



City of Las Cruces®

PEOPLE HELPING PEOPLE

Council Action and Executive Summary

Item # 5 Ordinance/Resolution# 16-200

For Meeting of _____
(Ordinance First Reading Date)

For Meeting of April 18, 2016
(Adoption Date)

Please check box that applies to this item:

QUASI JUDICIAL LEGISLATIVE ADMINISTRATIVE

TITLE: A RESOLUTION APPROVING ROADRUNNER TRANSIT'S TRIENNIAL TITLE VI PROGRAM UPDATE.

PURPOSE(S) OF ACTION:

To approve program update.

COUNCIL DISTRICT: ALL		
<u>Drafter/Staff Contact:</u> Michael Bartholomew	<u>Department/Section:</u> Transportation/Transit	<u>Phone:</u> 541.2537
<u>City Manager Signature:</u>		

BACKGROUND / KEY ISSUES / CONTRIBUTING FACTORS:

The City of Las Cruces (City) RoadRUNNER Transit (Transit) is required to submit a Title VI Program update every three years to the Federal Transit Administration (FTA). This update outlines the City's methodology and practices for ensuring Title VI compliance with the Civil Rights Act of 1964. As a recipient of FTA funding that is used to provide public transit service, the City is required to provide access to its transit services and to its transit planning process without discrimination on the basis of race, color, or national origin.

In October 2012, the FTA updated its compliance requirements for the triennial (every 3 years) submission. One of these new requirements is that a transit agency's Title VI Program must be approved by the governing body prior to submission to the FTA. There are nine components that are included in the update: (1) the notice to public statement; (2) the process for registering a Title VI complaint; (3) the complaint form; (4) a summary of Title VI investigations, complaints and lawsuits during the previous three years; (5) the transit section's public comment and public participation policy; (6) a Limited English Proficiency (LEP) four-factor analysis; (7) the composition of the Transit Advisory Board on the basis of race, color, and national origin; (8) transit service standards; and (9) transit service policies.

Together, these documents demonstrate how the City is addressing the Title VI requirements. They demonstrate the tools that are used to ensure that individuals are not discriminated against in terms of delivery of service and access to the transit planning process on the basis of race,

(Continue on additional sheets as required)

color, or national origin. Meeting these requirements include: creating documents in languages other than English (for example, a bus schedule), encouraging minority participation on advisory boards, and ensuring that the transit service and access to the planning process is provided equitably to everyone in the community regardless of minority status or level of English proficiency. Example of types of service that the Title VI process is meant to prevent are service that tends to provide minority neighborhoods with older buses, more crowded routes, less frequent service, or fewer bus shelters and bus stops.

Once the Title VI Program update is approved by City Council, it will be submitted to the FTA. Failing to submit a Title VI Program update to the FTA can delay approval of new grants.

SUPPORT INFORMATION:

1. Resolution.
2. Exhibit "A", RoadRUNNER Transit's Title VI Program update.

SOURCE OF FUNDING:

N/A	Is this action already budgeted?	
	Yes	<input type="checkbox"/> See fund summary below
	No	<input type="checkbox"/> If No, then check one below:
	<i>Budget Adjustment Attached</i>	<input type="checkbox"/> Expense reallocated from: <input type="checkbox"/> Proposed funding is from a new revenue source (i.e. grant; see details below) <input type="checkbox"/> Proposed funding is from fund balance in the _____ Fund.
	Does this action create any revenue?	
	Yes	<input type="checkbox"/> Funds will be deposited into this fund: _____ in the amount of \$ _____ for FY__.
	No	<input checked="" type="checkbox"/> There is no new revenue generated by this action.

BUDGET NARRATIVE

N/A

FUND EXPENDITURE SUMMARY:

Fund Name(s)	Account Number(s)	Expenditure Proposed	Available Budgeted Funds in Current FY	Remaining Funds	Purpose for Remaining Funds
N/A	N/A	N/A	N/A	N/A	N/A

OPTIONS / ALTERNATIVES:

1. Vote "Yes"; this will enable RoadRUNNER Transit to submit a City Council approved Title VI Program update to the FTA and satisfy this requirement for continued funding and RoadRUNNER Transit's compliance.
2. Vote "No"; this will not approve the resolution and cause RoadRUNNER Transit to be out of compliance for a necessary funding requirement.
3. Vote to "Amend"; this could delay RoadRUNNER Transit's compliance with the FTA's requirement for the Title VI Program.
4. Vote to "Table"; this could delay RoadRUNNER Transit's compliance with the FTA's requirement for the Title VI Program.

REFERENCE INFORMATION:

N/A



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COUNCIL ACTION AND EXECUTIVE SUMMARY PACKET ROUTING SLIP

For Meeting of _____
(Ordinance First Reading Date)

For Meeting of April 18, 2016
(Adoption Date)

TITLE: A RESOLUTION APPROVING ROADRUNNER TRANSIT'S TRIENNIAL TITLE VI PROGRAM UPDATE.

Purchasing Manager's Request to Contract (PMRC) {Required?} Yes No

DEPARTMENT	SIGNATURE	PHONE NO.	DATE
Drafter/Staff Contact	<i>Michael Easthofman</i>	541-2537	3/9/16
Department Director	<i>[Signature]</i>	2048	3-10-16
Management & Budget Manager	<i>[Signature]</i>	541-2107	3-16-2016
Assistant City Manager /CAO	<i>Amel Walker</i>	541-2078	3-16-2016
Assistant City Manager/COO	<i>[Signature]</i>		3-16-16
City Attorney	<i>James Buggs for WRB</i>	2018	3-18-16
City Clerk	<i>[Signature]</i>	2115	4-6-16

RESOLUTION NO. 16-200

A RESOLUTION APPROVING ROADRUNNER TRANSIT'S TRIENNIAL TITLE VI PROGRAM UPDATE.

The City Council is informed that:

WHEREAS, RoadRUNNER Transit is a Federal Transit Administration (FTA) funding recipient; and

WHEREAS, RoadRUNNER Transit, in accordance with FTA Circular 4702.1B, is required to submit a Title VI Program update every three years attached hereto as Exhibit "A"; and

WHEREAS, RoadRUNNER Transit is seeking City Council approval of the Title VI Program update.

NOW, THEREFORE, Be it resolved by the governing body of the City of Las Cruces:

(I)

THAT the RoadRUNNER Transit's Title VI Program update attached hereto as Exhibit "A", and made a part of this resolution, is approved.

(II)

THAT City staff is hereby authorized to do all deeds necessary in the accomplishment of the herein above.

DONE AND APPROVED this ____ day of _____, 20__.

