



THE GULF COAST CENTER

**TITLE VI PROGRAM UPDATE
CIVIL RIGHTS ACT OF 1964**

MARCH 2013

POLICY STATEMENT

The Gulf Coast Center (hereinafter referred to as "GCC") assures that no person shall, on the grounds of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, and in accordance with Title VI regulations (49 CFR Part 21) consistent with FTA C 4702.1B, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. GCC will integrate considerations into its programs and activities expressed in the Policy Guidance concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons (70 FR 74087) and GCC further assures every effort will be made to ensure nondiscrimination in all of its programs and activities, whether those programs and activities are federally funded or not.

In the event GCC distributes federal funds to another governmental entity, GCC will include Title VI language in all written agreements and will monitor for compliance.

GCC's Corporate Compliance Officer, or equivalent, is responsible for initiating and monitoring Title VI activities, assuring the preparation of required reports.

AUTHORITIES

Title VI of the Civil Rights Act of 1964 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 receiving federal financial assistance (refer to 23 CFR 200.9, 49 CFR Part 21 and FTA C 4702.1B).

Title VI of the Civil Rights Act of 1964; 42 USC 2000d; Federal Transit Laws 49 U.S. C. 53 et seq. 42 Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 as amended 42 USC 4601 et seq.; Department of Justice 28 CFR Part 42, Subpart F, Coordination of Enforcement of Nondiscrimination in Federally Assisted Programs on the DOT – Effectuation of Title VI of the Civil Rights Act of 1964, 23 CFR Part 771, Environmental Impact and Related Procedures, 29 CFR 450 and 49 CFR 613 Planning Assistance and Standards; DOT Policy concerning Recipients' Responsibilities to LEP Persons, Section 12 of FTA's Master Agreement FTA MA 13.



G. Michael Winburn
Executive Director

10/11/13

Date

TITLE VI PROCEDURES

GCC and its directly operated transit provider, Connect Transit, will provide open access to all riders regardless of race, color, or national origin. Services planned and implemented will not discriminate against communities when their socioeconomic composition reflects a large minority or low-income constituency.

To ensure compliance GCC and Connect Transit will adhere to the following:

- A. Minority socioeconomic groups will be included in the planning processes.
- B. Bilingual staff will be available whenever feasible throughout the scheduling and service provision processes.
- C. GCC and Connect Transit will annually review their staffing composition to ensure workforce diversity that mirrors the community served.
- D. GCC and Connect Transit will have a complaint process in place to resolve grievances related to any complaints that may be pertinent to Title VI protections.

COMPLAINT PROCESS

Any individual, group of individuals, or entity that believes they have been subjected to discrimination on the basis of race, color, or national origin, as prohibited by Title VI nondiscrimination provisions, by GCC may file a written complaint. A Title VI complaint must be filed no later than one hundred and eighty (180) days from the date the alleged discrimination occurred. Complainants are encouraged to submit Title VI complaints in writing using a Title VI Complaint form.

A Title VI Complaint form can be obtained by one of the following methods:

- **Mail:** Request a form by mail by writing to: Connect Transit, Attention Customer Service Representative, 4352 E.F. Lowry Expressway, Texas City, Texas, 77591.
- **Website:** Download a form from GCC website at www.gulfcoastcenter.org.
- **Phone:** Request a form by phone by calling the Customer Service Representative at 1-800-266-2320.

The Title VI Complaint form should include the following:

1. Complainants name, signature, address, and current contact information (telephone number, mailing address, etc.);
2. Time and date of the alleged discrimination;
3. Description of how, when, where, the alleged discrimination occurred;
4. Description of why complainant believes they were discriminated against, including a detailed description of why complainant believes they were treated differently than others;
5. Name and contact information of any witness; and
6. Any other information the complainant believes is relevant to their complaint.

Methods of Filing a Complaint:

- **Mail:** The preferred method is to mail the written complaint using the Title VI Complaint form. Complaints should be mailed to: The Gulf Coast Center, Attention Customer Service Representative, 4352 E.F. Lowry Expressway, Texas City, TX 77591.
- **Phone:** Complainant may call in their complaint to the GCC Customer Service Representative at 1-800-266-2320. If it is determined that the complaint is a Title VI complaint, the complainant will be asked to complete a Title VI Complaint form, which will be sent to them via mail or email, based on their preference.
- **Incomplete Complaints:** When a complaint is deemed incomplete, or additional information is needed during the investigation process, GCC will contact the complainant in writing within fifteen (15) working days from the date the complaint is received to request the additional information. Complainant will have thirty (30) business days to submit the required information. Failure to provide the requested information by the required date may result in administrative closure of the complaint.
- **Assistance Filing the Complaint:** In the case where a complainant is unable to provide a written statement, a verbal complaint of discrimination may be made to the Customer Service Representative by calling 1-800-266-2320. The Customer Service Representative will complete the form and mail the form to the complainant for review and signature. The complainant must submit the form by mail or in person. If the complainant needs assistance in person, he/she may make an appointment with the Customer Service Representative. Appointments are held at the Connect Transit offices under these circumstances. The Customer Service Representative will interview the complainant and assist with completing the Title VI Complaint form.

