public Works and Transportation  
Office of Transportation



Darrell B. Mobley  
Director

## APPENDIX C

Investigation

Lawsuits

Complaint Documents

9400 Peppercorn Place, Suite 320, Largo, Maryland 20774

(301) 883-5656

FAX (301) 925-1224

Maryland Relay 711



# PRINCE GEORGE'S COUNTY GOVERNMENT

Department of Public Works and Transportation  
Office of Transportation



Rushern L. Baker, III  
County Executive

Darrell B. Mobley  
Director

## Prince George's County Department of Public Works and Transportation List of Investigations, Lawsuits and Complaints

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color or national origin)	Status	Action(s) taken
<b>Investigations</b>	None	None	None	None
1. 2015 2. 2016 3. 2017	None	None	None	None
<b>Lawsuits</b>	None	None	None	None
1. 2015 2. 2016 3. 2017	None	None	None	None
<b>Complaints</b>	None	None	None	None
1. 2015 2. 2016 3. 2017	None	None	None	None



Rushern L. Baker, III  
County Executive

# PRINCE GEORGE'S COUNTY GOVERNMENT

Department of Public Works and Transportation  
Office of Transportation



Darrell B. Mobley  
Director

## APPENDIX D

### Summary of Outreach Efforts

9400 Peppercorn Place, Suite 320, Largo, Maryland 20774

(301) 883-5656

FAX (301) 925-1224

Maryland Relay 711

## TITLE VI OUTREACH EFFORTS

Prince George's County, Maryland and its subrecipients will post notices on their respective websites regarding Title VI obligations and the protections afforded to the public by Title VI. The notice will state in English and "If information is needed in another language, then contact 301-883-5656" that Prince George's County, Maryland operates its programs without regard to race, color and national origin. It will inform the public on how to request additional information regarding Title VI obligations. Posters and placards will be placed on transit vehicles stating these obligations.

To seek out and consider viewpoints of minority, low-income and Limited English Proficiency persons in the course of Prince George's County, Maryland's public outreach and involvement activities, the County will evaluate opportunities for each of its projects. It will consider the composition of the population affected by the contract, the type of practical public outreach to be undertaken and the resources available to the County. Every attempt will be made to overcome linguistic, institutional, cultural, economic, historical or other barriers that might prevent minority and low-income people from effectively participating in the County's decision-making process.

To that end, the county will:

- Coordinate and conduct in-person outreach with individuals, institutions, or organizations to promote usage of *TheBus* and *Call-A-Bus*, especially to members of the affected minority and/or low income communities.
- Provide opportunities for public participation through means other than written communication, such as the use of audio or video recording devices to capture oral comments.
- Use locations, facilities, and meeting times that are convenient and accessible to low-income and minority communities.
- Meet quarterly with DPW&T Community Partners.
- Meet biweekly with the Department of Family Services on *Call-A-Bus* services and programs.
- Meet quarterly with elderly/disabled groups/communities.
- Publish public notices in newspapers of general circulation in Prince George's County for any public hearing, *TheBus* service or fare changes, *Call-A-Bus* service or fare changes and applications for grant funding for *TheBus* or *Call-A-Bus*.
- Post public notices at major passenger/public facilities and in all vehicles.
- Send general interest news releases to news media (newspapers, radio, television, web media) as well as to minority and LEP persons
- Send public service announcements (PSAs) to news media as well as to minority and LEP persons.
- Conduct public hearings at locations and meeting times that are accessible by public transit.
- Conduct semi-annual customer satisfaction surveys which are distributed to passengers on vehicles.
- Participate in Festivals/civic events/open houses/fairs

To supplement the Census, education, and labor department data, Prince George's County Department of Public Works and Transportation conducted community outreach to the following organizations that work with LEP populations.

Prince George's County Department of Public Works and Transportation (DPW&T) together with the Washington Metropolitan Area Transit Authority (WMATA) administered surveys to County residents from February 08, 2016 through December 26, 2016 on various public transportation projects. County residents provided feedback on their experiences and transportation needs, 442 surveys were collected.

Date: February 8, 2016, Time: 5:00pm-7:00pm, Greenbelt Transit Oriented Development Project, Pop-up event (with Surveys), Greenbelt Metro Station 5717 Greenbelt Metro Drive Greenbelt, MD 20740, Target Population, Metrobus, Metrorail customers, *TheBus*, RTA and MARC customers and local shuttles. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 500, Surveys completed: 41, English & 9 Spanish.

Date: February 11, 2016, Time: 5:00pm-7:00pm, Greenbelt Transit Oriented Development Project, Pop-up event (with Surveys), Greenbelt Metro Station 5717 Greenbelt Metro Drive Greenbelt, MD 20740, Target Population, Metrobus, Metrorail customers, *TheBus*, RTA and MARC customers and local shuttles. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 620, Surveys completed: 24, English & 1 Spanish.

Date: February 12, 2016, Time: 7:00am-9:00am, Greenbelt Transit Oriented Development Project, Pop-up event (with Surveys), Greenbelt Metro Station 5717 Greenbelt Metro Drive Greenbelt, MD 20740, Target Population, Metrobus, Metrorail customers, *TheBus*, RTA and MARC customers and local shuttles. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 325, Surveys completed: 5, English & 1 Spanish.

Date: February 25, 2016, Time: 2:30pm-4:30pm, FY2017 Budget Project, Community Based Organization Meeting, Langley Park Community Center 1500 Merrimac Drive Hyattsville, MD 20783, Target Population, LEP, minority, low-income. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site. Total attendees and total participants were 50.

Date: March 17, 2016, Time: 3:30pm-6:30pm. Metro Service Changes - March 2016, Pop-up event (w/o Surveys) Southern Avenue Metro Station 1411 Southern Avenue Temple Hills, MD 20748, Target Population, Riders of the W19. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 100, Total Participants: 100.

Date: March 17, 2016, Time: 5:00pm-7:00pm. Metrobus Service Changes - March 2016, Pop-up event (w/o Surveys) Greenbelt Metro Station 5717 Greenbelt Metro Drive Greenbelt, MD 20740, Target Population, Riders of the R3 and G's. All marketing materials were translated in Spanish,

and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 355, Total Participants: 355.

Date: March 19, 2016, Time: 10:00am-12:00pm. Metro Monthly Pass Pilot (SelectPass), Pop-up event (w/o Surveys) Hyattsville Branch Library 6530 Adelphi Road Hyattsville, MD 20782, Target Population, Metrorail Riders. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 0, Total Participants: 5.

Date: March 21, 2016, Time: 3:30pm-6:30pm. Metro Service Changes - March 2016, Pop-up event (w/o Surveys) Prince George's Plaza Station 3575 East West Highway Hyattsville, MD 20782, Target Population, Riders of the R3. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 9, Total Participants: 9.

Date: March 23, 2016, Time: 3:30pm-6:30pm. Metro Service Changes - March 2016, Pop-up event (w/o Surveys) New Carrollton Metro Station 4700 Garden City Drive New Carrollton, MD 20784, Target Population, Riders of the G12, *TheBus* No. 13, *TheBus* No. 14 and *TheBus* No. 16. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 253, Total Participants: 253.

Date: April 28, 2016, Time: 5:00pm-7:00pm. Metro Monthly Pass Pilot (SelectPass), Pop-up event (w/o Surveys) Rogers Heights Elementary School 4301 58<sup>th</sup> Ave Bladensburg, MD 20710, Target Population, All Riders of Metro. All marketing materials were translated in Spanish, and one bilingual Spanish staff was on-site for Pop Up events. Number of Brochures: 0, Total Participants: 0.

Date: June 8, 2016, Time: 6:30am-10:30am. SafeTrack Safety Surge #2, Pop-up event (w/o Surveys) Cheverly Metrorail Station 5501 Columbia Park Cheverly, MD 20785, Target Population: Cheverly Commuters. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 200, Total Participants: N/A.

Date: June 8, 2016, Time: 6:30am-10:30am. SafeTrack Safety Surge #2, Pop-up event (w/o Surveys) New Carrollton Metrorail Station 4700 Garden City Drive New Carrollton, MD 20784, Target Population: New Carrollton Commuters. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 500, Total Participants: N/A.

Date: June 8, 2016, Time: 6:30am-10:30am. SafeTrack Safety Surge #2, Pop-up event (w/o Surveys) Landover Metrorail Station 3000 Pennsy Drive Hyattsville, MD 20755, Target Population: Landover Commuters. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 1200, Total Participants: N/A.



Date: June 9, 2016, Time: 6:30am-10:30am. SafeTrack Safety Surge #2, Pop-up event (w/o Surveys) Morgan Metrorail Station 300 Garrett Morgan Blvd. Landover, MD 20785, Target Population: Morgan Station Commuters. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 800, Total Participants: N/A.

Date: June 9, 2016, Time: 6:30am-10:30am. SafeTrack Safety Surge #2, Pop-up event (w/o Surveys) Capital Heights Metrorail Station 133 Central Avenue Capitol Heights, MD 20743, Target Population: Capital Heights Metrorail Commuters. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 1000, Total Participants: N/A.

Date: June 9, 2016, Time: 6:30am-10:30am. SafeTrack Safety Surge #2, Pop-up event (w/o Surveys) Addison Road Metrorail Station 100 Addison Road S. Capitol Heights, MD 20743, Target Population: Addison Road Commuters. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 1000, Total Participants: N/A.

Date: June 9, 2016, Time: 6:30am-10:30am. SafeTrack Safety Surge #2, Pop-up event (w/o Surveys) Largo Town Center Metrorail Station 9000 Lottsford Road Largo, MD 20774, Target Population: Largo Town Commuters. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 1400, Total Participants: N/A.

Date: June 12, 2016, Time: 3:00pm-7:00pm. SafeTrack Safety Surge #2, Pop-up event (w/o Surveys) Morgan Metrorail Station 300 Garrett Morgan Blvd. Landover, MD 20785, Target Population: Morgan Commuters. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 700, Total Participants: N/A.

Date: June 14, 2016, Time: 3:00pm-7:00pm. SafeTrack Safety Surge #2, Pop-up event (w/o Surveys) New Carrollton Metrorail Station 4700 Garden City Drive New Carrollton, MD 20784, Target Population: New Carrollton Commuters. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 2500, Total Participants: N/A.

Date: June 14, 2016, Time: 3:00pm-7:00pm. SafeTrack Safety Surge #2, Pop-up event (w/o Surveys) Landover Metrorail Station 3000 Pennsy Drive Hyattsville, MD 20785, Target Population: Landover Commuters. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 450, Total Participants: N/A.

Date: June 14, 2016, Time: 3:00pm-7:00pm. SafeTrack Safety Surge #2, Pop-up event (w/o Surveys) Largo Town Center Metrorail Station 9000 Lottsford Road Largo, MD 20774, Target Population: Largo Town Center Commuters. All marketing materials were translated in Spanish,

and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 750, Total Participants: N/A.

Date: June 15, 2016, Time: 3:00pm-7:00pm. SafeTrack Safety Surge #2, Pop-up event (w/o Surveys) Capitol Heights Metrorail Station 133 Central Avenue Capitol Heights, MD 20743, Target Population: Capitol Heights Commuters. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 600, Total Participants: N/A.

Date: June 15, 2016, Time: 3:00pm-7:00pm. SafeTrack Safety Surge #2, Pop-up event (w/o Surveys) Addison Metrorail Station 100 Addison Road S. Capitol Heights, MD 20743, Target Population: Addison Commuters. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 1550, Total Participants: N/A.

Date: July 4, 2016, Time: 1:00pm-9:00pm. SafeTrack Safety Surge #3 & 4, Pop-up event (w/o Surveys) Greenbelt Metrorail Station 5717 Greenbelt Metro Drive Greenbelt, MD 20740, Target Population: Greenbelt Commuters. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 800, Total Participants: N/A.

Date: September 29, 2016, Metrobus NH2 Pilot, Community Meeting, The retailers in the National Harbor area, Target Population: retailers in the area. The timetables incorporated in Spanish. Number of Attendees: 75, Total Participants: 75.

Date: October 03, 2016, Capitol Heights Joint Development Project Capitol Heights City Hall 1 Capitol heights Blvd Capitol Heights, MD 20743, Target Population: City Hall Staff. All marketing materials were translated in Spanish. Number of Brochures: 1, Total Participants: 1.

Date: October 6, 2016, Time: 9:00am-10:00am. Capitol Heights Joint Development Project, Capitol Heights Metro Station 133 Central Avenue Capitol Heights, MD 20743, Target Population: Fairmount Heights Town Residents. All marketing materials were translated in Spanish. Number of Attendees: 1, Total Participants: 1.

Date: October 8, 2016, Time: 7:00am-11:00am. Span of Service, Pop-up event (w/ Surveys) West Hyattsville Metrorail Station 2700 Hamilton Street Hyattsville, MD 20782, Target Population: All rail riders during this timeframe. All marketing materials were translated in Spanish and the brochure was translated in to Vietnamese, Korean, Chinese, French and Amharic. Number of Brochures: 145, Total Participants: 258 and 37% Hispanic.

Date: October 09, 2016, Time: 7:00am-12:00pm. Span of Service, Pop-up event (w/Surveys) Southern Avenue Metrorail Station 1411 Southern Avenue Temple Hills, MD 20748, Target Population: All rail riders during this timeframe. All marketing materials were translated in Spanish and the brochure was translated in to Vietnamese, Korean, Chinese, French and Amharic. Number of Brochures: 350, Total Participants: 435 and 8.2% Hispanic.

Date: October 12, 2016, Capitol Heights Joint Development Project, Capitol Heights Metro Station 133 Central Avenue Capitol Heights, MD 20743, Target Population: Capitol Heights Residents. All marketing materials were sent out via email and were translated in Spanish. Number of Attendees: N/A, Total Participants: 1.

Date: October 12, 2016, Time: 4:00pm-6:00pm. Capitol Heights Joint Development Project, Capitol Heights Metro Station 133 Central Avenue Capitol Heights, MD 20743, Target Population: Blue Line Commuters. All marketing materials were translated in Spanish and bilingual staff was present at the event. Number of Attendees: 27, Total Participants: 27.

Date: October 14, 2016, Time 2:00pm-3:00pm. Capitol Heights Joint Development Project, Saint Martin De Porres of Capitol Heights 6015 Central Ave Capitol Heights, MD 20743, Target Population: Capitol Heights Residents. All marketing materials were translated in Spanish. Number of Attendees: 1, Total Participants: 1.

Date: October 15, 2016, Time: 7:00am-11:00am. Span of Service, Southern Ave Metro Station 1411 Southern Avenue Temple Hills, MD 20748, Target Population: All rail riders during this timeframe. All materials were translated in Spanish and the brochure was translated in to Vietnamese, Korean, Chinese, French and Amharic. Number of Brochures: 72, Total Participants: 142 and 0% Hispanic.

Date: October 17, 2016, Time: 6:30pm-8:30pm. Capitol Heights Joint Development Project, Capitol Heights Elementary School 601 Suffolk Ave Capitol Heights, MD 20743, Target Population: Blue Line Customers. All materials were translated in Spanish and bilingual staff attended the event. Number of Attendees: 9, Total Participants: 70.

Date: October 26, 2016, Time: 7:00am-9:00am. Metrobus NH2 Pilot, Southern Avenue Metro Station 1411 Southern Avenue Temple Hills, MD 20748, Target Population: All riders who would benefit from the route. All marketing materials were translated in Spanish. Number of Attendees: 700, Total Participants: 700.

Date: October 26, 2016, Time: 4:00pm-6:00pm. Metrobus NH2 Pilot, National Harbor St. George Blvd & Waterfront St. Fort Washington, MD 20745, Target Population: All riders who would benefit from the route. All marketing materials were translated in Spanish. Number of Attendees: 650, Total Participants: 650.

Date: November 10, 2016, Time: 5:30am-8:00am. Forestville (J12) Marlborough Pike, (K12, and K13) Line Service Evaluation, Branch Avenue Metro Station 4704 Old Soper Road Suitland, MD 20746, Target Population: K12 Riders. One staff member was bilingual Spanish. Number of Attendees: 89, Total Survey Collected: 89.

Date: November 10, 2016, Time: 9:30am-9:45am. New Carrollton South Side Joint Development Fortis College 4351 Garden City Drive Landover, MD 20785, Target Population: Orange Line riders. All materials were translated in Spanish and bilingual staff attended the event. Number of Attendees: 150, Total Participants: 150.

Date: November 10, 2016, Time: 10:00am-10:15am. New Carrollton South Side Joint Development, Hope Connections 8401 Corporate Drive Suite 100 Landover, MD 20785, Target Population: Orange Line Riders. All materials were translated in Spanish and bilingual staff attended this meeting. Number of Attendees: 150, Total Participants: 150.

Date: November 10, 2016, Time: 10:15am-10:30am. New Carrollton South Side Joint Development, Maryland Legal Aid 8401 Corporate Drive Suite 200 Landover, MD 20785, Target Population: Orange Line Riders. All materials were translated in Spanish and bilingual staff attended this meeting. Number of Attendees: 40, Total Participants: 40.

Date: November 10, 2016, Time: 10:30am-10:45am. New Carrollton South Side Joint Development, Giant Supermarket Management Office 8301 Professional Place West Landover, MD 20785, Target Population: Orange Line Riders. All materials were translated in Spanish and bilingual staff attended this meeting. Number of Attendees: 150, Total Participants: 150.

Date: November 10, 2016, Time: 4:00pm-6:00pm. Forestville (J12) Marlborough Pike, (K12, and K13) Line Service Evaluation, Suitland Metro Station 4500 Silver Hill Road Suitland, MD 20746, Target Population: K12 Riders. One staff member was bilingual Spanish. Number of Survey Collected: 58, Total Participation: 58.

Date: November 13, 2016, Metrobus NH2 Pilot, National Harbor St. George Blvd & Waterfront St. Fort Washington, MD 20745, Target Population: All riders who would benefit from the route. All timetables incorporated Spanish. Number of Brochures: 650, Total Participants: 650.

Date: November 14, 2016, Time: 5:45am-7:00am. Forestville (J12) Marlborough Pike, (K12, K13) Line Service Evaluation, Addison Road-Seat Pleasant Metrorail Station 100 Addison Road S. Capitol Heights, MD 20743, Target Population: J12 Riders. One staff member was bilingual Spanish. Number of Survey Collected: 58, Total Participation: 58.

Date: November 14, 2016, Time: 4:00pm-6:00pm. Forestville (J12) Marlborough Pike, (K12, and K13) Line Service Evaluation, Addison Road-Seat Pleasant Metrorail Station 100 Addison Road S. Capitol Heights, MD 20743, Target Population: J12 Riders. One staff member was bilingual Spanish. Number of Survey Collected: 40, Total Participation: 40.

Date: November 14, 2016, Time: 6:30pm-8:30pm. New Carrollton South Side Joint Development, Fortis College 4351 Garden City Drive Landover, MD 20785, Target Population: New Carrollton Metrorail Station Riders that park at Lot 3 & 2. All materials were translated in Spanish and bilingual staff worked at the event. Number of Testified: 3, Total Participants: 13.

Date: November 16, 2016, Time: 7:30am-9:30am. Metro Monthly Pass Pilot (SelectPass), Pop-up event (w/o Surveys) Branch Avenue Metrorail Station 4704 Old Soper Road Suitland, MD 20746, Target Population, All Rail Riders during this time frame. All marketing materials were translated in Spanish and contractor provided at least one bilingual staff per each shift. Number of Brochures: 8001, Total Participants: 801.

Date: November 16, 2016, Time: 9:45am-10:00am. New Carrollton South Side Joint Development, Community Based Organization Meeting, Courtyard Marriott Hotel 8330 Corporate Drive Landover, MD 20875, Target Population: Orange Line Riders. All materials were translated in Spanish and bilingual staff attended this meeting. Number of Attendees: 150, Total Participants: 150.

Date: November 16, 2016, Time: 4:30pm-6:30pm. Metro Monthly Pass Pilot (SelectPass), Pop-up event (w/o Surveys) Greenbelt Metrorail Station 5717 Greenbelt Metro Drive Greenbelt, MD 20740, Target Population, All Rail Riders during this time frame. All marketing materials were translated in Spanish and contractor provided at least one bilingual staff per each shift. Number of Brochures: 1500, Total Participants: 1500, Hispanic: 13%.

Date: November 17, 2016, Time: 11:00am-12:30pm. Forestville (J12) & Marlborough Pike (K12, K13) Line Service Evaluation. Suitland Metrorail Station 4500 Silver Hill Road Suitland, MD 20746, Target Population: K riders. Number of Surveys: 48, Total Participants: 48.

Date: November 17, 2016, Time: 11:00am-12:30pm. Forestville (J12) & Marlborough Pike (K12, K13) Line Service Evaluation. Addison Road-Seat Pleasant Metrorail Station 100 Addison Road S. Capitol Heights, MD 20743, Target Population: J12 Riders. Number of Surveys: 28, Total Participants: 28.

Date: November 17, 2016, Time: 4:30pm-6:30pm. Metro Monthly Pass Pilot (SelectPass), Pop-up event (w/o Surveys) Greenbelt Metrorail Station 5717 Greenbelt Metro Drive Greenbelt, MD 20740, Target Population, All Rail Riders during this time frame. All marketing materials were translated in Spanish and contractor provided at least one bilingual staff per each shift. Number of Brochures: 900, Total Participants: 900, Hispanic: 11%.

Date: November 19, 2016, Time: 12:45pm-2:00pm. Forestville (J12) Marlborough Pike, (K12, and K13) Line Service Evaluation, Suitland Metro Station 4500 Silver Hill Road Suitland, MD 20746, Target Population: K12 Riders. One staff member was bilingual Spanish. Number of Survey Collected: 29, Total Participation: 29.

Date: November 19, 2016, Time: 1:30pm-2:30pm. Forestville (J12) Marlborough Pike, (K12, and K13) Line Service Evaluation, Addison Road-Seat Pleasant Metrorail Station 100 Addison Road S. Capitol Heights, MD 20743, Target Population: J12 Riders. One staff member was bilingual Spanish. Number of Survey Collected: 22, Total Participation: 22.

Date: November 30, 2016, Time: 7:00am-9:00am. Metro bus NH2 Pilot, Pop-up event (w/o Survey), National Harbor St. George Blvd & Waterfront St. Fort Washington, MD 20745, Target Population: All riders who would benefit from the route. All material were translated into Spanish. Number of Attendees: 150, Total Participants: 150.

Date: December 1, 2016, Time: 7:00am-9:00am. Metro bus NH2 Pilot, Pop-up event (w/o Survey), Southern Avenue Metrorail Station 1411 Southern Avenue Temple Hills, MD 20748, Target Population: All riders who would benefit from the route. All material were translated into Spanish. Number of Attendees: 2850, Total Participants: 2850.

Date: December 17, 2016, Time: 11:00am-3:00pm. Takoma Langley Crossroads Transit Center, Pop-up event (w/o Survey), Takoma Langley Park Crosswalks Transit Center 7676 New Hampshire Ave #303 Takoma Park, MD 20912, Target Population: Bus riders at the Takoma Langley Park Crossroads. All material were translated into Spanish and contractor provided at least one bilingual staff per each shift. Number of Attendees: 900, Total Participants: 900.

Date: December 19, 2016, Time: 5:30am-9:30am. Takoma Langley Crossroads Transit Center, Pop-up event (w/o Survey), Takoma Langley Park Crosswalks Transit Center 7676 New Hampshire Ave #303 Takoma Park, MD 20912, Target Population: Bus riders at the Takoma Langley Park Crossroads. All material were translated into Spanish and contractor provided at least one bilingual staff per each shift. Number of Attendees: 800, Total Participants: 800.

Date: December 20, 2016, Time: 3:30pm-7:30pm. Takoma Langley Crossroads Transit Center, Pop-up event (w/o Survey), Takoma Langley Park Crosswalks Transit Center 7676 New Hampshire Ave #303 Takoma Park, MD 20912, Target Population: Bus riders at the Takoma Langley Park Crossroads. All material were translated into Spanish and contractor provided at least one bilingual staff per each shift. Number of Attendees: 1000, Total Participants: 1000.

Date: December 22, 2016, Time: N/A. Metro bus NH2 Pilot, Pop-up event (w/o Survey), National Harbor St. George Blvd & Waterfront St. Fort Washington, MD 20745, Target Population: Media, elected officials and VIP guests. The timetable incorporated Spanish. Number of Attendees: 150, Total Participants: 150.

Date: December 22, 2016, Time: 5:30am-12:30pm. Takoma Langley Crossroads Transit Center, Pop-up event (w/o Survey), Takoma Langley Park Crosswalks Transit Center 7676 New Hampshire Ave #303 Takoma Park, MD 20912, Target Population: Bus riders at the Takoma Langley Park Crossroads. All material were translated into Spanish and contractor provided at least one bilingual staff per each shift. Number of Attendees: 1200, Total Participants: 1200.

Date: December 22, 2016, Time: 12:30pm-7:30pm. Takoma Langley Crossroads Transit Center, Pop-up event (w/o Survey), Takoma Langley Park Crosswalks Transit Center 7676 New Hampshire Ave #303 Takoma Park, MD 20912, Target Population: Bus riders at the Takoma Langley Park Crossroads. All material were translated into Spanish and contractor provided at least one bilingual staff per each shift. Number of Attendees: 800, Total Participants: 800.

Date: December 23, 2016, Time: 5:30am-10:30am. Takoma Langley Crossroads Transit Center, Pop-up event (w/o Survey), Takoma Langley Park Crosswalks Transit Center 7676 New Hampshire Ave #303 Takoma Park, MD 20912, Target Population: Bus riders at the Takoma Langley Park Crossroads. All material were translated into Spanish and contractor provided at least one bilingual staff per each shift. Number of Attendees: 800, Total Participants: 800.

Date: December 26, 2016, Time: 6:00am-11:00am. Takoma Langley Crossroads Transit Center, Pop-up event (w/o Survey), Takoma Langley Park Crosswalks Transit Center 7676 New Hampshire Ave #303 Takoma Park, MD 20912, Target Population: Bus riders at the Takoma Langley Park Crossroads. All material were translated into Spanish and contractor provided at least one bilingual staff per each shift. Number of Attendees: 380, Total Participants: 380.

Prince George's County is developing a five year plan for improving and expanding transit within the County. The plan will evaluate potential methods for improving public transportation in the County, and will focus on local bus service, taxis, private providers, and best practices for improving access to public transportation services. The completed Transit Vision Plan will provide the County with a roadmap for implementing service, facility, and operational enhancements to improve the County's transit system for the benefit of all County residents. Phase I focuses on gathering information on attitudes about transit in Prince George's County through "pop-up" meeting at major bus stops throughout the County, a survey of riders onboard buses, and a survey of non-riders.

The pop-up meeting held during Phase I were as follow:

Date: Monday, September 11, 2017, Time 7:00am-9:00am. Mount Rainier Transit Center, All material were translated into Spanish and contractor provided at least one bilingual staff per each shift. Number of surveys collected: 11.

Date: Friday, September 15, 2017, Time 7:00am-9:00am. Capitol Heights Metrorail Station 133 Central Ave Capitol Heights, MD 20745, all material were translated into Spanish and contractor provided at least one bilingual staff per each shift. Number of surveys collected: 20.

Date: Monday, September 18, 2017, Time 7:00am-9:00am. Bowie Marc Station 13900 Jericho Park Road Bowie, MD 20715, all material were translated into Spanish and contractor provided at least one bilingual staff per each shift. Number of surveys collected: 10.

Date: Thursday, September 21, 2017, Time 7:00am-9:00am. Addison Road Metrorail Station 100 Addison Road Capital Heights, MD 20743. All material were translated into Spanish and contractor provided at least one bilingual staff per each shift. Number of surveys collected: 20.

Date: Thursday, September 21, 2017, Time: 7:00am-9:00am. Morgan Boulevard Metrorail Station 300 Garrett Morgan Blvd Landover, MD 20785. All material were translated into Spanish and contractor provided at least one bilingual staff per each shift. Number of surveys collected: 17.

Date: Thursday, September 21, 2017, Time: 4:30pm-6:30pm. Beltway Plaza Shopping Center 6000 Greenbelt Road Greenbelt, MD 20770. All material were translated into Spanish and contractor provided at least one bilingual staff per each shift. Number of surveys collected: 17.

Date: Friday, September 22, 2017, Time: 7:00am-9:00pm. Prince George's Plaza Metrorail Station 3575 East West Highway Hyattsville, MD 20782. All material were translated into Spanish and contractor provided at least one bilingual staff per each shift. Number of surveys collected: 7.

Date: Friday, September 22, 2017, Time: 4:30pm-6:30pm. Greenbelt Metrorail Station 5717 Greenbelt Metro Drive Greenbelt, MD 20740. All material were translated into Spanish and contractor provided at least one bilingual staff per each shift. Number of surveys collected: 12.



Rushern L. Baker, III  
County Executive

# PRINCE GEORGE'S COUNTY GOVERNMENT

Department of Public Works and Transportation  
Office of Transportation



Darrell B. Mobley  
Director

## APPENDIX E

### Language Assistance Plan (LAP)

9400 Peppercorn Place, Suite 320, Largo, Maryland 20774

(301) 883-5656

FAX (301) 925-1224

Maryland Relay 711



**PRINCE GEORGE'S COUNTY  
DEPARTMENT OF PUBLIC WORKS  
AND TRANSPORTATION**

**December 2016  
LIMITED ENGLISH  
PROFICIENCY (LEP) PLAN**



**Rushern L. Baker, III  
County Executive**



**Darrell B. Mobley  
Director**

## **Accessible Formats**

This document will be made available in accessible formats upon request. Paper copies of this document as well as information regarding accessible formats may be obtained by contacting the Title VI Coordinator, Office of Transportation.

### **English**

If information is needed in another language, then contact 301-883-5656

### **Spanish**

Si precisa información en otro idioma, contáctese al 301-883-5656.