APPROVED:

Mayor

ATTEST:

City Clerk

(SEAL)

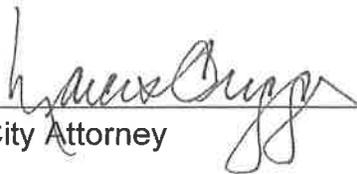
Moved by: _____

Seconded by: _____

VOTE:

Mayor Miyagishima:	_____
Councillor Gandara:	_____
Councillor Smith:	_____
Councillor Pedroza:	_____
Councillor Eakman:	_____
Councillor Sorg:	_____
Councillor Levatino:	_____

APPROVED AS TO FORM:



City Attorney

SRAST

**City of Las Cruces
RoadRUNNER Transit**

Title VI Program Submission to the Federal Transit Administration

February 24, 2016

In accordance with Federal Transit Authority (FTA) Circular 4702.1B, the City of Las Cruces (City) RoadRUNNER Transit submits their Title VI Program. RoadRUNNER Transit operates a fixed route service that has less than 50 fixed route vehicles in peak service and is located in a UZA of less than 200,000 in population. Our requirement is to comply with FTA C 4702.1B Chapter III and Chapter IV - 4. The City of Las Cruces has no subrecipients.

In summary, this document is divided into nine parts plus appendices. Each part addresses a point in the Title VI program.

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**Part A
Title VI
Notice to the Public**

The City of Las Cruces RoadRUNNER Transit is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. Toward this end, it is the City of Las Cruces RoadRUNNER Transit's objective to:

- A. Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin;
- B. Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations;
- C. Promote the full and fair participation of all affected populations in transportation decision making;
- D. Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations;
- E. Ensure meaningful access to programs and activities by persons with limited English proficiency.

The RoadRUNNER Transit system is committed to a policy of non-discrimination in the conduct of its business, including its Title VI responsibilities and to the delivery of equitable and accessible transportation services. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Las Cruces.

For more information on the City of Las Cruces' civil rights program and the procedures to file a complaint, contact the EEO/ADA Coordinator at (575) 528-3227 or visit our website: <http://roadrunner.las-cruces.org>

A complaint may be filed directly with the Federal Transit Administration by filing the complaint with:

Federal Transit Administration Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 20590
Web link: http://www.fta.dot.gov/civilrights/12328_5104.html

RoadRUNNER Transit will publish notification of rights under Title VI in both English and Spanish in the following locations (Appendix C):

- On all printed bus schedules;
- Inside all RoadRUNNER Transit buses;
- Mesilla Valley Intermodal Transit Terminal (MVITT); and
- On the RoadRUNNER Transit website.

Part B
Title VI
Complaint Procedures

The City of Las Cruces RoadRUNNER Transit is committed to a policy of non-discrimination in the conduct of its business, including its Title VI responsibilities and to the delivery of equitable and accessible transportation services. Any person who believes that he or she has been subjected to discrimination under Title VI on the basis of race, color or national origin may file a Title VI complaint with the City of Las Cruces RoadRUNNER Transit or the Federal Transit Administration (FTA). All complaints received by the City of Las Cruces will be referred to the City of Las Cruces EEO/ADA Coordinator for review and action.

In order to have the complaint considered under this procedure, the complainant must file the complaint no later than 180 days after:

1. The date of alleged act of discrimination; or
2. Where there has been a continuing course of conduct, the date on which that conduct was discontinued.

In either case, the City of Las Cruces may extend the time for filing or waive the time limit in the interest of justice, as long as the City specifies in writing the reason for so doing.

Complaints must be in writing and signed by the complainant and/or the complainant's representative before action can be taken. Complaint shall state, as fully as possible, the facts and circumstances surrounding the alleged discrimination. In the event that a person makes a verbal complaint of discrimination to an officer or employee of the City of Las Cruces, the person shall be referred to and interviewed by the EEO/ADA Coordinator. If necessary, the EEO/ADA Coordinator will assist the person in converting the verbal complaint to writing and submit the written version of the complaint to the person for signature. The City of Las Cruces' representative will assist those with limited English proficiency (LEP) in filing a complaint. The complaint shall then be handled according to the City of Las Cruces' investigative procedures.

Within five (5) business days, the EEO/ADA Coordinator will acknowledge receipt of the allegation, inform the complainant of action taken or proposed action to process the allegation and advise the complainant of other avenues of redress available, such as submitting the complaint to the FTA.

The EEO/ADA Coordinator will advise FTA within ten (10) business days of receipt of the allegations. Generally, the following information will be included in every notification to the FTA:

1. Name, address and phone number of the complainant;
2. Name(s) and address(es) of alleged discriminating official(s);
3. Basis of complaint (i.e. race, color or national origin);

4. Date of alleged discriminatory act(s);
5. Date complaint received by recipient;
6. A statement of the complaint;
7. Other agencies (state, local or Federal) where the complaint has been filed; and
8. An explanation of actions the City of Las Cruces has taken, or proposed, to resolve the issue stated in the complaint.

Within forty-five (45) days, the EEO/ADA Coordinator will conduct an investigation of the allegation and based on the information obtained, will render a recommendation for action in a written report of findings to be reviewed by the City of Las Cruces Attorney. The complaint should be resolved by informal means whenever possible. Such informal attempts and their results will be summarized in the report of findings.

Within fourteen (14) business days of receipt of the report from the City of Las Cruces EEO/ADA Coordinator, the City of Las Cruces Attorney will review the report and issue a written determination as to whether discriminatory practice has occurred.

Within five (5) business days of the City of Las Cruces Attorney's written determination, the City of Las Cruces City Manager will forward the determination of the respondent's Department Director for appropriate action, if necessary. The City of Las Cruces City Manager shall forward a copy of the determination, along with the report to the City of Las Cruces EEO/ADA Coordinator who will also provide FTA with a copy of this decision and summary of finding upon completion of the investigation. The City of Las Cruces City Manager will notify the complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the complainant of his/her appeal rights with FTA if they are dissatisfied with the final decision rendered by the City of Las Cruces.

Title VI contacts are:

EEO/ADA Coordinator
 City of Las Cruces
 700 N. Main
 Las Cruces, NM 88001

Federal Transit Administration Office of Civil Rights
 Attention: Title VI Program Coordinator
 East Building, 5th Floor – TCR
 1200 New Jersey Ave., SE
 Washington, DC 20590

Part C
Title VI
Complaint Form



City of Las Cruces®

PEOPLE HELPING PEOPLE

City of Las Cruces/RoadRUNNER Transit
Ciudad de Las Cruces/Tránsito Público de RoadRUNNER
Title VI Complaint Form
(Forma de Queja para el Título VI)

The City of Las Cruces/RoadRUNNER Transit is proud to serve you. If you believe, however, that you have been denied Federal Title VI protections or benefits of RoadRUNNER Transit's services, on the basis of your race, color, or national origin, then a written complaint may be addressed as follows:

Title VI (EEO/ADA) Coordinator
RoadRUNNER Transit
P.O. Box 20000, Las Cruces, NM 88004.
Phone: (575) 528-3227 Fax: (575) 528-3020

La Ciudad de Las Cruces/El Departamento Tránsito Público de RoadRUNNER se enorgullece de servir. Mas sin embargo, si usted cree que le han negado protección o beneficios del programa federal Título VI por medio de los servicios de Transporte RoadRUNNER, y este fue debido a su raza, color, o origen nacional, usted puede presentar una queja por escrito dirigida a:

*Title VI (EEO/ADA) Coordinator
RoadRUNNER Transit
P.O. Box 20000, Las Cruces, NM 88004
Phone: (575) 528-3227 Fax: (575) 528-3020*

Contact Information (*Información de Contacto*)

Name/*Nombre*: _____

Address/*Dirección*: _____

City/*Ciudad*: _____

State/*Estado*: _____ Zip Code/*Código Postal*: _____

Telephone Number/*Número de Teléfono*: (____) _____

Best time to call/*Mejor hora para llamar*: _____

Email/*Correo Electrónico*: _____

Were you discriminated against because of.../¿Fue discriminado debido a su:

- Race/Raza?
- National Origin/Origen Nacional?
- Color/Color?