INVESTIGATION OF TITLE VI COMPLAINTS

1. All Title VI complaints alleging discrimination based on race, color, or national origin are recorded and entered into Connect Transit's complaints database immediately upon receipt. All complaints will be investigated promptly, and reasonable measures will be taken to protect any information that is confidential.
2. Within fifteen (15) business days of receiving the complaint, the GCC Corporate Compliance Officer or authorized designee will provide written acknowledgement of the complaint. The acknowledgement will include a determination as to whether or not the GCC/Connect Transit has jurisdiction over the matter, and, if so, whether or not the complaint has sufficient merit to warrant a formal investigation.
3. If it is determined that the complaint is to be investigated, the GCC Corporate Compliance Officer or authorized designee will request that the GCC Title VI Officer conduct a formal investigation into the complaint.
4. An investigative report will be submitted to the Transportation Director within sixty (60) days from receipt of the complaint. The report will include a description of the incident, summaries of all statements from persons interviewed, the finding/s, and recommendation for proposed resolution where appropriate. If the investigation is delayed for any reason, the GCC Corporate Compliance Officer or authorized designee will notify the Title VI Officer and request the needed extension. If granted, the GCC Corporate Compliance Officer will notify the complainant of the delay in writing.

5. The Transportation Director or authorized designee will issue letters of finding to the complainant stating the final decision as a result of the investigation process.
6. If the complainant wishes to appeal the decision, he/she may do so in writing directly to the Manager of Human Resources of GCC. The Manager of Human Resources will review all documentation and contact any relevant sources to complete the review. A written determination will be forwarded to the complainant and other appropriate parties within one week of receipt of the appeal.
7. If the complainant is dissatisfied with GCC's resolution of the complaint, he/she has the right to file an appeal to the Civil Rights Officer with the Federal Transit Administration (FTA), Region VI, 819 Taylor Street, Suite 8A36, Fort Worth, TX 76102. The phone number is 817-978-0550 and the fax number is 817-978-0575. Such action must include all previous documentation related to the original claim.

Connect Transit staff will prepare and maintain a list of any active investigations conducted by any entity other than the FTA, including lawsuits or complaints which name GCC and/or Connect Transit alleging discrimination on the basis of race, color, or national origin. This list includes the date the 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 to the investigation, lawsuit, or complaint. The GCC Corporate Compliance Officer maintains these files. Connect Transit further understands its obligation to provide to the FTA, upon request, any additional information other than that required by FTA Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients, in order to investigate complaints of discrimination or to resolve concerns about possible noncompliance with Title VI requirements.

TITLE VI NOTICE TO THE PUBLIC

GCC posts Title VI notices at its administrative offices, on all buses, and on its website. All programs administered and operated by GCC shall have a process for open access for all clients regardless of race, color, or national origin. GCC will ensure access to its clinical services is non-discriminatory through procedures for Client Rights. For transit programs, a separate process will be outlined to ensure access that is non-discriminatory. Procedures will be developed to safeguard accessibility to services, promote inclusion, and provide a means to resolve any complaints related to Title VI.

For more information on GCC's Civil Rights program, and the procedures to file a complaint: call a Customer Service Representative at 1-800-266-2320; or visit GCC's administrative office at 4352 E.F. Lowry Expressway, Texas City, TX 77591, or website at www.gulfcoastcenter.org.

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

If information is needed in another language, contact GCC's Customer Service Representative at 1-800-266-2320.

Si se necesita información en otro idioma, póngase en contacto con Gulf Coast Center a 1-800-266-2320.