### **Chinese**

如果需要使用其它语言了解信息，请联系301-883-5656

### **French**

Si vous souhaitez des informations dans une autre langue, veuillez appeler le 301-883-5656

### **Tagalog**

Kung ang impormasyon ay kinakailangan sa ibang wika, sa gayon ay makipag-ugnayan sa 301-883-5656

### **Korean**

이 정보를 다른 언어로 제공받기를 원하시면 301-883-5656으로 연락하십시오

### **Vietnamese**

Nếu cần thông tin bằng ngôn ngữ khác, hãy liên lạc theo số 301-883-5656

### **French Creole**

Si yo bezwen enfòmasyon nan yon lòt lang, lè sa a kontra, 301-883-5656

Prince George County Department of Public Works and Transportation  
Office of Transportation  
9400 Peppercorn Place, Suite 320  
Largo, Maryland 20774  
Telephone: 301-883-5656  
<http://www.princegeorgescountymd.gov/1122/Maps-Schedules>

## I. BACKGROUND

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq., provides 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 otherwise subjected to discrimination under any program or activity that receives Federal financial assistance. The Supreme Court, in *Lau v. Nichols*, 414 U.S. 563 (1974), interpreted Title VI regulations promulgated by the former Department of Health, Education, and Welfare to hold that Title VI prohibits conduct that has a disproportionate effect on Limited English Proficient (LEP) persons because such conduct constitutes national origin discrimination.

Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," reprinted at 65 FR 50121, August 16, 2000 directs each Federal agency to examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services. Federal agencies were instructed to publish guidance for their respective recipients in order to assist them with their obligations to LEP persons under Title VI. The Executive Order states that recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.

President Bush affirmed his commitment to Executive Order 13166 through a memorandum issued on October 25, 2001 by Assistant Attorney General for Civil Rights, Ralph F. Boyd, Jr. Federal agencies were directed to provide guidance and technical assistance to recipients of Federal funds as to how they can provide meaningful access to Limited English Proficient users of Federal programs.

The U.S. DOT published revised guidance for its recipients on December 14, 2005. This document states that Title VI and its implementing regulations require that DOT recipients take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP) and that recipients should use the DOT LEP Guidance to determine how best to comply with statutory and regulatory obligations to provide meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are LEP.

The Federal Transit Administration (FTA) references the DOT LEP Guidance in its Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," which was published on October 1, 2012. Chapter III section 9 of this Circular reiterates the requirement to take responsible steps to ensure meaningful access to benefits, services, and information for LEP persons and requires that FTA recipients and subrecipients develop a language implementation plan consistent with the provisions of the DOT LEP Guidance.

The DOT LEP Guidance recommends that all recipients, especially those that serve large LEP populations, should develop an implementation plan to address the needs of the LEP populations they serve. The DOT LEP Guidance notes that effective implementation plans

typically include the following five elements: 1) identifying LEP individuals who need language assistance; 2) providing language assistance measures; 3) training staff; 4) providing notice to LEP persons; and 5) monitoring and updating the plan.

Individuals, who have a limited ability to read, write, speak, or understand English are Limited English Proficient, or "LEP." According to the U.S. Census 2011-2015 American Community Survey, more than 9.08% of people in Prince George's County reported that they speak a language other than English. The number of persons reporting that they do not speak English at all or do not speak English will continue growing. Among limited English speakers, Spanish and Spanish Creole is the language most frequently spoken, followed by African Languages, Chinese, French (incl. Patois, Cajun), Tagalog, Korean, Vietnamese and French Creole.

Transit agencies that provide language assistance to persons with Limited English Proficiency in a competent and effective manner will help ensure that their services are safe, reliable, convenient, and accessible to those persons. These efforts may attract riders who would otherwise be excluded from participating in the service because of language barriers and, ideally, will encourage riders to continue using the system after they are proficient in English and/or have more transportation options. Catering to LEP persons may also help increase and retain ridership among the agency's broader immigrant communities in two important ways: 1) agencies that reach out to recent immigrant populations in order to conduct a needs assessment and prepare a language implementation plan (pursuant to the DOT LEP Guidance) will send a positive message to these persons that their business is valued; and 2) community outreach designed to identify appropriate language assistance measures can also assist the agency in identifying the transportation needs of immigrant and linguistically isolated populations and ensuring that an agency's transit routes, hours and days of service, and other service parameters are responsive to the needs of these populations. Additionally, transit agencies that conduct outreach to LEP persons can increase their potential for recruiting bilingual employees to better serve the needs of the community. In summary, serving the needs of LEP persons is not only a good business decision; it fulfills the mission of the transit agency to serve the public.

The Prince George's County Department of Public Works and Transportation (DPW&T) is committed to providing reasonable LEP services meeting DOT Guidance. The Office of Transportation is the Department agency tasked with accomplishing this commitment, and this LEP Plan summarizes the actions and activities DPW&T will undertake to ensure persons with LEP have access to *TheBus* and *Call-A-Bus* services.

## II. CURRENT DPW&T EFFORTS TO SERVE LEP PERSONS

DPW&T supports the goals of the DOT LEP Guidance to provide meaningful access to its *TheBus* and *Call-A-Bus* services to LEP persons. Several of the language assistance services already provided by DPW&T included:

- LEP customers who call DPW&T for transit information are connected to a language line

service that can communicate in over 200 languages or are referred to the Metro Service Call Center and have direct access to Spanish-speaking customer service representatives.

- The Washington Metropolitan Area Transit Authority's (WMATA) Guides are made available in five languages: English, Chinese, French, Korean, Spanish and Vietnamese. The Guides can be found at Metro offices, station kiosks and can be downloaded from the WMATA website.
- Several **TheBus** route schedules/timetables are produced in English/Spanish bilingual version.

DPW&T has made available for all of these LEP community groups (Spanish, African Language, Chinese, French, Tagalog, Korean Vietnamese, and French Creole) on an as needed basis information on **TheBus/Call-A-Bus** service using translators.

DPW&T is in its' sixteenth year of membership with the Access for All (AFA) Advisory Committee of the National Capital Region Transportation Planning Board (TPB). In 2002, a subcommittee on Transit Information for Limited English Proficiency customers was created and convened for several years. Currently, all LEP concerns are effectively heard and addressed under the auspices of the AFA committee as it advises the TPB on transportation issues, programs, policies, and services that are important to low-income communities, minority communities and people with disabilities. The mission of this committee is to identify concerns of low-income, minority populations and persons with disabilities, and to determine whether and how these issues might be addressed within the TPB process.

### III. LANGUAGE ASSISTANCE MEASURES

DOT Guidance: *"An effective LEP plan would likely include information about the ways in which language assistance will be provided."* DPW&T provides the following services:

#### A. Oral Language Assistance

1. WMATA'S Metro Service Call Center – Spanish greeting and option for callers, Call Center is staffed with Spanish bilingual operators. Metro Call Center staff provides information on **TheBus**.
2. WMATA's Rail Station Announcements – Service disruptions and selected safety announcements are made in English and Spanish throughout the Metrorail system.
3. The Office of Transportation uses a contract interpreter service (Voiance Language Service) that provides telephone language interpreter services twenty-four (24) hours a day, seven days a week, and 365 days a year. Support is provided in 200 different languages.

4. The Office of Transportation has contracted a sign language interpretive service and an onsite language interpreter service to service the LEP population in our service area.
5. The Office of Transportation has Spanish bilingual staff to provide in-person language interpretation of individuals with LEP.

#### B. Written Language Assistance

1. 3 of 28 **TheBus** schedules are in Spanish
2. Spanish language signs are placed in **TheBus** vehicles and bus shelters, as appropriate, for special events and to announce construction or other situations important to customers.
3. All significant **TheBus/Call-A-Bus** service material can be printed in alternative languages upon request. The Office of Transportation contracts for alternative language translation services for this purpose.
4. **TheBus/Call-A-Bus** Service change brochures and signs are printed in English and Spanish or other languages when requested.
5. Metro Guides are available in the following six languages, English, French, German, Italian, Portuguese, and Spanish. The Pocket Guides can be found at Metro offices, from Metro station managers, and on the WMATA website.
6. Spanish language signs are placed in selected Metrorail stations, as appropriate, for special events and to announce construction or other situations important to customer safety.
7. WMATA advertises in Spanish media.
8. SmarTrip brochure is available in Spanish.

#### IV. LEP NEEDS ASESMENT

The Office of Transportation conducted a LEP Needs Assessment to determine what LEP needs exist in Prince George's County with respect to LEP persons' utilization of **TheBus** and **Call-A-Bus** services and what would be the most cost effective strategies or actions to employ to address these needs. The Office of Transportation conducted a four factor analysis composed of:

- Demography – The number and proportion of LEP persons in a recipient's area.
- Frequency – The frequency of contact between LEP persons and the recipient's services.
- Importance – The importance of the service provided to the recipient.
- Resources – The resources available to the recipient and costs.

##### A. Statistical Overview

1. LEP Population in Maryland

- Almost 357,579 people in Maryland reported to the 2011-2015 American Community Survey that they do not speak English at all or do not speak English well and are Limited English Proficiency (LEP).
- Between 1990 and 2013, the LEP population grew 80 percent from nearly 14 million to 25.1 million.
- In Maryland, the most common languages other than English are Spanish, African Language, French, Tagalog, Chinese, Korean, and Vietnamese.
- Over 78,717 of Prince George's County persons aged 16 years and over reported taking transit to work.

2. LEP Population in the Washington Region (source: American Community Survey 2011-2015 Data)

<u>WMATA Jurisdiction</u>	<u>LEP Population</u>
District of Columbia	32,578
Arlington County, VA	16,022
Alexandria City, VA	16,194
Fairfax County, VA	154,856
Montgomery County, MD	139,391
Prince George's County, MD	69,705
<b>TOTAL</b>	<b>428,746</b>

B. LEP Population in Prince George's county

1. Utilizing the Census ACS Data 2011-2015, the Office of Transportation has identified the following LEP languages which may exist throughout Prince George's County:

Spanish and Spanish Creole	57,388	6.89%
African Language	5,277	0.63%
Chinese	3,380	0.41%
French (incl. Patois, Cajun)	2,857	0.34%
Tagalog	2,307	0.28%
Korean	1,733	0.21%
Vietnamese	1,455	0.17%
French Creole	1,239	0.15%
<b>TOTAL</b>	<b>75,636</b>	<b>9.08%</b>

Several regulations relating to Title VI of the Civil Rights Act of 1964 require federal grant recipients to know the community demographics in the areas in which it serves. Moreover, the Maryland Code Annotated requires that all vital documents be translated in the "language spoken by any limited English

proficient population that constitutes of 5% or 1,000 of the overall population within the geographic area served by a local office of a State program...”

The following languages are the top seven in descending order, spoken in homes (by individuals who believe they “do not speak English well” or “not at all”) in Prince George’s County (source: American Community Survey 2011-2015 Data) Tabulation by English Proficiency.

<u>Language Group</u>	<u>State Overall</u>	
Spanish and Spanish Creole	57,388 persons	6.89%
African Language	5,277 persons	0.63%
Chinese	3,380 persons	0.41%
French (incl. Patois, Cajun)	2,857 persons	0.34%
Tagalog	2,307 persons	0.28%
Korean	1,733 persons	0.21%
Vietnamese	1,444 persons	0.17%
French Creole	1,239 persons	0.15%

This data illustrates that the eight languages have reached the prescribed state statutory percentage of 5.00% or 1,000 in the area served by Prince George’s County *TheBus*.

2. The LEP student population in Maryland continues to increase, in 2017 Maryland estimated budget was \$227,201,204 on LEP education. Almost half of the Maryland’s total LEP population resides in Prince George’s County. In 2017 Prince George’s County allocated \$86,900,405 of its school budget for the education of Limited English Proficient (LEP) students. The Student Demographics in Prince George’s County Public Schools are: (Source: [www.pgcps.org](http://www.pgcps.org) PGCPS FACTS)

Student Demographics:

Black or African American:	79,139	61.4%
Hispanic/ Latino of any race:	38,133	29.6%
White:	5,446	4.2%
Asian:	3,589	2.8%
American Indian/Alaska Native:	452	.4%
Native Hawaiian or Other Pacific Islander	272	.2%
Two or more races:	1,906	1.5%
English Language Learners:	20,345	15.8%
Special Education:	14,355	11.1%
Free and Reduced Meals:	82,242	63.8%



Among people at least five years old living in Prince George's County, Maryland in 2011-2015, 9.08 percent spoke a language other than English at home. Of those speaking a language other than English, 6.89 percent spoke Spanish and 2.19 percent spoke some other language.

Using the categories of language contained in the American Community Survey 2011-2015 Data, the Office of Transportation created maps to show the locations of LEP persons in the service area. These maps are presented as Figures 1-9.

- Figure 1 – Total LEP Populations
- Figure 2 – Speak Spanish/Spanish Creole LEP Populations
- Figure 3 – Speak African Languages LEP Populations
- Figure 4 – Speak Chinese LEP Populations
- Figure 5 – Speak French LEP Populations
- Figure 6 – Speak Tagalog LEP Populations
- Figure 7 – Speak Korean LEP Populations
- Figure 8 – Speak Vietnamese LEP Populations
- Figure 9 – Speak French Creole LEP Populations

The census language data tables are also attached to this Plan.

#### C. LEP Analysis Conclusions

Significant communities of Spanish speaking individuals with LEP reside within Prince George's County, though they only constitute 6.89% of the overall population. Nevertheless, the Office of Transportation has identified that outreach to these individuals is a goal. Of note is that these groups of LEP Spanish persons are primarily clustered in the Northwest area of the county centered on the Takoma Park/Langley Park and Hyattsville/College Park communities. Currently, Prince George's County **TheBus** operates three routes in and through these communities – Route 13, 14, and 18. As the most cost-effective LEP measure available to DPW&T, these three schedules are printed in Spanish. Additionally, the Department will continue to commit to printing any schedule in an alternative language format when requested. The Department also has available the Nextbus information in Spanish and French.



Rushern L. Baker, III  
County Executive

# PRINCE GEORGE'S COUNTY GOVERNMENT

Department of Public Works and Transportation  
Office of Transportation



Darrell B. Mobley  
Director

## APPENDIX F

Table – Minority Representation on Committees by Race



# PRINCE GEORGE'S COUNTY GOVERNMENT

Department of Public Works and Transportation  
Office of Transportation



Rushern L. Baker, III  
County Executive

Darrell B. Mobley  
Director

## Minority Representation on Committees by Race Citizen Advisory Committee

### RECRUITMENT PROCESS:

The Citizen Advisory Committee (CAC) recruit volunteers to participate on the committee annually. The facilitators (Transdev) encourages participants to volunteer when they express concerns or issues regarding *TheBus* and *Call-A-Bus* service. Minority and Limited English Proficient Population (LEP) throughout Prince George's County mode of transportation are encouraged to participate. Recruitment announcements are made in the monthly meetings. The Department of Transportation will start advertising for new volunteers on its website and transit vehicles to encourage minority and Limited English Proficient Population (LEP) participation.

Committee	Black or African American	White/ Caucasian	Latino/ Hispanic	American Indian or Alaska Native	Asian	Native Hawaiian or other Pacific Islander	Other <i>*Note</i>	Totals
Citizens Advisory Committee (CAC)	14	0	1	0	0	0	0	15
% of CAC Committee	100%	0	0	0	0	0	0	100%



Rushern L. Baker, III  
County Executive

# PRINCE GEORGE'S COUNTY GOVERNMENT

Department of Public Works and Transportation  
Office of Transportation



Darrell B. Mobley  
Director

## APPENDIX G

### County Council Approval of Prince George's County Title VI Plan

9400 Peppercorn Place, Suite 320, Largo, Maryland 20774

(301) 883-5656

FAX (301) 925-1224

Maryland Relay 711

**COUNTY COUNCIL OF PRINCE GEORGE'S COUNTY, MARYLAND**  
**2017 Legislative Session**

Resolution No. CR-13-2017

Proposed by The Chairman (by request – County Executive)

Introduced by Council Members Davis, Lehman, Harrison, Turner,

Glaros, Franklin and Taveras

Date of Introduction March 21, 2017

**RESOLUTION**

1 A RESOLUTION concerning  
2 Statewide Special Transportation Assistance Program  
3 For the purpose of authorizing the Director of the Prince George’s County Department of Public  
4 Works and Transportation to file an application for Fiscal Year 2018 with the Maryland Transit  
5 Administration of the Maryland Department of Transportation for certain grants under the  
6 Statewide Special Transportation Assistance Program (“SSTAP”) and the Federal Transit Act.  
7 WHEREAS, the Maryland Transit Administration is the designated recipient in Maryland  
8 for grants under the Federal Transit Act; and  
9 WHEREAS, the Administrator of the Maryland Transit Administration is authorized to  
10 make grants to counties and to local governments for mass transportation programs and/or  
11 projects; and  
12 WHEREAS, an application for financial assistance impose certain obligations upon the  
13 applicant, which includes a local share of the costs for certain projects and/or programs; and  
14 WHEREAS, the United States Department of Transportation in accordance with the  
15 provisions of Title VI of the Civil Rights act of 1964, requires an application for assistance under  
16 the Federal Transit Act to give assurance that it will comply with the Title VI of the Civil Rights  
17 Act of 1964 and the United States Department of Transportation requirements thereunder; and  
18 WHEREAS, Prince George’s County Department of Public Works and Transportation will  
19 be submitting an application to the Maryland Transit Administration for financial assistance  
20 under the SSTAP to support the County’s mass transportation program; and  
21 WHEREAS, the County: (1) aims to utilize minority business enterprises to the fullest  
22 extent possible in connection with the programs and/or projects listed in the County’s

1 application; and (2) shall establish and administer procedures to ensure that minority businesses  
2 have the maximum construction, supplies, equipment, consultant and other service contracts; and

3 WHEREAS, as a condition of awarding transportation funding through the SSTAP, the  
4 Maryland Transit Administration requires the governing body of Prince George's County, by  
5 resolution, to authorize the filing of the aforesaid application.


6 NOW, THEREFORE, BE IT RESOLVED by the County Council of Prince George's  
7 County, Maryland, that the filing of the aforesaid application for Fiscal Year 2018 be endorsed.

8 BE IT FURTHER RESOLVED that the Prince George's County Executive is hereby  
9 requesting to endorse this Resolution, thereby indicating approval thereof.

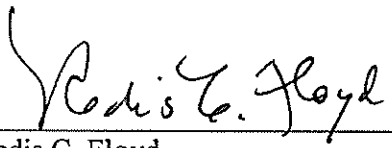
10 BE IT FURTHER RESOLVED that copies of this Resolution shall be sent to the Maryland  
11 Transit Administration of the Maryland Department of Transportation.

Adopted this 18<sup>th</sup> day of April, 2017.

COUNTY COUNCIL OF PRINCE  
GEORGE'S COUNTY, MARYLAND

BY:   
Derriek Leon Davis  
Chairman

ATTEST:

  
\_\_\_\_\_  
Redis C. Floyd  
Clerk of the Council



# Prince George's County Council

## Agenda Item Summary

**Meeting Date:** 4/18/2017

**Effective Date:**

**Reference No.:** CR-013-2017

**Chapter Number:**

**Draft No.:** 1

**Public Hearing Date:**

**Proposer(s):** County Executive

**Sponsor(s):** Davis, Lehman, Harrison, Turner, Glaros, Franklin and Taveras

**Item Title:** A RESOLUTION CONCERNING STATEWIDE SPECIAL TRANSPORTATION ASSISTANCE PROGRAM for the purpose of authorizing the Director of the Prince George's County Department of Public Works and Transportation to file an application for Fiscal Year 2018 with the Maryland Transit Administration of the Maryland Department of Transportation for certain grants under the Statewide Special Transportation Assistance Program ("SSTAP") and the Federal Transit Act.

**Drafter:** Martin L. Harris, Department of Public Works & Transportation

**Resource Personnel:** D'Andrea Walker, Department of Public Works & Transportation

### LEGISLATIVE HISTORY:

<b>Date:</b>	<b>Acting Body:</b>	<b>Action:</b>	<b>Sent To:</b>
03/21/2017	County Council	introduced and referred	THE
	<b>Action Text:</b> This Resolution was introduced by Council Members Lehman, Harrison, Turner, Davis, Glaros, Franklin and Taveras and referred to the Transportation, Housing and the Environment Committee		
04/05/2017	THE	Favorably recommended	County Council
	<b>Action Text:</b> A motion was made by Council Member Franklin, seconded by Council Member Patterson, that this Resolution be Favorably recommended to the County Council. The motion carried by the following vote: Aye: 5 Turner, Lehman, Franklin, Patterson and Taveras		
04/18/2017	County Council	adopted	
	<b>Action Text:</b> A motion was made by Council Member Turner, seconded by Council Member Harrison, that this Resolution be adopted. The motion carried by the following vote: Aye: 9 Davis, Glaros, Franklin, Harrison, Lehman, Patterson, Taveras, Toles and Turner		

**AFFECTED CODE SECTIONS:**

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**BACKGROUND INFORMATION/FISCAL IMPACT:**

This Resolution is for the purpose of authorizing the Director of the Prince George's County Department of Public Works and Transportation to file an application with the Maryland Transit Administration of the Maryland Department of Transportation for certain grants under the Statewide Special Transportation Assistance Program ("SSTAP") and the Federal Transit Act.

An application for financial assistance under the SSTAP imposes certain obligations upon the applicant, which includes a local share of costs for certain projects and/or programs.

Additionally, the United States Department of Transportation, in accordance with the provisions of Title VI of the Civil Rights Act of 1964, requires an applicant for assistance under the Federal Transit Act to give assurances that it will comply with Title VI of the Civil Rights Act of 1964 and the United States Department of Transportation requirements thereunder.

---

**Document(s):** R2017013, CR-13-2017 Report, CR-013-2017 Fiscal Impact, CR-13-2017 Transmittal





Rushern L. Baker, III  
County Executive

# PRINCE GEORGE'S COUNTY GOVERNMENT

Department of Public Works and Transportation  
Office of Transportation



Darrell B. Mobley  
Director

## APPENDIX H

### Public Participation Plan

9400 Peppercorn Place, Suite 320, Largo, Maryland 20774

(301) 883-5656

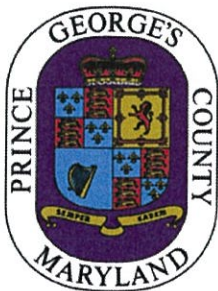
FAX (301) 925-1224

Maryland Relay 711

**Prince George's County, Maryland**  
**Department of Public Works and**  
**Transportation**

**Public Participation Plan**

**December 2016**



Rushern L. Baker, II  
County Executive



Darrell B. Mobley  
Director

## **Accessible Formats**

This document will be made available in accessible formats and other languages upon request. Paper copies of this document as well as information regarding accessible formats may be obtained by contacting the Title VI Coordinator, Office of Transportation Services.

Prince George's County Department of Public Works and Transportation  
Office of Transportation  
9400 Peppercorn Place, Suite 320  
Largo, Maryland 20774  
Telephone: 301-883-5656  
Website: <http://www.princegeorgescountymd.gov/1122/Maps-Schedules>

## Overview and Recommendations

The purpose of the Office of Transportation Public Participation Plan is to assure and improve access to the Department of Public Work and Transportation (DPW&T) decision-making process for low income, minority and limited English proficient (LEP) populations. The Office of Transportation's Public Participation Plan is intended to comply with FTA requirements as described in Section 4.

The recommendations for the Office of Transportation come from the Public Transportation Assessment between the Prince George's County Department of Public Works and Transportation and Washington Metropolitan Area Transit Authority. The recommendations include:

- Use different methods to communicate with transit customers like electronic communication via email and website. Post written notices at bus shelters, stations and transit vehicles can also be effective.
- Expand email lists for transit customers. Allow customers to add their names to the email lists by affirmative request and to easily remove themselves for the email lists.
- Enlist Community Based Organization in any campaign by the Office of Transportation and WMATA to provide regular contact with minority and low income communities. Provide transit information to each organization and the Office of Transportation and WMATA should maintain communication with the CBOs through regular email newsletters.
- Use electronic communication for policy and service decisions and community meetings in order to receive greater levels of public participation. Low-income and LEP population participation requires multiple alternative communication strategies and traditional public hearings/meetings are not effective in reaching these populations.
- Meeting customers where they are including Community based organization, neighborhood associations, pop-up events at bus stops or transit stations, and community events.
- Know your audience and bring the appropriate staff to meetings and events. Demonstrate cultural sensitivity.
- Demonstrate to the public that their feedback is utilized.
- Make the time, date, and location convenient for the public to attend events.
- Use graphics and translate material. Have informational material available in the target population's native language and should be designed to have minimal text and graphics.

## Prince George's County Transit Service

Prince George's County, Maryland is a suburban County located in central Maryland bordering the District of Columbia. It encompasses more than 450 square miles and is part of the Washington metropolitan area. The operating environment for prospective transit providers is typified by an urbanized setting in those portions of the County located inside the Capital Beltway (I-495), a suburban setting in the north and central areas of the County outside the Beltway and an extensive rural setting in the southeast area of the County. The American Community Survey 2011-2015 data shows Prince George's County population at 833,068, the second largest in the State of Maryland.

Prince George's County offers a public transportation system that encompasses virtually every means of conveyance available for the movement of people and goods. Administration, maintenance and enhancement of this system are the responsibility of the County's Department of Public Works and Transportation (DPW&T). Staff consistently and constantly work to ensure that travelers throughout Prince George's have a well-planned, accessible and well-maintained transportation system.

Prince George's County, in conjunction with the Washington Metropolitan Area Transit (WMATA), operates more than 70 bus routes throughout the County, providing more than 2,600 bus trips daily and fifteen of WMATA Metrorail stations are currently located in Prince George's County: Capital Heights, Addison Road, Morgan Boulevard, Largo Town Center, Cheverly, Landover, New Carrollton, West Hyattsville, Prince George's Plaza, College Park, Greenbelt, Southern Avenue, Naylor Road, Suitland and Branch Avenue. Prince Georges County has 12 free Park and Ride Fringe Parking lots connecting with Metrobus, Prince George's County's **TheBus** and other local transit system.

Prince George's County Department of Public Works and Transportation operates a community bus service (**TheBus**) and a countywide paratransit (**Call-A-Bus**) programs. **TheBus** is a County bus service meeting local transportation needs by providing 28 routes, covering over 10,000 miles. **TheBus** operates Monday through Friday, five days a week; however, no service is provided on New Year's Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. Prince George's County residents, senior (60+) and person with disabilities ride free all day, while middle school and high school students ride free after 2:00 pm school dismissal time to 7:00pm. **Call-A-Bus** is a demand response, curb-to-curb service available to all residents of Prince George's County, who are not served by or cannot use existing bus or rail services. However, priority is given to senior (60+) and person with disabilities, who must provide their own escort, if needed. In addition, the department works with local municipalities to assist them in providing **Call-A-Bus** programs within their respective jurisdictions. These

transportation services are consistently evaluated to identify improvements that will make these services more convenient and accessible for utilization by current and future users.

## **Public Participation Responsibilities**

Prince George's County Department of Public Works and Transportation is committed to providing inclusive public participation for all of the county programs and services to Prince George's County citizens. For **TheBus** and **Call-A-Bus** transit program, public participation responsibilities are shared among county offices and departments.

**Department of Public Works and Transportation** – Office of Transportation has the responsibilities for developing the Public Participation Plan; conducting outreach to minority, low-income and LEP communities; organizing and conducting public participation activities for **TheBus** and **Call-A-Bus** fare policy and major service changes; and marketing **TheBus** and **Call-A-Bus** services.

**Prince George's County Public Information Office** – The Department of Public Works and Transportation (DPW&T) Office of Public Information handles media inquiries and processes press releases for **TheBus** and **Call-A-Bus**. The DPW&T office of public information consists of a Media Relations section that works with the news media to inform residents about the services and programs available to them. A Publications and Graphics section provides graphical support to the office and oversees the content and design of the County web site so that it is informative and easy to navigate. A Cable programming section produces cable television shows for the Executive branch of County government on cable channels – Prince George's County Cable, as well as video interviews and announcement for **TheBus** and **Call-A-Bus** e.g. the "Meet the MARC" marketing campaign.

**Prince George's CountyClick 311** – Prince George's CountyClick311, the County's Community Relations Center, is where residents/citizens may call or go online to get answers to questions, submit a service request, and receive assistance with resolving non-emergency issues. Prince George's CountyClick311 provides the following features:

- CountyClick311 residents receive assistance with resolving non-emergency issues.
- Allows citizens to have a quick, easy-to-remember, single point of access for non-emergency government information and services.
- Hours of operation are Monday through Friday, 7 a.m. to 7 p.m. online access is available anytime, day or night, 24 hours a day 7 days a week at [www.CountyClick311.com](http://www.CountyClick311.com)
- Bi-lingual Call Center Representatives are available for callers who speak Spanish. They also subscribe to a language interpretation service with over 100 languages.
- The Call Center Representative will either provide you with the information you requested, or send a service request to the appropriate department on your behalf. You

will receive a service request or case number to track the progress of your request online or through a follow-up phone call.

- 311 Call Center supports all county emergency response efforts including severe weather, public health and public safety events.

**Prince George's County Executive Office** – The vision of the County Executive is a Thriving Economy, Great Schools, Safe Neighborhoods and High Quality Healthcare by targeting cross-governmental resources to neighborhoods that have significant needs. In April 2012 the County launched an initiative “Transforming Neighborhoods Initiative (TNI)” that focuses on uplifting six neighborhoods in the County that face significant economic, health, public safety and educational challenges. Each neighborhood (East Riverdale/Bladensburg, Hillcrest Heights/Marlow Heights, Langley Park, Glassmanor/Oxon Hill, Kentland/Palmer Park, and Suitland/Coral Hills) has a team of top government officials from numerous agencies who worked with all the communities to identify issues that needed to be addresses. Through this initiative, the County will improve the quality of life in those neighborhoods, while identifying ways to improve service delivery throughout the County for all residents. The goal was to achieve the County Executive’s Vision of a Thriving Economy, Great Schools, Safe Neighborhoods and High Quality Healthcare by targeting cross-governmental resources to neighborhoods that have significant needs.

**Prince George's County Office of Transportation** – The Prince George’s Office of Transportation informs communities of major transportation programs and services, solicit community comment on transportation policies and needs, resolve citizen issues concerning safety or service delivery needs, and coordinate safety education, enforcement, and engineering work to achieve the County Executive’s announced Pedestrian Safety Initiative.

**PRINCE GEORGE'S COUNTY  
DEPARTMENT OF PUBLIC WORKS  
AND TRANSPORTATION**

**December 2016  
LIMITED ENGLISH  
PROFICIENCY (LEP) PLAN**



**Rushern L. Baker, III  
County Executive**



**Darrell B. Mobley  
Director**



## **Accessible Formats**

This document will be made available in accessible formats upon request. Paper copies of this document as well as information regarding accessible formats may be obtained by contacting the Title VI Coordinator, Office of Transportation.