Explain as clearly as possible what happened and how you were discriminated against. Tell who was involved. Be sure to include the names and contact information of any witnesses. If more space is needed please attach additional sheets of paper.

Explicar lo más claramente posible lo que pasó y cómo fue discriminado. Decir quién estaba involucrado. Asegúrese de incluir los nombres y información de contacto de cualquier testigos. Si necesita más espacio, adjunte hojas adicionales.

Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court? ¿Ha presentado esta queja ante cualquier otra agencia (federal, estatal, o local), o otro tribunal federal o estatal?

- No
- Yes/Sí

(If yes, check all that apply/En caso afirmativo, marque lo que corresponda)

Agency/Agencia: Federal State/Estatal Local

or/o

Court/Tribunal Federal State/Estatal Local

Please provide information about a contact person at the agency/court where the complaint was filed. *Servanse proporcionar información sobre una persona de contacto en la agencia/tribunal donde se presentó la queja.*

Name/Nombre:

Address/Dirección: _____

City/Ciudad: _____

State/Estado: _____ Zip Code/Código Postal: _____

Telephone Number/Número de Teléfono: (____) _____

Please sign below. You may attach any written materials or other information that you think is relevant to your complaint. *Por favor firme abajo. Usted puede incluir cualquier material escrito o cualquier otra información que considere relevante para su queja.*

Signature/Firma

Date/Fecha

**Part D
Title VI
List of Transit-Related Title VI Investigations,
Complaints, and Lawsuits**

	Date (Month, Day, Year)	Summary (Include basis of complaint: Race, Color, or National Origin)	Status	Action(s) Taken
Investigations	None received			
1.				
2.				
Lawsuits	None received			
1.				
2.				
Complaints	None Received			
1.				
2.				

Includes previous three (3) years beginning February 1, 2016.

Part E
Title VI
Public Comment and Public Participation -- Title VI Policy
City of Las Cruces RoadRUNNER Transit

Transportation is an essential life function that contributes to the livability of our community. The City of Las Cruces (City)/RoadRUNNER Transit does not discriminate on the basis of race, color, limited English proficiency (LEP) or national origin. Additionally, it is the City's policy to not discriminate on the basis of age, religion, ancestry, sex, sexual orientation, gender identity, income, serious medical conditions or disability. Furthermore, under Title VI of the Civil Rights Act of 1964 (42 U.S.C. Section 2000d), the City, which is the recipient of Federal Transit Administration (FTA) funds, must ensure that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participating in, or be denied the benefits of, or be subject to discrimination under any program, or activity receiving federal financial assistance. The grantee must ensure that federally supported transit services and related benefits are distributed in an equitable manner.

The City of Las Cruces' RoadRUNNER Transit (Transit) has a public participation plan modeled after the Mesilla Valley Metropolitan Planning Organization's (MVMPO) Public Participation Plan. Although the City of Las Cruces is the agent for the MVMPO and although the MVMPO conducts public meetings related to service planning on behalf for Transit, the policy outlined in the following paragraph's is the Title VI public participation process for Transit. Transit does conduct other types of public meetings that does not involve the MVMPO, for example related to facility construction. Additionally, RoadRUNNER Transit has had a policy since 1994 outlining the process for receiving public comment on fare and service changes. Finally, RoadRUNNER Transit also offers a variety of public notification and access methods as required under the Americans with Disabilities Act (ADA).

This document outlines policies and procedures pertaining to public participation and public notification that the RoadRUNNER Transit will observe to ensure compliance with Civil Rights Title VI regulations that are required by recipients of FTA funding.

Objectives of this Title VI Public Notification and Public Comment Policy

- Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin;
- Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations;
- Promote the full and fair participation of all affected populations in transportation decision making;
- Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations; and,

- Ensure meaningful access to programs and activities by persons with limited English proficiency.

Promoting Inclusive Public Participation

In order to integrate into community outreach activities, considerations expressed in the Department of Transportation (DOT) Order on Environmental Justice, and the DOT LEP Guidance, the City of Las Cruces/RoadRUNNER Transit will seek out and consider the viewpoints of minority, low-income, and LEP populations in the course of conducting public outreach and involvement activities. RoadRUNNER Transit shall offer early and continuous opportunities for the public to be involved in the identification of social, economic, and environmental impacts of proposed transportation decisions.

Effective Practices for Fulfilling the Inclusive Public Participation Requirement

The FTA states that grant recipients have wide latitude to determine how, when, and how often specific public involvement measures should take place, and what specific measures are most appropriate. The FTA advises recipients to make these determinations based on the composition of the population affected by the recipient's action, the type of public involvement process planned by the recipient, and the resources available to the agency. Efforts to involve minority and low income people and populations in public involvement activities can include both comprehensive measures, such as placing public notices at all stations and in all vehicles, and measures targeted to overcome linguistic, institutional, cultural, economic, historical, or other barriers that may prevent minority and low-income people and populations from effectively participating in a recipient's decision-making process. Effective practices include:

- Coordinating with individuals, institutions, or organizations and implementing community-based public involvement strategies to reach out to members in the affected minority and/or low-income communities;
- Providing opportunities for public participation through means other than written communication, such as personal interviews or use of audio or video recording devices to capture oral comments;
- Using locations, facilities, and meeting times that are convenient and accessible to low-income and minority communities;
- Using different meeting sizes or formats, or varying the type and number of news media used to announce public participation opportunities, so that communications are tailored to the particular community or population; and
- Implementing DOT's policy guidance concerning recipients' responsibilities to LEP persons to overcome barriers to public participation.

Providing Meaningful Access to Limited English Proficiency (LEP) Persons

In Las Cruces, an important consideration when inviting public participation is that a significant number of residents, and therefore potential users of public transit services, have Limited English Proficiency (LEP). Based on the Four Factor Analysis using

guidelines provided by FTA, it has been determined that Spanish speakers who speak English "less than well" make up a statistically significant portion of the population and of transit riders. Certain census tracts determined in the 2000 U.S. census have higher proportions of LEP individuals and individuals in those areas could require additional outreach techniques. The service areas with statistically significant populations of Spanish speakers who speak English "less than well" are outlined in the Four Factor Analysis document. There are no other language groups in the service area who have significant populations that speak English "less than well". Year 2000 Census data was used, as this information is not yet available from the year 2010 Census.

The census data also shows that although there are a high number of individuals in the service area who speak Spanish at home, many also speak English well. Many Spanish speakers in this community are fluently bilingual. This community characteristic is also reflected the Transit Section work force where the majority of employees are bilingual.