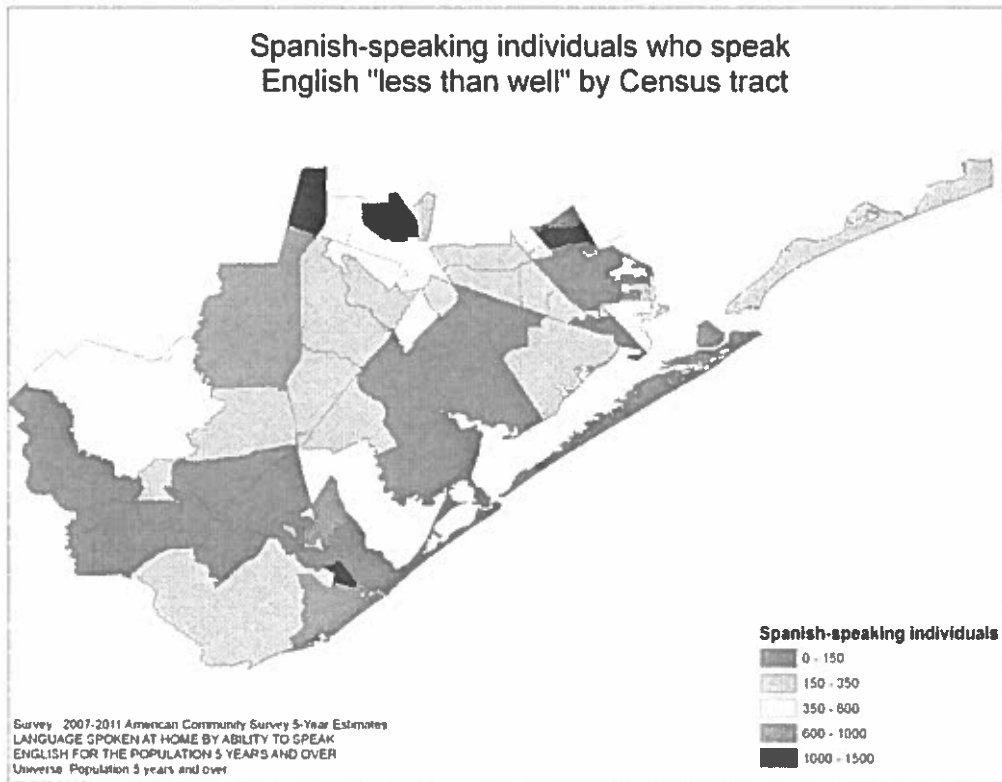
GULF COAST CENTER LIMITED ENGLISH PROFICIENCY ANALYSIS

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

According to the American Community Survey 2007-2011 data, there are 7.7% of the transit service area population who “Speak English Less than Well.” While 18.6% of the service area speaks Spanish at home, the percentage of Spanish-speaking individuals who reported that they “Speak English Less than Well” is 7.0% of the total service area population.