### **English**

If information is needed in another language, then contact 301-883-5656

### **Spanish**

Si precisa información en otro idioma, contáctese al 301-883-5656.

### **Chinese**

如果需要使用其它语言了解信息，请联系301-883-5656

### **French**

Si vous souhaitez des informations dans une autre langue, veuillez appeler le 301-883-5656

### **Tagalog**

Kung ang impormasyon ay kinakailangan sa ibang wika, sa gayon ay makipag-ugnayan sa 301-883-5656

### **Korean**

이 정보를 다른 언어로 제공받기를 원하시면 301-883-5656으로 연락하십시오

### **Vietnamese**

Nếu cần thông tin bằng ngôn ngữ khác, hãy liên lạc theo số 301-883-5656

### **French Creole**

Si yo bezwen enfòmasyon nan yon lòt lang, lè sa a kontra, 301-883-5656

Prince George County Department of Public Works and Transportation  
Office of Transportation  
9400 Peppercorn Place, Suite 320  
Largo, Maryland 20774  
Telephone: 301-883-5656  
<http://www.princegeorgescountymd.gov/1122/Maps-Schedules>

## I. BACKGROUND

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq., provides 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 otherwise subjected to discrimination under any program or activity that receives Federal financial assistance. The Supreme Court, in *Lau v. Nichols*, 414 U.S. 563 (1974), interpreted Title VI regulations promulgated by the former Department of Health, Education, and Welfare to hold that Title VI prohibits conduct that has a disproportionate effect on Limited English Proficient (LEP) persons because such conduct constitutes national origin discrimination.

Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," reprinted at 65 FR 50121, August 16, 2000 directs each Federal agency to examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services. Federal agencies were instructed to publish guidance for their respective recipients in order to assist them with their obligations to LEP persons under Title VI. The Executive Order states that recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.

President Bush affirmed his commitment to Executive Order 13166 through a memorandum issued on October 25, 2001 by Assistant Attorney General for Civil Rights, Ralph F. Boyd, Jr. Federal agencies were directed to provide guidance and technical assistance to recipients of Federal funds as to how they can provide meaningful access to Limited English Proficient users of Federal programs.

The U.S. DOT published revised guidance for its recipients on December 14, 2005. This document states that Title VI and its implementing regulations require that DOT recipients take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP) and that recipients should use the DOT LEP Guidance to determine how best to comply with statutory and regulatory obligations to provide meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are LEP.

The Federal Transit Administration (FTA) references the DOT LEP Guidance in its Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," which was published on October 1, 2012. Chapter III section 9 of this Circular reiterates the requirement to take responsible steps to ensure meaningful access to benefits, services, and information for LEP persons and requires that FTA recipients and subrecipients develop a language implementation plan consistent with the provisions of the DOT LEP Guidance.

The DOT LEP Guidance recommends that all recipients, especially those that serve large LEP populations, should develop an implementation plan to address the needs of the LEP populations they serve. The DOT LEP Guidance notes that effective implementation plans

typically include the following five elements: 1) identifying LEP individuals who need language assistance; 2) providing language assistance measures; 3) training staff; 4) providing notice to LEP persons; and 5) monitoring and updating the plan.

Individuals, who have a limited ability to read, write, speak, or understand English are Limited English Proficient, or “LEP.” According to the U.S. Census 2011-2015 American Community Survey, more than 9.08% of people in Prince George's County reported that they speak a language other than English. The number of persons reporting that they do not speak English at all or do not speak English will continue growing. Among limited English speakers, Spanish and Spanish Creole is the language most frequently spoken, followed by African Languages, Chinese, French (incl. Patois, Cajun), Tagalog, Korean, Vietnamese and French Creole.

Transit agencies that provide language assistance to persons with Limited English Proficiency in a competent and effective manner will help ensure that their services are safe, reliable, convenient, and accessible to those persons. These efforts may attract riders who would otherwise be excluded from participating in the service because of language barriers and, ideally, will encourage riders to continue using the system after they are proficient in English and/or have more transportation options. Catering to LEP persons may also help increase and retain ridership among the agency's broader immigrant communities in two important ways: 1) agencies that reach out to recent immigrant populations in order to conduct a needs assessment and prepare a language implementation plan (pursuant to the DOT LEP Guidance) will send a positive message to these persons that their business is valued; and 2) community outreach designed to identify appropriate language assistance measures can also assist the agency in identifying the transportation needs of immigrant and linguistically isolated populations and ensuring that an agency's transit routes, hours and days of service, and other service parameters are responsive to the needs of these populations. Additionally, transit agencies that conduct outreach to LEP persons can increase their potential for recruiting bilingual employees to better serve the needs of the community. In summary, serving the needs of LEP persons is not only a good business decision; it fulfills the mission of the transit agency to serve the public.

The Prince George's County Department of Public Works and Transportation (DPW&T) is committed to providing reasonable LEP services meeting DOT Guidance. The Office of Transportation is the Department agency tasked with accomplishing this commitment, and this LEP Plan summarizes the actions and activities DPW&T will undertake to ensure persons with LEP have access to *TheBus* and *Call-A-Bus* services.

## II. CURRENT DPW&T EFFORTS TO SERVE LEP PERSONS

DPW&T supports the goals of the DOT LEP Guidance to provide meaningful access to its *TheBus* and *Call-A-Bus* services to LEP persons. Several of the language assistance services already provided by DPW&T are:

- LEP customers who call DPW&T for transit information are connected to a language line

service that can communicate in over 200 languages or are referred to the Metro Service Call Center and have direct access to Spanish-speaking customer service representatives.

- The Washington Metropolitan Area Transit Authority's (WMATA) Guides are mailed or made available in five languages: English, Chinese, French, Korean, Spanish and Vietnamese. The Guides can be found at Metro offices, station kiosks and can be downloaded from the WMATA website.
- Several **TheBus** route schedules/timetables are produced in English/Spanish bilingual version.

DPW&T has made available for all of these LEP community groups (Spanish, African Language, Chinese, French, Tagalog, Korean Vietnamese, and French Creole) on an as needed basis information on **TheBus/Call-A-Bus** service using translators.

DPW&T is in its' sixteenth year of membership with the Access for All (AFA) Advisory Committee of the National Capital Region Transportation Planning Board (TPB). In 2002, a subcommittee on Transit Information for Limited English Proficiency customers was created and convened for several years. Currently, all LEP concerns are effectively heard and addressed under the auspices of the AFA committee as it advises the TPB on transportation issues, programs, policies, and services that are important to low-income communities, minority communities and people with disabilities. The mission of this committee is to identify concerns of low-income, minority populations and persons with disabilities, and to determine whether and how these issues might be addressed within the TPB process.

### III. LANGUAGE ASSISTANCE MEASURES

DOT Guidance: *"An effective LEP plan would likely include information about the ways in which language assistance will be provided."* DPW&T provides the following services:

#### A. Oral Language Assistance

1. WMATA'S Metro Service Call Center – Spanish greeting and option for callers, Call Center is staffed with Spanish bilingual operators. Metro Call Center staff provides information on **TheBus**.
2. WMATA's Rail Station Announcements – Service disruptions and selected safety announcements are made in English and Spanish throughout the Metrorail system.
3. The Office of Transportation uses a contract interpreter service (Voiance Language Service) that provides telephone language interpreter services twenty-four (24) hours a day, seven days a week, and 365 days a year. Support is provided in 200 different languages.

4. The Office of Transportation has contracted a sign language interpretive service and an onsite language interpreter service to service the LEP population in our service area.
5. The Office of Transportation has a Spanish bilingual staff to provide in-person language interpretation of individuals with LEP.

#### B. Written Language Assistance

1. 3 of 28 **TheBus** schedules are in Spanish
2. Spanish language signs are placed in **TheBus** vehicles and bus shelters, as appropriate, for special events and to announce construction or other situations important to customers.
3. All significant **TheBus/Call-A-Bus** service material can be printed in alternative languages upon request. The Office of Transportation contracts for alternative language translation services for this purpose.
4. **TheBus/Call-A-Bus** Service change brochures and signs are printed in English and Spanish or other languages when requested.
5. Metro Guides are available in the following six languages, English, French, German, Italian, Portuguese, and Spanish. The Pocket Guides can be found at Metro offices, from Metro station managers, and on the WMATA website.
6. Spanish language signs are placed in selected Metrorail stations, as appropriate, for special events and to announce construction or other situations important to customer safety.
7. WMATA advertises in Spanish media.
8. SmarTrip brochure is available in Spanish.

#### IV. LEP NEEDS ASESMENT

The Office of Transportation conducted a LEP Needs Assessment to determine what LEP needs exist in Prince George's County with respect to LEP persons' utilization of **TheBus** and **Call-A-Bus** services and what would be the most cost effective strategies or actions to employ to address these needs. The Office of Transportation conducted a four factor analysis composed of:

- Demography – The number and proportion of LEP persons in a recipient's area.
- Frequency – The frequency of contact between LEP persons and the recipient's services.
- Importance – The importance of the service provided to the recipient.
- Resources – The resources available to the recipient and costs.

##### A. Statistical Overview

1. LEP Population in Maryland

- Almost 357,579 people in Maryland reported to the 2011-2015 American Community Survey that they do not speak English at all or do not speak English well and are Limited English Proficiency (LEP).
- Between 1990 and 2013, the LEP population grew 80 percent from nearly 14 million to 25.1 million.
- In Maryland, the most common languages other than English are Spanish, African Language, French, Tagalog, Chinese, Korean, and Vietnamese.
- Over 78,717 of Prince George's County persons aged 16 years and over reported taking transit to work.

2. LEP Population in the Washington Region (source: American Community Survey 2011-2015 Data)

<u>WMATA Jurisdiction</u>	<u>LEP Population</u>
District of Columbia	32,578
Arlington County, VA	16,022
Alexandria City, VA	16,194
Fairfax County, VA	154,856
Montgomery County, MD	139,391
Prince George's County, MD	69,705
<b>TOTAL</b>	<b>428,746</b>

B. LEP Population in Prince George's county

1. Utilizing the Census ACS Data 2011-2015, the Office of Transportation has identified the following LEP languages which may exist throughout Prince George's County:

Spanish and Spanish Creole	57,388	6.89%
African Language	5,277	0.63%
Chinese	3,380	0.41%
French (incl. Patois, Cajun)	2,857	0.34%
Tagalog	2,307	0.28%
Korean	1,733	0.21%
Vietnamese	1,455	0.17%
French Creole	1,239	0.15%
<b>TOTAL</b>	<b>75,636</b>	<b>9.08%</b>

Several regulations relating to Title VI of the Civil Rights Act of 1964 require federal grant recipients to know the community demographics in the areas in which it serves. Moreover, the Maryland Code Annotated requires that all vital documents be translated in the "language spoken by any limited English

proficient population that constitutes of 5% or 1,000 of the overall population within the geographic area served by a local office of a State program...”

The following languages are the top seven in descending order, spoken in homes (by individuals who believe they “do not speak English well” or “not at all”) in Prince George’s County (source: American Community Survey 2011-2015 Data) Tabulation by English Proficiency.

<u>Language Group</u>	<u>State Overall</u>	
Spanish and Spanish Creole	57,388 persons	6.89%
African Language	5,277 persons	0.63%
Chinese	3,380 persons	0.41%
French (incl. Patois, Cajun)	2,857 persons	0.34%
Tagalog	2,307 persons	0.28%
Korean	1,733 persons	0.21%
Vietnamese	1,444 persons	0.17%
French Creole	1,239 persons	0.15%

This data illustrates that the eight languages have reached the prescribed state statutory percentage of 5.00% or 1,000 in the area served by Prince George’s County *TheBus*.

2. The LEP student population in Maryland continues to increase, in 2017 Maryland estimated budget was \$227,201,204 on LEP education. Almost half of the Maryland’s total LEP population resides in Prince George’s County. In 2017 Prince George’s County allocated \$86,900,405 of its school budget for the education of Limited English Proficient (LEP) students. The Student Demographics in Prince George’s County Public Schools are: (Source: [www.pgcps.org](http://www.pgcps.org) PGcps FACTS)

Student Demographics:

Black or African American:	79,139	61.4%
Hispanic/ Latino of any race:	38,133	29.6%
White:	5,446	4.2%
Asian:	3,589	2.8%
American Indian/Alaska Native:	452	.4%
Native Hawaiian or Other Pacific Islander	272	.2%
Two or more races:	1,906	1.5%
English Language Learners:	20,345	15.8%
Special Education:	14,355	11.1%
Free and Reduced Meals:	82,242	63.8%

Among people at least five years old living in Prince George's County, Maryland in 2011-2015, 9.08 percent spoke a language other than English at home. Of those speaking a language other than English, 6.89 percent spoke Spanish and 2.19 percent spoke some other language.

Using the categories of language contained in the American Community Survey 2011-2015 Data, the Office of Transportation created maps to show the locations of LEP persons in the service area. These maps are presented as Figures 1-9.

- Figure 1 – Total LEP Populations
- Figure 2 – Speak Spanish/Spanish Creole LEP Populations
- Figure 3 – Speak African Languages LEP Populations
- Figure 4 – Speak Chinese LEP Populations
- Figure 5 – Speak French LEP Populations
- Figure 6 – Speak Tagalog LEP Populations
- Figure 7 – Speak Korean LEP Populations
- Figure 8 – Speak Vietnamese LEP Populations
- Figure 9 – Speak French Creole LEP Populations

The census language data tables are also attached to this Plan.


#### C. LEP Analysis Conclusions

Significant communities of Spanish speaking individuals with LEP reside within Prince George's County, though they only constitute 6.08% of the overall population. Nevertheless, the Office of Transportation has identified that outreach to these individuals should be its goal. Of note is that these groups of LEP Spanish persons are primarily clustered in the Northwest area of the county centered on the Takoma Park/Langley Park and Hyattsville/College Park communities. Currently, Prince George's County **TheBus** operates three routes in and through these communities – Route 13, 14, and 18. As the most cost-effective LEP measure available to DPW&T, these three schedules have been and will be printed in Spanish. Additionally, the Department will continue to commit to printing any schedule in an alternative language format when requested. The Department also has available the Nextbus information in Spanish and French.










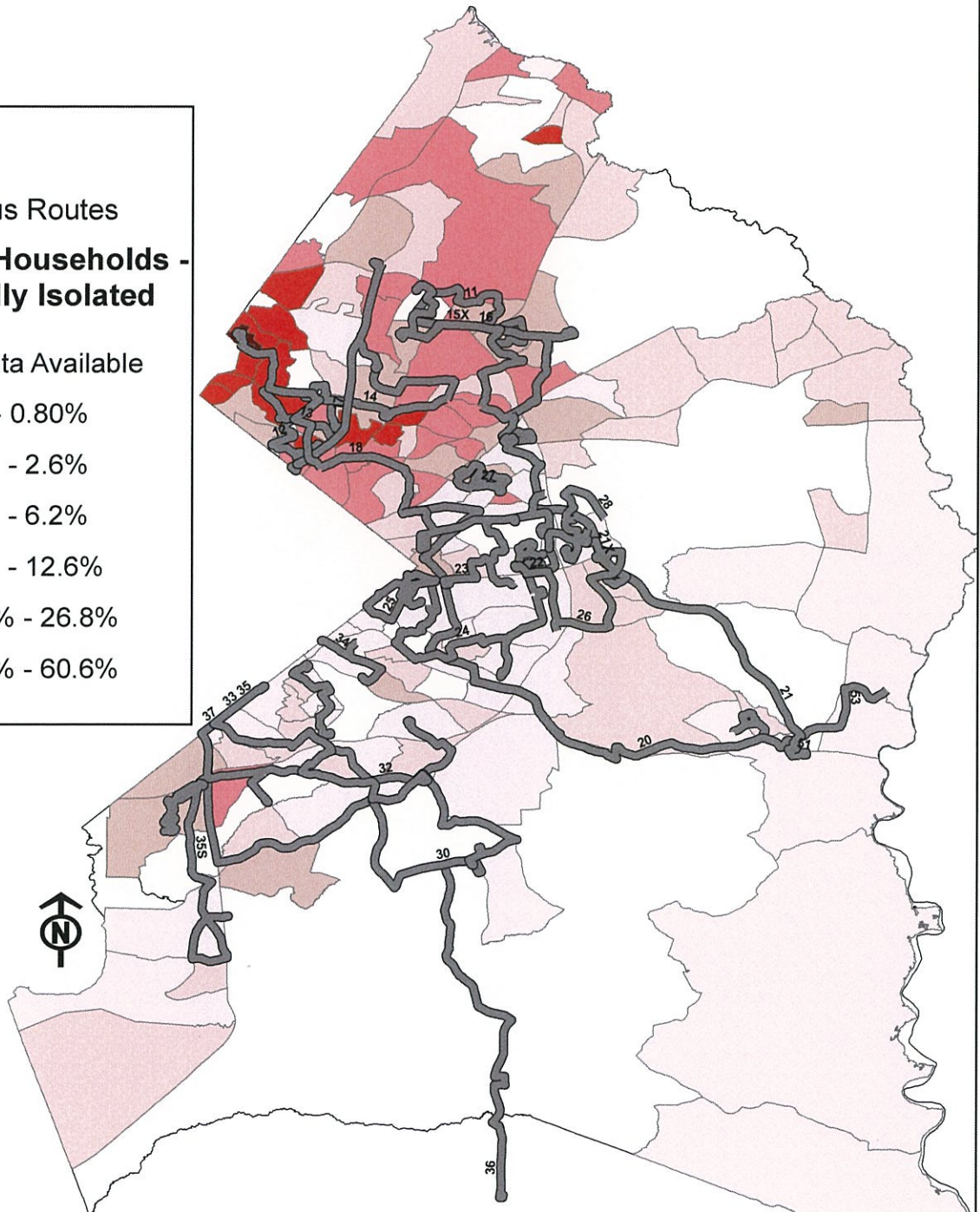
**Figure 1: Prince George's County, Maryland  
Percent of All Households - Linguistically Isolated/Total  
LEP Populations  
2011 - 2015 American Community Survey - 5 Year Estimate**

**Legend**

 TheBus Routes

**Percent of Households - Linguistically Isolated**


	No Data Available
	0.0% - 0.80%
	0.81% - 2.6%
	2.61% - 6.2%
	6.21% - 12.6%
	12.61% - 26.8%
	26.81% - 60.6%








Definition from U.S. Census Bureau: A linguistically isolated household is one in which no member 14 years old and over (1) speaks only English or (2) speaks a non-English language and speaks English "very well." In other words, all members 14 years old and over have at least some difficulty with English

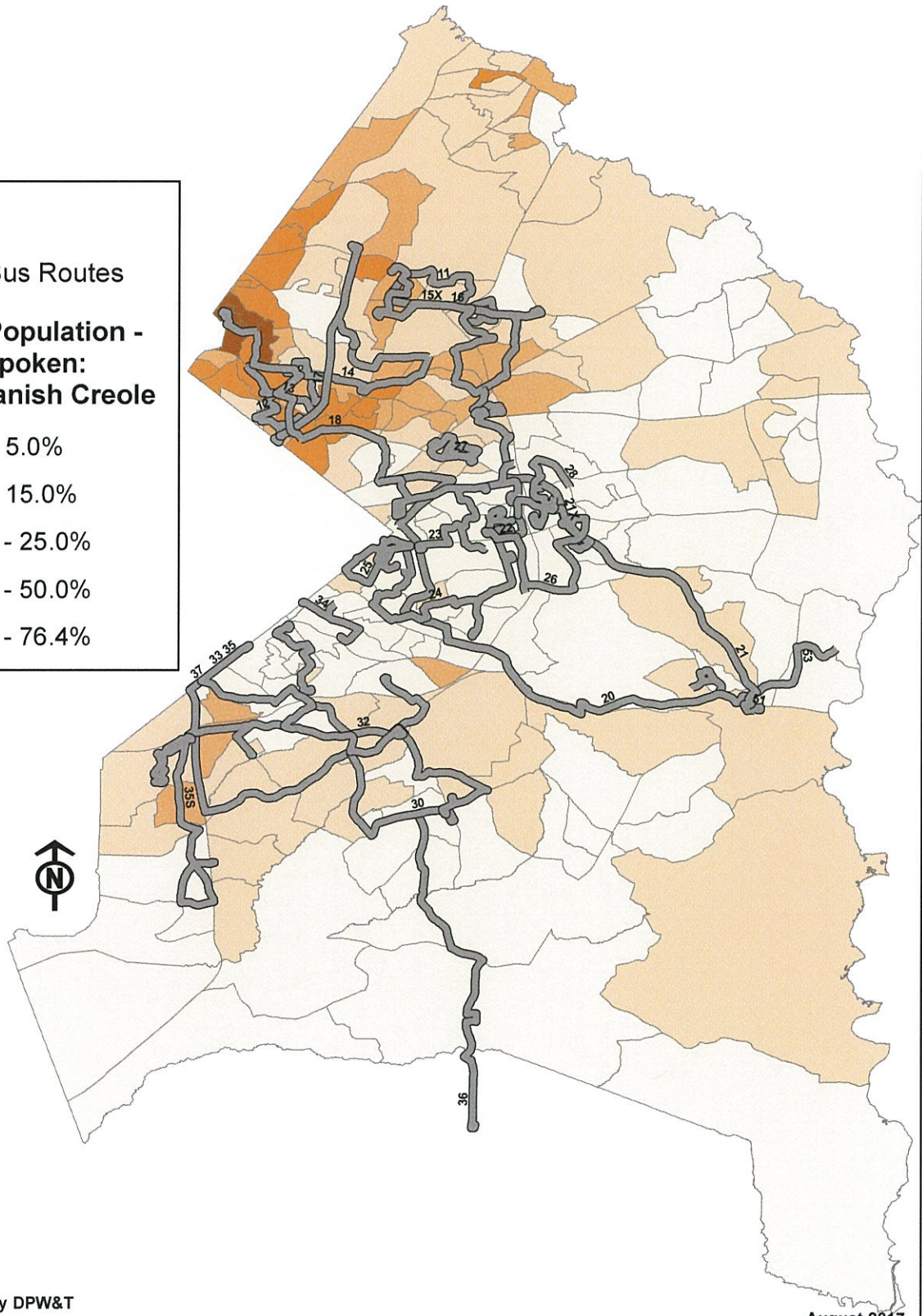
**Figure 2: Prince George's County, Maryland  
 Percent of Population - Language Spoken: Spanish/Spanish Creole  
 2011 - 2015 American Community Survey - 5 Year Estimate**

**Legend**

 TheBus Routes


**Percent of Population - Language Spoken: Spanish/Spanish Creole**

	0.0% - 5.0%
	5.1% - 15.0%
	15.1% - 25.0%
	25.1% - 50.0%
	50.1% - 76.4%









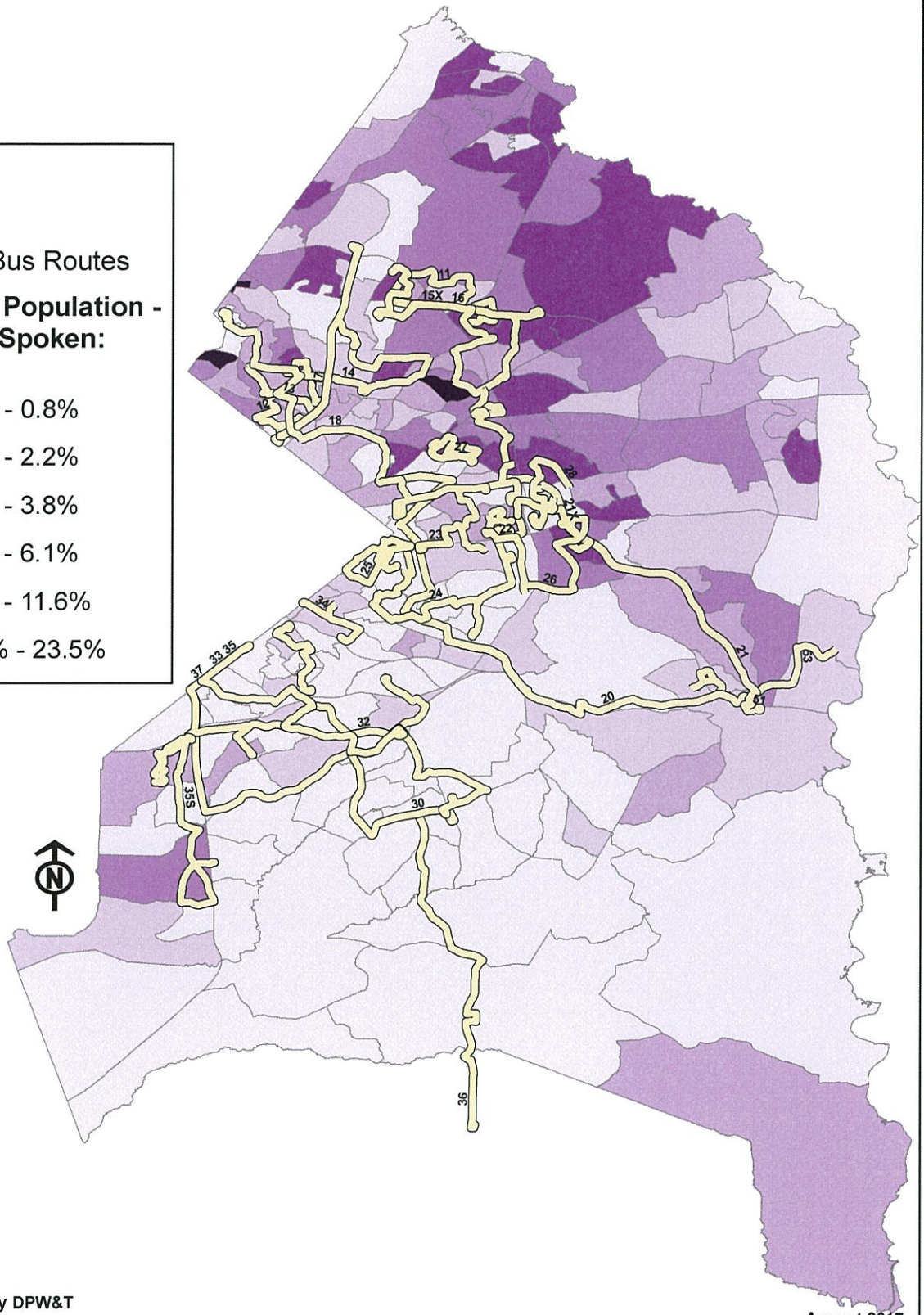
**Figure 3: Prince George's County, Maryland  
Percent of Population - Language Spoken: African  
2011 - 2015 American Community Survey - 5 Year Estimate**

**Legend**

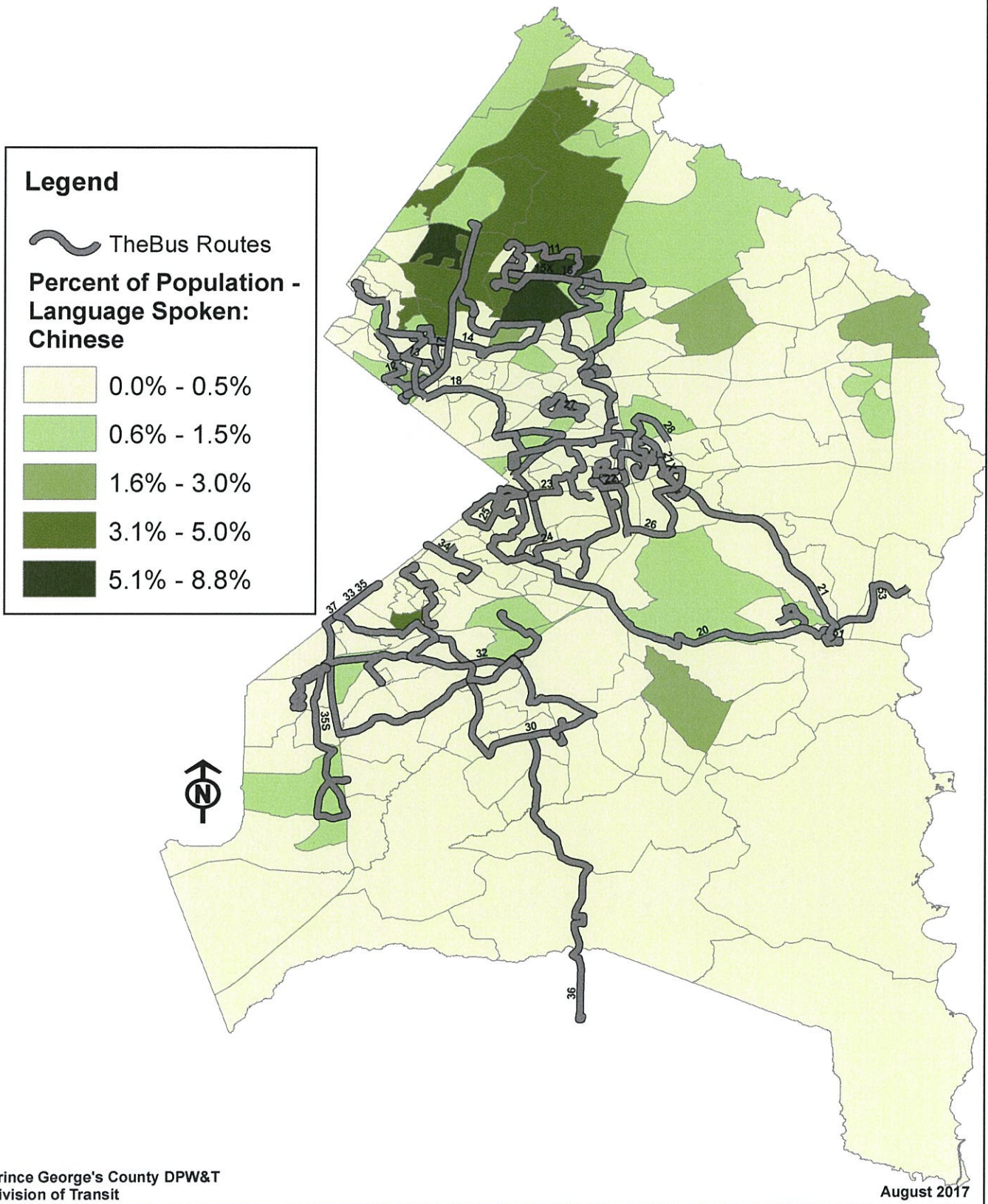
 TheBus Routes

**Percent of Population - Language Spoken: African**

	0.0% - 0.8%
	0.9% - 2.2%
	2.3% - 3.8%
	3.9% - 6.1%
	6.2% - 11.6%
	11.7% - 23.5%




**Figure 4: Prince George's County, Maryland  
 Percent of Population - Language Spoken: Chinese  
 2011 - 2015 American Community Survey - 5 Year Estimate**