In order to provide more meaningful access to populations of Spanish speaking individuals in the service area who speak English "less than well", RoadRUNNER Transit, will take the following actions:

- Provide bus schedule and Dial-a-Ride information that is in both English and Spanish;
- Actively engage and provide accommodations for LEP populations in the short term by providing interpretative services, exploring appropriate locations for distribution of material on transit-related meetings and processes, using word of mouth, and training staff members to look for clues that members of the public cannot read English. Because the Transit Section has many bilingual employees, customers that do not speak English well can almost always be referred immediately to an employee who does speak Spanish;
- When hiring driving staff RoadRUNNER Transit states that, the ability to communicate in English and Spanish is highly desirable; when hiring customer service representatives and paratransit schedulers, the ability to communicate in both English and Spanish is required.
- The City is also actively exploring the feasibility of using Google Translate to provide "one click" access to translation of the Transit webpage on the City website.
- When public meetings are held regarding transit planning, service changes, and fare changes, information in the notice will include, in Spanish, whether the meeting will have an interpreter available and if not how to request an interpreter; and
- As noted in the Four Factor Analysis, when practical, churches and social services agencies will be contacted to help spread information about important public meetings.

Notification of Rights under Title VI

Road*RUNNER* Transit will publish notification of people's rights under Title VI in both English and Spanish in the following locations:

- On all printed bus schedules,
- Inside all Transit Buses
- Mesilla Valley Intermodal Transit Terminal (MVITT), and
- On the Transit website

Contents of the notification will include:

- A statement that the City operates programs without regard to race, color, and national origin.
- A description of the procedures that members of the public should follow in order to request additional information on City's nondiscrimination obligations.
- A description of the procedures that members of the public should follow in order to file a discrimination complaint against the City.

Process for Filing a Title VI Complaint (see Part B, Complaint Procedures)

- The City of Las Cruces' ADA/EEO coordinator will receive and track complaints.
- A bilingual (Spanish/English) Title VI complaint form with instructions on how to submit the complaint is available at the Transit office and on the Transit Website.
- A response to the complaint will be provided by the City.

Process for Tracking Title VI Complaints

The City's ADA/EEO Coordinator shall prepare and maintain a list of any active investigations conducted by entities other than FTA, lawsuits, or complaints naming the City that allege discrimination on the basis of race, color, or national origin. This list shall include the date of 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 City in response to the investigation, lawsuit, or complaint.

Title VI Considerations on Construction Projects

In order to integrate, into environmental analyses, considerations expressed in the Department of Transportation (DOT) Order on Environmental Justice, the City will integrate an environmental justice analysis into their National Environmental Policy Act (NEPA) documentation of construction projects in which NEPA documentation is required when preparing documentation for a categorical exclusion (CE) the City will meet this requirement by completing and submitting FTA's standard CE checklist, which includes a section on community disruption and environmental justice. When preparing an

environmental assessment (EA) or environmental impact statement (EIS), the City will integrate into their documents the following components:

- A description of the low income and minority populations within the study area affected by the project, and a discussion of the method used to identify this population;
- A discussion of all adverse effects of the project both during and after construction that would affect the identified minority and low income populations;
- A discussion of all positive effects that would affect the identified minority and low income population, such as an improvement in transit service, mobility, or accessibility;
- A description of all mitigation and environmental enhancement actions incorporated into the project to address the adverse effects;
- A discussion of the remaining effects, if any, and why further mitigation is not proposed; and
- For projects that traverse predominantly minority and low income and predominantly non-minority and non-low income populations, a comparison of mitigation and environmental enhancement actions that affect predominantly low income and minority populations with mitigation implemented in predominantly non-minority or non-low income populations. If the City should determine there is no basis for such a comparison, it will describe why that is so.

Since the last update in 2013 there have been no new construction projects. Although the intermodal center was constructed during this time, the actual public comment process for this project occurred in 2006-2008 during the development of the facility. An approved categorical exclusion was granted by FTA for this project.

Part F
Title VI
Limited English Proficiency (LEP) Four-Factor Analysis
City of Las Cruces, RoadRUNNER Transit
by
Michael Bartholomew, Transit Administrator
August 9, 2010
(Updated August 2013 and February 2016 with revised census data)

1. The Number and Proportion of LEP Persons Service or Encountered in the Eligible Service Population.

a. Task 1, Step 1 – Examine prior experience with LEP individuals

In a recent informal survey of City of Las Cruces (City) RoadRUNNER Transit employees (43 of 63 employees responding) were asked to estimate the percentage of Spanish-speaking customers they encountered who did not speak English very well. The responses varied widely, but the majority (33) believed well over 10% of customers were of LEP; of those 33 employees 12 believed it was higher than 50%. This survey included employees who had frequent face-to-face contact with customers and/or frequent telephone contact with customers. Employees noted that there were occasional contacts with LEP customers who speak a language other than Spanish, but the number of these contacts was infrequent. Of those employees responding to the survey, 80% said they felt comfortable providing information in both English and Spanish. This is not unexpected because the demographics of the Transit employees are a reflection of the community demographics and in fact the percentage of Hispanic/Latino employees is higher than the general community demographics. Also bilingual fluency in both English and Spanish is common in this community

The language capabilities of customers are not formally tracked in any of the functions that transit performs. The responses were all based on the employee's observed estimate. Employees who responded represented all aspects of transit services including customer service, fixed-route employees, and paratransit employees. Maintenance employees were not surveyed because they rarely interact with the public.

b. Become familiar with the data from the U. S. Census and other sources

i. Identify the geographic service area

The City of Las Cruces RoadRUNNER Transit provides fixed-route service within the city limits, New Mexico State University (which is state-owned property not under the jurisdiction of the City), and portions of the Town of Mesilla. Currently there are no services into unincorporated areas of Doña Ana County. The City also offers a paratransit service that serves all areas

within the city limits and the NMSU campus; this area is noted as University Park in the census data. University Park consists largely of students and student families that live on the New Mexico State University campus. In the Town of Mesilla, the paratransit service area is within $\frac{3}{4}$ - mile of the fixed route service. Residents from unincorporated urbanized areas around the city do come into the city to access transit services. The population within the service area is approximately 106,000.

Las Cruces has a long history with many families able to trace their roots to early Spanish settlers in the area. Census data also shows that there is a significant recent influx of Spanish speaking immigrants in Las Cruces. Many residents of the community are bilingual in English and Spanish.

ii. Obtain Census data on LEP populations

Census LEP data was examined from the 2010-2014 American Community Survey (ACS) 5-Year Estimates for City of Las Cruces, the Town of Mesilla, and University Park. In particular, data from these tables were examined:

- S1601 – Language Spoken at Home
- S1602 – Limited English Speaking Households
- B16001 – Language Spoken at Home by Ability to Speak English for the Population 5 years and over
- B16002 – Household Language by Household limited English Speaking Status
- B16009 – Poverty Status in the Past 12 months by Age by Language Spoken at Home for the Population 5 years and over
- B08113 – Means of Transportation to Work by Language Spoken at Home and the Ability to Speak English (this data is actually 2009-2013 5-year estimates).

iii. Analyze the data collected

The ACS data suggests that in the City of Las Cruces, about 36.4% of persons speak Spanish in the home. In the Town of Mesilla it is 35.6 % and in the University Park area it is 22.2%. The percentage of persons who speak Spanish at home and live below the poverty level is almost 10% in Las Cruces, 9% in Mesilla, and 23% in University Park (the latter is probably a reflection of student incomes). This might indicate that Spanish LEP populations may tend to have lower incomes and would potentially have greater needs for public transportation. The majority of persons in this community who speak Spanish at home (79% in the City of Las Cruces) also speak English very well, which is indicative of the high degree of bilingualism in this community; however there is a significant population of Spanish speakers (21% in Las Cruces) who do not speak English very well.