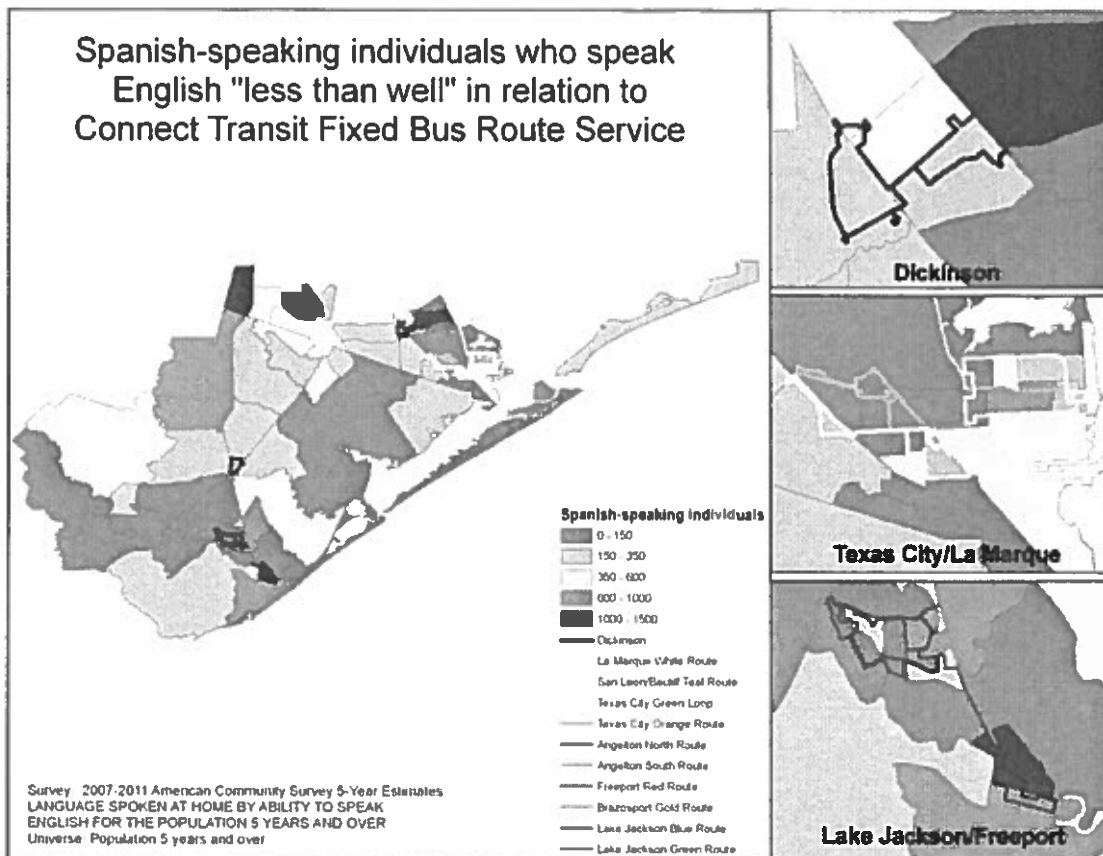
2007-2011 American Community Survey Data Gulf Coast Center							
Language Spoken at Home	Limited English Proficiency				Total		
	Speak English "very well"		Speak English "less than well"		Total Number	Percent of Total Language Sub-Group	Speaking Less than Well Percent of Total Population
	Number "very well"	Percent	Number "less than well"	Percent			
Total population					363,578		
Speak only English					282,182	77.6%	
Spanish or Spanish Creole	42,286	62.5%	25,336	37.5%	67,622	18.6%	7.0%
French (incl. Patois, Cajun)	803	95.0%	42	5.0%	845	0.2%	0.0%
French Creole	58	93.5%	4	6.5%	62	0.0%	0.0%
Italian	175	79.9%	44	20.1%	219	0.1%	0.0%
Portuguese or Portuguese Creole	195	61.7%	121	38.3%	316	0.1%	0.0%
German	593	97.1%	18	2.9%	611	0.2%	0.0%
Yiddish	0	0.0%	0	0.0%	0	0.0%	0.0%
Other West Germanic languages	119	85.0%	21	15.0%	140	0.0%	0.0%
Scandinavian languages	35	100.0%	0	0.0%	35	0.0%	0.0%
Greek	41	56.9%	31	43.1%	72	0.0%	0.0%
Russian	201	63.6%	115	36.4%	316	0.1%	0.0%
Polish	118	73.8%	42	26.2%	160	0.0%	0.0%
Serbo-Croatian	36	61.0%	23	39.0%	59	0.0%	0.0%
Other Slavic languages	173	77.6%	50	22.4%	223	0.1%	0.0%
Armenian	17	100.0%	0	0.0%	17	0.0%	0.0%
Persian	106	59.9%	71	40.1%	177	0.0%	0.0%
Gujarati	576	63.1%	337	36.9%	913	0.3%	0.1%
Hindi	580	81.1%	135	18.9%	715	0.2%	0.0%
Urdu	158	95.2%	8	4.8%	166	0.0%	0.0%
Other Indic languages	341	100.0%	0	0.0%	341	0.1%	0.0%
Other Indo-European languages	232	83.8%	45	16.2%	277	0.1%	0.0%
Chinese	716	54.7%	592	45.3%	1,308	0.4%	0.2%
Japanese	122	57.5%	90	42.5%	212	0.1%	0.0%
Korean	85	50.0%	85	50.0%	170	0.0%	0.0%
Mon-Khmer, Cambodian	435	60.4%	285	39.6%	720	0.2%	0.1%
Hmong	0	0.0%	0	0.0%	0	0.0%	0.0%
Thai	40	59.7%	27	40.3%	67	0.0%	0.0%
Laotian	0	0.0%	0	0.0%	0	0.0%	0.0%
Vietnamese	891	63.9%	504	36.1%	1,395	0.4%	0.1%
Other Asian languages	1,312	90.2%	143	9.8%	1,455	0.4%	0.0%
Tagalog	1,220	81.1%	285	18.9%	1,505	0.4%	0.1%
Other Pacific Island languages	348	68.4%	161	31.6%	509	0.1%	0.0%
Navajo	0	0.0%	0	0.0%	0	0.0%	0.0%
Other Native North American	0	0.0%	0	0.0%	0	0.0%	0.0%
Hungarian	39	88.6%	5	11.4%	44	0.0%	0.0%
Arabic	125	100.0%	0	0.0%	125	0.0%	0.0%
Hebrew	32	100.0%	0	0.0%	32	0.0%	0.0%
African languages	364	65.9%	188	34.1%	552	0.2%	0.1%
Other and unspecified languages	16	100.0%	0	0.0%	16	0.0%	0.0%
Totals	52,588		28,808		363,578	99.9%	7.7%

Survey: 2007-2011 American Community Survey 5-Year Estimates
 LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER Universe: Population 5 years and over



Factor 2: Assessing the Frequency with which LEP Persons Come into Contact with GCC programs, activities, and services.