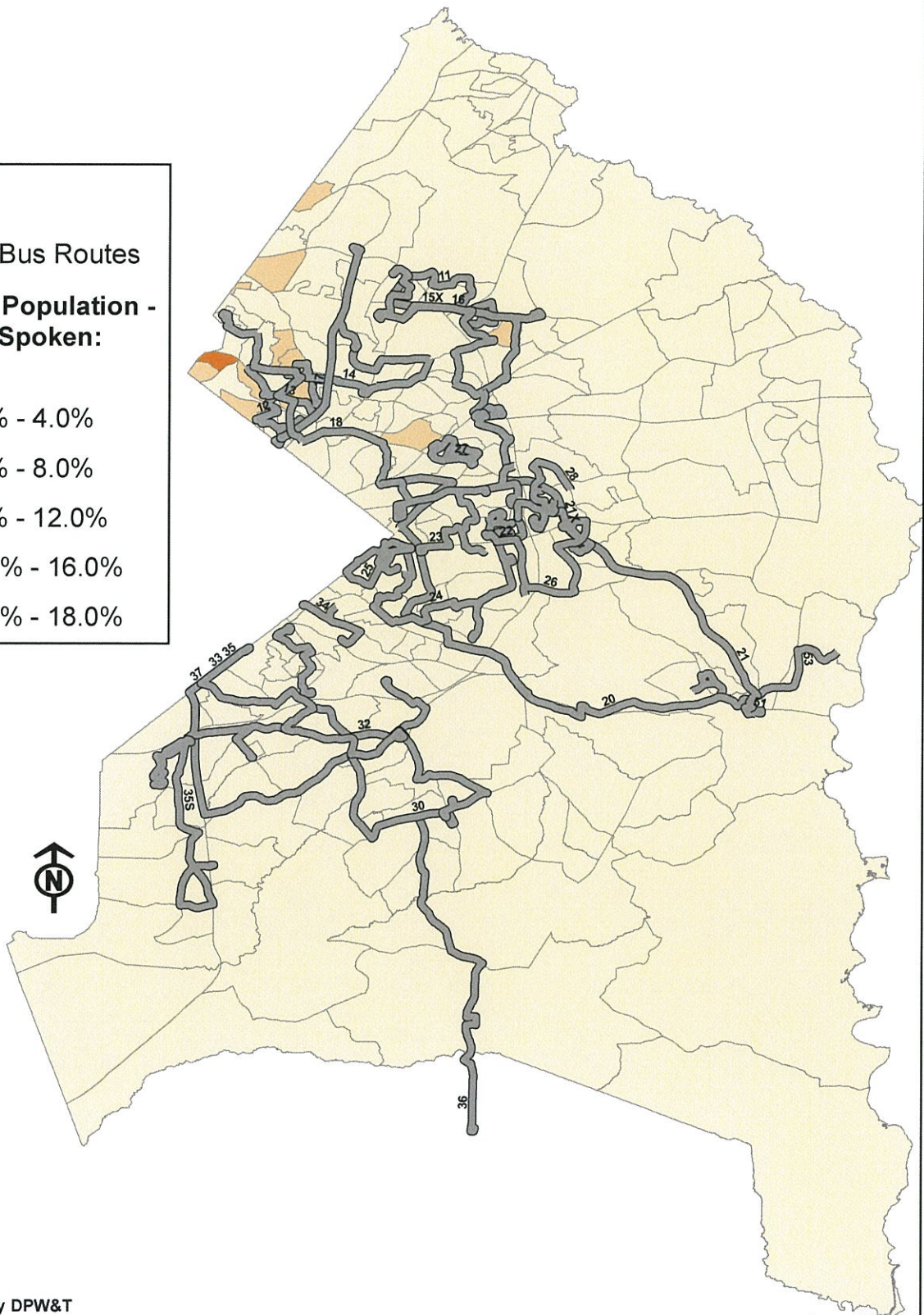
**Figure 5: Prince George's County, Maryland  
 Percent of Population - Language Spoken: French  
 2011 - 2015 American Community Survey - 5 Year Estimate**

**Legend**

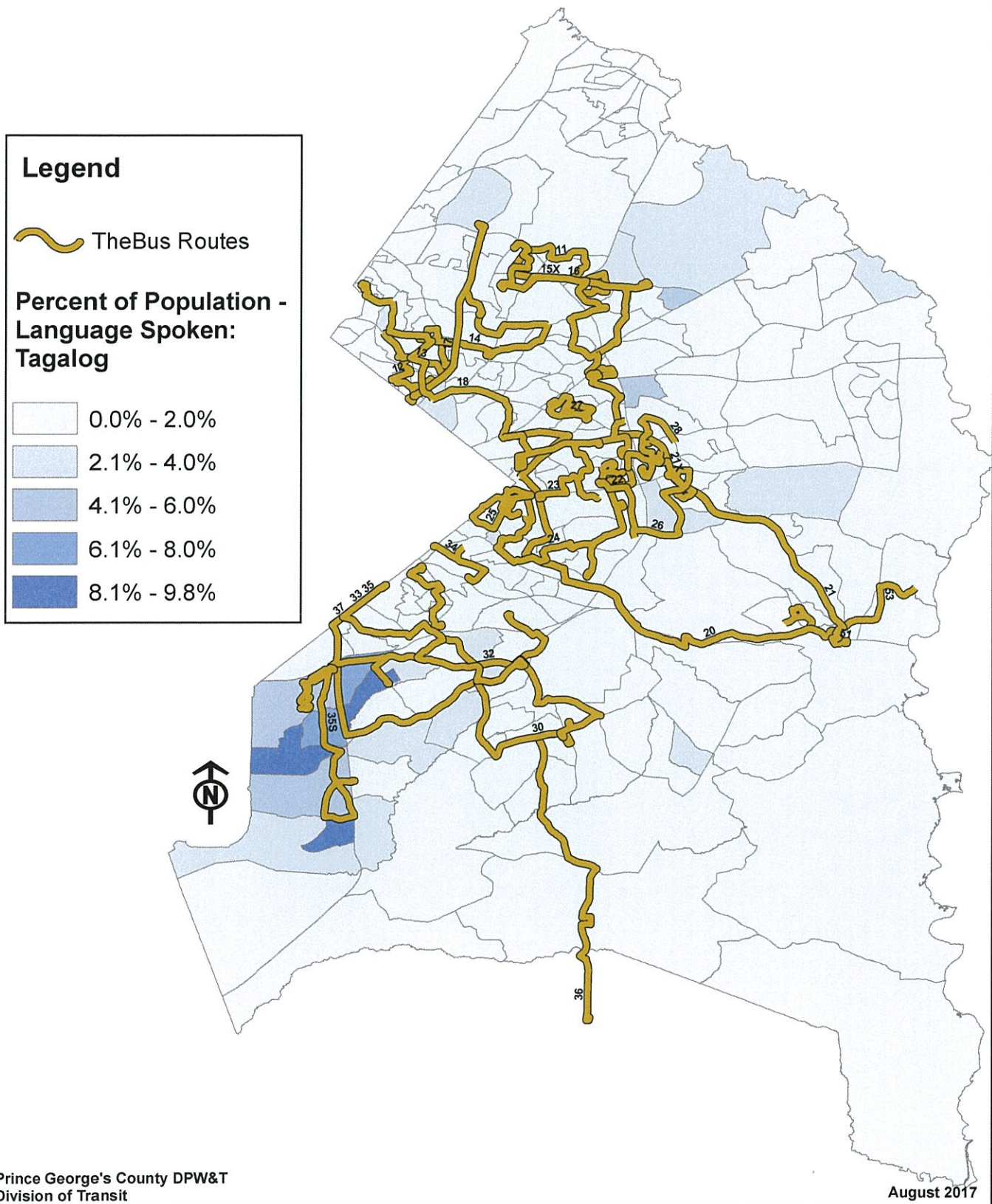
 TheBus Routes

**Percent of Population - Language Spoken: French**

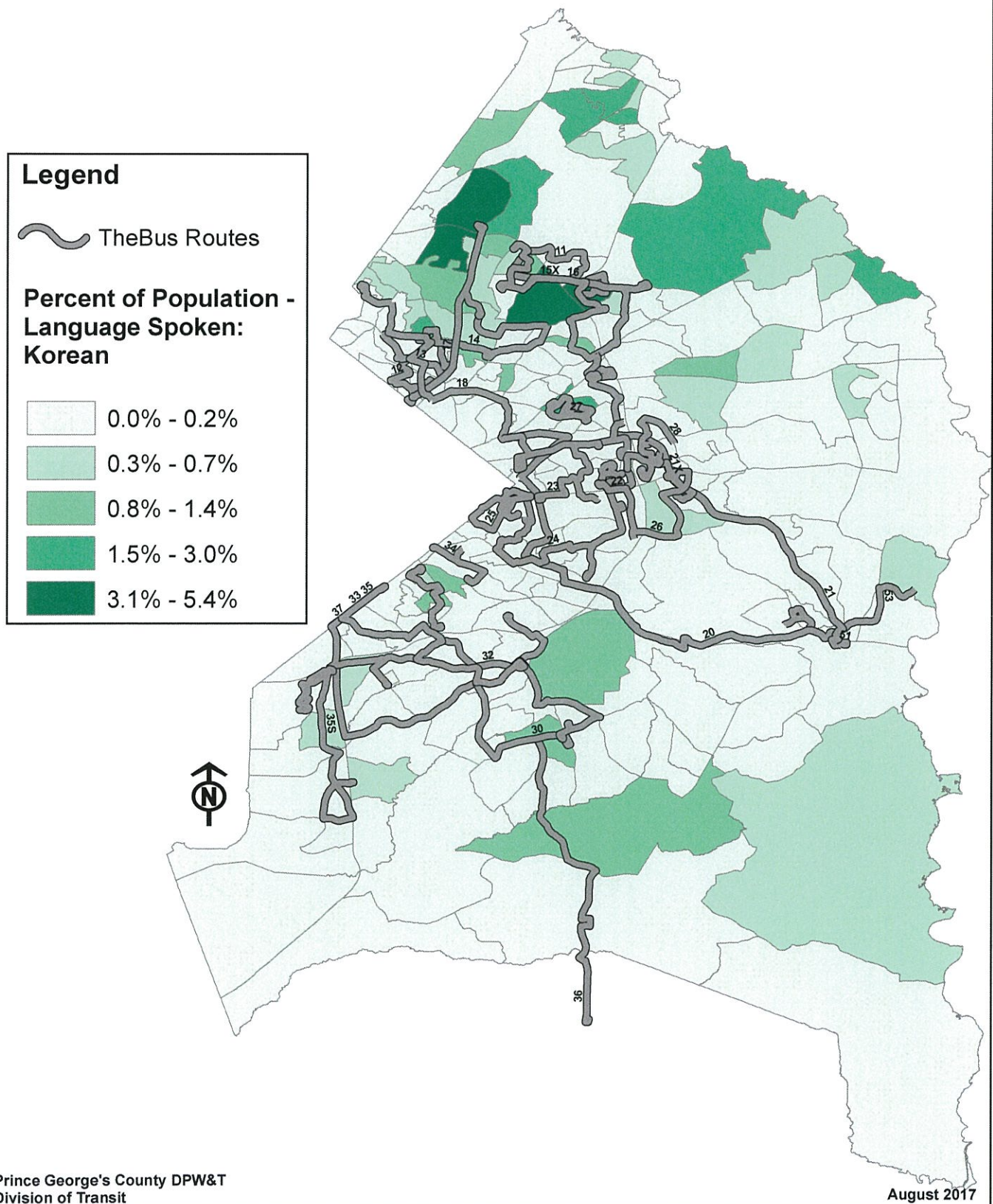
	0.0% - 4.0%
	4.1% - 8.0%
	8.1% - 12.0%
	12.1% - 16.0%
	16.1% - 18.0%



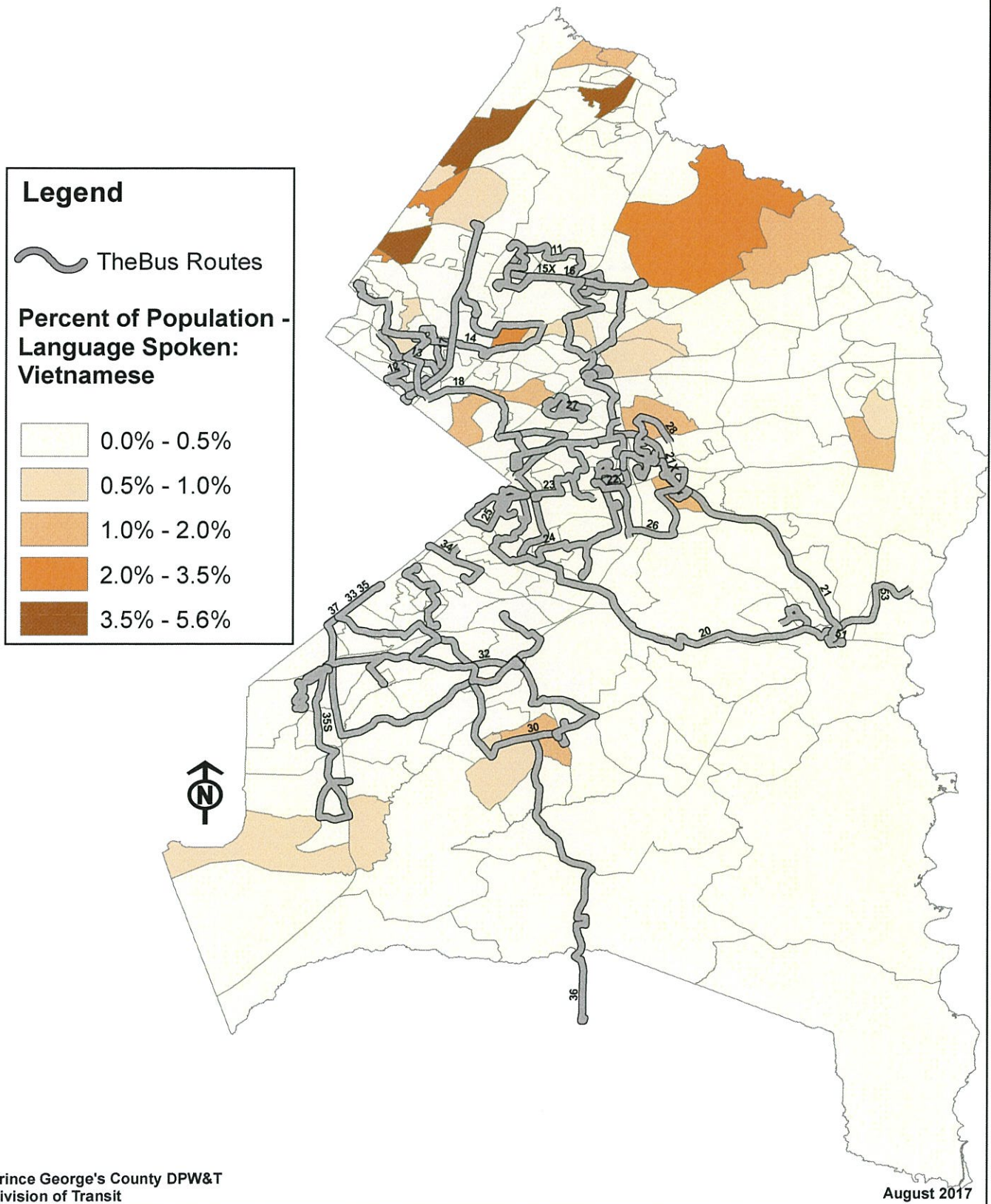
**Figure 6: Prince George's County, Maryland  
Percent of Population - Language Spoken: Tagalog  
2011 - 2015 American Community Survey - 5 Year Estimate**



**Figure 7: Prince George's County, Maryland  
Percent of Population - Language Spoken: Korean  
2011 - 2015 American Community Survey - 5 Year Estimate**




**Figure 8: Prince George's County, Maryland  
 Percent of Population - Language Spoken: Vietnamese  
 2011 - 2015 American Community Survey - 5 Year Estimate**










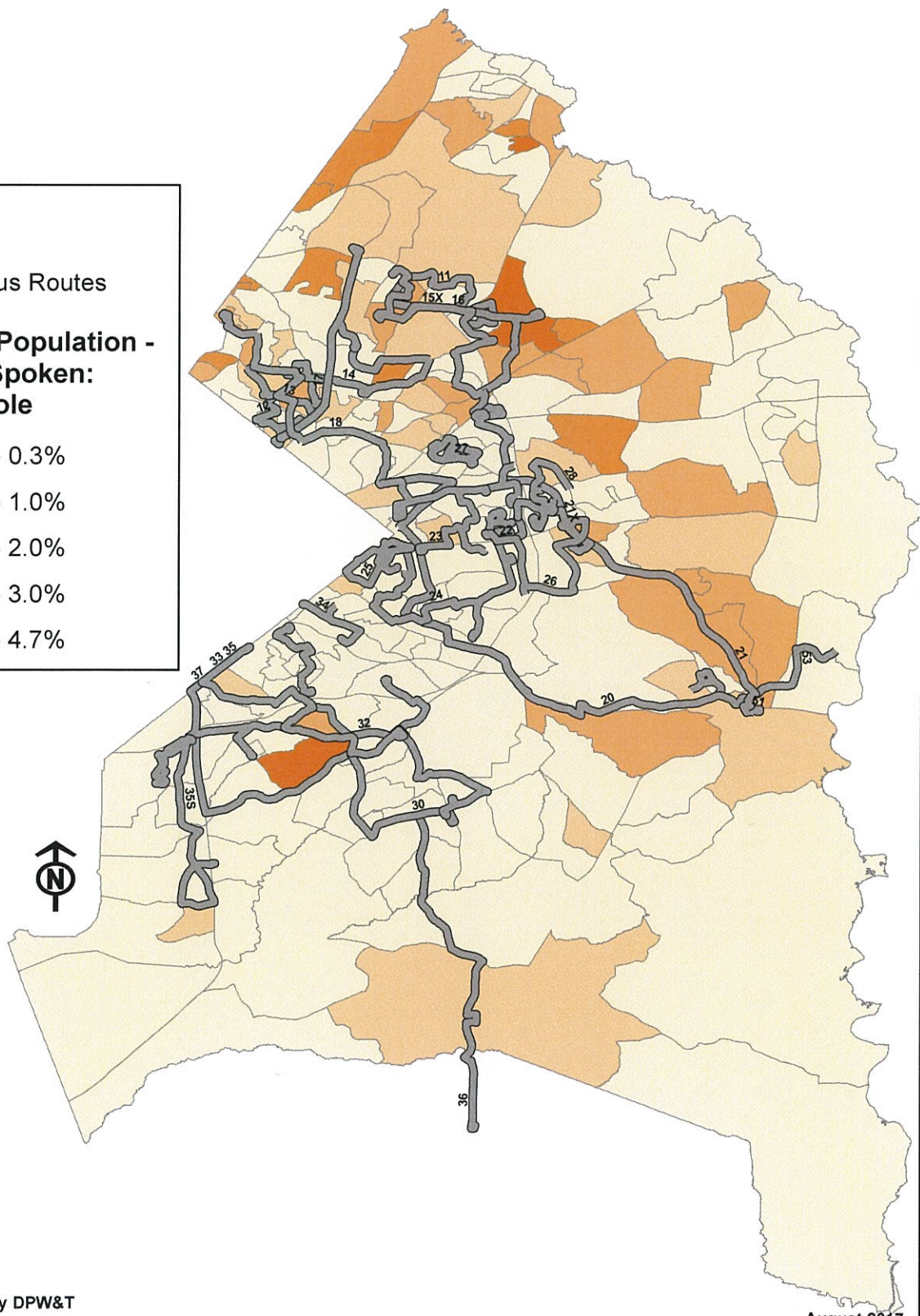
**Figure 9: Prince George's County, Maryland  
 Percent of Population - Language Spoken: French Creole  
 2011 - 2015 American Community Survey - 5 Year Estimate**

**Legend**

 TheBus Routes

**Percent Of Population -  
 Language Spoken:  
 French Creole**

	0.0% - 0.3%
	0.4% - 1.0%
	1.1% - 2.0%
	2.1% - 3.0%
	3.1% - 4.7%



## Federal Requirements

Federal Transit Administration regulations require inclusive public participation in transportation decision making. These requirements are contained in multiple circulars that apply to Prince George's transit services including:

- **FTA C 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients,**
  - Chapter 3, paragraph 8, **Promoting Inclusive Public Participation**
  - Chapter 2, paragraph 9, **Requirement to Provide Meaningful Access to LEP Persons.**
- **FTA C 4703.1, Environmental Justice Policy Guidance for Federal Transit Administration Recipients.**
- 49 U.S.C. Section 5307(b) which requires programs of projects to be developed with public participation and 5307(c)(1)(I) which requires a locally developed process to consider public comment before raising a fare or carrying out a major reduction in transportation service.
- Executive Order 13166 **"Improving Access to Services for Persons with Limited English Proficiency"** (65 FR 50121, Aug. 11, 2000), which requires that recipients shall take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for individual who are limited-English proficient (LEP).

This Prince George's Office of Transportation Public Participation Plan is intended to document Prince George's County activities to meet or exceed these federal requirements.

## Public Participation Plan Goals

The Office of Transportation endeavors to provide meaningful opportunities for the public to assist staff in identifying social, economic, and environmental impacts of proposed transportation decisions. This includes input from limited English proficient, minority and low income populations.

Specific goals and outcomes include:

- **Accessibility** – Efforts are made to ensure that opportunities to participate are accessible geographically, physically, culturally and linguistically.
- **Diversity** – Participants represent a range of ethnic, socioeconomic and cultural perspectives, with representative participants including residents with limited English proficiency, from ethnic communities, and low income neighborhoods.

- **Participation and Quality input** – Comments received by the Office of Transportation are relevant, useful and constructive, contributing to projects, better plans, strategies and decisions.
- **Participant Satisfaction** – Citizens who participate feel it is worth the time and effort to join the discussion and provide feedback.

Office of Transportation public participation activities are based on the following principles:


- **Inclusive** – Office of Transportation proactively reaches out and engages the LEP populations, minority and low income.
- **Tailored** – Office of Transportation public participation are tailored to match local and cultural preference as much as possible.
- **Responsive** – Office of Transportation strives to respond to and incorporate public comments into the transportation decisions.
- **Trustworthy** – Information provided is accurate and trustworthy.

Population Demographics

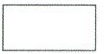





Figure 1 illustrates the minority populations served by TheBus in Prince Georges County, MD

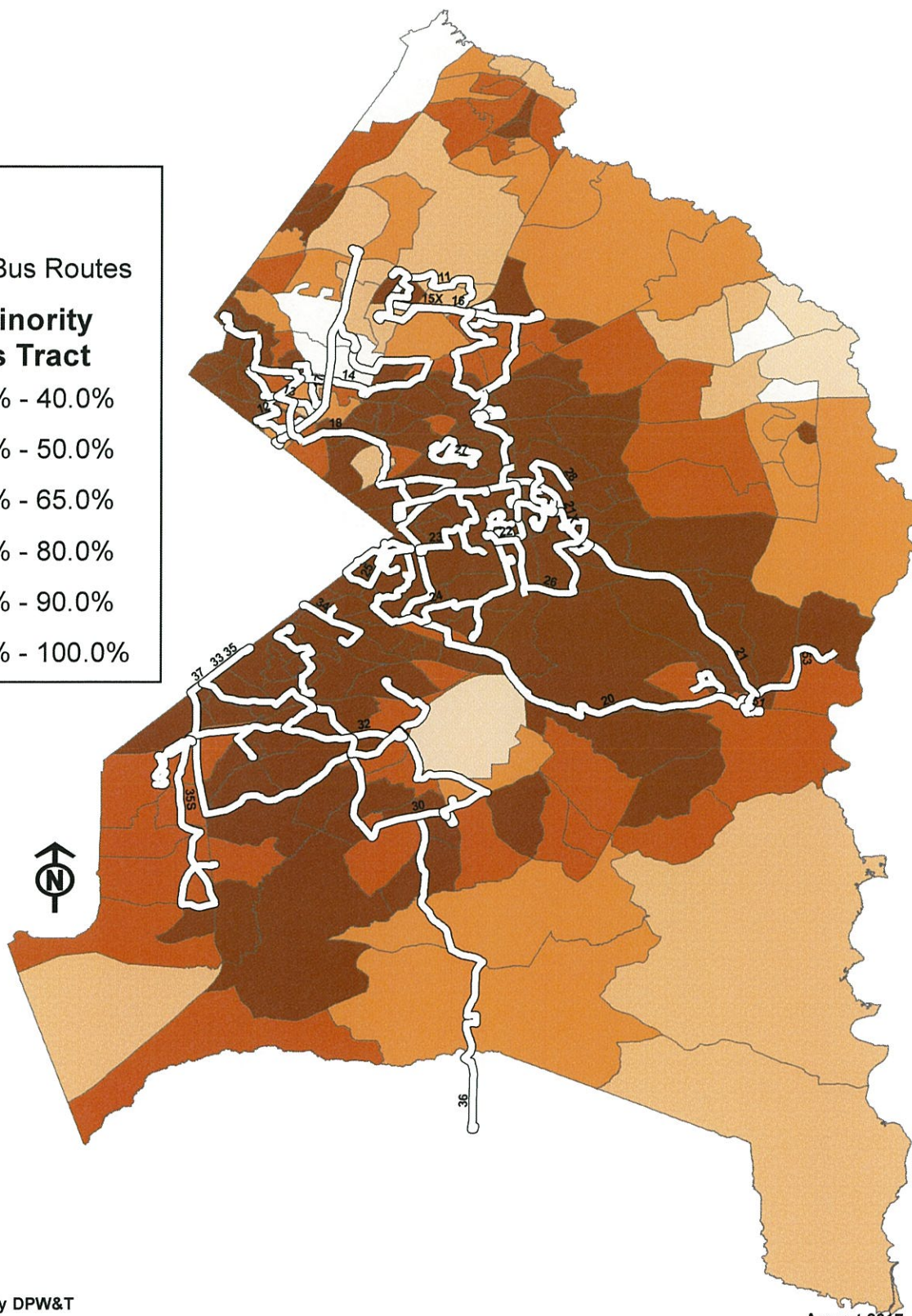
**Figure 1: Prince George's County, Maryland  
Percent Minority by Census Tract  
2011 - 2015 American Community Survey -  
5 Year Estimate**

**Legend**

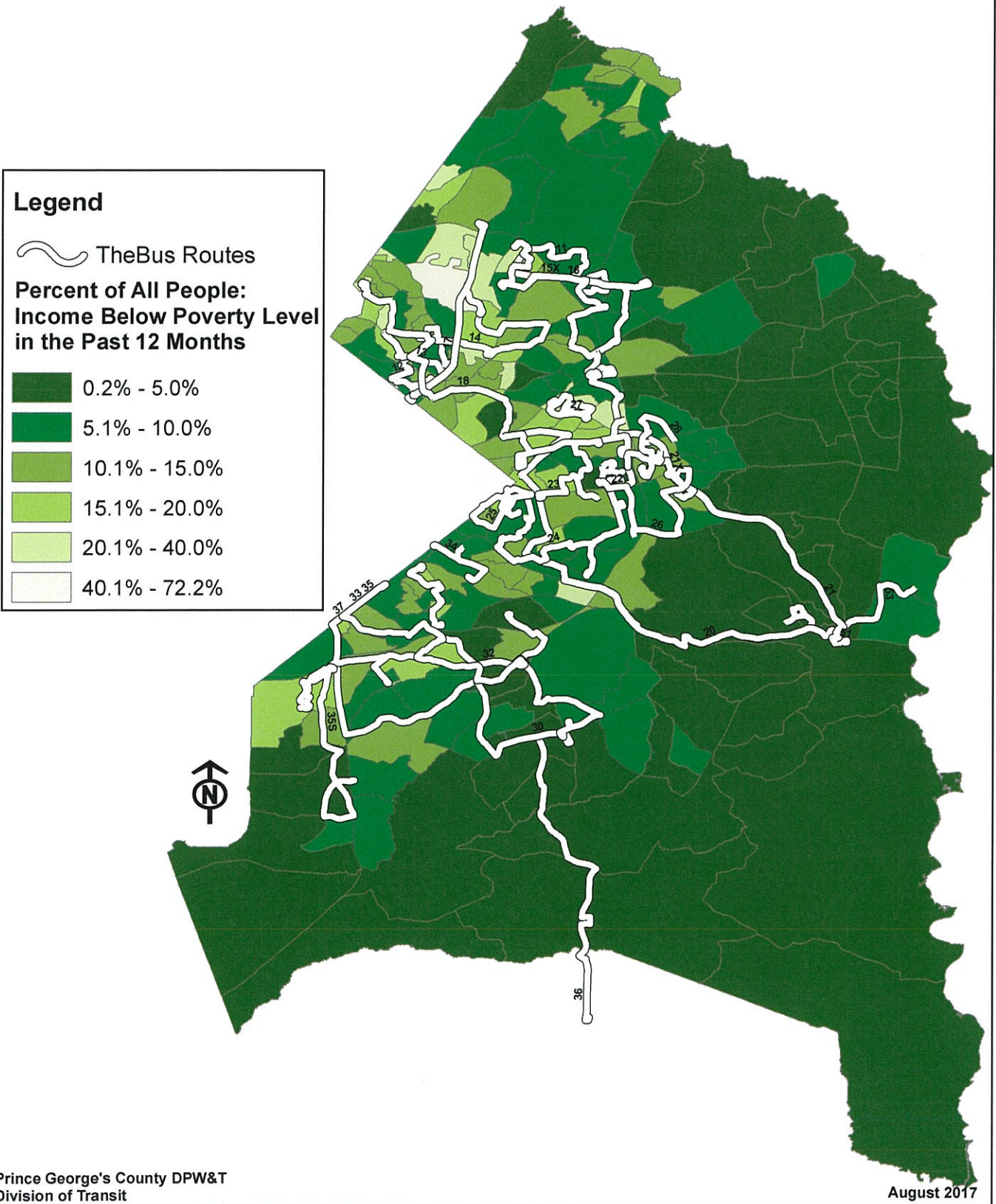
 TheBus Routes

**Percent Minority  
by Census Tract**

	31.6% - 40.0%
	40.1% - 50.0%
	50.1% - 65.0%
	65.1% - 80.0%
	80.1% - 90.0%
	90.1% - 100.0%



**Figure 2: Prince George's County, Maryland  
Percent of All People Whose Income is Below Poverty Level  
in the Past 12 Months  
2011 - 2015 American Community Survey - 5 Year Estimate**



### **Limited English Proficiency Population**

The United States American Community Survey 2011-2015 data offer a current and reliable estimate of the number, proportion, and geographic distribution of LEP persons in *TheBus* service area.