The year 2000 Census data, although outdated, is the most recent census that provides language ability down to the census tract level. Figures showing the degree of LEP population by census tract is presented in Appendix A. It is assumed that relative percentages derived from the 2000 data can be applied to estimated numbers and distribution of LEP persons in Las Cruces today. Each census tract of the Las Cruces MSA was examined for data that shows levels of English proficiency.

The 2010-2014 5-year average ACS Census data shows that Spanish is by far the most common language spoken in the home in the RoadRUNNER Transit service area. English is used at home by about 60% of the population and Spanish is used at home by 36% of the population. All other languages combined makeup only 4% of the population. Individuals who speak Spanish at home AND who speak English less than "very well" make up 7.5% of the population; however of individuals who speak languages other than English or Spanish at home, only 0.8% speak English less than "very well". In the service area, Spanish speakers make up the only group that has significant numbers of individuals who are not proficient in English.

**Profile of Selected Social Characteristics: 2010 – 2014
American Community Survey 5-Year Estimates**

Subject	Las Cruces	Mesilla	University Park
Total Population of service area	100,360	2,364	3,179
% Hispanic/Latino (any race)	56.7%	54.5%	40.6%
% Black or African American	2.5%	0.8%	8.9%
% Native American	2.7%	0.9%	4.8%
% Asian	2.6%	0.2%	12.7%
% Other	5.3%	3.0%	2.4%
Language Spoken at Home (%)			
English	60.4%	61.2%	63.2%
Spanish	36.4%	35.6%	22.2%
% total population who speak English "less than very well"	7.5%	5.0%	1.4%
% total who speak Spanish at home and who speak English "less than very well"	20.6%	14.1%	6.2%
% of households with ages 14+ have LEP	12.3%	6.9%	9.2%
All other languages*	3.2%	3.2%	14.6%
% of total population who speak English "less than very well"	0.8%	0.0%	0.7%
* There are 17 other language groups spoken at home that comprise more than 0.1% of the population. German and Chinese are the highest with each making up 0.5% of the population.			
Poverty Status			
% of Population below Poverty Level	23.1%	17.4%	70.6%
% of total Population below Poverty Level that speak English only	12.8%	8.4%	31.8%
% of total Population below Poverty level that speak Spanish at home	9.9%	9.0%	23.0%
Public Transit Use			
% of population that use public transit	0.5%	0.0%	0.7%
% that use transit who speak English less than very well	14.2%	0.0%	0.0%

American Community Survey (ACS) data indicates about 36% of Las Cruces and Mesilla residents speak Spanish at home indicating there are over 36,000 people in the service area that speak Spanish at home. Data indicates that approximately 7.5% (7,500) are Spanish speaking residents that would have Limited English Proficiency. The percentage of Spanish speakers in University Park, reflect the more cosmopolitan nature of the student body at New Mexico State University.

The fact that City Transit employees feel that a much higher percentage of the persons they encounter have Limited English Proficiency, could indicate that (1) LEP populations are more likely to use transit services and therefore encounters between LEP persons and Transit Staff are more frequent and (2) LEP populations in the census data may be underreported. To reiterate, 80% of the RoadRUNNER Transit employees indicated that they are capable of conversing with customers in Spanish. This includes many employees who themselves regularly use Spanish at home. The demographics of our employees are a reflection of the demographics of the city as a whole. Because of the bilingual capabilities of many customers and transit employees, it is possible both parties find it natural to converse in Spanish even if they are equally capable of having a conversation in English if required. This may make it more difficult to assess the true level of English proficiency of RoadRUNNER Transit customers based on employee perceptions. Interestingly, bilingual Transit employees estimated the number of LEP customers to be much higher than the estimates of employees who do not speak Spanish.

iv. Identify any concentrations of LEP persons within your service area

Individual census tracts for the 2000 Census were also examined to see which tracts are likely to contain higher percentages of people who are not fluent in English. Five census tracts in the older "core" of the city had significantly higher proportions of speakers who were not fluent in English. This area is roughly bounded on the west by the railroad tracks, on the east by Interstate 25, to the north by Madrid Street and the south by Idaho Street. Those centered along the Mesquite District were the highest with up to 14.7% of the residents not fluent in English. An isolated census tract which includes the far northeast portion of Las Cruces (east of Sonoma Ranch and north of Highway 70) also has a significant population (about 13%) who do not speak English well or at all. (See Map and Tables in appendix)

v. Consult state and local sources of data

In 2006, the City of Las Cruces' Community Development Department commissioned a study of impediments to fair housing choices. This study was performed to comply with U.S. Housing and Urban Development (HUD) program requirements. The report is entitled "City of Las Cruces

Consolidated Plan, FY2006-2010, and Analysis of Impediments to Fair Housing Choice". It examined the same U. S. 2000 census that is discussed later in this report. It provides the following notes about English proficiency among economically disadvantaged residents:

- A disproportionate number of homeless individuals in the community are not fluent in English.
- 1,928 households (7% of all households) are "linguistically isolated", that is no one in the household over the age of 14 is fluent in English.
- Of those linguistically isolated households, 1850 households (96%) speak Spanish at home.
- Telephone surveys for this study were offered in Spanish or English; of 395 callers surveyed, 4% chose to do the survey in Spanish.
- The study included two separate surveys of homeless individuals in both English and Spanish. In one survey of 222 people, 27% were not fluent in English. In the second survey, 176 people were interviewed and 22% were not fluent in English.
- During surveys of 3 neighborhoods, it was estimated that 12% of households in the areas surveyed would be linguistically isolated based on U.S. Census block data. Surveyors found that in most households, there was someone who could speak English and that only 3 households of 337 interviewed required the interview to be done in Spanish.

vi. *Identify and reach out to community organizations to get information about LEP individuals in the community.*

The City of Las Cruces has not formally reached out to community organizations for the specific purpose of identifying and contacting LEP persons relative to transit services. As demonstrated, the demographics of this community, it is a known fact that Spanish speakers, including those that would be considered limited English proficient, exist in significant numbers throughout the community. Transit Section staff do interact regularly with various social service agencies whose clients include LEP individuals, most notably the City's own Senior Programs. The City also interacts regularly with the Community of Hope which is an organization that provides services to the homeless. Other service agencies that interact frequently with RoadRUNNER Transit include New Mexico Works, Ben Archer Clinic (TANF and Job Access/Reverse Commute providers) and Dierson Charities.