GCC utilizes FTA funds to operate transit service and develop transit and pedestrian infrastructure that enhances individuals' ability to easily access the transit services provided by Connect Transit. LEP persons would come in contact with the Connect Transit service when scheduling a demand-response trip, boarding, riding, and alighting, as well as during the planning, procurement, and construction of federally funded GCC transit and pedestrian capital projects. During all public involvement programs, procurements, advertising efforts, and other instances, GCC and Connect Transit make the fact known that documents, instructions, and other important materials can be translated into Spanish at no cost to the user. Very rarely does any of the construction require any detours or significant changes to accessing transportation, so there is minimal disruption for transit users of the GCC service. In the instances when there are disruptions, Connect Transit will address any concerns while keeping LEP persons in mind.



Factor 3: Assessing the Nature and Importance of Program, Activity, or Service

As stated in the Factor 2 analysis, GCC utilizes FTA funds for operations and construction of transit-pedestrian infrastructure. GCC provides notifications of changes in service to transit users in English and in Spanish. Construction of transit stops, sidewalks, Americans with Disabilities Act (ADA) compliant ramps, pedestrian lighting, and signalization provides benefit to all users of transit services. GCC has the ability to translate all important documents and instructions into Spanish by utilizing bilingual staff persons and professional translation services. GCC will find out the most important resources for LEP persons through the public engagement process.

Factor 4: Assessing the Resources Available to GCC and LEP Costs

Currently, GCC offers opportunities for LEP persons to fully access information regarding its transit program. GCC employs bilingual, English and Spanish, staff to assist LEP person with booking reservations and accessing transit information. Written rider information, available online or at Gulf Coast Center and Connect Transit facilities, is translated in both English and Spanish.

GCC recognizes that non-Spanish speaking LEP person also use Connect Transit services. GCC contracts with Language Line Services, through its contract with State of Texas, for a cost effective verbal translation service for over 200 different languages. The service is available 24 hours per day, seven days

a week. The rates for Spanish translation are \$0.68 per minute and all other language translations average \$0.74 per minute for Connect Transit.

Language assistance training will be provided in conjunction with other staff training to identify resources and procedures when communicating with LEP persons, which is estimated to cost between \$500 and \$1,000 of staff time and consultant time. GCC determined that the staff time utilized translating documents including the website information, the English/Spanish brochures and schedules, and any essential documents for public participation, as well as Language Line Services, is estimated to cost between \$500 and \$1,000. The additional costs of printing these vital documents into Spanish are estimated to cost between \$2,000 and \$3,000. These listed efforts and other LEP-related efforts are estimated to cost between \$3,000 and \$5,000 a year and are programed into GCC's annual budget.

LEP IMPLEMENTATION PLAN

Task 1 – Identifying LEP Persons Who Need Language Assistance

Number or Proportion of LEP Persons Served or Encountered in Eligible Service Population

Using the American Community Survey 2007-2011 data for the service area, the percentage of Spanish-speaking individuals that reported “Speaking English Less than Well” is 7.0% of the total population.

2007-2011 American Community Survey Data Gulf Coast Center Limited English Proficiency						
Language Spoken at Home	Speak English "very well"		Speak English "less than well"		Total	
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Frequency with which LEP Persons Come into Contact with GCC Programs, Activities, and Services

GCC utilizes FTA funds to operate transit service and develop transit and pedestrian infrastructure that enhances a person’s ability to easily access the transit services provided by GCC. LEP persons would come in contact with the GCC transit service when scheduling a demand-response trip, boarding, riding, and alighting, as well as during the planning, procurement, and construction of federally approved GCC transit and pedestrian capital projects. GCC makes the fact known during all public involvement

programs, procurements, advertising efforts, and other instances, that documents, instructions, and other vital materials can be translated into Spanish at no cost to the user. Very rarely does any of the construction require any detours or significant changes to accessing public transportation, so there is minimal disruption for transit users of Connect Transit. In the instance when there are disruptions, GCC will address any concerns while keeping LEP persons in mind.

Task 2 – Providing Language Assistance

- GCC employees are connected by radio or telephone, and the Human Resources Department maintains a call list of employees that are available to provide language assistance.
- Published informational materials regarding the GCC transit services are written in Spanish and in English.
- GCC provides translation and interpretation services free of charge upon request by calling a Customer Services Representative at 1-800-266-2320. GCC contracts with Language Line Services, a language translation firm, to provide phone interpretation. The firm provides real-time phone interpretation in over 200 different languages and is available 24 hours a day, 7 days per week.
- GCC has Spanish-speaking staff on duty during all service hours.
- If a person has a speech or hearing impairment, they can dial Texas Relay at 1-800-435-2988 or dial 711.

Task 3 – Providing Notice to LEP Persons

The public notice is posted on the GCC website, on buses, and at other strategic locations in GCC facilities.