According to the ACS (2011-2015), of the total Prince George's County population over the age of five (833,068):


- Approximately 22.5% speak a language other than English at home;
- Approximately 43.9% speak English less than "very well"; and

Figure 3, shows that the highest concentrations of linguistically isolated households are located in and around the Langley Park, Adelphi, Hyattsville, and College Park areas of the county.








Figure 3: Percent Linguistically Isolated Households, Prince George's County, MD

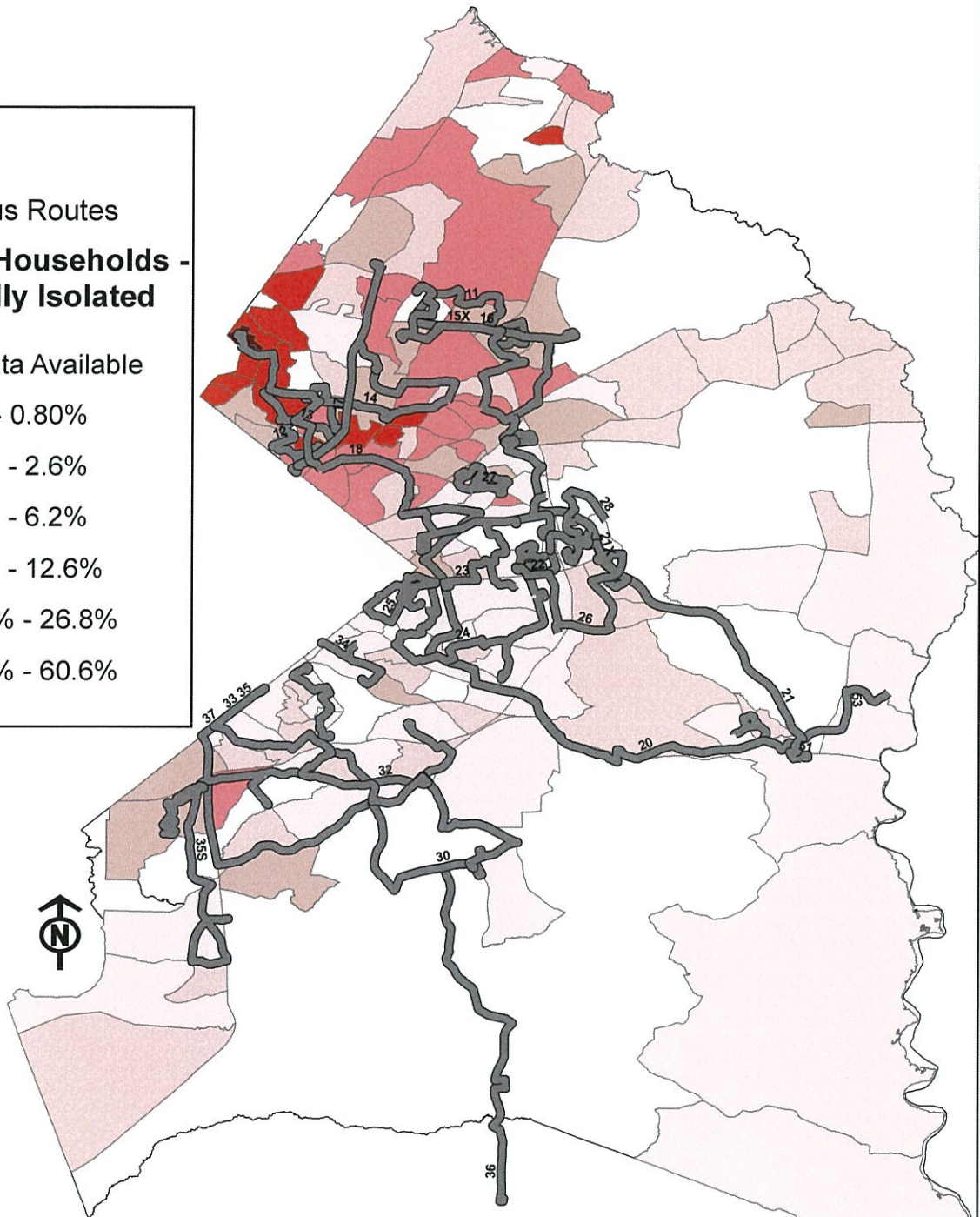
### Figure 3: Prince George's County, Maryland Percent of All Households - Linguistically Isolated 2005 - 2009 American Community Survey - 5 Year Estimate

**Legend**

 TheBus Routes

**Percent of Households - Linguistically Isolated**

	No Data Available
	0.0% - 0.80%
	0.81% - 2.6%
	2.61% - 6.2%
	6.21% - 12.6%
	12.61% - 26.8%
	26.81% - 60.6%



Definition from U.S. Census Bureau: A linguistically isolated household is one in which no member 14 years old and over (1) speaks only English or (2) speaks a non-English language and speaks English "very well." In other words, all members 14 years old and over have at least some difficulty with English

Of the Prince George’s County population age 5 and over that speaks a language other than English at home, approximately 82,207 speak English less than “very well”. Spanish/Spanish Creole, African Language, Chinese, French (incl. Patois, Cajun), Tagalog, , Korean, Vietnamese, and French Creole speakers make up the majority of the languages spoken at home among the subpopulation of people 5 years and over who speak English less than “very well”. Table 1 shows the number and proportion of all languages spoken.

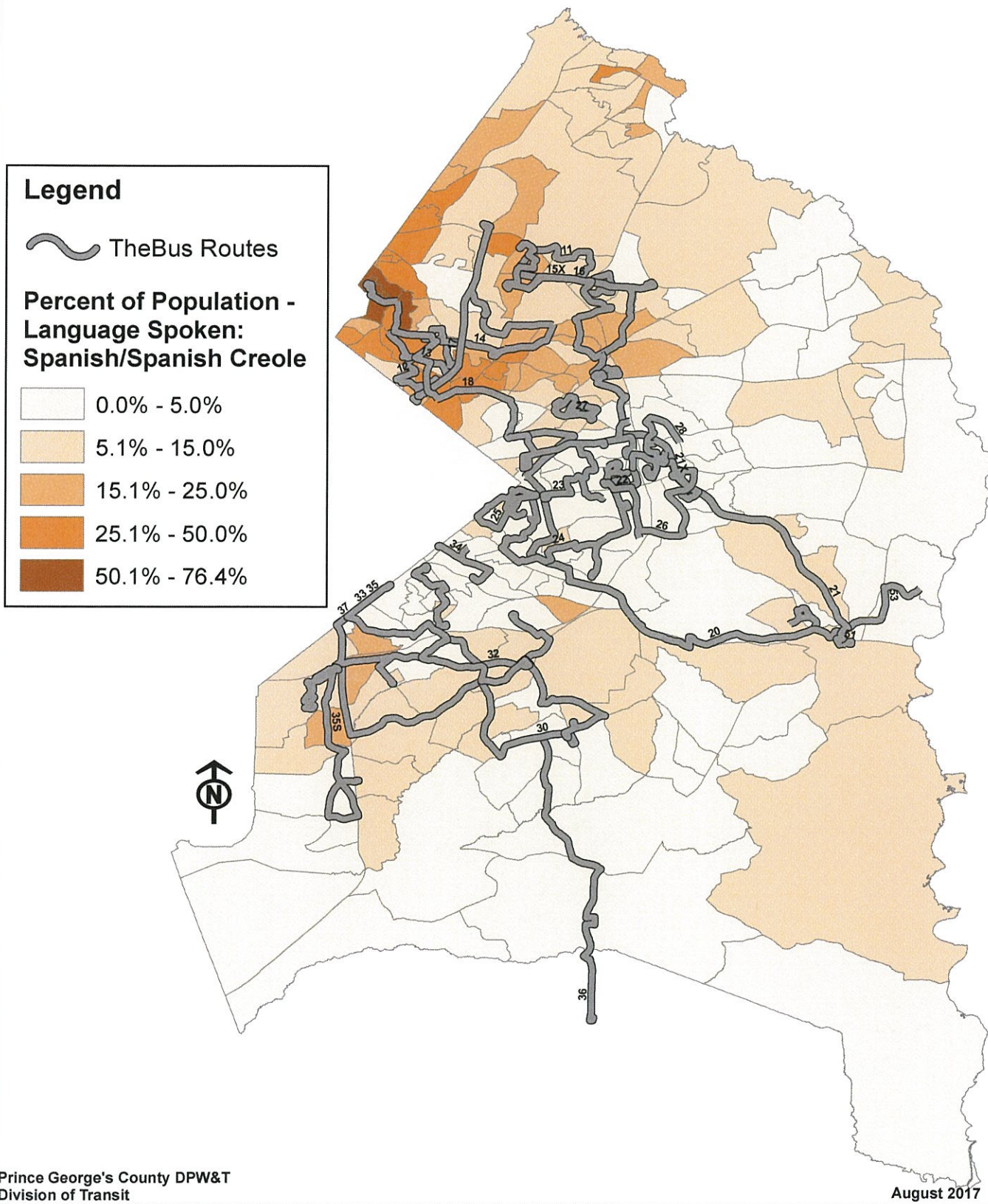
**Table 1: Languages Spoken at Home of Persons that Speak English Less than “Very Well” in Prince George’s County (Population 5 years and Over)**

Language	Estimate	Language	Estimate
Spanish or Spanish Creole	57,388	French Creole	1,239
African Language	5,277	Other Indic languages	876
Chinese	3,380	Other Asian languages	723
French (incl. Patois, Cajun)	2,857	Other Indo-European language	648
Tagalog	2,307	Urdu	520
Korean	1,733	Arabic	515
Vietnamese	1,455	Other(all languages below 500 LEP speakers)	3,289
Source: American Community Survey 2011-2015 Data			

Figures 4 – 11 help identify where the highest concentration of each of the top eight languages of LEP persons (Spanish/Spanish Creole, African Language, Chinese, French (incl. Patois, Cajun), Tagalog, Korean, Vietnamese and French Creole) are spoken. The figures show the percent of the population of each county subdivision that speaks the given language at home and speaks English less than “very well”.




**Figure 4: Prince George's County, Maryland  
 Percent of Population - Language Spoken: Spanish/Spanish Creole  
 2011 - 2015 American Community Survey - 5 Year Estimate**









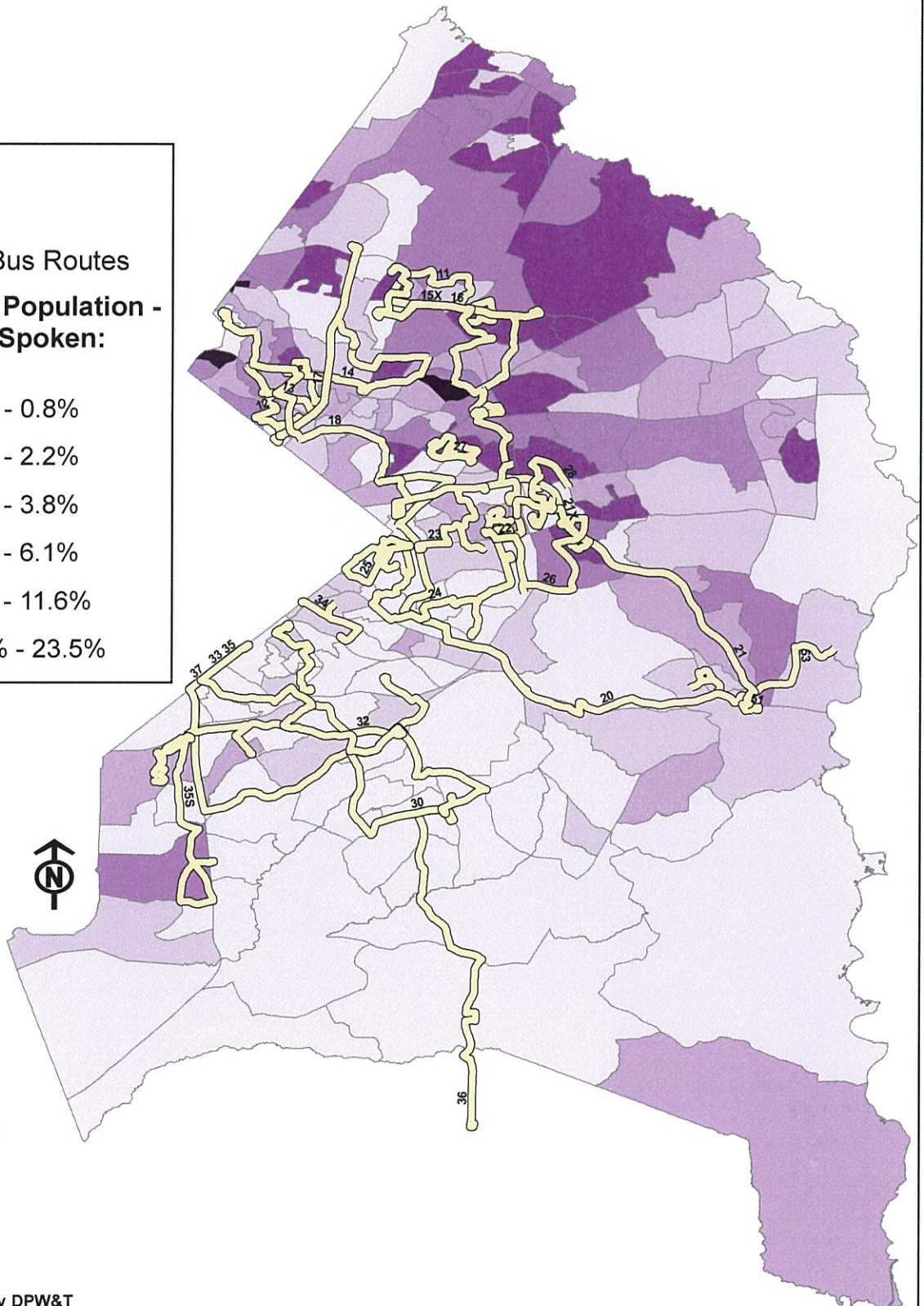
**Figure 5: Prince George's County, Maryland  
 Percent of Population - Language Spoken: African  
 2011 - 2015 American Community Survey - 5 Year Estimate**

**Legend**

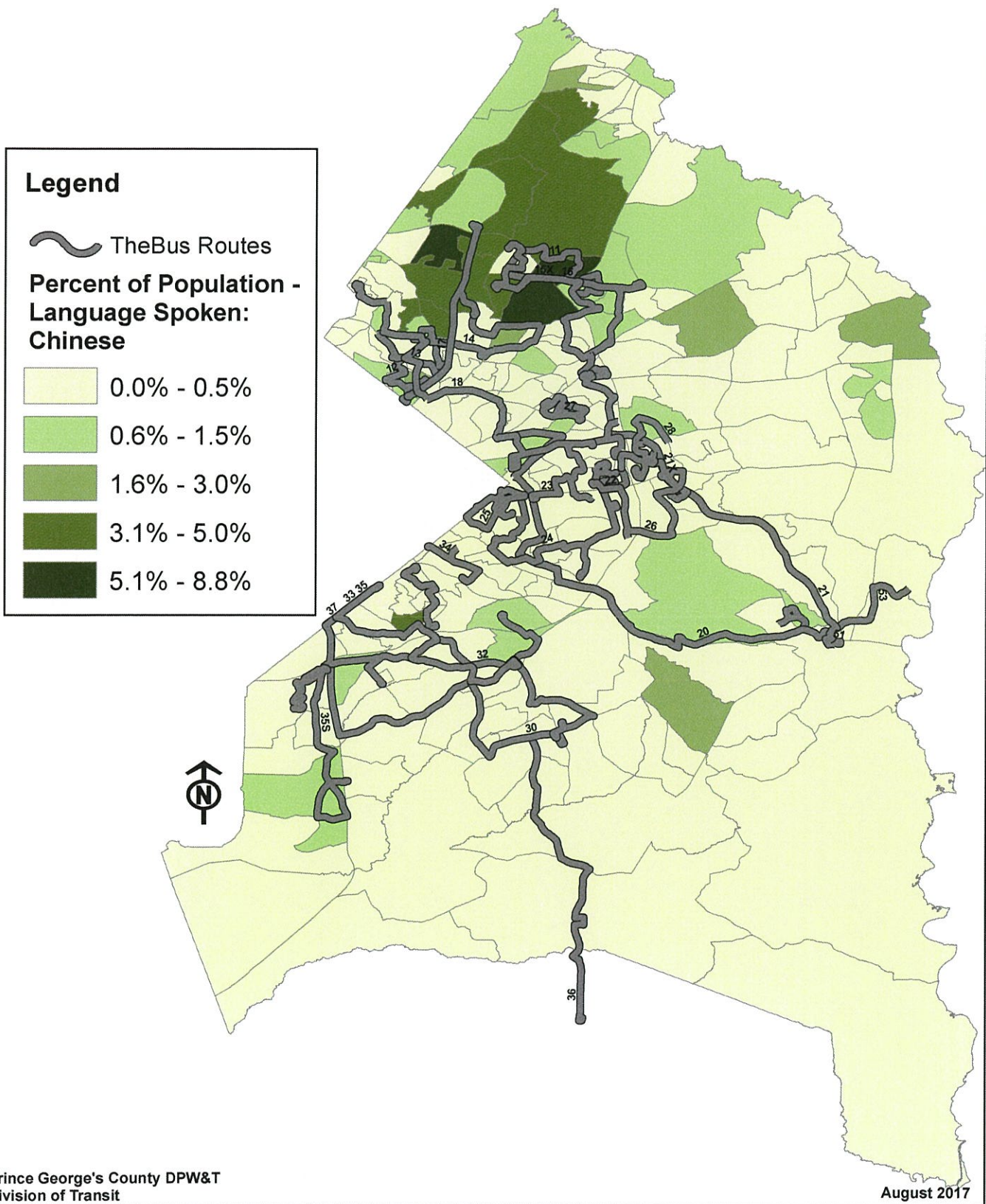
 TheBus Routes

**Percent of Population - Language Spoken: African**

	0.0% - 0.8%
	0.9% - 2.2%
	2.3% - 3.8%
	3.9% - 6.1%
	6.2% - 11.6%
	11.7% - 23.5%




**Figure 6: Prince George's County, Maryland  
 Percent of Population - Language Spoken: Chinese  
 2011 - 2015 American Community Survey - 5 Year Estimate**








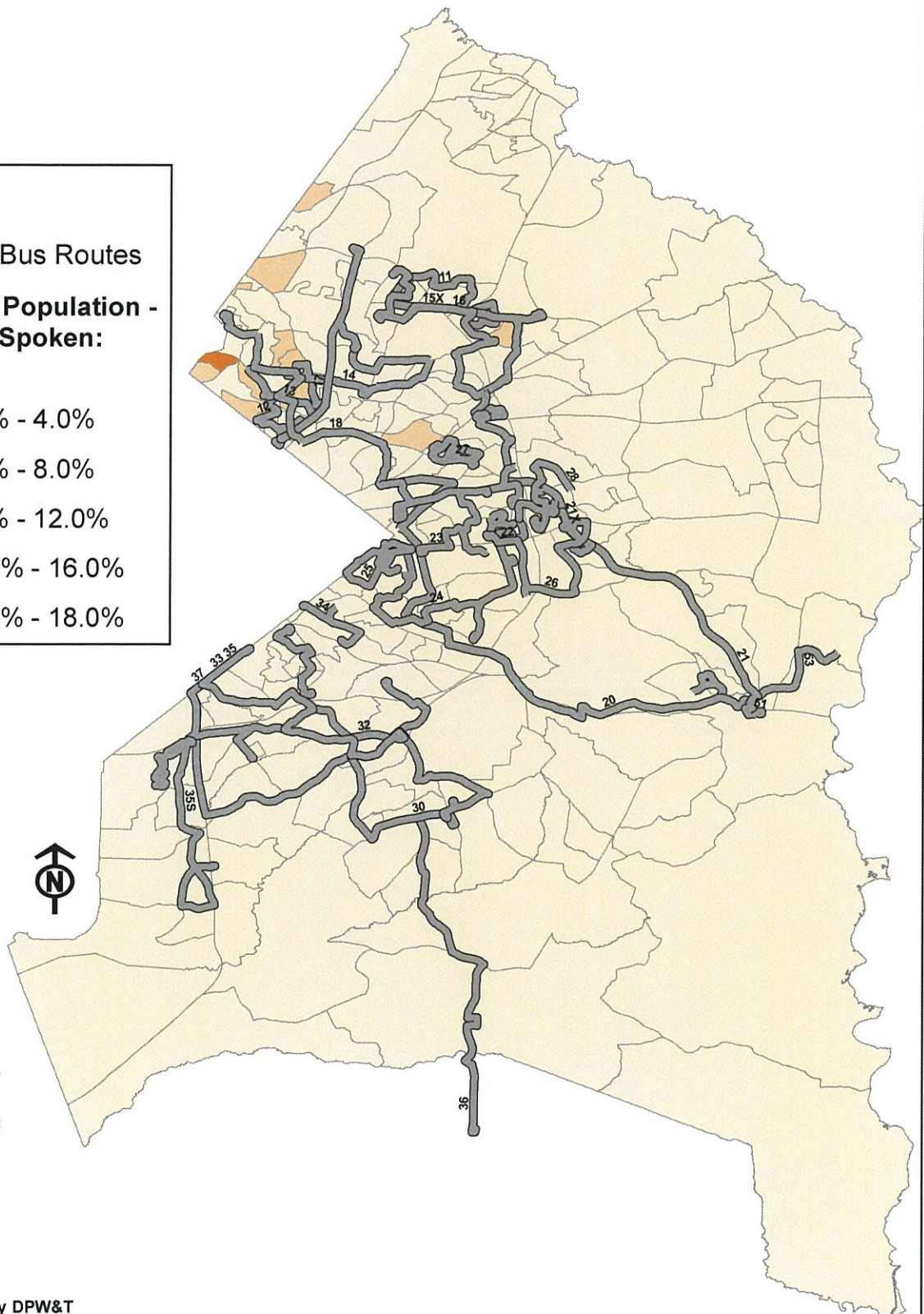
**Figure 7: Prince George's County, Maryland  
 Percent of Population - Language Spoken: French  
 2011 - 2015 American Community Survey - 5 Year Estimate**

**Legend**

 TheBus Routes


**Percent of Population - Language Spoken: French**

	0.0% - 4.0%
	4.1% - 8.0%
	8.1% - 12.0%
	12.1% - 16.0%
	16.1% - 18.0%








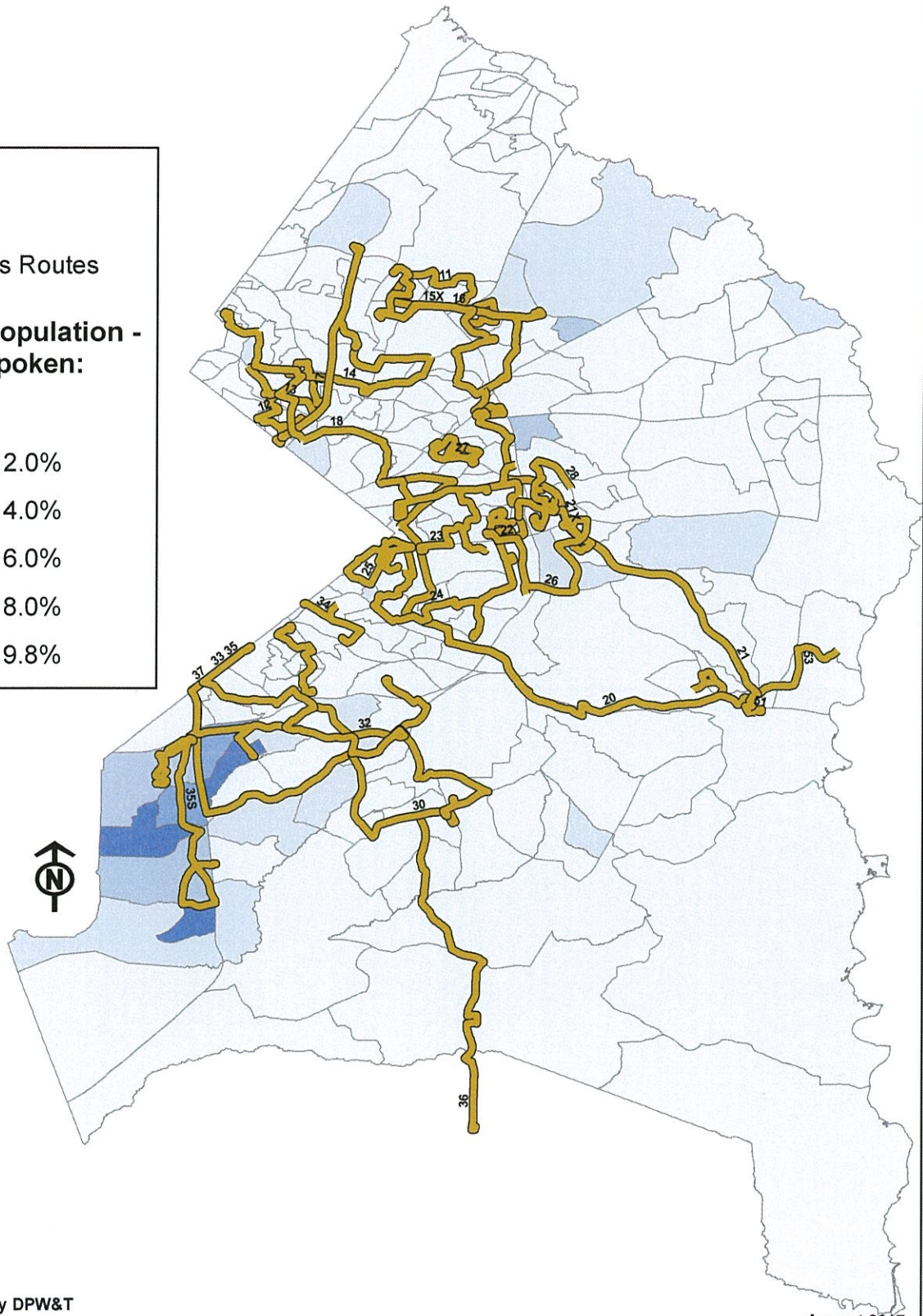
**Figure 8: Prince George's County, Maryland  
 Percent of Population - Language Spoken: Tagalog  
 2011 - 2015 American Community Survey - 5 Year Estimate**