There really is no need to do targeted LEP outreach efforts in the Las Cruces community, because given LEP individuals live in significant numbers throughout the service area, RoadRUNNER Transit strives to include these LEP populations as a matter of course.

2. The Frequency with Which LEP Individuals Come into Contact with Your Programs, Activities and Services.

a. Review the relevant programs, activities, and services you provide:

This is described in Section 1bi above.

b. Review the information obtained from community organizations:

As noted earlier, RoadRUNNER Transit has not routinely reached out through community organizations to specifically identify the needs of LEP persons. Las Cruces is a predominantly Hispanic/Latino community where it is recognized that Spanish is a widely used language in all areas of the community. It is a given that Transit-related activity will require transmitting and receiving information in both English and Spanish in order to be accessible to Spanish speaking individuals.

c. Consult directly with LEP persons:

The City has not conducted specific focus groups with LEP persons, although employee experience with LEP persons was noted in 1a.

3. The Importance to LEP Persons of Your Program, Activities and Services.

a. Identify your agencies most critical services

The City's most critical transit services are fixed route bus service and ADA paratransit service, which is also available to the City's Senior Programs' participants. Public transportation is critical for many city residents for medical purposes, food purchases, and work. An inability to communicate well in English regarding the transit services can affect the safety, health, and economic wellbeing of LEP residents.

b. Review the input from community organizations and LEP persons

There has not been formal interaction with community organizations relative to LEP persons. It has long been recognized that there is a need to provide information in Spanish to transit users in Las Cruces as well as to create avenues for these same individuals to provide feedback regarding Transit activities. This is supported by prior LEP experiences noted in the Transit employee's survey referred to in section 1a and 1biii, which indicate that a significant number of customer contacts are with LEP persons. This information combined with census data, indicates that LEP persons are frequent transit users and contact is proportionally higher than the general population. While census data shows higher concentrations of Spanish speaking LEP persons in some census tracts, there is a measurable concentration of LEP persons throughout the community.

4. The Importance to LEP Persons of Your Program, Activities and Services.

a. *Inventory language assistance measures currently being provided, along with the associated costs:*

- There are a variety of measures by which RoadRUNNER Transit provides information in Spanish. The costs, generally minimal, shown below are estimates of the incremental difference from providing English only information.
- Printed bus schedules are in Spanish and English. This includes the Title VI advisements (\$8000.00 per printing of 50,000 schedules; reflects translation and additional space requirements)
- Printed informational brochures for the Dial-a-Ride service are in Spanish and English. (\$100.00)
- Cautionary signage in revenue vehicles are in Spanish and English. (\$0 – this is specified in original vehicle orders)
- Over 75% to 80% of Transit staff can converse with customers in Spanish. The ability to speak Spanish is not a job requirement for most Transit Section positions, but is defined as a desirable skill when hiring drivers. The two job categories that do require employees who are English/Spanish bilingual are the Customer Service Clerks (who primarily provided fixed route information) and the paratransit schedulers. The high percentage of bilingual employees in the other job classifications in the Transit Section is a reflection of the overall high level of bilingualism in the local population. (\$0)
- Meeting agenda notices includes that following information: *Este documento está disponible en español llamando al teléfono de RoadRUNNER Transit : 541-2500 (voz) o 711 (TRS)* (\$0)
- The Transit system has added bus location capabilities. Our "Bus Tracker" website provided information in English and Spanish. Bus Tracker also allows for individual messages in both English and Spanish to be linked to specific routes and bus stops. (There is no cost to this now that the system is installed except for annual maintenance agreements with the provider.)
- Information about holiday closures and route detours are also posted on the bus in English and Spanish. (\$0)
- Radio announcements of promotional events are also done on a popular local Spanish language radio station, although due to a lack of a marketing budget, very extremely few marketing events are done. (\$350.00 for 2- week promotion)
- Because service changes are very infrequent and fares have only been increased once in the 30-year history of the transit service, public meetings are not frequent. However, when these do occur, translation and interpretation services are made available and the availability of those services is included in Spanish in meeting announcements. Each year the City contracts with several translators/interpreters to be available for use by any Department of the City. Historically requests for such services are very rarely made. (Costs range from \$200 - \$400 per meeting; to reduce these costs, bilingual staff also assist with interpretation at meetings.)

c. *Determine what, if any, additional services are needed to provide meaningful access.*

- Be more proactive at putting Spanish language notifications in the print media. There can be several days lag time in getting translations done.
- Promote the use of Google Translate with information put on the Transit system website. This will permit more immediate release of information that can be available to Spanish speakers and readers.

d. *Analyze your budget*

The City Transit services have traditionally had extremely small budgets for all marketing and outreach, generally 0.1% - 0.2% of the total operating budget. Interpretive services are rare so this does not impact the budget; if services are needed, these expenses would be paid with the systems "purchased services" line item. Measures to address LEP access are limited to a few small translations per year. With the advent of more sophisticated and free translation software and apps, bilingual communication is increasingly much easier to accomplish. RoadRUNNER Transit heavily relies on the bilingual skills of the majority of its staff.

e. *Strategies for cost effective practices for providing language services:*

Overall, for a small transit agency the City of Las Cruces RoadRUNNER Transit is reasonably effective in outreach to LEP persons, which in this community are primarily Spanish-speaking persons. LEP persons are offered numerous opportunities to receive assistance in Spanish through notices in the bus schedules and meeting notices. The high percentage of bilingual staff helps with communication with LEP individuals; in most cases, the employees who are English only speakers have ready access to other staff members who are bilingual. Few changes from current practices are necessary. The service is expected to grow in the future and the need for outreach to LEP persons will need to increase. Most outreach will continue to be "low budget" as the budget for marketing and outreach is not expected to grow in the near future. As noted in the previous section, the advent of sophisticated translation software and apps is making the job of sharing information very easy and it costs very little. Primary strategies will be to continue current practices. Emphasis in the future will be to provide ways to more promptly share information with LEP persons. Additionally, going forward we will also plan on taking greater advantage of existing networks of local social services agencies to reach out to Transit users. Finally, the Federal Transit Administration provides many LEP resources on its website. These tools will be evaluated and implemented when feasible.

**Part G
Title VI**

**Table Depicting Minority Representation on Committees and Councils
Selected by the Recipient (February 2016)**

Body	White/ non- Latino	Latino of any race	African American	Asian American	Native American
Population(Las Cruces)	37.1%	56.7%	2.0%	1.7%	1.9%
Transit Advisory Board	66.6%	16.6%	16.6%	0%	0%

Process: The Transit Advisory Board (TAB) consists of seven volunteer members appointed by the Mayor with the advice and consent of the City of Las Cruces Council. Per City Ordinance, Board members represent various segments within the Transit user community: New Mexico State University (NMSU), Doña Ana Community College (DACC), the disabled community, the business community, and two general citizen representatives. NMSU and DACC select their own representative, whose name is then submitted to the Mayor for consideration. As of February 2016, the business community position has been vacant. The City has been unable to attract any applicants for this position. When vacancies do occur, City Council and the Mayor are notified and encourage to seek applicants. If Council does not forward names for consideration, the Transit Section also will advertise in the paper and with notices on buses when there are vacancies.