Task 4 – Monitoring and Evaluating Language Access Plan

GCC will monitor the number of requests for Spanish translation and note any comments and complaints about translations or language assistance. The *Language Access Plan* will be updated to reflect any trends or common complaints.

Task 5 – Training Staff

Training in LEP language assistance measures is provided in conjunction with orientation for new employees to identify resources and procedures when communicating with LEPs. GCC staff has the ability to proficiently translate oral conversations, as well as written documentation from English to Spanish, or vice versa.

CONSTRUCTION PROGRAM REQUIREMENT

Since the last Title VI program update three years ago, GCC, through Connect Transit, has constructed the Victory Lakes Park & Ride and transit shelters in Galveston County and Brazoria County. **For the Victory Lakes Park & Ride**, a Categorical Exclusion (CE) was prepared for the National Environmental Policy Act (NEPA) requirement and the community disruption and environmental justice sections of the FTA standard CE Checklist were completed. The Victory Lakes Park & Ride has been constructed and service began April 30, 2012. **For Galveston County**, specifically Texas City and La Marque, transit shelters and pedestrian improvements, a CE was prepared for the NEPA requirement and the community disruption and environmental justice sections of the FTA standard CE Checklist were completed. **For Brazoria County**, specifically Brazosport College area transit shelters and pedestrian improvements, a CE was prepared for the NEPA requirement and the community disruption and environmental justice sections of the FTA standard CE Checklist were completed. No vehicle storage facilities, maintenance facilities, operation centers, and/or other types of transit facilities have been constructed within the past three years.

PUBLIC PARTICIPATION PROCEDURES

GCC maintains a very extensive public participation process for all transportation planning and construction projects. Board of Directors meetings are all open to the public and are held in the evening to ensure a greater opportunity for involvement from concerned stakeholders. Meeting informational material can be made available in Spanish upon request with three days' notice, as stated on the public notice. Notices are posted in both English and Spanish for all public meetings. GCC has a bilingual staff at the meetings to translate, if necessary. The projects are discussed in detail at the public meetings during the planning process, which occur before construction begins. Oral comments can be translated as necessary, upon request. GCC also utilizes multiple media outlets to advertise important meetings such as newspapers, website notices, and television.

In addition, LEP persons can participate in transportation planning through the Southern Brazoria Transit Committee, which meets quarterly. This group of City Managers and Assistant City Managers meet to discuss needs and concerns in the development of the evolving bus network in southern Brazoria County. Connect Transit utilizes this group to continuously identify needs and concerns for future planning.

When planning for operations and transportation capital projects, public meetings held in a facility in the geographic area impacted by the operations, construction and served by the transit facility. The public meetings are located near transit stops and in the geographic area to increase access for LEP persons.

MONITORING OF SUB RECIPIENTS FOR COMPLIANCE

GCC will make periodic on-site visits using relevant monitoring programs to ensure compliance with the requirements of all project activities, services, project administration, and management practices supported with federal funds. Monitoring will include, but is not limited to, such matters as Financial Control, Procurement, Civil Rights, Maintenance, and other Federal Provision Requirements. Title VI compliance would be addressed under the Civil Rights section of an on-site review.

MINORITY REPRESENTATION ON COMMITTEES AND COUNCILS SELECTED BY THE RECIPIENT GCC has a Transit Advisory Committee made up of Community Services and other representatives from Galveston County and Brazoria County.

<i>Body</i>	<i>Caucasian</i>	<i>Hispanic/ Latino</i>	<i>African- American</i>	<i>Asian- American</i>	<i>Native Americans</i>
Population	53.7%	27.6%	15.1%	3.3%	0.3%
Transit Advisory Committee*	66.7%	16.7%	0%	0%	16.7%
<i>*With 6 responses out of 9 members</i>					

LIST OF TRANSIT-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS AND LAWSUITS

There was one transit-related Title VI investigation in the past three (3) years. There were no other complaints, and/or lawsuits in the past three (3) years.

	<i>Date (Month, Day, Year)</i>	<i>Summary (include basis of complaint: race, color, or national origin)</i>	<i>Status</i>	<i>Action(s) Taken</i>
Investigations				
1	March 6, 2011	Complainant alleged he was discriminated against based upon race, color, age, national origin, disability, and release from incarceration at bus and at bus stops. The Complaint identified several bus drivers and Connect Transit staff. The complaint was submitted to the Texas Department of Transportation by complainant and forward to Gulf Coast Center for investigation.	Closed	Complaint investigated, but could not be corroborated. Written report submitted to TxDOT.
2				
3				
Lawsuits				
1	none			
2				
3				
Complaints				
1	none			
2				
3				

SERVICE STANDARDS

Vehicle Load Standards

The average of all loads during the peak operating period should not exceed the vehicle's achievable capacities, including the following:

<i>Vehicle Type</i>	<i>Number of Vehicles</i>	<i>Service Type</i>	<i>Number of Seated Passengers</i>	<i>Number of Standing Passengers</i>	<i>Total Number of Passengers</i>	<i>Load Capacity</i>
Gillig Low-Floor BRT	5	CB	32	0	32	100%
Goshen GCH5500	4	CB	28	0	28	100%
Goshen Bus	9	FR/DR	17	4	21	124%
Ford El Dorado	7	FR/DR	18	4	22	122%
Ford El Dorado	3	FR	23	5	28	122%
Goshen Bus	1	FR	11	2	13	118%
CB = Commuter Bus FR = Fixed Route DR = Demand Response						

Vehicle Headway Standards

Fixed-route bus service operates between 30- and 60-minute headways on weekdays between 5:30 a.m. and 6:30 p.m. The La Marque, Freeport, Lake Jackson/Clute, and two Texas City routes run between 30- and 45-minute headways while all of the other routes run on 60-minute headways. There is no fixed-route bus service on Saturdays or Sundays.

Commuter bus services operate between 20- and 50-minute headways on weekdays between 5:30 a.m. and 9:45 a.m., and 3:30 p.m. and 8:25 p.m. Victory Lakes Park and Ride runs between 20- and 30-minute headways for its commuter service. Mall of the Mainland Park and Ride runs between 30- and 50-minute headways for its commuter service.

On-Time Performance Standards

A fixed-route bus service, commuter bus service, or demand-response vehicle is considered "on-time" if it departs a scheduled time point no more than 10 minutes early or no more than 10 minutes late. GCC's on-time performance objective is 90% or greater. GCC monitors on-time performance and system performance. The results can be made available upon request.