**Legend**

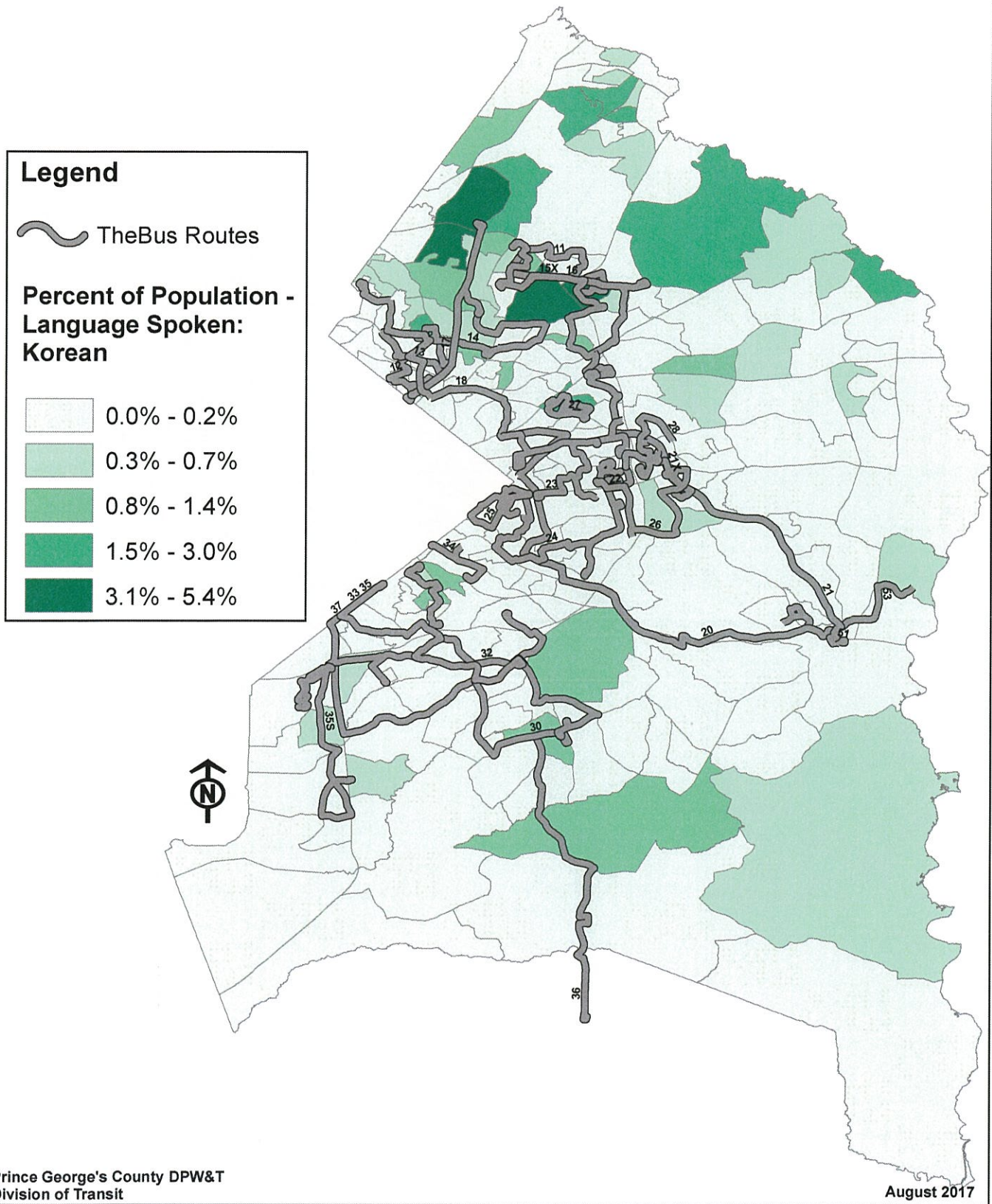
 TheBus Routes

**Percent of Population - Language Spoken: Tagalog**

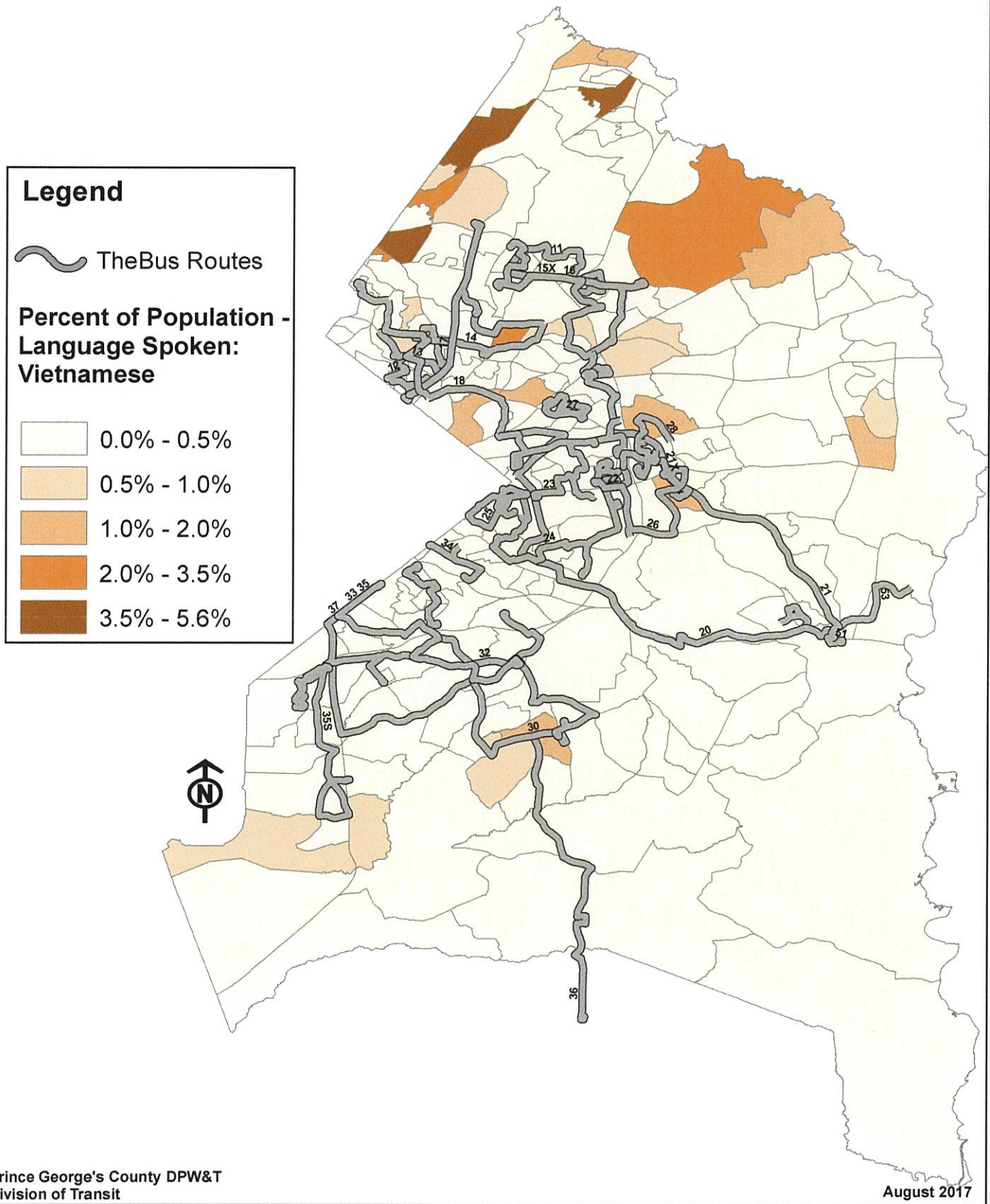
	0.0% - 2.0%
	2.1% - 4.0%
	4.1% - 6.0%
	6.1% - 8.0%
	8.1% - 9.8%



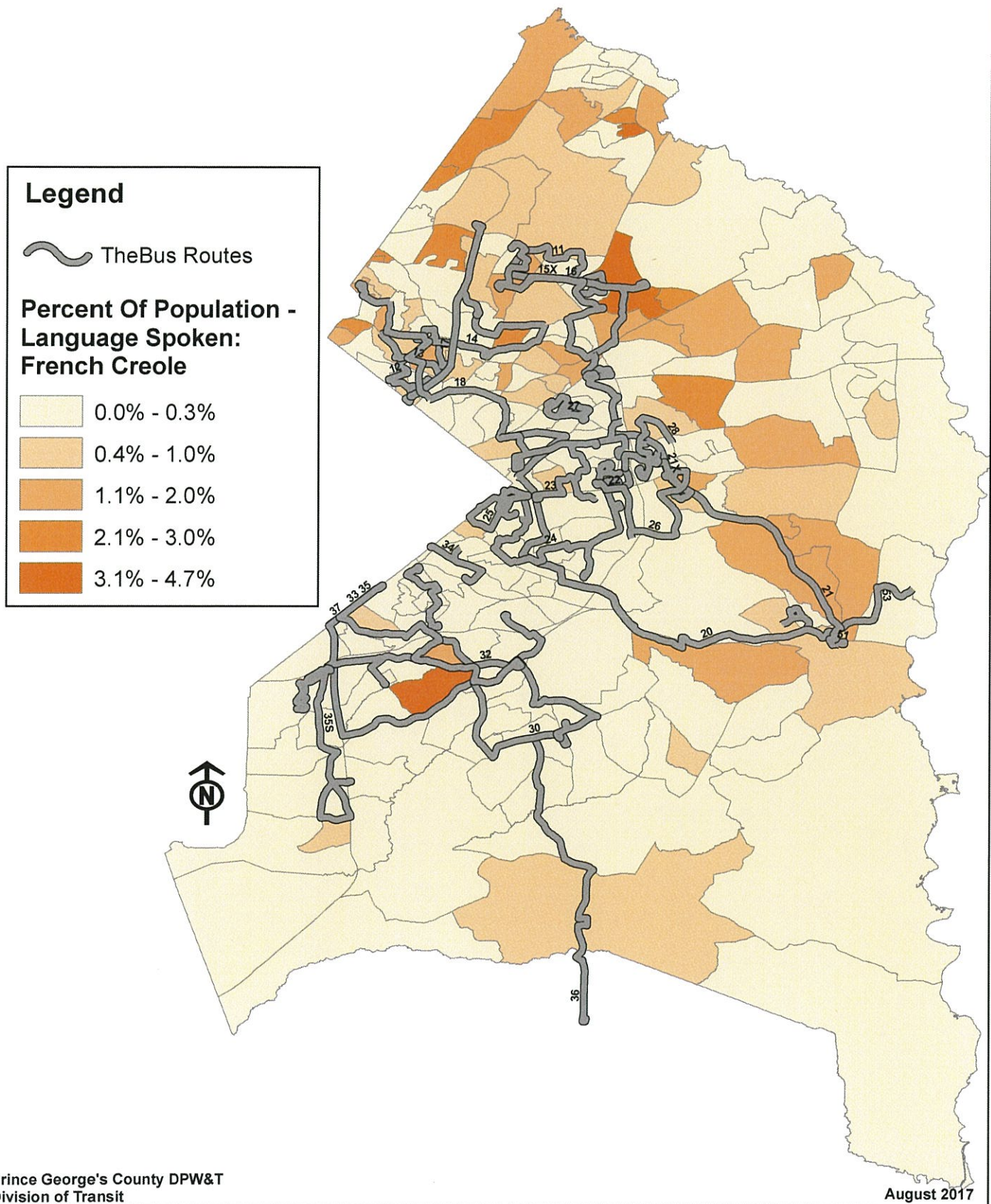
**Figure 9: Prince George's County, Maryland  
 Percent of Population - Language Spoken: Korean  
 2011 - 2015 American Community Survey - 5 Year Estimate**



**Figure 10: Prince George's County, Maryland  
Percent of Population - Language Spoken: Vietnamese  
2011 - 2015 American Community Survey - 5 Year Estimate**



**Figure 11: Prince George's County, Maryland  
 Percent of Population - Language Spoken: French Creole  
 2011 - 2015 American Community Survey - 5 Year Estimate**





## Public Participation Data and Analysis

Prince George's County Department of Public Works and Transportation (DPW&T) together with the Washington Metropolitan Area Transit Authority (WMATA) administered surveys to County residents from February 08, 2016 through December 26, 2016 on various public transportation projects. County residents provided feedback on their experiences and transportation needs, 442 surveys were collected.

Date: **February 8, 2016**, Time: 5:00pm-7:00pm, Greenbelt Transit Oriented Development Project, Pop-up event (with Surveys), Greenbelt Metro Station 5717 Greenbelt Metro Drive Greenbelt, MD 20740, Target Population, Metrobus, Metrorail customers, *TheBus*, RTA and MARC customers and local shuttles. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 500, Surveys completed: 41, English & 9 Spanish.

Date: **February 11, 2016**, Time: 5:00pm-7:00pm, Greenbelt Transit Oriented Development Project, Pop-up event (with Surveys), Greenbelt Metro Station 5717 Greenbelt Metro Drive Greenbelt, MD 20740, Target Population, Metrobus, Metrorail customers, *TheBus*, RTA and MARC customers and local shuttles. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 620, Surveys completed: 24, English & 1 Spanish.

Date: **February 12, 2016**, Time: 7:00am-9:00am, Greenbelt Transit Oriented Development Project, Pop-up event (with Surveys), Greenbelt Metro Station 5717 Greenbelt Metro Drive Greenbelt, MD 20740, Target Population, Metrobus, Metrorail customers, *TheBus*, RTA and MARC customers and local shuttles. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 325, Surveys completed: 5, English & 1 Spanish.

Date: **February 25, 2016**, Time: 2:30pm-4:30pm, FY2017 Budget Project, Community Based Organization Meeting, Langley Park Community Center 1500 Merrimac Drive Hyattsville, MD 20783, Target Population, LEP, minority, low-income. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site. Total attendees and total participants were 50.

Date: **March 17, 2016**, Time: 3:30pm-6:30pm. Metro Service Changes - March 2016, Pop-up event (w/o Surveys) Southern Avenue Metro Station 1411 Southern Avenue Temple Hills, MD 20748, Target Population, Riders of the W19. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 100, Total Participants: 100.

Date: **March 17, 2016**, Time: 5:00pm-7:00pm. Metrobus Service Changes - March 2016, Pop-up event (w/o Surveys) Greenbelt Metro Station 5717 Greenbelt Metro Drive Greenbelt, MD 20740, Target Population, Riders of the R3 and G's. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 355, Total Participants: 355.

Date: **March 19, 2016**, Time: 10:00am-12:00pm. Metro Monthly Pass Pilot (SelectPass), Pop-up event (w/o Surveys) Hyattsville Branch Library 6530 Adelphi Road Hyattsville, MD 20782, Target Population, Metrorail Riders. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 0, Total Participants: 5.

Date: **March 21, 2016**, Time: 3:30pm-6:30pm. Metro Service Changes - March 2016, Pop-up event (w/o Surveys) Prince George's Plaza Station 3575 East West Highway Hyattsville, MD 20782, Target Population, Riders of the R3. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 9, Total Participants: 9.

Date: **March 23, 2016**, Time: 3:30pm-6:30pm. Metro Service Changes - March 2016, Pop-up event (w/o Surveys) New Carrollton Metro Station 4700 Garden City Drive New Carrollton, MD 20784, Target Population, Riders of the G12, *TheBus* No. 13, *TheBus* No. 14 and *TheBus* No. 16. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 253, Total Participants: 253.

Date: **April 28, 2016**, Time: 5:00pm-7:00pm. Metro Monthly Pass Pilot (SelectPass), Pop-up event (w/o Surveys) Rogers Heights Elementary School 4301 58<sup>th</sup> Ave Bladensburg, MD 20710, Target Population, All Riders of Metro. All marketing materials were translated in Spanish, and one bilingual Spanish staff was on-site for Pop Up events. Number of Brochures: 0, Total Participants: 0.

Date: **June 8, 2016**, Time: 6:30am-10:30am. SafeTrack Safety Surge #2, Pop-up event (w/o Surveys) Cheverly Metrorail Station 5501 Columbia Park Cheverly, MD 20785, Target Population: Cheverly Commuters. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 200, Total Participants: N/A.

Date: **June 8, 2016**, Time: 6:30am-10:30am. SafeTrack Safety Surge #2, Pop-up event (w/o Surveys) New Carrollton Metrorail Station 4700 Garden City Drive New Carrollton, MD 20784, Target Population: New Carrollton Commuters. All marketing materials were translated in

Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 500, Total Participants: N/A.

Date: **June 8, 2016**, Time: 6:30am-10:30am. SafeTrack Safety Surge #2, Pop-up event (w/o Surveys) Landover Metrorail Station 3000 Pennsy Drive Hyattsville, MD 20755, Target Population: Landover Commuters. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 1200, Total Participants: N/A.

Date: **June 9, 2016**, Time: 6:30am-10:30am. SafeTrack Safety Surge #2, Pop-up event (w/o Surveys) Morgan Metrorail Station 300 Garrett Morgan Blvd. Landover, MD 20785, Target Population: Morgan Station Commuters. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 800, Total Participants: N/A.

Date: **June 9, 2016**, Time: 6:30am-10:30am. SafeTrack Safety Surge #2, Pop-up event (w/o Surveys) Capital Heights Metrorail Station 133 Central Avenue Capitol Heights, MD 20743, Target Population: Capital Heights Metrorail Commuters. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 1000, Total Participants: N/A.

Date: **June 9, 2016**, Time: 6:30am-10:30am. SafeTrack Safety Surge #2, Pop-up event (w/o Surveys) Addison Road Metrorail Station 100 Addison Road S. Capitol Heights, MD 20743, Target Population: Addison Road Commuters. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 1000, Total Participants: N/A.

Date: **June 9, 2016**, Time: 6:30am-10:30am. SafeTrack Safety Surge #2, Pop-up event (w/o Surveys) Largo Town Center Metrorail Station 9000 Lottsford Road Largo, MD 20774, Target Population: Largo Town Commuters. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 1400, Total Participants: N/A.

Date: **June 12, 2016**, Time: 3:00pm-7:00pm. SafeTrack Safety Surge #2, Pop-up event (w/o Surveys) Morgan Metrorail Station 300 Garrett Morgan Blvd. Landover, MD 20785, Target Population: Morgan Commuters. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 700, Total Participants: N/A.

Date: **June 14, 2016**, Time: 3:00pm-7:00pm. SafeTrack Safety Surge #2, Pop-up event (w/o Surveys) New Carrollton Metrorail Station 4700 Garden City Drive New Carrollton, MD 20784, Target Population: New Carrollton Commuters. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 2500, Total Participants: N/A.

Date: **June 14, 2016**, Time: 3:00pm-7:00pm. SafeTrack Safety Surge #2, Pop-up event (w/o Surveys) Landover Metrorail Station 3000 Pennsy Drive Hyattsville, MD 20785, Target Population: Landover Commuters. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 450, Total Participants: N/A.

Date: **June 14, 2016**, Time: 3:00pm-7:00pm. SafeTrack Safety Surge #2, Pop-up event (w/o Surveys) Largo Town Center Metrorail Station 9000 Lottsford Road Largo, MD 20774, Target Population: Largo Town Center Commuters. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 750, Total Participants: N/A.

Date: **June 15, 2016**, Time: 3:00pm-7:00pm. SafeTrack Safety Surge #2, Pop-up event (w/o Surveys) Capitol Heights Metrorail Station 133 Central Avenue Capitol Heights, MD 20743, Target Population: Capitol Heights Commuters. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 600, Total Participants: N/A.

Date: **June 15, 2016**, Time: 3:00pm-7:00pm. SafeTrack Safety Surge #2, Pop-up event (w/o Surveys) Addison Metrorail Station 100 Addison Road S. Capitol Heights, MD 20743, Target Population: Addison Commuters. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 1550, Total Participants: N/A.

Date: **July 4, 2016**, Time: 1:00pm-9:00pm. SafeTrack Safety Surge #3 & 4, Pop-up event (w/o Surveys) Greenbelt Metrorail Station 5717 Greenbelt Metro Drive Greenbelt, MD 20740, Target Population: Greenbelt Commuters. All marketing materials were translated in Spanish, and Spanish-speaking staff were on-site for Pop Up events. Number of Brochures: 800, Total Participants: N/A.

Date: **September 29, 2016**, Metrobus NH2 Pilot, Community Meeting, The retailers in the National Harbor area, Target Population: retailers in the area. The timetables incorporated in Spanish. Number of Attendees: 75, Total Participants: 75.

Date: **October 03, 2016**, Capitol Heights Joint Development Project Capitol Heights City Hall 1 Capitol heights Blvd Capitol Heights, MD 20743, Target Population: City Hall Staff. All marketing materials were translated in Spanish. Number of Brochures: 1, Total Participants: 1.

Date: **October 6, 2016**, Time: 9:00am-10:00am. Capitol Heights Joint Development Project, Capitol Heights Metro Station 133 Central Avenue Capitol Heights, MD 20743, Target Population: Fairmount Heights Town Residents. All marketing materials were translated in Spanish. Number of Attendees: 1, Total Participants: 1.

Date: **October 8, 2016**, Time: 7:00am-11:00am. Span of Service, Pop-up event (w/ Surveys) West Hyattsville Metrorail Station 2700 Hamilton Street Hyattsville, MD 20782, Target Population: All rail riders during this timeframe. All marketing materials were translated in Spanish and the brochure was translated in to Vietnamese, Korean, Chinese, French and Amharic. Number of Brochures: 145, Total Participants: 258 and 37% Hispanic.

Date: **October 09, 2016**, Time: 7:00am-12:00pm. Span of Service, Pop-up event (w/Surveys) Southern Avenue Metrorail Station 1411 Southern Avenue Temple Hills, MD 20748, Target Population: All rail riders during this timeframe. All marketing materials were translated in Spanish and the brochure was translated in to Vietnamese, Korean, Chinese, French and Amharic. Number of Brochures: 350, Total Participants: 435 and 8.2% Hispanic.

Date: **October 12, 2016**, Capitol Heights Joint Development Project, Capitol Heights Metro Station 133 Central Avenue Capitol Heights, MD 20743, Target Population: Capitol Heights Residents. All marketing materials was send out via email and were translated in Spanish. Number of Attendees: N/A, Total Participants: 1.

Date: **October 12, 2016**, Time: 4:00pm-6:00pm. Capitol Heights Joint Development Project, Capitol Heights Metro Station 133 Central Avenue Capitol Heights, MD 20743, Target Population: Blue Line Commuters. All marketing materials were translated in Spanish and bilingual staff was present at the event. Number of Attendees: 27, Total Participants: 27.

Date: **October 14, 2016**, Time 2:00pm-3:00pm. Capitol Heights Joint Development Project, Saint Martin De Porres of Capitol Heights 6015 Central Ave Capitol Heights, MD 20743, Target Population: Capitol Heights Residents. All marketing materials were translated in Spanish. Number of Attendees: 1, Total Participants: 1.

Date: **October 15, 2016**, Time: 7:00am-11:00am. Span of Service, Southern Ave Metro Station 1411 Southern Avenue Temple Hills, MD 20748, Target Population: All rail riders during this timeframe. All materials were translated in Spanish and the brochure was translated in to

Vietnamese, Korean, Chinese, French and Amharic. Number of Brochures: 72, Total Participants: 142 and 0% Hispanic.

Date: **October 17, 2016**, Time: 6:30pm-8:30pm. Capitol Heights Joint Development Project, Capitol Heights Elementary School 601 Suffolk Ave Capitol Heights, MD 20743, Target Population: Blue Line Customers. All materials were translated in Spanish and bilingual staff attended the event. Number of Attendees: 9, Total Participants: 70.

Date: **October 26, 2016**, Time: 7:00am-9:00am. Metrobus NH2 Pilot, Southern Avenue Metro Station 1411 Southern Avenue Temple Hills, MD 20748, Target Population: All riders who would benefit from the route. All marketing materials were translated in Spanish. Number of Attendees: 700, Total Participants: 700.

Date: **October 26, 2016**, Time: 4:00pm-6:00pm. Metrobus NH2 Pilot, National Harbor St. George Blvd & Waterfront St. Fort Washington, MD 20745, Target Population: All riders who would benefit from the route. All marketing materials were translated in Spanish. Number of Attendees: 650, Total Participants: 650.

Date: **November 10, 2016**, Time: 5:30am-8:00am. Forestville (J12) Marlborough Pike, (K12, and K13) Line Service Evaluation, Branch Avenue Metro Station 4704 Old Soper Road Suitland, MD 20746, Target Population: K12 Riders. One staff member was bilingual Spanish. Number of Attendees: 89, Total Survey Collected: 89.

Date: **November 10, 2016**, Time: 9:30am-9:45am. New Carrollton South Side Joint Development Fortis College 4351 Garden City Drive Landover, MD 20785, Target Population: Orange Line riders. All materials were translated in Spanish and bilingual staff attended the event. Number of Attendees: 150, Total Participants: 150.

Date: **November 10, 2016**, Time: 10:00am-10:15am. New Carrollton South Side Joint Development, Hope Connections 8401 Corporate Drive Suite 100 Landover, MD 20785, Target Population: Orange Line Riders. All materials were translated in Spanish and bilingual staff attended this meeting. Number of Attendees: 150, Total Participants: 150.

Date: **November 10, 2016**, Time: 10:15am-10:30am. New Carrollton South Side Joint Development, Maryland Legal Aid 8401 Corporate Drive Suite 200 Landover, MD 20785, Target Population: Orange Line Riders. All materials were translated in Spanish and bilingual staff attended this meeting. Number of Attendees: 40, Total Participants: 40.

Date: **November 10, 2016**, Time: 10:30am-10:45am. New Carrollton South Side Joint Development, Giant Supermarket Management Office 8301 Professional Place West Landover,

MD 20785, Target Population: Orange Line Riders. All materials were translated in Spanish and bilingual staff attended this meeting. Number of Attendees: 150, Total Participants: 150.

Date: **November 10, 2016**, Time: 4:00pm-6:00pm. Forestville (J12) Marlborough Pike, (K12, and K13) Line Service Evaluation, Suitland Metro Station 4500 Silver Hill Road Suitland, MD 20746, Target Population: K12 Riders. One staff member was bilingual Spanish. Number of Survey Collected: 58, Total Participation: 58.

Date: **November 13, 2016**, Metrobus NH2 Pilot, National Harbor St. George Blvd & Waterfront St. Fort Washington, MD 20745, Target Population: All riders who would benefit from the route. All timetables incorporated Spanish. Number of Brochures: 650, Total Participants: 650.

Date: **November 14, 2016**, Time: 5:45am-7:00am. Forestville (J12) Marlborough Pike, (K12, K13) Line Service Evaluation, Addison Road-Seat Pleasant Metrorail Station 100 Addison Road S. Capitol Heights, MD 20743, Target Population: J12 Riders. One staff member was bilingual Spanish. Number of Survey Collected: 58, Total Participation: 58.

Date: **November 14, 2016**, Time: 4:00pm-6:00pm. Forestville (J12) Marlborough Pike, (K12, and K13) Line Service Evaluation, Addison Road-Seat Pleasant Metrorail Station 100 Addison Road S. Capitol Heights, MD 20743, Target Population: J12 Riders. One staff member was bilingual Spanish. Number of Survey Collected: 40, Total Participation: 40.

Date: **November 14, 2016**, Time: 6:30pm-8:30pm. New Carrollton South Side Joint Development, Fortis College 4351 Garden City Drive Landover, MD 20785, Target Population: New Carrollton Metrorail Station Riders that park at Lot 3 & 2. All materials were translated in Spanish and bilingual staff worked at the event. Number of Testified: 3, Total Participants: 13.

Date: **November 16, 2016**, Time: 7:30am-9:30am. Metro Monthly Pass Pilot (SelectPass), Pop-up event (w/o Surveys) Branch Avenue Metrorail Station 4704 Old Soper Road Suitland, MD 20746, Target Population, All Rail Riders during this time frame. All marketing materials were translated in Spanish and contractor provided at least one bilingual staff per each shift. Number of Brochures: 8001, Total Participants: 801.

Date: **November 16, 2016**, Time: 9:45am-10:00am. New Carrollton South Side Joint Development, Community Based Organization Meeting, Courtyard Marriott Hotel 8330 Corporate Drive Landover, MD 20875, Target Population: Orange Line Riders. All materials were translated in Spanish and bilingual staff attended this meeting. Number of Attendees: 150, Total Participants: 150.

Date: **November 16, 2016**, Time: 4:30pm-6:30pm. Metro Monthly Pass Pilot (SelectPass), Pop-up event (w/o Surveys) Greenbelt Metrorail Station 5717 Greenbelt Metro Drive Greenbelt, MD 20740, Target Population, All Rail Riders during this time frame. All marketing materials were translated in Spanish and contractor provided at least one bilingual staff per each shift. Number of Brochures: 1500, Total Participants: 1500, Hispanic: 13%.

Date: **November 17, 2016**, Time: 11:00am-12:30pm. Forestville (J12) & Marlborough Pike (K12, K13) Line Service Evaluation. Suitland Metrorail Station 4500 Silver Hill Road Suitland, MD 20746, Target Population: K riders. Number of Surveys: 48, Total Participants: 48.

Date: **November 17, 2016**, Time: 11:00am-12:30pm. Forestville (J12) & Marlborough Pike (K12, K13) Line Service Evaluation. Addison Road-Seat Pleasant Metrorail Station 100 Addison Road S. Capitol Heights, MD 20743, Target Population: J12 Riders. Number of Surveys: 28, Total Participants: 28.

Date: **November 17, 2016**, Time: 4:30pm-6:30pm. Metro Monthly Pass Pilot (SelectPass), Pop-up event (w/o Surveys) Greenbelt Metrorail Station 5717 Greenbelt Metro Drive Greenbelt, MD 20740, Target Population, All Rail Riders during this time frame. All marketing materials were translated in Spanish and contractor provided at least one bilingual staff per each shift. Number of Brochures: 900, Total Participants: 900, Hispanic: 11%.

Date: **November 19, 2016**, Time: 12:45pm-2:00pm. Forestville (J12) Marlborough Pike, (K12, and K13) Line Service Evaluation, Suitland Metro Station 4500 Silver Hill Road Suitland, MD 20746, Target Population: K12 Riders. One staff member was bilingual Spanish. Number of Survey Collected: 29, Total Participation: 29.

Date: **November 19, 2016**, Time: 1:30pm-2:30pm. Forestville (J12) Marlborough Pike, (K12, and K13) Line Service Evaluation, Addison Road-Seat Pleasant Metrorail Station 100 Addison Road S. Capitol Heights, MD 20743, Target Population: J12 Riders. One staff member was bilingual Spanish. Number of Survey Collected: 22, Total Participation: 22.

Date: **November 30, 2016**, Time: 7:00am-9:00am. Metro bus NH2 Pilot, Pop-up event (w/o Survey), National Harbor St. George Blvd & Waterfront St. Fort Washington, MD 20745, Target Population: All riders who would benefit from the route. All material were translated into Spanish. Number of Attendees: 150, Total Participants: 150.

Date: **December 1, 2016**, Time: 7:00am-9:00am. Metro bus NH2 Pilot, Pop-up event (w/o Survey), Southern Avenue Metrorail Station 1411 Southern Avenue Temple Hills, MD 20748, Target Population: All riders who would benefit from the route. All material were translated into Spanish. Number of Attendees: 2850, Total Participants: 2850.



Date: **December 17, 2016**, Time: 11:00am-3:00pm. Takoma Langley Crossroads Transit Center, Pop-up event (w/o Survey), Takoma Langley Park Crosswalks Transit Center 7676 New Hampshire Ave #303 Takoma Park, MD 20912, Target Population: Bus riders at the Takoma Langley Park Crossroads. All material were translated into Spanish and contractor provided at least one bilingual staff per each shift. Number of Attendees: 900, Total Participants: 900.

Date: **December 19, 2016**, Time: 5:30am-9:30am. Takoma Langley Crossroads Transit Center, Pop-up event (w/o Survey), Takoma Langley Park Crosswalks Transit Center 7676 New Hampshire Ave #303 Takoma Park, MD 20912, Target Population: Bus riders at the Takoma Langley Park Crossroads. All material were translated into Spanish and contractor provided at least one bilingual staff per each shift. Number of Attendees: 800, Total Participants: 800.

Date: **December 20, 2016**, Time: 3:30pm-7:30pm. Takoma Langley Crossroads Transit Center, Pop-up event (w/o Survey), Takoma Langley Park Crosswalks Transit Center 7676 New Hampshire Ave #303 Takoma Park, MD 20912, Target Population: Bus riders at the Takoma Langley Park Crossroads. All material were translated into Spanish and contractor provided at least one bilingual staff per each shift. Number of Attendees: 1000, Total Participants: 1000.

Date: **December 22, 2016**, Time: N/A. Metro bus NH2 Pilot, Pop-up event (w/o Survey), National Harbor St. George Blvd & Waterfront St. Fort Washington, MD 20745, Target Population: Media, elected officials and VIP guests. The timetable incorporated Spanish. Number of Attendees: 150, Total Participants: 150.