Part H
Title VI
Service Standards

Vehicle Load – City of Las Cruces Road*RUNNER* Transit has three (3) different vehicles that may be assigned to the fixed route system. Peak and off-peak times do not apply to any of the routes in the system. The vehicle load capacities are: 35 seats plus 11 standing, 32 seats plus 10 standing and 13 seats plus 4 standing. The vehicle load ratio for each vehicle type is 1.3.

Vehicle Headway – Vehicle headway for the City of Las Cruces Road*RUNNER* Transit routes servicing areas other than New Mexico State University is sixty (60) minutes. The vehicle headway for routes operating on New Mexico State University is twenty (20) minutes.

On-Time Performance – A vehicle is considered on time if it departs a scheduled time point no more than five (5) minutes late. The City of Las Cruces Road*RUNNER* Transit's on-time performance objective is 90% or greater. Road*RUNNER* Transit will monitor on-time performance system wide. Results from monitoring will be compiled and available for review on a quarterly basis. Sampling will occur monthly.

Service Availability – The route distribution standard used by Road*RUNNER* Transit is distance between stops. The standard distance between stops is 1/3 mile. Due to right-of-way, easement, terrain and fixed object issues this isn't an absolute; however, Road*RUNNER* Transit makes every attempt to hold to this standard.

Part I
Title VI
Service Policies

Transit Amenities – City of Las Cruces RoadRUNNER Transit does not have complete decision making authority over the siting of Transit amenities such as bus shelters. RoadRUNNER Transit has installed and continues to install shelters as jurisdictions and private entities allow. The shelters include canopies, benches and trash receptacles. Additionally, all route stops include signage at each of the bus stop locations. Due to funding limitations, the City does try to target bus shelter locations where the greatest number of people board; however site constraints created by the inability to acquire right-of-way or easements from private property owners, safety concerns, terrain and fixed objects in actuality have a greater influence in locating bus stops.

Vehicle Assignment – Vehicles are assigned based on availability. Every attempt is made to rotate each vehicle to all routes to even out mileage throughout the fleet.

APPENDIX A

SUMMARY OF YEAR 2000 LEP CENSUS INFORMATION FOR LAS CRUCES BY CENSUS TRACT (PAGE 1)

Community or Census Tract	Las Cruces		Mesilla		1.01		1.02		2		3		4.01	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Bus Route Service/ General Area	All Routes		Route 40		Route 10/Eiks area		Routes 10, 70/ S of North Main, E of Solano, N of Spruce		Routes 40, 50, 80/ generally City W of RR tracks		Routes 10, 50, 80/ W of Solano, N of Picacho, E of RR, S of 3 Crosses		Routes 70, 60/ W of Solano, N of Amador, E of Mesquite, S of Madrid	
Population (5+) Language spoken at home	69162		2146		7286		3628		8138		3200		2749	
	41211	59.6%	1134	52.8%	4486	61.3%	2368	65.3%	4630	56.9%	2043	63.8%	517	18.8%
	26139	37.8%	974	45.4%	2651	36.4%	1226	33.8%	3388	41.6%	1062	33.2%	2189	79.6%
English Proficiency of persons who speak Spanish at Home	1812	2.6%	38	1.8%	168	2.3%	34	0.9%	120	1.5%	95	3.0%	43	1.6%
	22188	84.9%	879	90.2%	2253	85.0%	1072	87.4%	2768	81.7%	896	84.4%	1786	81.5%
% of Total Pop. "not well" or "at all"	3951	15.1%	95	9.8%	398	15.0%	154	12.6%	620	18.3%	166	15.6%	403	18.4%
		5.7%		4.4%		5.5%		4.2%		7.6%		5.2%		14.7%
Linguistically isolated households	1928	n/a	74	n/a	174	n/a	75	n/a	201	n/a	91	n/a	178	n/a
	4223	6.1%	122	5.7%	452	6.2%	166	4.6%	396	4.9%	136	4.3%	394	14.3%

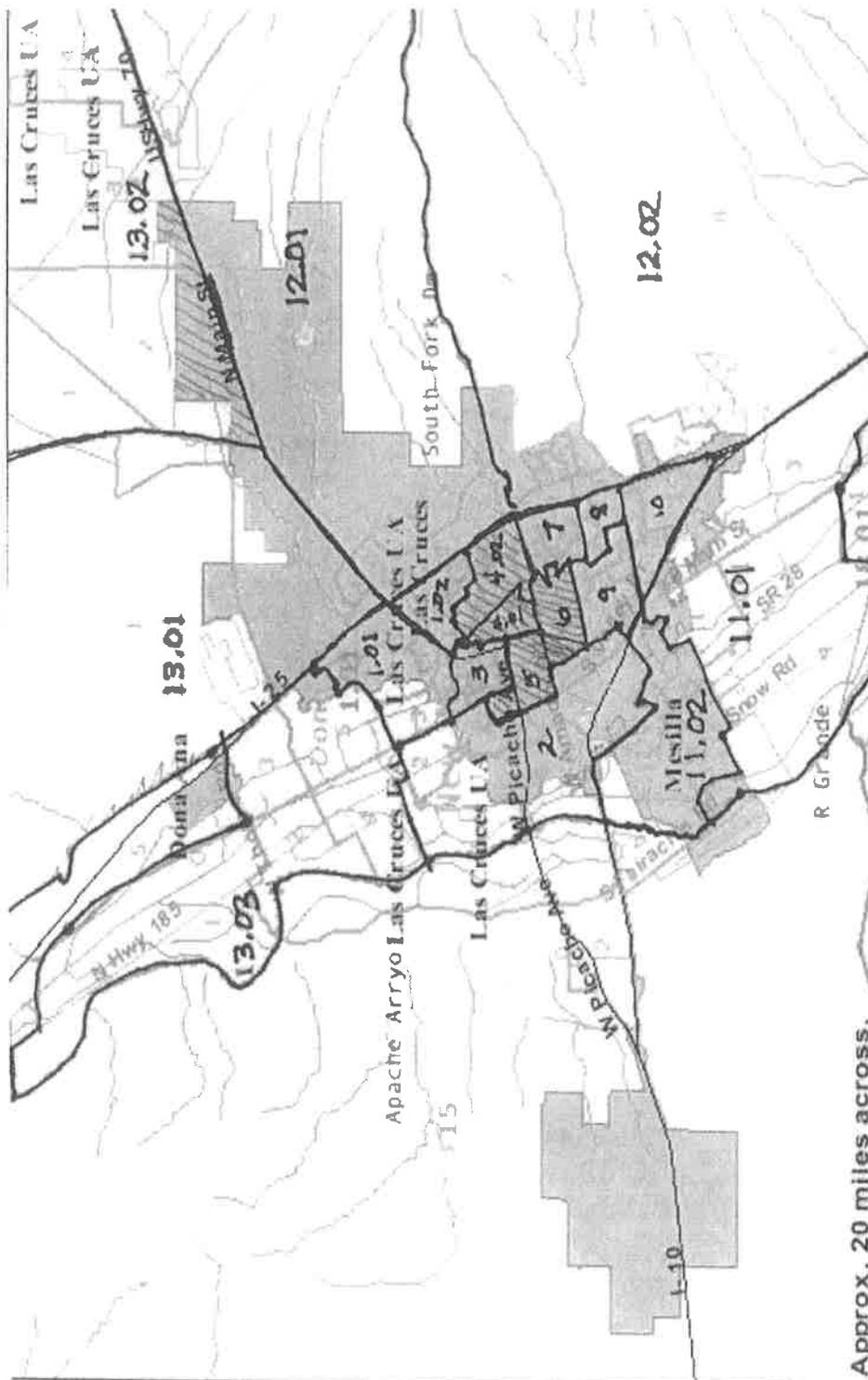
SUMMARY OF YEAR 2000 LEP CENSUS INFORMATION FOR LAS CRUCES BY CENSUS TRACT (PAGE 2)