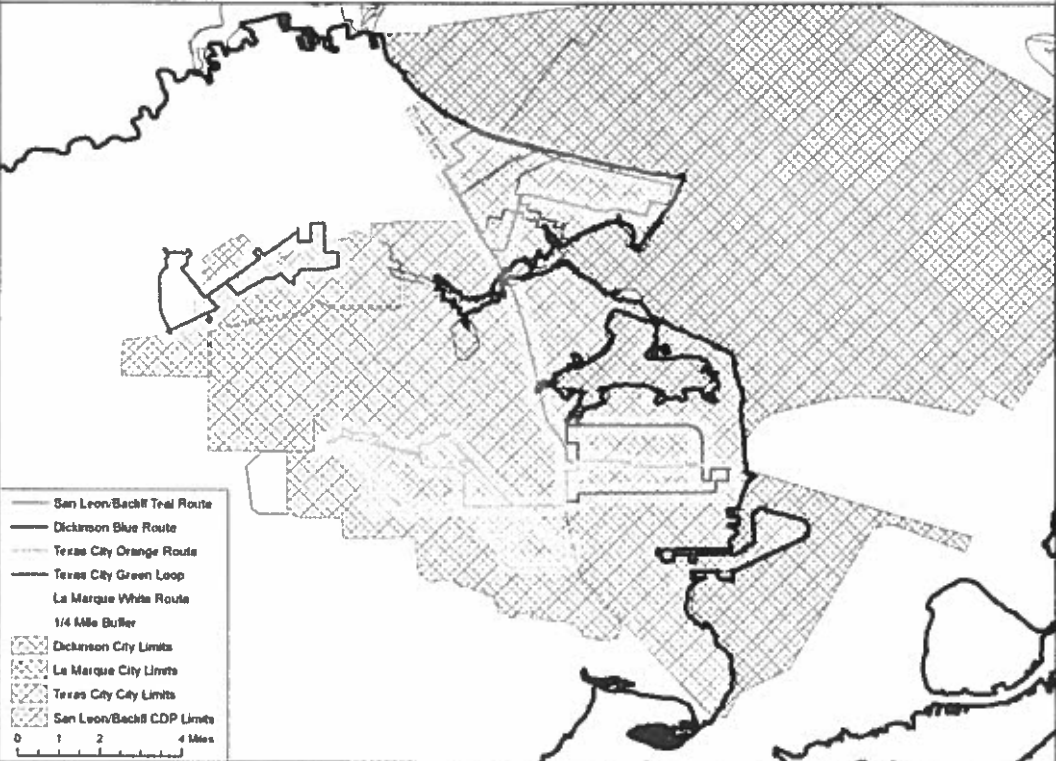
Service Availability Standards

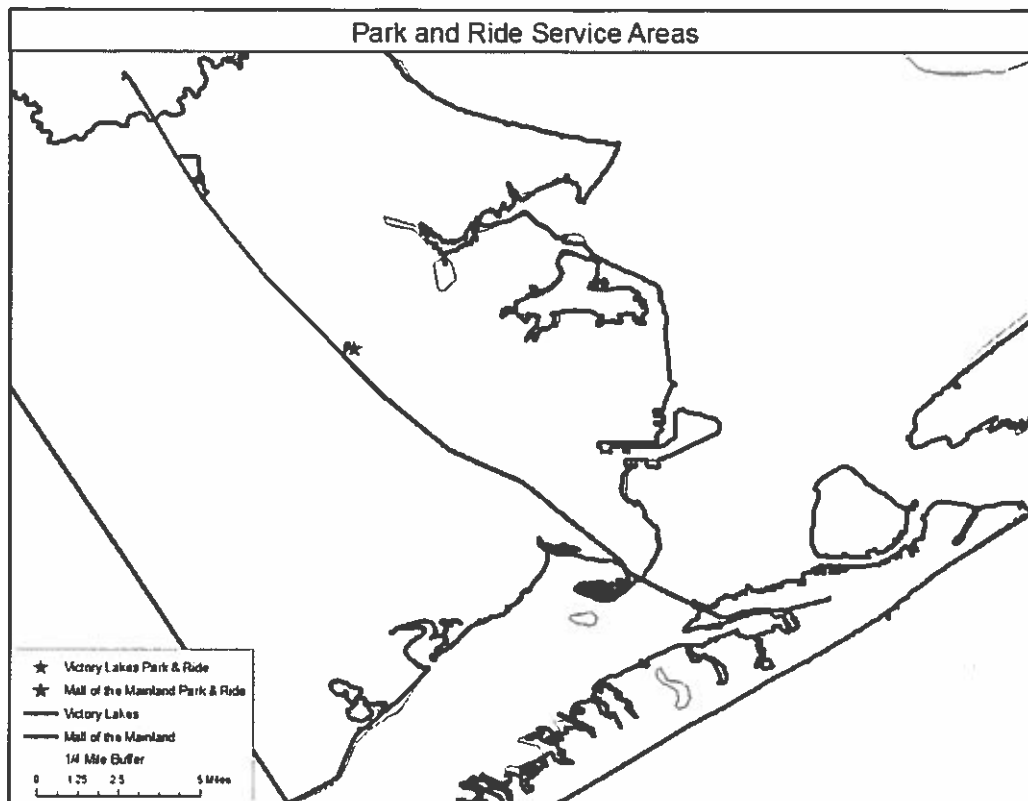
GCC fixed-route bus service operates throughout several cities in Galveston and Brazoria counties, including La Marque, Texas City, Dickinson, San Leon, Bacliff, Angleton, Lake Jackson, Clute, and Freeport. The following maps depict the service area for the fixed-route bus service with a ¼-mile pedestrian area. All areas in Galveston County and Brazoria County, except those within the Houston Urbanized Area, are served by demand-response service.

Brazoria County Fixed Route Bus Service Areas



Galveston County Fixed Route Bus Service Areas





SERVICE POLICIES

Vehicle Assignment Policy

Gulf Coast Center fixed-route service operates a light-duty, 25-foot cutaway bus equipped with wheelchair lifts or ramps to make them ADA accessible. There are no differences in type of vehicle between fixed route vehicles operated on the different routes. All fixed route vehicles are equipped with air-conditioning and heating.

These fixed route vehicles have a TxDOT recommended life-expectancy of five (5) years or 150,000 miles (or 30,000 miles per year), but due to limited replacement opportunities, some vehicles are used longer, if properly maintained. Vehicles will be assigned to the Brazoria and Galveston County services such that the average age of the fleet serving each county does not exceed five (5) years. Since there are only eight (8) vehicles in each of the county's fleets, these vehicles will be randomly rotated every three (3) months between the different routes.

Gulf Coast Center commuter bus service operates five (5) 35-foot, low-floor clean diesel buses with a capacity of 32 passengers and four (4) 30-foot, diesel buses with a wheelchair lift with a capacity of 28 passengers. For September 2013, the Mall of the Mainland Park and Ride averaged 112 passengers a day, while the Victory Lakes Park and Ride average 356 a day. Since demand is greater for the Victory Lakes Park and Ride, the larger buses are assigned to that service. Five 2012 buses were procured for the Victory Lakes Park and Ride, but the Gulf Coast Center are currently seeking to procure three more buses for both park and ride systems. Buses of different ages will be evenly dispersed over both systems.

According to TxDOT Vehicle Life Standards, heavy-duty buses have a life-expectancy of twelve (12) years. Vehicles will be assigned to the park and ride services such that the average age of the fleet serving both park and rides does not exceed eight (8) years.

Transit Amenities Policy

Installation of transit amenities along fixed routes which are planned by the Gulf Coast Center are based on the number of passengers boarding at each particular bus stop and along each route.