Date: **December 22, 2016**, Time: 5:30am-12:30pm. Takoma Langley Crossroads Transit Center, Pop-up event (w/o Survey), Takoma Langley Park Crosswalks Transit Center 7676 New Hampshire Ave #303 Takoma Park, MD 20912, Target Population: Bus riders at the Takoma Langley Park Crossroads. All material were translated into Spanish and contractor provided at least one bilingual staff per each shift. Number of Attendees: 1200, Total Participants: 1200.

Date: **December 22, 2016**, Time: 12:30pm-7:30pm. Takoma Langley Crossroads Transit Center, Pop-up event (w/o Survey), Takoma Langley Park Crosswalks Transit Center 7676 New Hampshire Ave #303 Takoma Park, MD 20912, Target Population: Bus riders at the Takoma Langley Park Crossroads. All material were translated into Spanish and contractor provided at least one bilingual staff per each shift. Number of Attendees: 800, Total Participants: 800.

Date: **December 23, 2016**, Time: 5:30am-10:30am. Takoma Langley Crossroads Transit Center, Pop-up event (w/o Survey), Takoma Langley Park Crosswalks Transit Center 7676 New Hampshire Ave #303 Takoma Park, MD 20912, Target Population: Bus riders at the Takoma Langley Park Crossroads. All material were translated into Spanish and contractor provided at least one bilingual staff per each shift. Number of Attendees: 800, Total Participants: 800.

Date: **December 26, 2016**, Time: 6:00am-11:00am. Takoma Langley Crossroads Transit Center, Pop-up event (w/o Survey), Takoma Langley Park Crosswalks Transit Center 7676 New Hampshire Ave #303 Takoma Park, MD 20912, Target Population: Bus riders at the Takoma Langley Park Crossroads. All material were translated into Spanish and contractor provided at least one bilingual staff per each shift. Number of Attendees: 380, Total Participants: 380.

Prince George's County Department of Public Works and Transportation participated in the following Public Outreach events and administered surveys to County residents from August 18, 2015 through August 9, 2017 on various public transportation projects. County residents provided feedback on their experiences and transportation needs, 190 surveys were collected.

Date: **August 15, 2015**, Time 10:00am-1:00pm. Langley Park Transforming Neighborhoods Initiative (TNI) Back 2 School Jam event, Langley Park Community Center 1500 Merrimac Drive, Hyattsville, MD 20783. Target Population: Prince George's County Langley Park Residents. All marketing materials were translated in Spanish and Spanish speaking staff members were available. Number of Brochures: 1500, Total Participants: 1500, Hispanic: 31%.

Date: **August 18, 2015**, Time 4:00pm-7:00pm. Riders Surveys on *TheBus* Route No. 18 Northbound & Southbound, Addison Road Metrorail Station to Edwards Place & New Hampshire Avenue Service Road and from Edwards Place & New Hampshire Avenue Service Road back to Addison Road Metrorail Station. Target Population: Prince George's County Langley Park Residents. All marketing materials were translated in Spanish and Spanish speaking staff members were available. Number of Brochures: 100, Total Participants: 100, Survey Collected: 22 English and 9 Spanish Collected.

Date: **August 29, 2016**, Time: 11:00am-3:00pm. 1st Annual Palmer Park Block Party & Resource Fair, Parkview Baptist Church 7900 Oxon Road Landover, MD 20785. Target Population: Connecting Palmer Park residents with County and State agencies. Number of Brochures: 200, Total Participants: 200. Survey Collected: 5 English

Date: **September 16, 2015**, Time 2:50pm-6:00pm. Riders Surveys on *TheBus* Route No. 18 Northbound & Southbound, Addison Road Metrorail Station to Edwards Place & New Hampshire Avenue Service Road and from Edwards Place & New Hampshire Avenue Service Road back to Addison Road Metrorail Station. Target Population: Prince George's County Langley Park Residents. All marketing materials were translated in Spanish and Spanish speaking staff members were available. Number of Brochures: 150, Total Participants: 150, Survey Collected: 17 English and 5 Spanish.

Date: **September 20, 2015**, Hispanic Festival, Time: 12:00pm-6:00pm. 34<sup>th</sup> Annual Hispanic Festival, Lane Manor Park 7601 West Park Dr. & University Blvd. Adelphi, Maryland 20783.

Target Population: Prince George's County Residents. All marketing materials were translated in Spanish and Spanish speaking staff members were available. Number of Brochures: 500, Total Participants: 500, Survey Collected: 3 English and 13 Spanish.

Date: **October 14, 2015**, Time 6:00pm-8:00pm. Public Hearing event, Hyattsville Branch Library 6530 Adelphi Road Hyattsville, MD 20782, Target Population: Bus riders on *TheBus* Route No. 18, Addison Road Metrorail Station and the Takoma Langley Residents. All marketing materials were translated in Spanish and Onsite Interpreter were available. This event was advertised in the Washington Hispanic Newspaper on September 18, 2015 and October 2, 2015 and the Enquirer-Gazette Newspaper on October 1, 2015 and October 8, 2015. Public Hearing Notices were posted on *TheBus* website, bus stops/shelters and all of our vehicles. September 14, 2015 the Public Notices was send to schools, communities and passenger. Number of Brochures: 1500, Total Participants: 1500, Hispanic: 13%.

Date: **May 6, 2016**, Time: 6:00pm-8:00pm. *TheBus* Route No. 37 Public Hearing, Oxon Hill Library 6200 Oxon Hill Road Oxon Hill, Maryland 20745. Target Population: Riders on *TheBus* Route No. 37. Number of Brochures: 39, Total Participants: 39, Hispanic: 5%.

Date: **May 26, 2016**, Time: 10:00am-2:00pm. School Career Day event, Seabrook Elementary school 6001 Seabrook Road Lanham-Seabrook, MD 20706. Target Population: Elementary school students. Number of Brochures: 500, Total Participants: 500, Hispanic: 13%.

Date: **May 31, 2016**, Time: 9:00am-12:30pm. School Career Day event, Cora Rice Elementary School 950 Nalley Road Landover, MD 20785. Target Population: Elementary school students. Number of Brochures: 500, Total Participants: 500, Hispanic: 13%.

Date: **June 9, 2016**, Time: 10:00am-12:00pm. Employer Outreach Event, Also 4900 Philadelphia Way Lanham, MD 20706. Target Population: Prince George's County Commuters. Number of Brochures: 250, Total Participants: 250, Hispanic: 75%.

Date: **August 2, 2016**, Time: 6:00pm-9:00pm. 2016 Prince George's County National Night Out, Pop-up event (w/o Surveys) Hyattsville, Bladensburg, Berwyn Heights, Kettering Civic Federation, Seabrook Neighborhood Watch, Windsor Crossing, Oak crest Tower and City of Laurel, Target Population, Prince George's County residents during this time frame. All marketing materials were translated in Spanish and at least one bilingual staff per each shift. Number of Brochures: 800, Total Participants: 3000, Hispanic: 25%. Survey Collected: 2 English and 5 Spanish.

Date: **August 6, 2016**, Time 10:00am-1:00pm. Langley Park Transforming Neighborhoods Initiative (TNI) Back 2 School Jam event, Langley Park Community Center 1500 Merrimac

Drive, Hyattsville, MD 20783. Target Population: Prince George's County Langley Park Residents. All marketing materials were translated in Spanish and Spanish speaking staff members were available. Number of Brochures: 1500, Total Participants: 1500, Hispanic: 51%. Survey Collected: 5 English and 2 Spanish.

Date: **August 29, 2016**, Time: 11:00am-3:00pm. 2<sup>nd</sup> Annual Palmer Park Block Party & Resource Fair Parkview Baptist Church 7900 Oxon Road Landover, MD 20785. Target Population: Connecting Palmer Park residents with County and State agencies. Number of Brochures: 200, Total Participants: 200.

Date: **September 8, 2016 to September 11, 2016**, Time: various. Prince George's County Fair, Showplace Arena 14900 Pennsylvania Avenue Upper Marlboro, MD 20783. Target Population: Prince George's County residents. Number of Brochures: 5000, Total Participants: 5000, African American.

Date: **September 10, 2016**, Time: 12:00pm-4:00pm. Senator Victor Ramirez event, Bartlett Park 4301-4349 38<sup>th</sup> Street Brentwood, MD 20722. Target Population: Prince George's County residents and District 47. Number of Brochures: 200, Total Participants: 200, mixed audience.

Date: **September 10, 2016**, Time: 9:00am-1:30pm. Family Institute Inaugural Conference. Charles H. Flowers High school 10001 Ardwick-Ardmore Road Springdale, MD 20774. Target Population: Prince George's County communities. Number of Brochures: 250, Total Participants: 250, mixed audience.

Date: **September 14, 2016**, Time: 6:00pm-8:00pm, Hillside Work-Scholarship Connection Target Population: Prince George's County Public Schools. Number of Brochures: 0, Total Participants: 9, African American.

Date: **September 15, 2016**, Time: 6:00pm-8:00pm, Marlton Community Town Hall Meeting, Marlton Elementary School 8506 Old Colony Drive Upper Marlboro, MD 20772. Target Population: Marlton Community. Number of Brochures: 40-50, Total Participants: 50, African American.

Date: **September 16, 2016**, 10:00am-2:00pm, Senior Fitness Day & Picnic. Watkins Regional Park 301 Watkins Park Drive Upper Marlboro, MD 20774. Target Population: Prince George's County older adults. Number of Brochures: 1500, Total Participants: 1500, mixed audience.

Date: **September 18, 2016**, 12:00pm-6:00pm. 35<sup>th</sup> Hispanic Festival. Lane Manor Park 7601 West Park Drive & University Blvd Adelphi, Maryland 20783. Target Population: Prince George's County residents. All marketing materials were translated in Spanish and Spanish

speaking staff members were available. Number of Brochures: 2500, Total Participants: 2500, Hispanic: 70%.

Date: **November 1, 2016**, Time: 5:00pm-9:00pm. Prince George's County National Night Out Hamilton Street Between Queen Chapel Road & Ager. Target Population: Hyattsville community. Number of Brochures: 350, Total Participants: 350, Hispanic: 23%.

Date: **October 14, 2016**, Time: 9:30am-12:30pm. School Career Day event, Arrowhead Elementary School 2300 Sansbury Road Upper Marlboro, MD 20774. Target Population: Students in grades Pre-K- 5<sup>th</sup>. Number of Brochures: 300, Total Participants: 300, Hispanic: 13%.

Date: **October 15, 2016**, Time: 1:00pm-6:00pm. 216 Bi-County Diwali Festival, (w/o Surveys) Langley Park Plaza 8001 New Hampshire Ave Hyattsville, MD 20783, Target Population, All Prince George's County residents who ride *TheBus* in Langley Park. All marketing materials were translated in Spanish and one bilingual staff was available. Number of Brochures: 1500, Total Participants: 1500, Hispanic: 33%.

Date: **October 20, 2016**, Time: 2:00pm-6:00pm. Job and Resource Fair in Riverdale (w/o Surveys) 5700 Saint Bernard Drive Riverdale, MD 20737. Target Population, All residence in Prince George's County. All marketing materials were translated in Spanish and one bilingual staff per each shift. Number of Brochures: 2000, Total Participants: 2000, Hispanic: 30%.

Date: **July 28, 2017 to August 9, 2017**, Time: 11:00am - 2:00pm. Senior Center Pop-up event (with Surveys) Laurel-Beltsville Senior Center, Evelyn Cole Senior Center in College Park, Camp Springs Senior Center, Langley Park Senior Center, Glenarden Nutrition Site, John E. Howard Senior Center in Capital Heights and Council House Senior Center in Upper Marlboro. Target Population, Prince George's County residents during this time frame. All marketing materials were translated in Spanish and at least one bilingual staff per shift. Number of Brochures: 200, Total Participants: 200. Survey Collected: 102 English and 0 Spanish.

WMATA's outreach identified customer communication preferences including:

- To involve Title VI populations, go where they are. Just 10 percent of individuals who participated in the PPP's outreach had ever been to a Metro public meeting. Holding events where minority, low-income, and LEP population are – at transit centers, CBOs, shopping centers, and festivals – is the most effective method for reaching these populations.
- Demonstrate cultural sensitivity. Know your audience and bring the appropriate Metro staff (subject matter, cultural and linguistic expertise) to events and meetings.
- Make it convenient to attend events. When asked what would make it easier to attend a meeting, all demographic and cultural groups except LEP populations chose the same top three options: location near work or home, convenient time of day, and near public transportation. LEP group choose the use of interpreters instead of convenient time of day. Asian/Pacific Islanders, low-income, and LEP participants expressed a preference for meeting on weekends, instead of during the week.
- Tailor event formats to the preferences of groups whose input is sought. Meeting formats should be tailored to the preferences of individual groups or communities. White/Caucasian, Hispanic, and Asian/Pacific Islander survey respondents all indicated "Question and Answer Session" as their most preferred meeting format; Black/African American respondents selected "Show of Hands Voting". Electronic voting at events did not work well with senior citizens. All demographic and cultural groups selected surveys, open discussions, and question and answer sessions highly as preferred meeting formats.
- Translate materials and use graphics. Informational materials should be available in the target population's native language and should be designed to have graphics and minimal text.
- Use ethnic media and distribution outlets. Materials should be distributed through ethnic/racial media outlets and to locations that many riders frequent, including on the bus (Black/African American, Hispanic, low-income and LEP preferences), at bus stops, and at Metrorail Station (all races, LEP and low-income populations). Material should also be distributed to locations that are not necessarily transit related, such as CBOs, libraries, grocery stores, and residences.
- Newspaper advertising still works. All races, low-income and LEP respondents chose newspapers most often as a preferred way to receive community information; low-income and LEP respondents were far less likely to hear about events via the internet.
- Include children. Providing activities for children allows parents to attend and to be attentive. Acknowledge and use input. It should be explicitly evident how the public input will be used in decision making.

The key findings for future outreach include:

- Traditional public hearing/meeting do not work for many Title VI groups

- Meet people where they are
- Tailor strategies and staff to impacted populations
- Show the public their feedback is utilized
- Offer alternatives to online outreach which is often ineffective for low-income and LEP groups
- Use culture and language-appropriate media to reach diverse groups
- Develop, nurture and maintain relationships with Community-Based Organizations (CBO).

The Prince George's County Office of Transportation together with Transdev administers a monthly Mystery Rider Survey to passengers on *TheBus*.

### **Regional Planning and Cooperation**

Because of the multiple transit service with Prince George's County, coordination of public participation activities between the transit agencies is important. Marketing and Public outreach staff of the MTA, WMATA and the Office of Transportation should maintain regular communication and coordinate their outreach activities.

### **Maryland Transit Administration Public Participation Plan**

The Maryland Transit Administration (MTA) developed its Public Participation Plan to guide the decision-making process when proposing certain service changes and fare increases subject to public comment. MTA developed the PPP with the flexibility to adjust appropriately and as needed to accommodate public involvement. Several MTA departments and offices have responsibilities for carrying out the plan including:

**The Customer Relations Department** serves as an advocate for customers regarding policies, service information, customer service related issues, recommendations, and system-wide construction and rehabilitation projects. Inclusive of this department is the Transit Information Contact Centers who work to resolve ongoing customer issues. InfoCom, a customer tracking system that documents customer comments, recommendations and suggestions. The Customer Relations Department also provides oversight of the Citizen Advisory Committee (CAC) and the Citizen Advisory Committee on Accessible Transportation (CACAT) community.

**The Community Relations Department** ensures the agency maintains a presence in the community by identifying low income, minority, Limited English Proficient (LEP) populations, coordinating informational meetings, public hearings, and public outreach efforts. When MTA proposes service changes the department informs customers and communities, provides opportunities for public involvement and input, and responds to community-initiated concerns regarding transit issues. Community Relations staff is responsible for providing ADA accessible locations for all public meetings, translated written material, language interpretation service, and

written material in alternative formats when requested (such as Braille and documents recorded on CDs).

**The Office of Public Affairs and Marketing** provides and produces multimedia marketing and communications material that promote Maryland Transit Administration. Office of Public Affairs and Marketing uses state-of-the-art multimedia resources and tools to position the MTA as one of the nation's premier public transit providers. Office of Public Affairs and Marketing's services support the MTA's strategic mission to offer riders excellence in transportation, communication, and public outreach. Office of Public Affairs and Marketing provides a wide array of services.

**The Office of Governmental Affairs** is primarily focuses on legislative activities (State, Federal, and Local), Transit Policy and Technical Support, Constituent Services, Strategic Community Development, Administration of MDOT Workflow Correspondence System and Special Projects.

### **WMATA Public Participation Plan**

WMATA identified proactive strategies that engage minority, low-income, and LEP communities; created a process and set of procedures that will facilitate inclusive participation; and developed a set of performance measures that will track whether the agency is reaching its desired outcomes. WMATA's PPP includes recommended strategies to ensure that Metro's public participation activities are effective, efficient and compliant with federal requirements for inclusive public participation. The strategies include:

- Performance Measures
- Public Participation Training
- Public Participation Toolkit and Public Outreach Plan
- Centralized Public Participation Office

The Office of Transportation staff will coordinate *TheBus* public participation activities with WMATA.

### **Public Participation Activities and Methods**

The Office of Transportation public involvement activities and methods will vary depending upon the type of project or public decision.

### **Public Participation Activities**

The types of public involvement activities are as follow:

- **Ongoing Customer Communication** – Regular communication is needed to maintain dialogue with existing customers and to recruit new customers. Ongoing communication



will focus on the website, periodic electronic newsletters, on-board advertising, and communication with community based organizations. The ongoing customer communication activities will seek to increase the number of email list serve participants.

- **Fare Policy Changes** – *TheBus* and *Call-A-Bus* fare policy changes are normally anticipated by the Office of Transportation and approved by the County Executive. Public Participation strategies will be coordinated with WMATA.
- **Major Service Changes** – Public participation activities for major service changes will be directed to the affected customers. For new services and service reduction, outreach and communication will be focused on existing customers that will be adversely affected.
- **Capital Projects** – Each capital project is expected to require a different public participation strategy customized for the proposed project. Capital project public participation strategies will focus on communication with citizens that may be adversely affected by the proposed project.
- **Planning Projects** – Short and long range planning projects may require public involvement and community outreach. *TheBus* and *Call-A-Bus* planning projects may be coordinated with the Maryland National Capital Park and Planning Commission and the Metropolitan Washington Council of Governments. Planning project public participation strategies will focus on communication with all citizens, especially minority, low income and LEP populations.

### **Public Participation Methods**

The Office of Transportation strives to proactively promote public involvement and to inform the public of current initiatives, issues and programs. The following methods are used to reach out to invite participation, to inform, and to seek input from the public. They identify how each method could be used and is based on input collected from the community and Office of Transportation staff experience. The methods are listed below:

- **Printed Material Produced by the Office of Transportation** – Outreach information can be publicized in printed materials produced by the Office of Transportation such as car cards, posters, banners, flyers, and rider notices.
- **TheBus website** – *TheBus* website, <http://www.princegeorgescountymd.gov/1122/Maps-Schedules> is a communication tool which provides information about TheBus Fares and rules, maps and schedules, trip planner, Accessibility, Title VI, and Use of “Segways” on Transportation Vehicles, and Park and Ride.
- **Letters, Postcards Distributed by Mail** - Participation methods are occasionally publicized by letter or postcard distributed by mail. This can be an effective method for reaching a specific geographic area or population group.
- **Station Information Resource** – Information resources may be located in WMATA stations and TheBus Transit Centers to communicate schedule and service information.

Fixed and electronic posting in the transit stations and centers are also used to conduct outreach.

- **Media Targeted to Ethnic Communities** – Participation opportunities are publicized through newspaper publications serving primarily English and Spanish speaking audiences.
- **Coordination with Community Events** – The Office of Transportation hosts information booths to provide materials regarding its service and outreach methods at community events.
- **Meeting with Civic and Community Organization** – The Office of Transportation works with civic associations. As needed the Office of Transportation provides updates on its policies, projects, strategies, and methods by accepting invitations to participate in scheduled meetings of civic associations. These gathering provide an opportunity to make a presentation, answer questions, and address issues.
- **Informational Public Meeting** – The Office of Transportation conducts several different types of meetings. Some meetings are designed to engage public to provide their input, testimony, or comments regarding proposed changes. Venues for meetings should be fully accessible for persons with disabilities, and in general served by public transit. It is typical to conduct a series of meetings on a single topic. The Office of Transportation considers the best areas or communities to conduct meetings and hearings by first examining the topic and/or the issues that may affect riders and communities. The Office of Transportation secures meeting venues with consideration to time of day, length of time required for the meetings, and the number of expected attendees.
- **Meeting Formats/Community Meeting Considerations**
  - **Informational Open House** – provide the opportunities for participants to receive information at their own pace. Participants have the opportunity for one-on-one conversations with the appropriate Division of the Office of Transportation staff. Occasionally open houses include a short educational presentation followed by a discussion period for comments and questions and answers. Participants are often given comment form to provide written comments. The Office of Transportation staff is available to take verbal comments and transcribe them to provide a written record.
  - **Public Hearings** – Public hearing serve as the primary hearing of record for citizens to provide input on positive or negative impacts regarding route and/or fare changes. They are normally conducted by the Director, DPW&T (or designee) and a tape recording of the meeting will also be made to be used as a reference if necessary.
  - **Meeting Locations** – Locations are selected for the convenience and comfort level of the public. Typical venues include public libraries, local schools, colleges, and state or city owned buildings. The Office of Transportation conducts all public participation activities at locations fully accessible to persons with disabilities and preferably, the venues should be served by public transit.

- **Meeting Times** – Public participation methods are scheduled at varying times of day and preferably on different days of the week. Typically meetings are conducted on weeknights after traditional work hours.
- **Translation and Interpretive Services** – The Office of Transportation works with translation services to translate written public information into other languages as needed. Prearranged onsite language interpretation service is provided upon request at public meeting/hearings.
- ***TheBus* and *Call-A-Bus* Ongoing Public Participation Methods** – The Office of Transportation promotes ongoing public participation with emphasis on outreach to low income, minority, and LEP populations. The Office of Transportation conducts proactive outreach to expand the reach, inclusivity, and effectiveness of its transit service. Examples of ongoing methods include:
  - ***TheBus* and *Call-A-Bus*** <http://www.princegeorgescountymd.gov/1122/Maps-Schedules>
  - E-notification system  
<https://public.govdelivery.com/accounts/MDPGC/subscriber/new>
  - Regular communications with media
  - Press briefings and news releases
  - Riders bulletins in WMATA stations at ***TheBus*** and ***Call-A-Bus***
  - Language Line Services (LLS)
  - Language interpreters at public meetings (when requested)



Rushern L. Baker, III  
County Executive

# PRINCE GEORGE'S COUNTY GOVERNMENT

Department of Public Works and Transportation  
Office of Transportation



Darrell B. Mobley  
Director

## APPENDIX I

Demographic service profile maps, charts, ridership and travel patterns

9400 Peppercorn Place, Suite 320, Largo, Maryland 20774


(301) 883-5656

FAX (301) 925-1224






Maryland Relay 711

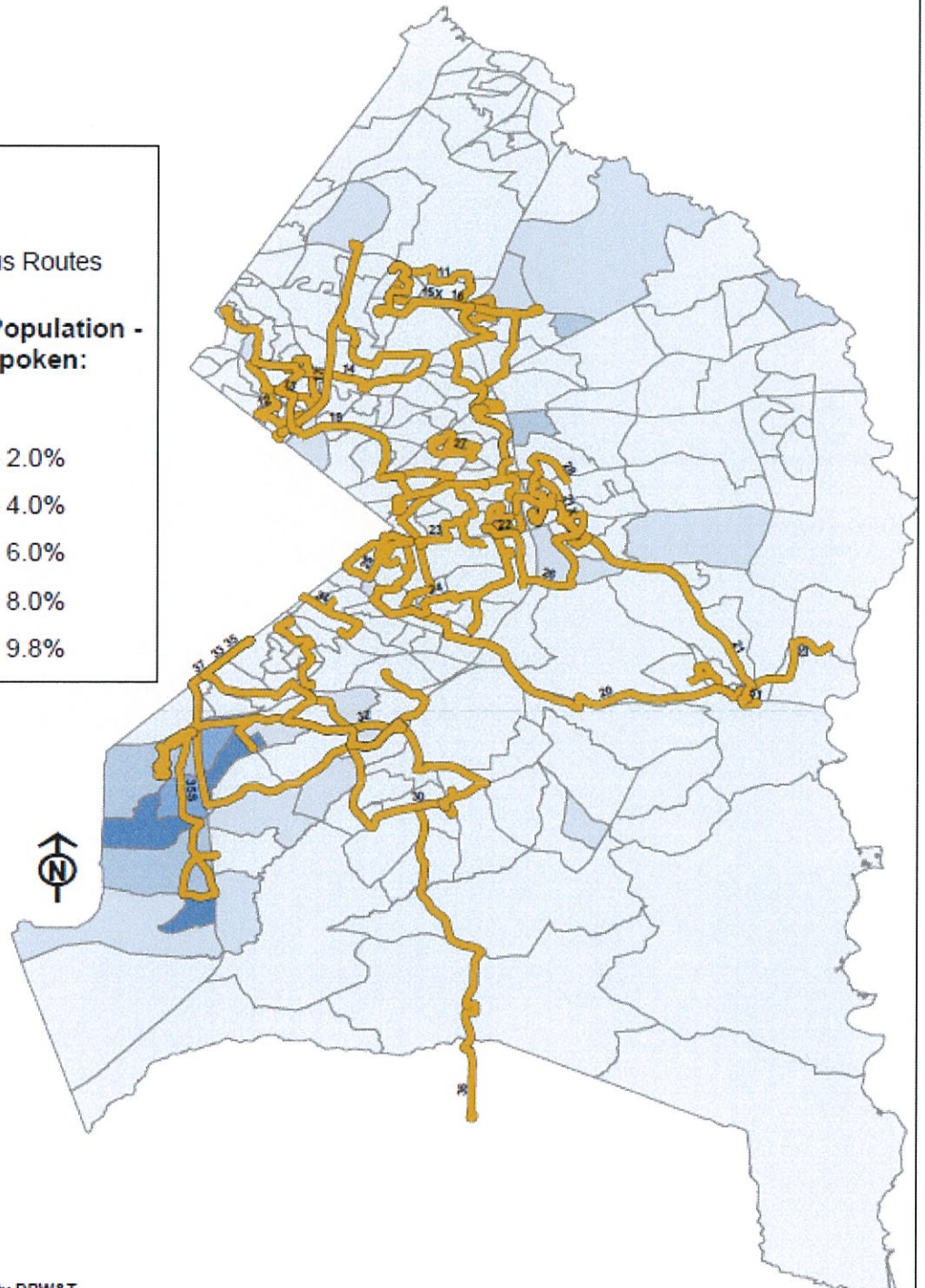
Prince George's County, Maryland  
Percent of Population - Language Spoken: Tagalog  
2011 - 2015 American Community Survey - 5 Year Estimate

**Legend**

 TheBus Routes


**Percent of Population - Language Spoken: Tagalog**

	0.0% - 2.0%
	2.1% - 4.0%
	4.1% - 6.0%
	6.1% - 8.0%
	8.1% - 9.8%








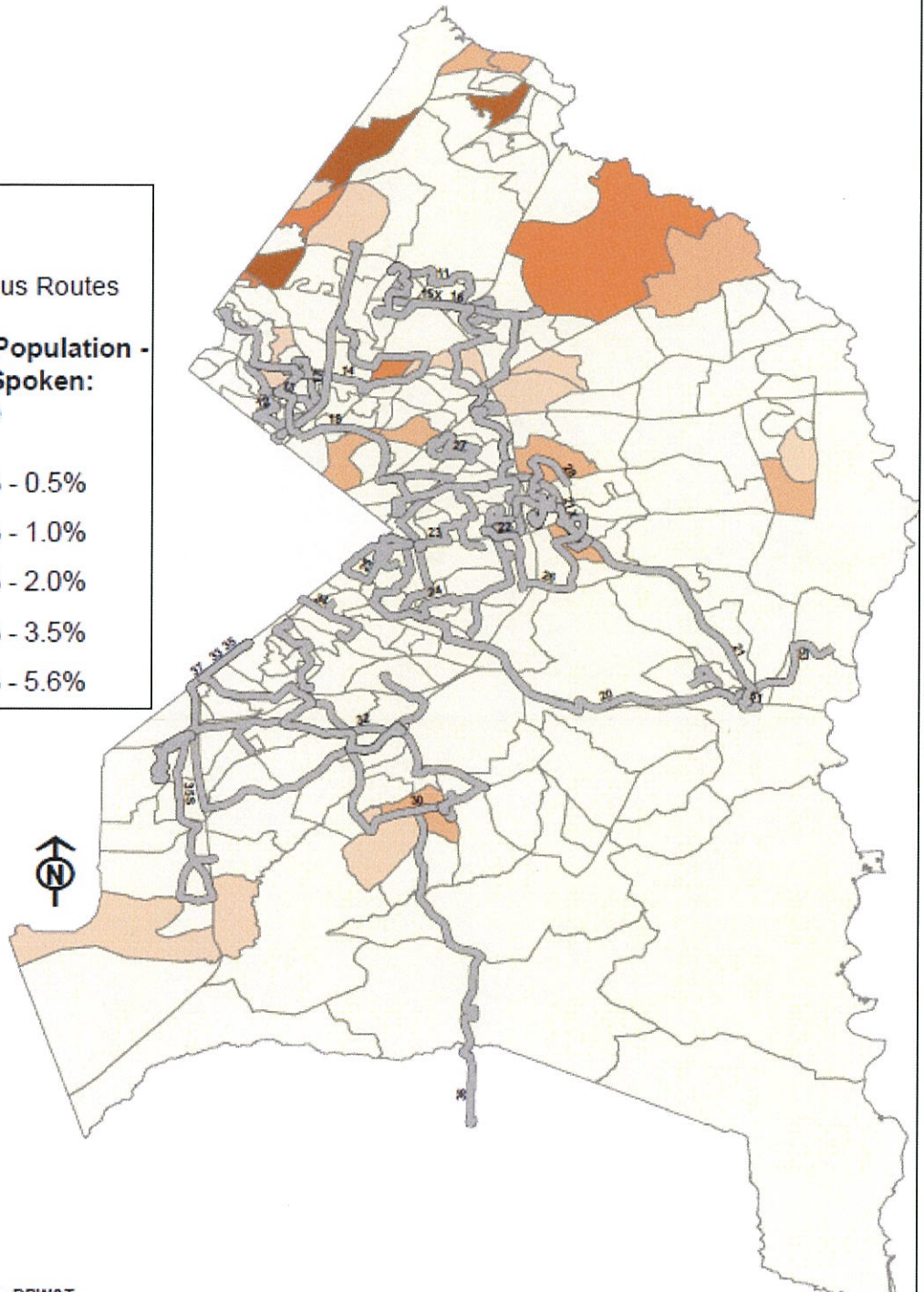
Prince George's County, Maryland  
Percent of Population - Language Spoken: Vietnamese  
2011 - 2015 American Community Survey - 5 Year Estimate