Community or Census Tract	Las Cruces		4.02		5		6		7		8		9		10	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Bus Route Service/ General Area	All Routes		Routes 70, 60/ W of 25, N of Amador, E of Solano, S of Juniper		Routes 10, 50, 80/ W of Mesquite, N of Amador, E of Valley, S of Madrid to 2nd, S of Picacho (2nd to Mesquite)		Routes 40, 50, 60, 80, 20, 30/ W of Solano, N of Idaho, E of RR, S of Amador		Routes 70, 60/ W of 25, N of Missouri, E of Locust, S of Amador		Routes 20, 30, 60/ W of I-25, N of University, E of Solano, S of Missouri		Routes 20, 30, 40, 60/ W of Locust, N of University, E of main, S of Idaho		Routes 20, 30, Aggie Transit/ NMSU Carrampus	
Population (5+) Language spoken at home	69162		5176		2676		2608		5583		3285		6070		2603	
Only English	41211	59.6%	2486	48.0%	1230	46.0%	989	37.9%	2889	51.7%	2266	69.0%	3719	61.3%	1619	62.2%
Spanish	26139	37.8%	2665	51.3%	1381	51.6%	1603	61.5%	2644	47.4%	908	27.6%	2023	33.3%	726	27.9%
Other	1812	2.6%	35	0.7%	65	2.4%	16	0.6%	50	0.9%	111	3.4%	328	5.4%	248	9.5%
English Proficiency of persons who speak Spanish at Home																
Well or Very Well	22186	84.9%	2172	81.8%	1173	84.9%	1312	81.8%	2326	88.0%	891	91.5%	1709	84.5%	649	89.4%
Not Well or Not at all	3951	15.1%	472	17.8%	208	15.1%	291	18.2%	319	12.1%	77	8.5%	314	15.5%	77	10.6%
% of Total Pop. "not well" or "at all"		5.7%		9.1%		7.8%		11.2%		5.7%		2.3%		5.2%		3.0%
Linguistically isolated households	1928	n/a	228	n/a	72	n/a	161	n/a	226	n/a	79	n/a	235	n/a	30	n/a
# persons in linguistically isolated households	4223	6.1%	394	7.6%	156	5.8%	292	11.2%	541	9.7%	135	4.1%	432	7.1%	76	2.9%

SUMMARY OF YEAR 2000 LEP CENSUS INFORMATION FOR LAS CRUCES BY CENSUS TRACT (PAGE 3)

Community or Census Tract	Las Cruces		11.01		12.01		12.02		13.01		14			
	#	%	#	%	#	%	#	%	#	%	#	%		
Bus Route Service/ General Area	All Routes		Routes 20, 40/ Only Mesilla Park portion of this tract		Routes 40/ Mesilla East of Rio Grande River		Routes 10, 90/ E of I- 25, S of Hwy 70, N of Lohman		Route 30, 90, 60/ E of I-25, S of Lohman		Route 10/ E of Sonoma Ranch, N or Hwy 70		No existing Route service/ Includes Dona Ana and far north Elks.	
Population (5+) Language spoken at home	68162		8478		5966		10564		9013		7919		6733	
Only English	41211	59.6%	4254	50.2%	4031	67.6%	8230	77.9%	5048	56.0%	3287	41.5%	4092	60.8%
Spanish	26139	37.8%	3925	46.3%	1709	28.6%	1996	18.9%	3783	42.0%	4602	58.1%	2595	38.5%
Other	1812	2.6%	299	3.5%	226	3.8%	340	3.2%	182	2.0%	30	0.4%	46	0.7%
English Proficiency of persons who speak Spanish at Home	22189	64.9%	3373	85.9%	1447	84.7%	1867	93.5%	2310	61.1%	3591	78.0%	2277	87.7%
Well or Very Well	3951	15.1%	552	14.1%	262	15.3%	129	6.5%	473	12.5%	1011	22.0%	318	12.3%
Not Well or Not at all														
% of Total Pop. "not well" or "at all"		5.7%		6.5%		4.4%		1.2%		5.2%		12.8%		4.7%
Linguistically isolated households	1928	n/a	225	n/a	93	n/a	88	n/a	218	n/a	330	n/a	119	n/a
# persons in linguistically isolated households	4223	6.1%	568	6.7%	272	4.6%	201	1.9%	589	6.5%	1086	13.7%	180	2.7%

LAS CRUCES CENSUS TRACTS WITH LEP PERCENTAGES MORE THAN 2% HIGHER THAN CITYWIDE AVERAGE OF 5.7%
(note: these areas are hatched)



Approx. 20 miles across.

Appendix B
Title VI Notice to the Public
RoadRUNNER Transit

- RoadRUNNER Transit 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 RoadRUNNER Transit.
- For more information on the RoadRUNNER Transit's civil rights program and the procedures to file a complaint, contact (575) 528-3227, (575) 541-2500 or visit our administrative office at 301 West Lohman, Las Cruces, New Mexico 88001. For more information, visit roadrunner.las-cruces.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-TCT, 1200 New Jersey Ave., SE, Washington, DC 20590.
- If information is needed in another language, contact (575) 541-2500.

Título VI Aviso al Público
El Tránsito RoadRUNNER

- El Tránsito RoadRUNNER opera sus programas y servicios, sin distinción de raza, color y origen nacional, de conformidad con el Título VI del Acta de Derechos Civiles. Cualquier persona que cree o que ha sido perjudicada por una práctica discriminatoria ilegal bajo el Título VI puede presentar una queja en El Tránsito RoadRUNNER.
- Para obtener más información sobre el programa de la ciudad de los derechos civiles de Las Cruces y los procedimientos para presentar una queja, comuníquese con (575) 528-3227, (575) 541-2500 o visite nuestra oficina administrativa en el 301 West Lohman en Las Cruces, New México 88001. Para obtener más información, visite roadrunner.las-cruces.org
- Un demandante puede presentar una queja directamente con la Administración Federal de Tránsito mediante la presentación de una queja ante la Oficina de Derechos Civiles, Atención: Coordinador del Título VI del Programa, East Building, 5th Floor-TCT, 1200 New Jersey Ave, SE, Washington, DC. 20590.
- Si se necesita información en otro idioma, póngase en contacto con (575) 541-2500.