**Legend**

 TheBus Routes


**Percent of Population - Language Spoken: Vietnamese**

	0.0% - 0.5%
	0.5% - 1.0%
	1.0% - 2.0%
	2.0% - 3.5%
	3.5% - 5.6%








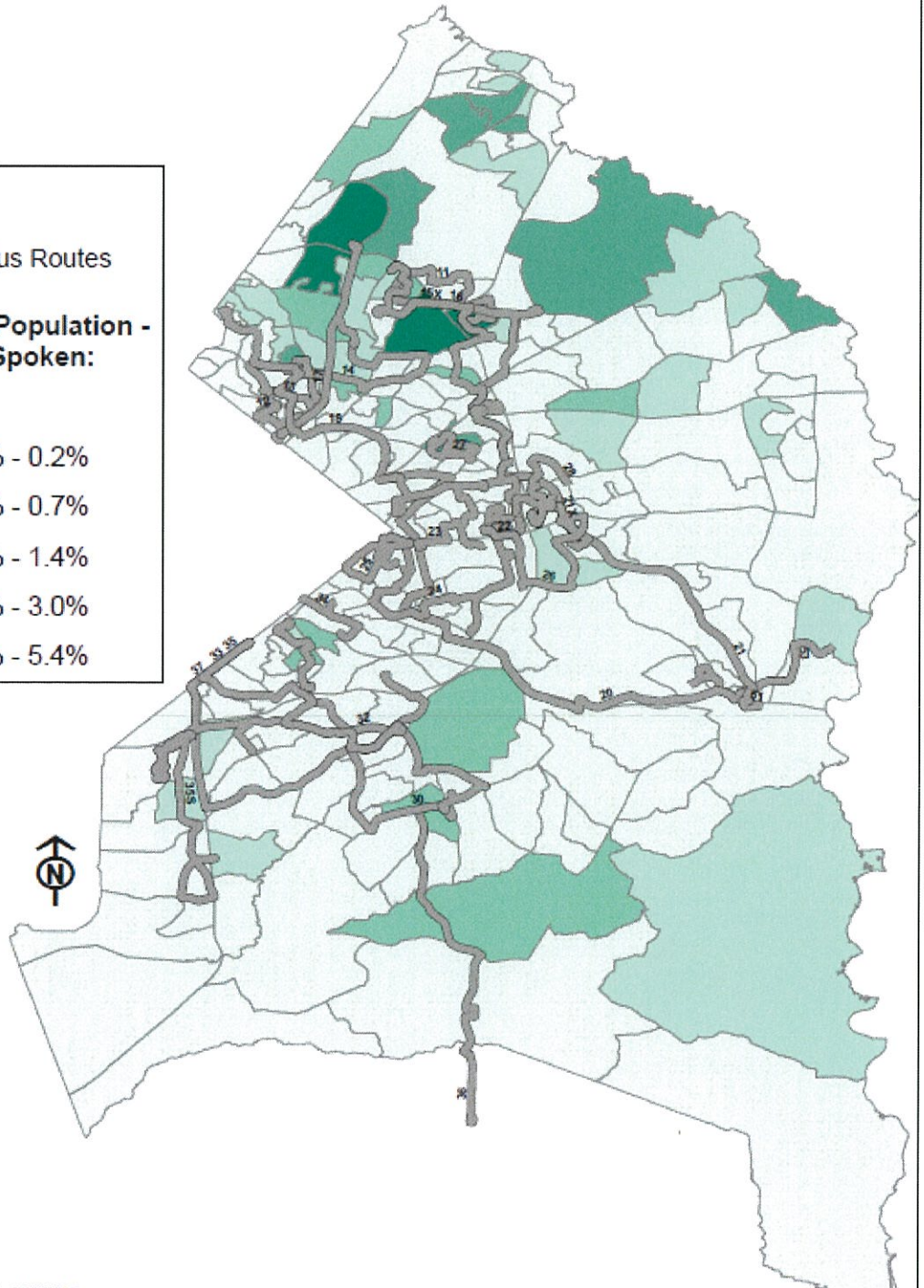
Prince George's County, Maryland  
Percent of Population - Language Spoken: Korean  
2011 - 2015 American Community Survey - 5 Year Estimate

**Legend**

 TheBus Routes







**Percent of Population - Language Spoken: Korean**

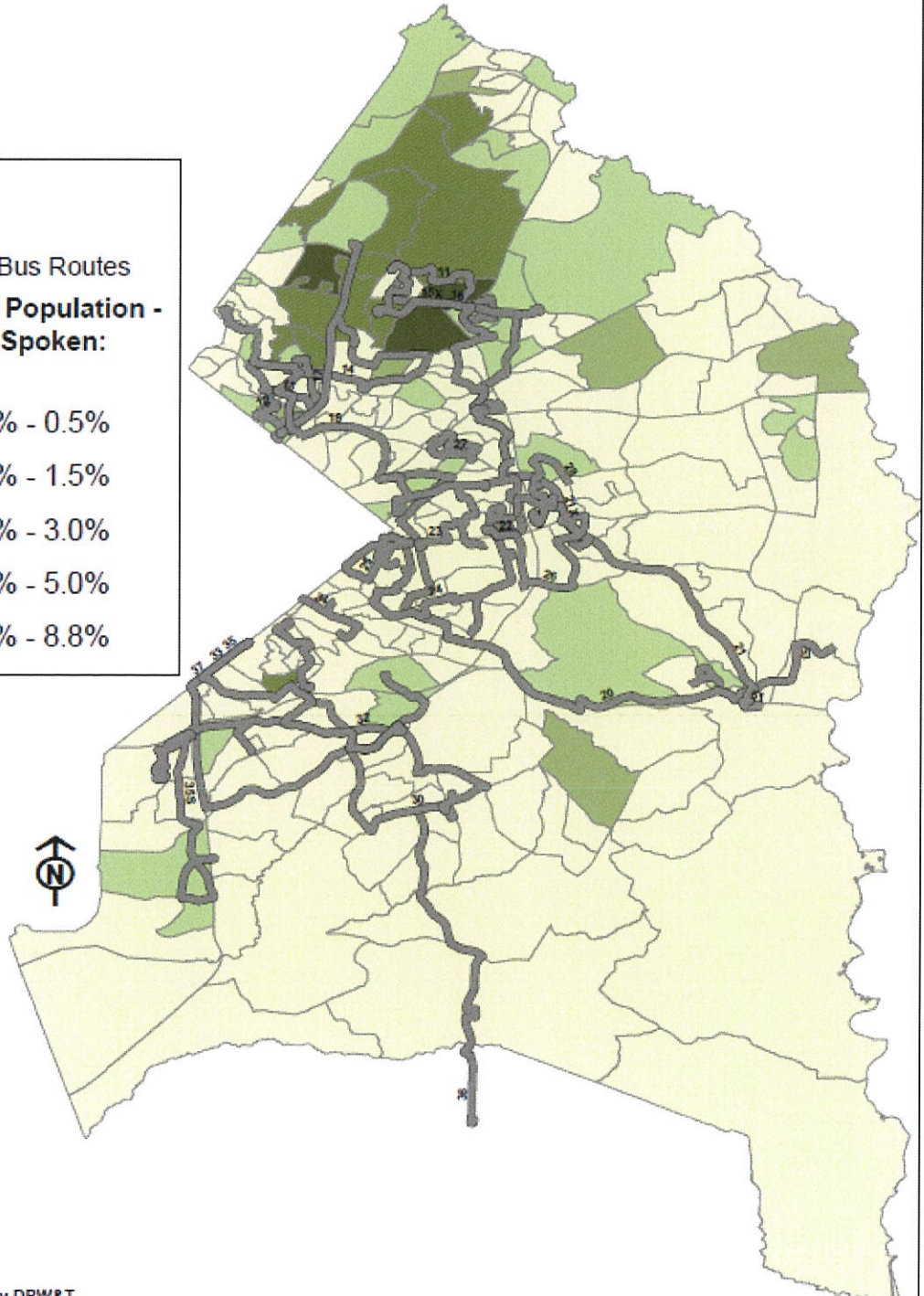
	0.0% - 0.2%
	0.3% - 0.7%
	0.8% - 1.4%
	1.5% - 3.0%
	3.1% - 5.4%



Prince George's County, Maryland  
Percent of Population - Language Spoken: Chinese  
2011 - 2015 American Community Survey - 5 Year Estimate

**Legend**


-  TheBus Routes
- Percent of Population -  
Language Spoken:  
Chinese**
-  0.0% - 0.5%
-  0.6% - 1.5%
-  1.6% - 3.0%
-  3.1% - 5.0%
-  5.1% - 8.8%










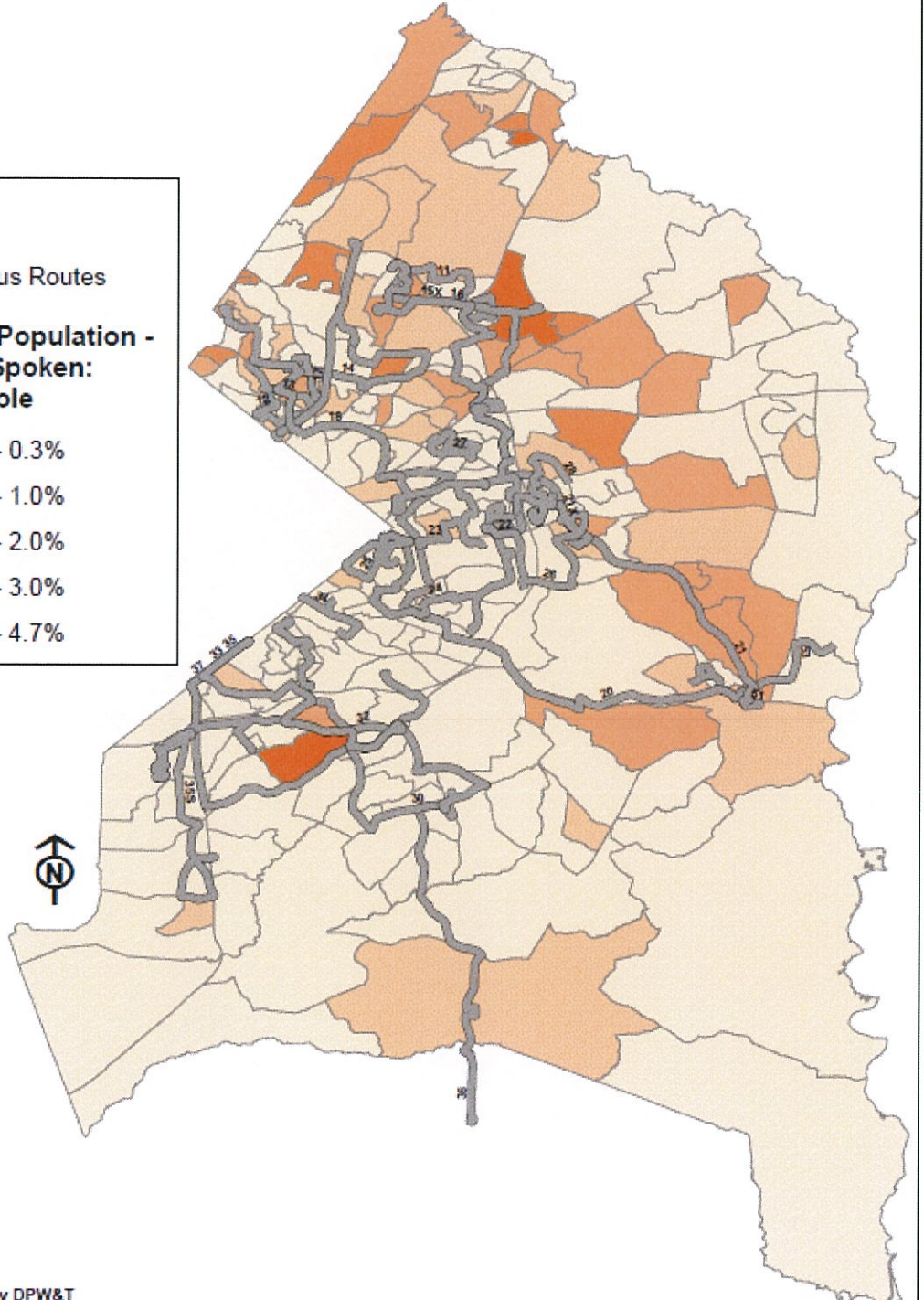
Prince George's County, Maryland  
Percent of Population - Language Spoken: French Creole  
2011 - 2015 American Community Survey - 5 Year Estimate

**Legend**

 TheBus Routes


**Percent Of Population -  
Language Spoken:  
French Creole**

	0.0% - 0.3%
	0.4% - 1.0%
	1.1% - 2.0%
	2.1% - 3.0%
	3.1% - 4.7%








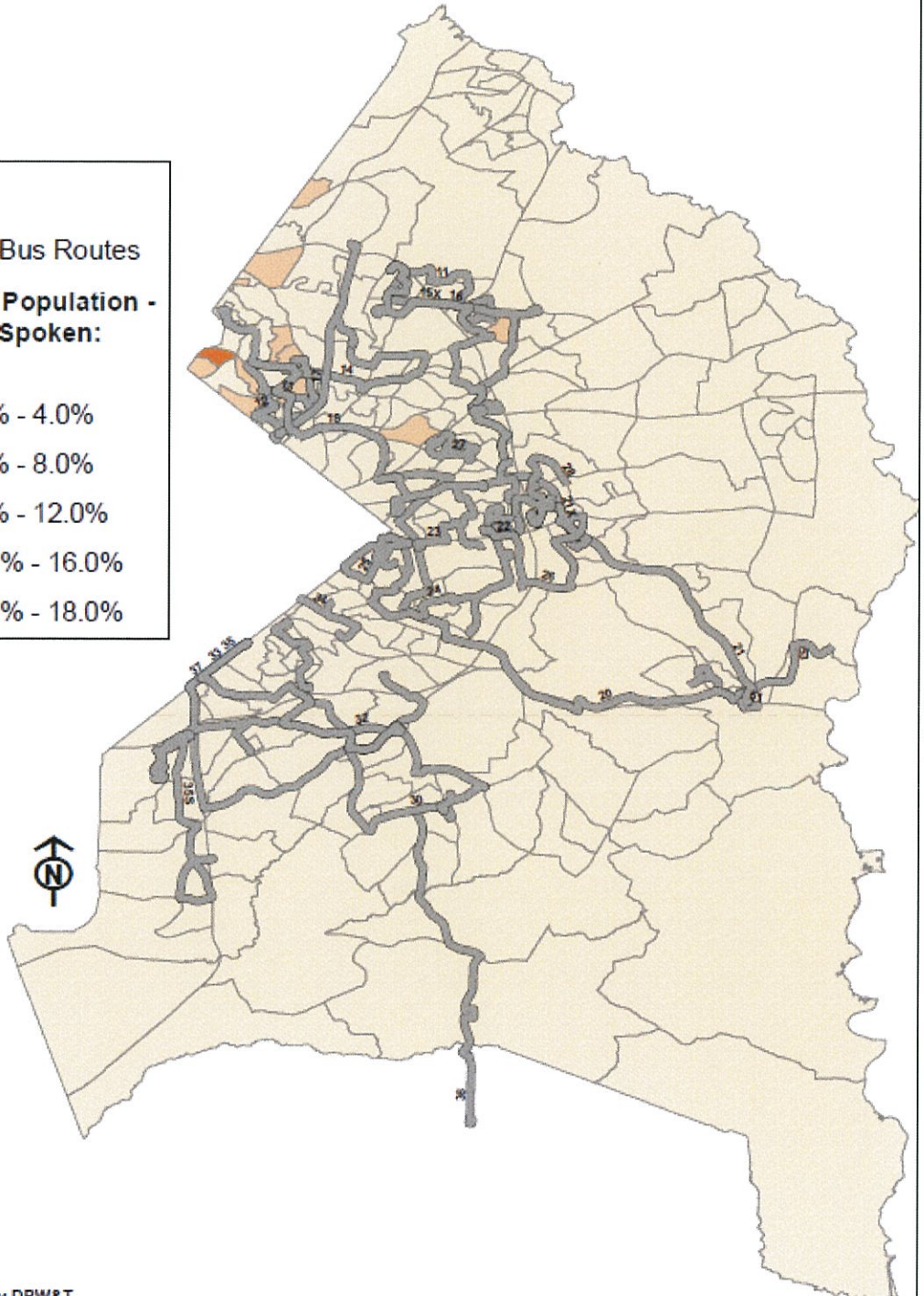
Prince George's County, Maryland  
Percent of Population - Language Spoken: French  
2011 - 2015 American Community Survey - 5 Year Estimate

**Legend**

 TheBus Routes


**Percent of Population - Language Spoken: French**

	0.0% - 4.0%
	4.1% - 8.0%
	8.1% - 12.0%
	12.1% - 16.0%
	16.1% - 18.0%








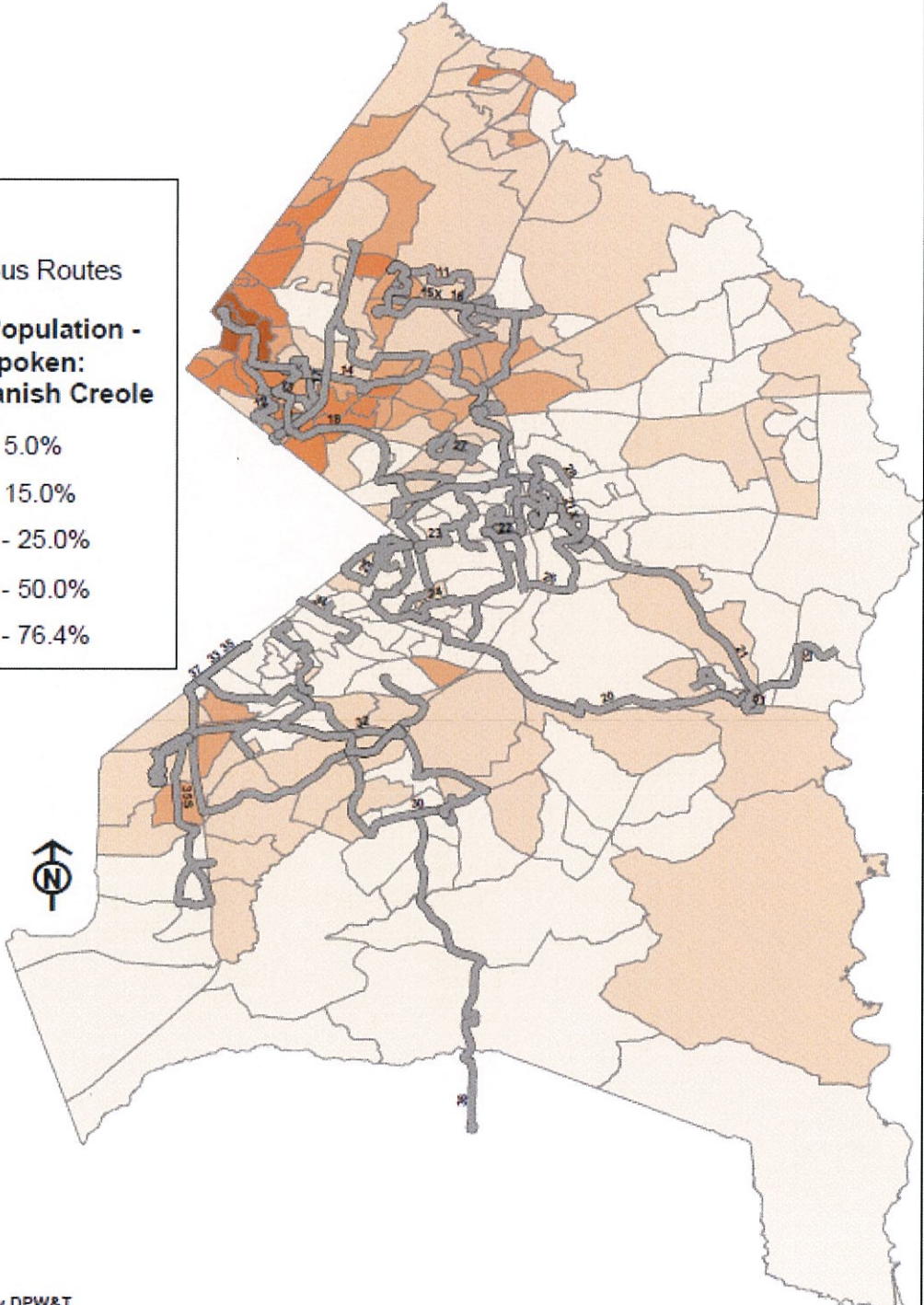
Prince George's County, Maryland  
Percent of Population - Language Spoken: Spanish/Spanish Creole  
2011 - 2015 American Community Survey - 5 Year Estimate

**Legend**

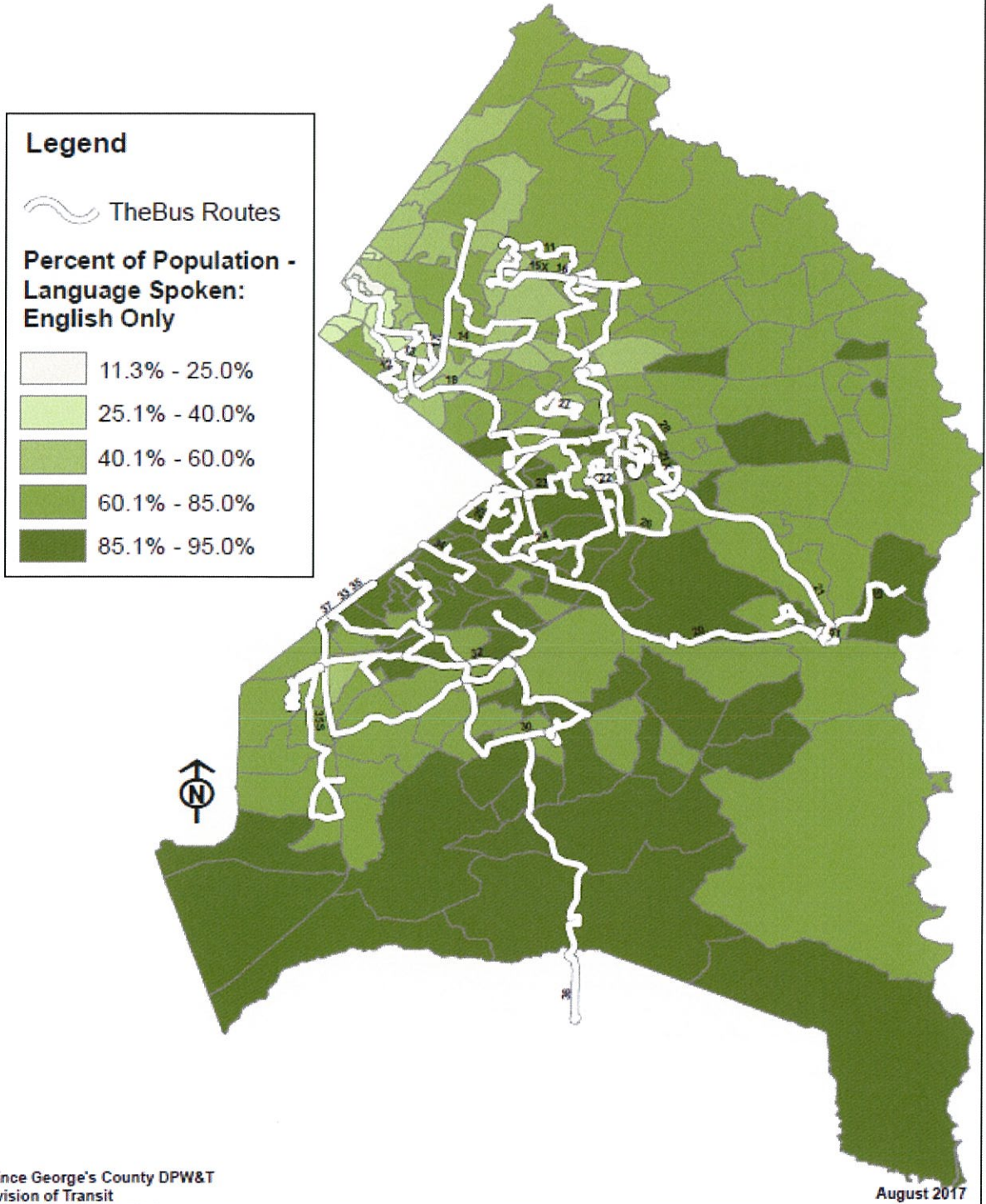
 TheBus Routes

**Percent of Population - Language Spoken: Spanish/Spanish Creole**

	0.0% - 5.0%
	5.1% - 15.0%
	15.1% - 25.0%
	25.1% - 50.0%
	50.1% - 76.4%




Prince George's County, Maryland  
Percent of Population - Language Spoken: English Only  
2011 - 2015 American Community Survey - 5 Year Estimate









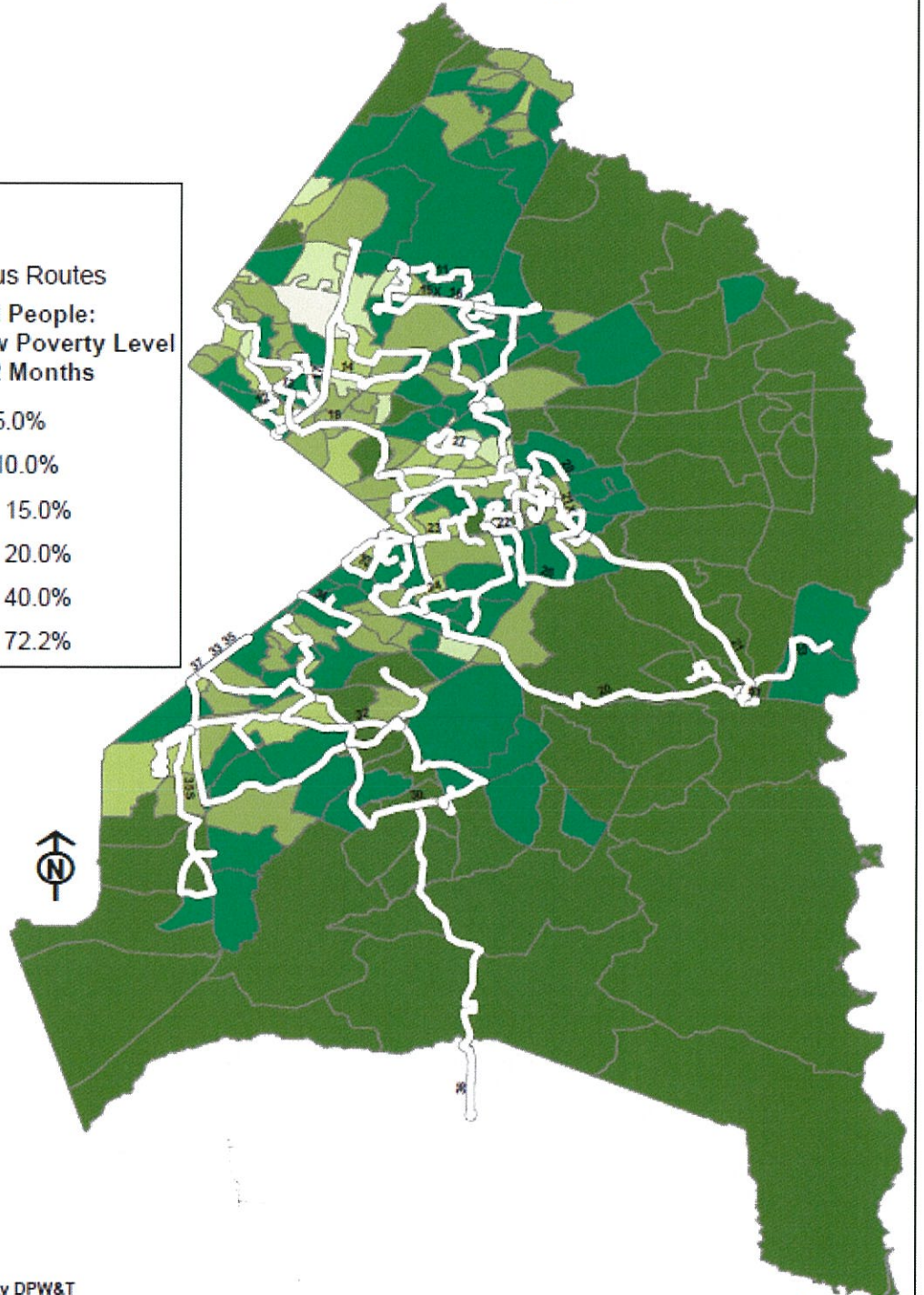
Prince George's County, Maryland  
Percent of All People Whose Income is Below Poverty Level  
in the Past 12 Months  
2011 - 2015 American Community Survey - 5 Year Estimate

**Legend**

 TheBus Routes


Percent of All People:  
Income Below Poverty Level  
in the Past 12 Months

	0.2% - 5.0%
	5.1% - 10.0%
	10.1% - 15.0%
	15.1% - 20.0%
	20.1% - 40.0%
	40.1% - 72.2%









# Prince George's County, Maryland Percent Minority by Census Tract 2011 - 2015 American Community Survey - 5 Year Estimate

**Legend**

 TheBus Routes

**Percent Minority  
by Census Tract**

	31.6% - 40.0%
	40.1% - 50.0%
	50.1% - 65.0%
	65.1% - 80.0%
	80.1% - 90.0%
	90.1% - 100.0%

